

# *Mobility Scooters*

A guide to where you can travel on our network and how to apply for your mobility scooter permit



September 2022



NORTHERN

*Go do your thing*

## We'd love to hear from you

If you'd like more information or you'd like to tell us about your experience of travelling with us and the service you received, we'd love to hear from you.

Get in touch with our Customer Experience Centre team:



Call them free on **0800 200 6060**



Dial Text Relay free on  
**18001 0800 200 6060**



Twitter @**northernassist**



Facebook /**northernassist**



Or go to **[northernrailway.co.uk](http://northernrailway.co.uk)**

**At Northern we are committed to providing a rail network that is inclusive and as accessible as possible, offering the opportunity to travel to areas in the north of England that may not have previously been possible.**

We have made great progress in upgrading our trains, introducing 100 new trains and refurbishing more than 200 others. This means that many of the trains serving our customers across the north are more accessible than ever before.

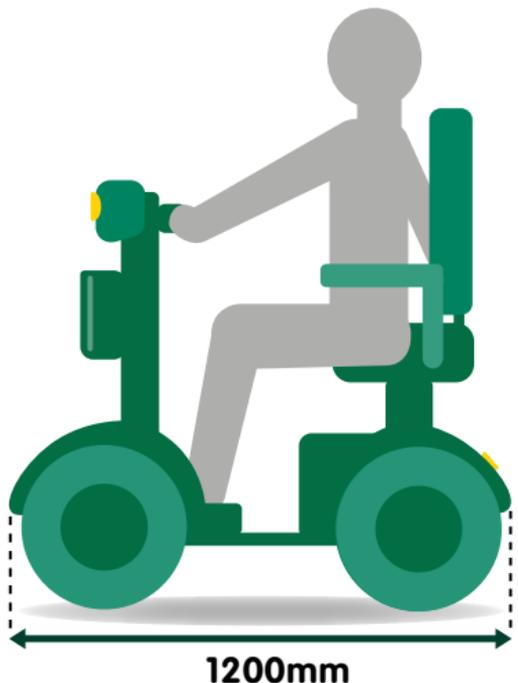
Following a successful first phase of the mobility scooter scheme, we're now able to offer our customers who use mobility scooters better access at more of our stations, which are now fully accessible.

To travel with us, mobility scooter users will need to join our scheme and, once approved, will receive a permit and a sticker for their scooter, depending on certain conditions being met. Once you've received your permit and sticker, you're ready to travel.

We welcome applications from users of both three and four wheel mobility scooters. All that we ask is that they meet the criteria on the next page.

# Mobility scooter criteria

- The scooter must be a class 2 vehicle with a maximum speed of 4mph
- Maximum length of 120cm and width of 70cm (standard wheelchair footprint)
- A turning radius no larger than 150cm
- Maximum weight, including rider, is no more than 300kg (47 stone)
- Minimum climb ability of six degrees
- Must have anti-tip wheels fitted to the rear of the scooter.



## Apply for your permit

To apply for a mobility scooter permit, please complete the application form online, available via the **Assisted Travel section** of **[northernrailway.co.uk](http://northernrailway.co.uk)**

Alternatively you can complete the application form at the rear of this leaflet and post it to our Assisted Travel Team.

If your scooter meets with the requirements of the scheme, we will send you a personalised permit and a sticker that must be displayed on your scooter, where possible, before you travel with us.

If you cannot display your sticker you must be in possession of the permit card when you travel.



**This does not replace your ticket and you will need to purchase the appropriate ticket for your journey.**

**Please be aware that the information in this leaflet and mobility scooter permit applies to Northern services only.**

For travel on other operators' services, you will need to check their individual mobility scooter policies before travel.

## Folding mobility scooters

If you can fold your scooter to get on the train, you do not require a permit and can travel to and from any accessible station. All we ask is that you please fold it before the train arrives so you're ready to board.

If you are unable to fold down your scooter, please ensure that you are travelling with a companion who is able to fold it down.

If you require a wheelchair to get on the train, just let us know. Our larger staffed stations have wheelchairs available on the platform and we will be happy to arrange for a member of staff to help you onto the train.



## Boarding our trains safely

Make sure you do not cross the yellow line on the platform before the train arrives. We also ask that any shopping or luggage is removed from mobility scooters prior to boarding as these items can affect the balance of the vehicle.

We will then put the ramp down so that you can board the wheelchair area of the train. If you are travelling without a companion, we will then bring any shopping or luggage that was removed to you.



## Boarding our trains safely

It is important that **you apply the brakes and switch off your scooter** and, if possible, transfer to a seat.

To ensure there is space available on our services to accommodate your mobility scooter, we recommend that you book ahead. Our **Passenger Assist team** are available to help with any bookings or advice, they can be contacted on **0800 138 5560** or **Text Relay 18001 0800 138 5560**.



## During times of disruption

If we need to provide alternative transport when our train services are disrupted, such as during emergency line closures, we will arrange this for you. Accessible taxis able to carry non-folding scooters are not always as readily available as other taxis.

If you can fold or break down your scooter prior to travelling, please inform a member of the team - this may minimise delays for you. If you are only able to travel with your scooter in its complete state, we will endeavour to accommodate you as quickly as possible.

Where there are planned engineering works, we recommend that, where possible, you call our **Passenger Assist team** so that we can pre-book transport for you.

Of course, if this does not meet your travel needs, we will still do our best to support you during your journey but booking helps us to provide the best service for you.

## A satisfied customer



**Stewart Holmes (pictured) is a mobility scooter user of our services, and shared his feedback with us...**

**“** I have been using my mobility scooter on the Leeds to Doncaster service and vice-versa, since mid-February 2019.

The scooter has assisted with my mobility needs tremendously. I have also been able to use the scooter on the new 331 trains, which have better access and facilities.

I find the 331 trains easier to manoeuvre into the designated spaces. The station and train staff are happy to assist with access on and off the trains.

Thank you, Northern”.

# *Scooter friendly routes and stations*

Due to the build of some stations and platforms across the railway network, unfortunately we are unable to allow travel from stations if they cannot facilitate safe boarding for scooter users.

We have provided maps of routes and stations - shown as **sf** - where we can safely accommodate your mobility scooter.

We will be looking to add to these when newer, more compatible trains are introduced.



Not every train calls at every station shown, please refer to timetables online at **[northernrailway.co.uk](http://northernrailway.co.uk)** for more information. Alternatively, at staffed stations, station staff will help you.

