



Aug 27, 2021 11:20 BST

West Midlands Railway driver honoured for work in community during pandemic

A trainee West Midlands Railway (WMR) driver has been hailed as a 'Make A Difference Superstar' for her selfless work in helping others during the Covid-19 pandemic.

Charlotte Marsland, from Stourport-on-Severn in Worcestershire, was selected as part of a BBC initiative to celebrate those who have gone above and beyond to support their communities.

During the pandemic Charlotte set up a Facebook group to help isolated

people and was described in her nomination as having "outstanding and unselfish devotion to the people of Stourport-on-Severn".

To celebrate her achievement, Charlotte's name has been emblazoned on the side of a Great Western Railway Intercity Express Train along with fellow nominee Mazen Salmou, from Bromsgrove.

Charlotte, who is continuing to train as a WMR driver, said:

"It's a special moment... I did the work in the community, not expecting anything like this to come of it, but having something special like this that also relates to my job and what I love makes it even more special."

After Charlotte set up the Facebook group dozens of volunteers came forward to support hundreds of families in the area, delivering Easter treats, food and prescriptions, as well as providing dog-walking services and telephone buddies.

Charlotte, who went on to set up a mini foodbank, was inspired to help by her grandfather, Terry Murphy, who had been worried by the plight of others like him during the pandemic. Mr Murphy has since passed away.

Chris Burns, from BBC England, said:

"We have been amazed by the response of many listeners to our Make a Difference campaign as listeners have been helping each other out throughout the pandemic.

"It has been humbling to learn about the kind-hearted efforts of so many in our communities and Mazen and Charlotte are great examples to the rest of us."

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About West Midlands Trains

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- **London Northwestern Railway** services operate between Liverpool and Birmingham, and on the West Coast Main Line to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street and Birmingham Snow Hill.

For more information on these services visit westmidlandsrailway.co.uk or londonnorthwesternrailway.co.uk

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