



Community Rail Report 2018/19



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1. Introduction

1.1 Foreword

In celebrating the great work and achievements of our community partners in this report, we recognise that this is all the more impressive given the context they have been operating in. 2018 proved a challenging year for Northern customers, colleagues and partners. The aftermath of the introduction of the May 2018 timetable caused widespread disruption affecting many of our community rail routes. This was compounded by the impact of the RMT dispute and strike action.

Despite these challenges, as this report will evidence, our community partners, with Northern's support, have undertaken a wide range of projects and activities benefiting local communities and increasingly fostering social inclusion.

We welcomed the launch of the Department for Transport's new Community Rail Development Strategy (CRDS) at Millom station in November. Rail Minister Andrew Jones MP was just days into his new role when the strategy was launched, a testament to his commitment to the community rail agenda. The launch event showcased the groundbreaking work of Community Rail Cumbria's Rail Journey to Recovery and Broken Lives Mended projects, supported by our Seed Corn Fund.

The Seed Corn and Station Adoption Funds have both proved popular again this year, supporting a range of projects. In the future we would welcome applications to the Seed Corn Fund from a wider range of groups so encourage all to consider potential projects that could qualify.

We have welcomed a number of new station adoption groups this year, which means that over 75% of our stations are now adopted. We conservatively estimate that more than 3,000 volunteers devote their time to enhancing their local stations and engaging with their communities. The actual figure is likely to be considerably higher so we'll be working with groups this year to ensure we truly reflect the scale of their remarkable efforts.

We continue to work closely with colleagues at ACoRP to help promote and share the best practice being delivered by community partners across the Northern



network. They also support skills development for Community Rail Partnership (CRP) officers and volunteers and over the course of this year have undertaken a digital marketing analysis of CRP websites on our behalf. The project includes bespoke training packages for those who want to develop skills in this area.

We are now three years into the Northern franchise and with the launch of the CRDS last year we felt it was appropriate to review our own approach to community rail, ensuring we remain aligned to the national strategy and that our policies and procedures work for our partners. It would be wrong to undertake this in isolation so a number of CRP and station adoption colleagues have agreed to support this process. We look forward to reporting back on the recommendations later this year, to build on the firm foundations already laid for a growing community rail agenda.

Carolyn Watson

Community and Sustainability Director

1.2 Executive Summary

Welcome to Northern's fourth annual Community Rail Report. In reflecting on the first three years of the franchise the projects and activities highlighted in this report demonstrate just how far the community rail agenda has progressed.

This year we welcomed the formation of the North Nottinghamshire and Lincolnshire CRP, taking the number of CRPs supported by Northern to 21. As per our franchise agreement we have undertaken a funding review for the next three years. It is encouraging to know that there are aspirations for a number of additional CRPs across the north, with proposals at various stages of development. Our future agreement makes provision for this.

In addition to a new CRP and new station adoption groups, we welcomed Community and Sustainability Manager for the Central Region, Becky Styles, who joined us in January. As this report will highlight it's not just the community and regional teams who support community rail activity. Delivering community projects is now a key element of the Northern Administration and Customer Service apprenticeship programme, helping our apprentices to develop valuable skills such as collaboration, influencing, project management and budget planning.

The new CRDS contains four key pillars:

- Providing a voice for the community
- Promoting sustainable, healthy and accessible travel
- Bringing communities together and supporting diversity and inclusion
- Supporting social and economic development.

This report highlights a range of projects that support these aims. Many are beneficiaries of our Seed Corn and Station Adoption Funds including:

- Stand Clear of the Closet Doors! This art project led by Community Rail Lancashire and the Proud Trust, a Manchester-based LGBT+ youth charity, inspires confidence and safe use of public transport, a right that should be available to all

- Plans to develop under-used station buildings at Haltwhistle into versatile workspaces for businesses, supporting the local economy
- Tackling anti-social behaviour through engaging young children in adopting Flimby station, to create a sense of community ownership and pride
- Demonstrating the value of our stations as vital habitats for insects, flowers and wildlife along the Dearne Valley.

This report includes examples of how many of our station adoption groups commemorated Armistice Day and the centenary of the end of World War One. We couldn't feature every project but acknowledge the time, energy and dedication that many volunteers put in to researching soldiers from their local community and paying moving tributes to them.

Northern's dynamic approach to community engagement and sustainability remains guided by the Community Rail Executive Group (ComREG), made up of rail industry, community and sustainability representatives. Through ComREG we ensure that the core funding to CRPs and a further £600,000 per annum to advance the wider community rail agenda, delivers great projects and maximum value to our customers, our railways and our communities.

As this report shows community rail in our region is thriving, supporting local economic development, driving social inclusion and promoting rail as a sustainable transport option for all

2. Community Rail Report

2.1 Community Rail Partnerships

We can confirm that following detailed discussions with each partnership about their plans and the funding required for those plans, we have agreed Service Level Commitments (SLC) with all of the CRPs across Northern.

2.2 Funding for Community Rail Partnerships

When the Northern franchise began, Arriva committed to agreeing funding for CRPs in three-year cycles. This was to help mitigate instability of funding from other sources and help CRPs develop long-term plans.

2018/19 was the final year of the first funding cycle and in summer and autumn 2018 we convened a consultation committee to look at future funding.

The committee included representation from Department for Transport, ACoRP, Rail North and regional representation for Northern CRPs and we would like to thank all those involved.

The decision-making process the committee took

included feedback from Northern's community managers based on their ongoing discussions with individual CRPs and information that CRPs shared with their regional representatives. Taking this into account and considering both Northern and CRP performance over the last three years, the committee decided that all CRPs on Northern's network should receive an equal share of core funding. Where a CRP is not wholly within the Northern network a proportional amount has been allocated. The committee also felt it was important that within the 'CRP Amount' provision should be made for potential new CRPs and the funding table reflects this.

In distributing funding for CRPs we have remained mindful of the Secretary of State's current published Community Rail Development Strategy.



Table 1 Community Rail Partnership Funding

All sums are index linked. Final payments will reflect indexation and input from ComREG.

CRP	Northern Region	2019	2020	2021
Settle - Carlisle	East	£27,617	£27,617	£27,617
Leeds - Morecambe (Bentham line)	East	£27,617	£27,617	£27,617
Barton - Cleethorpes*	East	£11,530	N/A	N/A
Yorkshire Coast	East	£27,617	£27,617	£27,617
Penistone Line Partnership	East	£27,617	£27,617	£27,617
North Nottinghamshire & Lincolnshire	East	£8,200	£8,200	£8,200
Bishop Line	North East	£27,617	£27,617	£27,617
Tyne Valley	North East	£27,617	£27,617	£27,617
Esk Valley	North East	£27,617	£27,617	£27,617
South Fylde Line	West	£27,617	£27,617	£27,617
West of Lancashire	West	£27,617	£27,617	£27,617
Cumbrian Coast line	West	£27,617	£27,617	£27,617
Furness Line	West	£27,617	£27,617	£27,617
Lakes Line	West	£27,617	£27,617	£27,617
North Cheshire	West	£27,617	£27,617	£27,617
Mid Cheshire	Central	£27,617	£27,617	£27,617
East Lancashire	Central	£27,617	£27,617	£27,617
Clitheroe Line	Central	£27,617	£27,617	£27,617
South East Manchester	Central	£27,617	£27,617	£27,617
Crewe - Manchester	Central	£27,617	£27,617	£27,617
High Peak/Hope Valley	Central	£27,617	£27,617	£27,617
New CRP Fund share		£43,704	£55,234	£55,234
Totals		£588,157	£588,157	£588,157

* Pro rata. Moves to East Midlands Franchise in August 2019. Funding redistributed to New CRP Fund share.

2.3 Community Rail Conference

Monday 10 September 2018 saw the third successful Community Rail Conference in Leeds. Around 175 community contacts attended from a wide range of groups including Community Rail Partnerships (CRPs), Station Adoption Groups, ACoRP and Rail User Groups. The event was an opportunity for community rail colleagues to look at the second year of the franchise, look ahead, share ideas, demonstrate best practice through a number of project case studies and network with the Northern management teams and industry colleagues. Case studies were presented from each region:

- Central – Marvellous Days Out and Amazing Women by Rail
- West – Metal Trackbed
- East – NCS Youth Engagement
- North East – Theatre on Train.

The organising committee included representatives from CRPs and adoption groups as well as Regional Community and Sustainability Managers (RCSMs), and as with previous conferences, the event shared best practice and included topics that would help stretch thinking and open up new opportunities. With this in mind four workshops were arranged giving delegates the opportunity to gain further information in particular areas of interest.

Workshops

Market place – this was larger than ever and allowed delegates the opportunity to engage with the Northern team which included Community Managers, Station Managers, Penalty Fares Team, Community Safety Team, Travel Safe Officers and apprentices. Also included were stalls from external partners from Community Rail Cumbria, Friends of Dore and Totley, Settle and Carlisle Development Company, Friends of Buxton, Leeds-Morecambe CRP, Women in Community Rail, Lakes Line, Crewe to Manchester and South East Manchester CRPs, Arriva Bus, Tyne Valley CRP, ACoRP, Network Rail and High Peak & Hope Valley CRP.

Community Rail code of conduct – Women in Community Rail (WiCR) members have heard stories of inappropriate behaviour and some have experienced it. With this in mind, WiCR have launched a code of conduct

to challenge negative behaviour in and out of the workplace.

Waiting Rooms – Singer and songwriter Samantha Whates wrote and recorded her forthcoming album entirely on location in a series of waiting rooms, including the waiting room on Platform 2 at Hebden Bridge. The album addresses themes of loss and waiting, of transition and of time passing in transient spaces.

The new DfT Community Rail Strategy – Kull Bassi gave an insight into the new DfT Community Rail Strategy by launching the public consultation. The session urged all to respond to the four themes of the strategy:

- Connecting people to places and opportunities
- Supporting communities, diversity and inclusion
- Supporting local and regional economies
- Suggesting innovative ways to improve the way the railway works.

The strategy was launched in November.

2.4 Northern by Arriva

Building on our strong legacy in community rail we can draw on the strength and experience of our parent company Arriva UK Trains as well as sister train operating companies and, in wider community engagement, our bus colleagues.

Through our Society and Community Improvement network and strategy our vision is to be the best we can for all of society and our communities. We will achieve this by developing and supporting community engagement which is locally led but recognisably one Arriva. Our strategy is based on four themes:

- Reaching Out – contributing to our local community
- Welcoming In – celebrating local art, heritage and culture on our estate
- Reflecting who we serve – championing diversity and inclusion
- Looking to the future – supporting local enterprise and social mobility.

We will work with partners on a range of projects and initiatives across these themes to help set the agenda and take community engagement in transport to a higher level.

2.5 Projects

Youth Engagement and Community Partnership Development

Northern engages with a wide range of community groups that sit outside of community rail. One particular area of focus over the last two years has been youth engagement, and this has resulted in some very successful and innovative projects plus exciting opportunities for the future.

National Citizen Service

One of the first partnerships was with the Bradford City Community FC Foundation, the leading provider of the government's National Citizen Service (NCS). The NCS is a national youth programme for 16-19 year olds to increase confidence, promote social cohesion, develop skills and give back to the local community through a variety of social action projects. Since NCS was first piloted in 2011 more than 30,000 young people have taken part in its challenges, such as the Calderdale Challenge, and Northern's support has been fundamental to its success.

From the start, Northern's partnership with NCS has set out to achieve the following:

- Bring young people together from across the different communities in Yorkshire
- Break down social barriers
- Embrace diversity and inclusion
- Promote the principles of better together (Jo Cox Foundation)
- Give young people confidence in using the rail network
- Promote Northern as an employee choice
- Promote volunteering opportunities with community partners
- Promote rail safety
- Highlight the environmental credentials of the organisation
- Promote sustainable travel
- Promote rail as an opportunity to access employment opportunities.



The Calderdale Challenge

Taking part in the Calderdale Challenge has been shown to increase young people's confidence in independent travel, promote the 'better together' principles established by the late Jo Cox MP, highlight local social action projects and raise awareness of how train travel can open doors to many opportunities in work, life and leisure. New transferable skills learned include teamwork, problem solving and timekeeping, essential in both further education and employment.

One young person said: "I found the Calderdale Challenge really helpful because I'd never travelled on the trains without my parents before so having to get to the station on time was really good real-life experience."

The teaching elements of the Challenge include:

- Rail safety/safe behaviour on the rail network
- Employment opportunities at Arriva Northern
- Rail travel opening up access to employment, study and local experiences
- Sustainable travel/Arriva Northern Destination Green
- Community Rail and how getting involved can benefit young people and their communities.

NCS Challenges

Due to the overall success of the Calderdale Challenge in 2017, other community partners expressed an interest in being involved in the new season of challenges.



The Calderdale Challenge 2018 was praised nationally because of the way it embraced diversity in the local communities and brought different groups together.

Northern's involvement with NCS has also seen lots of unexpected benefits such as an insight into what young people want from the rail transport system, reduced levels of anti-social behaviour, greater intelligence on the confusing number of rail fare options (particularly for young people living on the borders of PTE areas), and their satisfaction with the use of mobile technology and prominence of online ticket offers.

Young women taking part in the challenges highlighted the need to break down the perception that the rail industry is full of middle-aged men with no career opportunities for women and young people.

Inspiring Women into a Career in the Rail Industry is a successful partnership between Arriva Rail North, Network Rail, NCS and West Yorkshire Combined Authority Future Goals Campaign.

Sharing the message

The Northern Community Rail Conference in September 2018 saw the first real input by young people into the community rail agenda with NCS presenting and volunteers from all the summer challenges manning a stall.

Representatives from the Department for Transport attended and were very impressed by the partnership promoted at the conference. As a result, young people from one of the schools that took part in the Calderdale Challenge, The Brooksbank School in Elland, and NCS representatives were invited to Westminster to take part in Leading Diversity, a DfT initiative.

The Brooksbank pupils went to London (the first time for them all) and gave presentations to a range of people

including elected members and senior civil servants. A lengthy debate followed, focusing on what they had learned from the Calderdale Challenge and how the rail network can better serve young people across the region and the country. Their views and opinions were listened to and valued.

Northern was praised for this initiative and asked to further network and share with other TOCs to set the standard for youth engagement.

Inspiring Women into a Career in the Rail Industry

This event, held in 2018 and 2019 in the Leeds City Region, is a direct result of NCS highlighting the misconception about the rail industry being middle-aged and male dominated. It brings together a diverse group of young women, who hear inspiring talks from leading female rail employees and visit a key operational area in the North. They can also talk with apprentices and placement students about relevant issues including the application process and their future prospects.

Once they see the range of employment areas that exist such as engineering, operations, youth development and revenue, and learn how women have succeeded in these roles their negative stereotypes vanish.

In 2019, the event was held on International Women's Day, 8 March and was supported by senior elected representatives from across the region including Councillor Kim Groves, Transport Committee Chair (WYCA) and Melanie Corcoran, Director Delivery (WYCA), the driving force behind transport for the Leeds City Region.

Inspiring Women into a Career in the Rail Industry is a successful partnership between Arriva Rail North, Network Rail, NCS and West Yorkshire Combined Authority Future Goals Campaign.

2.6 Seed Corn Fund

RECIPIENT ORGANISATION	PROJECT
Settle-Carlisle Development Company	ExploreMore digital mapping project Attracting the Chinese Visitor Dales Integrated Transport Partnership
Friends of Chelford	Chelford Station Multi-use Community Space
East Lancashire CRP	Burnley Manchester Road Station Enrichment Project
Community Rail Lancashire	Women in Community Rail 2018 Stand Clear of the Closet Doors! Whalley Remembers Access for All Accrington
Community Rail Cumbria	Broken Lives Mended
Tyne Valley CRP	Heritage, Tourism and Business Development at Haltwhistle Station
Friends of Handforth Station	Access for All Handforth
Number of Projects: 12	Total Spend: £88,850

The Seed Corn Fund is provided to kick-start projects. It is not generally envisaged that the Fund will pay the full cost of a finished project but that it will enable the initial scoping and development work to be done that can unlock other funding sources. It will facilitate the development of business cases and enable design such that costs can be identified with moderate confidence. It can be used as match funding but this is not a requirement. The fund is very much about allowing innovation to happen.

Case Studies

We have been impressed with the range of projects that CRPs are undertaking and have requested seed corn funding for. Many of these are at early stages but we include two case studies to highlight the ways our CRP colleagues are working, in particular with underrepresented communities and on projects to drive economic growth.

TVCRP Haltwhistle Waiting Rooms

The Haltwhistle Waiting Rooms project involves the redesign and refurbishment of two buildings at this station, one on each platform.

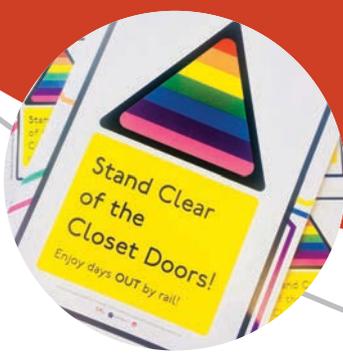
Half of each building is currently boarded up and half is used as waiting rooms. The project aims to create versatile work spaces for businesses, preferably related to tourism, with appropriate waiting facilities for passengers.

The Northumberland town of Haltwhistle is overdue for investment and ripe for economic development, with a lot of potential to develop its tourism market. It is central to the World Heritage site of Hadrian's Wall. The heritage within the town itself focuses on the railway, river, industrial and ecclesiastical locations as well as the beauty and accessibility of many walking and cycling routes. All of these elements provide ample opportunity for sustainable tourism development in the current climate of promoting public transport and healthy activity.

Money from the Seed Corn Fund will be used to kickstart the planning and procurement process so that tenders can be secured. This will mean that an application can then be submitted to the North East Rural Growth Network for funding from the Strategic Economic Infrastructure Fund (SEIF).

The partnership has already been successful with its Expression of Interest to the fund and now has the opportunity to secure £120,000 (or 40% of eligible costs) towards the project. It has also identified sources for the remaining funding, so there is a high probability that the project will succeed.





Stand Clear of the Closet Doors!

Stand Clear of the Closet Doors! came about in response to the need to increase the confidence of young LGBT+ rail users in the region.

Over the summer of 2018, LGBT+ people, together with Community Rail Lancashire (CRL) and the Proud Trust, looked at ways to use art to help increase inclusion, understanding and awareness of LGBT+ users of the Northern network.

As a result, Stand Clear of the Closet Doors! was born and led to the production of a booklet, colourful stickers and a specially designed map to be launched at a three-day event from 23 August.

Researched, written and illustrated by the young participants, the booklet contains information about LGBT+ people, places and events.

A 14-metre version of the map showing significant LGBT+ rail-linked locations in the North West is displayed at Manchester Victoria.

The first day of the launch event was held at Manchester Metropolitan University, where around 300 young people were given booklets and learned about the project's aims and what it meant to those who had helped to create it.

Daisy Chapman-Chamberlain from CRL said: "Launching the project to this many LGBT+ young people, all with such enthusiasm and passion, was a real privilege. I am so proud of the hard work and dedication of all the participants, and am thrilled that the artwork has had such a positive impact."

The launch continued on 24 August when CRL, Northern and the Proud Trust promoted the project at Manchester Victoria, with excellent feedback from the public. Around 800 booklets were distributed and it is hoped that non-LGBT+ passengers will learn something new about the LGBT+ community and be encouraged to visit by rail the locations highlighted.

The third day was Manchester Pride, so the launch was perfectly concluded with a stall in the expo space. Around 1,000 booklets and many more stickers were distributed to Pride attendees.

Feedback for Stand Clear of the Closet Doors! has been excellent both within and outside rail and community rail and it has had a real impact on those who took part.

Said one participant: "This is undeniably an awesome project. People from all over the country will see this art! I am so happy that we created art together that will

impact so many people. It can brighten their day, be relatable to LGBT+ people and associates, be a nice distraction and even be very educational!"

Community Rail Lancashire and the Proud Trust's project was funded by Arriva Rail North's Seed Corn Fund.

The Proud Trust is based in Manchester and helps young LGBT+ people to make a positive change for themselves and their communities through a variety of ways.

