

GWR Customer & Stakeholder Mid-Year Report 2025





Mark Hopwood CBE, Managing Director, GWR

Thank you for taking the time to read our latest Customer and Stakeholder Report, which looks at the first six months of the 2025/26 financial year from April to October 2025.

In October, the Transport Secretary confirmed at the Labour Party Conference that GWR will enter public ownership in 2026 as part of the Government's ongoing nationalisation programme. By the time we do become part of the DfT Operator family, more than half of all rail journeys in Britain will be operated by Government-owned train companies, and we're learning from our fellow TOCs – not least SWR, who were the first to enter public ownership under the current Government in May 2025 – to ensure that process is as smooth as possible for our customers and our colleagues.

However, we're not waiting for that date or for the relevant legislation to deepen our relationship with Network Rail, and I'm very pleased that Marcus Jones (Network Rail Western Route Director) has contributed to this report too. In April 2025, we announced that Daryn McCombe would be taking up a new role in both GWR and NR Western – becoming Network Operations Director for Network Rail Western as well as continuing in his current GWR role as our Train Service Delivery and Performance Director.

This brings our Control function together, building on our Alliance with Network Rail Western that we first signed back in 2016. I'm clear that this is not just collaboration for collaboration's sake, but a move that will deliver better performance for our customers day in, day out. Our teams should be able to respond more quickly to incidents, and

provide better and clearer information to our frontline colleagues for them to share with our customers.

This highlights that for me – despite the fundamental structural changes that are coming, both public ownership and Great British Railways – the focus of the industry must remain on the customer, remain on punctuality, and remain on getting things right every day.

Performance and punctuality have continued to move in the right direction in recent months but that does not mean to say we are resting on our laurels, and we do (to provide just one example) continue to have challenges with the age of trains operating our regional services, which affected our performance over the summer.

On that topic, over the first six months of this year we've continued to develop our plans to replace our regional fleet over the coming years. These trains – most of which are now in their fourth decade of passenger service – have served our customers and communities well over the years, but it's clear that they are becoming harder to maintain, and more expensive to maintain at the same time, as well as not providing the passenger experience our customers rightly expect in the second quarter of the 21st century. This isn't a quick fix, so I don't want to raise expectations that brand new trains will be on our network in the coming months, but the important development work continues in the background and with our colleagues at the Department for Transport.

Our FastCharge Battery Train Trial is informing these developments too – and in August we set a new world record for the longest distance set by a battery-electric train on a single charge. In the year when our industry celebrates 200 years since the birth of the modern railway, the train recorded a 200-mile run, smashing the 139-mile record previously set in Germany.

This sits alongside the introduction of 26 Class 175s train to our fleet in Devon & Cornwall. Throughout the first half of this year, our Engineering colleagues have worked closely with Angel Trains to get these trains ready for passenger service after a couple of years of being kept in storage. Once they are all in service, the benefits will be felt across our whole network with greater resilience for both our regional and inter-city services.

As we look ahead to 2026, I am clear that as the industry continues to change – and of course GWR enters public ownership – our focus on delivering for our customers and communities both now and in the future is at the crux of everything we do as a business. This report details that work over the last 6 months, and I look forward to updating you again later in 2026.





Marcus Jones, Route Director, Network Rail – Western

Over the past six months, we've continued to build on our accelerated performance plan, introduced last year, which has seen a 20% improvement in our train performance. Working closely with GWR, we've focused on tackling the causes of disruption across the Route, particularly on the Thames Valley corridor between Paddington and Reading where even minor infrastructure issues can impact trains at the furthest points away in the South West and Wales. Our teams have been implementing track and signalling improvements, upgrading points and crossovers, which help move trains along the tracks, and strengthening resilience to ensure services can recover quickly when things go wrong. Alongside this, our dedicated performance team continue to monitor operations and ensure lessons learned are applied across the route.

It's an exciting time for our route with 11 new stations being built across the South West over the next five years. In Bristol, the opening of Ashley Down station has provided a modern, fully accessible link to our network, reconnecting the local community after many decades. Work has started and is progressing on Charfield and North Filton stations, with further projects planned at Portishead, Pill, and Henbury. These upgrades will support housing growth, improve local travel options,

and give more people the choice to travel by rail. As part of the Government's Spending Review in June, Wellington and Cullompton stations were given the green light. These new stations will improve transport links to Exeter in the South and Bristol in the North, as well as beyond, unlocking significant new housing developments and economic growth.

