

# GTR Social Impact Report

## January 2024-March 2025

Playing a positive role in the communities we serve



GTR

Great Northern

GX  
GATWICK EXPRESS

SOUTHERN

ThamesLink

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# Foreword

At Govia Thameslink Railway, our purpose is simple yet ambitious: to create great journeys every day for a sustainable future. That purpose goes beyond running a reliable railway, it's about the positive impact we make - connecting people to opportunity, supporting local economies, and strengthening the communities we serve.

This report reflects how we are putting our purpose into action. Sustainability is not an add-on for GTR—it's central to how we operate and grow. By investing in skills and raising awareness of careers in rail, we're nurturing talent for today and tomorrow, building a more diverse workforce, and helping local economies and communities thrive. We're also reducing our climate impact and making our network safer and more inclusive.

Measuring the social impact of this work helps us make more informed decisions about where to direct future investment for the greatest benefit. Growing our social impact isn't a 'nice to have' - it's fundamental to building a stronger, more sustainable railway.

As I stepped into the role of CEO (Nov 2023) I reflected that none of us achieve success alone. The support I've had throughout my career reinforces the importance of paying it forward - creating space for others to succeed and ensuring our industry is resilient and innovative. The report highlights the impact we have delivered together with our partners, including community groups, local authorities, charities, and industry colleagues.

In the report we review our performance in driving social impact across five key workstreams:

- Cohesive Communities and Place
- Education, Employability and Confidence Building
- Diversity and Inclusion
- Environmental Sustainability
- Positive Mental Health

We have made strong progress in these areas, but I know there is more to do. With the dedication of our colleagues, and the strength of our partnerships, I am confident we can build a railway that not only delivers great journeys but also builds a sustainable future for the railway and the communities we serve.



A handwritten signature in black ink, appearing to read 'Angie Doll'.

**Angie Doll**  
Chief Executive Officer  
Govia Thameslink Railway

# Executive summary

Last year, our CEO Angie Doll launched a new strategy for GTR: 'creating great journeys every day for a sustainable future'. This report shows how we are putting that vision into action.

This report covers the 15-month period from January 2024 to March 2025, following a change to align our reporting cycle with our business year. This means we can report more effectively across a full operational year going forward.

Throughout this time, we continued to deliver meaningful social value across our network - measured through a combination of quantitative and qualitative data.

We focus our work on delivering social impact into five workstreams: Cohesive Communities and Place; Education, Employability and Confidence Building; Diversity and Inclusion; Environmental Sustainability; and Positive Mental Health. These workstreams have been picked as they matter to our colleagues, customers and communities, and because they are areas where we think we can make a difference. The report covers our work and impact in each area.

Here's a summary of the report's key highlights:

## Cohesive communities and place

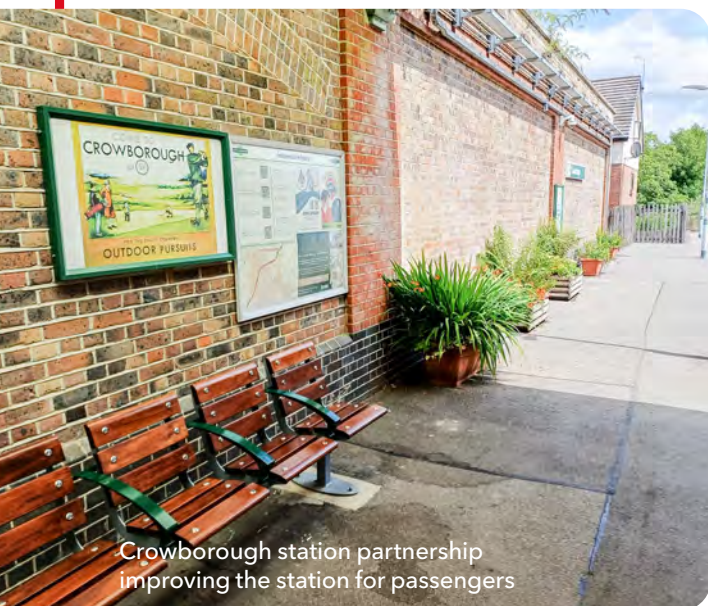
As an organisation we want to be a driving force in creating value within the communities we serve, building impactful partnerships that address local needs.

In 2023, we launched our Your Station, Your Community Improvement Fund to support local groups tackling challenges that impact both communities and the railway. In its first two years - to the end of this reporting period of March 2025 - the fund has supported 56 projects with grants totalling £786,000, reaching more than 35,000 people across our network. A third round of funding started in April 2025 and is currently supporting 25 new projects. These initiatives deliver value across all the themes in this report, but share a common goal: building more cohesive, connected communities.

Through our Community Rail partnerships, we bring communities together, support local economic growth and promote healthier travel. We also work with over 110 Station Partners who make our stations more welcoming and inclusive.

We also saw direct benefit from involving customers in shaping our services, such as through the co-design of our West Coastway timetable. By listening and acting on feedback, we're delivering reliable services, more efficiently and increasing passenger numbers - without increasing costs.

Finally, we strengthened our contribution to local economies by tripling our spend with small and medium-sized enterprises (SMEs). In 2024, 72% of our contracts were with SMEs, generating an estimated £1,581,370 in social value.



Crowborough station partnership improving the station for passengers

## Education, employability and confidence building

Equipping people both within and outside our business with skills, knowledge and confidence is one of the most powerful ways we create long-term positive impact.

Our recruitment programmes – SWAP, Get Into Railways and Career Returners – continue to attract new and diverse talent into rail. During this period, we celebrated 10 years of partnership with the King's Trust on Get Into Railways and welcomed our 20th cohort. Six participants went on to secure permanent roles at GTR, with the programme generating over £387,000 in social value. We marked the anniversary with a celebration at the Houses of Parliament.

Training and development remain a key driver of short and long-term social impact. In this period, our apprenticeship programmes alone generated £26 million in social value, and we share a standout case study in this report from an apprentice who transformed her life and prospects.

Together with mentoring and other training programmes, we enable our people to deliver the brilliant basics our customers deserve.

We continue to prioritise the safety of young people in our communities, delivering rail safety education through our funding of the Southeast Communities Rail Partnership's Go Learn education programme and our own school safety programme.

## Diversity and inclusion

Every journey is an opportunity to deliver positive social impact. At the heart of this is making our services accessible, inclusive and welcoming for everyone. Between April 2024 and March 2025, our teams received 165,000 requests for passenger assistance, more than 60% of which were without prior booking. This continues to be one of the most significant ways we deliver social value as a business, but we know we still have more to do.

We've increasingly adopted new technology to help passengers travel independently. Our Sign Live and Aria apps, as well as 3-D station maps, make rail more accessible and responsive to passenger needs.

Equally important is fostering an inclusive workplace culture, where people from diverse backgrounds feel valued and empowered to succeed.

By building a workforce that's inclusive, diverse and supportive, we generate benefits for both our business and communities. We're better positioned to deliver services the whole community wants, in a way that truly works for them.



Rail safety workshop with Luton Town academy players

## Environmental sustainability

Rail is the most sustainable form of public transport – and we're working hard to strengthen that advantage by attracting more passengers to our services and reducing our environmental footprint.

Today, our fleet is 97% electric, and we're taking steps to cut carbon, water use and waste across our operations, even as demand for our services grows. In 2024, we joined a global group of companies setting greenhouse gas reduction targets, officially validated by the Science Based Targets Initiative (SBTi). We've committed to reduce the emissions we cause directly or indirectly (scope 1 and 2) by 42% emissions and those through our value chain by 24% by 2029.

To support these goals, we're scaling up solar power at our depots – and improving how we monitor key resources. We also support the circular economy by reusing uniforms, IT equipment and even abandoned bicycles at our stations.

## Positive mental health

Supporting and promoting positive mental health for our customers, communities and colleagues is a responsibility we take seriously.

It's one of the reasons why, in July 2024, we began a three-year partnership with leading mental health charity, Mind. Our partnership got off to a great start, with staff raising £29,000 in the first six months. Alongside this, we're sharing important messages with colleagues to reduce the stigma around mental health – and maintain a culture where colleagues' wellbeing comes first. The partnership also reflects our commitment to giving customers exceptional service, while championing health and safety in everything we do.

Our peer-led Trauma Risk Management (TRiM) programme, meanwhile, plays a vital role in helping colleagues through personal and work-related issues.

Another dominant area of social value is derived from the 145 life-saving interventions made by GTR colleagues in this period. The ripple effect of these interventions goes far beyond the vulnerable individual, helping prevent the trauma of suicide for staff and passengers, too.

Read on to learn more about our commitment to making a positive impact on our communities.



# Social impact data summary

This summary pulls together the social impact, and where available social value calculation, of the projects in this report.



All Aboarders, station partners at Welwyn Garden City

## Diversity and inclusion

### Advisory Panel

63 hours of consultation with 10 people: £1,109

### Aira app

Available at 12 stations - 82 people used the service: £1,190

### Try a Train

452 people supported (233 GTR, 219 SCRP) - 1357 hours: £2,510,946

### Assisted travel

290,000 people booked assistance and 117,146 assisted without booking

Mobility assistance teams now cover all 51 of our unstaffed or partially staffed stations

GTR staff attended 287 hours of mobility assistance refresher training

### Aldingbourne Trust

Station partner at 20 stations with 30 adults with learning difficulties: £304,000

## Education, employability and confidence building

### Kings Trust

11 young people completed the programme with 45 hours training and 6 hired by GTR: £387,000

### SWAP

19 trained and 5 hired: £46,635

### Career returners

5 women drivers hired: £327,640

### Apprenticeships

173 completed

### Apprenticeships

370 staff working towards qualification 105 Level 2, 268 Level 3, 24 Level 4: £26,000,000

### Development Hub

8000 CPD hours completed by GTR staff

### Staff survey

7% increase in number of colleagues who would recommend a family member to join GTR

### Talent Foundry

24 students participate in the programme: £79,297

### Teacher Encounter Programme

7 teachers attend, reaching approximately 1000 students: £33,152

### Work experience

20 young people gained work experience: £10,237

### School safety talks

56,867 pupils participated in safety talks run by GTR

### Go Learn school safety talks

1,714 pupils participated in safety talks run by Southeast CRP Go Learn programme with a GTR grant: £70,937



Opening of the Meldreth community art underpass



Lewes Round Table collecting for Children in Need



GTR volunteers at the Great British Beach Clean

## Cohesive communities and place

### Your station, Your community 23-24

£338,818 grants for 19 projects supporting 18,400 people

### Your station, Your community 24-25

£448,000 grants for 37 projects supporting 15,334 people

### Volunteering

Great British Beach Clean - 41 colleagues volunteered: £662

30 colleagues from the infrastructure team improved green areas around 2 stations: £609

### SCRIP volunteering

22,127 volunteer hours facilitated by the CRP at GTR stations: £431,476

### Payroll giving

£3,900 donated by staff through the scheme

### Station Partners

110 station partners volunteering to improve our stations

### Football partnerships

Travel passes provided to 45 Academy players for Stevenage (25) and Luton FC (20)

### West Coastway consultation

460 people responded, resulting in 8 major changes. The change to a new timetable resulted in a 10% increase in Saturday passengers in first 3 months

### Small Medium Enterprises contracts

72% of GTR contracts were awarded to SME suppliers: £1,581,370

### Anti social behaviour programme

£2.5 million programme launched in June 2024

### Body worn cameras

1,073 cameras distributed with 55% increase in usage by staff

## Environmental sustainability

### Carbon savings

1 million of tonnes of CO2 saved by GTR passengers choosing rail over road

### Waste

65 tonnes of food waste sent to aerobic digestion

### Biodiversity

100 homes for nature installed at our stations

### Circular economy

620 sacks of old uniforms recycled, saving 2.4 tonnes of carbon emissions

### Bike marking events

47 people benefit from bike marking at 2 stations

## Positive mental health

### Missing people

1,892 adults, children and young people were supported by the charity during the GTR campaign

### Suicide prevention training on making life saving interventions

482 people trained: £10,684

### Life saving interventions

145 interventions

### TRiM sessions (trauma support)

40 sessions, 52 colleagues supported: £61,272

### Good to know roadshows

85 medicals completed through roadshows: £16,916

### MIND

£29,000 raised in the first 6 months with 150 colleagues participating in fundraising events



# ○ Social value: evolving measures, the same strong commitment

Social value can mean different things to different people. For us, it's about the wider benefits our activities bring to our colleagues, our customers and the communities we serve. These benefits are both social and economic, and go a long way to unlocking more choice, opportunity and aspirations for people across our network.

