



# **Stakeholder Report**

March 2021

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## Introduction

Welcome to our annual stakeholder report. Its purpose is to look back on how we have engaged with our stakeholders and review how we have acted on feedback received.

2020/21 was a year like no other. In a year when customer volumes fell to 5% of normal demand, as people followed the essential UK and Scottish Government advice to stay at home and work from home if you can, we have seen the structure of the industry change with the move from franchised to Emergency Recovery Measures Agreements.

Last year, and also as we look ahead, our role is to collaborate with all industry partners and our stakeholders to ensure we restore customer demand with rail being the preferred mode for long distance travel across the North of England and into Scotland. As you will see from this report, last year we doubled the amount of direct engagement we had with stakeholders as a direct result of managing the effect of the COVID-19 pandemic. With several timetable changes in one year, conveyance of key guidance messaging from both the UK and Scottish Governments, and the desire to keep on working to deliver significant station improvement projects, we wish to record our thanks to each and every stakeholder who has engaged with us over the last year.

While at times it felt we have all never been busier, we genuinely believe our railway is emerging stronger from the pandemic, ready to collaborate with all as we welcome people back to their trains. In the last year, we have also worked closely with a wide range of stakeholders to progress development projects at the stations we operate, including development of car parks, installing Changing Place facilities, and improving the accessibility of our stations.

In running train services and stations, the input of stakeholders is essential. Both in terms of the effect such services have in connecting communities and how they can better support local economies. But also, in the long term, where we work on aligned priorities to deliver more together than we would achieve by each developing plans and priorities in isolation. These ongoing live conversations are what ensures that TransPennine Express continually evolves to meet the needs of stakeholders and those who they represent.

During the last year, we also saw the sad passing of Chris Dale of Travel Watch North West, who was a significant champion of the passenger, a passionate and powerful advocate for public transport as well as someone who always sought continuous improvements in the delivery of it.

Chris was a firm, very fair and effective 'critical' friend as his feedback was always to strive for improvement rather than merely make comment. He fed back what needed to be said to get the right thing done for the customer. That made his work invaluable to companies like TransPennine Express. And he always did so with a smile, warm encouragement, and genuine support. His contribution to public transport has been enormous and we convey through this report our thoughts and sympathies to the family and friends of Chris.

Although this report focuses on the 2020/21 year, we hope that as we move into the new operating year that the stronger relationships developed over the last year and in place with our stakeholders will aid and support the recovery, not just in rail travel demand, but also the towns and cities across the North of England and into Scotland.

We end the year as we began, working closely with stakeholders on the impact of the essential social-distancing requirements and on the projects to be delivered in the coming months, ensuring that when full services are restored we welcome people back to a better railway. We will continue to develop further the railway for customers and the communities served by our trains.

We hope that this report is of information and please let us know if you have any queries.

Graham Meiklejohn  
Regional Development Manager

Lucja MajewskiKent  
Regional Development Manager

## Stakeholder Feedback

We are pleased, and thank, the following stakeholders for their provided written contribution to this review.

*David Hoggarth, Strategic Rail Director, Transport for the North*

All of us have been tested over the last 12 months. COVID-19 has presented once-in-a-lifetime challenges we hope we won't have to face again. This is as true for the rail industry as it has been for everyone. Transport for the North has worked closely with our rail partners to help play our part in keeping vital services running for those who need them and in responding to the need for agility, keeping passengers and staff safe – and in doing the right thing when needed.

“I have been delighted by the way everyone in the TransPennine Express team has risen to this challenge. Through thick and thin throughout the pandemic TransPennine Express has been there when needed, to get key workers to their places of work and supporting the economy.

Throughout all this, the performance and reliability of TransPennine Express services has been excellent, and the courage and commitment of station and train staff second to none. Rail staff are front-line workers too – and like so many others – day in and day out they have been there for us. On behalf of all of us in the North, I would like to thank them all.

Hopefully we are now on an irreversible path out of lockdown – and, as we ease our way forward, and more people return to TransPennine Express and other rail services – people will see for themselves the fantastic new rail offer we now have and the care and thought that operators have put into ensuring that the return to rail is a safe one. The new trains we have now are a totally different experience than what many might be used to. They are clean, bright, and airy - and spacious too. COVID-19 has made us all take stock of things. Now is the time to re-build rail's market and play to its strengths; sustainability and connecting the great towns and cities of the North to support the recovery. I look forward to continuing to work with TransPennine Express to do that.



