

**PRESENT:** Ian Clark (IC), Jody Ball (JB), Rob Goulding (RG), Austin Hannaby (AH), Emma McIntosh (EM), Rowley Osborn (RO), Mark Osborne (MO), Claire Sandys (CS), Rachel Selby (RSe), Ruth Shaw (RSh), Alexa Stott (AS), Luke Tinning (LT), Paul Webster, Michael Willmot (MW) (Chair)

1.	<p><b>Apologies for absence</b></p> <p>Vicky Cropper-Clark, Brian Edwards, Julie Colclough, David Jones, JoJo Buckley, Natasha Wilkinson, Chris Hegarty, Neil Roberts</p> <p><b>Technical difficulties meant difficult communications with group members joining remotely, so the meeting was kept short and enhanced minutes were promised.</b></p>	<b>Action</b>
2.	<p><b>Minutes of the last meeting (19/01/23)</b></p> <p>MW reported that although Dave Dowbenko has taken early retirement from Derby City, he was interested in maintaining his links with the CRP and his experience in the field of local authority public transport would be useful. It was agreed unanimously that he should be invited to rejoin the Management Group for a four year term as an independent member. Derby City Council has been invited to provide another representative for this group, but no-one has been suggested yet.</p> <p>The first of the delayed station information signs have now been installed by Neil at Blythe Bridge. One shows places to visit locally. The other shows the N Staffs Line route. Similar will be going up at all of our stations.</p> <p>Finally agreed that Landlord's Consent is not needed for signs at Stafford, but some concern that it is still sometimes unclear when LLC is required at AWC stations.</p> <p>Longport: the new boards for the doors and windows still have not been fixed although we have verbal permission from the landlord. Still awaiting 'working at heights' training to be completed.</p> <p>[Since the meeting we have been told that Neil now has the necessary training to enable him to do this. Claire has applied for EMR SSCDP funding for this project. If successful EMR will take on the paperwork required for installation and painting on site.]</p>	<b>MW</b>
3.	<p><b>CRPOs report on previous year's Action Plan</b></p> <ul style="list-style-type: none"> <li>• Marketing <ul style="list-style-type: none"> <li>○ New website – excellent feedback received from partners</li> <li>○ Promotional film – on toc websites and will continue to be shared on social media through summer</li> <li>○ New CRP Line Guide</li> <li>○ Awareness raising stands at Stoke Station, Tutbury Castle Fayre, Stoke Library</li> <li>○ Posters at most stations advertising local Christmas events to encourage travel by train</li> </ul> </li> <li>• Station improvements <ul style="list-style-type: none"> <li>○ Uttoxeter mural replaced with two new ones depicting attractions of the town and stations along the Crewe to Derby route</li> <li>○ Tutbury and Hatton Bee Friendly Garden completed with addition of six barrel planters – Tutbury Scouts project to start soon</li> <li>○ Stone Station Access for All research project completed and submitted to NR</li> <li>○ Rainwater guttering and water butt installed on platform shelter at Stone</li> <li>○ Community Action day at Kidsgrove Station, April 2022</li> <li>○ Trent Valley Railway 175<sup>th</sup> anniversary posters up at Stafford Station and two talks given by local rail history study group</li> <li>○ More barrier baskets and colourful bottle oven "trellises" at Longton Station</li> <li>○ Live CIS screen installed with ticket machine at Longton Station</li> <li>○ Bicycle pod posters at Alsager, Blythe Bridge, Longport and Longton</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>○ Longport woodland community litter pick (Middleport Matters and Growthpoint), Jan 2023</li> <li>○ Blythe Bridge Station and Foxfield Railway history poster installed at Blythe Bridge Station</li> <li>○ 3 Community Exhibition Cases for community artwork installed at Penkridge Station</li> <li>● Working with young people <ul style="list-style-type: none"> <li>○ Travel training and posters with Intuition School and Futures2Gether at Longton and Stone Stations</li> <li>○ St Dominic’s Priory School pollinator poems project at Stone</li> <li>○ Excalibur School continue to adopt the Alsager Station platform 2 shelter</li> <li>○ Duck Bills Story Trail with St Mark’s Primary School including Try the Train and a home education group event in Stoke</li> <li>○ Stafford Station 60<sup>th</sup> anniversary project with local school</li> <li>○ Bug hotel, bird boxes and a bat box installed at Peartree Station by Derbyshire Wildlife Trust and St Martin’s School</li> <li>○ Wolgarston High School Community Day – litter pick, guided Rails2Trails tour and poetry on the history of Penkridge</li> </ul> </li> <li>● Events <ul style="list-style-type: none"> <li>○ 185<sup>th</sup> anniversary of the line at Crewe Station: Station tour, Rail poster talk, Big Draw Colour activity at Crewe Heritage Centre (in partnership with Crewe to Manchester CRP)</li> <li>○ Memory Café on a Train from Alsager to Derby</li> <li>○ Rails to Trails guided walks at Blythe Bridge, Longport and Penkridge</li> <li>○ Duck Bills Community Event at Stoke Library</li> </ul> </li> </ul>	
4.	<p><b>2023 – 24 NSCRP Action Plan – agreement of draft</b></p> <p>The 2023 Action Plan was introduced by CS and EM. New activities in red; ongoing in black. A number of projects scheduled for completion last year were not finished in part due to delays beyond the CRP’s control (such as LLC) and partly due to over commitment of staff.</p> <p>Subject to any comments being received after the meeting (there have been none), the 2023 – 24 NSCRP Action Plan was approved.</p> <p>Painting of Blythe Bridge wall to be agreed by EMR Asset Protection. Claire has since applied for an EMR SSCDP grant for this work.</p> <p>AH: Some fencing at Blythe Bridge needs painting. AS to speak to Assets and Facilities Team. EMR can provide paint.</p> <p>EM explained that the CRP will be putting on a number of events for National Heritage Open Days and asked if partners had any suggestions/contributions for the events. RG suggested contacting Tim Hedley-Jones from the Railway Heritage Trust.</p>	AS
5	<p><b>CRN items</b></p> <ul style="list-style-type: none"> <li>● Project Funding is now open</li> <li>● Community Rail Week 21 – 27 May. Let Alice Mannion at CRN know of any activities</li> <li>● Webinars in June <ul style="list-style-type: none"> <li>○ 8<sup>th</sup> June: Tackling Loneliness with Transport</li> <li>○ 13<sup>th</sup> June: Volunteers Please! Getting people involved in community rail activities</li> </ul> </li> </ul> <p>Dan Coles is the new Head of Support and Development</p>	
6.	<p><b>EMR items</b></p> <p>Station, Social and Commercial Development Plan 2022 grant applications:</p> <ul style="list-style-type: none"> <li>● The Alsager Platform 1 shelter replacement has been approved by DfT</li> <li>● A new shelter for the Derby platform at Peartree has been approved by DfT</li> <li>● The Uttoxeter disused platform wildlife area fence application is not approved because it’s not in the lease area. We need to talk to NR about getting a community licence</li> <li>● Longton platform end fencing?</li> </ul> <p>Longport cycle pods platform 2 still not installed by Neil although approved months ago – Claire to submit SSCDP application so EMR can organise</p>	

