

# Customer Report

April – Sept 2023

## Introduction

Welcome to this Customer Report, which is our bi-annual update to passengers on how London Northwestern Railway has performed in the past six months.

This report covers the period from 1 April 2023 to 16<sup>th</sup> September 2023, during which time we have continued to see a steady increase in passenger numbers on our services following the pandemic, with the leisure market continuing to outperform traditional commuter flows.

This growth has continued despite the ongoing industrial action which has unfortunately continued to cause uncertainty for rail passengers over a number of months.

In May, we played our part in transporting thousands of passengers to two major national events with the King's Coronation in London and Eurovision Song Contest in Liverpool taking place within eight days of each other on consecutive weekends.

Major upgrade work at Lichfield Trent Valley began in July, with the replacement of the Platform 3 overbridge in its entirety by Network Rail. Due to this work buses will continue to replace trains between Lichfield City and Lichfield Trent Valley until January 2024.

In the summer we joined with other operators across the country in publishing proposal to modernise the way tickets are sold across the network. It was encouraging to see so many of our customers give their views during the consultation period and once these responses have been analysed we will work with passenger bodies and the Government on next steps.

Following the sad demise of rolling stock manufacturer Vivarail, which maintained the Class 230 trains we used on our Marston Vale Line between Bedford and Bletchley, we were pleased to take delivery of replacement Class 150 rolling stock for the route in July 2023.

Driver training on the Class 150s is now under way and we look forward to reintroducing trains onto the route in the autumn. A big thank you to all our passengers for your patience.

Speaking of fleet introductions, we are excited to introduce our brand-new Class 730 electric trains onto some of our routes to/from London Euston this autumn. For operational reasons the first trains will run in the unfamiliar orange of our sister company West Midlands Railway until their green London Northwestern Railway counterparts are ready for service next year.

The arrival of the Class 730s will mean we can say goodbye to the last of our oldest trains – the Class 319s – which have served us well but are now very much ready for retirement.

Thank you for your interest in London Northwestern Railway. As ever, if you have any comments about any aspect of our service, please do not hesitate to let us know via our website, or by using the contact details on **Page 25**.

A handwritten signature in black ink, appearing to read 'I McConnell'.

**Ian McConnell**  
Managing Director

## Keeping Customers in the Loop

Our army of volunteers and station adopters continue to deliver amazing projects making a tangible difference to our stations and the communities we serve. Across West Midlands Railway and London Northwestern Railway our volunteer numbers remain steady with close to 380 active volunteers across 58 adopted stations. Since April 2023 our incredible volunteers have given close to 1,000 hours of their time tending to planters, developing engaging art projects in their community and keep their stations looking neat, tidy, and welcoming.

After uncertainty and reduced funding for this year, applications for this round of Your Community, Your Fund have now closed. We've received a total of 94 submissions, which we are excited to take to our judging panel in the coming weeks. Project themes include tackling ASB in our communities, travel training for vulnerable adults and exploring the history of our railways through art.

The first part of the year has seen a focus on deepening relationships with our station adopters and groups who started during the Covid pandemic, such as the Spaghetti Line adoptees on the WMR network. This group have shown real initiative and perseverance during a challenging time, so we are exceptionally pleased to be able to plan larger scale projects with them for the future.

As the academic year is now underway, we are restarting discussions with our network of schools. Victoria Harris our Community Manager appointed early in the year comes from a revenue protection background and is eager get out and about delivering rail safety and travel training programmes, supporting our teams to target those key areas where ASB on the network remains a challenge.

## Train Service Performance

In meeting our aim to provide a reliable service we publish key performance figures on our website, updating every four weeks. These data include punctuality statistics, percentage of trains cancelled and the number of trains running with fewer carriages than planned.

### Timeliness (March 2023 – Sept 2023)

Measure	September 2023	March 2023
Ontime	56.6%	52.7%
T-3*	77.3%	75.1%
T-15	96.8%	96.9%
TOC on Self (ToS) Cancellations	3.7%	1.6%
All Cancellations	5.9%	3.9%

\*T-3 measures performance at every single station call, specifically whether the train arrived within 2m 59s of the planned time. It prioritises every station equally and so better reflects the overall passenger experience. Cancelled services (including failures to call) are reported separately.

### Cancellations and Capacity

Any train that does not complete its full scheduled journey is counted as a cancellation; this includes service that missed stops enroute due to late running. Between April 2023 and September 2023, we planned to run 49,937 trains – of those 96,988 made it to their destination without any alterations enroute. Overall, this equates to 94.1%.

Measure	April 2023-Sept 2023	Sept 2022-March 2023
% Trains that ran	94.1%	94.7%
% Cancellations	5.9%	5.3%

Between April 2023 and September 2023, 1.23% trains ran with fewer carriages than planned.