*Philip Saunders, Rail Contract & Concession Development Manager, Liverpool City Region*

The last 12 months has been challenging for all aspects of society.

Rail has faced a difficult challenge both on and off the track. Both on a national, regional, and local level and this has meant tough choices were made within a fluid environment of need versus restrictions. Guidance wasn't always clear, but expertise and experience was willingly shared.

The industry has faced revenue and passenger loss but also it has had to adapt to a different role. TransPennine Express was until COVID-19, making great strides introducing new trains and journey possibilities. For the Liverpool City Region that included a long-awaited service linking Liverpool with Glasgow. Then overnight TransPennine Express become a key worker enabler rather than a mass transit operator.

Agility and transparency became a necessity, TransPennine Express actively engaged local and regional authorities through our Local Resilience Forum led Transport Cell and through Transport for the North's North of England Contingency Working Group. We as an authority asked a lot of questions of TransPennine Express and they listened to the needs of local councils' agencies and forums to



enable a safe and consistent approach. This allowed us to move our residents safely and with confidence when restrictions allowed and provided usual insight to passenger behaviour which helped shape local policy. These local calls continue on a weekly basis and give confidence to the wider City Region needs. Including asks around facilitating journeys for concession holders outside the validity of card to aid testing and vaccinations.

Sub regionally we have travelled through several lockdowns and loosening's and this has meant several timetable changes. Interaction and communication were key to understanding those changes when they happened and, in some cases, why they could not. This helped fill the political asks and understand the business constraints.

Never has the industry worked so together and so flexibly to achieve our shared objectives and it has worked. A key lesson learnt is that although the crisis will pass, the collaboration should not and TransPennine Express should further develop those relationships moving forward through recovery to business as usual.

*Simon Elliot, Head of Rail Programme, Transport for Greater Manchester*

The past year has been a tremendously challenging period for Train Operating Companies and the rail industry, which has had to deal with COVID-19 whilst providing safe and reliable services for key workers and those who cannot work from home.

The lockdown has meant that we, as an industry, have had to pull together and support one another more than ever. The COVID-19 crisis has affected the rail industry in many ways - the most significant being the number of customers using our network, which at times shrank to a fraction of 2019 levels.

The impact this has had on train companies is unfathomable. Hence, we saw the Government announce the introduction in last Spring of Emergency Measures Agreements followed in the Autumn with Emergency Recovery Measures Agreements. The announcement of the EMA and ERMA's was a welcomed and vital lifeline for the industry as it helped support train companies in delivering vital services throughout the pandemic. This will be become more so now in helping train companies and the rail industry 'Build Back Better' in a sustainable and environmentally friendly way.

Experience in dealing with TransPennine Express throughout the pandemic has been overall positive. They have engaged and supported Greater Manchester COVID-19 structures, such as taking part in the local resilience Transport Cell meetings and the North of England Contingency Group. Enhanced stakeholder engagement with regular updates on operational performance, social distancing issues, face-covering compliance, crew availability, and passenger numbers at Hub stations (Piccadilly/Airport) was well received and vital in planning and implementing our local operations. Although we recognise that the industry needed to react to the change in demand quickly, we would have liked a greater opportunity to be consulted on service changes.

In the future, we would like TransPennine Express to continue engaging with us on these issues. We would expect to see more openness on fleet performance, rolling stock and driver training introduction, and a commitment to have a full service at Bolton on Anglo-Scot services. Re-connecting people and places will be critical in the industry's recovery and supporting the northern economy.



*Dave Pearson, Director Transport & Property Services,  
West Yorkshire Combined Authority*

The last year has been a challenging one for us all dealing with the impact of the COVID-19 pandemic. The West Yorkshire Transport Recovery Plan highlights what we need to do to restore confidence in public transport. To achieve our ambitious vision for a clean, accessible, affordable, and reliable transport network, we need to attract people back to rail and to have the flexibility to respond to how the pandemic has changed customer expectations and travel intentions.