## **CUSTOMER SERVICE**

### **Luton Airport Express**

A new service has been introduced by EMR allowing customers to travel from London St Pancras International Station to London Luton Airport in as little as 32 minutes. The express service runs from the capital to Luton Airport Parkway where customers can now use the new Luton DART shuttle to the airport. Luton Airport Express trains depart every 30 minutes, from early morning to late at night Monday to Saturday, with regular services on Sundays.

### **Tackling Fare Evasion**

The recent introduction of new digital season tickets has made it harder for fare evaders to screenshot and fraudulently share tickets. The new 's-tickets' are stored on customers' mobile phones and updated throughout the day - meaning they are time-limited and cannot be copied or transferred between devices. Customers are also required to upload a profile photograph which displays alongside the barcode within the app and forms part of the ticket inspection. S-tickets are available to adult customers as weekly or monthly options. Everything season ticket customers need is stored on the EMR app and they no longer need to carry a paper ticket and photo card.

### **Cycling Facilities**

EMR is investing more than £370,000 in cycle facilities across its regional network. The works, which will take place at stations within Nottinghamshire, Lincolnshire, Derbyshire, Staffordshire and Cheshire, includes the construction of four new bike shelters and the fitting of cycle hoops. Uttoxeter is one of the stations to benefit from the scheme, with an undercover cycle shelter incorporating cycle racking, energy efficient LED lighting. The shelters are all made from sustainable resources, designed to take into account feedback from local customers, and in keeping with station environments. Particular attention was paid to the use of materials that could be reused or recycled and have a low end-of-life impact. In addition, sixteen stations across the regional network will have cycle hoops installed, providing a convenient place to lock bikes.

## **PERFORMANCE**

### **T-3 Industry Measures**

EMR's new performance target, set by the Department for Transport, is to run services to the Time to 3 (T-3) measure. This replaces the traditional performance measure of PPM (Public Performance Measurement).

