

Abuse on trains is something that needs to be talked about

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I've recently been featured in the media for discussing verbal and physical abuse on trains, after a number of our staff were abused during our recent period of disruption.

The safety of passengers and staff is always our number one priority – that is the same for any train operator – so it's disheartening to hear when our team has been abused and we've subsequently had to call the British Transport Police.

Unfortunately, our staff have been spat at on the street, threatened with violence and we've seen a number of very abusive calls to our customer service team over the last few months.

It's why we've recently launched a campaign to raise awareness and eliminate abuse going forward. Train services should be an enjoyable and comfortable environment for all and no one should be subject to hurtful actions of another individual, whether that's face-to-face, over the phone or on social media.

We acknowledge that this is in the minority and we are asking people to treat others as they would like to be treated themselves. We've always been a welcoming and approachable company which prides itself on

customer service. Our partnership with the British Transport Police is very strong and we are grateful for the work that they do with us.

Since we launched the campaign and started talking about it more publicly, the response has been overwhelming, and we are seeing more people speaking out against the actions of the few.

It's an issue that needs to be discussed more and we're glad that the campaign is having the impact that it has.