

Social Value Report

2025 - 2026



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Introduction

In this year's Social Impact Report, we set out the positive impact CrossCountry generates across our three sustainability pillars - People, Places and Planet. These pillars shape our Sustainability Strategy and guide how we create lasting value for colleagues, customers, communities and the environment.

Social Value provides the framework through which we measure the real-world outcomes of this work. It enables us to quantify the benefits we deliver - from employment, skills and wellbeing to community investment and environmental stewardship - ensuring our decisions support a more sustainable and resilient railway.

The social impact, monetised as Social Value in this report, reflects activity across the 2025-26 Rail Year (1 April 2025 - 31 March 2026), with some projections included where full-year data is not yet available.

As Great Britain's longest-distance train operator, CrossCountry plays a vital role in connecting people and supporting regional growth. Our services help tens of thousands of passengers reach loved ones, employment, education and essential services each day. By linking major cities, towns and economic centres, we enable access to jobs, skills and cultural opportunities that drive local prosperity.

Reliable, long-distance rail connections strengthen the economies along our routes - helping towns attract investment, support tourism and retain talent. This improved connectivity supports regeneration, encourages business growth and underpins the development of vibrant, future-ready communities.

By providing a lower-carbon alternative to road and air travel, we also reduce total UK transport emissions and help create healthier, more sustainable places across the regions we serve.

For CrossCountry, Social Value is integral to how we operate. It informs our investment choices, strengthens our sustainability ambitions, and ensures that the railway delivers benefits that extend beyond transport alone. We are committed to increasing the positive impact we generate year on year, helping to build a fairer, greener and more connected future.



Social Value At CrossCountry

At CrossCountry, Social Value is the positive and lasting difference we create for our passengers, our colleagues and the communities across our network. Our national reach brings both opportunity and responsibility. We use the scale and diversity of our railway to widen access to opportunity, champion inclusion and wellbeing, support resilient local economies and reduce our environmental footprint.

Central to this approach is our commitment to measuring the value we create. We use the Rail Social Value Tool to monetise our impact wherever possible, enabling us to quantify social, economic and environmental outcomes. This ensures our decisions are informed, transparent and aligned with the long-term sustainability of our network.

Our Sustainability Pillars

CrossCountry’s Sustainability Strategy is built around our three core pillars - People, Places and Planet - and grounded in a clear commitment to delivering measurable Social Value. Guided by our materiality assessment, aligned to climate science through our Science Based Targets, and informed by robust data, our approach ensures sustainability is embedded into how we plan, operate and invest. In 2025/26 and beyond, our ambition is clear: not only to minimise negative impacts of our operations, but to maximise the social impact our railway creates for the communities we serve, both now and for the future. Its not just about less harm, its about more good.



PEOPLE

We are a positive force for our employees, and wider society

Our Focus Areas

We create an inclusive and diverse workforce, offering lifelong learning

We open social mobility and access to opportunities

We promote holistic health and wellbeing



PLACES

We support sustainable community growth across our regions

Our Focus Areas

We empower communities with lasting Social Value

We create connected journeys and a strong sense of place

We protect the natural environment and build resilience



PLANET

We reduce the environmental footprint of our operation

Our Focus Areas

We reduce emissions from our operations

We apply the waste hierarchy to conserve resources

We embed circular and sustainable operations

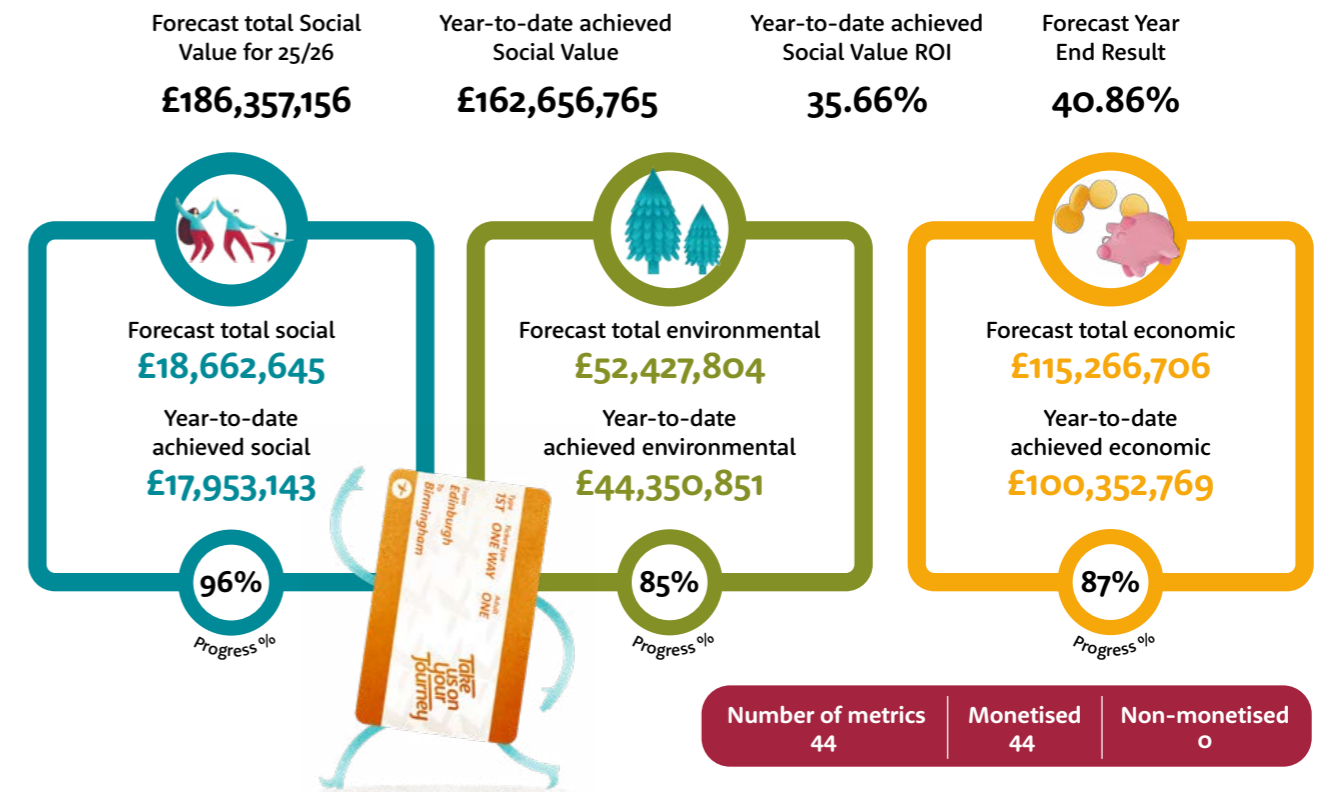
Social Value sits at the heart of this strategy, providing the framework through which we measure the impact we create across our three pillars — People, Places and Planet. By translating our actions into a common currency, it enables us to quantify the positive social, economic and environmental outcomes delivered through our work, from inclusive employment and community resilience to carbon reduction and biodiversity protection. By taking a data-led and accountable approach, we ensure that every decision strengthens our contribution to a railway that gives more than it takes away.