Further information about Stand Clear of the Closet Doors! and copies of the booklet are available from daisy.chamberlain@btconnect.com

2.7 Station Adoption Scheme

The purpose of the Station Adoption Scheme is to encourage and support members of the local community who wish to adopt - or have already adopted - a local station. Station Adoption Groups typically evolve and work in collaboration with the relevant CRP. The benefits of this scheme are:

- Benefit to local community and customers. Better kept stations including unstaffed stations, rural stations and problem stations that have acquired a perception of being unsafe. A station adoption group can transform these stations into friendly, safe places
- Benefit to the rail industry. More people are attracted to use the train
- Benefit to business. An affordable space for a small café or local craft shop on a small station could be the next step up, engaging local businesses and supporting local economies. Working in partnership with ACoRP, we can provide funding support and marketing expertise to get new station adoption groups going and to support groups as they grow.

Case Studies

North East Region

Glaisdale

The toilets at Glaisdale station were officially reopened on 30 May, after being out of service for many years. The Partnership has worked extremely hard to get the necessary funding for this project.



The building work was carried out by Roger Norris, a local builder who is also the Station Adopter at Glaisdale. Roger has done a fantastic job and we are extremely grateful for the time and effort he has put into this project.

The grand opening event was well attended by members of the local communities, including Station Adopters, Esk Valley board members, NYMR, local councillor Heather Moore and Peter Roberts MBE (Chair of ACoRP) who kindly did the honour of opening the toilets.

Hartlepool

The Transport Trust and the Friends of Hartlepool unveiled two Transport Trust Red Wheels at Hartlepool Station on 6 February in the presence of the Lord Lieutenant of County Durham Sue Snowden, the Queen's representative for Hartlepool, Stockton and County Durham.

The Red Wheel Scheme was created by the Transport Trust to recognise and commemorate sites of significance to transport heritage in the UK. To date, the Transport Trust has placed just 100 Red Wheels around the UK and Hartlepool is the only station in the country to have been awarded two.

One celebrates the introduction of the world's first petrol-electric railway vehicle, known as the autocar, which first ran in Hartlepool in 1904. The other commemorates the fact that the station was the only one in



Britain to suffer a direct hit from a shell during the bombardment of Hartlepool in 1914.

In 1904 the North Eastern Railway introduced its petrol-electric autocar running between Hartlepool (now closed) and West Hartlepool (the current Hartlepool station). Two autocars were built, operating with driving trailers originally built for use with steam autocars on a number of lines in the North Eastern Railway area. These vehicles are a crucial link between steam and modern diesel-electric multiple units. Their significance was recognised by the Heritage Lottery Fund, which has supported their restoration.

To coincide with the Red Wheels, two interpretation panels were also unveiled telling the story behind the plaques.



Nunthorpe and Marton

The Station Adopters at Nunthorpe have a reputation for creating outstanding knitted displays. The group is renowned for its award-winning seasonal displays that have received nationwide and global coverage.



The recent Remembrance Day display received some lovely comments from customers and front line staff.





Tyne Valley

Tyne Valley Community Rail Partnership ran a Poppy Train on 3 October to bring together the local communities to knit poppies that would decorate stations along the line for this year's

Remembrance Day commemorations. The event was a huge success and 171 poppies were made on the day by ladies from various local communities.

We popped into the kiosk at Hexham to say hello before heading up to the Old Booking Hall at Haltwhistle. There was also a special afternoon at the coffee shop at Riding Mill station to encourage more poppy knitting, and local Brownies and Cubs in Wylam were also enlisted to make some felt poppies for display.

To tie in with the centenary of WW1 a group called Ancient Artists, who use the Old Booking Hall at Haltwhistle every other Wednesday, created paintings of skylarks on boards for display at each station on the line. Like the dove, the skylark is another great symbol of hope (and escape) for both sides involved in the conflict.



The Cubs, Beavers and Brownies at Wylam created poppies to display at their station to commemorate Remembrance Day.

The Poppy Train was a huge success and introduced people to the Partnership, actively supported local businesses and attracted media attention.



The coffee shop at Riding Mill station hosted a poppy knitting event with free coffee. There was a joint meeting of Wylam Brownies and Cubs to talk about rail safety, careers in the railway and looking after stations as well as making poppies.

Anonymous envelopes of poppies arrived at Hexham. Ready, Steady, Knit continued to collect them and in the end we had enough to install around 100 poppies at each of the 14 stations. One housebound knitter commented on Facebook that she had enjoyed knitting the poppies and that seeing the pictures had made her feel part of something bigger.



East Region

Friends of Bentley station

We are a fledgling group, starting just over a year ago by Glyn Keeling and Tony Smith, former Station Adopters who wished to carry on the work they had been doing for this unmanned station.

We know the potential of the surrounding area, namely the national coast to coast Trans Pennine Trail and local amenities. Our first community link was with a nearby café which is a Stamping Post for the trail.

We then received a Poster Case, which meant that we could display links and useful information such as maps and leaflets for walkers and cyclists, theatre productions, and news about local groups and activities.

For the centenary of the end of WW1, we had a display called Bentley at War on both platform, telling the local community about some of the sacrifices made on their behalf during this war.

We were helped enormously with this project by Doncaster Museum, who was working on its own 1914-18 exhibition called Britain at Home and at War.

We were especially grateful to Vicky Siviter and her museum colleagues for giving a very interesting, absorbing and illustrated talk to a history group at St Laurence's Church, Adwick-le-Street. It was fascinating to see old photographs and real objects from this time, and we began to get a feel for the people who not only went to fight overseas, but also for those who stayed at home to nurse, work in factories, and keep communities going.

A few tales from the Bentley area emerged and we met with Doncaster Museum to select relevant stories and images. These were compiled into a suitable format and sent to Northern for approval.

This was pioneering work in South Yorkshire because Bentley station was the first to put forward this idea.



The excellent exhibition in Doncaster Museum has given us more ideas for Bentley station and we hope that the partnership between the museum, Bentley Community and Northern will lead to other exhibitions about different aspects of village life.

Friends of Brighouse station

Brighouse station is a utilitarian, low-cost station with two simple platforms, each with a single shelter and no other buildings or facilities.

In 2014 Grand Central launched its Ambassadors' programme at Brighouse, with pairs of volunteers helping passengers at the unmanned station each



Sunday. At that time, it was a grim place. In fact, a visiting government official apparently got off a train, looked around and remarked: "Not quite Beirut but..." In 2015, the Friends of Brighouse station group was launched with Ambassadors and other members who brought a range of skills with them.

The first task was to get the station tidy and litter free, and this was achieved with the help of the cleaners who have always been a vital part of our team.

With no facilities and narrow platforms, we then focused on making the station an attractive gateway to the town of Brighouse. Grand Central provided some 'seed funding' that paid for fence-mounted planters (but not the mounting hardware, plants or compost). We did not want to be solely dependant on Grand Central for funds so also sought support from local businesses, Northern, ACoRP and Rastrick 'Big Local'. The concept of improving the station was well received in the town and we now have 27 local sponsors.

Passengers and crews regularly compliment our achievements and we have won various awards. In 2018 for the third year running, we won Gold in ACoRP's It's Your Station awards, and Outstanding for Yorkshire in Bloom's It's Your Neighbourhood category.

Such success is the result of hard work and good planning. The fence-mounted planters, barrels and several garden areas are changed twice a year for maximum colour. Plants are chosen by a sub-committee, ordered as plugs and grown on in a local nursery along with 28 fence planter inserts, then planted in one day. On the first day we installed the plants, everything was done between 10:00 and 15:00. A Northern manager who had left by train early that morning thought, on his evening return, that he'd got off at the wrong station!

Grindleford station

The Friends of Grindleford started in 2006 as an Adopter Group with the express purpose of rescuing the run-down station. In 2017 volunteers came together to transform the overgrown bank into a garden and generally improve the appearance of the unmanned station to encourage wider use of the rail network.

We now meet at least quarterly to review progress and plan activities.

During the growing season we have frequent gardening sessions and local people donate spare plants. Pupils from the primary school grow flowers specifically for the station garden and are also making us a 'bug hotel' in collaboration with Peak Park. Our involvement with the school helps children realise the extent of the rail network, and we put together an imagined real-time itinerary for them to visit Moscow to see England play in the World Cup!

In April 2018 the Friends raised funds through a sell-out Afternoon Tea followed by a screening of Murder on the Orient Express at the Sir William public house

October 2018 was the 45th anniversary of the opening of the Grindleford station café, famous for its hearty breakfasts so a retro themed day was planned.

Time travel featured again in October when Grindleford station featured in the first episode of the new Dr Who.

In November we commemorated the Armistice centenary by remembering the men and youths who had served. We displayed stories of two local men, one who was killed and another who was a conscientious objector. We also collaborated with the National Trust volunteer historian to produce posters on the role of Longshaw Lodge as a convalescent hospital, with stories passed down from former patients and nursing staff.

Our website and Facebook page feature current and historical images and we are planning an historical display in 2019 to celebrate 125 years of passenger services. Other events to mark the occasion include walks with Transpeak and The Peak and Northern Footpaths Society.

We collaborated with Friends of Dore & Topley to offer Over and Under walks in 2017, but unfortunately the walk planned for 2018 was cancelled due to industrial action.

The group started out as strangers – now we are friends. We believe that our efforts have made our small station a more inclusive and pleasant place for passengers to linger and hope that it encourages them to travel by rail more often.



Mytholmroyd Station Partnership

The Mytholmroyd Station Partnership is an Adopter Group, formed in 2006 to rescue the run-down, vandalized 19th century station.

The unmanned two-platform station is perched above the village on a George Stephenson viaduct.

To bring the building back into social use for the community, the Partnership has been actively seeking this Listed Grade II building's restoration since 2010. We obtained funding for the feasibility study and legal help. Thanks to Northern's Seed Corn Fund, Hebden Royd Town Council, and Architectural Heritage we were able to engage professionals to successfully complete the study and application. Charitable status was awarded in 2017 and, in 2018, Network Rail began the restoration work – transforming it from a derelict wreck to a fine example of railway architecture.

We are thinking BIG and hope that we'll get a waiting room and toilet facilities for the travelling public, staff restroom, classroom, art studios and a community meeting room.

We do a lot more work as well. Each year we engage with our three local schools, arranging visits for pupils to nearby businesses such as Walkley's Clogs, The Weaving Shed and Urban Cottage Industries. These trips are followed by an art workshop where they record their experiences and these are then converted to posters to adorn the station embankments for 12 months.



Each year there is a Spring Clean involving the whole valley and our station often has 30 or more residents helping out.

In the summer, we hold twice-monthly 'dig-ins' where the numerous planters and embankments are replanted, weeded, and generally kept in good order. The valley is known for its sharp showers – and on our 'dig-in' Fridays, Mytholmroyd Monsoon Day is well known!

ACoRP awarded us Gold in the It's Your Station awards, and we've been delighted to get the Outstanding certificate for Yorkshire in Bloom for last few years. We were only classified as 'Thriving' in 2018, a reflection on some fairly difficult circumstances (it looks like a building site thanks to the restoration, plus work on flood defences by the Environment Agency).

We have various artefacts on the embankments including the Broken Straw bug hotels started by member George Whittaker and joyfully completed by our young Cub scouts.



Biodiversity in Action

Railway stations and tracks are very important habitats for insects, flowers and wildlife offering excellent linear connectivity, shelter and a valuable food source.

In the summer of 2018, Northern station adopters, together with the Dearne Valley Landscape Partnership (DVL), Sorby Natural History Society (SNHS) and local community groups carried out a project to look at biodiversity in the local area, concentrating on station platforms and, where safe, the spaces around them.

The Dearne Valley is rich in industrial heritage, biodiversity, landscapes and strong communities. This project aimed to safeguard and raise awareness of these assets by involving the local community in the surveys.

Northern station adopters, DVL and SNHS volunteers undertook a number of wildlife surveys across eight stations in Dearne Valley:

- Thurnscoe
- Goldthorpe
- Bolton-upon-Deerne
- Elsecar
- Wombwell
- Mexborough
- Conisbrough
- Swinton

Biodiversity surveys were done at each station, recording information about the flora and fauna found there, and creating a sense of shared ownership in the community. Everyone was able to become involved and an unexpected result was that friendships were formed across the valley.

Dozens of volunteers committed hundreds of hours. They recorded a range of groups: butterflies, hoverflies, bees, beetles, plant bug, millipedes, snails and others. Some of the more unusual insects for this part of the UK included a darkling beetle, striped millipede, large yellow-faced bee, wood-carving leaf-cutter bee and ant woodlouse,

Across the region, flora and fauna are threatened by development pressures so this makes the biodiversity of Northern stations even more important.

The Sorby report offers advice on how to improve the diversity of species across the stations, while maintaining operational tidiness. It suggests shrubs, grasses, ivy and plants known to attract a range of nectar and pollen feeding insects, butterflies, moths and bees. Bee hotels are also recommended as well as the possibility of creating microhabitats in areas adjacent to platforms, for example using small logs, dead wood and rubble.

The 49-page Sorby report was submitted to Northern in March 2019.

The DVL is funded by the Heritage Lottery Fund until June 2019 as part of its national landscape partnerships programme.

The Sorby Natural History Society (SNHS) is a forum for people to meet, enjoy natural history, collect, store and share information, and promote the conservation of wildlife and geology.





Todmorden

The WW1 indoor exhibition at Todmorden features photos of local railway workers who went to war between 1914-18. The supporting text and statistics was sourced from the archives of the town and surrounding areas of Yorkshire.

The exhibition highlights the importance of railways during the war and links Friends of Todmorden station with the British Legion's silent soldier memorial. It was awarded a Discretionary Gold medal by Yorkshire in Bloom in 2018 as the Best WW1 Commemorative project in the county. To complement the exhibition, there was a totally red planting scheme of hanging baskets, flowers beds on both platforms, and a cascade of 740 red poppies at the station's entrance, to represent the number of Todmorden people who went to war.

Friends of Todmorden are keen to work with other volunteering groups in the town and this project was supported by the local British Legion and Todmorden in Bloom. It was filmed for BBC2's Britain in Bloom series to be shown on 9 April 2019.

Central Region

Buxton

Proving that size doesn't matter, the small Friends of Buxton Station (FoBS) group has packed a lot into the past year.

Acknowledging the financial and collaborative support it has had from Northern and Arriva Rail North for its projects, the group is proud to have been recognised



by ACoRP for its "excellence, innovation and dedication."

In 2018 the group, working in partnership with local charity Buxton Civic Association, bought the town's last remaining, redundant, old-style red phone box from BT for just £1, moved it to the station and installed a new defibrillator inside. Several volunteers helped to move the iconic phone box that weighed 750kg, almost as much as a car.

The newly-installed special phone box now stands proudly on platform 2 and is accessible 24x7. It was opened by Councillor Simon Spencer, whose life was saved by a defibrillator the previous year after he had suffered a heart attack.

"I'm living evidence of what defibrillators can do for you," he said.

Another innovative project undertaken in 2018 by the team at Buxton with the support of the local community saw its award-winning Japanese Garden become an integral part of the WW1 Armistice commemorations.

A Silent Soldiers tribute was cut out of Dibond panels donated by local company Hotline Signs, sprayed black and installed in the garden. Around 100 poppies – knitted by U3A's knit & natter group - cascaded from the soldiers' hands to form a poignant poppy pool.

The commemoration event included a presentation of poetry, written by local wordsmith Rob Stevens (aka R L Stevens).

Glossop, Hadfield, Hattersley and Guide Bridge

On Saturday 3 November the Friends Groups at Glossop, Hadfield, Hattersley and Guide Bridge presented a shared event to commemorate the centenary of the WWI Armistice. Following a lot of planning earlier in the year, the event showed the role of railways during war.

A group of soldiers travelled by train to each station, where an activity was held.



The day began just after 9am. An olive tree was planted in the garden at Guide Bridge station in memory of those who lost their lives in the war.

The soldiers and accompanying members of the public then moved on to Hattersley station where Babs Allen, Chair of Friends of Hattersley station, had arranged for pebbles painted by local schoolchildren to be placed in front of the memorial bench. After photos were taken everyone moved on by train to Glossop. Here, in front of over 100 people, a small group of students from Chetham's School of Music played well-known WWI songs such as It's a Long Way to Tipperary, and Keep the Home Fires Burning, directed by their teacher John Legrove.

Everyone was then invited to travel by train to Hadfield, free, to hear poems at the cenotaph and have refreshments at Hadfield Hall, organised by Joy Hallsworth, Chair of Friends of Hadfield station. More than 40 people took up the offer of the free train to Hadfield - arranged by Simon Brooks, Northern's Glossop Line Manager - where they joined a similar number at the cenotaph and Hadfield Hall.

It was a successful but poignant event. The Friends Groups would like to thank Northern for its support of the various components and for free travel, and also Steve Forde of SEMCRP for financial sponsorship.

Friends of Handforth station

Handforth is a stunning example of what community involvement can achieve.

Although it's a fairly ordinary two-platform station between Stockport and Wilmslow, it was the first Friends of Stations group (formed in 1996) and a founder member of ACoRP.

Over the last 23 years it has won numerous awards by involving the local community, schools and businesses. Some of the innovative projects we have worked together on in the last year include:



- An exhibition to commemorate the Armistice centenary, with artwork, large poppies, flags and a school project
- Campaigned for an accessible alternative to the 35 steps to the platforms, having raised £30,000 for an engineering report and then initiated a bid to the DfT's Access for All fund
- Developed an international twinning with Malahide station in a partnership with Irish Rail and Northern, launched at a ceremony which included Irish representatives, ACoRP's CEO and a Director of Northern. Station nameboards now announce this in Irish and English
- Undertook regular work parties at the station to weed, litter pick, plant bedding and hanging baskets, raise artistic flags designed by the local community, and exhibited poems and artwork in collaboration with the local library
- Continued the traditional Christmas themed Art in A Box display with local primary schools
- Worked with the local Brownies to plant annual bedding as part of their tour of the station
- Won the Youth Challenge at the Cheshire Best Station awards.

West Region

Flimby station

Stop Smashing our Windows!

A journey along the Cumbrian Coast railway is much more than a passing landscape of sea and the outlying fells of the Lake District. It also passes through areas of real social deprivation.

The village of Flimby is blighted by unemployment, poor health and anti-social behaviour. Vandalism on the railway station is a constant problem, as proved by the windowless shelters on the platform.

In an effort to stamp out this problem the Community Rail Partnership launched an ambitious community scheme in collaboration with the local school to encourage young people to appreciate their local station.

As CRPO Warren Birch explains: "Getting the children to adopt the station is just the first step. We'll develop the project to include rail exhibitions and other events in the village hall. It might start with young children but we'd like the whole community to take a real pride in their station."

Staff at the school embraced the project with enthusiasm, producing banners and Christmas wreaths that adorned the platform. Most of the children had never travelled on a train, so the CRP arranged a special rail trip to the Rail Room in Millom Discovery Centre.

The sun shone and it was good to see parents accompanying the group and thoroughly enjoying their day on the railway. Best of all, the children were encouraged to research the Cumbrian Coast railway beforehand then write a short story afterwards.



This project proves the value of Northern's station adoption scheme. It isn't just about dazzling displays of platform colour in the summer, but can also yield greater benefits. Living in an area of recognised deprivation isn't easy, but schemes like this prove that Community Rail can help communities at every level on the social spectrum.

Kents Bank station & foreshore

In April 2018 the Friends of Kents Bank station & foreshore organised a celebration event sponsored by Northern to thank community volunteers, sponsors and stakeholders for their support over the last two years.

It also marked the completion of the group's latest project: researching the history of Kents Bank station, producing two station information boards and the installation of a Victorian-style storage bench in the roadside platform waiting room, funded by the Cumberland Community Fund.

Welcoming guests and volunteers to Kents Bank station for the celebration, Group Coordinator Valerie Kennedy said that the improvements at the station and on the foreshore were the result of a great team effort by local residents with support from Northern and Network Rail.

Lynette Hilton from The Cumberland then cut the tape to reveal the completed platform 1 waiting room project.





A light lunch followed at the Abbot Hall Hotel. Among the guests were David and Paul Phillips, the sons of the last Kents Bank Stationmaster, Dennis Phillips. They lived in Kents Bank station house as children and gave two of the photographs that now feature on the history board. Dennis was the UK's youngest Stationmaster when he was appointed in 1956. He was particularly proud of the station gardens and won the best kept station award in 1957.

