

## Birmingham New Street

### Station Guide



Information for older and  
disabled passengers.

Including  
accessible  
facilities and  
passenger  
assistance  
services.



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# Introduction



## Welcome to Birmingham New Street station.

This leaflet sets out:

- The help that is available at the station for older and disabled passengers and how to get it.
- The facilities available in and around the station.

We work in collaboration with all relevant parties, including our train operators, to meet the standards outlined in this guide and commit to continuously improve our services and facilities for older and disabled passengers.



# Station overview



## Who does what at our station

Network Rail manages the station, provides assistance to passengers and maintains facilities including toilets and accessible features such as Changing Places, lifts and escalators.

Our train operators sell tickets to passengers and provide the train services.



## Station operating hours

Day	Time
Monday to Friday	04:30 – 02:00
Saturday	04:30 – 00:30
Sunday	08:00 – 02:00



## Train operators at our station are:



**Avanti West Coast** – intercity trains between London, the Midlands, north-west England, north Wales, and Scotland.



**Cross Country Trains** – long distance services across the whole country from cities in Scotland all the way to the south and Cornish coasts.



**London Northwestern Railway** – trains between London, the Midlands and north-west England.



**Transport for Wales** – trains between the Midlands, Shropshire and the central Welsh coast.



**West Midlands Trains** – trains to the vast majority of destinations within the West Midlands.

# Station access



## Step-free access

**Step-free access to the main station is via –**

- North West and Northern entrances on Stephenson Street and Navigation Street
- Hill Street via the Drop and Go vehicle access and the accessible ramp and lifts
- Southern entrance via the lift at the junction of Station Street and Hill Street
- Smallbrook Queensway via the entrance for Thousand Trades Square



## Step-free access to platforms

**Note:** We do recommend that wheelchair users and others who are unfamiliar with the station seek assistance from a member of our team.

Platforms 1 – 12 A & B and Platform 4C –

Our platforms are sub surface and can be accessed via lifts, stairs and escalators.

Our platforms are split into A & B ends with the bay platform of platform 4C, so it may take a little time to reach your train or access our main concourse on arrival therefore you may wish to seek support from one of our station team, to get you where you need to go on time.

## Lift access to all floors

There are lifts to all platforms and in addition there are also lifts into Grand Central shopping centre situated in the North West corner and the South East corners of the station.

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## Step-free classification

Under the industry step-free classification system, Birmingham New Street is a category B1 station – this means the station has a degree of step-free access to the platforms, which may be in both directions or in one direction only.

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## Tactile paving/panels

Tactile paving/panels are used to help passengers with visual impairments to detect the platform edges at our stations. These are comprised of bumps that are detectable with a walking cane, by guide dogs and/or felt underfoot.

All of our platforms in Birmingham New Street are fitted with tactile paving/panels.

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## Arriving by car

Our pick-up and drop-off point is accessed:

- In the “Drop and Go” off of Hill Street (postcode B5 4AH)

## Parking

The short stay car park is located at the end of the drop and go facility, off Hill Street, and has 39 spaces.

In the drop and go facility we have four designated blue badge bays for parking.

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## Taxis

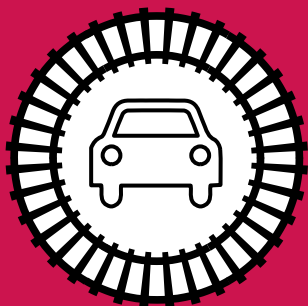
We have an accessible taxi rank located at the side of Thousand Trade Square off of Smallbrook Queensway.

Our staff are available when you alight or depart between the hours of 04:30-02:00 each day and will help passengers who need or have booked passenger assistance between the taxi rank and the station.

To access the taxi rank, follow signs from inside the station.

## For information:

The taxi rank is a designated Birmingham City Council taxi rank operating black cabs, all of which are wheelchair accessible. Some of the newer 'black cabs' are also fitted with induction loops and intercoms for hearing aid users.



# Buying a ticket



Ticket Machines are located:

- In our main ticket office which is in the centre of the station behind the main customer information screens
- All other entrances have a minimum of two fast ticket machines just inside each entrance
- The red zone has a small ticket office “fares to pay” between the access points for platforms 6/7B and 8/9B

Our passenger assistance staff can also help you to buy tickets if required.

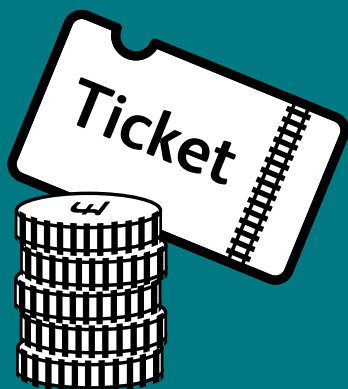


## Ticket office opening hours

Day	Time
Monday – Saturday	05:15 – 23:00
Sunday	08:00 – 23:00

## Ticket vending machine operating times

Machines are available during station operating hours.



