

Making Rail Accessible

helping older and
disabled passengers



Contents

Introduction	Page 3
Our Franchise commitments	Page 3
Policy summary	Page 5
Travel assistance for passengers	Page 6
Alternative accessible transport	Page 9
Passenger information	Page 10
Tickets and fares	Page 11
At the station	Page 12
Station entrances	Page 13
Aural and visual information	Page 13
Information points and displays	Page 14
Ticket machines	Page 14
Ticket gates	Page 14
Luggage	Page 14
Ramps	Page 15
On the train	Page 16
Information on train types and facilities	Page 18
Train accessibility information	Page 26
Making connections	Page 26
Disruption to facilities and services	Page 26
Contact us	Page 28
Alternative formats	Page 28
Station accessibility information	Page 28
Step free map	Page 64

Introduction

Arriva is the new operator for Northern. We will work to improve the accessibility of our services to all passengers, particularly those with disabilities or who simply need some extra assistance.

We are committed to:

- helping people to use the railways confidently, taking into account the wide range of different needs of disabled and other passengers
- continuously improving the quality and awareness of the assistance available

Our Franchise commitments

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

As part of the new franchise, we will invest in new and refurbished trains, which will see the introduction of 281 new, more accessible carriages and the full refurbishment of the remaining fleet. By 2019 all passengers will be able to access free on-board WiFi.

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

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

- improving information through providing customer information screens, public address and help points (with induction loops) at all but the smallest stations
- refurbishing seating and waiting areas at 355 locations
- upgrading security through new CCTV and video help points
- creating 10 inclusive hubs at stations which comply with the “Design standards for accessible railway stations (March 2015)”
- installing 19 “Harrington humps” to reduce the stepping distances from station platforms to trains and improve ease of using wheelchair ramps by April 2020

We will invest £250,000 per year on minor improvement works to improve accessibility of the stations, for example by providing additional signage, handrails, tactile paving, seating, marking disabled parking bays and removing steps and thresholds.

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

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

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

- assistance at our stations and on our trains or when making connections
- alternative accessible transport when our stations or trains are inaccessible

- clear, consistent and up-to-date customer information
- a range of discounts where appropriate to reduce the cost of the journey for disabled people and an accompanying passenger
- removing thresholds and steps from the entrances to booking halls or platforms

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

Policy summary

This document has been designed to provide passengers with details of services and facilities, and the standards of service that they can reasonably expect, as well as what happens if services are disrupted.

We’re fully committed to making our services as accessible and easy to use as possible, so we’ve produced this leaflet to explain what we do to assist older and disabled passengers who travel with us. It also gives details of what we’re doing to make our network more accessible and how we’re improving services. You can get a copy of this leaflet from our Customer Experience Centre or from our website at www.northernrailway.co.uk.

If you already travel with us, we hope you find it useful and if you haven’t travelled with us before, we hope the information here gives you the confidence to use our services. This leaflet will be reviewed regularly and updated at least every year to include details of improvements we’ve made and future commitments.

We welcome your feedback on the service we provide and any suggestions you may have for any improvements. If you’d like to get in touch our contact details are shown on the rear cover.

Travel assistance for passengers

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

Passenger Assist allows you to:

- book assistance from a member of staff in advance for getting on or off the train, or for climbing stairs
- request help entering or leaving the station from the taxi rank (where we have staff available)
- request a portable ramp for getting on or off the train
- book a member of staff to provide guidance to a blind or visually-impaired passenger
- request a wheelchair to assist with transferring from the platform to the train
- book seat reservations, including the booking of dedicated wheelchair spaces
- make onward travel reservations on services operated by other train companies where reservation is available
- arrange assistance to and from connecting services
- purchase travel tickets
- check the accessibility and facilities on both our rolling stock and at our stations
- request any other assistance that might be needed during your journey

We will provide assistance, when booked through Passenger Assist, at any station during

the hours that trains are scheduled to serve that station. Details of the times that trains are scheduled to serve a station will be included on the National Rail Enquiries station pages. We can book assistance for your whole rail journey, even where part of the journey is with other train operators or where our services call at stations not managed by us.

We recommend that you give 24 hours' notice for us to arrange assistance. Don't worry if you are not able to book assistance in advance. If staff are available, they'll always help you, although priority will be given to those who have booked.

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

To book assistance please call our dedicated freephone number (also free to mobiles), 0800 138 5560. Lines are open 24 hours a day, every day that we are running. We commit to sufficient resourcing so that your call will be answered within 30 seconds. We will provide booking confirmation by email (where you have provided your details).

