

**Marcus Clements**

Head of Consumer Policy  
Rail Markets and Economics

Email:

04 February 2021

Julian Edwards  
Managing Director  
West Midlands Trains  
By Email

Dear Julian,

**Approval of West Midlands Trains' (WMT's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

Thank you for submitting WMT's revised Accessible Travel Policy (ATP) for approval. We have reviewed the ATP policy document against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that WMT's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I last wrote to you on 12 March 2020 confirming the approval of WMT's previous ATP I asked for updates on the provision of accessibility training to staff. Further to correspondence between my colleague David Kimball and Rebecca Preece, Integrated Transport and Accessibility Manager and WMT's submission of training material and delivery plans, I can confirm that we have now granted an extension of the deadline by which WMT must demonstrate that frontline staff are able to meet the mandatory ATP training outcomes to 31 December 2021. We will continue to monitor progress via our planned quarterly meetings.

Please provide a branded version of all ATP documents by 5 March 2020. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,



**Marcus Clements**

# Accessible Travel Policy

2021



**This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans.**

Other elements of our Accessible Travel Policy are:

- **Making rail accessible: helping older and disabled people** - a handy information leaflet
- **Train accessibility guide** - information on the accessibility of our trains, available on our website or as a separate document
- **Station accessibility guide** - a summary of the accessibility provision at all our stations, available on our website or as a separate document

You can download all of these from our website or they can be sent to you free of charge in alternative accessible formats from Customer Relations. There are several ways to contact Customer Relations:

Phone	0333 311 0039
Next generation text	18001 0333 311 0039
Website	<a href="http://www.wmr.co.uk/contact-us">www.wmr.co.uk/contact-us</a>
By post	Freepost WEST MIDLANDS RAIL CUSTOMER RELATIONS
Twitter	@WestMidRailway
Facebook	@WestMidsRailway

## **1) Commitments to providing assistance**

### **a) Booking and providing assistance**

If you book assistance in advance, we will arrange for station staff or a Senior Conductor to help you on and off the train at our stations. This will apply during the hours when trains are due to operate to and from our stations. These times are listed on the National Rail Enquiries website.

We try hard to make all journeys comfortable, safe and efficient, irrespective of your assistance needs. We participate in a system called Passenger Assist, the reservation system for customers who wish to book assistance. We make these reservations, free of charge, whether you are travelling on our services or those operated by other train companies on the National Rail network.

We are committed to maintaining and providing sufficient resources to, and continually improving performance of, the Passenger Assist system. We have a dedicated team to operate this booking service and these colleagues are trained in the needs of disabled travellers.

We have a robust quality control system in place, including monthly review meetings, for us to share and discuss feedback from customers and staff. A long-term evaluation programme is in place, including anonymous surveys conducted by phone and email, which covers the booking process and journey experience.

This programme helps us to continually improve performance and to raise suggestions for continuous improvement, such as proposing alternative routes if a customer had concerns about using larger stations as a result of an invisible impairment (e.g. autism or anxiety). Most members of our Stakeholder Equality Group use Passenger Assist to travel with us and their feedback is invaluable (see page 27 for more information).

To book assistance for travel, including connecting trains in your journey (and seat reservations with other train companies) we advise that you contact us by 10pm the day before travelling. However, if you are travelling on our train services only, you can book assistance with us up to 4 hours ahead for journeys on the same day.

If you are travelling with other train companies, you can book assistance up to 6 hours ahead for journeys on the same day from 1 April 2021. Over the next few years, the notice periods will be reduced to two hours' notice for travel the same day in the following phased approach:

<b>From when</b>	<b>Until when</b>	<b>Notice period</b>	<b>Where applies</b>
1 January 2021	31 March 2022	Up to 4 hours' notice	On our network only
1 April 2021	31 March 2022	Up to 6 hours' notice	Across the national network
1 April 2022	Until further notice	Up to 2 hours' notice	Across the national network

To allow appropriate arrangements to be put in place, please contact us 48 hours in advance for international travel.



When you book assistance in advance, our Passenger Assist team checks the accessibility of your start and departure stations (along with any connection stations) on the National Rail Enquiries website to ensure you will be able to complete your journey. If accessibility levels are not suitable (e.g. there is no step free access at a station) they can arrange alternative accessible transport for you or, if you prefer, consider a different route. We can advise you on the best route to meet your needs e.g. a smaller interchange station which is less crowded or has fewer platforms.

Your booking confirmation (including reference number) will be sent to you by email, or by post on request.

When your train reaches its final destination, you will be assisted off the train within 5 minutes where we reasonably can. This will be explained to you when you book assistance and in the booking confirmation.

We have been actively involved in exploring technology to improve the customer experience of passenger assistance, including running the trials for a new network-wide app. We are excited about the opportunities that technology like this will offer in the near future. In the meantime, all stations on the network can contact our stations by phone to ensure someone is available to meet and assist you at your destination and any connections. We provide a dedicated phone line for each station (staffed at all times our trains are running) to co-ordinate the delivery of assistance and a person who is responsible for ensuring those calls are answered. When stations are not staffed, these calls will be handled by our control team who will ensure on board staff can carry out any assistance.

When assistance has not been booked in advance, we will still try to provide the support required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked there may be a short wait for staff to be available to assist you or to make arrangements.

We will provide clear and reasonable explanations for any such delay, for example needing to first assist passengers who have booked assistance or the Passenger Assist team needing to coordinate alternative accessible transport. If, in the future, we consider changing the staffing levels at our stations we will assess the risk of passengers not being able to access the assistance they need and, if necessary, implement measures to mitigate this risk. We will submit these assessments to the Office of Rail and Road (ORR) to review.

We have portable ramps that are fit for purpose on-board all our trains and at many of our stations to enable passengers (for example those using a wheelchair or those with mobility impairments) to get on or off the train, whether assistance has been booked in advance or not. Our staff are trained to know which ramps to use in which circumstances, and the local conditions for using the ramps safely to help you on and off the train.

As part of the booking process, the Passenger Assist team will notify you if any of the stations you plan to use on your journey will not be staffed. We will explain that our Senior Conductors can operate the ramp and/or assist you on or off the train.

By booking assisted travel in advance, to travel with us or another train company, we can help you make connections with other trains at our stations. As part of the booking process, we will check you have sufficient time to make any connecting train. We will help you when trains change platforms or announcements are made at short notice.

You can also refer to the stations pages on our website. In addition to the key information about stations (that you can also see on the National Rail Enquiries website) these pages will also provide supplementary photos and information to help you decide if that station is suitable for you to use.

At stations where we have staff in addition to those in working in the booking offices we can provide directions and, wherever possible, escort customers to a safe waiting place for connecting buses and/or taxis if the interchange is within the immediate station vicinity.

Where our train services connect with other modes of transport (such as buses, trams, London Underground or DLR) we will work with the operators of those services to provide, wherever possible, assistance which ensures a seamless onward journey for you. However, at London Euston station for example, assistance services are delivered by Network Rail (usually from train to concourse) so customers are advised to check their policy for further information. We will continue to work closely with Network Rail and other train operators to ensure that assistance is delivered consistently across our network.

We advise you to check the accessibility levels of onward connecting transport, particularly with local bus companies and also community transport organisations.

Where taxi ranks or bus stops are provided at stations these are clearly signposted. We include, where possible, the contact details of local taxi operators on our station information posters which are displayed at each of our stations.

Private hire vehicle companies who apply to provide services from our stations are asked what proportion of their fleet is accessible and about the provision of driver disability awareness training. This information is influential in the award of contracts, however we are mindful that many ambulant disabled people would prefer to use standard vehicles due to their mobility needs. Where access is regulated under contract, from the earliest opportunity we will require the taxi operator to provide wheelchair accessible vehicles and ensure a reasonable number of drivers are trained in disability awareness. In the meantime, we will continue to explore opportunities to work collaboratively with other operators who serve our stations and in our group company to improve the last mile experience of our customers, including access to taxis.

We actively work in partnership with taxi operators and community transport providers to develop creative 'last mile' solutions e.g. coupled with our ongoing Enterprise Coaching programme, we are looking to provide them with support by developing skills and capacity. This could include support with writing funding bids for accessible vehicles in areas where there is particular demand.

We have a database of community transport providers and are working in partnership with them to facilitate access to rail. This provides us with the opportunity to access a wider range of vehicles which can be used as rail replacement in times of planned disruption. These vehicles may be also be more suitable to convey scooters safely.

To enable you to make informed decisions and for us to arrange assistance that results in successful and fuss-free journeys, we are committed to providing accurate and clear information about our stations on National Rail Enquiries. This will include information on assisted travel, whether staff help is available (including staffing hours) and a step-free access note. To ensure consistency and, in turn, reliability, this note will include the following wording to clarify the step-free status by category:

- **Category A:** "This station has step-free access to all platforms / the platform".
- **Category B:** "This station has a degree of step-free access to the platform, which may be in both directions or in one direction only – please check details".
- **Category C:** "This station does not have step-free access".

As part of the information on the National Rail Enquiries station pages we will also clearly state:

- Availability of station and on-board staff to assist passengers, including times. Scope of assistance will be clearly outlined e.g. if Senior Conductors can only assist a passenger get on or off the train, or if staff are available to help get around the station.
- Whether a platform ramp is available and confirming that this is always available when assistance has been booked.
- What to do on arrival at a station when you need assistance, including the meeting point (e.g. ticket office or on the platform).

As part of your booking for assistance, the Passenger Assist team can let you know if there are any issues which might affect your journey, e.g. a lift out of order. We put a note on the National Rail Enquiries station pages of these sorts of issues at our stations (which may be temporary) as soon as possible but no more than 24 hours after we know about them.

Examples include:

- Stations have a physical feature which might prevent some disabled people from using it
- Significant temporary work affects station accessibility
- Changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order)
- Changes are made to the accessibility of our trains which might affect disabled and older customers' journeys

In addition to our Station Accessibility Guide and the National Rail Enquiries station pages, we will endeavour to provide, where relevant, any additional details we have about our stations that may be beneficial to our older and disabled passengers.

This information will be provided on the station pages on both our websites.

This information may include (but is not limited to) images of accessible features and information about the station or surrounding area, such as crowded areas or businesses where they may be able to visit for a safe space to wait.

If you need help with luggage within our station or station vicinity (e.g. station car park), to the platform and on and off the train please book assistance. The service is free of charge. If you haven't booked assistance, we will do our best to help, subject to staff availability. The weight, size and quantity of luggage must be safe for our members of staff to carry. Each piece of luggage cannot weigh more than 23kg. The National Rail Conditions of Travel state that, as a general rule, you may take up to three items of luggage onto the train.

Seats and wheelchair spaces cannot be reserved on our services but staff will help you to find a seat or use an on-board wheelchair space. As wheelchair spaces on the train are limited and cannot be reserved, these positions are available on a first-come-first-served basis. During the process for booking assistance, we will explain to you that we cannot reserve you a seat or space.

We operate a Priority Seat Card scheme. Whilst this does not guarantee a seat, it is a tool for customers to use to show fellow passengers that they have a real need to sit down. This scheme is optional and our staff will still help customers to find a seat whether or not they have a card.

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff. We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit [www.jamcard.org](http://www.jamcard.org) and [www.hiddendisabilitiesstore.com](http://www.hiddendisabilitiesstore.com).

We are trialing the use 'assistance travel slips' on Birmingham suburban routes in partnership with Network Rail to reduce the risk of failed assistance. The member of station staff hands the slip containing the customer's journey details and assistance needs to the Senior Conductor when he/she assists the customer on-board. This intervention requires direct communication between the staff involved and acts as a reminder tool for the Senior Conductor (particularly at busy commuter times) thereby enhancing communication and improving reliability of the Passenger Assist service.

We welcome assistance dogs on our services. Staff assisting customers on-board a train will help ensure an assistance dog is comfortably and safely positioned (e.g. in the footwell of an empty adjacent seat).

## **b) Information provision**

### **i) Accessible Travel Policy documentation is made available in different formats**

Our information leaflet, which forms part of our overall policy, is called 'Making Rail Accessible: Helping Older and Disabled Passengers'. Copies of this leaflet are available on our leaflet racks and ticket offices at staffed stations that our services call at. We routinely monitor supply levels and staff are reminded to check the racks.

The leaflet is also available on our website as a PDF (in a screen-reader compatible format). We commit to providing this in alternative formats (including audio) on request within 7 days. You can request copies - in a range of formats - by contacting Customer Relations (see page 2 for contact details).



We share our leaflets with prominent locations in the community. In addition to using our extensive stakeholder database, our Stakeholder Equality Group which includes representatives of customers with hidden impairments, give us strategic advice on identifying valuable 'community hubs' for sharing this leaflet and other messages.

This policy document is available on our website and free of charge by post or email within 7 days on request to Customer Relations.

At all of our stations, there is a poster setting out useful information. This explains how to get a copy of our information leaflet and this policy document. The poster is positioned to be accessible to wheelchair users.

## **ii) Stations and rolling stock**

We produce a station accessibility guide and a train accessibility guide to provide clear information about our facilities and services. You can access [these](#) via our website or we can send [these](#) to you in other formats within 7 days on request.

We are **also** committed to providing accurate and clear information about our facilities at stations and on trains on the National Rail Enquiries website.

All front line staff have access to a device (e.g. mobile phone) to be able to check the status of facilities for disabled and older customers via the National Rail Enquiries website. This means they can give up to date information on request.

## **iii) Passenger journey information**

Where systems are fitted, we provide clear and consistent audio and visual information on platforms and station entrances about train departures and arrivals, including during disruption. If audio announcements are not available, we have customer information Help Points which enable you to speak to a person to get information. On the train, announcements are made in time to give passengers the time to prepare to get off.

We continually review facilities at stations and will be identifying potential schemes for improving access to information at individual stations.

We understand that barriers within the 'last mile' home from the station can have a significant impact on a customer's ability to travel by train. For this reason we have a comprehensive Station Travel Planning Programme in place. The programme's tools enable us to identify gaps in, and measures to improve, accessibility e.g. performing access audits on routes to/from our stations. We have already audited all the stations we manage, including the forecourt and environment surrounding around the station. The process also involves access to taxis and public transport.

Our Transport Integration Forum (TIF) is the overarching mechanism for stakeholder engagement and collaboration, with specific themes feeding in (e.g. bus integration, housing developers and stakeholder equality group). The TIF is attended by other operators and local authority representatives e.g. walking, cycling and accessibility officers.

When you are travelling with more than one train company, we will let the next station know that you are making connections.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We provide audio announcements on all trains, giving you information about any delays or changes to stopping patterns. We will provide clear audio and visual information to direct you to substitute transport where applicable. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. If a train terminates en route, then our on-board colleagues will contact the station or operation control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that our older and disabled customers may need during times of disruption.

Our staff (including cleaning staff) are vigilant to any facilities being out of order, eg an accessible toilet. However, if you spot a problem please let us know so we can fix it as soon as possible and warn customers who might be relying on them. There are many ways to do this:

- Tell a member of staff in person
- Contact Customer Relations (including social media) – see page 2

When key accessibility facilities are out of order (e.g. accessible toilets or lifts) we put an alert on the station page of the National Rail Enquiries website. If we know the repair or works timescale, we will share this on the page. Our Passenger Assist team can see these alerts and discuss this with you as part of a booking for assistance. Our Customer Relations team also have access to this information to respond to enquiries. We will also put up notices at the station as appropriate.

To ensure the information and alerts we share about accessibility are clear and reliable, we perform an annual review of our language and tone of voice.

#### **iv) Information points, help points and contact centres**

At staffed stations, staff at the ticket office can give you all the information you need e.g. service updates, accessibility of our stations, contact details for Passenger Assist etc. At unstaffed stations you can speak to a person via a Help Point (usually located on the platform).

At our busiest stations (or quieter stations with high levels of customers needing passenger assistance) we have clearly marked information points which offer timetables, posters and information leaflets at heights which are suitable for wheelchair users and standing passengers. We will make information on the facilities, services and accessibility of all stations (as well as information on timetables, fares and connections) available at station ticket offices, over the telephone from our Passenger Assist team and on our website as well as the National Rail Enquiries website. Our stations pages of our website provide additional information and images to help you make informed decisions.

Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. We have issued devices to all front-line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information to customers e.g. on delays and diversions. This also includes access to details about our services and those of other operators, accessibility of other transport available near the station and direct customers to appropriate sources of further information.

#### **Meeting Points**

Where you have booked assistance for a journey at a staffed station (unless agreed otherwise in your booking) please approach the ticket office to let us know you have arrived. At stations which do not have staff on duty, please wait on the platform in time for your train and our Senior Conductor will assist you on board.

If a station is not staffed, we always provide a way for you to speak to someone at times when our trains are running. Our station information posters display the freephone Passenger Assist number (who can provide service information) and the next nearest staffed station, as well as detail of local businesses near to the station that can provide additional facilities as and when they become available. You can also use a Help Point located on the platform. The textphone or Next Generation Text number is also clearly displayed.

## **v) Websites**

We are committed to achieving Web Content Accessibility Guidelines (WCAG) standards for our website by 31 December 2021.

Following recent website audits by Shaw Trust, we will be working with our website provider throughout 2021 to improve the accessibility of both our websites, whilst incorporating regular audits ensure we are continuously improving in this area.

We will also liaise with our Stakeholder Equality Group to gain feedback on their experience of using our websites.

Our website is designed to work with screen readers, magnifiers and in-browser accessibility functions. A dedicated page on our website provides further information and guidance on assisted travel.

For consistency, we use the term 'Passenger Assist' to refer to the booking system for assistance and visitors to our website can access the dedicated page by a link from our homepage.

Our Accessible Travel webpage is a great source of valuable information if you have access needs. This will always include:

- A concise explanation of the Passenger Assist service in plain English
- Contact information to book Passenger Assist services (including freephone and Next Generation Text numbers)
- How to book tickets (including availability of discounts and railcards)
- Links to up to date train and station accessibility information documents
- Links to information on temporary reductions in accessibility and delays or disruptions
- Advice on any restrictions on the size of wheelchairs, scooters and mobility aids we can carry
- How to access any initiatives we operate e.g. Travel Support Cards, Priority Seat Cards, JAM cards and sunflower lanyards
- How to access 'Making Rail Accessible: Helping Older and Disabled Passengers' leaflet (including link to download the pdf) and how to request this in different formats
- How to give feedback, make a complaint or details for availability of compensation when booked assistance has not been given
- Links across to the stations pages where you can find further detailed information on station facilities and public transport provision

### **c) Ticketing and fares**

We expect all customers to have a valid ticket or pass to travel before starting their journey. However, if for reasons of inaccessibility you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any eligible discount applied.

Our ticket machines at stations are able to issue discounted tickets to holders of a Disabled Persons Railcard and a companion.

Ticket gates can impact on accessibility so, wherever possible, staff will be positioned nearby and can provide assistance. At least one wider gate is provided for wheelchair users, disabled customers, pushchairs etc. When a station is unstaffed or staff are not in attendance, gates are locked open.

When purchasing tickets in advance (whether online, by phone or ticket office) we will warn customers if they would not otherwise be able to use the ticket for accessibility reasons which we should reasonably be aware of e.g. a wheelchair user attempting to buy First Class tickets when we do not have a First Class wheelchair space. We cannot control the practices or advice given by third party retailers so, if you have needs, we advise you to contact us directly.



## **d) Alternative accessible transport**

We aim for all of our customers to travel by rail but recognise that sometimes this may not be possible. In these cases we will coordinate alternative accessible transport for you at no extra cost to your ticket.

We will continue to work closely with our alternative transport suppliers to ensure that they are contracted to provide accessible vehicles whenever possible. This will include reviewing our list of suppliers on a regular basis and utilising service buses instead of coaches for shorter journeys where possible. In addition, we will also be encouraging operators to invest in service buses fitted with tachographs and seatbelts, allowing them to work on longer distance routes.

We will also continue to support our suppliers by providing them up-to-date information on the latest regulations for vehicle accessibility, as well as information about potential retrofits they may be able to undertake to improve the accessibility of their existing vehicles.

Where disruption is planned in advance, we will endeavour to use Public Service Vehicle Accessibility Regulation (PSVAR) compliant rail replacement transport for the services affected to meet the needs of passengers. We will review our contracts with rail replacement suppliers on an annual basis to ensure they can continue to provide the required supply of accessible vehicles for us.

Where services are delayed or disrupted without advance warning, information on any changes, including the use of alternative transport and its accessibility, will be disseminated via the same channels. At staffed stations, information will be provided to staff, and at unstaffed stations, you can use the station help points, our website or social media channels to get further information.

If you encounter an issue on your journey you can report this either to station staff, staff on the train or by contact our Customer Relations Team by phone, web form or social media.

On an individual case basis, we will consider:

- The customer's assistance needs
- The journey times involved
- The accessibility of trains and stations, including staffing levels
- The potential for staff from other locations to be deployed

We will offer an option, where reasonably practicable, that is most similar to the service provided to customers not requiring assistance. However, we will be led by your individual needs.

Alternative accessible transport (e.g. a taxi suitable for your needs) will be offered when a station is not physically accessible to you. Please see below regarding rail replacement services in cases of planned or unplanned disruption.

### **e) Scooters and mobility aids**

We are able to carry wheelchairs (manual or powered), scooters and mobility aids up to a certain size. The reasons for these restrictions are due to maximum safe loading weights of the ramps, the width of on-board doorways and to meet turning circle needs inside the carriage and on the platform.

The maximum size dimensions are:

- 700mm by 1200mm
- 300kg (combined weight of passenger and wheelchair/scooter)

If a scooter or wheelchair is particularly large, staff may discreetly ask you to confirm the dimensions to ensure your safety on our services. You need to check these dimensions before travelling and are advised to contact your wheelchair or scooter provider for this information. For safety reasons, our staff need to decline support in individual cases where he/she is not physically able to provide the assistance needed but we will always do our utmost to support you with your journey.

Scooters which are foldable or can be dismantled to meet these dimensions, can be folded and carried on as luggage by you or a companion. Scooter users may travel in the scooter and are not required to transfer to a seat.

Please see below for arrangements regarding scooters in times of disruption.

### **f) Delays, disruption and emergencies**

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people and on confidence levels of those travelling with us. We will therefore do everything we can to ensure disabled and older customers are able to continue their journey and are safe and comfortable.

Where alternative transport is being provided due to planned disruption, such as improvement works, we will include information on the accessibility of this transport in our communications. This will include (but is not limited to) social media posts, associated webpages on our website, press releases and station posters or leaflets. Where appropriate, we will also endeavour to include such information in station announcements.

Any passengers who book assistance during a period of planned disruption will be informed about any alternative arrangements, including the accessibility of such transport, at the time of booking. Any passengers who make a Passenger Assist booking before planned disruption information becomes available will be contacted at the earliest opportunity to discuss their arrangements.

For changes to station facilities at stations or on trains:

- We update the station pages of National Rail Enquiries website with issues affecting accessibility features of stations (e.g. out of order accessible toilets and lifts) to enable you to make informed decisions.
- We will warn you before assisting you on-board if the accessible toilet is out of order, giving you the option to wait for the next service or continue your journey if you prefer.
- If there are station staff available, we will help you make connections when trains change platforms or announcements are made at short notice.

Sometimes we need to provide rail replacement services e.g. during planned or emergency engineering works. We rely on a range of vehicles for this e.g. bus, coach, minibus, accessible and standard taxis. We understand that you may have access needs which can only be met by certain vehicles. We will discuss these needs with you in the event of rail replacement.

If rail best suits your access needs and there is a similar route operated by another train company which will get you to your destination, we will do our very best to get you on that service as a first option. During disruption we will ask other train (and sometime bus) operators to accept our tickets. However this will depend on how busy their trains are at the time and the specific routes affected. We will try to provide a solution that works for you.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We will always do our best to help in times of disruption even if we have no advance warning. If you are already part way through your journey when disruption occurs (e.g. the train terminates early) the Senior Conductor will arrange alternative accessible transport if necessary or coordinate the assistance for your delayed or altered journey.

If you are a scooter user we will source alternative transport based on individual considerations e.g.:

- An accessible taxi which can safely transport the scooter in one piece
- An accessible or standard taxi for scooters which can fold or be carried in components
- A community transport minibus

In the event that your scooter cannot be transported on buses or taxis (eg due to manufacturer's guidance) and/or you are not comfortable with this option, we will explore alternatives with you, such as:

- Supporting you to travel home and leaving your scooter at the station in a safe and secure place overnight
- Escorting you to a local business to wait in a warm and safe place until you can continue your journey by rail once the disruption passes.
- We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks we would look to hire portable toilets.

All our staff are trained in the procedures to be adopted in the event of an emergency on-board a train or at a station. Our policy is not to evacuate customers with mobility impairments or wheelchair users without appropriate support from the emergency services unless it is a life threatening situation. You will never be left on your own.

## **g) Station facilities**

### **i) Left luggage**

We do not provide left luggage facilities at any of the stations we operate. If this is introduced we will ensure the design accommodates our disabled and older customers including various heights, sizes and appropriate opening mechanisms for people who experience a range of access barriers. There are left luggage facilities at London Euston, Liverpool Lime Street and Birmingham New Street (operated by Network Rail).

## **ii) Disabled parking**

Where we have car parks at our stations, we offer free car parking to Blue Badge holders. If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. The availability of car parking is shown on our Station Accessibility Guide. We use all reasonable endeavours to comply with the Department for Transport's (DfT) Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable.

## **iii) Third party provided facilities**

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include the requirement to comply with their duties under the Equality Act 2010. We will ensure that the location of these facilities does not impact on the accessibility of the station or other facilities.

## **iv) Replacement facilities**

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks, we would look to hire portable toilets.

## **v) Station entrances**

We will not permanently close station entrances or gates if it would lead to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Transport Focus or London TravelWatch, our Stakeholder Equality Group and local access groups and received the approval of the DfT. We will also consider the impact on disabled customers if we need to restrict or temporarily close an access point during building works. We would apply to the DfT for permission to close an entrance or gate permanently.



## **h) Redress**

If you book assistance to travel on one of our trains and it is not provided or has failed in some way, we will fully investigate what happened and will provide appropriate redress to you. Your complaints are dealt with on their individual merit and compensation can therefore vary depending on the nature and extent of the assistance failure.

For example, it might be appropriate to consider a full or partial refund of your travel fare or to offer you a complimentary ticket where no ticket was purchased. In addition, we recognise that in some cases your main priority might be to know that action has been put in place to stop failures happening again, e.g. enhancing the content of our staff training programmes. Our Accessibility Manager works closely with the team who investigate failed assistance and complaints relating to accessibility to consider whether process changes or training updates are needed. Any particularly emerging themes are raised with the Stakeholder Equality Group to consider what effective changes or initiatives can be put in place.

Any compensation will be in addition to your entitlement to Delay Repay (see our Passengers' Charter for further details). In our response, we will explain why the assistance was not provided and what steps we have taken to ensure it does not happen again.

