

Date: 25 October 2019

Subject: Rail Station Alliance Update Report

Report of: Andy Burnham, Mayor of Greater Manchester, Portfolio Lead for Transport  
& Eamonn Boylan, Chief Executive Officer, GMCA & TfGM

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**PURPOSE OF REPORT**

This report provides a progress update for the Greater Manchester Rail Station Alliance.

**RECOMMENDATIONS:**

The Committee is recommended to note the contents of the report.

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**Equalities Implications: not applicable**

**Climate Change Impact Assessment and Mitigation Measures: not applicable**

**Risk Management: No specific risks**

**Legal Considerations: not applicable**

**Financial Consequences – Revenue – not applicable**

**Financial Consequences – Capital – not applicable**

**Number of attachments to the report: not applicable**

**BACKGROUND PAPERS:**

- GMCA (May 2018) Station Partnership – Update Report

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		No
GM Transport Committee	Overview & Scrutiny Committee	
Not applicable	Not applicable	

## **1 INTRODUCTION**

- 1.1 TfGM, in partnership with the rail industry, have continued to progress collaborative working around rail stations throughout 2019.
- 1.2 The May 2018 and November 2018 Rail Station Alliance reports to GMCA set out our proposed alliance deliverables and timescales including progress against three workstreams, namely:
- Workstream 1: Station Improvement and Community Developments;
  - Workstream 2: Strategic Development and Regeneration; and
  - Workstream 3: Targeted Inclusivity and Accessibility Development.
- 1.3 This report provides a further update in relation to activities undertaken during 2019.

## **2 ALLIANCE FRAMEWORK**

- 2.1 In April 2019, TfGM formally entered into the Rail Station Alliance Framework Agreement with Network Rail, London Continental Railway (LCR), Transpennine Express (TPE) and Arriva Rail North (Northern). The agreement establishes the framework for governance and operation of the Alliance, including formally setting out the Vision, Aim and Objectives (Appendix A).
- 2.2 The Alliance members have established the Alliance Board for the purpose of providing good governance, including approval of strategies to meet the Aim and Objectives, and overseeing the delivery of Alliance tasks. The Alliance Board includes the Director (North of England) of Network Rail, the Chief Operating Officer of TfGM, the CEO of LCR and the Managing Director, or appropriate nominated deputy of Northern and TPE, as well as one further appropriate person from each organisation.
- 2.3 At the same time as executing the Alliance Framework Agreement, the Alliance Board also endorsed the 2019/20 Business Plan. The Business Plan includes commitments aligned to the deliverables endorsed as part of the GMCA November 2019 Update Report.

## **3 WORKSTREAM UPDATE**

- 3.1 The following section summarises the status of work and deliverables associated with each of the three strategic priorities that form the Alliance.

### **Workstream 1: Station Improvement and Community Developments**

- 3.2 Eight Greater Manchester stations are set to receive automated external defibrillators (AEDs) as part of an initial tranche of installations. The Alliance members in partnership

with the North West Ambulance Service have worked together to ensure these will be available in publicly accessible areas at the following locations:

- Northern Rail managed stations: Wigan Wallgate, Horwich Parkway, Eccles, Romiley, Levenshulme and Hindley; and
- Transpennine Express managed stations: Manchester Airport and Stalybridge.

3.3 These units build on the twenty existing Greater Manchester rail stations which already have AEDs. Once installed, a quarter of the estate will have access to these life critical units. Many of the existing AEDs at Greater Manchester rail stations, however, are located within ticket offices, presenting a potential barrier to their use during out of office hours. As part of future work, the Alliance will seek to move these AED units to publicly available areas.

3.4 Another key area of focus is 'One Team Piccadilly'. TfGM are working alongside our partners to support the harmonisation of current working arrangements at Manchester Piccadilly station to deliver a more customer centric approach to station operations and management. Initiatives being planned include:

- Joint working between Network Rail, train operators, Metrolink teams, retailers and British Transport Police colleagues;
- Joint action planning between organisations with a role at the station;
- Reviewing National Rail Passenger Survey results, including new surveys to monitor and evaluate customer experience;
- All staff to complete a new Network Rail customer services training plan; and
- All staff to wear the same hi vis.

3.5 It is anticipated the above work at Manchester Piccadilly station will be used as a pilot to inform the definition of a common standard / one team approach across all staffed stations in Greater Manchester.

3.6 The Alliance members continue to work with Greater Manchester Health and Social Care Partnership to assess the potential for offering health services at stations. Stalybridge has been identified as a pilot scheme to use the existing station building rooms to signpost members of the public to relevant social services. Consideration is also being given to ways that existing station building rooms may be utilised to tackle issues such as loneliness, obesity, smoking, as well as health issues such as heart disease. We are also looking to support the Greater Manchester Health and Social Care Partnership with their current initiative around social prescribing to look to tackle loneliness and mental health issues.

3.7 We have identified a short list of redundant buildings with the potential to be brought back into community use including at Manchester Oxford Road, Broadbottom, Altrincham, Heaton Chapel and Trafford Park rail stations. In order to assess the viability of any scheme at each station, visual inspection reports led by Network Rail and costing work led by the TOC are currently being carried out. It is anticipated a definitive list of locations to take forward for business case development will be agreed in Q4, 2019. The business cases will be put forward as a bid for funding to LCR.

