



UK Government



Easy
Read

Making the railway more accessible

About our plan



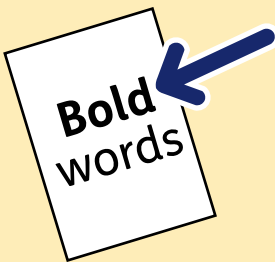
Easy Read



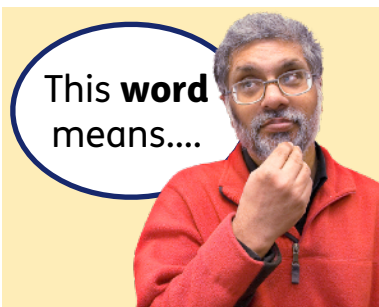
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



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.

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About this booklet



This booklet is from the UK government.



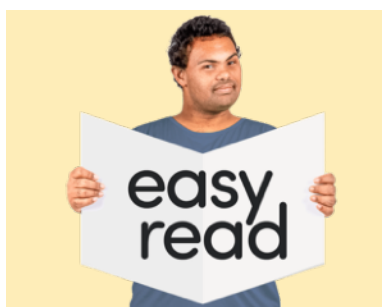
It is about our plan to make the **railway** more **accessible**.



The **railway** is all the trains, train stations and train services in the UK.



Accessible means it is easy to use and suitable for people with different needs and disabilities.



Please read this booklet to find out what changes we will make over the next few years.

Why we wrote this plan



Trains can be a great way to travel to lots of different places, like work, school and fun activities.



But disabled people are less likely to use the railway than non-disabled people.



This is because railway services do not always give disabled people the right equipment or support.



We think this needs to change.



We hope that this plan will help make it easier for disabled people to travel by train.

Our vision



Our **vision** is how we want the UK railway to be in the future.



In the future, we want to make sure that the railway is accessible for everyone, including disabled people.



We want everyone to be able to travel by train easily.

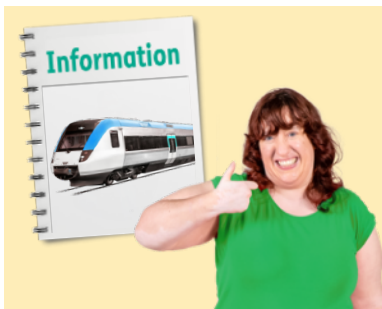


Everyone should feel safe and respected when they travel by train.

To make sure our vision happens, we want to:



- Have accessible trains and train stations with support services that give disabled passengers what they need.



- Have travel information that everyone can understand.



- Give great customer service with staff who are trained to support disabled passengers.



- Make sure that accessibility is an important part of plans and how railway services work.



- Keep thinking of new ways to include disabled people and make the railway more accessible.

We also want to:



- Make sure that the way you buy tickets is easier and fairer.



- Make sure that you can trust railway services to get you to the place you want to go to, every time.

What we have done so far

We are already doing lots of work to make the railway more accessible:



- We finished 31 **Access for All** projects.



Access for All is about making it easier for people to get to train platforms, like by adding new ramps and lifts.



- We are working to improve **Passenger Assist**.

Passenger Assist is a free service that helps older and disabled passengers with their train journey.

We have also:



- Tried out **Welcome Points** at 37 stations and checked how well they worked.

Welcome Points are screens you can use to find information and get support when you arrive at a station.



- Started giving travel information in British Sign Language (BSL) at some of the busiest train stations.



- Updated some information on the National Rail Enquiries website about how accessible train stations are.



- Made it easier to make a complaint to the **Rail Ombudsman**.

This is a free service that handles complaints about railway services.

We have also:



- Started a competition to get people to think of new ideas to share information on **rail replacement services**.



Rail replacement services are when passengers are put on buses or coaches because trains are not running.



- Made a new way to **appeal** if you do not get a **Disabled Person's Railcard**.

An **appeal** is when you ask for a decision to be changed.



A **Disabled Person's Railcard** is a card that disabled people can use to get money off their train ticket.

Our 7 priorities



Our **priorities** are the most important things that we should do first. They are not in any particular order.

Priority 1: Make trains and stations more accessible



Priority 1 is about making trains and train stations easier to use.