Our Social Value Impact

Using 44 monetised proxies, CrossCountry is estimated to generate £186,357,156 in Social Value during the 2025–26 Rail Year. As the reporting period runs to 31 March 2026 and this report was prepared in February 2026, some impacts have been forecast using the most recent available data.

The valuation reflects a broad range of social, economic and environmental outcomes delivered across our People, Places and Planet pillars.



Accounting for Carbon: Reporting Both Our Impact and the Emissions We Help Avoid

In our Social Impact Report, we take an open and transparent approach to environmental reporting. As a diesel-powered long-distance operator, our direct carbon emissions (Scope 1 and 2) are presented as a negative Social Value, reflecting the genuine environmental cost of running our services. This honesty is essential to credible sustainability reporting and underpins the trust we build with our customers, colleagues and communities. It also maintains accountability and drives informed decision making to reduce emissions. In our most recent emissions report, which can be found separately on our website, we demonstrate how the carbon intensity per mile of operations has reduced over the last 2 years.

Rail continues to be the lowest-carbon forms of long-distance travel in Britain. Based on 2025 national transport data, our routes are on average 2.436 times more carbon-efficient per passenger than road travel, even when taking into account the most recent split of petrol/diesel and hybrid/electric cars. Therefore, if our passengers made the same journeys by car, UK transport emissions would be 2.436 times higher than the current contribution we make. These avoided emissions form our Scope 4 carbon savings, which we report separately as a positive Social Value impact, recognising the substantial environmental benefit our services create every day. See Case Study #9 for more detail on these avoided emissions.

Balancing our direct emissions with the emissions we help society avoid goes to the heart of our organisational purpose. CrossCountry enables low-carbon travel at a national scale, supporting a shift away from higher-carbon modes and contributing meaningfully to the UK's net-zero goals. Without rail, and without operators like CrossCountry, many more journeys would be taken by road or air, resulting in a significantly higher national carbon footprint.

By reporting both our emissions and our avoided emissions, we provide a full and transparent picture of our impact. This approach helps us identify where improvement is needed, while highlighting the meaningful benefits we already deliver for the UK transport system. Our purpose goes beyond transport. That's why our 2025 Sustainability Strategy outlines how we are going beyond the journey.

Further detail on our decarbonisation pathway and wider sustainability ambitions can be found in our Sustainability Strategy on our website.

Case Studies



Our case studies illustrate how our Sustainability Strategy is delivered across our three pillars – People, Places and Planet. Together, they demonstrate the breadth of our impact, highlighting how we support colleagues and communities, strengthen connections across the regions we serve, and protect the natural environment. By presenting real examples from across our network, these stories reflect our holistic approach to sustainability and Social Value, showing how every part of CrossCountry’s strategy contributes to creating lasting, meaningful change.



#1 Creating Opportunities – the Rail Academy in Newcastle

Our involvement with the Rail Academy began when colleagues from across our regions joined the programme to support students completing essential training in food hygiene and Personal Track Safety (PTS). The impact was immediate: students gained practical skills while building the confidence needed to take their next steps into the world of work.

Recognising the potential to go further, we expanded our contribution. CrossCountry colleagues collaborated to create immersive learning experiences that extended beyond the classroom - from fire evacuation training at York Rail Operating Centre (ROC) to cab rides and simulator sessions that helped students see themselves in rail careers for the first time.

For the 2025/26 cohort, we delivered a focused package of support shaped around student needs, including:

- Drugs and alcohol awareness
- CV workshops and employability support
- Fleet talks and food hygiene refreshers
- Operational visits to Edinburgh Signal Training Centre and York ROC
- A recruitment day offering direct engagement with our teams

These sessions gave students valuable technical knowledge and built self belief - often the biggest barrier to entering the workplace. “Every session brought out something new in them... you could see the spark when they realised they could really build a future in rail.” – Clare Buchanan, Assistant Driver Manager, Newcastle

The impact is clear. Importantly, CrossCountry has now directly recruited two individuals through the Rail Academy pathway - a milestone that demonstrates the programme’s success in widening access to opportunity and opening meaningful routes into rail careers. Colleagues have seen significant improvement in the confidence, communication and ambition of the students.

Looking ahead to 2026/27, we will continue expanding the programme, offering more technical insight and operational exposure. This initiative reflects our commitment to creating fairer access to opportunity and developing a workforce that represents the communities we serve.