Some of our key mainline hubs have also benefited from targeted improvements. At Reading, track and signalling upgrades, including work on the junction which connects the Great Western Main Line and the North Downs Line towards Guildford and Gatwick Airport, are helping to make services more reliable and efficient. With more than 12 million passengers travelling through the station each year, Bristol Temple Meads continues to see enhancements, such as the brand new Eastern Entrance, ready for the opening of the new Bristol University buildings, and accessibility improvements, easing passenger flow and creating a more welcoming environment. This is the start of development, with the masterplan now coming forward as part of Bristol Temple Quarter which will revolutionise Brunel's original rail terminus. In the South West, upgrades at Penzance and Newquay support longer trains, smoother services, and stronger connections for local communities and visitors.

We've continued working closely with colleagues in GWR. In the last report, I provided an update on our shared control centre with GWR, helping us to ensure the network is running smoothly. As part of our collaboration, we've tested a new model to improve reaction times following serious incidents, halving the time it takes to share information allowing us to react quicker. Thanks to the incredible work by both Network Rail and GWR colleagues, we're now building on the success of this crucial move and exploring opportunities to better integrate track and train ahead of Great British Railways (GBR).

The Railways Bill was formally introduced to Parliament in November, this marks an important step toward the creation of GBR and represents a significant milestone in the reform of the rail industry. As part of this transition, we'll continue to work closely with GWR to strengthen collaboration between infrastructure and operations.

Looking ahead, our priorities remain clear: continuing to drive performance improvements and delivering a safe, reliable and high-performing railway for passengers.

I'm proud of the progress we've achieved over the past six months and we remain committed to providing a railway that passengers and communities can trust.



Performance

At GWR, we are committed to being transparent about our performance. This section shows how often our trains arrive on time and what we are doing to improve your journey.

Punctuality & Reliability

The majority of our services arrived on schedule during this period. We measure "On-Time" performance at every station stop.

- Arrival within 3 minutes of schedule: 75.84% (Current Period)
- Arrival within 15 minutes of schedule: 96.23% (Current Period)
- Cancellations: Our overall cancellation rate for this period was 3.02%.

Major Delays

While we strive for every train to be on time, significant disruptions do occur. Below is a breakdown of services that experienced major delays:

Delay Length	Number of Trains	Percentage of Services
30 - 59 Minutes	1,959	0.65%
60 - 119 Minutes	229	0.08%
120+ Minutes	22	0.01%

Regional Highlights: The London - West of England route saw the highest percentage of 30+ minute delays (5.47%), while our Thames Valley Branch lines remained the most consistent, with only 0.01% of trains delayed by more than 30 minutes.

Capacity

We know how important it is to have enough seats. A "Short Formation" is when a train runs with fewer carriages than originally planned.

- **Total Short Formations:** 1,916 services.
- **Performance:** This represents only 0.24% of our total services, meaning over 99% of our trains ran with the planned number of carriages.



What we're doing to improve

We are working hard to address the root causes of delays and cancellations:

- **More staff:** We have significantly reduced "resource gaps" by hiring and training more crew, leading to fewer cancellations.
- **Newer trains:** We are currently introducing 26 Class 175 trains to the network. Once fully in service – expected by the end of 2026 – this will allow us to improve fleet resilience across our network
- **Resilience:** This summer's heat provided challenges for our older "Turbo" fleet and the tracks themselves. We are working closely with Network Rail to invest in infrastructure that can better handle extreme weather.
- **Better coordination:** We've integrated our Control and Operations teams more closely to react faster when things go wrong, getting you back on the move sooner.

Environment and Sustainability

During the period from April to October 2025 (Periods 1–7), we monitored our performance against strict environmental KPIs. While we have seen exceptional success in energy reduction and waste diversion, certain areas remain under close review.