Measure	April 2023 – Sept 2023	Sept 2022-March 2023
% Trains run with planned capacity	98.7%	98.96%
% Trains run with reduced capacity	1.23%	1.04%

## What drives performance and what are we doing to improve it?

Industrial action has been at the forefront of issues over the last few months resulting in reduced timetables being in operation. Whilst this situation remains in flux, we continue to work closely with Network Rail and other Operators to reduce the impact upon our passengers as much as is feasibly possible.

There have been several notable events over the last 6 months which have increased passenger flow upon the rail network including the King's Coronation and the Eurovision Song Contest. May 2023 saw the introduction of a new timetable which initiated with some significant changes on a number of our routes. Although performance has been impacted by resource issues, the benefits of these timetable changes have had promising initial results to several key lines on our network.

We had the hottest June on record and a secondary hot spell in September. Whilst these didn't cause the same kind of impact seen last summer with overhead wire issues and critical rail temperatures, we did see a significant increase in the number of emergency speed restrictions put in place due to predicted convective rainfall which carries a risk of embankment related complications. These speed restrictions do unfortunately cause disruption however are put in place for safety reasons.

We will shortly introduce our new Class 730 fleet which will replace our Class 319s on the West Coast Mainline. The new Class 730 fleet have greater capacity and will improve the reliability of these services. In addition, we will soon be re-implementing our service between Bedford and Bletchley with Class 150s being utilised instead of the Class 230s. With the introduction of these new fleets, we have of course noted some impact to our current service as the train crew undertake their training which impacts our resource availability.

Trespass and vandalism on the railway continue to be one of the biggest concerns for us and the wider industry. Now more than ever we are working cohesively with our industry partners to analyse trends and collaborate on initiatives to reduce the frequency and impact of such occurrences.

## Ticket Office Opening Hours

Between April 2023 and September 2023, our ticketing offices were closed for **25.30%** of our advertised ticket office hours, an increase of 0.72% Spring 2023.

## Assisted Travel

*Please note this information is based on WMT (WMR & LNR) as a whole*

Between April 2023 and September 2023, we booked passenger assistance for disabled and older customers on 22,286 journeys in total. The volume of booked assistance completed was 18,407. An additional 3,555 journeys were made by customers who used our service without booking in advance. We delivered passenger assistance successfully to 83% of all customers using the service.

We are committed to delivering a railway that is accessible and inclusive to all and we continue to progress a number of initiatives to help make this a reality:

- Rolling out the Passenger Assistance by Transreport App to station and on train colleagues is a key priority to improve the provision of booked passenger assistance on our services. All of our frontline staff have log-ins to the staff application and access to the required training materials. We are working with Rail Delivery Group to develop a roadmap for the rollout of the Passenger Assistance App across the business. The App is a tool to request an assistance booking via an internet-enabled smartphone and is an additional option for requesting an assistance booking alongside the current phone, and email, and the recently introduced Web App – offering more choice for passengers.
- The app allows customers to:
  - request an assistance booking for your rail journey in advance and up to 2 hours before you are scheduled to travel.
  - manage your customer profile
  - view your travel history
  - browse rail journeys via the online journey planner

- We continue to use risk mitigation plans for passenger assistance outlining availability of on-train and station passenger assist availability during industrial action. This includes ensuring that NRE station pages, CIS and onboard messaging is updated with temporary operational arrangements and information that would impact journeys and that regular assisted travel customers were communicated with about what they could expect from us and their transport options.
- Our 'Accessibility Matters' training programme covers a range of topics focused on different disabilities and impairments, both visible and hidden, and aims to give our colleagues across business the confidence and knowledge to engage with customers who have differing requirements of us. This training is provided to all employees on joining the business and front-line colleagues receive regular refresher training, we have seen demonstrable outcomes that show our business is becoming more disability aware and committed to creating a more accessible railway.
- We have made considerable progress in embedding the principles and processes of Equality Impact Assessments (EqIAs) into our decision making. All business changes or projects are assessed and underpinned by an EqIA, ensuring that no intentional discrimination is experienced whilst going about our business. We have worked in conjunction with Greater Anglia to develop a training video in relation to the completion of EqIAs which will be made available across the business.
- Through effective EqIA training for employees, we ensure that in our work we consider the needs of those with any of the 9 protected characteristics of the Equality Act 2010, whether that's infrastructure or asset upgrades, policies and procedures, working practices or the provision of customer service.
- We regularly consult with our Stakeholder Equality Group (SEG), which includes people with different disabilities and requirements and who regularly travel on our services, use our stations and engage with our contact centre and front-line colleagues.



## Customer Relations & Complaints Handling

The Office of Rail and Road (ORR) publishes statistics for every train company regarding passenger complaints, available at [orr.gov.uk](https://www.orr.gov.uk). We aim to respond to 90% of complaints within 10 working days and 95% within 20 working days. Between 1<sup>st</sup> April 2023 and 16<sup>th</sup> September 2023, the following timescales were achieved:

- 6% were responded to within 10 working days (down 21%)
- 14% were responded to within 20 working days (down 55%)

Correspondence comes to us primarily through 3 channels, with electronic formats dominating contact.

