



Welcome to Northern's Community Rail Conference

Monday 7 November 2016

Setting a new standard

£1bn

**TO TRANSFORM
RAIL TRAVEL IN
THE NORTH**

More attractive and coherent services

Fleet transformation

Better customer service

More frontline roles

Closer community links

Transforming our trains

98

STATE OF THE ART
NEW TRAINS BY
2020

New trains – diesel and electric

Existing fleet refurbished

Free wifi

Pacers gone by 2020

Transforming our trains



Getting you involved

First refurbished train in traffic

You cast your vote for new seats

Today cast your vote for the seat material design!

Greater connectivity

2,000
**EXTRA SERVICES
PER WEEK BY 2019**

More attractive and coherent services

400 additional Sunday services

Northern Connect – faster inter-urban links

37% capacity increase

Better stations



c.£60million station investment programme

Station Improvement Fund

More sustainable – LED lighting, rainwater harvesting

Improving accessibility – Inclusive Hubs, Harrington Humps

Closer community links – redundant buildings, community engagement

Station buildings – community use



£4m Social and Commercial Development Fund

Plans already in development at some locations

Working with community partners and Network Rail

Other ideas? Let us know!

Better customer experience

More face-to-face customer service

Extended opening hours

Facility improvements

- Shelters
- Waiting rooms
- Toilets

Northern Connect station upgrades

Improved customer information



Improved retailing and protection

Retailing

- Extend and upgrade ticket vending machines
- Video assist
- Multimodal and mobile ticketing

Loss Prevention

- New gatelines – staffed first to last
- Buy Before you Board campaign

Travel Safe Officers

- 55 strong team
- Deployed across network



Unlocking potential for all



Graduate, Year in Industry and Apprenticeship programmes

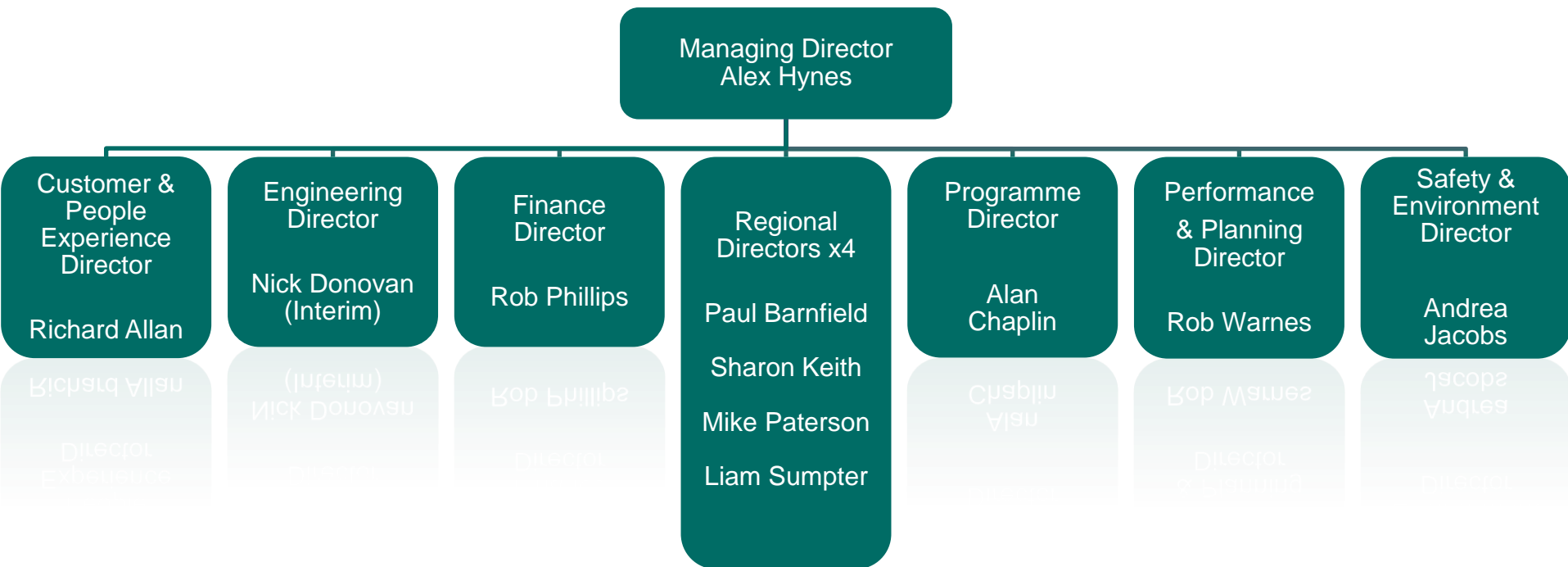
Recruitment and work experience supporting people back into work

