

Going further

Discover more about our plans, how we aim to get there and the progress we've made so far.

Customer Report | May 2024

AVANTI
WEST COAST



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01 Welcome

Thank you for taking the time to read our latest Customer Report. It's your opportunity to catch up on how we're doing and our plans for the future.

Since our last report in October, we have continued to make improvements to the service we offer, but we still face significant challenges.

We're working hard to tackle the challenges of service punctuality and reliability on the West Coast Main Line. Some are unique to our busy railway; others affect all UK train companies. We're sorry our customers have been affected by the issues we've experienced on some days in recent months. We're determined to improve and return our railway to a position where our customers can rely on getting the service they rightly deserve.

We're listening to our customers' feedback and making improvements based on what we hear. For example, we've redesigned the way we provide information to help plan journeys when there is engineering work, so it's clearer what's happening and what the alternative options for travel are.

“In the coming months our brand-new Hitachi trains will take to the tracks, bringing more comfortable and sustainable travel.”



We are replacing the seat reservation system on our Pendolino trains to make it easier to find booked seats, which will be completed this summer. New equipment has been fitted in all onboard shops to improve the reliability of making card payments. We're also fitting new coffee machines in all Pendolino shops by autumn 2024.

Because we understand that value is important, we're continuing to expand our Club Avanti customer loyalty programme and our great value Superfare tickets. We've now introduced Superfare to more destinations including Birmingham, Preston, Lancaster and Crewe. Prices start from just £9 for one way travel between London and Birmingham.

And, in the coming months, not only will our award-winning refurbishment of our Pendolino trains be complete, but our brand-new Hitachi trains will also take to the tracks, bringing more comfortable and sustainable travel to more communities on the West Coast Main Line, with an extra 500 seats a day planned for services to North Wales.

These steps, and many others detailed in this report, are all part of our commitment to improving each and every journey. As this report will explain, we continue to listen to your feedback and use it to make further improvements in the coming months. We look forward to welcoming you onboard soon.



Andy Mellors

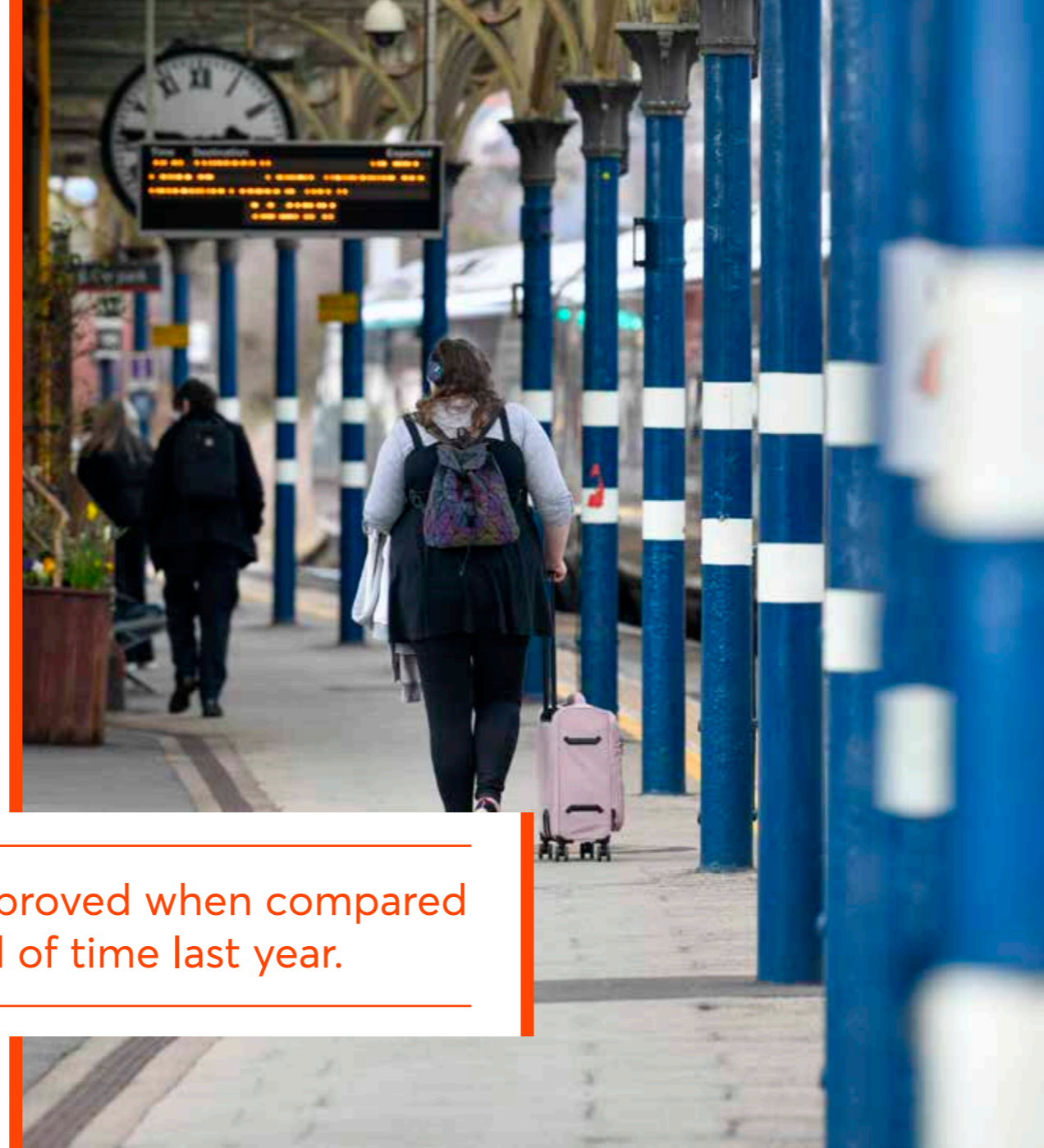
Andy Mellors
Managing Director, Avanti West Coast

02

Taking feedback onboard

We're always looking for ways to improve our service for our customers. As part of this, we keep a careful eye on all feedback we receive, from comments on our social media channels to our customer insight surveys. We also keep up to date with what customers are saying across the industry, including the "Rail User Weekly" survey run by Transport Focus, the independent watchdog for transport users.

