

CILPK day out to Edinburgh



CILPK members went for a day out in Edinburgh on 19th September. Our members sometimes experience difficulties when booking passenger assistance on the trains and also with the assistance when at the train station so we decided to test this out and go to Edinburgh by train.

Tickets and assistance were all booked in advance for 5 wheelchair users and 2 mobility impaired members. On turning up at the station we were told that there was only 2 spaces for wheelchair users on the train, thankfully there was another train leaving shortly after so we managed to get everyone on the train even though the group had to be separated.



The first train had two wheelchair users on it and a mobility walker. As you can see from the pictures there was not much room and the seats for the PA's were obstructed by the wheelchairs.

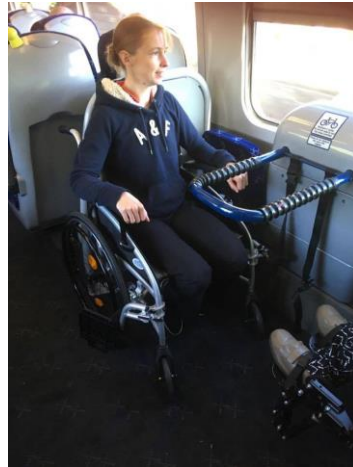


There was nowhere for the walker to be stored so it was left blocking the aisle.

The second train had more room for the wheelchair users but because staff could not remove the bike rack only 2 wheelchair users could get on the train compared to the 4 that we were told.



There was nowhere for the manual chair to be stored so it was left in the middle of the area.



Even for a manual wheelchair there is not much room.

We all got to Edinburgh safely and had a lovely lunch



We had been told in Edinburgh that there would be no problem getting home as we were not all coming back together. Passenger assistance told us that the 3 wheelchair users would all get on the same train.



Train journey home

When we arrived at Edinburgh station to go home it turned out there was only one wheelchair space on the train. The next train was not for another hour which was no use for our members to get home. One wheelchair user got on the train and the manual user got on and transferred to a seat. Although as you can see from the picture there was not much room on the train.

The wheelchair user and his PA who did not get on the train were offered a taxi but by the time that the next train arrived an hour later the taxi had not arrived so they ended up getting on the next train.

We all had a good day out but there is a lot of improvements needed to the train journey to make it more accessible and stress free.