In 2025, we will:



- Have more train stations with **step-free access**.

Step-free access is when you can move around a place without having to use stairs or escalators.



- Make a spending plan about how we will pay for small projects.

In 2026, we will:



- Make a plan about how trains and stations will change in the future.



- Work with disabled people to help us decide how to build new trains or improve older trains.



- Run a competition to get people to think of new ideas to make it easier for people to get on and off trains.

Priority 2: Improving accessible services



Priority 2 is about improving accessible services on trains and at train stations.

In 2025, we will:



- Improve lifts and escalators at train stations so they work more often.



- Make it easier for you to check if lifts or escalators are working before you start your journey.



In 2026, we will improve other accessible railway services like **Help Points**, so they work better and more often.

Help Points are places at train stations that passengers can use to contact staff.

Priority 3: Improve Passenger Assist



Priority 3 is about improving the Passenger Assist service so that everyone gets the support they need.



In January 2025, we started a new part of our plan to improve Passenger Assist, called **Phase 5**.

Phase 5 will include changes like:



- Using technology to help staff contact each other and passengers who need support.



- Letting passengers book seats and wheelchair spaces on their phones, using the **Passenger Mobile App**.



- Helping railway companies make sure they have staff in the right place to run Passenger Assist services.



In 2025, we will also make sure that staff at railway companies get the same training about Passenger Assist.



In 2026, we will make sure platforms have clear signs and places where people can find Passenger Assist services.

Priority 4: Make information clearer



Priority 4 is about making information for customers clearer and easier to find.



This includes information about accessible services, like Passenger Assist, lifts and ramps.

In 2025, we will:



- Write and share a report about Welcome Points.



- Set up more Welcome Points at train stations.



- Have **video tours** of 250 of the busiest train stations in the UK.

The **video tours** will show people how to move around these train stations and find things like lifts and toilets.



In 2026, we will set up a new **accessible journey planner**.

This will be a new and easier way for disabled people to plan their train journeys.



In 2027, we will make it easier for passengers to check which accessible services are working at stations.



This will include giving more travel information in British Sign Language.

Priority 5: Improve the way passengers get tickets

Priority 5 is about:



- Making sure people know about using railcards to get cheaper train tickets.



- Making it easier to buy train tickets.

In 2026, we will:



- Make it easier to use ticket machines in stations.



- Help more people to get a Disabled Person's Railcard.

Priority 6: Do more to check what disabled people think about travel



Priority 6 is about doing more to find out what disabled people think about travelling by train.



It is also about making sure that railway companies fix any problems that disabled passengers face with using their services.

In 2026, we will:



- Work with railway companies to learn what disabled passengers think about Passenger Assist services.



- Write a report that shows how well different railway companies run Passenger Assist services.

In 2026, we will also:



- Listen to what disabled people think about travelling by train.

This will include disabled people who use trains, and disabled people who do not use trains.



- Work with the Rail Delivery Group to make a survey about what passengers think of their train journeys.



- Look into how railway companies can get better at dealing with complaints.

Priority 7: Change how railway companies think about accessibility



Priority 7 is about changing how railway companies think about accessibility so that disabled people are included.



In 2025, we will look into which accessible services passengers need the most.

In 2026, we will:



- Make sure that all railway companies do the same checks to find out how their decisions affect disabled people.



- Help pay for new ideas that will make it easier for disabled people to travel by train.

In 2027, we will:



- Make sure that **Accessibility Panels** include and listen to disabled people.

Accessibility Panels are groups that tell companies how to make services easier for disabled people to use.



This will help make sure that disabled people can take part in making decisions about railway services.



- Make sure that railway staff have the right skills and training to run services that include everyone.

What happens after the plan?



We will keep working hard to make the railway more accessible.



We are starting a new company called **Great British Railways**, or **GBR** for short.



GBR will be in charge of the railways in England.

That includes all the train tracks, trains and train stations.



GBR will also help railway companies work together to run better services.



GBR will work with disabled people to write more plans about making the railway more accessible.



We are also writing a plan called the **Accessible Travel Charter**

This plan is about how we will make all travel more accessible in the UK.



We are also writing a bigger plan for how the railway will work in the future, called the **Long-Term Rail Strategy**.