



West Midlands Railway

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Major lift improvement scheme to begin at The Hawthorns station

Passengers are being advised about work starting next month to replace lifts at The Hawthorns railway station.

The much-needed work will make step-free access more reliable to both station platforms.

Work will start on Tuesday 1 December and take place until Monday 15 March 2021.

Both lifts will be improved at the same time.

For passengers this means:

- No step free access will be available at the Hawthorns station between Tuesday 1 December and Monday 15 March.
- Anyone who needs step-free access to trains or tram should book assisted travel
- Where possible West Midlands Railway passengers are advised to travel to Smethwick Galton Bridge, which will retain full step-free access throughout the work

Tom Wadsworth, senior asset engineer for buildings at Network Rail, said:

“The lifts at The Hawthorns haven’t been replaced since the rail station was opened in 1995, and need to be upgraded to improve reliability for passengers.

“We understand the lift upgrade at The Hawthorns will be disruptive for passengers and we are working closely with station operators to make everyone’s journey as easy as it can be during the work.

“We thank passengers for their patience while we make these vital improvements for rail and tram passengers in the West Midlands.”

Brenda Lawrence, head of stations for West Midlands Railway, said:

“Making the railway accessible for all is our priority and these vital lift improvements will make a huge difference to our customers using The Hawthorns.

“I would like to thank passengers for their patience during the work and encourage them to plan ahead to ensure a smooth journey. Any customers requiring assistance while travelling can book help in advance via our website or phone line.”

Carl Williams, director of operations at West Midlands Metro, said:

“When complete, these upgrades to the lifts will improve reliability and provide easier access for many of our customers. We should like to thank them in advance for their patience while this essential work is carried out.”

Passengers are being advised to allow extra time for their journeys and to plan ahead on the National Rail Enquiries journey planner at www.nationalrail.co.uk

For more advice on assisted travel visit www.wmr.uk/assistance or call West Midlands Railway on 0800 024 8998.

About West Midlands Trains

For further information on this release, call our press office on 03300 955150 or email press.office@wmtrains.co.uk

West Midlands Trains operates both West Midlands Railway and London Northwestern Railway services.

- **London Northwestern Railway** services operate between Liverpool and Birmingham, and on the West Coast Main Line to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street and Birmingham Snow Hill.

For more information on these services visit westmidlandsrailway.co.uk or londonnorthwesternrailway.co.uk

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