#2 Developing Our People - Our Apprenticeships Programme

At CrossCountry, investing in our people is at the heart of our People pillar. Apprenticeships are one of the most impactful ways we create opportunity, build capability and ensure our workforce reflects the communities we serve. They provide clear, supported pathways into rail careers and long term development for colleagues already within our organisation.

Since 2020, more than 500 colleagues—around 25% of our workforce—have enrolled on an apprenticeship. This year, we achieved our highest-ever national recognition, ranking 59th in the Top 100 Apprenticeship Employers, reflecting both the scale and the quality of our programme.

Our offer spans 18 different apprenticeship pathways, from engineering and digital roles to leadership, customer service and operational skills. Alongside formal qualifications, we have supported over 200 colleagues to upskill in Maths and English, strengthening essential skills that build confidence and enhance career progression.

These programmes do more than develop technical capability - they deepen engagement, support career mobility, and help colleagues build skills for life. For CrossCountry, apprenticeships also underpin business resilience, ensuring we can grow and retain talent in a competitive labour market.

Through apprenticeships, we are creating a workforce that is inclusive, future ready, and empowered to shape the next chapter of our railway. They reflect our belief that when our people succeed, so does our business.

At CrossCountry, we don't just stop here - we continue to expand our apprenticeship offer so our people can develop, progress and thrive.



#3 Improving Accessibility - Accessible Menus

At CrossCountry, creating an inclusive railway is central to our People pillar. Our Accessible Menu project was developed to ensure every customer - including those who are visually impaired or have additional accessibility needs - can access on board catering with confidence and independence.

Previously, some customers faced barriers due to online only menu formats that were not accessible to all. To remove this inequality, we designed a suite of braille, large print and British Sign Language (BSL) menus, ensuring every customer can choose their preferred format and enjoy the same level of service as non-disabled passengers.

Building on this, we introduced an industry first - a single, integrated menu featuring a QR code linking directly to BSL and large print formats at the front, with braille at the back. This unified approach ensures accessibility is embedded, visible and intuitive across our onboard experience.

The project has been widely recognised for its innovation and impact, including a nomination for the Spotlight Rail Award for pioneering the first BSL platform of its kind used by any UK rail operator.

By removing barriers and designing with inclusivity at the forefront, this initiative brings our People pillar to life - supporting dignity, independence and equal access for every customer who travels with us.





PLACES

#4 Biodiversity and Classroom Space - Great Central Railway

CrossCountry has a long established relationship with the Great Central Railway (GCR), a heritage railway linking Leicester North and Loughborough. GCR plays a vital role in the cultural identity of the region, welcoming over 100,000 visitors each year and providing a unique environment for our Derby Training School to deliver realistic safety evacuation training. This partnership reflects the heart of our Places pillar: protecting local heritage, strengthening community assets and supporting the places we serve.

In 2025–26, GCR successfully secured a combined package of support through our Customer and Communities Improvement Fund (CCIF) and Biodiversity Improvement Projects (BIP). Together, these grants enabled an integrated programme that enhances community learning while restoring important natural habitats along the line.

Through CCIF, CrossCountry funded the full fit out of GCR’s new educational classroom - including furniture, tables, chairs and digital teaching equipment. This dedicated space is now used by school groups, volunteers, training cohorts and community visitors, helping GCR deliver high quality, inclusive education that inspires both future railway professionals and local learners.

At the same time, BIP funding supported the Hedgerows & Habitats project, which strengthens an 8 mile nature corridor between Loughborough and Leicester along Swithland Reservoir. The project included restoring 500 metres of hedgerow, installing 25 bird boxes and 25 bat boxes, and repurposing disused telegraph poles to support sustainable, local procurement practices. These actions enhance biodiversity, improve habitat connectivity and create a greener environment for both wildlife and visitors.

By supporting both educational development and environmental restoration, this partnership demonstrates how CrossCountry delivers Social Value across the Places pillar. Our investment helps protect a cherished heritage railway, enriches local learning opportunities and strengthens natural landscapes - ensuring GCR continues to be a thriving community asset for generations to come.



#5 Mural at Mauldeth Road - Supporting our Community Rail Partnerships

At Mauldeth Road station in South Manchester, CrossCountry has supported a transformative community project that brings colour, creativity and local pride into the heart of the neighbourhood. The new artwork, installed under the railway bridge and officially launched by the Lord Mayor of Manchester, Councillor Carmine Grimshaw, celebrates the rich natural environment of Ladybarn’s parks — showcasing local flora and fauna through vibrant, place-inspired design.

The installation builds on earlier community-led enhancements around the station, including planting and environmental improvements, helping create a more attractive and welcoming space for rail users and the wider community. Commissioned by the Friends of Mauldeth Road Station, the artwork forms part of a long-standing effort to strengthen the station’s role as a positive community asset.

The launch event brought together a wide coalition of partners who made the project possible. The Lord Mayor was joined by the artist, Caroline Coates, local MPs and councillors from the Withington Ward to celebrate the official opening. Representatives from CrossCountry, the Crewe to Manchester Community Rail Partnership — who jointly funded the project — and The Sign Bridge, who installed the artwork panels, were also in attendance.

In his remarks, the Lord Mayor praised the project as a strong example of partnership working and community collaboration. By funding and supporting initiatives like this, CrossCountry helps create station environments that are not only functional transport hubs, but also enriching public spaces that reflect and celebrate the character of the communities they serve.

This project demonstrates our commitment to the Places pillar — supporting local identity, enhancing community assets and creating stations that people feel proud of.



