



Welcome

Stakeholder Conference 2025



Go do your thing

Agenda

**01 Performance, impact
and future direction**

Tricia Williams & Jason
Hamilton

**02 In conversation with
the Strategic
Development Team**

Joe McTigue & Neil Earnshaw

03 Panel and Q&A

04 Break

05 Workshops

06 Lunch

**07 Safe Journeys: Tackling Violence
Against Women and Girls**

Lisa Leighton

**08 Rail 200 celebratory
session**

09 Close

Go do your thing





Performance, impact and future direction



Tricia Williams & Jason Hamilton



**EXTERNAL
FACTORS**



RECOVERY



OPERATING PLAN



**FIXED
ASSETS**



FLEET



PEOPLE



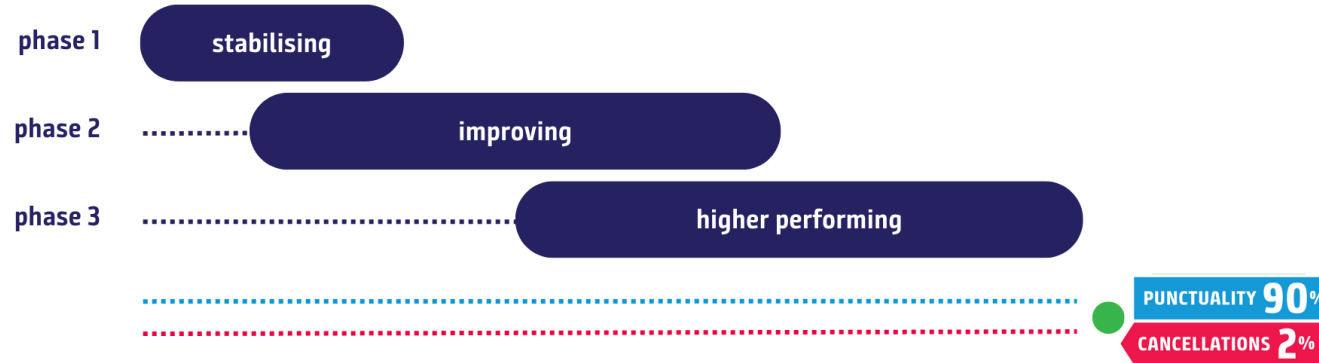
P

**PERFORMANCE
AND CHANGE
MANAGEMENT**



Performance Improvement Programme

To achieve:
90% punctuality and 2% self-caused cancellations.