We tell passengers how to let us know when their assistance fails - on our website, via social media and in our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers'. Staff can also provide the contact details of Customer Relations in person on request.

We aim to investigate and respond to your complaint within 10 working days. If you are dissatisfied with the response, contact us again and the complaint will be referred to a senior person who has not previously been involved in the case. They will respond within 10 working days. We do everything possible to deliver a high standard of service but if you are unhappy with the response you receive you have the right to appeal to the Rail Ombudsman.

To be clear, we are responsible for any complaint or claim for redress about failed assistance if you travelled, or were supposed to travel, on one of our trains.

If you travelled (or were due to travel) with one or more train company, you only need to make a single complaint or claim. If there were multiple assistance failures in one journey travelling with different train companies, we will coordinate a single response from us all. However, if one company managed the bulk of the assistance, we may refer the claim to that company so that they may respond to you directly. We will ask you for permission to pass on your claim before we do this.

Nothing in this policy affects our statutory duties, including the Consumer Rights Act 2015, the Equality Act 2010 or the EC 1371/2007.

## **2) Strategy and Management**

### **Our commitments**

We are committed to ensuring that needs of disabled and older people (and indeed everyone with access and inclusion needs under the Equality Act) is understood and embedded in the way we do our business, both internally and externally.

In this section we outline how we make sure that:

- We embed provision of services to disabled and older customers (and people protected under the Equality Act) within our business and project planning and delivery.
- We adopt a culture of continuous improvement to enhance access to the railway for disabled people and those with access needs, including physical, operational and behavioural measures.
- Our staff and contractors have the resources, skills and confidence to deliver assistance to passengers and our wider customer base

We measure the success of our Accessible Travel Policy – not just in numbers but also how people feel about our approach to service delivery.

### **a) Strategy**

West Midlands Trains is responsible for running both the West Midlands Railway and the London Northwestern Railway services. West Midlands Trains is part of Abellio Transport Holdings which also operates East Midlands, Greater Anglia, ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic.

All our companies operate within the same overall management framework known as the Abellio Way, which sets out how we deliver our operations to passengers and stakeholders.

We also have our own behaviour codes and messaging that we promote across staff at West Midlands Trains. Under the headings of 'Real, Proud, Open and Simple' we aim to demonstrate positive, inclusive behaviours at all times, reinforced through our own Equality, Diversity and Inclusion strategy. This strategy includes the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).

West Midlands Trains has now achieved Stage 1 Investors in Diversity status and is working towards achieving Stage 2 by the end of 2021. We have also signed up to be Disability Confident committed from 2019 to 2022. Disability Confident is a government scheme designed to encourage employers to recruit and retain disabled people and those with health conditions by:

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations.
- Improving employee morale and commitment by demonstrating that all employees are treated fairly.

From the first day of operations, we secured an accessibility specialist to advise at the early planning stages of our projects and obligations as a reflection of our commitment to inclusion. We recruited a full-time Accessibility Manager in the first year of operations who is responsible for the external facing accessibility issues that impact on our customers. This role works very closely with our internal Equality and Diversity expert within HR.

Our overall accessibility strategy is driven through a series of committed obligations that, when linked together, provide a significant uplift in the quality and standard of provision for disabled and older customers. This includes a great commitment to investment. Flagship schemes include:

- New fleets of trains and enhancements to existing trains
- New accessible stations, working with the West Midlands Rail Executive and other transport authorities.
- Provision of new lift schemes at key stations on the network, through Network Rail's Access for All programme, including Lichfield Trent Valley, Tring, Kings Langley and replacement of the lifts at Watford Junction.
- Provision of over £330,000 minor works improvements every year, including handrails, steps, and tactile guidance paving.
- Development of local community improvement schemes at stations, with access and inclusion playing a key part in the decision making on the bids we receive into our Customer and Community Improvement Fund each year.
- Delivery of front-line customer service training, of which equality and inclusion forms a key component.
- Development of community transport solutions, making more use of

accessible minibuses and taxis, and voluntary car schemes, to help people access their local stations.

- Development of over 90 station travel plans across our network. These travel plans look at the whole station including location and function, accessibility and attractiveness, the ability to generate more rail users and how the wider surrounding area can be improved to make it a better and more inclusive environment.

For more information about these initiatives, customers can contact the Accessibility Manager by email on [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk).

## **Our implementation priorities for the coming year**

During 2021 there will be a number of projects 'going live' which will have a direct or indirect impact on accessibility. The projects are not limited purely to physical improvements on the network but also operational and behavioural measures that will also have a positive impact. Examples include:

- Introduce new trains on our network from 2021 onwards
- Complete the delivery of Station Travel Plan prospectuses for over 80 stations across our network including producing access audits for stations and the walking and cycling routes linking to them. This includes accessibility consideration for our community rail lines serving the Marston Vale and Watford-St Albans communities
- Ongoing promotion of partner schemes to assist older and disabled passengers, including the Hidden Disability Sunflower Lanyard Scheme and other localised initiatives (e.g Baby on Board and priority cards)
- Ongoing support for the Dementia Friends initiative within our staff beyond the end of our official charity partnership (which ended in Dec 2020)
- Working with community transport operators to support access to our stations and introduction of new minibus links
- Delivering a major accessibility and equality conference when circumstances allow
- Continued roll out of customer service training for front line staff and wider equality, diversity and inclusion training for managers and directors
- Achieving Investors in Diversity Stage 2 accreditation
- Maintaining Disability Confident accreditation
- Accessible planters at stations to enable disabled and older people to access gardening activities
- Support the wider industry with the roll out of the introduction of the Passenger Assist apps
- Produce a bespoke social media plan for engaging for older and disabled passengers
- Publish our Passenger Assist statistics on our websites

- Train more staff in the use of Diversity Impact Assessments alongside our wider accessibility training
- Make information on local business near to our stations available to our Passenger Assist and Customer Relations teams.

## **b) Management arrangements**

The management arrangements are designed to ensure that positive approaches to meeting the needs of disabled passengers are an integral part of our business activities.

Our Accessible Travel Policy (ATP) is approved by our Board of Directors and endorsed and fully supported by the Managing Director and Executive Management team.

The Customer Experience Director has executive responsibility for our ATP and ensures that it is integrated into business plans and incorporated at the planning stage of all major projects through the early involvement of the Accessibility Manager and proper use of the Equality and Diversity Impact assessment process.

The Commercial Director also ensures that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams are responsible for the implementation and delivery of the day to day elements of customer service, including this policy.

All of our directors, managers and staff, including new entrants, who deal with passengers, receive appropriate disability equality training commensurate with the role they play in supporting passengers directly or developing accessibility in the organisation.

For example, in the last year, our Executive team has received bespoke disability equality training by an expert with lived experience of disability and the session explored the commercial benefits of accessibility as well as the consumer expectations of disabled people. As part of the course, the Directors also shadowed disabled and older customers on train journeys to observe barriers and staff protocols first-hand. Staff and managers that design or manage the upgrade and modification of our facilities and services also receive appropriate training, including bespoke sessions for property and project management teams that explore how to effectively perform equality impact assessments.



Our Accessibility Manager is responsible for:

- Leading engagement on accessibility issues
- Managing our Stakeholder Equality Group
- Influencing and developing the design of stations, trains and other projects
- Developing and implementing project-based Equality and Diversity Impact Assessments for both physical and operational initiatives
- Identifying and agreeing spending priorities
- Managing integrated transport products and services
- Representing access and inclusion issues within the organisation
- Developing door-to-door products and services
- Leading on our station travel plan programme, which looks at access and integration on a station-by-station basis.
- Facilitating improvements in accessibility measures, including working with local authorities and other partners that deliver 'last mile' provision to our stations, and preparing strategic funding bids.
- Developing training
- Ensuring access and integration is properly embedded into all our key events, including our stakeholder conference.
- Working collaboratively with other train operating companies, local authorities, West Midlands Rail Executive, Transport for London and other strategic partners.

Our plans and aspirations for access and inclusion include realistic budgets and resources to secure their success. Systems are in place for reviewing return on investment, to include financial and social factors. Planned investment in station facilities, technology and passenger assistance services, for example, are expected to deliver return on investment by increasing journeys made by existing and new types of passengers. All projects must have evaluation mechanisms built-in from the outset and so this is under constant review. All of these plans and processes are subject to rigorous Equality and Diversity Impact assessments which are either led or scrutinised by the Accessibility Manager.

### **c) Monitoring and evaluation**

Monitoring and evaluating our performance in delivering services and facilities to all passengers, including disabled passengers - and then acting upon what we learn - is key to our commitment to a cycle of continuous improvement.

Our Stakeholder Equality Group (SEG) is our critical friend and also a source of new ideas and innovation. The group not only scrutinise our plans but are also empowered to tell us what we can do differently. See page 27 for more information about the group. We review achievements and opportunities at the end of each programme year at the SEG meeting.

Members of the SEG give individual feedback on their journeys and overall customer experience throughout the year, and therefore provide informal 'mystery shopper' feedback.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities and to identify gaps for improvement in future years. For example, as part of our customer satisfaction survey measurement tool we contact 10% of Passenger Assist users to evaluate the extent that the service met their expectations.

We collect data on the number of Passenger Assist bookings and 'turn up and go' requests we receive, deliver and fail to deliver (along with reasons). Every month we share this with the Office of Rail and Road (ORR) for them to monitor our performance. As part of our annual review, we also report to the ORR with details of key actions we have identified to improve our performance.

Every monthly rail period we review the feedback from our own stations' staff about booked and 'turn up and go' assistance which have failed or not gone according to plan. Whilst these cases are low in number, analysing these is part of our ongoing improvement plan.

We also review the customer feedback from our Customer Relations team relating to accessible travel and use periodic reviews of this feedback to work with our Customer Experience team to target routes, locations and services that need attention.

Our station travel plan programme includes a detailed customer survey for each station. This involves key recommendations for improving access and inclusion in an action plan. Every station travel plan will be developed in close consultation with stakeholders and, as part the process, a workshop will be held which will include representation from local disability groups and other organisations representing the needs of older people and those with other inclusion barriers.

We will also take any key findings from our web based 'Always Listening' survey to look at ways to improve the service we offer to disabled and older customers.

We have established a process where any significant complaint or improvement suggestion is referred to the Accessibility Manager who speaks to the customer or his/her representative personally. This enables us to address any specific concern swiftly. In some cases, the customer has joined our SEG as a full or corresponding member to continue giving helpful feedback.

The service quality regime involves inspecting 60 stations and 160 vehicles in every four-week period. This means every station and every vehicle will be inspected at least four times a year on top of any qualitative feedback we receive through the channels above.

We also obtain first-hand insight from staff about ideas for improving the way in which they support passengers, particularly those with non-visible impairments.

We do this through regular internal communications to our staff on accessibility issues, and encourage staff to feed any comments or suggestions back directly. We will also be collating feedback in response to our new accessibility training, which will encourage our staff to consider the experience of passengers with a range of impairments.

## **d) Access Improvements**

### **Trains**

We are committed to complying with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) to ensure our trains meet accessibility standards. Over the course of the franchise, we are investing in brand new trains and refurbishing our older, less accessible trains.

In 2020 we completed upgrade work on our Class 323 trains, which are used on the Cross City Line in Birmingham, to make these trains PRM-TSI compliant. This included installing accessible toilets and new passenger information systems on board.

We also stopped operating our last Class 153 trains, which were also not compliant with PRM-TSI. From the September 2020, all our trains have been PRM-TSI compliant.

### **Stations**

When we install or refurbish our stations, we are committed to adhering to the Joint Code of Practice and other industry standards. We also undertake a rigorous Equality and Diversity Impact Assessment (EDIA) that takes account of both the positive and potentially negative impacts of the project. The EDIA process reflects on not just the physical design and mitigations needed but also how the finished project will operate and what this means for each of the protected characteristics (under the Equality Act 2010).

## **Access to and from stations**

We are committed to using the Station Travel Planning process (which we call the 'Stations as Places' programme) to assess the barriers to using the rail industry beyond the station environment.

Customers need to make informed choices about how to travel. In particular, we understand that people with access needs have additional considerations when planning door-to-door travel.

As part of our Stations as Places programme, we have audited each station that we operate from an accessibility viewpoint, enabling the evidence to be used to help prioritise station improvements, minor access works and influence more significant projects such as station rebuilds and nominations for DfT's Access for All bids. These audits have also looked at the level of access from the station entrance of the forecourt across to bus stops, tram stops and transport.

We will be working in partnership with other train operating companies that run stations where our trains stop and agreeing to carry out similar assessments at these locations.

In addition, as part of over 90 detailed Station Travel Plans we have audited the quality and customer experience in using cycle paths and the wider pedestrian network, targeting key routes leading to hospitals, schools, tourist attractions and town centres.

We will use this evidence to develop access solutions with local councils and other stakeholders, and generate third party funding through wider partnership working with planning and highway authorities and developers.

The customer evidence collected from the Stations as Places survey will also be used to help negotiate adjusted or new bus services, potentially using taxi and community transport providers.

## **e) Working with disabled passengers, local communities and local authorities**

We are committed to the continuous improvement of services and facilities for disabled people and recognise that everyone will benefit from a truly accessible railway. A key aspect is listening to and working with customers with access needs to ensure that the plans set out on page 22 reflect our customers' priorities and are not based on assumptions.

To that end, we established our Stakeholder Equality Group (SEG) significantly ahead of the franchise schedule to ensure consultation was embedded in our work from the outset. The SEG represents customers who experience a wide range of access barriers, including non-visible impairments, and other social factors such as age, gender and ethnicity.

The SEG has its own detailed terms of reference and now has over 40 members. The group is comprised of:

- Customers with lived experience of access barriers, predominantly through disability, but also for wider social and economic factors under the Equality Act 2010
- Organisations that represent the people with access needs including invisible impairments
- Individual customers that have offered to give their time and input covering a particular area of interest
- Key members of staff that are present to help, listen and take suggestions into their own work areas
- Other stakeholders including West Midlands Rail Executive and other train operators

Examples of organisations who are currently involved include:

- Age of Experience
- Alzheimer's Society
- BID Services
- Birmingham Sight Loss Council
- Pocklington Trust
- Prince's Trust
- Retina UK
- Shaw Trust

The Accessibility Manager is responsible for the SEG, who has a link to both the Head of Corporate Affairs and the Customer Experience Director for wider support and development of initiatives across the business.

Around 20 people attend each meeting. Through the network of skills and customer insight present we set up 'task and finish' groups to focus on specific projects and consultations, ranging from station audits to input on new trains, ideas for training content and responding to national rail policy direction on inclusion.

Although the SEG is a franchise commitment, we have expanded its reach beyond the core aims originally laid out to try and achieve the depth and breadth of customer insight needed across such a diverse network.

The main aims of our SEG are to:

- Offer ideas and advice and provide constructive feedback on proposals, challenges and experiences;
- Review our progress on all accessibility matters, including meeting the needs of disabled people and other passengers with accessibility requirements;
- Consult with stakeholders on how to improve accessibility and provide regular access audits
- Use the feedback gathered through call back surveys to agree performance targets for Passenger Assist in relation to reliability, punctuality, quality and professionalism of the service
- Provide advice on policy, schemes, initiatives and approaches adopted by us to optimise the benefits of access for all in the spirit of the Equality Act 2010 and the requirements of the Public Sector Equality Duty; and
- Work seamlessly with our wider equality, diversity and inclusion aims and activities.

We actively promote the availability of the Passenger Assist service. One tool for this is our Travel Support Cards which display our contact details for station staff and Senior Conductors to distribute at their discretion when interacting with customers.

Another key tool for this is our leaflet “Making Rail Accessible: Helping Older and Disabled Passengers”. We display this at our staffed stations, on our website and promote the service by social media. Our members have valuable community links and this helps us share the leaflet and promote the message in places of influence.

A key member of our Stakeholder Equality Group is the Equality and Diversity Manager for Transport for West Midlands. This creates more cohesion and the opportunity to share best practice. We are striving to avoid a multitude of different approaches and accessibility initiatives by many transport providers all operating in the same region, as this is not helpful to customers.

For example, Just a Minute (JAM) cards allow disabled customers to control when and to whom they flag that they need more time or support for their journey via a series of prompt cards. The initiative is particularly valuable to people with hidden impairments such as learning difficulties and autism. JAM cards had already been adopted by Avanti West Coast and, through consultation with our Stakeholder Equality Group, we identified firm support to adopt this tool on our network.



Another example of joined-up working to test ideas and tackle barriers is the Calm Room at Crewe station. This provides a quiet dementia and autism friendly space within the busy station environment. Whilst Crewe station is not one which we manage, we were keen to support this pilot initiative by providing funding and to learn from the outcomes. As a result of the positive outcomes of this initiative, we plan to introduce some calm/dementia-friendly rooms at our own stations.

In addition to working with other train operators, we work closely with Network Rail to share best practice, for example building on Network Rail's diversity impact assessments with workshops for our property and project management teams.

Our Way to Work programme provides free travel for interviews and training to people who are unemployed, as well as a 3-month season ticket for anyone who is then offered a job including apprentices and newly qualified graduates. We actively promote this scheme to disability organisations to share the initiative with their members and network.

Following a year long partnership with Alzheimer's Society, we are striving to make our railway more dementia friendly. This includes supporting the charity to educate our frontline staff on best practice, encouraging all staff to become Dementia Friends and recruiting Dementia Friends Champions in different regions and roles around the network.

We provide an annual report to the Office of Rail and Road on our work with disabled passengers and local communities on our activities, collaborative working and the outputs of these.

## **f) Staff training**

Our colleagues have a clear passion for delivering exceptional customer service – whether that is helping someone plan their journey or sitting with someone who is experiencing distress. We recognise that training is essential to protect and enhance the customer experience of disabled and older customers.

We are in the process of reviewing our existing training portfolio to include access, equality and inclusion matters that align with the Office of Rail and Road (ORR) training outcomes. We are also examining ways to tackle specific learning objectives for key staff in niche areas and are adopting a blended learning approach to positively reinforce equality considerations. This way the programme embeds the training outcomes required by the Office of Rail and Road. This will be developed with support of our Stakeholder Equality Group and customers with lived experience of access barriers, as well as paying attention to any changes in operational standards that need to be communicated.

By 31 December 2021 all new staff, including senior and key managers, will receive disability equality training as part of the corporate induction. This will take place in a classroom environment and be supplemented by activities through blended learning techniques. This will cover the following themes:

- Understanding disabled people's everyday challenges;
- Equality legislation
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework

In addition, training for all frontline staff who deliver Passenger Assist services will also cover communication, accessibility at stations and providing safe assistance. We are reviewing the extent to which existing frontline staff can also meet these training outcomes and ensure any gaps are addressed by 31 December 2021, either through targeted training activities or refresher training.

In developing our new accessibility training programme, we will explore a blend of delivery channels, including classroom (or virtual classroom) sessions, e-learning, on-the-job learning and information through internal communications channels. We are committed to ensuring that this training goes beyond the classroom, and helps promote a culture of inclusivity, placing accessibility at the heart of our customer service.

Refresher training for staff will be implemented every 2 years, with particular focus on frontline staff who provide assistance and will evolve to reflect customer expectations and operational changes. This will be a blended learning approach, using face-to-face and online training. Refresher training provides the opportunity to raise 'hot topics' highlighted to us by the disabled community and respond trends in customer experience data by targeting specific themes.

We will ensure that, by 31 December 2021, our training package will be delivered to our colleagues, giving them the opportunity to hear directly from disabled and older people and encourage reflection and facilitated discussion in a safe space.

We understand that agency and temporary staff may have a direct impact on our customers' experience, so as part of our new accessibility training programme, we will be working to ensure that these staff receive appropriate customer service training. We will ensure this through our contracts with third parties and will be reporting on our progress with training to the Office for Rail and Road on an ongoing basis.

Our training package will include content to support our Customer Relations team to consider the role they play, with particular focus on communication barriers.

This will be delivered by 31 December 2021. We will also review and, if necessary, enhance the training delivered to our Passenger Assist agents.

We commission a specialist provider to source taxis for us when alternative transport is needed, particularly for disabled and older customers. We do not provide those taxi companies with training as, given the geographic area our network covers, this is not practicable but we emphasise the importance of this in our procurement processes and our ongoing service monitoring.

Part of our taxi brokerage process is assessing the extent to which drivers receive training e.g. through the local licensing authority. If any driver operates offensive, unsafe or discriminatory practices towards a customer, we would take appropriate action, which may include organising training or not using the driver again. We have a zero-tolerance policy against any taxi driver who refuses an assistance dog.

In the meantime:

- Accessibility and inclusion is included in our existing induction programme
- The programme is delivered to any staff who deal directly and indirectly with customers with a range of impairments
- All statistics, legislation and language in our training modules used is up to date
- All frontline staff who assist passengers receive appropriate training in equipment e.g. ramps and wheelchairs
- Staff who answer telephones are trained in communicating effectively with people who experience communication barriers

## Who to talk to?

For any enquiries concerning the content of our Accessible Travel Policy, including our strategy and consultation, please contact:

Accessibility Manager  
West Midlands Trains  
134 Edmund Street Birmingham  
B3 2ES  
Email: [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk)

# Making Rail Accessible

Helping Older and  
Disabled Passengers



# 1) Introduction

**Everyone is welcome to travel with us and we want you to enjoy the experience. We understand that some customers, particularly older and disabled people, experience barriers to train travel. This leaflet gives a handy summary of the kind of assistance we can give you, what you can expect from us and how to get more information.**

We don't just offer assistance and support to passengers that identify as disabled or older people. We will help anyone who experiences access barriers to train travel.

## 2) Assistance: what is available and how to obtain it

### How we can help you?

We can support you in the following ways as part of our Passenger Assist service:

- Helping you to plan your journey
- Checking what services and facilities are available on the train and at the station
- Buying your ticket (including Advance fares when booking assistance)
- Reserving seats or wheelchair spaces for other train companies (where reservations are available)
- Guiding you on and off the train and finding your seat or space
- Put a ramp down for you to get on or off the train
- Helping with luggage
- Helping you to change to a connecting train
- Providing a wheelchair to help you from the train or to a connecting train (if one is available)
- Helping you to enter or leave the station to reach connecting transport

All staff who give assistance are trained to help customers with visible and non-visible impairments.

We can support you if you feel unsteady (eg offering an arm) but cannot support with lifting or similar help. We cannot help with personal care (e.g. using a toilet).

If you need assistance with your journey you can turn up on the day or book this in advance.

The Passenger Assist system is provided by all train companies around the network so you can make seamless supported journeys.

### a) Turning up on the day

If you know the station is accessible to you, you can turn up for your journey without booking and just ask for assistance at the station. If you do, then we will always do our best to assist you but some arrangements may not be possible or may take longer.

If the station is staffed, then a member of the station staff can help arrange your assistance. You can find out which stations are staffed and at what times by contacting the Passenger Assist team (page 4), our Customer Relations team (page 13) or via our website.

If the station is unstaffed, please use a help point (usually located by the station entrance or waiting area/ticket office) or call the Passenger Assist team (page 4). Our Senior Conductors will help you get on and off the train or the Passenger Assist team can arrange alternative accessible transport over the phone for you if needed.

### b) Booking assistance

Alternatively, you might prefer to book assistance in advance for reassurance and convenience. Our Passenger Assist team can help you plan your journey and book any assistance you need.

## Passenger Assist contact details

Phone	0800 024 8998
Next generation text	18001 0800 024 8998
Online form	<a href="http://www.wmr.uk">www.wmr.uk</a>

This is a freephone number. The team can take your calls from 8am to 10pm everyday except Christmas Day and Boxing Day. To make a booking on Christmas Day to travel on Boxing Day, please call ScotRail (our sister company) on 0800 912 2901.

To making a Passenger Assist booking for anywhere on the national network, including seat reservations for journeys with other train companies, please contact us up to 10pm the day before your journey.

Are you travelling on our train services only? If so, you can book with us up to 12 hours ahead for journeys on the same day. Don't forget you can always simply 'turn up and go' without booking (see section 2(a) on page 3) but may choose to do so for peace of mind.

We can book assistance for journeys with multiple connections, even if they are with other train companies.

## Alternative Transport

We want you to make as much of your journey with us by train. Sometimes we might need to make alternative arrangements for you. You will not be charged extra for this.

- If a station is not accessible for you (e.g. it is not step-free) then we can arrange a taxi suitable for your needs to take you to the nearest accessible station.
- In cases of unplanned disruption, we might need to arrange rail replacement transport for you (see below).

- In cases of planned disruption, we will organise rail replacement services. This will draw on a range of transport options including bus, coach, accessible and standard taxis. We will find an accessible service for you. Alternatively, we will use our best efforts to find you a different route by train with another operator at no extra cost if this better meets your specific access needs.

If you use a scooter or wheelchair, when organising rail replacement services we will discuss the options with you taking into consideration:

- Your preferences and individual needs;
- If your scooter or wheelchair can fold or be lifted safely in component parts;
- Which vehicles can transport your scooter or wheelchair safely;
- Community transport providers in the area; and
- Station Neighbours where you can wait safely in the warm if disruption is short-term (see page 17 for more information).

## 3) What to expect – our commitment to you

### a) Before you travel

We promise to give you the information you need to plan your journey. We understand why this is very important for our disabled and older customers.

## Buying your ticket

There are many ways to buy a ticket:

- At a station with a ticket office
- From a ticket machine at a station
- By phoning 0333 311 0039
- From our website: [www.wmr.uk](http://www.wmr.uk)
- From websites of other companies who sell tickets



You can get help with buying a ticket from staff at ticket offices or over the phone. If you cannot buy a ticket in any of the ways set out above for reasons of inaccessibility, you can buy your ticket from a Senior Conductor on the train or at your destination station. There will be no penalty and you can still get any discount that applies to you.

There is a range of discounts available to older and disabled people.

## Disabled Persons Railcard

This railcard will save you and a companion 1/3 off train fares. However, see overleaf for automatic discounts without a Disabled Persons Railcard.

## Senior Railcard

If you're over 60, this railcard will save you a 1/3 off most train fares.

## Two Together Railcard

With this railcard you and the person you travel with the most will get 1/3 off rail fares when you travel together.



## Travelling without a Disabled Persons Railcard

Some disabled passengers are automatically entitled to discounts so it may be worth checking this out before buying a railcard. **The discounts are as follows:**

- 34% off First Class or Standard Anytime Single tickets
- 50% off First Class or Standard Anytime Day Return tickets
- 34% off First Class or Standard Anytime Return tickets

**You are entitled to these discounts if you are:**

- A wheelchair user staying in your wheelchair during the journey (the discount also applies to one person travelling with you); or
- Visually impaired (blind or partially sighted) and travelling with one other person. You are not entitled to this discount if you are travelling alone. You must provide written evidence of your visual impairment to get the discount.

Child wheelchair users are entitled to 75% off these tickets.

**Please note that:**

- In some cases it might be cheaper to buy a full-rate off-peak or advance ticket; and
- You cannot buy tickets with these discounts online or from ticket machines, only from ticket offices or Senior Conductors.