T-3 measures if a train is within two minutes and 59 seconds of its scheduled arrival time at every station. If the service is not within the two minutes and 59 seconds of the scheduled time when it departs from the origin station or arrives at each station on the route, the service will be classed as late under the new measure. The crucial difference to the previous measure is that every station counts equally, not just the final destination station.

EMR's T-3 in the current reporting period is 78.7%

## **FLEET**

The Class 170 fleet cascade continues, with the majority of the Regional services now operated using this rolling stock. The Class 158 units have been retained to operate on the Liverpool-Norwich route. All Class 156s and 153s have now left EMR.

The Class 180s used on the Intercity services will be removed from service when the May timetable is introduced. This will result in some services which are currently 10-car (two sets) services becoming 5-car (single set) services. Additionally, some lightly used services have also been removed from the May 2023 timetable. The Meridian (Class 222) fleet will continue to operate until the Auroras (Class 810s) start to be introduced in 2024.

## **FUNDING**

### **Core Funding**

The CRP core funding for 2023/24 has been confirmed and POs have been issued.

### **Community Fund**

EMR's Community Fund for the April 2023-March 2024 funding year is now open. It is currently only open to applications from CRPs and formally constituted station adopter groups. We are awaiting clarification from the Department for Transport on whether funding applications can be accepted from community groups and charities that are based near EMR stations. More information can be found here: <https://www.eastmidlandsrailway.co.uk/community-fund>.

### **SSCDP (Stations, Social & Commercial Development Plan)**

Applications are now open for the 2024/25 SSCDP Fund, which is administered by EMR's Infrastructure & Projects team. The fund is solely for improvements at stations across the EMR network, which will benefit communities and passengers. We are looking for projects to be put forward to be delivered in the next financial year (2024-25) and CRPs are being invited to apply. Applications will be shortlisted and delivered by the EMR Infrastructure & Projects team; no funds are transferred to CRPs or station adopters.

Applications must be submitted to [CommunityFund@eastmidlandsrailway.co.uk](mailto:CommunityFund@eastmidlandsrailway.co.uk) no later than Wednesday 31<sup>st</sup> May. These will then be shortlisted in June, before going through a feasibility exercise. The chosen projects will then be submitted to the Department for Transport for final approval and will be delivered from April 2024.

	<p><b>STATIONS</b></p> <p><b>World Cup of Stations</b> Four EMR stations have been shortlisted in this year's World Cup of Stations. Sleaford, Ambergate, Kettering, and Market Rasen will be battling it out against other nominated stations around the UK in an online public vote.</p> <p>The World Cup of Stations is hosted by the Rail Delivery Group and Community Rail Network each year as part of Community Rail Week. This annual tournament celebrates the UK's best stations, whilst showcasing community rail and the benefits the railways bring to residents, the environment, and the local economy. Voting will take place online during Community Rail Week from 22<sup>nd</sup> to 26<sup>th</sup> May.</p> <p><b>SSCDP 2023/24 Projects</b> Several projects have been approved, including Alsager (replacement waiting shelter) and Peartree (new waiting shelter). Still being checked but hopeful of approval are Longton (platform end fencing) and Uttoxeter (defibrillator). The Uttoxeter old platform project has not been approved as it does not fulfil the scope of the fund (it is not within the station lease area) and there were concerns about the telecoms mast.</p> <p><b>TIMETABLES</b> Details of the May 2023 timetables have now been confirmed. Whilst there have been timetable improvements for Matlock-Nottingham and Lincoln-Leicester services, the missing services on the Newark Castle-Crewe route have not returned. A meeting has been arranged with EMR's timetable planning team to understand how we can work with the North Staffs CRP and other stakeholders to provide evidence of a need for these services to return.</p> <p><b>OTHER</b></p> <p><b>Industrial Action</b> Further strike action has been announced by ASLEF (train drivers union) and RMT (drivers). ASLEF industrial action will take place on Friday 12<sup>th</sup> and Wednesday 31<sup>st</sup> May and Saturday 3<sup>rd</sup> June. RMT industrial action will take place on Saturday 13<sup>th</sup> May.</p> <p>In due course, we will provide our usual detailed updates to stakeholders confirming the level of service we are able to provide. Information will also be provided on our website: <a href="https://www.eastmidlandsrailway.co.uk/rail-strike">https://www.eastmidlandsrailway.co.uk/rail-strike</a>.</p> <p><b>Routes of Remembrance</b> This will take place on Friday 10<sup>th</sup> November. CRPs and station adopter groups are once again invited to support the day either at stations along the route or by attending the service at Derby.</p> <p>There are plans for a poetry project to mark this year's event. Workshops will take place in August and we will be looking for people to take part.</p>	
7	<b>LNR items</b>	
8	<p><b>CrossCountry</b></p> <ul style="list-style-type: none"> <li>• Funding arrangements only until October when CrossCountry's current contract ends</li> <li>• Project funding levels not yet agreed with DfT. More information will be circulated when available</li> <li>• There are now 2 trains per hour Stoke to Manchester, since May timetable</li> <li>• HSTs will be all gone by end October. Jody urges us to try one before they go.</li> </ul>	<p><b>JB</b></p> <p><b>All !!</b></p>
9	<p><b>AvantiWestCoast</b></p> <ul style="list-style-type: none"> <li>• Recovery to pre-Covid increased to 82% when adjusted for limiting factors</li> <li>• Leisure travel recovered to pre-pandemic levels</li> <li>• Overall NAS score of 7.4, the highest level of customer advocacy achieved since P11 and +8 points vs P12</li> <li>• Successfully delivered the initial stage of the remedial plan, outlined to the ORR and DfT, returning booking horizons to T-12 for weekdays and T-8 for weekends. Also returned to industry bidding timescales.</li> <li>• Next big block will be a 9 day Trent Valley block from Sat 15th July – block will be extremely impactful and likely result in 4tph</li> <li>• Continued Industrial Action</li> </ul>	

