

# Making changes to our train stations

What do you think?



Easy  
Read

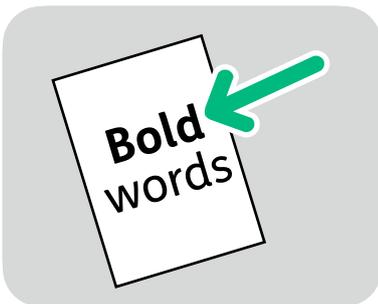
# Easy Read



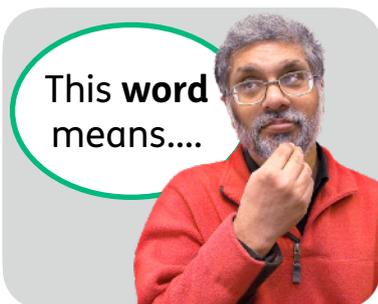
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



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



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



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



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



London Northwestern Railway is part of West Midlands Trains (WMT).

WMT provides train services and runs 148 stations in England.



We are suggesting some changes to our stations and the way staff work to help our customers.



This booklet will tell you about the changes we are suggesting, and which stations will be affected.



Before we make a final decision, we want to know what you think.

Please tell us what you think before Friday, 1 September 2023.



You can tell us what you think by email: [TicketOffice.WMT@transportfocus.org.uk](mailto:TicketOffice.WMT@transportfocus.org.uk)

Or post:  
FREEPOST RTEH-XAGE-BYKZ, Transport Focus,  
PO Box 5594, Southend on Sea, SS1 9PZ.

# Why we are suggesting changes



People use ticket offices much less than they used to.



Most people now buy train tickets online or use a ticket machine.



By closing some of our ticket offices we can move staff out to help more people in our stations.



We think this will mean we can give everyone a better service.

# Our changes



The staff from our ticket offices will be trained to give people help and advice at our stations.



We will carry on giving extra help to people who need it most, like our disabled and older customers.



We will have more teams of staff who travel to different stations called 'mobile teams'.



Mobile teams will:

- Help disabled and older customers.



- Keep stations safe and tidy.

# Changes to stations



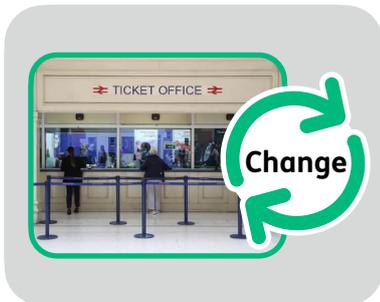
In this section, we will tell you about:

- Each of the stations we are suggesting changes to.



- What changes we are suggesting.

## Stations that have a ticket office



We are suggesting changes to these stations that have a ticket office at the moment:

- Adderley Park
- Apsley
- Berkhamsted
- Berkswell
- Bescot Stadium
- Bletchley



- Canley
- Coseley
- Dudley Port
- Hampton-in-Arden
- Hartford
- Hemel Hempstead
- Kings Langley
- Lea Hall
- Leighton Buzzard
- Lichfield City
- Lichfield Trent Valley
- Long Buckby
- Marston Green
- Sandwell & Dudley
- Smethwick Galton Bridge
- Smethwick Rolfe Street
- Stechford
- Tame Bridge Parkway
- Tamworth
- Tile Hill
- Tipton
- Tring
- Walsall
- Winsford
- Wolverton



## What changes we are suggesting:

- Closing the ticket office in each of the stations.



- Sending staff from our new mobile teams to each station to:

- Help customers.



- Support disabled and older customers to use the station and trains.



- Keep the stations safe and tidy.

# Stations that will become new hubs, with shops and customer service



We are suggesting changes to these stations that also have ticket offices at the moment:

- Milton Keynes
- Northampton
- Nuneaton
- Watford Junction
- Wolverhampton

## What changes we are suggesting:



- Making these stations new hubs with shops and customer service.

- Having staff who are based at the station to:



- Help customers.



- Support disabled and older customers to use the station and trains.



- Keep the stations safe and tidy.