Organisational design

Skilled and available traincrew

Discovery

Engineering excellence

Operational excellence

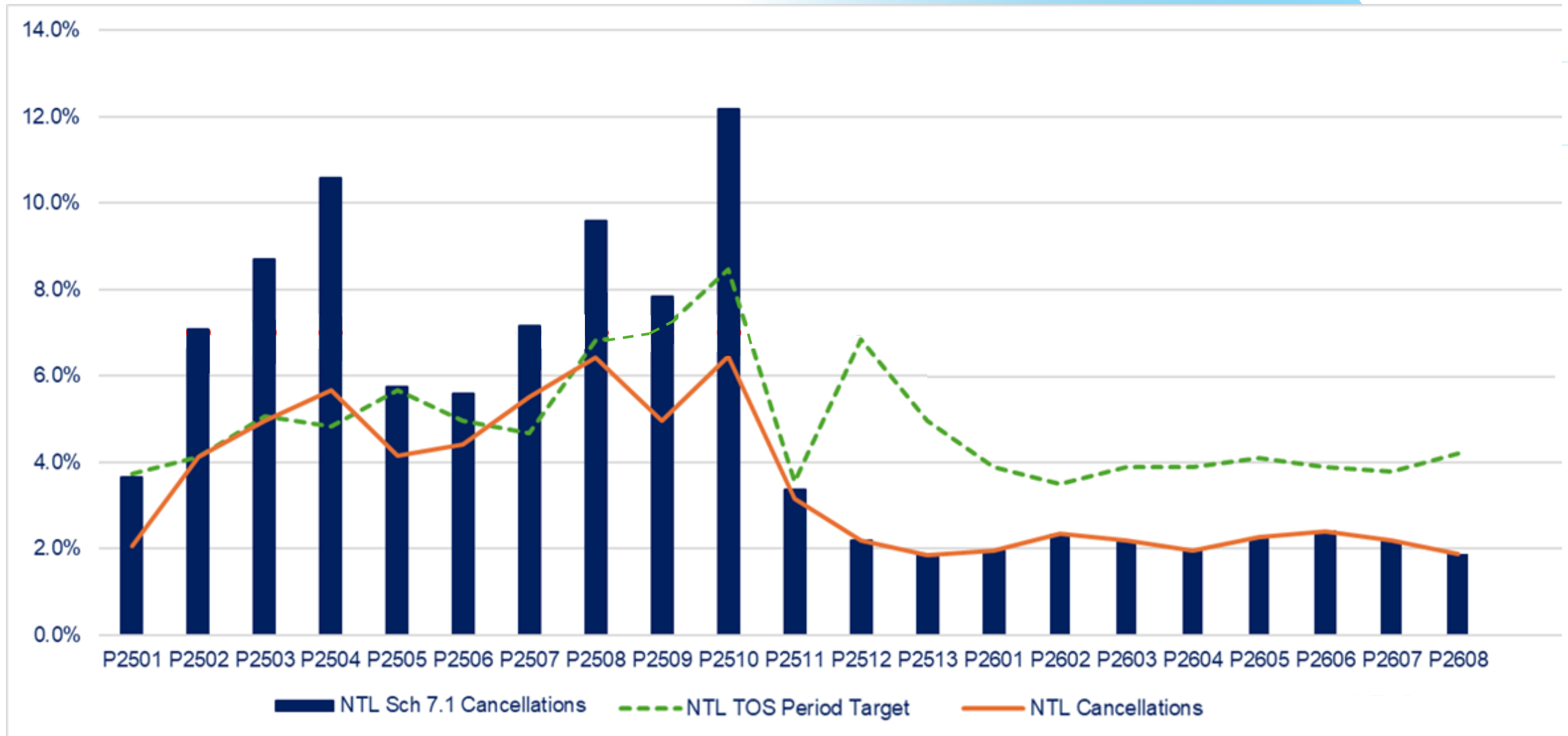
Timetable review

Working in partnership with Network Rail and industry partners

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Northern-caused cancellations

