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Train Service Quality Report 2023 - 2024

Purpose and Background

Welcome to Greater Anglia's Service Quality Report for 2023/24, covering the period 1 April 2023 to 31 March 2024. This report provides an overview of several of the key customer experience processes we have in place to improve service quality, on Greater Anglia's performance against a range of service quality indicators and other work to improve service quality.

It has been developed in accordance with Article 28 of the PRO Regulation requirements.

Supplementing this update, our latest Customer Reports are available at the links below and these provide additional information about our performance on a six-monthly basis, as well as keeping customers updated with other exciting developments at Greater Anglia (GA):

<https://www.greateranglia.co.uk/about-us/customer-report>

Please note all data in this document is based on GA data unless otherwise specified.

1. Information and Tickets

Introduction

We aim to take a very proactive approach to managing the customer information experience for all customers, with appropriate plans and processes in place to providing information at online, stations, and on trains. We use reasonable endeavours to ensure this information is accurate, timely and easy for customers to understand, taking account of the needs of different customers.

Provision of travel information during the journey

Throughout the past year we have continued to give customers the chance for in-person contact, to answer questions and provide information about their journeys.

With changes to timetables during ongoing industrial action and disruption, we have ensured there have been high levels of staff availability and visibility at stations. This includes support at key locations and at times of timetable changes by additional managers, as well as our Customer Relations and social media team.

Our station teams are key to providing information to customers at both the start and end of their journey. They receive live updates about the train service and station update from our Information Team in our Control Centre through Smart devices and a live feed of service alterations. This includes information about disruption, alternative transport options, changes to trains and train formations and station opening times. Furthermore, station teams are empowered to create localised messaging and station announcements where such facilities allow. Together, this helps our team to provide up to date information and enable customers to make an informed decision about their journey.

Supporting customers as they make their way through staffed stations, we work hard to ensure there is a member of staff at stations with ticket barriers. We are also committed to ensuring our 54 ticket offices are staffed during their advertised hours. This means plans are therefore in place to enable staff coverage at key times during the day to provide travel information during a customer's journey. Further details about staffing are available later in this report.

Similar to station colleagues, Senior Conductors are provided with Smart devices and this means they too can be kept up to date with developments during journeys and provide vital information to customers. To keep customers informed, they are briefed to make on-board announcements.

We recognise the importance of live information for customers before and during their journey. Our Information Team is critical to providing the most up to date information. They update the homepages of our websites and social media sites with information about disruption and on-the-day changes to train services. Our Twitter pages are also available to answer customer queries before, during and after a journey.

Our '*how busy is my train*' tool uses intelligence from passenger count data, through our websites and mobile apps, to enable us to share how busy trains are likely to be. This data is updated fortnightly and provides a robust snapshot of crowding levels for customers. In parallel to this, our Information Team in our Control Centre monitors the crowding situation throughout the day and will update the live status of train services via Twitter.

GA has over 228 Help Points across the network, with at least one per station. These have two buttons, one for emergencies (answered by 999) and one for general information. These latter calls are answered by National Rail Enquiries, meaning we are able to provide live information to callers. This is a standard industry approach with established systems and consistent, accurate passenger information.

Key Links

<https://www.greateranglia.co.uk/>

<https://www.greateranglia.co.uk/travel-information/journey-planning>

<https://www.greateranglia.co.uk/contact-us/faqs/refunds>

How information about train schedules, tariffs and platforms is provided

With planned changes – including those for engineering works, timetable changes and ticketing, our processes are set up such that we use a multi-channel, blended approach to inform customers. Depending on the scale of the impact on our customers, this can include:

- Website information
- Station posters
- Social media
- Conductor announcements
- Automated on-train and station announcements
- Customer Information Screens.