When the volunteer gardeners started work in March 2016 the station gardens were badly overgrown. Small groups of volunteers each adopted a section of the garden and were given the freedom to develop their plots as they wished. Each team adopted a different strategy although a common theme for much of the new planting has been the selection of colourful bee- and butterfly-friendly plants with long flowering seasons.

Said David Phillips: "The gardens looked superb. It means so much to us, along with the station information boards. It leaves a legacy and a focal point for us, our children and our children's children to visit and cherish for years to come."

Other group projects during the last two years include regenerating the roadside platform garden plots, painting the boundary railings and fences, installing two water butts, two compost boxes and a wildlife garden access gate, providing foreshore historical and panorama information boards, repairing the foreshore seats and starting to nurture a shoreside platform wildlife garden.

None of these station and foreshore projects would have been possible without funding and/or advice from Northern, ACoRP, Community Rail Cumbria, Furness Community Rail, Grange-over-Sands Town Council, Network Rail, The Cumberland, the Cumbrian Railways Association, the Bay Villa Trust and the enthusiastic support of local volunteers.

Leyland's Planter Project

Friends of Leyland Station recently built and installed a train planter on waste ground between platforms 2 and 3. The planter is a 1/5 scale model of a long-scrapped local steam engine No 52456 and includes a guard's van.

The locomotive was built in 1886 at the Lancashire & Yorkshire Railway Company Horwich Works and was based at the nearby Lostock Hall Engine Shed, coded 24C, from 1948 until 1960.

No 52456 was occasionally used as a shunter at Leyland goods yard. A member of the group, who was an apprentice at Leyland Motors, saw it delivering a train of sand to the company's Farington Foundry in 1957. At that time a short branch line ran from Bashalls Siding signal box into Farington Foundry.

The materials and plants for the project have been funded by Arriva Rail North (Northern Station Adoption funding) and South Ribble Borough Council for The Leyland Town team.

Credit goes to ReptOn1x via Wikimedia Commons for the idea, which was based on the planter at Chester station.

The group hopes the model will create an historical memory to a bygone age and will enhance the journey of today's passengers at Leyland station.

A further planter is planned for 2019, based on a wagon that delivered sand by rail to Farington Foundry. This will be located just behind the existing train planter 52456.



Maryport station

The Edge of Empire

Q. What links a small town on the Cumbrian Coast railway with the Empire of Rome?

A. Maryport railway station of course!

Community Rail Manager Dawn McGough explains: "We'd worked with Cumbria County Council to develop a transport hub on land adjacent to the station. The scheme included improvements to the bi-directional platform so we developed the concept of an 'outdoor classroom'. Knowing that an appreciation of local heritage is high on the school curriculum - and Maryport has a fabulous Roman heritage - it was an obvious opportunity to link the two themes together."

Called Edge of the Empire, the scheme incorporates a series of storyboards that provide a fascinating walk through Roman history. Each depicts a different theme, from the portrayal of life in West Cumbria before the Romans arrived to the troops who manned the coastal watchtowers and milefortlets which marked the edge of the empire.

The entire scheme was thoroughly researched to ensure historical accuracy and involved substantial community input. In order to reinforce the outdoor classroom concept educational specialists provided advice from the outset of the project, and graphic designers ensured that illustrations and text created a stunning and vivid pageant of history. One storyboard takes the form of a quiz, encouraging people of all ages to find the answers from the many displays.

Adds Dawn: "This project isn't all about education. The railway station is an important gateway to a town that's off the beaten track. Yet it's perfect for a weekend break with its aquarium and marina and clifftop walks overlooking the sea. And the Senhouse Museum houses a collection of Roman altars which are of recognised historical importance."

The Edge of Empire is an outstanding example of what Community Rail can achieve and proves that railway stations can be so much more than simply places to get on and off a train.



2.8 Association of Community Rail Partnerships (ACoRP)

ACoRP is one of the key partners of Northern in delivering support to community rail partnerships and station groups across the region.

Northern continues to provide significant funding to ACoRP. This support allows the organisation to employ a strengthened team to provide specialist support and advice in community rail. As part of this work, ACoRP attends bi-monthly meetings of the Community Rail Executive Group (ComREG) which bring together representatives from community rail in the North to discuss common interests. ACoRP's staff also contribute significant time over the year attending meetings of CRPs, supporting them in developing their annual plans and providing ad hoc advice, as well as training and development support.

ACoRP provides direct support to CRPs and station groups in a number of more specific areas:

Marketing and communications

ACoRP has conducted a digital marketing analysis across all the CRPs in the Northern region, identifying good practice and where skill gaps may lie. With financial support from Northern, ACoRP has been able to book the CRPs on a number of specialist digital courses to improve skills in areas such as web design optimisation and social media. With these new skills, CRPs will have the tools to promote their lines and activities more effectively.

ACoRP has also been actively promoting the activities of Northern CRPs via its social media channels and monthly e-bulletin, Train On Line, and by assisting CRPs with their media coverage when required.

Tourism and heritage

ACoRP has been providing ad hoc support to CRPs helping them to encourage and promote their local tourism offer to visitors. Considerable work has been done to enhance CRPs' online presence by raising awareness of ScenicRailBritain.com, delivered through social media promotions and attendance at special



events including Bolton Community Rail Day and Chester station's Gala Day.

Extensive work has also been carried out to identify and establish beneficial partnerships to promote community rail and tourism activities. This includes working with All the Stations (the popular railway adventurer duo), Trainline.com and destination managers such as Discover Carlisle and Hadrian's Wall Country.

Community stations development

The last year has seen significant developments in returning redundant stations and spaces into use once again with professional advice and support from ACoRP. Mytholmroyd station has had significant work and will re-open in the summer as a community building close to the heart of the village. A number of other facilities are being worked on such as at Romiley, Broadbottom and Altrincham. Artwork is a major theme this year with award-winning work at Padgate and innovative artwork in Glossop.

The 2019 It's Your Station category at the Community Rail Awards was won by Glossop for the quality and breadth of their work within the station, platforms and local community. The award for Most Enhanced Station Buildings and Surroundings was also won by a Northern group, Friends of Buxton station.

Social inclusion

ACoRP gives considerable ad hoc and ongoing specialist advice and support on social inclusion work directly to community rail partnerships in the North.

The project to support people living with dementia on the Bentham Line has benefited from advice over the year and ACoRP has been pleased to help roll this project out to other CRPs and train operators across the Northern area and also the rest of the country. A similar approach is being taken to Community Rail Cumbria's work with the charity Turning Point.

ACoRP collaborated with the government on the launch of its Loneliness Strategy and provided case studies and good practice for this document, which included Community Rail Lancashire's Railway Confidence Programme. Also with Community Rail Lancashire, support has been given to their Women Who Wander, Stand Clear of the Closet Doors! and their continuing work on education including speaking to school pupils and the Northern apprentices.

Future developments

In 2019-20, ACoRP will continue to work on these same areas, and is looking to develop a closer working relationship with Northern's communications and marketing teams, to help highlight more of the community rail activity supported by both organisations. In particular, a number of key community station projects will reach fruition in the coming year, and ACoRP is ready to promote these initiatives and support these groups on an ongoing basis. ACoRP also provides a key link between partners outside the rail industry such as Groundwork and Plunkett Foundation, and community rail organisations.

ACoRP is keen to undertake further work to develop station groups across the North and give further support to how these groups develop their links with the communities they support.



2.9 Community Rail Lancashire (CRL) - Developing Engagement Through Education

Expanding the team

2018 saw the start of a new three-year funding agreement with Northern, enabling CRL to employ additional staff to help develop and expand its educational engagement programme. On 1 September 2018 Karen Bennett and Katie Musgrove joined the team. Karen will specifically be working on the eastern side of the Northern network and Katie will assist with the delivery and development of CRL's Railway Confidence Programme. Shahiesta Raja will be joining the team from 1 May 2019. Shahiesta will cover the CRPs in the western area including South Fylde and West of Lancashire.

CRL also benefits from the time Brian Haworth, the Community Rail Development Officer covering East Lancashire, and Marjorie Birch, Chair of the East Lancashire and Clitheroe Line CRPs, give to developing the key stage 2 programme in East Lancashire using the CRL base at Accrington. Marjorie takes part in the programme on a voluntary basis, giving her time to add great value to CRL's work.

Since joining CRL, Karen has chaired two East Education meetings, with more planned during 2019, to expand education best practice, as well as building a strong relationship with the Mytholmroyd station adoption group.



Education Network

The Education Network met four times over the year and brings together CRP officers, representatives from the railway industry and education specialists from across the North.

Highlights include a session led by Karen Bennett, on the topic of initial education engagement with schools. The March 2019 session helped community rail groups learn how to effectively work with young people on the autism spectrum, especially with regards to confident travel. This was facilitated by the National Autistic Society. The Education Network will continue to meet on a quarterly basis.

Railway Confidence Programmes and school engagement

CRL's education engagement continues to move from strength to strength, with thousands of primary school children engaged during the year, and hundreds of young people engaged in the Railway Confidence Programmes (specifically for young people with disabilities and additional needs). CRL has also developed a number of resources, including Braille i-hear cards, a number of age-varied activity resources and a set of surveys designed to gather youth views for a large-scale youth view report.

The Railway Confidence programmes came first in the Involving Diverse Groups category at the 2018 Community Rail Awards and has been nominated in the Creative Project category at the National Autistic Society's

Professional Awards.

downtheline.org.uk

CRL's education-focused website continues to grow, with additional projects and programmes added on a regular basis. The 'idea of the month' is updated regularly to reflect educational concepts within community rail for partnerships, other groups, and teachers.

Local Cultural Education Partnerships

CRL has joined a number of Local Cultural Education Partnerships (LCEP); a useful way to make new contacts within the education and cultural sectors. The partnerships are organised by Curious Minds who work across sectors to support young people's cultural development and learning inside and outside of the classroom setting. CRL has since attended LCEP meetings in Blackburn, Burnley and Calderdale.

Passport to Safe Rail Travel

CRL issues the Passport to Safe Rail Travel to pupils who take part in its educational engagement programme. It passed a landmark on 26 February 2019 with the issuing of the 3,000th passport to Finlay, a pupil from Farrington Moss Primary School near Lostock Hall. The passport allows pupils who take part in the programme to have three months' free travel on their local line, accompanied by an adult fare paying passenger. Plans are being developed to roll the passport scheme out with other CRPs during 2019.

Northern apprentices

CRL welcomed Northern's apprentices through 2018, with the launch of two exciting projects at Burnley Manchester Road and Blackburn stations. These projects have focused on revitalising the station environments, working closely with local schools and ensuring stations are as accessible as possible through dementia-friendly signage at Blackburn station. CRL is now working with a new group of apprentices who are developing a range of projects based on the Clitheroe Line and Clitheroe station.

On Track to Train

On Track to Train is CRL's employment project specifically tailored to young people who belong to underrepresented groups in rail, including young

women, those with special and additional needs and disabilities and those from BAME communities.

A week-long series of holistic and comprehensive experiences provide opportunities for in-depth learning and dialogue across a wide range of roles in rail and community rail. They give the young people an opportunity to experience, explore and question different aspects of rail and community rail. This is delivered in partnership with Mid Cheshire CRP, Women in Community Rail, Merseyrail, Merseytravel, Northern, Virgin, TransPennine Express and Network Rail.

The sessions conclude with a presentation by the participants outlining their learning and next steps, and their own recommendations to the project partners for adaptations within rail to encourage diversity. Finally, the programme ends with the presentation of a certificate of completion, which entitles the recipient to a guided discussion around apprenticeships and employment with outstanding industry partners.

This project is funded by Mid Cheshire CRP and CRL.

Stand Clear of the Closet Doors!

Confident and safe use of public transport is a right that must be available to all people within our communities. In partnership with the Proud Trust, a Manchester-based LGBT+ youth charity, CRL has enabled some of this confidence and representation through an art project named Stand Clear of the Closet Doors!

The project was delivered over the summer holidays in July and August, and launched on 23 August at the Rainbow Playground event, with two more launch events on 24 August in Manchester Victoria and 25 August at Manchester Pride, featuring an LGBT+ 'travel map', connecting and displaying LGBT+ people, places and events through use of the rail network, and a booklet guiding rail users through this inclusive network. This project was funded by CRL and Northern's Seed Corn Fund.

This project work will continue into the summer of 2019 with the Ticket to Pride anti-hate crime campaign.

Women Who Wander 2019

Women Who Wander is a unique project engaging women and girls to experience and influence rail use and industry, promoting and publishing their views of rail experiences, use and employment. The nationally award-winning Women Who Wander 2018 can be viewed at downtheline.org.uk. In 2019, the focus is on looking to the future; engaging hundreds of young women across Lancashire, Yorkshire, Greater Manchester and Merseyside aged under 25 in looking towards the future of rail and community rail. Helping young women to meet with women across the rail and community rail industries will ensure they have a view of, and a say, in the future and are able to communicate their desires, concerns and goals for this future.

The project, funded by CRL and the Designated Community Rail Development Fund, was launched on International Women's Day, 8 March 2019, at the Museum of Liverpool. The Right Worshipful Lord Mayor of Liverpool attended to congratulate the winners and present the grand prize.

Women Who Wander 2018 took first place in the Best Community Engagement Project category at the 2018 Community Rail Awards.



2.10 Meet the Team

Northern is now supporting 21 established Community Rail Partnerships (CRPs).

Four Regional Community and Sustainability Managers (RCSMs) work with the CRPs, station adoption groups and associated projects by region. Alongside their partners at ACoRP they are helping to drive community rail activity, fostering better collaboration, sharing of best practice and use of specialist support/training.

Becky



Hello, I'm Becky Styles and I have recently joined as RCSM for Central Region. I joined the railway in 2011 as a Conductor and then became an Instructor and Assessor. Previously I have worked within the community during the regeneration of East Manchester, alongside great groups with great ideas for improving their local environment. I look forward to helping our railway friends develop their stations and local communities, to help facilitate their ideas and visions now into something for future generations to appreciate and build upon.

Martin



My name is Martin Keating and I am RCSM for the West Region. Over the last two years, I have thoroughly enjoyed my role working with the many diverse community groups and organisations within Cumbria, Lancashire and Merseyside. It is apparent from the tremendous hard work and efforts put in by these groups that it is having a transformative effect not just at the stations but within their local communities. There have been some fantastic projects undertaken over the last two years which have engaged with all age groups and I look forward with excitement to forthcoming projects during 2019.



Marie

My name is Marie Addison and I am RCSM for the North East Region. The last two years in this role have been extremely rewarding. I am lucky to have been involved in a number of fantastic projects which have made a huge impact at stations and to the local communities. The dedication and enthusiasm shown by the volunteers is so overwhelming and to see local communities taking pride in their stations is second to none. I am excited about the coming year and look forward to continuing the hard work and dedication through the delivery of future projects.



Richard

My name is Richard Isaac and I am RCSM for the East region. The last two years seem to have flown by with our community agenda continuing to grow and evolve. We have faced challenges throughout the year for various reasons but one thing which has remained constant is the commitment and support of our community volunteers.

We have seen a number of ground-breaking projects developed and delivered across the East Area. I am particularly proud of our work to commemorate the centenary of the end of the Great War. Communities have come together to remember and reflect on the sacrifice made by others on our behalf.

Groups like the Leeds to Morecambe Community Rail Partnership and their Dementia Awareness Project are helping to transform the rail industry in the way we support those living with dementia. More importantly highlighting to us all that we all have a part to play in supporting those who are most vulnerable within our communities.

This year we saw the National Citizens Service (NCS) becoming fully embedded in the rail industry helping to shape the citizens of the future. This even reached the ears of government with NCS presenting at the DfT. It has been a real pleasure to work with the community volunteers in East Area and I am relishing the challenges of the new and innovative projects they will bring forward in 2019.

3. Community Rail Partnership profiles

3.1 Settle-Carlisle Railway Development Company (SCRDC)

Region: East

CRP Officer: Drew Haley

CRP Chair: John Moorhouse

Website: settle-carlisle.co.uk

Summary of route, communities and key markets:

72 miles, small villages and two medium-sized towns.

Multiple markets with commuters at either end between Settle–Leeds and Appleby–Carlisle plus day trippers, tourists and walkers throughout the line. A growing Anglo-Scottish market exists alongside a large number of regular local users, with over 5,500 Dales Railcards in use.

There is a sparse service linking the main centres of Leeds and Carlisle, with eight through trains in either direction daily. The partnership works mainly on the section from Skipton to Carlisle and in partnership with the Friends of the Settle-Carlisle Line and the Settle-Carlisle Railway Trust, which cares for much of the line's extraordinary heritage.

Key highlights of 2018/19:

Marketing and promotions have been positive, with a high-profile new board at Leeds station, new gift travel vouchers in the shop selling well and the discount Explore vouchers for local businesses in the timetable and on the website.

Eye-catching displays were produced for Carlisle in the seating area near 5 and 6, new boards for the waiting

room and posters highlighting the connections from the line nationally and locally through the DalesBus network, for which funding was secured.

The printed timetable continues to be improved, and there are new connections, promotions for the Dales Railcard, highlighted DalesRail services, webshop and competitions. The annual mailout to Dales Railcard holders went on schedule, promoting the offer to over 5,000 households.

There was a high profile TV event with the Bill Mitchell memorial plaque, and support for Settle Stories, Ride2Stride, 3 Peaks art trail and Community Rail in the City in Carlisle. The Age UK project facilitated three trips with elderly isolated people supported by befrienders. Following very positive feedback it is hoped to repeat this in 2019.

Efforts to promote works at stations was 'work in progress', although work was undertaken at Settle and includes new heritage station signs and hardwood doors, which complement the station's gardens and artwork. The formal Station Improvement Group has moved slowly, although the CRP has worked with Northern to gain Settle planning approval for 2019.

On train catering was impacted by strikes and the 2018 timetable, affecting efficiency and costs. 2019 looks to be a better year now the strikes are suspended.

Group Travel likewise was impacted by industrial action, although the team at Appleby has worked hard to mitigate this and manage on days when coach



operators were given only two weeks' notice of no trains.

Priorities:

- Big push to get Group Travel promoted in 2019, now strikes are suspended. At Easter, a unique promotion will be launched to drive forward bookings in 2019 and beyond
- New café and retail opportunities at Settle and, possibly, Ribbleshead to be pursued
- Station improvement group – deliver prioritised station improvements from the £200k sourced from Network Rail
- Station open day and art competition at Appleby for July
- 30th anniversary celebration of saving the line, special charter train to Chester and feature in RAIL magazine
- Drive social media engagement to promote things to do, see and attend along the line
- Return the catering operation to profit after three tough years
- Carlisle promotional board (see key highlights)
- Downloadable Days Out leaflets to be launched for Easter and promoted.

Plans for next 12 months:

As above and to work with Northern to have current timetable analysed and improved upon based on data.

Plans for next five years:

- Group Travel growth
- Dales Railcard continued promotions and usage
- Catering arm expanded, in conjunction with other groups, wider offering
- Station maintenance opportunities to be explored for small scale works
- Continue to promote option of Glasgow through trains and Hellifield turnbacks for Clitheroe line.

Recent trends in customer numbers

Average % growth 2018/19

4.0%



3.2 Leeds-Morecambe Community Rail Partnership (LMCRP/ The Bentham Line)

Region: East

CRP Officer: Catherine Huddleston

CRP Chair: Gerald Townson

Website:

communityrail Lancashire.co.uk/lines/bentham-line
or leedslancastermorecambecrp.co.uk

Summary of route, communities and key markets:

The line runs from Leeds to Morecambe and Heysham Port via Skipton, Bentham, Carnforth and Lancaster. It is almost entirely double track joining the Furness Line then the West Coast Main Line at Carnforth, leaving again at Bare Lane.

At the other end its junction with the Settle-Carlisle Line at Settle sees services share the route to Skipton. Both then share the route to Leeds with the more frequent Airedale Line trains to Leeds and Bradford. In May 2018 weekday services increased from five to seven and from four to five each way on Sundays.

