



# **The SIGBI Railway Station Safety Survey 2025**

**Britain's most extensive passenger-led  
station safety survey**



# Railway Station Safety Survey

## Executive Report

18.5.2026

Prepared by Soroptimist International Great Britain and Ireland (SIGBI)

Survey conducted 2025 | 373 stations across Great Britain | Cross-referenced with Community Rail Partnerships

*Including longitudinal comparison with Safe and Sure (SISEE, 2002)*

## Introduction

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Nearly thirty years ago, a Soroptimist was attacked while travelling on a train in the London area. This incident sparked fellow Soroptimists into action and they embarked on a campaign to investigate the standards of personal safety, particularly for women, when travelling by train.

**Now in 2025 we revisited the investigation to see how far standards of personal safety have improved.**

The original work involved grassroots research into real-life experiences of women passengers, often speaking to station managers and staff, and visiting over-ground stations across Britain.

‘The Future of the Railways’ report was published 25 years ago based on the original findings and was used to lobby the Government into taking action to do more to protect women on public transport. You can read the original written evidence to the House of Commons Transport Select Committee and the original reports in Appendix 2

Naturally we were looking to see how much has improved in almost three decades. As with the original report, we will be sharing this with the railway industry, with recommendations on the changes still required to ensure the safety of women when travelling.

Among the many areas we have been looking at:

- Prominence and visibility of railway staff
- Proximity and signage of emergency help points
- Signage and quality of information
- Accessibility and support for people with disabilities

The stations chosen were down to individual clubs and where members live, so not all areas of the Country have been covered.

Also, some of the larger stations were not accessible without a ticket and some stations were not welcoming to members without one. Smaller stations with limited platforms were easier to access as there were no staff to questions members actions.

Whilst the survey only deals with a small subset of the entire population of Railway Stations (2600) we believe that our 14% can easily be extrapolated to the entire set.

It is easy to see that the Major City Stations are more likely to have 24/7 staffing as the amount of footfall in later hours is still significant and staff will be in Uniform.

We realise that it would not be cost effective for Railway companies to man their 2 platform smaller rural stations, but these are the ones that have caused our members most concern in respect of their safety. Some members tell us that they choose not to use them at certain times of day because of the risks.

*Lindsay Green*

*Programme Director*

*Soroptimist International Great Britain and Ireland*

# 1. Executive Summary

This report presents the findings of a structured passenger safety survey carried out by Soroptimist International Great Britain and Ireland (SIGBI) volunteer members. 373 railway stations in Great Britain were visited during 2025, generating 388 individual survey entries.

This report also includes a longitudinal comparison with the landmark Safe and Sure report published in October 2002 by Soroptimist International of South East England (SISEE), which surveyed 62 stations across South East England — the most directly comparable predecessor to the current survey.

The survey covered approximately 985 platforms across stations ranging from major city termini to small rural halts. Findings reveal genuine strengths in core infrastructure — CCTV and general information provision are near-universal — but expose consistent and serious gaps in staffing, disability access, and safety communications. Crucially, the longitudinal comparison with 2002 shows that on staffing — the single most important safety factor — conditions have deteriorated significantly, not improved

Station data has been cross-referenced with Community Rail Partnership (CRP) information, identifying that 170 surveyed stations are also served by 41 Community Rail Partnerships. The survey examined performance across nine key safety categories, drawing on direct observation and on-site assessment by soroptimist members.

Headline Finding	Result	Assessment
CCTV installed	89%	STRONG
General information board visible	90%	STRONG
Loudspeaker announcements apt and clear	89%	GOOD
Taxi information available	83%	GOOD
BTP contact numbers displayed	69%	MIXED
Emergency Help Points present	72%	MIXED
Timetables visible	73%	MIXED
Disability provisions in place	65%	CONCERN
Staff in visible uniforms	52%	CONCERN
Safe car park route	52%	CONCERN
Safety responsibility notice displayed	44%	POOR
Stations staffed at all times	10%	POOR

# 2. Survey Scope and Methodology

SIGBI club members carried out direct on-site observation surveys at 373 railway stations across England, Scotland, Wales and Northern Ireland during 2025, generating 388 individual survey entries. Each observer completed a standardised 22-question checklist covering nine thematic areas: staffing and accountability, emergency facilities, passenger information, disability access, security, CCTV, onward travel, and general station environment.

Survey data has been cross-referenced with Community Rail Partnership (CRP) records, identifying 170 surveyed stations served by 41 CRPs. Stations ranged from major interchanges (Bristol Temple Meads, Clapham Junction, Crewe) to small unmanned rural halts (Saundersfoot, Silecroft, Wigton). A full station-by-station breakdown is provided in the appendix to this report.

The Safe and Sure report (October 2002), prepared by a Rail Safety Task Force drawn from Soroptimist International clubs in South East England, surveyed 62 stations and included a comparison with a 1997 predecessor survey. That report used an almost identical observation checklist to the current survey, making it the most appropriate baseline for longitudinal comparison. The 2002 report also drew on grass roots surveys of rolling stock and young people's experiences, which are outside the scope of the 2025 survey.

Survey Parameter	Detail
Total stations surveyed (2025)	373
Total survey entries (2025)	388
Total platforms covered (approx. 2025)	985
Stations linked to a Community Rail Partnership	170
Unique Community Rail Partnerships represented	41
Single-platform stations	44
Two-platform stations	245
Three or more platform stations	91
Geographic coverage	England, Scotland, Wales and Northern Ireland
Survey year	2022, 2025
Safe and Sure (2002) stations surveyed	62 (South East England)
Safe and Sure predecessor survey	1997 (34 stations re-surveyed in 2002 for comparison)
Survey instrument	Standardised 22-question on-site checklist (consistent across surveys)

## 3. Detailed Findings by Category

### 3.1 Staffing and Accountability

Staffing is the single most significant and recurring concern in the survey. Only 10% of stations were reported as always staffed passengers are present, while 30% are permanently unstaffed, relying entirely on remote technology for safety. This finding cuts across both CRP and non-CRP stations, though the impact is felt most acutely at rural and community rail stations where staffing has been progressively removed.

The widespread closure of ticket offices, accelerated in recent years, has fundamentally changed the character of the network.

Observer accounts throughout the dataset make clear what these numbers mean in practice.

*"This is an unmanned station, as are most on the line from Shrewsbury to Wolverhampton. The trains stop once or maybe twice an hour. At night, although well lit, the small station can be intimidating."* — **Observer, Albrighton**

*"We felt that a lone female getting off the train there, or waiting to get on the train, in an evening, could feel quite intimidated and anxious, especially as it is an unmanned station."* — **Observer, Landywood Great Wyrley**

*"The station is completely unmanned. It is a commuter route to Wolverhampton and Birmingham. Very inadequate safety information."* — **Observer, Shifnal**

Only 44% of stations displayed a prominent notice identifying who is responsible for safety. While 52% had uniformed staff visible during the observation visit, this figure is heavily weighted towards larger stations. The great majority of small and rural stations had no visible staff at any time.

Observers at larger stations frequently praised proactive staff, but this cannot compensate for the systemic absence of staffing across the network.

*"The station manager was very helpful. He volunteered that he sees all the feedback about the station and had not recalled ever having comments about women feeling unsafe."* — **Observer, Bournemouth**

*"The station manager is very helpful, but she is only at the station until 13:00 Monday to Friday. The station is not staffed after that time, nor on a Saturday or Sunday."* — **Observer, Sandling, Kent**

- Only 10% of stations are staffed at all times passengers are present
- 30% of stations are permanently unstaffed
- Evenings and weekends are the highest-risk periods across the network
- Only 44% display a notice clearly identifying who is responsible for station safety

### 3.2 Emergency Facilities and Help Points

Emergency Help Points represent one of the survey's genuine improvement stories. In 2002, at two thirds of stations there was no obvious help point anywhere, and five were clearly not working. In 2025, 72% of stations have a clearly marked help point — a meaningful improvement. However, the character of the failure has shifted rather than disappeared.

In 2025 103 stations, including many that are permanently unstaffed, had none. A persistent problem identified across multiple observer accounts is non-functional help points: at Catford Bridge, both help points were out of action; at Altrincham, the help point had not worked for approximately ten years; at Church Fenton and Ulleskelf phones had been removed without replacement.

*"At two thirds of stations visited there was no obvious help point anywhere, and in five they were obviously not working. Methods of marking were varied and haphazard."* — **Observer, 2002 Safe and Sure Report**

In 2025, the problem is not primarily absence but maintenance failure — a subtler but equally serious issue:

*"The help point had not been functional for approximately ten years."* — **Observer, Altrincham**

*"The only emergency number displayed was to call 999. Despite opening hours showing a ticket office, it was closed. No staff were visible."* — **Observer, Pewsey, Wiltshire**

*"The payphone has been removed. There is a clearly displayed certificate for the Secure Stations Scheme which is currently valid until September 2027."* — **Observer, Hexham**

*"I really feel that CCTV cameras should be installed inside the station and an emergency phone number in case of emergency."* — **Observer, Chepstow**

*"Help points exist, but in an emergency, you would be flustered. Personal access to a person would be better. Access points cannot help you — better to have a person." — Observer, Sunningdale*

- Improved: 72% have a help point in 2025 vs. only one third in 2002— but in 2025 103 have none
- Multiple help points reported as non-functional or with phones removed
- Defibrillators noted positively at a number of stations
- The 2002 call for daily checks at unstaffed stations has never been mandated

### 3.3 Passenger Information and Communication

General information provision has improved substantially since 2002. At that time, information was characterised as 'incoherently presented', with poor categorisation and commercial advertising given precedence. By 2025, 90% of stations have a visible general information board and timetables were visible at 73% of stations — the survey's strongest positive finding.

However, the 2025 survey identifies a new and arguably more serious problem that did not exist in 2002: the wholesale replacement of printed timetables and information with digital-only formats, QR codes, and app-based systems that exclude older passengers, those without smartphones, and those in areas with poor mobile signal, consistently identified by observers to exclude significant numbers of passengers

*"At almost every station we visited, timetables were clearly displayed. However, in some cases there were problems with location and with size of print." — Observer, 2002 Safe and Sure Report*

*"All info and help relies on passengers having a mobile phone with internet access." — Observer, Bamber Bridge*

*"Most information is available by scanning a QR code. I tried and could not get any reception to make a call or scan the QR code." — Observer, Hinton Admiral*

*"It did strike me that there were no timetables, other than electronic notice boards. The assumption is that everyone has access to a smartphone or has already planned their journey online." — Observer, Southampton Airport Parkway*

British Transport Police (BTP) contact numbers were visible at 69% of stations. Although there was a common misunderstanding that the "See It ,Say it, sorted" 61016 number was just about suspicious luggage. Loudspeaker announcements were rated apt and clear at 89% of stations. 73% had visible timetables — but printed versions are being removed across the network

- QR code-only formats fail where mobile signal is absent
- BTP contact numbers: improved from ~50% to 69% — but 31% still have none
- Information boards: strong improvement (patchy in 2002; 90% in 2025)
- Timetables: new threat — digital-only formats replacing printed information
- CCTV: dramatic improvement in coverage; coordination concerns remain

CCTV provision has seen by far the most striking improvement. In 2002, under one third of stations had visible CCTV; by 2025, 89% are equipped. But the 2002 concern that most CCTV operates as a passive recording device rather than an active deterrent remains as relevant today.

### 3.4 Disability and Accessibility Provisions

Disability provisions were reported at 65% of stations, but observer accounts consistently reveal that 'yes' answers frequently mask significant inadequacies. Step-free access between platforms is absent at a very significant minority of stations, including Stone (Staffordshire), Bingham, Kingham, Sandbach, Cressington, Sundridge Park, Church Fenton, Wigton, and numerous others. The 2002 report did not directly quantify disability provision but raised similar concerns about accessibility and the needs of those with luggage, children, and reduced mobility.

A new concern in 2025 is the interaction between staffing cuts and disability access: ramps that require staff to deploy, lifts that go unrepaired without staff to notice, and Passenger Assist bookings that require advance notice for what were once routine journeys.

*"The only means of entry to the station is onto the down platform. The up platform can only be reached by a footbridge open to the elements, with very steep steps in both directions. There is no alternative." — Observer, Stone, Staffordshire*

*"The only access between the two platforms is a bridge with steps. Only one platform is suitable for wheelchair or disability access to the trains." — Observer, Kingham, Oxfordshire*

*"Access ramp is at a steep gradient. Could get a wheelchair down but not up. Too long, too winding, too steep." — Observer, Canal Street, Renfrewshire*

*"The ticket attendant was expecting a passenger who had requested assistance in advance, and he ran to assist as the train pulled in — but the ramps are chained to a wall and require a staff member to deploy." — Observer, Stratford-upon-Avon*

*"Lift not working so no access for disabled passengers or prams to platform 2." — Observer, St Helens Central*

*"Disabled access only available from one platform. A lift is available on one side but not the other and the platform is accessed by stairs and a ramp." — Observer, Markinch, Fife*

- 65% of stations report disability provisions — quality is highly variable
- Step-free inter-platform access absent at a significant minority of stations
- Ramp deployment requires staff who are frequently absent
- Printed timetable removal and QR-only formats exclude partially sighted passengers
- 2002 concerns about access for elderly, pregnant and mobility-impaired passengers remain unresolved

### 3.5 Security and Personal Safety

Both the 2002 and 2025 surveys identify personal safety — particularly for women travelling alone at night — as the concern that unifies all other findings. In 2002, members feared for their own safety at some unstaffed stations. Young people surveyed in 2002 described frightening incidents and, critically, over 80% modified their subsequent use of rail travel as a result. The 2025 observer accounts carry the same message, 23 years on.

Security provisions of any kind were noted at approximately 55% of stations. At unstaffed stations, security amounts to CCTV (often unmonitored) and a help point. Observer accounts describe situations where lone passengers — particularly women — felt genuinely vulnerable: at Polegate, at Sundridge Park, at Filey.

*"I returned to Polegate station on a Sunday evening at 9:30. There were no staff on duty. I expected taxis but there were none, and no posted contact number. I was unable to use voice recognition to call a local firm. I walked home alone, feeling vulnerable." — Observer, Polegate*

*"It's actually quite a creepy place and, as a single woman, I would not visit after dark." — Observer, Bulwell*

*"I would be reluctant to use the station later in the evening and especially in the dark." — Observer, Aigburth*

*"Would not like to arrive here alone and after dark. Most common notices are best-kept station awards!" — Observer, Nantwich*

*"This station is totally inaccessible for anyone who cannot manage steep metal stairs. One platform has an additional entrance onto an unmade path — a short cut that would make escape difficult if threatened." — Observer, Sundridge Park*

*"Filey station is grim. It is scruffy, dirty, unkempt. No railway staff are on site." — Observer, Filey*

Not all accounts are negative. Several observers noted specific safety innovations.

*"I spotted the Travel Safety Team on the platform — four people in bright purple uniforms. Their job is to travel on trains to ensure safety for both passengers and staff." — Observer, Inverkeithing*

*"White Ribbon posters on display — End Men's Violence Against Women." — Observer, Tile Hill*

*"Large posters promoting Nottinghamshire Police's 'Walk in My Shoes' campaign, asking women to scan a QR code and report why they don't feel safe." — Observer, Nottingham*

- Approximately 55% of stations had any form of visible security provision
- At unstaffed stations, security relies entirely on unmonitored CCTV and help points
- Multiple observer accounts describe genuine personal vulnerability, particularly for women
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The 2002 report also identified a gap in national responsibility — nobody with clear authority to drive system-wide improvements in personal security. In 2025, the Strategic Rail Authority (which the 2002 report nominated as the appropriate leader) has been abolished; national responsibility for passenger safety remains fragmented.

- Personal safety for lone female passengers: a consistent concern across both surveys
- Under-reporting of incidents: a finding in 2002; likely still true in 2025
- National leadership gap: identified in 2002; not resolved in 2025

### 3.6 Safe Onward Travel

Both surveys identify onward travel safety — the moment of leaving the station after dark — as one of the most persistent gaps in passenger safety provision. In 2002, over a quarter of stations had no observable taxi information, and access to a telephone was described as 'a must'. In 2025, taxi information availability has improved to 83%, but the removal of payphones has created a new version of the same problem: information is posted but cannot be acted upon by passengers without mobile phones.

In 2025 A safe waiting area for onward transport was present at 73% of stations. Taxi information was available at 83%,

*"Telephone number shown but no telephone... Poorly lit and isolated. The nearest phone 180 metres away." — Observer, 2002 Safe and Sure Report*

*"One mile to the town centre on an unlit road. Notices are 200 yards from the station on the unlit road. Writing on safety notices is very small and unlit." — Observer, Saundersfoot*

*"Car parking is about a quarter of a mile away in a field that is unlit and on a side country road." — Observer, Botley, Southampton*

*"The station has a car park, but the area is dark and in winter I would personally recommend waiting at the pub over the road." — Observer, Shawford*

"Surprised at how difficult it was to find relevant information for a person feeling unsafe. The lower car park is quite dark at night." — **Observer, Godalming**

Car park safety remains a persistent concern, described in almost identical terms in both surveys.

In 2025 Car park safety was rated positively at only 52% of stations with car parks — a finding that reflects both poor lighting and isolated locations.