## Planning your journey

Our Passenger Assist team can help you plan your journey. The contact details are on page 4. They can give you information on:

- Accessibility features of trains
- Accessibility features at stations (e.g. disabled parking, staff availability or whether certain things like lifts are out of order)
- Toilet facilities
- Train times and routes
- Whether your planned journey is affected by delays or disruption
- Whether your journey would involve changing trains, and talk you through the best option for your personal requirements
- Restrictions on what wheelchairs and scooters we can carry on trains (see page 11)
- How to get a Travel Support Card or Priority Seating Card (see page 16)
- The JAM cards and Sunflower lanyard schemes (see page 17)
- Any useful apps or websites, network-wide or with a station focus.

You can also download the following guides from our website or pick them up from any staffed station:

- Access map of our network which shows which stations are step-free and provide easy access
- Accessible trains guide which tells you what facilities and information provision you can expect on the different types of train – and also which routes you will find them running on

**Please note** that there are no wheelchair spaces in First Class accommodation on our services.

## b) At the station

We are committed to making our stations accessible for everyone and will assist any disabled or older customer who experiences a barrier.

We manage 149 stations – a mixture of large and small stations, some with old historic features and others with brand new facilities. Here are some examples of station facilities:

- Some stations have car parks. Parking for blue badge holders is free
- Wider ticket gates for wheelchairs, pushchairs and luggage. These are locked open when staff are not on duty
- Many stations make announcements and have screens with train times
- You can use a Help Point if there are no staff on duty at a station. There is a Help Point at every station. The green button is to call the emergency services (e.g. fire, police or ambulance). The blue button is for help with your journey or to contact the Passenger Assist team
- Next to the Help Point you'll see information about our new Station Neighbours scheme. Our Customer Relations and Help Point operators can also provide full information on where to find the nearest Station Neighbour (as well as a list on our website). These are local businesses and venues near to the station that can give a helping hand in the case of an emergency or simply providing somewhere warm to wait for a lift. They are not available at every station but are being introduced gradually on the network. Details are on page 17)

For detailed information on facilities at each station, including staffing hours, please contact the Passenger Assist team or review our Station Accessibility Guide (see page 8 for details). Alternatively, you can also check the National

Rail Enquiries website or our website to find this out for yourself. Our website includes pictures of each station and the surrounding area (including bus stops) so you can make more informed decisions about your own door to door journey and whether the station is appropriate for you.

If you need assistance, make your way to the ticket office (or the meeting place you have been given) at least 20 minutes before your train so a member of staff can assist you. Please allow extra time if you need to buy a ticket or prefer to travel around the station at a relaxed pace. The type of help we can give is on page 2.

If the station is unstaffed and you have not booked assistance, please wait on the platform in time for your train to arrive and the Senior Conductor will be able to help you get on and off the train (using the on-board ramp or station ramp if you need this). Senior Conductors always step off the train and check the platform for people waiting to board. Some passengers with hidden impairments like to hold up a JAM card to indicate to Senior Conductors that they need assistance (see page 17 for more information). If there is a problem please use a Help Point or contact our Passenger Assist team (see page 4) for advice.

## c) On the train

We are investing in more accessible trains for everyone but will always assist any disabled or older customer to use our services.

There are some differences between our trains and we are investing in our fleet. The best place to get up to date advice on what facilities you can expect on-board is to contact the Passenger Assist team (see page 4). Here are some examples of facilities you will find on some of our trains:

- An on-board ramp for anyone who needs this
- Visual screens that show the next stop
- Announcements on trains
- Wheelchair spaces with companion seats
- Priority seats
- Standard and accessible toilets

On the train, the Senior Conductor can help you buy a ticket if you need one and guide you to facilities, like the toilet. There is a help button in the wheelchair space which you can press to get in contact with the Senior Conductor.

The member of station staff helping you on-board will check the wheelchair space is free before you board. If there are ambulant passengers or luggage in the space, they will ask passengers to vacate the space. Wheelchair spaces cannot be reserved so access to these areas, for wheelchair and scooter users, is on a first come first served basis.

When a train reaches its destination, we aim to assist you off the train within 5 minutes.

We are only able to carry wheelchairs, scooters and mobility aids up to a certain size for safety reasons and to meet turning circle restrictions. The maximum size dimensions are:

- 700mm by 1200mm;
- 300kg (combined weight of passenger and wheelchair/scooter)

If your scooter or wheelchair is particularly large, staff may ask you to confirm the dimensions to ensure your safety on our services. If you are not sure of these, please contact your wheelchair or scooter provider before you travel.

## d) If things do not go as planned

We understand that we may need to provide additional assistance and be particularly mindful of disabled and older passengers during disruption and delays.

As part of the booking process for assisted travel, we check and tell you if your journey might be affected by planned engineering works. This allows you to make an informed decision about whether to change your plans or what alternative arrangements can be made.

If you have booked assistance in advance and, before your journey takes place, planned disruption is announced (such as engineering works), we will contact you to discuss the impact and go through the options with you. We want you to be fully informed of your travel choices, so if we need to make changes to the booking, we have time to make that happen.

In times of disruption, at the station and on board the train we will issue audio and visual announcements. We will also put information on our website and on social media. Please make yourself known to a member of staff who will help get you on your way as comfortably as possible. This might include rearranging your assistance for a different route or booking alternative accessible transport for you.

Our staff keep customers safe in times of emergencies. We will not evacuate wheelchair users or customers with mobility impairments from our trains without appropriate support from the emergency services unless it is a life-threatening situation.

If you travelled on, or were due to travel on, one of our trains and you had booked assistance which failed to be provided, please contact us. You are entitled to redress, the nature of which is determined on a case-by-case basis. Please contact Customer Relations.

## e) Where to get more information and how to get in touch

### Customer Relations

Our Customer Relations team welcomes your comments, complaints and praise.

Phone	0333 311 0039
Next generation text	18001 0333 311 0039
Website	<a href="http://www.wmr.uk/contact-us">www.wmr.uk/contact-us</a>
By post	Freepost WEST MIDLANDS RAIL CUSTOMER RELATIONS
Twitter	@WestMidRailway
Facebook	@WestMidsRailway

We are open between 7am to 7pm Monday to Friday and 8am to 4pm on weekends and bank holidays. We are closed on Christmas Day and Boxing Day.

### Alternative formats

Customer Relations can send you this leaflet in the following formats:

- A printed copy
- Large print
- Audio
- Easyread
- Braille

**If you want a copy of this leaflet in large print, contact Customer Relations on 0333 311 0039**

## Accessible Travel Policy

We have a policy document as part of our overall Accessible Travel Policy. This provides more detail than this summary leaflet, and also tells you about our staff training programme and plans to improve accessibility.

We also produce a guide to accessibility features on both our trains and each of our stations.

All three documents are on our website. You can also get a copy sent to you by post or by email (and in different formats) free of charge by contacting Customer Relations (see page 13).

## Support on the day of travel

If you are travelling with us and have any queries or issues related to accessibility and your journey, please contact our Passenger Assist team (see page 4).

We monitor and respond to social media as soon as possible. We may ask you to send us more information in a more suitable but accessible way to properly investigate a matter.

## Other Support

If you do not receive the assistance you needed or something has gone wrong, please contact our Customer Relations team (see page 13).

If you are not happy with the way we have dealt with your complaint, you can contact the Rail Ombudsman.

Phone	0330 094 0362
SMS text	07427 580 060
Textphone	0330 094 0363
Email	<a href="mailto:info@railombudsman.org">info@railombudsman.org</a>
Website	<a href="http://www.railombudsman.org">www.railombudsman.org</a>
By post	FREEPOST – RAIL OMBUDSMAN

## National Rail

National Rail offers a passenger assist booking service.

Freephone	0800 0223720
SMS text	60083
Textphone	0845 60 50 600
	<a href="#">persons-railcard.el-assistance</a>





## Stakeholder Equality Group

Our Stakeholder Equality Group is made up of a wide range of people who provide us with very helpful views on the accessibility of our trains and services. It includes disabled and older customers who provide feedback, ideas and help us improve accessibility of our services. For more information on the group's activities and how to get involved please contact our Accessibility Manager on [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk).

## Travel Support Card

Our staff are trained to listen to all passengers. However, if you would be more comfortable showing a member of staff a card that explains the help you need, you're welcome to download and print our Travel Support Card. Just fill it in - or ask someone to fill it in for you - and show it to a member of our station staff or Senior Conductors during your journey. If you can't download and print the card yourself, our Customer Relations team will be happy to send you one through the post (see page 13).

## Priority Seating Card

All of our trains have designated priority seats for disabled, older or pregnant customers. When asked politely, most people will be quite happy to move from the seat (unless they need it too) to allow you to sit there instead. However, we understand that not everyone is comfortable or able to ask so we can give you a Priority Seating card to show that you have a real need for a seat. You can get one for free from our website or our Customer Relations team (see page 13).

## Jam Card and Sunflower Lanyard Schemes

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff.

JAM Card allows people with a learning difficulty, autism or communication barrier tell others they need 'Just A Minute' discreetly and easily.

The Sunflower Lanyard can be worn by people with learning difficulties let others know that you might need additional support or time.

We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit [www.jamcard.org](http://www.jamcard.org) and [www.hiddendisabilitiesstore.com](http://www.hiddendisabilitiesstore.com)



## Station Neighbours

A Station Neighbour is a local business or venue near to the station that can give a helping hand in the case of an emergency or simply provide somewhere warm to wait for a lift. By signing up to our Station Neighbour Charter, venues promise to offer access to a toilet (accessible if possible), charge a phone, or make a phone call for you to get a lift or a taxi. Services will be free of charge with no pressure to buy anything from the venue.

If there is a Station Neighbour locally to the station this will be displayed near to the Help Point and listed on our website. We plan to have at least 25 schemes operating in 2020.



## Notes





## Who to talk to about our accessibility strategy?

For any enquiries about the content of our Accessible Travel Policy or how to get involved in shaping access and inclusion initiatives on our network, including the work of our Stakeholder Equality Group, please contact Customer Relations or email: **[accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk)**

Please note that contacting Customer Relations is most efficient and effective way to deal with specific journey issues.



# Accessible Travel Policy

**This policy document is part of our overall Accessible Travel Policy. It provides more detail into our policies around accessibility and our processes and plans.**

Other elements of our Accessible Travel Policy are:

- Making rail accessible: helping older and disabled people – a handy information leaflet
- Train accessibility guide
- Station accessibility guide

You can download all of these from our website or they can be sent to you free of charge from Customer Relations. There are several ways to contact Customer Relations:

Phone	0333 311 0006
Next generation text	18001 0333 311 0006
Website	<a href="http://www.lnr.uk/contact-us">www.lnr.uk/contact-us</a>
By post	Freepost LONDON NORTHWESTERN RAILWAY CUSTOMER RELATIONS
Twitter	@LNRailway
Facebook	@LondonNorthwesternRailway

## 1) Commitments to providing assistance

### a) Booking and providing assistance

If you book assistance in advance, we will arrange for station staff or a Senior Conductor to help you on and off the train at our stations during the hours when trains are due to stop at them. These times are listed on the National Rail Enquiries website.

We try hard to make all journeys comfortable, safe and efficient, irrespective of your assistance needs. We participate in a system called Passenger Assist, the reservation system for customers who wish to book assistance. We make these reservations, free of charge, whether you are travelling on our services or those operated by other train companies on the National Rail network.

We are committed to maintaining and providing sufficient resources to, and continually improving performance of, the Passenger Assist system. We have a dedicated team to operate this booking service and these colleagues are trained in the needs of disabled travellers.

We have a robust quality control system in place, including monthly review meetings, for us to share and discuss feedback from customers and staff. A long-term evaluation programme is in place, including anonymous surveys conducted by phone and email, which covers the booking process and journey experience.

This programme helps us to continually improve performance and to raise suggestions for continuous improvement, such as proposing alternative routes if a customer had concerns about using larger stations as a result of an invisible impairment (eg autism or anxiety). Most members of our Stakeholder Equality Group use Passenger Assist to travel with us and their feedback is invaluable (page 12).

At present, to book assistance for travel, including connecting trains in your journey (and seat reservations with other train companies) the notice period that passengers need to give us is no more than 10pm the day before. However, if you are travelling on our train services only you can book with us up to 12 hours ahead for journeys on the same day.

Over the next few years, the notice periods will be reduced to two hours' notice in the following phased approach:

From when	Until when	Notice period	Where applies
1 January 2021	31 March 2022	Up to 4 hours' notice	On our network only
1 April 2021	31 March 2022	Up to 6 hours' notice	Across the national network
1 April 2022	Until further notice	Up to 2 hours' notice	Across the national network

To allow appropriate arrangements to be put in place, please contact us 48 hours in advance for international travel.

When you book assistance in advance, our Passenger Assist team checks the accessibility of your start and departure stations (along with any connection stations) on the National Rail Enquiries website to ensure you will be able to complete your journey. If accessibility levels are not suitable (e.g. there is no step free access at a station) they can arrange alternative accessible transport for you or, if you prefer, consider a different route. We can advise you on the best route to meet your needs e.g. a smaller interchange station which is less crowded or has fewer platforms.



Your booking confirmation (including reference number) will be sent to you by email, or by post on request.

When your train reaches its final destination, you will be assisted off the train within 5 minutes where we reasonably can. This will be explained to you when you book assistance and in the booking confirmation.

We have been actively involved in exploring technology to improve the customer experience of passenger assistance, including running the trials for a new network-wide app. We are excited about the opportunities that technology like this will offer in the near future. In the meantime, all stations on the network can contact our stations by phone to ensure someone is available to meet and assist you at your destination and any connections. By June 2020, we will ensure that we provide a dedicated phone line for each station (staffed at all times our trains are running) to co-ordinate the delivery of assistance. All staff will follow the agreed industry handover protocol, until future alternative technology is put in place.

When assistance has not been booked in advance, we will still try to provide the support required whenever possible and with minimum delay. However, please be aware that if assistance has not been booked there may be a short wait for staff to be available to assist you or to make arrangements.

We will provide clear and reasonable explanations for any such delay, for example needing to first assist passengers who have booked assistance or the Passenger Assist team needing to coordinate alternative accessible transport. If, in the future, we consider changing the staffing levels at our stations we will assess the risk of passengers not being able to access the assistance they need and, if necessary, implement measures to mitigate this risk. We will submit these assessments to the Office of Rail and Road (ORR) to review.

We have portable ramps that are fit for purpose on-board all our trains and at many of our stations to enable passengers (for example those using a wheelchair or those with mobility impairments) to get on or off the train, whether assistance has been booked in advance or not. Our staff are trained to know which ramps to use in which circumstances, and the local conditions for using the ramps safely to help you on and off the train.

As part of the booking process, the Passenger Assist team will notify you if any of the stations you plan to use on your journey will not be staffed. We will explain that our Senior Conductors can operate the ramp and/or assist you on or off the train.

By booking assisted travel in advance, to travel with us or another train company, we can help you make connections with other trains at our stations. As part of the booking process, we will check you have sufficient time to make any connecting train. We will help you when trains change platforms or announcements are made at short notice.

You can also refer to the stations pages on our website. In addition to the key information about stations (that you can also see on the National Rail Enquiries website) these pages will also provide supplementary photos and information to help you decide if that station is suitable for you to use.

At stations where we have staff in addition to those in working in the booking offices we can provide directions and, wherever possible, escort customers to a safe waiting place for connecting buses and/or taxis if the interchange is within the immediate station vicinity. If there is a Station Neighbour nearby, we can take you there e.g. to wait for your taxi in the warm (see 6 for more information).

Where our train services connect with other modes of transport (such as buses, trams, London Underground or DLR) we will work with the operators of those services to provide, wherever possible, assistance which ensures a seamless onward journey for you. However, at London Euston station for example, assistance services are delivered by Network Rail (usually from train to concourse) so customers are advised to check their policy for further information. Over the coming years we plan to use our Access Squad to train staff in the importance of accessing connecting transport (see page 14 for more information). During 2020 we will work with other operators to establish partnership arrangements for delivering assistance at stations we serve but do not operate and vice versa.

We advise you to check the accessibility levels of onward connecting transport, particularly with local bus companies and also community transport organisations.

Where taxi ranks or bus stops are provided at stations these are clearly signposted. We include, where possible, the contact details of local taxi operators on our station information posters which are displayed at each of our stations. Please visit [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) for information about taxis and buses serving our stations.

Private hire vehicle companies who apply to provide services from our stations are asked what proportion of their fleet is accessible and about the provision of driver disability awareness training. This information is influential in the award of contracts, however we are mindful that many ambulant disabled people would prefer to use standard vehicles due to their mobility needs. Where access is regulated under contract, from the earliest opportunity we will require the taxi operator to provide wheelchair accessible vehicles and ensure a reasonable number of drivers are trained in disability awareness. In the meantime, we will continue to explore opportunities to work collaboratively with other operators who serve our stations and in our group company to improve the last mile experience of our customers, including access to taxis.

We actively work in partnership with taxi operators and community transport providers to develop creative 'last mile' solutions e.g. coupled with our ongoing Enterprise Coaching programme, we are looking to provide them with support by developing skills and capacity. This could include support with writing funding bids for accessible vehicles in areas where there is particular demand.

We have a database of community transport providers and are working in partnership with them to facilitate access to rail. This provides us with the opportunity to access a wider range of vehicles which can be used as rail replacement in times of planned disruption. These vehicles may be also be more suitable to convey scooters safely.

To enable you to make informed decisions and for us to arrange assistance that results in successful and fuss-free journeys, we are committed to providing accurate and clear information about our stations on National Rail Enquiries. This will include information on assisted travel, whether staff help is available (including staffing hours) and a step-free access note.

To ensure consistency and, in turn, reliability, this note will include the following wording to clarify the step-free status by category:

- Category A: "This station has step-free access to all platforms / the platform".
- Category B: the text description will explain the access conditions. Where this varies by platform, we will give the platform number and train direction if possible. Where platforms do not have step-free access we will state the phrase: "There is no step-free access to Platform [X]".
- Category C: "This station does not have step-free access".

As part of the information on the National Rail Enquiries station pages we will also clearly state:

- Availability of station and on-board staff to assist passengers, including times. Scope of assistance will be clearly outlined e.g. if Senior Conductors can only assist a passenger get on or off the train, or if staff are available to help get around the station.
- Whether a platform ramp is available and confirming that this is always available when assistance has been booked.
- What to do on arrival at a station when you need assistance, including the meeting point (e.g. ticket office or on the platform).

As part of your booking for assistance, the Passenger Assist team can let you know if there are any issues which might affect your journey, e.g. a lift out of order. We put a note on the National Rail Enquiries station pages of these sorts of issues at our stations (which may be temporary) as soon as possible but no more than 24 hours after we know about them.

Examples include:

- Stations have a physical feature which might prevent some disabled people from using it
- Significant temporary work affects station accessibility
- Changes to stations make them temporarily inaccessible (for example, if station lifts or toilets are out of order)
- Changes are made to the accessibility of our trains which might affect disabled and older customers' journeys

In addition to our Station Accessibility Guide and the National Rail Enquiries station pages, in 2020 we will develop a detailed database on our website covering all our stations which will include images of access features. This is intended to be an additional resource to National Rail Enquiries. We have recently audited all our stations and want to help you make informed decisions about access barriers.

If you need help with luggage within our station or station vicinity (e.g. station car park), to the platform and on and off the train please book assistance. The service is free of charge. If you haven't booked assistance, we will do our best to help, subject to staff availability. The weight, size and quantity of luggage must be safe for our members of staff to carry. Each piece of luggage cannot weigh more than 23kg. The National Rail Conditions of Travel state that, as a general rule, you may take up to three items of luggage onto the train.

Seats and wheelchair spaces cannot be reserved on our services but staff will help you to find a seat or use an on-board wheelchair space. As wheelchair spaces on the train are limited and cannot be reserved, these positions are available on a first-come-first-served basis. During the process for booking assistance, we will explain to you that we cannot reserve you a seat or space.

We operate a Priority Seat Cards scheme. Whilst this does not guarantee a seat, it is a tool for customers to use to show fellow passengers that they have a real need to sit down. This scheme is optional and our staff will still help customers to find a seat whether or not they have a card.

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff. We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit [www.jamcard.org](http://www.jamcard.org) and [www.hiddendisabilitiesstore.com](http://www.hiddendisabilitiesstore.com).

We are trialing the use of 'assistance travel slips' on Birmingham suburban routes in partnership with Network Rail to reduce the risk of failed assistance. The member of station staff hands the slip containing the customer's journey details and assistance needs to the Senior Conductor when he/she assists the customer on-board. This intervention requires direct communication between the staff involved and acts as a reminder tool for the Senior Conductor (particularly at busy commuter times) thereby enhancing communication and improving reliability of the Passenger Assist service.

We welcome assistance dogs on our services. Staff assisting customers on-board a train will help ensure an assistance dog is comfortably and safely positioned (e.g. in the footwell of an empty adjacent seat).

## **b) Information provision**

### **i) Accessible Travel Policy documentation is made available in different formats**

Our information leaflet, which forms part of our overall policy, is called 'Making Rail Accessible: Helping Older and Disabled Passengers'. Copies of this leaflet are available on our leaflet racks and ticket offices at staffed stations that our services call at. We routinely monitor supply levels and staff are reminded to check the racks.

The leaflet is also available on our website as a PDF (in a screen-reader compatible format). We commit to providing this in alternative formats (including audio) on request within 7 days. You can request copies - in a range of formats - by contacting Customer Relations (see page 2 for contact details).

We share our leaflets with prominent locations in the community. In addition to using our extensive stakeholder database, our Stakeholder Equality Group which includes representatives of customers with hidden impairments, give us strategic advice on identifying valuable 'community hubs' for sharing this leaflet and other messages.

This policy document is available on our website and free of charge by post or email within 7 days on request to Customer Relations.

At all of our stations, there is a poster setting out useful information. This explains how to get a copy of our information leaflet and this policy document. The poster is positioned to be accessible to wheelchair users.



## ii) Stations and rolling stock

We produce a station accessibility guide and a train accessibility guide to provide clear information about our facilities and services. You can access this via our website or we can send it to you in other formats within 7 days on request.

We are committed to providing accurate and clear information about our facilities at stations and on trains on the National Rail Enquiries website (see page 3 for more information).

All front line staff have access to a device (e.g. mobile phone) to be able to check the status of facilities for disabled and older customers via the National Rail Enquiries website. This means they can give up to date information on request.

We have recently performed an extensive review and revamp of our step-free map. We recognise that accessibility may mean more to you than just 'step free status' so we are developing Access Guides for the local community around a station as part of our station travel planning programme. In addition to mobility factors, we consider factors which influence people with invisible impairments eg identifying less crowded streets from the station into town. By mid-2020 we will publish (in print and online) at least eight Access Guides including Lichfield, Milton Keynes, St Albans and Tring. We will continue to develop and publish Access Guides, building on customer and stakeholder feedback from the first tranche of guides.

## iii) Passenger journey information

Where systems are fitted, we provide clear and consistent audio and visual information on platforms and station entrances about train departures and arrivals, including during disruption. If audio announcements are not available, we have customer information Help Points which enable you to speak to a person to get information. On the train, announcements are made in time to give passengers the time to prepare to get off.

We continually review facilities at stations and will be identifying potential schemes for improving access to information at individual stations.

We understand that barriers within the 'last mile' home from the station can have a significant impact on a customer's ability to travel by train. For this reason we have a comprehensive Station Travel Planning Programme in place. The programme's tools enable us to identify gaps in, and measures to improve, accessibility e.g. performing access audits on routes to/from our stations. We have already audited all the stations we manage, including the forecourt and environment surrounding around the station. The process also involves access to taxis and public transport.

Our Transport Integration Forum (TIF) is the overarching mechanism for stakeholder engagement and collaboration, with specific themes feeding in (e.g. bus integration, housing developers and stakeholder equality group). The TIF is attended by other operators and local authority representatives e.g. walking, cycling and accessibility officers.

When you are travelling with more than one train company, we will let the next station know that you are making connections.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We provide audio announcements on all trains, giving you information about any delays or changes to stopping patterns. We will provide clear audio and visual information to direct you to substitute transport where applicable. If you have booked assistance but have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. If a train terminates en route, then our on-board colleagues will contact the station or operation control and advise them you require assistance. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that our older and disabled customers may need during times of disruption.

Our staff (including cleaning staff) are vigilant to any facilities being out of order, eg an accessible toilet. However, if you spot a problem please let us know so we can fix it as soon as possible and warn customers who might be relying on them. There are many ways to do this:

- Tell a member of staff in person
- Contact Customer Relations (including social media) – see page 2.

When key accessibility facilities are out of order (e.g. accessible toilets or lifts) we put an alert on the station page of the National Rail Enquiries website. If we know the repair or works timescale, we will share this on the page. Our Passenger Assist team can see these alerts and discuss this with you as part of a booking for assistance. Our Customer Relations team also have access to this information to respond to enquiries. We will also put up notices at the station as appropriate.

To ensure the information and alerts we share about accessibility are clear and reliable, we perform an annual review of our language and tone of voice.

## iv) Information points, help points and contact centres

At staffed stations, staff at the ticket office can give you all the information you need e.g. service updates, accessibility of our stations, contact details for Passenger Assist etc. At unstaffed stations you can speak to a person via a Help Point (usually located on the platform).

At our busiest stations (or quieter stations with high levels of customers needing passenger assistance) we have clearly marked information points which offer timetables, posters and information leaflets at heights which are suitable for wheelchair users and standing passengers. We will make information on the facilities, services and accessibility of all stations (as well as information on timetables, fares and connections) available at station ticket offices, over the telephone from our Passenger Assist team and on our website as well as the National Rail Enquiries website. Our stations pages of our website provide additional information and images to help you make informed decisions.

Wherever possible, leaflet racks and timetable displays will be placed so that wheelchair users and standing customers can use them. We have issued devices to all front-line staff (including those who work at our customer service points) so that they are able to provide accurate, up to date information to customers e.g. on delays and diversions. This also includes access to details about our services and those of other operators, accessibility of other transport available near the station and direct customers to appropriate sources of further information.

## Meeting Points

Where you have booked assistance for a journey at a staffed station (unless agreed otherwise in your booking) please approach the ticket office to let us know you have arrived. At stations which do not have staff on duty, please wait on the platform in time for your train and our Senior Conductor will assist you on board. We are working on some initiatives to help passengers be more easily identifiable to Senior Conductors if they wish to (see page 4).

If a station is not staffed, we always provide a way for you to speak to someone at times when our trains are running. Our station information posters display the freephone Passenger Assist number (who can provide service information) and the next nearest staffed station, as well as detail of our Station Neighbours as and when they become available. You can also use a Help Point located on the platform. The textphone or Next Generation Text number is also clearly displayed.

