

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet

Date of Committee 15th June 2006

Report Title **Warwickshire Quality Rail Partnership Station Improvements**

Summary A Warwickshire Quality Rail Partnership (Station Improvements) would provide an opportunity for the County Council to formalise partnership working with Network Rail, Central Trains, Chiltern Railways, Virgin Trains (West Coast) and Virgin Trains (Cross Country). It is envisaged that the Partnership would be able to deliver improvements to station facilities more effectively than if each organisation worked in isolation.

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Would the recommended decision be contrary to the Budget and Policy Framework? Yes/No

Background Papers

CONSULTATION ALREADY UNDERTAKEN:- *Details to be specified*

- Other Committees
- Local Member(s)
(With brief comments, if appropriate)
- Other Elected Members Councillor K Browne } for information
Councillor Mrs E Goode }
Councillor Mrs J Lea }
- Cabinet Member Councillor M Heatley – commends the report to
(Reports to The Cabinet, to be cleared with Cabinet
appropriate Cabinet Member)
- Chief Executive

- Legal I Marriott - agreed
- Finance
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION **YES/NO** (*If 'No' complete Suggested Next Steps*)

SUGGESTED NEXT STEPS :

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Cabinet – 15th June 2006

**Warwickshire Quality Rail Partnership
Station Improvements**

**Report of the Strategic Director for
Environment and Economy**

Recommendation

That Cabinet approves the proposed Warwickshire Quality Rail Partnership (WQPR) Station Improvements with details of the Partnership to be acceptable to the Strategic Director for Environment and Economy and the Strategic Director of Performance and Development.

1. Introduction

- 1.1 Travel by rail is an important mode of travel in Warwickshire. The overall trend in the numbers of rail passengers in Warwickshire is one of sustained growth. Commuting and business travel to the West Midlands Conurbation and Coventry form a substantial element of rail travel in the County (20% of peak journeys to Birmingham are by rail) with peak trains into the West Midlands carrying large numbers of passengers from a wide range of socio-economic groups. For some communities in Warwickshire, trains provide an essential socially necessary service as rail is the only form of regular public transport available.
- 1.2 The effectiveness of rail transport is compromised if there are difficulties in physically accessing what is provided, and if personal security and comfort are a concern to passengers.
- 1.3 Currently, responsibilities for the maintenance of the rail network, provision of rail services and promotion of rail as a mode of transport in Warwickshire are split between a number of organisations, namely:-
- (i) Network Rail
 - (ii) Train Operating Companies (such as Central Trains, Chiltern Railways and Virgin Trains)
 - (iii) Warwickshire County Council

- 1.4 The number of stakeholders involved can mean improvements at rail stations are difficult to achieve. This situation is not helped by the stakeholders' different objectives, timescales, and budgets.

2. A Warwickshire Quality Rail Partnership (Station Improvements)

- 2.1 A Warwickshire Quality Rail Partnership (WQRP), Station Improvements as set out in the draft attached as **Appendix A** would provide an opportunity for the County Council to strengthen partnership working with Network Rail, Central Trains, Chiltern Railways, Virgin Trains (West Coast) and Virgin Trains (Cross Country).

[The draft is attached for Cabinet members only. A copy may be viewed on the Committee Administration System and on the Warwickshire Web].

- 2.2 The Partners in the WQRP will be:-

- (i) Network Rail
- (ii) Warwickshire County Council
- (iii) Central Trains
- (iv) Chiltern Railways
- (v) Virgin Trains (West Coast)
- (vi) Virgin Trains (Cross Country)

- 2.3 It is envisaged that the WQRP would be able to deliver improvements to services and station facilities more effectively due to:

- (i) The establishment of the Partners' shared priorities;
- (ii) The coordination of Partners' schemes so that value for money can be maximised;
- (iii) The pooling of funding resources;
- (iv) The pooling of delivery resources; and
- (v) The coordination of Partners to exploit opportunities for funding from third parties – for example from the Department for Transport.

- 2.4 The Partners have established some initial shared priorities and this has resulted in:-

- (i) A programme of schemes and measures for the financial year 2006-2007, as set out in Appendix IV of the draft WQRP; and
- (ii) An initial number of further schemes for the next five years, as set out in Appendix V of the draft WQRP.

- 2.5 Partners' own schemes have been included within Appendices IV and V of the draft WQRP. This includes Network Rail's locations of proposed station maintenance and renewal works as these could, in some cases, provide the starting point of schemes which optimise value for money.

- 2.6 The delivery of WQRP schemes may sometimes depend on strategic decisions which are taken in the context of the national rail network. In these circumstances, the timescales for the WQRP schemes will be flexible to take advantage of opportunities as they arise.

