

How to use our trains



Easy read

Who are we?

We are West Midlands Trains. We run two railways.



West Midlands Railway

These are often local trains in the West Midlands.

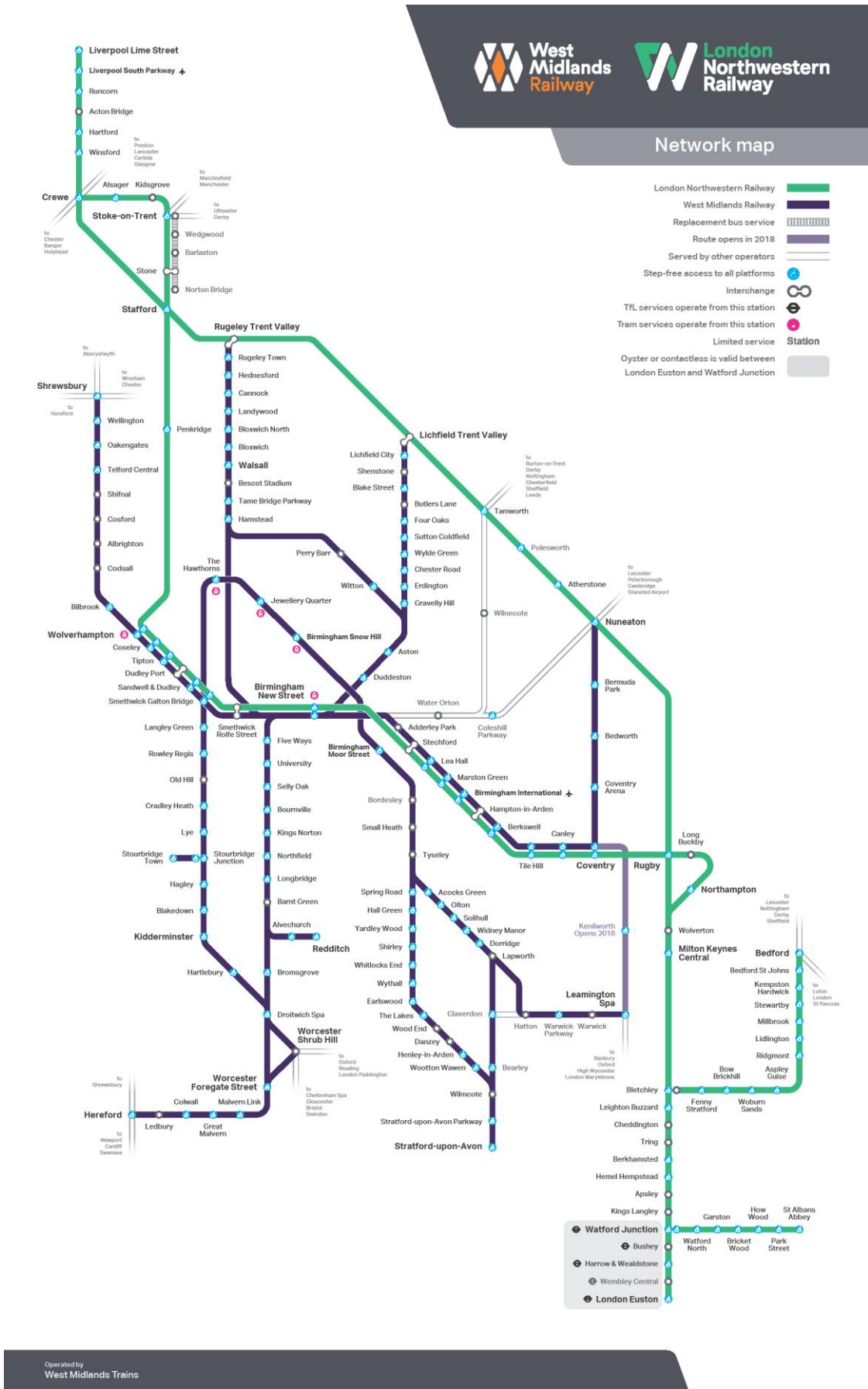


London Northwestern Railway

These trains do longer journeys between Northampton and London Euston.