- Letter – 1%
- Email/webform – 95%
- Telephone – 4%

*\*These figures exclude social media contacts.*

Between 1<sup>st</sup> April 2023 and 16<sup>th</sup> September 2023, our top three areas of complaint were:

- Delay Repay Compensation Schemes
- Quality on Train
- Train Service Performance

Every complaint is taken seriously and investigated by our Birmingham-based team to ensure we learn from our mistakes and make changes wherever we can.

Further information can be found at <https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-rail-service-complaints>

## Fault Fixing

The below table shows how many faults have been reported by customers over the last six months.

At Stations		Onboard Trains	
Autumn 23	Spring 23	Autumn 23	Spring 23
1	0	303*	290*

*\*Please note this figure is based on WMT as a whole.*

On average it took us 7 days to rectify each of these faults on our trains and 5 days at our stations.

If you see something that's broken, vandalised or in poor condition, please let us know via:



@Inrrailway



Inr.uk/contact-us



0333 311 0006

## Customer Satisfaction/Feedback

### Service Quality Regime

WMTs Service Quality Regime (SQR) covers the entire WMT network. All LNR and WMR stations plus the trains that serve them are assessed. In addition to this, Birmingham New Street (Network Rail operated station) is also covered by the regime.

Having operated the new regime since September 2021, we have identified several areas where our SQR performance could be improved. With several workstreams underway to address these areas, we are confident that we will continue to see a positive uplift to the customer experience of our passengers.

## Rectification of issues and tackling root causes of failure

The Service Quality Regime in its current format has now been running for 26 full rail periods, across all our stations (also including the Network Rail managed Birmingham New Street) and across all our operational fleet (including the new Class 196 units and soon to include the new Class 730 units). We have worked with our core supplier (Mystery Shoppers Ltd) to deliver the full quota of inspections across all 26 periods, this despite numerous challenges being faced with industrial action and inclement weather.

The regime has highlighted that we face several challenges with both our station portfolio and with our ageing fleet.

On the stations side, we have faced consistent issues with:

- **Our Car Parks** – mainly concerning upkeep of signage.
- **Litter** – which is predominantly off our lease areas and therefore reliant on 3rd party (Network Rail and TfWM) engagement with the regime.
- **Etching & Graffiti** – still our most significant issue, resulting in a near 70% failure rate.
- **Help Points** – the 2<sup>nd</sup> highest failure rate, caused by our ageing communications networks.
- **Posters & Frames** – we have experienced a real mix of issues with our poster collateral on our stations with failures predominantly around out of date collateral and missing or damaged poster frames.

With our trains, we have faced consistent issues with:

- **Toilet Operation** – a significant issue on our trains, particularly the older fleets – but one that we must and will get right.
- **Etching & Graffiti** – not as prevalent an issue as it is at our stations, but we do suffer frequent vandalism attacks to our trains.

