

# Taking the North Further

Annual Stakeholder Report  
March 2019





## Tobyn Hughes

**Managing Director, Nexus**

The May 2018 timetable changes had a major impact on TPE's services to the North East, with many trains arriving in the area late or even cancelled because of difficulties in the Manchester area. Through constructive dialogue between TPE and stakeholders in the North East, a solution was introduced in December 2018 that greatly improved reliability for customers, whilst maintaining the North East's connectivity to Leeds and Manchester.

We are looking forward to the arrival of the new Nova 1 trains in 2019. We believe that this will be the first step in the process of developing a proper high-quality inter-city service linking the major centres of the North, as well as providing much-needed extra capacity.



## Daisy Chapman-Chamberlain

**Equality, Diversity and Inclusion Lead, Community Rail Lancashire**

Over the past year, TransPennine Express and Community Rail Lancashire have continued to develop their strong partnership, with outstanding levels of communication being the key to success, and with their support across a range of work, including Women Who Wander 2019; A Female Future.

This partnership has particularly focussed on our shared commitment to equality, diversity and inclusion; as reflected in Women Who Wander, but also the development of an exciting range of programmes.

With support from TransPennine Express, we look forward to multiple projects and programmes in 2019, including On Track to Train, our comprehensive rail employment programme for underrepresented and marginalised groups of young people, Ticket to Pride, our LGBT+ summer campaign, and several exciting local station artwork concepts.

**CRL**  
Community Rail Lancashire

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# David Hoggarth

Strategic Rail Director

In years to come, it is likely last year will be seen to have been a pivotal one for our railways. It is widely acknowledged that the passenger was let down in 2018. Let down by rail operators and by the wider rail sector that they depend on. Lessons are being, and must be, learned from what went wrong – and we must all work together to rebuild passenger confidence.

Transport for the North has been a voice for passengers and businesses in 2018 and 2019, calling the industry to account, securing an independent expert (Richard George) to spearhead performance recovery, and driving through compensation for passengers who were impacted by the disruption to services.

What passengers want to see now is TransPennine Express, and others in the rail sector, relentlessly focusing attention on restoring the levels of service to what they should be. There is still much work to be done – but, in the early part of 2019, reliability is now showing signs of improvement.

There are still problems with overcrowding and challenges with the introduction of services, but

new trains are being prepared to take to the tracks and refurbished trains are helping make journeys more comfortable. Timetabling is also being adjusted to ensure train services remain resilient and reliable when these new services are introduced. It is vitally important that forward progress is maintained as we go deeper into the year ahead – but never at the expense of reliability.

Given my role, I travel regularly across the TPE network, and I am always impressed by the positive ‘can do’ attitude that runs through the blood of those who work on the front line. While they too were let down by the system, it is now vital they are empowered to deliver great customer service to rail users and take full advantage of the significant investment coming on stream.

Transport for the North will continue to work closely with TransPennine Express in 2019/20 during what is likely to be another period of change with the reviews and will remain steadfast in its call to TPE play its part in restoring passenger confidence.

# Taking the North further

Introduction by Leo Goodwin

Welcome to our annual stakeholder report. Its purpose is to look back on how we have engaged with our stakeholders and how we have acted on feedback received, as well as looking ahead to those opportunities in the near future.



Our vision for TransPennine Express is Taking the North further. A vision that speaks to the opportunities the additional services, the new trains and the enhanced customer experience will have in delivering a transformational effect on the towns and cities we serve, improving connections and enhancing economic, educational, employment and leisure opportunities.

Last year we have seen more and more people travelling on our services, making use of the many new journey opportunities available across the North by rail, with improvements in service frequency and connections made in the May 2018 timetable change.

However, that timetable change also negatively affected performance of our services. We understand and apologise for the significant impact this had on our customers and communities. We worked hard to make changes to improve performance at the earliest opportunity and are grateful for the support of stakeholders for our December 2018 timetable changes which have, as we expected, restored resilience to our services. Our stakeholders will be aware from the Glaister report that the root cause of the issues from the May 2018 timetable change was late notice of the delay to completion of the electrification programme at Bolton. Lessons have been learnt by the rail industry in managing major infrastructure and timetable changes and recommendations from the Glaister report have been implemented to prevent this occurring again.