## Station Neighbours

A Station Neighbour is a local business or venue near to the station that can give a helping hand in the case of an emergency or simply provide somewhere warm to wait for a lift. This could be a local café, '8 till late' shop, petrol station or a 24 hour takeaway, which are a couple of minutes' walk from the station. Station Neighbours will display the scheme logo in their window.

By signing up to our Station Neighbour Charter, venues promise to offer access to a toilet (accessible if possible), charge a phone or make a phone call for you to get a lift or a taxi. Services will be free of charge with no pressure to buy anything from the venue.

If there is a Station Neighbour locally to the station this will be displayed near to the Help Point and listed on our website. We plan to have at least 25 schemes operating in 2020.

## v) Websites

We are committed to achieving Web Content Accessibility Guidelines (WCAG) standards for our website by 1 April 2020. We have partnered with Shaw Trust to review our website and provide us with recommendations to improve accessibility. We consider this to be the start of a regular audit commitment and process of continuous improvement. We will also engage a working group in our Stakeholder Equality Group as mystery shoppers of our website and digital services, eg using our Passenger Assist webform.

Our website is designed to work with screen readers, magnifiers and in-browser accessibility functions. A dedicated page on our website provides further information and guidance on assisted travel.

For consistency, we use the term 'Passenger Assist' to refer to the booking system for assistance and visitors to our website can access the dedicated page by a link from our homepage.

Our Accessible Travel webpage is a great source of valuable information if you have access needs. This will always include:

- A concise explanation of the Passenger Assist service in plain English
- Contact information to book Passenger Assist services (including freephone and Next Generation Text numbers)
- How to book tickets (including availability of discounts and railcards)
- Links to up to date train and station accessibility information documents
- Links to information on temporary reductions in accessibility and delays or disruptions
- Advice on any restrictions on the size of wheelchairs, scooters and mobility aids we can carry
- How to access any initiatives we operate e.g. Travel Support Cards, Priority Seat Cards, JAM cards and sunflower lanyards
- How to access 'Making Rail Accessible: Helping Older and Disabled Passengers' leaflet (including link to download the pdf) and how to request this in different formats
- How to give feedback, make a complaint or details for availability of compensation when booked assistance has not been given
- Links across to the stations pages where you can find further detailed information on station facilities and public transport provision

## c) Ticketing and fares

We expect all customers to have a valid ticket or pass to travel before starting their journey. However, if for reasons of inaccessibility you are unable to buy a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty and with any eligible discount applied.

Our ticket machines at stations are able to issue discounted tickets to holders of a Disabled Persons Railcard and a companion.

Ticket gates can impact on accessibility so, wherever possible, staff will be positioned nearby and can provide assistance. At least one wider gate is provided for wheelchair users, disabled customers, pushchairs etc. When a station is unstaffed or staff are not in attendance, gates are locked open.

When purchasing tickets in advance (whether online, by phone or ticket office) we will warn customers if they would not otherwise be able to use the ticket for accessibility reasons which we should reasonably be aware of e.g. a wheelchair user attempting to buy First Class tickets when we do not have a First Class wheelchair space. We cannot control the practices or advice given by third party retailers so, if you have needs, we advise you to contact us directly.

## d) Alternative accessible transport

We aim for all of our customers to travel by rail but recognise that sometimes this may not be possible. In these cases we will coordinate alternative accessible transport for you at no extra cost to your ticket.

On an individual case basis, we will consider:

- The customer's assistance needs
- The journey times involved
- The accessibility of trains and stations, including staffing levels
- The potential for staff from other locations to be deployed

We will offer an option, where reasonably practicable, that is most similar to the service provided to customers not requiring assistance. However, we will be led by your individual needs.

Alternative accessible transport (e.g. a taxi suitable for your needs) will be offered when a station is not physically accessible to you. Please see below regarding rail replacement services in cases of planned or unplanned disruption.

## e) Scooters and mobility aids

We are able to carry wheelchairs (manual or powered), scooters and mobility aids up to a certain size. The reasons for these restrictions are due to maximum safe loading weights of the ramps, the width of on-board doorways and to meet turning circle needs inside the carriage and on the platform. The maximum size dimensions are:

- 700mm by 1200mm
- 300kg (combined weight of passenger and wheelchair/scooter)

If a scooter or wheelchair is particularly large, staff may discreetly ask you to confirm the dimensions to ensure your safety on our services. You need to check these dimensions before travelling and are advised to contact your wheelchair or scooter provider for this information. For safety reasons, our staff need to decline support in individual cases where he/she is not physically able to provide the assistance needed but we will always do our utmost to support you with your journey.

Scooters which are foldable or can be dismantled to meet these dimensions, can be folded and carried on as luggage by you or a companion. Scooter users may travel in the scooter and are not required to transfer to a seat.

Please see below for arrangements regarding scooters in times of disruption.

## f) Delays, disruption and emergencies

We recognise that disruption to facilities and services can have a significant impact on rail services to disabled people and on confidence levels of those travelling with us. We will therefore do everything we can to ensure disabled and older customers are able to continue their journey and are safe and comfortable.

We understand that each customer's needs are different and will discuss this with you in times of disruption, delays or the breakdown of facilities. For example:

- We update the station pages of National Rail Enquiries website with issues affecting accessibility features of stations (e.g. out of order accessible toilets and lifts) to enable you to make informed decisions
- We will warn you before assisting you on-board if the accessible toilet is out of order, giving you the option to wait for the next service or continue your journey if you prefer.

If there are station staff available, we will help you make connections when trains change platforms or announcements are made at short notice.

Sometimes we need to provide rail replacement services e.g. during planned or emergency engineering works. We rely on a range of vehicles for this e.g. bus, coach, minibus, accessible and standard taxis. We understand that you may have access needs which can only be met by certain vehicles. We will discuss these needs with you in the event of rail replacement.

If rail best suits your access needs and there is a similar route operated by another train company which will get you to your destination, we will do our very best to get you on that service as a first option. During disruption we will ask other train (and some time bus) operators to accept our tickets. However this will depend on how busy their trains are at the time and the specific routes affected. We will try to provide a solution that works for you.

Where you have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will seek to contact you if you provided a mobile telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or, if you prefer, rebook your journey.

We will always do our best to help in times of disruption even if we have no advance warning. If you are already part way through your journey when disruption occurs (e.g. the train terminates early) the Senior Conductor will arrange alternative accessible transport if necessary or coordinate the assistance for your delayed or altered journey.

If you are a scooter user we will source alternative transport based on individual considerations eg:

- An accessible taxi which can safely transport the scooter in one piece
- An accessible or standard taxi for scooters which can fold or be carried in components
- A community transport minibus

In the event that your scooter cannot be transported on buses or taxis (eg due to manufacturer's guidance) and/or you are not comfortable with this option, we will explore alternatives with you, such as:

- Supporting you to travel home and leaving your scooter at the station in a safe and secure place overnight
- Escorting you to a Station Neighbour to wait in a warm and safe place until you can continue your journey by rail once the disruption passes (see page 6 for more information on our Station Neighbour scheme)

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks we would look to hire portable toilets.

All our staff are trained in the procedures to be adopted in the event of an emergency on-board a train or at a station. Our policy is not to evacuate customers with mobility impairments or wheelchair users without appropriate support from the emergency services unless it is a life threatening situation. You will never be left on your own.

## **g) Station facilities**

### **i) Left luggage**

We do not provide left luggage facilities at any of the stations we operate. If this is introduced we will ensure the design accommodates our disabled and older customers including various heights, sizes and appropriate opening mechanisms for people who experience a range of access barriers. There are left luggage facilities at London Euston, Liverpool Lime Street and Birmingham New Street (operated by Network Rail).

### **ii) Disabled parking**

Where we have car parks at our stations, we offer free car parking to Blue Badge holders. If a designated parking space is unavailable, Blue Badge holders may park free of charge in any other non-restricted parking space in the car park. The availability of car parking is shown on our Station Accessibility Guide.

We use all reasonable endeavours to comply with the Department for Transport's (DfT) Code of Practice requirements in relation to the number of Blue Badge parking bays where practicable.

### **iii) Third party provided facilities**

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include the requirement to comply with their duties under the Equality Act 2010. We will ensure that the location of these facilities does not impact on the accessibility of the station or other facilities.

### **iv) Replacement facilities**

We will provide replacement facilities, where reasonable, when accessibility levels are compromised e.g. if access to station toilets is blocked off for several weeks, we would look to hire portable toilets.

### **v) Station entrances**

We will not permanently close station entrances or gates if it would lead to a reduction in accessibility for disabled customers to any platform or facility at the station unless we have consulted with DfT, Transport Focus or London Travel Watch, our Stakeholder Equality Group and local access groups and received the approval of the DfT. We will also consider the impact on disabled customers if we need to restrict or temporarily close an access point during building works. We would apply to the DfT for permission to close an entrance or gate permanently.

## **h) Redress**

If you book assistance to travel on one of our trains and it is not provided or has failed in some way, we will fully investigate what happened and will provide appropriate redress to you. Your complaints are dealt with on their individual merit and compensation can therefore vary depending on the nature and extent of the assistance failure. For example, it might be appropriate to consider a full or partial refund of your travel fare or to offer you a complimentary ticket where no ticket was purchased. In addition, we recognise that in some cases your main priority might be to know that action has been put in place to stop failures happening again, e.g. enhancing the content of our staff training programmes. Our Accessibility Manager works closely with the team who investigate failed assistance and complaints relating to accessibility to consider whether process changes or training updates are needed. Any particularly emerging themes are raised with the Stakeholder Equality Group to consider what effective changes or initiatives can be put in place.

Any compensation will be in addition to your entitlement to Delay Repay (see our Passengers' Charter for further details). In our response, we will explain why the assistance was not provided and what steps we have taken to ensure it does not happen again.

We tell passengers how to let us know when their assistance fails - on our website, via social media and in our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers'. Staff can also provide the contact details of Customer Relations in person on request.

We aim to investigate and respond to your complaint within 10 working days. If you are dissatisfied with the response, contact us again and the complaint will be referred to a senior person who has not previously been involved in the case. They will respond within 10 working days. We do everything possible to deliver a high standard of service but if you are unhappy with the response you receive you have the right to appeal to the Rail Ombudsman.

To be clear, we are responsible for any complaint or claim for redress about failed assistance if you travelled, or were supposed to travel, on one of our trains.

If you travelled (or were due to travel) with one or more train company, you only need to make a single complaint or claim. If there were multiple assistance failures in one journey travelling with different train companies, we will coordinate a single response from us all. However, if one company managed the bulk of the assistance, we may refer the claim to that company so that they may respond to you directly. We will ask you for permission to pass on your claim before we do this.

Nothing in this policy affects our statutory duties, including the Consumer Rights Act 2015, the Equality Act 2010 or the EC 1371/2007.

## **2) Strategy and Management**

### **Our commitments**

We are committed to ensuring that needs of disabled and older people (and indeed everyone with access and inclusion needs under the Equality Act) is understood and embedded in the way we do our business, both internally and externally.

In this section we outline how we make sure that:

- We embed provision of services to disabled and older customers (and people protected under the Equality Act) within our business and project planning and delivery
- We adopt a culture of continuous improvement to enhance access to the railway for disabled people and those with access needs, including physical, operational and behavioural measures
- Our staff and contractors have the resources, skills and confidence to deliver assistance to passengers and our wider customer base
- We measure the success of our Accessible Travel Policy – not just in numbers but also how people feel about our approach to service delivery

## a) Strategy

West Midlands Trains is responsible for running both the West Midlands Railway and the London Northwestern Railway services. West Midlands Trains is part of Abellio Transport Holdings which also operates East Midlands, Greater Anglia, ScotRail and Merseyrail train services, bus services in London, along with transport operations in Germany, Netherlands and the Czech Republic.

All our companies operate within the same overall management framework known as the Abellio Way, which sets out how we deliver our operations to passengers and stakeholders.

We also have our own behaviour codes and messaging that we promote across staff at West Midlands Trains. Under the headings of 'Real, Proud, Open and Simple' we aim to demonstrate positive, inclusive behaviours at all times, reinforced through our own Equality, Diversity and Inclusion strategy. This strategy includes the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).

West Midlands Trains has now achieved Stage 1 Investors in Diversity status and is working towards Stage 2 during 2020. We have also signed up to be Disability Confident committed from 2019 to 2022. Disability Confident is a government scheme designed to encourage employers to recruit and retain disabled people and those with health conditions. We have committed to ensure that our recruitment processes are accessible and inclusive and that we will support any existing employee who becomes disabled or acquires a long-term health condition to stay in work and provide reasonable adjustments.

We are also working towards being a Disability Confident employer which would include:

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations
- Improving employee morale and commitment by demonstrating that all employees are treated fairly

From the first day of operations, we secured an accessibility specialist to advise at the early planning stages of our projects and obligations as a reflection of our commitment to inclusion. We recruited a full-time Accessibility Manager in the first year of operations who is responsible for the external facing accessibility issues that impact on our customers. This role works very closely with our internal Equality and Diversity expert within HR.

Our overall accessibility strategy is driven through a series of committed obligations that, when linked together, provide a significant uplift in the quality and standard of provision for disabled and older customers. This includes a great commitment to investment.

Flagship schemes include:

- New fleets of trains and enhancements to existing trains
- New accessible stations, working with the West Midlands Rail Executive and other transport authorities
- Provision of new lift schemes at key stations on the network, through Network Rail's Access for All programme, including Lichfield Trent Valley, Tring, Kings Langley and replacement of the lifts at Watford Junction
- Provision of over £330,000 minor works improvements every year, including handrails, steps, and tactile guidance paving
- Development of local community improvement schemes at stations, with access and inclusion playing a key part in the decision making on the bids we receive into our Customer and Community Improvement Fund each year
- Development of our 'Passenger Assist Plus' service, which is designed to support passengers needing additional traveller confidence with their door to door journey planning through phone and web-based assistance;
- Delivery of front-line customer service training, of which equality and inclusion forms a key component
- Development of community transport solutions, making more use of accessible minibuses and taxis, and voluntary car schemes, to help people access their local stations
- Development of over 90 station travel plans across our network. These travel plans look at the whole station including location and function, accessibility and attractiveness, the ability to generate more rail users and how the wider surrounding area can be improved to make it a better and more inclusive environment

For more information about these initiatives, customers can contact the Accessibility Manager by email on [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk).

## Our implementation priorities for the coming year

During 2020 there will be a number of projects 'going live' which will have a direct or indirect impact on accessibility. The projects are not limited purely to physical improvements on the network but also operational and behavioural measures that will also have a positive impact. Examples include:

- Introduce new fully accessible trains on the network in late 2020/early 2021
- Continued development of new customer lounges and mobility facilities at Milton Keynes station
- Opening of the Access for All lift scheme at Tring station
- Introduction of 10 Station Neighbour schemes across the network to provide convenient places for customers to wait for a lift, access toilets or ask for help and signposting (see page 6 for more information)



- Delivery of over 25 station travel plan strategies on our network including producing access audits for stations and the walking and cycling routes linking to them. This includes accessibility consideration for our community rail lines serving the Marston Vale and Watford-St Albans communities
- On train and at station personalised travel planning advice providing an enhanced level of passenger advice and support ahead of timetable changes or planned disruption due to engineering works;
- Access Maps and guides produced for key stations in partnership with local authorities and other operators
- Launch and promotion of the JAM card, sunflower lanyards and Baby on Board badge schemes
- Working with partners (eg JAM card) to explore tools to help passengers get the attention of Senior Conductors on platforms at unstaffed stations. Tools we will consider with our Stakeholder Equality Group might include extendable 'selfie sticks' to hold a JAM card, armbands or wearable clothing. We will look to trial an initiative by July 2020
- Continued working with the Alzheimer's Society across our network – as part of our Dementia Free Railway Initiative
- Review success of trial of 'assistance travel slips' and consider extending trial or wider roll-out by July 2020
- Continued development of our Passenger Assistance Plus service working in partnership with DfT and other train operating companies;
- Working with community transport operators to support access to our stations and introduction of new minibus links
- Delivering a major accessibility and equality conference for the network, planned for Spring 2020
- Continued roll out of customer service training for front line staff and wider equality, diversity and inclusion training for managers and directors
- Achieving Investors in Diversity Stage 2 accreditation
- Maintaining Disability Confident accreditation
- Pilot schemes including:
  - Personal on train phone charging support for passengers needing to make calls for lifts/support in the evenings or on the last train;
    - Accessible planters at stations to enable disabled and older people to access gardening activities
  - Use of new tactile paving technologies to allow more stations to have platform edge treatment
  - Development of additional 'calm or memory' waiting rooms at key location, supporting customers for example on the autism or dementia spectrum
  - Mobility trial connecting stations with Shopmobility and hospital locations using smart electric vehicle solutions
  - Deploying our mobile 'Access Squad' training team to work with front line staff at stations and on trains.

## b) Management arrangements

The management arrangements are designed to ensure that positive approaches to meeting the needs of disabled passengers are an integral part of our business activities.

Our Accessible Travel Policy (ATP) is approved by our Board of Directors and endorsed and fully supported by the Managing Director and Executive Management team.

The Commercial Director has executive responsibility for our ATP and ensures that it is integrated into business plans and incorporated at the planning stage of all major projects through the early involvement of the Accessibility Manager and proper use of the Equality and Diversity Impact assessment process.

The Commercial Director also ensures that the requirements of disabled people are represented and that briefings are cascaded throughout the business as appropriate. Our management teams are responsible for the implementation and delivery of the day to day elements of customer service, including this policy.

All of our directors, managers and staff, including new entrants, who deal with passengers, receive appropriate disability equality training commensurate with the role they play in supporting passengers directly or developing accessibility in the organisation.

For example, in the last year, our Executive team has received bespoke disability equality training by an expert with lived experience of disability and the session explored the commercial benefits of accessibility as well as the consumer expectations of disabled people. As part of the course, the Directors also shadowed disabled and older customers on train journeys to observe barriers and staff protocols first-hand.

Staff and managers that design or manage the upgrade and modification of our facilities and services also receive appropriate training, including bespoke sessions for property and project management teams that explore how to effectively perform equality impact assessments.

Our Accessibility Manager is responsible for:

- Leading engagement on accessibility issues
- Managing our Stakeholder Equality Group
- Influencing and developing the design of stations, trains and other projects
- Developing and implementing project-based Equality and Diversity Impact Assessments for both physical and operational initiatives
- Identifying and agreeing spending priorities
- Managing integrated transport products and services
- Representing access and inclusion issues within the organisation
- Developing door-to-door products and services
- Leading on our station travel plan programme, which looks at access and integration on a station-by-station basis
- Facilitating improvements in accessibility measures, including working with local authorities and other partners that deliver 'last mile' provision to our stations, and preparing strategic funding bids
- Developing training
- Ensuring access and integration is properly embedded into all our key events, including our stakeholder conference
- Working collaboratively with other train operating companies, local authorities, West Midlands Rail Executive, Transport for London and other strategic partners.

Our plans and aspirations for access and inclusion include realistic budgets and resources to secure their success. Systems are in place for reviewing return on investment, to include financial and social factors. Planned investment in station facilities, technology and passenger assistance services, for example, are expected to deliver return on investment by increasing journeys made by existing and new types of passengers. All projects must have evaluation mechanisms built-in from the outset and so this is under constant review. All of these plans and processes are subject to rigorous Equality and Diversity Impact assessments which are either led or scrutinised by the Accessibility Manager.



## c) Monitoring and evaluation

Monitoring and evaluating our performance in delivering services and facilities to all passengers, including disabled passengers - and then acting upon what we learn - is key to our commitment to a cycle of continuous improvement.

Our Stakeholder Equality Group (SEG) is our critical friend and also a source of new ideas and innovation. The group not only scrutinise our plans but are also empowered to tell us what we can do differently. See page 12 for more information about the group. We review achievements and opportunities at the end of each programme year at the SEG meeting.

Members of the SEG give individual feedback on their journeys and overall customer experience throughout the year, and therefore provide informal 'mystery shopper' feedback.

Our approach to monitoring and evaluation is to measure services and facilities on a regular basis throughout the year to provide accurate information regarding the quality of the current services and facilities and to identify gaps for improvement in future years. For example, as part of our customer satisfaction survey measurement tool we contact 10% of Passenger Assist users to evaluate the extent that the service met their expectations.

We collect data on the number of Passenger Assist bookings and 'turn up and go' requests we receive, deliver and fail to deliver (along with reasons). Every month we share this with the Office of Rail and Road (ORR) for them to monitor our performance. As part of our annual review, we also report to the ORR with details of key actions we have identified to improve our performance.

Every monthly rail period we review the feedback from our own stations' staff about booked and 'turn up and go' assistance which have failed or not gone according to plan. Whilst these cases are low in number, analysing these is part of our ongoing improvement plan.

We also review the customer feedback from our Customer Relations team relating to accessible travel and use periodic reviews of this feedback to work with our Customer Experience team to target routes, locations and services that need attention.

Our station travel plan programme includes a detailed customer survey for each station. This involves key recommendations for improving access and inclusion in an action plan. Every station travel plan will be developed in close consultation with stakeholders and, as part the process, a workshop will be held which will include representation from local disability groups and other organisations representing the needs of older people and those with other inclusion barriers.

We will also take any key findings from our web based 'Always Listening' survey to look at ways to improve the service we offer to disabled and older customers.

We have established a process where any significant complaint or improvement suggestion is referred to the Accessibility Manager who speaks to the customer or his/her representative personally. This enables us to address any specific concern swiftly. In some cases, the customer has joined our SEG as a full or corresponding member to continue giving helpful feedback.

The service quality regime involves inspecting 60 stations and 160 vehicles in every four-week period. This means every station and every vehicle will be inspected at least four times a year on top of any qualitative feedback we receive through the channels above.

We also obtain first-hand insight from staff about ideas for improving the way in which they support passengers, particularly those with non-visible impairments. We will be doing this through our 'Access Squad' mobile training and mentoring unit and also through our customer shadowing work where key staff will accompany a SEG member in order to see a journey through a passenger's eyes. We will work hard to ensure these valuable training exercises involve passengers with visible and non-visible impairments.

Internally, our Accessibility Manager also submits a monthly report to our Executive team containing a summary of this data along with a commentary to ensure they have full awareness of our performance for decision making purposes.

## d) Access Improvements

### Trains

We are committed to complying with Technical Specification for Interoperability for Persons with Reduced Mobility (PRM-TSI) to ensure our trains meet accessibility standards. Over the course of the franchise, we are investing in brand new trains and to refurbishing our older, less accessible trains.

Most of our trains meet all the requirements in the PRM-TSI regulations. However, despite our best efforts, two types of train we run are not 100% compliant.

### Class 323 trains

A small proportion (8%) of our 323-type trains (Birmingham Cross City line) will not fully meet accessibility standards until later in 2020 as works are still needed to fit wheelchair accessible toilets. Removing all these trains from service at one time would result in overcapacity and crowding. This would have a disproportionately negative impact on passengers with access needs who rely on the services on this busy line, particularly people who need to sit down during a journey or find crowding distressing. Given this line serves Queen Elizabeth II hospital and the University, our equality impact assessment identified the increased use of these services by people with access needs and potential risks posed to them by over-crowding.

We are committed to bringing these trains up to standard as quickly, and with as little disruption, as possible. Every fortnight, we are taking two trains out of service for refurbishment and putting two back into service that meet accessibility standards. By the end of 2020 all of our class 323 trains will be fully compliant.

In the meantime, it may be mean that your train does not have an accessible toilet on-board. We have put in place a number of measures to help:

- Station staff, Senior Conductors or our Passenger Assist team have the tools to help you find nearest accessible toilet at a station. If you break your journey to use an accessible toilet, trains run every 10 minutes and we can help you check which train you need to get back on your way. If you are travelling on an advanced fare ticket, we will honour this if you have to pause your journey to use station toilet facilities
- Information on our website to help you find the nearest accessible toilet
- Announcements and information on platforms and on trains to alert you that a particular train does not have an on-board accessible toilet
- Provision of a taxi to access suitable facilities in an emergency situation

## **Class 153 trains**

A smaller proportion (4%) of our fleet are class 153 diesel units also fall short of full compliance with accessibility standards (eg do not have an accessible toilet). Whilst we wait for brand new trains which will replace these by the end of 2020, we have decided not to remove these non-compliant trains from service in the meantime. Again, they are also needed to boost seating capacity on the routes between Worcester/Hereford and Warwickshire via Birmingham. Removing these trains from service would lead to over-capacity and crowding.

However, to minimise the impact on accessibility, we are keeping them in use temporarily by coupling them to 'accessibility compliant' carriages. In practice, these means an accessible toilet is available in at least one area of the train.

Until they are replaced by new trains, where trains are coupled like this we commit to:

- Providing additional support and guidance to platform and train staff so they can advise customers where to sit on-board for easy access to an accessible toilet
- Ensuring our Passenger Assist teams make a note of this on assistance bookings
- Providing information and labeling in the non-compliant coaches to alert you to the location of accessible facilities

These measures mean that our whole fleet of trains will be 'accessibility compliant' by 1 January 2021. In the meantime, we guarantee that all our trains are wheelchair accessible and every service has at least one wheelchair space and priority seating areas.

There are no wheelchair spaces in First Class accommodation (Class 350 trains). We inform you of this as part of the process of booking tickets and/or assistance by telephone and are introducing clear messages on our website to alert customers to this when booking tickets online.

## **Stations**

When we install or refurbish our stations, we are committed to adhering to the Joint Code of Practice and other industry standards. We also undertake a rigorous Equality and Diversity Impact Assessment (EDIA) that takes account of both the positive and potentially negative impacts of the project, as outlined above on page 10. The EDIA process reflects on not just the physical design and mitigations needed but also how the finished project will operate and what this means for each of the protected characteristics (under the Equality Act 2010).

Details of the key infrastructure schemes are outlined above on page 9.

## **Access to and from stations**

We are committed to using the Station Travel Planning process (which we call the 'Stations as Places' programme) to assess the barriers to using the rail industry beyond the station environment.

Customers need to make informed choices about how to travel. In particular, we understand that people with access needs have additional considerations when planning door-to-door travel.

As part of our Stations as Places programme, we have audited each station that we operate from an accessibility viewpoint, enabling the evidence to be used to help prioritise station improvements, minor access works and influence more significant projects such as station rebuilds and nominations for DfT's Access for All bids. These audits have also looked at the level of access from the station entrance of the forecourt across to bus stops, tram stops and transport.

We will be working in partnership with other train operating companies that run stations where our trains stop and agreeing to carry out similar assessments at these locations.

In addition, as part of over 90 detailed Station Travel Plans we have audited the quality and customer experience in using cycle paths and the wider pedestrian network, targeting key routes leading to hospitals, schools, tourist attractions and town centres.

We will use this evidence to develop access solutions with local councils and other stakeholders, and generate third party funding through wider partnership working with planning and highway authorities and developers.

The customer evidence collected from the Stations as Places survey will also be used to help negotiate adjusted or new bus services, potentially using taxi and community transport providers.

