

# Staffordshire Chambers of Commerce Transport Forum – LN&WMR update.

January 2026





# Agenda

- Company profile
- Transfer to public ownership
- Performance update
- Proposed Manchester airport services



# Company profile

London Northwestern & West Midlands Railways, both operated by \*West Midlands Trains Ltd as part of \*\*Transport UK Group.



£456M annual turnover



80 Million Passenger



150 Managed stations



£1BN invested in trains & depots



£143M Social value



3400 colleagues

## London Northwestern Railway

- Commuter services to / from London Euston.
- Long distance services: London – Crewe / B’ham, & Liverpool – B’ham.
- Local services: Stafford – Stoke – Crewe.
- Branch line services: Marston Vale & St Albans Abbey.

## West Midlands Railway

- Local services: B’ham New St – Rugeley / Lichfield / Walsall / Bromsgrove / Redditch / Wolverhampton.
- Regional services: B’ham New St – Shrewsbury / Hereford.
- Snow Hill lines: Worcester – Stourbridge – B’ham – Stratford – Leamington Spa.
- Local service: Nuneaton – Coventry – Leamington Spa.

Our business plan is centred on three core commitments. These drive decision making at all levels of the business and help shape our strategy.



**Improve Performance**



**Improve Customer Experience**



**Drive Growth**

## FY24/25 vs 25/26 results

- Cancellations are down 30% YOY in the first 6 months of 2025.
- Six-point increase in customer satisfaction (70%), with a 19-point increase on WMR X city route following rollout of new trains.
- 11.9% forecast revenue growth, with 18% passenger journey growth.





# Public ownership

The government has a well publicised plan to transfer all private / DfT contracted “train operating companies” to public ownership during this parliament.

From 01/02/26, West Midlands Trains Ltd will become the eighth operator to move into public ownership - *alongside Northern, Transpennine Express, Southeastern, LNER, Southwestern, c2c & Greater Anglia.*

West Midlands Trains Ltd will become WM Trains Limited and operate as part of the DfTO Group.

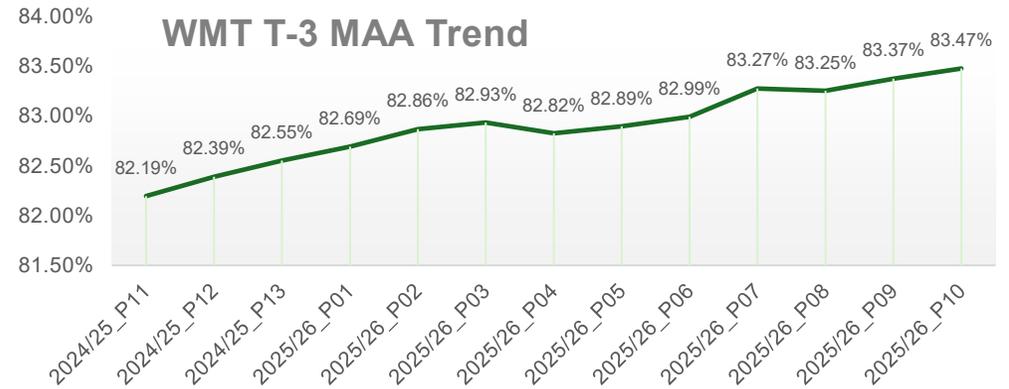
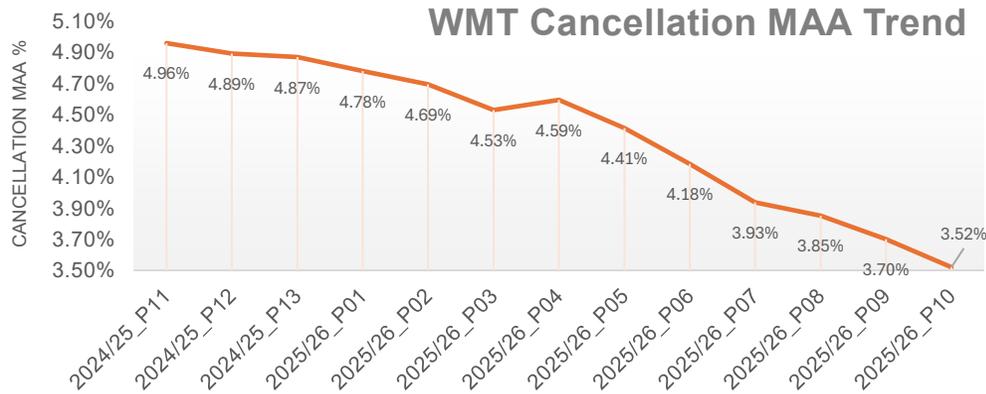
Our customer facing brands, timetables, team and business plan will remain unchanged while the wider public ownership programme happens.