While progress has been made I recognise that there is still further work to be done and we continue to work with the wider rail industry and our stakeholders to provide a service on which our customers and communities can depend. Further amendments will be made to our timetable in both May and December 2019 addressing core feedback received from stakeholders.

We have been pleased to have all three of our Nova fleets out on the network going through their approvals process prior to entering customer service. While the testing process identified minor issues with our Nova 3 trains, this underlined the importance of such testing; to address any issues prior to customer use. With 220 carriages being introduced over the coming year all our routes are going to benefit from a significant increase in seating capacity.

A range of enhancements has continued to be delivered at stations managed by TransPennine Express, including the creation of additional car parking spaces at Barnetby and Scunthorpe stations. We have also engaged with stakeholders to realise station improvements through our Customer and Communities Improvement Fund of which further details are contained in this report.

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.

Working together in partnership to develop timetables, integration, stations and services, and securing funding will ensure TransPennine Express can continue to develop, delivering on our vision of Taking the North further.

I hope you enjoy this report and thank for your support during our third year. We look forward to working with you as we introduce our new trains over the year ahead.

**Leo Goodwin**  
Managing Director



## Cllr Doreen Dickinson

**Chair – Metrolink & Rail Sub-Committee, Transport for Greater Manchester**

Following the collapse in reliability and performance after the May 2018 timetable change Timetable Planners at TPE have engaged fully with officers at TfGM to come up with solutions to improving punctuality and service reliability on the North TransPennine route.

The benefits of this have been seen since the December 2018 timetable change with further improvements to come by December 2019. We very much look forward to the introduction of TransPennine Express' new rolling stock over the next few months which will provide more seats and an enhanced standard of passenger experience.



## Cllr Ian Gillies

**Chair of the East Coast Mainline Authority, Vice Chair of Transport for the North and Leader of City of York Council**

TransPennine Express continue to be an important partner, connecting York to the North East and Teesside and across the Pennines to Leeds, Manchester and Liverpool. This year, more than ever, has been a crucial time for the railways with difficulties across the region. It is to TransPennine Express's credit that they have continued the dialogue and shared challenges and opportunities at the highest level.

The depot at York and it's £32m modernisation programme of the current train fleet recognises and builds on the skills available in York. Over the coming years, we will work together to deliver improved rail services through the new Strategic Transport Plan, opening up the opportunities to create more jobs, attract diverse businesses and encourage greater investment that will secure long-term growth across the north.



# 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 the opportunities of the new franchise can be developed with local stakeholders to realise additional connectivity and economic benefits across the North. 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

Our Regional Development Managers continue to provide stakeholders across the North and into Scotland with a direct point of contact into TransPennine Express to discuss development opportunities. Over 200 direct face to face meetings have been held with stakeholders over the past year, as well as thousands of e-mails responded to. Whether in person 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.

The impact of the May 2018 timetable focussed a wide range of stakeholder engagement regarding the performance of the rail network and the impact on services. Whether through correspondence, regular updates or at meetings we have sought to be publicly available and accountable for what happened, what will be done to improve performance and, importantly, apologising.

While it would be expected that a lot of the engagement was on performance issues since May 2018, we have had a large number of stakeholders proactively comment on performance improvement seen since the December 2018 timetable change.

While performance dominated engagement for most of the last year, we have continued to work with stakeholders on a wide range of issues. The local authority members of Rail North/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 within the current franchise period. Identical discussions take place with Transport Scotland for our services in Scotland.

Within Transport for the North there are a number of strategic committees attended by Members of Rail North, such as the Train Service Advisory Group, that has enabled discussions on future timetable development, particularly in respect to the December 2018, May 2019 and December 2019 timetable changes. This solid engagement has helped to develop timetables that meet a variety of local requirements, such as calls made at commuter stations that serve Leeds and Manchester on the core North TransPennine corridor between these two cities.

We have continued to support cross industry forums and working with representatives from Northern, Transport for the North, Network Rail and any other relevant industry bodies, including bus companies, to both support wider stakeholder strategies and help improve whole industry efficiency. Collaboration in the last year has been seen in Hull and West Yorkshire, where we have been pleased to participate in the Council and Combined Authority's own Rail Forums.

The feedback from stakeholders continues to inform our yearly Business Plan, while our Stakeholder Engagement Plan is 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 almost 500 opinion formers from across the North and into Scotland (the results of this survey are detailed on page 13 of this report).