# Stations that do not have a ticket office



We are suggesting changes to these stations that do not have a ticket office or staff based at the station during the week:

- Acton Bridge
- Aspley Guise
- Atherstone
- Bedford St Johns
- Bloxwich
- Bloxwich North
- Bow Brickhill
- Bricket Wood
- Cannock
- Cheddington
- Fenny Stratford
- Garston

- Hednesford
- How Wood
- Kempston Hardwick
- Landywood
- Lidlington
- Millbrook
- Park Street
- Penkridge
- Polesworth
- Ridgmont
- Rugeley Town
- Rugeley Trent Valley
- St Albans Abbey
- Stewartby
- Stone
- Watford North
- Woburn Sands



What changes we are suggesting:

- Sending staff from our new mobile teams to each station to:



- Help customers.



- Support disabled and older customers to use the station and trains.



- Keep the stations safe and tidy.

# Stations that are run by other train companies



Some of our trains go to stations that we do not run.



Next, there is a list of the stations and the train company that runs it.



To find out about changes to these stations go to the train companies' website.



## East Midlands Railway

East Midlands Railway run these stations:

- Alsager
- Kidsgrove

Go to their website to find out more:  
[www.eastmidlandsrailway.co.uk](http://www.eastmidlandsrailway.co.uk)



## **Govia Thameslink Railway**

Govia Thameslink Railway runs this station:

- Bedford

Go to their website to find out more:

[www.gtrailway.com](http://www.gtrailway.com)



## **Avanti West Coast**

Avanti West Coast runs these stations:

- Birmingham International
- Birmingham New Street
- Coventry
- Crewe
- Liverpool Lime Street
- London Euston
- Rugby
- Runcorn
- Stafford
- Stoke-on-Trent

Go to the Avanti West Coast website to find out more:

[www.avantiwestcoast.co.uk](http://www.avantiwestcoast.co.uk)



## Transport for London

Transport for London runs these stations:

- Bushey
- Harrow & Wealdstone
- Wembley Central

Go to their website to find out more:

[www.tfl.gov.uk](http://www.tfl.gov.uk)



## Mersey Rail

Mersey Rail runs this station:

- Liverpool South Parkway

Go to their website to find out more:

[www.merseyrail.org](http://www.merseyrail.org)

# Frequently asked questions



These are some of the common questions we have been asked about the changes, and our answers.



They are called 'frequently asked questions'. Or FAQs for short.

## **Will the changes be unfair to disabled or older people?**



We will make sure disabled and older people get the help they need to use our train services.



We think the changes will mean we have more staff available to help all our customers.

## How will the changes affect people who can't, or don't want to buy tickets online or use a ticket machine?



Many of our stations with ticket machines will have staff available to help people use them.



Our new retail and customer service hub stations will still have ticket offices for people to buy tickets from.



People will be able to call our customer service phone line and order tickets to be picked up from ticket machines.



We will arrange for people to be able to collect tickets from some local places, like shops. these will be called 'ticket stops'.

## Do I still need to buy a ticket before getting on a train?



Most customers will be able to buy a ticket from a ticket machine, and staff will be available to help use them at certain times.



If you cannot buy a ticket before you get on a train, you should let the train conductor know as soon as possible.

## How will you make sure that stations that have staff now, won't be left without staff because of the changes?



We will work carefully to make sure all our stations have staff available when people need them most.



We will keep checking that we are putting the right number of staff in stations at the right times.

## How will passenger assistance be managed?



**Passenger assistance** is a service that helps disabled and older customers to use trains and train stations.



Our new hub stations will have staff that can move around to help disabled and older customers.



Train conductors will be able to help people on and off trains at stations where there isn't a member of staff available.

## What will be happening at the stations that your trains go to, but are not run by your company?



You will need to go to the website of the train company that runs those stations to find out about any changes.

See page 15 for more information.

## If I want to tell you what I think about the changes, when do I need to do it by?



You need to tell us what you think by Friday, 1 September 2023.



You can tell us by email:

[TicketOffice.WMT@transportfocus.org.uk](mailto:TicketOffice.WMT@transportfocus.org.uk)

Or post:

FREEPOST RTEH-XAGE-BYKZ, Transport Focus,  
PO Box 5594, Southend on Sea, SS1 9PZ.



For more information about how to tell us what you think go to:

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)