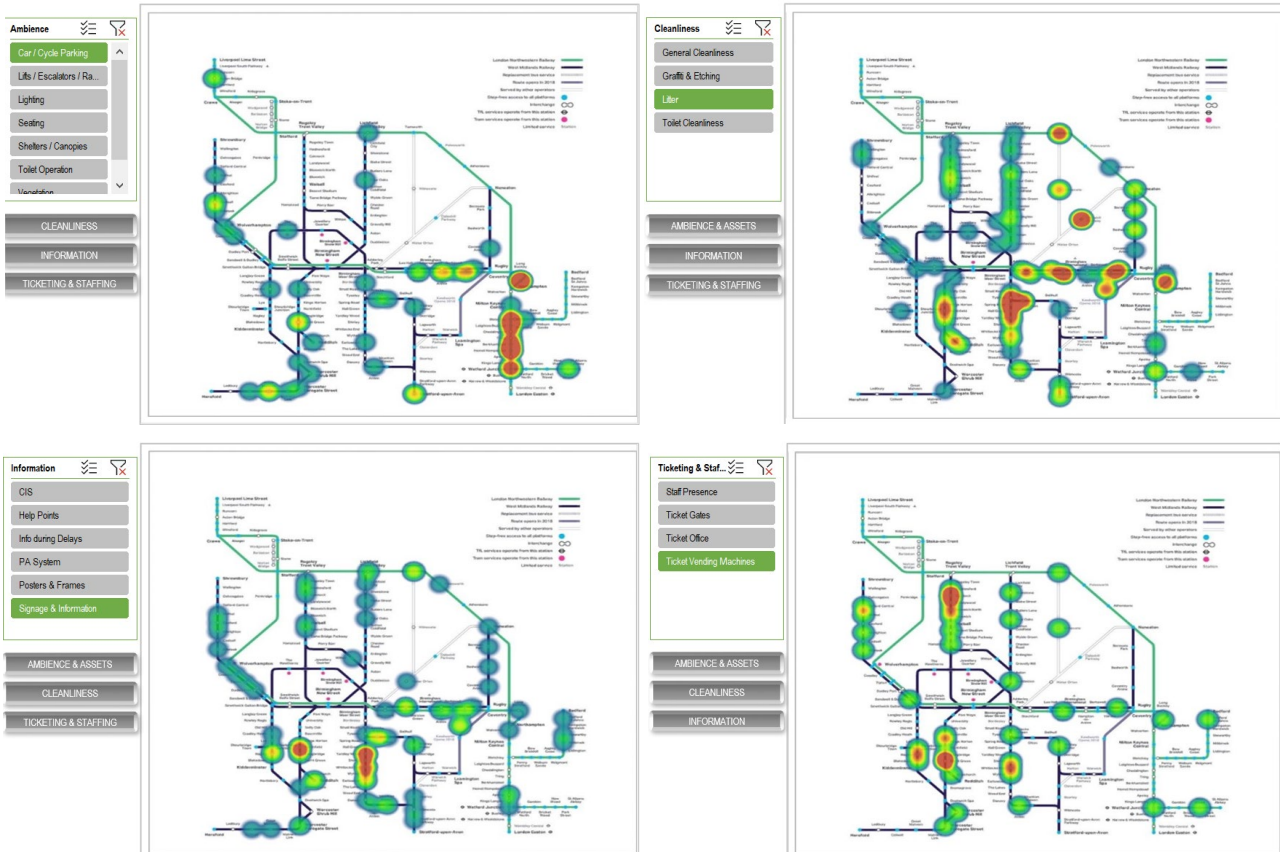
To counter all the above, we have adopted a data led, strategic approach (with the use of heat maps) both internally and externally to focus our teams on delivering improvements in the areas most needed. This has allowed us to work with 3rd parties (such as Network Rail, TfWM, our cleaning provider Carlisle, and also our excellent local community groups) to identify specific stations/lines that would benefit from focused attention and has had some notable successes such as the complete removal of all trackside litter from stations identified through SQR, and also helped to inform the great steps we have taken in improving processes with our external stakeholders.



*Before*



*After*



The current version of SQR has seen massive improvements on the trains side from when we ran the regime previously, with vastly improved scores across all criteria. This has stemmed from excellent work across our fleet maintenance, train presentation and conductor manager teams resulting in far fewer initial failures and vastly reduced re-inspection failures. As with stations, we are utilising a data-led approach and delivering fleet type specific feedback to our teams – meaning that our customers are seeing a real improvement in the look and feel of our trains and receiving up to date and timely information.

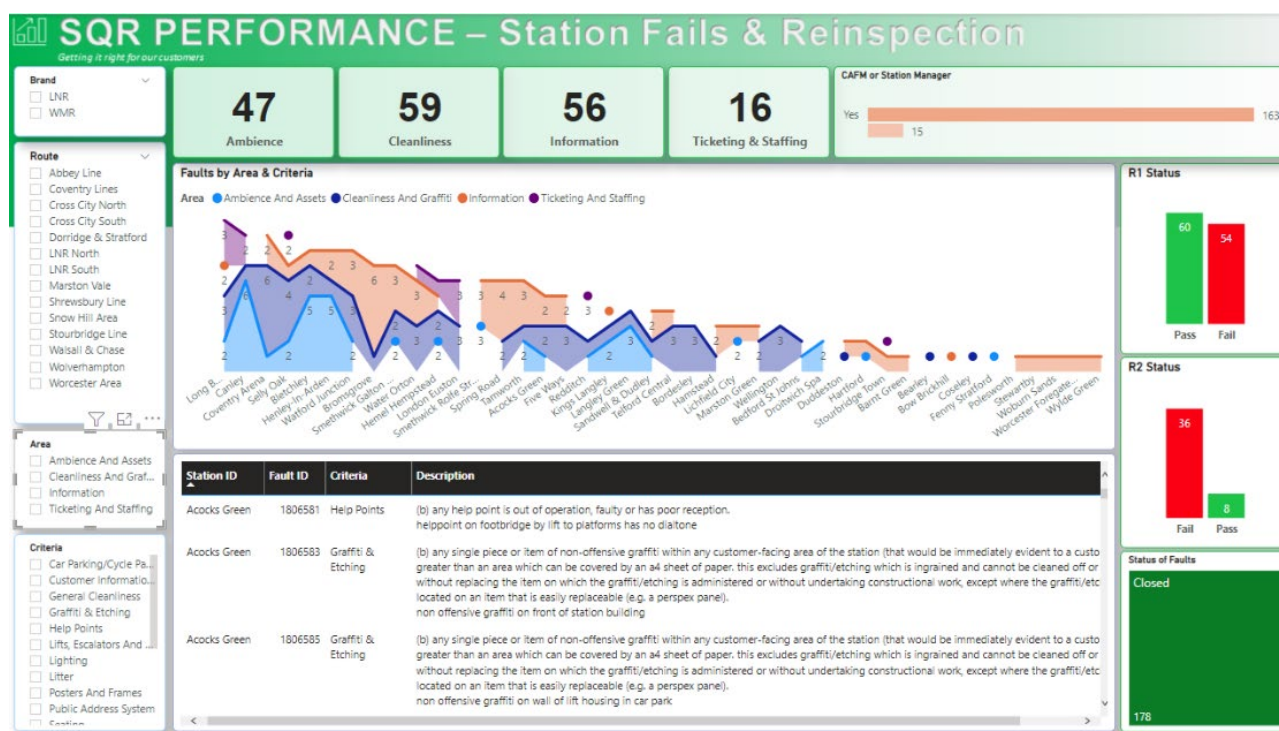
The Customer Service Interaction portion of SQR has mostly seen strong performance, with great results returned for **Staff Helpfulness** both at our stations and onboard our trains.