As reported earlier, as well as customer-facing channels, an important enabler of customer information is ensuring our staff are informed. Here at GA, we have a robust suite of internal communication channels that ensure all colleagues receive the information they need to support our customers. These include a weekly roundup email from the MD, an intranet SharePoint site, a quarterly colleague magazine sent to homes, special update emails, Yammer feeds, Safety briefings, Functional newsletters, Smart devices, and regular in-person events. The ability to access relevant information quickly and easily enables our station and on-train colleagues to support customers by providing information such as train times, fare information and platform changes.

We are committed to ensuring timetables are available to customers in advance of the significant timetable changes and these typically occur in May and December each year. Processes are in place to ensure these are published on our websites four weeks prior to the timetable change date. Customers are also able to request a printed timetable from our booking offices. Timetables can also be found at the following link:

<https://ojp.nationalrail.co.uk/service/pockettimetable/search>

We have dedicated webpages to provide customers information about ticket types and fares. These pages explain the differences between the ticket types and other helpful information like:

- Appropriate circumstances for such ticket e.g. cheapest, full flexibility, commuting
- Whether refunds and discounts are available
- Availability.

Such information enables customers to assess their options and make an informed decision about their ticket purchase. More information can be found at the following link:

<https://www.greateranglia.co.uk/tickets-fares/find-right-ticket-you>

Our booking office staff are key to providing information to customer about ticket types and fares. Our colleagues receive regular briefings about retail matters to equip them with the latest information to support customers.

Ticket buying facilities

There are a number of ways in which our customers are able to purchase tickets. These include:

- From booking offices across 54 stations
- From our 257 ticket vending machines (TVMs)
- Via our websites and mobile phone apps - <https://www.greateranglia.co.uk/travel-information/journey-planning/mobile-apps>

GA has 257 TVMs across its station network and the availability of TVMs is monitored daily. Both our Retail team and Stations team are encouraged to report faults directly and these can be actioned remotely or with a station visit, depending on the issue. Stations team can also assist with fingertip maintenance for tickets, coins, and cash re-fills. All GAs TVMs are fitted with a Virtual Ticket Agent (VITA) helpdesk facility to help customers use TVMs. This team is on hand to support customers to navigate the TVMs options and to help them buy the right ticket for their journey.

Availability of staff at the station for information provision and ticket sale

As detailed earlier in this report, we are committed to ensuring our booking offices are staffed during advertised hours. This means customers are able to speak to dedicated staff who can help identify the best ticket for their individual needs. We monitor our opening hours and we share our findings twice a year in our Customer Reports.

<https://www.greateranglia.co.uk/about-us/customer-report>

Supporting customers as they make their way through stations, we work hard to ensure there is a member of staff at stations with ticket barriers from the first train of the day to the last train of the day.

How information to disabled people and persons with reduced mobility is provided

We aim to provide our customers with information that is accessible, accurate, relevant, consistent, and easy to understand. We want to provide our customers with assurance and confidence at every stage of their journey, including when planning their journey prior to departure.

Overall accessibility considerations for all of our communications channels include (but are not limited to):

- Content is written in plain English where possible
- Our website is tested for use with screen readers
- The colour contrast used is appropriate and we will be continuing to check our brand guidelines to ensure appropriate contrast is maintained
- Appropriate text sizes are used (varies between mediums)
- Images are supported with alt text
- Information on accessibility provision is provided where appropriate

- Where it is not practical to proactively provide information in multiple formats, alternative formats can be requested from our Customer Relations team, with a seven working day lead time where possible.

Accessible Travel Policy

Our Accessible Travel Policy sets out the procedures we have in place to assist customers who require assistance when travelling on our network. Our Accessible Travel Policy and corresponding customer leaflet (Making Rail Accessible: Helping Older and Disabled Passengers) are freely available in large print, easy read, audio, and British Sign Language on our website. Our customer leaflet is available in stations and hard copies of these documents, including in Braille, are available to order from our Customer Relations team.

Website

As we develop and add to our website, we continue to do so in a way which makes it more accessible for disabled people and achieving the recognised Web Content Accessibility Guidelines standards. These standards cover a wide range of recommendations for making web content more accessible.

