

Our Customer and Communities Improvement Fund

Bring your community
project to life.

November 2025

AVANTI
WEST COAST



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01 Overview

We are delighted to announce the next funding round for our Customer and Communities Improvement Fund. Its aim is to support projects across the routes and regions we serve and create a difference that benefits the community.

The Customer and Communities Improvement Fund is in place to support schemes across the Avanti West Coast route. We are looking for ideas that bring benefits to our stations (or a station that we serve) and the communities surrounding them which address regeneration challenges and social needs.

This is our sixth year of CCIF, and we can't wait to see the benefits this fund will bring to our stations and our communities!

The maximum amount that can be applied for is £50,000.



02 How it works

CCIF enables us to respond to feedback and ideas from our customers, stakeholders, and community groups to deliver improvements across our route and at our stations.

We welcome applications from registered charities, community groups and other not-for-profit organisations, business partnerships, Local Authorities, town councils and parish councils who are located within 3 miles of one of our managed stations or a station that we serve across the West Coast Mainline. Find out more about the destinations we serve here: [Avanti West Coast Route Map](#).

Crucially applications should not be made for projects that will generate a commercial return exceeding 105% of the investment sought.

We want to create inclusive, prosperous, and connected communities across our network and improve the station experience for all our customers.

To achieve this, the United Nations Sustainable Development Goals (SDG's) have helped shape how we think the funds for CCIF can play a role in making a difference in the community. The SDGs provide a focus for how businesses, governments and civil society can tackle global challenges to promote a more sustainable future for all.

Applications should use the SDG's as themes for any initiative and show how the proposal can advance these themes. The more themes the initiative can cover, the more sustainable the project will be to benefit our communities. Find out more about the SDGs here: <https://sdgs.un.org/goals>.

Your application should clearly outline:

- Why is your project needed?
- What difference will your project make?
- How much Social Value your project will create?
- What SDGs does your project relate to?
- How will you make your project happen?
- What will happen after the project ends?
- Who else will you collaborate with to make your project a success?

Projects will be funded from 1st April 2026 and all funding will need to be spent and projects delivered or before 31st March 2027.

All funding applications received will be assessed by Avanti West Coast and then submitted to the Department for Transport (DfT) for review and final approval.



03 How to get involved

One of the most exciting parts is that the ideas for these projects come from the community and our customers.

This year we are particularly interested in your ideas which will help do the following:

- **Bring our stations to life:** This could be by creating spaces for community groups to use, delivering green initiatives or through art and creative projects. Whatever the idea we want it to add vibrancy and value to our stations which benefits the communities we serve.
- **Feel Good Travel:** We know rail travel can feel daunting or out of reach for some. We want rail to be accessible for everyone and for it to feel good. Your ideas on how we can make the customer experience better, make rail travel available for vulnerable or hard to reach parts of our communities.
- **Connecting communities:** Our stations and services connect people with opportunity. We want your ideas about how we can improve something locally, support a much-needed community initiative or simply bring people together to generate connections and new opportunities.

So, if you have a great idea, or you're already involved in something that you think fits the bill, then please apply. If approved, your innovative change-making project could be coming to life next year.

04 Application Guidance

To apply for funding, you will need to complete an online application form found here: [CCIF Application Form](#)

Once you have started your application, you'll need to complete it in full. You won't be able to save your application and return to it later.

All schemes must be submitted for final submission on or before 09/01/2026.

You'll be required to confirm the closest Avanti West Coast railway station or station that we serve to your proposed scheme including the postcode.

You'll also be required to select all the benefits which apply to your scheme. These could include:

- Improvements to station facilities
- Improved social value within the community (based on UN SDGs)
- Improvements to the customer experience of travelling by train
- Improvements to integrated transport for end-to-end journeys
- Increased awareness of the benefits of the railway
- Local economic improvements
- Reduction in environmental footprint

Costs

You will need to provide a full breakdown of project costs for all the items you are seeking funding for.

This is a really important part of the application, as it enables us to understand how you have arrived at the total cost of the project (excluding VAT). This should be itemised where possible, but we recognise that this could be an estimate at this stage of the application process.

Third party funding contributions

We'll need details of any third-party funding contributions which have been secured to support the costs of your project. This partnership funding must be made up of cash and cannot include in-kind contributions. You will be asked to provide the value of the funding, the source of the funding, whether it has been confirmed as yet and any conditions which may apply and be relevant.

If you have a suggestion for a project but have secured no third-party funding as yet, please discuss the opportunity with your respective Regional Growth Manager who may be able to assist with identifying third-party funding.

Risks

We are keen to understand any risks which could impact the successful delivery of your project. If you have completed a risk analysis of your project, you should attach it as a supporting document when submitting your application. A clear understanding of the risk involved in your project and the ways in which you will manage them will help us to evaluate your project.

Contact Details

You will need to provide the details of a lead contact for the project so that we can keep them updated with the progress of your application.

05 Application Timeline

Month	Action
November 2025 – January 2026	Consultation and Application All projects should be submitted online on or before 9 th January 2026.
January 2026	Consolidation and Review Proposed projects will be consolidated and reviewed by a working group with agreement reached for which projects will be prioritised and submitted.
February 2026	Submission Projects will be submitted to the DfT for review and approval.
01 April 2026 – 31 March 2027	Delivery Confirmation of approval provided, funding released and approved projects are to be delivered.