A network wide reception was held in Manchester during the Spring last year, providing an opportunity to outline initiatives to be delivered in the coming year and provide stakeholders with a valuable networking opportunity. We were pleased that John Cridland, Chairman of Transport for the North, was able to address attendees of this event.

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, while enabling issues to be discussed in full. The next step is understanding and responding to feedback.



# Stephen Edwards

## Executive Director, South Yorkshire Passenger Transport Executive

In what has been a very challenging year for train operators in the North, TPE staff and the Management team have remained visibly committed to doing their very best to improve performance, address rolling stock issues and maintain good quality customer service.

Regular contact from TPE's Regional Development Manager and the Senior Management Team has been welcomed. This engagement has provided good opportunities throughout the year to ask questions and raise issues specifically related to South Yorkshire. We look forward to this level of stakeholder engagement continuing in the coming year.

We are however very disappointed by the delays to the delivery of the new rolling stock and the subsequent delays to the cascade of Class 185 units to our region. We trust TPE will continue to see capacity issues as a key priority for South Yorkshire and endeavour to resolve them over the coming months.

We look forward to continuing to work jointly with TPE to identify and deliver community rail programmes and schemes that will enhance the rail experience for our existing customers and attract new rail users in the future.

# Taking the North further by acting on feedback

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



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

During the year we have engaged with a range of stakeholders on improvements being made by TransPennine Express including timetable development, station enhancements, additional services, car parks and cycling provision.

We have held a consultation into our December 2019 timetable change. This focussed on the extension of the current hourly Liverpool to Newcastle service to Edinburgh with a call at Morpeth. We were pleased that the service received unanimous support from the stakeholders who participated in that consultation.

In addition to that specific planned service change, we also received a wide range of comments relating to other routes and scheduled services. These comments were reviewed, assessed and responded to through a Consultation Response document. We have had discussions with the Rail North Partnership and Transport for the North on potential additional performance and service changes for December 2019 timetable, which we are pleased to be taking forward subject to completion of all approvals including securing access rights in the timetable from Network Rail.

We have also received solid support for the new direct Liverpool to Glasgow service and we appreciate the understanding stakeholders have shown over why that service is being introduced this autumn rather than this spring in order to protect existing services and capacity across the North.

With new trains coming, we were pleased to take some stakeholders to depot works in York and Scarborough where some of our new trains will be maintained, creating jobs for those locations. This multi-million investment has been welcomed by civic leaders and we look forward to formally opening these depots in the coming months.

We have engaged directly with a range of stakeholders regarding facilities at stations with specific reference on opportunities to use matched funding. This has resulted in a number of schemes being considered under our Customer and Communities Improvement Fund. Through the Regional Development Managers, we are now actively working on securing the funding required to deliver such enhancements that lie outside of the franchise.

In dialogue with Community Rail Partnerships regarding bids to the TransPennine Express CRP Growth Fund, we continue to outline development opportunities that can be realised through this fund. While we note that all the funding available through this fund is not currently being fully utilised, we maintain our commitment to work with CRPs to realise opportunities for services and stations.



## Mick Noone

### Director of Integrated Transport, Merseytravel

Whilst it has been a difficult year for the rail industry and performance levels have not been where we all would have liked, Merseytravel has continued to work with TPE in trying to maintain or improve conditions for those using the rail network.

TPE was, for example, an active collaborator in the local transport plan that was required to respond to the significant investment and infrastructure upgrades at Liverpool Lime Street Station, works that have transformed the ability of the region to connect with the rest of the UK.

TPE has also assisted Merseytravel in delivering major events such as the Giants spectacular in Liverpool and it also has strengthened services, where possible, to limit the impact of strikes elsewhere on the network. With refurbished trains and a new stopping pattern between Liverpool and Manchester, TPE has made a real effort to enhance the experience of passengers travelling on its services.

TPE also has been an active partner in delivering the IOR project across the north, sharing best practice with industry partners, to ensure that the introduction of SMART ticketing delivers real customer benefits.

This year, we feel that the introduction of a new TPE fleet combined with increased capacity, will deliver exciting and new opportunities for travel. These will include new services running from Liverpool to Glasgow which will be introduced later this year, a service that the Liverpool City Region Combined Authority has been pursuing for some time and one that we feel will benefit both city regions and destinations in between.