Discount tickets for job seekers

More flexible ticketing support for part time workers

Targeted products to promote North's tourist economy

Director Team



Regional Teams

- Dedicated points of contact
- Wider support network



Our newest recruits



Martin Keating
RCSM West



Richard Isaac
RCSM East

Summary

Devolution

- Rail North – decisions made for the North in the North
- Regional structure

Partnership

- Close working with Network Rail and TPE
- Greater community engagement – a more inclusive approach

Forward thinking

- Building a sustainable legacy
- Making the North a better place to live and work



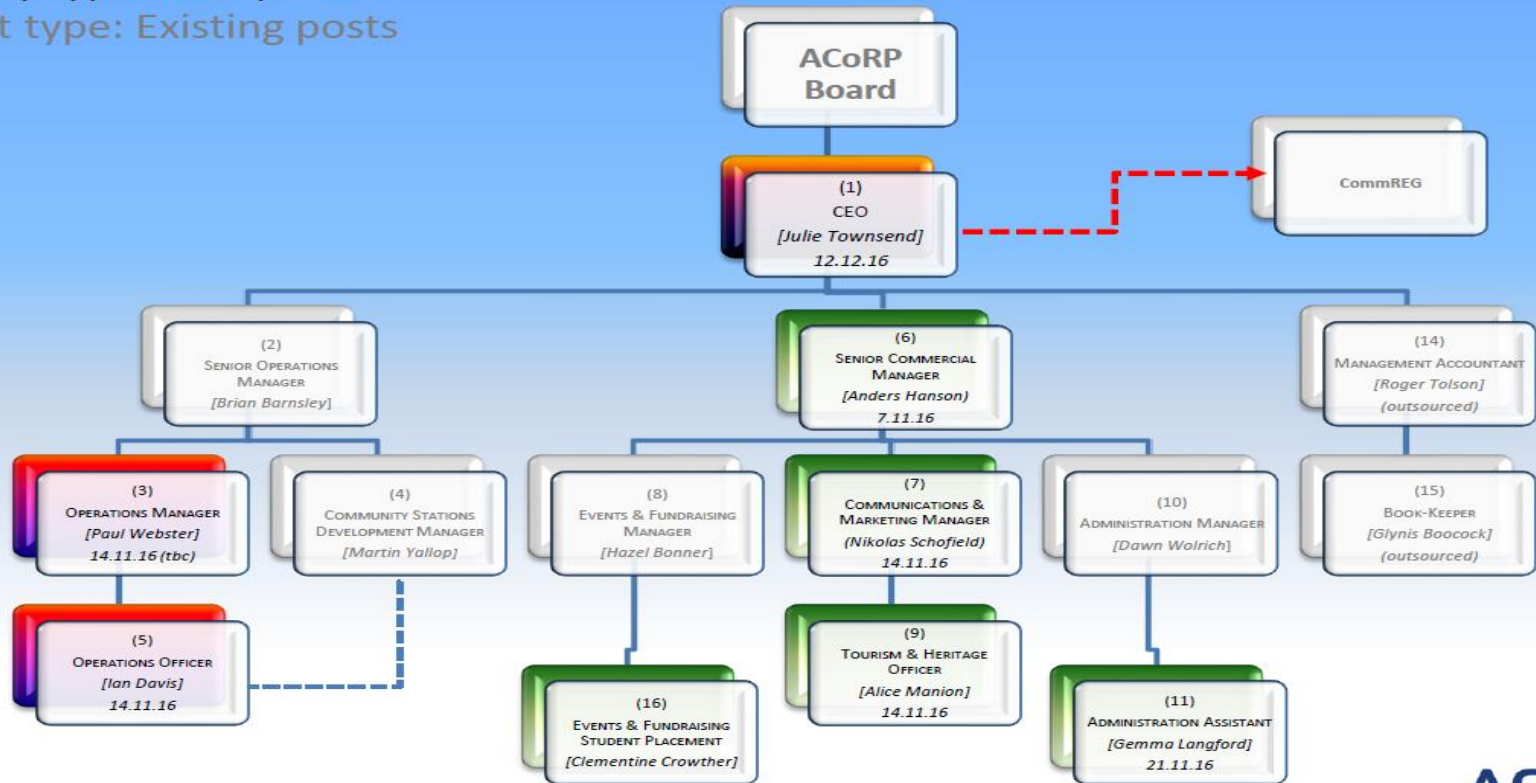
The new ACoRP & The value of Volunteering

**Richard Watts
ACoRP Board Director &
Director Community Rail Lancashire**

New ACoRP Structure November 2016

Heavy type: new posts

Light type: Existing posts



Julie Townsend
ACoRPs new CEO
Starts 12th December



ACoRP SUPPORTING CRPs & STATION ADOPTION GROUPS

Northern is funding/part funding through ComREG a number of new posts within ACoRP to assist CRPs and station adoption groups deliver their objectives.