# Passenger Assistance



## Passenger Assistance at our station

We offer assistance to older and disabled passengers who need help accessing our facilities and train services.

Our Passenger Assistance team have access to wheelchairs and Passenger Assistance vehicles to help us assist you in and around the station.

**Note:** Wheelchairs are not available for passenger use without the help of one of our team.

### What services are included?

Our Passenger Assistance team can aid with:

- Offering a helping hand to the station.
- Support when boarding, finding a seat, or alighting the train.
- Meeting you from your train and taking you to your next train or the exit.
- Arranging a ramp to assist you on or off your train.
- Assistance relating to a non-visible disability.
- Advising on the accessibility of other stations across the network for your onward journey.
- Carrying your bag(s) – up to three items of luggage as per the National Rail Conditions of Travel.

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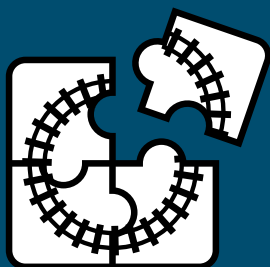
Distances from the concourse to trains can be lengthy at Birmingham New Street so to assist you in a timely and safe manner we would request our passengers to arrive in good time; we recommend arriving 30 minutes prior to departure.

When arriving at the station by train where it is the terminating stop for the train, our aim is to meet you on time. Sometimes it may take us a little longer because we often assist more than one passenger per train, but we have a service commitment to not exceed 5 minutes from arrival and 10 minutes during disruption.

If you arrive at the station much earlier than your planned departure time, you may have to wait for assistance staff to become available.

Birmingham New Street is one of the busiest stations in the country for Passenger Assistance bookings. Because our station is so busy, we do recommend that you book in advance wherever possible.

Pre-booked assistance can be booked up to 2 hours in advance of travel.



## Accessing Passenger Assist services

Assistance for any journey, including journeys with multiple connections using multiple train companies, can be booked in advance, or can be requested on the day from a member of staff.

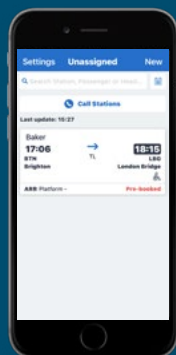
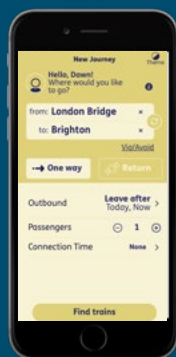
### Booking in advance

There are several ways you can book assistance in advance:

1. **Contact the relevant train operator for your journey via their website.**

2. **Transreport Passenger Assistance App**

You will be able to download the app by searching for “Passenger Assistance” on your app store (iOS/Android). Once found, click ‘Install’ and wait for the app to appear. Send your request to book assistance on the app and this will be sent directly to the train operator, who will arrange assistance for you. We will tell you when your booking is confirmed. Then, all you have to do is book your ticket and you’re on your way.



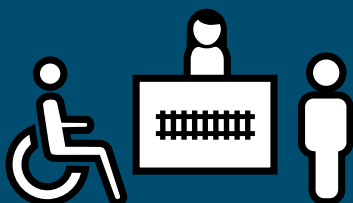
3. Visit the National Rail Enquiries [website](#).
4. Follow the instructions provided via any other train booking service provider.

On the day you can request assistance from any of our team or go directly to our assisted travel lounge where one of our team will help arrange assistance with you.

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## Booked assistance

To book assistance in advance or for help to plan your journey, please contact the train operator you are travelling with (contact details at the back of this leaflet). If you are unsure which train operator you are travelling with, you can call National Rail Enquiries on **0800 022 3720**. They can take your booking request or refer you to the appropriate train operator to make your booking request.



## Tell us about your journey

The booking agent will need to know the following information, so it may be useful to have this to hand when you call:

- The date and time of the service you are planning to travel on.
- Your seat reservation details (if you have one).
- If you are travelling with other people, especially if they also require assistance, at Birmingham New Street our assistance vehicles can only seat three people each.
- If you have any requests such as a preference for being assisted on foot rather than in a buggy, please make this clear to the booking agent.



## **‘Turn up and go’**

As well as booking in advance, you can ask for assistance on the day that you are travelling. For Turn up and go service, passengers are advised to arrive 30 minutes prior to departure.

Assistance services are available at all times the station is open. You may need to wait until staff are available to help, but our policy is to make it happen.

You can ask any member of staff at the station or go to our assisted travel lounge at the times it is open.

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## **Where to go when you arrive at the station**

We have an assisted travel lounge: it can be accessed by heading through the ticket barriers into the ‘red’ zone of the station. It is between the escalators which down to platforms 2/3B and the escalators which lead down to platforms 4/5B.