Because the social value of our activities is so broad, it can be complex to measure. So, in this report, we include a mix of data but also stories that bring to life the impact we're making.

We continue to use the Rail Social Value Tool (RSVT), created by Loop in collaboration with the Rail Safety and Standards Board (RSSB) and Network Rail, to help us measure and evaluate the social value of the projects we deliver. This powerful tool helps us allocate resources effectively, showcase our contributions and ultimately maximise social value.

This year, Loop introduced revisions to the RSVT to make it more accurate and better aligned with the government's Green Book calculations. This included updating its metric definitions and the value attached to each metric.

As a result, direct comparisons with previous years aren't always possible - but the tool remains an essential part of how we track, deliver and improve our social impact.

Where we can, we still show how projects are performing against the previous report. We look at factors such as the number of people benefitting from a project and the wider outcomes achieved, focusing on social impact rather than measured social value.

This report covers the social impact we have delivered from January 2024 to the end of March 2025. Some projects that took place primarily before this period, but weren't completed or reported in time for the previous report, are included here. These include our Your Station, Your Community programme and our environmental reporting for 2023/24.

Equally, we have excluded some projects that started during the reporting period but haven't yet completed. This approach means future reports can reflect the full business year, from April to March.



GTR office staff fundraising walk for MIND



We have taken care to ensure the data we report is robust and all measures are used appropriately. While the report hasn't been formally audited, it draws on a mix of reliable sources - including well-established management systems, data gathered specifically for the report and trusted contributions from third parties, including community and voluntary organisations.

### **Your Station, Your Community Fund**

Before we launch into the main body of the report, it's important we highlight our Your Station, Your Community Improvement Fund, a cross-cutting programme that delivers social value across all of our focus areas.

This programme helps local groups, charities, customers and communities deliver projects that matter across our network. It focuses on initiatives that align with the core themes covered in the report: mental health, education, employability for marginalised groups, diversity and inclusion, and environmental sustainability. Examples of these projects are featured throughout the report.



### **Projects completed in 2024 (April 2023 - March 2024)**

We funded 19 projects that began in 2023 and were completed in this reporting period. These projects received a total of £338,818 in grants and delivered wide-ranging benefits across the areas we serve, delivering 4,237 engagement sessions supporting over 18,400 people.

### **Projects completed in 2025 (April 2024-March 2025)**

Building on the success of our 2023/24 projects, we awarded **£448,000 in new grants for 37 projects running from 2024 to 2025**. This is a 20% funding increase on the previous period and includes five larger projects, each receiving over £10,000 in funding. The projects, delivered 2,431 engagement sessions, supporting 15,334 participants and generating an estimated £192,037,665 in social value across our network.

# 15,000

participants engaged in projects  
running from 2024 to 2025

# £448,000

in grants for new projects  
running from 2024 to 2025

# Cohesive communities and place

Strong, connected communities are the foundation not just of a thriving railway, but of a thriving UK. That's why we invest in projects and partnerships that support the people and places connected to our network.

Our Community team coordinates this work, creating social value through community-based projects and partnerships. This encompasses everything from supporting local businesses and transforming stations into vibrant community hubs to involving passengers in key decision making. This section highlights both the measured value and human impact of our work in communities and includes:

- Community connection and partnerships
- How our colleagues support important causes
- Tripling our SME spend with local businesses
- Decision making powered by our customers
- Reducing anti-social behaviour
- Protecting our colleagues

## Community connections and partnerships

How we're building strong ties with communities and supporting local needs.

### Community Rail

Community Rail encompasses all the work GTR does to improve the communities our services support. This includes funding four Community Rail Partnerships (CRPs) along our route, supporting over 100 Station Partners, working with national and local charities, partnering with local football clubs and providing grants through our Your Station, Your Community fund.

### Community Rail Partnerships (CRPs)

We support four CRPs across our network: Southeast CRP (SCRCP), Beds and Herts CRP, Darent Valley CRP and Cam Valley CRP.

The core funding we provide enables CRPs to deliver against the four pillars of the DfT community rail strategy:

- Providing a voice for the community
- Promoting sustainable and healthy travel
- Bringing communities together
- Supporting social and economic development

Additionally, GTR funds the SCRCP Go Learn Education Programme (more detail is provided on this work in the education and skills section).



Bedford College students working at Flitwick

Each CRP runs its own website and Annual Reviews which features their own fantastic work. Highlights from this work include:

- **Darent Valley CRP** developed a puzzle trail linking the six stations on its route
- **Cam Valley CRP** launched a Rail and Ale trail between stations and supported cubs with safety talks as part of the Scouts' Platform for Change programme
- **Beds and Herts CRP** provided work experience to students with additional needs at Bedford College at three stations on their route
- **Southeast CRP** are leading on preparations for Railway 200 celebrations across their network, researching for historical events and the creation of 200 historical blue plaques commemorating 200 influential people across the network. The CRP also facilitated 22,127 hours of volunteering across GTR stations from April 2024 to March 2025 generating an estimated £431,476 in social value

GTR also supports CRPs by creating opportunities for the four groups to connect, share their specialisms and build skills.

At our September 2024 Community Conference, CRPs came together to learn from Kew Gardens experts about drought-resistant planting, exchange ideas from successful station space renovations, network with other partners - and even try out a train simulator.



Throughout the year, we also provided tailored social media training for CRP representatives and fundraising advice to strengthen their ongoing work. GTR's Social Media Content Manager mentored six people from the CRPs over the course of the year, helping them build knowledge and improve community engagement.

## Station Partners

We work with 110 Station Partners across our network who help make our stations brighter, more welcoming places for passengers.

These include small volunteer groups and other local organisations who see our stations as important community hubs - places to work together, promote the area and build local pride.

Every week, Station Partners improve one of our stations. Here are just a few highlights:

- **St Neots** - the Cambridgeshire County Council Fostering Service adopted the station to help promote fostering in the county. In the first few months, they installed a book swap scheme and arranged a community gardening day
- **Hove** - station staff supported a busking event for students from SupaJam, a specialist music college. Students handled all the planning, including risk assessments, as part of their course, while raising money for Mind. The event, co-created with SCRP, was well received by passengers, staff and volunteers, raising £128 during the two-hour event. The students are already planning more busking in the summer
- **Rye** - the Rye Harbour Writers regularly updates the poems on display in the station concourse, offering passengers new cultural experiences

- **Denmark Hill** - the Camberwell Society displays sculptures along the fence leading to the station and on a plinth built specifically for the Station Partners. The sculptures include a marble run, a bike made from litter and a water windmill

The work of our community partners is not only recognised locally, but also nationally. At the National Community Rail Awards in March 2025, three of our partners were recognised for their contributions.

The **Friends of Bishopstone Station** won Best Small Project for their History Weekend, while the Greening Arundel team received the Outstanding Contribution to Community Rail award for their transformation of the green spaces around Arundel station. **Co-Creative Connection**, one of our Your Station, Your Community grant recipients, won the Community Creative Small Group Project award for their mural at Finsbury Park.

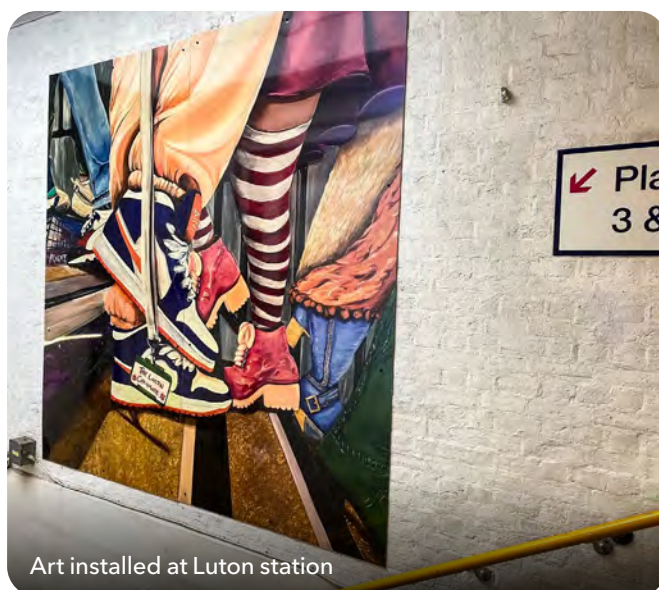
## How our colleagues support important causes

Our people make a real difference in their local communities, through volunteering and supporting charity projects. These activities create positive social impact across our network and give staff the chance to develop new skills while giving back.

In September 2024, 41 GTR colleagues took part in the Great British Beach Clean, working alongside the Marine Conservation Society, Brighton & Hove City Council and the Southeast Community Rail Partnership. This activity supports marine conservation and biodiversity on our network, an important focus of our environment and sustainability strategy.



St Neots station community library managed by the station partner Cambridgeshire Foster Carers



Art installed at Luton station

In 90 minutes, the team collected 345 pieces of litter on a 100-metre stretch of Brighton beach, weighing over 10kg. This generated £662 of social value, with participation up from 35 volunteers the previous year.

Elsewhere, as part of a team away day, **33 infrastructure colleagues** volunteered two hours each to improve green spaces at New Southgate and Potters Bar stations. They cleared litter, removed overgrown plants and prepared areas for planting, improving the spaces for customers and local communities. While there are no social value measures in place for gardening, a similar effort of coastal waste removal would equate to £30,000 in social value, highlighting the impact of this work.

Colleagues support local causes in a variety of other ways, too. Through our **Lost and Found** initiative, electrical items left on trains and at stations that go unclaimed for three months are donated to charity. Clothes and musical instruments are passed on to organisations who need them. Electrical items are wiped and recycled, which generates income - £11,000 for the reporting period.

We use these funds to support colleagues who take part in charitable activities, offering donations of up to £75 for individuals and £250 for groups of four or more, provided the initiative supports a community organisation. We supported 24 colleague community projects during this reporting period.

Colleagues across the business regularly organise and take part in activities, such as cycling, climbing and hosting fundraising days, raising money for cancer charities, hospice care, football clubs, the Railway Benefit Fund, and more.

They also donated £39,000 through the business's payroll giving scheme during the 15-month reporting period.