Starting at Leeds, the route passes through the former industrial towns of Shipley, Bingley and Keighley before reaching the market town of Skipton. It goes on to serve several small North Yorkshire towns and villages including Gargrave, Hellifield, Long Preston, Giggleswick, Clapham, Bentham, and the Lancashire village of Wennington. The stations between Skipton

and Bentham provide good access to the southern Yorkshire Dales and those between Giggleswick and Wennington are designated gateway stations to the Forest of Bowland Area of Outstanding Natural Beauty (AONB). The core of the line is rural with considerable tourist potential, especially for walking and cycling. Carnforth is a former railway community with a station heritage centre. Beyond, the route serves Lancaster, a thriving retail and cultural centre with an expanding university campus, and the seaside resort of Morecambe, which has a high level of social deprivation in some areas but is working positively on its regeneration. One local service from Lancaster continues to Heysham Port where it connects with the boat service to the Isle of Man.

Key markets include walkers and cyclists along the whole line: there are national recognised routes adjacent to or crossing the line. Students travelling to higher education establishments and universities across the Pennines. Leisure, shopping, business, education and health journeys from the Dales villages and towns to Lancaster, Skipton, Keighley and Leeds, with busy local services, including school journeys, between Morecambe and Lancaster at peak times.

Key highlights of 2018/19:

Developments and positive progression of the Dementia and Community Rail project including:

- The formal launch of the project in May 2018 at Leeds and Bentham
- The introduction of dementia-friendly walks from stations on the line
- The delivery of 20 dementia-awareness sessions to 200 staff including ticket office, gate-line and revenue protection staff and conductor guards, as well as Northern managers and directors, British Transport Police, volunteers and community groups
- Working with Northern to create a rail-based dementia-awareness video for staff development
- Organised travel and activities to both Morecambe and the Forest of Bowland AONB for groups of people with dementia, their carers and supporters

The partnership was delighted when Northern named and decorated a train after the Bentham Line and the dementia project.



Many new links were established with community groups on the route including working with Pioneer Projects, a local arts and well-being charity, which led to the creation of a major stained-glass style artwork at Bentham and posters for the line by members of Making Art, a group of people living with dementia.

Other activities included:

- Working with Northern’s apprentices to help them develop a new perspective on the rail industry through community rail activities
- Participating in ACoRP’s Community Rail in the City at Lancaster and various charity activities of the Alzheimer’s Society
- Responding constructively to numerous consultations over the past 12 months relating to future franchises, timetables, local development and assisted travel on the railway.

Priorities:

- The continued promotion of the line as a scenic route, a transpennine route and as an opening to tourism and leisure opportunities throughout its length. Joint marketing initiatives with Northern aiming to increase patronage and promote the Dales Railcard on the Bentham Line and off-peak tickets
- Promote the enhanced timetable and the wider range of associated journey possibilities through a Grand Day Out and Grand Weekend Away campaign on social media and the partnerships’ websites
- Continue to promote the Dementia and Community Rail project
- Work with apprentices and year-in-industry students within Northern to help develop their understanding of the role of CRPs in the rail industry and local communities.

Plans for next 12 months and the next five years:

- Drive forward projects identified above
- Develop a new line guide with Northern
- Add new walking and cycling routes
- Establish links with disadvantaged groups to create bespoke travel packages, and develop a greater awareness of hidden disabilities



- Promote the route’s full range of improved services
- Investigate and develop further links to the Yorkshire Dales National Park, the Forest of Bowland AONB, Lancaster City Tourism and the (Morecambe) Bay Area. The latter is the potential site for the Eden Project North
- Develop education plans and facilities at Bentham station
- Develop the popular Bentham Line Activity Pack
- Undertake a major art panel education project for all stations with a Life in the Community theme
- Alongside Northern, support and assist the further development of station adoption groups and encourage them to join ACoRP
- Continue to develop a true sense of community spirit and inclusivity on the line
- Participate constructively in the future housing and tourism plans for the Craven Area. This also applies to the North Lancashire area served by the route, particularly Carnforth, Lancaster, Morecambe and Heysham
- The Friends of Bentham Station and the LMCRP have applied to Northern to create the first ‘100% green energy station’ by utilising its reinforced flat roof for enough photovoltaic cells to meet the power needs of the station building and all platform equipment. This has been well received by Northern and is presently awaiting confirmation.

Recent trends in customer numbers

Average % growth 2018/19

-2.0%

3.3 Barton-Cleethorpes Community Rail Partnership (BCCRP)

Region: East

CRP Officer: Gill Simpson

CRP Chair: Mike Gathercole

Website: bccrp.co.uk

Summary of route, communities and key markets:

Barton is an historic town, close to the Humber Bridge, with a variety of attractions including national nature reserves at Far Ings and Waters Edge Country Park and Nature Reserve. The line passes through Barrow Haven, New Holland and Goxhill where there are beautiful walks and extensive views of the Humber Bridge. Next is Thornton Abbey with its imposing medieval gatehouse standing east of the station and inside the grounds are the Augustinian ruins. The line continues through Ulceby where the busy freight line to Immingham docks crosses. At Habrough it joins the mainline from Scunthorpe to Cleethorpes and passes through the villages of Stallingborough, Healing and Great Coates before entering the bustling town and fishing port of Grimsby. It then arrives at Cleethorpes with miles of sandy beach, at the mouth of the Humber Estuary and a haven for a variety of seabirds.

Immingham is the largest UK port by tonnage and handles up to 55 million tonnes, including nearly 20 million tonnes of oil and 10 million tonnes of coal. It is also a well-known area for the industrial sites around the port, logistics hub, centre for the process industries and a growing focal point for renewable energy companies. Associated British Ports' Humber International Terminal is based at Immingham Renewable Fuels Terminal, the world's largest dedicated biomass handling facility. The biomass is stored in eight silos, each capable of holding 25,000 tonnes, before being loaded onto trains using the train merry-go-round and distributed to Drax power station.

Grimsby creates thousands of jobs for people in around 500 food-related businesses, ranging from the fish docks and market through to the global headquarters of major food brands. The rise of new industries, such as those supporting offshore renewable energy, are helping to create a diversified and prosperous economy. Around 8,800 jobs and nearly 10,000 homes will be delivered in Greater Grimsby thanks to a new, ground-



breaking Stage 1 Town Deal worth £67 million, announced by the government on 5 July 2018.

Cleethorpes has won a host of awards including Blue Flag and quality coast awards for its beaches and In Bloom awards for its horticultural displays.

Ten million people visit North East Lincolnshire each year, bringing a visitor economy worth in the region of £560 million (STEAM report, 2017). These visitors and the new families who will settle in this growing area are the key markets.

Key highlights of 2018/19:

The BCCRP has continued to:

- Adopt 10 stations along the line putting in place planting projects that help lower CO2 and improve the overall passenger experience
- Work with key partners, TPE and ACoRP to raise funds to purchase and install the long-awaited shelter on platforms 2/3 at Cleethorpes station
- Develop the working partnership with New Holland Parish Council and hand over the maintenance of the station garden until end of franchise. To seal the deal in style a new garden bench and planters were bought with money from the station adopters' fund. The BCCRP and adopters received a bronze award in the the It's Your Station category by ACoRP
- Work tirelessly with Northern, TPE, CHEFF and North East Lincolnshire Council to successfully deliver four on/off station marketing events, including an Easter and Christmas themed on train special



- Promote the Partnership via social media:
 - o The BCCRP Facebook page currently has 335 likes/follows which is very good for a small CRP.
 - o Rachel from YCCRP looks after the page and is always looking for local events and local railway news or photos to post.
 - o Posts reach around 1,000 people per month and get about 200 engagements per month. Always lots of very positive responses and comments from members of the public.

Priorities:

- To increase passenger volume and income via community marketing events, promotion of the service on social media and publicising information to the community and local businesses
- To keep down the cost of running the line now and in the future, without compromising safety or service through the community voice and station adoption scheme
- To involve the local community closely in the development of its railway and community projects.

To help achieve these aims each year we develop an action plan and diary of activities that are agreed by the wider partnership members and viewed on our social media sites.

Plans for next 12 months:

- Work with TPE and ACoRP to install free fresh water drinking facilities at both Cleethorpes and Grimsby stations
- Launch a new improved website
- Continue to develop our station adoption programme by encouraging new groups and members of the community to come along and get involved
- Engage with local schools and young people's clubs, through educational initiatives and the development of new projects that will enhance their experience of rail travel
- Hold several marketing events to promote the service and area it serves via the distribution of good news stories, updates in rail and tourist information.

Plans for next five years:

It is difficult to say at this time because a new franchise is about to be entered. It is hoped to continue to work serving the community and to support the new franchisee.

Recent trends in customer numbers

Average % growth 2018/19

3.5%

3.4 Yorkshire Coast Community Rail Partnership (YCCRP)

Region: East

CRP Officer: Gill Simpson

CRP Chair: Tony Cooper

Website: yccrp.co.uk

Summary of route, communities and key markets:

The line links Hull and Scarborough and stops at 13 stations.

- Kingston upon Hull is a thriving city and port which has retained much of its maritime history. The station itself is the award-winning Hull Paragon Interchange, with features dating back to the 1840s. Hull has benefited from much recent investment, especially in tourism and culture following the City of Culture status in 2017. Key economic activity is mainly around ports and logistics, while there's strong growth in the digital and creative industries, and research & development. The renewable energy sector benefits from Hull's position at the heart of the UK's energy estuary. Hull's commuter area covers around 25 miles and a population of over 370,000
- Cottingham is said to be England's largest village and has several university buildings
- Beverley, sometimes described as the capital of the East Riding, has a small mixed industry, thriving tourism, a popular racecourse and annual three-day folk festival that draws many thousands of visitors
- Arram and Hutton Cranswick, small rural villages
- Driffield, a market town with good links to the Yorkshire Wolds and home to a showground that attracts over 70,000 visitors a year
- Nafferton, a small rural village
- Bridlington, the line's second largest seaside resort, also has several medium-sized industrial estates. It is an area of economic and social deprivation
- Bempton is home to the RSPB reserve, recently developed as the National Seabird Centre for England
- Hunmanby and Filey are small coastal resorts that attract summer tourists
- Seamer is a village in an area earmarked to expand. TPE is carrying out extensive improvements to the



station to accommodate the growth in population and jobs

- Scarborough, the largest seaside resort along the line, offers a range of attractions including boat trips, cliff railways, a park, and castle.

Key highlights of 2018/19:

- Adopting three stations (Bempton, Bridlington and Arram) and supporting other adoption groups along the line with planting and station enhancement projects. Bridlington won a bronze and Hutton Cranswick took silver in the It's Your Station award at the ACoRP Community Rail Awards 2018. Hutton Cranswick also won the In Bloom Gold award 2018
- Working with Northern, town and parish councils in Beverley, Driffield and Bridlington, adopters and key partners to raise funds to buy and install Tommy sculptures in commemoration of the soldiers who lost their lives in WW1
- Working with Northern, North Yorkshire and East Riding councils, town and parish councils and communities along the line to develop the May 2019 timetable
- Holding three themed family-friendly events both on train and at Hull station
- Over 10 on and off station marketing events were held including Community Rail in the City Manchester, Driffield Show, Scarborough Expo and Yorkshire Day. These take a lot of planning and can be very long days, but the volunteers make it all look effortless
- Developing our social media presence:
 - o The YCCRP Facebook page has 900 likes/follows, a considerable number for a CRP.

- o Followers include local media, rail industry staff, tourism boards and railway fans. In 2018 the page recruited three new members and a volunteer to help water the flowers at Cottingham station.
- o Rachel, who maintains the page, won an ACoRP bronze award for Outstanding Volunteer Contribution.
- o In an average month, posts reach about 10,000 people with around 3,000 engagements.
- o The most popular posts were Bradley's photos of the line and stations which helped the partnership gain about 100 new followers.
- o The YCCRP twitter feed has around 390 followers. Its posts include service disruptions, offers, events and activities.

Priorities:

- Increase passenger volume and income via community marketing events, social media and local publicity
- Through the community voice and station adoption scheme, keep down the cost of running the line now and in the future, without compromising safety or service
- Involve the local community closely in the development of railway and community projects.

Plans for next 12 months:

- Launch a new improved website for the YCCRP
- Work with TPE & ACoRP to install free drinking water at Hull and Scarborough stations
- Work with TPE, ACoRP and North Yorkshire Council to install secure cycle parking at Seamer station
- Continue to develop the station adoption programme by encouraging new groups and members of the community to get involved
- Engage with local schools and young people's clubs, to develop initiatives that will enhance their experience of rail travel
- Hold marketing events to promote the service and the area it serves.

Plans for next five years:

- Promote and market the line and the attractions along it, in partnership with local businesses, local authorities, educational establishments, tourism offices and train operating companies
- Develop the website and use social media to promote the partnership and rail travel
- Roll out small improvements at each station including information/noticeboards, shelters and gardening projects
- Build relationships with families and schools to promote rail safety and travel awareness
- Deliver themed on train and station activities
- Build a cohesive working relationship between the partnership and station adopters
- Work with train operators and local authorities to improve the signage in towns/villages to their local station
- Work with local transport providers to maintain and improve bus links from stations to outlying areas.



Recent trends in customer numbers
Average % growth 2018/19
-7.0%

3.5 Penistone Line Community Rail Partnership (PLCRP)

Region: East

CRP Officer: Rowena Chantler

CRP Chair: Neil Bentley

Website: penline.co.uk

Summary of route, communities and key markets:

The Penistone Line passes from the large West Yorkshire town of Huddersfield through some scenic villages down to Barnsley and then across a more industrial area to its final destination of Sheffield.

There are a number of tourist attractions and scenic areas near the line. The PLP's guided walks are run on a fortnightly basis.

Key markets are pupils and students travelling between Huddersfield and Barnsley, commuters, day visitors, families, elderly people and BME groups.

The Huddersfield and Barnsley area can be classed as an urban/semi-rural area with pockets of deprivation.

Key highlights of 2018/19:

The CRP aims to develop projects and activities that benefit local communities along the line and increase awareness of the train service.

2018 marked the 25th anniversary of the PLP (see below). There were also challenges, mainly with the introduction of ticket vending machines (TVMs) and industrial action. Passenger numbers fell but it is hoped that more people will again be encouraged to travel by train.

- The two music trains and the Christmas Carol train were very successful
- The guided walks leaders work hard all year to prepare, promote and lead walks. In 2018 they led 30 walks for 461 people. The CRP also works with other groups to help promote use of the Penistone Line to access their walks. In 2018 this included working with The Women's Centre and S2R
- The annual Community Rail in the City event at Sheffield station shared in the PLP's 25th anniversary celebrations. Passengers were given ticket wallets, key rings, pens, postcards and of course cakes



- A conference was held to mark 25 years of the PLP and Community Rail. The University of Huddersfield hosted the event entitled What's next for Community Rail? Discussions covered several topics, from dementia through to art at stations
- PLP won the Community Award for Huddersfield Station Project by Huddersfield Civic Society
- Visitors to Penistone Gala helped create a mosaic for Penistone station
- Won 2nd prize in the Community Art category for Huddersfield Station Project at the National Community Rail awards in Glasgow
- PLP has been busy working with its communities for the following:
 - o National Rail Safety Week. Schools and uniformed services were visited to promote rail safety
 - o Children's Art School. With funding from The Arts Council, many paintings have been installed along the West Yorkshire section of the line, brightening up the stations
 - o Art at Huddersfield station. This Art on the Fence project continues to engage with local Brownies and schools
 - o Station gardening. Station groups and volunteers at Huddersfield, Lockwood, Honley, Shepley and Penistone maintain planters, gardens and the Penistone Old Platform

- o Tour de Yorkshire. Penistone station was adorned with bike wheels decorated by local artist Rosie Pearsall and community group, Bumping Spaces
- o Platform One. Huddersfield's former men's shed has been involved in a number of projects, including flowers for Platform 2 (not yet installed)
- o University of Huddersfield . The textiles department and Fiona Worrall have worked with Brownies and this work will be completed and displayed in 2019. Students have continued their unique embroidery on the fence at Huddersfield station
- o Dwell Time. This unique project began in 2018, with people submitting poetry, prose and images for a booklet to be launched in March 2019. The launch will involve artists engaging with passengers at stations and on trains
- o TVMs. These ticket machines caused anxiety and stress for some users when they were first installed. PLP produced simple guides and visited community groups to help people learn how to use them.

The PLP promotes the line's service through:

- Newsletters, three times per year
- Noticeboards at stations and in villages

- Press releases, social media, website
- 25th anniversary banners.

Priorities:

- Continue to improve the aesthetics of stations, including artwork
- Run music trains over the summer, a Christmas carol train and a Santa train
- Continue to work with communities to promote their local stations
- Work with schools to teach rail safety and help primary schools prepare for transition to secondary schools where many pupils will be using trains
- Engage and promote mental wellbeing along the line.

Plans for next 12 months:

As listed above but with a focus on leisure travel and recovering passenger numbers that fell due to the strikes.

Plans for next five years:

- Continue to support and engage with local communities
- Support plans for:
 - o a half-hourly service
 - o improved line speeds and better rolling stock
 - o level access to both Shepley and Honley stations.

Recent trends in customer numbers
Average % growth 2018/19
-7.0%



3.6 North Nottinghamshire & Lincolnshire CRP (NNLCRP)

Region: East

CRP Officer: Rachel Martel

CRP Chair: Barry Coward

Website: nnlcrp.org.uk (under construction)

NOTE: the following only applies to those parts of the NNLCRP area served by ARN trains.

Summary of route, communities and key markets:

The main Northern service within the NNLCRP area runs between Leeds and Lincoln (Mon-Sat) and Huddersfield and Lincoln (Sun).

The NNLCRP stations served are: Lincoln (EMT), Saxilby (EMT), Gainsborough Lea Road (EMT), Retford (LNER), Worksop (ARN) and Shireoaks (ARN).

Key destinations on this service are Sheffield and Lincoln for work, study, sport and retail outlets. Loadings during peak periods are heavy between Worksop and Sheffield. Football traffic is noticeable between Worksop and Sheffield on Saturdays. Saturdays are the busiest days for The Mallard pub and cafe at Worksop station.

Retford provides connecting LNER and Hull Trains services to London, and LNER services to the North East and Edinburgh.

The annual Lincoln Christmas market results in overloaded trains, supplemented by buses between Lincoln and Gainsborough Lea Road (supplied by EMT). At the request of the police, EMT also supply buses between Lincoln and Sheffield for those who miss the last train.

There is a second service that operates on Saturdays only between Cleethorpes and Sheffield.

The NNLCRP stations served are Shireoaks (ARN), Worksop (ARN), Retford (LNER), Gainsborough Central (ARN), Kirton-in-Lindsey (ARN), Brigg (ARN) and Barnetby (TPE).

This is primarily a leisure service attracting rail fans and visitors to the seaside. It is fully laden during the summer arriving at Cleethorpes.

Brigg is important for its vibrant farmers' market held

on the fourth Saturday of each month. The annual horse fair in August swells the visitors to Brigg and a BTP presence is essential.

There is noticeable traffic (averaging 20 per Saturday) between Brigg and London via Retford due to the low advanced fare offered by LNER.

With the introduction of a new service between Gainsborough Central and Sheffield in May 2019 there will be increases in tourism, leisure, shopping, work and education traffic both into and out of Gainsborough.

Key highlights of 2018/19:

- Renovation of Worksop station – won railway Heritage Trust award
- Waiting rooms and CIS screens at Retford Low Level (LNER station but served by ARN trains)
- CIS screens at Shireoaks station
- Decision to provide new platform 2 (CP5 project) and new access to platform 1 (CP6 project) at Gainsborough Lea Road (EMT station but served by ARN trains)
- Appointment of CRP officer.

Priorities:

- Increase community involvement and ownership
- Integrate and coordinate local transport for a modal shift
- Improve stations and services
- Boost local economy and tourism
- Market and promote NNLCRP lines
- Secure sustainable funding to ensure longer-term future of CRP.

