

Northern continues to make rail network more accessible with new facilities at West Yorkshire station

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A derelict building has been restored as Northern continues its work to make the rail network more accessible by providing new facilities at Shipley Station.

Accessible toilets and a new waiting room are now open to the public.

Northern carefully restored a derelict toilet block on platform five to house the new facilities, while keeping its heritage features.

The new toilets, which will be free of charge, have been furnished with high-quality materials and plumbing systems and are fully accessible for all customers.

New automatic doors have also been installed for people with additional mobility needs.

The new waiting room has seating as well as CCTV and a Customer Information System (CIS).

The improvements come as part of Northern's wider programme of transformation across the rail network.

Northern's campaign – A Better Way to Go – highlights the work being done by the train operator to improve every step of the customer journey.

Tony Baxter, Regional Director at Northern, said: "I would like to thank our customers for their patience while improvement works were carried out.

"We are working hard to make sure our stations are safe, accessible and welcoming places for customers and the new toilets and waiting room at Shipley will make a big difference to our customers.

"We are committed to giving people with additional needs the confidence to travel by rail and our A Better Way to Go campaign demonstrates the hard work that has taken place as we continue to transform rail travel in the north."

The campaign, which will be seen in stations, on-trains and online, will also cover improvements such as:

- New fleet made up of 101 trains
- Another 240 trains have been fully refurbished
- Industry leading mobility scooter policy
- Roll-out of more bodycam units for station staff
- Improved CCTV onboard and in stations
- Car park refurbishments
- Platform extensions

As part of the campaign, Northern has launched an online tool allowing people to find out what improvements have been made to their local station. The tool can be found at <https://www.northernrailway.co.uk/better>

Photo credit: Northern