*"It's great to be able to get out and roll up our sleeves, often we oversee lots of projects but to get hands-on and stuck in has been brilliant. Especially one that gives back to the local community we serve."*

**Raj Patel**

Head of Access & Regulatory

# 10kg

of litter cleared  
by GTR volunteers  
at Brighton beach

## Marketing partnerships: making rail the go-to choice

Leisure travel by train is growing. A 2025 DfT study found that 61% of respondents travel by train for leisure at least once a month. We're supporting this trend through marketing partnerships that make rail travel to local attractions easier, more appealing and more sustainable.

We collaborate with cultural venues, attractions and events to promote rail as the smart way to access them. This includes joint advertising, promotional campaigns and working with local Business Improvement Districts (BID), our own Community Rail Partnerships, councils and tourism organisations to increase visibility and visitor numbers.

Our partnerships help connect more communities with cultural experiences, encourage sustainable and accessible travel, and boost mental wellbeing through days out by rail.

## The National Gallery

To celebrate its bicentenary, The National Gallery launched 'National Treasures' - 12 exhibitions across 12 cities from May to September 2024. The gallery wanted to encourage more visitors to travel sustainably, so we linked up to promote rail journeys to three venues on our network - London, Brighton Museum and Cambridge's Fitzwilliam Museum.

The partnership delivered strong results. Brighton Museum saw more than triple the number of '2 for 1' vouchers used between May and August 2024 compared to the same period the previous year.

At the Fitzwilliam Museum, which is free to enter, 100,558 people came to see Botticelli between 10th May and 10th September, marking a record for a display of its size and duration. The museum described the exhibition's success as "testament to the success of a high-profile loan with a national campaign - and successful collaborations behind it."



## Case study

# “I think it’s great the exhibition is so accessible”

When the prestigious Turner Prize came to Sussex for the first time, Southern partnered with Towner Eastbourne to help make it accessible to thousands of visitors.

At the start of this reporting period, the Towner Gallery in Eastbourne hosted the Turner Prize exhibition, showcasing the four shortlisted artists. The gallery is just a 15-minute walk from Eastbourne station, and Southern helped transport thousands of art fans to and from the event.

To create a warm welcome at the station, a meet and greet team was set up – with volunteers greeting visitors as they arrived from across the country.

One volunteer, Phoebe Ociepk-Tearle, helped direct visitors from the station to the gallery and encouraged others to see the exhibition. Thanks to efforts like these, nearly 18,000 people visited the event.

Phoebe said: “I think it’s great the exhibition is so accessible. I’ve met people who have travelled from across Sussex and beyond using the train, and they can easily walk to the gallery once they arrive in Eastbourne.”

The results spoke for themselves, with off-peak passenger journeys to Eastbourne rising by around 1.5% more than comparable coastal stations year on year.

Claire Dobson, Director of Development for Towner Eastbourne, said: “The exhibition had just over 130,000 visitors during its run, at least 30,000 more than we had hoped for with almost 1,000 on the final Saturday.

“It’s been transformational for the gallery’s profile and with the community programme Eastbourne ALIVE, has had an incredible benefit to Eastbourne with £7.3m additional economic impact from visitor spend.”



Lothar Götz's Dance Diagonal, 2019, on the exterior walls of Towner Eastbourne. Photo by Jim Stephenson

## Supporting local businesses: tripling our SME spend

Given our public funding and extensive network, we're committed to using our procurement processes to support SMEs and local suppliers across our network. This approach helps us create community value while aligning with government priorities to deliver economic, social and environmental benefits.

In 2024, 72% of our contracts were with SMEs, with total spending reaching £85,973,962. This was a significant increase from £28 million the previous year - nearly tripling our spend with SMEs. The number of contracts also increased from 220 to 952.

Much of this growth comes from improving how we identify SME suppliers thanks to improved auditing and external verification processes. Through our work with SMEs, we generated an estimated £1,581,370 in social value.

# 72%

of our procurement  
contracts are with SMEs

## Decision-making powered by our passengers

We believe the rail network should be shaped by the people who use it. This principle guided how we developed our new West Coastway timetable, introduced in May 2024.



Enfield Society unveil new mural at Enfield Chase station



## Case study

# A timetable shaped by the community, for the community

Strategic planning, cross-industry collaboration and genuine public engagement helped us improve services on our West Coastway line – and welcome more people back to rail.

After the pandemic, we faced a tough challenge on our West Coastway line: recovering and growing demand, reduced public funding and a smaller fleet. We needed to deliver reliable services, more efficiently – and without increasing costs.

To do this, we worked with Network Rail, South Western and Great Western to redesign a more efficient timetable that uses our shared resources more effectively. This reflects the kind of collaboration that will be key to Great British Railways (GBR) in the future.

But what truly set this project apart was how deeply it was shaped by the people it serves. We engaged early and listened widely, including:

- Holding 12 stakeholder meetings
- Speaking with schools
- Hosting drop-in sessions across the network
- Collecting over 460 responses from the public

This feedback led to eight major changes, including retaining direct services between Brighton and Portsmouth, adding school-time trains and introducing shift-friendly options for NHS staff.



To support the launch, we ran a local marketing campaign – ‘Coastal connections are getting better, faster and smoother’ – and hosted a stakeholder event in Portsmouth, reinforcing the message that this was a timetable built with, and for, the community. By putting communities at the heart of these decisions, we have a timetable that is winning more customers back to rail.

The timetable consultation led to more passengers using our services and a better experience for customers. In the first three months of operation, the new timetable delivered:

- A 10% increase in Saturday passenger numbers and a 5% increase in weekday off-peak travel, helping thousands more customers reach busy cities and towns along the West Coastway by rail each day
- A 50% reduction in customers standing on late morning leisure services into Brighton, creating a more enjoyable product, better suited to leisure travel
- A £3.6m increase in revenue without a significant increase in operating costs, showing that better planning can attract more people to rail

## Reducing anti-social behaviour (ASB)

We continued to prioritise a safe railway for our customers and colleagues throughout this period, adding important value for our communities. In June 2024, we launched a £2.5 million **Antisocial Behaviour Improvement Plan** to tackle ASB on the network. The plan includes:

- Issuing 1,500+ new body-worn video cameras to frontline staff
- Doubling the number of Travel Safe Officers on the network
- Creating an education programme for schools
- Improving training and aftercare to better support staff
- Hiring extra team members in our safety division
- Strengthening partnerships with police and prosecution teams to remove offenders from the railway

We also signed a first-of-its-kind **joint policing plan** with British Transport Police, which outlined a shared set of goals and actions to improve security across the network. While the plan was announced at the end of the last reporting period, its benefits were felt by passengers throughout this one.

To address some of the root causes of ASB, we also invested in community-led projects through our **Your Station, Your Community Improvement Fund**. These were focused on giving young people – particularly in coastal areas – access to positive role models and opportunities to develop new skills.

Projects included:

- **Dame Kelly Holmes Trust** – an 11-week programme run by the Dame Kelly Holmes Trust with West Sussex Alternative Provision College, covering schools in Lancing, Burgess Hill, Littlehampton and Crawley. The programme connected 38 young people – identified by youth justice teams – with professional athletes who provided mentoring to build confidence and resilience – and reduce Anti Social Behaviour.
- **AudioActive's SHIFT programme** – helping young people at risk of becoming involved in anti-social and criminal behaviour to develop their musical talent. Delivered in Worthing – one of our key focus areas for reducing ASB – the project provided 1:1 mentoring to 23 young people across 209 sessions, plus 36 group sessions. In total, 30 participants showed evidence of reduced ASB, with 29 improving their school attendance and behaviour.
- **abandofbrothers** – delivering the charity's Quest for Community programme – a 10-week mentoring scheme connecting young men with older mentors from their local community. Participants explored topics such as mental health, addiction, relationships and work. The programme culminated in a residential weekend focused on helping participants overcome barriers linked to adverse childhood experiences and trauma. Across three cohorts, 82 young men took part in 505 hours of support. Of these, 80 reported increased hope and motivation, 75 saw improvements in their relationships and 62 reported better access to work, education or training.



Dame Kelly Holmes Trust Olympic athlete mentoring project





Photography exhibition on the footbridge at Moulsecoomb station

In addition to evaluating our Your station Your Community projects we are also improving the way we monitor and evaluate our other community projects. Our Moulsecoomb project, below, is a good example of this new approach.

## Case study

# Moulsecoomb's community spirit cuts vandalism by 25%

Bringing local people together to reclaim public spaces has made a real difference at Moulsecoomb station – helping reduce graffiti and vandalism and build community pride.

Moulsecoomb station is working towards achieving the British Transport Police's (BtP) 'Secure Stations' accreditation. During a recent review, it became clear that areas without community artwork or other engagement experienced the most graffiti and vandalism.

To tackle this, we partnered with the Moulsecoomb Forest Garden and Wildlife Project, using funding from our Customer and Community Investment Fund and a lottery grant. Together, we've transformed the station space through two projects:

1. Local students and adults with learning disabilities helped build a bee and butterfly bank, creating a welcoming natural feature
2. In collaboration with Brighton Photo Fringe, vibrant new images were installed inside the footbridge panels, which were previously targets for graffiti

According to BTP data from April, graffiti and vandalism at Moulsecoomb have fallen by 25%, showing the value of community involvement in public spaces.

*"Our Antisocial Behaviour Improvement Plan not only demonstrates that we are serious about tackling this issue, but we are also seeing positive results since its launch."*

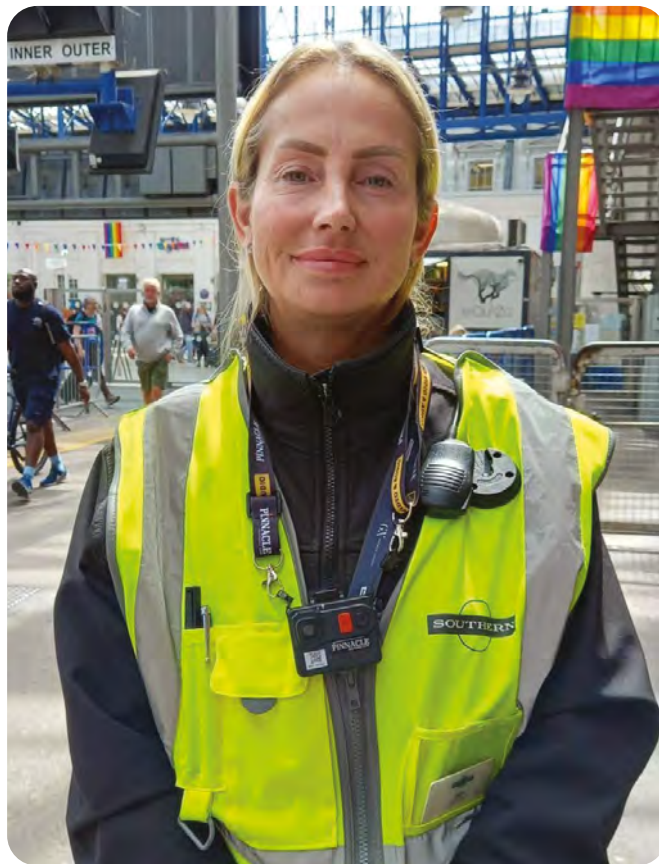
**Samantha Facey**  
Health, Safety and Security Director

## Protecting our people with body-worn cameras

A safe railway is one of the foundations of a more connected community. To keep frontline colleagues safer, we expanded the availability of body-worn cameras at stations and onboard trains. We also upgraded our existing devices throughout 2023 and into this reporting period.

Between October 2024 and March 2025, 1,073 new body-worn cameras were made available to staff. Usage increased significantly, with 11,463 sign-outs during periods 2-7 and 17,786 in the subsequent six periods – a 55% increase on the previous period.