Punctuality has improved when compared to the same period of time last year.



Here are some of the key actions we've taken to address customer feedback.

We're working to improve punctuality and reliability

Punctuality has improved when compared to the same period of time last year, with 2.6% more trains running on time and 3.1% fewer trains running three minutes late. There were also 1.1% fewer trains running 15 minutes late.

However, over the last six months our performance fell short of where we wanted to be. We experienced a shortage of traincrew due to historic leave agreements, increased sickness levels and ongoing industrial disputes. Like all train companies, we were also affected by infrastructure and weather-related challenges which led to more cancellations. All these factors meant we were unable to sustain our previously improved levels of performance. We apologise for the disruption and have created a working group with Network Rail to identify and implement performance improvement initiatives.

A focus on our London to Manchester route has resulted in an 8% increase in on time departures, following a trial to switch platforms at Manchester Piccadilly which enables trains to arrive as others depart. Plus we're identifying areas that cause delays, such as congestion and restrictive signalling, so we can find ways to overcome them. Currently we're exploring initiatives such as beginning train dispatch earlier to avoid delays, adding extra staff at key locations and pinpointing the best platforms for trains to depart from.

Improvements to our Incident Learning Review process are also helping us to learn lessons from disruption and so reduce the likelihood of similar incidents in the future.

Though we can't control the weather, our Seasonal Resilience programme is helping us to be better prepared. We are working with Network Rail to improve how we mitigate train and infrastructure faults and to review our contingency plans.

To overcome staffing issues, we're tracking driver availability more efficiently and continuing to recruit more staff through our traincrew training programme. We're also driving performance improvement through our staff awareness initiative 'Every Train Counts'.

Our commitment is beginning to pay off as our overall punctuality is improving. You can see the progress we've made in the first table in the appendix, Chapter 9. However, we understand there's more work to do and will continue to explore more ways to make our services more punctual and reliable.

We're making it simpler to find a seat with our new reservation system.



We're making big investments to update our trains

We're very proud of our ongoing work to transform the experience of travelling on all our trains, which began with our £117 million project to refurbish all our Pendolino trains. All 11-coach Pendolinos are now complete, and the entire fleet will be completed by July 2024. The fully modernised interior offers a fresher look, brand new ergonomically designed Standard Class seats with extendable fold down tables, plug sockets at every seat, tabletop wireless charging points, new onboard information screens and a new shop.

New Hitachi trains are set to replace our Voyager trains from 2024, leading to a reduction of carbon emissions by over 60%. Quieter and roomier, with more reliable WiFi, wireless charging for electrical devices, extra luggage space and a real-time customer information system, the new 23-strong fleet is the result of a £350m investment in sustainable travel. Accessibility improvements will be similar to our Pendolino refurbishment programme to ensure consistency on all our services, including colour contrasted wheelchair spaces.

We're making it simpler to find a seat with our new reservation system

As part of the Pendolino refurbishment programme, the seat reservation system is now being replaced. This will update seat reservation displays on our trains faster, using red, amber and green lights to help customers to see at a glance what seats are available in each coach. We've taken care to make sure it's robust and reliable and we plan to fit it in all Pendolino trains by July 2024.

We're keeping customers informed

To help our customers avoid disruption, we've continued to improve our website pages that provide information on planned and unplanned service changes.

We've also taken significant steps to keep our customers informed about the trains they're booked on. Customers who book with us through our digital channels are automatically notified when there are changes to their journey, such as retimed trains, cancellations and changes to stopping patterns, or when services have been reinstated.

What's more, we also tell customers about changes to connecting services provided by other train operating companies. All updates are real time, so our customers have the information they need as soon as it's available.

Most importantly, wherever possible, we provide details of other travel options if journeys have been affected. This empowers our customers to make alternative plans if necessary.

In addition, the new travel information screens on the refurbished Pendolino trains provide live travel information, keeping our customers updated at all times.

There are now over 325,000 Club Avanti members who earn rewards every time they book through our website or app.



We've made it easier to buy great value tickets

Feedback from customer user groups in Manchester, Coventry and Euston is helping us to make ongoing improvements to ticket machines at our stations. Over the last six months we've made the QuickBuy option more user-friendly, made it easier to find Advance tickets and to search our timetables, so customers can find the right train and the best price. Customers can also see clearly which train company they're travelling with. Our award-winning, great value Superfare tickets are proving popular and we recently added even more new routes. Superfare tickets can be as low as £9 for a one-way journey from London to Birmingham and are now available to 25 destinations, including Birmingham, Preston, Lancaster and Crewe.

Club Avanti, our loyalty programme, continues to go from strength to strength. There are now over 325,000 Club Avanti members who earn rewards every time they book through our website or app. These range from free hot drinks and ticket discounts all the way through to free First Class tickets and access to the First Class Lounge at London Euston. The more you book, the greater the reward. Members also enjoy Early Boarding Notifications for platform information and Priority Ticket Alerts to help find the best tickets for future journeys.

We've continued to improve our website and app booking channels, making them more accessible and making it easier to select seats.

We also plan to offer customers the option to book bike reservations on our ticket machines and are working to make each machine more accessible by simplifying the keyboard and adding the option to change the colour contrast on the screen to support customers with visual impairments.

We're offering great food and drink

Our First Class menus on the train continue to be well received by customers. We always look to use local suppliers from the communities we serve, such as a distillery in the Peak District and a specialist pudding company in North Wales.

