

New sign language service launched by TransPennine Express

May 3, 2022



TransPennine Express (TPE) has announced a new scheme designed to make its network more accessible.

Customers at stations across the North of England can now benefit from a new British Sign Language (BSL) interpretation service designed to give additional assistance when travelling on the railway.

The new tool, which is being launched by **TPE** to mark Deaf Awareness Week, will give those who are Deaf or have a hearing impairment access to improved information or assistance when making their journey.

Provided by **Sign Solutions**, The **InterpretersLive!** service provides access to a fully qualified sign language interpreter via a video link. The interpreter will communicate both to the customer and member of station staff, answering any queries whether it's 'what platform is my train leaving from?' or 'how can I find the cheapest ticket to Leeds?'.

Those wishing to use the new tool should ask staff at the booking office to contact a sign language interpreter, with this now available at all 16 of TPE's staffed stations: Brough, Cleethorpes, Dewsbury, Grimsby Town, Huddersfield, Hull Paragon, Malton, Manchester Airport, Middlesbrough, Northallerton,

Scarborough, Scunthorpe, Selby, Stalybridge, Thirsk and Thornaby.

BSL users can also connect to a video interpreter for customer support or to pre-book assistance ahead of making their journey via the **TPE** website, with the service available between 8am and 12am, seven days a week.

Natasha Marsay, accessibility and inclusion manager for **TransPennine Express** said: “We are thrilled to be launching this new service for customers during Deaf Awareness Week.

“We are totally committed to making our services as inclusive and accessible as possible and this improvement will make a real difference to anyone that is Deaf or has a hearing impairment. British Sign Language, which is now recognised as an official language, is the first or preferred language for more than 87,000 Deaf people in the UK and the InterpretersLive! service will give people access to enhanced information or assistance when travelling.”

Sophie Kang, business development manager at **Sign Solutions** said: “Sign Solutions are thrilled to be partnering with TPE to launch our video interpreting service InterpretersLive!. TPE is leading the way in making the rail industry accessible for British Sign Language users and enhancing passenger experience for the Deaf community.”

For more information on the new service or to contact an interpreter, customers should head to: tpexpress.co.uk/help/accessibility/interpreterslive