The Greater Anglia website provides a single source of relevant information about accessing rail services, including:

- A summary of Passenger Assistance
- Contact information for booking assistance and ticket purchase
- Station and train accessibility information (including virtual station tours for 17 of our busiest stations and virtual train tours for all our new train types)
- Temporary restrictions
- Live train running information
- Wheelchair / scooter policies
- Our Accessible Travel Policy
- Instructions for how to provide feedback, complain, seek redress when assistance has not been delivered as requested.

Stations and train accessibility information

Station and train accessibility information is available and accessible via different sources, such as via our website (greateranglia.co.uk/travel-information/station-information) and the National Rail Enquiries website. We ensure that this information is easily accessible via personal mobile devices.

Staff at stations will also have access to these resources either through mobile devices or computers and can help you with an enquiry if you have one.

When key accessibility facilities are out of order (e.g. accessible toilets or lifts) we put an alert on the station page of the National Rail Enquiries website. If we know the repair or works timescale, we will share this on the page too. Our assisted travel team can see these alerts and discuss this with customers as part of a booking for assistance. We will strive to put up notices at the station as appropriate.

Train departures and arrivals information

We commit to providing clear and consistent audio and visual information, including during disruption. Real time train running information is also available on our app, website, through our twitter feed (@greateranglia), and our contact centre.

The majority of our stations have a combination of customer information screens and automated public announcements. In some areas, automatic messages may be supplemented with announcements from station staff. They aim to make them in a clear and timely manner. If there are any changes to a customer's journey, staff will help customers as quickly as they can. Our staff are trained and briefed on the importance of providing timely and accurate information and additional support that customers with additional needs may need during times of disruption.

Where customers have booked assistance in advance that, because of service disruption, is no longer suitable, our staff will endeavour to contact the customer if they have provided contact details when booking. If necessary, we will arrange alternative accessible replacement transport that meets their needs or, if preferred, rebook their journey. Customers can also contact our journey helpline (0800 496 1345) if they are already on their journey and experience significant disruption.

If customers are at an unstaffed station and are affected by severe disruption, they are advised to use the help (ticket assistance) button on a Ticket Vending Machine or separate help point and speak to a Greater Anglia member of staff at our 24/7 call centre in Norwich who can arrange assistance or alternative transport.

Trains – audio and visual information

All of our new trains have modern audio and visual passenger information systems which comply with the relevant regulatory standards. They also have a call for aid button in the wheelchair accessible space for customers who have an urgent personal need during their journey and have not been able to speak to a member of staff. This button connects to the driver who will respond as soon as it is safe to do so.

Connections and wayfinding

We work with local authorities and other transport providers to ensure that stations are clearly signposted and the region has an integrated public transport system. We have onward travel information posters at each station and if customers have any questions about connections or the next leg of their journey, they are advised to ask a member of staff who can help. At our larger stations, there are also accessible bus stops and taxi ranks (with wheelchair accessible vehicles) for onward travel.

Information points at stations

At a larger or staffed station, customers can get all of the information they need from either a ticket office or customer information desk. We also provide clearly signposted information points at larger stations which include information relating to timetables, engineering work and accessible stations at a height which is accessible for wheelchair users. All stations display Welcome Posters at the entrance of the station which show information relating to onward travel and contact information. They also include the freephone Passenger Assistance number and the next nearest staffed station. The textphone or Next Generation Text number is also clearly displayed.

Ticketing and fares

We are committed to providing accurate information and advice to customers on their journey and ticket options, irrespective of which train operating company provides the service. Our ticket office staff and assisted travel team are also familiar with the accessibility of our trains and they are trained to ensure that the tickets you purchase will be appropriate to travel on the correct type of train. Customers can buy a ticket in several different ways:

- Greater Anglia website
- Greater Anglia app
- Ticket office

- Ticket Vending Machine - through which they can also speak to a Greater Anglia member of staff at our 24/7 call centre in Norwich by using the help (ticket assistance) button
- Calling 0345 600 7245
- Whilst booking assistance with our assisted travel team by calling 0800 028 2878.