Plans for next 12 months:

- Improve visual identity both on and off-line
- Implement marketing plan across a range of media, including posters, pull-up banner, PR and social media
- Encourage town and parish council involvement along the line
- Produce and distribute travel guides featuring rail and bus services for Gainsborough and for Kirton in Lindsey/Brigg area

- Develop a new, mobile-responsive, multi-layered and future-proof website
 - Produce line guides, and an information leaflet explaining the work of the CRP
 - Promote canal trips and walks adjoining the line between West Stockwith and Kiveton Park and walks onto Chesterfield, in time for the Chesterfield Canal Walks Festival in September 2019
 - Support station adoption groups in their work to renovate and beautify stations and encourage them to enter awards schemes
 - Maintain and update noticeboards along the line with professionally produced posters
 - Promote stations' transport connections to heritage destinations taking part in the nationwide Mayflower 400 celebrations, particularly at the spring 2019 and 2020 Community Rail in the City events.
 - Work with local tourist organisations and Northern's marketing team to develop larger posters to promote attractions and events along the line: e.g. 1940s weekends, Steampunk weekends, specialist markets, music events
 - Work with Northern's marketing team to deliver joint initiatives
 - Attract parents with small children, promoting under five years travel for free and the benefits of Family Railcards
 - Gainsborough Central station. Following 25 years of a limited Parliamentary service, a grand launch will take place on 20 May 2019 of an hourly Monday to Saturday service calling at all stations between Gainsborough Central and Sheffield. Work is underway to improve the station and facilities, including shelters, benches, CIS, a Help Point, planters and parking spaces. Surveys will measure station usage
 - Retford station (LNER). Awaiting a decision by the DfT to fund the construction of a lift to Platform 3 at Retford Low Level station served by Northern trains. There are also some projects to brighten walls with artwork
 - Worksop Station. Following the improvements and renovation by Network Rail work with Northern to address deficiencies in parts of the station leased by them. This will include repairs to the roof, signage, and the letting of retail space. Work with the Friends of Worksop station to provide static artwork and exhibits close to the level crossing.
- Plans for next five years:**
- Develop joint projects with agencies such as Access Lincoln, Visit Lincoln, Discover Gainsborough etc. to promote rail travel
 - Develop community engagement activities:
 - o Youth engagement: Taster Days, Women in Rail, NCS projects
 - o Apprenticeships (involve rail industry companies in Lincoln, Gainsborough, Retford and Worksop)
 - o Train volunteers to deliver rail safety programmes in schools and colleges
 - o Disabled groups – engage with charities to discover barriers to rail travel
 - o Music Train from Lincoln or Sheffield to newly-refurbished Art Nouveau first class dining room at Retford station
 - o Christmas and Easter trains
 - o Promote rail travel to students at local universities and colleges.

Recent trends in customer numbers
Average % growth 2018/19
not available



3.7 Bishop Line Community Rail Partnership (BLCRP)

Region: North East

CRP Officer: Felicity Machnicki

CRP Chair: Robert Whitehouse

Website: bishonline.org

Summary of route, communities and key markets:

The Bishop Line is the route from Darlington to Bishop Auckland, also serving Shildon and Newton Aycliffe. The line is used by commuters and leisure travellers thanks to the hourly service and important railway heritage.

The Bishop Line is bursting with history and follows the route of the 1825 Stockton and Darlington Railway, the first public passenger route and still in use today.

The route passes over Skerne Bridge, opened in 1825 and the oldest railway bridge still being used by rail.

The line is also a perfect link between historic and modern visitor attractions in Durham and the Tees Valley:

- Locomotion, the locomotive that hauled the first train along the line, is housed at the Head of Steam, Darlington Railway Museum at North Road station
- Locomotion, the National Railway Museum at Shildon, houses over 70 heritage rail vehicles
- The Auckland Project in Bishop Auckland, a collection of cultural attractions such as Auckland Castle, Auckland Tower and the Mining Art Gallery which aim to regenerate Bishop Auckland into an arts and cultural destination.

Key highlights of 2018/19:

- Major marketing campaign to promote re-instated hourly service, which drove increased patronage

- Helping refugees to use the railway. A number of Syrian refugees in the area attend the Mosque in Middlesbrough. They were taught to use the train by taking them to the National Railway Museum in Shildon
- School visits to museums. A number of school visits took children by train to one of the museums on the line where there are trained education officers. Prior to the visits a rail briefing and safety session was given.

Priorities:

Improving the image of railway with new rolling stock and promoting sustainable travel to all communities along the line.

Plans for next 12 months:

- Increase the awareness of the Bishop Line Community Rail Partnership within the business, residential, charity and education communities along the line
- Work in collaboration with visitor attractions along the line to cross promote services
- Develop and implement a strategy to engage with hard-to-reach communities
- Work with local schools to promote rail travel
- Work with local authorities and Northern to improve accessibility of all stations for all transport users
- Promote new rolling stock
- Introduce the North East Railcard
- Extension of the partnership to, or a new partnership for, the Tees Valley and County Durham.

Plans for next five years:

- Support international celebrations for 200th anniversary of the Stockton and Darlington Railway
- Pave the way for a half-hourly service and later evening services.

Recent trends in customer numbers
Average % growth 2018/19
26.6%

3.8 Tyne Valley Community Rail Partnership (TVCRP)

Region: North East

CRP Officer: Fiona M Forsythe

CRP Chair: Dr Malcolm Chainey

Website: tvcrp.org.uk

Summary of route, communities and key markets:

The route is Newcastle to Carlisle, 60 miles of largely rural environment. There are 14 stations between the two cities. The majority of the stations are in easy reach of the communities, the exception being Brampton at the west of the line where the town is a couple of miles from the station. There are a number of passenger flows along the line. These include through journeys from end to end, commuter journeys into Newcastle, shopping journeys to Newcastle, Metrocentre, Hexham and Carlisle. The main markets are commuters, domestic and overseas tourists, shoppers, walkers and cyclists.

Key highlights of 2018/19:

A really busy year for TVCRP started with the opening of a new level access to the east bound platform at Blaydon. This has been a long time in the planning and it has been well received by the community.

In April, approval was received from Northern to explore the possibility of bringing the two wooden buildings at Haltwhistle back into use. This has been a huge body of work and hopefully will secure funding to turn these buildings into small office spaces along with enhanced waiting areas.

In September Matthew Barrett joined as Tourism Development Intern (funded by Cross Country). Matthew is working on a quantitative audit of tourist attractions and their visitors, and alongside this is collating information on attractions, walks and cycle routes from each station. He has given a presentation at the Hadrian's Wall Networking Day and is building a model Hadrian's Wall that will form part of the partnership's Community Rail in the City stand at Glasgow in May.

The CRP took part in Community Rail in the City, taking a stand and Roman soldiers to Kings Cross. Other events included the Northumberland County Show and Heritage Open Days in September. At these days, the Old Booking Hall at Haltwhistle is opened and, with



Network Rail, the old signal box at Haltwhistle. This year, Northern's own Northern Vale model railway offered the opportunity to discuss rail safety with visitors.

The continuing partnership with the Rail Academy at Newcastle College sees HND engineering students coming to Haltwhistle to undertake surveys on buildings and bridges. The CRP also developed a network of Community Ambassadors, one for each community along the line. These volunteers have helped spread news, distribute timetables and find station adoption groups.

Schools work continues, and the CRP has been working with a special educational needs and disability school in Gateshead looking at how the Railway Confidence programme might be made applicable to the line.

Gerald Townson of the Bentham Line CRP addressed a meeting of community ambassadors and other interested parties to get work on increasing inclusivity on the line underway. A subsequent event aimed at organisations supporting those with disabilities explored ways in which TVCRP can assist. This will form a major part of next year's action plan.

In November, each of the 14 Northern stations between Newcastle and Carlisle were decorated with poppies made by local groups along the line.

Also in November, for Haltwhistle's late night shopping event, the Old Booking Hall was made available to seven small businesses. The Christmas lights at the station, funded in part by ACoRP, were well received.

In January a seldom-used building at Wylam station was brought to life. The CRP worked with Network Rail and for ten days this historic waiting room became a pop-up art exhibition space, where local artists displayed their response to the theme 'hidden Wylam'.

The board was strengthened appointing Anne Ridley as Marketing Director, and Patrick Rice, the new chair of Tyne Valley Rail Users' Group to represent the interests of passengers on the line.

A number of station adoption groups have been recruited this year. They have lots of enthusiasm and it is hoped that lots of brighter stations will be seen in summer.

After consulting with stakeholders, next year's plan is being produced.



Priorities:

The first priority for the year April 2019-2020 is to secure accreditation. The new marketing director has a mission to drive passenger numbers up by developing the CRPs relationship with tourist attractions along the line. Developing a response to inclusivity, which is a pillar of the national community rail strategy, is another priority, as is progressing the Haltwhistle buildings project.

Plans for next 12 months:

- Significant changes to the timetable in May. Produce and distribute information for each station, with particular emphasis on Haltwhistle and Wetheral where service has improved
- Connect branded services will be introduced in December. Consider what promotional activity will be required by timetable changes
- Seek funds to possibly engage another intern to work on increasing the line's ability to be inclusive to all
- With a new director to focus on marketing, continue to work with Hadrian's Wall Partnership and others to market the line and the area
- Appoint a director to focus on events programme
- Continue education work and develop a project around wartime evacuees from Wallsend to Haltwhistle.

Plans for next five years:

- Aim to move the Partnership increasingly to a position of financial sustainability
- Encourage industry partners to help take advantage of redundant buildings along the line as well as exploring other opportunities to undertake revenue generating services
- Digest the Community Rail Development Strategy and look forward to using the strategy to guide future priorities.

Recent trends in customer numbers
Average % growth 2018/19
-2.5%

3.9 Esk Valley Railway Development Company (EVRDC)

Region: North East

CRP Officer: Piers Elias, Development Manager and Lisa Williams, Public Relations and Marketing Manager

CRP Chair: Alan Williams

Website: eskvalleyrailway.co.uk

Summary of route, communities and key markets:

The route starts at Middlesbrough, still a major centre of employment in chemicals and petro-chemicals. The town has a busy shopping centre and the Museum of Modern Art and the Dorman Museum are major attractions. The local college is also expanding significantly. The route serves some relatively prosperous suburbs and the James Cook Hospital, which is a teaching hospital and major local employer.

Beyond Nunthorpe the route is very rural, crossing the North York Moors National Park into the Esk Valley, and then following the River Esk to the sea at Whitby. On the way it serves a series of small villages, most of which have no bus service. The line provides an essential 'school train' service to enable children from these communities to reach schools in Whitby. The railway is also the only means of public transport for those wishing to visit the James Cook Hospital.

At Grosmont the line is joined by trains from Pickering on the North Yorkshire Moors Railway. Whitby itself is a bustling seaside resort with some fishing industry remaining. Famous for its fish and chips and Whitby Jet. Construction of a new potash mine nearby and the designation of Whitby as base for the new North Sea wind farm will both offer significant new employment opportunities and are expected to have a positive impact on the local economy. New housing estates are being built both in the Nunthorpe area and around Whitby and will benefit from the new commuter service.

The key markets for the line include year-round day visitors to the National Park and Whitby. There is an expanding weekend visitor market with the year-round Sunday service. There will be potential new commuter use when an additional service starts in 2019. The line also carries visitors to the new Land of Iron attractions.

The line is single track with passing loops. There are 16 trains each weekday and Saturday between Middlesbrough and Nunthorpe, with 10 trains on Sunday. There are only four trains each day between Nunthorpe and Whitby. A year-round Sunday service was introduced in October 2017 and there will be an extra train on Friday nights from 29 March 2019.

Key highlights of 2018/19:

- Refurbished and updated Glaisdale toilets, opened May 2018
- Designed combined timetable and line guide
- Herb boxes provided on all 17 stations
- Shortlisted for three ACoRP awards and achieved two second place awards
- Improved Whitby station to resolve pigeon problems
- Increased take-up of newsletter by running competitions
- Had stands at three rural shows
- Additional train service as far as Danby
- Additional train service to Battersby
- Music and Ale Trains ran successfully July and August 2018.





Plans for next 12 months:

- Develop the case for increased daily services
- Start a Dementia Train possibly on a weekly basis
- Begin a trolley service in time for new commuter train
- Promote 'Real Ale, Real Music, Real Fun' music and ale trains each Friday in summer
- Develop the website
- Support adopters at a total of 17 adopted stations
- Improve contact with businesses up the line through social media and information at Whitby station
- Develop Lottery-funded Land of Iron walks and heritage information
- Work with James Cook Hospital to encourage more use of the station by patients, visitors and staff
- Improve signage and promote greater use of James Cook Hospital station
- Establish stronger links with Middlesbrough colleges
- Relaunch Esk Valley Railcard
- Develop proposals for Dark Skies train on Fridays

- Increase social media presence, in particular with disabled groups along the Esk Valley.

Plans for next five years:

- Progress proposals using Section 106 funding to improve line
- Aim to re-open disused signal boxes at two stations
- Develop closer working arrangements with NYMR
- Develop proposals for new Battersby Curve
- Continue to encourage local schools in station adoption.

Recent trends in customer numbers

Average % growth 2018/19

-1.4%



3.10 South Fylde Line Community Rail Partnership (SFLCRP)

Region: West

CRP Officer: Simon Clarke

CRP Chair: Tony Ford

Website:

communityraillancashire.co.uk/lines/south-fylde

Summary of route, communities and key markets:

The branch is a single track railway from Blackpool South to Kirkham where it joins the main Blackpool North to Preston line. The Preston to Blackpool South service is the western arm of the Colne to Preston service and operates as an all stations service at hourly intervals on weekdays. Sundays is the same but does not operate all year.

Preston, the start of the route, is a major sub-regional centre. Its textile industrial base has largely disappeared but since the war there has been investment in its automotive industry. It has recently become a major higher education centre, the base for the University of Central Lancashire.

It is an ethnically mixed conurbation with significant pockets of deprivation but an affluent surrounding area. The route serves part of this area linking Kirkham, a small market town, with the prosperous seaside resorts of Lytham and St Anne's before reaching Blackpool.

Blackpool is the North's premier seaside resort but with significant pockets of deprivation. There is a sizeable eastern European community. An Energy College has opened close to Squires Gate station and an Enterprise Zone has been established on the Blackpool Airport site.

Key markets include: Commuters and students from the South Fylde to Preston; significant year-round leisure travel to Blackpool and, in particular, Blackpool Pleasure Beach. This is especially the case from Easter to the end of the Illuminations.

Key highlights of 2018/19:

- All Friends Groups along the line now have a presence on Facebook and one station group has developed a website
- Ansdell & Fairhaven station has won various Best Station and North West In Bloom awards
- Friends of St Anne's station supported Remembrance Day events through their Silent Soldiers, linking in with St Anne's In Bloom
- Both Ansdell & Fairhaven and St Anne's stations supported the Ricoh women's golf event with displays of golfers and flowering golf bags marking out the route from the station to the golf course
- Engaging with local primary schools through the key stage 2 educational project. The aim is to engage with a number of schools each term, linked to the Passport for Safe Rail Travel
- Continuing to develop the link with Virgin Trains and promote the use of the new community room at Preston station for school activities
- Engaging with the station partnerships along the line and bringing them together to develop and co-operate on joint projects. Developing a stand-alone station adopters' group for Squires Gate Station
- Maintaining involvement in station projects at St. Annes-on-the-Sea (Heyhouses' Project), Blackpool South (Blackpool Back On Track), Lytham (public and disused platforms) and the websites for Community Rail Lancashire (CRL) and Down the Line
- Continuing promotion of the self-guide walk leaflets and preparation for additional ones
- Marketing and sponsorship of the 2019 St Anne's Carnival and Kite Festival
- Continuing to work with CRL Ltd to extend the school engagement project to the line with a view to more local primary schools taking part in trips to Preston station
- New planters were placed at St Anne's station whilst some with integrated seating were installed at Squires Gate station thanks to funding from ACoRP, Community Rail Lancashire and Northern's Station Adoption Fund.



3.11 West of Lancashire Community Rail Partnership (WofLCRP)

Region: West

CRP Officer: Simon Clarke

CRP Chair: Marion Atkinson

Website:

communityraillancashire.co.uk/lines/west-of-lancashire

Summary of route, communities and key markets:

Preston to Ormskirk is a principally single track leaving the West Coast Main Line (WCML) south of Preston. The Wigan to Southport route is a two track railway between Wigan Wallgate as the coastal terminus where it meets the Merseyrail Electrics network. The Wigan to Kirkby line is two track railway between Wigan Wallgate and Kirkby where it also meets the Merseyrail Electrics network.

Preston to Ormskirk has 17 trains per day Monday to Saturday which connect with the frequent Merseyrail Electrics service to Liverpool Central. The Wigan to Southport line has a core two services per hour with three early morning services calling at Manchester Piccadilly, the rest calling at Manchester Victoria.

The Preston to Ormskirk route runs south-westerly from Preston to the side of Leyland, a rapidly developing town but not directly served by the line, before reaching the prosperous village of Croston in a mainly agricultural area. Rufford is a small community close to the popular attraction Rufford Old Hall. Burscough is a small town close to Martin Mere, one of the North West's most popular attractions, with a footpath link from the station. Ormskirk is a substantial market town with Edge Hill College close by. The station is a railhead for many smaller communities.

The Wigan-Southport line forms the other route served by the CRP and intersects with the Preston to Ormskirk line at Burscough. Wigan is a large former industrial town and is a major retail hub. Parts of the borough experience high levels of social deprivation. Further west the route serves more prosperous commuter suburbs such as Appley Bridge and Burscough. Southport is a major resort with over 8 million visitors a year. It is also a commuting town for Liverpool and Manchester.

Preston to Ormskirk carries students mainly for University of Central Lancashire (UCLAN) and commuters

Plans for next 12 months:

- Improve the line's reputation through good news stories i.e. the introduction of the newer rolling stock
- Look at ways to recover passengers lost as a result of disruption/line closure
- Organise a Music Train in conjunction with the St Anne's Music & Arts Festival
- Set up a Station Friends Group at Squires Gate station and formalise other Friends Groups along the line, in particular Kirkham & Wesham station.

Plans for next five years:

- Engage with all parties to develop step-free access to Squires Gate station
- Develop relevant historical displays at each station along the route.

Recent trends in customer numbers

Average % growth 2018/19

-0.5%

to Preston. Wigan to Southport and Manchester again mainly carries commuters to Bolton and Manchester, with commuters and leisure to Southport. The Kirkby line is again mostly commuters to Wigan and Liverpool.

Key highlights of 2018/19:

- Award-winning education projects
- Rufford station partnership going from strength to strength and making significant visual improvements
- Partnership working across a host of organisations, groups and TOCs
- The first CRP to adopt Women in Community Rail's code of conduct
- Burscough Junction Twin Tracks project. This European based project was funded by DCRDF, CRL and Aviva and brought together Burscough St John's RC Primary School and the Sechseckschule School in Erkrath, Germany. At Burscough Junction station the pupils helped to tidy up the disused platform, install and plant new recycled plastic planters and develop artwork for display at the station. They now look after the station on a regular basis.

Priorities:

- Encourage and work with our Friends Groups to bid for more funding
- Improve the reputation of the line due to poor service and press coverage
- Continue to develop wider support for the lines via tourism.

Plans for next 12 months:

- Continue to market the line while working closely with industry partners
- Launch the 'Make a Bee Line' marketing campaign for the Preston to Ormskirk (Liverpool) line
- Promote the improved timetable for the Preston to Ormskirk line via the concertina timetable for May and December changes
- Promote the Park & Ride at Rufford station to the villages of Eccleston and Mawdesley
- Promote the new Southport to South Manchester services
- Look for media opportunities to promote good news stories about the lines as a collective group
- Contribute to the Community Rail Lancashire newsletter, website and social media

- Write up case studies of successful projects
- Support CRLs Women Who Wander 2019 and 2020 projects
- Support the work of Women in Community Rail
- Education engagement (next 12 months and onwards)
- Welcome Shahiesta Raja, the new CRL Community Rail Education Development Officer
- Support the Liverpool-Southport-Wigan-Liverpool photography/soundscape project with local schools and colleges
- Continue to attend the Wigan LCEP meetings
- Continue to develop key stage 2 engagement
- Deliver the Railway Confidence programme and On Track to Train programmes to schools, especially special schools, in the West of Lancashire area
- Become accredited and work to maintain this
- Become a member of ACoRP
- Meet at least four times during the year
- Attend the DfT/ACoRP Community Rail Conference
- Be represented at Northern ComREG meetings
- Be represented on the ACoRP board
- Station adoption
- Continue to work with the Rufford Village Society and the Rufford CofE primary school to improve and promote Rufford station
- Help station groups develop plans and bid for grants such as the Northern Station Adoption Fund
- Continue to work with St John's Catholic Primary School, Burscough who have adopted the redundant platform at Burscough Junction station.

