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West Midlands Railway helping disabled passengers travel with confidence

Passengers with hidden disabilities can travel with confidence on West Midlands Railway – with the help of a sunflower.

From Saturday (Aug 1), the Government is lifting the requirement for people in higher risk groups from coronavirus to shield. This change is expected to lead to increased numbers of people with disabilities considering using train services across the region.

The Sunflower scheme is a way in which passengers with non-visible

disabilities can discreetly let others know they may need extra time or assistance on their journey.

The symbol is recognised across the UK rail industry and West Midlands Railway customers can pick up their free sunflower lanyard from staffed ticket offices across the network.

Rebecca Preece, transport and accessibility manager for West Midlands Railway, said:

"Making sure the railway is accessible for everyone is a priority for us and the Sunflower scheme is a great way of giving passengers extra confidence and reassurance should they need it.

"We know some of our customers may not have travelled for some time which is why we are doing all we can to help as we welcome people back onto the trains.

"As well as the lanyard scheme our Passenger Assistance service remains in operation – visit www.wmr.uk/assistance to book free help on your journey."

For more information on the Hidden Disabilities Sunflower scheme, click [here](#).

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.

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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

The West Midlands Trains franchise started on 10 December 2017 and will run until 2025/26.

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