We can only achieve these things by working together with partners. Managing the impact of the pandemic has required closer working than ever with our rail operators, including TransPennine Express. Despite the uncertainty, partnership working between TransPennine Express, Kirklees Council, the Combined Authority, and the Rail North Partnership has ensured that the project to improve passenger facilities at Dewsbury station is now being delivered.

The project combines funds from the TransPennine Express Customer and Communities Improvement Fund together with the Transforming Cities Fund. It will improve passenger waiting areas and provide new customer toilets including a Changing Places facility. These improvements will go a long way to make rail travel a more accessible and attractive choice.

We look forward to continuing to work together with TransPennine Express and other industry partners to secure further improvements to stations, accessibility and flexible ticketing.



**West  
Yorkshire  
Combined  
Authority**

*Paul Cherpeau, Chief Executive Officer, Liverpool Chamber of Commerce*

2020 was an unprecedented year for business, with no sector untouched by the impact of Covid-19. For those in the public transport sector it has been particularly difficult as passengers stayed at home in line with government restrictions, but at the same time there was a requirement to maintain essential services, particularly for key workers.

Understanding the scale of the challenge, TransPennine Express have worked with partners like ourselves to provide information, advice, and support to customers, recognising the importance of collaboration and communication at a time of such uncertainty. Their priority has been to provide safe and secure services, giving those passengers who had to travel the confidence to do so, as well as recognising the role that their own staff have played in keeping those services running.

As we move forward, the key priority will be to give customers the confidence they need to return to the network in 2021 for both business and leisure. As a business community we have learnt many lessons from the pandemic, including the need to be flexible and adaptable. This will inevitably impact on the way we choose to work in future and how we travel.

We look forward to continuing our collaboration with TransPennine Express over the coming months as they start to reconnect people and places by train. From delivering services which meet the needs of a changing workforce to supporting sustainable local economic growth, it's about putting people at the heart of its operation.



**Liverpool  
Chamber.**

*Cllr Don Mackenzie, Executive Member for Access, North Yorkshire County Council*

On behalf of North Yorkshire County Council, I confirm that we value very highly the rail services provided by TransPennine Express to our residents and visitors.



We will continue to work closely with the train operator in order to support their efforts to encourage passengers to return to the railways after the COVID-19 pandemic restrictions have been removed, and to continue to introduce further improvements to services in North Yorkshire.

*Terry French, Secretary, Selby Rail Users Group*

It has been a difficult year, but the Group has been pleased that TransPennine Express has kept us well informed during the pandemic. The timely communications regarding safety measures on trains and at stations, notice of timetable changes and the periodic stakeholder newsletters have been welcome, and we have been alerted to issues affecting our services on the day. We see effective and constructive dialogue and sharing of information as key.

There appears to be a fresh collaborative spirit within the rail industry. The Group sees this as the way forward when train operators and Network Rail can work together and stakeholders including rail user groups are valued for their engagement.

The railway industry faces new challenges and the Group will back efforts to restore confidence and stimulate a return to rail travel as restrictions ease. The Group would expect flexible season tickets to be developed and imaginative offers to penetrate leisure markets. We also expect train operators to work together so that the interests of rail users from all communities are given equal focus. The Group will feedback on concerns raised with us and use our communications and social media outlets to spread the word on how quality rail services will be as vital as ever in the future.



*Cllr Keith Aspden, Leader, City of York Council*

It has been a difficult year, but the Group has been pleased that TransPennine Express has kept us well informed during the pandemic. The timely communications regarding safety measures on trains and at stations, notice of timetable changes and the periodic stakeholder newsletters have been welcome, and we have been alerted to issues affecting our services



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## Taking the North further through engagement

Informing, listening and enabling. This is the approach that we take to stakeholder engagement at TransPennine Express.

This enables partnership working where opportunities within the franchise can be developed with local stakeholders to realise additional connectivity and economic benefits across the North of England and into Scotland. It is through this level of engagement that we set out to:

- build collaborative relationships
- improve whole industry efficiency
- support wider industry stakeholder strategies
- understand stakeholder priorities for future improvements
- update stakeholder engagement on an annual basis

The Regional Development Managers for TransPennine Express over the last year have continued to provide stakeholders across the North and into Scotland with a direct point of contact into the franchise to discuss development opportunities.