# Taking the North further in Partnership

Across the rail network, a range of improvements to the rail network are delivered in partnership with a range of organisations including Combined Authorities, local authorities, Community Rail Partnership and others.

These enabling partnerships deliver projects locally that often deliver additional economic, community or social benefits that can only be achieved through partnership working. During 2018/19 we have worked with a wide range of organisations to prioritise developments that have strong stakeholder support, both in terms of funding and project outcome.

With Tees Valley Combined Authority, we have held positive discussions regarding extending the existing Manchester Airport to Middlesbrough service to enable Redcar to become part of the TransPennine Express network.

We have also discussed with stakeholders in Hull their aspirations for service developments and while some of those developments are dependent on future franchising decisions and outputs delivered through the TransPennine Route Upgrade, with the Rail North Partnership and Transport for the North we are working to reduce the off-peak journey time between Hull and Manchester.

Stations are often an economic gateway to town and city centres and we have been pleased to continue to work closely with Selby District Council and Middlesbrough Council and their station masterplan development proposals for the stations at Selby and Middlesbrough respectively. Each scheme will transform the station and surrounding area, enhancing the economic development as well as the use of train services for business purposes as well as leisure.

We have also continued important work with Manchester Airport Group and Transport for Greater Manchester regarding the long-term vision of the North's largest airport and are pleased to have a key role in supporting this major hub through our services. We have also been pleased to work with Transport for Greater Manchester and their station improvement plans, working closely on initiatives for Stalybridge station

Works to install lifts at Scunthorpe station have been completed improving the accessibility of that station.

With the support of Selby District Council, North Yorkshire County Council and Grand Central we have made bids to the Government's Access for All scheme to secure funding for accessibility access improvements at Selby, Thirsk and Seamer stations.

We are grateful to these stakeholders for their support and look forward to the announcement made later this spring by the Government on which stations across the network will receive funding for access improvements.

In the last year we have worked closely with relevant local authorities regarding car parks at TransPennine Express managed stations in their area. We are pleased to have been able to expand car parks at Barnetby and Scunthorpe stations.

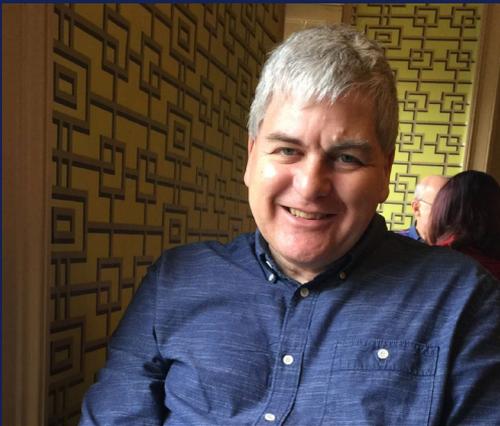
We are pleased to be working with Transport for the North, local authorities and other transport providers to support the rollout of SMART ticketing across our services. Introduced on a route by route basis, take up has been good with season ticket holders opting to upgrade to the SMART card system.

Several other car parking development schemes are being discussed and we hope in the coming year to commence, on a partnership basis, car park development schemes at locations including Thirsk, Northallerton, Malton, Selby and Brough. With very limited railway owned land around most stations, car park development is in most cases wholly dependent upon a partnership approach.

Elsewhere, we have been pleased to support improvements at stations we call at but are managed by another operator. This includes providing a funding contribution towards a canopy to be installed at Dore & Topley station.

We expect the foundations laid in the last year to help realise the development and delivery of schemes during 2019/20. If there is a partnership project you would like to discuss with us, please contact one of our Regional Development Managers.

Contact details are on page 19.



# Peter Kennan

**Chair of Sheffield Chamber of Commerce & Industry's Transport Forum**

It has been a challenging year on the North's railways but we have continued to have regular productive meetings and discussions with TransPennine Express management. Much of the issue arising from the May 2018 timetable change was not of TPE's making but they did not shy away from accepting responsibility, as part of the railway industry, for what happened. Thankfully performance is now improving.

The refurbishment of the class 185 train fleet, which will continue to provide our future services on the South TransPennine route, has been welcomed. The increasing lack of seating capacity on Sheffield to Manchester services has been frustrating but a solution is in sight at last and we cannot wait for it to arrive!