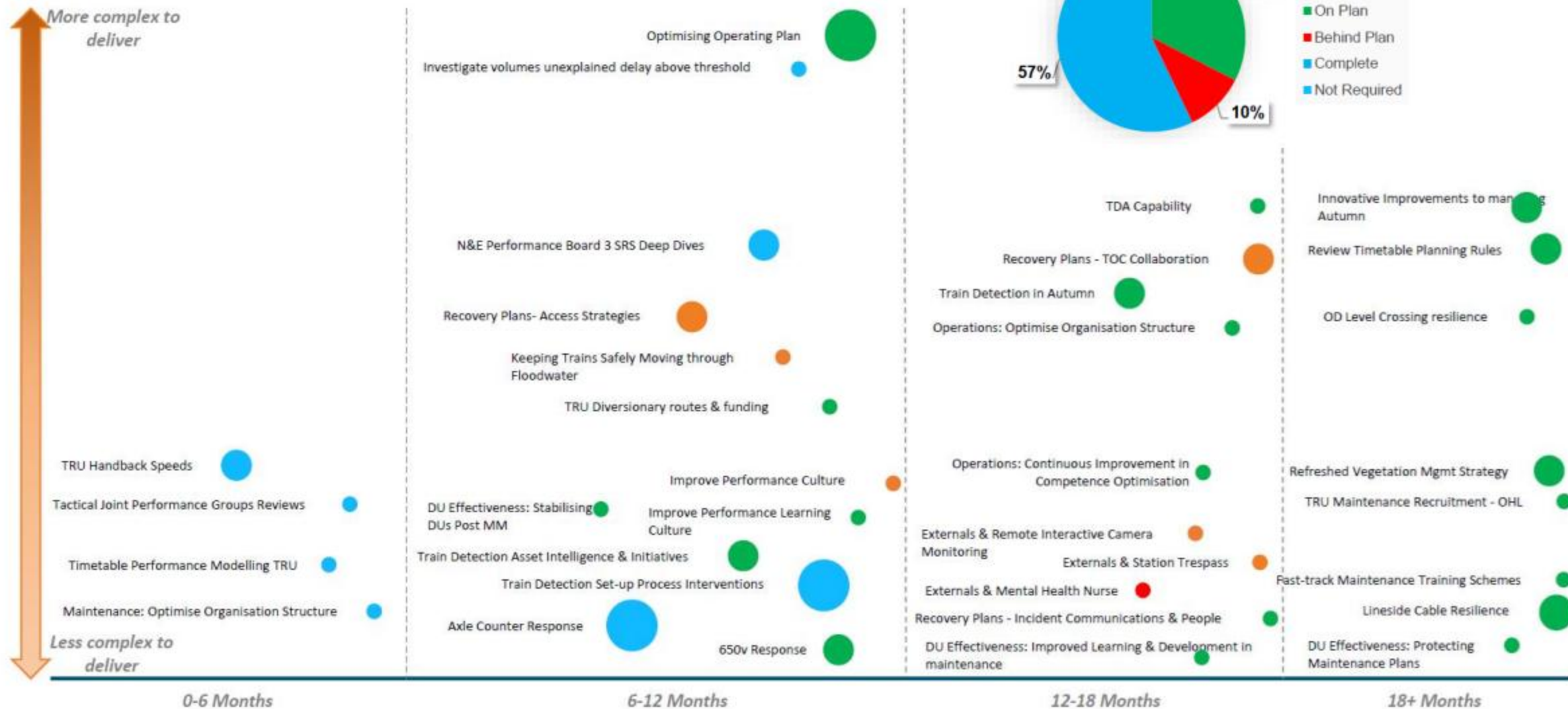


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NTL Sch 7.1 Cancellations: Northern-caused cancellations, including p-coded cancellations.
NTL Cancellations: Northern-caused cancellations, not including p-coded cancellations.



North & East Achievability Confidence Assessment



Impact

Low Medium High

Note: Only workstreams deemed as improvement (not avoidance) included here

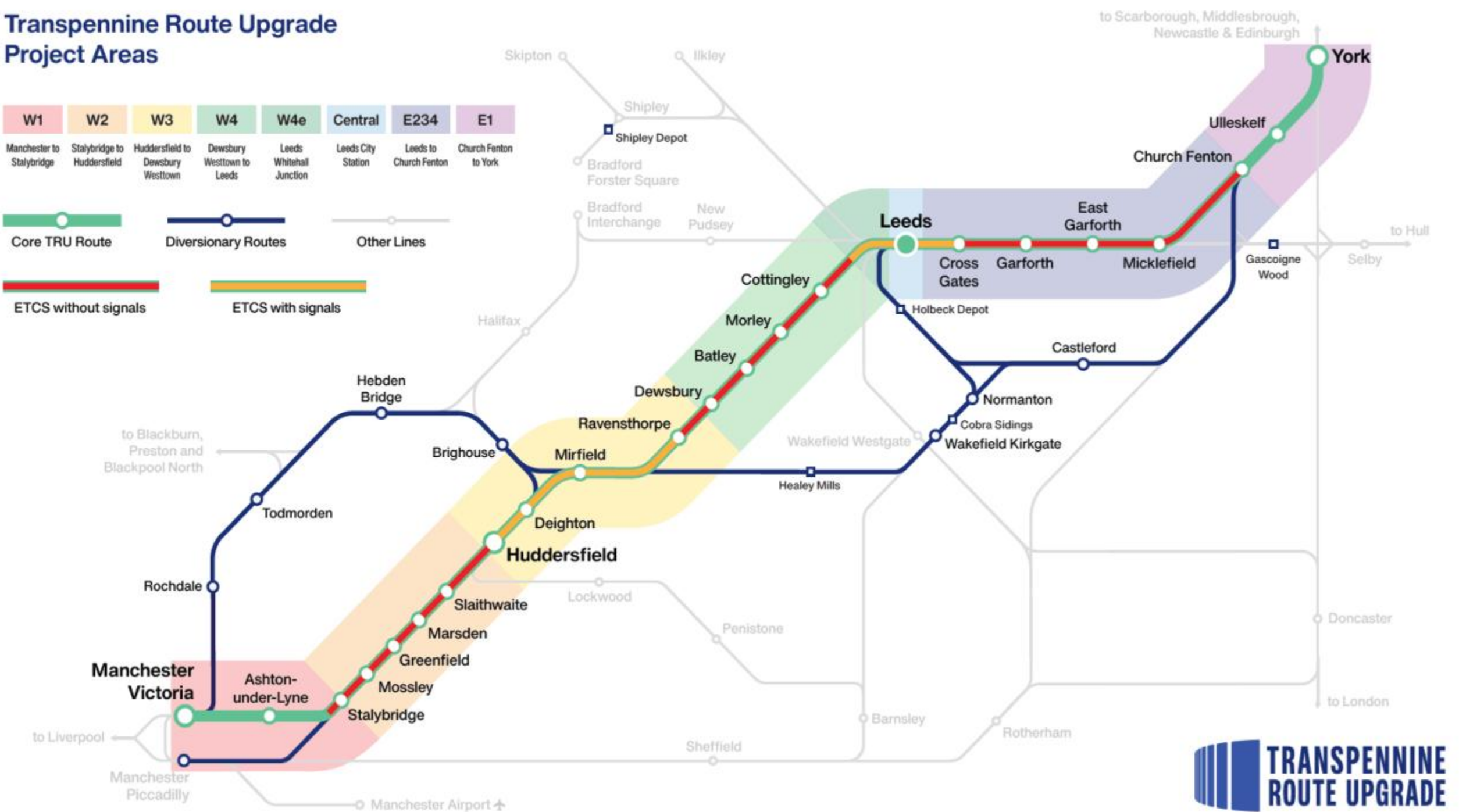
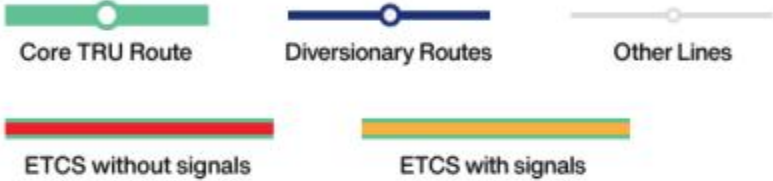
Completion Confidence