Over 550 direct face to face, albeit the majority were held virtually, meetings have been held with stakeholders over the past year, as well as thousands of e-mails responded to. As COVID-19 impacted upon all aspects of work, the volume of meetings held reflect additional recurring local authority meetings on transport planning and operation. We were pleased to have the opportunity to connect and engage in each of these meetings and, whether via a laptop or through written form, this engagement has enabled relationships to be developed and strengthened, information to be shared, partnering opportunities to be realised and priorities for future enhancements to be assessed.

We entered 2020/21 with the nation just into the first lockdown and with a clear need to convey key messaging to aligned and partnering stakeholders on amended timetables, safety messaging and UK and Scottish travel guidance. Through the support of those stakeholders, we were able to ensure that timetables meet the needs of key workers, through local authority feedback via Transport for the North's weekly North of England Contingency Group meeting and also in direct dialogue with Transport Scotland. That engagement ensured services ran aligned with shift patterns of key workers. In a normal year the railway would change twice, but in 2020/21 it changed several timetables. We are pleased to put on record the support of these local authorities who participated in that extensive timetable change process.

This also meant that last summer when travel guidance was eased, we sought to ensure services, and capacity for social distancing was available. Not surprisingly, our services to the major cities and the coast were often busy at the weekends. We have been able to use the feedback and engagement made last summer to inform how services can flex over the summer of 2021.

While COVID-19 impacted on demand for rail travel, engagement with stakeholders to realise long standing aspirations see enhancements has accelerated. Significant progress has been made to progress schemes funded through the Transforming Cities Fund (at Huddersfield and Selby), DfT Cycle Rail Fund (at Manchester Airport, Huddersfield, Grimsby and Thornaby) and other funding routes, such as the Tees Valley Combined Authority investment into Middlesbrough station. Their realisation and progression during 2020/21 has been driven through the ongoing engagement in place with stakeholders since the start of the franchise. It has been the development of these long-term, focused and strategic relationships that have enabled these opportunities to be realised. We wish to thank all stakeholders who have worked with us to progress these developments and secure significant investment into the railway of the North of England, particularly during the last year.

The local authority members of Transport for the North, and their Quadrant meeting structure, has continued to be an effective forum for local authorities in a defined geographic area to discuss strategic issues with us.

This has enabled positive developments in relation to timetable development, enhancing station facilities, rolling stock, network enhancements, ticketing and opportunities for possible development. Identical discussions take place with Transport Scotland for our services in Scotland. We have also continued to participate in the Rail Forums organised by West Yorkshire Combined Authority.

The feedback from stakeholders through our ongoing engagement continues to inform our yearly Business Plan, the update of our Customer and Stakeholder Engagement Strategy and our Social and Development Commercial Plan. Our Stakeholder Engagement Plan was updated during the Autumn based upon feedback received and the changing needs of stakeholders. This approach is also informed by the results of the annual stakeholder survey, sent to over 500 opinion formers from across the North of England and into Scotland.

This approach to stakeholder engagement has ensured we continue to strengthen proactively our link with stakeholders to ensure that their involvement with TransPennine Express becomes stronger and that joint aspirations can be realised early, while enabling issues to be discussed in full. This will be used effectively, with stakeholders rebuild demand for travel on TransPennine Express services, as the COVID-19 travel restrictions are eased.

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## Acting on feedback, working in partnership

A central component on our approach to stakeholder engagement is acting upon feedback received.

This can result in immediate improvements being made on either a local or broad scale or be the start to developing a business case for large scale enhancements to be made. Either way, the outcome depends upon acting upon feedback received.

During a year like no other, we have continued to engage, albeit virtually, with a range of stakeholders on improvements that continue to be made by TransPennine Express. We have actively sought out feedback for developing the timetable for key workers and those that cannot work from home when UK and Scottish Government advice was to do so if you were able to. Station enhancements, car park development and cycling parking provision schemes have also progressed within COVID-19 safe working practices.