Actions undertaken (first half of 2025)

- **Energy Performance (Seasonal):** Non-traction energy use appeared lower during summer periods, reflecting seasonal demand rather than sustained efficiency gains. Although energy consumption appeared favourable against a pro-rata target during Periods 1–7, this reflects seasonal demand rather than genuine progress towards the annual reduction target. Assessment against a seasonally weighted benchmark indicates that performance remains above target overall.
- **Landfill Diversion:** Our commitment to a circular economy remains strong, as we successfully diverted 100% of our waste from landfill throughout the reporting period.
- **Water Management:** Reported spikes in water consumption primarily reflect data and billing timescales rather than operational increases

Actions Planned

- **Water Management:** Since October, the introduction of a dedicated energy and utilities manager has strengthened data insight, improving our ability to interrogate supplier information and identify anomalous readings in near real time.
- **Waste (Recycling):** The material reduction in reported recycling performance from Period 6 onwards reflects a change in calculation methodology under the new waste contract, rather than a deterioration in on-site practices. Under the current arrangements, only source-segregated recycling is counted, with no off-site recovery from general waste, resulting in a lower reported recycling rate. Focus is now on maximising on-site segregation to improve reported outcomes.

- **Traction Emissions Review:** We are analysing the +10% deviation in traction energy carbon emissions observed in Period 5. The Period 5 increase reflects a combination of higher train mileage and a modest uplift in emissions intensity when normalised for output. No single causal issue has been identified, and the P5 variance was within the expected data scatter. Performance is being monitored across subsequent periods to determine whether a deeper investigation is required, with known fleet-related factors (including Class 80x diesel performance) continuing to be tracked.

Data Confirmation & Compliance

We confirm that all data collection for Air Pollution, GHG Emissions, and Energy Usage complies with the required measurements for DfT and ORR reporting.

- **Greenhouse Gas & Energy:** Reported via the [RSSB Sustainable Insights Reporting Tool](#).
- **Air Quality:** Monitored using industry-standard methods in line with Network Rail Contract and DfT requirements.

Audit Status

An Environmental Impact Monitoring Audit was completed by AECOM in the first year of the contract. No further audit has been required or requested for the April–October 2025 period. No "Revised Environmental Impact Targets Plan" has been triggered; however, specific misses are being managed through our existing governance framework.

Customer Complaints and Faults Handling

The first half of the financial year has seen a positive reduction in the volume of complaints recorded across the GWR network.

Overall, we recorded 24.5k complaints, representing a 9% reduction compared to the same period last year. This improvement is driven by a more consistent service, leading to significant progress in our three largest complaint categories:

- Capacity: 19.5% reduction
- Punctuality & Reliability: 11.4% reduction
- Delay Repay: 20.4% reduction

Our commitment to improving the customer experience is reflected in the latest independent survey commissioned by the Office of Rail and Road (ORR), where GWR's score for passenger satisfaction regarding complaint handling increased by 9 percentage points.

Responsiveness

We remain focused on responding promptly to our customers. To date, GWR has resolved 97.1% of complaints within 20 working days, maintaining the high standard of 97% achieved in the previous year.



Notified Faults Breakdown

This details faults reported across our assets, including rolling stock and station facilities. For the specified period, we recorded an average of 95 notified faults on board our trains per railway period, and an average of 30 at our stations - giving an overall average of 62.5. This represents a 34% increase compared to the previous year's overall average of 46.5, with much of the variance attributed to air conditioning issues on services during the height of summer.

Resolution & Feedback Efficiency

GWR tracks the time taken to provide formal feedback to the notifier.

- **Mean Feedback Time:** 2.2 days (compared to 1.7 days previous year - still well within efficient internal targets)

We continue to monitor these areas closely, investing in improvements to maintain momentum for the remainder of the year.