2019 is going to be an exciting year for Sheffield's TransPennine rail service. As TransPennine Express take delivery of their new train fleets, more class 185 three coach trains will become available to strengthen South TransPennine services from Cleethorpes to Manchester Airport via Doncaster, Sheffield and Manchester Piccadilly.

We are expecting that by the end of the year most services will be six coach trains from Sheffield to Manchester, doubling the number of seats. Our fear is that it will not be enough because of the huge suppressed demand that exists for travel between two major cities with such poor road links, but that is a problem for another day. Management at TransPennine Express have been very proactive in keeping us apprised of likely timescales for the strengthening of services and have listened to our concerns arising from it.

We have asked them to look carefully at better public information on platforms and particularly on Customer Information Screens to ensure passengers get on the right part of the train (to find their reserved seat), because, of course, class 185 units do not have gangways between the two 3 coach trains which are coupled together. With a recovery in punctuality and reliability and with a doubling of seats we are expecting to see, later in 2019, a further increase in passenger numbers and a big increase in customer satisfaction.

# Our survey results

During January and February of this year almost 100 stakeholders gave us feedback as part of our annual stakeholder survey; a circa 20% response rate of those invited to respond. This percentage was a similar level of participation to last year providing us with a comparable base in which to measure year on year progress.

The survey provides us with useful feedback on our engagement with stakeholders, indicating what works well and what can be improved. This in turn helps us update our stakeholder engagement plan, which is reviewed and refreshed every autumn.

It is evident from the results that the performance issues arising from the May 2018 timetable change had a large impact on stakeholders and their views as expressed through the survey

We achieved a broad geographic spread from our network with 37% of respondents from Yorkshire and the Humber, 27% from the North West, 18% from the North East, 7% from Scotland and 4% from the East Midlands. In terms of organisations that completed survey responses 26% were from local government, 26% from transport/passenger representative groups, 9% from Community Rail Partnerships, 9% from elected representatives, 7% from rail industry organisations, 6% business groups and 2% from tourism organisations.

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.

Our overall stakeholder satisfaction score from this survey for 2018/19 was 71%, a 12 percent reduction from the previous year due to feedback received in the areas of performance and service delivery, itself reflecting the issues that arose following the May 2018 timetable change.

We have worked closely with Northern and Network Rail to improve the performance resilience of the network, with a number of changes made in the December 2018 timetable change. We continue to monitor the effectiveness of these amendments and will make further changes to improve performance further as required. 61% of respondents to the survey felt the changes made had a positive impact on performance.

We were pleased to see that stakeholders continue to endorse the importance of communication and contact with TransPennine Express, with 97% saying they value contact and communication from us and with 86% rating highly face to face meetings.

We will adapt our engagement with stakeholders based upon the results of this survey to improve our effectiveness as we continue working with a range of organisations during 2019/20.





# Ben Houchen

## Tees Valley Mayor

TransPennine Express rail services form a vital part of Tees Valley's transport infrastructure. These services, operating from Middlesbrough, Thornaby and Yarm on one route and from Darlington on another, provide important direct rail links to key destinations including York, Leeds, Manchester and Liverpool. Such connectivity is central to the economic vitality of our area.

For a number of well-documented reasons, over the past six to nine months, the performance and reliability of these services has been well below the levels needed. We are pleased that TransPennine Express has listened to stakeholders such as the Tees Valley Combined Authority and has taken specific steps to address this, with early indications that levels are returning to normal.

Exciting developments are coming in 2019, with new trains for both our TransPennine Express routes to provide more capacity and a more comfortable experience. This is very welcome, as is the fact that TPE is now proposing to extend the Middlesbrough service on to Redcar and potentially Saltburn.

TransPennine Express is a key strategic partner for the Combined Authority and we look forward to continuing our relationship to deliver these and further improvements.



TEES VALLEY MAYOR

# Developing the network

During the last year, we have worked extensively with stakeholders on opportunities that could be realised through our Customer and Communities Improvement Fund, where a share of £1.4m was available to support schemes that address the wants and needs of customers while also improving the links between the railway and the towns and cities it connects.