## Future Service Quality Regime plans

Having been the industry pioneers of the new Service Quality Regime, we have assisted other Train Operating Companies (TOCs) with establishing their own versions of the regime, and this has allowed us to work closely with other TOCs – establishing the areas where we are doing well and also highlighting areas where we can learn from our colleagues. We completed the task of documenting all our SQR processes, both internally and externally – and that has allowed us to work better and smarter with our main stakeholders (Network Rail and TfWM) to greatly improve how SQR is managed.

This has not only improved our scores but will also deliver an enhanced Customer Experience right across our network. We are working to improve our technology, especially with the use of Power Bi which again will have a positive impact upon Customer Experience...as we will have real-time visibility of SQR issues, allowing us to be able to deal with and rectify them before the deadlines imposed by the regime.



## Post Travel Survey

During 2022, we created our own customer experience survey as a way of measuring customer satisfaction, covering the full customer journey, to allow to drive a customer focus throughout the business. The results are being used to drive improvements and are tracked on a periodic basis throughout the year. This provides an excellent insight into the service we are currently providing our customers. These insights are presented at our Customer Experience Board on a periodic basis and ensures that customer satisfaction remains a driver in any decision we make. The post travel survey is a proactive way of inviting customers to provide their honest assessment of the service they are currently receiving and allows us to act swiftly to emerging issues affecting the customer journey.

Since April 2023, 2435 surveys have been completed, 1634 were LNR specific.

## Customer Panel

Our Panel consists of customers from across all our routes (London Northwestern Railway & West Midlands Railway) to ensure that the panel represents as much of our network and customer base as possible. The aim of the Customer Panel is to help us better understand our customers' views and needs, and panel members will also have the opportunity to provide journey feedback as regular users of our network.

Our aim is to encourage constructive feedback (most of it online). You can choose how much you want to share and how involved you want to be. In return, we promise to listen to your thoughts, views and suggestions and to be as open and transparent as we can about how we plan to address them. If you are interested in finding out more or applying for a place on the panel – please click here: [Customer Panel | LNR | London Northwestern Railway](#)

## Environment, Energy & Sustainability

Rail is considered a sustainable form of transport and at WMT we want to make our passenger journeys even more sustainable by continually improving the sustainability of our day-to-day operations. We have environmental objectives, targets and initiatives across all of our environmental impact areas. The update below highlights our current performance and improvement initiatives.

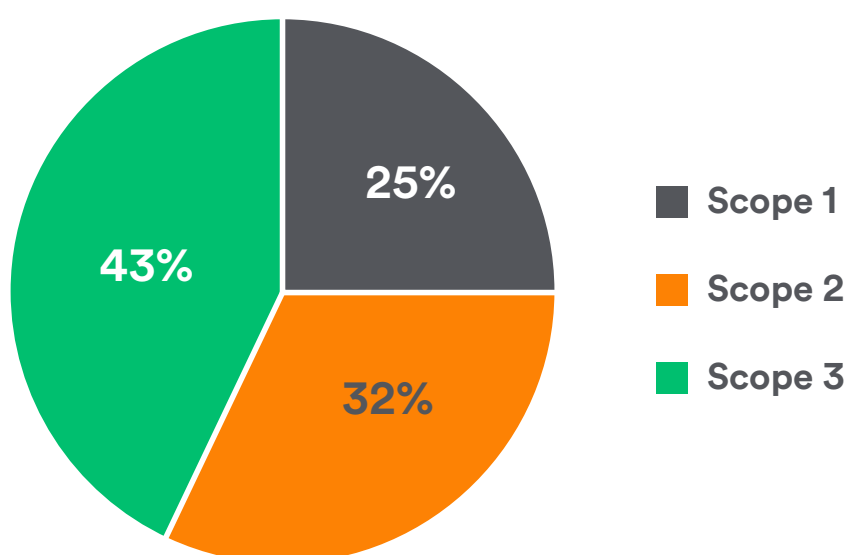
### Carbon emissions

WMT developed a **Decarbonisation Plan** in 2022/23 providing a strategic approach and roadmap setting out a long-term pathway towards total decarbonisation of non-traction carbon which includes our stations and depots energy use and waste. We've also committed to working with the rail industry to support decarbonisation of rail in line with the UK Governments 2050 Net Zero target.