We've installed new equipment in the onboard shop on all our services to make card payments more reliable. We are now replacing all the coffee machines in our onboard shops for a more reliable service and higher quality hot drinks. Our coffee beans are sourced from Change Please, an award-winning social enterprise founded in 2015 who train people affected by homelessness as baristas and support them with accommodation, mental wellbeing and onward employment. Since the relationship began in 2018, the partnership between Change Please and Avanti West Coast has helped to support over 100 people experiencing homelessness.

We're helping customers stay connected

Customers expect a reliable onboard WiFi service to make the most of their time onboard. We've completed a project with BT to upgrade and install new masts on our routes, which is improving the continuity of mobile connectivity on our network. We're also exploring other innovative ways to boost onboard connectivity on our trains.



03

Making train travel accessible for everyone

Our aim is to provide a welcoming railway for everybody. We're working closely with rail industry colleagues, our Accessibility Panel and other stakeholders to make our stations, trains and booking systems more accessible and looking for new ways to provide extra support when and where it's needed. facilities, systems and services more accessible.

Passenger Assist improvements

Recent improvements to the Passenger Assistance service include changes to the staff app to give colleagues more up to date, relevant information on customers' bookings for assistance, to make the service more reliable.

We're regularly reviewing data from this system and our customer satisfaction surveys to pinpoint opportunities for improvement and putting plans in place to do so.



87%
Passenger Assist customer satisfaction



Travel Companion

Our Travel Companion service is for any customers needing more support when travelling. It means customers can contact our dedicated team via WhatsApp if they need support, either at a station or onboard a train.

Whether it's a lift suddenly out of order, or a wheelchair user needing help from a Train Manager while onboard, customers can reach out for extra assistance by messaging Avanti West Coast Travel Companion on WhatsApp. A member of the team will then message the customer to check their needs and help in a way that's right for them. Customers can use the service by messaging 07980 037037 on WhatsApp.

GoodMaps

We've worked with GoodMaps to install a digital wayfinding solution at Birmingham International, Crewe, Rugby and Stoke-on-Trent stations, and will be introducing this service to the rest of our stations later this year.

GoodMaps helps customers who need additional support to navigate train stations independently. It's particularly useful for people with visual impairments.

Customers download the GoodMaps app, which then guides them safely around stations. It uses audible and visual directions, helping customers to find the places they want to go to, such as specific platforms, Passenger Assistance meeting points, toilets and shops.

Changing Places

We're continuing to install Changing Places toilets across the Avanti network. Changing Places toilets are larger than standard accessible toilets with extra features and more space to meet disabled customers' needs. We already have a Changing Places toilet in place at Birmingham International, Carlisle, Coventry, Crewe and Preston.

We're currently installing one at Lancaster station, with another planned this year.

04

Doing our bit to help the planet

We're serious about reducing our impact on the environment. Taking the train is already one of the most eco-friendly ways to travel, but we're taking it a step further. We want to be the most sustainable long-distance rail travel option, which is why we're working to reduce our carbon footprint in all areas. Our goal in Our Responsible Plan (our sustainability strategy) is to reach operational net zero carbon by 2031. We're on track.

Over the past 12 months, we've continued to develop our Environment and Energy Management System to the international standards required by our industry. We've identified key areas of improvements and opportunities for the coming year. We've also expanded our environment team over the past 12 months to ensure we can dedicate the time and resource needed to develop and deliver the strategic 'Our Planet' pillar of Our Responsible Plan.

Each pillar in Our Responsible Plan focuses on key areas of sustainable development. You can see details of our progress towards our environmental impact targets in the appendix of this report.

The launch of our new Hitachi fleet is a big step forward on our journey towards minimising our carbon footprint.



Net zero carbon rail

This year, our near term and net zero targets were approved by the Science Based Target Initiative. These targets provide a robust and demonstrable indication of how we will reach our goal to be operationally net zero carbon by 2031.

We appointed a Decarbonisation and Energy Manager and we've continued our partnership with AECOM to develop our decarbonisation pathway. This sets out how we plan to reach our targets.

We've also continued developing our supplier engagement strategy to encourage and support our suppliers to set science-based targets. To calculate a more accurate carbon footprint, we're moving from financial to activity-based data for emissions produced by suppliers.

Greener trains

We continue to prioritise the use of our electric Pendolino trains as much as possible, as they are more energy efficient compared to our Voyager fleet.

As the Pendolino fleet is refurbished, we'll also see further reductions in energy consumption thanks to upgraded electrical systems and LED lighting onboard the trains.

We're introducing a new fleet of Hitachi bi-mode and electric trains to replace our diesel Voyager fleet. The new trains will enable us to reduce our diesel consumption as they will only use this fossil fuel between Crewe and Holyhead where the route is not electrified. The benefits are clear: we predict fleet carbon emissions to reduce by over 60%.

The launch of our new Hitachi fleet is a big step forward on our journey towards minimising our carbon footprint and our 2031 net zero carbon goal.

We're supported in this by the ongoing decarbonisation of the National Grid as more electrical energy comes from renewable sources.

More energy-efficient buildings

Over the last 12 months, we've worked to expand our Building Management System to give us greater control of our energy use and drive greater efficiency into our estate. We've completed a project to install LED lights on platforms at our stations and to ensure that platform lighting will only be on when required.

After successful trials last year, we're exploring opportunities to introduce voltage optimisation systems at five stations. This will help us save more energy in the future by making sure the machinery and electronics in the building use electricity in the most efficient way.

On top of this, we're continuing to expand our building management systems by installing sub-metering across our stations. This will enable us to monitor all assets and tenants, so we can carry out more energy analysis and identify more energy saving opportunities.

We've also worked in partnership with Qsustain, conducting heating controls surveys across six stations to identify improvements in electric and gas heating systems. Examples of these improvements include smart thermostatic radiator valves, burner management system boiler controls and building fabric improvements.