## **Workstream 2: Strategic Development and Regeneration**

- 3.8 Further to the November 2018 update, the Alliance Members have completed a review of all stations to identify locations with an opportunity for the Alliance to add value through regeneration. The Alliance Members have engaged with all Greater Manchester Local Authorities on potential development opportunities around rail stations to agree future areas of interest.
- 3.9 The Alliance Members are progressing discussions with Rochdale, Trafford, Stockport, Tameside and Bolton Councils on potential development opportunities that could be explored collaboratively as part of the Alliance.
- 3.10 The first “Task Agreements” being entered into with Rochdale and Trafford Councils will enable formal collaborative working, and access to LCR funding to commence in Q4, 2019. The proposed work includes a mix of:
- master planning including architectural proposals/concepts;
  - site by site planning reports and portfolio strategies;
  - financial model assessments;
  - land ownership mapping;
  - potential engagement with third party interests;
  - asset valuations;
  - development appraisals and quantity surveyor cost plans; and/or
  - strategic thinking on a potential delivery strategy and where appropriate soft market testing opportunities.
- 3.11 The outputs are anticipated to provide a set of potentially investable opportunities to deliver a combination of jobs, homes and investment around the stations. An appropriate delivery strategy will then be developed between the Alliance partners and the relevant Local Authority.
- 3.12 The above studies are to be funded and coordinated by LCR as part of the Alliance.
- 3.13 The Alliance Members remain available to all Local Authorities to support regeneration opportunities as required.

## **Workstream 3: Targeted Inclusivity and Accessibility Development**

- 3.14 In April 2019, DfT announced the outcome of the Access for All main programme, which will, subject to feasibility design, award funding to 73 stations to receive a new accessible route into, as well as to and between platforms. In Greater Manchester, Daisy Hill and Irlam were successful and received DfT Access for All funding for Control Period 6.
- 3.15 Through the Alliance, TfGM are working closely with Network Rail and Northern to progress these important projects. All work at Daisy Hill and Irlam is to be completed by the end of

March 2024. The next step is to progress each scheme to the next sign off (GRIP 3). Network Rail is leading this work utilising their in-house design team, working with Northern and TfGM to form a working group as key strategic stakeholders.

3.16 In addition to the option selection reports undertaken in 2018, we have continued to develop a pipeline of minor accessibility improvement proposals for Greater Manchester rail stations that are available to be called upon as funding opportunities arise. The proposals will support the Integrated Station Plans and ensure Greater Manchester is well prepared to submit credible proposals to Government/third parties for funding in the future.

3.17 In July 2019, DfT announced the Access for All Mid-Tier programme. The fund will provide £20 million nationally focussed on smaller scale accessibility improvements that can be delivered with a contribution up to £1 million of government support. Using the pipeline as a basis, we aim to submit one bid, covering a number of minor accessibility improvements, commensurate with the scale and nature of the national funding pot available. The schemes identified include a mixture of:

- Compliant hand rails – including modifications to existing fencing;
- Enhanced seating – for instance resting points along ramps;
- Refined disabled parking bays;
- Harrington humps;
- Customer Information Systems: Help points, Hearing induction loops, Customer Information Screens and CCTV; and
- Enhanced signage.

3.18 As part of the November update report to GMCA, it was noted that Northern have made available an allowance of £250,000 +RPI per annum within their franchise to spend on minor improvements across their estate. This is to be distributed across the five regions of the Northern franchise. Through the Alliance, we will support, as appropriate, Northern, who are currently preparing designs for a number of initial opportunities for potential inclusion in the programme. The types of interventions under consideration include:

- Compliant handrails
- Automatic doors to waiting rooms; and
- Anti-slip stair treads on stairs.

## **4 NEXT STEPS**

4.1 In accordance with the endorsed 2019/20 Business Plan, we will continue to advance the Alliance commitments as set out against the three strategic priorities.

## **5 RECOMMENDATIONS**

5.1 The Committee notes the contents of the report.

## **Appendix A – Alliance Vision, Aim and Objectives**

### **Vision**

- Deliver excellence at Greater Manchester’s rail stations acting as ‘one team’ using all available industry resources, knowledge and experience to harness the potential of rail stations and in doing so deliver more for our customers and communities. Together, we harness the strengths of all stakeholders to deliver rail stations that: offer improved journeys for rail passengers; offer better value for the tax payer; and fully exploit their economic potential for our customers and communities.

### **Aim**

- Develop stations as quality gateways between communities and the railway, supporting the changing needs of passengers, residents and visitors, allowing stations in the Greater Manchester area to be treated as community assets (whether or not the Localism Act 2011 applies) supporting the wellbeing and development of the communities they serve and acting as catalysts for environmental change.

### **Objectives**

- Secure a long-term improvement in Greater Manchester’s rail stations to improve the customer experience
- Promote efficiency and a reduction in whole life rail station related costs where this can be achieved
- Facilitate the unlocking of development and regeneration opportunities at and around rail stations to create jobs, homes and economic growth for the benefit of Alliance Members, local communities and other stakeholders as appropriate
- Develop and engender a sense of community ownership of rail stations
- Through the achievement of the other Objectives, to support connectivity and economic regeneration of the communities served by rail stations
- Act in a way which builds trust, collaboration and openness, with a joint commitment to continuous improvement and innovation