### Our Decarbonisation Plan baseline carbon footprint baseline and targets:

Our baseline year FY19/20 WMT's carbon footprint was **174,510 tCO<sub>2</sub>e** with scope 1 contributing to 25% of the total footprint, scope 2 contributing 32% and scope 3, 43% as shown below.

### WMT total carbon footprint FY2019/20



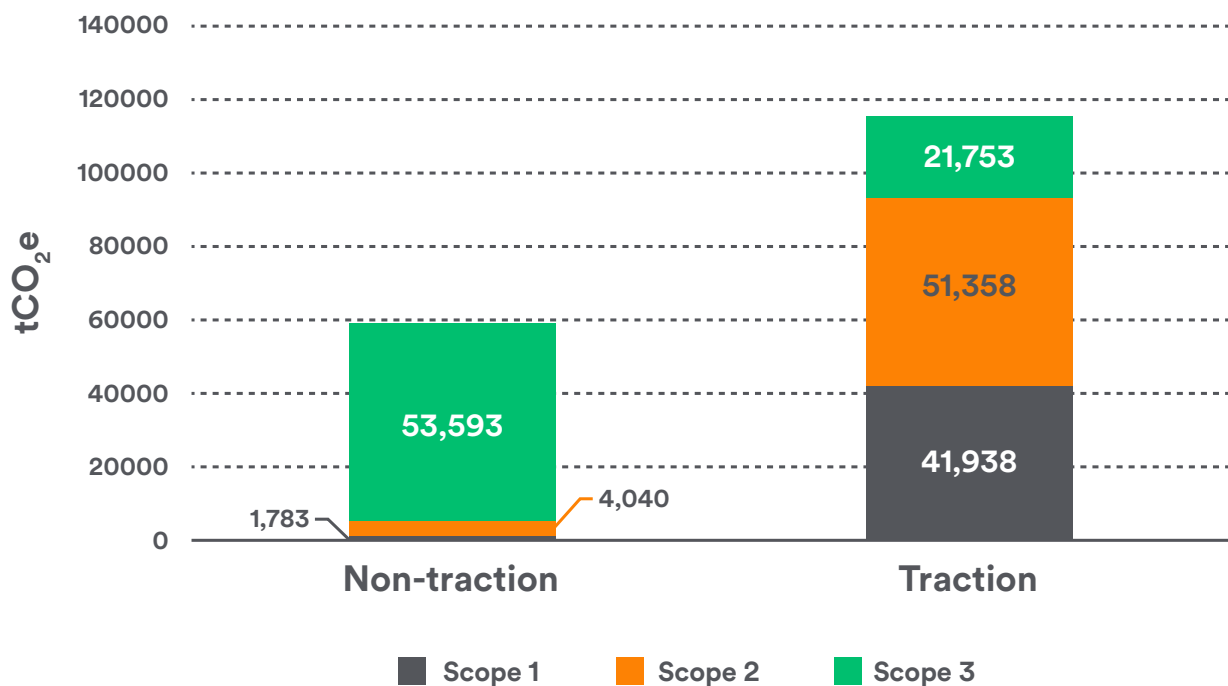
*Graph 1: WMT total carbon footprint by scope*



**Traction** energy is the predominate emission source for WMT, contributing to 94% of scope 1 and 2 emissions and 66% of the total baseline carbon footprint. The graphic below shows the split between **traction** and **non-traction** and each of the three scopes.

WMT's scale of influence on **traction** energy is much lower than on **non-traction** energy, therefore we have separated our carbon emissions into a **traction** and **non-traction** carbon footprint in our decarbonisation plan.

## Traction and Non-traction Baseline Carbon Footprints



Graph 2: Comparison of WMT's Non-traction and Traction carbon footprints

## Our Decarbonisation Plan Targets

- reduce absolute Scope 1, 2 & 3 greenhouse gas (GHG) non-traction emissions by up to 46.2% by FY2030/31 and 90% by FY2050/51 from a FY2019/20 base year.
- Our influence over **traction** energy carbon reduction is limited and we can't set full decarbonisation reduction targets at this stage. However, based on the projected decarbonisation of the UK national grid and current WMT electric fleet plan, WMT's **traction** emissions are expected to decrease by approximately 35% between the baseline and FY2030/31 and 51% between the baseline and FY2050/51. Beyond this, we aim to reduce the carbon emissions associated with **traction** as far as possible and collaborate with the rail industry to develop decarbonisation solutions.