ZERO
waste to landfill

26.5%
reduction in
carbon emissions



Lower water usage

In the last six months, we've reduced our water consumption by 10.29% compared with the same period in our 2018/19 baseline year. We're now working on plans to reduce this further. To help us find the best solutions, we're working with our suppliers to secure more reliable water consumption data, with the aim of using automatic meters to provide live data.

We continue to work closely with our estate management team and Network Rail to monitor and resolve water leaks across our estate to minimise water loss. We've also installed water refill points for customers at all of our stations. This supports our goal to foster a 'reduce and reuse' culture and minimise the reliance on single-use plastic water bottles.

We've also worked closely with WaterPlus, surveying all of our stations to identify water efficiency improvements we could make. We're looking to implement these over the next year and beyond.

More recycling, less waste

This year we launched new waste segregation sites at Birmingham International, Carlisle and Stafford stations, which has had a significant positive impact on our recycling performance at these stations. We're also maintaining our segregation site at Crewe which continues to make a positive difference.

We've installed new bins at stations along with explanatory posters to increase recycling opportunities for our customers. Plus, we've started coffee cup recycling at our segregation site stations. We'll be working with colleagues and customers across our network to promote the new facilities and to encourage more people to recycle.

05

Our Service Quality Regime (SQR)

Like all train companies, we're signed up to the Department for Transport Service Quality Regime (SQR). This sets targets to help us deliver the best possible standards for our customers.

Over 350 inspections are carried out by independent assessors every four weeks where our performance is measured against benchmarks for key areas of customer service. These include cleanliness, the facilities onboard our trains and at our stations (such as car parks). The assessors also look at the accuracy and availability of customer information, both across our network and on our social media platforms and website.

There are a total of nine Benchmarks across trains, stations and customer service. Each Benchmark is made up of different Service Quality Indicators such as seating on our trains, waiting facilities at our stations, toilet operation, cleanliness, litter, cycle and car parking facilities, provision of information and much more.



Since our last report, we've regularly exceeded the Benchmark for five of the nine Service Quality areas. These are Information, Ticketing & Staffing on Stations, Cleanliness & Graffiti on Trains and Staff Helpfulness and Online Information, which are both part of the Customer Service benchmark.



98%
SQR customer service score average



98%
online information



97%
staff helpfulness

We're also working hard to achieve the Benchmarks in the other four Service Quality Areas, revising our internal processes and ensuring that our third-party suppliers resolve issues identified by the inspections. Contracts with our suppliers have been aligned as much as possible to the requirements, however we are aware that more needs to be done to achieve our targets.

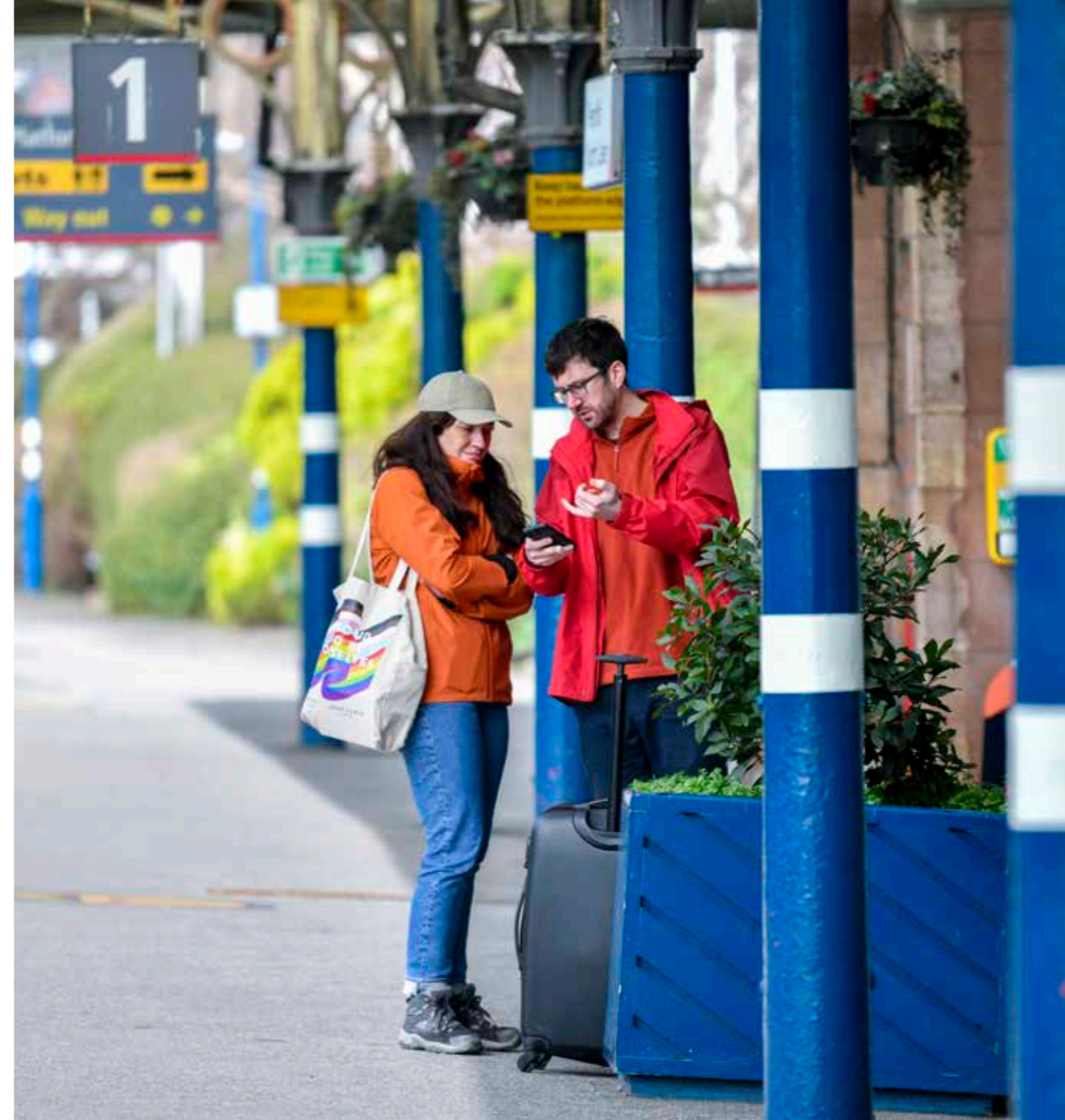
Stations – Ambience & Assets

Many of our assets, such as station lighting, seating, waiting rooms and lifts are old and difficult to replace, so meeting this requirement was particularly challenging. However we're pleased to report that after a significant amount of work, we achieved the benchmark for the first time during December 2023 and January 2024.