As the full impact of the COVID-19 pandemic was felt on the economy and the UK and Scottish Governments provided support with unprecedented amounts of funding to ensure railway services continued to operate safely and reliably, this enabled directed funding to level up communities. We reached out to those stakeholders based on feedback received since the start of the franchise to develop initiatives as these new funding opportunities arose.

A number of long-standing aspirations that had been progressed in 2019 and the beginning of 2020 had to be put on hold due to lockdown which came into effect on 23 March 2020 and a start/stop scenario has continued in one way or another for the last 12 months. This did not stop the engagement and once lockdowns eased and it was safe for contractors and suppliers to go back to work, several of the schemes were able to be progressed. This included the projects that were submitted to the Department for Transport's Cycle-Rail fund, securing additional cycle parking provision at Thornaby and Grimsby, with works in hand to create additional facilities at Huddersfield and Manchester Airport stations.

Whilst some funding streams were suspended, due to TransPennine Express entering into an Emergency Measures Agreement and the following Emergency Recovery Measures Agreement, we were able to take forward improvements for projects at Dewsbury, Huddersfield, Malton, Middlesbrough and Selby stations (including new customer access routes, installation of Changing Places facilities and additional waiting shelters).

The impact of COVID-19 on the railway was unprecedented, with patronage figures down to 5% at the start of lockdown and only ever rising to 40% of pre-COVID-19 levels during the summer months. The planned timetable changes for May 2020 and December 2020 were deferred due to the implementation of emergency timetables.

The industry collaborated to ensure services were available for all key workers that required them and since the beginning of lockdown there have been 8 different timetable iterations. The advice of the UK and Scottish Governments maintained that people should continue to stay at home and work from home, with rail services only to be used by key workers. We continued to consult local authority members of Transport for the North, and Transport Scotland, each time the timetable was required to change. Their feedback ensured that timetables worked for those who needed to travel.

Local authority transport cells were set up by Liverpool City Region, Greater Manchester Combined Authority, South Yorkshire PTE, and Transport Scotland to engage with all transport operators for each region. These were extraordinary times and the ability to be flexible and responsive was essential to meet the demands of our stakeholders and the key workers that relied on public transport to enable them to get to work. The transport cells continue to take place on a weekly basis and are good indicator of how we continue to engage with our stakeholders on a proactive basis.

Due to the suspension of the franchise in March 2020, funding for the CRP Growth fund was suspended from March to September 2020. In September it restarted with a pro-rata amount meaning we were able to launch a new funding round. Through strong engagement and collaboration, that continues to take place with Community Rail Partnerships, we were able to submit several schemes that for the first time since the start

of the franchise exhausted the full amount of funding available. We continue to engage with our Community Rail Partnerships and look forward to developing more projects during 2021/22. Further details on our work with Community Rail Partnerships appears later in this report.

The pandemic has also witnessed the development of a much more collaborative approach to our engagement with stakeholders and seen stronger partnerships evolve with several organisations including Combined Authorities, local authorities, Community Rail Partnerships, and others.

It is these partnerships that enable us to deliver projects locally, providing support for our communities and delivering economic and social benefits have been at the forefront of our engagement. During the midst of lockdown, TransPennine Express and Northern Rail held the very first joint conference focussing on accessibility on our network. The conference saw stakeholders come together to discuss and raise what they would like to see at our stations and on-board. This has enabled further discussions to take place to develop schemes to make our network more accessible.

We continue to work closely with the York, North Yorkshire and East Riding Local Enterprise Partnership, North Yorkshire County Council and Network Rail to enable a new footbridge and lifts to be installed at Thirsk station following the award of £1m in funding towards this major accessibility improvement scheme. An application is being developed and expected to be put forward to the 'Levelling Up' fund to secure the remaining funding to deliver this scheme by Christmas 2022.

We have seen how stations can be the gateway to the towns and cities they serve. TransPennine Express has been working closely with Selby District Council since 2016 to secure funding to improve Selby station. This has led to Transforming Cities funding which will develop the station and the land surrounding it, including providing a new transport interchange. The plans include the ticket office building at Selby being completely redeveloped with a key aspect of the design having a new glass frontage to give a clear view to the Minster from the platform and the waiting room. Work is envisaged to take place towards the end of 2022 and will likely dovetail with Network Rail's timescale to install lifts at the station.