# *Mobility scooters on our class 158s*

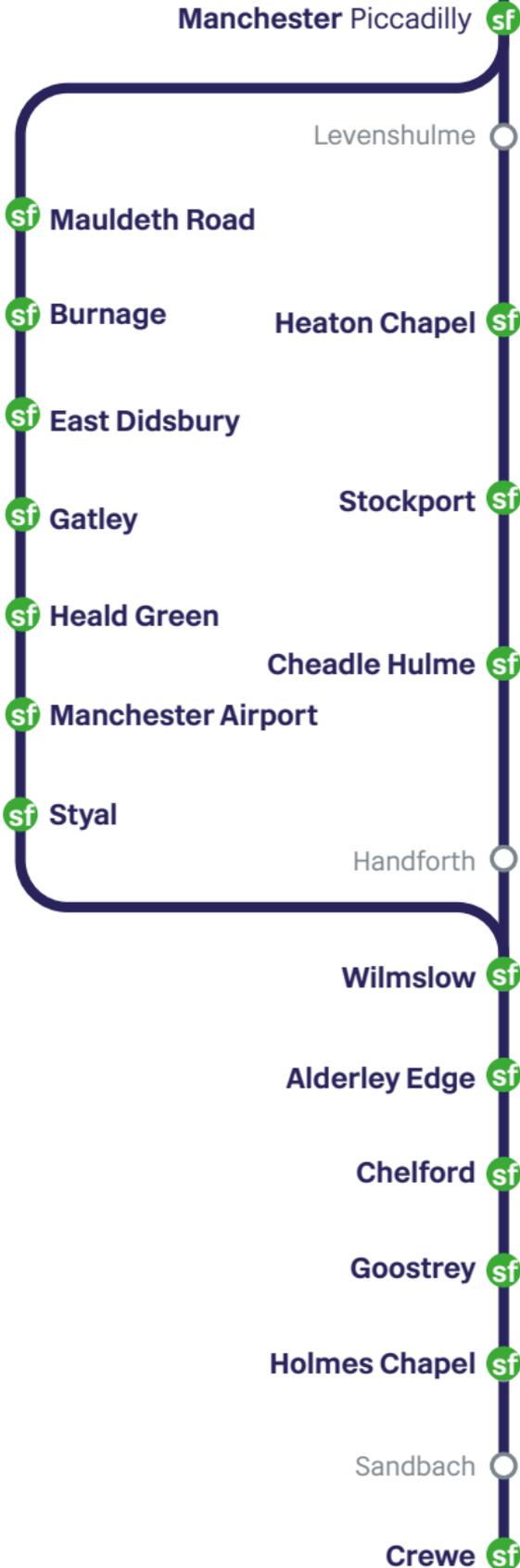


Many of routes in the North East, Yorkshire and some services in the North West are operated with a type of train known as the **class 158**.

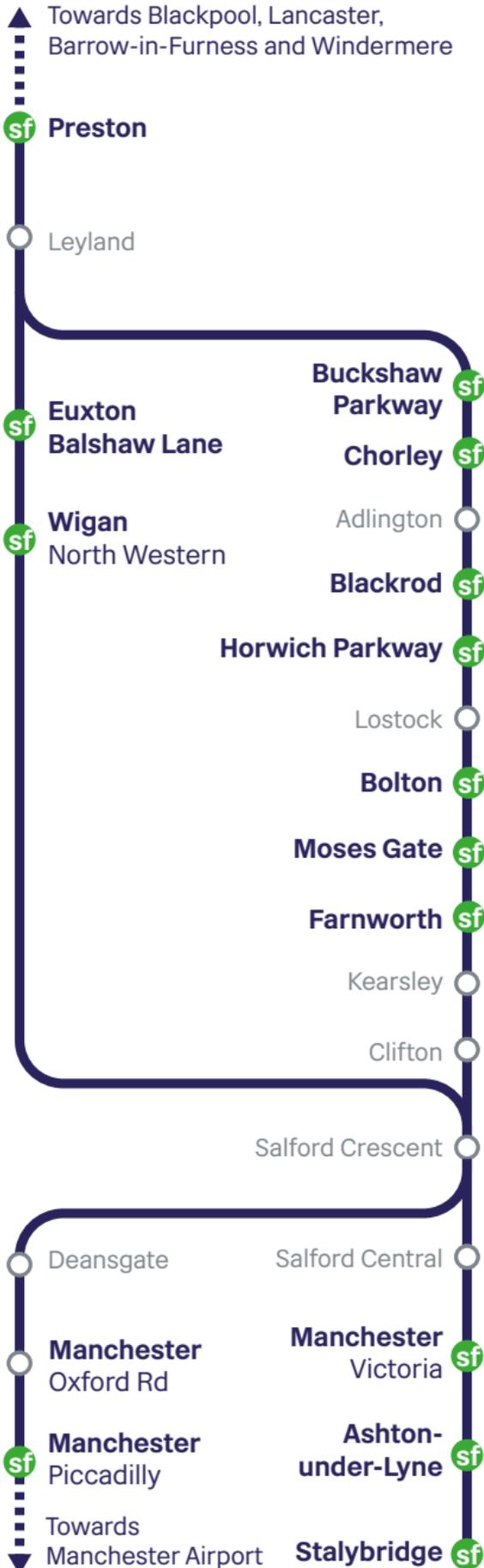
Where services are operated by class 158s, we are **unable to allow mobility scooters on-board** unless they can be folded prior to boarding, this is due to the internal layout of the train.

# Manchester to Manchester Airport & Crewe

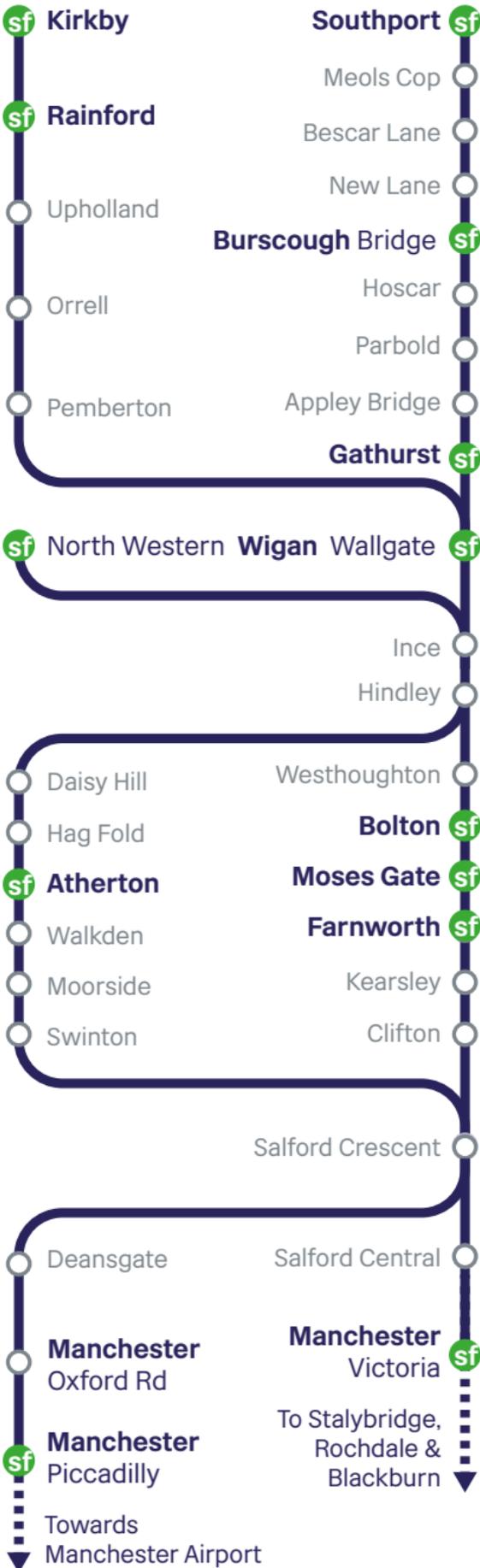
Towards Liverpool, Bolton,  
Wigan, Southport, Preston Blackpool,  
Barrow-in-Furness and Windermere