Alternatively you can book through:

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

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

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

Many of our stations are staffed (shown on the step free map and in the station facilities table) and all our trains have conductors. They are all there to help you so if you need a bit of extra help, please don't hesitate to ask them. We will ensure they are sufficiently resourced to meet the booked travel assistance requirements.

When assistance has been booked in advance, we will ensure passengers are assisted off a train at its final destination as quickly as possible and within a maximum of five minutes wherever reasonably practicable.

In order to monitor the quality of service provided we will send a post travel survey email to those who have booked assistance asking whether the assistance was provided satisfactorily and seeking suggestions for further improvements.

If you are disabled and have not booked in advance we will make every effort to provide assistance when you arrive at the station where reasonably practicable (where stations are staffed).

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

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

Our new Travel Integration and Accessibility Manager will be responsible for ensuring the National Rail database of station facilities is updated with any changes in facilities and services and for keeping this leaflet up to date.

The National Rail Enquiries Stations pages www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx provide more information about the accessibility of facilities and services. Each station page has a Stations Made Easy link with wayfinding, photographs and station diagrams. Where there is a meeting point at the station it will be shown on the stations page, or the most suitable place to meet will be defined.

The stations pages will be updated within 24 hours whenever there is a change to accessibility as follows:

- any physical constraints preventing disabled customers from using the station
- station improvement works
- any significant temporary work affecting station accessibility
- any changes to stations that would make them temporarily inaccessible (e.g. lifts and toilets out of order)

Alternative accessible transport

If a station is inaccessible to you, we'll provide alternative transport (at no extra cost) to the nearest or most convenient station to enable you to continue your journey. If you're unsure whether the station you intend to use is accessible to you, please call 0800 200 6060 or email enquiries@northernrailway.co.uk or check the Stations Made Easy pages mentioned above.

If you contact the Customer Experience Centre we will discuss your needs in order to arrange appropriate assistance. We recognise that circumstances will vary for individual passengers and we will take into account your reasonable needs.

When we cannot run rail services due to engineering work or disruption we'll make sure that you are able to continue your journey by providing a suitable alternative at no extra cost. We simply ask that you make yourself known to a Northern representative, or speak to the rail replacement bus driver to ensure we give the assistance needed.

Passenger information

We understand it is important for you to trust and have confidence in the information we give, so all our people are trained and capable of dealing with your needs.

We will ensure:

- all information displayed on our website or about Northern on third party websites, such as National Rail Enquiries (NRE), is up to date
- our Customer Experience Centre will update information within 24 hours of receiving notification of any changes
- Northern station staff, where available, will provide you with up to date accessibility information

You can get hard copies of this leaflet from any of our staffed stations or by contacting the Customer Experience Centre on 0800 200 6060. This leaflet is available in other formats, such as in Braille, large print or in audio, available on request from our Customer Experience Centre within seven working days.

Tickets and fares

If you are unable to buy a ticket at a station before your journey because our facilities are inaccessible or unavailable you may buy a ticket without penalty during the journey or at the destination station and enjoy any reduction to which you are entitled.

We understand that disabilities are not always visible and if you're concerned about purchasing tickets please contact staff on stations or on trains or our Customer Experience Centre for advice.

Disabled Persons Railcard discounts are available on tickets sold by all of our ticket offices, conductors and self-service ticket machines.

If you hold a Disabled Persons Railcard please remember to show it when purchasing your ticket at a ticket office.

More information on the Disabled Persons Railcard, tickets and fares can be found at staffed stations, from **www.disabledpersons-railcard.co.uk** or from the Customer Experience Centre.

For travel on the National Rail network, we offer the following fare discounts to Disabled Persons Railcard holders:

- 34% discount for Anytime Singles or Returns
- 34% discount on Anytime Day Singles
- 50% discount on Anytime Day Returns

An adult travelling with you is also entitled to the same discount.

It is worth noting that a full-price Off-Peak or Advance ticket may cost less than a reduced-rate Anytime ticket.

Visually-impaired passengers without a Railcard are entitled to the same discounts above and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. They are entitled to discounts only if they travel with a companion who also receives the same reduction.

If you are blind or visually-impaired, you can buy one adult Season ticket that enables a companion to travel with you on National Rail services only at no extra cost (so two people travel for the price as one). It doesn't have to be the same person travelling with you on every journey.

Wheelchair users who do not leave their wheelchair during the journey and who have no Railcard may also obtain the same reduction. Although wheelchair users may travel alone and receive the discount, a companion can also travel with the wheelchair user at the same reduced price.