- 73% have a safe waiting area for onward transport
- Only 52% of stations with car parks were rated as safe at night
- Several car parks identified as dark, isolated, or requiring passage through unsafe routes
- Taxi info improved (from ~75% to 83%) — but payphone removal creates a new access barrier
- Car park safety: described in 2002 as 'a hazard'; still rated unsafe at 48% of stations in 2025
- The 2002 recommendation for a working telephone at every station is now more urgent, not less

## 4. Longitudinal Comparison: 2002 and 2025

The table below provides a direct comparison of findings across the two surveys. The 2002 Safe and Sure report surveyed 62 stations in South East England; the 2025 SIGBI survey covered 371 stations across Great Britain. While the geographical scope differs, the survey instrument is substantially the same, and the thematic findings are directly comparable.

Colour coding: Amber rows = little or no improvement; Red = deterioration; Green = genuine improvement.

Category	2002 Finding (Safe and Sure, SISEE)	2025 Finding (SIGBI Survey)	Trend	Assessment
<b>Staffing — always present</b>	~1 in 4 wholly unstaffed; most others part-time only	10% staffed at all times; 30% permanently unstaffed	<b>WORSE</b>	Staffing has deteriorated dramatically since 2002. The 2025 survey shows a catastrophic decline — fewer than 1 in 10 stations staffed at all times, and nearly a third permanently unstaffed.
<b>Accountability notice displayed</b>	Under 50% — mandatory information not in observable place	44%	<b>STATIC</b>	No measurable improvement in 23 years despite statutory requirements. The 2002 report called this 'disturbing'; the 2025 data shows the situation is essentially unchanged.
<b>Emergency Help Points present</b>	Two thirds of stations had no obvious help point; 5 clearly not working	72% present — but multiple non-functional	<b>IMPROVED</b>	Genuine improvement in provision, but non-functional help points and removed phones remain a serious concern, echoing 2002 findings almost exactly. The problem has shifted from absence to maintenance failure.
<b>BTP contact numbers displayed</b>	Only ~50% of stations had BTP poster on display	69%	<b>IMPROVED</b>	Meaningful improvement over 23 years, though 31% of stations still lack any visible BTP contact. The 2002 recommendation for BTP numbers on every platform has not been universally implemented.
<b>CCTV installed</b>	Jumped to ~73% by 2002 from under one third in 1997	89%	<b>MUCH IMPROVED</b>	Near-universal by 2025 — a genuine network achievement. However, the 2002 concerns about unmonitored, uncoordinated CCTV (mostly recording rather than actively monitored) remain as relevant today.
<b>CCTV operational signage</b>	Two thirds of CCTV stations had a notice — sometimes just a sticker	90%	<b>MUCH IMPROVED</b>	Strong improvement. The 2002 call for prominent, standardised CCTV notices has been substantially answered.
<b>Timetables visible</b>	At almost every station, timetables clearly displayed (with some location/size issues)	73% — but digital/QR replacement a major concern	<b>MIXED</b>	The 2002 problem of poorly located printed timetables has been partially resolved — but replaced by a new and arguably more serious problem: wholesale removal and replacement with digital-only formats that exclude older and disabled passengers.
<b>General information board</b>	Patchy; poor categorisation; commercial advertising given precedence	90%	<b>IMPROVED</b>	Significant improvement. But the 2002 concern about advertising crowding out passenger information persists across the 2025 dataset.

Category	2002 Finding (Safe and Sure, SISEE)	2025 Finding (SIGBI Survey)	Trend	Assessment
<b>Safe waiting area for onward travel</b>	Two thirds of stations had a safe place to wait	73%	<b>STATIC</b>	<i>No meaningful change in 23 years. The 2002 recommendation for good lighting linked to CCTV has only been partially implemented.</i>
<b>Taxi information / telephone</b>	Over a quarter of stations: no observable taxi number; telephone access patchy	83% have taxi info — but telephone usually absent	<b>MIXED</b>	<i>Taxi information has improved, but payphones have been removed without replacement, making posted numbers useless for passengers without a mobile phone. The 2002 call for a telephone 'however small' at every station is now more urgent than ever.</i>
<b>Car park safety</b>	Car parks 'thought of as a hazard' at some stations; some improved	52% rated as safe at night	<b>STATIC</b>	<i>Car park safety remains a persistent concern. Observer language in 2025 is almost identical to 2002: dark, isolated, unsafe routes. No systemic improvement is evident.</i>

## 5. Full Quantitative Results for 2025

The table below summarises responses across all scored questions from 386 survey entries covering 371 stations.

Question / Indicator	Yes	No	% Yes	Notable
Safety responsibility notice displayed	158	201	44%	44% — majority of stations lack clear accountability notice
Staff in visible uniforms	186	173	52%	52% — most small/rural stations had no visible staff
Stations staffed at all times	40	346	10%	10% — the survey's most serious finding
BTP contact numbers displayed	254	115	69%	69% — 31% with no visible reporting route
Emergency Help Point present	268	103	72%	72% — 103 stations have none
Timetables visible	267	100	73%	73% — QR/digital-only replacement excludes many passengers
General information board visible	342	36	90%	90% — the survey's strongest area
Disability provisions in place	237	126	65%	65% — quality varies widely
Loudspeaker announcements apt and clear	268	33	89%	89% — strong where present
CCTV installed	304	39	89%	89% — near-universal
CCTV signage prominent	335	37	90%	90% — strong compliance
Safe onward waiting area	255	94	73%	73% — generally positive
Taxi info / telephone available	299	63	83%	83% — telephone often absent
Safe car park route	160	144	52%	52% — significant minority unsafe at night

## 6. Good Practice

Several stations demonstrated exemplary practice that the wider network could learn from.

- Liverpool Lime Street, Liverpool Central and Southport (Merseyrail): 24/7 staffing, continuously monitored CCTV, dedicated security patrols, and Safe Station Accreditation.
- Bristol Temple Meads: Outstanding staffing including dedicated disabled assistance staff, BSL information, well-lit waiting rooms, and comprehensive onward travel information.
- Chesterfield: Multiple observers cited best-in-survey signage, step-free access, RNIB maps, lifts, and bus/taxi information.
- Gloucester: Well-staffed, level platform access, lifts, visible BTP office, proactive staff engagement.
- Crewe: Comprehensive help point provision, staff photos displayed, good onward travel information across multiple operators.
- Stourbridge Junction: Long staffing hours, comprehensive disability information, praised as a well-managed hub for a small station.
- Ware (Great Anglia / New River Line CRP): Clean, clear signage, staff with full station visibility, covered car park, and observers reporting they have never felt unsafe.
- Cooden Beach: Observers required to sign in — a proactive example of staff awareness.

Observer accounts highlighted a number of stations where safety, information, and accessibility standards were exceptional. These are shared as benchmarks for the wider network.

- *"Liverpool Lime Street Station operates a well-manned, safe environment for its users."* — **Observer, Liverpool Lime Street**
- *"Overall, we thought the level of information and its availability was good. The station itself was extremely clean and tidy and there was a very good number of staff to make the station feel safe."* — **Observer, Temple Meads (Bristol)**
- *"Of the three stations I visited, Chesterfield was by far the best for clear and visible signage. The small number of staff were easy to see. At approximately 21:15 on a weekday, I felt completely safe."* — **Observer, Chesterfield**
- *"The platforms have level easy access for those with disabilities, with a staircase and lift. It was very busy with plenty of very helpful staff."* — **Observer, Gloucester**
- *"Staff have clear visibility of the whole station area. I've never felt unsafe returning to the station after dark, whether alone or with others."* — **Observer, Ware**
- *"Grand Central Trains have volunteer ambassadors on the platform every Sunday 9:30am–3:30pm. The station manager visits twice a week. The station is undergoing major improvements."* — **Observer, Egglecliffe**
- *"We were asked to sign in, describe what we were doing, and let the staff in the office know when we left."* — **Observer, Cooden Beach**
- *"We try to ensure to all customers that their safety is paramount and we have a Safe Stations Accreditation."* — **Observer, Southport**
- *"The station staff were happy for me to complete the survey but I had to sign the visitors' book and give ID — a reassuring level of awareness."* — **Observer, Hampden Park**

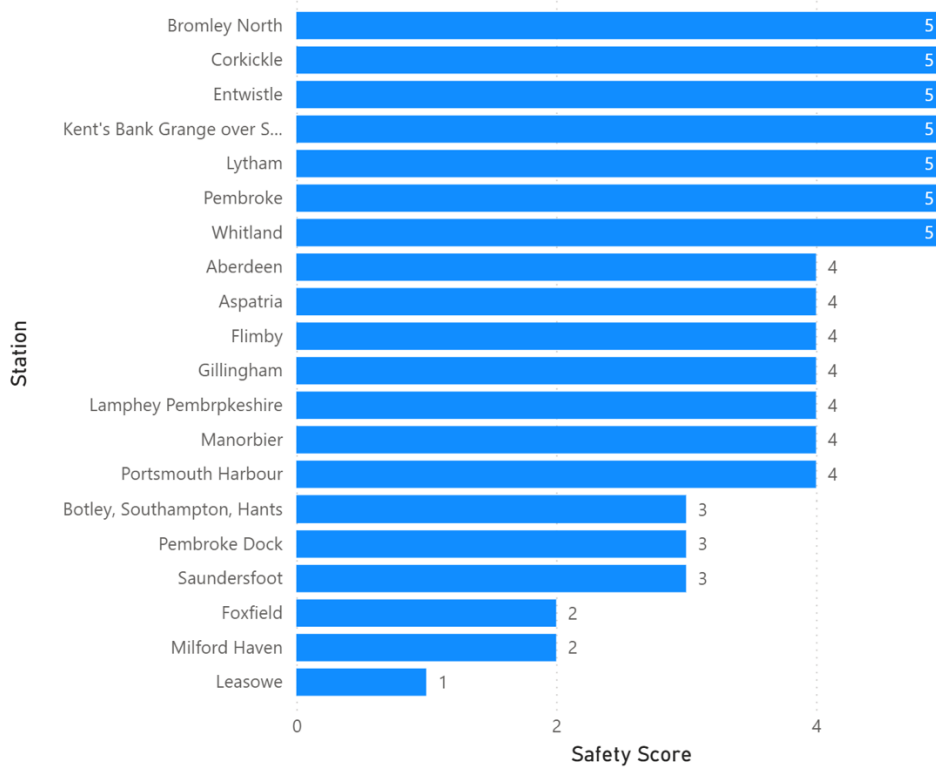
Stations were assigned a Safety Score derived from responses to the 19 survey questions, with a maximum possible score of 19. Most stations scored in the mid-range, between 9 and 16.

### Stations with Highest Safety Scores



However, ~5% of stations received very low scores (below 5), indicating that these locations may require significant improvements to meet safety standards.

### Stations with Least Safety Scores



## 7. Recommendations

Based on evidence from 373 stations in 2025 — and noting that the majority of the recommendations made by Safe and Sure in 2002 have still not been implemented — SIGBI calls on rail operators, Network Rail, the Department for Transport, and the Office of Rail and Road to prioritise the following actions:

#	Area	Recommendation
1	<b>Staffing and Accountability</b>	Require all stations to display a prominent notice identifying the named operator responsible for safety. Review the 30% of stations that are permanently unstaffed during operating hours with particular focus on evening and weekend services. Note: this recommendation was first made in 2002 and has not been implemented.
2	<b>Emergency Help Points</b>	Conduct an immediate network-wide audit of all help points. Establish a mandatory maintenance and testing schedule with public reporting on operational status. Note: the 2002 report called for daily checks at unstaffed stations; 23 years later, non-functional help points remain a documented problem.
3	<b>Unstaffed Evening Safety</b>	Introduce minimum safety standards for unstaffed evening stations: functioning help point, monitored CCTV, adequate lighting, and prominently displayed emergency contact information.
4	<b>Disability and Accessibility</b>	Accelerate step-free inter-platform access programmes. Remove the mandatory pre-booking requirement for Passenger Assist where operationally possible. Address the interaction between staffing cuts and disability provision.
5	<b>Onward Travel and Telephones</b>	Mandate a free-to-use telephone at every station where payphones have been removed. This recommendation was first made in 2002. The removal of payphones without replacement has made the 2002 recommendation more urgent, not less. Taxi information is of limited value without a means to call.
6	<b>Timetable Accessibility</b>	Retain printed timetable information at all stations. QR code and digital-only formats are insufficient as the sole means of access for older, disabled passengers and rural passengers — a new failure not present in 2002.
7	<b>BTP Contact Information</b>	Ensure BTP contact numbers are displayed on every platform at every station, not solely at station entrances. Note: also recommended in 2002.
8	<b>Secure Station Accreditation</b>	Set a clear target for Secure Stations Scheme accreditation and develop an equivalent standard for permanently unstaffed stations. Note: the 2002 report recommended developing a graded range of Secure Stations categories. This has not been systematically implemented.
9	<b>Car Park Safety</b>	Audit station car parks identified as poorly lit or unsafe and apply lighting standards throughout operating hours. Note: car park safety was identified as a concern in 2002; no systemic improvement is evident.
10	<b>National Leadership</b>	The Department for Transport should designate a named body with clear national responsibility and authority for passenger personal safety across the railway system. The 2002 report recommended the Strategic Rail Authority for this role. No successor body has taken it on.

## 8. Conclusion

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The SIGBI Railway Station Safety Survey 2025 is the most extensive passenger-led assessment of station safety conditions ever carried out across the Great Britain rail network. Set alongside the Safe and Sure report of 2002, it provides something more powerful still: a longitudinal picture of whether, over 23 years, the issues identified by Soroptimist women observers have been addressed.

The answer, overall, is: not enough, and in the most critical area — staffing — things have got significantly worse. CCTV has been rolled out almost universally. General information provision has improved. But the 2002 report's core finding — that what passengers most want is staff on the spot and good information — remains as true, and as unmet, as it was when Safe and Sure was published.

The 2002 report noted that responsibility for tackling personal security across the system falls between many stools, and that no central body sees itself in the lead on this basic aspect of passenger safety. In 2025, the Strategic Rail Authority has been abolished; its successor functions are fragmented; and that observation remains as accurate as ever.

The quantitative data tells a clear story of a network with genuine strengths in technology and information provision, but serious and persistent failures in staffing, emergency provision, and physical accessibility. The observer comments add something that numbers alone cannot provide: the human reality of what it feels like to be a lone woman at an unstaffed station at 9:30 on a Sunday evening, or a wheelchair user unable to reach the northbound platform, or a passenger who cannot scan a QR code because there is no mobile signal.

SIGBI will share this report with the Department for Transport, the Office of Rail and Road, relevant train operating companies, Network Rail, and Community Rail Partnerships. We invite engagement on all recommendations and are committed to working with operators and government to achieve a railway network that is genuinely safe and welcoming for all passengers — a commitment that stretches back, within this organisation, more than 28 years.

## Appendix 1: Station-by-Station Survey Data

The table below lists all 373 stations surveyed, combined with Community Rail Partnership data provided from <https://communityrail.org.uk/about-us/map-of-members/> Tick marks (✓ = Yes, ✗ = No, — = Not recorded) indicate survey results for key safety indicators.

*Key: HP = Emergency Help Point | CCTV = CCTV installed | Info = Information board visible | T/T = Timetables visible | DDA = Disability provisions | BTP = BTP contact numbers | Taxi = Taxi info available | C/P = Safe car park route*

*Staffing: Green = Fully staffed | Amber = Partially staffed | Red = Always unstaffed*

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Aberdeen	Scotrail	—	7, soon to be 8	Partially staffed	✗	✗	✓	—	✗	✗	✗	—
Aberdour	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗
Aigburth	Merseyrail	—	2	Fully staffed	✓	✓	✓	✓	✓	✗	—	✗
Ainsdale	Merseyrail	—	2	Fully staffed	✓	✓	✓	✓	✗	✓	✓	✓
Albrighton	West Midlands	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓
Alton	South Western Railway	Hampshire Community Rail Partnership - Wey Valley	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Altrincham (metro/train)	Northern	Mid Cheshire Line Community Rail Partnership	4	Partially staffed	✓	✗	✓	✓	✓	✗	✓	✓
Anniesland	Scotrail	—	3	Partially staffed	✓	✓	✓	✓	✓	✗	✓	—
Arnside, Cumbria	Northern	Community Rail Cumbria	2	Fully staffed	✓	✓	✗	✗	✗	✓	✓	✗
Ash Vale	South Western Railway	—	2	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✗
Ashford International (Domestic side)	Southeastern	Kent Community Rail Partnership	6 in total, 4 in use 2 international mothballed	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Ashkam	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✗	✓	—	—
Aspatria	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✗	✗	✗	—
Bamber Bridge	Northern	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	—
Banbury, Oxfordshire	Chiltern Railways	Oxfordshire Community Rail Partnership	4	Fully staffed	✗	✓	✓	✓	✓	✓	—	✗
Barnstaple & District?	Great Western Railway	Devon and Cornwall Rail Partnership	2 but only 1 in use	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Barnt Green	West Midland Trains	Worcestershire Community Rail Partnership	4	Always unstaffed	✓	✓	✓	✗	✓	✓	✓	✗
Barrhead	Scotrail	—	3	Partially staffed	✓	✓	✓	✗	✗	✗	✓	✗