Toilet facilities were a major focus of this work. For the most part, we've achieved improvements in the scores, thanks to new weekly checks against our SQR targets. These checks mean we can identify faults and rectify as many as possible before the busy weekend period. To enable us to fix faults faster, we now store spares and supplies in many places along our network, so they're to hand when they're needed.

Our SQR scores also identified issues with car parking. In response we've introduced both proactive and reactive maintenance programmes for ourselves and our suppliers. This means we're able to do things like repair potholes and fix problems with signs more efficiently.

We're continuing to work with Network Rail to improve their assets around our stations, though this involves some challenges. Canopy, lift and waiting room repairs take time and can be costly because of the large amount of work involved. However, we're committed to making sure these facilities are in good working order. Our current Customer Information Screens are also at the end of their useful life, and many will be replaced this year across our stations. Spares of our current models are on order so we can keep the older ones working until the new ones are available.



Stations – Cleanliness & Graffiti

We've made significant improvements in this area over the past six months, coming close to reaching the Benchmark between October 2023 and January 2024, before exceeding it in January and February 2024.

Our Graffiti & Etching and Toilet Cleanliness scores also improved in this time. That's because we completed our long-term programme of upgrading station toilets, which included installing new, more reliable hand dryers in every toilet across our network. We've also fitted anti-etching film in certain hot spots to help prevent graffiti.

We're also pleased to report that our Litter & General Cleanliness scores significantly increased during February 2024. Extra car park litter picks are helping to keep external station areas clean and we're carrying out extra cleaning at the busier stations.

Trains – Ambience & Assets

This covers onboard seating, lighting, toilet operation and coach interiors. That final area is our main challenge and we're working hard to resolve problems with loose and missing window seals, replacing many at the depot every night. We're also exploring new ways to catch and fix issues with our windows faster.

To help us meet the toilet operation requirements, we continue to collaborate with our train maintainer Alstom. This is helping us to keep more toilets open and in good working order. New technology helps us closely monitor onboard water and waste tank levels so we can keep more toilets in use and plan overnight maintenance more effectively.

Trains – Information

Our score for providing information onboard our trains has been affected by the challenges we faced when we introduced new information screens on our refurbished Pendolino trains. Software issues meant that the screens were not working properly, however, trial runs of a possible solution have been successful and we're now able to fix most of the problems. These new screens will provide even more information to customers, including arrival times and connections at upcoming stops. This constant source of information is backed up by regular onboard announcements to help us to communicate with more customers.

We also continue to work with our onboard teams to make sure that announcements are made when they need to be; whether that's around departure/arrival times, onboard catering, or in journey train running information. We know how important this information can be, however we're also keen to strike the right balance between too few and too many announcements.

You can see our Service Quality results to date in the appendix of this Customer Report. They're also available on our website [here](#).



06

Resolving issues faster

We've responded to 99.4% of complaints within 20 working days, continuing to beat the regulated 95% target. From September 2023 to March 2024, our average time to respond to complaints was four working days. That's a big improvement on our average response time of eight working days in the same period last year.

We're also getting back to our customers quickly for Delay Repay claims. 99.9% of Delay Repay claims were processed within 20 working days. 86% of customers' claims were approved between 17 September to 2023 to 31 March 2024.

The most common reasons for customers making a complaint within the last six months were: quality of the onboard environment, train service performance, and questions about Delay Repay compensation claims.



99.9%
of Delay Repay claims
processed within
20 working days

Quality on train

All about your comfort onboard when you travel with us – everything from temperature to toilets and from seating to snacks.

The most complained about topic was "Sufficient room for all passengers to sit/stand", particularly in times of disruption. We have made a range of improvements to address this issue including our Pendolino refurbishment, providing additional Standard Class seating, replacing the seat reservation system on Pendolino trains, and increasing capacity for sports events. We are planning to introduce additional train services from the June 2024 timetable change and our new Hitachi fleet will provide additional seats compared to the trains they will be replacing.

Train service performance

Making sure we're running a reliable service and putting things right when it comes to delays.

A key issue in this area was "Punctuality/reliability (i.e. the train arriving/departing on time)". Our dedicated training programmes are helping us to provide the extra drivers we need to improve in this area. We're also working with Network Rail and other operators to reduce delays and cancellations, including a real focus on improvements for our popular London to Manchester route which you'll have read about in Chapter 2.

Delay compensation schemes

Everything to do with compensation – making sure it's easy for you to claim money back when things go wrong.

The most complained about topic for this area related to Delay Repay claims being rejected. We're committed to improving the whole claims experience for our customers. As part of this, we're analysing the reasons why claims are rejected and why customers complain, so we can identify opportunities to make it easier to claim Delay Repay compensation and avoid situations that cause customer frustration. We've reduced the proportion of claims that led to a complaint from 1.1% in 2022/2023 to 0.4% in 2023/2024.



Making the most of social media

We understand that getting regular updates and a speedy response to enquiries can make all the difference to our customers. Our response times to customer messages on our social channels has improved in consecutive reporting periods by 2.7%, compared to April to September 2023. On average we replied to every customer's first message (first response time) in 8 minutes and 1 second, even though incoming contact increased by 31.5% between (September 2023 – March 2024).

