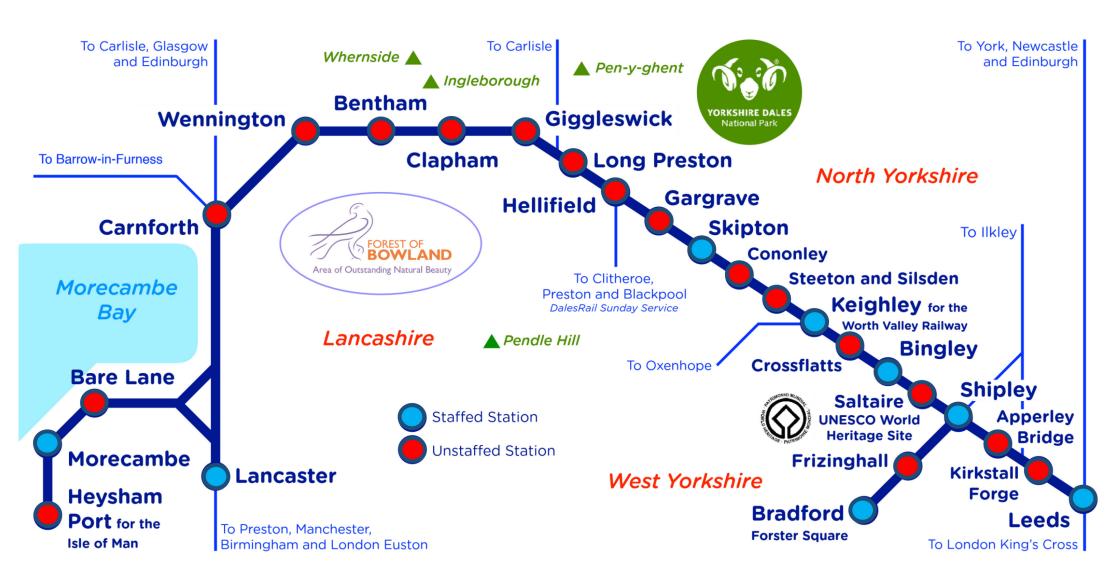
Access for All: Your guide to The Bentham Line



Travel With Confidence

The Bentham Line



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Useful Contacts

These numbers may be useful to you before and during your journey on the Bentham Line.

0800 200 6060 - Northern Customer Experience Centre 0800 1385560 - Passenger Assist 18001 0800 138 5560 - Passenger Assist Text Relay 015242 98940 - Leeds-Morecambe Community Rail Partnership 61016 - British Transport Police (non-emergency text line) @northernassist - Facebook and Twitter

Welcome to your guide to The Bentham Line

This booklet contains useful information to help you to feel more confident when travelling on the Bentham Line.

It has been created by Northern's 2021-2022 group of Year in Industry students, along with The Bentham Line CRP.

We wanted to leave a positive impact behind when our placement was over, and so were keen to create something that the local communities could find useful for years to come.

Through this booklet and accompanying station video tours, we really want to make travelling by train as easy as possible for **everyone**.

Using our trains

Ramps

All our trains carry ramps to assist passengers when entering and leaving the train. Please let a member of station staff or the Conductor know and they will arrange for the ramp to be put out for you. You can also book help in advance. You can find more information about booking Passenger Assist on page 7.

Priority seating

Priority seats have extra legroom. They are near the doors and are clearly labelled. Other passengers are required to give these seats up if asked by an older or disabled person. If you have a disability of any kind, you can get a free Priority Seat Card. They can help you feel confident asking another customer to give up a priority seat whether you have a visible or invisible disability.

You can get these cards at **enquiries@northernrailway.co.uk** or on **0800 200 6060**.

Sunflower Lanyard

We are proud to recognise the Sunflower Lanyard. The Lanyard allows the wearer to discreetly indicate that they may have a non-visible disability that may mean they need a little extra support when travelling.