## **e) Working with disabled passengers, local communities and local authorities**

We are committed to the continuous improvement of services and facilities for disabled people and recognise that everyone will benefit from a truly accessible railway. A key aspect is listening to and working with customers with access needs to ensure that the plans set out on page 9 reflect our customers' priorities and are not based on assumptions.

To that end, we established our Stakeholder Equality Group (SEG) significantly ahead of the franchise schedule to ensure consultation was embedded in our work from the outset. The SEG represents customers who experience a wide range of access barriers, including non-visible impairments, and other social factors such as age, gender and ethnicity.

The SEG has its own detailed terms of reference and now has over 40 members.

The group is comprised of:

- Customers with lived experience of access barriers, predominantly through disability, but also for wider social and economic factors under the Equality Act 2010
- Organisations that represent the people with access needs including invisible impairments
- Individual customers that have offered to give their time and input covering a particular area of interest
- Key members of staff that are present to help, listen and take suggestions into their own work areas
- Other stakeholders including West Midlands Rail Executive and other train operators

Examples of organisations who are currently involved include:

- Age of Experience
- Alzheimer's Society
- BID Services
- Birmingham Sight Loss Council
- Pocklington Trust
- Prince's Trust
- Retina UK
- Shaw Trust

The Accessibility Manager is responsible for the SEG, who has a link to both the Head of Corporate Affairs and the Commercial Director for wider support and development of initiatives across the business.

Around 20 people attend each meeting. Through the network of skills and customer insight present we set up 'task and finish' groups to focus on specific projects and consultations, ranging from station audits to input on new trains, ideas for training content and responding to national rail policy direction on inclusion.

Although the SEG is a franchise commitment, we have expanded its reach beyond the core aims originally laid out to try and achieve the depth and breadth of customer insight needed across such a diverse network.

The main aims of our SEG are to:

- Offer ideas and advice and provide constructive feedback on proposals, challenges and experiences;
- Review our progress on all accessibility matters, including meeting the needs of disabled people and other passengers with accessibility requirements
- Consult with stakeholders on how to improve accessibility and provide regular access audits
- Use the feedback gathered through call back surveys to agree performance targets for Passenger Assist in relation to reliability, punctuality, quality and professionalism of the service
- Provide advice on policy, schemes, initiatives and approaches adopted by us to optimise the benefits of access for all in the spirit of the Equality Act 2010 and the requirements of the Public Sector Equality Duty; and
- Work seamlessly with our wider equality, diversity and inclusion aims and activities.

We actively promote the availability of the Passenger Assist service. One tool for this is our Assisted Travel cards which display our contact details (including in Braille) for station staff and Senior Conductors to distribute at their discretion when interacting with customers. Another key tool for this is our leaflet "Making Rail Accessible: Helping Older and Disabled Passengers". We display this at our staffed stations, on our website and promote the service by social media. Our members have valuable community links and this helps us share the leaflet and promote the message in places of influence.

A key member of our Stakeholder Equality Group is the Equality and Diversity Manager for Transport for West Midlands. This creates more cohesion and the opportunity to share best practice. We are striving to avoid a multitude of different approaches and accessibility initiatives by many transport providers all operating in the same region, as this is not helpful to customers.

For example, Just a Minute (JAM) cards allow disabled customers to control when and to whom they flag that they need more time or support for their journey via a series of prompt cards. The initiative is particularly valuable to people with hidden impairments such as learning difficulties and autism. JAM cards had already been adopted by Avanti Trains and, through consultation with our Stakeholder Equality Group, we identified firm support to adopt this tool on our network. We are introducing this by the end of 2019 alongside the use of Sunflower Lanyards at key interchanges (such as airport stations and central Birmingham stations).

Another example of joined-up working to test ideas and tackle barriers is the Calm Room at Crewe station. This provides a quiet dementia and autism friendly space within the busy station environment. Whilst Crewe station is not one which we manage, we were keen to support this pilot initiative by providing funding and to learn from the outcomes. As a result of the positive outcomes of this initiative, we plan to introduce some calm/dementia-friendly rooms at our own stations.

In addition to working with other train operators, we work closely with Network Rail to share best practice, for example building on Network Rail's diversity impact assessments with workshops for our property and project management teams.

Our Way to Work programme provides free travel for interviews and training to people who are unemployed, as well as a 3-month season ticket for anyone who is then offered a job including apprentices and newly qualified graduates. We actively promote this scheme to disability organisations to share the initiative with their members and network.

Following a year long partnership with Alzheimer's Society, we are striving to make our railway more dementia friendly. This includes supporting the charity to educate our frontline staff on best practice, encouraging all staff to become Dementia Friends and recruiting Dementia Friends Champions in different regions and roles around the network.

We provide an annual report to the Office of Rail and Road on our work with disabled passengers and local communities on our activities, collaborative working and the outputs of these.

## f) Stafftraining

Our colleagues have a clear passion for delivering exceptional customer service – whether that is helping someone plan their journey or sitting with someone who is experiencing distress. We recognise that training is essential to protect and enhance the customer experience of disabled and older customers.

We are in the process of reviewing our existing training portfolio to include access, equality and inclusion matters that align with the Office of Rail and Road (ORR) training outcomes. We are also examining ways to tackle specific learning objectives for key staff in niche areas and are adopting a blended learning approach to positively reinforce equality considerations. This way the programme embeds the training outcomes required by the Office of Rail and Road. This will be developed with support of our Stakeholder Equality Group and customers with lived experience of access barriers, as well as paying attention to any changes in operational standards that need to be communicated.

By 31 July 2021 all new staff, including senior and key managers, will receive disability equality training as part of the corporate induction. This will take place in a classroom environment and be supplemented by activities through blended learning techniques. This will cover the following themes:

- Understanding disabled people's everyday challenges;
- Equality legislation
- Defining disability
- Recognising passengers who need assistance
- Railway Regulatory Framework

In addition, training for all frontline staff who deliver Passenger Assist services will also cover communication, accessibility at stations and providing safe assistance. We are reviewing the extent to which existing frontline staff can also meet these training outcomes and ensure any gaps are addressed by 31 July 2021, either through targeted training activities or refresher training.

In developing our new programme, we will explore a blend of delivery channels in addition to classroom-based learning, including:

- Videos and vox pops with real customers and staff
- On the job training and shadowing (via the Access Squad)
- Research activities (eg perform an access audit at a station)
- Evaluation and staff professional development objectives

We plan to establish an 'Access Squad' which will comprise of a team of colleagues who we will train up to deliver on the job training for staff at stations. Learning in a live and real setting (rather than solely in the classroom) will enhance the quality of the training programme.

Refresher training for staff will be implemented every 2 years, with particular focus on frontline staff who provide assistance and will evolve to reflect customer expectations and operational changes. This will be a blended learning approach, using face-to-face and online training. Refresher training provides the opportunity to raise 'hot topics' highlighted to us by the disabled community and respond trends in customer experience data by targeting specific themes.

We will ensure that, by 31 July 2021, our training package gives our colleagues the opportunity to hear directly from disabled and older people and encourage reflection and facilitated discussion in a safe space.

We understand that agency and temporary staff may have a direct impact on our customers' experiences so, by 31 July 2020, we will implement an appropriate condensed package for these staff groups.

A package specifically designed for our Customer Relations team will carefully consider the role they play, with particular focus on communication barriers. This will be in place by 31 July 2021. We will also review and, if necessary, enhance the training delivered to our Passenger Assist agents.

We commission a specialist provider to source taxis for us when alternative transport is needed, particularly for disabled and older customers. We do not provide those taxi companies with training as, given the geographic area our network covers, this is not practicable but we emphasise the importance of this in our procurement processes and our ongoing service monitoring.

Part of our taxi brokerage process is assessing the extent to which drivers receive training e.g. through the local licensing authority. If any driver operates offensive, unsafe or discriminatory practices towards a customer, we would take appropriate action, which may include organising training or not using the driver again. We have a zero-tolerance policy against any taxi driver who refuses an assistance dog.

We will report to the Office of Rail and Road on our progress with the development of this programme by 31 July 2020.

In the meantime:

- Accessibility and inclusion is included in our existing induction programme
- The programme is delivered to any staff who deal directly and indirectly with customers with a range of impairments
- All statistics, legislation and language in our training modules used is up to date
- All frontline staff who assist passengers receive appropriate training in equipment e.g. ramps and wheelchairs
- Staff who answer telephones are trained in communicating effectively with people who experience communication barriers.

## Indicative Timeline of Commitments

Access initiative	Initiative Delivered*
Online stations database including guidance photos and other helpful information	1st October 2020 to 31st March 2021
Access guides for selected stations	1st September 2020 to 31st March 2021
Staff training package	By 31st July 2021
Access Squad	First phase by 31st December 2020
Station Neighbours	First phase by 31st December 2020

\*Dates reflect target based on current situation.

## Who to talk to?

For any enquiries concerning the content of our Accessible Travel Policy, including our strategy and consultation, please contact:

Accessibility Manager  
West Midlands Trains  
134 Edmund Street  
Birmingham  
B3 2ES

**Email:** [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk)



# Making Rail Accessible

Helping Older and  
Disabled Passengers



# 1) Introduction

**Everyone is welcome to travel with us and we want you to enjoy the experience. We understand that some customers, particularly older and disabled people, experience barriers to train travel. This leaflet gives a handy summary of the kind of assistance we can give you, what you can expect from us and how to get more information.**

We don't just offer assistance and support to passengers that identify as disabled or older people. We will help anyone who experiences access barriers to train travel.

## 2) Assistance: what is available and how to obtain it

### How we can help you?

We can support you in the following ways as part of our Passenger Assist service:

- Helping you to plan your journey
- Checking what services and facilities are available on the train and at the station
- Buying your ticket (including Advance fares when booking assistance)
- Reserving seats or wheelchair spaces for other train companies (where reservations are available)
- Guiding you on and off the train and finding your seat or space
- Put a ramp down for you to get on or off the train
- Helping with luggage
- Helping you to change to a connecting train
- Providing a wheelchair to help you from the train or to a connecting train (if one is available)
- Helping you to enter or leave the station to reach connecting transport

All staff who give assistance are trained to help customers with visible and non-visible impairments.

We can support you if you feel unsteady (eg offering an arm) but cannot support with lifting or similar help. We cannot help with personal care (e.g. using a toilet).

If you need assistance with your journey you can turn up on the day or book this in advance.

The Passenger Assist system is provided by all train companies around the network so you can make seamless supported journeys.

### a) Turning up on the day

If you know the station is accessible to you, you can turn up for your journey without booking and just ask for assistance at the station. If you do, then we will always do our best to assist you but some arrangements may not be possible or may take longer.

If the station is staffed, then a member of the station staff can help arrange your assistance. You can find out which stations are staffed and at what times by contacting the Passenger Assist team (page 4), our Customer Relations team (page 13) or via our website.

If the station is unstaffed, please use a help point (usually located by the station entrance or waiting area/ticket office) or call the Passenger Assist team (page 4). Our Senior Conductors will help you get on and off the train or the Passenger Assist team can arrange alternative accessible transport over the phone for you if needed.

### b) Booking assistance

Alternatively, you might prefer to book assistance in advance for reassurance and convenience. Our Passenger Assist team can help you plan your journey and book any assistance you need.

## Passenger Assist contact details

**Phone** 0800 024 8997

**Next generation text** 18001 0248997

**Online form** [www.lnr.uk](http://www.lnr.uk)

This is a freephone number. The team can take your calls from 8am to 10pm everyday except Christmas Day and Boxing Day. To make a booking on Christmas Day to travel on Boxing Day, please call ScotRail (our sister company) on 0800 912 2901.

To making a Passenger Assist booking for anywhere on the national network, including seat reservations for journeys with other train companies, please contact us up to 10pm the day before your journey.

Are you travelling on our train services only? If so, you can book with us up to 12 hours ahead for journeys on the same day. Don't forget you can always simply 'turn up and go' without booking (see section 2(a) on page 3) but may choose to do so for peace of mind.

We can book assistance for journeys with multiple connections, even if they are with other train companies.

## Alternative Transport

We want you to make as much of your journey with us by train. Sometimes we might need to make alternative arrangements for you. You will not be charged extra for this.

- If a station is not accessible for you (e.g. it is not step-free) then we can arrange a taxi suitable for your needs to take you to the nearest accessible station.
- In cases of unplanned disruption, we might need to arrange rail replacement transport for you (see below).

- In cases of planned disruption, we will organise rail replacement services. This will draw on a range of transport options including bus, coach, accessible and standard taxis. We will find an accessible service for you. Alternatively, we will use our best efforts to find you a different route by train with another operator at no extra cost if this better meets your specific access needs.

If you use a scooter or wheelchair, when organising rail replacement services we will discuss the options with you taking into consideration:

- Your preferences and individual needs;
- If your scooter or wheelchair can fold or be lifted safely in component parts;
- Which vehicles can transport your scooter or wheelchair safely;
- Community transport providers in the area; and
- Station Neighbours where you can wait safely in the warm if disruption is short-term (see page 17 for more information).

## 3) What to expect – our commitment to you

### a) Before you travel

We promise to give you the information you need to plan your journey. We understand why this is very important for our disabled and older customers.

## Buying your ticket

There are many ways to buy a ticket:

- At a station with a ticket office
- From a ticket machine at a station
- By phoning 0333 311 0006
- From our website: [www.lnr.uk](http://www.lnr.uk)
- From websites of other companies who sell tickets

You can get help with buying a ticket from staff at ticket offices or over the phone. If you cannot buy a ticket in any of the ways set out above for reasons of inaccessibility, you can buy your ticket from a Senior Conductor on the train or at your destination station. There will be no penalty and you can still get any discount that applies to you.

There is a range of discounts available to older and disabled people.

## Disabled Persons Railcard

This railcard will save you and a companion 1/3 off train fares. However, see overleaf for automatic discounts without a Disabled Persons Railcard.

## Senior Railcard

If you're over 60, this railcard will save you a 1/3 off most train fares.

## Two Together Railcard

With this railcard you and the person you travel with the most will get 1/3 off rail fares when you travel together.

## Travelling without a Disabled Persons Railcard

Some disabled passengers are automatically entitled to discounts so it may be worth checking this out before buying a railcard. **The discounts are as follows:**

- 34% off First Class or Standard Anytime Single tickets
- 50% off First Class or Standard Anytime Day Return tickets
- 34% off First Class or Standard Anytime Return tickets

**You are entitled to these discounts if you are:**

- A wheelchair user staying in your wheelchair during the journey (the discount also applies to one person travelling with you); or
- Visually impaired (blind or partially sighted) and travelling with one other person. You are not entitled to this discount if you are travelling alone. You must provide written evidence of your visual impairment to get the discount.

Child wheelchair users are entitled to 75% off these tickets.

**Please note that:**

- In some cases it might be cheaper to buy a full-rate off-peak or advance ticket; and
- You cannot buy tickets with these discounts online or from ticket machines, only from ticket offices or Senior Conductors.



## Planning your journey

Our Passenger Assist team can help you plan your journey. The contact details are on page 4. They can give you information on:

- Accessibility features of trains
- Accessibility features at stations (e.g. disabled parking, staff availability or whether certain things like lifts are out of order)
- Toilet facilities
- Train times and routes
- Whether your planned journey is affected by delays or disruption
- Whether your journey would involve changing trains, and talk you through the best option for your personal requirements
- Restrictions on what wheelchairs and scooters we can carry on trains (see page 11)
- How to get a Travel Support Card or Priority Seating Card (see page 16)
- The JAM cards and Sunflower lanyard schemes (see page 17)
- Any useful apps or websites, network-wide or with a station focus.

You can also download the following guides from our website or pick them up from any staffed station:

- Access map of our network which shows which stations are step-free and provide easy access
- Accessible trains guide which tells you what facilities and information provision you can expect on the different types of train – and also which routes you will find them running on

**Please note** that there are no wheelchair spaces in First Class accommodation on our services.

## b) At the station

We are committed to making our stations accessible for everyone and will assist any disabled or older customer who experiences a barrier.

We manage 149 stations – a mixture of large and small stations, some with old historic features and others with brand new facilities. Here are some examples of station facilities:

- Some stations have car parks. Parking for blue badge holders is free
- Wider ticket gates for wheelchairs, pushchairs and luggage. These are locked open when staff are not on duty
- Many stations make announcements and have screens with train times
- You can use a Help Point if there are no staff on duty at a station. There is a Help Point at every station. The green button is to call the emergency services (e.g. fire, police or ambulance). The blue button is for help with your journey or to contact the Passenger Assist team
- Next to the Help Point you'll see information about our new Station Neighbours scheme. Our Customer Relations and Help Point operators can also provide full information on where to find the nearest Station Neighbour (as well as a list on our website). These are local businesses and venues near to the station that can give a helping hand in the case of an emergency or simply providing somewhere warm to wait for a lift. They are not available at every station but are being introduced gradually on the network. Details are on page 17)

For detailed information on facilities at each station, including staffing hours, please contact the Passenger Assist team or review our Station Accessibility Guide (see page 8 for details). Alternatively, you can also check the National

Rail Enquiries website or our website to find this out for yourself. Our website includes pictures of each station and the surrounding area (including bus stops) so you can make more informed decisions about your own door to door journey and whether the station is appropriate for you.

If you need assistance, make your way to the ticket office (or the meeting place you have been given) at least 20 minutes before your train so a member of staff can assist you. Please allow extra time if you need to buy a ticket or prefer to travel around the station at a relaxed pace. The type of help we can give is on page 2.

If the station is unstaffed and you have not booked assistance, please wait on the platform in time for your train to arrive and the Senior Conductor will be able to help you get on and off the train (using the on-board ramp or station ramp if you need this). Senior Conductors always step off the train and check the platform for people waiting to board. Some passengers with hidden impairments like to hold up a JAM card to indicate to Senior Conductors that they need assistance (see page 17 for more information). If there is a problem please use a Help Point or contact our Passenger Assist team (see page 4) for advice.

## c) On the train

We are investing in more accessible trains for everyone but will always assist any disabled or older customer to use our services.

There are some differences between our trains and we are investing in our fleet. The best place to get up to date advice on what facilities you can expect on-board is to contact the Passenger Assist team (see page 4). Here are some examples of facilities you will find on some of our trains:

- An on-board ramp for anyone who needs this
- Visual screens that show the next stop
- Announcements on trains
- Wheelchair spaces with companion seats
- Priority seats
- Standard and accessible toilets

On the train, the Senior Conductor can help you buy a ticket if you need one and guide you to facilities, like the toilet. There is a help button in the wheelchair space which you can press to get in contact with the Senior Conductor.

The member of station staff helping you on-board will check the wheelchair space is free before you board. If there are ambulant passengers or luggage in the space, they will ask passengers to vacate the space. Wheelchair spaces cannot be reserved so access to these areas, for wheelchair and scooter users, is on a first come first served basis.

When a train reaches its destination, we aim to assist you off the train within 5 minutes.

We are only able to carry wheelchairs, scooters and mobility aids up to a certain size for safety reasons and to meet turning circle restrictions. The maximum size dimensions are:

- 700mm by 1200mm;
- 300kg (combined weight of passenger and wheelchair/scooter)

If your scooter or wheelchair is particularly large, staff may ask you to confirm the dimensions to ensure your safety on our services. If you are not sure of these, please contact your wheelchair or scooter provider before you travel.

## d) If things do not go as planned

We understand that we may need to provide additional assistance and be particularly mindful of disabled and older passengers during disruption and delays.

As part of the booking process for assisted travel, we check and tell you if your journey might be affected by planned engineering works. This allows you to make an informed decision about whether to change your plans or what alternative arrangements can be made.

If you have booked assistance in advance and, before your journey takes place, planned disruption is announced (such as engineering works), we will contact you to discuss the impact and go through the options with you. We want you to be fully informed of your travel choices, so if we need to make changes to the booking, we have time to make that happen.

In times of disruption, at the station and on board the train we will issue audio and visual announcements. We will also put information on our website and on social media. Please make yourself known to a member of staff who will help get you on your way as comfortably as possible. This might include rearranging your assistance for a different route or booking alternative accessible transport for you.

Our staff keep customers safe in times of emergencies. We will not evacuate wheelchair users or customers with mobility impairments from our trains without appropriate support from the emergency services unless it is a life-threatening situation.

If you travelled on, or were due to travel on, one of our trains and you had booked assistance which failed to be provided, please contact us. You are entitled to redress, the nature of which is determined on a case-by-case basis. Please contact Customer Relations.

## e) Where to get more information and how to get in touch

### Customer Relations

Our Customer Relations team welcomes your comments, complaints and praise.

Phone	0333 311 0006
Next generation text	18001 0333 311 0006
Website	<a href="http://www.lnr.uk/contact-us">www.lnr.uk/contact-us</a>
By post	Freepost LONDON NORTHWESTERN RAILWAY CUSTOMER RELATIONS
Twitter	@LNRailway
Facebook	@LondonNorthwesternRailway

We are open between 7am to 7pm Monday to Friday and 8am to 4pm on weekends and bank holidays. We are closed on Christmas Day and Boxing Day.

### Alternative formats

Customer Relations can send you this leaflet in the following formats:

- A printed copy
- Large print
- Audio
- Easyread
- Braille

**If you want a copy of this leaflet in large print, contact Customer Relations on 0333 311 0006**



## Accessible Travel Policy

We have a policy document as part of our overall Accessible Travel Policy. This provides more detail than this summary leaflet, and also tells you about our staff training programme and plans to improve accessibility.

We also produce a guide to accessibility features on both our trains and each of our stations.

All three documents are on our website. You can also get a copy sent to you by post or by email (and in different formats) free of charge by contacting Customer Relations (see page 13).

## Support on the day of travel

If you are travelling with us and have any queries or issues related to accessibility and your journey, please contact our Passenger Assist team (see page 4).

We monitor and respond to social media as soon as possible. We may ask you to send us more information in a more suitable but accessible way to properly investigate a matter.

## Other Support

If you do not receive the assistance you needed or something has gone wrong, please contact our Customer Relations team (see page 13).

If you are not happy with the way we have dealt with your complaint, you can contact the Rail Ombudsman.

Phone	0330 094 0362
SMS text	07427 580 060
Textphone	0330 094 0363
Email	<a href="mailto:info@railombudsman.org">info@railombudsman.org</a>
Website	<a href="http://www.railombudsman.org">www.railombudsman.org</a>
By post	FREEPOST – RAIL OMBUDSMAN

## National Rail

National Rail offers a passenger assist booking service.

Freephone	0800 0223720
SMS text	60083
Textphone	0845 60 50 600
Website	<a href="http://www.disabledpersons-railcard.co.uk/travel-assistance">www.disabledpersons-railcard.co.uk/travel-assistance</a>



## Stakeholder Equality Group

Our Stakeholder Equality Group is made up of a wide range of people who provide us with very helpful views on the accessibility of our trains and services. It includes disabled and older customers who provide feedback, ideas and help us improve accessibility of our services. For more information on the group's activities and how to get involved please contact our Accessibility Manager on [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk).

## Travel Support Card

Our staff are trained to listen to all passengers. However, if you would be more comfortable showing a member of staff a card that explains the help you need, you're welcome to download and print our Travel Support Card. Just fill it in - or ask someone to fill it in for you - and show it to a member of our station staff or Senior Conductors during your journey. If you can't download and print the card yourself, our Customer Relations team will be happy to send you one through the post (see page 13).

## Priority Seating Card

All of our trains have designated priority seats for disabled, older or pregnant customers. When asked politely, most people will be quite happy to move from the seat (unless they need it too) to allow you to sit there instead. However, we understand that not everyone is comfortable or able to ask so we can give you a Priority Seating card to show that you have a real need for a seat. You can get one for free from our website or our Customer Relations team (see page 13).

## Jam Card and Sunflower Lanyard Schemes

We promote use of the JAM cards and Sunflower Lanyards. These schemes help people with non-visible impairments to indicate that they might need support from staff.

JAM Card allows people with a learning difficulty, autism or communication barrier tell others they need 'Just A Minute' discreetly and easily.

The Sunflower Lanyard can be worn by people with learning difficulties let others know that you might need additional support or time.

We will be training our staff to look out for people using them at our stations and on our trains. For more information please visit [www.jamcard.org](http://www.jamcard.org) and [www.hiddendisabilitiesstore.com](http://www.hiddendisabilitiesstore.com)



## Station Neighbours

A Station Neighbour is a local business or venue near to the station that can give a helping hand in the case of an emergency or simply provide somewhere warm to wait for a lift. By signing up to our Station Neighbour Charter, venues promise to offer access to a toilet (accessible if possible), charge a phone, or make a phone call for you to get a lift or a taxi. Services will be free of charge with no pressure to buy anything from the venue.

If there is a Station Neighbour locally to the station this will be displayed near to the Help Point and listed on our website. We plan to have at least 25 schemes operating in 2020.

# Notes

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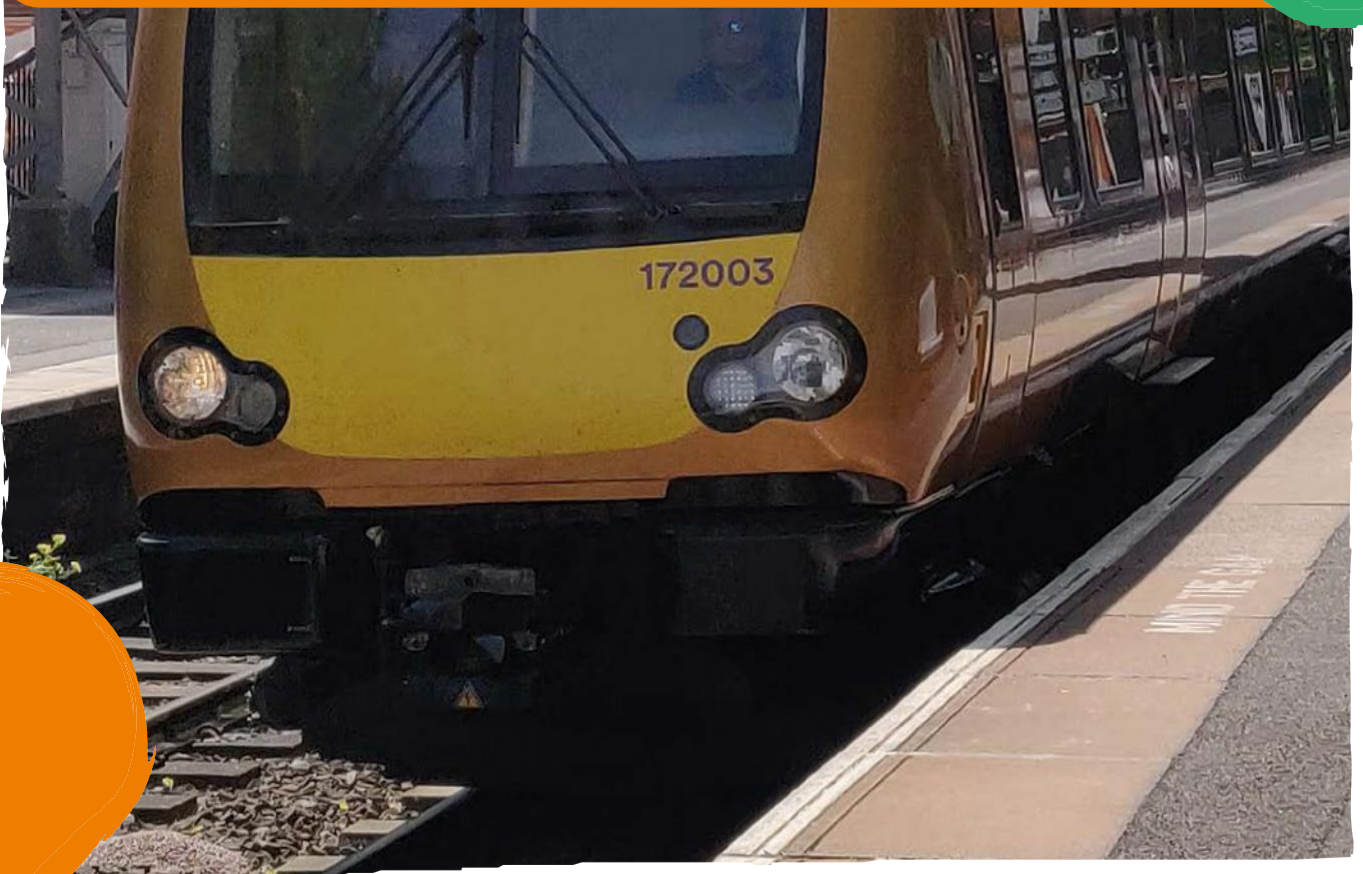
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Railway



March 2021

# Train Accessibility Guide



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Operated by West Midlands Trains

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## Introduction

This guide summarises the different types of trains that are currently in operation on our **West Midlands Railway** and **London Northwestern Railway** routes. Each page explains the facilities provided on these trains to help passengers making informed decisions on accessible travel.