The assisted travel lounge can be contacted directly on 0121 576 2840.

## Assisted travel lounge opening hours:

Day	Time
Monday – Saturday	07:00 – 21:00
Sunday	09:00 – 19:00

Our assistance lounge can help you:

- Check-in for assistance you have booked
- Make a ‘turn up and go’ request for assistance

There is a comfortable seating/waiting area exclusively for our passengers, marked as priority seating. This area is air conditioned for your comfort.

Outside of these times, passenger assistance services are still available, by speaking to a member of staff on the concourse.

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## Replacement transport

In some circumstances, alternative accessible transport might be offered **during planned works or times of disruption.**

We will work with your train operator to help you make your journey, this may include the train operator arranging alternative accessible transport where appropriate.

## Interchanging

This section explains how you can change from one mode of transport to another and how to navigate within the station.

Birmingham New Street is a complex station with many interfaces with other transport modes and leisure destinations. We work as one team to make your journey as smooth as possible.

When arriving at the station by train, and it is the terminating stop, our aim is to meet you on time. Sometimes it may take us a little longer because we often assist more than one passenger per train, but we have a service commitment to not exceed 5 minutes from arrival, or 10 minutes during times of disruption.

If you arrive at the station much earlier than your planned departure time, you may have to wait for assistance staff to become available.

Please note that we can only provide assistance on the station premises and to/from Birmingham Moor Street station.

Birmingham Moor Street is approximately a five-minute level walk from Birmingham New Street.



## Interchanging continued

Birmingham Snow Hill is approximately 10 minutes' walk and has some steep gradients along the route.

Midland Metro services to Wolverhampton and Broad Street (more routes are currently under construction) can be caught at the station immediately outside the North exit on Stephenson Street.

Most buses to other parts of the city leave from Colmore Row, which is a 5 minute walk from the Stephenson Street exit.

If you need information on how to change to another mode of transport at the station, please speak to a member of the team in the station.

## Using the station at busier times

Birmingham New Street is one of the busiest stations in the UK and there are times when the station can become congested. Our station teams manage passenger flow during busier times.

Off-peak times are when the station is least busy – these are normally during the week after 0930 in the morning and 1900 in the evening. At the busier times we would recommend you book assistance wherever possible.



# If things do not go as planned

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## Booked assistance failures

Where your booked assistance has not been provided or does not go as confirmed by the operator, passengers can submit a claim for redress to the operator of the train they were travelling on, or due to travel on, when the failure took place. We will provide you information as required to help you.


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## Planned or unplanned disruption

We will tell you about disruption to services by displaying information on our customer information screens and making audio announcements throughout the station.

If you have booked and/or require assistance during times of disruption we would ask that you make yourself known to one of our station colleagues at the assisted travel lounge or the Passenger Assist meeting point who will support you by providing information on your booked service, and will assist with your onward journey including rearranging assistance as necessary.

All information during disruption will be communicated to you including regular delay updates to help you decide on your travel preferences and if required, how to access suitable alternative transport options.



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We will provide access and information on how to claim compensation when you are delayed.

Prior to any long-term refurbishments at our stations we will consult user groups and stakeholders.

We will notify you of any short or long-term refurbishments on our website and National Rail Enquiries to help you plan your journey in advance and when you are in our stations we will provide information prior to and during these refurbishment activities.

We will also keep passengers up to date via our social media platforms:

[@NetworkRailBHM](#) on Twitter.



# Station facilities



## Seating

Seating is located throughout the station including priority seating, which is available at each step-free entrance help point and in various locations within the public concourse as well as each ticketed zone waiting lounge.

Each platform has priority seating areas located in the centre of the platform.



## Toilets

Standard and accessible toilets are located in each zone of the station, once you go through the ticket barriers. Each zone in the station is assigned a colour: Red, Blue and Green (previously Yellow).

There is also a Changing Places facility and accessible toilet located in the south east corner of the station opposite Excess Baggage.

Our accessible toilets are free to use and can be accessed using a Radar key. If you don't have a Radar key of your own, please speak to a member of station staff or one of our cleaning team who will open the facility for you.

All toilets are open during station opening hours.

## Showers including accessible showers

There are currently no customer shower facilities on the station.

## Left luggage

Passengers can leave luggage in our Left Luggage facility which is located in the south east corner of the station just outside the green zone.

If you require assistance to access this facility, please contact one of our station team.

**Left Luggage opening hours:**

Day	Time
Monday to Sunday	08:00 – 21:00

**[Left Luggage Birmingham New Street](http://left-baggage.co.uk)**  
 **[\(left-baggage.co.uk\)](http://left-baggage.co.uk)**



# Customer information screens

We have various customer information screens across the station, that provide train information including train times and platform numbers.