Using our trains



Wheelchairs

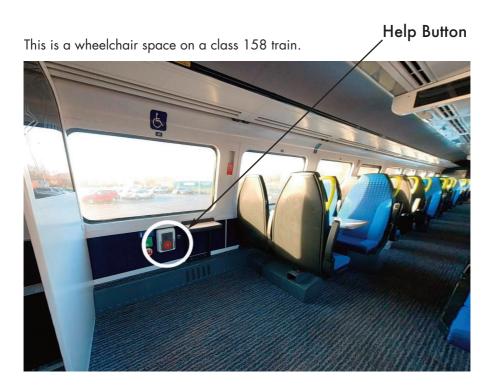
All our trains are wheelchair accessible. There are spaces on board for wheelchairs that fit these maximum measurements:

Width: 700mm

Length: 1,200mm

Weight: 300kg including the user

If your wheelchair exceeds these dimensions please contact the Passenger Assistance team for help **0800 138 5560**.



Using our trains

Mobility Scooters

Unfortunately, mobility scooters cannot be carried on this route unless they can be folded up. This is due to the layout of the entrances of the trains.

Further details about Northern's mobility scooter policy and permit scheme can be found at:

https://www.northernrailway.co.uk/travel/mobility-scooters



Using our stations



You can use Passenger Assist to book help on your journey, such as a ramp to help you board the train or for general assistance.

You can call 0800 1385560, use Text Relay at 18001 0800 138 5560 or visit the web address below to fill out the form. https://help.northernrailway.co.uk/hc/engb/articles/360006093758



The Passenger Assistance team are available to talk to by phone and Text Relay 24/7 (except Christmas Day).

Passenger Assist by Transreport is an app that has been created to help you book using your mobile or tablet, it is available for iOS and Android. The app allows you to request assistance and plan your journey but you still need to buy your ticket separately.

We recommend booking Passenger Assist at least 2 hours prior to travelling.

Passengers are also welcome to 'Turn Up and Go' without booking.

Using our stations

Blue Badge Parking

Priority parking spaces for disabled users are available at many stations. Please display your Blue Badge to ensure free parking.



Pick-up and Drop-off points

Where available these are clearly marked and the length of stay indicated.

Cycle Parking

At some stations there are places to leave your cycles but make sure you use your own lock. For more station-specific

information please visit

https://www.northernrailway.co.uk/stations

Cycles are carried free of charge on Northern services and you do not need to make reservations.

The cycle spaces on trains are clearly marked and there are two cycle spaces per train.



50 50 50

Using our stations

Induction Loops

Induction loops work directly through a hearing aid, reduce background noise and improve the clarity of announcements.

Help Points

If you need help or information at a unstaffed station, you can use a Help Point to speak to someone.

Please see section 2 of the booklet for those stations that have help points.





Customer Information Screens (CIS)

If CIS is available at a station, this will tell you which train is next due at that platform, what time it is due and whether it is running on time or not.

It will also display the stops the service will make after that station.



How to buy tickets

Ticket Vending Machines (TVMs)

You can buy tickets at a TVM with a debit or credit card or get a Promise to Pay notice if you only have cash.

At the stations without TVMs - Wennington, Bentham, Clapham, Giggleswick, Long Preston, Hellifield and Gargrave customers can obtain tickets from the conductor guard on the train.



Ticket Offices

You can find information about ticket office opening times, where applicable at https://www.northernrailway.co.uk/stations

Northern App

You can buy and store digital tickets via the Northern app which you can download at https://www.northernrailway.co.uk/app

Online

You can also buy tickets online at https://www.northernrailway.co.uk/ where you can also find out about the different types of tickets available.

Trains on the Bentham Line

The full-line services are operated using Class 158 units, shown below.

The QR code will take you to a virtual tour of one of the units.







The Bentham Line CRP



The Bentham Line Community Rail Partnership has been working for several years to create a dementia-friendly railway. Its pioneering work has been nationally recognised by the Community Rail Network and the Department for Transport.

