

EMR helping teenagers use the rail network

December 7, 2021



East Midlands Railway (EMR) has given support to a project helping students understand how to use the rail network – breaking down social isolation and helping provide better access.

The project is run in partnership with the National Citizen Service and the Poacher Line Community Rail Partnership in order to help students who don't speak English as their first language build confidence using stations and accessing the train network.

Fifteen locally-based students toured the Nottingham station and learnt about the process of travelling via rail. This included how to read timetables, buy tickets and find the right platform.

They also had support making the first train trip, to Skegness, enjoying some fish and chips and taking part in beach-based team-building exercises.

As part of their National Citizenship Service programme, the business students also helped complete some artwork in Sleaford based on the town's skyline and RAF heritage.

Siavash, 18, who was originally from Iran, said: "I found it really useful and I now have the confidence to travel on a train on my own. The trains are more modern than in Iran and less crowded so better to travel

on.”

Razim, 18, originally from Bangladesh, said being guided through the process has made him more confident to use the train in the future. He said: “The tour of the station has made me understand how to travel by train safely, learning how to buy a ticket has made me feel more confident. The trains are a lot faster and comfortable to travel on. I would travel by train in the future.”

Kaye Robinson, community ambassador at EMR, said: “Many of the group have never been on a train before or been to a station, so being a part of a project which helps them to understand how to use the network was very rewarding. Breaking down the barriers which stop people using services such as the railway is so important. We don’t want anyone to feel overwhelmed or intimidated when using the rail network.”

Jo Andrews, Poacher Line CRPO, said: “I’m delighted to be able to work with EMR and National Citizen Service to give a worthwhile experience to these students. The artwork at Seaford will really brighten up a run down area and I’m really pleased the students could help us achieve this.”