The information in this booklet is the same for both railways.

Here is a map of our train routes. The **green** line is London Northwestern Railway and **purple** line is West Midlands Railway.



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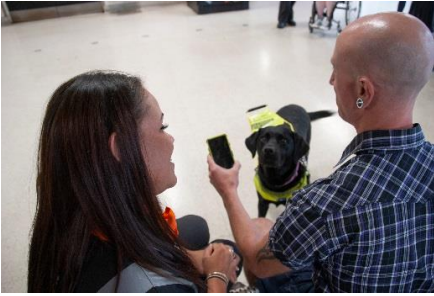
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Planning your journey

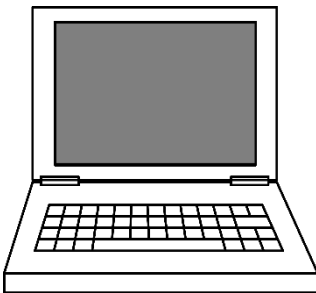


There are many ways to plan your journey. Staff will help you with the timetable and tell you the price of the ticket.



Many stations have ticket offices with staff who can help you.

The Assisted Travel team can tell you what times these are open. The number is on page 14.



Our website has a journey planner. You can use

www.westmidlandsrailway.co.uk or

www.londonnorthwesternrailway.co.uk



You can speak to our Assisted Travel team. The contact details are on page 14.

They can tell you the best station for your journey.

Buying your ticket



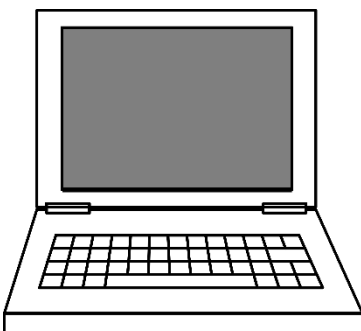
There are lots of ways to buy your ticket.



Many of our stations have a ticket machine you can use.



Many stations have a ticket office where staff can sell you a ticket.



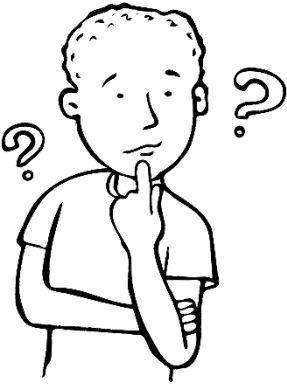
You can buy one on our website. You can use

www.westmidlandsrailway.co.uk or

www.londonnorthwesternrailway.co.uk



You can speak to our staff on the phone. The number is on page 23 at the back of this booklet.



If you buy a ticket on the phone or on the internet you will need to check if you need to



print off your ticket

or



collect it from a ticket machine.

If you are unsure, you can see this on the email you are sent about your tickets.

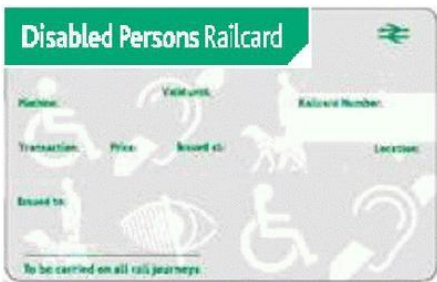


You can also buy a ticket on the train from a conductor.

Railcards and discounts

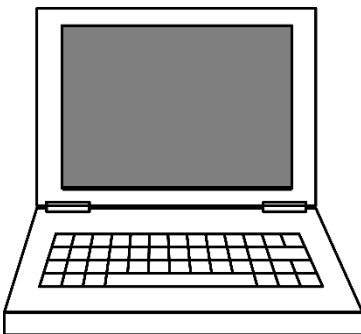


Staff can help you find the cheapest ticket or tell you about discounts.



If you have a Disabled Persons Railcard you can buy cheaper tickets for you and a friend or support worker.