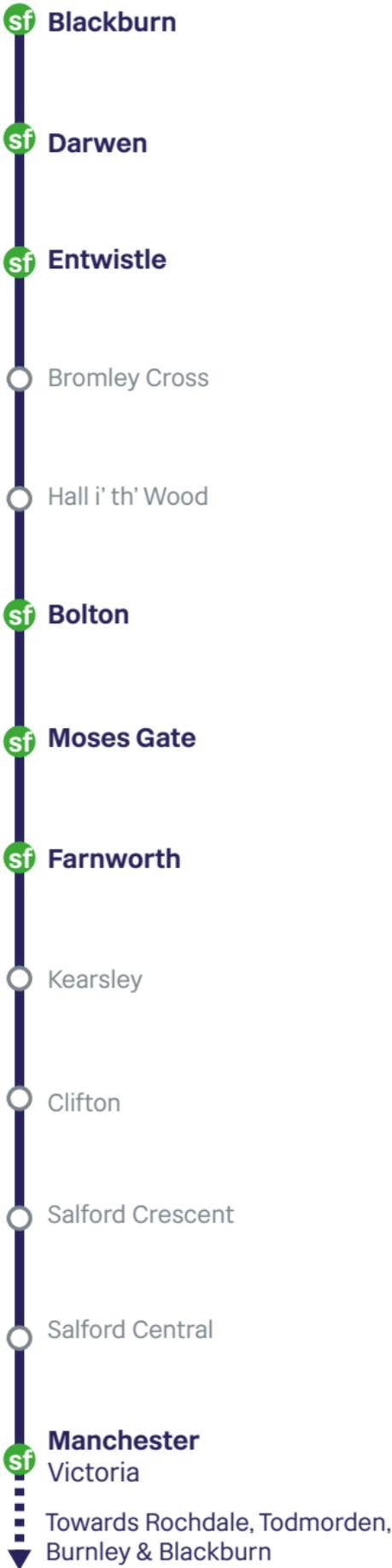
# Preston, Chorley & Bolton to Manchester



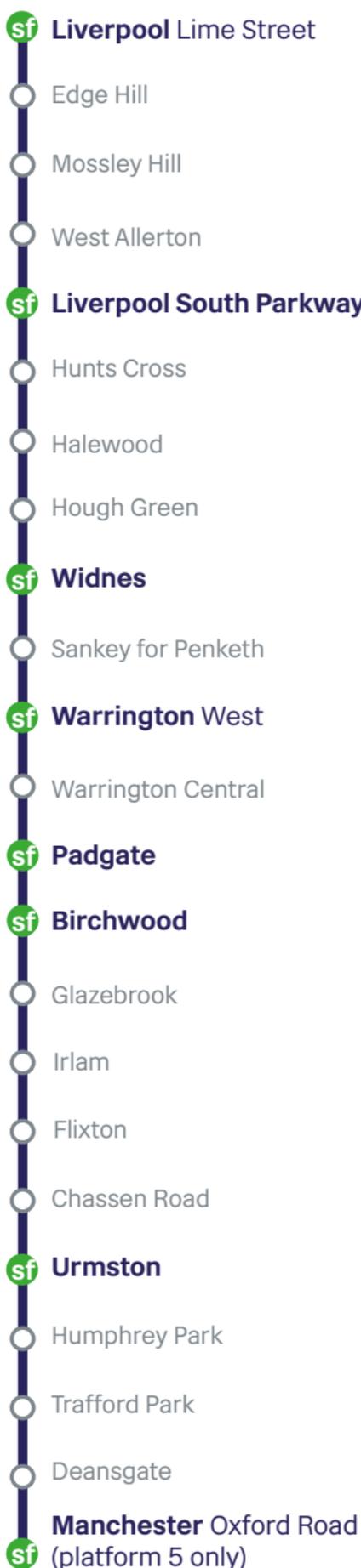
# Kirkby/Southport & Wigan to Manchester



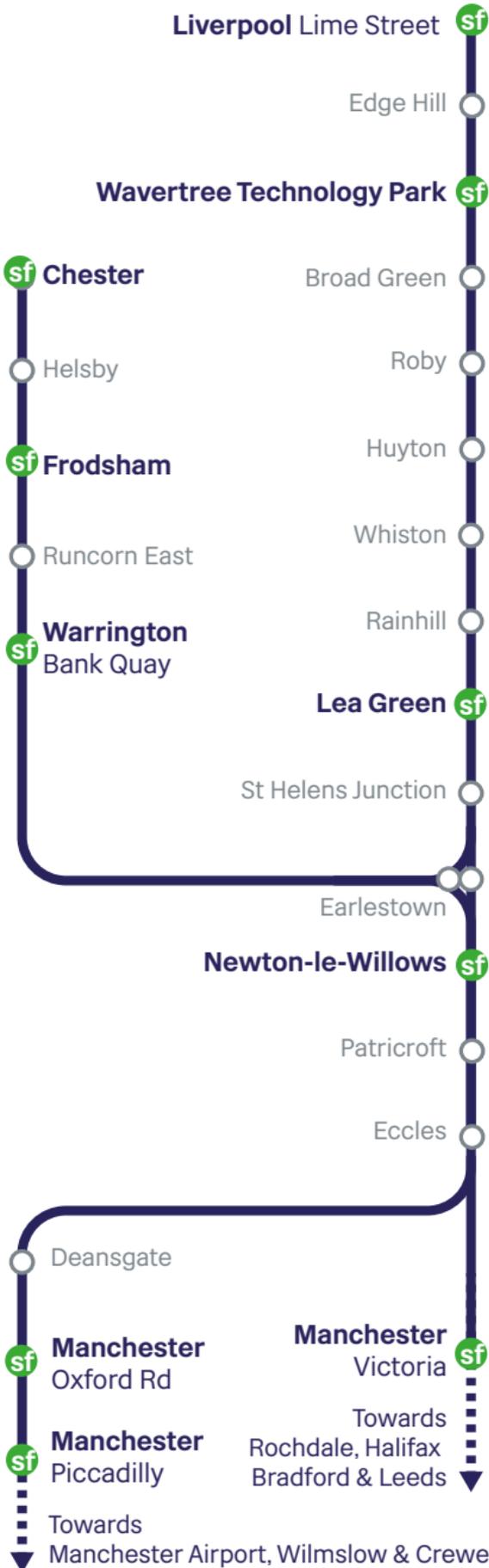
# Blackburn & Darwen to Bolton & Manchester



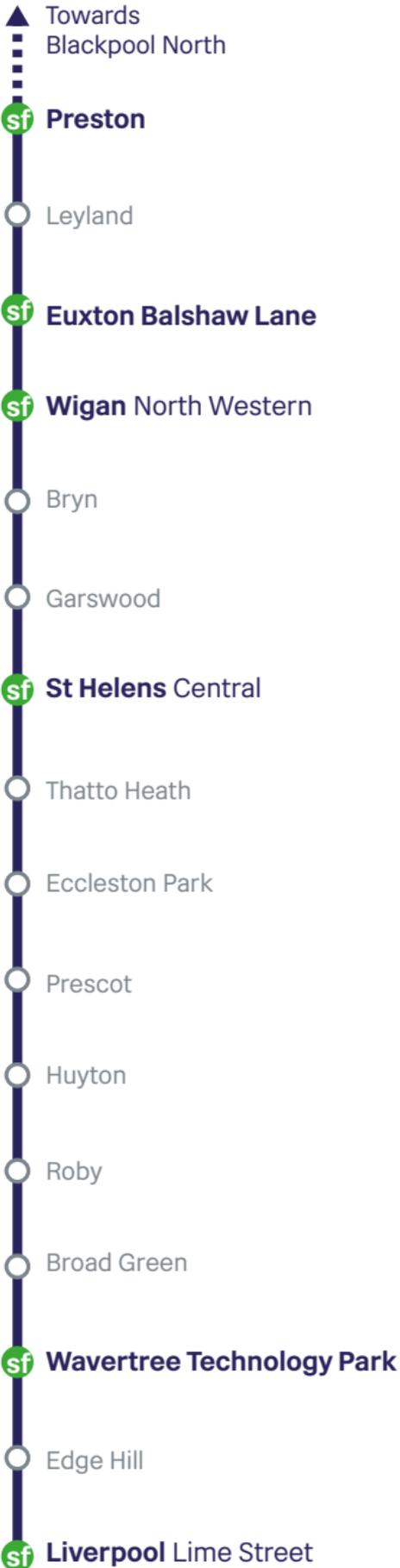
# Liverpool to Widnes, Warrington & Manchester (stopping services)