A five-year study conducted by the Rail Delivery Group (RDG), British Transport Police (BTP) and Cambridge University found that body-worn cameras reduce the risk of assaults on frontline staff by 47%. While it's still early to identify trends specific to GTR, this evidence supports ongoing investment in the technology.





# Education, employability and confidence building

Investing in education and skills development is key to creating lasting social impact in the communities we serve. Through safety awareness programmes, targeted employability initiatives and hands-on training, we're helping people both inside and outside our business to build confidence, gain practical skills and enjoy rewarding careers in rail.

This section highlights how our initiatives are supporting social inclusion, boosting economic growth and promoting safer communities. It includes:

- Education and youth engagement
- Training and skills development
- Safety-first messaging for our staff

## Education and youth engagement

### School safety talks

We delivered safety talks to 56,867 pupils during this reporting period, helping young people stay safe around the railway. Of these, 15,958 took part in face-to-face group sessions, with the rest reached through online talks. These activities were often delivered as part of schools' personal and social education (PSE) curriculum or in collaboration with police and other safety partners.

Additionally, through our funding for SCRP's Go Learn scheme, in the 12 months from April 24 to March 25, we helped schoolchildren across the south east build confidence in travelling safely and independently. During the period, we:

- Hosted 1,714 pupils in Go Learn workshops
- Welcomed 533 Year 6 pupils on station visits
- Took 211 young people with special needs on Try-A-Train trips
- Reached 1,716 pupils through Safety in Action events

While it's hard to put a precise value on prevention, avoiding just one serious injury to a child is estimated to create over £300,000 in social value. Even this figure doesn't reflect the wider impact on train drivers, passengers or families, which is why this work remains such a vital part of our community engagement.

## Employability programmes

In June 2024, we hosted seven teachers from Brighton Hove & Sussex Sixth Form College as part of the **Teacher Encounters** programme - a national initiative that helps teachers experience workplaces that offer further education opportunities for their students.

A one-day workshop introduced them to different career options in rail - from operations and customer experience to engineering. They took what they learned back to their classrooms to inform and inspire their students, generating an estimated £24,000 in social value.

We also collaborated with the Talent Foundry and RSSB on an employability programme called Track to the Future. In July 2024, 24 students aged 16-18 took part in four workshops, visiting Brighton engineering depot and Brighton and London Bridge stations. The programme gave young people practical experience of project management, transferable skills for the workplace and a new perspective on careers in rail - creating an estimated £79,000 in social value.



Teacher Encounters programme with teachers from Hove & Sussex Sixth Form College



## Your Station, Your Community

As part of our Your Station, Your Community projects in 2023/24, we provided **King's Youth Engagement Project**, led by King's College Hospital Charity, with a £48,300 grant. The project worked with 20 local schools and colleges, helping young people gain job skills by volunteering on hospital wards. Volunteers provided patients with mealtime support and companionship, and even helped them use technology to stay connected to loved ones. The project had a dual impact, benefiting both patients and volunteers.

In 2024/25, the Your Station, Your Community fund supported Bute Street Projects, the sister company of the Bute Street Film Festival. Our grant supported the Youth Film Programme, run with Barnfield College, Luton Sixth Form, Denbigh High and Bedfordshire University. Over eight weeks, students gained hands-on experience in filmmaking, event production and cinema curation. The programme ended with a public screening, where participants presented their work to the community - reaching an audience of around 13,500 people.



Participants in the Kings College Hospital Youth Engagement Project

*"Before I started the King's Youth Engagement Project, I thought I might like to go into nursing but wasn't 100% sure I would be able to cope in a hospital setting. The experience showed me that I could - and I really enjoyed it. My strongest memory was being asked to chat to a lady who was end of life and just wanted someone to talk to."*

**King's Youth Engagement Project volunteer**



## Training and skills development

We're committed to developing the skills of our current and future employees, so we have the right capabilities to meet today's demands - and what's coming next - all while delivering improved service and experience for customers.

### Get into Railways

Our long-running partnership with The King's Trust on the Get Into Railways programme continues to help young people get work-ready and into careers in rail.

In 2024, we welcomed our 20th cohort. Twelve new candidates joined the programme, with 11 successfully completing it after 45 hours of structured training. Six of them were hired into roles at GTR, matching the number hired in the previous period.

Just as importantly, every participant left with new skills, knowledge and confidence to improve their prospects. They gained work experience, received careers guidance and achieved a Level 2 qualification. Including our new hires, the programme generated over £387,000 in social value.

2024 also marked the 10-year anniversary of the programme, which we celebrated with an event at the Houses of Parliament. This was attended by Rail Minister Lord Hendy, along with some of the young people who've benefitted from the scheme. Over the past decade, more than 200 young people have taken part, and more than 40 alumni are now working across GTR in areas including customer service, train driving, engineering, IT, HR and administration.



Get into Railway Graduates at our 10 year anniversary celebration with Lord Hendy

*"This is a brilliant initiative that not only provides young people with a valuable platform to launch and progress their careers in rail, but also highlights the crucial role it plays in shaping our communities. As we celebrate the 200th anniversary of the railway this year, schemes like this serve as a reminder that rail offers far more than just getting people from A to B - it helps break down barriers and connects people to opportunities across the country."*

**Lord Peter Hendy** Rail Minister

*"More than 200 young people have been supported to transform their lives, with many overcoming adversity to build valuable skills, gain vital experience and secure fulfilling careers in the rail sector. We are incredibly grateful to GTR for sharing our vision that every young person should have a chance to succeed and for putting their investment into the next generation."*

**Jonathan Townsend** UK Chief Executive of the King's Trust

6

young people hired into the business in 2024 through Get Into Railways





### Opening doors through SWAP

Similar to our work with the King's Trust, we continued our Sector-Based Work Academy Programme (SWAP) during this reporting period. SWAP is an employability programme run in partnership with East Sussex College. It's open to people of all ages, with a particular focus on those who are long-term unemployed and aims to prepare candidates for fulfilling roles in rail.

In this reporting period, seven people participated in SWAP and two were successfully hired, generating £46,635 of social value. In the previous period, six out of eight participants secured roles with us, which was more a reflection of available positions than candidates' quality.

Across all previous programmes, East Sussex College has trained 45 people through SWAP, with 60% getting jobs either immediately or after being on a waiting list.

The training is invaluable, preparing candidates thoroughly and opening the door to new opportunities. They develop key skills including motivation, assertiveness and customer service, along with practical help for CV writing and interview practice.

At the same time, we provide access to our offices, engineering sheds, stations and depots to show the range of skills needed in our industry, and the future they can help to shape.

### Case study

## "I love helping hundreds of customers with their journeys every day"

After losing his job during the pandemic, 23-year-old Blake Wilmott joined SWAP and is now thriving in his dream rail job.

For Blake Wilmott, the COVID-19 pandemic brought an unexpected challenge: losing his job as a retail assistant. After six months searching for work without success, his luck changed when he joined our SWAP programme. It was a critical turning point that gave him valuable, hands-on experience and ultimately led to a new career at GTR.

"I put my best foot forward and haven't looked back since," he said. "During a placement at Barnham station, I was on the gateline helping passengers with their tickets and queries. I loved every minute of it and my customer service skills really improved."

Blake's enthusiasm made a big impression on his managers, who offered him a full-time job on the ticket gates. After a year in the role, Blake applied for another position, dispatching trains from the platform.

*"I love helping hundreds of customers with their journeys every day and there's always something new to learn," he said. "If it wasn't for the SWAP scheme, I probably wouldn't be where I am today."*

**Blake Wilmott**



## Career Returners: rejoining the workforce

Our partnership with Career Returners helps people with high potential get back to work after extended career breaks. This brings valuable experience and fresh perspectives into our workforce.

During this period, five women joined GTR as trainee drivers, each returning to work after a break of 18 months or more. We welcomed candidates from all backgrounds, focusing on

qualities such as positivity, resilience and the ability to keep a level head under pressure.

Based on the social value of our driver training apprenticeships, the programme is expected to generate an equivalent of £327,460 of social value. This amount is also included in the wider apprenticeship measure we report later in the document.

## Case study

# **"Coming back to work after 10 years was a huge change - but the support's been invaluable"**

After a decade-long career break to care for her daughter, Leigh Santamaria is training as a driver with GTR, thanks to support from the Career Returners scheme.

Leigh Santamaria had a successful career as a legal PA before stepping away to care full-time for her daughter, who has significant learning difficulties.

"She is very vulnerable and will probably have to live with me for the rest of her life, so it felt right to pause my career and focus all my energy on her," Leigh explained.

After 10 years out of the workforce, Leigh, now 53, was ready for a fresh start. Despite qualifying in accountancy during her career break, she struggled to secure a role. That's when she started exploring new industries and discovered a trainee train driver vacancy with GTR, advertised through the Career Returners website.

"It sounded perfect for me - someone who had been on an extended career break and was looking for support back into work," she said.

Leigh's application was successful and she's fully embraced the challenge. "The course is very interesting. I'm also learning the driver's rulebook off by heart, which is quite tricky since it's more than 300 pages! But I know the hard work will be worth it once I've qualified as a train driver."

Leigh credits the support she's received from both GTR and Career Returners with making the transition a success.



Career Returner, Leigh Santamaria

*"Coming back to work after a 10-year break was a huge change. However, the support I've received has been invaluable and made the transition so much easier," she said. "My manager is very supportive, and we have regular check in sessions to see how I'm progressing."*

**Leigh Santamaria**

## Apprenticeships: building skills for today and tomorrow

Apprenticeships at GTR are open to new recruits and existing colleagues. They help people build rewarding careers while developing the skills to make sure every journey is as good as it can be. Apprenticeships also help us attract new talent across a diverse range of roles. This investment is vital as we support the government's ambition to reform the railway and respond to changing customer needs.

Over the past three years, more than 600 people started apprenticeships with GTR across 22 different standards, from entry level to senior leadership. In 2024 alone, 173 colleagues completed their studies across 16 different programmes, including 83 new train drivers and 16 rail engineers.

At the end of March 2025, 105 staff were working towards Level 2 apprenticeships, 268 towards Level 3 and 97 towards Level 4 and above. In this reporting period, the programme

delivered the equivalent of £26 million of social value. This compares to £13 million in the previous period, though the calculation method has changed.

In March 2025, we launched a new Women In Leadership apprenticeship, to help develop female talent within the business. GTR also delivers its own driver training apprenticeship for the Thameslink and Great Northern routes.

In May 2025, just after this reporting period, Ofsted inspected GTR's driver training facility in Selhurst, London. They highlighted the centre's 'outstanding behaviours and attitudes' and gave it an overall effectiveness rating of 'good'.