### Wheelchairs and scooters

We can convey wheelchairs and scooters on all our trains, provided they are within the permitted size of **up to 1200mm long by 700mm wide**.

All our ramps can carry a maximum weight of **300kg**. This included the combined weight of the scooter or wheelchair and the passenger.

For more information on accessible travel please refer to the Accessible Travel pages on our websites:

[West Midlands Railway - Accessible Travel](#)

[London Northwestern Railway - Accessible Travel](#)

If you have any questions about the accessibility of our services, you can contact us via email at **[accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk)**



## Class 139 *Parry People Mover*

We operate the Class 139 'Parry People Mover' between Stourbridge Junction and Stourbridge Town.

This train has one carriage.

### Staffing

All our trains have staff on-board staff who can help customers. Staff on this line do not sell tickets, so please purchase your ticket before boarding the train.

### Ramps to board the train

This train does not require a ramp to board as it has level entry between the train and the platform.

### Seating

This train has standard class seating only. Priority seating is provided.

### Toilets

There are no accessible or standard toilets on-board.

### Audio announcements

Audio announcements are provided at the station but there are no announcements on-board. Two staff members will always be on-board to provide any assistance.

### Visual announcements

Each coach provides a screen which displays passenger information such as next stop, points of interest, current location, destination and times. Please advise staff if you need assistance with information or stopping times.





## Class 170 / 5 and / 6 *Turbostar*

We operate Class 170 'Turbostar' trains on the following routes:

- Between Hereford and Birmingham New Street
- Services to and from Birmingham Snow Hill
- Between Birmingham New Street and Shrewsbury
- Between Birmingham New Street and Rugeley Trent Valley



This train is formed of either 2 or 3 carriages. Trains may be joined together on some routes and services.

### **Staffing**

All our trains have staff on-board who can help customers.

### **Ramps to board the train**

This train requires ramp assistance to board.

### **Luggage racks**

There are luggage racks throughout this train.

### **Seating**

This train has standard class seating only. This includes both table seating and priority seating.

### **Toilets**

An accessible toilet is located next to the accessible area. Standard toilets are located at one end of the train.

### **Audio announcements**

Audio announcements are provided on this train by the staff on-board. This train has no automatic announcements such as next stop, destination and safety information.

### **Visual announcements**

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information.



## Class 172/0

We operate the Class 172/0 trains on the following routes:

- Between Hereford and Birmingham New Street
- Services to and from Birmingham Snow Hill
- Between Leamington Spa and Nuneaton



This train is formed of 2 carriages. Trains may be joined together on some routes and services.

### Staffing

All our trains have staff on-board who can help customers. Staff can usually be found in the middle or at the rear of this train.

### Ramps to board the train

This train requires ramp assistance to board.

### Seating

This train has standard class seating only. This includes priority seating. Charging ports are provided between the seats.

### Toilets

An accessible toilet is located in the middle of the train next to the accessible area. Standard toilets are not provided on this type of train.

### Audio announcements

Audio announcements are provided on this train by the staff on-board. This train has automatic announcements which announce next stop, destination and safety information.

### Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information.



## Class 172 / 2 and / 3

We operate the Class 172 trains on the following routes:

- Services to and from Birmingham Snow Hill,
- Between Hereford and Birmingham New Street
- Between Leamington Spa and Nuneaton



This train is formed of 2 and 3 carriages. Trains may be joined together on some routes and services.

### **Staffing**

All our trains are served by a team of on-board staff who can help customers. Staff can usually be found in the middle or at the rear of this train.

### **Ramps to board the train**

This train requires ramp assistance to board.

### **Seating**

This train has standard class seating only. This includes priority seating. Some of these trains also include charging ports and tables.

### **Toilets**

An accessible toilet is located in the middle of the train next to the accessible area. Standard toilets are not provided on this type of train.

### **Audio announcements**

Audio announcements are provided on this train by the staff on-board. This train has automatic announcements which announce next stop, destination and safety information.

### **Visual announcements**

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information.





## Class 323

We operate the Class 323 trains on the following routes:

- Between Redditch / Bromsgrove and Lichfield, via Birmingham New Street
- Between Birmingham New Street and Walsall.



This train is formed of 3 carriages. Trains may be joined together on some routes and services.

### **Staffing**

All our trains are served by a team of on-board staff who can help customers. Staff are located in the middle or at the rear of the train.

### **Ramps to board the train**

This train requires ramp assistance to board.

### **Seating**

This train has standard class seating only. This includes priority seating.

### **Toilets**

An accessible toilet is located in the middle of the train next to the accessible area. Standard toilets are not provided on this type of train.

### **Audio announcements**

Audio announcements are provided on this train by the staff on-board. This train has automatic announcements which announce next stop, destination and safety information.

### **Visual announcements**

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information.





## Class 230

We operate the Class 230 trains on the Marston Vale line which runs between Bedford and Bletchley.

This train is formed of 2 carriages.

### Staffing

All our trains are served by a team of on-board staff who can help customers.

### Ramps to board the train

This train requires ramp assistance to board.

### Seating

This train has standard class seating only. This includes priority seating.

### Toilets

An accessible toilet is located in the middle of the train next to the accessible area. Standard toilets are not provided on this type of train.

### Audio announcements

Audio announcements are provided on this train by the staff on-board. This train also has automatic announcements such as next stop, destination and safety information.

### Visual announcements

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information.





## Class 319

We operate the Class 319 trains on the following routes:

- Between London Euston and Northampton
- Between London Euston and Tring
- Between Watford Junction and St Albans Abbey



This train are formed of 4 carriages. Trains may be joined together on some routes and services.

### Staffing

All our trains are served by on-board staff who can help customers.

### Ramps to board the train

This train requires a ramp to board.

### Seating

This train has standard class seating , which includes priority seating. Some trains may also have first class seating at the front of the train. First class seating is not fully accessible for wheelchair users.

### Toilets

An accessible toilet is located in the middle of the train next to the accessible area. Standard toilets are not provided on this type of train.

### Audio announcements

Audio announcements are provided on this train by the staff on-board. This train has automatic announcements which announces passenger information such as next stop, destination and safety information.

### Visual announcements

This train provides a screen which displays passenger information such as next stop, destination and safety information.



## Class 350

We operate the Class 350 trains on the following routes:

- Between London Euston and Northampton
- Between London Euston and Liverpool
- Between London Euston and Birmingham New Street
- Between Birmingham New Street and Rugeley
- Between London Euston and Crewe



This train is formed of 4 carriages. Trains may be joined together on some routes and services.

### **Staffing**

All our trains are served by a team of on-board staff who can help customers.

### **Ramps to board the train**

This train requires ramp assistance to board.

### **Seating**

This train has standard class seating, which includes table seating, priority seating and charging points. Some trains may also have first class seating in the middle of the train. First class seating is not fully accessible for wheelchair users.

### **Toilets**

An accessible toilet is located in the middle of the train next to the accessible area. Standard toilets are also located throughout the train.

### **Audio announcements**

Audio announcements are provided on this train by the staff on-board. This train also has automatic announcements such as next stop, destination and safety information.

### **Visual announcements**

Each carriage provides a screen which displays passenger information such as next stop, destination and safety information.



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Operated by West Midlands Trains

# Station Accessibility Guide

March 2021

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# Introduction

This guide covers the accessibility features available at all stations served by West Midlands Railway and London Northwestern Railway services.

This guide does not cover all station facilities. Further information can be found on the station pages of the relevant station operators' websites or via National Rail Enquiries.

For any specific accessibility queries, please contact [accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk)

The guide covers the following details:

## Station operator

The company which operates and manages the station

## Staffing hours

The hours that staff are available or whether the station is unstaffed.

## Step free access classification

Each of the stations West Midlands Railway and London Northwestern Railway calls at has been classified in line with the ORR step-free classification system. More details on this can be found at <https://www.orr.gov.uk/media/10955>

The categories are as follows:

Category A: this station has step-free access to all platforms / the platform.

Category B: this station has a degree of step-free access to the platform, which may be in both directions or in one direction only - please check details.

Category B1: step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.

Category B2: some step-free access to all platforms - please check details.

Category B3: some step-free access, may be in one direction only - please check details.

Category C: this station does not have step-free access to any platform.

## Designated disabled Parking

The number of disabled parking spaces available at the station. Please note that some car parks may be managed by third parties.

## Seating

Number of seating areas and their location.

## Toilets

Availability and accessibility of facilities.

## Ticket Sale facilities

Whether customers can purchase tickets at the station and how this can be done.

**Passenger Assist meeting point**

The location of where passengers should meet with staff for assistance.

**Customer Information Screens**

The provision of departure screens and audio announcements.

**Secure Station accreditation**

Whether the station has Secure Station accreditation.

**Catering**

Whether there is provision for customers to purchase food and drink on the station area.

**Wheelchair availability**

Whether station wheelchairs are available.

**Station ramp for train access**

Whether ramps for boarding are located on the station platform or on board the train.

**Induction loops**

Whether induction loops are installed on any part of the station.

**Automatic doors**

Whether automatic doors are present at the station.

**Platform to train stepping distance**

Details of the platform to train stepping distances for all platforms.

**More information about this station**

Where more information about the station can be found.

# Acocks Green

## Station operator

This station is operated by West Midlands Railway

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1600

Friday 0700 - 1800

Saturday: 0800 – 1600

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 6 designated disabled parking spaces.

## Seating

This station has 9 seating areas, located in both the booking hall and on the platforms.

## Toilets

There are no toilets at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located by the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station has Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



## **Station ramp for train access**

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

This station has automatic doors.

## **Platform to train stepping distance**

Platform 1:

Lateral - 230mm

Vertical - 276mm

Diagonal - 359mm

Platform 2:

Lateral - 69mm

Vertical - 232mm

Diagonal - 242mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Acocks Green station page](#) on the West Midlands Railway website.

# Acton Bridge

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 sheltered benches on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

## **Induction loops**

There are no induction loops installed at this station.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 200mm

Vertical - 230mm

Diagonal - 305mm

Platform 2:

Lateral - 140mm

Vertical - 370mm

Diagonal - 396mm

Platform 3:

Lateral - 120mm

Vertical - 330mm

Diagonal - 351mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Acton Bridge station page](#) on the London Northwestern Railway website.

# Adderley Park

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

This station is unstaffed on Mondays

Tuesday–Thursday: 0700–1200

Friday: 0700–1000

Saturday: 1200–1400

Sunday: 0900–1400

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces..

## Seating

This station has seating on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

- Lateral - 100mm
- Vertical - 290mm
- Diagonal - 307mm

Platform 2:

- Lateral - 100mm
- Vertical - 300mm
- Diagonal - 316mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Adderley Park station page](#) on the West Midlands Railway website.

# Albrighton

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces..

## Seating

This station has 5 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.



## **Induction loops**

Induction loops are not installed at this station.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 100mm

Vertical - 150mm

Diagonal - 180mm

Platform 2:

Lateral - 50mm

Vertical - 180mm

Diagonal - 187mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Albrighton station page](#) on the West Midlands Railway website.

# Alsager

## Station operator

This station is operated by East Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has seating available on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Alsager station page](#) on the East Midlands Railway website.

# Alvechurch

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 7 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

## **Induction loops**

There are no induction loops installed at this station.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 100mm

Vertical - 180mm

Diagonal - 206mm

Platform 2:

Lateral - 80mm

Vertical - 140mm

Diagonal - 161mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Alvechurch station page](#) on the West Midlands Railway website.

# Apsley

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday: 0600 - 1900

Tuesday to Friday: 0600 - 1940

Saturday: 0800 - 1445

Sunday: 1000 - 1600

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, may this be in one direction only - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces..

## Seating

This station has 15 seating areas both within the station building and on the platforms.

## Toilets

Standard toilets are located on Platform 4 and are available at the following times:

Monday to Friday: 0600-1945

Saturday: 0800-1500

Sunday: 0900-1700.

The toilet facilities are not available when the Ticket Office is closed.

Toilet facilities are not fully accessible.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.



## **Catering**

A coffee shop is available during morning peak times.

## **Wheelchair availability**

Station wheelchairs are not available at this station.

## **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 157mm  
Vertical - 257mm  
Diagonal - 292mm

Platform 2:

Lateral - 176mm  
Vertical - 265mm  
Diagonal - 302mm

Platform 3:

Lateral - 173mm  
Vertical - 270mm  
Diagonal - 311mm

Platform 4:

Lateral - 250mm  
Vertical - 260mm  
Diagonal - 347mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Apsley station page](#) on the London Northwestern Railway website.

# Apsley Guise

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but that this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 7 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

## **Induction loops**

Induction loops are not installed at this station.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 60mm

Vertical - 210mm

Diagonal - 206mm

Platform 2:

Lateral - 220mm

Vertical - 300mm

Diagonal - 356mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Apsley Guise station page](#) on the London Northwestern Railway website.

# Aston

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1030 and 1200 – 1800

Tuesday to Thursday: 0700 – 1100

Friday: 0700 – 1100 and 1500 – 1800

Saturday: 1100 – 1500

This station is closed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but that this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces..

## Seating

This station has 5 seating areas in the station building and on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

### **Wheelchair availability**

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 70mm

Vertical - 230mm

Diagonal - 240mm

Platform 2:

Lateral - 70mm

Vertical - 170mm

Diagonal - 184mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Aston station page](#) on the West Midlands Railway website.

# Atherstone

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but that this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

Toilets are not available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.



## **Induction loops**

Induction loops are not installed at this station.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 140mm  
Vertical - 270mm  
Diagonal - 288mm

Platform 2:

Lateral - 140mm  
Vertical - 220mm  
Diagonal - 252mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Atherstone station page](#) on the London Northwestern Railway website.

# Barnt Green

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has no fully accessible seating available.

## Toilets

There are no toilets at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all accessible platforms at this station.

### **Induction loops**

Induction loops are not installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 80mm Vertical - 190mm Diagonal - 206mm

Platform 2: Lateral - 170mm Vertical - 290mm Diagonal - 336mm

Platform 3: Lateral - 230mm Vertical - 300mm Diagonal - 378mm

Platform 4: Lateral - 80mm Vertical - 170mm Diagonal - 190mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Barnt Green station page on the West Midlands Railway website.

# Bearley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces..

## Seating

This station has 1 seating area on the platform.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on the platform at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 192mm

Vertical - 388mm

Diagonal - 433mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bearley station page on the West Midlands Railway website.

# Bedford

## Station operator

This station is operated by Thameslink.

## Staffing hours

This station is staffed at all hours when trains operate.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has seating areas, but these may not be fully accessibility compliant.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located adjacent to taxirank at the front of the station.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

Approximately half a foot.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bedford station page on the Thameslink website.



# Bedford St Johns

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 3 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with

boarding.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 150mm

Vertical - 220mm

Diagonal - 250mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bedford St Johns station page on the London Northwestern Railway website.

# Bedworth

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

- Lateral - 120mm
- Vertical - 203mm
- Diagonal - 236mm

Platform 2:

- Lateral - 160mm
- Vertical - 210mm
- Diagonal - 258mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Bedworth station page](#) on the West Midlands Railway website.

# Berkhamsted

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0700 – 1900

Sunday: 0800 - 1700

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 9 designated disabled parking spaces.

## Seating

This station has 23 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the platform 4 waiting room. A RADAR key is not required for access and these toilets are only open during ticket office hours.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

## **Station ramp for train access**

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

This station has automatic doors.

## **Platform to train stepping distance**

Platform 1:

Lateral - 266mm

Vertical - 130mm

Diagonal - 316mm

Platform 2:

Lateral- 183mm

Vertical-309mm

Diagonal- 329mm

Platform 3:

Lateral- 150mm

Vertical - 280mm

Diagonal-347mm

Platform 4:

Lateral - 250mm

Vertical - 275mm

Diagonal - 361mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Berkhamsted station page on the London Northwestern Railway website.

# Berkswell

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1300  
Friday: 0700 – 1300 and 1500 - 2100  
Saturday: 0800 – 1600  
Sunday: 1000 - 1300

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 7 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability



Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 320mm

Vertical - 240mm

Diagonal - 400mm

Platform 2:

Lateral - 320mm

Vertical - 100mm

Diagonal - 335mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Berkswell station page](#) on the [West Midlands Railway website](#).

# Bermuda Park

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 197mm Diagonal - 248mm

Platform 2: Lateral - 150mm Vertical - 210mm Diagonal - 258mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bermuda Park station page on the West Midlands Railway website.

# Bescot Stadium

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday: 0700–0900

This station is unstaffed on Tuesdays, Wednesdays and Thursdays.

Friday: 0900 - 1100

Saturday: 1100–1500 and 1700-1900

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 7 designated disabled parking spaces.

## Seating

This station has 7 seating areas in the station buildings and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 250mm Diagonal - 292mm

Platform 2: Lateral - 120mm Vertical - 240mm Diagonal - 268mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bescot Stadium station page on the West Midlands Railway website.

# Bilbrook

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 140mm Vertical - 160mm Diagonal - 213mm

Platform 2: Lateral - 70mm Vertical - 180mm Diagonal - 193mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Bilbrook station page](#) on the [West Midlands Railway website](#).



# Birmingham Moor Street

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is staffed at all times when trains are operating.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located near the booking office on the main concourse.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

It is not known if this station has Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Birmingham Moor Street station page](#) on the Chiltern Railways website.

# Birmingham New Street

## Station operator

This station is operated by Network Rail.

## Staffing hours

This station is staffed:

Monday to Saturday: 0515–2300

Sunday: 0800–2300

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Passenger Assistance Lounge on 'B' side of the concourse.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has power assisted doors.

### **Platform to train stepping distance**

The platform to train stepping distances for this station is unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Birmingham New Street station page](#) on the [National Rail Enquiries website](#).

# Birmingham International

## Station operator

This station is operated by Avanti West Coast.

## Staffing hours

This station is staffed:

Monday to Friday: 0530 – 2100

Saturday: 0615 – 2100

Sunday: 0815 - 2000

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 24 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located by the ticket office in the main concourse.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic and power assisted doors.

### **Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Birmingham International station page on the Avanti West Coast website.

# Birmingham Snow Hill

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600 – 2100

Friday: 0600 - 2300

Saturday: 0700 – 2300

Sunday: 0800 - 2000

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 6 designated disabled parking spaces in the NCP next to the station.

## Seating

This station has 53 seating areas in the station and on the platforms.

## Toilets

Accessible toilets are available. These are located on platforms 1 and 3. RADAR keys are required for access, which can be requested from staff.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station. There is a coffee kiosk on the main concourse.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1:

Lateral - 90mm

Vertical - 209mm

Diagonal - 228mm

Platform 2:

Lateral - 159mm

Vertical - 224mm

Diagonal - 275mm

Platform 3:

Lateral - 120mm

Vertical - 216mm

Diagonal - 247mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Birmingham Snow Hill station page on the West Midlands Railway website.



# Blake Street

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1200

Saturday: 0600 – 1200

Sunday: 0700 - 1300

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 9 designated disabled parking spaces.

## Seating

This station has 6 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## **Station ramp for train access**

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 30mm

Vertical - 140mm

Diagonal - 143mm

Platform 2:

Lateral - 120mm

Vertical - 150mm

Diagonal - 192mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Blake Street station page](#) on the [West Midlands Railway website](#).

# Blakedown

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking space.

## Seating

This station has 2 seating areas in shelters on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed in the waiting shelters.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 100mm

Vertical - 222mm

Diagonal - 243mm

Platform 2:

Lateral - 95mm

Vertical - 210mm

Diagonal - 230mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Blakedown station page on the West Midlands Railway website.

# Bletchley

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday - Friday: 0600 – 2000

Saturday: 0700 – 1800

Sunday: 0800 - 1700

## Step free access classification

Mainline station - This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

Marston Vale line station - This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 29 designated disabled parking spaces.

## Seating

This station has 36 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## **Wheelchair availability**

Station wheelchairs are available at this station.

## **Station ramp for train access**

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral- 154mm  
Vertical - 275mm  
Diagonal-301mm

Platform 2:

Lateral - 244mm  
Vertical - 328mm  
Diagonal - 350mm

Platform 3:

Lateral - 200mm  
Vertical - 250mm  
Diagonal-301mm

Platform 4:

Lateral- 150mm  
Vertical - 240mm  
Diagonal - 305mm

Platform 5:

Lateral- 150mm  
Vertical - 265mm  
Diagonal-273mm

Platform 6:

Lateral-110mm  
Vertical - 260mm  
Diagonal-273mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bletchley station page on the London Northwestern Railway website.

# Bloxwich

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 200mm

Vertical - 310mm

Diagonal - 369mm

Platform 2:

Lateral - 165mm

Vertical - 230mm

Diagonal - 283mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bloxwich station page on the West Midlands Railway website.



# Bloxwich North

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

- Lateral - 100mm
- Vertical - 230mm
- Diagonal - 251mm

Platform 2:

- Lateral - 140mm
- Vertical - 225mm
- Diagonal - 265mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Bloxwich North station page](#) on the [West Midlands Railway website](#).

# Bordesley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens but no audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

## **Induction loops**

There are no induction loops installed at this station.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 70mm

Vertical - 210mm

Diagonal - 221mm

Platform 2:

Lateral - 60mm

Vertical - 300mm

Diagonal - 306mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bordesley station page on the West Midlands Railway website.

# Bournville

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0800–2000

Sunday: 0900 - 1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 7 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station..

### **Platform to train stepping distance**

Platform 1:

Lateral - 100mm

Vertical - 160mm

Diagonal - 189mm

Platform 2:

Lateral - 70mm

Vertical - 140mm

Diagonal - 157mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bournville station page on the West Midlands Railway website.

# Bow Brickhill

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 7 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 200mm Vertical - 250mm Diagonal - 312mm

Platform 2: Lateral - 170mm Vertical - 220mm Diagonal - 266mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bow Brickhill station page on the London Northwestern Railway website.



# Bricket Wood

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 3 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 140mm

Vertical - 260mm

Diagonal - 295mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Bricket Wood station page](#) on the London Northwestern Railway website.

# Bromsgrove

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–1915

Saturday: 0600–1915

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 17 designated disabled parking spaces.

## Seating

This station has 30 seating areas on the platforms.

## Toilets

Accessible toilets are available, only when the station is staffed. These facilities are located behind ticket office.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 80mm Vertical - 180mm Diagonal - 197mm

Platform 2: Lateral - 90mm Vertical - 250mm Diagonal - 266mm

Platform 3: Lateral - 80mm Vertical - 170mm Diagonal - 188mm

Platform 4: Lateral - 100mm Vertical - 170mm Diagonal - 197mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bromsgrove station page on the West Midlands Railway website.

# Bushey

## Station operator

This station is operated by Transport for London.

## Staffing hours

This station is staffed:

Monday to Thursday: 0645 – 2100

Friday: 0645 - 2000

Saturday: 0815 – 1500

Sunday: 0915 - 1630

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 3 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

It's not known if this station has Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

The platform to train stepping distances at this station are unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Bushey station page on the Transport for London website.

# Butlers Lane

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday: 0700 – 1300 and 1500 – 1700

Tuesday – Thursday: 0700 – 1300

Friday 0700 - 2100

Saturday: 0800 – 1900

Sunday: 1100 - 1500

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas in the station building and 8 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 70mm Vertical - 180mm Diagonal - 193mm

Platform 2: Lateral - 130mm Vertical - 180mm Diagonal - 222mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Butlers Lane station page](#) on the [West Midlands Railway website](#).



# Canley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday: 0700 – 1300 and 1500 – 1800

Tuesday – Thursday: 0700 – 1200

Friday: 0700 – 1900

Saturday: 0800 – 1600

Sunday: 1000 – 1200

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has 4 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 250mm Vertical - 290mm Diagonal - 383mm

Platform 2: Lateral - 150mm Vertical - 220mm Diagonal - 266mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Canley station page on the West Midlands Railway website.

# Cannock

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 120mm Vertical - 210mm Diagonal - 242mm

Platform 2: Lateral - 210mm Vertical - 260mm Diagonal - 334mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Cannock station page on the West Midlands Railway website.

# Cheddington

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 14 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are some catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 145mm Vertical - 336mm Diagonal - 357mm

Platform 2: N/A

Platform 3: Lateral - 121mm Vertical - 312mm Diagonal - 324mm

Platform 4: Lateral - 280mm Vertical - 307mm Diagonal - 356mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Cheddington station page on the London Northwestern Railway website.

# Chester Road

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600 – 1900

Friday: 0700 - 2000

Saturday: 0800 – 2000

Sunday: 0900 - 1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 6 designated disabled parking spaces.

## Seating

This station has 4 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 10mm Vertical - 120mm Diagonal - 120mm

Platform 2: Lateral - 110mm Vertical - 150mm Diagonal - 186mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Chester Road station page on the West Midlands Railway website.



# Claverdon

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 1 seating area on the platform.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 139mm Vertical - 374mm Diagonal - 398mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Claverdon station page on the West Midlands Railway website.

# Codsall

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 110mm Vertical - 170mm Diagonal - 202mm

Platform 2: Lateral - 40mm Vertical - 210mm Diagonal - 214mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Codsall station page on the West Midlands Railway website.