#6 Enhancing Biodiversity Along the Lias Line – Active Travel Partnership

In 2025, CrossCountry strengthened its commitment to community-centred environmental improvement by sponsoring one mile of biodiversity enhancement along the Lias Line National Cycle Network. Delivered in partnership with GreenTheUK and the Walk Wheel Cycle Trust (formerly Sustrans), this project supports thriving natural habitats while reinforcing the essential relationship between active travel and low-carbon mobility – a core element of our sustainability strategy.

The National Cycle Network plays a vital role in connecting people, places and nature, offering high-quality traffic-free routes used for both recreation and sustainable commuting. The project enhances biodiversity along these green corridors at a time when the UK faces increasing challenges from habitat loss, fragmentation and climate change. By funding this work, CrossCountry is helping to create safer, greener spaces for local wildlife – especially along key routes like the Lias Line Greenway, a 23.5-mile traffic-free path rich in species and widely used by communities for walking and cycling.

This initiative directly supports our Places pillar by improving access to nature, protecting important habitats, and contributing to healthier communities. It also reinforces a key strategic link: active travel and rail travel are complementary forms of low-carbon mobility. As greener, biodiverse pathways become more attractive and accessible, more people are encouraged to walk, wheel or cycle to stations, reducing reliance on private cars. This, in turn, strengthens modal shift to rail – amplifying the carbon savings delivered across the national transport system.

Through this project, CrossCountry is not only investing in local biodiversity but also supporting the wider transition to sustainable, low-carbon travel networks. By enhancing the natural environment along the National Cycle Network, we are helping create routes that people want to use – connecting communities, enabling healthier lifestyles, and contributing to the UK's long-term environmental goals.

This partnership demonstrates the heart of our Places pillar: improving local environments, enabling low-carbon choices, and creating meaningful, lasting benefits for the communities we serve.



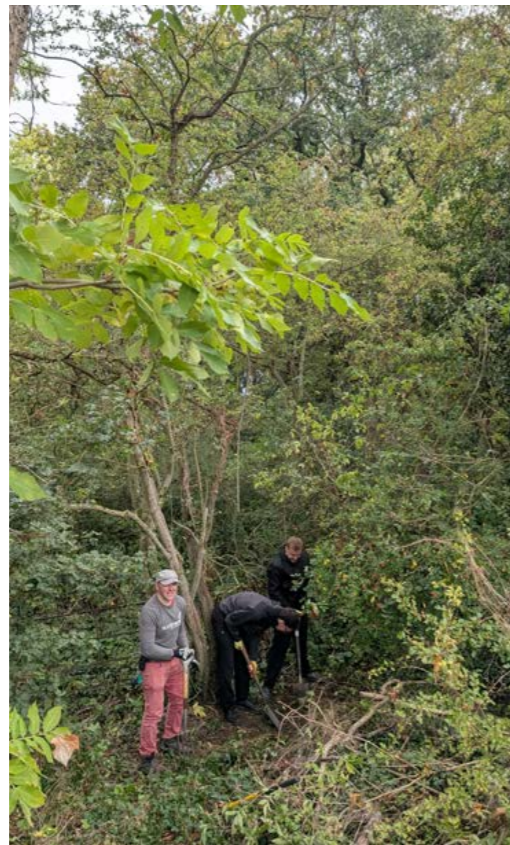
#7 Low Carbon Community Transport – Upmo's New Electric Van

In July 2025, CrossCountry funded a new fully electric van for Upmo – a charity supporting adults with learning disabilities and autism – through the Customer and Communities Improvement Fund (CCIF). The van, launched as part of CrossCountry's wider sustainability and inclusion commitments, now operates across Edinburgh, Prestonpans and Gorebridge, supporting Upmo's cafés, gardens and student-run retail enterprises. It enables students to gain practical skills and independence while helping Upmo work more sustainably.



By replacing petrol and diesel journeys, the electric van reduces local transport emissions and is used to deliver retail products, move produce between Upmo sites, support student events, and provide hands-on work experience in logistics. This builds on a long-standing partnership between CrossCountry and Upmo, including previous CCIF support and student work experience onboard CrossCountry trains.

The project embodies our Planet pillar by promoting cleaner transport, improving air quality and supporting community-led sustainability. By helping Upmo shift to low-carbon mobility, CrossCountry delivers environmental and social value while contributing to national net-zero goals.



#8 Lower Emission Services - Our Engine Shut Down Policy

As part of our commitment to reducing the environmental footprint of our operations, CrossCountry introduced a strengthened Engine Shut Down Policy designed to significantly cut diesel idling across our busiest stations. This change places carbon reduction at the forefront of our operational approach, helping us make immediate progress towards our long term climate goals.

Reducing idling directly lowers the amount of diesel consumed, which in turn reduces carbon emissions generated during dwell times. By targeting unnecessary engine running - especially in enclosed or high impact locations - we are embedding a cleaner, more efficient operating model across our network.

This policy also delivers a second important environmental benefit: improved air quality. At Birmingham New Street, reduced idling removes up to 0.58 tonnes of nitrogen oxides (NOx) every year. For one of the most enclosed stations in the UK, this represents a meaningful improvement for customers, colleagues and the surrounding community.

Taken together, these outcomes reflect the core ambition of our Planet pillar: to operate a cleaner, lower carbon railway while protecting the health and wellbeing of the communities we serve. By combining carbon reduction with targeted air quality improvements, our Engine Shut Down Policy demonstrates how simple, evidence based operational changes can create real, measurable environmental impact.



#9 Reducing UK Transport Emissions – Our Contribution to Low-Carbon Transport

In 2024/25, which is reported this year, CrossCountry continued to strengthen its contribution to low-carbon travel across the national rail network. By maintaining extensive long-distance services and expanding capacity where possible, we supported a growing shift toward cleaner, more sustainable national travel patterns. Increasing numbers of people are choosing to travel with us, reflecting the essential role our services play in enabling reliable, low-carbon mobility across Britain.

