



In partnership
with rail

Always on the
right track

Snow Hill Railway Station

London Midland operates train services through the Heart of England from London in the South, to Birmingham in the Midlands and Liverpool in the North West.

Approximately 46 million passenger journeys are made every year with London Midland. They manage 149 stations and operate over 1,200 services a day.

In Depth has been a valued supplier to London Midland since the franchise began operating in November 2007. Prior to this partnership we had held the cleaning contract for all Central Trains railway stations and management offices since July 2004.

London Midland regularly invite passengers to attend Meet the Manager events. As a result of feedback, In Depth was asked to initiate a deep cleaning programme at Snow Hill railway station in Birmingham.

Our team of operatives set to work to improve the appearance and cleanliness of this station, with award-winning results when they were recognised for their commitment. The ability to maintain such high standards is achieved by effective management and the dedication of people on site. The whole team have to work hard and smart to achieve outstanding success.

Measurable results

- In 2009, four In Depth operatives were awarded for their performance. It was the first time London Midland has bestowed the honour on a service provider.
- We carry out 2 quality audits per month at Snow Hill Railway Station, Birmingham. The average score is 4.9 out of 6. This is very high for a public environment and demonstrates we are consistently meeting the service criteria in all respects.



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