



Department
for Transport



Easy
Read

How disabled people feel about using trains



This is an Easy Read version of ‘Exploring disabled people’s use and experiences of rail in Great Britain’

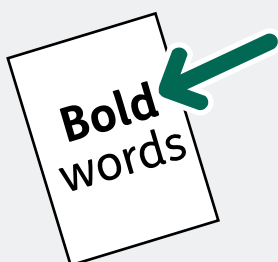
Easy Read



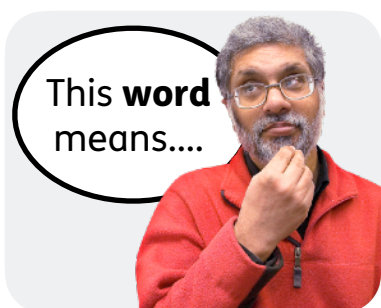
This is an Easy Read version of a report. It may not include all of the information, but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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You can fill in a quick survey to say what you think about this Easy Read booklet:
<https://www.easy-read-online.co.uk/easy-read-feedback-survey>

About this booklet



We are the Department of Transport. We are part of the government of the United Kingdom.



We help people to travel around the country in lots of different ways. This includes trains.



We want to help more disabled people to use trains.



So we have been finding out how disabled people feel about using trains.



This report explains what we found out.

Disabled people



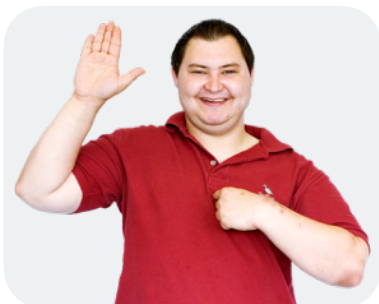
We talk about **disabled people** a lot in this report.

When we talk about disabled people, we mean:



- People who the law says are disabled.

This law is called the **Equality Act 2010**.



- People who say that they have a disability.



- People who have a health condition that affects their life.

Who we asked



We asked people questions about how they used the train.



We spoke to:

- 2000 disabled people who use trains.



- 2000 disabled people who do not use trains.



- 2000 other adults who were not all disabled.



People answered questions over the phone and on the internet.

Using trains



Disabled people are a lot less likely to use trains than non-disabled people.



And not as many disabled people use trains now compared to 5 years ago.



Some disabled people have disabilities or health conditions that make it harder for them to get around.



These people use trains much less than other disabled people, like people who are Deaf or have trouble remembering things.



Disabled people who use trains usually use them the same amount as non-disabled people.



But many disabled people who use trains would like to use them more often.



Many disabled people who use trains would like to use them more often.



So we need to think about changes to help them travel by train.

What disabled people think about trains



Most disabled people who use trains think that trains are:

- Fast.



- Safe.



- **Accessible** – this means that they are easy for everyone to use.



But many disabled people think that trains are too expensive.



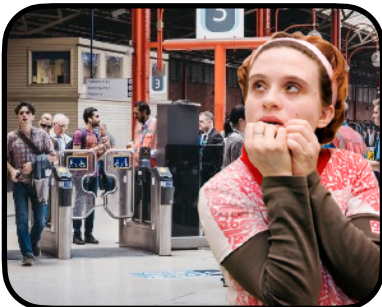
Most disabled people said that the cost makes them much less likely to use trains.



Disabled people who do not use trains agree that trains are fast.



But they do not agree that they are safe and accessible.



Many disabled people do not think that they can get around stations and platforms.



Many disabled people who take the train also feel worried or stressed about it.



Many disabled people said that they were worried about trains being late or cancelled.



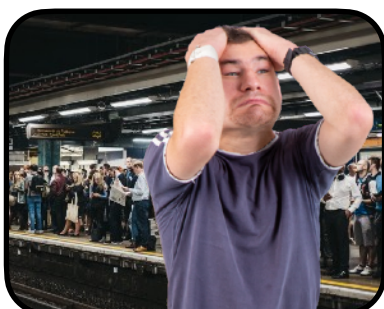
When a train is cancelled, train companies help people to travel in other ways, like on buses.



But people told us that these other ways are not always accessible.



Some people's brains work a bit differently.



Many of these people said that they find it hard to be in stations and on trains. For example, due to bright lights, loud noises or other passengers.



It is important that train staff understand what disabled people need.



Some disabled people said that staff had been unhelpful in the past.



This made it less likely that they would use trains again in the future.

What we could do differently



Many disabled people said that they would use trains more if they were cheaper.

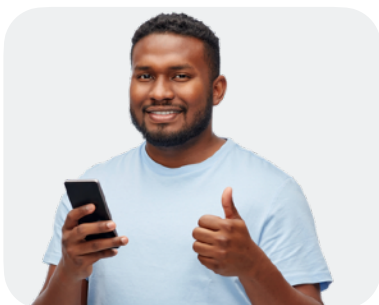
We can also help more disabled people to travel by train if we have:



- More accessible toilets for people to use.



- Better information that is easy for people to understand.



- Ways for people to call someone to ask for help.



People with different disabilities and health conditions asked for different things.



For example, some people wanted quiet spaces in stations, where they could go to relax.

Passenger Assist

Passenger Assist is a service that helps people to travel by train. Passenger Assist can:



- Help you to get around stations.



- Help you to get on or off the train.



- Bring a ramp on or off your train.



- Carry your bags.



Many disabled people use Passenger Assist.



Many disabled people get help from Passenger Assist by booking it first.



But you can get support from Passenger Assist without booking it first.



Not many disabled people knew about this.



You can find out more on the Passenger Assist website:
<https://www.nationalrail.co.uk/help-and-assistance/passenger-assist/>

Disabled Persons Railcard



A **Disabled Persons Railcard** is a card which makes it cheaper to travel by train.



If you have this card, you and an adult travelling with you both get money off the cost of your ticket.



Most disabled people know about this.



But many people who could get a Disabled Persons Railcard do not have one.



You can find out more about the Disabled Persons Railcard on their website:
www.disabledpersons-railcard.co.uk/

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