Customer Satisfaction

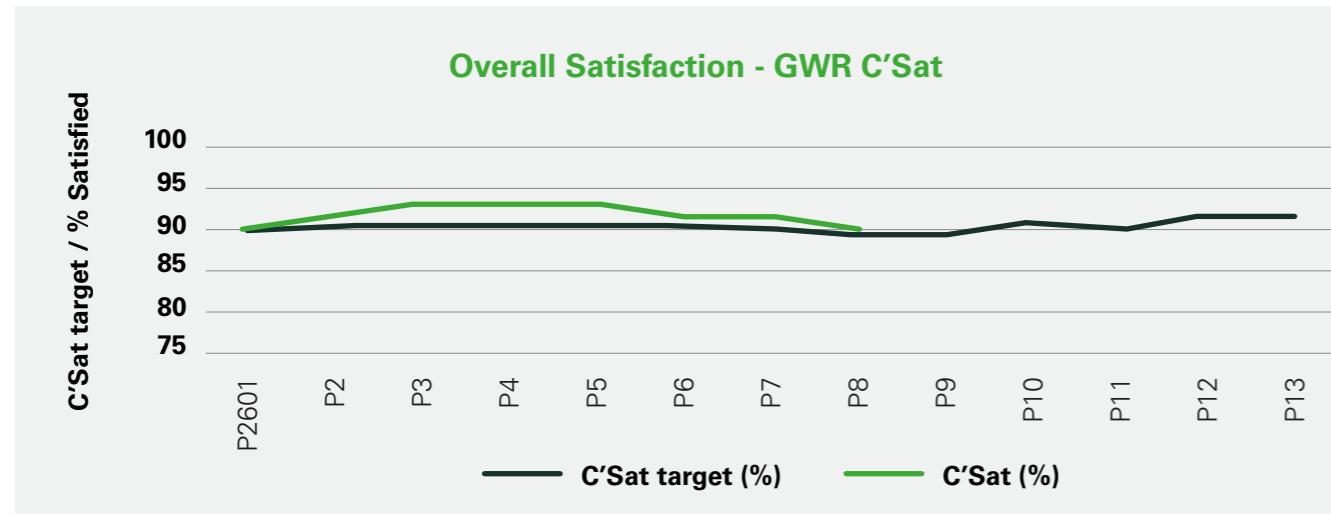
We continuously monitor customer sentiment through our in-house research programme, which samples over 22,000 customers annually, and the industry-standard Rail Customer Experience Survey (RCXS), which has now fully replaced the retired Wavelength model.



Key metrics

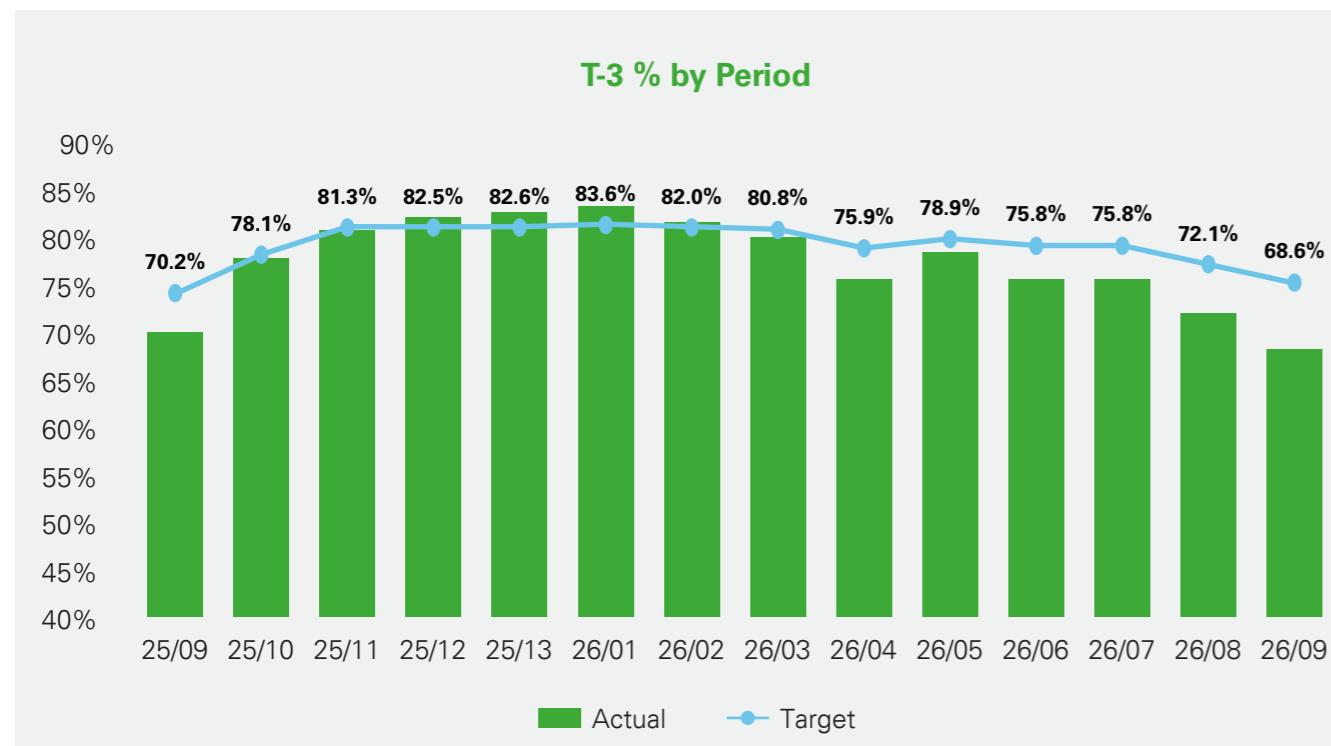
Metric	Period 1 (April 2025)	Period 8 (October 2025)	Industry Benchmark P2605-P2607
Overall Customer Satisfaction	90%	90%	88%
Net Promoter Score (NPS)	4	6	60 (Note GWR use the Satmetrix Net Promoter/recommendation score)