We will endeavour to make sure that customer's buy a ticket that is appropriate for them.

2. Punctuality of services and general principles to cope with disruption to services

Performance Review

We run more than 400,000 trains every year, working closely with Network Rail and other operators. Although our punctuality record is very good our aim is to get even more trains running on time more often.

Every train is monitored every minute, every day. Here you can find details of our performance compared to what we promised in the timetable. We publish our results every 4 weeks as a whole network, and by region.

Key Statistics

| | On time | Arrive at station within 3 minutes | Arrive at station within 15 minutes | All cancellations | Greater Anglia caused cancellations |
|-------------------------|---------------------|------------------------------------|-------------------------------------|---------------------|-------------------------------------|
| Routes | 01/04/23 - 31/03/24 | 01/04/23 - 31/03/24 | 01/04/23 - 31/03/24 | 01/04/23 - 31/03/24 | 01/04/23 - 31/03/24 |
| Southend & Southminster | 91.32% | 96.40% | 99.67% | 0.95% | 0.21% |
| Great Eastern Outers | 88.90% | 95.60% | 99.54% | 1.06% | 0.27% |
| Anglia Inter City | 82.49% | 91.85% | 98.68% | 1.98% | 0.24% |
| Anglia Locals | 84.65% | 93.17% | 99.23% | 1.43% | 0.20% |
| West Anglia Outers | 83.96% | 93.24% | 99.11% | 3.80% | 0.49% |
| West Anglia Inners | 83.73% | 94.32% | 99.49% | 3.30% | 0.61% |
| Greater Anglia | 86.23% | 94.32% | 99.34% | 2.05% | 0.33% |

Existence and short description of contingency plans, crisis management plans

GA have an up-to-date suite of plans which aim to support the robust and resilience operation of the train service. This includes:

- Joint Service Management Plans for all routes covered by Greater Anglia – these are jointly agreed between all affected operators and Network Rail and cover line block and partial line block scenarios.
- Extreme Weather Plans – these address the specific challenges created by extreme weather and actions to be taken to minimise the impact on customers.

- Short Formation Plan – this provides parameters to manage availability of units against customer needs. It takes into account multiple factors including high demand services such as school trains and peak services.
- Ill Passenger Procedure – this lays down the process to be followed in the event of a customer being taken seriously ill on one of our trains. The process is designed to protect the welfare of the customer, while minimising the impact of resulting delays on other customers.
- Emergency Bus & Taxi Provision Procedures – these outline the processes to be followed for provision of buses and taxis for customers when certain unplanned events prevent the operation of a train service.

These plans are all reviewed regularly to ensure the best possible service is provided to customers during times of disruption

3. Cleanliness of rolling stock and station facilities

Cleaning intervals – Stations

We have deployed additional cleaning resources to support the continued increase in footfall and maintain high cleaning standards at our stations. This strategic move ensures that our stations remain clean and safe for all customers, even during peak times. Greater Anglia have also introduced new suppliers to our cleaning operations. By doing so, we are able to source consumables and materials more cost-effectively, ensuring that our cleaning practices remain efficient without compromising on quality.

To ensure our cleaning schedules and resource allocation align with the guidelines set by the Department for Transport, we continuously review and adjust our cleaning hours. This proactive approach allows us to meet external and internal expectations and adapt to changing needs effectively.

Our commitment to efficiency and environmental considerations is demonstrated through our continuous testing and introduction of new, innovative machinery. To address both time efficiency and noise pollution concerns, especially during periodic night cleaning operations, we have recently invested in electrical pressure washing machine. This machine not only enhance our cleaning capabilities but also minimise the noise impact on the surrounding environment.

In summary, by expanding our cleaning resources, review and partnering with cost-effective suppliers, adopting innovative machinery, and reviewing our cleaning allocation resources, we ensure that our train stations remain clean, safe, and ready for our customers every day.