Not all older people qualify for a Disabled Persons Rail Card but will qualify for a Senior Railcard by virtue of their age. A Senior Railcard costs £30 and entitles the holder to save 1/3 on rail fares for a year. www.senior-railcard.co.uk.

At the station

Northern runs 476 stations - the facilities at these stations at the start of this franchise vary considerably across the network. We have set out above the improvements we have committed to make but it will take some time to bring the standards to a consistently high level.

Station entrances

We're committed to maintaining the accessibility of our stations and will not permanently close any station entrances without first consulting with the Department for Transport (DfT), Transport Focus and local access groups and receiving approval by the DfT. Where station improvements require the temporary closure of an entrance, we'll ensure the needs of disabled people are considered and that suitable alternative arrangements are made.

From time to time we may need to temporarily restrict access to stations. If this happens we will provide adequate information and a suitable alternative if necessary.

Aural and visual information

The size of our stations and the facilities available vary greatly from station to station; however, where aural and visual information is available, we aim to provide it in a consistent manner. We're also working to improve and extend the provision of information. By April 2020 all stations over 3,000 footfall will be fitted with Help points with induction loops, Customer Information Screens and Public Address systems.

Our website www.northernrailway.co.uk and App also show live train running, or you can ring the Customer Experience Centre for live train running information.

The station facilities matrix (page 34) details the facilities currently present at each station. During train service disruption we will update all aural and visual displays in line with our Passenger Information During Disruption procedure.

Information points and displays

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

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

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

Ticket machines

At stations where we provide self-service ticket machines, they are located in a suitable position so as to be accessible to as many passengers as possible. The machines can issue tickets with Disabled Persons Rail Card discounts for both the holder and their companion.

Ticket gates

Automatic ticket gates are in place at some of our stations and we always provide at least one wide gate in each gateline. When the gates are operational there will always be a member of staff on hand to help you use them.

If there is no member of staff available to man them the ticket gates will be locked open.

Luggage

Luggage can be difficult to manage for many disabled or older people. If you need your luggage carried, please tell us when you book assistance so we can ensure that staff are available to help.

In general, assistance can be given in taking customers and luggage from train to station entrances (and vice versa) and transferring between trains. There is no charge for assisting customers with their luggage.

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

Ramps

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

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

On the train

Aural and visual information - All of our trains have aural information provision (they are fitted with public address systems). Conductors on board the trains are trained to make announcements giving details of the next station in good time to allow disabled passengers to prepare to alight. They will also provide information on any service disruption.

All staff will have a smart device from August 2016 and will be able to look up and pass on disruption information as well as details of connecting services, facilities at stations and train running.

Conductors are trained to take into account the needs of visually impaired, deaf or hard of hearing people, as well as those with reduced mobility.

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

- real-time information on the progress of the train
- information relating to the next station at which the train is to stop, including information about Connections
- advice on alternative routes and trains available in the event of any delays or service disruption

Priority seating – Many of our trains have priority seating already fitted (shown in the facilities table below). The whole train fleet will have priority seats from December 2019.

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

By 2017 we will introduce a Priority Seat Card, available by contacting the Customer Experience Centre. This will be available to people who cannot stand safely for their journey and are elderly, pregnant, travelling with children under three, or have a disability. The card can be shown to fellow passengers who are sitting in a priority seat. Card holders will present their priority seat card and ask the person seated to give up their seat. However, consideration should also be given to their needs.

We do not offer a seat reservations service; however our conductors, who are on every train, will make every effort to help older and disabled passengers to find a seat. They will also take reasonable steps to ensure that the wheelchair space is available for wheelchair users when required.

When passengers book assistance we will make it clear a seat or wheelchair space has not been reserved.

Mobility scooters - We can currently carry small, folding scooters providing they can be folded on the platform and that they are stowed in the appropriate luggage space throughout the journey. Station and on-train staff will be able to help you with this.

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

Information on train types and facilities

Class 142 Two Coach Diesel Multiple Unit	
Built	1985/6
Number of units in service	79
Routes operated	All Northern routes except Bridlington to Scarborough, Hazel Grove to Buxton and Blackburn to Clitheroe
Number of designated spaces for wheelchair users	One per unit
Passenger information	Aural announcements given

Class 144 Two and Three Coach Diesel Multiple Unit	
Built	1986
Number of units in service	23
Routes operated	South and West Yorkshire areas
Number of designated spaces for wheelchair users	Two per unit

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

Class 150/1 Two Coach Diesel Multiple Unit	
Built	1985/6
Number of units in service	30
Routes operated	All routes in South and East Yorkshire, West and North Yorkshire, Lancashire and Cumbria, Liverpool and Manchester areas
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> • One wheelchair accessible toilet, colour contrast for visually-impaired passengers, plus grab handles • 18 priority seats
Passenger information	Aural announcements given

