

Signapse — AI-Generated British Sign Language Announcements on the UK's State-Owned Railways

AI in the Public Sector · Good practice · United Kingdom

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

Northern Trains (Feb 2024) and South Western Railway, both UK state-owned operators, use Signapse's AI to assemble BSL-interpreter-filmed signs into on-screen announcements. SWR's rollout won a 2026 Rail Business Award; no independent accuracy or satisfaction data is published.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-01

Northern Trains Limited and South Western Railway (both DfT Operator Limited, UK government-owned), with Signapse and InfoTec — accessed 2026-08-01

Northern Trains — Northern using AI to trial British Sign Language announcements on trains — accessed 2026-08-01

Rail Business Daily — Publicly owned train operators making journeys easier by breaking down communication barriers — accessed 2026-08-01

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