# Coleshill Parkway

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0600 – 2245

Sunday: 1000 - 1700

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 13 designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

Accessible toilets are available. These are located in booking hall. A RADAR key is required for entry to the accessible toilet, which can be requested from staff. Toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 240mm Vertical - 230mm Diagonal - 332mm

Platform 2: Lateral - 140mm Vertical - 180mm Diagonal - 228mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Coleshill Parkway station page on the West Midlands Railway website.

# Colwall

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking space.

## Seating

This station has 3 seating areas on the platform.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 120mm Vertical - 310mm Diagonal - 332mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Colwall station page on the West Midlands Railway website.



# Coseley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday: 0615–1600

Tuesday–Thursday: 0615–1400 and 1600–1900

Saturday: 0700–2000

Sunday: 0900–1400

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 6 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 240mm Vertical - 270mm Diagonal - 361mm

Platform 2: Lateral - 40mm Vertical - 270mm Diagonal - 273mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Coseley station page on the West Midlands Railway website.

# Cosford

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 180mm Vertical - 190mm Diagonal - 262mm

Platform 2: Lateral - 70mm Vertical - 170mm Diagonal - 184mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Cosford station page on the West Midlands Railway website.

# Coventry

## Station operator

This station is operated by Avanti West Coast.

## Staffing hours

This station is staffed:

Monday to Friday: 0515–2130

Saturday: 0530–2045

Sunday: 0730–2130

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 18 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the customer service desk on platform 1.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Coventry station page on the Avanti West Coast website.

# Coventry Arena

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 160mm Vertical - 197mm Diagonal - 254mm

Platform 2: Lateral - 160mm Vertical - 210mm Diagonal - 264mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Coventry Arena webpage on the West Midlands Railway website.



# Cradley Heath

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0700–2000

Sunday: 0915–1800

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 12 designated disabled parking spaces.

## Seating

This station has 20 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 250mm Vertical - 200mm Diagonal - 320mm

Platform 2: Lateral - 79mm Vertical - 231mm Diagonal - 243mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Cradley Heath station page on the West Midlands Railway website.

# Crewe

## Station operator

This station is operated by Avanti West Coast.

## Staffing hours

This station is staffed:

Monday to Friday: 0530 – 2000

Saturday: 0530 – 1900

Sunday: 0810 - 1900

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 18 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office on the main concourse.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Crewe station page on the Avanti West Coast website.

# Danzey

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on platform 2 only.

Ramps are available from on-board all our trains to assist with boarding.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 168mm Vertical - 310mm Diagonal - 348mm

Platform 2: Lateral - 132mm Vertical - 334mm Diagonal - 359mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Danzey station page on the West Midlands Railway website.

# Dorridge

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is staffed part time. Hours of staffing may vary.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has seating areas, but these are not fully accessibility compliant.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located against station building for platform 1 or by the entrance to the waiting area for platform 2 and 3

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

It's not known if this station has Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with

boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Dorridge station page on the Chiltern Railways website.



# Droitwich Spa

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1800

Friday: 0700 - 1900

Saturday: 0800 – 1500

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 9 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available in the female toilets on platform 1.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 60mm Vertical - 230mm Diagonal - 237mm

Platform 2: Lateral - 230mm Vertical - 270mm Diagonal - 355mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Droitwich Spa station page on the West Midlands Railway website.

# Duddeston

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0800 – 1000

This station is unstaffed on Saturdays and Sundays.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 260mm Vertical - 20mm Diagonal - 261mm

Platform 2: Lateral - 160mm Vertical - 100mm Diagonal - 189mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Duddeston station page on the West Midlands Railway website.

# Dudley Port

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0615 – 2000

Saturday: 0700 – 2000

Sunday: 0900 - 1700

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 3 designated disabled parking spaces.

## Seating

This station has 3 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 90mm Vertical - 230mm Diagonal - 247mm

Platform 2: Lateral - 30mm Vertical - 290mm Diagonal - 291mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Dudley Port station page on the West Midlands Railway website.

# Earlswood

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 88mm Vertical - 188mm Diagonal - 207mm

Platform 2: Lateral - 143mm Vertical - 528mm Diagonal - 547mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Earlswood station page on the West Midlands Railway website.



# Erdington

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0800–2000

Sunday: 0925–1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 5 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 80mm Vertical - 160mm Diagonal - 197mm

Platform 2: Lateral - 90mm Vertical - 180mm Diagonal - 201mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Erdington station page on the West Midlands Railway website.

# Fenny Stratford

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking space.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 260mm Diagonal - 292mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Fenny Stratford station page on the London Northwestern Railway website.

# Five Ways

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 2000

Saturday: 0800 – 1800

Sunday: 1000 - 1600

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 14 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall. A RADAR key is required for entry, which can be requested from staff. Toilets are only open when ticket office is also open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 70mm Vertical - 230mm Diagonal - 240mm

Platform 2: Lateral - 130mm Vertical - 130mm Diagonal - 239mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Five Ways station page](#) on the [West Midlands Railway website](#).

# Four Oaks

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0700–2000

Sunday: 0900 - 1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 16 designated disabled parking spaces.

## Seating

This station has 7 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 160mm Vertical - 180mm Diagonal - 241mm

Platform 2: Lateral - 40mm Vertical - 180mm Diagonal - 241mm

Platform 3: Lateral - 70mm Vertical - 180mm Diagonal - 193mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Four Oaks station page](#) on the [West Midlands Railway website](#).



# Garston

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 1 seating areas on the platform.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 110mm Vertical - 330mm Diagonal - 348mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Garston station page on the London Northwestern Railway website.

# Gravelly Hill

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0700–2000

Sunday: 0800 - 1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 5 seating areas in the station building and 2 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 80mm Vertical - 130mm Diagonal - 153mm

Platform 2: Lateral - 70mm Vertical - 180mm Diagonal - 193mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Gravelly Hill station page](#) on the [West Midlands Railway website](#).

# Great Malvern

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1700

Saturday: 0700 – 1400

This station unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has 10 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall when the ticket office is open only. No RADAR key is required.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 110mm Vertical - 330mm Diagonal - 348mm

Platform 2: Lateral - 230mm Vertical - 311mm Diagonal - 386mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Great Malvern station page](#) on the [West Midlands Railway website](#).

# Hagley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1600

Saturday: 0800 – 1500

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, may be in one direction only - please check details

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 5 seating areas in the station building and on the platforms.

## Toilets

Standard toilets are located on platform 1. These facilities are not fully accessible.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on platform 1 at this station. Ramps are not provided on other platforms, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 160mm Vertical - 252mm Diagonal - 298mm

Platform 2: Lateral - 74mm Vertical - 227mm Diagonal - 239mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hagley station page on the West Midlands Railway website.



# Hall Green

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0625 – 1400

Friday: 0625 - 1900

Saturday: 0800 – 1700

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 8 designated disabled parking spaces.

## Seating

This station has 4 seating areas in the station building and on the platforms.

## Toilets

There are no toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 174mm Diagonal - 201mm

Platform 2: Lateral - 72mm Vertical - 274mm Diagonal - 283mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hall Green station page on the West Midlands Railway website.

# Hampton-in-Arden

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1000

Saturday: 0900 – 1400

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but may be in one direction only - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has 5 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 200mm Vertical - 280mm Diagonal - 338mm

Platform 2: Lateral - 180mm Vertical - 270mm Diagonal - 324mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hampton-in-Arden station page on the West Midlands Railway website.

# Hamstead

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600 – 1300

Friday: 0700 – 1300 and 1500 – 1700

Saturday: 0900 – 1600

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 80mm Vertical - 180mm Diagonal - 197mm

Platform 2: Lateral - 250mm Vertical - 180mm Diagonal - 308mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hamstead station page on the West Midlands Railway website.

# Harrow and Wealdstone

## Station operator

This station is operated by Transport for London.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has seating areas available.

## Toilets

Toilet facilities are available at this station

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is unknown.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

It is not known whether this station has Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Harrow and Wealdstone station page on the Transport for London website.



# Hartford

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1700

Saturday: 0700 – 1500

Sunday: 1035-1200

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 13 seating areas in the station building and on the platforms.

## Toilets

Toilet facilities are available in the booking hall when the ticket office is open. There is no accessible toilet.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are some mobile catering facilities at this station during morning peak times.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 230mm Diagonal - 250mm

Platform 2: Lateral - 140mm Vertical - 190mm Diagonal - 236mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hartford station page on the London Northwestern Railway website.

# Hartlebury

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking space.

## Seating

This station has 3 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed in the waiting shelters.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 160mm Vertical - 228mm Diagonal - 279mm

Platform 2: Lateral - 57mm Vertical - 213mm Diagonal - 220mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hartlebury station page on the West Midlands Railway website.

# Hatton

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located between the shelter and the Help Point on platform 1 or next to the shelter on platform 2.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with

boarding.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hatton station page on the Chiltern Railways website.

# Hemel Hempstead

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0700–2000

Sunday: 0800 - 1900

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has 20 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall. A RADAR key is required for entry, which can be requested from staff. These facilities are only open when the station is staffed.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 178mm Vertical - 250mm Diagonal - 307mm

Platform 2: Lateral - 208mm Vertical - 270mm Diagonal - 320mm

Platform 3: Lateral - 200mm Vertical - 294mm Diagonal - 336mm

Platform 4: Lateral - 220mm Vertical - 252mm Diagonal - 318mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hemel Hempstead station page on the London Northwestern Railway website.



# Hednesford

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 260mm Diagonal - 279mm

Platform 2: Lateral - 130mm Vertical - 200mm Diagonal - 239mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Hednesford station page on the West Midlands Railway website.

# Henley-in-Arden

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 3 designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 160mm Vertical - 310mm Diagonal - 349mm

Platform 2: Lateral - 74mm Vertical - 182mm Diagonal - 196mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Henley-in-Arden station page](#) on the West Midlands Railway website.

# Hereford

## Station operator

This station is operated by Transport for Wales.

## Staffing hours

This station is staffed:

Monday to Friday: 0520 – 1830

Saturday: 0645 – 1830

Sunday: 0915 – 1840

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Hereford station page](#) on the [Transport for Wales website](#).

# How Wood

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

## Induction loops

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 280mm Diagonal - 318mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the How Wood station page on the London Northwestern Railway website.



# Jewellery Quarter

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

This station is unstaffed on Mondays, Tuesdays, Wednesdays and Thursdays.

Friday: 1600 - 1800

Saturday: 1100–1300 and 1500-1700

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 5 seating areas on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall and are only open when the ticket office is open. A RADAR key is not required for access.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 145mm Vertical - 201mm Diagonal - 248mm

Platform 2: Lateral - 89mm Vertical - 223mm Diagonal - 240mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Jewellery Quarter station page on the West Midlands Railway website.

# Kempston Hardwick

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating available.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 180mm Vertical - 240mm Diagonal - 277mm

Platform 2: Lateral - 150mm Vertical - 280mm Diagonal - 318mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Kempston Hardwick station page on the London Northwestern Railway website.

# Kenilworth

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed. Tickets can be purchased from the on-site café.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

Accessible toilets are available at the station café when this is open.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines or at the station café when this is open. This café is run by a third party and not by West Midlands Trains directly.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are catering facilities at this station at the station café.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 240mm Diagonal - 283mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Kenilworth station page](#) on the [West Midlands Railway website](#)

# Kidderminster

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0610 – 1900

Saturday: 0700 – 1800

Sunday: 0900 - 1700

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 6 designated disabled parking spaces.

## Seating

This station has 8 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall and are open only when the station is staffed. A RADAR key is not required for entry.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 130mm Vertical - 240mm Diagonal - 273mm

Platform 2: Lateral - 140mm Vertical - 260mm Diagonal - 295mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Kidderminster station page on the West Midlands Railway website.



# Kidsgrove

## Station operator

This station is operated by East Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0610–1230

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has seating areas.

## Toilets

Accessible toilets are available

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is unknown.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Kidsgrove station page on the East Midlands Railway website.

# Kings Langley

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1940

Saturday: 0800 – 1500

Sunday: 1000 - 1500

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 3 designated disabled parking spaces.

## Seating

This station has 11 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located on platform 4 and can be accessed when the station is staffed. A RADAR key is not required for entry.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket offices.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are catering facilities at this station at the station café.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 165mm Vertical - 250mm Diagonal - 307mm

Platform 2: Lateral - 160mm Vertical - 250mm Diagonal - 291mm

Platform 3: Lateral - 250mm Vertical - 265mm Diagonal - 354mm

Platform 4: Lateral - 250mm Vertical - 271mm Diagonal - 368mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Kings Langley station page on the London Northwestern Railway website.

# Kings Norton

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600 – 1900

Friday: 0600 - 2000

Saturday: 0700 – 2100

Sunday: 0930 - 1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, which may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 7 designated disabled parking spaces.

## Seating

This station has 7 seating areas on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall and are only open when the station is staffed. A RADAR key is required for entry and can be requested from staff.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

### **Wheelchair availability**

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 170mm Diagonal - 197mm

Platform 2: N/A

Platform 3: N/A

Platform 4: Lateral - 160mm Vertical - 160mm Diagonal - 226mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Kings Norton station page on the West Midlands Railway website.

# Landywood

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 230mm Diagonal - 275mm

Platform 2: Lateral - 110mm Vertical - 240mm Diagonal - 264mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Landywood station page on the West Midlands Railway website.



# Langley Green

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700–0900

Friday: 0700 - 1100

Saturday: 0900 – 1400

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 3 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 95mm Vertical - 230mm Diagonal - 249mm

Platform 2: Lateral - 280mm Vertical - 290mm Diagonal - 403mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Langley Green station page on the West Midlands Railway website.

# Lapworth

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has seating areas available.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located between the shelter and help point on platform 1 or in the shelter on platform 2.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with

boarding.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

The platform to train stepping distances for this station is unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Lapworth station page on the Chiltern Railway website.

# Lea Hall

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0615 – 1800

Friday: 0600 - 1900

Saturday: 0700 – 1900

Sunday: 1000 - 1300

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

Toilet facilities are not available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 190mm Diagonal - 242mm

Platform 2: Lateral - 150mm Vertical - 260mm Diagonal - 300mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Lea Hall station page](#) on the [West Midlands Railway website](#).

# Leamington Spa

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is staffed at all times when trains are operating.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the top of the stairs by platform 1 and 2 or in the recess before the waiting room on platforms 3 and 4.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

It's not known if this station has Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Leamington Spa station page on the Chiltern Railways website.



# Ledbury

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is not staffed by West Midlands Railway staff. This station's ticket office is operated independently from West Midlands Railway by Railticket / Ledbury Station Ltd.

This is staffed:

Monday to Friday: 0630 – 1200

Saturday: 0700 – 1200

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no toilet facilities at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

**Wheelchair availability**

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 130mm Vertical - 210mm Diagonal - 247mm

Platform 2: Lateral - 110mm Vertical - 240mm Diagonal - 264mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Ledbury station page on the West Midlands Railway website.

# Leighton Buzzard

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0700–2000

Sunday: 0800 - 1800

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 34 designated disabled parking spaces.

## Seating

This station has 24 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall and are only open when the station is staffed. A RADAR key is required for entry which can be requested from staff.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 202mm Vertical - 350mm Diagonal - 390mm

Platform 2: Lateral - 111mm Vertical - 350mm Diagonal - 366mm

Platform 3: Lateral - 200mm Vertical - 248mm Diagonal - 290mm

Platform 4: Lateral - 180mm Vertical - 257mm Diagonal - 277mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Leighton Buzzard station page on the London Northwestern Railway website.

# Lichfield City

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600 – 1900

Friday: 0600 - 2000

Saturday: 0700 – 2000

Sunday: 0900 - 1900

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 6 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located between platforms 1 and 2. These facilities may not always be available due to antisocial behaviour and vandalism – please check with station staff. A RADAR key is not required for entry,

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station. A convenience store is on site.

**Wheelchair availability**

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 200mm Diagonal - 224mm

Platform 2: Lateral - 90mm Vertical - 190mm Diagonal - 210mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Lichfield City station page on the West Midlands Railway website.

# Lichfield Trent Valley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1090

Saturday: 0700 – 1600

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 10 designated disabled parking spaces.

## Seating

This station has 6 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall and are open when the station is staffed only. A RADAR key is not required for entry.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are some catering facilities at this station. There is a 'Café Express' on site during certain hours.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 240mm Vertical - 240mm Diagonal - 339mm

Platform 2: Lateral - 110mm Vertical - 240mm Diagonal - 264mm

Platform 3: Lateral - 30mm Vertical - 170mm Diagonal - 173mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Lichfield Trent Valley station page](#) on the [West Midlands Railway website](#).



# Lidlington

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 140mm Vertical - 230mm Diagonal - 259mm

Platform 2: Lateral - 180mm Vertical - 280mm Diagonal - 333mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Lidlington station page on the London Northwestern Railway website.

# Liverpool Lime Street

## Station operator

This station is operated by Network Rail.

## Staffing hours

This station is staffed:

Monday to Saturday: 0500 – 2338

Sunday: 0715 - 2305

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 42 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is unknown.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

The platform to train stepping distances for this station unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Liverpool Lime Street station page](#) on the National Rail Enquiries website.

# Liverpool South Parkway

## Station operator

This station is operated by Merseyrail.

## Staffing hours

This station is staffed:

Monday to Saturday: 0551 – 0016

Sunday: 0751 - 0016

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Liverpool South Parkway station page on the Merseyrail website.

# London Euston

## Station operator

This station is operated by Network Rail.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–0000

Saturday: 0600–2300

Sunday: 0700–0000

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Passenger Assistance Lounge.

Assistance is available to and from platforms, the car park and the taxi rank. You can request this from the Mobility Assistance Lounge Reception that can be found on the left hand side of the main entrance or from the Information Point in the centre of the Main Concourse or from any member of staff.

It is advised to use the Mobility assistance number at London Euston Station on 02079226482 if this is being booked on the day.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

### **Catering**

There are catering facilities at this station.

### **Wheelchair availability**

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 270mm Vertical - 281mm Diagonal - 356mm

Platform 2: Lateral - 240mm Vertical - 286mm Diagonal - 297mm

Platform 3: Lateral - 250mm Vertical - 262mm Diagonal - 348mm

Platform 4: Lateral - 223mm Vertical - 273mm Diagonal - 345mm

Platform 5: Lateral - 250mm Vertical - 249mm Diagonal - 329mm

Platform 6: Lateral - 242mm Vertical - 257mm Diagonal - 318mm

Platform 7: Lateral - 266mm Vertical - 230mm Diagonal - 331mm

Platform 8: Lateral - 210mm Vertical - 290mm Diagonal - 325mm

Platform 9: Lateral - 271mm Vertical - 254mm Diagonal - 362mm

Platform 10: Lateral - 255mm Vertical - 255mm Diagonal - 315mm

Platform 11: Lateral - 220mm Vertical - 245mm Diagonal - 315mm

Platform 12: Lateral - 200mm Vertical - 247mm Diagonal - 314mm

Platform 13: Lateral - 360mm Vertical - 273mm Diagonal - 420mm

Platform 14: Lateral - 271mm Vertical - 281mm Diagonal - 323mm

Platform 15: Lateral - 222mm Vertical - 361mm Diagonal - 422mm



Platform 16: Lateral - 252mm Vertical - 250mm Diagonal - 265mm

Platform 17A: Lateral - 273mm Vertical - 255mm Diagonal - 348mm

Platform 17B: Lateral - 190mm Vertical - 230mm Diagonal -290mm

Platform 18: Lateral - 118mm Vertical - 250mm Diagonal - 271mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [London Euston station page](#) on the [National Rail Enquiries website](#).

# Long Buckby

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0615–1100

This station is unstaffed on Saturdays and Sundays.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 3 designated disabled parking spaces.

## Seating

This station has 12 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 290mm Diagonal - 307mm

Platform 2: Lateral - 260mm Vertical - 310mm Diagonal - 397mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Long Buckby station page on the London Northwestern Railway website.

# Longbridge

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0700–2000

Sunday: 0930 - 1500

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 10 seating areas on the platforms.

## Toilets

Accessible toilets are available. These are located in the booking hall and are only open when the station is staffed. A RADAR key is required for entry, which can be requested from staff.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 120mm Vertical - 150mm Diagonal - 192mm

Platform 2: Lateral - 40mm Vertical - 170mm Diagonal - 175mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Longbridge station page on the West Midlands Railway website.

# Lye

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 2 seating areas in shelters on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed in the waiting shelters.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

Platform 1: Lateral - 95mm Vertical - 266mm Diagonal - 282mm

Platform 2: Lateral - 90mm Vertical - 250mm Diagonal - 266mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Lye station page on the West Midlands Railway website.

# Malvern Link

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0630 – 1300

Friday: 0630 - 1800

Saturday: 0800 – 1400

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 6 designated disabled parking spaces.

## Seating

This station has 7 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability



Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 90mm Vertical - 264mm Diagonal - 279mm

Platform 2: Lateral - 110mm Vertical - 240mm Diagonal - 264mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Malvern Link station page](#) on the [West Midlands Railway website](#).

# Marston Green

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0615 – 1900

Friday: 1615 – 2000

Saturday: 0800 – 2000

Sunday: 0900 – 1400

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 9 designated disabled parking spaces.

## Seating

This station has 9 seating areas in the station building and on the platforms.

## Toilets

Toilet facilities are not available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 220mm Vertical - 280mm Diagonal - 350mm

Platform 2: Lateral - 150mm Vertical - 280mm Diagonal - 309mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Marston Green station page on the West Midlands Railway website.

# Milbrook

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 260mm Diagonal - 300mm

Platform 2: Lateral - 120mm Vertical - 300mm Diagonal - 300mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Milbrook station page on the London Northwestern Railway website.

# Milton Keynes Central

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0445 – 2200

Saturday: 0600 – 2200

Sunday: 0645 – 2130

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 18 designated disabled parking spaces.

## Seating

This station has 113 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located on platforms 1 and 3 and are open when the station is staffed. A RADAR key is required for entry, which can be requested from the ticket office.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 115mm Vertical - 395mm Diagonal - 407mm

Platform 2: Lateral - 144mm Vertical - 297mm Diagonal - 319mm

Platform 3: Lateral - 140mm Vertical - 275mm Diagonal - 297mm

Platform 4: Lateral - 150mm Vertical - 264mm Diagonal - 287mm

Platform 5: Lateral - 160mm Vertical - 313mm Diagonal - 330mm

Platform 6: Lateral - 140mm Vertical - 280mm Diagonal - 301mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Milton Keynes station page on the London Northwestern Railway website.

# Northampton

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0600 – 2100

Sunday: 0645 – 2000

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 13 designated disabled parking spaces.

## Seating

This station has 33 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available. These are located on the main concourse and are only open when the station is staffed. A RADAR key is required for entry, which can be requested from staff.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.



### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 140mm Vertical - 278mm Diagonal - 269mm

Platform 2: Lateral - 180mm Vertical - 321mm Diagonal - 396mm

Platform 3: Lateral - 282mm Vertical - 266mm Diagonal - 362mm

Platform 4: Lateral - 180mm Vertical - 245mm Diagonal - 262mm

Platform 5: Lateral - 100mm Vertical - 235mm Diagonal - 292mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Northampton station page on the London Northwestern Railway website.

# Nuneaton

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0600 – 2000

Sunday: 0900 - 2100

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 6 designated disabled parking spaces.

## Seating

This station has 23 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available on platform 2 and on the island platform between platforms 6 and 7.. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station. There is a café on platform 1

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 180mm Vertical - 250mm Diagonal - 308mm

Platform 2: Lateral - 30mm Vertical - 250mm Diagonal - 252mm

Platform 3: Lateral - 170mm Vertical - 300mm Diagonal - 345mm

Platform 4: Lateral - 100mm Vertical - 240mm Diagonal - 260mm

Platform 5: Lateral - 110mm Vertical - 250mm Diagonal - 273mm

Platform 6: Lateral - 80mm Vertical - 170mm Diagonal - 188mm

Platform 7: Lateral - 80mm Vertical - 150mm Diagonal - 170mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Nuneaton station page on the London Northwestern Railway website.

# Oakengates

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 130mm

Vertical - 190mm

Diagonal - 230mm

Platform 2:

Lateral - 200mm

Vertical - 00mm

Diagonal - 200mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Oakengates station page on the West Midlands Railway website.

# Old Hill

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700–1100

Saturday: 0900–1600

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 5 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 128mm Vertical - 300mm Diagonal - 326mm

Platform 2: Lateral - 369mm Vertical - 310mm Diagonal - 482mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Old Hill station page on the West Midlands Railway website.

# Olton

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday: 0700 – 1500

Tuesday–Thursday: 0700–1300 and 1700–1900

Friday: 0700 - 2000

Saturday: 0800–2000

Sunday: 1100 - 1300

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 10 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability



Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 212mm Diagonal - 260mm

Platform 2: Lateral - 210mm Vertical - 238mm Diagonal - 317mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Olton station page on the West Midlands Railway website.

# Park Street

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 1 seating area on the platform.

## Toilets

There are no toilet facilities at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at the station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1:Lateral- 220mm Vertical-320mm Diagonal- 388mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Park Street station page on the London Northwestern Railway website.

# Penkrige

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are some catering facilities at this station. This is provided by a mobile facility during peak times only.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 130mm Vertical - 220mm Diagonal - 256mm

Platform 2: Lateral - 120mm Vertical - 260mm Diagonal - 286mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Penkridge station page on the West Midlands Railway website.

# Perry Barr

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1800

Friday: 0700 - 1900

Saturday: 0900 – 1700

Sunday: 1000 - 1600

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 5 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 90mm Vertical - 290mm Diagonal - 304mm

Platform 2: Lateral - 250mm Vertical - 200mm Diagonal - 320mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Perry Barr station page on the West Midlands Railway website.

# Polesworth

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas available.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has no departure screens or audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.



**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 250mm Diagonal - 292mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Polesworth station page on the London Northwestern Railway website.

# Redditch

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0615 – 1900

Friday: 0615 - 2000

Sunday: 0900 - 1600

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 7 seating areas in the station building and on the platform.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 70mm Vertical - 140mm Diagonal - 157mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Redditch station page on the West Midlands Railway website.

# Ridgmont

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

Toilets are located in the booking hall.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are catering facilities at this station, provided by Ridgmont Café. This is open Monday–Saturday, 0900 - 1600

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 200mm Vertical - 210mm Diagonal - 269mm

Platform 2: Lateral - 80mm Vertical - 230mm Diagonal - 240mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Ridgmont station page on the London Northwestern Railway website.

# Rowley Regis

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600 – 1900

Friday and Saturday: 0600 – 2000

Sunday: 1000 - 1500

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 12 designated disabled parking spaces.

## Seating

This station has 11 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

Platform 1: Lateral - 90mm Vertical - 240mm Diagonal - 256mm

Platform 2: Lateral - 144mm Vertical - 378mm Diagonal - 404mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Rowley Regis station page on the West Midlands Railway website.