Trend Analysis

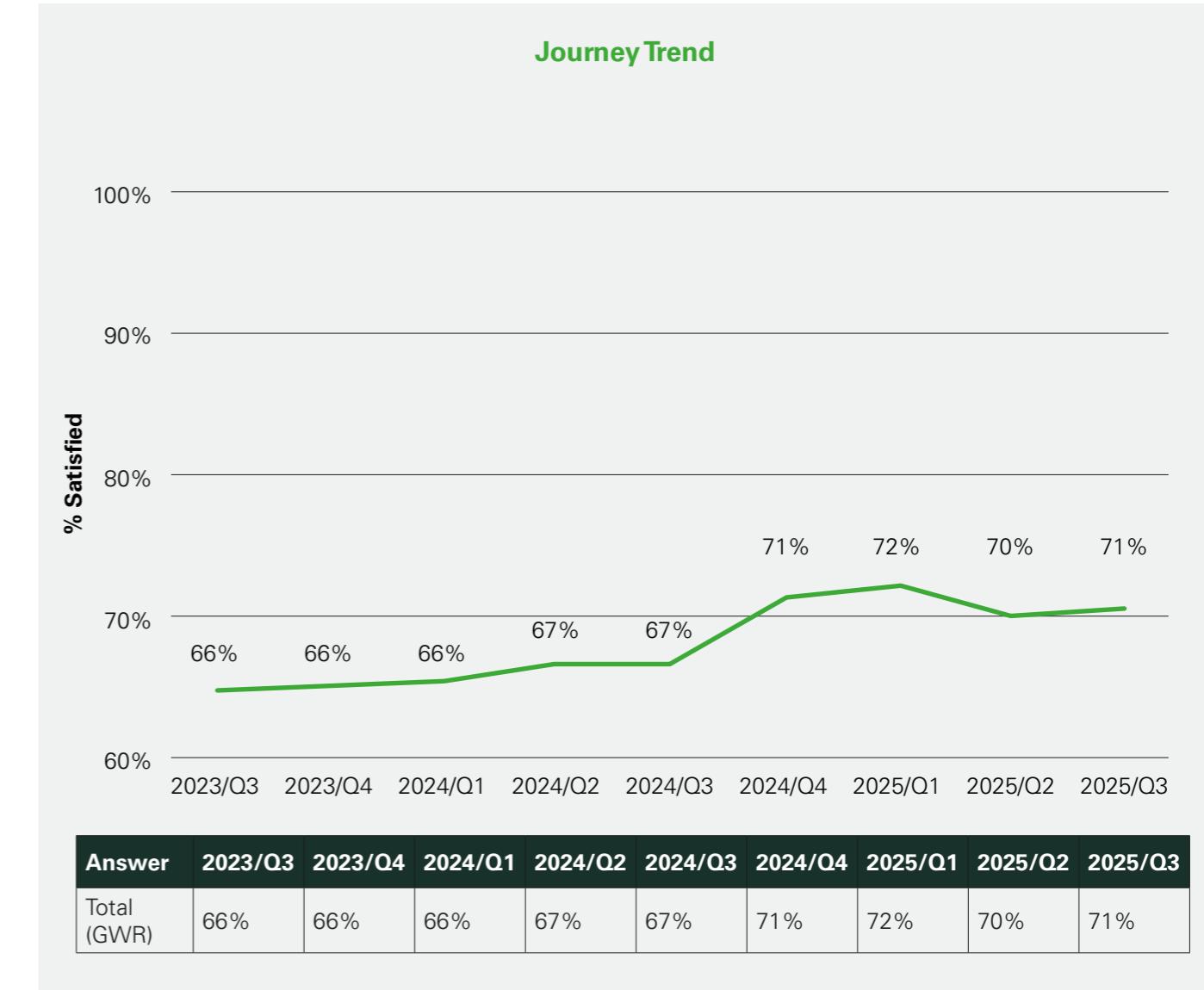


Satisfaction peaked at 92% between Periods 3–6 (May–August 2025) due to strong and consistent service. Scores stabilised at 90% by Period 8, affected by mechanical issues with the Class 800 (IET) fleet and seasonal challenges (leaf fall and flooding).

This chart from the Performance team shows the underlying T-3 performance during the timeframe. Performance, AKA punctuality, is the key driver of satisfaction.