- Stoke
  - Lifts have been out of action
  - Council's Transforming Cities Fund scheme on site
- Stafford
  - Station Forecourt Scheme – Autumn 2023

### Superfare scheme

**1.** **You choose the day.**  
Pick the date, destination and number of seats (friends get to save too).

**2.** **Pick morning, afternoon or evening.**  
Don't worry, you don't have to go early if mornings aren't your thing.

**3.** **Get 24 hours' notice of the time of your train.**  
We'll email your Superfare ticket and train info the day before you go.

**Here's the deal**

We match you to an empty seat, you get a bargain Superfare ticket on a fast and comfy Avanti West Coast train. Book at least 7 days in advance and up to 21 days before travel. Choose a morning, afternoon or evening departure window. Get your ticket 24 hours before you depart.

Superfare tickets are priced low, no matter what time you go.

**Get great rates on single tickets between:**

London ↔ Birmingham	£12
London ↔ Liverpool	£15
London ↔ Manchester	£20
London ↔ Preston	£22
London ↔ Glasgow	£30

### New Drivers/ New Trains

- Testing underway
- Training and Recruitment
  - Over 100 additional drivers have been recruited,
  - 554 qualified and competent drivers in links with a further 23 qualified and route learning. Actual productive and available reduced to 484.
- Long-term drive to increase the number of female drivers. Over 1500 applications from women received, a record number

David Savage has been working with Claire and Emma on these Feel Goods and has a blog link here. <https://newsdesk.avantiwestcoast.co.uk/blog/i-believe-field-trips-are-such-an-important-part-of-a-childs-education-it-is-important-for-children-to-see-more-than-what-is-local-to-them>. David could attend a future meeting if we wanted to learn more

**Feel Good Field Trips** – information available [here](#)

### 10. Any Other Business

- RSh: Problem of feral pigeons in Longton station underpass. EMR will see if they can introduce measures to eliminate
- RSh: Pigeon dirt also a problem in the City Road underpass adjacent to Stoke Station. Emma to ask Brian who we should contact about this.
- Dismay expressed about the missing rail services between Crewe and Newark Castle initially cut in Covid, but now it seems to be made permanent. MW, CS & EM will attend a follow-on meeting with EMR to discuss reinstatement.
- EM thanked staff from Network Rail that attended a volunteer day at Stone Station where they helped carry compost, dig out old plants and clear Station Approach. Their contribution made a big difference.
- AH raised an issue about receiving e-tickets instead of cardboard tickets for complimentary travel. Cardboard are preferred. AS explained that e-tickets are only sent if tickets are requested at short notice. Otherwise a collection reference is sent, enabling volunteers to use this to collect a cardboard ticket at station ticket machines. LT: a bank card is needed in order to collect ticket.

AS

EM

	<ul style="list-style-type: none"> <li>• AH thanked CS and AS for their support.</li> <li>• RO reported that Claire Horton will be leaving Staffs CC in June. In her absence she was thanked for all the support she has given the CRP over many years.</li> </ul>	
<b>11</b>	<b>Dates &amp; Times of Next Meetings</b> <ul style="list-style-type: none"> <li>• Thursday 27<sup>th</sup> July at 10.00 am by Teams</li> <li>• Thursday 19<sup>th</sup> October at 15.00 (face-to-face &amp; followed by AGM @ 17.00)</li> </ul>	<b>CS</b>

MFW/CS/EM  
11/06/23