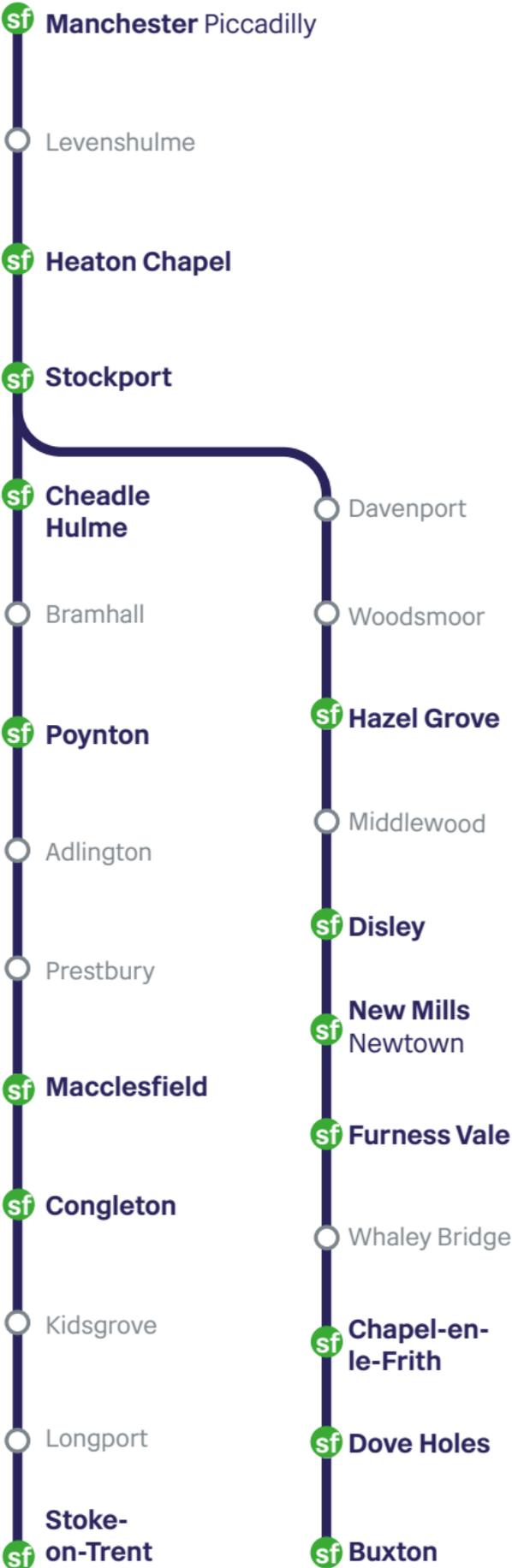
# Chester/Liverpool to Newton-le-Willows & Manchester



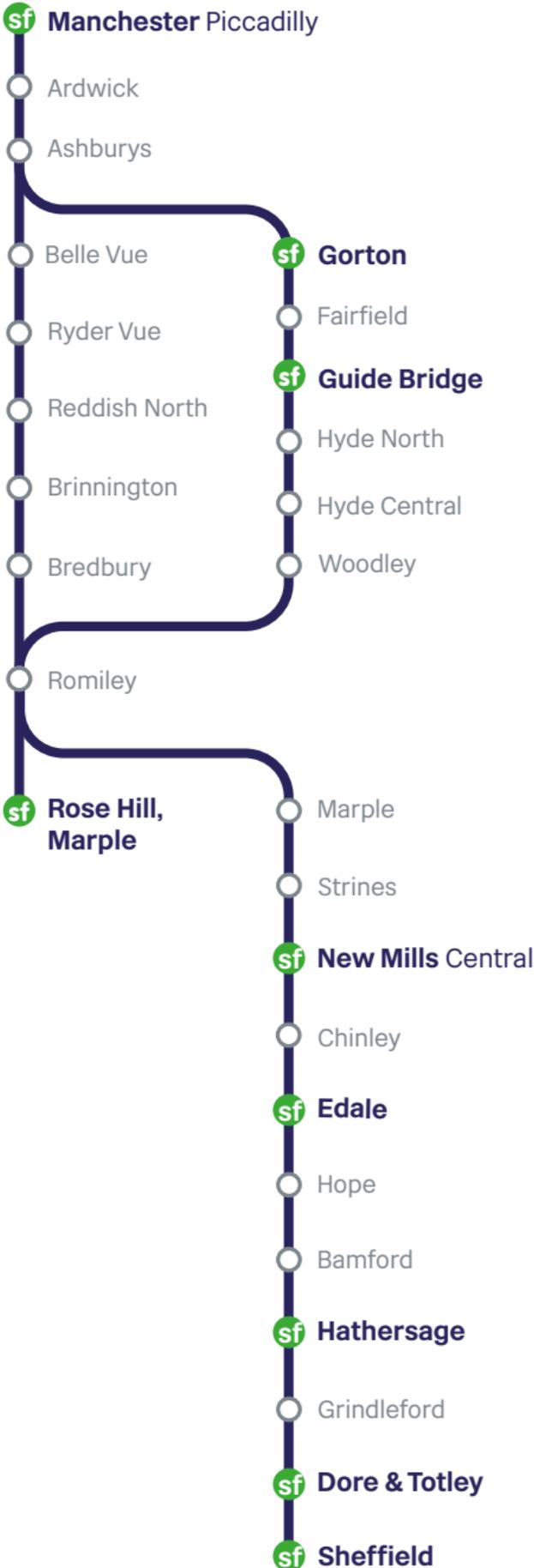
# Preston, Wigan & St. Helens to Liverpool



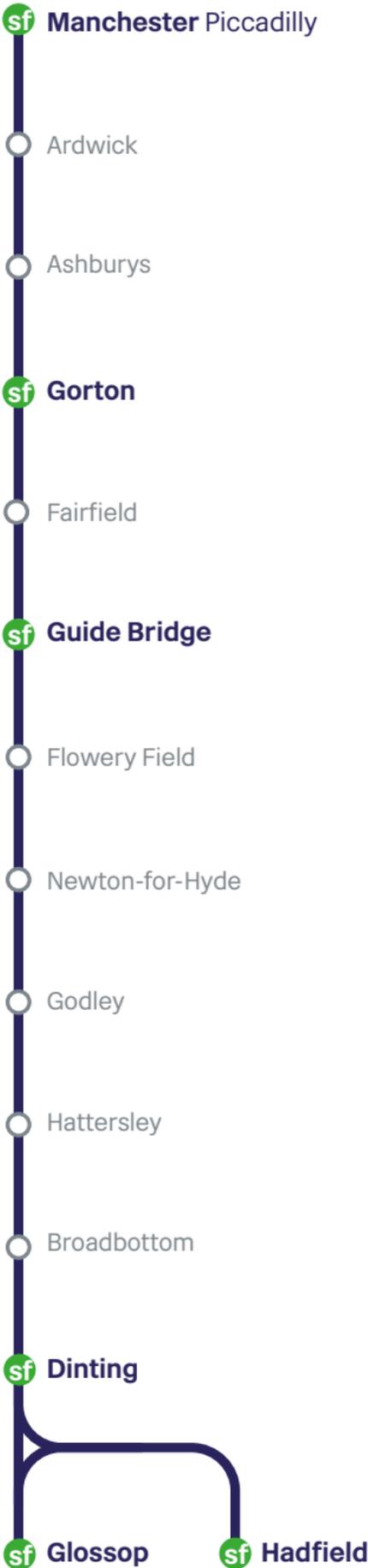
# Manchester & Stockport to Buxton/Stoke-on-Trent