We also provide audio announcements for all our train services and other customer related information.



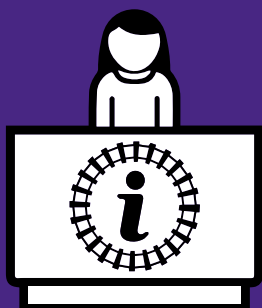
## Information points

There are multiple information points located across the station concourse where our station team and train operator colleagues will be able to help you with information about the station and our services including access to local area, tourist and other transport information.

Staff are available on the concourse during station operating hours.

### Hearing loops

Located at the ticket office and assisted travel lounge and within the waiting areas in each zone.



## Catering and retail

As our retail offering can change regularly, please visit our station website page for up to date information or ask for a station map at the station.

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## More detailed accessibility information

Our website station pages contain all the information on Birmingham New Street station, visit

[Birmingham New Street – Facilities, Shops and Parking Information](#)





# Getting in touch



## If things go wrong

We value and welcome your feedback, so please share your experience with us. You can do so in the following ways:

**At our managed stations:** Employees are trained to help you if you have any questions. Speak to any Network Rail member of staff at one of our managed stations and they will attempt to resolve your query.

**National Helpline: 03457 11 41 41**, open 24 hours a day, seven days a week including bank holidays. If the query can't be resolved immediately, we will log your feedback and look into the matter.

**Online:** [www.networkrail.co.uk/contactus](https://www.networkrail.co.uk/contactus) where you can submit a station complaint form.

You can access frequently asked questions or choose to provide feedback to Network Rail from this link, which is also where you will find our online contact form.

**Live chat:** Our live chat is available from

Day	Time
Monday – Friday	07:00 – 21:00
Saturday – Sunday	08:00 – 20:00

[www.networkrail.co.uk/contactus](https://www.networkrail.co.uk/contactus).

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**Twitter:** [@NetworkRail](https://twitter.com/NetworkRail), we respond to as many queries as we can on Twitter or will help you to log an issue for us to look in to.

**Post:** We have regional community relations teams. If action is required, our central team will pass your query or feedback to the team that works in your area. You can write to us at:

**Network Rail**  
**1 Eversholt Street**  
**London**  
**NW1 2DN**

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## On the day of travel

If you have any questions about your journey prior to accessing the station, please contact the Train Operator you booked assistance with.

**Alternatively you can contact the National Passenger Assist team on 0800 022 3720 who will direct you to the correct person.**

You can follow us on Twitter for updates about the station - [@NetworkRailBHM](https://twitter.com/NetworkRailBHM).

Whilst our Twitter account can offer useful information, it isn't monitored 24 hours a day so for urgent advice we would advise you to contact our **National Helpline on 03457 11 41 41**. We will aim to respond to any messages on Twitter as soon as possible.

## How to escalate a complaint

If you are unhappy with how Network Rail or a train operator has dealt with your complaint you can contact the Rail Ombudsman, which is an independent organisation set up to resolve complaints about the rail industry.

Telephone: 0330 094 0362

Textphone: 0330 094 0363

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

Twitter: [@RailOmbudsman](https://twitter.com/RailOmbudsman)

Website: [www.railombudsman.org](http://www.railombudsman.org)

Post: FREEPOST – RAIL OMBUDSMAN



## How to contact train operators



**Avanti West Coast** – intercity trains between London, the Midlands, north-west England, north Wales, and Scotland.



**Cross Country Trains** – long distance services across the whole country from cities in Scotland all the way to the south and Cornish coasts.



**London Northwestern Railway** – trains between London, the Midlands and north-west England.



**Transport for Wales** – trains between the Midlands, Shropshire and the central Welsh coast.



**West Midlands Trains** – trains to the vast majority of destinations within the West Midlands.

# Further information



## About this guide

You will find a copy of this guide on our website. The guide is also available in alternative formats including large print, audio version and text only versions.



## Our Accessible Travel Policy

Our policy document sets out the commitments Network Rail has made, to ensure older and disabled passengers can use our stations and facilities.

You can find this on our website, or by contacting us using the details in the contact us section.



## Working with train operators

As part of commitment to provide high quality assistance to our passengers we engage regularly with our train operators to review, monitor, and improve our service provision.



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## Our work with disabled people on improving accessibility

Birmingham New Street Accessibility Forum has been set up to consult future changes to the station with our disabled passengers, helping to ensure we build a station fit for all.

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### National Freephone Passenger Assist

Telephone: 0800 022 3720

Textphone/minicom: 0845 60 50 600

Textphone Free SMS Passenger Assist Forwarding Service: 60083 – text your requested journey from your phone and you will receive an instant message with the number you need to dial from your textphone unit.

[www.disabledpersons-railcard.co.uk/travel-assistance/](http://www.disabledpersons-railcard.co.uk/travel-assistance/)