Cleaning intervals – On-Train

Our customers always expect clean trains, and with new rolling stock the overall expectations to maintain these at a 'as good as new standard' is the expected norm. Therefore, we have increased and adjusted the core cleaning activities accordingly to meet this expectation. All cleaning activity is recorded and managed through an engineering data base and is closely monitored by both the presentation team and fleet control to ensure compliance.

- Every train receives an overnight stabled clean before entering service the next day.
- In service trains receive a 'turn round, clean at key terminal locations to ensure litter and spillages are quickly removed in readiness for the next journey.
- Carpet cleaning across the fleet is set at 28 days and is predominately delivered to this target and is often exceeded.
- A periodic clean (heavy) for the whole train is completed every 56 days and this target is often exceeded.

- Attention to ad hoc cleaning issues is also maintained through several locations and driven through both SQR and our internal audits.
- Exterior cleaning is managed through both contractual / warranty time scales through both manual and machine washing.

Technical measurement of air quality (e.g., level of CO2 in ppm)

Air quality is rapidly becoming a greater concern globally following the increased attentions towards respiratory health caused by Covid-19. Continually inhabiting space which has increased levels of Nitrous Monoxide (NO), Nitrogen Dioxides (NO2) and particulate matter (PM10 and PM2.5) can have impacts upon human respiratory health. We are committed to supporting the rail industry to explore the air quality across the network and to help better understand the ways in which reductions in air pollution can be achieved.

We support the Rail Safety and Standards Board (RSSB) with air quality monitoring and exploration projects on our network. We are also supporting the RSSB in their coordination of an industry wide Air Quality Working Group. This has previously seen five GA sites being included within the national network of monitored stations to create a baseline Air Quality Index unique to the railway and its operations (with one location still continuing as a monitored station).

We will continue to collaborate with the RSSB, RDG and other industry parties to work towards defining air quality baselining and targets and we shall support and encourage the work needed to meet these targets once set.

Availability of toilets – Stations

We acknowledge the importance of providing such facilities at stations and ensuring they are fully functional. Key to this is our maintenance regime and processes in place to rectify any issues. Where there are problems, these are reported via our help desk and logged onto our internal system where it is assigned for resolution.

There are standard priorities set against plumbing issues, but these can be altered dependant on the severity of the report e.g., flooding will require a higher priority and attendance. SLAs are attached to each priority level.

Availability of toilets - On Train

We continued to monitor trains going into service from across the business, ensuring any failures were reported to ensure high levels of availability were considered pre-service entry. If units required additional servicing during service, we would arrange swap outs to facilitate this. We seek to ensure all trains leaving depots at start of day have a least one toilet operational; if a toilet is deemed unserviceable during its operational duty, we will look where possible to couple this train to another, which would allow customers to access another toilet enroute. This train is then returned to the depot to have attention by the end of the day.

4. Customer satisfaction

Service Quality Regime (SQR)

Across the 23/24 financial year, Greater Anglia has continued to be measured under the SQR, which assesses how we are delivering against a number of aspects of our service relating to the standards at all of our stations, across the network on board our trains and the face-to-face service we provide. Recognising that whilst a safe, punctual and reliable railway is always customers' first priority, customers rightly have high expectations about other aspects of the service we offer and Greater Anglia are proud to report another strong year of results across all the SQR measures.

Stations

In the Stations category, assessments are carried out on the standards and condition of station facilities, cleanliness, provision of information and ticketing and staffing levels. For this year, the average results GA achieved were:

| Area | Score Achieved (%) |
|------------------------|--------------------|
| Ambience & Assets | 81.18 |
| Cleanliness & Graffiti | 87.06 |
| Information | 87.02 |
| Ticketing & Staffing | 81.99 |

Trains

In the Trains category, assessments are carried out on the standards and condition of on train facilities, cleanliness and provision of information including that provided during disruption. For this year, the average results GA achieved were:

| Area | Score Achieved (%) |
|------------------------|--------------------|
| Ambience & Assets | 92.13 |
| Cleanliness & Graffiti | 90.49 |
| Information | 94.49 |