# Manchester to Rose Hill, Marple / Sheffield (The Hope Valley)



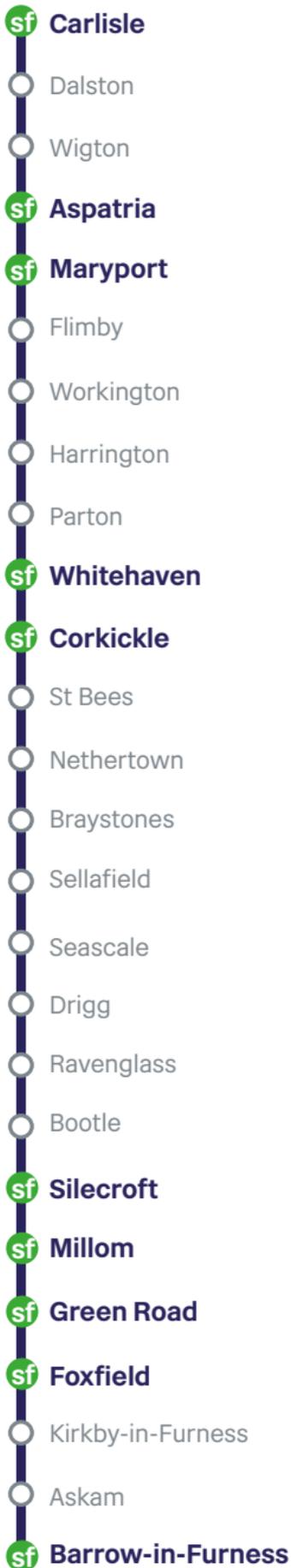
# Manchester & Guide Bridge to Glossop & Hadfield



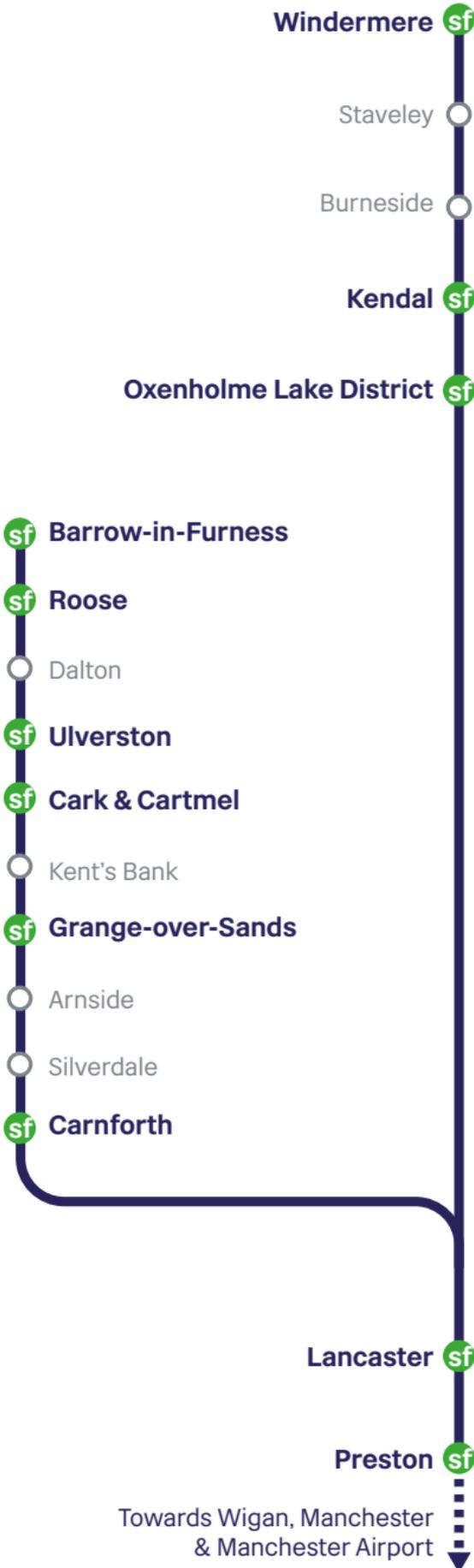
# Manchester & Altrincham to Knutsford & Chester



