



LNR assistance card

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London Northwestern Railway reaffirms support for neurodiverse passengers

London Northwestern Railway (LNR) is raising awareness of support options for neurodiverse passengers as part of Neurodiversity Celebration Week (16 – 20 March).

Following the positive reception of LNR's sensory packs which launched last summer, the train operator is restocking stations with the free bags. Available on request from ticket offices, each pack contains foam ear plugs, sunglasses, fidget toys and a stress ball to support neurodiverse customers in managing sensory overload while travelling.

Journey planner notepads are also being rolled out to stations across LNR's network following a successful trial earlier this year. Recognising that some passengers prefer information to be written down on paper, ticket office staff can use the notepads to write down journey plans. Each page features useful information such as how to book passenger assistance, customer relations contact details and social media handles.

For customers who need support communicating, Travel Assistance Cards are free to request from stations or order from LNR's website. The cards are available in a range of different phrases, such as "I need help buying a ticket" and "Please be patient, I have a disability."

Javeriah Abbas, passenger assistance delivery manager at LNR, said: "Making the railway accessible for everyone is a key priority for us. We recognise that railway stations can be a difficult environment for neurodiverse passengers, so this Neurodiversity Celebration Week, we want to raise awareness of the options available to help manage sensory overload and support communication. Our colleagues receive accessibility training, so passengers can feel confident asking staff for support while travelling with us."

For more information about accessible travel, visit:

<https://www.londonnorthwesternrailway.co.uk/travel-information/accessible-travel>

About London Northwestern Railway and West Midlands Railway

For further information on this release, email press.office@wmtrains.co.uk

- **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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