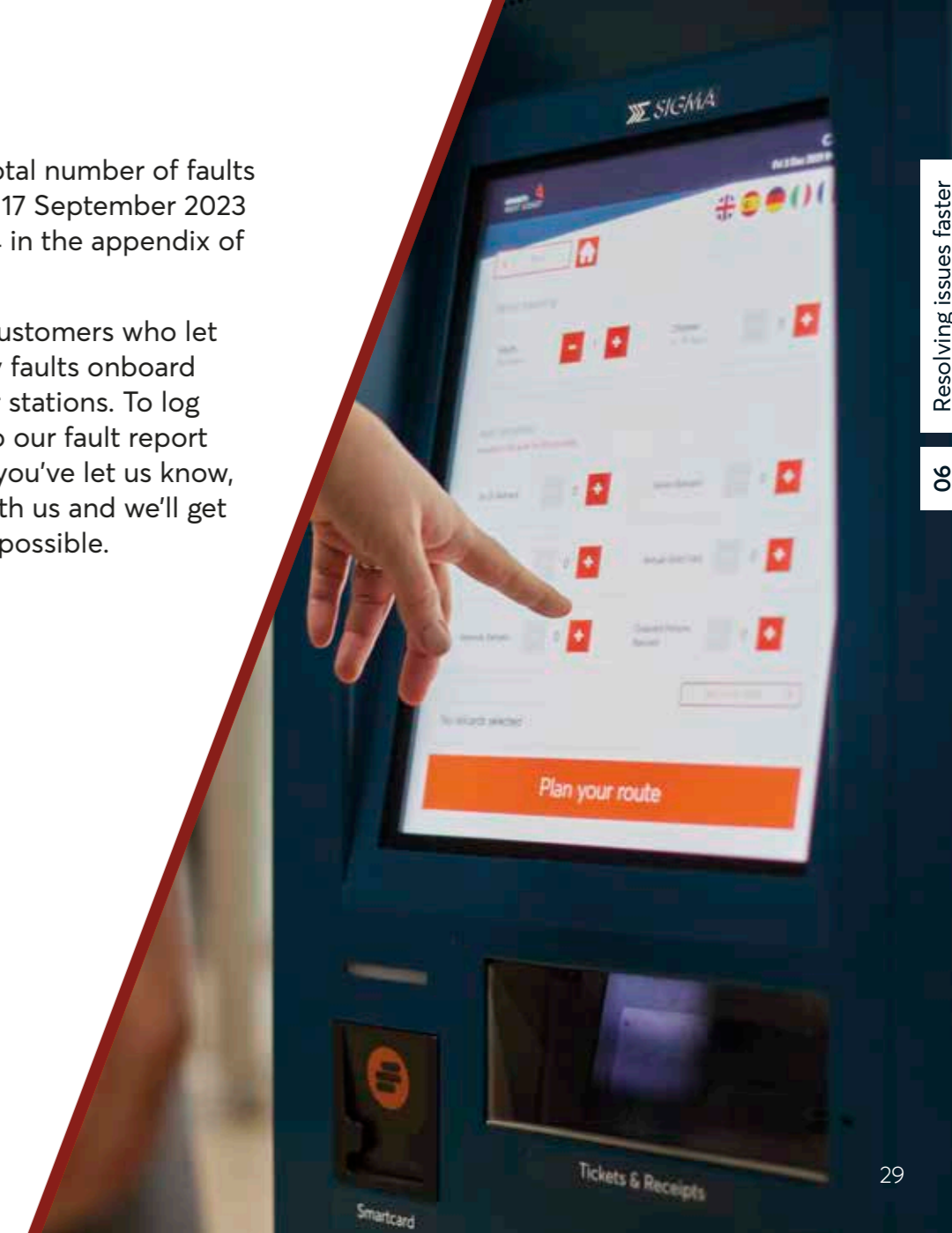
Reporting faults

In this reporting period there were no reported faults that took longer than 20 days to resolve. This is unchanged from the same period last year.

In the last six months, we took an average of seven working days to fix each fault reported to us in this way, unchanged compared to the same period last year, and we are working with our suppliers to improve this further.

You can find the total number of faults reported between 17 September 2023 and 31 March 2024 in the appendix of this report.

We're grateful to customers who let us know about any faults onboard our trains or at our stations. To log a fault, just head to our fault report forms [here](#). Once you've let us know, you can leave it with us and we'll get it fixed as soon as possible.