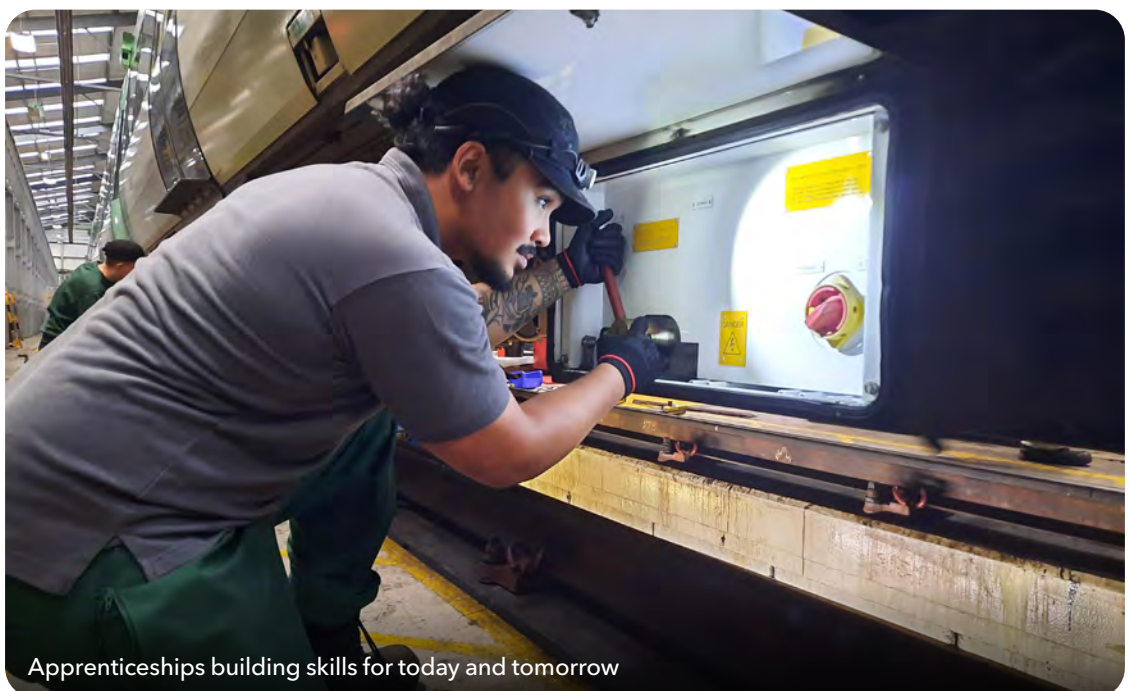
Senior Apprenticeships Manager David Jackson said: "We're delighted with our report. We are so proud of the apprentices who are learning to drive with us, and the culture of positivity and mutual respect that has been highlighted."



Women in Leadership Apprenticeship  
Project Manager, Lily Scott

**£26  
million**

of estimated social value  
achieved across our  
apprenticeship programmes



Apprenticeships building skills for today and tomorrow



Engineering apprentice, Katie Short

## Case study

# “There are so many opportunities to progress and upskill”

Engineering apprentice Katie Short, 22, swapped pub shifts and warehouse work for a career at GTR - and hasn't looked back. Now in her second year, she says the apprenticeship has broadened her horizons, and she already feels a valued member of the team.

For Katie Short, joining the railway wasn't the obvious next step after leaving school, but it's turned out to be the one that changed everything.

Now 22, and in the second year of her engineering apprenticeship at Hornsey depot, Katie is thriving in a hands-on role that's given her purpose, direction and a new sense of what's possible.

She said: “Before I joined GTR, I'd worked in a pub, horse yard and warehouse, which were all quite different to being an engineer. I've always enjoyed practical, hands-on jobs, so I wanted to apply that passion in an industry where I could build a long-term career.”

Katie's curiosity led her to GTR's four-year engineering apprenticeship, where she's on track to qualify as a Level 1 service engineer in 2026.

*“The four-year apprenticeship has been fantastic so far,” she said. “It combines learning with practical placements at depots across the GTR network. Everyone has been very supportive and welcoming, so I already feel like I'm part of the team.”*

*“I couldn't recommend GTR's engineering apprenticeship enough, because you get to work with a variety of people and broaden your horizons. There are so many opportunities to progress and upskill at GTR, and this apprenticeship is a great way to kickstart a career in the railway.”*

**Katie Short**





## **Development Hub: social impact through learning**

Not all training at GTR comes through apprenticeships. Colleagues benefit from training, including mentoring and coaching, classroom or virtual classroom training and online resources – all of which benefit customers.

Online learning platform The Development Hub offers everything from quick e-briefings to more in-depth modules, including Tutorial and Certificate Programmes.

Over this reporting period, employees logged a total of 8,000 continuous professional development (CPD) hours on accredited courses through this system. This marked a slight increase from 7,500 in the previous period. These learning hours generated over £180,000 in social value.

## **Mentoring: shaping future leaders**

Mentoring plays an essential role in developing leadership talent, especially for women who remain underrepresented in senior roles across the industry.

As part of our new Women in Leadership apprenticeships, the Level 5 pathway focuses on developing experienced mentors who can support and guide the next generation of leaders within GTR.

We're also participating in the cross-industry Women in Rail mentoring scheme, which is co-led by Angie Doll, as one of the trustees for Women in Rail. Five employees joined the initiative in March, each paired with an experienced industry professional for a nine-month programme of one-to-one mentoring and career development. At the same time, five more GTR colleagues took on the role of mentors, supporting others across the industry.

GTR launched its own coaching and mentoring service in January 2017, training staff to provide support as internal coaches for leaders and managers across the business to help them address specific work-related challenges or career development.

## **Proactive staff medicals**

Having healthy and happy colleagues benefits not only the individuals themselves, but leads to better service for passengers and communities. When colleagues feel supported and well, they are more engaged, resilient and motivated, creating a more positive experience.

To support that level of wellbeing, we offer regular health check-ups. As part of our Good to Know Roadshows, we carried out 85 staff medicals across four locations: Hitchin, Luton, Blackfriars and Kings Cross. These check-ups offer valuable one-to-one time with medical professionals.

The Good to Know roadshows provide more than health checks. They offer a full 'life MOT', covering everything from HR advice to diversity and inclusion, colleague benefits and access to employee schemes like the transport benevolent fund. Everything is in one place, making it easier for colleagues to find the help they need. These medicals are in addition to GTR's in-house occupational health service that supports employees and managers across the organisation.

## **Safety-first messaging for staff**

Because safety is our top priority, we place strong emphasis on internal communication around the subject. So it's reassuring to see engagement continue to grow.

During this period, we focused on producing fewer but more impactful messages in our internal newsletter Daily Rail – around one fewer article per week on average. Engagement increased sharply, with a record 73,754 views, around 50% more than the previous period.

More colleagues are reading, understanding and acting on important safety information, helping to strengthen our safety culture – all while making our communications more efficient.

# Diversity and inclusion

We're committed to creating a railway that is accessible, inclusive and welcoming for everybody. Equally important is fostering an inclusive workplace culture, where people from diverse backgrounds feel valued and empowered to succeed.

This is more than just the right thing to do. It's essential to being an effective and high-performing business. Diverse perspectives help us work smarter, make better decisions and adapt to the evolving needs of the railway and its users.

This section covers our ongoing efforts to remove barriers, amplify diverse voices and build an environment where both passengers and colleagues can travel and work with confidence. It includes:

- Expanding mobility assistance
- Transforming accessibility with technology
- Reducing social isolation with Try-A-Train
- Diverse recruitment
- Making a lasting impact with local charities

## Accessibility - rail travel without barriers

GTR is fully committed to making our services accessible and inclusive for everyone. We want to help all passengers travel in comfort and with confidence, providing support wherever it's needed.

Removing barriers in our stations and on our trains to make it easier to travel is a central part of our operations.

### Expanding mobility assistance

We continue to improve how we support people who need assistance. Between April 2024 and March 2025, our teams received 165,000 requests for passenger assistance, of which more than 60% were without prior booking. This is a 29% increase from the previous year

The update to the Rail Social Value Tool does not provide a monetised social value of mobility assistance.

Our Mobile Assistance Teams cover all 51 of our stations that do not have continuous staffing. As a result, the number of assistance requests at these locations more than doubled in just 12 months - showing that more people feel confident to travel no matter where they start or end their journey.

To support rising demand for assistance, we refreshed our online accessibility training for all customer-facing colleagues and continued running in-person training for station teams at key locations. But, of course, we acknowledge there is still more to do and we don't get it right every time. When this happens, we are committed to learning and improving to ensure similar incidents are prevented in the future.

### Access Advisory Panel: turning feedback into action

Our Access Advisory Panel (AAP) plays a vital role in shaping a more accessible railway. Made up of customers with disabilities, the panel meets every two months to share their insights, review proposals and advise on all aspects of accessible travel. Their lived experience helps us identify ongoing barriers and design solutions that make a real difference.

In this reporting period, we delivered 63 hours of stakeholder consultation through regular AAP meetings and collaboration with community groups. These activities generated an estimated £1,109 of social value, alongside other benefits not currently measured by the RSVT - such as listening to customers and turning their feedback into meaningful change.

These conversations directly influenced improvements this year, including better allocation of Blue Badge parking bays and the rollout of 3D station maps, now live at 10 stations, with 10 more coming in 2026.

We also worked with the Thomas Pocklington Trust to develop audio description guides for our Class 700 trains, improving the travel experience for blind and partially sighted customers.

Beyond the AAP, we partnered with Prostate Cancer UK to install sanitary bins in all male customer and staff toilets. This helps make rail travel more comfortable and inclusive for men affected by incontinence related to prostate issues or other health conditions.

**63**  
**hours**  
of consultation with  
our AAP leading to  
meaningful changes



## Case study

# "It gives people confidence before they travel"

Blind GTR passenger and AAP member Dave Smith helped us create an audio guide that enables blind and partially sighted customers to travel with more confidence.

Dave Smith, a regular on our Class 700 trains and a member of our AAP, knows firsthand how challenging it can be to navigate train travel without sight. So when the chance arose to help develop an audio guide, he got involved.

"When you can't see, it's difficult to understand your environment and what's around you," he said. "I use these trains all the time, but for someone else who is blind or partially sighted, it can be incredibly daunting."

Working closely with our team, Dave helped write the guide, which describes everything from toilet layouts and emergency contact points to where accessible carriages are located. The guide also includes automated announcements to support passengers throughout their journey. It is available on the Assisted Travel pages of our website.

*"Anyone can listen to this audio guide before setting off, helping them understand the train layout before they travel and reduce any anxieties. The guide gives them access to information that sighted travellers often take for granted."*

**Dave Smith**



## Aira and SignLive transforming travel

In this reporting period, we completed trials of the Aira app at 12 stations and successfully rolled it out across all our managed stations. Aira provides live navigation support for blind and partially sighted customers by connecting them to a trained advisor who can see through their phone camera and guide them through the station.

Between January 2024 and March 2025, 82 calls were made to the service, totalling 595 minutes or nearly 10 hours of support. This personalised assistance gives passengers more

independence, further enhancing the accessibility of our network. By providing the service free of charge, we've delivered £1,190 of social value.

Building on Aira's success, we also introduced SignLive - a British Sign Language interpretation app - at all our managed stations and contact centres. This service helps deaf and hard of hearing customers communicate easily with staff on stations, trains and via our contact centres.

### Case study

## Removing communication barriers for deaf passengers

Free access to the SignLive app is empowering deaf and hard of hearing customers to travel with more ease, independence and confidence.

Clear communication is essential for a smooth rail journey, but for passengers who use British Sign Language (BSL), getting help at stations or on trains hasn't always been easy. To fix this, GTR partnered with SignLive to give customers free access to its innovative app.

The app connects passengers to qualified BSL interpreters on their smartphone screen, who translate conversations with staff. GTR covers the cost of using the service.

Vincent Duffy, Accessibility Improvement Manager, said: "We are dedicated to encouraging as many people as possible to use our railway regardless of their access needs, by removing potential barriers. SignLive will help our BSL-using customers who may otherwise be discouraged from using the railway to travel on our trains with confidence."