Customer Service

In the Customer Service category, assessments are carried out on the standards of online information provided and the helpfulness of staff at stations and on trains. A proportion of assessments are also carried out on accessibility, ensuring colleagues recognise where additional support may be required. For this year, the average results GA achieved were:

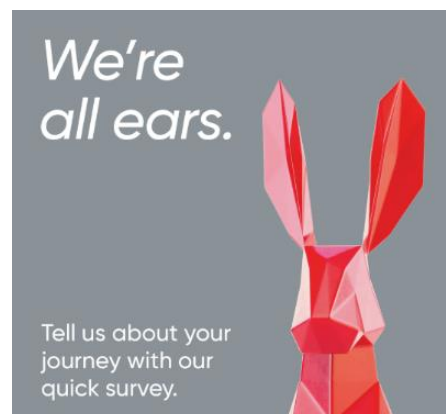
| Area | Score Achieved (%) |
|--------------------|--------------------|
| Staff Helpfulness | 96.33 |
| Online Information | 95.88 |

GA also holds a regular Customer Experience Board (CX Board); this is a key forum for reviewing SQR and wider customer service issues and driving further improvement with added input from Transport Focus and Network Rail.

We're All Ears – Customer Satisfaction Survey

GA proactively seeks out customer feedback and uses it to deliver incremental but tangible improvements to the day-to-day experience for our customers. In 2023, GA launched its new, in-house customer satisfaction survey *We're All Ears* (www.greateranglia.co.uk/allears). Promoted across a range of mediums, *We're All Ears* has received more than 21,000 responses over the course of the year.

The survey measures key parts of the customer journey, with a particular focus on the station and on train experience alongside our provision of information.



Through the use of tailored questions, the survey has been carefully constructed to provide us with a wide range of data from across our diverse customer base. Customers are able to provide both ratings and verbatim comments across the different areas within the survey and all responses are read and analysed by our dedicated Customer Experience team.

We value the insight customers give us through *We're All Ears* and it is all fed directly to relevant teams and discussed at a senior level within the business on a regular basis. Our new *You Said, We Did* webpage (www.greateranglia.co.uk/about-us/you-said-we-did) explains some of the improvements we have delivered as a result of the feedback we have received.

Although recognising that there is much more to do, Greater Anglia are pleased to report the headlines from the first year of its *We're All Ears* survey include:

- 73% of customers are satisfied with their overall experience
- 73% of customers are satisfied with the impression of the station
- 76% of customers are satisfied with their on-train experience
- 75% of customers are satisfied with staff helpfulness
- 77% of customers are satisfied with their perception of safety and security
- 70% of customers are satisfied with the provision of information received.

5. Complaint handling refunds and compensation for non-compliance with service quality standards

Greater Anglia welcomes feedback from customers, and when things go wrong we want the opportunity to try to put them right. Our customers can get in touch with our Customer Relations team several ways – using our dedicated webforms accessed via the Greater Anglia website, by email, via the telephone or by writing in using our customer contact forms, available from staffed locations, or to our freepost address. We recommend using the webforms as a method of contact because this format enables our customers to provide comprehensive information, and upload images in just one step which in turn helps us to respond swiftly. We endeavour to respond to 90% within 10 working days, and to fully answer 95% of all complaints within 20 working days.

Every customer contact is provided with a unique reference number, and customers completing a webform or email will receive an automatic acknowledgement response which provides their reference number, contact information in the event of urgent information, and information which signposts to the Greater Anglia complaints handling policy, our *We're All Ears* Survey and the ORR customer satisfaction survey. We hope we can resolve matters for our customers however if we can't, or a customer wants to understand about the role of the Rail Ombudsman we also provide contact details about the Rail Ombudsman in our acknowledgements to customers.