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Barrhill	Scotrail	South West Scotland Community Rail Partnership	2	Fully staffed	X	—	✓	X	X	✓	X	X
Barrow	Northern	Community Rail Cumbria	3	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓
Basingstoke	South Western Railway	—	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Bat and Ball	Southeastern	Darent Valley Community Rail Partnership	2	Always unstaffed	✓	X	X	✓	X	✓	X	X
Beaconsfield	Chiltern Railways	—	2	Partially staffed	—	✓	✓	✓	X	✓	✓	✓
Beasdale	Scotrail	West Highland Line Community Rail Partnership	1	Partially staffed	X	—	✓	✓	X	X	✓	X
Beckenham Junction	Southeastern	—	4	Partially staffed	✓	✓	X	X	✓	X	—	X
Beeston, Notts	East Midlands Railway	Derwent Valley Line Community Rail Partnership	2	Partially staffed	✓	✓	X	✓	X	✓	X	✓
Bentley	South western	—	2	Partially staffed	✓	✓	✓	—	X	✓	✓	—
Berwick, East Sussex	GTR	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	✓
Bingham	East Midlands Railway	Poacher Line Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	X	✓	X	✓
Bingley	Northern	Leeds-Morecambe Community Rail Partnership	2	Partially staffed	X	✓	✓	✓	✓	X	✓	✓
Bishopbriggs	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	—	✓	✓
Bishopstone	GTR	Southeast Communities Rail Partnership	1	Partially staffed	✓	✓	✓	X	✓	✓	✓	✓
Blackrod	Northern	—	2	Always unstaffed	✓	X	✓	✓	X	✓	X	X
Bloxwich North, Walsall	West Midland Trains	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	—	—
Bodmin Parkway	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Bodorgan	Transport for Wales	—	2	Always unstaffed	✓	✓	✓	✓	X	✓	✓	X
Bolton	Northern	Community Rail Lancashire	2	Fully staffed	X	✓	✓	✓	✓	✓	✓	✓
Bootle	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	X	✓	✓
Borough Green & Wrotham	Southeastern	—	2	Partially staffed	✓	✓	✓	✓	X	X	✓	X
Botley, Southampton, Hants	South Western Railway	—	2	Always unstaffed	X	X	—	X	X	X	X	X
Bournemouth	South Western Railway	—	4	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—
Bourneville	West Midlands Trains	—	2	Partially staffed	✓	X	✓	✓	✓	✓	✓	X

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Bradford Foster Square	Northern	—	4	Fully staffed	X	✓	X	✓	✓	✓	✓	X
Bradford Interchange	Northern	—	4	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓
Branksome, Bournemouth	South Western Railway	—	2	Partially staffed	✓	X	✓	✓	✓	✓	✓	✓
Bridge of Allen	Scotrail	Strathallan Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	✓	X	✓	X
Bristol Parkway	Great Western Railway	—	4	Partially staffed	✓	✓	✓	✓	✓	X	✓	X
Broad Green	Northern	—	2	Partially staffed	✓	✓	✓	✓	X	X	X	X
Bromley Cross	Northern	Community Rail Lancashire	2	Always unstaffed	✓	X	✓	✓	✓	✓	X	✓
Bromley North	Southeastern	—	2	Partially staffed	X	✓	X	X	X	X	X	X
Bromley South	Southeastern	—	4	Partially staffed	X	—	✓	✓	✓	X	✓	X
Bromsgrove	West Midlands Trains	Worcestershire Community Rail Partnership	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Bugle	Great Western Railway	Devon and Cornwall Rail Partnership	1	Always unstaffed	✓	—	✓	✓	✓	✓	X	—
Bulwell	East Midlands Railway	—	1	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓
Burnside - Cumbria	Scotrail	Community Rail Cumbria	1	Partially staffed	✓	✓	✓	✓	X	✓	X	✓
Burnham on Crouch	Greater Anglia	Essex and South Suffolk Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Burtisland	Scotrail	—	2	Partially staffed	X	✓	✓	X	✓	X	X	X
Buxted, E Sussex	GTR	Kent Community Rail Partnership	1	Partially staffed	—	—	✓	✓	—	✓	✓	✓
Camborne	Great Western Railway	—	2	Partially staffed	✓	—	✓	✓	✓	✓	✓	—
Camelon	Scotrail	—	2	Always unstaffed	✓	✓	✓	X	✓	—	✓	X
Cameron Bridge	Scotrail	—	2	Always unstaffed	✓	✓	✓	✓	✓	X	✓	X
Canal St, Renfrewshire	Scotrail	—	1	Always unstaffed	✓	✓	X	X	X	X	X	X
Cannock	West Midlands Trains	—	2	Always unstaffed	✓	✓	X	✓	X	X	✓	—
Canterbury East	Southeastern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓
Canterbury West	Southeastern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓
Cardenden	Scotrail	—	2	Always unstaffed	✓	✓	—	—	✓	✓	✓	X
Cark and Cartmel	Northern	Community Rail Cumbria	2	Partially staffed	X	✓	✓	✓	X	✓	✓	✓
Carlisle	Avanti West Coast	Community Rail Cumbria   Tyne Valley Community Rail Partnership	6	Unknown	—	✓	✓	✓	✓	✓	✓	—

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
		Settle to Carlisle Railway Development Company										
Carlton	East Midlands Railway	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	—
Carmarthen	Transport for Wales	—	2	Fully staffed	✓	✓	✗	✓	✗	✗	✓	—
Catford Bridge-Hayes Line	Southeastern	—	2	Partially staffed	✓	✓	✓	✗	—	✓	✓	✗
Chartham	Southeastern	—	2	Always unstaffed	✓	—	✓	✓	✓	✗	✓	—
Chatham, Kent	Southeastern	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—
Cheltenham Spa	Great Western Railway	Gloucestershire Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓
Chepstow	Transport for Wales	Gloucestershire Community Rail Partnership	2	Partially staffed	✗	✓	✓	✓	—	✗	✓	✗
Chesterfield	East Midlands Railway	—	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Chesterfield & Swalecliffe	Southeastern	—	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✗	✗
Chichester	GTR	Southeast Communities Rail Partnership	2	Fully staffed	✗	✓	✓	✗	✓	✗	✓	✓
Christchurch, Dorset	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—
Church Fenton	Northern	—	4	Always unstaffed	✓	✓	✗	✗	✗	✗	✓	✗
Clandon	South Western Railway	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—
Clapham Junction	Network Rail	—	14	Unknown	✗	✓	✓	✓	✗	✓	✓	✓
Clifton Down, Bristol	Great Western Railway	Sevenside Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✓
Cooden Beach	GTR	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓
Corbridge	Northern	Tyne Valley Community Rail Partnership	2	Always unstaffed	✗	✓	✓	✓	✓	✗	✓	✗
Corkickle	Northern	Community Rail Cumbria	1	Always unstaffed	✗	✗	✗	✓	✗	✗	✓	—
Cowdenbeath	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	✓	—	✗
Cradley Heath, West Midlands	West Midlands Trains	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—
Cressington	Merseyrail	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Crewe	Avanti West Coast	Crewe to Manchester Community Rail Partnership   North Staffordshire Community Rail Partnership	12	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Cupar	Scotrail	—	2	Partially staffed	✓	✓	✗	✓	✓	✗	✓	✗
Cwmbran	Transport for Wales	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Daisy Hill	Northern	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Dalgety Bay	Scotrail	—	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✓	✗
Dalston	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✓	✓	✗	✗
Datchet	South Western Railway	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✓	—	✓	✓	✓
Deptford	Southeastern	—	2	Partially staffed	✗	✓	✓	✗	✓	✓	✓	✗
Didcot	Great Western Railway	Gloucestershire Community Rail Partnership	5	Unknown	✗	✓	✗	✓	✗	✓	✓	✓
Dorchester South	South Western Railway	Purbeck Community Rail Partnership	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—
Dorchester West	Great Western Railway	South Wessex Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	—
Dormans	GTR	Kent Community Rail Partnership	2	Partially staffed	✓	✓	—	✗	✓	✗	✓	✗
Dorrige	Chiltern Railways	Station Group	3	Partially staffed	✓	✓	✗	✗	✗	✗	✓	—
Drigg	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✗	✓	✗	✗
Dronfield	Northern	Station Group	2	Always unstaffed	✓	—	✓	✓	✗	✓	✓	✗
Dunblane	Scotrail	Strathallan Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✗	✓	—
Dunfermline City	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	✓	✗	—
Dunfermline Queen Margaret2	Scotrail	—	2	Always unstaffed	✓	✓	✓	—	✓	✓	✓	✗
Dunton Green	Southeastern	—	2	Always unstaffed	✗	✓	✓	✗	✗	✗	✓	✗
Earlstown	Northern	—	5	Fully staffed	✓	✓	✓	✓	—	✓	✓	✗
East Grinstead	GTR	Kent Community Rail Partnership	2	Partially staffed	✗	✓	✓	✓	✗	✓	✓	✗
Eastbourne	GTR	Kent Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✓
Eastleigh	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	3	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗
Eccleston Park	Northern	—	2	Unknown	✓	✓	—	✗	✓	✓	✗	✗
Effingham	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—
Eggesliffe	South Western Railway	—	2	Partially staffed	✗	✓	✓	✓	✗	✓	✓	—
Elephant & Castle	GTR	—	4	Partially staffed	✓	✓	✓	✗	✓	✓	✗	—

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Emsworth	GTR	—	2	Partially staffed	X	✓	✓	X	✓	✓	✓	—
Entwistle	Northern	Community Rail Lancashire	1 request stop	Always unstaffed	X	—	X	✓	X	X	X	X
Exeter St David's	Great Western Railway	Devon and Cornwall Rail Partnership	6	Unknown	✓	✓	✓	✓	X	✓	✓	✓
Eynsford, Kent	Southeastern	—	2	Partially staffed	✓	✓	✓	X	✓	X	✓	X
Falkirk High	Scotrail	—	—	Unknown	✓	—	✓	✓	✓	X	—	—
Falmouth Docks	Great Western Railway	Devon and Cornwall Rail Partnership	1	Partially staffed	✓	—	✓	✓	X	✓	✓	✓
Fareham	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	4	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓
Farnborough Main	South Western Railway	Station Group	2	Fully staffed	✓	✓	✓	✓	✓	—	✓	—
Farncombe	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	—	✓	✓	—	✓	X	—	—
Farnham	South Western Railway	Hampshire Community Rail Partnership - Wey Valley	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Farnworth Bolton	Northern	—	2	Partially staffed	X	✓	✓	✓	✓	✓	✓	✓
Faversham	Southeastern	—	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—
Filey	Northern	—	2	Always unstaffed	X	X	✓	✓	—	X	✓	✓
Flimby	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	X	✓	X	✓	—	X
Folkestone West	Southeastern	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	✓
Foxfield	Northern	Community Rail Cumbria	—	Always unstaffed	—	—	—	—	—	—	—	✓
Frimley	South Western Railway	—	2	Partially staffed	✓	✓	✓	✓	X	✓	✓	—
Gillingham	Southeastern	Kent Community Rail Partnership	3	Fully staffed	X	✓	X	X	X	X	X	X
Glenrothes with Thornton	Scotrail	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	X
Gloucester	Great Western Railway	Gloucestershire Community Rail Partnership	2 platforms but it is divided into 4 different transit areas	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Glynde, East Sussex	GTR	—	2	Fully staffed	✓	✓	✓	X	✓	✓	✓	X
Godalming	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	X	✓	—	—	—
Gourock	Scotrail	—	3	Fully staffed	✓	✓	✓	X	✓	X	✓	X
Grange over Sands	Northern	Community Rail Cumbria	2	Partially staffed	✓	✓	X	X	X	✓	✓	✓

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Green Road	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	✓	✓	✓
Greenock Central	Scotrail	—	2	Partially staffed	✓	✓	✓	X	✓	X	✓	X
Greenock West	Scotrail	—	2	Partially staffed	✓	✓	✓	X	✓	X	✓	X
Guildford	Network Rail	Southeast Communities Rail Partnership	8	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—
Hall I'th Wood, Bolton	Northern	Community Rail Lancashire	2	Always unstaffed	X	X	✓	✓	X	X	✓	✓
Hampden Park	GTR	—	2	Partially staffed	✓	✓	✓	X	✓	✓	—	✓
Harrington	Northern	Community Rail Cumbria	2	Always unstaffed	X	X	✓	✓	X	✓	✓	✓
Harrogate	Northern	—	2	Fully staffed	X	✓	✓	✓	✓	✓	✓	✓
Haslemere	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	3	Partially staffed	—	X	✓	X	—	—	✓	—
Havant	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	—	✓	✓	X	✓	X
Hawkhead	Scotrail	—	1	Always unstaffed	✓	✓	✓	X	X	X	✓	X
Haydon Bridge	Northern	Tyne Valley Community Rail Partnership	2	Partially staffed	X	—	✓	✓	✓	✓	✓	✓
Hayle	Great Western Railway	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—
Hazel Grove Stockport	Northern	High Peak and Hope Valley / South East Manchester Community Rail Partnership	2	Partially staffed	X	✓	✓	✓	✓	✓	✓	X
Heaton Chapel	Northern	Station Group	2	Partially staffed	✓	✓	X	✓	✓	✓	X	✓
Hednesford	West Midlands Trains	Station Group	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	X
Herne Bay	Southeastern	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—
Hexham	Northern	Tyne Valley Community Rail Partnership	2 (east/west)	Partially staffed	X	✓	✓	✓	✓	✓	✓	✓
Hildenborough	Southeastern	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	—
Hinton Admiral	South Western Railway	—	2	Partially staffed	X	—	✓	X	X	✓	✓	X
Holyhead	Transport for Wales	—	3	Fully staffed	✓	✓	✓	✓	—	X	✓	X
Horsley	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	—	✓	✓	✓	—
Horwich Parkway	Northern	—	2	Partially staffed	✓	✓	✓	✓	X	✓	—	X
Hyndland	Scotrail	—	1	Partially staffed	✓	—	✓	✓	—	X	—	X

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Ilkeston	East Midlands Railway	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✗
Inverkeithing	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	✓	✓	—
Johnston	Transport for Wales	—	1	Always unstaffed	✗	✓	✓	✓	—	✗	✗	✗
Johnstone	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✗	✗	✓	✓
Kemsing, Kent	Southeastern	—	2	Always unstaffed	✗	—	✓	✓	✗	✗	✗	✓
Kemsley	Southeastern	Kent Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✓	—
Kenilworth Station	West Midlands Trains	Heart of England Community Rail Partnership	1	Partially staffed	✓	✓	✓	✗	✓	✗	—	✗
Kent's Bank Grange over Sands	Northern	Community Rail Cumbria	2	Always unstaffed	—	✗	✓	✓	✓	✗	✗	—
Kilgetty	Transport for Wales	—	1	Always unstaffed	✗	—	✓	✓	✓	✓	✓	✗
Kingham Oxfordshire	Great Western Railway	Oxfordshire Community Rail Partnership	2	Partially staffed	✓	✗	✓	✓	✗	✗	✓	✓
Kirby	Greater Anglia	Essex and South Suffolk Community Rail Partnership	—	Always unstaffed	✗	✓	✓	✓	✗	✓	—	✓
Kirkcaldy	Scotrail	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓
Kirkham & Wesham	Northern	Community Rail Lancashire	3	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓
Knockholt Kent	Southeastern	—	2	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✗
Ladybank	Scotrail	—	2	Partially staffed	✗	✓	✓	✓	✓	✗	✓	✗
Lamphey Pembrokehire	Transport for Wales	—	1	Always unstaffed	✗	—	✓	✓	✗	✗	✗	—
Lancaster	Avanti West Coast	Community Rail Cumbria / Leeds-Morecambe Community Rail Partnership	5	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓
Landywood Great Wyrley	West Midlands Trains	—	1	Always unstaffed	✓	✓	✓	✓	✓	✗	✗	—
Larbert	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓
Lea Green	Northern	—	2	Always unstaffed	✓	✓	✓	✓	✗	✓	✗	✗
Leasowe	Merseyrail	—	2	Partially staffed	—	—	—	—	—	—	—	—
Leeming Bar	Volunteer run	—	1	Partially staffed	✗	—	✓	✓	✗	✗	✓	✗
Lenham, Kent	Southeastern	—	2	Partially staffed	✗	✓	✓	✗	✓	✓	✓	✗
Leuchars	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—
Leven	Scotrail	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Lewes E Sussex	GTR	Southeast Communities Rail Partnership	5	Partially staffed	—	—	✓	✗	✓	✓	✓	✓
Lincoln Central	East Midlands Railway	North Notts and Lincs Community Rail Partnership	5	Fully staffed	✓	✓	✓	✓	✗	✗	✓	✗
Lingfield	GTR	Kent Community Rail Partnership	2	Partially staffed	✓	✓	✓	✗	✓	✗	✓	✗
Linlithgow West	Scotrail	—	2	Partially staffed	—	✓	✓	✓	✓	✓	✓	✓
Liphook	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✗	✓	—	✓	—	✓	✗
Liskeard	Great Western Railway	Devon and Cornwall Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Liss	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✗	✓	—	✗	—	✓	✗
Liverpool Central	Merseyrail	—	3	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✗
Liverpool Lime Street	Network Rail	—	10 ground level, 11th underground	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—
Liverpool South Parkway6	Merseyrail	—	6	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓
Llanfairpwll	Transport for Wales	—	2	Always unstaffed	✗	✓	✓	✓	✗	✓	✓	✗
Lochgelly	Scotrail	—	2	Always unstaffed	✓	✓	✓	—	✓	✓	✓	✗
London Euston	Network Rail	—	16	Partially staffed	✗	✓	✓	✓	✗	✗	✓	✗
London Road, Guildford	South Western Railway	—	2	Partially staffed	✓	✓	✓	—	✓	✓	✓	—
London St Pancras	Network Rail	—	15	Partially staffed	✗	✓	✓	✓	✗	✗	✓	✗
Lostock	Northern	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Lostwithiel	Great Western Railway	Devon and Cornwall Rail Partnership	2	Always unstaffed	—	✓	✗	✓	—	✗	✗	✗
Loughborough	East Midlands Railway	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Low Moor Bradford	Northern	Calder Valley Line	2	Always unstaffed	✓	✓	✓	✓	✓	✗	✗	✓
LYE, West Midlands	West Midlands Trains	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Lytham	Northern	—	1	Always unstaffed	—	✗	✓	✓	✗	✗	✗	✗
Maidstone east	South eastern	Kent Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Manor Road	Merseyrail	—	2	Partially staffed	✓	✓	✓	✓	✓	—	✗	—
Manorbier	Transport for Wales	—	1	Always unstaffed	✗	—	—	✓	✗	✗	✗	✗
Markinch, Fife	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Maryport	Northern	Community Rail Cumbria	1	Always unstaffed	✓	✓	✓	✓	✗	✓	✓	✓
Meols Cop	Northern	Station Group	2	Always unstaffed	✗	✗	✓	✓	✗	✓	✓	✗
Milford	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✗	✗	✓	—	—
Milford Haven	Transport for Wales	—	1	Always unstaffed	✗	—	✗	✓	✗	✗	✗	✗
Millom	Northern	—	—	Always unstaffed	✗	✓	✓	✓	✗	✓	✓	✓
Montpelier	Great Western Railway	Sevenside Community Rail Partnership	1	Always unstaffed	✓	—	✓	✓	✓	✓	✓	✓
Moor Street	Chilterns Railway	—	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Moreton	Merseyrail	—	2	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✗
Moreton in Marsh	Great Western Railway	Gloucestershire Community Rail Partnership	2	Partially staffed	✓	—	✓	✓	—	✓	✓	✓
Nailsea and Backwell, North Somerset	Great Western Railway	Sevenside Community Rail Partnership	2	Partially staffed	✓	—	✓	✓	—	✓	✓	✗
Nantwich	Transport for Wales	—	2	Always unstaffed	✗	✓	✗	✓	✗	✗	✗	—
Narberth	Transport for Wales	—	1	Always unstaffed	✗	✓	✓	✓	✓	✓	✓	✓
Navigation Rd, Altrincham	Northern	Mid Cheshire Line Community Rail Partnership	1	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Netherfield Nottingham	East Midlands Railway	—	1	Always unstaffed	✓	✗	✓	✓	✗	—	✗	—
New Beckenham	Southeastern	—	2	Partially staffed	✗	—	✓	✗	✓	✓	✗	—
New Eltham	Southeastern	—	2	Always unstaffed	✗	✓	✓	✗	✓	✗	✓	✗
New Milton	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✗
Newark Northgate	LNER	—	3	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✗
Newcastle Central	LNER	—	6	Partially staffed	✗	✓	✓	✓	✓	✗	✓	✗
Newhaven Harbour	GTR	Southeast Communities Rail Partnership	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✗	✗
Newhaven Town	GTR	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓
Newton Abbott	Great Western Railway	Devon and Cornwall Rail Partnership	3	Unknown	✓	✓	✗	✓	✗	✓	✓	✓
Newton-le-Willows	Northern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓
North Camp	Great Western Railway	—	2	Partially staffed	✓	✓	✓	—	✗	✓	✗	✗

