

Feedback from launch

Roughly 55 attendees including around 10 families (many of whom have young people in special schools CRL has worked with), Julie Cooper MP, Graham Jones MP, community rail colleagues and Northern colleagues.

Feedback statistics (anonymous)

Was the trip well-planned? - 100% responded yes

Comments;

- Very well organised
- Amazingly organised down to the last detail

Are the resources suitable? - 100% responded yes

Comments;

- Especially liked the tunnels and colour coded route map
- Excellent, packs and information very well put together with so much info

Did you find the trip easy? - 100% responded yes

Comments;

- Trip was stress-free

Will you use the line in the future? - 100% responded yes

Comments;

- Definitely, what a wonderful project
- I will bring my grandson

Did the resources help you or your family to feel more confident, or would they help other families? - 100% responded yes

Comments;

- Definitely on both counts; I work in an SEN school and I will definitely recommend

Other comments;

- Lovely to see how well informed all staff were
- We were made very welcome and all enjoyed the day immensely
- I found the journey: pleasant, comfortable and safe.
- Love the work the team do with youngsters: fantastic!
- Impressed with the positive attitude of staff

The comments made to improve the offer were;

- Add seatbelts to the train
- Space the seats more widely
- More rail parking for those with a disabled car badge

Signed comment cards

Attendees were also given the opportunity to provide us with a comment with their name attached. A sample of these are below;

- I thoroughly enjoyed my trip on the UK's first autism-friendly rail service. I commend Northern Rail and everyone at CRL for this excellent initiative that will allow autistic people to travel without stress

Julie Cooper MP

- Fantastic service that will change families' lives and will put people at ease!

Chris Taylor, Northern

- I enjoyed speaking today for this autism-friendly rail line, I think it is a good idea.

Phillip Hindle, young attendee and speaker

- This trip was very good, thank you to everybody who made it possible.

Jack Mansfield, young attendee

- Friendly, welcoming and helpful - thank you!

Lucy Livesey, young attendee

- As a parent this autism-friendly line gives me confidence that my son can travel safely and have staff on the trains that he can approach for help and understanding if needed!

Tina Hindle, parent

- What a wonderful project, will certainly help more people access and enjoy train journeys.

Adele Curtis, parent

- Time to start exploring with ease!

Gemma Linley, parent

- Makes travelling easier and less stressful for the whole family. Highly recommend.

Leanne Scott, parent

- Amazing. Very friendly staff who couldn't do enough for everyone. Thank you so much for inviting us to be a part of this innovative journey.

Jane Harrison, teacher