Low Medium High Not started Discontinued Complete

Note: Only commenced workstreams are confidence assessed here

Transpennine Route Upgrade Project Areas

| W1 | W2 | W3 | W4 | W4e | Central | E234 | E1 |
|---------------------------|-----------------------------|-----------------------------------|----------------------------|--------------------------|--------------------|------------------------|-----------------------|
| Manchester to Stalybridge | Stalybridge to Huddersfield | Huddersfield to Dewsbury Westtown | Dewsbury Westtown to Leeds | Leeds Whitehall Junction | Leeds City Station | Leeds to Church Fenton | Church Fenton to York |





Performance Improvement Programme

PUNCTUALITY **90%**

CANCELLATIONS **2%**

Organisational design

- 6 Service Delivery Areas
- New Operations Director
- Each led by a Director of Service Delivery
- New Dedicated Director Stations

Skilled and available
traincrew

Operational excellence

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What's next – training transformation





8.2m

Highest customer journey
week since pre-COVID



Go do your thing



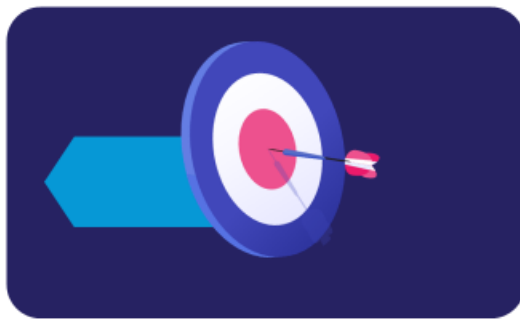
Our vision: Make a positive impact in the North, in all we do and for all we serve

Northerns value to the economy is £3.1bn, more than 4 times the level of subsidy invested



Our priority is getting our customers where they want to be

Our timetable is our promise



We have a laser focus on delivering our timetable on time and consistently

**90% T3
2% TOC on self
cancx**



We want an accessible and inclusive service that connect people and places and is representative of the people we serve



We will build trust by enabling more customers to make more journeys, having the confidence to go do their thing

+30m Journeys by 2030

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Delivering Services in the North as a safe and efficient operator



Demand Growth: 30 By 30

Performance stability can be a springboard for realising Headroom, delivering ambitious medium term growth...

