

SQR results – End of Year

1st April 2025 – 31st March 2026

SQ area	Annual Results	Benchmark
Stations: Ambience and Assets	77.40%	77%
Stations: Cleanliness and Graffiti	68.70%	69.3%
Stations: Information	77.24%	78%
Stations: Ticketing & Staffing	91.47%	90%
Trains: Ambience and Assets	91.92%	92%
Trains: Cleanliness and Graffiti	87.67%	91%
Trains: Information	82.75%	93%
Customer Service: Staff Helpfulness	91.08%	86%
Customer Service: Online Information	98.88%	96%

* GTR is the train operating company that operates Southern, Thameslink, Great Northern and Gatwick Express. The above scores are for GTR overall.

** These scores are subject to confirmation from the Department for Transport