

Your Ref:
Our Ref: 6336nov28\DH\ge

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28 November 2012

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Oliver Heald Esq QC MP
House of Commons
London
SW1A 0AA

Dear Mr Heald

LIFTS AT LETCHWORTH RAILWAY STATION

Thank you for your letter dated 25 October regarding your Constituent, concern about lifts at Letchworth Station. Please accept our apologies for the delay in responding.

The lift shafts that are installed at the Station were used as parcel lifts and they were decommissioned by British Rail in the late 1980s. It is our understanding that the lifts were manually operated and that those passengers who used them had to be accompanied by a member of Station staff. The lifts would not comply with current standards for the provision of accessible passenger lifts.

However, Network Rail has been given funding by the Department for Transport to install two new lifts at the Station via the Access for all Programme. This Project will provide step free access to / from the platforms for all those who require assistance. As stated, the existing lift towers are not suitable to contain lifts designed to modern standards that are required to carry those with disabilities and those with pushchairs or luggage / heavy shopping, etc.

The new lifts are to be designed so that a dignified operation can be achieved by the users without asking for assistance from Station staff. As such, separate lifts shafts will be constructed at a discrete location to the side of the existing footbridge. The current Project programme aims to install the new lifts, which will be compliant to modern standards, by February 2014.

We hope that [redacted] will welcome this facility which will bring modern lifts to Letchworth and improve his experience of using the Station.

Yours sincerely

A handwritten signature in dark ink, appearing to be "David Higgins". The signature is fluid and cursive, with a long, sweeping tail that extends to the right.

David Higgins
Chief Executive