Our commitments to continuous improvement regarding performance, customer experience and driving growth will also remain central to our organisation.





# Performance update



- Cancellation performance has significantly improved and *we're outperforming the industry*.
- Circa 30% reduction in cancellations over last 12 months.

- Punctuality (T-3) has improved by 1.38% over the last year – the second highest industry improvement.
- Our 2025 punctuality improvement (T3 MAA) is the 2nd highest in the industry, (1.28% vs 0.08% for industry average).





# Manchester Airport

**Objective:** Introduce direct trains between Birmingham & Manchester Airport, *via Staffordshire*, and help drive modal shift.

Also supports wider train service enhancements in the West Midlands, which might otherwise not add up as a standalone business case.

**Opportunity:**

- Direct trains between West Midlands & Manchester Airport.
- Crewe – Stoke – Stafford service linked to/from Birmingham.
- An extra hourly service between Stafford & Birmingham.
- A 2<sup>nd</sup> hourly service via new Darlaston & Willenhall stations.
- Sunday services via new stations Darlaston & Willenhall.

The scheme is estimated to generate annual revenue of **circa +£2m** and associated reduced net subsidy. Creates **circa 20 new jobs** within our business.

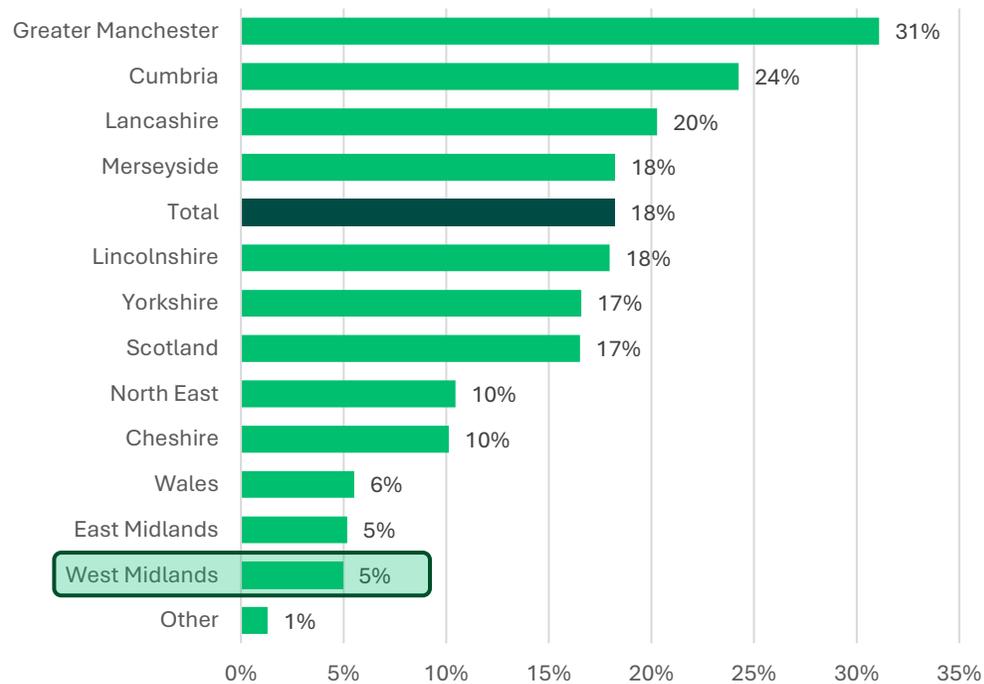
Detailed business case is currently with DfT for review.





Travel by rail for West Midlands based passengers of Manchester Airport, sits well below the share of other regions.

This presents a strategic opportunity to encourage modal shift towards rail travel and for us to promote the convenience of a direct rail link.



### Current service pattern

The proposal would see “remapping” of current services between WMT & Northern trains between Crewe & Manchester city centre.

It would also involve “retiming” of some services between Stafford - Stoke – Crewe, to enable our “Potteries” service to extend north of Crewe in the path of the XX:16 Northern train.

Approx projected journey times between Stafford (1hr10) & Stoke (55mins) Manchester Airport.



 London Northwestern & West Midlands Railways

**Cam Bliss – Strategic Engagement Manager**

[Cameron.bliss@wmtrains.co.uk](mailto:Cameron.bliss@wmtrains.co.uk)

**Communications & Strategic Engagement team**

[Stakeholders@wmtrains.co.uk](mailto:Stakeholders@wmtrains.co.uk)