Aira and Sign Live apps transforming travel

### Try-A-Train reduces social isolation

We know that for some people, using the railway can feel unfamiliar or even intimidating. Our Try-A-Train events are designed to change that by giving people the chance to visit a station, experience a journey and build confidence in a supportive environment.

These sessions are aimed at those who may face barriers to travel, including young people, the elderly, anyone with physical or cognitive impairments, and those who don't speak English as a first language.

During this reporting period, we provided 233 people with a Try-A-Train experience, delivering 699 hours of support in partnership with 23 different community transport groups.

The South East Community Rail Partnership (SECRP), which is partially funded by GTR, delivered extra sessions for 219 people, contributing a further 657 hours of support.

Together, these activities helped reduce social isolation and encourage more confident travel, generating an estimated £2,510,946 in social value.



# £2,510,946

of estimated social value generated  
by our Try-A-Train events

### Staff disability awareness training

We're committed to building a more accessible and inclusive railway, where every customer has the confidence to travel, no matter their disability or need for assistance.

To help deliver this, we provide disability awareness training to all staff as part of our Accessible Travel Policy.

In the previous period, 5,000 colleagues - 70% of the company - completed the training. This time, we switched our focus to refresher courses and new starters, delivering an additional 287 hours of learning.

### Diverse recruitment, inclusion and belonging

GTR needs a diverse workforce - and the diversity of thought and ideas that come with it - to tackle the complex challenges the sector faces. Examples of our recruitment programmes aimed at creating a more diverse workforce and encouraging more people to consider a career in rail can be found in the previous section, Education, Employability and Confidence Building. Here are some other ways we're driving inclusion and diversity across the organisation.

### Staff survey: listening to our people

Our annual colleague survey, Your View, gives everyone in GTR a voice and is a vital tool for fostering an inclusive culture. They can explain - anonymously - how they feel about their work, colleagues and the organisation as a whole.

In this period, our net promoter score - colleagues that would recommend a friend or family member to join GTR - rose from 55% to 62%, indicating a positive shift in employee satisfaction. However, there's still more to do.

In response to the survey, we developed an action plan which we promoted to colleagues through our 'We've Listened' campaign. Actions include making it easier to report fare evasion through an app on employees' phones, upgrading staff facilities and increasing support for staff dealing with anti-social behaviour.

To encourage participation, we donate £2 to charity for every response. In 2024, this raised £9,220, building on the combined total of £15,000 raised in 2022 and 2023. Our 2024 donation went to our charity partner, Mind.



## National Equality Standard accreditation

Having become the first train operator to secure the National Equality Standard (NES) in 2022, we gained reaccreditation in 2024. NES is the UK's leading diversity assessment framework which was developed by government alongside EY and demonstrates that we meet rigorous standards for fairness and inclusion across our organisation.

As part of GTR's diversity and inclusion support programme, we have four employee networks that help foster an inclusive culture: Disability Employee Network (123 members), Gender Equality Network (379 members), LGBT+ Network (246 members) and Armed Forces Network (104 members).

## Henpicked - supporting an inclusive workplace

We want everyone at GTR to feel supported and included, whatever their age. To help create a more inclusive workplace, we partnered with Henpicked - an online community offering information and peer support, particularly around menopause and midlife.

To mark Menopause Day, 40 colleagues joined a free, interactive 'lunch and learn' event providing practical advice on health, menopause and workplace wellbeing that they can apply in daily life. A total of 138 staff later accessed Henpicked's online resources.

## Lasting impact with local charities

Our partnerships with local charities - many of them long-standing - help us reach underrepresented and marginalised groups, delivering meaningful social value in the communities we serve.

A standout example is Southern's 15-year partnership with **The Aldingbourne Trust**, which generated more than £204,000 of social value in this period. Central to this success were the nearly 10,000 volunteer hours contributed through the 'Adopt A Station' programme.

This initiative supports adults with learning difficulties and autism, who - alongside volunteers - create and maintain floral displays, hanging baskets and window boxes at 20 stations across Sussex and Portsmouth. Their work not only brightens up the station, but helps participants gain confidence, build friendships and take pride in contributing to their community.

Tracy Jarvis, Corporate Social Responsibility Manager at GTR, said: "Funding this enterprise helps the Trust demonstrate to the wider community that everybody has a part to play in society. It doesn't matter what your ability is, there's a value you can add to your community."

We also **continued our support for NOAH**, a homeless charity in Luton, by donating unclaimed clothing from our lost property office. In this period, we donated £2,250 worth of clothes, which makes a big difference to homeless people in the area. Additionally, we provided two travel passes for their homeless outreach workers, enabling them to travel across the Bedfordshire region to support homeless people at our stations and on our trains.

## Your Station, Your Community

We also helped people facing barriers to opportunity through our Your Station, Your Community fund.

In 2023/24, the fund supported **Advantage Camden** by **The Winchester Project**, which supported 510 disadvantaged young people aged 11-16 through school workshops, mentoring, sports sessions and youth outreach. The programme improved emotional, physical and social wellbeing, and ran 40% more sessions than originally planned.

In 2024/25, we also funded **Culture Shift**, which provides visits to Sussex heritage venues near Southern stations for learning-disabled adults.



Aldingbourne Trust - providing work experience for adults with learning disabilities at GTR stations

# Environmental sustainability

Rail is the most sustainable form of public transport and we're proud to be part of an industry that's key to tackling climate change. Trains account for just 1.4% of the UK's transport carbon emissions (Department for Transport) and every journey with us helps reduce road traffic, cut carbon and ease congestion.

While we remain committed to producing net zero greenhouse gas emissions by 2050, we're also focused on the bigger picture of being a responsible business. That means reducing waste, conserving water, boosting biodiversity and preparing our network for the impact of climate change.

This section shows how we're making a positive impact on the planet and creating social value both nationally and at a local level. It covers:

- Cutting carbon and building resilience
- Protecting natural resources
- Supporting sustainability at a community level
- First and last-mile improvements

## Cutting carbon and building resilience

We're committed to tackling climate change by cutting our carbon emissions and minimising our impact on the environment. At the same time, we're preparing our network for the effects of a changing climate, making sure it stays safe, reliable and resilient.

## Our carbon reduction performance

We remain fully certified to ISO 50001:2018 (Energy Management Systems) and ISO 14001:2015 (Environmental Management Systems), following a successful external audit in June 2024. These certifications show our continued commitment to environmental best practices.

We run a mostly electric fleet, with around 97% of our trains powered by electricity. We're actively working to phase out the small number of remaining diesel trains as we move towards an even cleaner network.

We're also focused on maximising our use of renewable energy. For example, all non-traction electricity used in our stations, offices and depots is supplied by SSE and comes from 100% renewable sources. Traction electricity - which powers almost all our trains except services to Uckfield along the Marshlink - continues to be purchased via Network Rail.

In July 2024, the Science Based Targets Initiative (SBTi) officially validated our greenhouse gas reduction (GHGg) targets. We are working towards reducing GHG emissions which we cause on site, such as diesel train emissions or gas heating, or which are associated with buying electricity (scope 1 and 2 emissions) by 42%. We are also working to reduce scope 3 emissions, which are created as a consequence of our activities such as through good and services we buy, by 24% by 2029.

Between April 2023 and March 2024, our total scope 1 and 2 emissions were 148,000 tonnes of CO<sub>2</sub>. From April 2024 to March 2025, this increased to 158,000 tonnes - an 11% increase since 2022/23 caused by two reasons.

As 91% of our greenhouse gas emissions come from the electricity used to power our trains (known as traction electricity), this increase reflects two changes. First, the distance our trains travel - train kilometres - increased by 8% over the past two years to meet additional demand. Second, the amount of greenhouse gases emitted for each kWh of electricity produced has increased by 7%. Had the carbon intensity of the grid stayed the same, our emissions per train kilometre would have fallen by just over 5% - and overall scope 1 and scope 2 emissions would have fallen by 4.5%.

Over the same period, passenger kilometres and journeys rose by 19%. Despite the increase in the carbon intensity of the grid, we cut our total scope 1 and 2 emissions per passenger kilometre from 21.0g CO<sub>2</sub>e in 2022/23 to 19.5g of CO<sub>2</sub>e in 2024/25 - a fall of 6.8%.

**42%**  
**reduction**

in scope 1 and 2  
emissions by 2029





Case study

## ○ Rail vs road - why train travel wins for the planet

The carbon-cutting power of rail shouldn't be underestimated. If everyone who travelled with GTR last year had driven instead, it would have added around a million tonnes of CO<sub>2</sub> to the atmosphere.

Rail is the most sustainable way to travel and every journey makes a difference. In 2024/25, our passengers travelled an estimated 8.1 billion kilometres across the network. If those trips had been made in small petrol cars, they would have generated around one megatonne of CO<sub>2</sub> - six times more than our entire scope 1 and 2 emissions.

Road travel remains a major contributor to UK emissions, with domestic car and taxi journeys alone producing around 60 megatonnes of CO<sub>2</sub> every year. This represents 15.6% of the UK's entire greenhouse gas emissions, according to government data.

That's why our work extends far beyond getting people from A to B - we're helping drive a greener future by making it easy for people to cut their carbon footprint.

**1 million tonnes**

of CO<sub>2</sub> saved by GTR passengers choosing rail over road



## Preparing for climate change

Climate change is already affecting the environment and how the railway runs. That's why we're taking action now to make our network more resilient.

We've reviewed all GTR locations using the National Flood Risk Assessment (NaFRA) climate model, alongside DEFRA's flood-risk database. By doing this, we better understand the potential for flooding from rivers, the sea, surface water, reservoirs and groundwater.

We're also using the Coastal Risk Screening Tool to understand the risks posed by rising sea levels and coastal flooding, linked to storms and changing weather patterns.

By identifying areas most at risk, we can plan ahead and take steps to keep services running safely and reliably in years to come.

## Cleaner and smarter car fleet

In this reporting period, we introduced changes that increased the efficiency of our ancillary fleet, including beginning a roll out of hybrid vehicles with new telematics to help us monitor and improve driving performance across the fleet.

## Scaling up solar

We continued our successful partnership with not-for-profit organisation Energy Garden in this reporting period. Following earlier success at Streatham Hill depot, we installed 932 new solar panels at Bedford depot. This is part of a project aiming at adding around 6,000 solar panels to our depot rooftops.

Over 20 years, these will generate 42.6 gigawatt hours (GWh) of electricity and save over 9,000 tonnes of CO2 emissions. GTR takes half of the energy generated, with the remainder sold to other businesses, and profits invested in community development. In the year to March 2025, our panels at Bedford and Streatham Hill generated almost half a gigawatt.

The partnership won an Environment Excellence Award at the National Rail Awards in September 2024 (see page 35).



ENVIRONMENTAL EXCELLENCE

UK rail's first community-owned solar cooperative



Scaling up solar - GTR and Energy Garden team receive their Environmental Excellence Award

## Case study

# Award-winning solar partnership

Our innovative partnership with Energy Garden turns depot rooftops into clean power stations - and won us national recognition.

What if railway depots could do more than maintain trains - and help power a cleaner future too? That's the idea behind our award-winning partnership with Energy Garden.

Together, we have installed - or are in the process of installing - community-owned solar panels on the rooftops of four key depots: Streatham Hill, Bedford, Selhurst and Three Bridges. The clean energy that's produced powers our depots directly, helping reduce our emissions and support our net zero goals.

Any surplus is sold back to the grid, with profits reinvested into community greening projects and youth education programmes, particularly in London's most deprived boroughs.

Energy Garden raises 100% of the costs for these projects from the community, making it a model that can be easily expanded across the rail industry.