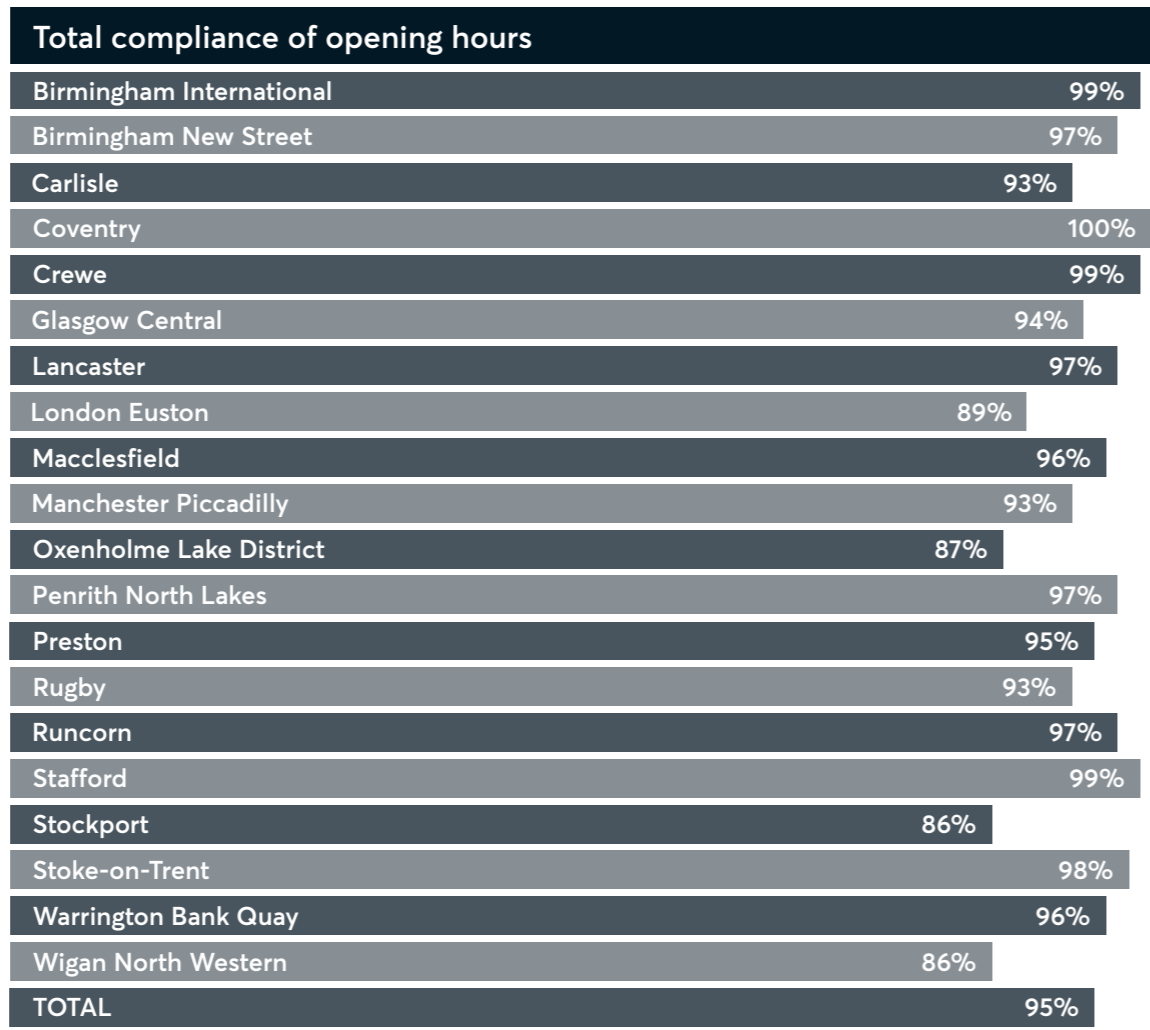


07

Keeping our doors open

In extreme circumstances, such as strikes, we may need to close our Ticket Offices temporarily. If that happens, we'll work hard to reopen them as quickly as we can.

Across all stations we manage, Ticket Offices were open for an average of 95% of advertised opening times from 17 September 2023 to 31 March 2024. This was improved from 93% in the previous equivalent reporting period (18 September 2022 to 31 March 2023).



These results refer to the period between 17 September 2023 to 31 March 2024 and exclude any dates affected by industrial action during the reporting period.



08

In conclusion

Behind all the different facts and figures here there's one consistent goal: our commitment to continually do better, keeping our customers at the heart of everything we do.

We are continuing our mission to transform the experience of travelling by rail, with investment in good as new train refurbishment for our iconic Pendolinos and a brand new Hitachi fleet, to deliver future-focused travel for everyone on the West Coast Mainline.

And we're working hard to improve at every stage of your journey from start to finish. As you've seen in this report, we're ensuring our stations are cleaner, more welcoming and litter-free. Making our digital channels and ticket machines easier to use. Introduced an improved seat reservation system that makes it easier to find an empty seat. And invested in new coffee machines on our trains so you can enjoy that journey essential: a great cup of coffee.

We've also taken innovative steps to provide great value for money, launching an award winning Superfare ticket. And, because it's important to thank customers for travelling with us, we also now offer the opportunity to earn rewards with our award-winning customer loyalty programme Club Avanti.

We're also firmly on track to be net zero carbon by 2031. Our new bi-mode Hitachi trains will be able to cut our carbon emissions dramatically, compared to the Voyager trains they're replacing. While our refurbished Pendolino trains benefit from upgraded electrics and lighting to cut our energy use yet further.

All of this is driven by your needs and your feedback. We're always ready to listen. So please do get in touch.

"Our customers' needs will always be at the heart of everything we do."

09

Appendix



Performance figures

	Cancellations (%)			Punctuality (%)		
	Cancellations caused by us	Cancellations by Network Rail or other operators	All cancellations	On time	Within 3 minutes	Within 15 minutes
Our target	2.14	3.07	5.21	37.43	57.60	88.83
Our results: latest period 3 Mar 24 to 31 Mar 24	6.11	1.59	7.70	47.83	68.51	92.85
Comparison to equivalent period last year	4.79 worse	0.46 worse	5.25 worse	2.08 worse	1.44 worse	0.00 better
Our results: period average 17 Sep 23 to 31 Mar 24	6.70	3.19	9.90	40.73	59.87	87.54
Comparison to equivalent period last year	0.29 worse	0.81 worse	1.11 worse	2.60 better	3.14 better	1.12 better

Environmental impact targets

Measure	Target	Performance (17 September 2023 - 31 March 2024)
Our trains (traction carbon emissions)	Improve the efficiency of our trains, reducing kilos of carbon emissions (kgCO ₂ e) per vehicle km (v-km) by 3% in FY24.	Our baseline figure in 2018-2019 was 0.74 kgCO ₂ e/v-km. Using estimated data for period 13, we are currently achieving 0.54 kgCO ₂ e/v-km, a 26.48% improvement.
Our buildings (non-traction energy use)	Reduce energy consumption by 14% across our estate in FY24.	Our baseline figure for Period 7-13 in 2018-2019 was 13,103,219 kWh. Using estimated data for period 13, we will achieve 11,265,857 kWh, a 14.02% improvement.
Our waste	Send zero waste to landfill, with 65% of our waste being recycled by March 2024.	We already send zero waste to landfill and between Period 7 and period 13 we have recycled 54% of our waste in total.
Our water usage	Reduce the amount of mains water we consume by 4% in FY24.	Our baseline figure for period 7-13 in 2018-2019 was 58,621m ³ . Using estimated data for period 13, we have used 52,591m ³ , which means we are using 10.29% less water during this period of time.

