

Progress Through Partnership: Delivering Better Journeys on the West Coast Main Line



Avanti West Coast (AWC) and Network Rail (NR) are the custodians of the West Coast Main Line (WCML) – a network that spans over 400 miles from London to Glasgow. Together, we are responsible for delivering a safe, punctual and reliable railway that serves passengers, freight customers and communities along the route.

We know that performance is what matters most to customers. Over the past year (November 2024 – November 2025) AWC has halved the number of cancellations that it is directly responsible for, and these have remained consistently low.

Punctuality remains a challenge. As Europe's busiest mixed-use railway, two-thirds of delays on the WCML are caused by infrastructure failures, climate-related disruption and trespass. The challenges are long-standing and complex – but sustained joint action is delivering steady progress.

The Joint Performance Strategy – a collaborative response

AWC and NR have agreed a collaborative performance improvement plan to identify the key causes of delay and work together to tackle the issues.

It sets out how we continue to deliver improvement through shared objectives, investment and accountability. It combines more than 140 individual Improvement Plans, addressing every aspect of the whole-system model – from people and fleet to infrastructure and external events.

We are targeting benefits of:



**55,000 fewer
delay minutes**



**100 fewer
cancellations**

Key activities include:



The First 60-Mile Plan – targeted investment in a critical stretch of the WCML out of Euston, improving track, power and signalling. For example, a major £26m renewal at Hanslope Junction over Christmas 2025.



Major West Coast North upgrades – works across Preston, Carlisle and Cumbria in January 2026 to address long-standing infrastructure constraints. This includes a £16m renewal of Preston's signalling system, further phases of the £61m Kingmoor signalling upgrades north of Carlisle, and the £60m replacement of Clifton bridge near Penrith, which will reduce weight restrictions that currently limit the WCML to one train at a time.



Linespeed Upgrades – enabling AWC's new Class 80X fleet to run closer to its full potential through infrastructure adjustments and updated speed profiles, supporting faster, more consistent journeys.



Seasonal readiness and weather resilience – strengthening preparedness for flooding, high winds and winter conditions, supported by enhanced operational plans, infrastructure protection measures and a new joint recovery model.



Euston Station Improvements – continued upgrades to improve passenger flow, reduce dwell times and support more punctual departures, as well as the introduction of a new Customer Information Hub, an upgraded Assisted Travel Lounge, refurbished mezzanine seating and an enhanced retail offer. This builds on recent enhancements, including refurbished facilities, clearer information displays and better visibility.

AWC and NR are also strengthening day-to-day operations. This includes the rollout of new reporting tools to speed up responses to trespass incidents; improved processes for reporting and investigating issues earlier; and a targeted Trespass and Vandalism Workbank at more than 20 hotspots, where joint interventions with Vital and British Transport Police are already reducing disruption.

Progress and next steps

Many of the benefits of the Strategy are already being felt by customers. We regularly review our plans to ensure that we can see upcoming challenges and work to address them before they impact our customers.

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