In 2024, the partnership won the Environmental Excellence Award at the National Rail Awards. Jason Brooker, our Head of Environment, said: "Community owned energy is a great example where everyone can benefit. We're in a climate and ecological crisis and we need to be looking at innovative new ways of doing things. The partnership GTR has with Energy Garden is a fantastic example of doing just that, and it's something we can all get behind."

*"The Energy Garden model is an incredible way to allow businesses like GTR to work with communities and develop new renewable energy infrastructure at no extra cost. It's a win, win, win for rail, customers and the environment."*

**Agamemnon Otero**  
CEO of Energy Garden



## Protecting natural resources

We're committed to protecting the natural resources and ecosystems that support both our business and our communities. Here are some of the steps we're taking to achieve it.

### Committed to reducing water use

In 2024/25 our water consumption rose by 2% compared to 2022/23. Although that's actually a 1% decrease from 2023/24, the increase reflects busier operations, including running 8% more passenger train kilometres and washing more trains.

While this fell short of our 6.5% reduction target, we expect current projects, such as installing automatic meter readers and other water-saving measures to reduce our use going forward.

### Waste management

Waste management is important for the environment, our reputation and financial sustainability. Since 2022/23, we've produced 1.4% more waste overall, but 5% more is now being recycled. This increase is thanks in part to station initiatives in partnership with Network Rail. Diverting more waste from landfill remains a priority. In 2024/25, our recycling rate reached 33%, just shy of our 36% target.

In 2024/25, we also sent over 2,800 tonnes of waste to energy-from-waste facilities, which marked a decrease of less than 1% compared to 2022/23. At these sites, materials such as metals are separated for recycling, and residual ash is sometimes repurposed in construction. Only 40 tonnes of waste was directly landfilled in 2024/25. By comparison, 63 tonnes of food waste – around 1.7% of total waste – was sent to anaerobic digestion in 2023/24 and 65 tonnes in 2024/25.

**65**  
**tonnes**  
of food waste sent to  
aerobic digestion in 2024/25



New Southgate bird box

## Boosting biodiversity

We worked with the Bee Friendly Trust to install bee hotels and bird boxes at 26 stations. By doing so, we're making these locations more welcoming to wildlife and boosting biodiversity on the railway. The stations are:

- **Bedfordshire:** Harlington, Flitwick and Luton
- **Cambridgeshire:** Shepreth
- **East Sussex:** Glynde, Plumpton and Berwick
- **Hertfordshire:** Radlett, St Albans, Bayford, Cuffley and Potters Bar
- **London:** London Blackfriars, Kentish Town, Gordon Hill, Enfield Chase, Earlswood, Purley, Grange Park, Hadley Wood, Coulsdon South, Denmark Hill, Crofton Park, New Barnet and New Southgate
- **Surrey:** Horley

This work was part of a wider commitment to create, or enhance, 100 'homes for nature' across our network – from bug hotels to wild gardens. We achieved the target in March 2025 and have now raised it to 200 by the end of the year, so we make even more of a difference.

Our biodiversity efforts build on earlier initiatives to grow pollinator-friendly plants at our stations, working closely with community partners.



*"At GTR we're committed to increasing biodiversity at our stations and installing nature homes is just one way we plan to support local wildlife."*

**Eloise Rowan** GTR Environment Specialist



Boosting biodiversity

## Supporting sustainability at a community level

We're also committed to protecting the planet in the communities where we live and work. By partnering with local communities and groups, we support projects that make a real difference.

### Community funding drives positive action

Several projects funded by our Your Station, Your Community Improvement Fund in 2023/24 made strong contributions to the local environment.

**Project 1: St Albans Cycle Hub CIC** received a grant of £9,900 for a community cycling project that encouraged young people and women to gain confidence and choose cycling for local journeys - reducing emissions and supporting healthier lifestyles. The project also partnered with Evolve, a Muslim women's cycling group with 153 people participating.

**Project 2: Clean up Ore Station**, run by volunteer group Clean up Hastings, used a £1,000 grant to improve the area around Ore station. Activities included litter-picking and sharing tips on positive environmental behaviours, improving the area around the station for residents and passengers.

**Project 3: Sustainable Earlswood** is a community gardening and food-growing project designed to reduce loneliness and strengthen community spirit. The project centred on Earlswood station, where local volunteers transformed unused station land into a 360m<sup>2</sup> wildflower garden and food-growing space. Volunteers also planted a community orchard, ran a school programme and developed a community-run pub garden. The project exceeded expectations, engaging 1,009 people - 173% more than planned.

Meanwhile, the **Coulsdon South Station Partnership** benefited from an £8,466 grant as part of the Your Station, Your Community programme in 2024/25. The grant aimed to rejuvenate an area of unused ground next to the station, which previously attracted anti-social behaviour.

Now it has been turned into a safe, welcoming space for the community to enjoy. Since the transformation, 30 residents said they felt safer and 750 nearby homes have access to a green space that wasn't available before.

## Supporting the circular economy

We contribute to the circular economy by finding ways to reduce materials and extend the life of our assets.

Our **staff uniform recycling scheme** is one example. In 2024, 620 sacks of GTR clothing were recycled through a process called material reclamation. This prevents textiles from going to landfill by repurposing them into products such as mattress filling and car soundproofing.

The scheme has helped avoid 2.4 tonnes of carbon emissions in alignment with our 2050 net zero goals.

We continued to support IT and educational charity **The Turing Trust** by donating redundant computer hardware. The charity reconditions the equipment - giving it a second life - then distributes it to schools and charities in the UK and overseas who otherwise wouldn't be able to afford it. Similarly, we also **donated bikes** abandoned at our stations to charity recycling schemes.



Staff uniform recycling scheme



## First and last-mile improvements

As part of our commitment to sustainable travel, we work with local councils and organisations to make it easier for people to get to and from our stations sustainably, healthily and safely – whether that's by bus, on foot or by bike.

Here are some recent examples:

- We regularly respond to council consultations on Local Cycling and Walking Infrastructure Plans (LCWIPs) and help deliver them. This included supporting the opening of **new bus interchanges** at Biggleswade and Flitwick stations, making it easier for people to combine rail with other transport options
- We remain an active partner in Hertfordshire County Council's Intalink Partnership, which promotes bus and rail travel. As part of this, we **installed bike repair stands** at four stations: Hitchin, Letchworth, Baldock and Royston
- We regularly host bike marking events (more below) to **improve security**, often supported by bike maintenance workshops delivered by local providers and delivered by our Rail Enforcement Officers
- We continually improve signage to **help passengers access other forms of public transport**. At Newhaven Town, we installed new wayfinding signs – in both English and French – to help passengers catch the Newhaven to Dieppe ferry
- We worked with East Grinstead Town Council to **improve station signage and onward travel information**, install a new bike hire scheme and promote walking trails in Mid Sussex as part of a new visitor information project



Bike marking cuts theft risk – St Albans cycle

## Bike marking cuts theft risk

While we want people to use sustainable transport to get to and from our stations, bike theft has become a growing concern. To help tackle this, we organised bike marking events at our stations in February 2025, in partnership with the British Transport Police and Hertfordshire Constabulary.

Bike theft has a much bigger impact than just the cost of replacing a bike. It can affect people's work and social lives, too.

We reached 47 cyclists at events in West Sussex and even more participants at St Albans. At the West Sussex event alone, we generated an estimated social value of £28,986. This figure is based on data showing that having a visible bike mark reduces the chance of theft by 83%.

Cyclists received free bike marking, safety advice and a service valued at £40. This helped empower more cyclists to protect their bikes and stay safe.



Staff station relay fundraising event for MIND

# Positive mental health

We care deeply about supporting and promoting positive mental health for our customers, communities and colleagues. For us, this is about more than raising awareness, but about creating a culture where people feel safe, supported and empowered to seek help.

Whether we are supporting a colleague through trauma, helping a vulnerable passenger or signposting someone to professional support, we know these moments can be life changing.

In this section, you'll see how we're turning our commitment into action, including:

- Our partnership with Mind
- Growing our ability to prevent suicide
- Supporting staff through trauma
- Raising awareness of missing people
- Football partnerships

## Mind partnership off to strong start

At GTR, we prioritise everyone's mental health and wellness just as much as we focus on making sure everyone goes home safe every day. It's all part of our ambition to have Zero Harm and get the Brilliant Basics right.

It's one of the reasons why, in July 2024, we began a three-year partnership with leading mental health charity, Mind. We're aiming to raise £100,000 to help fund their helpline, create valuable resources and provide access to mental health experts.

Alongside this, we're sharing important messages with colleagues to reduce the stigma around mental health – and maintain a culture where colleagues' wellbeing comes first. The partnership also reflects our commitment to giving customers exceptional service, while championing health and safety in everything we do.

Our partnership got off to a great start, with **staff raising £29,000 in the first six months**. This puts us well on track to meet or even exceed the target.

A highlight was our first company-wide fundraising event, The BIG Fundraising Week, where 142 employees helped us raise £15,194 (see case study for more).

We haven't stopped there. Since then, 20 colleagues took part in a 10K fundraising walk, while Richard Quinn, our Railway Operating Centre Operational Incident Manager, trained for eight weeks for a white-collar boxing match to raise funds.

Numerous colleagues led other local events, including a Christmas quiz at our head office in Monument that raised £500, a Move for Mind event that raised £2,500 and a fundraiser at our driver training centre that injected £1,200 to the cause. Colleagues were united by a shared goal to make a positive impact on the community.

With a focus on how movement and exercise support wellbeing and mental health, we organised our first **Rail Trail**. This initiative encouraged more customers to use our network to explore the countryside and boost their wellbeing. We partnered with hiking groups Common Ground and Gorp Girls, providing 200 of their members with free train travel to enjoy a walk at Box Hill.

*"We're incredibly grateful to everyone at GTR for taking part in the BIG Fundraising Week. Their support is helping raise awareness and vital funds so that Mind can be there for more people who need us."*

**Andrew Berrie**

Head of Corporate Partnerships at Mind

# £29,000

raised for Mind  
in just six months



## Case study

# £15k raised for Mind in a single week



GTR's John Whitehurst and MIND's Andrew Berrie at Blackfriars cycle-athon event

GTR employees came together for a company-wide fund-raising event, raising thousands to help tackle the stigma around mental health.

Our BIG Fundraising Week, held to coincide with World Mental Health Day, had a significant impact on both our people and customers. Colleagues across the business joined forces to raise £15,194 for charity partner, Mind, directly supporting their vital work.

Staff organised a variety of fundraising activities, including station relay races, rowing and cycling challenges, bake sales and a prize draw. The week formed part of our wider partnership with Mind, which saw us raise over £29,000 in the first six months.

But our partnership is about more than fundraising. It aims to encourage open conversations around mental health, both within GTR and among customers and the wider public.

*"We carry millions of people on our services every day, and have a responsibility to look out for those travelling. With the ability to reach a huge customer base, we hope our partnership with Mind will not only help to raise awareness of the support that's available, but also reassure people that it's okay to open up about mental health and to ask for help."*

**Angie Doll** CEO of GTR



## Life-saving interventions

Our colleagues don't just keep the railway running. Sometimes, they're called upon to protect the lives of people who use it.

In this reporting period, GTR employees made 145 life-saving interventions. These typically take place at stations, where colleagues recognise that someone intends to kill themselves and take immediate action to prevent them coming to harm.

The positive impact of these interventions goes far beyond the individual. They also spare staff and passengers the trauma associated with suicide incidents on the railway.