Recent trends in customer numbers

Average % growth 2018/19

-2.2%

3.12 Cumbrian Coast Line Community Rail Partnership (CCLCRP)

Region: West

CRP Officer: Warren Birch

CRP Chair: Laurence Hilland

Website: communityrailcumbria.co.uk

Summary of route, communities and key markets:

This predominantly coastal route extends 86 miles from the historic county city of Carlisle in the north to the major shipbuilding centre of Barrow in the south. The line encompasses the fringes of the Lake District serving isolated communities along the route. Main population centres include Carlisle, Barrow in Furness, Millom, Whitehaven, Workington, Maryport and Wigton.

Train services are a lifeline for sparse and remote communities, particularly relevant as local authority austerity measures have resulted in bus services being withdrawn. The Cumbrian Coast railway also covers large areas of social and economic deprivation particularly in West Cumbria.

The line serves a healthy mix of community, business and tourist based travel. Key commuter markets include nuclear workers at Sellafield and Drigg; employees in the defence industry at Barrow-in-Furness; and commuters to the bustling city of Carlisle. An expanding tourism market draws visitors to the coastline towns and villages and the recently extended Sunday service provision is steadily encouraging new opportunities for weekend breaks and family days out eg Ravenglass. Essential for social reasons, the line provides easy regular travel for shoppers, scholars, health visits and a range of leisure activities.

Key highlights of 2018/19:

- Introduction of full day Sunday services along the length of the line (previously no Sunday services south of Whitehaven and only a handful to the north)
- Launch of the DfT's Community Rail Development Strategy by newly appointed Rail Minister Andrew Jones at Millom station
- Completion of Maryport hub station, extensive platform improvements works and the initial installation of the Edge of Empire community initiative



- Extension of the Rail Journey to Recovery initiative to demonstrate the innovation and poignancy of rail as a surprising motivator in the rehab programme through Broken Lives Mended
- New station adoption groups formed at:
 - Aspatria, Harrington, Flimby, Seascale, Foxfield
 - The adoption of Flimby station by the local primary school is opening up new opportunities to engage young people in the world of community rail
 - Started by two volunteers, the Friends of Aspatria station now involves the parish council, community police liaison officer and a local charity shop
 - Volunteers at Workington have transformed the station restoring the LMS heritage colours and creating floral displays resulting in national acclaim
- Significant redesign and refurbishment works at Millom station including the extension of the café, the relocation of the booking office, and a new shop layout all of which have generated additional employment opportunities
- Participation in Strategic Outline business case for infrastructure enhancements
- Creation of the Walks from the Cumbrian Coast Line leaflet complementing existing Walks leaflets for the Furness and Lakes lines



- Launch of the new Community Rail Cumbria website aimed at promoting rail to and through Cumbria – communityrailcumbria.co.uk
- Working with TOCs, FOCs, CRPs, local authorities, businesses and suppliers to host the Community Rail Festival at Carlisle station.

Priorities:

- Ensure the sustainability and long term success of the Cumbrian Coast Line Community Rail Partnership including the recruitment of new priority stakeholders
- Contribute to the economic growth and well-being of all areas served by the Cumbrian Coast railway through the operation, services and facilities of the line
- Recovery measures following disruption of services caused by introduction of May 18 timetable and industrial action
- Maintain CRP reputation for innovation and creativity.

Plans for next 12 months:

- Complete the Edge of Empire educational initiative at Maryport station
- Develop the Workington Exhibition Centre celebrating the Rails which Circled the World
- Create a joint partnership with Turning Point to further embed community rail within the structured rehabilitation programme
- Develop plans for the refurbishment of the station building at Green Road

- Continue working in collaboration with Sellafield Ltd driving modal shift and implementing a programme of initiatives designed to improve the environment and comfort of the station and its facilities
- Develop a new Marketing Centre concept 'From here to... anywhere you'd sooner be' at Millom station
- Form station adoption groups at Parton, Maryport, Sellafield, Kirkby-in-Furness
- Maintain pressure for infrastructure enhancements
- Measure and maintain demonstrable success of Community Rail Projects.

Plans for next five years:

- Ensure financial sustainability
- Engage in projects which reinforce aims and objectives of Community Rail Strategy and align with prime CRP constitutional aim of social and economic well-being
- Secure improvements in all areas of rail – services, stations, timetable, rolling stock
- Continuation and development of projects which bring communities together and benefit disadvantaged groups
- Maintain high reputation of Community Rail movement
- Strengthen relationships and good practice across the growing network of station adoption groups and their volunteers
- Develop a programme of promotional and marketing activities exploiting the benefits of the new services and rolling stock scheduled over the next 12 months.

Recent trends in customer numbers

Average % growth 2018/19

3.8%

3.13 Furness Line Community Rail Partnership (FLCRP)

Region: West

CRP Officer: Kerstin Esbjornsson

CRP Chair: Tim Owen

Website: communityrailcumbria.co.uk

Summary of route, communities and key markets:

The Furness Line extends along the northern shores of Morecambe Bay from Barrow-in-Furness to Carnforth. Carnforth is the junction for Bentham Line and, further on, Lancaster is the main interchange for the West Coast Main Line. From Barrow going north along the Cumbrian Coast Line the railway heads to the county city of Carlisle.

The service provides an inter-urban service between Barrow and Lancaster and beyond to Preston/Manchester and Manchester International Airport. For local communities, the railway is a lifeline as there are few alternate public service options.

Barrow-in-Furness is the principal town, economically expanding with recent large housing developments but suffering from pockets of very high deprivation. Hard hit by the decline in shipbuilding during the 1980s, the town continues to host one of the UK's most important submarine shipyards and BAE Systems (Maritime division), the defence and submarine contractor to the MoD, is currently in an expansive phase with approximately 9,000 employees and subcontractors.

With a Michelin-starred restaurant; Victorian seaside resorts; a historic railway heritage centre; a popular racecourse; RSPB and AONB sites of natural interest and beauty; and a host of diverse festivals and events throughout the year, the towns and villages along the Furness Line bring visitors flocking from far and wide.

South Cumbria is also home to a considerable student population with post-16 education and apprenticeship opportunities at Barrow, Ulverston and Lancaster.

The line carries significant freight with weekly nuclear freight trains and an increasing number of freight diversions.



Key highlights of 2018/19:

The priority focus of the Furness Line CRP during 2018/19 was to develop and support the work of the station adoption groups. All 10 stations now have active volunteers undertaking initiatives to rejuvenate their local stations making them attractive, functional and inspiring people to use them.

- Friends of Kents Bank – extensive gardening, planting, composting works together with shelter improvements and artworks
- Friends of Silverdale Community Day brought over 30 volunteers from the local community, the CRP, Network Rail, Northern, ISS and Consortia together to clean, tidy, garden, paint and fix the station into tip top condition
- Restoration of an unsightly graffiti-covered Network Rail electric box in the heart of this area of outstanding natural beauty and visible from the train and highway
- Adoption of Barrow station by local partnership NHS registered rehab centre The Well and community interest company Marsh Street Arches & Gardens. This stimulated an exciting art exhibition by Greengate primary school pupils
- Creation of flag and floral displays at Ulverston station working in partnership with the Friends and Ulverston in Bloom, winning silver in Britain in Bloom 2018

- Launch of the DfT's Community Rail Development Strategy in Cumbria
- Launch of the new Community Rail Cumbria website aimed at promoting rail to travel to and through Cumbria – communityrailcumbria.co.uk
- Working with TOCs, FOCs, CRPs, local authorities, businesses and suppliers to host the Community Rail Festival at Carlisle station.

Priorities:

- Ensure the sustainability and long term success of the Furness Line Community Rail Partnership
- Contribute to the economic growth and well-being of all areas served by the Furness railway through the operation, services and facilities of the line
- Recovery measures following disruption of services caused by the introduction of the May 2018 timetable and industrial action
- Assist in the development of new business in the communities directly or indirectly served by the railway
- Develop community goodwill and involvement with the local railway
- Assist in the development of rail services to meet the needs of tourism and the community at large
- Improvement of station facilities and environments
- Develop integrated transport links to and from the railway
- Contribute to the development of long-term rail and transport strategies.

Plans for next 12 months:

- Work with Northern and Cumbria Tourism to restore passenger confidence and attract people back to the railway
- Seek improved access and parking improvements at intermediate stations
- In collaboration with Morecambe Bay Partnership, complete a series of iconic interpretation panels depicting local attractions and places of interest at each station
- Support plans of the Friends of Arnside station and the AONB to protect and enhance an area of important wildlife meadow on the station platform
- Seek funding for permanent exhibition space for Barrow underpass and develop a programme of showcase opportunities with local primary schools
- Consider community based projects working with local disadvantaged groups.

Plans for next five years:

- Ensure financial sustainability
- Engage in projects which reinforce the aims/objectives of the Community Rail Development Strategy and align with prime CRP constitutional aims
- Secure improvements for services, stations, timetable and rolling stock
- Strengthen relationships and good practice across the growing network of station adoption groups and their volunteers
- Develop a programme of promotional and marketing activities exploiting the benefits of the new services and rolling stock scheduled over the next 12 months.



Recent trends in customer numbers
Average % growth 2018/19
-5.9%

3.14 Lakes Line Community Rail Partnership (LLCRP)

Region: West

CRP Officer: Kerstin Esbjornsson

CRP Chair: Tim Owen

Website: communityrailcumbria.co.uk

Summary of route, communities and key markets:

The Lakes Line is a 10-mile single track route from Oxenholme, situated on the West Coast Main Line, running through to Windermere on the edge of the World Heritage Lake District National Park. Providing an important local transport link, the line is also very much the gateway to the south lakes and the Lake District National Park, serving millions of tourists.

The line provides a local service for towns and villages between Oxenholme and Windermere and offers an inter-urban service between Windermere and Lancaster/Preston/Manchester. There is an approximately hourly service to key service centre stations, Kendal and Windermere, but fewer services to the smaller stations of Burneside and Staveley.

Connections are made at Oxenholme or Lancaster for Virgin Trains and TPE services.

Demand is strongly based on the tourism and leisure markets so the link to Manchester International Airport (MIA) is of priority importance. However, the current maximum capacity of the line is 300 passengers per hour in each direction which is insufficient during peak summer months and, increasingly, throughout the year as growing numbers of international tourists favour "out of season" ventures.

Kendal is one of the largest Cumbrian towns and an important expanding economic, cultural and recreational hub for a wide hinterland. The intermediate stations Burneside and Staveley serve small but prosperous village communities - Burneside is home to James Cropper Plc, a major local employer and international company; Staveley Mill Yard is a vibrant working community of industrial and retail businesses.

Windermere also serves the lakeside town of Bowness as well as other central Lake District towns and tourist



destinations such as Ambleside and Grasmere. The Lake District is part of a £2 billion a year local tourist economy, second only to London as one of the main tourist destinations in the UK.

Whilst there are significant local education and employment opportunities, residents also regularly commute to work, education and medical centres in Lancaster and Preston.

Key highlights of 2018/19:

- Launch of the DfT's Community Rail Development Strategy in Cumbria
- Supporting Northern and partners to ensure the line remained open for business during the difficult months following the introduction of the May 2018 timetable
- Creation of the Friends of Lakes Line volunteer group who have taken on responsibility for four Northern stations
- First steps working with staff and students at Sandgate School, Kendal to develop a rail confidence programme of activities and initiatives to help young people with a range of learning and physical difficulties become more adept at travelling by train
- Continued collaboration with Cumbria county council and the LEP to create the Lakes Vision and develop the business case for infrastructure improvements which will improve capacity along the line
- Creation and launch of the promotional Lakes Line timetable leaflet

- Launch of the new Community Rail Cumbria website aimed at promoting rail for to and through Cumbria – communityrailcumbria.co.uk
- Working with TOCs, FOCs, CRPs, local authorities, businesses and suppliers to host the Community Rail Festival at Carlisle station.

Priorities:

- Ensure the sustainability and long-term success of the Lakes Line Community Rail Partnership
- Contribute to the economic growth and well-being of all areas served by the Lakes Line railway through the operation, services and facilities of the line
- Recovery measures following disruption of services caused by the introduction of the May 2018 timetable and industrial action
- Assist in the development of new business in the communities directly or indirectly served by the railway
- Develop community goodwill and involvement with the local railway
- Assist in the development of rail services to meet the needs of tourism and the community at large
- Improve station facilities and environments
- Develop integrated transport links to and from the railway
- Contribute to the development of long-term rail and transport strategies.

Plans for next 12 months:

- Develop the rail confidence programme with Sandgate School and extend the opportunities for young people to participate in rail-based activities
- Work with Northern on marketing plans to stimulate passenger demand and to promote through services to MIA
- Complete an artwork initiative for Staveley station with a Staveley-based artist
- Maintain pressure to explore opportunities for improving access to the stations particularly at Staveley and Kendal and for line capacity enhancements.

Plans for next five years:

- Engage in projects which reinforce the aims and objectives of the Community Rail Development Strategy and align with prime CRP constitutional aims
- Continue to seek station access improvements including the provision of reliable, passenger-friendly information
- Continue to work collaboratively with Cumbria County Council, the LEP and CRP stakeholders to implement infrastructure improvements focused on improving capacity and access
- Seek timetable improvements which open up Sunday morning employment opportunities
- Strengthen relationships and good practice across the growing network of station adoption groups and their volunteers
- Develop a programme of promotional and marketing activities exploiting the benefits of the new services and rolling stock scheduled over the next 12 months.

Recent trends in customer numbers

Average % growth 2018/19

-0.9%

3.15 North Cheshire Community Rail Partnership (NCCRP)

Region: West

CRP Officer: Marina Farey

CRP Chair: Garfield Southall

Website: northcheshirecrp.org (under construction)

Summary of route, communities and key markets:

The main focus of the CRP is on the branch to Ellesmere Port from Helsby, passing through the huge Stanlow refinery complex. Other major industrial concerns are Encirc Glass, CF Fertilisers and the new Protos development at Ince. The line also serves the Thornton Science Park campus of Chester University and other industrial and residential developments. The route from Chester to Warrington links the historic city of Chester, with its wide range of recreational and cultural attractions, and the industrial town of Warrington, which still has a large chemicals sector. Frodsham and Helsby are thriving small towns with a mix of small independent shops. Runcorn East serves the large and expanding new town of Runcorn.

NCCRP brings lots of opportunities – there are major employers established and incoming to the area, plus Thornton Science Park run by Chester University and Cheshire Oaks retail park expansion, with the opportunity to promote integrated transport and meet challenges including a poor rail service between Helsby and Ellesmere Port.

Key markets include: Commuters into Chester and Warrington, commuters and leisure travellers between Helsby and Liverpool via the new Halton Curve service, students and staff of Chester University, visitors to Chester, Warrington, Frodsham and Liverpool plus employees of Stanlow, Encirc, CF Fertilisers and Protos.



Key highlights of 2018/19:

- NCCRP hosted its first event celebrating the 170th anniversary of Chester station. The event featured stalls, displays of historic photographs and a guided station walk
- Participated in the Heritage Open Days project and opened doors to the station building at Ellesmere Port station
- Held a volunteer day at Ellesmere Port transforming the station garden
- Took pupils from Westminster Community Primary School in Ellesmere Port to see a mock-up of the new Merseyrail train in Liverpool City Centre
- Held Remembrance service at Little Sutton station
- In 2019 Ellesmere Port, Frodsham and Warrington Bank Quay stations won the Cheshire Best Kept Stations awards.

The partnership works closely with North Cheshire Rail Users Group who carry out community rail work at Frodsham and Helsby along the line, acting as Station Friends and Adopters. Their website provides timetables and much of interest on the line.

Priorities: Community engagement in Ince and Elton, station adoption, raising awareness of the CRP and Community Rail.



Plans for next 12 months:

- Continue working in partnership with the railway industry organisations, local authorities and businesses
- Continue with community rail activities such as gardening, artwork and volunteer days and any other projects that may enhance the stations and benefit the community
- Promote Halton Curve services;
- Continue developing links and joint projects with local Community Rail Partnerships especially the Mid-Cheshire Line, the Borderlands Line, Chester-Shrewsbury Line and Conwy Valley Line
- Participate in ACoRP's projects and events.

Plans for next five years:

- Have all stations adopted along the line
- Little Sutton station building restoration and repurposing
- Explore opportunities for improved service frequencies between Ellesmere Port and Helsby
- Develop stations as gateways to the local community
- Improve station facilities
- Better Park and Ride facilities
- Improve disabled access
- Improve bus links
- Improve walking routes between stations and their hinterland
- Improve transport links along the Cheshire Science Corridor
- Engage with diverse communities.

Recent trends in customer numbers

Average % growth 2018/19

-23.1%



3.16 Mid Cheshire Community Rail Partnership (MCCRP)

Region: Central

CRP Officer: TBA

CRP Chair: John Oates

Website: midcheshirerail.org.uk
marvellousdaysout.org.uk
amazingwomenbyrail.org.uk

Summary of route, communities and key markets:

The route effectively starts at Stockport, a major shopping and employment centre in Greater Manchester. It runs through the very large post WW1 housing estate of Wythenshawe (no station) before Altrincham, a prosperous medium-sized town which has reinvented itself for upmarket shopping.

From there, the line serves prosperous Cheshire villages until it reaches Northwich, once the centre of the UK salt industry. There is still some chemical industry in the area. Northwich itself is experiencing some deprivation but there are growing employment centres on the fringe of the town. Beyond Northwich, Greenbank is a mixed area with some affluence and also some areas of deprivation. The line passes through the Delamere Forest and the station is a visitor centre and café for the forest. Chester is a thriving retail/commercial centre with some new industry around the periphery (including the Airbus factory) and an expanding university. It is also a major tourist centre.

Key markets include: Commuters between Manchester and Mid Cheshire, into Chester, to Barclays Bank at Radbroke Hall, near Knutsford. Passengers attending events along the line e.g. Tatton Show, Cheshire Show, Knutsford May Day, Christmas markets, concerts in Delamere, Chester Races. Scholars to Greenbank, Knutsford, Hale and Altrincham. Visitors to Delamere Forest, Knutsford, Chester and Manchester. Those from the small villages accessing services in the towns and cities. People are encouraged to take off-peak trains, meander the Mid Cheshire Line and enjoy marvellous days out, exploring local attractions, and spending their money locally.



Key highlights of 2018/19:

Exhibiting the **Marvellous Days Out** artwork at locations across the North West including Lion Salt Works, Stockport Plaza, Art With A Heart in Altrincham, Tower Gallery, North West media centre, Chester University, Warrington, Northwich customer service centre, Knutsford Heritage Centre, Stockport Art Gallery, Hale library, Northwich town centre, Crewe Heritage Centre, Manchester Transport Museum and Northwich Plaza.

In 2019 the artwork will be at Weaver Hall Museum, Northwich, during July and August.

Wherever the artwork is on display, it attracts visitors and encourages people to take the train for a marvellous day out visiting local attractions.

There is also a **Marvellous Days Out** free booklet promoting the line and its attractions.

Discover Amazing Women By Rail was launched on 27 March 2018 and is a community rail collaboration with Friends of Littleborough station and Community Rail Lancashire. Passengers are encouraged to take the train to follow in the footsteps of an eclectic mix of amazing women whose hidden histories and contributions deserve to be celebrated. The booklets have been distributed along the Mid Cheshire Line and along the Calder Valley Line and have been used by various local schools and government departments to celebrate diversity and inclusion.



Discover Amazing Women By Rail was promoted at the global Women's International Networking conference in Manchester and was very well received by the delegates.

From Station to Station – Women who lived in Cheshire and helped shape history were brought to life when an original piece of community theatre – From Station to Station – was performed onboard a train travelling along the Mid Cheshire Line and at Manchester Piccadilly railway station.

Inspired by Alison Uttley's novel A Traveller in Time, the performance featured many historical women who have lived in towns connected by the line, which runs from Chester to Manchester. From Station to Station was part of Heritage Open Days Weekend events along the Mid Cheshire Line.

Positive Press – the Mid Cheshire Line has featured in Cheshire Life, the Telegraph, i newspaper, the Lancashire magazine, Virgin and TPE newsletters and in the new Bradt tourism guide to Cheshire – Slow Travel Cheshire.

Promoting community rail good practice through **Women in Community Rail** including launching a Code of Conduct.

Priorities:

- To work with key partners to improve Mid Cheshire Line services and deliver partnership objectives
- To promote and market the line
- To improve stations on the line
- To improve levels of community involvement on the line.