## Progress against our targets

There has been a 4,626 tCO<sub>2</sub>e reduction in scope 1 and 2 carbon in 2022/23 from the previous year. This is due to slightly less electricity and diesel consumed for our traction energy and a reduction in the carbon intensity of UK Grid Electricity.

<b>CARBON (tCO<sub>2</sub>e)</b>	<b>Financial Year: 2021/2022</b>	<b>Financial Year: 2022/23</b>
<b>Type</b>	<b>Annual total (tCO<sub>2</sub>e)</b>	<b>Annual total (tCO<sub>2</sub>e)</b>
Scope 1	34,999	35,598
Scope 2	48,104	42,879
<b>Total scope 1 and 2</b>	<b>83,103</b>	<b>78,477</b>

We're currently working on a feasibility study to install Solar PV across many of our stations that could save 743 tCO<sub>2</sub>e per year between 2030 and 2050.

## Energy and Carbon (Traction)

We will continue to improve our energy monitoring and explore steps to improve our energy use including actions such as driver training, reducing idling and reviewing on board climate control.

In the past year we have introduced the new class 196 diesel trains to improve the customer experience. Also coming into service is the class 730 electric trains will replace our older Class 323 trains on the Cross City Line and some of our Class 350 trains on LNR routes. While new trains are more energy efficient, enhancements such as Improved digital information screens and Plug and USB sockets at every seat results in more energy demand. We will analyse our traction data to assess energy efficiency trends from the new fleet of trains.

We monitor our trains electricity and diesel energy consumption and aim to reduce the CO<sub>2</sub>e emissions year on year.

## Carbon emissions per km travelled of our trains:

2022/23 performance:	Current performance
0.854 kgCO <sub>2</sub> e/veh-km	1.00 kgCO <sub>2</sub> e/veh-km

Carbon emissions are currently showing an upward trend. This is due to the latest UK grid electricity carbon factor being +7% on last years. This is used to measure the carbon emissions from our electric fleet of trains.

## Energy consumption per km travelled of our trains:

We measure our trains average energy efficiency (unit of energy consumed per km).

2022/23 performance	Current performance
4.13 kWh/veh-km	4.07 kWh/veh-km

## CO<sub>2</sub>e emissions per passenger km

While we aim to improve the efficiency of our train service and reduce our own carbon footprint we can also play our part in supporting the the UK Net Zero carbon aims by getting more people to choose rail for commuting and reduce car use. On average, taking the train instead of the car reduces carbon emissions by 1/5<sup>th</sup>.

passenger g/co <sub>2</sub> e per km	2022/23
	34.50 g/co <sub>2</sub> e per km

## Energy and Carbon (Non-Traction)

In order to manage energy more efficiently and reduce carbon emissions we've created a dedicated Energy Manager role in our property team. They will continue with our energy efficiency improvements to date focusing on:

- Reviewing Heating and cooling systems to identify improvements.
- Optimise Building Management System (BMS) controls in line with station operation.
- Review opportunities to improve energy efficiency of Building fabric.
- Undertaking regular energy audits of stations and depots.

## Waste

We've achieved and continue to maintain 100% diversion from landfill through our waste contractor. Waste that is currently not recycled or re-used in some way undergoes 'waste to energy' transformation where waste is used to create energy for electricity or heating, reducing the impact of overflowing landfill sites.

Target	Current performance
Aim to recycle 42% of all our waste by March 2024	35%
Maintain our 100% diversion from landfill	100%

## Training and Awareness engagement

We continue to roll out our internal E-Learning course 'Environmental Awareness on the Railway' supporting our staff to play their part in meeting our sustainability commitments.

As of September 2023, a total of 609 colleagues have completed the course across the business.

## Air Quality

We've worked collaboratively with the Rail Safety and Standards Board (RSSB) to support their work across the rail industry to establish baseline air quality data at stations through the Air Quality Monitoring Network. Over the last year seven WMT stations have had air quality monitoring equipment installed to support the national project. This work is ongoing and will inform the development of our Air Quality Improvement Plan (AQIP) aligned to an agreed industry-wide approach.

# Diversity & Inclusion



## Activate your potential

In April 2023 we were extremely proud to launch the mentoring element of the first Activate your potential career development programme. A career development programme created to address an under representation of people of an ethnic minority in senior leadership and management positions.

A collaborative approach working with Network rail and a number of other TOC's for an industry wide programme to address this mutually exclusive need across all of our respective organisations.

We were able to enrol 9 mentees on the programme as well as have 9 mentors who shared the lived experiences and mentored talent from across rail to become the future leaders of tomorrow. The 12 week programme consisted of a series of workshops to underpin mentoring sessions which concluded with a wrap event in Manchester in June.

A resounding success with mentors developing networks, have clarity and insight into next steps and feeling enthused and reinvigorated in their mindsets to pursue their career ambitions.

