

Managing the challenges of the UK's busiest mixed-use railway

Avanti West Coast (AWC) and Network Rail (NR) are the custodians of the West Coast Main Line – a network that spans over 400 miles from London to Glasgow. We are committed and passionate about our duty to improve performance for passengers.

We know this has been a difficult time for passengers, our people and the communities we serve. A range of issues, including industrial action and severe weather, has meant performance hasn't been good enough.

The only way to improve performance is to work together. The challenges we need to overcome are long-standing and complex, and it won't be an overnight fix.



The Joint Performance Strategy - A collaborative response

In response to this challenge, AWC and NR have agreed a collaborative performance improvement plan to identify the key causes of delay and work together to reverse current trends and tackle any issues that might arise over the next five years.

The Joint Performance Strategy sets out what we intend to do to improve the management of incidents, service recovery during disruption and the frequency and severity of infrastructure failures.

We are targeting benefits of:





88,000 fewer delay minutes




1,500 fewer cancellations

We have developed 121 individual performance improvement plans as part of a whole-system approach to tackle particularly difficult problems, including:

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The First 60-Mile Plan - ensuring infrastructure reliability on the critical stretch of track outside Euston. Targeting resilience, readiness, response capability and recovery of service.
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Anglo-Scot and Manchester-Euston Task Forces - cross-industry working groups to provide focus and fixes for some of the most pressing performance challenges on these key routes.
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Seasonal readiness - working to manage autumn and winter readiness, focusing on response to extreme weather events, flooding and fleet preparedness.

Progress and next steps

Some of the benefits of the Joint Performance Strategy are already being felt by customers.

We know that improvement on the route needs to be continuous. We cannot afford to implement change and then stand still. We will continuously review and re-assess our plans to ensure that we can see upcoming challenges and work to address them before they impact our customers.

We are keen to keep our stakeholders updated as we implement the Joint Performance Strategy. If you would like to know more about our plans and next steps, please do get in touch with us directly:

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