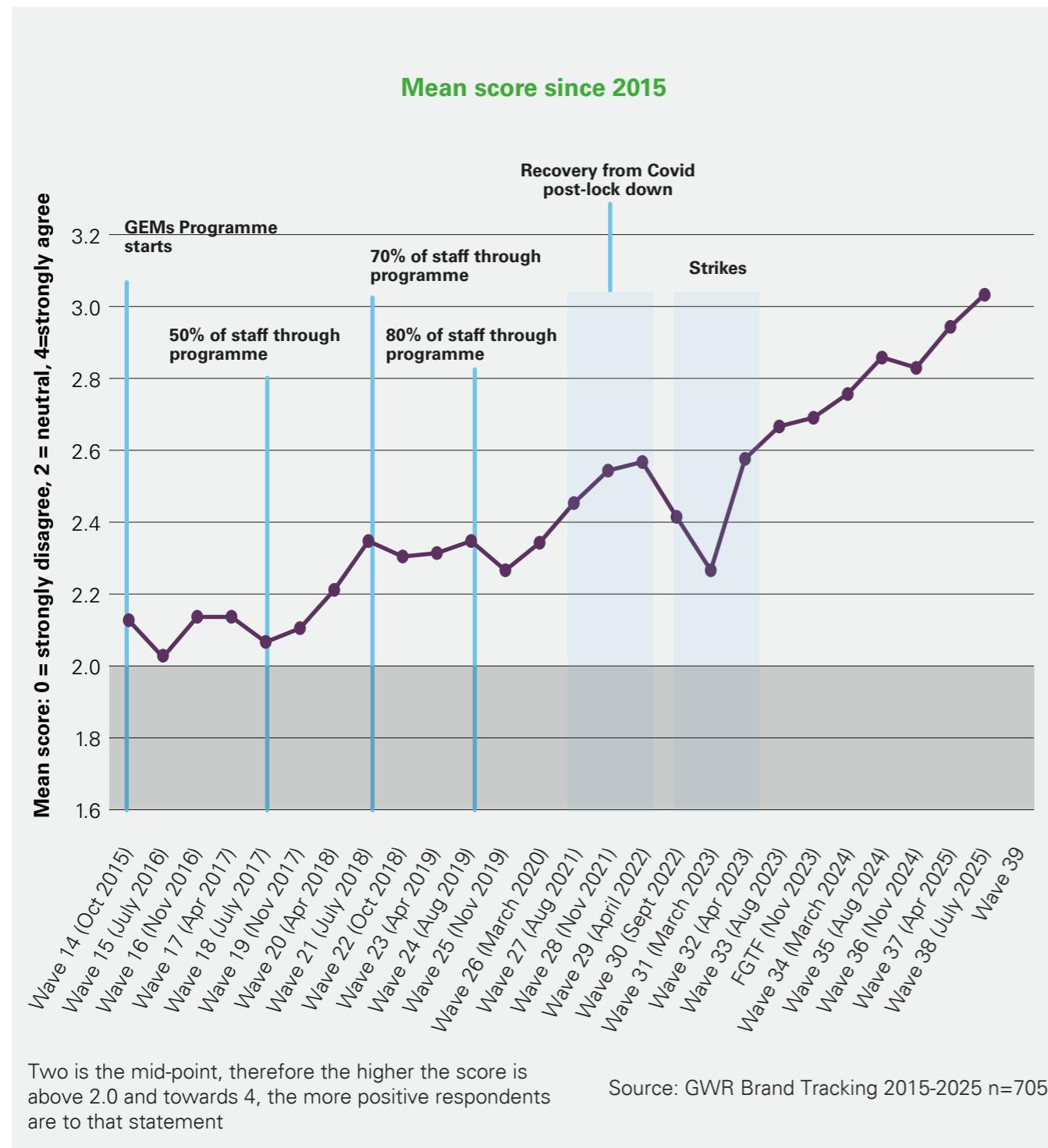


The infrastructure benefits of the Brunel work in the east part of our network, through the 18 month delivery plan, have resulted in improved performance. This can be seen in the T-3 chart above, specifically between P2510, when the programme was at the 12 month stage, through to P2602/3. The impact can also be seen in customer satisfaction with service frequency in the East. The chart shows calendar years, with 2024/Q3 being P2507 –P2509.



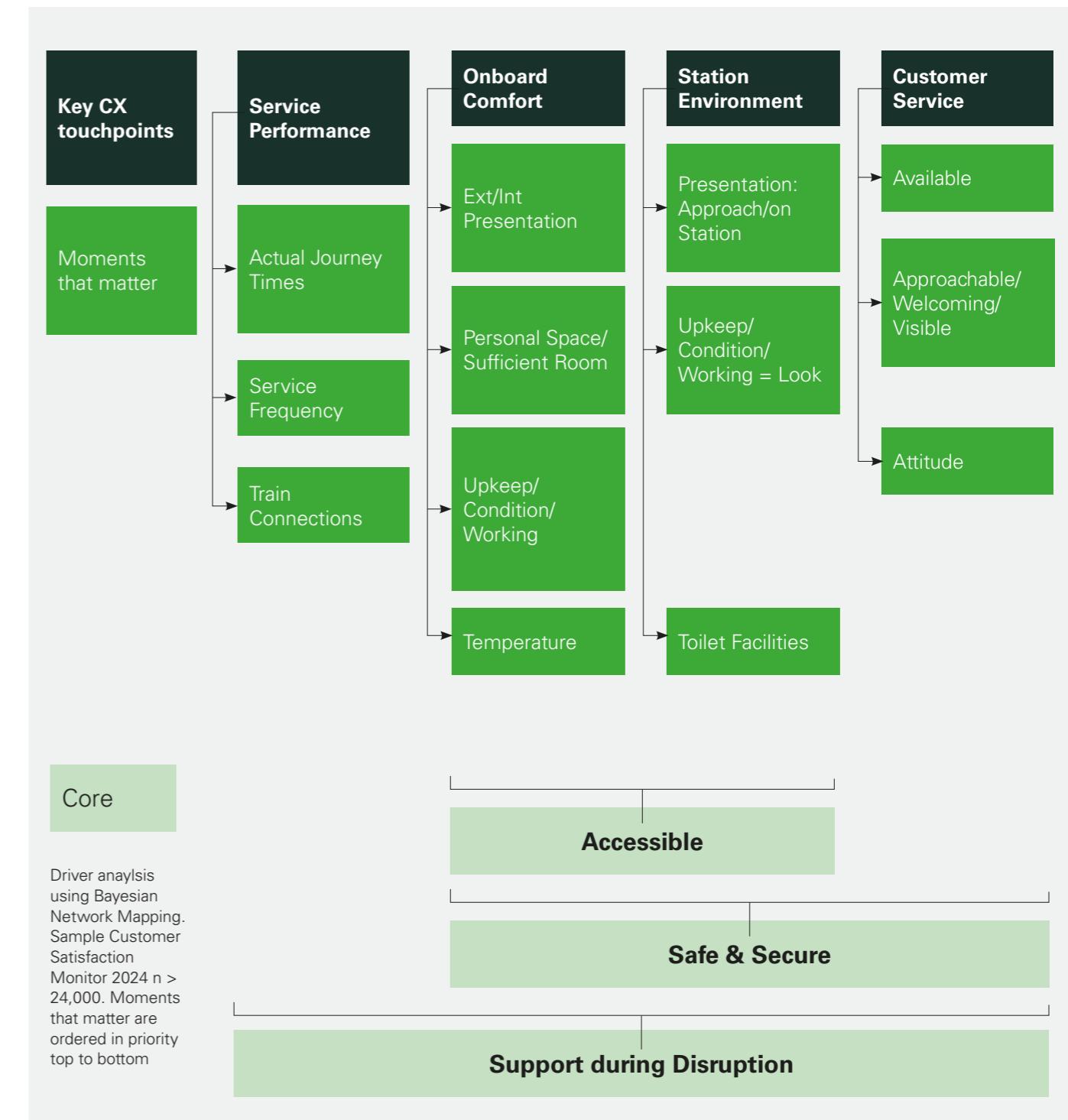
Issues with the IET fleet do continue to impact performance, not forgetting that our IET fleet has been in service longest compared to other operators and therefore more likely to identify longer term issues first. Seasonality is a factor in the performance scores and as is expected a downturn in the autumn and early winter has occurred, perhaps exacerbated by the mechanical issues. Against this our colleagues continue to deliver exemplary service, supporting customers when things don't go to plan. Our Customer Experience score at Station has held at the 90–91% satisfied level and the service from onboard teams is a consistent 94%. The chart below further emphasises the impact our teams have on the customer experience and how this continues to improve:

Trend Analysis



Analysis of customer response data from 2024, through our continuous research programme sets a clear direction for the approach being taken to drive Customer experience improvement. The graphic below shows the key CX touchpoints that matter to customers and the factors that drive satisfaction. This guides our action planning, to ensure we allocate resource in the best areas.

These themes are the very essence of what our customers want us to get right consistently, providing them with certainty and a service they can depend on.



Ticket Office Compliance and Performance

GWR monitors the availability of our ticket offices to ensure we are meeting our commitments to passengers. Adherence is calculated by comparing actual time spent open (measured in hours and minutes) against the total scheduled opening hours across all GWR-managed stations.

At this stage of the 2025/26 Financial Year, GWR Ticket Offices have achieved a compliance measurement of 90.5%.

- **Trend:** This represents a 0.5% increase on the result recorded in the previous reporting period. This has been achieved through filling vacant positions over the period of time covered.

- **Methodology (MAA):** This figure is a Moving Annual Average (MAA). This method accounts for performance across thirteen, four-week financial periods, providing a smoothed, year-long perspective that accounts for seasonal or short-term operational fluctuations.



Passenger Assistance

GWR facilitates passenger assistance through the national Transreport system, supporting both pre-booked requests (made with 2+ hours' notice) and "Turn Up And Go" (TUAG) requests.

At the start of the 2024/25 financial year, GWR transitioned to a new industry-wide methodology for tracking assistance. This system identifies potential failed or unactioned requests to provide a more transparent "Successful Delivery Rate." Because this reporting standard is relatively new, direct Year-on-Year comparisons with the previous Contract Year are currently unavailable.

Performance against Accessible Travel Policy (ATP) benchmarks

With the considerable increase in Passenger Assistance requests keeping a high completion rate is a challenge. We are seeing a 20-25% year on year increase in assistance requests. This is putting considerable pressure on the system and is likely to be a big challenge in increasing these statistics. Currently, we are less than a percentage point off the target.

We have managed to add some additional staff at key locations, which is helping to maintain this percentage. One key location is Reading where we see the largest number of passenger assistance requests.

We are still recruiting to get a full team at this location and as a result we are not seeing as many completions as we would like. Hopefully a full team will result in increased reporting using the app. We have also had to utilise agency staff over the summer across the network, who do not have access to the PA app, but are providing the required assistance.



Assistance Type	Success Rate (Apr-Oct 2025)	ATP Benchmark	Status
Booked Assistance	93.08%	94% BPC target	Missed
TUAG Assistance	93.49%	94% BPC Target	Missed

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