Class 150/2 Two Coach Diesel Multiple Unit	
Built	1986/7
Number of units in service	28
Routes operated	All routes in South and East Yorkshire, West and North Yorkshire, Lancashire and Cumbria, Liverpool and Manchester areas
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> • One wheelchair accessible toilet • Colour contrast for visually-impaired passengers, plus grab handles • 14 priority seats on some trains
Passenger information	Aural announcements given
Ongoing updates to facilities for disabled passengers for PRM compliance	<ul style="list-style-type: none"> • Two wheelchair designated spaces • One wheelchair accessible toilet • Audio alerts for visually-impaired passengers, plus colour contrast for grab handles in modified areas. • Compliant ramp • 14 priority seats

Class 153 One Coach Diesel Multiple Unit	
Built	1987/8
Number of units in service	20
Routes operated	South and West Yorkshire, Lancashire and Cumbria, Liverpool and Manchester areas
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	Colour contrast for visually-impaired passengers, plus grab handles
Passenger information	Aural announcements given

Class 155 Two Coach Diesel Multiple Unit	
Built	1987/8
Number of units in service	7
Routes operated	West Yorkshire area and Leeds to Manchester
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> • Wheelchair accessible toilet – not fully RVAR compliant • Colour contrast for visually-impaired passengers, plus grab handles
Passenger information	Aural announcements given

Class 156 Two Coach Diesel Multiple Unit	
Built	1987/9
Number of units in service	46
Routes operated	All Northern routes
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> • Wheelchair accessible toilet – not fully RVAR compliant. • Colour contrast for visually-impaired passengers, plus grab handles • 14 priority seats
Passenger information	Aural announcements given
Ongoing updates to facilities for disabled passengers for PRM compliance	<ul style="list-style-type: none"> • Two wheelchair designated spaces • One wheelchair accessible toilet • Audio alerts for visually-impaired passengers • Compliant ramp

Class 158 Two and Three Coach Diesel Multiple Unit	
Built	1989/92
Number of units in service	46
Routes operated	All Northern routes
Number of designated spaces for wheelchair users	One per unit

Other facilities for disabled passengers	<ul style="list-style-type: none"> • Wheelchair accessible toilet – not fully RVAR compliant • Colour contrast for visually-impaired passengers, plus grab handles • Priority seating on some vehicles
Passenger information	Aural announcements given

Class 319 Four Coach Electric Multiple Unit	
Built	1991
Number of units in service	20
Routes operated	Liverpool to Manchester and Preston
Number of designated spaces for wheelchair users	One per unit – not fully RVAR compliant
Other facilities for disabled passengers	<ul style="list-style-type: none"> • Colour contrast and audio alerts for visually-impaired passengers, plus grab handles • 32 priority seats
Passenger information	Fully compliant auto PIS system

Class 321 Four Coach Electric Multiple Unit	
Built	1990
Number of units in service	3
Routes operated	Leeds to Bradford/Skipton/Ilkley/Doncaster
Number of designated spaces for wheelchair users	Two per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> • Wheelchair accessible toilet, colour contrast and audio alerts for visually-impaired passengers, plus grab handles, compliant ramp • 28 priority seats • Fully compliant with PRM TSI
Passenger information	Fully compliant auto PIS system

Class 322 Four Coach Electric Multiple Unit	
Built	1991
Number of units in service	5
Routes operated	Leeds to Bradford/Skipton/Ilkley/Doncaster
Number of designated spaces for wheelchair users	Two per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> • Wheelchair accessible toilet, colour contrast and audio alerts for visually-impaired passengers, plus grab handles, compliant ramp • 32 priority seats • Fully compliant with PRM TSI
Passenger information	Fully compliant auto PIS system

Class 323 Three Coach Electric Multiple Unit	
Built	1992/1993
Number of units in service	17
Routes operated	Manchester – Stockport/ Manchester Airport – Alderley Edge – Crewe. Manchester – Macclesfield – Stoke Manchester – Hadfield/Glossop Manchester – Hazel Grove
Number of designated spaces for wheelchair users	One per unit
Other facilities for disabled passengers	<ul style="list-style-type: none"> • Colour contrast for visually-impaired passengers, plus grab handles • Priority seating
Passenger information	Aural announcements given

Class 333 Four Coach Electric Multiple Unit	
Built	2000
Number of units in service	16
Routes operated	Leeds to Bradford/Skipton/Ilkley
Number of designated spaces for wheelchair users	Two per unit
Other facilities for disabled passengers	Eight priority seats per vehicle and wheelchair accessible toilet
Passenger information	<ul style="list-style-type: none"> • Aural announcements given • Electronic information screens

Train accessibility information

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

Making connections

We are happy to provide assistance to customers making connections to other train services or other modes of onward transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance.