Year-end data is summarised in the table below. This data is subject to change as it will be collated and independently verified.

Complaint figures (17 September 2023 – 31 March 2024)

Classification	Count	Percentage	Top complaint category	Percentage comparison to same period last year
Quality on Train	10777	40.33%	Sufficient room for all passengers to sit/stand	-1.33%
Train Service Performance	3975	14.87%	Punctuality/reliability (i.e. the train arriving/ departing on time)	+13.44%
Delay compensation schemes	3169	11.86%	Claim rejected	-32.26%
Company policy	2096	7.84%	Ticketing and refunds policy	-32.73%
Staff Conduct and Availability	2052	7.68%	The attitudes and helpfulness of the staff at station	+13.43%
Fares and retailing	1353	5.06%	Ticket buying facilities - other	+0.52%
Provision of information	898	3.36%	Provision of information on website or mobile apps	+16.93%
Complaints handling	862	3.23%	Complaints not fully addressed/fulfilled by TOC	-42.57%
Station Quality	450	1.68%	The facilities and services	+15.09%
Timetabling and connection issues	385	1.44%	Timetabling	-57.03%
Safety and Security	377	1.41%	Your personal security on board	+12.54%
Accessibility issues	327	1.22%	Booked assistance not provided at station	+0.93%
Environmental	3	0.01%	Environmental	-25.00%

Fault reporting figures (17 September 2023 – 31 March 2024)

Onboard faults

Category	Faults reported	Percentage comparison to same period last year
Onboard - Cleanliness	15	150%
Onboard - Damage	94	487%
Onboard - Doors	2	0%
Onboard - Lighting	2	100%
Onboard - At-seat power points not working	35	52%
Onboard - Seating	11	450%
Onboard - Heating/ventilation/air conditioning	236	345%
Onboard - Toilets	66	32%
Onboard - Announcement	0	0%
Total	461	201%

Station faults

Category	Faults reported	Percentage comparison to same period last year
Station - Noise pollution	0	0%
Station - Facilities	16	33%
Station - Safety / hazard	1	-50%
Station - Hazard	2	0%
Station - Environment	3	0%
Station - Damage	2	0%
Total	24	50%

Faults by route

Service group	Number of faults	Percentage comparison to same period last year
West Midlands	2	0%
London to Manchester	1	-75%
London to Liverpool	0	-100%
London to Scotland	23	91%
North Wales	0	0.0%
Total	26	44%

Passenger assists

Category	2022 / 23 (17 September to 31 March)	2023 / 24 (17 September to 31 March)
Booked assists	19,808	37,977
Booked assists completed	18,530	29,650
Unbooked assists	9,233	15,209
Unbooked assists completed	8,176	14,227
Passenger assistance satisfaction	85%	87%

Service Quality Periodic Results (17 September 2023 – 31 March 2024)

Service Quality Performance at our stations

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
Our target	69%	68%	74%	91%
FY23/24 17 September 2023 – 14 October 2023	62.05%	66.30%	82.17%	89.93%
FY23/24 15 October 2023 – 11 November 2023	67.41%	67.15%	87.22%	95.31%
FY23/24 12 November 2023 – 09 December 2023	61.43%	66.11%	83.10%	95.31%
FY23/24 10 December 2023 – 06 January 2024	70.42%	65.93%	85.83%	96.88%
FY23/24 07 January 2024 – 03 February 2024	66.39%	68.79%	89.79%	100%
FY23/24 04 February 2024 – 02 March 2024	66.54%	83.75%	85.64%	95.83%
FY23/24 03 March 2024 – 31 March 2024	58.28%	74.81%	77.37%	88.09%
FY23/24 Annual Average Score	64.88%	70.41%	84.33%	94.48%

Service Quality Performance on our trains

	Ambience & Assets	Cleanliness & Graffiti	Information
Our target	90%	94%	92%
FY23/24 17 September 2023 – 14 October 2023	84.68%	97.02%	78.70%
FY23/24 15 October 2023 – 11 November 2023	87.05%	96.79%	79.76%
FY23/24 12 November 2023 – 09 December 2023	82.78%	93.85%	76.19%
FY23/24 10 December 2023 – 06 January 2024	86.44%	95.08%	81.64%
FY23/24 07 January 2024 – 03 February 2024	87.92%	97.39%	84.32%
FY23/24 04 February 2024 – 02 March 2024	87.04%	96.63%	85.40%
FY23/24 03 March 2024 – 31 March 2024	87.98%	96.08%	80.11%
FY23/24 Annual Average Score	86.23%	96.07%	80.87%

Service Quality Performance against our Customer Service delivery

	Staff Helpfulness	Online Information
Our target	91%	95%
FY23/24 17 September 2023 – 14 October 2023	95.74%	99.25%
FY23/24 15 October 2023 – 11 November 2023	100%	100%
FY23/24 12 November 2023 – 09 December 2023	96.88%	98.50%
FY23/24 10 December 2023 – 06 January 2024	96.88%	94.25%
FY23/24 07 January 2024 – 03 February 2024	99.15%	97.75%
FY23/24 04 February 2024 – 02 March 2024	100%	96.50%
FY23/24 03 March 2024 – 31 March 2024	93.75%	100%
FY23/24 Annual Average Score	97.49%	98.04%





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