

CUSTOMER AND COMMUNITY IMPROVEMENT FUND

GUIDE FOR APPLICANTS

WELCOME

The Customer and Community Improvement Fund (CCIF) is TransPennine Express' programme to support projects identified by customers, for customers, delivering improvements to the end to end journey experience across our network. It also seeks to support the communities along our routes, delivering projects targeting sustainability, integration, access and engagement.

We've got £2.4 Million to invest, split into two tranches of funding, each lasting for two years from 1st April 2019 to the end of the franchise in 2023.

CCIF schemes can be based at stations, in the community, or even on-board. They are intended to address issues raised by customers and the communities we serve, with clear supporting evidence required demonstrating the ability to achieve this.

This guide sets out the criteria for CCIF schemes, how teams can propose projects, and the process for approval and delivery. It also gives guidance notes on how to complete the scheme proposal proforma and submit this for consideration.

In addition to schemes being identified within the business, we will also be encouraging stakeholders and community groups to submit schemes seeking funding contributions which align to the aims of the fund.

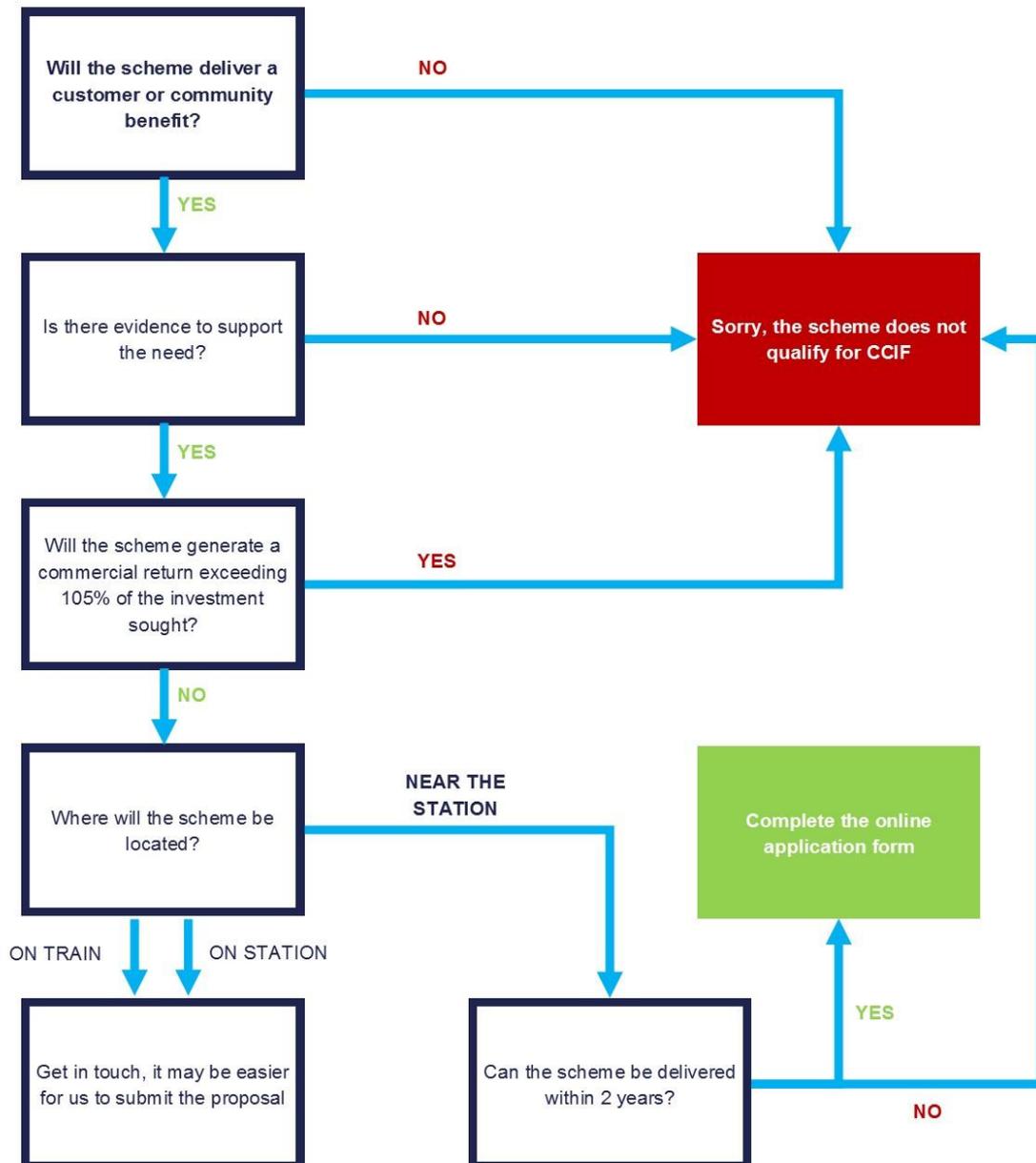
PROPOSING A CCIF SCHEME

TransPennine Express is seeking to collate a rich list of potential projects which could be funded through CCIF, each addressing customer and community needs.

To propose a scheme, you will need to complete the online application form.

To help determine whether a scheme is suitable for CCIF, you should use the flowchart on the next page and the content of this guide.

IDENTIFYING A SUITABLE CCIF SCHEME



CCIF CRITERIA

Our Franchise Agreement sets out key criteria for CCIF schemes which you should evaluate your scheme against as you complete the application form. These are:

➔ FINANCE

Itemised delivery costs are required to be submitted as part of any proposal. These can be estimates but should be as accurate as possible.