Promoting the Mid Cheshire Line, encouraging people to take the train and spend their money locally through the Marvellous Days Out campaign including Discover Amazing Women By Rail.

Working in partnership with Community Rail Lancashire on 'On Track to Train' encouraging young people to find out more about careers in the rail world.

Develop the railway confidence programme. Google 360° virtual tours can connect potential passengers with their station and local attractions, to boost confidence, help people research their days out and encourage them to enjoy train travel.

Recent trends in customer numbers

Average % growth 2018/19

-8.2%

3.17 East Lancashire Community Rail Partnership (ELCRP)

Region: Central

CRP Officer: Brian Haworth

CRP chair: Marjorie Birch

Website: communityrail Lancashire.co.uk/lines/east-lancashire

Summary of route, communities and key markets:

Three services use all or part of the line: Preston to Colne, hourly all stations; Blackburn to Burnley Manchester Road (and Manchester via Todmorden West Curve), hourly limited stops; and Blackpool North and Preston to Burnley Manchester Road (York) hourly limited stop, inter regional service. The Sunday-only DalesRail and Ribble Valley Rambler services use the line between Preston and Blackburn.

The line leaves Preston (see 3.10 South Fylde Line) and serves the south-east suburbs (Lostock Hall and Bamber Bridge) where there is much new housing development. After passing through largely rural landscapes it serves the small village of Pleasington before reaching the suburb of Cherry Tree and then the socially deprived inner urban area of Mill Hill.

The cathedral town of Blackburn has a strong well established ethnic minority population and areas of deprivation within the borough. There has been major investment with a new Cathedral Quarter and many new retail outlets and a university. It also has a young population with nearly a third of residents aged 0-19 years. Coupled with a population increase over recent years, the population is set to grow 10% by 2035. Despite offering high value employment attracting people from outside the borough there are some significant social and economic challenges in parts of the urban area.

Beyond Blackburn, Rishton is a traditional small town community before Accrington, again with a well established ethnic minority population with high levels of social deprivation. Rose Grove, a former railway community, is the railhead for the small town of Padiham, which has significant areas of social deprivation.

Burnley is the largest town east of Blackburn. It is working hard to regenerate itself after the decline in



traditional industries. It has a multi-cultural population mixed with some large pockets of serious deprivation. The town centre is developing as a retail centre and the college is expanding rapidly, as part of the University of Central Lancashire (UCLAN).

Brierfield is a small, ethnically mixed community which is far from prosperous. Nelson is a larger town with a similar mixed demographic and an economically and socially deprived inner area. Colne is a slightly more prosperous town but still suffers from the decline of its textile base and little to replace it. The annual Rhythm and Blues Festival makes a major contribution to the local economy.

The key markets are commuters to Manchester including students to universities in Manchester, Bolton and Salford; student flows to Burnley Central for Burnley College and UCLAN campus; student flows to Blackburn College and university; commuters to Preston in particular west of Accrington including students for the main UCLAN campus and seasonal off-peak flows to Blackpool especially Blackpool Pleasure Beach.

Key highlights of 2018/19:

- Work with local primary schools through the key stage 2 educational project with the aim of engaging with five schools each term, in conjunction with CLCRP, linked to the Passport for Safe Rail Travel
- Maintaining and developing the education resource centre at Accrington station

- Continuing to develop the link with Virgin Trains and promote the use of the new community room at Preston station for school activities
- The creation of art work by the Northern apprentices and other projects at Blackburn and Burnley Manchester Road stations
- Hosting Year in Industry students
- Developing the Railway Confidence programme with students travelling to Blackburn and Preston
- Continuing work with Lancashire County Council and Northern to promote and market the new Manchester service via the Todmorden Curve
- The promotion and marketing, with Northern, of the newly introduced hourly Sunday service between Colne and Preston
- Involvement in station projects at Bamber Bridge (Lowry Comes to Bamber Bridge), Blackburn (The Wrangling), Burnley Central (Revitalising Burnley Central), Brierfield, Nelson and Church and Oswaldtwistle (The Wooden Train)
- Maintaining the Community Rail Lancashire (CRL) and Down the Line websites
- Supported the Colne Rhythm and Blues Festival.

Plans for next 12 months:

- Work with Community Rail Lancashire to deliver its four-year Strategic Education Plan and continue to educate the passengers of the future through engagement with primary schools along the line, targeting at least five schools per term or 15 during 2019 (in conjunction with the CLCRP)
- Develop the Phase 2 car park project at Burnley Manchester Road



- Continue to work with the Northern apprentices and help to develop their projects at Blackburn and Burnley Manchester Road
- Continue to support station partnerships projects along the line especially at Bamber Bridge, Rishton, Church and Oswaldtwistle, Accrington and Brierfield
- Continue to promote 'walking for health' through the Guided Walks programme (CRL) and self-guided walks via the CRL website
- Develop bespoke timetables and posters for the Todmorden Curve service and work with Lancashire County Council (LCC) and Northern on electronic marketing campaigns for the service aimed at scholars and students
- Develop the Connecting East Lancashire projects at Cherry Tree, Accrington, Huncoat, Rose Grove, Brierfield and Nelson
- Support the Pendle Beer Festival and the Colne Rhythm and Blues Festival
- Continue delivering the Railway Confidence and the On Track to Train programmes.

Plans for next five years:

- Continue to develop and improve the Blackburn to Manchester via the Todmorden Curve service including quality of rolling stock, timetable and marketing
- Continue to promote all services to commuters and students and work with Northern timetables to maximise connectional opportunities at Preston and Blackburn
- Look at opportunities to improve journey times between Pendle and Blackburn and Manchester as well as between Preston and Leeds
- Develop and work with station partnerships along the line and encourage the development of new station partnerships.

Recent trends in customer numbers

Average % growth 2018/19

-9.3%

3.18 Clitheroe Line Community Rail Partnership (CLCRP)

Region: Central

CRP Officer: Brian Haworth

CRP chair: Marjorie Birch

Website:

communityraillancashire.co.uk/lines/clitheroe-line

Summary of route, communities and key markets:

The line is mainly a two-track railway from Blackburn to Clitheroe. The Bolton to Blackburn section is a single track line with two long passing places at Darwen and between Bromley Cross and Hall-i-th-Wood. The line beyond Clitheroe (to Hellifield) is generally freight only, carrying the DalesRail and Ribble Valley Rambler summer Sunday service.

The Manchester to Clitheroe line is essentially an inter-urban service serving key stations at Clitheroe, Blackburn, Darwen, Bromley Cross and Bolton. The Partnership also oversees the DalesRail (Blackpool North to Carlisle) summer service and the Ribble Valley Rambler (Blackpool North/Preston to Hellifield) winter Sunday service.

The route effectively starts from Bolton, a large former textile and engineering centre which has retained some manufacturing but is today more important as a retail and University town with a diverse population. The line serves prosperous areas of north Bolton before passing through rural scenery and serving stations such as Entwistle, which is a gateway to the beautiful West Pennine Moors. Darwen town centre fulfils a market town role providing small scale retail developments and community services. Although suffering pockets of social and economic deprivation, the town retains a strong identity. The cathedral town of Blackburn has strong well established ethnic minority population and areas of deprivation within the borough. There has been major investment with a new Cathedral Quarter and many new retail outlets and a University. It also has a young population with nearly a third of residents aged 0-19 years. Coupled with a population increase over recent years, the population is set to grow 10% by 2035. Despite offering high value employment attracting people from outside the borough there are some significant social



and economic challenges in parts of the urban area. Beyond Blackburn the route serves relatively prosperous communities of Langho and Whalley. Clitheroe is a bustling market town with a prosperous hinterland, though the town itself has pockets of social deprivation. Generally, it is a successful example of small town shopping with a busy market and small independent shops as well as supermarkets.

The line carries commuters to Manchester including students to universities in Manchester, Bolton and Salford; student flows to Blackburn for Blackburn College and university. Scholar flows between Bromley Cross and Darwen/Blackburn and also between Blackburn and Clitheroe. Off-peak traffic is focused on Blackburn and Manchester as key destinations. DalesRail and the Ribble Valley Rambler are off-peak leisure based services and the key market is rambles for both guided and DIY walks.

Key highlights of 2018/19:

- Continuing to engage with local primary schools through the key stage 2 educational project in conjunction with East Lancashire Community Rail Partnership (ELCRP) linked to the Passport to Safe Rail Travel
- Redeveloping the office and education resource centre at Accrington Eco station



- Maintaining and updating the CRP's website and the new website/app called Down the Line
- The involvement of In Bloom groups at Langho and Whalley stations
- Friends of Whalley station's involvement in the Whalley Remembers Remembrance Day events
- Sponsoring of the Clitheroe Beer Festival to promote the north end of the line
- Production and promotion of the Guided Walks leaflets
- Supporting the Friends of Stations groups along the line
- The successful bids from the Station Adoption Fund, which covered the cost of plants, compost and seating at stations
- Involvement in the Bolton Station Gala June 2018.

Plans for next 12 months:

- Complete the refurbishment of all stations between Blackburn and Clitheroe including the installation of an additional cantilever type shelter at Clitheroe
- Northern apprentices to be involved in a signage and publicity project at Clitheroe and also develop a marketing strategy for the whole route
- The Connecting East Lancashire project will see pupils from Pleckgate High School producing artwork for Ramsgreave and Wilpshire station
- The CRP will also work with Northern on timetable and service improvements, in particular the launch of DalesRail in May 2019 following its cancellation in 2018 and the Ribble Valley Rambler. Marketing activity will be focused on DalesRail with a more comprehensive walk programme and additional bus links
- Look at opportunities to improve journey times between Clitheroe and Manchester
- Continue to support the retention of the Interchange at Clitheroe
- Continue to work with Blackburn with Darwen on developing the redundant space at Blackburn station (joint with ELCRP, 2019 and 2020)
- Continue to engage with special schools through the Railway Confidence and On Track to Train programmes

- Work with the Bolton Station Community Development Partnership and the new CRP covering the greater Bolton area to develop projects at the south end of the Clitheroe Line.

Plans for next five years:

- Look at the case for a service to Manchester Airport
- Review the timetables for DalesRail and Ribble Valley Rambler to create a better year-round offer
- Develop the potential of Blackburn as a community and connectional hub
- Continue to promote all services to commuters and students and work with Northern timetable to maximise connectional opportunities to Blackburn
- CRPs will continue to review the structure of their management group to make it as effective as possible and take an active role in CRL Ltd
- As with the other CRL CRPs, work with Northern to develop plans for all stations along the line utilising the Station Improvement Fund combined with grants from third parties such as the ACoRP/DfT DCRDF; this will in all probability give rise to work to be reported here in future years
- Seek to develop a half-hourly service from Clitheroe.

Recent trends in customer numbers

Average % growth 2018/19

-4.5%

3.19 South East Manchester Community Rail Partnership (SEMCRP)

Region: Central

CRP Officer: Stephen Forde

CRP Chair: Peter Robinson

Website: semcorp.org.uk

Summary of route, communities and key markets:

The four routes covered by the partnership are:

- Manchester to New Mills Central
- Manchester to Rose Hill via Hyde
- Stockport to Buxton, Stockport to Middlewood station
- Manchester to Glossop/Hadfield (as far as Broadbottom).

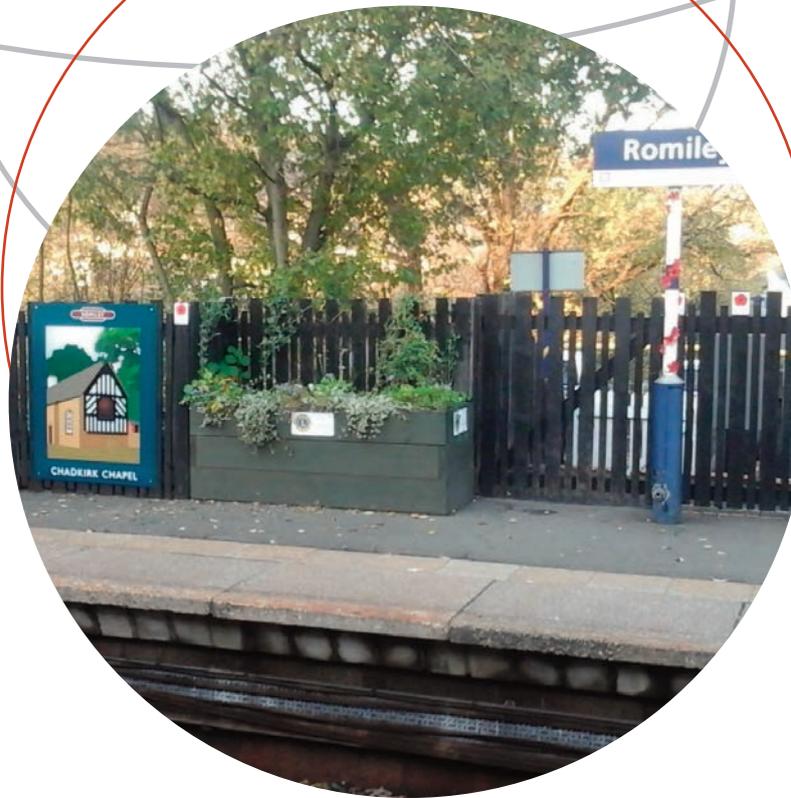
The CRP also has a fifth line running from Stockport to Stalybridge. At present this line features a Parliamentary service stopping at Reddish South and Denton.

All of the lines are largely inter-urban. They provide commuting services into Stockport and Manchester and leisure services towards the Peak District, where the lines meet with the High Peak and Hope Valley CRP.

The CRP serves a varied range of communities to the south-east of Manchester (some within Tameside and Stockport boroughs rather than Manchester). Some of the communities in the Hyde and Gorton/Audenshaw areas are experiencing serious economic challenges, whereas the outer suburbs around Marple are prosperous parts of the Greater Manchester conurbation.

This CRP has some of the most serious problems of social exclusion of any of the Northern CRPs (perhaps alongside East Lancashire) with communities facing a variety of challenges including educational outcomes, housing and access to employment.

All of the local authorities covered by this CRP are part of Greater Manchester Combined Authority. The CA has recently published its Greater Manchester Spatial Framework (GMSF). The GMSF outlines extensive and ambitious development and regeneration plans that include the construction of tens of thousands of new homes each year and dozens of large scale commercial and industrial developments that will create increased demand on local stations and services.



Key highlights of 2018/19:

- The launch of the Station Connections art project: stationconnections.co.uk/crewe-to-manchester
- The Stockport Railway Station 150th Anniversary Community Rail Festival (May bank holiday). Supported by several TOCS, Network Rail and TfGM and visited by approximately 2,500 members of the public
- The Friends Group at Woodsmoor is now an active and effective group. A local guides group has taken over the care of a flower bed at Davenport station, with the Friends Group looking after the one on the opposite platform
- Hattersley and Guide Bridge friends groups worked in cooperation with Glossop and Handfield to produce a commemorative WW1 event for Remembrance Day
- Friends of Romiley held a Remembrance Day event that featured hundreds of poppies created by local community groups; this and the event above both won at Cheshire Best Kept Stations awards
- Friends of Rose Hill and Romiley ran very successful multi-generational art projects that are now installed at both stations

- Friends of Marple produced an exciting project outline for the redevelopment of the station building with the possibility of including community space. The project was funded by Northern's Seed Corn Fund.

Plans for next 12 months:

- Work towards the new DfT accreditation status
- Work with Northern to devise a marketing scheme to bring back customers lost through the effects of timetable and industrial action problems (assuming that these issues are fully resolved). This will include the use of Connected Stations artwork, designing station walk routes for publishing and sharing online
- Support Friends Groups in developing community activity in response to the new priorities in the Community Rail Development Strategy
- Assist Woodley Primary School to develop a project at Woodley station. This small station has not had any Friends activity for many years and it is hoped that activity by local children may encourage other locals to get involved
- Working in partnership with members of the HP&HV CRP to extend a project that started last year. This features a series of appreciation boards showing some of the particular stations' history and current service. The first four boards have been commissioned and a further four are at the early planning stage.

Plans for next five years:

The priority over the longer term is to improve passenger facilities at stations to make journeys more comfortable, to encourage modal shift onto railways and to promote more sustainable travel to stations, working with local authorities to promote cycling and walking. This will be particularly important in light of the development plans outlined in the GMSF.



Recent trends in customer numbers

Average % growth 2018/19

2.8%

3.20 Crewe to Manchester Community Rail Partnership (C2MCRP)

Region: Central

CRP Officer: Stephen Forde

CRP Chair: Chris Dale

Website: crewe2manchesterrail.org.uk

Summary of route, communities and key markets:

The partnership is on the West Coast mainline and provides commuting services to Manchester, Stockport, Manchester Airport and Crewe, with leisure services into Cheshire and Manchester city centre.

The CRP's area includes the vibrant suburbs of Levenshulme and Heaton Chapel before reaching Stockport, a large town and major sub-regional centre with good shopping and recreational facilities. Some of the outer housing estates are socially deprived. Beyond Stockport the line serves more prosperous areas of the South Manchester conurbation, including Cheadle Hulme, Handforth and Wilmslow, an expanding small town. Alderley Edge is also a very prosperous small town. Between there and Crewe the line serves several smaller villages and towns (e.g. Sandbach) which are relatively affluent with high levels of commuting into Manchester and, to a degree, Crewe.

The line passes through Greater Manchester and Cheshire East. Both authority areas are currently subject to extensive redevelopment and regeneration. Far-reaching plans are being shaped and will require extensive development of rail services if road traffic is not to reach unmanageable levels.

Key highlights of 2018/19:

- The launch of the Station Connections art project: stationconnections.co.uk/crewe-to-manchester
- The installation of a Jellico Plaque at Crewe station in partnership with North Staffs CRP. This project was recognised at the 2019 Cheshire Best Kept Stations awards
- The Stockport Railway Station 150th Anniversary Community Rail Festival (May bank holiday). Supported by several TOCS, Network Rail and TfGM and visited by approximately 2,500 members of the public
- The establishment of a new Friends Group at Mauldeth Road station on the airport spur
- Friends of Goostrey after over six years of campaigning have finally managed to have their station building brought back to a reasonable state of repair by Network Rail with the support of the Railway Heritage Trust.



Plans for next 12 months:

- Work towards the new DfT accreditation status
- Work with Northern to devise a marketing scheme to bring back customers lost through the effects of timetable and industrial action problems (assuming that these issues are fully resolved). This will include the use of Connected Stations artwork, designing station walk routes for publishing and sharing online
- Support Friends Groups in developing community activity in response to the new priorities in the Community Rail Development Strategy
- Assist Willows Primary School to develop a project at Manchester Airport station
- Friends of Levenshulme station are involved in an exciting project to renovate a disused railway station (Levenshulme South) and hope to convert the building into a café, cycle hubs and community space. Initial structural work has started on the building to make it weatherproof
- Friends of Heaton Chapel hope to progress the development of a community space on the first floor of their station building. Establishing an electric supply is proving to be the biggest challenge so far
- Friends of Handforth have finally been given the OK to install the two welcome arches at the station and are awaiting the outcome of an 'access for all' funding bid
- The CRP is working with DRS to establish a DRS Apprentice project at Crewe station. It is hoped that the apprentices will take over part of the station and use their work to draw in other young people from schools and clubs in the area. This will also promote rail as a career choice
- The CRP is working with Styal women's prison to start a project on Styal station. The aim is to provide prisoners, who are close to being released on licence, with an opportunity to engage in constructive activity while developing skills around planning, communication and working in cooperation with others.

Plans for next five years:

The priority over the longer term is to improve passenger facilities at stations to make journeys more comfortable, to encourage modal shift onto railways and to promote more sustainable travel to stations, working with local authorities to promote cycling and walking.

Recent trends in customer numbers

Average % growth 2018/19

-3.2%

3.21 High Peak and Hope Valley Community Rail Partnership (HPHVCRP)

Region: Central

CRP Officer: Andrew Walker and Alastair Morley

CRP Chair: County Councillor George Wharmby

Website: peakdistrictbytrain.org

Summary of route, communities and key markets:

The CRP covers three lines: Manchester to Buxton via Stockport and Whaley Bridge; Manchester to Glossop and Hadfield; and Manchester to Sheffield (local services on the Hope Valley Line).