Some of the key areas are :

- Marketing and communications
- Event planning
- Property – eg finding new uses for redundant buildings/parts of buildings
- Tourism and Heritage
- Finding new sources of funding
- Coaching and induction

AND

- School and college engagement through Community Rail Lancashire

(ComREG – Community Rail Executive Group)

The expanded Community Rail Lancashire Team



Some current projects

- Development of the 'Down the Line' website
- Apprenticeship programme
- College/University volunteer programme
- Marketing Initiatives – linked to station and school projects
- Young Arts Arriva – working with the BAME community
- SLYNCS & NEET Programme

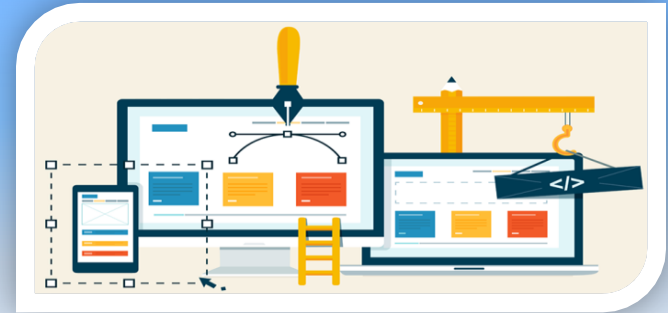


downtheline.org.uk

Supporting CRPs and Station Adopters

Key features of the website:

- **It will be interactive**
- **Provide a resource for schools, CRPs & Station Adoption groups to use**
- **Contain guidance on working with young people and how to link with the curriculum**
- **A toolkit that will be an educational engagement guide**



Coming January 2017

CRL
Community Rail Lancashire

AC:RP
New life for local lines

WHAT IS THE VALUE OF VOLUNTEERING?



As this so graphically
shows:
Volunteers can make a
huge difference

SO WHY VOLUNTEER?

Part 1



Below are some of the reasons people choose to volunteer. For some it provides an opportunity to:

- **Give something back** to an organisation that has impacted on a person's life, either directly or indirectly
- Make a difference to the lives of others
- Help the environment
- Feel valued and part of a team
- Spend quality time away from work or a busy lifestyle
- Gain confidence and self-esteem

WHY VOLUNTEER?

Part 2

Volunteering can be a way of:

- Gaining new skills, knowledge and experience
- Developing existing skills and knowledge
- Enhancing a CV
- Improving one's employment prospects
- Gaining an accreditation
- Using one's professional skills and knowledge to benefit others (usually described as pro bono)
 - Meeting new people and making new friends
 - A chance to socialise
 - Getting to know the local community



(source NCVO website)

STOP PRESS!

Total: 3200 volunteers

Giving: 250,000 hours

Value £13.03/hour

= £3.4m per year.

**(Source: The Value of Community Rail Partnerships & The Value of
Community Rail Volunteering – December 2014)**

Huncoat & Cherry Tree



**Station groups can
work safely with
local schools**



YOU ARE AMBASSADORS FOR YOUR LOCAL RAILWAY IN THE COMMUNITY





QUESTIONS?

richard.watts@lancashire.gov.uk

www.communityraillancashire.gov.uk

www.downtheline.org.uk (coming soon)