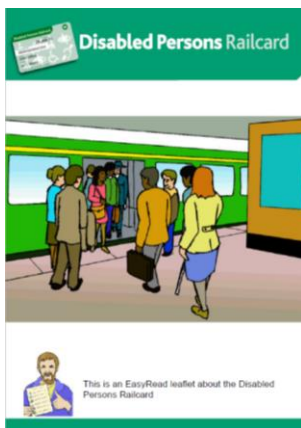
You need to buy a railcard. You can buy one to last for one year or three years.



There is information on the Disabled Persons Railcard website

www.disabledpersons-railcard.co.uk

S



There is an easy read information booklet on that website



You can also telephone the office on
0345 605 0525

How we can help you



All train companies have staff to assist you during your journey.

Some stations don't have staff all the time.

If possible staff can meet you at the station and help you find your train.



They can put a ramp down if you need this.



Staff can help you with luggage.

If you need to use two trains or more, they can help you change trains during your journey.



Many stations do not have staff all the time.

If you book help before your journey our Assisted Travel team can find someone to help you.



You can book help by contacting our Assisted Travel team.

The contact details are on page 14.



Please try to book assistance at least 1 day before your journey.

If you cannot book 1 day before your journey we will try to help but it may take time to find someone.

Assisted Travel team



This team can book help for you during your journey. It is free to call and it is free to have assistance

It is open every day except Christmas Day and Boxing Day.



They are open 8 o'clock in the morning

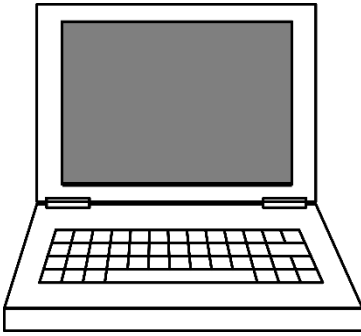


They close at 10 o'clock at night.



The phone number is 0800 024 8998

If you use a textphone the number is
18001 0800 024 8998



You can book on a form on the website
www.westmidlandsrailway.co.uk/accessibility

This is the number for West Midlands Railway. But don't worry if you travel on different trains because the team will help you plan any train journey in the country.

What to expect at the station

Each station is different. Some stations are accessible but some smaller ones are not.

If you speak to our Assisted Travel team they can give you more information about a station. The number is on page 14.



Some of our stations have car parks. If you have a Blue Badge parking is free.



There are wider ticket gates for wheelchairs at all stations.



Many stations make announcements and have screens with train times.



You can use a Help Point like the one in the picture if there are no staff at the station. The **green** button is for the fire service, ambulance or police. The **blue** button is for advice on your journey or Assisted Travel help.

What to expect on the train

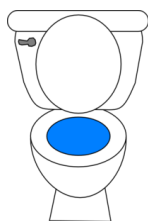
If you speak to our Assisted Travel team they can give you more information about a train and accessibility. The number is on page 14.



All of our trains are wheelchair accessible and have a ramp.

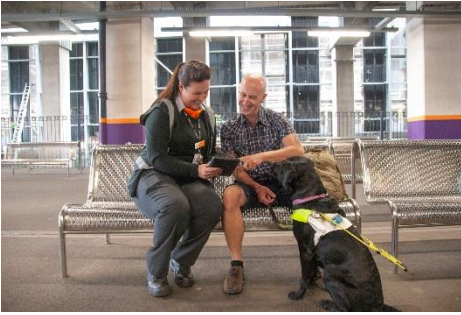


Some trains have a disabled toilet but some do not. The Assisted Travel team can tell you this information.



Trains make announcements. Many trains have screens which show you the next stop.





You can always travel with a guide dog.



We can take scooters on most trains but we cannot take some of the bigger ones.

Priority seats



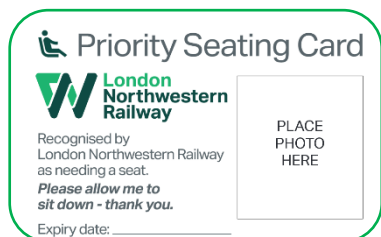
Our trains have priority seats for disabled and older people.

They have a bit more space.



A priority seat has this sticker by them.