06 Additional support

If you want to discuss a project proposal or are unsure if the project you have in mind is suitable, please get in touch with one of our Regional Growth Managers.

Damien Henderson

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For any other CCIF enquiries please contact community@avantiwestcoast.co.uk

07 Our Route Map

Avanti West Coast Network

How are we doing?

Tell us what you think, we're all ears!

Post: Freepost AVANTI WEST COAST

Telephone: 0345 528 0253

customer.resolutions@avantiwestcoast.co.uk

avantiwestcoast.co.uk/contact

Been delayed on your journey?

Claim for compensation with Delay Repay 15.

It's our way of saying sorry when things go wrong. The amount you can claim depends upon how long your delay was.

avantiwestcoast.co.uk/delayrepay

If you have contacted us and you're unhappy with our final response to your complaint (sometimes called a 'deadlock letter'), or if we haven't resolved your complaint within 40 working days of receiving it you can contact the Rail Ombudsman.

Rail Ombudsman contact details:

Website: (including online chat):

www.railombudsman.org

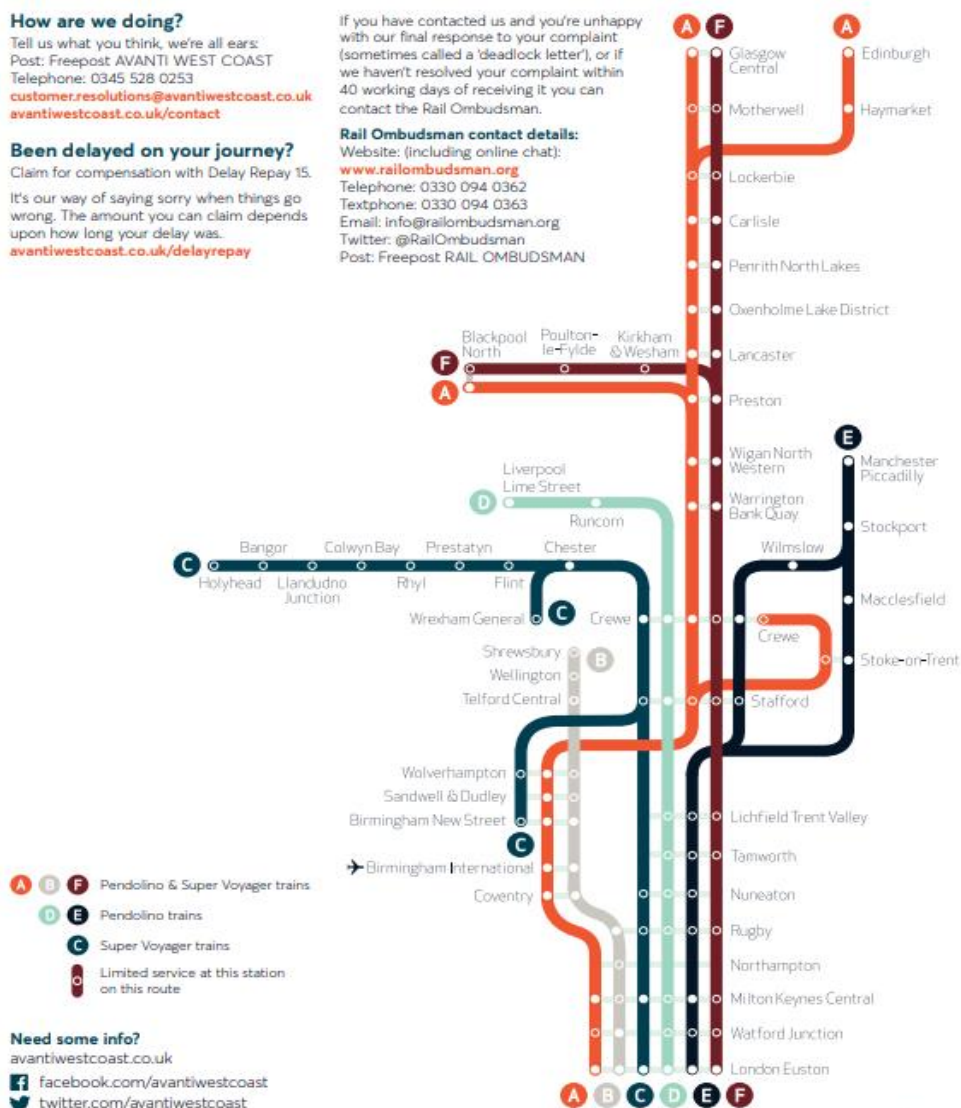
Telephone: 0330 094 0362

Textphone: 0330 094 0363

Email: info@railombudsman.org

Twitter: @RailOmbudsman

Post: Freepost RAIL OMBUDSMAN



Need some info?

avantiwestcoast.co.uk

[facebook.com/avantiwestcoast](https://www.facebook.com/avantiwestcoast)

twitter.com/avantiwestcoast

or speak to our onboard crew

Typical weekday routes shown, weekend services may differ. Not all trains call at all stations shown, some only run once or twice.

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