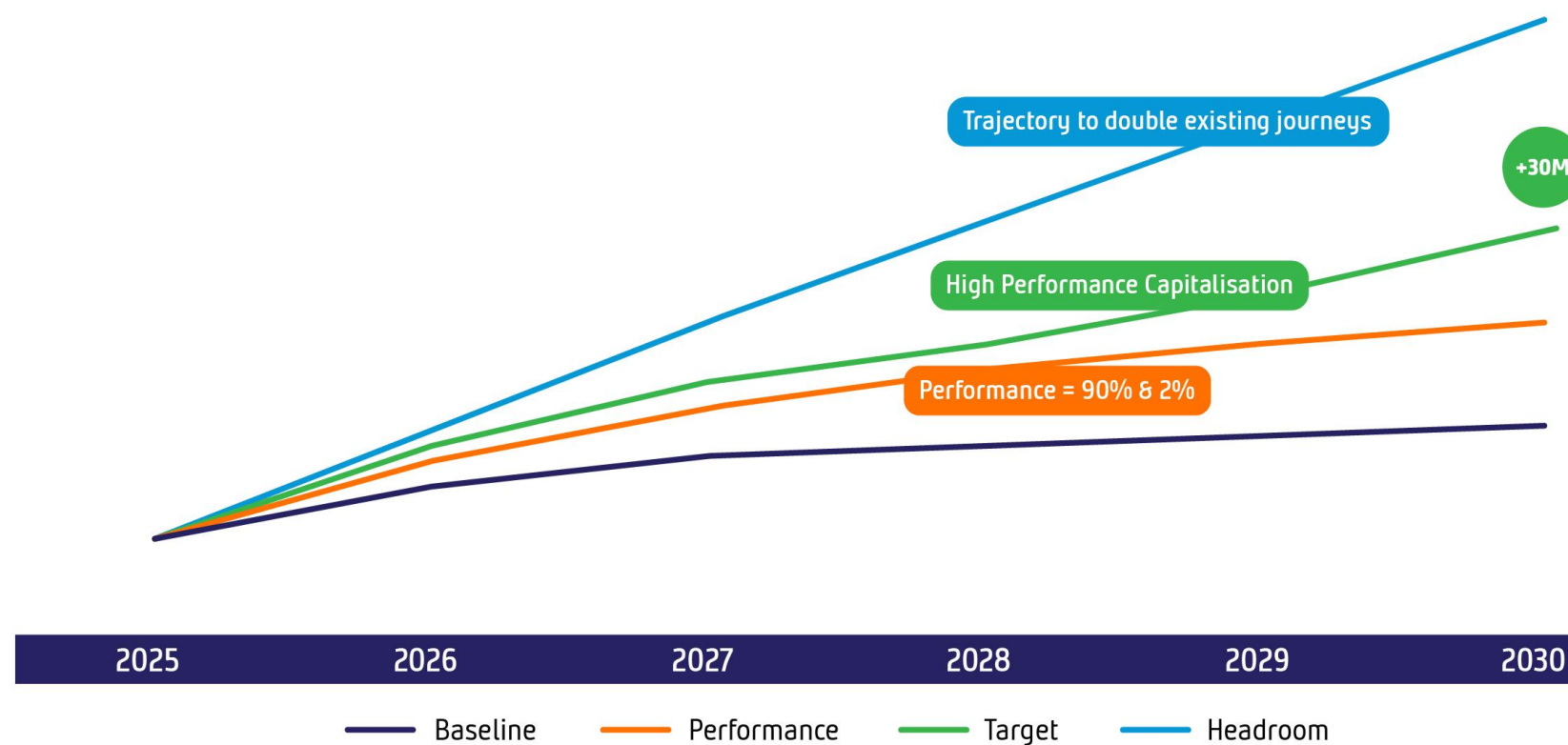
Do Minimum +10m

Do Something +10m

Do Maximum +10m

30m growth in journeys by 2030

Go do your thing



Improving confidence to travel

Building trust, increasing customer journeys for all.

Embed consistent standards to meet our customers needs.

Deliver great customer service



All Northern has the right mindset to Accessibility.

Ensure all customers have the right information at the right time through channel of choice

Go do your thing







In conversation with the Strategic Development team and GBR

Joe McTigue
Senior Economist



Neil Earnshaw
Policy Lead, Mayoral
Partnerships



Carolyn Watson
Director of Stakeholders and
Communities





Panel discussion and Q&A

Tricia Williams
Managing Director



George Thomas
Strategic Development
and Stakeholder Director



Toby Patrick-Bailey
Route Programme
Director



Go do your thing



BREAK, and then: WORKSHOPS

*Please look at the
back of your badge for
workshop allocations...*

Fleet: in main room

Accessibility: Minster room

Barriers: in main room

Go do your thing

Example:

Go here first



Second session





Welcome back!