You cannot reserve one before your journey but staff can help you find a priority seat.



We have priority seat cards to help you tell others that you need a seat. These are free.

You don't have to have a card to sit in these seats.



To ask for a priority seat card, please call our Contact Centre. The number is on page 23 at the back of the booklet

Travel support cards



You can have a travel support card. On the back there is space for you to write down how staff can help you.

These cards are free.

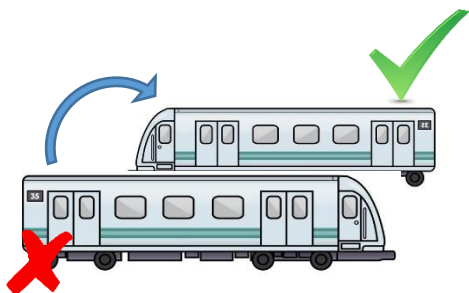


To ask for a travel support card, please call our Contact Centre. The number is on page 23.

My name is Sally	How you can help me
Emergency contact number	I am lip reading. Please speak clearly
 Thank you
Can you help me? Travel support card	Please be aware this is not a ticket, and does not entitle the holder to any discount.

Here is an example of what you might like to write on your card. You can write down whatever help you need. For example, you could write down the station you want to stop at.

If trains are cancelled



If your train breaks down or is cancelled we will help you find another train.



If this not possible, we can arrange a bus or taxi for you.



Some taxis cannot take scooters but we will talk to you about what we can do to help.

Making things more accessible

Each year talk about and decide how we can make our trains and stations more accessible.



We have an equality group who help us decide what we do.



This might include putting in new seating, toilets or hearing loops.

If you have an idea for the group, speak to our Contact Centre. The number is on the next page.

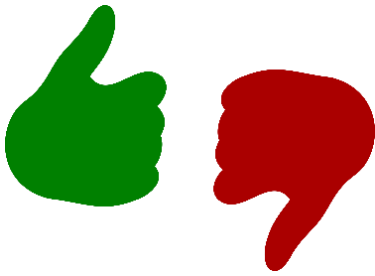


We have meetings with many groups and organisations to talk about how we can make things more accessible.



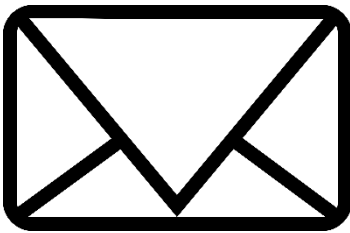
Our staff have training to support disabled people.

Tell us what you think



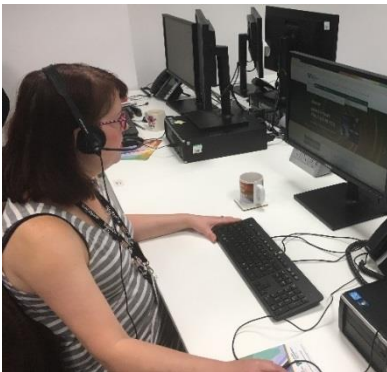
Our **Contact Centre** wants to hear your ideas. We also want to hear any complaints so we can make things better.

You can use the details below to talk to us about London Northwestern Railway or West Midlands Railway.



You can **send a letter**. If you write this on the envelope you do not need to use a stamp:

Freepost WEST MIDLANDS RAIL
CUSTOMER RELATIONS



You can **telephone us**:

0333 311 0039

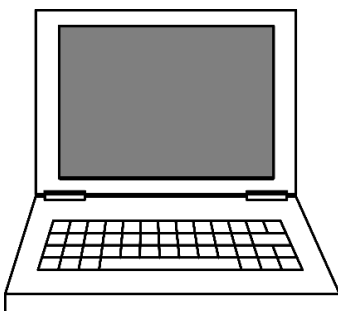
If you have a **textphone** the number is

18001 0333 311 0039



We are open Monday to Friday from 7 o'clock in the morning until 7 o'clock in the evening

We are closed on Christmas Day and Boxing Day



You can use **our website** through the form on the 'Contact Us' page

www.westmidlandsrailway.co.uk