# Carlisle & Maryport to Whitehaven & Barrow-in-Furness



# Barrow-in-Furness/Windermere to Lancaster & Preston



# Preston to Ormskirk

**sf** Preston

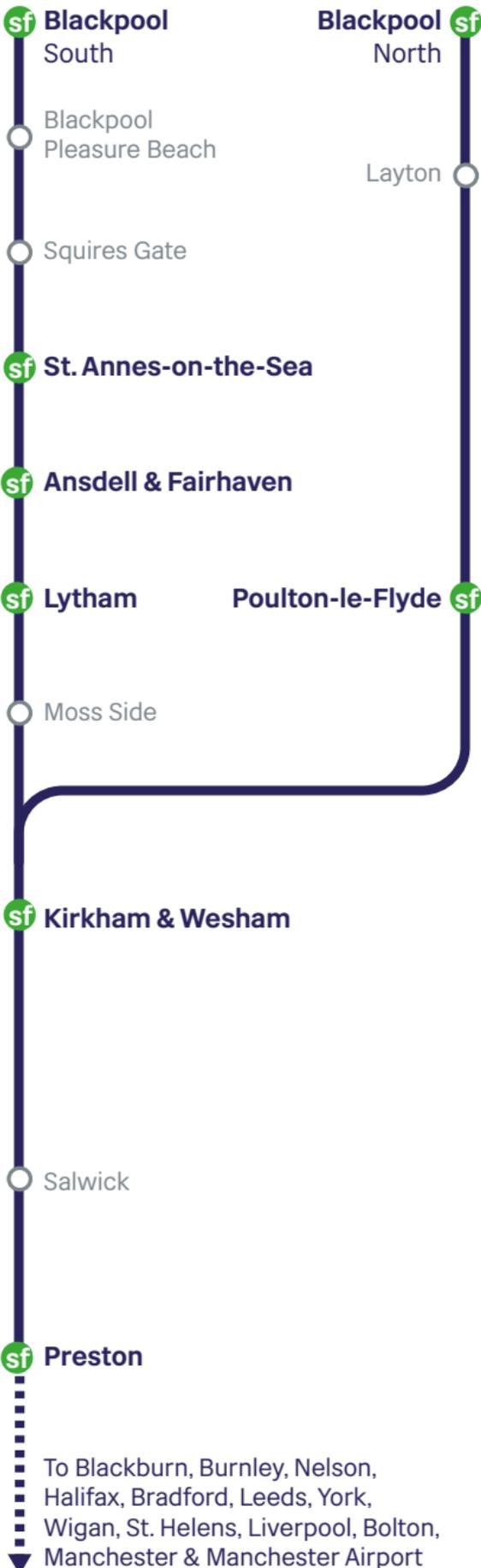
**sf** Croston

○ Rufford

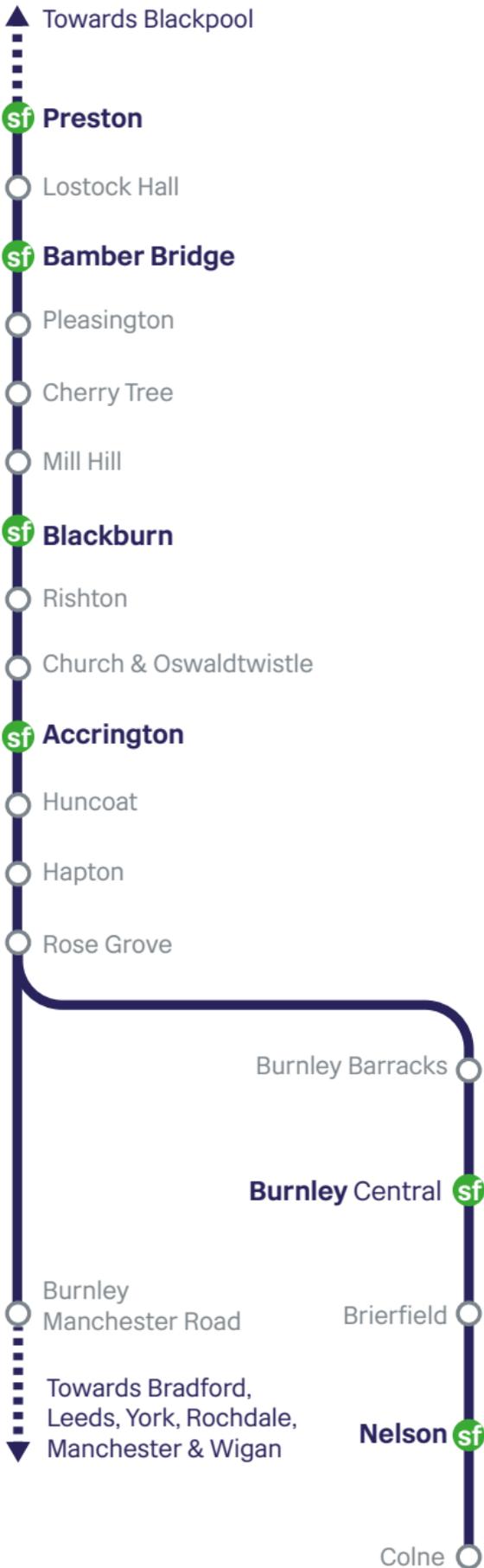
**sf** Burscough Junction

**sf** Ormskirk

# Blackpool North/Blackpool South to Preston



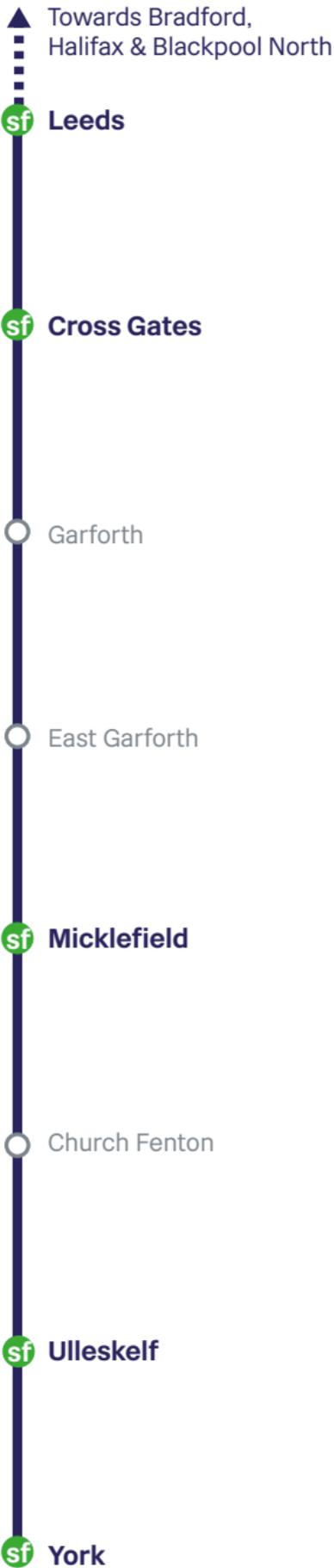
# Preston to Blackburn, Accrington, Burnley, Nelson & Colne



# Leeds & Bradford to Hebden Bridge, Rochdale & Manchester



# Leeds & Garforth to York



# York to Harrogate & Leeds

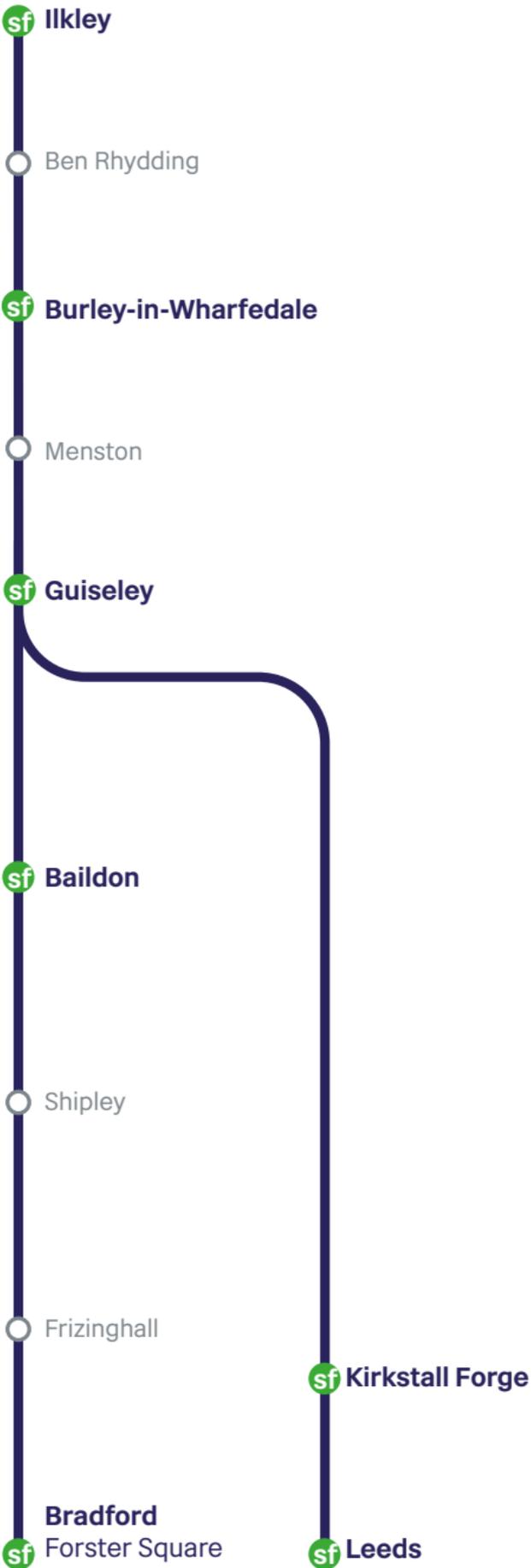


# Leeds/Bradford Forster Square & Shipley to Keighley & Skipton

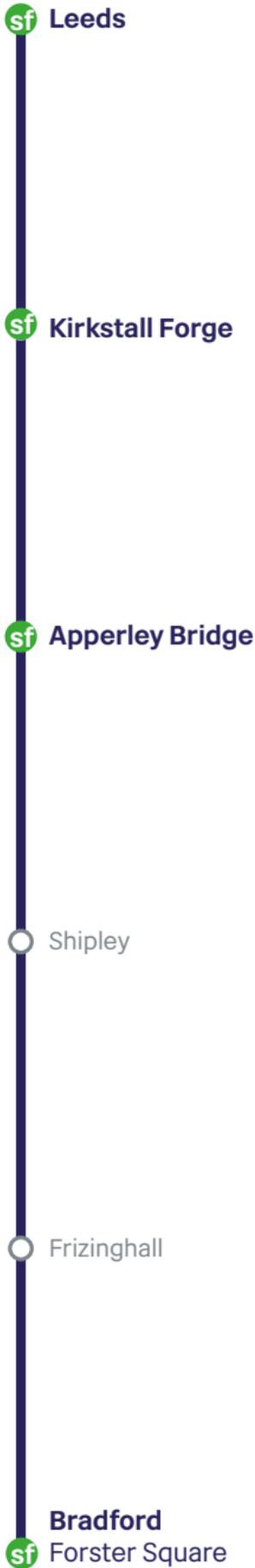


Services with the **destination of Carlisle or Morecambe** are not part scooter scheme. Only scooters that can be fully folded or dismantled can travel on these trains.