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Norwich	Greater Anglia	—	6	Partially staffed	✓	✗	✓	✓	✓	✓	✓	✗
Nottingham	East Midlands Railway	—	7	Fully staffed	✓	—	✓	✓	✓	✓	✓	✓
Okehampton	Great Western Railway	Devon and Cornwall Rail Partnership	1	Partially staffed	✗	✗	✗	✓	✗	✓	✓	—
Oxenholme	Avanti West Coast	Community Rail Cumbria	4	Unknown	✓	—	✓	✗	✓	✓	✓	—
Paisley Gilmore Street	Scotrail	—	4	Fully staffed	✓	✓	✓	✗	✓	✗	✓	✗
Paisley St James	Scotrail	—	2	Always unstaffed	✓	✓	✓	✗	✗	✗	✓	✗
Parkstone	South Western Railway	—	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✓	—
Parton	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✗	✗	✗	✓	—
Pembroke	Transport for Wales	—	1	Always unstaffed	✗	✗	✗	✓	✗	✗	✓	✓
Pembroke Dock	Transport for Wales	—	1	Always unstaffed	✗	—	✗	✓	✗	✗	✓	✗
Penally	Transport for Wales	—	1	Always unstaffed	✗	—	✗	✓	✗	✓	✓	✓
Penge East	Southeastern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✗
Penkridge	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✓	✗	✗	✗	—
Penrith	Avanti West Coast	—	2	Unknown	—	✓	✓	✓	✓	✓	✓	✓
Penzance	Great Western Railway	Devon and Cornwall Rail Partnership	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Petersfield	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—
Pevensey and Westham	GTR	—	2	Partially staffed	✓	✓	✓	✗	✗	✗	✗	✗
Pevensey Bay (Halt)	GTR	—	2	Always unstaffed	✓	✗	✓	✗	✓	✓	✗	✗
Pewsey, Wiltshire	Great Western Railway	—	2	Partially staffed	✓	✓	✓	✓	✗	✗	✓	✓
Pokesdown	South Western Railway	—	2	Partially staffed	✓	✓	✓	✗	—	✓	✓	—
Polegate	GTR	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗
Polmont	Scotrail	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✗
Pontypool & New Inn	Transport for Wales	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✗
Poole	South Western Railway	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—
Portadown	Northern Ireland	—	3	Partially staffed	✗	✓	✓	✓	✓	✗	✓	✗
Portchester	South Western Railway	Hampshire Community Rail	2	Partially staffed	✓	✓	✓	✗	✗	—	✗	✗

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
		Partnership - Hills to Harbour										
Portsmouth & Southsea	South Western Railway	—	4	Fully staffed	✓	✗	✓	✗	✗	✓	✓	✗
Portsmouth Harbour	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	1	Partially staffed	✗	✗	✓	✗	✗	✗	✓	✗
Prudhoe	Northern	Tyne Valley Community Rail Partnership	2	Always unstaffed	✗	✓	✓	✓	—	✓	✓	✗
Radcliffe on Trent	East Midlands Railway	Poacher Line Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	✗	✓	✓	✓
Rainford	Northern	—	2	Always unstaffed	✗	—	✓	✓	✗	✓	✓	✓
Ravenglass	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✓	✓	✓	—
Ravensbourne	GTR	—	2	Partially staffed	✓	—	✓	✗	✓	✓	✗	—
Reading	Network Rail	Hampshire Community Rail Partnership - Reading to Basingstoke	5	Unknown	✓	✓	✓	✓	✗	✓	✓	✓
Redditch	West Midlands Trains	Worcestershire Community Rail Partnership	1	Partially staffed	✓	✓	✓	✓	—	✓	✓	✓
Redland	Great Western Railway	Sevenside Community Rail Partnership	1	Always unstaffed	✓	—	✓	✓	✓	✓	✓	✓
Redruth	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✗	✓	—
Rhosneiger	Transport for Wales	—	2	Always unstaffed	✗	✓	✓	✓	✗	✓	✓	✗
Riding Mill, Northumberland	Northern	Tyne Valley Community Rail Partnership	2	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✓
Rochester	Southeastern	—	3	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—
Rosyth	Scotrail	—	2	Always unstaffed	✓	✓	✓	—	✓	✓	✓	—
Rowlands Castle	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✓	✗	✗	✗	—
Rugby	Avanti West Coast	—	6	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Rugeley Town	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✗	✗	✗	✓	✗
Rugeley Trent Valley	West Midlands Trains	—	3	Always unstaffed	✓	✓	✓	✓	✗	✗	✓	✗
Runcorn	Avanti West Coast	—	2	Fully staffed	✓	✗	✓	✓	✓	✗	✓	✗
Salisbury	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	6 but only 4 used	Partially staffed	✗	✓	✓	✓	✗	✗	✓	✓

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Saltaire	Northern	—	2	Always unstaffed	X	✓	✓	✓	✓	✓	✓	X
Saltash	Great Western Railway	Devon and Cornwall Rail Partnership	2	Always unstaffed	✓	—	✓	✓	X	X	✓	✓
Sandbach	Northern	Crewe to Manchester Community Rail Partnership	3	Partially staffed	X	✓	✓	✓	X	✓	✓	✓
Sandling, Kent	Southeastern	—	2	Partially staffed	✓	✓	✓	X	✓	✓	X	✓
Saundersfoot	Transport for Wales	—	1	Always unstaffed	X	—	X	✓	X	X	X	X
Sea Mills (Bristol)	Great Western Railway	Sevenside Community Rail Partnership	1	Unknown	✓	—	✓	✓	✓	✓	✓	✓
Seaford	GTR	Southeast Communities Rail Partnership	1	Partially staffed	✓	✓	✓	X	✓	✓	✓	✓
Seascale	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	✓	✓	✓	—
Selby	Transpennine Express	SADRUG	3	Partially staffed	✓	✓	✓	✓	X	✓	✓	✓
Sellafield	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	✓	✓	✓	✓
Sevenoaks	Southeastern	Darent Valley Community Rail Partnership	4	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓
Severn Tunnel Junction	Transport for Wales	Sevenside Community Rail Partnership	4	Partially staffed	X	✓	✓	✓	—	X	✓	✓
Shalford	Great Western Railway	Southeast Communities Rail Partnership	2	Always unstaffed	✓	X	✓	✓	✓	✓	✓	X
Shawford	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	3	Always unstaffed	✓	✓	✓	✓	X	X	X	X
Sheerness	Southeastern	Kent Community Rail Partnership	1	Partially staffed	✓	✓	✓	X	✓	✓	✓	X
Sherburn in Elmet	Northern	—	2	Always unstaffed	✓	X	✓	✓	X	✓	X	X
Shifnal	West Midlands Trains	—	2	Partially staffed	✓	—	✓	✓	X	X	X	X
Shipley	Northern	—	5	Partially staffed	X	✓	✓	✓	✓	✓	✓	✓
Shirehampton	Great Western Railway	Sevenside Community Rail Partnership	1	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	X
Shrewsbury, Sropshire	Transport for Wales	Cambrian Rail Partnership / 3 Counties Connected / Heart of Wales Community Rail Partnership	7	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Silecroft	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	✓	X	—
Silverdale, Cumbria	Northern	Community Rail Cumbria	2	Partially staffed	X	X	X	X	✓	✓	✓	✓
Sittingbourne	Southeastern	Kent Community Rail Partnership	3	Partially staffed	✓	✓	✓	X	✓	✓	✓	✓

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Solihull	Chilterns	Station Group	2	Partially staffed	X	✓	✓	✓	✓	✓	✓	✓
South Milford	Northern	—	2	Always unstaffed	X	✓	✓	✓	X	✓	✓	✓
Southampton Airport Parkway	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	X
Southampton Central	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	4	Fully staffed	✓	✓	✓	X	✓	✓	✓	✓
Southbourne West Sussex	GTR	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	X
Southport	Merseyrail	—	5	Fully staffed	✓	✓	✓	✓	✓	✓	✓	X
Springfield	Scotrail	—	2	Always unstaffed	✓	X	✓	X	✓	✓	X	X
St Austell	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	—	✓	✓	X	✓	—	—
St Bees	Northern	Community Rail Cumbria	2	Unknown	X	✓	✓	X	✓	X	✓	✓
St Erth	Great Western Railway	Devon and Cornwall Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
St Helens Central	Northern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—
St Helens Junction	Northern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—
St Ives	Great Western Railway	Devon and Cornwall Rail Partnership	1	Partially staffed	✓	—	✓	✓	✓	✓	—	✓
Stafford	Avanti West Coast	—	6	Partially staffed	X	✓	✓	✓	✓	✓	✓	X
Stapleton (Bristol)	Great Western Railway	Sevenside Community Rail Partnership	2	Unknown	✓	✓	✓	✓	✓	✓	—	✓
Staveley, Cumbria	Northern	Community Rail Cumbria	1	Always unstaffed	✓	✓	✓	✓	✓	X	✓	✓
Stirling	Scotrail	Strathallan Community Rail Partnership	10	Partially staffed	✓	✓	✓	✓	✓	X	✓	—
Stockfield	Northern	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Stockport	Avanti West Coast ( <i>station manager</i> )	—	4	Partially staffed	✓	✓	✓	X	X	✓	✓	✓
Stockport Main Station	Avanti West Coast	Crewe to Manchester Community Rail Partnership / Mid Cheshire Line Community Rail Partnership	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Stoke Mandeville	Chiltern Railways	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Stone, Staffordshire	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✓	X	✓	X	X
Stourbridge Junction	West Midlands Trains	—	3, 2 mainline and 1 for shuttle	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
Stratford International domestic side	Southeastern	—	4, 2 for domestic (2 mothballed for international)	Fully staffed	✓	✓	✓	✗	✓	✓	✓	✓
Stratford Parkway	TFL Rail ?	—	2	Partially staffed	✓	✓	✓	✓	—	✗	✓	✓
Stratford-upon-Avon	West Midlands Trains	—	3	Partially staffed	✓	✓	✓	✗	✓	✗	✓	✓
Sundridge Park	Southeastern	—	2	Partially staffed	✓	✓	✗	✗	✗	✗	✓	✗
Sunningdale	South Western Railway	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Swale	Southeastern	Kent Community Rail Partnership	1	Always unstaffed	✗	✓	✓	✗	✓	✓	✓	—
Swanwick	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓
Swindon	Great Western Railway	TransWilts Community Rail Partnership / Gloucestershire Community Rail Partnership	4	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✓
Temple Meads	Network Rail	Severnside Community Rail Partnership	13	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✓
Tenby	Transport for Wales	—	2	Always unstaffed	✗	✓	✓	✓	✓	✓	✓	✓
Thatto Heath	Northern	—	2	Unknown	—	—	✓	✓	✗	✓	✗	—
Tile Hill	West Midlands Trains	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Tiverton Parkway	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Town Green	Merseyrail	—	2	Partially staffed	✓	✗	✓	✓	✗	✓	—	✗
Truro	Great Western Railway	Devon and Cornwall Rail Partnership	3	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓
Tycoes	Transport for Wales	—	2	Partially staffed	✓	✓	✓	✓	✗	✓	✗	✗
Uckfield East Sussex	GTR	Southeast Communities Rail Partnership	1	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✓
Ulleskelf	Northern	—	2	Always unstaffed	✓	✓	✓	✓	✗	✓	✗	✓
Ulverston, Cumbria	Northern	Community Rail Cumbria	2	Partially staffed	✓	✓	✗	✓	✗	—	✓	✓
Valley	Transport for Wales	—	2 (1 out of service)	Partially staffed	✗	✓	✓	✓	—	✗	✓	✗
Ware	Greater Anglia	New River Line Community Rail Partnership	1	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✓
Warwick Parkway Station	Chiltern Railways	—	2	Partially staffed	✓	✓	✗	✓	✓	✗	✓	✓

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P
West Allerton	Northern	—	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
West Wickham Kent - Hayes Line	Southeastern	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗
Westbury	Great Western Railway	TransWilts Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✓
Westhoughton Bolton	Northern	—	2	Always unstaffed	✗	✓	✓	✓	✓	✗	✓	✓
Whaley Bridge	Northern	High Peak and Hope Valley / South East Manchester Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Whitehaven	Northern	Community Rail Cumbria	2	Partially staffed	✗	✓	✓	✓	✓	✓	—	—
Whitland	Transport for Wales	—	2	Always unstaffed	✗	—	✗	✓	✓	✗	✓	✗
Whitstable	Southeastern	—	2	Partially staffed	✓	✗	✓	✗	✓	✓	✓	✓
Widnes	Northern	—	2	Partially staffed	✗	✗	✗	✓	✗	✗	✓	✗
Wigton	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✗	✗	✗	—
Wilmcote	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✗	✓
Winchester	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	2	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✓
Windermere	Northern	Community Rail Cumbria	1	Partially staffed	✓	✓	✓	✓	—	✓	✓	✓
Windsor & Eton Riverside	South Western Railway	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Witley	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✗	✗	✓	—	—
Woking	South Western Railway	Station Group	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓
Workington	Northern	Community Rail Cumbria	2	Unknown	✗	✓	✓	✓	✗	✓	✓	✓
York	LNER	—	11	Fully Staffed	✓	✓	✓	✓	✓	✓	✓	✓

## Appendix 2: Links to original Studies and Reports

- [2006 House of Commons Transport Select Committee Evidence](#)
- [2006 Survey: Ticket Machines](#)
- [2002 Safety Survey: Safe and Sure](#)
- [2008 Survey: Only When Desperate](#)

## Appendix 3: Station-by-Station by Train Operating Companies (TOC) Survey Data with Observer Comments

The table below lists all 373 stations surveyed, combined with Community Rail Partnership data and observer comments.