The line aims to become dementia-friendly through raising awareness of dementia among staff, volunteers and passengers in order to create dementia-friendly station environments, services and facilities.

The Community Rail Partnership (CRP) is pleased to be able to assist in arranging day trips for those living with dementia (and other hidden disabilities), their carers and supporters, living on or beyond the route. The CRP's staff are also able to offer support during the journey and at the destination, to help the guests to have a pleasant and happy experience.

Possible destinations include Morecambe, Lancaster, the Forest of Bowland Area of Outstanding Natural Beauty, Skipton and Saltaire (a UNESCO World Heritage site), amongst many others.

Schools and Children's charities

The CRP also helps to create rail-based visits for groups of children and staff and supports them during their journeys and at their destination. Rail-themed educational elements can also be provided encompassing a wide range subjects in the national curriculum.



Those interested in arranging a visit or joining the CRP should contact the partnership in the first instance. See the contact details below.

Contact: Leeds-Morecambe CRP Bentham Station Building Station Road Bentham Lancaster LA2 7LF

Telephone: 015242 98940 Email: thebenthamline@gmail.com

Station-specific information

The next section of the booklet goes through each station along the Bentham Line and displays what facilities are available at each station.

White lines are used to mark platform edges, tactile paving indicates closeness to the platform edge and yellow lines show the limit of the safest part of the platform, and are usually found on platforms where fast trains pass through the station and at major stations.

Heysham Port Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Width and condition all ok
Tactile paving	No
White and Yellow lines	White lines only
Ticket Vending Machine	Yes
Customer Information Screen	Yes
Dropped kerbs	No
Platform Access	Step-free



Heysham Port Station

Accessible toilets	Yes in port reception area adjacent to the station
Baby changing facilities	Yes in port reception area adjacent to the station
Accessible parking	Yes
Ticket office	No
Drop off point	Yes
Cycle parking	No
Seating	Yes
Furniture	One bench on platform
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Heysham Port Station

Morecambe Station

Lifts	No
Stairs	Yes at station entrance
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free
Accessible toilets	No



Morecambe Station

Baby changing facilities	No
Accessible parking	Yes
Ticket office	Yes
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Morecambe Station

Bare Lane Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	No
Platform Access	Step-free access between platforms via level crossing



Bare Lane Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	No
Ticket office	No
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Bare Lane Station

Lancaster Station



Lifts	Yes on all platforms
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	No
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free
Accessible toilets	Yes



Lancaster Station

Baby changing facilities	No
Accessible parking	Yes
Ticket office	Yes
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	Yes
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	Yes
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Lancaster Station

Carnforth Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No (subway instead)
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	No
White and Yellow lines	White lines only
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free, via subway
Accessible toilets	In the Heritage Centre



Carnforth Station

Baby changing facilities	In the Heritage Centre
Accessible parking	Yes
Ticket office	No
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	Yes
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Carnforth Station

Wennington Station

Lifts	No
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	No
Customer Information Screens	No
Dropped kerbs	Yes
Platform Access	Step-free to eastbound platform. Access to westbound platform via footbridge



Wennington Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	No
Ticket office	No
Drop off point	Yes
Cycle parking	No
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Wennington Station

Bentham Station

Lifts	No
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	No
White and Yellow lines	White lines only
Ticket Vending Machine	No
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free



Bentham Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Bentham Station

Clapham Station

Lifts	No
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	No
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	No
Customer Information Screens	Yes
Dropped kerbs	No
Platform Access	Step-free to eastbound platform. Access to westbound platform via footbridge



Clapham Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Clapham Station

Giggleswick Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	No
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free. Westbound platform accessed via foot crossing at track level. Please do not use the foot crossing until the train has left the station.