We are pleased that the following schemes have received funding, with projects to be delivered between 2019 and 2021:

- **Dewsbury** - Installation of male, female and accessible toilets including the provision of a Changing Place facility, as well as the construction of an additional waiting shelter on the towards Leeds platform. Funded jointly with West Yorkshire Combined Authority/Kirklees Council
- **Hull** - Refurbishment and expansion of existing toilet facility
- **Lea Green** - Provision of new and improved cycle and walking links to/from Lea Green Station to facilitate sustainable journeys in partnership with St Helens Council
- **Levenshulme** - Contribution towards redevelopment of the former Levenshulme Station South to create a cycle hub and community facility located on the main cycle route from Levenshulme to Manchester City Centre in partnership with Railway Heritage Trust and Manchester City Council
- **Malton** - Redevelopment of the station booking office to create an accessible toilet, waiting room and new booking office
- **Manchester Airport** - Improvements to the customer toilets and installation of a Changing Place facility
- **Meadowhall** - Contribution towards the Interchange Cycle Hub at this station, delivered in partnership with Sheffield City Council
- **Middlesbrough** - Customer facility improvements within the station as part of the wider Middlesbrough station masterplan proposals, funded with Tees Valley Combined Authority
- **Scarborough** - Redevelopment of the current ticket office and installation of a Changing Place facility
- **Selby** - Improvements to toilets, installation of a Changing Place facility funded in partnership with Selby District Council

We are pleased that, in conjunction with stakeholders, the funding available will make a positive improvement to our customers and the communities we serve, such as through the transformation of Middlesbrough station or the installation of accessible toilets or Changing Place facilities. The programme of works to deliver these improvements is currently being developed.

We are also pleased to have secured funding for the installation of defibrillators at stations we manage across the network and on board our new trains, with funding from Grand Central for Thirsk and Northallerton stations and Transport for Greater Manchester for Stalybridge stations.

Regarding train service development we have worked closely with the Rail North Partnership, Transport for the North and local authority stakeholders regarding options to develop existing services to improve performance and extend services to Redcar.

These projects once delivered will have a transformational impact on the communities that use these stations and services. We will continue to work with other organisations to develop our network further in the coming year.



# Transforming and supporting communities

At TransPennine Express we recognise that a component of our engagement with stakeholders is to provide support to the communities that we serve, connect and pass through. As such we help environmental and community projects across the North and into Scotland with a £50k grant scheme.

Named 'Transform', the fund is open to community groups or clubs, charities, schools and other individuals who allow open access to their land.

Applicants can apply for up to £5k in grants for environmental and community projects and are asked to demonstrate how they benefit the environment, promote social inclusion and/or tackle youth unemployment as well as proximity of the project to TransPennine Express routes or stations.

The fund was extremely popular in 2018/19 with applications oversubscribing many times the £50k of funding available. A long list of successful projects was voted on by the public with the following awards being made to the winners of that ballot:

## North East

- Skill Mill: Ferryhill Carrs is a mix of fen, open water, ancient semi-natural woodland, grassland and scrub habitats and is located in what is known as Ferryhill Gap, near the East Coast Main Line between Darlington and Durham. They have been supported to enable coppicing, an ancient technique of managing woodlands, will take place, increasing biodiversity.
- Mirfield in Bloom: The group encourages all community groups in the town to work together to improve the environment. The funding will enable additional floral displays to be created, particularly focussing on 'grey areas' and support regular litter pickups across the area promoting their "Love where you Live" message.
- Malton in Bloom: Malton In Bloom volunteers will work together to make the area a better place for people to live, work and visit. As with Mirfield, the funding will support the group create more award-winning floral displays across the town including creating additional displays and at the station and new biodiversity sites.

## North West

- Station South CIC: A funding contribution has been made towards the transformation of a large, inaccessible overgrown area, that once formed part of the main platform of Levenshulme Station South into a welcoming garden that benefits people and wildlife, encourages learning, creativity and increases wellbeing.
- Heaton's Men in Sheds: The Stockport based group have built a basic workshop where their members meet and create things to improve the local community. They have been supported to secure wood working tools and materials to build items for the local streets and parks.

- Lancashire Community Finance Trust: The Trust aims to improve the enterprise skills of young people living in an area of high urban deprivation. Through the funding they have received they will move young unemployed people towards stable self-employment through 1-to-1 support, delivered by qualified and experienced Business Advisors.