Key: HP = Emergency Help Point | CCTV = CCTV installed | Info = Information board | T/T = Timetables visible | DDA = Disability provisions | BTP = BTP contact numbers | Taxi = Taxi info available | C/P = Safe car park. ✓ = Yes X = No — = Not recorded

Staffing highlight: Green = Fully staffed | Amber = Partially staffed | Red = Always unstaffed

### TOC Train Operating Companies

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Carlisle	Avanti West Coast	Community Rail Cumbria   Tyne Valley Community Rail Partnership   Settle to Carlisle Railway Development Company	6	Unknown	—	✓	✓	✓	✓	✓	✓	—	
Crewe	Avanti West Coast	Crewe to Manchester Community Rail Partnership   North Staffordshire Community Rail Partnership	12	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓	
Lancaster	Avanti West Coast	Community Rail Cumbria / Leeds-Morecambe Community Rail Partnership	5	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓	Phone number to call or location of a guard. Well-lit route to carpark and visible from station
Oxenholme	Avanti West Coast	Community Rail Cumbria	4	Unknown	✓	—	✓	X	✓	✓	✓	—	
Penrith	Avanti West Coast	—	2	Unknown	—	✓	✓	✓	✓	✓	✓	✓	
Rugby	Avanti West Coast	—	6	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Runcorn	Avanti West Coast	—	2	Fully staffed	✓	X	✓	✓	✓	X	✓	X	A traveller said she would like more guards on trains.
Stafford	Avanti West Coast	—	6	Partially staffed	X	✓	✓	✓	✓	✓	✓	X	Disabled parking is in the car park immediately alongside the station on the ground floor. There is now a full wheelchair friendly toilet on Platform 1 just by the toilets. (Recent) There is new and excellent signage to the lift which is hidden behind a staircase but you really could not miss it now. This is a recent addition.
Stockport Main Station	Avanti West Coast	Crewe to Manchester Community Rail Partnership / Mid Cheshire Line	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Yes, there are ticket barriers from the main entrance hall manned by 2 people, one with a small

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
		Community Rail Partnership											video camera on her lanyard.
Stockport	Avanti West Coast	—	4	Partially staffed	✓	✓	✓	✗	✗	✓	✓	✓	
Banbury, Oxfordshire	Chiltern Railways	Oxfordshire Community Rail Partnership	4	Fully staffed	✗	✓	✓	✓	✓	✓	—	✗	This is a commuter station to Oxford, London & the West Midlands. A big footfall. There is only one poster displaying safety & other information, see photo. This is at the bottom of the stairs to the platforms. It's a lot of words to read, not particularly user friendly. It has a QR code on it with extra info, but not all people are adept at using them.
Beaconsfield	Chiltern Railways	—	2	Partially staffed	—	✓	✓	✓	✗	✓	✓	✓	Yes, 61016 manned 24 hrs
Dorridge	Chiltern Railways	Station Group	3	Partially staffed	✓	✓	✗	✗	✗	✗	✓	—	
Stoke Mandeville	Chiltern Railways	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Warwick Parkway Station	Chiltern Railways	—	2	Partially staffed	✓	✓	✗	✓	✓	✗	✓	✓	Yes, Electronic display of text 61016 or 0800 405040
Solihull	Chiltern Railways	Station Group	2	Partially staffed	✗	✓	✓	✓	✓	✓	✓	✓	
Moor Street	Chiltern Railways	—	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Beeston, Notts	East Midlands Railway	Derwent Valley Line Community Rail Partnership	2	Partially staffed	✓	✓	✗	✓	✗	✓	✗	✓	Lifts have been installed in the past year to access platforms
Bingham	East Midlands Railway	Poacher Line Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	✗	✓	✗	✓	Rain shelter on each platform, room for 2/3. No disabled access to P2. Small raised/ramp area on each platform.
Bulwell	East Midlands Railway	—	1	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓	facilities were available inside. It's actually quite a creepy place and, as a single woman, I would not visit after dark
Carlton	East Midlands Railway	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	—	This station has two platforms on opposite sides of the road, separated by a level crossing, with some of the information only available on one platform
Chesterfield	East Midlands Railway	—	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Ticket office open 5:15- 19.00, RNIB map defib, lift bus /taxi info; Yes, details of safe space in town centre of the 3 stations I visited during a business

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													visit to London, Chesterfield was by far the best for clear and visible signage. The small number of staff were easy to see too. At approx. 21:15 on a weekday at Euston I saw no rail staff.
Ilkeston	East Midlands Railway	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✗	
Lincoln Central	East Midlands Railways	North Notts and Lincs Community Rail Partnership	5	Fully staffed	✓	✓	✓	✓	✗	✗	✓	✗	
Loughborough	East Midlands Railway	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Netherfield Nottingham	East Midlands Railway	—	1	Always unstaffed	✓	✗	✓	✓	✗	—	✗	—	This station is accessed via stairs from the top of railway bridge. No parking.
Nottingham	East Midlands Railway	—	7	Fully staffed	✓	—	✓	✓	✓	✓	✓	✓	Large posters promoting Notts Police's 'Walk in my Shoes' campaign asking women to scan QR code and report why they don't feel safe as a woman in Nottingham
Radcliffe on Trent	East Midlands Railway	Poacher Line Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	✗	✓	✓	✓	Platform 2 is not wheelchair accessible. It has 11 steps up a bank with large trees and shrubs close on either side behind low fences.; Yes, QR codes and phone numbers
Barnstaple & District?	Great Western Railway	Devon and Cornwall Rail Partnership	2 but only 1 in use	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Safe well lit, clear signs showing way out to carpark, bus shelter, taxis. All adjacent to station with a very short walk, defibrillator
Bodmin Parkway	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Helpful member of staff checked we were Ok and related how he stayed late to help a member of public who was in distress and clearly not intending to travel by train or bus. He called BTP.; Help points on each platform
Bristol Parkway	Great Western Railway	—	4	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✗	Verbal security announcements on train
Bugle	Great Western Railway	Devon and Cornwall Rail Partnership	1	Always unstaffed	✓	—	✓	✓	✓	✓	✗	—	Rural small station with limited train service and facilities. No waiting room/safe place. Yes, Emergency help points

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Camborne	Great Western Railway	—	2	Partially staffed	✓	—	✓	✓	✓	✓	✓	—	
Cheltenham Spa	Great Western Railway	Gloucestershire Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓	<i>The staff were very helpful and very keen to show me how safety conscious they are. They pointed out all the signs for help for people with disabilities and they all seemed quite proud of their station. It was clean and tidy and there were 2 cleaners working when I was there. However, I visited in the morning and I do feel that perhaps as we did not visit at a different time, we might have a different picture.</i>
Clifton Down, Bristol	Great Western Railway	Sevenside Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✓	<i>We were impressed by this station which has prominent No Smoking signs, undercover and open seating, local area maps, information about taxis, buses and a self-service ticket machine on platform 1. There are planted well cared for flower tubs on both platforms and street art in alcoves on platform 1; Advice on notices on platforms and on trains</i>
Didcot	Great Western Railway	Gloucestershire Community Rail Partnership	5	Unknown	✗	✓	✗	✓	✗	✓	✓	✓	<i>Well-staffed station and friendly staff</i>
Dorchester West	Great Western Railway	South Wessex Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	—	<i>The station has been unmanned for many years and is on the route of a limited, but useful, service between Bristol and Weymouth. There is a large onward travel poster with a map which explains how to reach Dorchester South Station (SWR) a short walk away. There is no ticket machine so I presume online purchased tickets must be printed at home.</i>
Exeter St David's	Great Western Railway	Devon and Cornwall Rail Partnership	6	Unknown	✓	✓	✓	✓	✗	✓	✓	✓	<i>Taxis just outside station and a taxi company a few streets away if needed</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Falmouth Docks	Great Western Railway	Devon and Cornwall Rail Partnership	1	Partially staffed	✓	—	✓	✓	✗	✓	✓	✓	
Gloucester	Great Western Railway	Gloucestershire Community Rail Partnership	2 platforms but it is divided into 4 different transit areas	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>The platforms have level easy access for those with disabilities with a staircase/lift to take you across to the other side of the track. It was very busy with plenty of very helpful staff. Survey was completed in the morning; it might be a different picture in the evening.</i>
Hayle	Great Western Railway	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—	<i>Underpass to Platform 2, un-lit &amp; feels quite unsafe</i>
Kingham Oxfordshire	Great Western Railway	Oxfordshire Community Rail Partnership	2	Partially staffed	✓	✗	✓	✓	✗	✗	✓	✓	<i>The only access between the 2 platforms is a bridge with steps. Only one platform is suitable for wheelchair/disability access to the trains.</i>
Liskeard	Great Western Railway	Devon and Cornwall Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>The station is small but efficient with helpful staff</i>
Lostwithiel	Great Western Railway	Devon and Cornwall Rail Partnership	2	Always unstaffed	—	✓	✗	✓	—	✗	✗	✗	<i>Information is obscured by lots of other information and adverts for Cornwall</i>
Montpelier	Great Western Railway	Sevenside Community Rail Partnership	1	Always unstaffed	✓	—	✓	✓	✓	✓	✓	✓	
Moreton in Marsh	Great Western Railway	Gloucestershire Community Rail Partnership	2	Partially staffed	✓	—	✓	✓	—	✓	✓	✓	<i>Station platforms were open and uncluttered so it is easy to view/decide on a safe place to stand. Defibrillator well placed and obvious. As well as the 'Help' card, Making Rail Accessible (helping older disabled passengers April 2025) booklet is included in an information stand together with a Passengers' Charter</i>
Nailsea and Backwell, North Somerset	Great Western Railway	Sevenside Community Rail Partnership	2	Partially staffed	✓	—	✓	✓	—	✓	✓	✗	<i>Both the station and car park were clean and tidy but as there were no station staff visible it could be quite threatening. For a short while I was the only person on the platform and then joined by male passengers of varying ages no other females; Yes, warnings Way out, no cycling,</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													passengers must not cross this point, or cross the line, etc
Newton Abbott	Great Western Railway	Devon and Cornwall Rail Partnership	3	Unknown	✓	✓	✗	✓	✗	✓	✓	✓	This feels like a very safe station for a woman to travel through at all times; Yes, see it say it sort it poster
North Camp	Great Western Railway	—	2	Partially staffed	✓	✓	✓	—	✗	✓	✗	✗	Small but busy station; next to pub so assistance may be available there during opening hours
Okchampton	Great Western Railway	Devon and Cornwall Rail Partnership	1	Partially staffed	✗	✗	✗	✓	✗	✓	✓	—	
Penzance	Great Western Railway	Devon and Cornwall Rail Partnership	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Classified A step free access. Police present in carpark
Pewsey, Wiltshire	Great Western Railway	—	2	Partially staffed	✓	✓	✓	✓	✗	✗	✓	✓	Station platforms all clear, clean and uncluttered and signs clean and visible. Phone numbers for taxis but no phone. Only emergency number displayed was to call 999. Despite opening hours showing as Mon - Fri 06.10- 12.40, no one was onsite on Tues morning at 11.00, so no toilets or waiting rooms available.
Redland	Great Western Railway	Sevenside Community Rail Partnership	1	Always unstaffed	✓	—	✓	✓	✓	✓	✓	✓	
Redruth	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✗	✓	—	B2 accessibility. From 20.30 waiting room is for ticket holders only
Saltash	Great Western Railway	Devon and Cornwall Rail Partnership	2	Always unstaffed	✓	—	✓	✓	✗	✗	✓	✓	
Sea Mills (Bristol)	Great Western Railway	Sevenside Community Rail Partnership	1	Unknown	✓	—	✓	✓	✓	✓	✓	✓	Yes, emergency handset, ramps, bumpy surface along platforms, warning - slopes
Shalford	Great Western Railway	Southeast Communities Rail Partnership	2	Always unstaffed	✓	✗	✓	✓	✓	✓	✓	✗	
Shirehampton	Great Western Railway	Sevenside Community Rail Partnership	1	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✗	Station is unstaffed with no ticket office. It is well maintained and well lit.
St Austell	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	—	✓	✓	✗	✓	—	—	Yes, safety signage about abandoned luggage
St Erth	Great Western Railway	Devon and Cornwall Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Complimentary taxi provided for those with reduced mobility. Category B accessibility

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
St Ives	Great Western Railway	Devon and Cornwall Rail Partnership	1	Partially staffed	✓	—	✓	✓	✓	✓	—	✓	<i>St Ives is on an unlit pathway</i>
Stapleton (Bristol)	Great Western Railway	Sevenside Community Rail Partnership	2	Unknown	✓	✓	✓	✓	✓	✓	—	✓	<i>Yes, emergency handset, ramps, bumpy surface along platforms, warning - slopes</i>
Swindon	Great Western Railway	TransWilts Community Rail Partnership / Gloucestershire Community Rail Partnership	4	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✓	<i>Yes, staff at the ticket barrier</i>
Tiverton Parkway	Great Western Railway	Devon and Cornwall Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Truro	Great Western Railway	Devon and Cornwall Rail Partnership	3	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>BTP station at the station. General information board can only be read after going through the ticket barrier.</i>
Westbury	Great Western Railway	TransWilts Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✓	
Burnham on Crouch	Greater Anglia	Essex and South Suffolk Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	<i>Toilets are clean, well-lit and accessible</i>	✓	
Kirby	Greater Anglia	Essex and South Suffolk Community Rail Partnership	—	Always unstaffed	✗	✓	✓	✓	✗	✓	—	✓	
Norwich	Greater Anglia	—	6	Partially staffed	✓	✗	✓	✓	✓	✓	✓	✗	<i>Transport Police travel on some trains. Police are visible on match days/weekends. Clearly visible information desk on the concourse. Bust terminus, large, well lit, clean and well maintained. Good signage and up to date methods of information.</i>
Ware	Greater Anglia	New River Line Community Rail Partnership	1	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✓	<i>Staff (1 or 2 maximum) have clear visibility of whole station area and it's obvious to whom one would turn. Clean station with clear signage. I've never felt unsafe returning to station after dark whether needing a taxi or returning to my car in covered carpark. CCTV surveillance; Yes, notices such as no e scooters allowed</i>
Berwick, East Sussex	GTR	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	<i>There is a pub located opposite the station which could help with safety.</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Bishopstone	GTR	Southeast Communities Rail Partnership	1	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	Not wheelchair friendly. Stairs but no lift
Buxted, E Sussex	GTR	Kent Community Rail Partnership	1	Partially staffed	—	—	✓	✓	—	✓	✓	✓	Village station renowned for a jigsaw in waiting room, kept up to date and well used by passengers!
Chichester	GTR	Southeast Communities Rail Partnership	2	Fully staffed	✗	✓	✓	✗	✓	✗	✓	✓	
Cooden Beach	GTR	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	We were asked to sign in and describe what we were doing and to let the staff in the office know when we left; Yes, very clear boards available
Dormans	GTR	Kent Community Rail Partnership	2	Partially staffed	✓	✓	—	✗	✓	✗	✓	✗	Info could be given regarding positions of CCTV
East Grinstead	GTR	Kent Community Rail Partnership	2	Partially staffed	✗	✓	✓	✓	✗	✓	✓	✗	Very small station but it is always easy to find a member of staff to talk to.
Eastbourne	GTR	Kent Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✓	Eastbourne station has homeless people sleeping outside by the doorways at night. It is a constant battle to get the police to move the homeless away from the station entrance. We were advised that the staff at the station are also subject to verbal and physical abuse and have been asking for 24 hour security guards but funds do not allow for this
Elephant & Castle	GTR	—	4	Partially staffed	✓	✓	✓	✗	✓	✓	✗	—	When I approached the office on platform 4, where one staff member was, she was not co-operative-rather hostile
Emsworth	GTR	—	2	Partially staffed	✗	✓	✓	✗	✓	✓	✓	—	
Glynde, East Sussex	GTR	—	2	Fully staffed	✓	✓	✓	✗	✓	✓	✓	✗	There is a pub located at the station which could help with safety. It is not open on a Monday, but open every other day 10.00am to 10.00pm (11.00pm on Saturdays) The station has been adopted by Friends of Glynde Station (FOGS), but no information about what it does
Hampden Park	GTR	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	—	✓	I introduced myself at the station and asked if I could complete the survey

