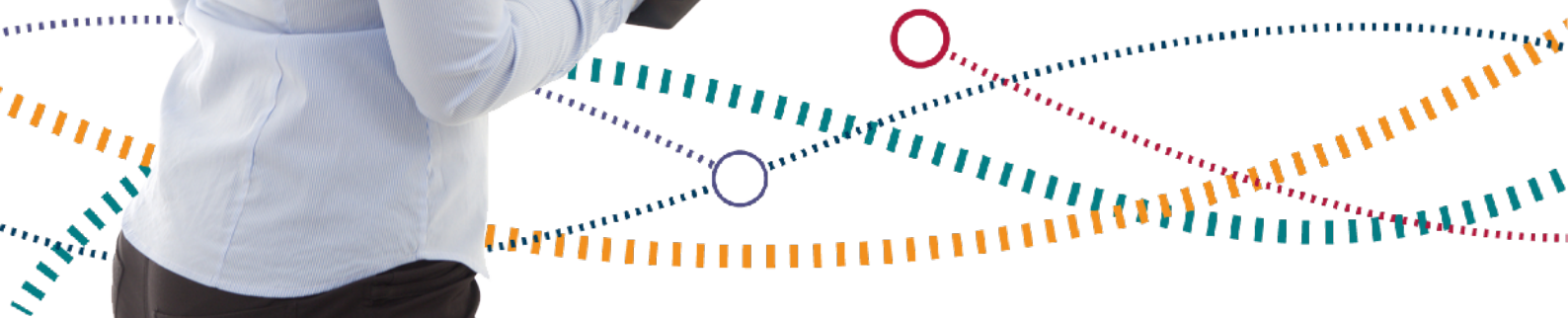




Passenger assistance

How train companies are doing



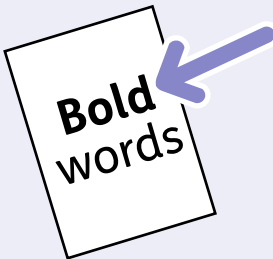
Easy Read



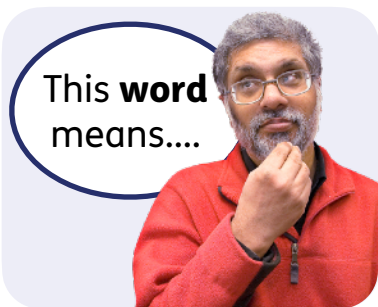
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this report

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About this report



We are the **Office of Rail and Road**.
Or **ORR** for short.

We make sure that railways and roads
are working well.



We have written this report about
passenger assistance.

Passenger assistance is when train
companies help older and disabled
people to:



- Get on and off trains.



- Get around train stations.

Passenger assistance



The rules say that train companies must support older and disabled people who travel with them.



People who booked in advance got support 1.6 million times between April 2024 and March 2025.



This was more than the year before.



This is the first year that we have done a report like this on passenger assistance.



We wanted to find out if it is working well.

We looked at:



- Whether staff at stations always help people.



- Whether people are happy with the support they get.



- How much station staff know about supporting people.



- Whether train companies are able to do more to help people.

How train companies are doing



Most people are happy with the support they get at train stations.



Station staff know a lot about how to help people.



But people do not always get the support they have asked for.



About 1 in 10 people said that they did not get any support after they had booked it.



Even the best train companies sometimes got this wrong.



The best train companies were:

- Southeastern.
- London North Eastern Railway. They are called LNER for short.
- Network Rail.
- Avanti West Coast.



The train companies that did not give people the support they had booked most often were:

- Northern Trains.
- South Western Railway. They are called SWR for short.
- West Midlands Trains. People know them as WMR or LNR.

Getting better



We looked at what South Western Railway and West Midlands Trains could do to get better.



South Western Railway

South Western Railway are trying to get better.



They are looking at how they work.



They are going to write an action plan by the end of January 2026.



This will explain what they will do to be better at supporting older and disabled people.

West Midlands Trains



West Midlands Trains are trying to get better.



They do not have enough good training.



And they do not know enough about what people need.



They are going to look at how they work.



Then they are going to write an action plan by the end of March 2026.

Northern Trains



Northern Trains have had problems with passenger assistance for a long time.



We have been working with them since 2024 to try to help them get better.



They have been working on a plan to help them with this.



They said that they had given their staff training on helping disabled customers.



But we still think that their staff did not get enough training.



In November 2025, Northern Trains said that they had given all staff training about disability.



We are going to check on this.



We want to make sure that this training was good enough.



If it was not good enough, we could take serious action against Northern Trains.

Next year

What we will do



We will keep checking on train companies.



We will look at new things, like whether enough staff have had training.



We also want to make it easier to learn from what people tell us using the **Passenger Assistance app**.



The **Passenger Assistance app** is a programme on your phone that you can use to book Passenger Assistance.

What train companies can do



Some train companies have had good ideas to support older and disabled people.



Other train companies can learn from these ideas.



They can use these ideas to get better at supporting people.

Find out more



You can look at our website here:
orr.gov.uk

This Easy Read document was produced by easy-read-online.co.uk

You can fill in a quick survey to say what you think about this Easy Read document: info.easy-read-online.co.uk/easy-read-feedback-survey

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