Work is also underway to transform the station at Middlesbrough with additional customer facilities, a new platform and extension of the subway into and through a redeveloped and re-opened undercroft. The strong partnership between the Tees Valley Mayor, Tees Valley Combined Authority, Middlesbrough Council, Network Rail and TransPennine Express has seen this work progress even through the midst of a pandemic.

As we become more aware of the environment, climate change and air quality, there has been strong interest in increasing electric vehicle charging points at our stations. We continue to hold discussions with a range of stakeholders to secure funding pledges to enable installation of these points as demand increases.

2020 was a year that saw many things change, not just for the rail industry but in the way we engage and work with each other. We have had to adapt to working from home and using virtual methods to hold meetings and whilst this has been a challenge for many of us, it has brought with it a much stronger collaborative way of engaging with each other. Whilst we have not been able to deliver all of the projects that we laid the foundations for in 2019/20, we have built on the strength of our relationships with all of our stakeholders and as we come out of lockdown, the relationships that we have nurtured will become the foundations to help realise the development and delivery of schemes in 2021/22.

If there is a partnership project you would like to discuss, please contact us.

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## Our survey results

During January this year almost 100 stakeholders provided feedback as part of our annual stakeholder survey which is circa 20% of those who were invited to respond. This was similar to the level of participation from previous years providing a comparable base in which to measure year on year progress.

The survey provides a basis for updating our stakeholder engagement plan which is reviewed and amended each Autumn. The results provide useful feedback by identifying what works well and what we can do to improve.

We achieved a wide-ranging geographic spread of responses from across our network with 36% of responses from Yorkshire and the Humber, 22% from the North West, 15% from the North East, 14% from Scotland, 4% from the East Midlands and 8% from the rest of the UK.

With regards to organisations that completed the survey, 23% represented national or local government, 15% represented transport/passenger representative and user groups, 14% were from Community Rail Partnerships, 11% from elected representatives, 7% from business representative groups, 7% from other rail industry companies, 5% from tourism organisations, 3% representing communities and charities and 1% representing the media. 11% were “others” or chose not to respond to this question.

The survey contained a series of questions that asked for stakeholder feedback on all aspects of TransPennine Express, including journey experience, reliability, punctuality, communications, engagement, and value of meetings. Additional questions regarding COVID-19 were also asked.

Our overall stakeholder satisfaction score for 2020/21 was 87%, a 22% increase from the previous year.

The percentage of stakeholders saying the TransPennine Express delivered a reliable and punctual service increased to 83% (29% in 2019/20), while the result for the overall travelling experience on our services being fairly or very good was 89% (64% in 2019/20). 69% of respondents said we delivered great service to customers everyday (27% in 2019/20).

In terms of stakeholder engagement from TransPennine Express, 100% of respondents valued contact and communication from us (99% in 2019/20), while 88% rated our overall communications as fairly or very good (81% in 2019/20). 95% rated face to face or virtual meetings with us as fairly or very good (91% in 2019/20).

We will modify and refine our engagement approach with stakeholders based upon the results of this survey to improve further our effectiveness as we continue to work with a range of organisations and individuals from across the North of England and into Scotland during 2021/22.

## Helping Community Rail Partnerships grow and Transforming local communities

An important element in our engagement with stakeholders is to understand where we can provide support to the communities we serve via our network of routes across the North of England and into Scotland.

We have two core funding streams to support communities:

- The first is our Community Rail Partnership (CRP) Growth Fund that helps enables projects or schemes supported by CRPs that connect into our network, such as at Huddersfield, Middlesbrough or Hull, and encourage transfer between TransPennine Express services and those operated on CRP routes, such as the Penistone Line, the Esk Valley Line or the Yorkshire Coast. For 2020/21 we had £68k of funding to allocate to such projects
- The second is our Transform Fund that provides funding to support local community and environmental projects. For 2020/21 we had £65k of funding to allocate to via through the Transform scheme.

We sought strong engagement through a range of channels to secure strong and high impact bids for both funds. The benefit of this funding was reinforced with a number of COVID-19 recovery or community support led projects put forward for funding. As the successful projects are delivered during 2021 (subject to easing of COVID-19 travel restrictions) we expect them all to have a positive impact and effect on the local communities, and visitors, across our network.

