

Skegness travellers delighted with extra cleaning measures

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East Midlands Railway received positive feedback from customers travelling to Skegness this summer, after extra cleanliness measures were introduced on the line.

Working with VINCI facilities to step up the amount of cleaning that took place on the [Poacher Line](#), including station and carriages receiving regular deep cleans, EMR has reported a large jump in positive feedback from customers, with overall satisfaction with cleanliness reaching an average of 98% based on over 1,200 customer responses. Cleanliness with toilets also went up from 79% average to 85%.

Neil Grabham, customer services director at East Midlands Railway, said: “Despite many challenges, this year our services to Skegness have been incredibly popular.

“Customers have really appreciated our efforts to keep carriages and stations along the route as clean as possible.

“I want to personally thank the VINCI team for its work on our Skegness Summer Services. We have received some really good feedback from the station team and our customers. This success has come from

working closely together, with the goal of delivering for our customers.”

Sue Matheson, sector director for VINCI Facilities, said: “It’s brilliant to be part of such an improvement on the Poacher Line and particularly the performance of Skegness station itself.

“Our two cleaners, and the deep clean team, work closely with EMR and it is great to have had such positive feedback and solid facts underlining the success of the work. The success of the Skegness Summer Service is a great example of what makes VINCI Facilities and EMR a good team.”

Image credit: East Midlands Railway