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>the Station staff Debs was happy for me to do the survey but I had to sign the visitors book and give ID.; Yes, posters on the station wall.</i>
Lewes E Sussex	GTR	Southeast Communities Rail Partnership	5	Partially staffed	—	—	✓	✗	✓	✓	✓	✓	<i>Carpark has been a problem with owner, APCOA, payment machines for years. Much time wasted and many people give up.</i>
Lingfield	GTR	Kent Community Rail Partnership	2	Partially staffed	✓	✓	✓	✗	✓	✗	✓	✗	<i>Very helpful staff. Station in good order, paintings, notices signs, Lions book stall; Yes, clear posters about security, 'Be safe, feel safe, Travel safe'.</i>
Newhaven Harbour	GTR	Southeast Communities Rail Partnership	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✗	✗	<i>No disabled access to 2nd platform so access only to Seaford bound train.</i>
Newhaven Town	GTR	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	<i>Yes posters &amp; announcements</i>
Pevensy and Westham	GTR	—	2	Partially staffed	✓	✓	✓	✗	✗	✗	✗	✗	<i>Both help points and one sign at main entrance have telephone and text numbers for pre-book for assistance; No, Information about changes to train times, times of replacement buses, travel help point button on both platforms</i>
Pevensy Bay (Halt)	GTR	—	2	Always unstaffed	✓	✗	✓	✗	✓	✓	✗	✗	<i>Not many trains stop at the halt; Yes, by telephone</i>
Polegate	GTR	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗	<i>I actually returned on a train to Polegate station myself a few weeks ago on a Sunday evening at 9.30. There were no staff on duty at the station. I expected there to be taxis at the station but there were none and there was no number to call. I tried to call a local firm but they didn't recognise my voice and the pickup location on voice recognition</i>
Ravensbourne	GTR	—	2	Partially staffed	✓	—	✓	✗	✓	✓	✗	—	
Seaford	GTR	Southeast Communities Rail Partnership	1	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	
Southbourne West Sussex	GTR	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗	<i>Really small village station</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Uckfield East Sussex	GTR	Southeast Communities Rail Partnership	1	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✓	
Newark Northgate	LNER	—	3	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✗	<i>By and large, Newark Northgate is a friendly, well run station with helpful staff. I use it frequently and have never had any problems. But then I am able and confident so maybe not the best judge - from observation, less able are always willingly helped. I have never seen any anti-social behaviour and, even, when arriving late in evening</i>
Newcastle Central	LNER	—	6	Partially staffed	✗	✓	✓	✓	✓	✗	✓	✗	<i>No, on LNER trains rarely see a member of staff to admonish noisy people</i>
York	LNER	—	11	Fully Staffed	✓	✓	✓	✓	✓	✓	✓		
Aigburth	Merseyrail	—	2	Fully staffed	✓	✓	✓	✓	✓	✗	—	✗	<i>I would be reluctant to use the station later in the evening and especially in the dark</i>
Ainsdale	Merseyrail	—	2	Fully staffed	✓	✓	✓	✓	✗	✓	✓	✓	
Cressington	Merseyrail	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>The station is in the middle of Cressington Park which, although residential, is quite isolated and there are not many people around later on at night. This could be a risk if the station is unstaffed in the later / darker hours. Also, the waiting room and platforms are down some steps, which again would be isolated later on.</i>
Leasowe	Merseyrail	—	2	Partially staffed	—	—	—	—	—	—	—	—	<i>Unable to complete survey as the ticket clerk said Merseyrail permission needed to undertake the survey</i>
Liverpool Central	Merseyrail	—	3	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✗	<i>No; Yes, our security team, Carlisle Security patrol our stations and trains throughout the day until end of service. CCTV is monitored 24/7 by our Carlisle Control Room based at Liverpool South Parkway</i>
Liverpool South Parkway	Merseyrail	—	6	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>The station is part of a transport hub managed by Merseytravel. The</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													mainline station has limited announcements only for incidents. The staff are very aware of assisting passengers whether prebooked or when they consider assistance may be needed. It is a very safe feeling station. Well lit. It is a relatively new station
Manor Road	Merseyrail	—	2	Partially staffed	✓	✓	✓	✓	✓	—	✗	—	No disabled access to one platform
Moreton	Merseyrail	—	2	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✗	
Southport	Merseyrail	—	5	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✗	We try to ensure to all customers that their safety is paramount and we have a Safe Stations Accreditation.; Yes, our security team, Carlisle Security patrol our stations and trains throughout the day until end of service. CCTV is monitored 24/7 by our Carlisle Control Room based at Liverpool South Parkway
Town Green	Merseyrail	—	2	Partially staffed	✓	✗	✓	✓	✗	✓	—	✗	
Clapham Junction	Network Rail	—	14	Unknown	✗	✓	✓	✓	✗	✓	✓	✓	Asked a member of staff a question and he was very helpful; I saw him proactively helping an elderly couple
Guildford	Network Rail	Southeast Communities Rail Partnership	8	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—	
Liverpool Lime Street	Network Rail	—	10 ground level, 11th underground	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—	Liverpool Lime Street Station operates a well manned safe environment for its users.; Yes, significant security presence on platforms and concourses. Train Operators have their own on-train security.
London Euston	Network Rail	—	16	Partially staffed	✗	✓	✓	✓	✗	✗	✓	✗	The concourse at Euston is very large and forms a T shape with platforms 1 – 16 running from east to west (right to left when looking towards the walkways down to the platforms) along the top of the T. I struggled to find anything helpful at Euston, but eventually found

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													safety information close to platforms 15 and 16 at the furthest western point of the station
London St Pancras	Network Rail	—	15	Partially staffed	X	✓	✓	✓	X	X	✓	X	The supervisor at the ticket barrier said that St Pancras is part of the Secure Station Scheme, with emphasis on members of the public being able to approach any member of staff, and reliance on 24/7 monitoring of the CCTV system.
Reading	Network Rail	Hampshire Community Rail Partnership - Reading to Basingstoke	5	Unknown	✓	✓	✓	✓	X	✓	✓	✓	Considering the size of the station, I was surprised how few staff there were.
Temple Meads	Network Rail	Sevenside Community Rail Partnership	13	Fully staffed	X	✓	✓	✓	✓	✓	✓	✓	Overall, we thought the level of information and its availability was good. The station itself was extremely clean and tidy and there was a very good number of staff to make the station feel safe NB we visited late morning so cannot comment; On outbound train there was an LED rolling display of "See It, Say it, Sorted" with contact info.
Altrincham (metro/train)	Northern	Mid Cheshire Line Community Rail Partnership	4	Partially staffed	✓	X	✓	✓	✓	X	✓	✓	Train, tram and bus interchange.; Yes, Security checks are carried out
Ashkam	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	✓	—	—	
Aspatia	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	X	X	—	Private narrow road between a wall and a couple of houses. No telephone. No indoor waiting area, Ticket machine on one platform only, no toilets, opposite platform accessed by bridge without a lift
Arnside, Cumbria	Northern	Community Rail Cumbria	2	Fully staffed	✓	✓	X	X	X	✓	✓	X	
Bamber Bridge	Northern	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	—	All info and help relies on passengers having a mobile phone with internet access. 1 free 0800 number
Barrow	Northern	Community Rail Cumbria	3	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓	Another SI group had visited before us? Nobody without a ticket can access barriers to platform but there are periods when the barriers

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													are open. Defibrillator. No free parking Parking App difficult to use
Bingley	Northern	Leeds-Morecambe Community Rail Partnership	2	Partially staffed	X	✓	✓	✓	✓	X	✓	✓	Any info is outside the station
Blackrod	Northern	—	2	Always unstaffed	✓	X	✓	✓	X	✓	X	X	The two platforms are reached by separate tarmac slopes. Platform 2 has a handrail painted yellow. Changing platforms requires a walk up and down the relevant slopes and crossing on the road bridge. The access road to Platform 1 is difficult to cross at the top and there is only a pavement on the station side.
Bolton	Northern	Community Rail Lancashire	2	Fully staffed	X	✓	✓	✓	✓	✓	✓	✓	There is a covered walkway from the train station to the main bus station. A good car park □ 20 minutes allowed for pick-up and drop-off.
Bradford Foster Square	Northern	—	4	Fully staffed	X	✓	X	✓	✓	✓	✓	X	
Bradford Interchange	Northern	—	4	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Bootle	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	X	✓	✓	
Broad Green	Northern	—	2	Partially staffed	✓	✓	✓	✓	X	X	X	X	The station has been like this for over two years. Improvements are still not expected to be completed until late 2026
Bromley Cross	Northern	Community Rail Lancashire	2	Always unstaffed	✓	X	✓	✓	✓	✓	X	✓	
Cark and Cartmel	Northern	Community Rail Cumbria	2	Partially staffed	X	✓	✓	✓	X	✓	✓	✓	This is a small station, but does get busy on Cartmel Race days.; Yes, CCTV and all trains have conductors on this line
Church Fenton	Northern	—	4	Always unstaffed	✓	✓	X	X	X	X	✓	X	
Corbridge	Northern	Tyne Valley Community Rail Partnership	2	Always unstaffed	X	✓	✓	✓	✓	X	✓	X	
Corkickle	Northern	Community Rail Cumbria	1	Always unstaffed	X	X	X	✓	X	X	✓	—	Info but no phone
Daisy Hill	Northern	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	No CCTV on carpark
Dalston	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	✓	✓	X	X	
Drigg	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	✓	X	X	
Dronfield	Northern	Station Group	2	Always unstaffed	✓	—	✓	✓	X	✓	✓	X	To change platforms, you had to go over a

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>footbridge, No info/support for anyone who couldn't.</i>
Earlstown	Northern	—	5	Fully staffed	✓	✓	✓	✓	—	✓	✓	✗	
Eccleston Park	Northern	—	2	Unknown	✓	✓	—	✗	✓	✓	✗	✗	
Entwistle	Northern	Community Rail Lancashire	1 request stop	Always unstaffed	✗	—	✗	✓	✗	✗	✗	✗	<i>This is an unusual station as it is a request stop station so does not have the same facilities as an ordinary station.</i>
Farnworth Bolton	Northern	—	2	Partially staffed	✗	✓	✓	✓	✓	✓	✓	✓	
Filey	Northern	—	2	Always unstaffed	✗	✗	✓	✓	—	✗	✓	✓	<i>Filey station is grim. It is scruffy, dirty, unkempt. No railway staff are on site. There is a small café on site which is staffed but this is a small local business and not related to the station as such. The café area is actually quite nice, and a sharp contrast to the rest of the site. The waiting room was padlocked shut so I could not see what it was like...</i>
Flimby	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✗	✓	✗	✓	—	✗	
Foxfield	Northern	Community Rail Cumbria	—	Always unstaffed	—	—	—	—	—	—	—	✓	
Grange over Sands	Northern	Community Rail Cumbria	2	Partially staffed	✓	✓	✗	✗	✗	✓	✓	✓	
Green Road	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✗	✓	✓	✓	
Hall-i'-th'-Wood	Northern	Community Rail Lancashire	2	Always unstaffed	✗	✗	✓	✓	✗	✗	✓	✓	<i>Hub of assistance' telephone with a hearing loop on one of the platforms. Defibrillator. The entrance to both platforms is via a 200 metre path/steps which are reasonably well lit but both have overhanging trees and felt a bit intimidating to walk down, especially at night</i>
Harrington	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✗	✓	✓	✗	✓	✓	✓	
Harrogate	Northern	—	2	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✓	
Haydon Bridge	Northern	Tyne Valley Community Rail Partnership	2	Partially staffed	✗	—	✓	✓	✓	✓	✓	✓	<i>The station looks well and pleasing, and has no history of attacks - it is situated in the heart of the village.; Yes, very good clear digital train boards in the shelters on both platforms listing the next five</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													trains to arrive - Northern useful information specific to Haydon Bridge dated October 24 and onward travel information specific to Haydon Bridge
Hazel Grove Stockport	Northern	High Peak and Hope Valley / South East Manchester Community Rail Partnership	2	Partially staffed	X	✓	✓	✓	✓	✓	✓	X	A small station with a very large carpark some of it may feel isolated somewhat; Yes, sign board only. Info board states no help point
Heaton Chapel	Northern	Station Group	2	Partially staffed	✓	✓	X	✓	✓	✓	X	✓	Outside the main entrance are posters with bus numbers and destinations, taxi details and a local area map. There is also a defibrillator on the wall. no staff on platforms.
Hexham	Northern	Tyne Valley Community Rail Partnership	2 (east/west)	Partially staffed	X	✓	✓	✓	✓	✓	✓	✓	The payphone has been removed. There is a clearly displayed certificate for the Secure Stations Scheme which is currently valid until September 2027; Yes, CCTV cameras and emergency numbers for use with mobile phones. Contact numbers for people with particular needs to book for assistance. (disability access and toilets etc)
Horwich Parkway	Northern	—	2	Partially staffed	✓	✓	✓	✓	X	✓	—	X	
Kent's Bank Grange over Sands	Northern	Community Rail Cumbria	2	Always unstaffed	—	X	✓	✓	✓	X	X	—	Pretty' rural station & provides an important lifeline to residents. Direct train to Manchester Airport is one of the best travel features. Access to Northbound platform is on foot via the railway line walkway. On returning passengers are asked to wait until the train has left the station!
Kirkham & Wesham	Northern	Community Rail Lancashire	3	Partially staffed	✓	✓	✓	X	✓	✓	✓	✓	All onward travel options clearly visible at the entrance to the station. Station floor plan clearly visible at the entrance and good general information.
Lea Green	Northern	—	2	Always unstaffed	✓	✓	✓	✓	X	✓	X	X	A large number of safety concerns have been raised by users over the last 3 years.

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													Despite a 10m upgrade, the station remains a building site. Opening repeatedly cancelled since autumn 2023. Can only purchase tickets from platform 2 ticket machine. Long walk from carpark.
Lostock	Northern	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	CCTV provided for the large car park.
Low Moor Bradford	Northern	Calder Valley Line	2	Always unstaffed	✓	✓	✓	✓	✓	✗	✗	✓	
Lytham	Northern	—	1	Always unstaffed	—	✗	✓	✓	✗	✗	✗	✗	Lytham is very popular with visitors at all times. The station is fairly attractive but poorly equipped in terms of well-being and safety.
Maryport	Northern	Community Rail Cumbria	1	Always unstaffed	✓	✓	✓	✓	✗	✓	✓	✓	
Meols Cop	Northern	Station Group	2	Always unstaffed	✗	✗	✓	✓	✗	✓	✓	✗	
Millom	Northern	—	—	Always unstaffed	✗	✓	✓	✓	✗	✓	✓	✓	
Navigation Rd, Altrincham	Northern	Mid Cheshire Line Community Rail Partnership	1	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	61016 info on ticket machine, not clear, also on useful info poster on main thorough fare.
Newton-le-Willows	Northern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Parton	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✗	✗	✗	✓	—	
Prudhoe	Northern	Tyne Valley Community Rail Partnership	2	Always unstaffed	✗	✓	✓	✓	—	✓	✓	✗	
Rainford	Northern	—	2	Always unstaffed	✗	—	✓	✓	✗	✓	✓	✓	Car park is isolated
Ravenglass	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✓	✓	✓	—	
Riding Mill, Northumberland	Northern	Tyne Valley Community Rail Partnership	2	Fully staffed	✗	✓	✓	✓	✓	✓	✓	✓	Signs showing assistance from Samaritans are prominent on both platforms as well as on the revolving screen on the ticket machine on platform 2.; No, deaf loop machines on both platforms. Disabled access to platform 1 requires approx. 0.5 mile loop through village.
Saltaire	Northern	—	2	Always unstaffed	✗	✓	✓	✓	✓	✓	✓	✗	
Sandbach	Northern	Crewe to Manchester Community Rail Partnership	3	Partially staffed	✗	✓	✓	✓	✗	✓	✓	✓	3 platforms have access by stairs so unsuitable for wheelchairs or prams etc. No help for visually impaired; Police number available