It is also important that any potential commercial return generated is calculated. CCIF cannot be allocated to fund any project where the commercial return would exceed 105% of the value invested. For this reason, schemes such as 'increased provision of ticket vending machines' cannot be considered.

➔ DELIVERABILITY

It is key that CCIF schemes proposed are deliverable within the period from which they are funded, giving a maximum of two years from funding being released to the project being delivered in full.

Within your application you are required to provide a delivery plan, highlighting the top 10 milestones for the project and the time required to achieve each of these. We will also ask you to identify any potential risks to the delivery of the project.

➔ EXISTING COMMITMENTS

CCIF cannot be used in connection with any existing franchise commitments, or in the delivery of any works which could be considered as an existing responsibility by TransPennine Express or other Train Operating Companies.

CCIF THEMES

Based on customer feedback, we've identified four key themes which we are using to guide proposals for investment. CCIF schemes should seek to target:

➔ STATION ENHANCEMENTS

For many, the station is where you go to catch the train, but we recognise that they are also a key location and often a focal point within the community. Schemes which provide new or improved facilities or improve the cohesion between the railway and the surrounding area should be explored. Considerations should also be given to returning disused or underutilised areas of the station back into public use.

➔ ON-BOARD EXPERIENCE

With a fully refurbished fleet of Class 185s and the NOVA fleet soon to be introduced, we're in a good starting place, but we recognise that there are always opportunities to improve. Consideration should be given to on-board projects which deliver improvements through softer skills, including customer service, information provision, customer enjoyment and comfort.

➔ ACCESS TO THE RAILWAY

A key barrier to use of the railway is the ability to easily access the station, be it by car, public transport or more sustainable means. Schemes should seek to remove barriers, enabling seamless multimodal journeys, through works such as improved cycle routes, better connections with other modes, or opportunities to introduce new connections.

➔ INCLUSION

Many customers are reliant upon public transport for their mobility, with the railway facilitating social inclusion. Schemes should be explored which enable seamless and accessible journeys for older and disabled customers, particularly those with hidden disabilities, growing their confidence to travel.

We are in no doubt that there will be other, worthy schemes which do not necessarily fall into one of these themes, and we would encourage you to submit these for consideration.

TIMESCALES

SEPTEMBER



APPLICATION AND CONSULTATION

All schemes should be submitted no later than **04/11/2018 at 23:59**

OCTOBER



NOVEMBER



CONSOLIDATION AND REVIEW

Proposed schemes will be consolidated and reviewed with agreement reached for which schemes will be prioritised and submitted as CCIF schemes.

DECEMBER



SUBMISSION

CCIF schemes will be submitted to Rail North for review and approval.

JANUARY



PREWORKS

Where consents and approvals are required to enable CCIF schemes to be delivered within the timescales, this work will commence allowing projects to commence upon approval.

FEBRUARY



MARCH



APPROVAL

Confirmation received from Secretary of State approving CCIF schemes. External partners will be informed, and funding allocated as soon as reasonably practicable to allow works to commence.

APRIL



DELIVERY

Approved schemes are to commence as soon as possible to ensure delivery within approved CCIF timescales.

SUBMITTING SCHEMES

To submit your scheme, you will need to complete the online application.

Once you have started your application, you will need to complete it in full. You will not be able to save your application and return to it at a later date. To help with this, you are advised to prepare your answers in advance. A list of questions is available below.

All schemes should be submitted no later than **04/11/2018 at 23:59**

You will be required to provide:

- **Scheme Name**

- **Scheme Theme**

This is a multiple choice response, with the options of:

- Station Enhancement
- On Board Experience
- Access to the Railway
- Inclusion
- Other

- **Scheme Description**

- **Scheme Location**

You will be required to provide details of the location where the scheme will take place, including the postcode and closest railway station.

- **Scheme Benefits**

You will be required to select all of the benefits which apply to your scheme. The options are:

- Performance/reliability improvement
- Reduced crowding
- Improved customer information
- Increased availability of staff
- Additional station facilities
- Customer comfort and enjoyment
- Improved physical access
- Help for customers with hidden disabilities
- Sustainable journey opportunities
- Improved transport integration
- Increased awareness of the railway / outreach programmes
- Increased customer confidence
- Improved links with the community
- Sustainable station features
- Support for local initiatives and groups
- Development of community projects

- **Evidence**

You will be required to provide evidence of the want and need for the scheme, e.g. reference to letters of support or uptake of existing similar schemes

- **Costs**

You will need to provide a breakdown of scheme costs. This should be itemised where possible, but we recognise that this is likely to be an estimate. Consider providing a breakdown of between 5 and 10 items, e.g. Lighting - £500

- **Third Party Funding Contributions**

You will need to share details of any third party funding contributions which have been secured. You will be asked to provide the value, source and any caveats which apply.

- **CAPEX / OPEX**

We are keen to support a mix of capital and operational projects, so we ask that you indicate which is the predominant requirement for funding.

- **Commercial Return**

You will need to provide details of any expected financial return generated from the scheme.

- **Consents**

You will need to be aware of any required consents, and how these may impact the proposed scheme. These include:

- Landlords consent
- Listed building consent
- Changes to staff responsibilities
- Physical changes to the train

- **Delivery Plan**

You will be required to provide a delivery plan. You should identify between 5 and 10 key scheme milestones. You should identify key dates within these.

- **Risks**

We are keen to understand any risks which could jeopardise the successful delivery of the scheme. This will help us to evaluate your delivery plan.

- **Contact Details**

You will need to provide the details of a lead contact for the scheme so that we can keep you updated with the progress of your proposal.

HELP & ADVICE

If you need any help and support in compiling your CCIF scheme proposal, or you are unsure whether or not the scheme you have in mind is suitable, you should discuss it with:

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