Giggleswick Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Giggleswick Station

Long Preston Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Narrow in places, otherwise ok
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	No
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free. Westbound platform accessed via road bridge



Long Preston Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	No
Cycle parking	Yes
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage—ease of reading	All sufficient



Follow this QR code to view a 360 tour of Long Preston Station

Hellifield Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	No
Customer Information Screens	Yes
Dropped kerbs	Yes



Hellifield Station

Platform Access	Step-free
Accessible toilets	No
Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	Yes
Cycle parking	No
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Hellifield Station

Gargrave Station

Lifts	No
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	White lines only
Ticket Vending Machine	No
Customer Information Screens	Yes
Dropped kerbs	No
Platform Access	Step-free to eastbound platform. Access to westbound platform via steps



Gargrave Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	No
Ticket office	No
Drop off point	No
Cycle parking	No
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Gargrave Station

Skipton Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free. Access via subway



Skipton Station

Accessible toilets	Yes
Baby changing facilities	Yes
Accessible parking	Yes
Ticket office	Yes
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	Yes
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Skipton Station

Cononley Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Narrow in places
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free. Access between platforms via level crossing



Cononley Station

Accessible toilets	No
Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	No
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Cononley Station

Steeton & Silsden Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	No
Ramps to platforms	Yes
Platform condition	Narrow in places
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free
Accessible toilets	No



Steeton & Silsden Station

Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Steeton & Silsden Station

Keighley Station

Lifts	No
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Uneven in places
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free
Accessible toilets	No



Keighley Station

Baby changing facilities	No
Accessible parking	Yes
Ticket office	Yes
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	Yes
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Keighley Station

Crossflatts Station

Lifts	No
Stairs	No
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free
Accessible toilets	No



Crossflatts Station

Baby changing facilities	No
Accessible parking	Yes
Ticket office	No
Drop off point	No
Cycle parking	Yes
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Crossflatts Station

Bingley Station

Lifts	Yes
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	No
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free
Accessible toilets	No



Bingley Station

Baby changing facilities	No
Accessible parking	Yes
Ticket office	Yes
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	No
Public wi-fi	No
Automatic doors	Yes
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Bingley Station

Saltaire Station

Lifts	No
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Barrow crossing	No
Accessible toilets	No



Saltaire Station

Baby changing facilities	No
Accessible parking	No
Ticket office	No
Drop off point	No
Cycle parking	No
Seating	Yes
Help points	No
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	No
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Saltaire Station

Shipley Station

Lifts	Yes
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Uneven in places
Tactile paving	Yes
White and Yellow lines	No
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes
Platform Access	Step-free
Accessible toilets	Yes



Shipley Station

Baby changing facilities	No
Accessible parking	Yes
Ticket office	Yes
Drop off point	No
Cycle parking	Yes
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	No
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	Yes
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Shipley Station

Leeds Station

Lifts	Yes
Stairs	Yes
Handrails	Yes
Footbridge	Yes
Ramps to platforms	Yes
Platform condition	Width and condition fine
Tactile paving	Yes
White and Yellow lines	Yes
Ticket Vending Machine	Yes
Customer Information Screens	Yes
Dropped kerbs	Yes



Leeds Station

Platform Access	Step-free
Accessible toilets	Yes
Changing places toilet	Yes
Baby changing facilities	Yes
Accessible parking	Yes
Ticket office	Yes
Drop off point	Yes
Cycle parking	Yes
Seating	Yes
Help points	Yes
Shelter/Waiting Room	Yes
Induction loop	Yes
Visibility and hearing allowances	Yes
Public wi-fi	No
Automatic doors	Yes
Signage – ease of reading	All sufficient



Follow this QR code to view a 360 tour of Leeds Station

The Year in Industry group would like to thank the following for their support of, and assistance with, the project:

Leeds-Morecambe Community Rail Partnership Co. Ltd.

Northern Trains Ltd.

Northern's Accessibility Forum

If you have any ideas on accessibility to the Bentham Line, please contact the Bentham Line CRP, using their details on page 13, or Northern.

June 2022