Rail travel on the CrossCountry network remains 2.4 times more carbon-efficient per mile than the equivalent journey by car. By providing essential long-distance connectivity, our services help reduce the carbon intensity of UK travel and support a substantial reduction in national transport emissions.

In 2024/25, the shift from road to rail facilitated through our services contributed to an estimated 89,000-tonne reduction in CO₂e from national net transport emissions. This positive impact – captured through our Scope 4 emissions reporting – highlights the system-wide value of enabling lower-carbon choices at scale.

To illustrate this benefit, the 89,000-tonne CO₂e saving is equivalent to the annual CO₂e absorption of 4 million trees. This demonstrates the environmental importance of modal shift and CrossCountry's contribution to enabling cleaner long-distance travel across Britain.

As demand for low-carbon transport options continues to rise, the Social Value delivered through avoided emissions will remain a central part of our environmental contribution – reinforcing rail's vital role in decarbonising national transport, and our commitment to supporting sustainable, long-distance travel between the cities, towns and regions we serve.



Methodology



The National Social Value Standard

CrossCountry uses the National Social Value Standard (SVS), which is a measurement framework for the appraisal of social value – at the forecasting, monitoring, and evaluation stages. Developed by social value economists using the latest government and academic best practice, such as the HM Treasury Green Book. A full guide on the SVS can be found on its website – www.nationalsvs.co.uk.

Defining social value

There are numerous definitions of Social Value in circulation, each with its own nuances. Social Value UK defines social value as “the quantification of the relative importance that people place on the changes they experience in their lives”, which is a good starting point. Those changes can encompass social, environmental, and economic impacts. To identify true social value, it is crucial to consider both positive and negative impacts. Furthermore, it is important to recognise that these impacts and the methods used to capture them will vary depending on the needs and context of different scenarios and individuals. Therefore, it is essential to tailor the measurement process as much as possible based on available research and data.

Ultimately, social value can be seen as a culmination of factors that contribute to wellbeing in both the present and long term.

The purpose of the SVS

Since 2016 the aim of SVS has been to provide a broad, robust, and accessible measurement framework to help drive greater social value – in the right way. SVS encompasses the following key attributes:

- Broad and versatile scope: SVS is designed to be applicable across various industries and adaptable to a wide range of scenarios.
- Robust approach to monetisation: by focusing on outcomes rather than outputs and employing a rigorous methodology, SVS helps mitigate overclaiming and other potential pitfalls.
- Enhanced accessibility: SVS strives to make social value measurement accessible to all stakeholders, facilitating navigation through this often-complex domain.

Better measurement means better management, and therefore the ability to maximise social value generated with the resources available.

Alignment with other frameworks

Beyond methodological alignment with guidance such as the HM Treasury Green Book, the metrics are mapped directly to a number of key frameworks. The SVS aims to increasingly become a one-stop shop for users trying to navigate the often-confusing world of endless social value and sustainability frameworks.

Frameworks the metrics are currently mapped to:

- The United Nations Sustainable Development Goals (UN SDGs)
- The Four Capitals
- The Social Value Model (PPN 06/20)
- Sustainable Rail Blueprint

Overview of the metrics

The National Social Value Standard framework contains over 1300 metrics for users to measure their social value with. It is widely adopted by organisations across private, public, and non-profit industries. There are currently over 700 organisations using the framework.

- **Metrics:** a measurement of value, which can be monetised or non-monetised. An alternative way of describing metrics could be indicator.
- **Monetised metrics:** monetising social value is the process of attaching a proxy financial value to an outcome. That value represents the relative importance of that change to those impacted. It does not show an actual financial return. See the monetisation section below for more details.
- **Non-monetised metrics:** metrics which are quantified but do not have a monetary value attached to them. For instance, the percentage of people from under-represented groups employed in the workforce.

The metrics cover all social, environmental, and economic pillars, which form the foundation of social value.

- **Social:** these are impacts on individual or community wellbeing. For example, the change in mental health to an individual after moving from unemployment to employment.
- **Environmental:** refers to impacts that directly relate to the environment, such the level of carbon emissions or biodiversity impacts.
- **Economic:** impacts on public spending or economic output and productivity.

The metrics are grouped into five key areas:

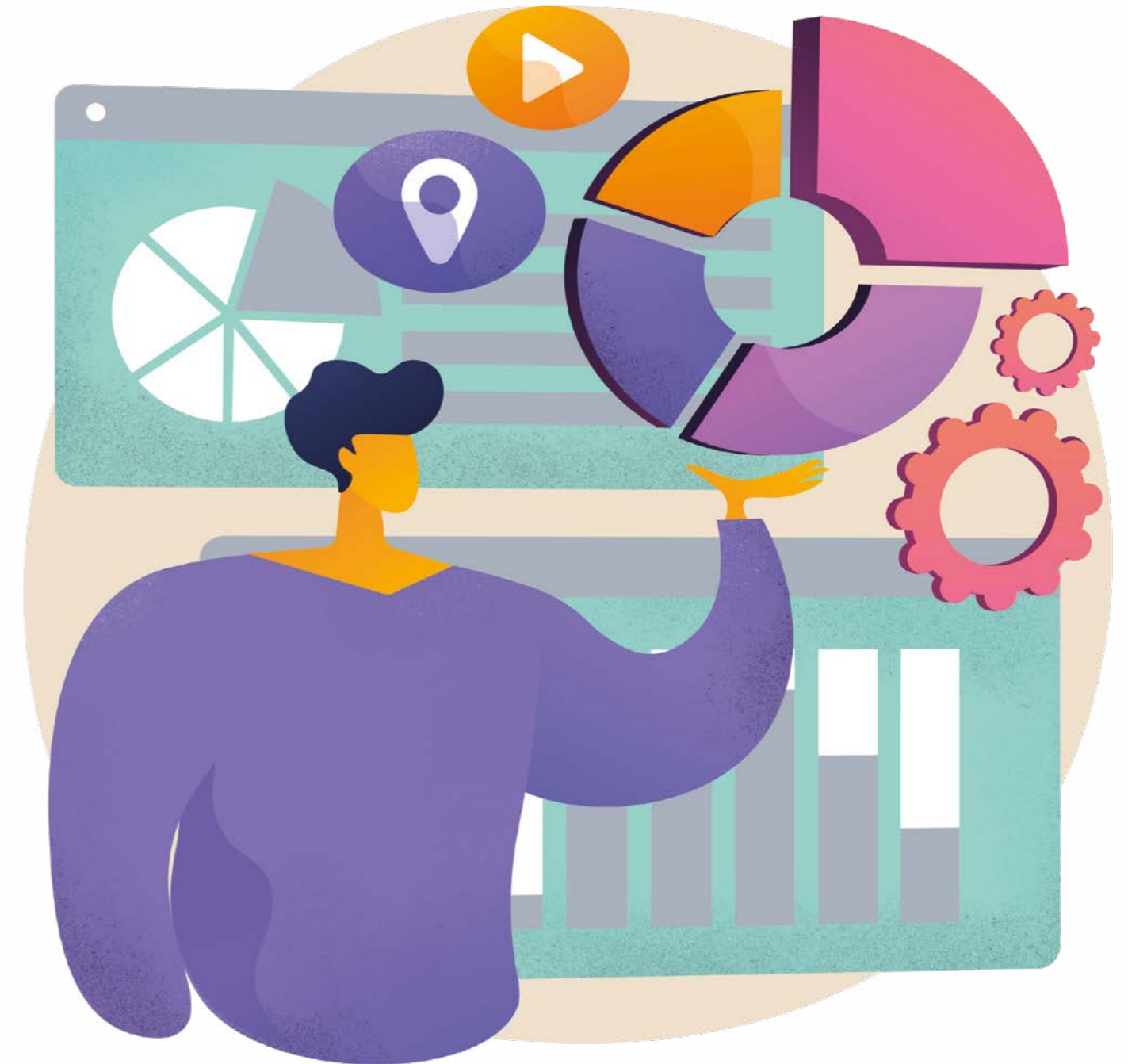
- Employment and economic
- Health, training, and skills
- Supply chain
- Community
- Environmental

Monetisation of the metrics

A key strength of the National Social Value Standard measurement framework is its large bank of monetised metrics. For more detail on how the Rail Social Value Tool applies monetisation, see [Loop.org.uk](https://loop.org.uk).

The benefits of monetisation

At CrossCountry, monetisation allows us to translate the wide range of social, environmental and economic outcomes we create into a common currency, helping us clearly understand the real impact of our investments. It gives us a consistent, comparable way to measure value, enabling like for like assessment of different activities within our Sustainability Strategy and informing smarter, more impactful decision making. By using robust methods to understand causal relationships and net effects, monetisation also strengthens how we communicate with colleagues, communities and stakeholders who may not have specialist expertise. Most importantly, it helps us hold ourselves accountable for our actions: by quantifying outcomes transparently, we can more effectively monitor progress, ensure our commitments deliver meaningful benefits, and make future decisions with confidence, clarity and responsibility.