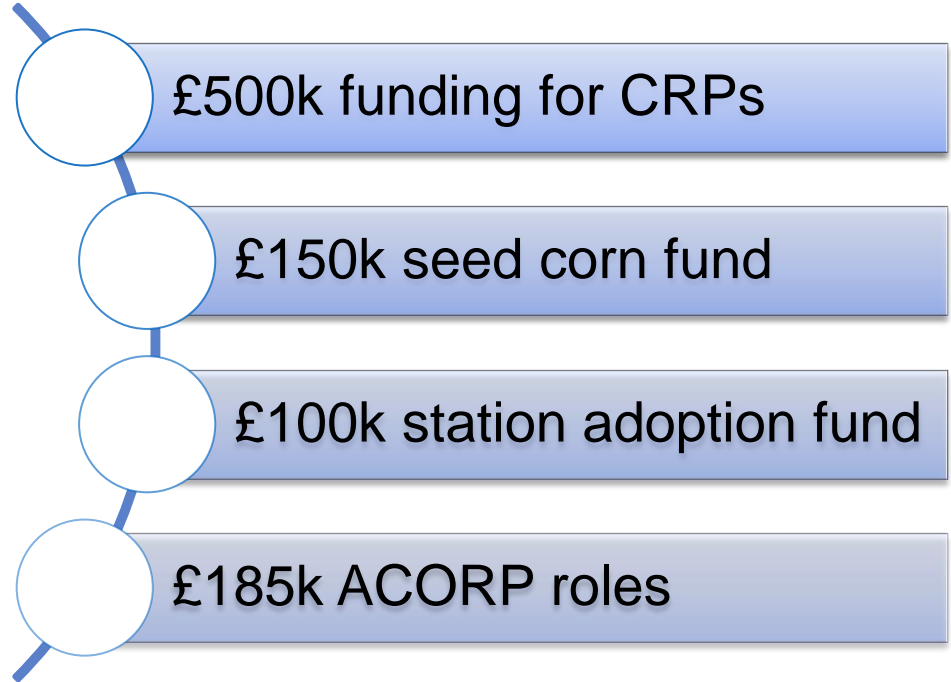


Northern's Community Rail Commitments Update

Carolyn Watson
Community and Sustainability Director

Increased investment in community activity

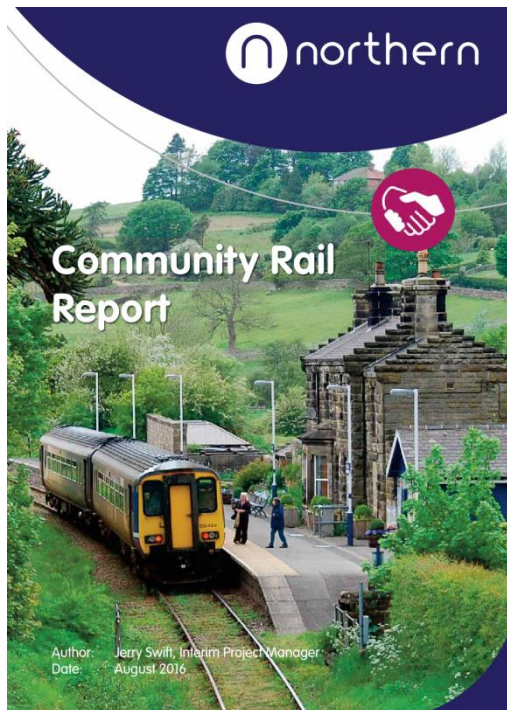
£1.1m
FOR
COMMUNITY RAIL
AND
STATION ADOPTION



Not all about the money



Governance

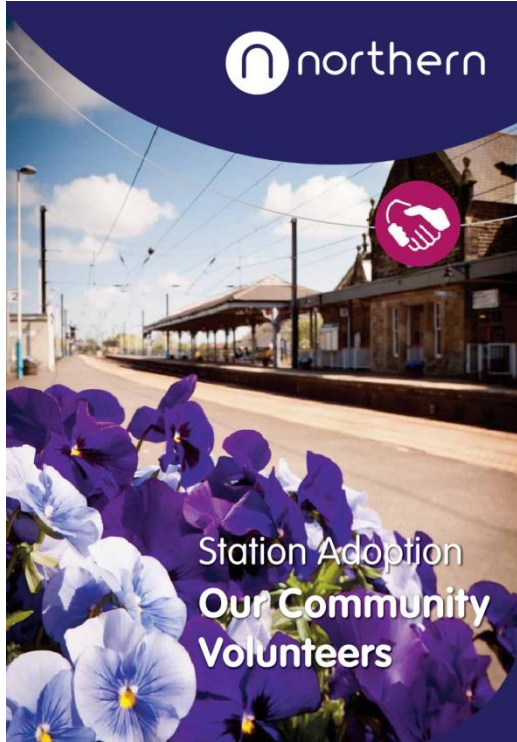


ComREG – community rail executive group

Annual community rail report

Service level commitments

Station Adoption



Focus on group adoption

Funds for equipment and projects

New guides and briefing material to support work

Available today – speak to the team

Thank you for your patience

Summary