## Humberside, Lincolnshire and South Yorkshire

- Hull & District Anglers' Association: The group, based in Brough, will organise three hourly after-school angling sessions during school spring term time and summer holidays. Though primarily focusing on the young people, sessions will be open to all including family groups. The association are being supported to buy new equipment in order to provide more sessions at additional sites.
- Ruskin Mill Trust: Freeman College is a Special Educational Needs provision based in Sheffield, which successfully runs an adjoining social enterprise café; Fusion. They are being supported to improve sustainability and provide new educational opportunities for students.
- Open Minds Counselling Service: This Doncaster based group through the funding provide will be able to provide three social and peer therapy groups aimed at social inclusion, one for adults, one for teens, and one for children. The groups help vulnerable people work together to reduce their social isolation and improve their mental wellbeing.

## Scotland

- Trees for Cities: Working in partnership with the Friends of Braidburn Valley Park and Edinburgh and Lothians Greenspace Trust, Trees for Cities will plant 25 large heavy standard cherry trees at Braidburn Valley Park, south of Edinburgh city centre. The group engaged local volunteers to plant trees during the winter.
- Cumbria Wildlife Trust: The Trust have a new base at Gosling Sike, in Houghton, on the outskirts of Carlisle. The funding will go towards helping their aim to realise accessibility outputs to support people living with dementia and mental or physical health issues access the site.
- Glasgow Children's Hospital Charity: Based at the hospital, the Teddy Hospital makes children familiar with their healthcare and alleviate anxieties. Due to heavy usage a pop-up version was created. The funding provides the play resources that enables the facility to operate and be a fixed part of the outpatient experience.

Transform will open for applications again during Summer 2019. To discuss a potential application, please contact Charlie French, Accessibility & Transport Integration Manager, on [charlie.french@firstgroup.com](mailto:charlie.french@firstgroup.com) or 07889 591725.



# John Twigg

**Planning Director,  
Manchester Airport  
Group**

Manchester Airport plays a key role in connecting people and businesses with destinations around the world, bringing major benefits to the North. The last 12 months have been very difficult for our rail passengers, and we need a concerted effort by all the partners to restore confidence and the reliability which is crucial for airport users. We hope that the much-needed investment in new trains and better services will help meet our targets to increase rail use.

We continue to enjoy a strong working partnership with TPE. We welcome plans to connect even more towns and cities directly with the airport, as well as significantly improving service levels experienced by passengers, to ensure that all parts of the North fully benefit from our growth, new air routes and the £1bn investment in transforming the airport.



# Looking ahead

As we enter the fourth year of the TransPennine Express franchise we 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.

We look forward to holding events across the North to showcase our new trains to stakeholders.

In addition to ongoing planned and ad hoc meetings and discussions we will have a number of key engagement opportunities during the coming year that will include:

- Spring 2019 – launch of Growth Fund for Community Rail Partnerships, providing over £50k of funding for projects suggested by CRPs whose routes connect with TransPennine Express services
- Spring 2019 – launch of our Transform Fund, providing over £50k of funding available for schemes valued up to £5k each
- Autumn 2019 – stakeholder conferences will be held across the network.
- Winter 2019 – we will hold our annual stakeholder survey at the start of the new year, seeking feedback on performance and engagement over the previous year

**We look forward to working with you during 2019/20. If you would like to discuss any opportunity or issue with us, please feel free to contact us as follows:**

#### Strategic developments

Louise Ebbs, Strategy Director, on [louise.ebbs@firstgroup.com](mailto:louise.ebbs@firstgroup.com).

Scotland, North Pennines (from and including Huddersfield east bound) and South Pennines routes:

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

West Coast, North Pennines (from Huddersfield west bound) and Manchester Airport:

Lucja Majewski, Regional Development Manager, on [lucja.majewski@firstgroup.com](mailto:lucja.majewski@firstgroup.com) or 07702 142568.

## The team



▲ Louise Ebbs,  
Strategy Director



▲ Graham Meiklejohn,  
Regional Development  
Manager



▲ Lucja Majewski,  
Regional Development  
Manager

# Coming soon

- New trains

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- 220 additional carriages

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- 13m additional seats per annum

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- New direct Liverpool to Glasgow service via the West Coast Main Line

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- Direct Liverpool/Manchester to Edinburgh service via the East Coast Main Line

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- Extension of Manchester Airport to Middlesbrough service to Redcar

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