The awards made reflect the areas of our network who applied for such funding and we are pleased that the following projects are supported to proceed through this funding:

### **North TransPennine route:**

#### *CRP Growth Fund:*

- Esk Valley CRP - installation of bottle refill drinking station and defibrillator at Middlesbrough station
- Penistone CRP – installation of bottle refill drinking station and defibrillator at Huddersfield station
- Yorkshire Coast CRP – installation of bottle refill drinking stations and defibrillators at Hull, Malton, and Scarborough stations
- Yorkshire Coast CRP – support to the Big Ideas by the Sea Festival in Scarborough, including a Wilfred Owen installation at Scarborough station
- Yorkshire Coast CRP – support to Malton in Bloom to enable additional planters to be installed
- Yorkshire Coast CRP – funding to help create flower displays at Humanby station and the publication of Healthy Walking map promoting a range of routes accessible from Humanby station

#### *Transform Fund:*

- Liverpool Lime Street - Abbot's Lea School
- Hull - Densholme Farm Action
- Leeds – St Gemma's Hospice
- Manchester – Friends of Oswald Road Primary School
- Manchester – Manchester Young Lives
- Scarborough – First Light Trust
- Scarborough – Friends of Scarborough Valley Gardens
- Scarborough – Futureworks NY
- Slaithwaite – Nields School PFTA

- York – Friends of Rowntree Park
- York – Red Tower York
- York – The Island
- York – Toys Like Me

### **South TransPennine route:**

#### *CRP Growth Fund:*

- Barton Line CRP: installation of bottle refill drinking stations and defibrillators at Cleethorpes and Grimsby stations
- Crewe – Manchester CRP: delivery of a COVID-19 re-engagement plan for children through quizzes, treasure hunts and art projects at stations along their route
- Crewe – Manchester CRP: support towards the installation of a Brompton Bike hire scheme at Stockport station
- Crewe – Manchester CRP: installation of bottle refill drinking station and defibrillator at Manchester Airport

#### *Transform Fund awards:*

- Sheffield - Sheaf and Porters River Trust
- Sheffield - Loxley Valley Community Farm

### **West Coast Main Line:**

#### *CRP Growth Fund:*

- Lakes Line & Furness CRPs - support to help the delivery of events and the promotion of Lakes Line and Furness Line 175<sup>th</sup> anniversary
- Lakes Line CRP – installation of interchange signage and customer information at Oxenholme station

#### *Transform Fund:*

- Lancaster - The Fairfield Association

### **Scotland:**

#### *Transform Fund:*

- Edinburgh - Jock Tamson's Gairden

Funding was also provided to the Community Rail Network to support their annual awards ceremony that celebrates outstanding achievement and success by CRPs in serving their local communities.

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## Contact details

As we move into the 2021/22 operating year, TransPennine Express will continue to work with stakeholders to develop our network of services and stations, building on the connectivity benefits and journey opportunities our new trains and timetables enable.

The year ahead will be crucial as the nation recovers from the COVID-19 pandemic and by reaching out, listening, being open and accountable, we expect to improve and enhance recovery plans being delivered, while enabling new opportunities to be realised.

We look forward to working with you during 2021/22. If you would like to discuss any opportunity or issue with us, please feel free to contact us as follows:

*Scotland and North TransPennine route (from and including Huddersfield east bound and stations/routes to Hull, Scarborough, Redcar, Newcastle and Edinburgh, as well as Lockerbie, Motherwell and Glasgow):*

Graham Meiklejohn, Regional Development Manager, on [graham.k.meiklejohn@tpexpress.co.uk](mailto:graham.k.meiklejohn@tpexpress.co.uk) or 07595 236910.

*West Coast route in England, North TransPennine route (from Huddersfield west bound and all stations/routes to Manchester Airport and Liverpool Lime Street) and South TransPennine routes:*

Lucja MajewskiKent, Regional Development Manager, on [lucja.majewski@tpexpress.co.uk](mailto:lucja.majewski@tpexpress.co.uk) or 07702 142568.

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