



West
Midlands
Trains

PROUD • REAL • OPEN • SIMPLE

August 2022



On Track

Commonwealth Games • Bedford River Festival • Rail Stars

Welcome

Monthly news update from WMT

Welcome to this edition of *On Track* - your monthly news update from West Midlands Trains.

West Midlands Trains runs services under the West Midlands Railway and London Northwestern Railway brands, connecting communities across the country.

Through this newsletter we aim to bring you up to date with all the latest developments across our network, including timetable changes, station developments and any major planned engineering projects.

If you have any questions about our business, please do not hesitate to get in contact using the details on the final page of this newsletter.

Commonwealth Games under way

Special timetable in place



West Midlands Trains is proud to support the Commonwealth Games which began in Birmingham on Thursday 28 July.

Extra trains have been laid on to provide additional capacity at key venues, while keeping the regular timetable running for the people of the West Midlands.

Throughout the Games, more than 100 extra WMT staff will be at stations to keep passengers moving.

Ben Roberts, head of Commonwealth Games at WMT said: "I have been so impressed with the enthusiasm within the business and I am confident we can play our part in making the Games a huge success."

For full information, including the best ways to get to each venue, click [here](#). Ahead of the Games, colleagues from across the West Midlands Rail Programme also took part in #THEBIGWHISTLE. Video [here](#).



WMT baton bearer

Emma carries Queen's baton

Accessibility

New guide introduced



Accessibility Matters



A new Customer Accessibility Guide to support accessible travel at WMT is being created.

This guide was piloted at a Perry Barr open day/launch event in July and will be presented to our Stakeholder Equality Group for further feedback; it will be available digitally and printed to suit a range of requirements, with an estimated launch date of September.

The leaflet provides an overview of the ways in which we seek to make the railway a more accessible and inclusive place for disabled customers and colleagues. Around 70 million rail journeys are made by disabled people each year across the rail network. One million of these require assistance to be provided.

We want to give passengers the confidence to use our services and have the information required to make a journey with peace of mind.

We recognise that not all impairments are visible and not everyone wishes to identify as disabled. However, we provide an accessible service to all our customers and seek to break down barriers that disabled people may be facing when travelling by train.



Emma, Accessibility Delivery Manager at West Midlands Trains, carried the baton through Rugeley prior to the Commonwealth Games.

Emma said: "It was an honour to be nominated and to carry the baton with my assistance dog Luna by my side. I do not follow a particular sport but I am excited by the strong Paralympic identity within the Games as it is a timely reminder to everyone that disabled people are able to, and do, achieve amazing things."

"It is amazing to be a part of this historical event. My daughter is three and doesn't understand but I can't wait to share the stories and photos from Saturday with her as she grows older – she followed alongside my route cheering for me which was unforgettable."

Rail education

Supporting schools



West Midlands Trains is supporting schools across its network by providing free travel to help educate students about using the railway.

Pictured above are youngsters from Pitcher Oak School in Redditch taking part in the scheme.

Bedford River Festival

Additional services introduced



London Northwestern Railway ran extra trains for spectators attending the popular Bedford River Festival.

Up to 250,000 people attended the event on Saturday 23 July and Sunday 24 July, with increased demand for public transport anticipated as a result.

LNR arranged for special train services to run on the Marston Vale Line, between Bedford and Bletchley, across the weekend.

An extra late-night service departed Bedford at 11.10pm on the Saturday. On the Sunday, six round trips were introduced on the Marston Vale Line, between 10.15am and 5.50pm.

Annual Conference

Reminder to 'Save The Date'

It is just over two months until the West Midlands Trains annual conference which takes place on Monday 10 October.

The event will take place at a venue in central Birmingham and invitations will be sent shortly.

#RailStars

Unsung staff heroes hailed



West Midlands Railway and London Northwestern Railway are celebrating the unsung heroes of the network through our #RailStars initiative.

Declan McLaughlin was involved in an incident at Rugeley Trent Valley where overhead power lines came down on top of his train. Declan remained calm and showed professionalism in helping to look after the customers on board until the train could be moved.

Zoe Parker was working at Worcester Foregate Street when a passenger tripped and fell down the stairs. Zoe comforted the passenger, moved them to a warm place, gave them some water and stayed with them until they were OK to continue their journey.

Visit our Twitter pages - @LNRailway and @WestMidRailway - for more #RailStars.

Trent Valley closed

Route shut for engineering work

Network Rail engineering works will result in the closure of the Trent Valley for a full week in October and a number of Sundays.

The work will take place between 22-30 October, meaning West Coast Main Line services will not be able to call at Trent Valley stations.

Closures will also take place on Sunday 16 October, Sunday 5 November, Sunday 12 November and Sunday 19 November. Affected routes:

- Crewe – London Euston (services are expected to start/terminate at Rugby), with buses running between Rugby – Stafford
- Birmingham – Rugeley (services are expected to start/terminate at Hednesford), with buses running between Hednesford – Rugeley
- Nuneaton – Coventry (services are expected to start/terminate at Bermuda Park), buses running between Bermuda Park – Nuneaton (This applies to the Saturday and Sundays only).



Community projects

Funding for 20+ schemes



More than 20 community projects across the West Midlands Trains network have been given the green light following a grant from the operators.

The schemes have been given the go-ahead by WMR and LNR through the 2022/2023 Customer & Communities Improvement Fund.

Some of these projects include:

- Pop Up health and wellbeing hubs at inner-city stations.
- City & Guilds qualification for young station adopters at Wythall station.
- Reducing loneliness and social isolation in the community close to Hartford Station
- Continued support for the Night Shelter in Milton Keynes which addresses the homelessness near the train station.
- Free childcare activities for disadvantaged parts of the Northampton community during school holidays.

The CCIF programme supports projects that have a local/regional benefit, improve local community facilities, address areas of social need, enhance the passenger experience across the network and help to regenerate the places and communities we serve.

Great British Railways HQ

Birmingham / Crewe shortlisted



Birmingham and Crewe are two of six locations to be shortlisted in bids to be the home of Great British Railways.

Other locations nominated include Derby, York, Newcastle, Doncaster and Birmingham.

Votes can be cast [here](#) - voting closes on August 15.

Industrial Action

Updates on strike action

Members of the ASLEF and RMT trade unions have announced dates for industrial action in August.

ASLEF has announced train drivers at nine different companies, including West Midlands Trains, will stage strike action on Saturday 13 August.

RMT members have announced their intention to stage strike action on Thursday 18 August and Saturday 20 August.

Services will be impacted on all dates – for details see wmr.uk/industrialaction and lnr.uk/industrialaction



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