# Rugby

## Station operator

This station is operated by Avanti West Coast.

## Staffing hours

This station is staffed:

Monday to Friday: 0545 – 2000

Saturday: 0545 – 2000

Sunday: 0800 - 1950

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 16 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.



**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Rugby station page on the Avanti West Coast website.

# Rugeley Town

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 120mm Vertical - 250mm Diagonal - 277mm

Platform 2: Lateral - 110mm Vertical - 240mm Diagonal - 264mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Rugeley Town station page on the West Midlands Railway website.

# Rugeley Trent Valley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking space.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

Toilet facilities are not available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 260mm Diagonal - 279mm

Platform 2: Lateral - 100mm Vertical - 270mm Diagonal - 288mm

Platform 3: Lateral - 130mm Vertical - 300mm Diagonal - 327mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Rugeley Trent Valley on the West Midlands Railway website.

# Runcorn

## Station operator

This station is operated by Avanti West Coast.

## Staffing hours

This station is staffed:

Monday to Friday: 0545 – 1930

Saturday: 0545 – 1930

Sunday: 0830 - 1930

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 16 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Customer Service Desk.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Runcorn station page on the Avanti West Coast website.

# Sandwell and Dudley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0205 – 2000

Saturday: 0520 – 1900

Sunday: 0800 - 1900

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 13 designated disabled parking spaces.

## Seating

This station has 15 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available outside the main booking hall. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 60mm Vertical - 250mm Diagonal - 257mm

Platform 2: Lateral - 210mm Vertical - 310mm Diagonal - 374mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Sandwell and Dudley station page on the West Midlands Railway website.

# Selly Oak

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 2100

Saturday: 0700 – 2100

Sunday: 0900 - 1900

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 15 designated disabled parking spaces.

## Seating

This station has 12 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available in the booking hall. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 140mm Diagonal - 172mm

Platform 2: Lateral - 140mm Vertical - 140mm Diagonal - 198mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Selly Oak station page](#) on the [West Midlands Railway website](#).

# Shenstone

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0700 – 1000

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 7 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 80mm Vertical - 190mm Diagonal - 206mm

Platform 2: Lateral - 100mm Vertical - 160mm Diagonal - 189mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Shenstone station page on the West Midlands Railway website.

# Shifnal

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking spaces.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 180mm Vertical - 190mm Diagonal - 262mm

Platform 2: Lateral - 30mm Vertical - 150mm Diagonal - 153mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Shifnal station page](#) on the [West Midlands Railway website](#).

# Shirley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0630 – 1200

Friday: 0630 - 2000

Saturday: 0800 – 2000

Sunday: 1000 - 1400

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 17 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available on platform 1. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability



Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 220mm Vertical - 370mm Diagonal - 430mm

Platform 2: Lateral - 87mm Vertical - 210mm Diagonal - 227mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Shirley station page on the West Midlands Railway website.

# Shrewsbury

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0520 – 2040

Saturday: 0520 – 1930

Sunday: 0730 - 1930

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Shrewsbury station page](#) on the [West Midlands Railway website](#).

# Small Heath

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1000

This station is unstaffed on Saturdays and Sundays.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: N/A

Platform 2: N/A

Platform 3: Lateral - 100mm Vertical - 244mm Diagonal - 263mm

Platform 4: Lateral - 220mm Vertical - 304mm Diagonal - 375mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Small Heath station page on the West Midlands Railway website.

# Smethwick Galton Bridge

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0615 – 1300

Friday: 0615 - 1800

Saturday: 0800 – 1600

Sunday: 1000 - 1300

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 18 seating areas in the station building and on the platforms.

## Toilets

Toilet facilities are not available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 96mm

Vertical - 203mm

Diagonal - 225mm

Platform 2:

Lateral - 106mm

Vertical - 193mm

Diagonal - 220mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Smethwick Galton Bridge station page on the West Midlands Railway website.

# Smethwick Rolfe Street

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1800

Saturday: 0800 – 1700

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 80mm

Vertical - 210mm

Diagonal - 225mm

Platform 2:

Lateral - 230mm

Vertical - 300mm

Diagonal - 378mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Smethwick Rolfe Street station page](#) on the [West Midlands Railway website](#).

# Solihull

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is staffed at all times when trains are operating.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office in the main concourse.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are some catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Solihull station page on the Chiltern Railways website.

# Spring Road

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1100

Saturday: 0900 – 1400

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 120mm Vertical - 265mm

Platform 2: Lateral - 124mm Vertical - 266mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Spring Road station page on the West Midlands Railway website.

# St Albans Abbey

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 1 designated disabled parking space.

## Seating

This station has 2 seating areas on the platform.

## Toilets

There are no toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on the platform at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 150mm Vertical - 400+mm Diagonal - 427+mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the St Albans Abbey station page on the London Northwestern Railway website.

# Stechford

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1400

Friday: 0700 - 1900

Saturday: 0800 – 1700

Sunday: 1000 - 1200

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



**Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 170mm Vertical - 280mm Diagonal - 326mm

Platform 2: Lateral - 250mm Vertical - 300mm Diagonal - 391mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stechford station page on the West Midlands Railway website.

# Stewartby

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

- Lateral - 120mm
- Vertical - 250mm
- Diagonal - 277mm

Platform 2:

- Lateral - 190mm
- Vertical - 220mm
- Diagonal - 120mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stewartby station page on the London Northwestern Railway website.

# Stone

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 12 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 80mm

Vertical - 260mm

Diagonal - 272mm

Platform 2:

Lateral - 290mm

Vertical - 270mm

Diagonal - 396mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stone station page on the London Northwestern Railway website.

# Stourbridge Junction

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600–2000

Friday: 0600–2100

Saturday: 0600–2100

Sunday: 0900–1900

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 22 designated disabled parking spaces.

## Seating

This station has 13 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available on platform 2. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are some catering facilities at this station, provided by a coffee kiosk. Opening times may vary.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 50mm Vertical - 50mm Diagonal - 71mm

Platform 2: Lateral - 140mm Vertical - 247mm Diagonal - 308mm

Platform 3: Lateral - 204mm Vertical - 327mm Diagonal - 385mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stourbridge Junction station page on the West Midlands Railway website.

# Stourbridge Town

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1800

Saturday: 0900 – 1800

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to the platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 1 seating area on the platform.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket counter.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 10mm

Vertical - 20mm

Diagonal - 22mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Stourbridge Town station page](#) on the [West Midlands Railway website](#).

# Stratford-upon-Avon

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1800

Friday: 0700 - 1900

Saturday: 0700 – 1800

Sunday: 0900 - 1600

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

Standard toilets are available on platform 2. These are not fully accessible facilities. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are some catering facilities at this station at present.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 70mm Vertical - 308mm Diagonal - 316mm

Platform 2: Lateral - 110mm Vertical - 258mm Diagonal - 280mm

Platform 3: Lateral - 50mm Vertical - 230mm Diagonal - 224mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stratford-upon-Avon station page on the West Midlands Railway website.

# Stratford-upon-Avon Parkway

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the help point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 130mm Vertical - 190mm Diagonal - 230mm

Platform 2: Lateral - 70mm Vertical - 180mm Diagonal - 193mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stratford-upon-Avon Parkway station page on the West Midlands Railway website.

# Stafford

## Station operator

This station is operated by Avanti West Coast.

## Staffing hours

This station is staffed:

Monday to Friday: 0600–2000

Saturday: 0600–2000

Sunday: 0830–2000

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 14 designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stafford station page on the Avanti West Coast website.

# Stoke-on-Trent

## Station operator

This station is operated by Avanti West Coast

## Staffing hours

This station is staffed:

Monday to Friday: 0555 – 2000

Saturday: 0625 – 1900

Sunday: 0855 - 1830

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has accessible seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.



**Station ramp for train access**

Ramps are available on all platforms at this station.

**Induction loops**

There are induction loops installed at the ticket office.

**Automatic doors**

This station has automatic doors.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Stoke-on-Trent station page on the Avanti West Coast website.

# Sutton Coldfield

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0600 – 1900

Friday 0600 - 2000

Saturday: 0800 – 2000

Sunday: 0900 - 1900

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 17 designated disabled parking spaces.

## Seating

This station has 17 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 200mm  
Vertical - 180mm  
Diagonal - 269mm

Platform 2:

Lateral - 50mm  
Vertical - 220mm  
Diagonal - 226mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Sutton Coldfield station page on the West Midlands Railway website.

# Tame Bridge Parkway

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1900

Saturday: 0700 – 1900

Sunday: 1000 - 1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 14 designated disabled parking spaces.

## Seating

This station has 2 seating areas in the station building.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1:

Lateral - 150mm

Vertical - 210mm

Diagonal - 258mm

Platform 2:

Lateral - 150mm

Vertical - 250mm

Diagonal - 291mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Tame Bridge Parkway station page on the West Midlands Railway website.

# Tamworth

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0610 – 2000

Saturday: 0610 – 2000

Sunday: 0915 - 1645

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 12 designated disabled parking spaces.

## Seating

This station has 25 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available in the booking hall. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are catering facilities at this station, provided by a Café Express outlet.

## Wheelchair availability

Station wheelchairs are available at this station.

## **Station ramp for train access**

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

This station has automatic doors.

## **Platform to train stepping distance**

Platform 1:

Lateral - 260mm

Vertical - 310mm

Diagonal - 405mm

Platform 2:

Lateral - 150mm

Vertical - 210mm

Diagonal - 258mm

Platform 3:

Lateral - 275mm

Vertical - 290mm

Diagonal - 400mm

Platform 4:

Lateral - 200mm

Vertical - 290mm

Diagonal - 307mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Tamworth station page on the London Northwestern Railway website.

# Telford Central

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0600 – 1900

Sunday: 1000 – 1700

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 14 designated disabled parking spaces.

## Seating

This station has 19 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available in the booking hall. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are some catering facilities at this station from a mobile coffee cart. Opening times may vary.

## Wheelchair availability

Station wheelchairs are not available at this station.



### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1:

Lateral - 20mm

Vertical - 180mm

Diagonal - 180mm

Platform 2:

Lateral - 180mm

Vertical - 290mm

Diagonal - 341mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Telford station page](#) on the [West Midlands Railway website](#).

# The Hawthorns

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1300

Friday 0700 - 1700

Saturday: 0900 – 1600

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 12 designated disabled parking spaces.

## Seating

This station has 6 seating areas on the platforms.

## Toilets

Accessible toilets are available in the booking hall. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1:

Lateral - 90mm

Vertical - 201mm

Diagonal - 220mm

Platform 2:

Lateral - 90mm

Vertical - 185mm

Diagonal - 206mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit [The Hawthorns station page on the West Midlands Railway website](#).

# The Lakes

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 247mm

Vertical - 343mm

Diagonal - 423mm

Platform 2:

Lateral - 75mm

Vertical - 329mm

Diagonal - 337mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit [The Lakes station page](#) on the [West Midlands Railway website](#).

# **Tile Hill**

## **Station operator**

This station is operated by West Midlands Railway.

## **Staffing hours**

This station is staffed:

Monday: 0600 – 1900

Tuesday to Thursday: 0700 – 1900

Friday: 0700 - 2000

Saturday: 0800 – 1900

Sunday: 0830 - 1400

## **Step free access classification**

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## **Designated disabled Parking**

This station has 9 designated disabled parking spaces.

## **Seating**

This station has 5 seating areas in the station building and on the platforms.

## **Toilets**

There are no accessible toilet facilities available at this station.

## **Ticket Sale facilities**

Tickets can be purchased at the ticket office or at ticket vending machines.

## **Passenger Assist meeting point**

The Passenger Assist meeting point is located at the ticket office.

## **Customer Information Screens**

This station has departure screens and audio announcements.

## **Secure Station accreditation**

This station does have Secure Station accreditation.

## **Catering**

There are no catering facilities at this station.

## **Wheelchair availability**

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 190mm

Vertical - 280mm

Diagonal - 338mm

Platform 2:

Lateral - 150mm

Vertical - 280mm

Diagonal - 318mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Tile Hill station page on the West Midlands Railway website.

# Tipton

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1400

Saturday: 0800 – 1600

Sunday: 1100 - 1400

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 5 designated disabled parking spaces.

## Seating

This station has 2 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 180mm

Vertical - 210mm

Diagonal - 277mm

Platform 2:

Lateral - 110mm

Vertical - 230

Diagonal - 255mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Tipton station page on the West Midlands Railway website.

# Tring

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1900

Saturday: 0715 – 1400

Sunday: 0800 - 1500

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 7 designated disabled parking spaces.

## Seating

This station has 27 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1:

Lateral - 183mm  
Vertical - 363mm  
Diagonal - 407mm

Platform 2:

Lateral - 168mm  
Vertical - 266mm  
Diagonal - 392mm

Platform 3:

Lateral - 160mm  
Vertical - 266mm  
Diagonal - 292mm

Platform 4:

Lateral - 170mm  
Vertical - 292mm  
Diagonal - 322mm

Platform 5:

Lateral - 140mm  
Vertical - 270mm  
Diagonal - 292mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Tring station page on the London Northwestern Railway website.

# Tyseley

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 0900

This station is unstaffed on Saturdays and Sundays.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 10 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 171mm Vertical - 342mm Diagonal - 382mm

Platform 2: Lateral - 77mm Vertical - 328mm Diagonal - 337mm

Platform 3: Lateral - 130mm Vertical - 220mm Diagonal - 256mm

Platform 4: Lateral - 74mm Vertical - 219mm Diagonal - 231mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Tyseley station page on the West Midlands Railway website.

# University

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 2000

Saturday: 0800 – 1900

Sunday: 1000 - 1600

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 14 seating areas on the platforms.

## Toilets

Accessible toilets are available in the booking hall. A RADAR key is required for entry.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 250mm Vertical - 294mm Diagonal - 385mm

Platform 2: Lat -80mm Vertical - 170mm Diagonal - 188mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the University station page on the West Midlands Railway website.

# Warwick

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is staffed part time.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has seating available but this may not be fully compliant to accessibility standards.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located next to the seating areas on platform 1 and in the shelter on platform 2.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

It is not known if this station has Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.



**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Warwick station page on the Chiltern Railways website.

# Warwick Parkway

## Station operator

This station is operated by Chiltern Railways.

## Staffing hours

This station is staffed at all times when trains are running.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has designated disabled parking spaces.

## Seating

This station has seating areas available.

## Toilets

Accessible toilets are available

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the booking office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

It is not known if this station has Secure Station accreditation.

## Catering

There are catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

The platform to train stepping distances for this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Warwick Parkway station page on the Chiltern Railways website.

# Walsall

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0540 – 0000

Sunday: 0830-0030

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 20 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available in the booking hall.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket counter.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station in the adjoining shopping centre.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral- 120mm Vertical- 240mm Diagonal- 268mm

Platform 2: Lateral- 110mm Vertical- 240mm Diagonal- 264mm

Platform 3: Lateral- 90mm Vertical- 230mm Diagonal- 247mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Walsall station page](#) on the [West Midlands Railway website](#).

# Water Orton

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 130mm Vertical - 150mm Diagonal - 198mm Platform 2: N/A

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Water Orton station page on the West Midlands Railway website.

# Watford junction

## Station operator

This station is operated by London Northwestern Railway

## Staffing hours

This station is staffed:

Monday to Saturday: 0530 – 2300

Sunday: 0630 - 2230

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 10 designated disabled parking spaces.

## Seating

This station has 49 seating areas in the station buildings and on the platforms.

## Toilets

Accessible toilets are available on platform 6. A RADAR key is required for entry.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket counter.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are catering facilities at this station, located on platforms 9 and 10.

## Wheelchair availability

Station wheelchairs are available at this station.

## Station ramp for train access



Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1: Lateral - 100mm Vertical - 210mm Diagonal - 233mm

Platform 2: Lateral - 90mm Vertical - 200mm Diagonal - 219mm

Platform 3: Lateral - 180mm Vertical - 200mm Diagonal - 284mm

Platform 4: Lateral - 160mm Vertical - 230mm Diagonal - 280mm

Platform 5: N/A

Platform 6: Lateral - 180mm Vertical - 275mm Diagonal - 307mm

Platform 7: Lateral - 170mm Vertical - 260mm Diagonal - 294mm

Platform 8: Lateral - 170mm Vertical - 230mm Diagonal - 286mm

Platform 9: Lateral - 239mm Vertical - 280mm Diagonal - 365mm

Platform 10: Lateral - 271mm Vertical - 290mm Diagonal - 367mm

Platform 11: Lateral - 150mm Vertical - 270mm Diagonal - 309mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Watford Junction station page](#) on the London Northwestern Railway website.

# Watford North

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 3 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines. These ticket machines are not fully accessible.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 120mm Vertical - 260mm Diagonal - 279mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Watford North station page](#) on the London Northwestern Railway website.

# Wellington

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0700 – 1300 and 1500 - 1700

Saturday: 0800 – 1300

This station is unstaffed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 7 designated disabled parking spaces.

## Seating

This station has 12 seating areas at the station building and on the platforms.

## Toilets

Accessible toilets are available on platform 2.. A RADAR key is required for entry.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 130mm Vertical - 150mm Diagonal - 198mm

Platform 2: Lateral - 60mm Vertical - 200mm Diagonal - 209mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wellington station page on the West Midlands Railway website.

# Wembley Central

## Station operator

This station is operated by Transport for London.

## Staffing hours

The staffing hours at this station are unknown.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has seating areas.

## Toilets

Accessible toilets are available.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located unknown.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

It is not known if this station has Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

The platform to train stepping distances at this station are unknown.

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Wembley Central station page](#) on the [Transport for London website](#).

# Whitlocks End

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 8 designated disabled parking spaces.

## Seating

This station has 4 seating areas on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.



**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 134mm Vet - 181mm Diagonal - 225mm

Platform 2: Lateral - 90mm Vertical - 177mm Diagonal – 199mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Whitlocks Ends station page on the West Midlands Railway website.

# Widney Manor

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0600 – 1200

Saturday: 0800 – 1500

Sunday: 1020 - 1300

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 11 designated disabled parking spaces.

## Seating

This station has 12 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available only when the station is staffed.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

This station has automatic doors to the car park.

### **Platform to train stepping distance**

Platform 1: Lateral - 160mm Vertical - 230mm Diagonal - 280mm

Platform 2: Lateral - 130mm Vertical - 220mm Diagonal - 255mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Widney Manor station page on the West Midlands Railway website.

# Wilmcote

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 6 seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

A ramp is available on platform 1 at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 130mm Vertical - 333mm Diagonal - 357mm

Platform 2: Lateral - 28mm Vertical - 230mm Diagonal - 232mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wilmcote station page on the West Midlands Railway website.

# Wilnecote

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has no seating areas.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

This station has automatic doors.

**Platform to train stepping distance**

Platform 1: Lateral - 63mm Vertical - 152mm Diagonal - 170mm

Platform 2: Lateral - 67mm Vertical - 162mm Diagonal - 176mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wilnecote station page on the West Midlands Railway website.

# Winsford

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0700 – 1200

Friday and Saturday: 0700 – 1500

This station is closed on Sundays.

## Step free access classification

This station has been classified as a step-free access category B2 station. This means that there is some step-free access to all platforms - please check details.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 3 designated disabled parking spaces.

## Seating

This station has 8 seating areas in the station building and on the platforms.

## Toilets

Standard toilets are available outside the booking hall. No accessible toilets are available. These toilets are only open when the station is staffed.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1: Lateral - 70mm Vertical - 270mm Diagonal - 279mm

Platform 2: Lateral - 160mm Vertical - 340mm Diagonal - 340mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Winsford station page on the London Northwestern Railway website.

# Witton

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 5 seating areas in the station building and on the platforms.

## Toilets

There are no accessible toilet facilities available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

**Induction loops**

There are no induction loops installed at this station.

**Automatic doors**

There are no automatic doors at this station.

**Platform to train stepping distance**

Platform 1: Lateral - 140mm Vertical - 250mm Diagonal - 287mm

Platform 2: Lateral - 130mm Vertical - 230mm Diagonal - 264mm

**More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Witton station page](#) on the [West Midlands Railway website](#).

# Woburn Sands

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 3 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 150mm  
Vertical - 300mm  
Diagonal - 326mm

Platform 2:

Lateral - 200mm  
Vertical - 330mm  
Diagonal - 345mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Woburn Sands station page on the London Northwestern Railway website.

# Worcester Shrub Hill

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0500–0000

Saturday: 0700–1100

Sunday: 0900 - 1400

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has 14 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available on platform 1. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

Catering facilities are available at this station.

## Wheelchair availability

Station wheelchairs are available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

This station has automatic doors.

### **Platform to train stepping distance**

Platform 1:

Lateral - 80mm

Vertical - 260mm

Diagonal - 272mm

Platform 2:

Lateral - 100mm

Vertical - 390mm

Diagonal - 403mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Worcester Shrub Hill station page on the West Midlands Railway website.

# Wolverhampton

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 24 hours a day

Sunday: 0615-2359

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 27 designated disabled parking spaces.

## Seating

This station has 39 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available on platforms 1 and 4. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

Catering facilities are available at this station.

## Wheelchair availability

Station wheelchairs are available at this station.



## **Station ramp for train access**

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

This station has automatic doors.

## **Platform to train stepping distance**

Platform 1:

Lateral - 70mm

Vertical - 250mm

Diagonal - 260mm

Platform 2:

Lateral - 270mm

Vertical - 240mm

Diagonal - 361mm

Platform 3:

Lateral - 90mm

Vertical - 160mm

Diagonal - 184mm

Platform 4:

Lateral - 250mm

Vertical - 200mm

Diagonal - 320mm

Platform 5:

Lateral - 80mm

Vertical - 240mm

Diagonal - 253mm

Platform 6:

Lateral - 240mm

Vertical - 170mm

Diagonal - 294mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wolverhampton station page on the West Midlands Railway website.

# Wolverton

## Station operator

This station is operated by London Northwestern Railway.

## Staffing hours

This station is staffed:

Monday to Friday: 0615–1100

This station is closed on Saturday and Sunday.

## Step free access classification

This station has been classified as a step-free access category B3 station. This means that there is some step-free access, but this may be in one direction only - please check details

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 2 designated disabled parking spaces.

## Seating

This station has 20 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available in the booking hall. A RADAR key is required for entry. This can be requested from station staff. These toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 224mm  
Vertical - 264mm  
Diagonal - 276mm

Platform 2:

Lateral - 257mm  
Vertical - 273mm  
Diagonal - 364mm

Platform 3:

Lateral - 140mm  
Vertical - 400+mm  
Diagonal - 400+mm

Platform 4:

Lateral - 270mm  
Vertical - 671mm  
Diagonal - 729mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wolverton station page on the London Northwestern Railway website.

# Wood End

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category C station. This means that this station does not have step-free access to any platform.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces..

## Seating

This station has 2 seating areas on the platforms.

## Toilets

Toilets are not available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are not provided at this station, but will be available from on-board the train to assist with boarding.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 87mm

Vertical - 260mm

Diagonal - 274mm

Platform 2:

Lateral - 220mm

Vertical - 440mm

Diagonal - 492mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wood End station page on the West Midlands Railway website.

# Wootton Wawen

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 2 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets cannot be purchased at this station.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 131mm

Vertical - 221mm

Diagonal - 257mm

Platform 2:

Lateral - 130mm

Vertical - 230mm

Diagonal - 264mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the [Wootton Waven station page](#) on the [West Midlands Railway website](#).

# Worcester Foregate Street

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Saturday: 0530 – 2330

Sunday: 0800 – 2330

## Step free access classification

This station has been classified as a step-free access category A station. This means that this station has step-free access to all platforms.

More information on the step-free classification system can be found at

<https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 15 seating areas in the station building and on the platforms.

## Toilets

Accessible toilets are available on platform 1. A RADAR key is required for entry, which can be requested from station staff. Toilets are only open when ticket office is open.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

Catering facilities are available at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.



## **Station ramp for train access**

Ramps are available on all platforms at this station.

## **Induction loops**

There are induction loops installed at the ticket office.

## **Automatic doors**

There are no automatic doors at this station.

## **Platform to train stepping distance**

Platform 1:

Lateral - 300mm

Vertical - 400mm

Diagonal - 500mm

Platform 2:

Lateral - 10mm

Vertical - 311mm

Diagonal - 311mm

## **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Worcester Foregate Street station page on the West Midlands Railway website.

# Wylde Green

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0605 – 1900

Friday: 0700 - 2000

Saturday: 0800 – 2100

Sunday: 0925 - 1600

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 3 designated disabled parking spaces..

## Seating

This station has 5 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 50mm

Vertical - 140mm

Diagonal - 149mm

Platform 2:

Lateral - 50mm

Vertical - 130mm

Diagonal - 139mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wylde Green station page on the West Midlands Railway website.

# Wythall

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is unstaffed.

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has no designated disabled parking spaces.

## Seating

This station has 3 seating areas on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the Help Point.

## Customer Information Screens

This station has departure screens and automatic audio announcements.

## Secure Station accreditation

This station does not have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

## Station ramp for train access

Ramps are available on all platforms at this station.

### **Induction loops**

There are no induction loops installed at this station.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

- Lateral - 210mm
- Vertical - 270mm
- Diagonal - 342mm

Platform 2:

- Lateral - 70mm
- Vertical - 150mm
- Diagonal - 166mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Wythall station page on the West Midlands Railway website.

# Yardley Wood

## Station operator

This station is operated by West Midlands Railway.

## Staffing hours

This station is staffed:

Monday to Thursday: 0630 – 1400

Friday: 0630 - 1900

Saturday: 0800 – 1600

Sunday: 0930 - 1300

## Step free access classification

This station has been classified as a step-free access category B1 station. This means that there is step-free access to all platforms, but this may include long or steep ramps. Access between platforms may be via the street.

More information on the step-free classification system can be found at <https://www.orr.gov.uk/media/10955>

## Designated disabled Parking

This station has 4 designated disabled parking spaces.

## Seating

This station has 6 seating areas in the station building and on the platforms.

## Toilets

There are no toilets available at this station.

## Ticket Sale facilities

Tickets can be purchased at the ticket office or at ticket vending machines.

## Passenger Assist meeting point

The Passenger Assist meeting point is located at the ticket office.

## Customer Information Screens

This station has departure screens and audio announcements.

## Secure Station accreditation

This station does have Secure Station accreditation.

## Catering

There are no catering facilities at this station.

## Wheelchair availability

Station wheelchairs are not available at this station.

### **Station ramp for train access**

Ramps are available on all platforms at this station.

### **Induction loops**

There are induction loops installed at the ticket office.

### **Automatic doors**

There are no automatic doors at this station.

### **Platform to train stepping distance**

Platform 1:

Lateral - 80mm

Vertical - 250mm

Diagonal - 262mm

Platform 2:

Lateral - 70mm

Vertical - 237mm

Diagonal - 247mm

### **More information about this station**

For information about the services that call at this station and other facilities that may be available visit the Yardley Wood station page on the West Midlands Railway website.