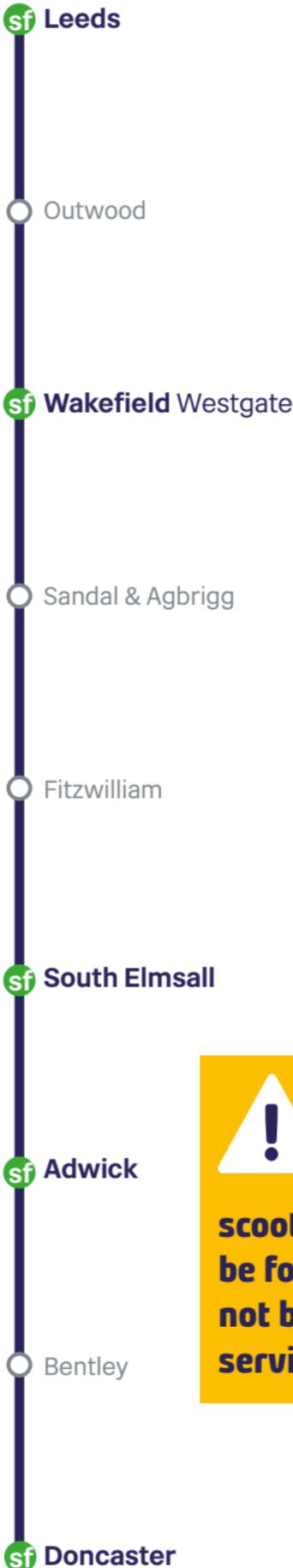
# Leeds/Bradford Forster Square to Guiseley & Ilkley



# Leeds to Bradford Forster Square



# Leeds to Wakefield Westgate & Doncaster



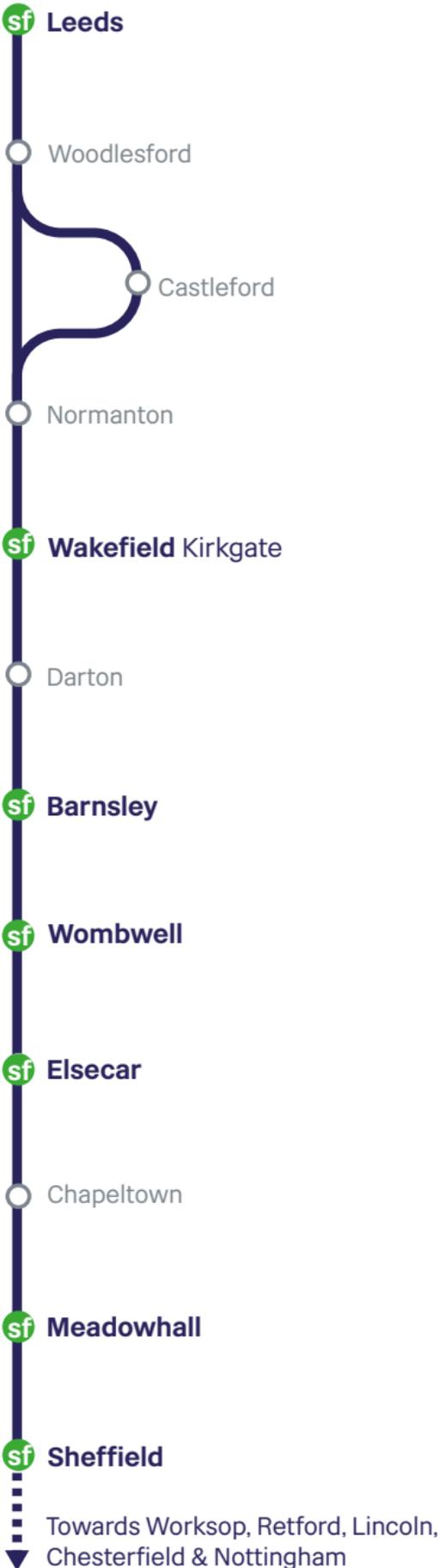
Adwick to  
Sheffield  
services -

**scooters which can not  
be folded down can  
not be taken on these  
services.**

# Huddersfield to Barnsley & Sheffield



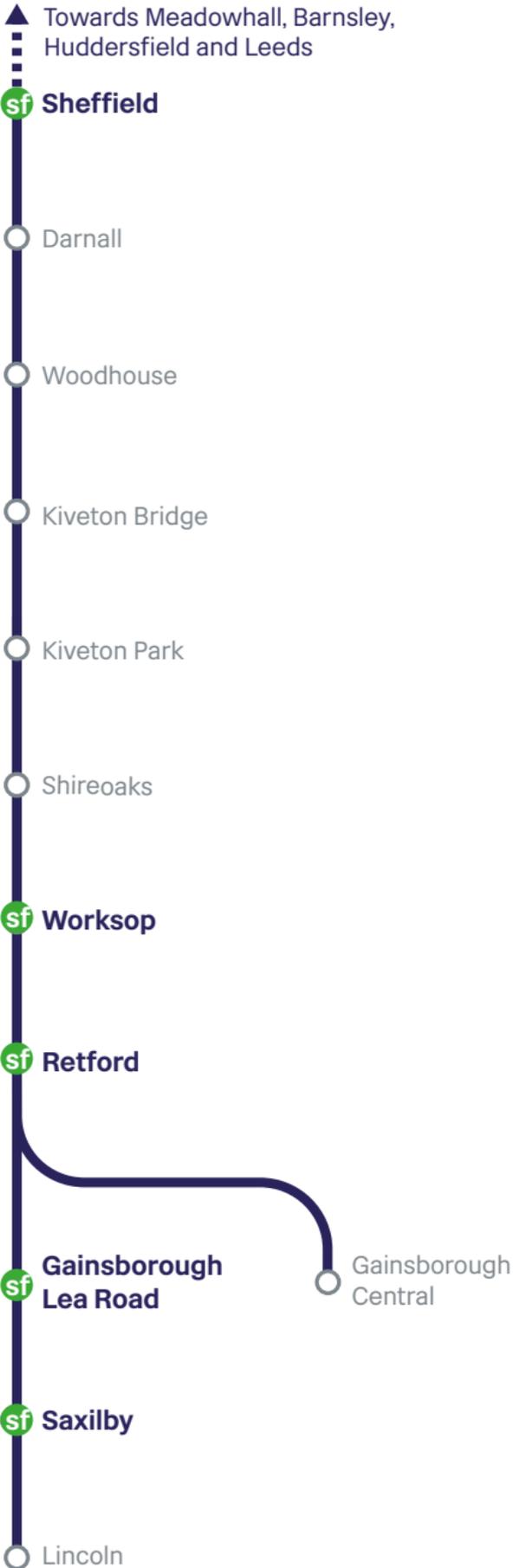
# Leeds & Wakefield Kirkgate to Barnsley & Sheffield