Our Social Value Metrics - Breakdown



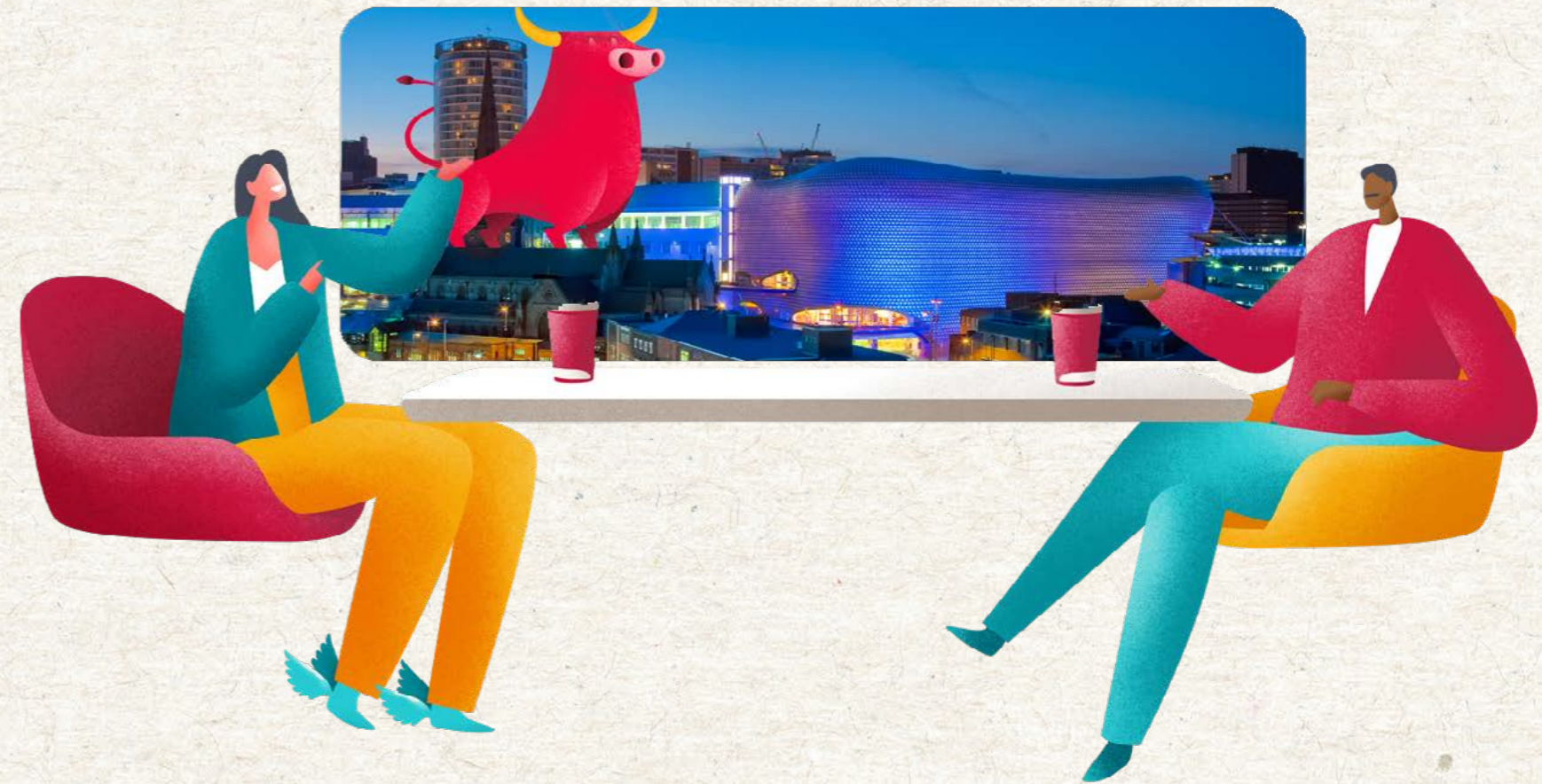
Metrics - BAU Activity

Metric reference	Metric area	Metric name	Sub-category 1	Sub-category 2	Sub-category 3	Metric unit	Total year forecast 25/26	Progress year-to-date %
E1	Environmental	Option A - directly measure	Carbon dioxide equivalent (CO2e)	Option A - directly measure	Avoided Emissions	Tonnes	£86,667,360	92.31
RSVT31	Environmental	Urban big	Air quality	Nitrogen oxides (NOx)	Rail transport	Tonnes	£6,348	82.76
B4	Health, training, and skills	General	Mentoring relationship	General	-	Relationships	£6,119	100
B4	Health, training, and skills	General	Mentoring relationship	General	-	Relationships	£5,612	100
RSVT44	Employment and economic	Graduates	Jobs	Graduates	-	FTEs	£11,773	100
RSVT44	Employment and economic	Graduates	Jobs	Graduates	-	FTEs	£10,806	100
C7	Supply chain	Medium non-profit	Supply chain spending	Medium non-profit	-	£s	£7,564	75
C6	Supply chain	Small non-profit	Supply chain spending	Small non-profit	-	£s	£68,968	75
C2	Supply chain	Social value and ethical considerations integral to spending decision	Supply chain spending	Social value and ethical considerations integral to spending decision	-	£s	£56,825,631	75
B3	Health, training, and skills	Hourly	Site visit	Hourly	-	Hours	£8,040	100
RSVT49	Employment and economic	Work experience	Jobs	Unpaid work experience	Work experience	FTEs	£15,957	100
E1	Environmental	Option A - directly measure	Carbon dioxide equivalent (CO2e)	Option A - directly measure	Total Scope 1 & 2 Emissions	Tonnes	£-35,665,724	92.31
D26	Community	Cash donations	Donations	Cash donations	-	£	£60,000	26.15
RSVTD2	Community	General	Volunteering	Standard volunteering	General	Multiple	£1,884	Exceeded
B29	Health, training, and skills	Mental Health First Aid	Health	Organisation-wide interventions - universal	Mental Health First Aid	Stakeholders	£8,907	100
B9	Health, training, and skills	Eating fruit	Health	General	Eating fruit	Stakeholders	£3,065,853	100
B8	Health, training, and skills	General	Training	Hourly	General	Hours	£985,040	75
B6	Health, training, and skills	Level 3 qualification	Training	Level 3 qualification	-	Stakeholders	£8,352,595	100
B4	Health, training, and skills	General	Mentoring relationship	General	-	Relationships	£46,934	100
A17	Employment and economic	Sufficient leisure time	Job quality	Positive	Sufficient leisure time	Stakeholders	£6,802,586	100
A14	Employment and economic	Supportive co-workers	Job quality	Positive	Supportive co-workers	Stakeholders	£2,237,782	100
A12	Employment and economic	Opportunities for promotion	Job quality	Positive	Opportunities for promotion	Stakeholders	£1,657,651	100
A9	Employment and economic	Job security	Job quality	Positive	Job security	Stakeholders	£267,450	100
A8	Employment and economic	Job is not dangerous	Job quality	Positive	Job is not dangerous	Stakeholders	£1,319,431	100
A7	Employment and economic	Able to work from home	Job quality	Positive	Able to work from home	Stakeholders	£483,133	100
RSVTA6	Employment and economic	Level 4+	Jobs	Apprenticeships	Level 4+	FTEs	£1,005,489	100
RSVTA5	Employment and economic	Level 3	Jobs	Apprenticeships	Level 3	FTEs	£3,860,095	100
RSVT50	Employment and economic	Year in industry	Jobs	Unpaid work experience	Year in industry	FTEs	£55,964	100
RSVT44	Employment and economic	Graduates	Jobs	Graduates	-	FTEs	£90,227	100
A2	Employment and economic	Gross operating surplus	Gross operating surplus	-	-	Indirectly from Jobs/ Apprenticeships	£15,509,455	100
RSVT43	Employment and economic	General	Jobs	General	-	FTEs	£27,060,657	100