The number of interventions is lower than the 305 recorded in the previous reporting period, as we've refined our measurement. We now only count cases where a person was directly saved by our staff and recognised with a life-saver award. This is the measure we'll continue to use going forward.

## Growing our ability to prevent suicide

We continued to provide suicide prevention training to colleagues, helping them feel confident in identifying and approaching vulnerable people using the railway. The training covers how to safely intervene and guide someone to safety, because suicide can be preventable.

In this reporting period, 482 colleagues completed the training - a 20% increase on the previous period's 402. This generated an estimated social value of £10,864.

## Committed to mental health and wellbeing

At GTR, our zero harm philosophy means we look out for everyone's physical and mental wellbeing. We're committed to fostering a culture where colleague wellbeing is taken seriously and supported at every level.

Our Employee Assistance Programme is there for all our colleagues, offering 24/7 support year-round, including access to legal, medical and financial advice and helping staff manage personal and work-related issues.

For colleagues affected by traumatic events, our Trauma Risk Management (TRiM) programme provides structured, peer-based support.

It has also been shown to reduce the likelihood of developing PTSD (more information in the case study below). In this reporting period, we ran 40 TRiM sessions, supporting 52 colleagues and generating an estimated social value of £61,272.

**52**  
**colleagues**

supported through  
traumatic events with TRiM



## Case study

# Supporting staff through trauma with TRiM

How our peer-led Trauma Risk Management (TRiM) programme helps colleagues recover with confidence.

Trauma Risk Management (TRiM), originally developed by military psychologists, is now a key part of our approach to staff wellbeing. It's designed to support colleagues exposed to traumatic events, such as fatalities, assaults or life-saving interventions.

Introduced at GTR four years ago, TRiM is delivered by trained GTR staff. Unlike counselling, it offers structured, peer-led support that helps identify trauma symptoms early and empowers colleagues in their recovery.

After a qualifying incident, managers provide initial support and can then refer colleagues to the TRiM team. The process typically follows these stages:

1. **Initial session** - a trained TRiM colleague explains the process and ensures the colleague feels fully in control. In a safe, informal conversation, they build rapport, help the individual understand what happened and the impact it had on them, and explore the emotional impact. Practitioners reassure colleagues that their reactions are normal, explain how the brain and body respond to trauma and share helpful coping strategies. The session typically lasts around two hours, though this can vary. Then the practitioner completes a risk assessment to identify future needs.
2. **Follow-up** - around four weeks later, after a period of mindful observation, a second session checks in on the colleague's wellbeing and acts as a gateway to additional support, such as EAP, counselling, or cognitive behavioural therapy (CBT).
3. **Ongoing support** - most colleagues complete two sessions, but a further three-month follow up is offered if needed.

The TRiM team actively promotes its services across the business, including depots, stations, Rail Operating Centres (ROC), driver training, new starter programmes, and via the mental health charter. All practitioners complete a two-day training course aligned with NICE guidance, which opens the door to a BTEC qualification.

*"Our TRiM approach focuses on getting people back to work in a safe, measured and compassionate way. TRiM facilitates earlier recovery, not only benefitting colleagues' wellbeing, but also helping reduce absence, improve performance and deliver cost savings."*

**Skylar McGillivray**  
Health, Safety and Wellbeing Advisor





## Raising awareness of missing people

We continued to support Missing People, a charity that helps those affected by a disappearance, through funding from Your Station, Your Community.

A £40,000 grant was used to support the Safe Way Home campaign, which promoted the charity's helpline and support services. Posters and announcements appeared at East Croydon and Blackfriars, busy stations on our network, with digital displays also in place at other key locations.

The campaign aimed to reach people in crisis before they went missing, and to help those already missing find a safe route back to loved ones or another place of safety. During the campaign, 1,892 adults, children and young people were supported by the charity's helpline. The project generated an estimated £2,364,641 in social value.



GTR supporting Missing People's Safe Way Home campaign at Blackfriars

*"Great to see the Luton Town players out with litter picks collecting rubbish around the station, what a really great way to give back. Bravo!"*

**Luton Airport Parkway passenger**

## Football partnerships

Our long-standing partnerships with Luton Town - now in its 18th year - and Stevenage football clubs (11 years) do more than support promising young athletes; they also promote both mental and physical wellbeing. During this period, we provided 60 rail passes to the clubs' Academy players so they can travel to their training and studies.

This support delivers strong social impact. Many of these young players come from disadvantaged backgrounds and would otherwise struggle to afford the travel needed to be part of the Academy. By removing this barrier, we keep them engaged in supportive, structured environments that build confidence and a sense of belonging.

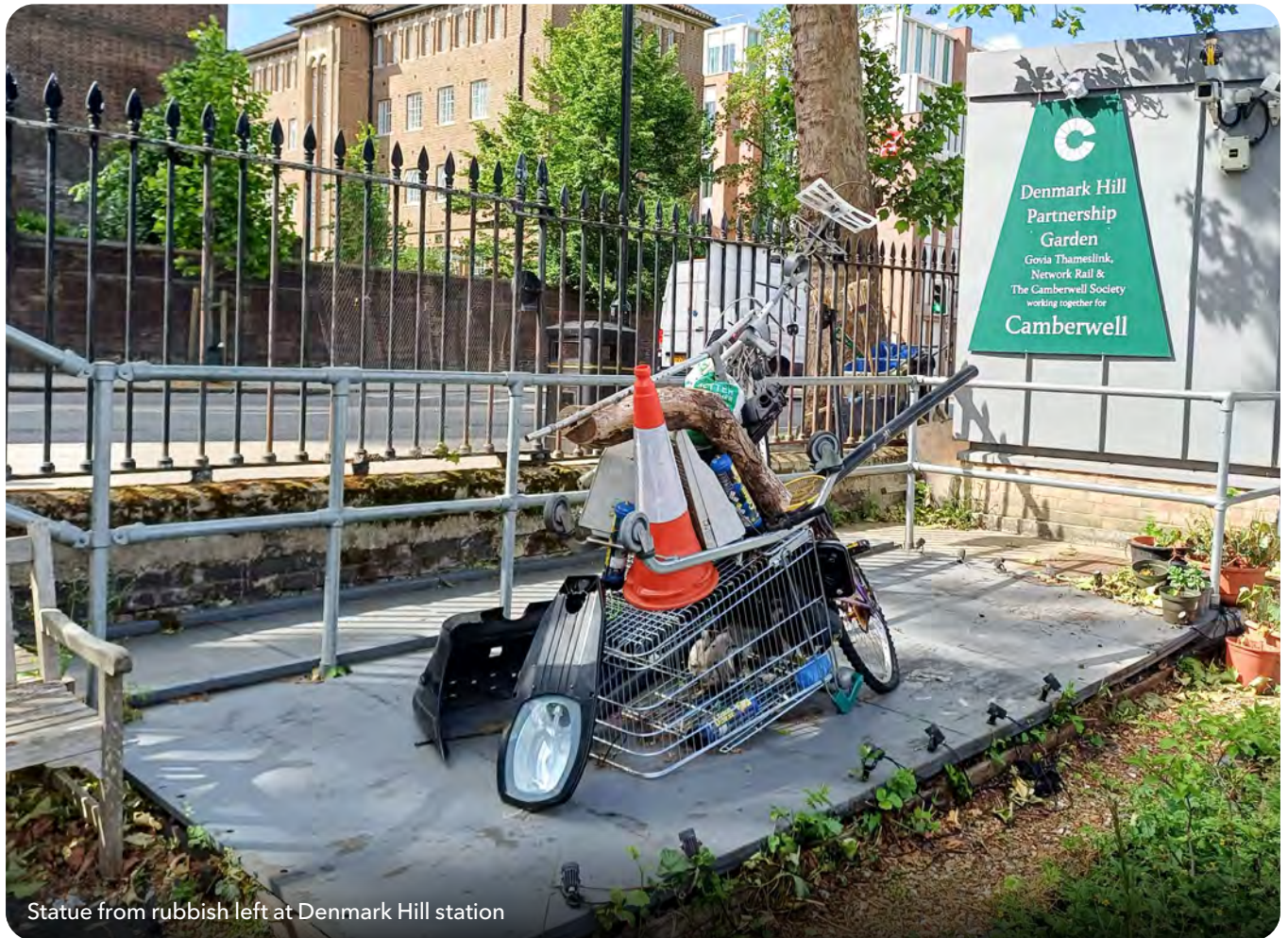
The partnerships extend beyond travel support. We collaborate with both clubs to promote rail travel, particularly for away games, through marketing campaigns at their home grounds.

Both Academies support our community programmes. As station adopters at Luton Airport Parkway and Stevenage, players regularly help passengers with luggage, carry out litter picks and maintain the planters. They've also supported wider initiatives, from taking part in **Brew Monday** to raise awareness of mental health in young people to joining our social media campaigns **Destination Dash** and **Tracks for Tomorrow**.



Luton Town FC Academy Players working as station partners at Luton Airport Parkway





Statue from rubbish left at Denmark Hill station



Launch of walk and cycle guides from Winchelsea station



# Conclusion and Social Value Plan for 2025/26

This report shows how every part of our organisation is closely involved in delivering social impact and how we focus our activity across five key workstreams.

Our talent acquisition team champions diverse recruitment, while our procurement team works with inclusive and responsible suppliers. Station teams improve their surroundings and collaborate with community partners. Colleagues organise their own events to raise money and awareness. Our engineers support local initiatives, Rail Enforcement Officers give talks in schools and our ticketing team helps community groups access travel.

It's a true team effort and one we're proud of.

Building on this collective effort, our social value aspirations for 2025/26 continue our commitment to making a positive, lasting difference in the communities we serve – aligning with our purpose, to create great journeys every day for a sustainable future.

This means investing in local projects, being a catalyst for economic growth, and opening up more opportunities by improving access, not just through better transport, but to broader life chances.

We plan to continue our mission to make a positive and lasting impact on the communities we serve beyond this current year, and into 2026 and 2027. Current schemes will be evolved, and we'll continue to explore schemes based on the five themes outlined in this report:

- Cohesive Communities and Place
- Education, Employability and Confidence Building
- Diversity and Inclusion
- Environmental Sustainability
- Positive Mental Health

Our programme will include projects identified through our project portfolio programme as well as those delivered through supplier contracts. Each theme will have a dedicated lead within the business responsible for collecting data on its progress, typically once a quarter.

We will also produce a standalone report on our Customer and Communities Improvement Fund (CCIF), with all social value calculations brought together in our annual Social Impact Report.

We will continue using the RSSB's Rail Social Value Toolkit (RSVT) to calculate the social value of our projects. The toolkit helps us understand the wider societal benefits of rail projects and operations, such as improved wellbeing, economic opportunity and community resilience. We will also start to align our work with the RSSB's Sustainable Rail Blueprint, which can be measure through the RSVT. The Blueprint was launched in 2023 and is an industry wide framework for realising sustainable rail.

As part of another collaboration with the RSSB, one of our Community Rail Partners, Southeastern, has been granted a licence to trial the toolkit. This reflects the collaborative, forward-thinking approach we take to working with partners as we help to strengthen the tool's application across the sector.

Looking ahead, every social impact scheme we deliver will have clear goals and measures, all supporting our strategic vision and purpose: to create great journeys every day for a sustainable future.

As we move into 2025/26, locations and teams across our network will continue to work hand-in-hand with their communities, providing positive, lasting change where it's needed most.



Improving our stations for visually impaired people with the Thomas Pocklington Trust