Go do your thing





Safety on Rail

Lisa Leighton, People Director



Prevention of violence on the railway

- Rail is statistically safe, but violence and anti-social behaviour remain priorities
- Northern is working to **prevent Violence Against Women and Girls (VAWG)** in partnership with Rail Delivery Group and DfT
- Overall aims;
 - Make rail hostile to perpetrators
 - Increase security
 - Train staff on VAWG awareness
 - Improve incident reporting

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Rail industry VAWG conference 2025



Northern trains and rail industry commitments

- **Data-driven approach:** Identify VAWG hotspots (e.g. Liverpool–Manchester, Leeds–Sheffield)
- **Staff training:** raise awareness of VAWG amongst customer-facing colleagues via safety briefs
- **Technology:** Expand use of Body-Worn Cameras
- **Leadership:** Executive sponsor for VAWG initiatives
- **Victim-focused:** Understand what makes women and girls feel safer on rail

Rail Delivery Group



greateranglia

LNER
LONDON NORTH EASTERN RAILWAY

**South Western
Railway**

southeastern

c2c

**TRANSPENNINE
EXPRESS**

Supporting our customers and colleagues

We continue to increase focus on supporting customer and colleagues to feel safe on the railway;

- Maintained accreditation with the Safeguarding on the Railway Scheme for 3 years
- White Ribbon accredited employer promoting respect and equity to reduce gender-based violence on our services
- Member of the Employers Initiative on Domestic Abuse (EIDA)
- VAWG awareness roadshows in partnership with Victim Support, Women's Aid, British Transport Police and Railway Children, amongst others.



Go do your thing



Supporting our customers and colleagues

Raising awareness across the business has inspired a number of actions;

Policy, guidance and training development;

- Sexual harassment
- Domestic abuse

Support networks

- Trained Sexual Harassment Advisors
- Domestic Abuse Champion
- People Advisory Services team trained to respond to calls from colleagues experiencing domestic abuse

Workplace accommodations

- Relocation
- Additional leave
- Financial support

Go do your thing



16 DECEMBER 2024

Train operator vows to help transform harmful culture towards women and girls across the North of England



Sexual Harassment at Work (SHaW) Policy

What's included:

| | |
|---|---|
| 1. Policy Statement..... | 2 |
| 2. Scope | 2 |
| 3. Commitments | 2 |
| 4. Principles | 3 |
| 5. Preventing Sexual Harassment | 3 |
| 6. Definition of Sexual Harassment | 4 |
| 7. How to Report Sexual Harassment | 4 |
| 8. Confidentiality | 5 |
| 9. Further Information and Support on Sexual Harassment | 5 |

Policy should be read alongside:

- Reporting Sexual Harassment
- Sexual Harassment Disciplinary Guidance
- Supporting Colleagues who have experienced or Witnessed Sexual Harassment Fact Sheet
- Sexual Harassment Risk Assessment Template

Northern Trains Ltd

Department: HR

Published: October 2024

Review date: November 2025

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Table discussion

- Safety on rail is a key priority – what active projects do you have in place which align with Northern's aim to reduce violence on rail and specifically against women and girls?
- What data or insight can you share with us?
- How can we collaborate to reduce violence and anti-social behaviour on rail?







Celebrating
200 years

200TM 
Years of Train Travel
Since 1825

Timeline activity

Step 1: Review the timeline provided – it contains key years related to Rail 200.

Step 2: You have an accompanying sheet with key events, work as a team to match each event to the correct year on the timeline.

Step 3: You have 10 minutes to complete, then we will tot up the answers and crown our winner!



Go do your thing



Liverpool and
Manchester
Railway opens

1830



1825

Opening of the
Stockton –
Darlington Railway

Edmondson patented
printing and
numbering machine

1840



1844

Manchester
Victoria Station
opens

York Station Opens

1877



1879

First dining railway car
opens, called the Prince
of Wales running
between Leeds – London

Big 4 announced LNER,
London Midland and
Scottish, Southern
Railway, Great Western
Railway

1923

Beeching Report

1963

First tickets
available to buy
you online

1999

1948

British Railways
formed because
of the Transport
Act

1994

Channel Tunnel
opens

2020

Northern becomes
publicly owned

Rail 200

2025





NORTHERN

Thank you!