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Seascale	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	✓	✓	✓	—	
Sellafield	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	✓	✓	✓	✓	
Sherburn in Elmet	Northern	—	2	Always unstaffed	✓	X	✓	✓	X	✓	X	X	<i>Wasn't clear what a machine was for on platform 2. A smart card had to be inserted before the details came up. Could have been for tickets.; Yes, Cameras on station</i>
Shipley	Northern	—	5	Partially staffed	X	✓	✓	✓	✓	✓	✓	✓	<i>Yes, phone numbers &amp; staff</i>
Silecroft	Northern	Community Rail Cumbria	2	Always unstaffed	X	✓	✓	✓	X	✓	X	—	
Silverdale, Cumbria	Northern	Community Rail Cumbria	2	Partially staffed	X	X	X	X	✓	✓	✓	✓	<i>There are no electronic boards on station to show if your train is running on time however, we discovered that this information could be found on the electronic ticket machine as well as a help call button.</i>
South Milford	Northern	—	2	Always unstaffed	X	✓	✓	✓	X	✓	✓	✓	
St Bees	Northern	Community Rail Cumbria	2	Unknown	X	✓	✓	X	✓	X	✓	✓	
St Helens Central	Northern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—	<i>Lift not working so no access for disabled passengers/prams to platform 2</i>
St Helens Junction	Northern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—	
Staveley, Cumbria	Northern	Community Rail Cumbria	1	Always unstaffed	✓	✓	✓	✓	✓	X	✓	✓	
Stockfield	Northern	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>The station shelters look shabby and in need of repainting, however the council has a beautiful show of sweet peas, lavender, wildflowers and a cultivated flower bed on platform 1 along with two barrels of plants in the waiting shelter on platform 1. A lone bicycle in the bike stand has a yellow parking ticket, but has been there for months.</i>
Thatto Heath	Northern	—	2	Unknown	—	—	✓	✓	X	✓	X	—	
Ulleskelf	Northern	—	2	Always unstaffed	✓	✓	✓	✓	X	✓	X	✓	
Ulverston, Cumbria	Northern	Community Rail Cumbria	2	Partially staffed	✓	✓	X	✓	X	—	✓	✓	<i>The staff member that I spoke to informed me that due to accessibility requirements the station is now manned full time.</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>Prior to this change access to one of the platforms would not have been possible outside of office hours as a member of staff has to enable access. None of the signs appear to have any adaptations for partially sighted or blind passengers</i>
West Allerton	Northern	—	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>The station platforms are down some steep stairs and away from the view of the street and ticket office. This could be quite isolated at night and a risk if there is no one in the ticket office during later/darker hours. I therefore think this should be a priority for staffing at risky times.</i>
Westhoughton Bolton	Northern	—	2	Always unstaffed	✗	✓	✓	✓	✓	✗	✓	✓	
Whaley Bridge	Northern	High Peak and Hope Valley / South East Manchester Community Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>Yes, guard on train</i>
Whitehaven	Northern	Community Rail Cumbria	2	Partially staffed	✗	✓	✓	✓	✓	✓	—	—	
Widnes	Northern	—	2	Partially staffed	✗	✗	✗	✓	✗	✗	✓	✗	<i>Defibrillator; Yes, notices on the train</i>
Wigton	Northern	Community Rail Cumbria	2	Always unstaffed	✗	✓	✓	✓	✗	✗	✗	—	<i>Private narrow road between a wall and a couple of houses. No telephone. No indoor waiting area. Ticket machine on one platform only. No toilets, opposite platform accessed by bridge without a lift</i>
Windermere	Northern	Community Rail Cumbria	1	Partially staffed	✓	✓	✓	✓	—	✓	✓	✓	<i>The station has excellent noticeboards outside the station, with info on bus and train timetables, and a map of the area. The station is adjacent to Booths Supermarket which is open until 10 pm, 4 pm on Sundays. Taxi rank and bus station immediately outside the station</i>
Workington	Northern	Community Rail Cumbria	2	Unknown	✗	✓	✓	✓	✗	✓	✓	✓	
Portadown	Northern Ireland	—	3	Partially staffed	✗	✓	✓	✓	✓	✗	✓	✗	<i>I met with the station inspector, who was extremely helpful and pleasant. The other staff on duty were very polite</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>and helpful.; Yes, Security cameras on the entrance of the station, security cameras on the trains and at time the Police will travel on the train. All staff keep watch at all times.</i>
Aberdeen	Scotrail	—	7, soon to be 8	Partially staffed	X	X	✓	—	X	X	X	—	<i>Large number of solo women travellers of all ages. Limited seating, no visible access to assistance</i>
Aberdour	Scotrail	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	X	<i>There was a large poster about possible disruption due to engineering works with further information available on Scotrail website, App, Help points or by using QR code .Also poster showing substitute buses pick up point.; Not specifically about security - only Customer Information Hub which gives contact details for British Transport Police</i>
Anniesland	Scotrail	—	3	Partially staffed	✓	✓	✓	✓	✓	X	✓	—	<i>Well used station near to city centre. Busy road and shops on one side. Other side is pathway through housing estate, well used by cyclists. Staff member said that staff are always being moved around with no notice and the station is unstaffed some part of some days.</i>
Barrhead	Scotrail	—	3	Partially staffed	✓	✓	✓	X	X	X	✓	X	
Barrhill	Scotrail	South West Scotland Community Rail Partnership	2	Fully staffed	X	—	✓	X	X	✓	X	X	<i>This station is in remote area. Still uses tablet exchange therefore staff members essential.; Not on station</i>
Beasdale	Scotrail	West Highland Line Community Rail Partnership	1	Partially staffed	X	—	✓	✓	X	X	✓	X	<i>This is a volunteer-run railway.</i>
Bishopbriggs	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	—	✓	✓	<i>Small suburban station in busy shopping area next to a very busy road and bus route</i>
Bridge of Allen	Scotrail	Strathallan Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✓	✓	X	✓	X	<i>Yes, direct phone</i>
Burnside - Cumbria	Scotrail	Community Rail Cumbria	1	Partially staffed	✓	✓	✓	✓	X	✓	X	✓	<i>This is a very small branch line in the small village of Burnside, but it is on the line that</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													connects Oxenholme Station to Windermere in the lake District and is well used; Yes, but only on the useful information board
Burntisland	Scotrail	—	2	Partially staffed	X	✓	✓	X	✓	X	X	X	Although a station on the Main East Coast Line and local routes not all trains stop at Burntisland. It is predominately used by local people to stations within Fife, and to Edinburgh Dundee or Perth. Tourists also use the station, especially in the summer months. It is well used station. There is however no access for wheelchairs or prams from the "station" for North/East bound trains due to the number of steps needed to climb to access the platform.
Camelon	Scotrail	—	2	Always unstaffed	✓	✓	✓	X	✓	—	✓	X	Shelter on both platforms, well lit
Cameron Bridge	Scotrail	—	2	Always unstaffed	✓	✓	✓	✓	✓	X	✓	X	Lift and ticket machine out of order
Canal St, Renfrewshire	Scotrail	—	1	Always unstaffed	✓	✓	X	X	X	X	X	X	Access ramp is at a steep gradient. Could get a wheelchair down but not up. Too long, to windy too steep.
Cardenden	Scotrail	—	2	Always unstaffed	✓	✓	—	—	✓	✓	✓	X	Website address, Social media, What's App number, Scotrail Telesales number, Scotrail Customer Relations: phone number, e-mail address and postal address, National Rail Enquiries: Phone number, textphone number and webpage, The Rail Ombudsman: phone number, email address and webpage, a QR code to scan to save all of this information.; Yes, Guard on train
Cowdenbeath	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	✓	—	X	See Cardenden's info
Cupar	Scotrail	—	2	Partially staffed	✓	✓	X	✓	✓	X	✓	X	
Dalgety Bay	Scotrail	—	2	Always unstaffed	✓	✓	✓	X	✓	✓	✓	X	There was a large poster about possible disruption due to engineering works with further information available on Scotrail website, App, Help

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													points or by using QR code .Also poster showing substitute buses pick up point.
Dunblane	Scotrail	Strathallan Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✗	✓	—	Yes, phones to report issues.
Dunfermline City	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	✓	✗	—	Yes, Guard on train and posters in station and on train with information about how to contact the transport police.
Dunfermline Queen Margaret2	Scotrail	—	2	Always unstaffed	✓	✓	✓	—	✓	✓	✓	✗	Yes, Guard on train and posters in station and on train with information about how to contact the transport police.
Falkirk High	Scotrail	—	—	Unknown	✓	—	✓	✓	✓	✗	—	—	
Glenrothes with Thornton	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗	If you are walking into the village, it is quite dark. If you have to use the flight of steps there is only a lamp at the bottom.; Yes, saw guard on train. No help for partially sighted. There are two platforms and sometimes trains come in at the wrong platform. This happened while I was there and the guard held up the train while people ran up the steps.
Gourock	Scotrail	—	3	Fully staffed	✓	✓	✓	✗	✓	✗	✓	✗	
Greenock Central	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✗	✓	✗	
Greenock West	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✗	✓	✗	No number for BTP on any of the trains travelled on (Scot Rail)
Hawkhead	Scotrail	—	1	Always unstaffed	✓	✓	✓	✗	✗	✗	✓	✗	
Hyndland	Scotrail	—	1	Partially staffed	✓	—	✓	✓	—	✗	—	✗	Suburban station with several pathways to housing and hospital units; Wi-Fi zone in waiting area
Inverkeithing	Scotrail	—	2	Partially staffed	✓	✓	✓	—	✓	✓	✓	—	I spotted the Travel safety team on the platform at this station. They were 4 people all men with bright purple uniforms. Their job is to travel on trains to ensure safety for both passengers and staff. For more info go onto the Scotrail website but their key responsibilities and actions are: Visibility and

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>Presence: The team is actively visible...</i>
Johnstone	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✗	✗	✓	✓	<i>General info directed everyone to the 'Help Point' for info on timetables/help for disabled travellers.</i>
Kirkcaldy	Scotrail	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Ladybank	Scotrail	—	2	Partially staffed	✗	✓	✓	✓	✓	✗	✓	✗	<i>There are waiting rooms on both platforms but they are locked when the station is unstaffed which makes them almost unusable.</i>
Larbert	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	<i>The ramp to the carpark was a bit overgrown with bushes and tall trees</i>
Leuchars	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—	<i>Yes, BTP text &amp; Tel number</i>
Leven	Scotrail	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓	
Linlithgow West	Scotrail	—	2	Partially staffed	—	✓	✓	✓	✓	✓	✓	✓	<i>There are waiting areas open at night as they provide access to the platforms. I used to commute and use this station frequently and I never at anytime felt unsafe</i>
Lochgelly	Scotrail	—	2	Always unstaffed	✓	✓	✓	—	✓	✓	✓	✗	<i>Yes, Guard on train and posters in station and on train with information about how to contact the transport police.</i>
Markinch, Fife	Scotrail	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗	<i>Disabled access only available from 1 platform. A lift is available on one side but not on the other and platform is accessed by stairs and a ramp; No, none visible</i>
Paisley Gilmore Street	Scotrail	—	4	Fully staffed	✓	✓	✓	✗	✓	✗	✓	✗	<i>BTP posters a beside the lift, which not a lot of people use and half landing with many other posters.</i>
Paisley St James	Scotrail	—	2	Always unstaffed	✓	✓	✓	✗	✗	✗	✓	✗	
Polmont	Scotrail	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✗	
Rosyth	Scotrail	—	2	Always unstaffed	✓	✓	✓	—	✓	✓	✓	—	<i>Yes, Guard on train and posters in station and on train with information about how to contact the transport police.</i>
Springfield	Scotrail	—	2	Always unstaffed	✓	✗	✓	✗	✓	✓	✗	✗	<i>Yes CCTV on platform 1 only</i>
Stirling	Scotrail	Strathallan Community Rail Partnership	10	Partially staffed	✓	✓	✓	✓	✓	✗	✓	—	<i>Yes, phones to report issues.</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Alton	South Western Railway	Hampshire Community Rail Partnership - Wey Valley	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Station is busy on summer weekends as the steam railway "The Watercress Line" departs from here
Ash Vale	South Western Railway	—	2	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✗	The platforms can only be reached by climbing two flights of stairs which doesn't feel safe in the dark. Local MP has promised there would be a lift installed but nothing yet
Basingstoke	South Western Railway	—	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Bentley	South Western Railway	—	2	Partially staffed	✓	✓	✓	—	✗	✓	✓	—	This is a quiet station in a residential area
Botley, Southampton, Hants	South Western Railway	—	2	Always unstaffed	✗	✗	—	✗	✗	✗	✗	✗	Car parking is about a ¼ mile away in a field that is unlit and on a side country road No lift and the platforms are on either side of a bridge over the railway tracks but there are some steps to go up before you descend so not at all useable for any disabled. It does have electronic signs on the platforms advising next train stopping or not. ...
Bournemouth	South Western Railway	—	4	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—	SM very helpful. Volunteered that he sees all the feedback about the station and did not recall ever having comments about women feeling unsafe.; Yes, guards on trains, staff wear Hi vis tabards
Branksome, Bournemouth	South Western Railway	—	2	Partially staffed	✓	✗	✓	✓	✓	✓	✓	✓	
Christchurch, Dorset	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—	
Clandon	South Western Railway	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—	Station has improved over years with better lighting and CCTV
Datchet	South Western Railway	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✓	—	✓	✓	✓	No waiting room, limited seating; Yes, sometimes BTP on trains
Dorchester South	South Western Railway	Purbeck Community Rail Partnership	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—	The station area has been remodelled in recent years, in conjunction with the redevelopment of a brewery site, so the area is well lit and

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>has restaurants and residences. Previously the approach was poorly lit. SWR gave an email address for comments/complaints: customerrelations@swrailway.com. There is a large onward travel poster with a map ...</i>
Eastleigh	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	3	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗	
Effingham	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—	<i>Station has improved over years with better lighting and CCTV</i>
Eggescliffe	South Western Railway	—	2	Partially staffed	✗	✓	✓	✓	✗	✓	✓	—	<i>Grand Central Trains have volunteer ambassadors on the platform every Sunday 9.30am - 3.30pm. Defibrillator. Station manager visits twice a week for 20 minutes. Station undergoing major improvements.; Yes, part of 'Secure Stations Scheme'.</i>
Fareham	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	4	Partially staffed	✓	✓	✓	✓	✓	—	✓	✓	<i>Lifts available. If not working, staff will assist with wheelchairs, prams, luggage. Always cheerful and helpful staff; Yes, gate inspector walks the platforms on a regular basis</i>
Farnborough Main	South Western Railway	Station Group	2	Fully staffed	✓	✓	✓	✓	✓	—	✓	—	<i>Very busy station at all times</i>
Farncombe	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	—	✓	✓	—	✓	✗	—	—	
Farnham	South Western Railway	Hampshire Community Rail Partnership - Wey Valley	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>Big town, lots of facilities, proper ticket office and cafe. A little out of town and have to cross bypass.</i>
Frimley	South Western Railway	—	2	Partially staffed	✓	✓	✓	✓	✗	✓	✓	—	<i>Although this small station is staffed only sparsely, I was impressed by the condition and signage also that there was a prominent defibrillator</i>
Godalming	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✗	✓	—	—	—	<i>Surprised at how difficult it was to find relevant information for</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>person feeling unsafe. This is a busy station so should be better. The lower car park is quite dark at night</i>
Haslemere	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	3	Partially staffed	—	X	✓	X	—	—	✓	—	
Havant	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	—	✓	✓	X	✓	X	<i>Staff on duty at the time extremely helpful. Station has lift to access to other platform</i>
Hinton Admiral	South Western Railway	—	2	Partially staffed	X	—	✓	X	X	✓	✓	X	<i>Most information is available by scanning a QR code. I tried and could not get any reception to make a call or scan the QR code.</i>
Horsley	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	—	✓	✓	✓	—	<i>Station has improved over years with better lighting and CCTV</i>
Liphook	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	X	✓	—	✓	—	✓	X	
Liss	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	X	✓	—	X	—	✓	X	<i>ramps - in locked ticket office</i>
London Road, Guildford	South Western Railway	—	2	Partially staffed	✓	✓	✓	—	✓	✓	✓	—	
Milford	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	X	X	✓	—	—	
New Milton	South Western Railway	Station Group	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	X	<i>Yes, posters on platforms</i>
Parkstone	South Western Railway	—	2	Always unstaffed	✓	✓	✓	X	✓	✓	✓	—	
Petersfield	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	—	<i>Yes, Welfare trespass officer on platform</i>
Pokesdown	South Western Railway	—	2	Partially staffed	✓	✓	✓	X	—	✓	✓	—	<i>The station used to be recognised as being dangerous, hence the Welfare Trespass officers. The officer told me that incidents had lessened. He was wearing a bodycam which I think is the main deterrent; Yes, Welfare trespass officer on platform</i>
Poole	South Western Railway	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	—	

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Portchester	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✗	✗	—	✗	✗	
Portsmouth & Southsea	South Western Railway	—	4	Fully staffed	✓	✗	✓	✗	✗	✓	✓	✗	<i>Staff are always helpful All toilets are permanently closed. Platforms are on 2 levels; Yes, see it, say it, sort it announcements</i>
Portsmouth Harbour	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	1	Partially staffed	✗	✗	✓	✗	✗	✗	✓	✗	<i>Yes, see it, say it, sort it message but no contact numbers</i>
Rowlands Castle	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✓	✗	✗	✗	—	<i>A small station , only steps to other platform no lift</i>
Salisbury	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	6 but only 4 used	Partially staffed	✗	✓	✓	✓	✗	✗	✓	✓	<i>Asked a member of staff a question and he was very helpful, I saw him proactively helping an elderly couple</i>
Shawford	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	3	Always unstaffed	✓	✓	✓	✓	✗	✗	✗	✗	<i>the station has a car park, but generally the area is dark and, in the winter, I personally would recommend waiting at the pub over the road   Physical time tables are on the station platforms, or at the bottom of the steps, general information boards for the local area and customer services are located within and outside of the station but there ...</i>
Southampton Airport Parkway	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗	<i>It did strike me that there were no Timetables, other than the electronic notice boards with upcoming train times and platform details displayed. I guess the assumption is that everyone has access to online information and/or/mobile phones</i>
Southampton Central	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	4	Fully staffed	✓	✓	✓	✗	✓	✓	✓	✓	
Sunningdale	South Western Railway	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	<i>Help Points but, in an emergency, you would be flustered and so personal access to a person would be better. Also access points cannot help you. Better to have a person</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Swanwick	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	
Winchester	South Western Railway	Hampshire Community Rail Partnership - 3 Rivers	2	Partially staffed	✓	✓	✓	✓	✓	✗	✓	✓	
Windsor & Eton Riverside	South Western Railway	Southeast Communities Rail Partnership	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Taxis usually meet trains, no waiting room, seats on station and 1 platform; Yes, sometimes transport police on trains & platforms
Witley	South Western Railway	Hampshire Community Rail Partnership - Hills to Harbour	2	Partially staffed	✓	✓	✓	✗	✗	✓	—	—	
Woking	South Western Railway	Station Group	5	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	No; Yes, Notices about slips, falls and accidents/mirrors installed to see round corners
Ashford International (Domestic side)	South eastern Railway SE	Kent Community Rail Partnership	6 in total, 4 in use 2 international mothballed	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Generally station feels safe. Underpass to some carparks is generally well lit and clear and there are other CPs available. Lighting issue reported recently and dealt with quickly.
Bat and Ball	South eastern	Darent Valley Community Rail Partnership	2	Always unstaffed	✓	✗	✗	✓	✗	✓	✗	✗	No lift, just stairs, travel info in small print
Beckenham Junction	South eastern	—	4	Partially staffed	✓	✓	✗	✗	✓	✗	—	✗	
Borough Green & Wrotham	South eastern	—	2	Partially staffed	✓	✓	✓	✓	✗	✗	✓	✗	A very dedicated member of staff.
Bromley North	South eastern	—	2	Partially staffed	✗	✓	✗	✗	✗	✗	✗	✗	The trains from Bromley North only go to Sundridge Park and Grove Park- both of those stations are accessed via metal stairs etc
Bromley South	South eastern	—	4	Partially staffed	✗	—	✓	✓	✓	✗	✓	✗	No except this is the major station for the area.; Yes, BTP at weekends
Canterbury East	South eastern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓	Appears to be well organised and easy to negotiate but it is via a snooker hall and homeless shelter
Canterbury West	South eastern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✓	Feels well lit. Only area that feel a security risk is the tunnel between Platforms. It is well lit but not pleasant at night. Other route over the tracks feels safer
Catford Bridge-Hayes Line	South eastern	—	2	Partially staffed	✓	✓	✓	✗	—	✓	✓	✗	Steep steps up and over the tracks. Are set at a fair distance

