

Northern Community Ambassadors

Helping
you to use
local rail
services



www.northernrail.org/ambassadors

a serco and abellio[®] joint venture

Introduction to Northern

Northern is the largest train operator in the UK, connecting people with jobs, families and leisure activities across the north of England. We provide 2,500 local and regional train services every day and carry over 85 million passengers a year.

We are passionate about the communities we serve and are committed to helping more people use public transport by delivering local railway services that really work for everyone.



Northern Community Ambassadors

The Northern Community Ambassadors scheme promotes the use of local rail services around four stations across the north of England – **Blackburn, Brierfield, Farnworth and Rochdale.**

Through our interaction with these communities, our Ambassadors will work to understand, and then overcome any barriers to local rail travel.

The scheme aims to improve relations between

Northern and local people, resulting in sustainable passenger growth on rail services.



Your Community Ambassador for Blackburn

Sultana Jamil is your Northern Community Ambassador for Blackburn. Sultana is a proud Muslim and has worked extensively in the local community around Blackburn over the last eight years.



Work in the Community

Our team of Northern Community Ambassadors are fluent in a variety of languages including Punjabi, Urdu and Hindi. They will help you to use local rail services with confidence and make travelling on our trains more enjoyable.

We can arrange a free accessibility trip for local groups which gives you first-hand experience on board a train. As part of the accessibility trip, your Community Ambassador will show you:

- the layout of the station
- how to buy tickets, at the station or directly from the conductor
- how to read timetables and maps
- how to board and exit the train safely

You can contact your Community Ambassador at open days in local supermarkets, health centres and through our weekly community surgeries. Presentations to local groups can also be arranged by contacting your local Ambassador.



Contact Details

Sultana Jamil

Tel: 07768 725 240

Email: Sultana.Jamil@northernrail.org

You can visit Sultana at Pringle Street Community Centre, Pringle Street, Blackburn every Monday 11am - 1pm to find out more about local rail travel, and how Northern can help you.

The Northern Community Ambassadors scheme is supported by the Department for Transport, Greater Manchester Passenger Transport Executive and East Lancashire Community Rail Partnership.