We will ensure that assistance is available at staffed stations if there is a change of platform at short notice.

If your journey involves onward travel by another means of transport, our station staff will help you to the relevant pick up point, bus stop or taxi rank (within the station boundary). They will be able to provide information about local transport including bus services and taxi companies and there is a useful information poster displayed at the station giving local and general information.

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

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

Disruption to facilities and services

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

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

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

During times of disruption we will provide information about changes to train times and alternative travel arrangements through the Public Address and Customer Information Screens. Our App and website will include live departure times and customers can use Help Points, where they are provided, to find further information. We will also publicise the Customer Experience Centre number to call to get information on alternative travel options.

When our advertised facilities and services are not available, or are not accessible, we will make every effort to provide alternative facilities.

In case of emergency

On-board the train, our conductors will keep you informed and explain where all the emergency information is located. They're also fully trained to assist all customers should evacuation of the train be necessary. If a controlled evacuation is required, then wheelchair passengers or those who would find it difficult to detrain will be evacuated in the presence of the emergency services where practicable.

At our manned stations an emergency evacuation plan is available and all colleagues are trained to ensure all passengers can safely leave the station, if necessary. Every station has a set of local emergency procedures.

Contact us

The Customer Experience Centre will be able to provide more information about our services and we are always grateful for feedback provided on the services and facilities that we provide.

Write to: Freepost NORTHERN RAILWAY

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

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

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

Alternative formats

Copies of this document are made available free of charge from all staffed stations which we serve. The document can be obtained in alternative formats such as large print and any common audio format. Copies will be provided within seven working days on request.

Station accessibility information

The step free map at the end of this document shows the extent of accessibility at our stations. We are making significant changes to the station portfolio and whilst the information was correct at the time of going to press there may have been changes since. Full current details of station accessibility are always available from the national rail stations pages.

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



Write to:
Freepost NORTHERN RAILWAY

Phone:
0800 200 6060
(Available 24 hours a day, 7 days a week on days when services are running)

Email:
enquiries@northernrailway.co.uk

Website:
www.northernrailway.co.uk

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

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

Station	Staffed station	Step-free access	Disabled parking spaces	Seating	Toilets	Easy-access ticket sales	Customer information screens	Public address system	Shop or Café	Secure Station	Meeting point
Bare Lane	no	full	0	yes	no	no	yes	no			no
Barnsley	yes	full	6	yes	yes	yes	yes	yes	yes	yes	no
Barrow Haven	no	full	0	no	no	no	no	no			no
Barrow in Furness	yes	full	3	yes	yes	yes	yes	yes			no
Barton-on-Humber	no	full	0	yes	no	no	no	no			no
Batley	no	partial	4	yes	no	yes	yes	yes			no
Battersby	no	full	0	no	no	no	yes	no			no
Belle Vue	no	none	0	yes	no	no	no	yes			no
Bempton	no	full	0	yes	no	no	no	no			no
Ben Rhydding	no	full	1	yes	no	yes	yes	yes			no
Bentham	no	full	0	yes	no	no	yes	no			no
Bentley (South Yorks)	no	full	1	yes	no	no	yes	yes			no
Berry Brow	no	full	0	no	no	no	yes	yes			no
Bescar Lane	no	full	0	yes	no	no	no	no			no
Beverley	yes	full	2	yes	yes	no	yes	yes	yes		no
Billingham	no	none	0	yes	no	no	yes	no			no
Bingley	yes	full	2	yes	no	yes	yes	yes			no
Birchwood	yes	partial	0	yes	yes	yes	yes	yes			no
Bishop Auckland	no	full	2	yes	no	no	yes	no	yes		no
Blackburn	yes	full	3	yes	yes	yes	yes	yes	yes	yes	no
Blackpool North	yes	full	4	yes	yes	yes	yes	yes	yes	yes	no
Blackpool Pleasure Beach	no	full	0	yes	no	no	yes	yes		yes	no
Blackpool South	no	full	0	yes	no	no	yes	yes			no
Blackrod	no	full	0	yes	no	yes	no	no			no
Blaydon	no	partial	0	yes	no	no	yes	no			no
Bolton	yes	full	5	yes	yes	yes	yes	yes			no
Bolton-upon-Dearne	no	full	1	no	no	no	yes	yes			no

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



Visit www.northernrailway.co.uk



Download the app



Follow us