If a customer is unhappy with our initial response the complaint may be referred to a more senior member of staff, who has not previously been involved in the complaint, to undertake a review and they will either guide our advisors, or they may respond. If the customer remains unhappy following this further review, and if we are unable to reach a solution to the customer's satisfaction then we will signpost the customer to the Rail Ombudsman and provide a Deadlock response in line with the agreed industry approach. The Rail Ombudsman may offer a further, independent review of the complaint, or if outside of the scope of the Rail Ombudsman they may refer the customer to Transport Focus or London TravelWatch.

Greater Anglia aim always:

- To investigate all complaints as necessary, and respond in a sympathetic, fair, timely and courteous manner
- To provide a response which is easy to understand
- To use the feedback received from customers in a positive way to help improve the service offered.

Further information regarding our procedure and policies can be found in the following places:

National Rail Conditions of Travel:

https://www.nationalrail.co.uk/times_fares/conditions-of-travel.aspx

Complaints Handling Procedure:

<https://www.greateranglia.co.uk/about-us/our-performance/customer-complaints>

Passengers' Charter:

<https://www.greateranglia.co.uk/about-us/our-performance/passengers-charter>

Key Statistics:

| Measure | 2023-24 result |
|---|----------------|
| Total number of complaints received | 14397 |
| Total number of responses to complaints | 14186 |
| Response targets: | |
| Within 20 days – 95.00% | 99.27 |
| Within 10 days – 90.00% | 99.63 |

Top Five Complaint Classifications:

| Complaint Classification | 2023/24 | Additional Information |
|---|---------|--|
| Punctuality and reliability | 2644 | Continued Industrial Action in 2023-24 impacted our Greater Anglia customers both on the dates where strike action was underway and through ASOS. Later timetabled service start-ups required due to industrial action also caused frustration for customers on the day following industrial action. Weather-related events and external factors significantly hampered service provision. Storms Babet, Ciaran and Henk were those which were most impactful in the Greater Anglia region. High levels of rainfall lead to flooding also. Maundy Thursday saw both the GEML and WA routes impacted causing severe disruption to our customers. We have also seen trespass events across our network causing some short, and longer period disruption for customers. During all events our Social Media team communicate real time information and how customers can claim Delay Repay. |
| Ticket and refund policy | 2308 | During 2023-24 we undertook further work on our Greater Anglia website to simplify messaging for customers, signposting them to the right places to request a refund with most changes made in early summer. We looked specifically at reasons why Stansted Express customers got in touch about refunds, and at some of the frequent reasons for customer complaint about the refund process, and as a result made a number of small changes to our Stansted Express 'Buy a ticket' section of the homepage; enabling greater clarity for the date of travel, and direction of travel for Stansted customers. We also updated and simplified information on the Stansted Express website to help customers distinguish between a refund request and a delay repay claim. Internally we reviewed our processes across several departments to ensure we were as streamlined as possible, giving customers a better experience. |
| Attitude and helpfulness of staff at stations | 1048 | Analysis was undertaken at different points during the year to ascertain the areas and reasons for complaints about staff. We found that where we have the highest numbers of customers travelling, such as London Liverpool Street and Stansted Airport, that these tended to be focus points. Having established that use of contactless payment methods was the primary driver for complaints a working group was formed ensuring dedicated staffing at both Liverpool Street and Stansted Airport to act as ambassadors – supporting customers and identifying those who may appear unfamiliar with travel. The aim was to prevent problems for customers and to support them to travel as smoothly as possible with the correct ticket for travel. The gateline area was identified through customer insight as a point that was key. Automatic ticket gate paddles, floor vinyl's, QR codes for fast ticket purchases and additional signage were deployed at Liverpool Street to provide good visual information about use of contactless and Oyster for travel to Stansted Airport. The Greater Anglia Customer Experience Board and area Management teams continue to receive information about complaints to ensure that we challenge and improve the experience for our customers whilst being robust in how we prevent ticketless travel. |
| Facilities on board | 861 | Information about First Class services available on the Norwich – London Liverpool Street line is clearly displayed on our dedicated First Class page on the Greater Anglia website, and information about the formation of trains is also shown on Customer Information Screens. Greater Anglia update ticket buying facilities to ensure that Advance Purchase First Class tickets can't be purchased where we have timetabled rolling stock which does not have First Class provision to avoid disappointment. Short notice changes due to disruption events in 2023-24 drove up customer awareness, and we continued to ensure Conductor colleagues informed customers about how to claim back the difference in costs. We have also now agreed an upgrade for the Stansted Express trains which will see them all fitted with tables in the bays of four seats, directly addressing one of the key complaints of First Class customers when First Class is unavailable of an intercity service and of Standard ticket holders on the same services. A separate issue in 2023/24 saw work to build the new Cambridge South and Beaulieu Park stations at weekends impact customer travel patterns and, on some weekends, with concurrent work on both parts of the network placing a greater pressure on West Anglia services seeing some customers unhappy about the very high numbers of passengers onboard their service. |
| Attitude and helpfulness of staff on train | 406 | Most contacts in this area were in connection with ticketing irregularities; such as customers travelling with out-of-date railcards, no supporting documentation or with an incorrect ticket for the train they were using. Some issues revealed included customer attentiveness to terms and conditions of travel, or simple matters such as ensuring a mobile phone had sufficient battery to be able to show a ticket when requested. Our Conductor Management team receive feedback for every complaint about their team and ensure thorough investigation. It should be noted that much praise is received via our Social Media channels and direct to Customer Relations for the way in which our Conductors help customers and provide a key point of contact, as well as for the ways they deescalate difficult situations and support vulnerable customers. |