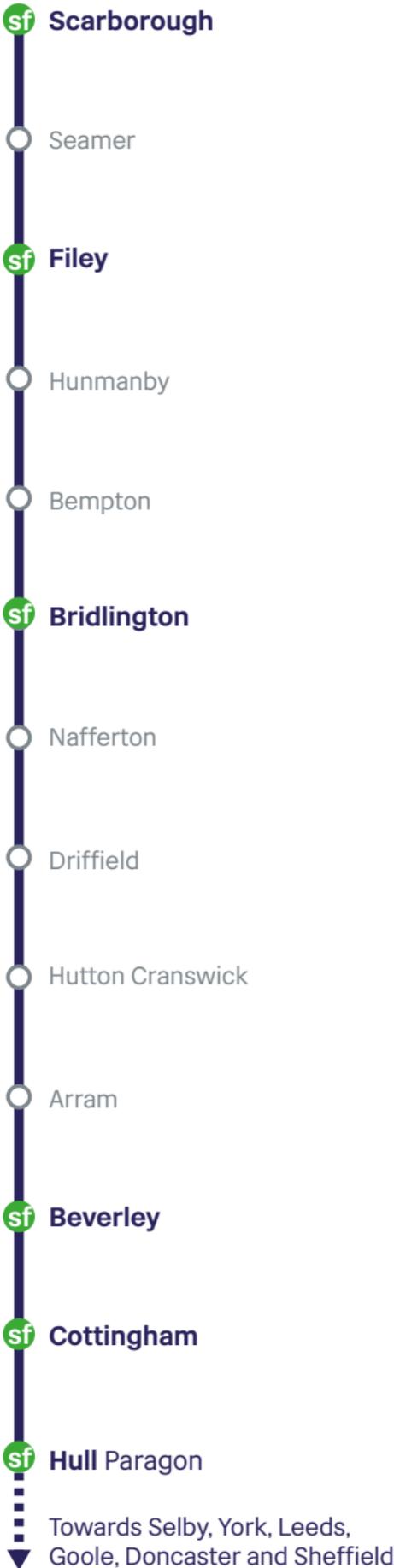
# Sheffield to Chesterfield & Nottingham



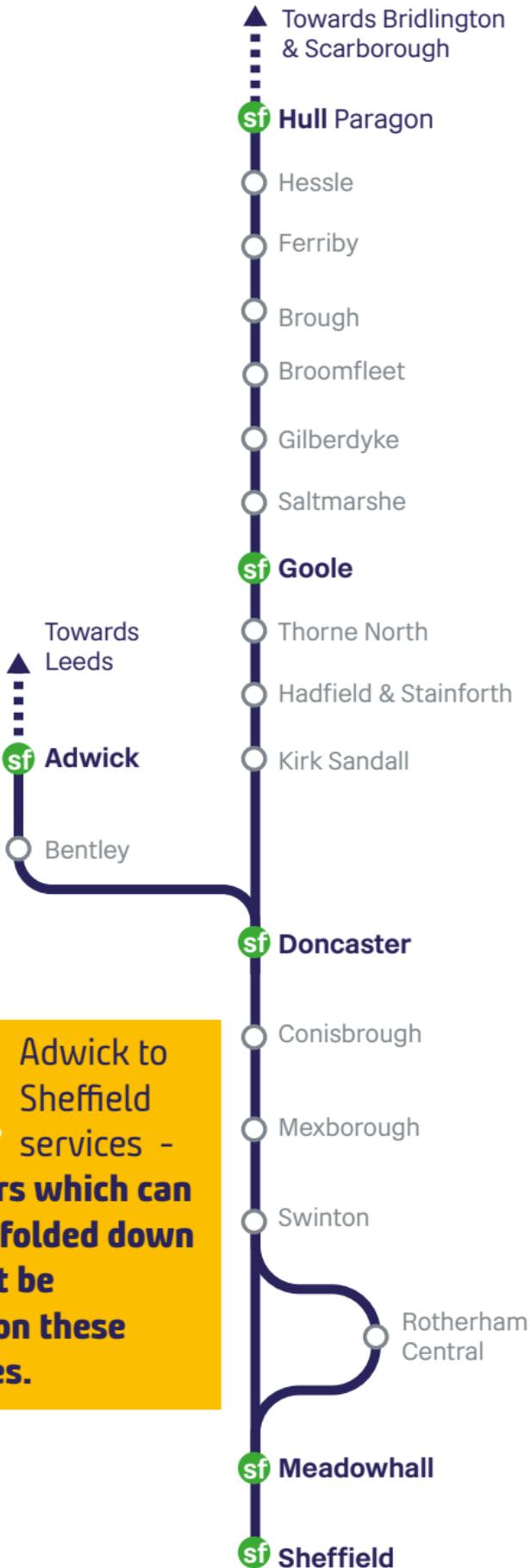
# Sheffield to Worksop, Retford & Lincoln



# Hull to Bridlington & Scarborough



# Hull & Goole to Doncaster and Sheffield



Adwick to Sheffield services -  
**scooters which can not be folded down can not be taken on these services.**

## Your application

Please complete the application form at the rear of the leaflet, and then cut it out, fold in half and glue round the edges. Then put in the post to:

**Assisted Travel Team**  
**Scooter Permit Application**  
**Customer Experience Centre**  
**Freepost NORTHERN RAILWAY**

Alternatively you can complete the application form online, available via the **Assisted Travel section** of **[northernrailway.co.uk](https://www.northernrailway.co.uk)**

Once we have received your application and information relating to your scooter model, we will determine whether it meets the criteria of the mobility scooter permit using manufacturers data sheets.

The permit will be model specific, if you change your scooter you will need to apply for a new permit.

The mobility permit and sticker remains Northern's property at all times. We can withdraw it, and ask you to return it to us, at any time.

## Your personal information

We are committed to protecting your privacy and complying with the Data Protection Act 2018.

The information provided on the application form will be held securely and managed in line with our privacy policy, which you can find online at **[northernrailway.co.uk](https://www.northernrailway.co.uk)**

We require this information in order to issue you with a permit and sticker and we will not use your information for any other purposes.

We apply appropriate administrative, technical and organisational security measures to protect your personal data that is under our control from unauthorised access, collection, use, disclosure, copying, modification or disposal.

The information in this leaflet was correct at the time of printing in July 2022, but may be subject to change without prior notice.

# Northern mobility scooter permit application form

**First name**

**Last name**

**Address**



**Postcode**

**Email address**

**Telephone number**

Would you like to be kept up to date with additional scooter routes that Northern introduces?

**Yes**

**No**

**Make and model of mobility scooter**

**Number of wheels**

**3**

**4**

**Does your mobility scooter have anti-tip wheels at the back?**

**Yes**

**No**

**When riding the scooter, is your combined weight under 300kg/47stone?**

**Yes**

**No**

**northernrailway.co.uk**



## Check times and fares

National Rail Enquiries

**03457 48 49 50**

Textphone 0345 60 50 60

**nationalrail.co.uk**



## Contact us

**0800 200 6060**

Text Relay 18001 0800 200 6060

[northernrailway.co.uk/comments](https://www.northernrailway.co.uk/comments)

[enquiries@northernrailway.co.uk](mailto:enquiries@northernrailway.co.uk)

Customer Experience Centre

Freepost NORTHERN RAILWAY



## Access information & assistance

**0800 138 5560**

Text Relay 18001 0800 138 5560

[assistance@northernrailway.co.uk](mailto:assistance@northernrailway.co.uk)



## Stay social with us

**@northernassist**

for help, advice and travel updates

0600 until 2200, 7 days a week