The Hope Valley Line is an inter-urban service between Manchester Piccadilly and Sheffield. Hourly stopping service all week. A few East Midlands Train and TPE trains make limited stops at peak times. The partnership covers Strines through to Dore & Totley (inclusive). The line serves rural Peak District communities which are popular with walkers and cyclists. There is a good commuter market for Manchester and Sheffield from these villages. Grindelford and Dore in particular are attractive out of town communities for those working in Sheffield - one of the North's major cities with a large university sector and major retail facilities

The Buxton Line is a mixed rural and inter-urban route between Buxton and Manchester Piccadilly. Two trains per hour Monday to Saturday c.0600 to 1900 and hourly in the evening and on Sunday. The CRP covers Buxton to Middlewood (inclusive). The line serves the growing suburb of Hazel Grove, the market town of New Mills and smaller Derbyshire communities including Whaley Bridge and Chapel-en-le-Frith. Buxton is a bustling market town and tourist destination, with many cultural attractions. Near the station is a higher education campus. The town also has pockets of deprivation

The Glossop Line is an outer suburban-style half-hourly service between Glossop and Manchester Piccadilly; boosted to 20-minute interval at peaks. The CRP covers Glossop, Hadfield, Dinting and Broadbottom stations. The line serves the very large Manchester overspill communities of Hattersley and Gamesley which have serious economic and social problems. Glossop is, in contrast, a prosperous market town.



All three lines provide a local service for residents and significant tourism into the Peak District National Park. Other key markets are:

- Hope Valley – commuter flows and university students to Manchester and Sheffield
- Buxton – commuter flows to Stockport and Manchester; university students to Manchester and to Buxton campus of Derby University; pupils to Stockport Grammar School; tourism into Buxton
- Glossop – significant commuter flow and university students to Manchester; school pupils from Glossop to Hadfield; some tourism to Glossop.

Key highlights of 2018/19:

Community Rail Awards

- Several station groups won at the Community Rail Awards 2018
- Friends of Buxton station won Most Enhanced Station Buildings and Surroundings category for their Heritage friendly life-saving improvements. An iconic old red phone box was relocated to the platform to house a defibrillator
- Friends of Glossop Station were awarded Lead Gold Category Winner in the It's Your Station Category recognising both new gardening achievements and wide-ranging community engagement events
- Additionally, Neil Williams, founder member and chair of Friends of Glossop Station was awarded the Outstanding Volunteer Contribution.

Station Adoption

There are now 17 station Friends Groups along the three lines. The CRP provides practical and financial support including promoting and attending their events. Examples of new station group projects from the High Peak and Hope Valley include:

- A Bench with a View at Chapel-en-le-Frith station
- Two wooden planters installed by Friends of Hope station
- WW1 Armistice display at Grindleford station, with a biography of every fallen soldier from the village
- Christmas event at Glossop station
- Edale Station Friends ran a schoolchildren's competition to design a Hope Valley Line logo. A graphic artist developed the winning idea into a design for use on promotional material
- Community day involving Friends of Disley station, Northern and Network Rail using stones and shrubs to enhance platform embankment
- Friends of Hathersage installed a Real Time Information Screen in the village centre.

Station infrastructure projects

The CRP has supported local groups campaigning for improvements at their local station including:

- Funding a new canopy at Dore and Totley station
- Support to the Chinley and Buxworth Transport Group's campaign for disabled access at Chinley
- Installation of ticket machines, new waiting shelters, CCTV and other improvements at local stations.

Train service enhancements

- Increase in train frequency Monday to Saturday to two trains per hour on the Buxton Line
- Improved weekday service on the Hope Valley Line gives an hourly service benefiting most stations.

Promotion of the lines

- Extensively promote and fund a highly successful year-round programme of live music trains and station-to-station guided walks
- Promote the line at events including Buxton Transport Awareness Day, Stockport Community Rail Day and at Sheffield and Manchester Piccadilly stations as part of Community Rail in the City
- Produce promotional videos for all three lines in conjunction with CrossCountry Trains.

Plans for next 12 months:

- Develop the new website to promote the lines, events and the work of the CRP and station groups
- A new visitor guide to promote the improved Buxton Line timetable
- Ensure passenger facility enhancements are delivered through both station enhancement schemes and improved maintenance regimes

Plans for next five years:

Hope Valley Line

- Enhance the hourly timetable to serve all stations between Sheffield and Chinley, plus an hourly semi-fast service between Sheffield and Manchester
- Extra capacity and improved punctuality from the provision of the second track at Dore Junction. A reliable hourly timetable would enable the line to be more effectively marketed for visits to the Peak District
- Provide disabled access to the platform at Chinley and identify more car parking at stations where passenger usage is constrained as a result.

Buxton Line

- A half-hourly timetable throughout the day and evening. Additional rolling stock to meet capacity
- Increase frequency to Hazel Grove to four trains per hour and extend to Disley and New Mills Newtown. This would require a new turnback facility at New Mills Newtown
- Invest in station infrastructure at New Mills Newtown.

Glossop Line

- Campaign to ensure appropriate rolling stock deployed to maintain the current off-peak timetable
- Support development of the Glossop service to be every 20 minutes throughout the day
- Increase frequency to four trains per hour, subject to additional rolling stock and a signalling upgrade east of Guide Bridge
- A new station to serve Gamesley, outside Glossop, with sufficient car parking for surrounding communities.

Recent trends in customer numbers

Average % growth 2018/19

2.7%

4.1 Committed Obligations

In Schedule 6.2 to the Northern Franchise Agreement, Northern Franchise Specific Provisions we commit under section 9 to support Community Rail.

9.5 Within three months of the Start Date in respect of the first Franchisee Year and no later than three months before the start of each subsequent Franchisee Year, the Franchisee shall provide to the Secretary of State a report (the "Community Rail Report") setting out the distribution of the CRP Amount in full amongst the Community Rail Partnerships identified in paragraphs 9.1 and 9.2.

9.6 The Community Rail Report shall contain the following information:

(a) a statement confirming that the Franchisee's distribution of funds to the Community Rail Partnerships takes account of the Secretary of State's then current published Community Rail Development Strategy;

(b) a statement confirming that the Franchisee has discussed the funding of the Community Rail Partnerships with ACoRP and has taken sufficient account of

ACoRP's views;

(c) confirmation that the

Franchisee has discussed with all Community Rail Partnerships the aims and needs of such partnerships and the funding required to achieve these;

(d) a table setting out the relevant portions of the CRP Amount which are to be paid to each Community Rail Partnership (on a non-indexed basis) over the next three years (it being acknowledged that these amounts are likely to be different for each Community Rail Partnership) and

(e) such further information as the Secretary of State may from time to time request.

9.7 The Franchisee shall within 30 days of the commencement of each Franchisee Year, make the relevant payments totalling the CRP Amount to each of the Community Rail Partnerships identified in the Community Rail Report for that year.

9.8 ...

9.9 The Franchisee shall devise and implement in collaboration with relevant Community Rail Partnerships

a "station adopters scheme" under which members of the local community can "adopt" a local Station and engage in activities such as:

(a) promotion of the passenger services calling at the station;

(b) monitoring and reporting faults, damage and anti-social and criminal behaviour; and

(c) carrying out minor station cleaning and maintenance tasks and the development and cultivation of station gardens.

The Franchisee shall take reasonable steps to 1. Introduce/promote the station adopters scheme and provide safety and other training and support to participants.

9.11 ...

9.12 Without prejudice and in addition to its obligations in the preceding paragraphs, the Franchisee shall within six months of the Start Date, establish, and thereafter chair and co-ordinate, the Northern Community Rail Executive Group ("ComREG") whose members shall be relevant stakeholders including representatives from Community Rail Partnerships, Rail North, other relevant sub-national transport bodies, the Secretary of State, and ACoRP for purposes which include fostering collaboration between Community Rail Partnerships and the Franchisee and providing guidance to the Franchisee in respect of its policies plans for developing and furthering the success of Community Rail Partnerships (the "CRP Policies and Plans").

9.13 ...

9.14 In addition to and without prejudice to its obligations in paragraph 9.9, the Franchisee shall:

(a) within three months of the Start Date, in collaboration with ComREG and the National Community Rail Development Implementation Steering Group, develop a standardised template (the "Standardised Template") for the adoption of Stations by local community groups and, by way of its membership of ATOC, shall use all reasonable endeavours to agree with ATOC and all Train Operators in Great Britain the introduction of the Standardised Template as a nationally accepted standard to be recognised by the rail industry; and

(b) devise and implement (in collaboration with Community Rail Partnerships) a scheme known as the "station adopters' schemes" pursuant to which local community groups will each be able to adopt a Station and ensure that, by the fifth anniversary of the Start Date, no less than 90% of Stations are adopted by local community groups.

9.15 In addition to and without prejudice to the obligations under paragraph 9.7 and as proposed in its response to the Invitation to Tender, the Franchisee shall incur expenditure of no less than £600,000 (pounds sterling six hundred thousand) in each Franchisee Year (reduced pro-rata amount in respect of any Franchisee Year of less than 365 days) in support of Community Rail Partnerships including:

- (a) organising and holding an annual Community Rail Partnership conference and marketing support;
- (b) preparation and publication of the annual Community Rail report (including any required survey work);
- (c) development of a Community Rail market plan;
- (d) provision of additional funding to ACoRP;
- (e) provision of funding for an ACoRP communications and marketing resource;
- (f) provision of funding for training an ACoRP Community Rail Partnership officer;
- (g) provision of funding for the implementation of "station adoption schemes";
- (h) funding and establishing a seed corn and competition fund;
- (i) provision of funding to ACoRP to support new uses for property; and
- (j) provision of funding for the development and implementation of community hubs.

9.16 Within six months of the Start Date, the Franchisee shall, as proposed in its response to the Invitation to Tender, use all reasonable endeavours to agree service level commitments with each Community Rail Partnership identified in paragraph 9.1 and ACoRP (the "Community Rail Service Level Commitments"). The Community Rail Service Level Commitments shall measure on an annual basis (during each Franchisee

Year) the Franchisee's ability to meet its obligations with regards to the relevant Community Rail Partnership and/or ACoRP, including the following obligations:

- (a) a maximum response time of three weekdays by the Franchisee to all enquiries from a Community Rail Partnership and/or ACoRP and the escalation of any unresolved enquiries within that timescale to appropriate persons for urgent resolution;
- (b) a commitment by the Franchisee to share with each Community Rail Partnership and ACoRP passenger volume data for all journeys starting or ending along the relevant Community Rail Route (and in respect of ACoRP, all Community Rail Routes), identified by broad ticket category and origin/destination;
- (c) the meeting of planned delivery dates and key milestones as agreed by the Franchisee with ACoRP and/or the relevant Community Rail Partnership in relation to projects to be undertaken by the Franchisee on behalf of and/or in conjunction with any of ACoRP or a relevant Community Rail Partnership ("Shared Projects") and compensate each of the relevant Community Rail Partnerships and ACoRP by paying to each of them an amount equal to 1% of the total cost of such Shared Project for each week the applicable delivery date or key milestone is delayed by the Franchisee;
- (d) in each Franchisee Year, provision by the Franchisee of at least 50% of the time of one of the Franchisee's timetable experts in supporting timetable developments on Community Rail Routes, including journey time improvements, adjusting timetables to meet local demand and developing any policies in relation to Connections;
- (e) attendance by:
 - (i) the Communities and Sustainability Director at least one meeting with each Community Rail Partnership and ACoRP in each Franchisee Year;
 - (ii) each Regional Communities and Sustainability Managers at least 80% of all meetings with each relevant Community Rail Partnership and/or ACoRP; and
 - (iii) other specific Franchise Employees at meetings with each Community Rail Partnership and/or ACoRP as may be reasonably agreed by the Franchisee;

(f) provision by the Franchisee of travel on the Passenger Services without charge to all representatives of the Community Rail Partnerships in connection with the attendance at meetings or training courses related to any Community Rail Route or Community Rail Partnership; and

(g) a commitment by the Franchisee to ACoRP to provide three travel passes at no cost to ACoRP permitting travel by ACoRP representatives on the Passenger Services in connection with the attendance at meetings or training courses related to any Community Rail Routes or Community Rail Partnerships.

As proposed by the Franchisee in its response to the Invitation to Tender, the Franchisee agrees that it shall seek a review by ComREG of the Community Rail Service Level Commitments every three Franchisee Years and shall comply with any amendments or alterations to commitments made by ComREG which result from that review.9.17 ...4

9.18 Without prejudice to the Franchisee's obligations pursuant to paragraph 9.3 and as part of the Community Rail Report, the Franchisee shall provide to the Secretary of State information setting out:

(a) the initiatives the Franchisee has identified pursuant to paragraph 9.17 and will implement during the forthcoming Franchisee Year; and

(b) an update on progress of the implementation or delivery of such initiatives during the previous Franchisee Year.

4.2 Station Adoption Projects

RECIPIENT GROUP / STATION	PROJECT
Action Stations (Friends of Bingley)	Refurbishment of historic sign and 5 rise locks display
Beyond Boundaries	Poster boards, seasonal plants, lights and paint
Bishop Line CRP	Contribution to Theatre on Trains project with Luxi Theatre; WWI Memorial Plaque
Bolton Station Community Development Partnership	Community Gala and design / Print of flyers and posters
Burneside	Plants and Planters
Central Station Adopters	Flyers / marketing
Change Grow Live	Plants / Planters / Equipment
Community Rail Lancashire / Northern Apprentices	Benches, planters, children's artwork, signage to bus/train station, Map, Dementia friendly signage and Incredible Edible
Crewe to Manchester CRP	Promotional items for Stockport Gala
DVLP	Station displays x8
EVRDC	Signage and promotion of Herb Line
FOSCL	Planting and Planters produced by the Sobriety Project
Friends of Alnmouth Station	Shed, planting and gardening supplies
Friends of Ansdell and Fairhaven	Plants / Equipment
Friends of Aspatria	Seasonal Plants / Equipment / Planters / gravel footpath
Friends of Bamber Bridge	Seasonal Planting
Friends of Bamford Station	New plants and lockable storage bench
Friends of Bare Lane	Fencing, Water Butts, Heritage Poster, Signage and Planters
Friends of Barrow	Seasonal Planting, Planters and Poster Cases
Friends of Battersby	Plants, benches, station sign
Friends of Bescar Lane Station	Seasonal Plants and Equipment
Friends of Billingham Station	Lest we Forget project
Friends of Brinnington	New Planter and plants
Friends of Bromley Cross	Planters, plants and astroturf
Friends of Burscough Station	Seasonal Planting
Friends of Buxton station	Postercases for night entrance.
Friends of Castleton	Planters, history and information boards
Friends of Chapel en le Frith	Memorial Bench and artificial hanging baskets
Friends of Chathill	Plants and tools

Friends of Chelford	Memorial Bench
Friends of Chinley	Signage
Friends of Croston Station	Planters / Equipment
Friends of Danby and Castleton	Raised beds, plants
Friends of Disley	Embankment work
Friends of Dore & Totley	Canopy, station sign, displays and planting
Friends of Driffield Station	Station garden project
Friends of Drigg Station	Planting
Friends of Dronfield Station	Planting / web page development
Friends of Eaglescliffe	Planting
Friends of Edale	Panorama Artwork
Friends of Edge Hill	Seasonal Planting / Workshops
Friends of Egton	Planting and trellis
Friends of Fitzwilliam Station	Station Displays
Friends of Flimby	Seasonal planting and equipment
Friends of Foxfield Station	Plants, Planters and Poster Cases
Friends of Fylde Country Stations	Planter / Seasonal Plants
Friends of Gathurst	Planters, seating and water butt
Friends of Glaisdale	Planting and planters
Friends of Grange over Sands	Planting, seating
Friends of Great Ayton	Plants, new picnic bench
Friends of Guide Bridge	Large planter and plants
Friends of Hadfield Station	Planting
Friends of Handforth	Memorial Bench, planter and flowers
Friends of Harbrough / Bloom	Station garden project
Friends of Harrington Station	Planting
Friends of Hartlepool Station	Redwheel plaques and Interpretation boards
Friends of Hathersage	Real time information screen
Friends of Hattersley	Colouring in sheets for Teddy Bears Picnic
Friends of Haydon Bridge	Planters and planting
Friends of Heaton Chapel	Defibrillator, cabinet, and power supply at the station, running in board and planter
Friends of Hutton & Cranswick / Bloom	Plaque In Bloom Winners

Friends of Kents Bank and Foreshore	Plants
Friends of Kildale	Plants, flower beds, station bench, flag stones for new path
Friends of Kirkby In Furness	Plants, planters and equipment
Friends of Layton	Plants / Planters project
Friends of Lealholm Station	Plants, shrubs, bulbs, compost and trellis
Friends of Leyland Station	Planting, plants and bird boxes
Friends of Lostock Hall	Planting / materials
Friends of Marple	May '18 promotional items, planters, plants and Bee station
Friends of Mirfield Station	Station garden plan to link with Mirfield in Bloom
Friends of Moston	Planting and Painting
Friends of Nelson Station	Planting and planters
Friends of Nunthorpe	Plants, bird boxes, bug hotels, wool for Nunthorpe knitters display
Friends of Pannel	Station planting
Friends of Parbold	Art and planters project
Friends of Parton	Plants, planters and equipment
Friends of Patricroft	Artwork / story board on platform
Friends of Poppleton	Station Garden
Friends of Rainford	Planting / Equipment
Friends of Redcar East	Plants and planters
Friends of Reddish South	WWI armistice project
Friends of Roose Station	Planters
Friends of Rose Hill	Bedding plants, fruit trees, hanging baskets, drinks urns
Friends of Ruswarp	Plants, planters and gardening supplies
Friends of Silecroft	Seasonal Planting
Friends of Silvedale	Model Railway Project, community day and seating
Friends of Sleights	Planters, planting and gardening tools
Friends of Sowerby Bridge Station	WWI Memorial plaque
Friends of St Annes Stations	Planters, planting, equipment, Silent Army 1918
Friends of St Bees Station	Planting, planters and maintenance for RAF 100th Anniversary
Friends of Strines	Railway Children project
Friends of Thatto Heath	Plants, planters and equipment
Friends of Todmorden / Walsden Station	Floral displays

Friends of Todmorden Station	WWI Display and waiting room project
Friends of various/Hadfield line celebrating planting	Colouring sheets and branded pencils, plant sticks
Friends of Westhoughton	Funding for Safety Fence
Friends of Wigton Station	Paved Border
Friends of Woodsmoor	Woodsmoor Station Automated External Defibrillator, Stepping Hill Hospital community signage
Friends of Workington Station	Heritage Signage and Painting Project
Fylde Country Stations	Plants, planters and painting project
Hunmanby in Bloom	Plants, planters, hanging baskets
Journey Hexham	Plants and planters for station platform and forecourt
Keighley Station Partnership	Poster development with Bronte Country Partnership
Lancaster & District Conservation Volunteers - Bare Lane	Station Heritage posters/boards
Mirfield in Bloom	Station planting
Mytholmroyd Station Partnership	Station activities
New Holland Station Adopters	Station garden project
Northwich Town Council	Improving station entrance and car park garden
NYMR Grosmont Adopters	Planters and planting
NYMR Whitby Adopters	Planters and planting
Pannal Station Gardeners	Station Garden
Poppleton Community Nursery	Station planting
Ribble Valley Rail - Clitheroe	Plants
Ribble Valley Rail - Whalley	Plants
Ride2Stride	Guided walk project promotional information
Rufford Village Society	Painting
Saltburn in Bloom	Planting
SENUG Cramlington Station Adopters	Artwork created by Primary School
SENUG Morpeth Station Adopters	Artwork created by local school
South Ribble Pensioners Association (Bamber Bridge)	Signage, planters, workshops and water butt
South Tees Station Adoption Group (Marton, Gypsy Lane & James Cook Stations)	Seasonal plants
Southern Pennine Rural Regen Company Ltd	South Pennine Map
Staveley	Art Project including signage
TfGM / Salford Central Station	Exhibition of Community archaeology digs

TVCRP	Planters, plants and gardening supplies for the line
Warrington Station	School Art work
Woodley/ SEM CRP	Poster board
Woodsmoor Station Friends	Artwork for Hazel Grove, Davenport and Woodsmoor
YCCRP	Planting for Bridlington, Nafferton, Arram, Driffield and Beverley Stations
YCCRP Bridlington, Beverley & Driffield Station Adopters	Three Tommy Soldiers
Total Spend	£105,915.26