6. Assistance provided to disabled persons and persons with reduced mobility

We offer assistance to customers either on a booked or 'turn up and go' basis. We can help with all aspects of a journey, such as:

- Planning and choosing the best trains, times and tickets
- Advising what facilities are available onboard and at the stations
- Purchasing tickets
- Getting on and off the train
- Moving between platforms and around the station (at staffed stations)
- Passenger Assistance can be booked up to two hours in advance via one of the following methods:
- Telephone: 0800 028 2878
- Text Type: 18001 0800 028 2878
- Passenger Assistance (by Transreport) apps
- Webform: booking.passengerassistance.com

Our Assisted Travel team checks the accessibility of the stations the passenger requires assistance to/from and will arrange alternative accessible transport if required. A booking confirmation will then be sent to the passenger by email, or by post on request.

Assistance will be provided by staff who are either based at stations, onboard our trains, or are mobile. We advise customers to arrive at the station 20 minutes before their departure.

When assistance has not been booked, we will provide the support required whenever possible and with minimum delay. Sometimes there may be a short wait for staff to be available, but we will always aim to assist as quickly and safely as we can.

Ramps are provided to assist with boarding and alighting all of our trains where required and staff are trained to use these. Assistance alighting our services at the train's destination station will be provided within five minutes of the service arriving.

Our station staff and onboard staff follow the industry handover protocol to call ahead to the customer's alighting station to ensure that they are aware of the passenger's arrival.

Our frontline teams have access to the Rail Delivery Group's Passenger Assist system to be aware of customer bookings, log unbooked assistance delivered, and update customer journey status, including when assistance has not been delivered to a customer.

If customers are travelling from an unstaffed station (except those served by train crew) and have not booked assistance, we ask them to press the help (ticket assistance) button on our Ticket Vending Machines. This will connect them to an agent at our 24/7 call centre in Norwich. We will then do everything we can to help customers with their onward journey. We do ask customers to note that it will take longer for their assistance to be organised and arrive if not pre-booked or departing from an unstaffed stations. If customers are travelling from a station where assistance is served by train crew, customers do not need to press the help point. The train crew monitor the platform on arrival and anticipate providing assistance at all stations. We have signs at the entrances to the stations to explain this approach, and ask customers to wait in a safe place away from the platform edge before moving forward after the train has arrived.

More details of what customers can expect from our Passenger Assistance procedure can be found in our Accessible Travel Policy on our website: <https://www.greateranglia.co.uk/travel-information/assisted-travel/accessible-travel-policy>