Metrics - CCEF - Customer and Communities Engagement Fund

Metric reference	Metric area	Metric name	Sub-category 1	Sub-category 2	Sub-category 3	Metric unit	Total year forecast 25/26	Progress year-to-date %
RSVT1	Community accessibility improvements	Railway station	Accessibility accessibility improvements	Railway station	-	£s	£50,000	0
RSVT1	Community accessibility improvements	Railway station	Accessibility accessibility improvements	Railway station	-	£s	£7,352	100
RSVT1	Community accessibility improvements	Railway station	Accessibility accessibility improvements	Railway station	-	£s	£4,664	0
RSVT1	Community accessibility improvements	Railway station	Accessibility accessibility improvements	Railway station	-	£s	£3,381	100
RSVTD4	Community	General	Volunteering	Facilitating volunteering	General	Multiple	£3,680	Exceeded
RSVTD3	Community	Isolated impact on volunteer	Volunteering	Standard volunteering	Isolated impact on volunteer	Multiple	£673	Exceeded
RSVTD3	Community	Isolated impact on volunteer	Volunteering	Standard volunteering	Isolated impact on volunteer	Multiple	£263	Exceeded
RSVTD3	Community	Isolated impact on volunteer	Volunteering	Standard volunteering	Isolated impact on volunteer	Multiple	£852	Exceeded
D27	Community	In-kind donations	Donations	In-kind donations	-	£	£138	100
RSVTB5	Health, training, and skills	College	School outreach	Training focused	College	Multiple	£20,258	Exceeded
BIO8978	Environmental	Low strategic significance	Biodiversity units	Option B - biodiversity calculator	Habitat	Hectares	£26,957	100
D26	Community	Cash donations	Donations	Cash donations	-	£	£3,440	100
B34	Health, training, and skills	Health promotion	Health	Organisation-wide interventions - universal	Health promotion	Stakeholders	£177,120	100
RSVTD72	Community	Community	Stakeholder engagement	Hourly	Community	Multiple	£1,168	Exceeded
RSVT28	Health, training, and skills	Safety talks	Training	Hourly	Safety talks	Hours	£2,827	100
BIO8977	Environmental	Medium strategic significance	Biodiversity units	Option B - biodiversity calculator	Habitat	Hectares	£3,032	100
RSVTB4	Health, training, and skills	Primary/secondary school	School outreach	Training focused	Primary/secondary school	Multiple	£6,468	Exceeded
B17	Health, training, and skills	Loneliness	Health	General	Loneliness	Stakeholders	£1,812	100
RSVT1	Community accessibility improvements	Railway station	Accessibility accessibility improvements	Railway station	-	£s	£7,980	100
B26	Health, training, and skills	Physical exercise intervention	Health	General	Physical exercise intervention	Stakeholders	£3,366	84.21
RSVTC11	Supply chain	SME business	Supply chain spending	SME business	-	£s	£318	100
RSVTC11	Supply chain	SME business	Supply chain spending	SME business	-	£s	£19	100
RSVTB4	Health, training, and skills	Primary/secondary school	School outreach	Training focused	Primary/secondary school	Multiple	£66,652	Exceeded
D26	Community	Cash donations	Donations	Cash donations	-	£	£525	100
B8	Health, training, and skills	General	Training	Hourly	General	Hours	£2,494	100
RSVTD4	Community	General	Volunteering	Facilitating volunteering	General	Multiple	£176,636	Exceeded
D10	Community	Youth support group	Engagement in youth groups and other activities for young people	Youth support group	-	Stakeholders	£7,215	100
RSVT28	Health, training, and skills	Safety talks	Training	Hourly	Safety talks	Hours	£3,774	100
B34	Health, training, and skills	Health promotion	Health	Organisation-wide interventions - universal	Health promotion	Stakeholders	£98,682	100
RSVT27	Health, training, and skills	STEM	Mentoring relationship	STEM	-	Relationships	£433,286	100

Metric reference	Metric area	Metric name	Sub-category 1	Sub-category 2	Sub-category 3	Metric unit	Total year forecast 25/26	Progress year-to-date %
B8	Health, training, and skills	General	Training	Hourly	General	Hours	£305	100
RSVT1	Community accessibility improvements	Railway station	Accessibility accessibility improvements	Railway station	-	£s	£12,005	100
RSVTB3	Health, training, and skills	General	School outreach	General	-	Multiple	£14,956	Exceeded
RSVTD72	Community	Community	Stakeholder engagement	Hourly	Community	Multiple	£1,040	100
RSVT1	Community accessibility improvements	Railway station	Accessibility accessibility improvements	Railway station	-	£s	£6,738	100



Metrics - CCIF - Customer and Communities Improvement Fund

Metric reference	Metric area	Metric name	Sub-category 1	Sub-category 2	Sub-category 3	Metric unit	Total year forecast 25/26	Progress year-to-date %
RSVT49	Employment and economic	Work experience	Jobs	Unpaid work experience	Work experience	FTEs	£27,503	10
A2	Employment and economic	Gross operating surplus	Gross operating surplus	-	-	Indirectly from Jobs/ Apprenticeships	£0	0
RSVTB4	Health, training, and skills	Primary/secondary school	School outreach	Training focused	Primary/secondary school	Multiple	£209,594	Exceeded
RSVTB3	Health, training, and skills	General	School outreach	General	-	Multiple	£20,982	Exceeded
D62	Community	Feeling safe	Perception of neighbourhood	Feeling safe	-	Stakeholders	£9,664	100
RSVTD72	Community	Community	Stakeholder engagement	Hourly	Community	Multiple	£2,414,416	Exceeded
RSVTB4	Health, training, and skills	Primary/secondary school	School outreach	Training focused	Primary/secondary school	Multiple	£121,787	Exceeded
RSVT49	Employment and economic	Work experience	Jobs	Unpaid work experience	Work experience	FTEs	£173,686	31.25



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