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													<i>from the exits on both sides. It is a very long walk round etc if you are unable to do the steps. I felt unsafe when a Rastafarian playing loud music walked down the platform towards me having used the side entrance on the downside, the turned and walked back over the bridge and out...</i>
Chartham	South eastern	—	2	Always unstaffed	✓	—	✓	✓	✓	✗	✓	—	
Chatham, Kent	South eastern	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—	
Chesterfield & Swalecliffe	South eastern	—	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✗	✗	
Deptford	South eastern	—	2	Partially staffed	✗	✓	✓	✗	✓	✓	✓	✗	<i>Yes, staff on duty.</i>
Dunton Green	South eastern	—	2	Always unstaffed	✗	✓	✓	✗	✗	✗	✓	✗	<i>18 steps to access platform, no lift; No (number given on train)</i>
Eynsford, Kent	South eastern	—	2	Partially staffed	✓	✓	✓	✗	✓	✗	✓	✗	
Faversham	South eastern	—	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—	
Folkestone West	South eastern	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	<i>Yes, CCTV is installed on both platforms and there is also the emergency cord on all trains.</i>
Gillingham	South eastern	Kent Community Rail Partnership	3	Fully staffed	✗	✓	✗	✗	✗	✗	✗	✗	
Herne Bay	South eastern	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—	<i>There is an assistance point and an emergency telephone on Platform 1. There is a lift and a walkway to access Platform 2. There is also a passageway down some stairs going under the tracks to access Platform 2.</i>
Hildenborough	South eastern	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✓	—	
Kemsing, Kent	South eastern	—	2	Always unstaffed	✗	—	✓	✓	✗	✗	✗	✓	
Kemsley	South eastern	Kent Community Rail Partnership	2	Always unstaffed	✓	✓	✓	✗	✓	✓	✓	—	<i>Ramped access to platforms, Portable ramps stored on platforms 1 and 2, ticket machine on platform 2, Samaritans' signs on both platforms, Men talk UK sign</i>
Knockholt Kent	South eastern	—	2	Partially staffed	✓	✓	✓	✓	✗	✓	✓	✗	
Lenham, Kent	South eastern	—	2	Partially staffed	✗	✓	✓	✗	✓	✓	✓	✗	<i>It is like many stations on this line where access is a major problem.</i>

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													Cannot cater for people using wheelchairs. Anyone using W/chair would have to travel to Ashford and then access a train to London from there.; Yes, CCTV on both platforms and in the booking office and car park
Maidstone east	South eastern	Kent Community Rail Partnership	3	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	There is generally an awareness of safety throughout the station although there were more specific posters regarding access etc for disabled people. Of the 2 waiting rooms one had a poster highlighting safety but in the other it was in the ladies toilet.
New Beckenham	South eastern	—	2	Partially staffed	✗	—	✓	✗	✓	✓	✗	—	
New Eltham	South eastern	—	2	Always unstaffed	✗	✓	✓	✗	✓	✗	✓	✗	Yes, see it, say it, sorted message
Penge East	South eastern	—	2	Fully staffed	✓	✓	✓	✓	✓	✓	✓	✗	
Rochester	South eastern	—	3	Fully staffed	✓	✓	✓	✓	✓	✓	✓	—	
Sandling, Kent	South eastern	—	2	Partially staffed	✓	✓	✓	✗	✓	✓	✗	✓	The lady who is the station manager is very helpful, but she is only at the station until 13.00 hours Monday to Friday and, as stated above, the station is not staffed after that time nor on a Saturday and Sunday.
Sevenoaks	South eastern	Darent Valley Community Rail Partnership	4	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✓	They have been awarded the safe station award
Sheerness	South eastern	Kent Community Rail Partnership	1	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✗	
Sittingbourne	South eastern	Kent Community Rail Partnership	3	Partially staffed	✓	✓	✓	✗	✓	✓	✓	✓	Yes, always staff around on the platform or ticket barriers
Stratford International domestic side	South eastern	—	4, 2 for domestic (2 mothballed for international)	Fully staffed	✓	✓	✓	✗	✓	✓	✓	✓	Station has a cut through for Westfield Stratford to DLR station, ticket hall is long so an area favoured for people on skates which adds to the hazards for rail users.
Sundridge Park	South eastern	—	2	Partially staffed	✓	✓	✗	✗	✗	✗	✓	✗	This station is on a line that has only 3 stations. It is totally inaccessible for anyone who can't manage steep metal stairs. One platform

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													has an additional entrance/ exit onto an unmade path, a short cut but surrounded by bushes and it would be difficult to get away if threatened.
Swale	South eastern	Kent Community Rail Partnership	1	Always unstaffed	X	✓	✓	X	✓	✓	✓	—	
West Wickham Kent - Hayes Line	South eastern	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	X	Good visibility through the open railings, bike racks and a good waiting room which was open for customers. Also has an entrance on both sides of the track, even when ticket office is closed.; Not visible but there were notices about CCTV coverage.
Whitstable	South eastern	—	2	Partially staffed	✓	X	✓	X	✓	✓	✓	✓	Differing views on feeling safe when using the station. One member often uses the station at night and feels reasonably safe, due to the numbers of people exiting trains and the station at the same time, many of whom are women; another member doesn't regard the station as safe because there are so few staff. Although staff come to the platform to wave off the trains.
Stratford Parkway	TFL Rail ?	—	2	Partially staffed	✓	✓	✓	✓	—	X	✓	✓	Did not go on train
Selby	Trans pennine Express	SADRUG	3	Partially staffed	✓	✓	✓	✓	X	✓	✓	✓	lifts, defibrillator
Bodorgan	Transport for Wales	—	2	Always unstaffed	✓	✓	✓	✓	X	✓	✓	X	Car park has 2 spaces
Carmarthen	Transport for Wales	—	2	Fully staffed	✓	✓	X	✓	X	X	✓	—	In the 'secure station scheme' has a plaque about it but the station manager was unaware of it; Yes, a large white circular box that you can speak into but no explanation of what it is
Chepstow	Transport for Wales	Gloucestershire Community Rail Partnership	2	Partially staffed	X	✓	✓	✓	—	X	✓	X	I really feel that CCTV cameras should be installed inside the station and an emergency phone number in case of emergency.; None on station
Cwmbran	Transport for Wales	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Would like to see more notices about emergency support

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Holyhead	Transport for Wales	—	3	Fully staffed	✓	✓	✓	✓	—	✗	✓	✗	Part of the Port of Holyhead
Johnston	Transport for Wales	—	1	Always unstaffed	✗	✓	✓	✓	—	✗	✗	✗	
Kilgetty	Transport for Wales	—	1	Always unstaffed	✗	—	✓	✓	✓	✓	✓	✗	
Lamphey Pembrokeshire	Transport for Wales	—	1	Always unstaffed	✗	—	✓	✓	✗	✗	✗	—	In village with houses nearby
Llanfairpwll	Transport for Wales	—	2	Always unstaffed	✗	✓	✓	✓	✗	✓	✓	✗	Access to platform 2 is via a footbridge with steps or an unmade path about 5 mins walk.
Manorbier	Transport for Wales	—	1	Always unstaffed	✗	—	—	✓	✗	✗	✗	✗	Long way to village down county roads
Milford Haven	Transport for Wales	—	1	Always unstaffed	✗	—	✗	✓	✗	✗	✗	✗	Tesco adjacent, unlit carpark, defibrillator
Nantwich	Transport for Wales	—	2	Always unstaffed	✗	✓	✗	✓	✗	✗	✗	—	Would not like to arrive here alone and after dark. Most common notices are best kept station awards!
Narberth	Transport for Wales	—	1	Always unstaffed	✗	✓	✓	✓	✓	✓	✓	✓	
Pembroke	Transport for Wales	—	1	Always unstaffed	✗	✗	✗	✓	✗	✗	✓	✓	Situated in a busy Town street
Pembroke Dock	Transport for Wales	—	1	Always unstaffed	✗	—	✗	✓	✗	✗	✓	✗	
Penally	Transport for Wales	—	1	Always unstaffed	✗	—	✗	✓	✗	✓	✓	✓	Houses nearby, ticket machine
Pontypool & New Inn	Transport for Wales	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✗	The station has recently been upgraded. It has 2 entrances to platforms. The old side has access problems because of steps and isn't as safe due to an underpass to the carparking area.; Yes, refuge point for wheelchair users
Rhosneiger	Transport for Wales	—	2	Always unstaffed	✗	✓	✓	✓	✗	✓	✓	✗	Clean & tidy, no carpark. used regularly by students, school children and tourists but 30 mins walk to town
Saundersfoot	Transport for Wales	—	1	Always unstaffed	✗	—	✗	✓	✗	✗	✗	✗	1 mile to town centre on an unlit road, notices are 200yds from station on the unlit road, writing on safety notices very small and unlit
Severn Tunnel Junction	Transport for Wales	Severnside Community Rail Partnership	4	Partially staffed	✗	✓	✓	✓	—	✗	✓	✓	
Shrewsbury, Shropshire	Transport for Wales	Cambrian Rail Partnership / 3 Counties Connected / Heart of Wales	7	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	CCTV cameras are in operation, displayed clearly on the West Midlands Trains

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
		Community Rail Partnership											
Tenby	Transport for Wales	—	2	Always unstaffed	X	✓	✓	✓	✓	✓	✓	✓	Most info is in very small writing, defibrillator, ticket machine
Tycroes	Transport for Wales	—	2	Partially staffed	✓	✓	✓	✓	X	✓	X	X	There is no carpark, not well lit and only 1 house in the area-out on a limb
Valley	Transport for Wales	—	2 (1 out of service)	Partially staffed	X	✓	✓	✓	—	X	✓	X	Level crossing attached to the station
Whitland	Transport for Wales	—	2	Always unstaffed	X	—	X	✓	✓	X	✓	X	Pub close by, defibrillator, ticket machine
Leeming Bar	Volunteer run	—	1	Partially staffed	X	—	✓	✓	X	X	✓	X	This is a volunteer-run railway.
Barnt Green	West Midland Trains	Worcestershire Community Rail Partnership	4	Always unstaffed	✓	✓	✓	X	✓	✓	✓	X	STATION WAS SURVEYED IN SUMMER MONTHS ( June 2025 ) so not possible to assess adequacy of lighting for the winter. Also, of particular note that there is a major engineering project underway to install a passenger lift-hence there is significant disruption to the parking area in particular.
Bloxwich North, Walsall	West Midland Trains	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	—	—	
Albrighton	West Midlands	—	2	Partially staffed	✓	✓	✓	X	✓	✓	✓	✓	This is an unmanned station as are most on the line from Shrewsbury to Wolverhampton. The trains stop once/ maybe twice an hour. At night, although well lit, the small station can be intimidating and un friendly. The train guard often waits to see everyone off the station ☐ but not off railway premises. The old ticket office was turned into a café but this did make it seem safer and less intimidating ...
Bourneville	West Midlands Trains	—	2	Partially staffed	✓	X	✓	✓	✓	✓	✓	X	
Bromsgrove	West Midlands Trains	Worcestershire Community Rail Partnership	4	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	
Cannock	West Midlands Trains	—	2	Always unstaffed	✓	✓	X	✓	X	X	✓	—	

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
Cradley Heath, West Midlands	West Midlands Trains	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	—	This is a modern station with good facilities and signage and an adjacent bus station.; No, we did not travel on the train
Hednesford	West Midlands Trains	Station Group	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✓	✗	It would be good to have more lighting at the end of the platforms as it gets very dark in winter where the last coaches stop
Kenilworth Station	West Midlands Trains	Heart of England Community Rail Partnership	1	Partially staffed	✓	✓	✓	✗	✓	✗	—	✗	Yes - when first opened in 2018 Kenilworth Station had a ticket office, waiting room and café. These all closed in 2020 (we think). The station now has no staff, the ticket office and waiting room are permanently locked and tickets are accessed from ticket machines. But the station platform is clean and tidy.; Yes, Emergency telephone in a yellow box at end of platform
Landywood Great Wyrley	West Midlands Trains	—	1	Always unstaffed	✓	✓	✓	✓	✓	✗	✗	—	We felt that a lone female getting off the train there, or waiting to get on the train, in an evening, could feel quite intimidated and anxious, especially as it is an unmanned Station.
LYE, West Midlands	West Midlands Trains	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Customer panel involvement offered under next train announcements. West Midlands Network info good, App advertised. No lift available but can cross via main road over rail bridge in a wheelchair. Ramp/ pavement descending of moderate gradient. Station has flooded in past. Trees adjacent to modest station garden. Pleasant enough overall, sizeable shelter to waiting area for commuters into Birmingham. Rails and lights all painted orange. Really quite a cosy station. Noted App mentioned from above poster documents Lye station accredited by

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													Secure Station Scheme.
Penkridge	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✓	✗	✗	✗	—	I would not like to get on or off a train late at night from this station alone. I have travelled back on my own to this station after an evening out and felt secure walking to my car given the good level of lighting and number of people alighting from the train @11pm. As per my normal routine though, I make sure I am aware of who has got off the train and who is taking the same route as me.
Redditch	West Midlands Trains	Worcestershire Community Rail Partnership	1	Partially staffed	✓	✓	✓	✓	—	✓	✓	✓	
Rugeley Town	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✗	✗	✗	✓	✗	Messages on automatic intercom to BTP if anything suspicious but no phone number   Messages on automatic intercom to tell transport police if anything suspicious - but number isn't given
Rugeley Trent Valley	West Midlands Trains	—	3	Always unstaffed	✓	✓	✓	✓	✗	✗	✓	✗	I had never been to this station before & if travelling from it I would definitely have to have a taxi to and from the station.; No, there was a sign saying they use drones equipped with night vision cameras at the station
Shifnal	West Midlands Trains	—	2	Partially staffed	✓	—	✓	✓	✗	✗	✗	✗	The station is completely unmanned. It is a commuter route to Wolverhampton and Birmingham. Very inadequate safety information.
Stone, Staffordshire	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✓	✗	✓	✗	✗	(1) The only means of entry to the station is onto the down platform. This means the up platform can only be reached by a footbridge open to the elements, with very steep steps in both directions. Elderly people with luggage find this very difficult and dangerous; wheelchair access must be impossible. Today I had to help

Station	TOC	Community Rail Partnership	Platforms	Staffing	HP	CCTV	Info	T/T	DDA	BTP	Taxi	C/P	Observer Comments
													a mother with a small toddler
Stourbridge Junction	West Midlands Trains	—	3, 2 mainline and 1 for shuttle	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	Stourbridge Junction is well used and is busy. It is regarded as a hub due to the number of destinations that it serves. For a small railway station, it is staffed for long hours.
Stratford-upon-Avon	West Midlands Trains	—	3	Partially staffed	✓	✓	✓	✗	✓	✗	✓	✓	The ticket office attendant was helpful with information, also, he was expecting a passenger on the Leamington train who had requested assistance in advance, and he ran to assist as the train pulled in. (Of course, he had to leave his post at the ticket office to do so. He said the train company had tried to make the station an unmanned one
Tile Hill	West Midlands Trains	—	2	Partially staffed	✓	✓	✓	✓	✓	✓	✓	✓	White Ribbon.org.uk posters on display (End Men's violence against women.
Wilmcote	West Midlands Trains	—	2	Always unstaffed	✓	✓	✓	✓	✓	✓	✗	✓	

## Appendix 4: Survey Questions

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### Women's Safety Railway Station Survey

Club: \_\_\_\_\_ Contact person: \_\_\_\_\_ Contact  
email address: \_\_\_\_\_ Station: \_\_\_\_\_

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How many platforms does the station have? \_\_\_\_\_

#### 1. CLEAR RESPONSIBILITY FOR PERSONAL SAFETY

Is there a prominent notice on display or other information to say who is responsible for all aspects of safety at this station and around? Yes / No

#### 2. VISIBLE AND SUFFICIENT STAFF

Do all staff wear visible uniforms and name badges? Yes / No

Are there station photos of them? Yes / No

How many station staff are visible? Men \_\_\_\_ Women \_\_\_\_

At what times is the station unstaffed while passengers are using it?

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#### 3. WHERE TO REPORT PROBLEMS

Are the British Transport Police/Railtrack numbers for reporting vandalism on display in an obvious place? Yes / No

Is there any other number on display in an obvious place for help and information? Yes/No

#### 4. EMERGENCY ACTION

Is there a clearly marked Emergency Help Point? Yes / No

How is it marked? words / symbol / other \_\_\_\_\_

### Women's Safety Railway Station Survey

#### 5. QUALITY AND LOCATION OF ON- STATION INFORMATION

Are the following clearly visible?

- Timetables? Yes / No
- General information board? Yes / No
- Help for disabled travellers, including partly sighted and deaf? Yes / No
- Any aspect of security on the station or on the train? Yes / No

Please give details\_\_\_\_\_ Is  
basic information crowded out by advertisements, engineering information? Yes / No

Do the surroundings/frames/colours of information boards help people sort out the  
important and the unessential? Yes / No

Are station loudspeaker announcements apt and clear? Yes / No

## 6. CCTV FACILITIES

Is CCTV installed? Yes / No

Are there prominent signs throughout the station saying it is in operation? Yes / No

## 7. SAFE EXIT FROM STATIONS

Is there a safe, well-lit place to wait for a car, taxi or bus? Yes / No

If not, briefly describe what it is like\_\_\_\_\_ Is  
information shown about calling for a taxi and is a telephone available? Yes / No

Is there a safe route to the car park? Yes / No

## 8. Anything else you would like to add?

## About Soroptimist International Great Britain and Ireland (SIGBI):

SIGBI, a registered women’s charity founded in 1934, is part of Soroptimist International, a global organisation formed in 1921, born out of the service movement.

The organisation – which has consultancy status at the United Nations – focuses on empowering women and girls to achieve their full potential and works to eliminate barriers and discriminations that hinder women’s progress.

SIGBI does this through its 248 clubs throughout the UK, Ireland, Malta, Asia and the Caribbean.

### Find out more

Visit [sigbi.org](http://sigbi.org) or scan the QR code.