Watch the reflections video [here](#).



*WMT representatives: L>R Planning team and WMT L&D Business Partner Saheeb Hussain*

*Mentees: Vikesh Sharma, Millie Sharma Razwan Malik, Samerra Bano, Ashley Blackstock and Daniel Brown*



*AYP Stakeholders from LHH and Turner and Townsend*



*AYP Wrap up event, Manchester*

## Women in Rail Awards 2023

We were nominated for 2 awards for the finals of the Women in Rail Awards. We were delighted to have our Customer Experience Director and EDI sponsor Jonny Wiseman up for Inspirational man of the year and Rio Pearce a Apprentice Roling Stock Technician for Female Apprentice of the year.



We were delighted to see Rio win Female Apprentice of the year, a fitting accolade for a incredible talented member of West Midlands Trains who has worked tirelessly and continues to in fantastic career in rail.

## National Rail Awards

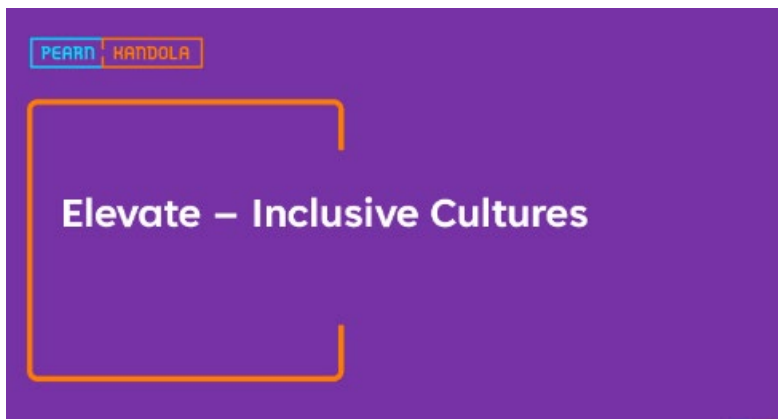
For this years National Rail Awards we were incredibly honoured to have been shortlisted as finalist for 9 awards Spanning across all areas of West Midlands Trains. The awards we were nominated for are:

- Teamwork (part of Grand Railway Collaboration) – Commonwealth Games delivery
- Customer Service Excellence - Commonwealth Games delivery
- A Great Place To Work
- Outstanding Contribution to Society
- Outstanding Personal Contribution – Sarah Higgins
- Outstanding Personal Contribution – Mike Hoptroff
- Station of the Year (Small) – Henley-in-Arden
- Station of the Year (Medium) – Nuneaton
- Station of the Year (Large) – Northampton

We were extremely proud to have been highly commended in the following areas:

- Outstanding Contribution to Society
- Outstanding Personal Contribution – Sarah Higgins
- Station of the Year (Medium) – Nuneaton





## Inclusive Culture Training

During 2023 we have been on a campaign to instil positive working behaviours across West Midlands Trains to drive out unwanted behaviours and to encourage and champion winning behaviours to create an inclusive place to work.

The Inclusive Culture training was done in conjunction with a reputable specialist in the field of EDI Pearn Kandola and was delivered as an initial pilot to first line managers and supervisors across one of our fleet depots. The training was well received, invoked some fantastic conversations and helped drive a change in mindset and refocus on our actions and behaviours in the workplace.



Investors  
in Diversity  
Award

Achieved.  
Valid Until  
April 2025

## Investors in Diversity

Following a diligent process to showcase all the amazing work colleagues have done across the organisation to champion and embrace diversity and inclusion, we were overjoyed with having our Investors in Diversity accreditation maintained for a further 2 years till 2025.

## Princes Trust

We have ran a 3 week programme in collaboration with Avanti and Cross Country to run a programme with Princes Trust to support young people in gaining working experience and exposure to the railway to support them in entering the world of work.

An incredibly rewarding and gratifying programme seeing a group of 7 enter the programme, learn about the railway and sample the breadth of careers the railway has to offer. From seeing the daily running of one of our stations and ride out on our trains to driving a train on our simulators to visiting our depots to see the fantastic team our fleet and engineering teams do.

This concluded with a celebration event where the commitment and dedication of the group were applauded and some words of wisdom were given to wrap up an incredible experience for all involved.



*Group effort in work with our station adopter teams in addressing some maintenance issues at one of our stations by helping paint the planters.*



# Contact Us

 [lnr.uk](https://lnr.uk)

## Feedback & Enquiries

 Freepost West Midlands Railway Customer Relations

 0333 311 0006

 [lnr.uk/contact-us](https://lnr.uk/contact-us)

## Delay Repay

 Freepost West Midlands Railway Delay Repay

 [lnr.uk/delayrepay](https://lnr.uk/delayrepay)

## Refunds & Exchanges

 [lnr.uk/refunds&exchanges](https://lnr.uk/refunds&exchanges)