3. Initial Successes

- 3.1 In advance of the WQRP and reflecting the Partners' willingness to work together, Warwickshire County Council has recently worked in partnership with Central Trains and Chiltern Railways to deliver the following improvements:

- (i) Stratford-upon-Avon: Customer Information System
- (ii) Stratford-upon-Avon: Automated PA to provide passengers with audible announcements
- (iii) Henley-in-Arden: Automated PA to provide passengers with audible announcements
- (iv) Warwick: A shelter on the Birmingham bound platform
- (v) Warwick: Stairway roof extension on the London bound platform
- (vi) Leamington Spa: Subway lighting upgrade
- (vii) Leamington Spa: Improvements to cycle facilities - new cycle lockers, cycle stands and cycle stand shelters
- (viii) Hatton: 4 additional CCTV cameras
- (ix) Lapworth: 2 additional CCTV cameras

4. Recommendation

- 4.1 A Warwickshire 'Quality Rail Partnership' would provide an opportunity for the County Council to formalise joint working with Network Rail, Central Trains, Chiltern Railways, Virgin Trains (West Coast) and Virgin Trains (Cross Country). The Partnership would be able to deliver improvements to station facilities more effectively. Therefore, it is recommended that Cabinet approve the proposed Warwickshire 'Quality Rail Partnership'.

JOHN DEEGAN
Strategic Director for Environment and Economy
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30th May 2006

WARWICKSHIRE QUALITY RAIL PARTNERSHIP

(STATION IMPROVEMENTS)

Network Rail
Central Trains
Chiltern Railways
Virgin Trains
&
Warwickshire County Council



1. The Demand for Rail Travel in Warwickshire

- 1.1 Travel by rail is an important mode of travel in Warwickshire. Commuting and business travel to the West Midlands Conurbation and Coventry form a substantial element of rail travel in the County with peak trains into the West Midlands carry large numbers of passengers from a wide range of socio-economic groups. There is also significant use of rail for commuting and business travel to London and the South East. Rail journeys for retail, leisure and social activities is also growing. In some areas of Warwickshire, trains provide an essential socially necessary service as rail is the only form of regular public transport to some communities.
- 1.2 The overall trend in the numbers of rail passengers in Warwickshire is one of sustained growth with rail travel becoming increasingly important. In particular:
- 13% increase in rail journeys to, from or within Warwickshire since 2002;
 - 21% increase in rail journeys from Warwickshire to West Midlands since 2002;
 - 20% of peak journeys to Birmingham are by rail;
 - 100% increase in Chiltern Railways' passengers since 1996; and
 - 100% increase in Virgin Cross Country passengers since 1994.

2. Rail Stakeholders in Warwickshire

- 2.1 The Partners to this agreement are:
- 2.2 Network Rail (NR), which is a private company limited by guarantee, manages Britain's railways. They are responsible for the operation, maintenance and renewal of Britain's rail infrastructure - the tracks, signals, bridges, viaducts, level crossings, tunnels and stations.
- 2.3 Warwickshire County Council (WCC) is the transportation authority for the county of Warwickshire. It has and continues to place a high priority on rail in delivering its integrated transport policy and has made and is proposing substantial investments in providing improved rail facilities. The County Council has worked in the past with Network Rail, Central Trains and Chiltern Railways and would like to strengthen these relationships further. The vision of Warwickshire County Council's Passenger Rail Strategy is;
'An affordable, accessible, safe, convenient, environmentally friendly and integrated network of rail services, capable of attracting an increasing market share for rail thereby contributing to the achievement of the objectives in the Warwickshire's Local Transport Plan 2005'.

2.4 The Central Trains (CT) franchise is operated by National Express Group and provides a significant proportion of local services in Warwickshire, namely;

- Birmingham - Stratford-upon-Avon;
- Birmingham - Coventry - Rugby – Northampton;
- Coventry – Nuneaton;
- Birmingham – Nuneaton - Leicester;
- Birmingham – Tamworth and
- Stafford - Nuneaton. This franchise includes responsibility for the majority of the stations in Warwickshire.

Central Trains also provide an inter-regional network centred on Birmingham. Destinations include Cardiff, East Midlands, Liverpool and Stansted Airport.

2.5 The Chiltern Railways (CR) franchise which is operated by M40 Trains and provides services from London Marylebone to Birmingham , Stourbridge and Kidderminster, and the majority of services between Leamington Spa and Birmingham Snow Hill, calling at Warwick, Warwick Parkway and Hatton and Lapworth. Responsibility for the management of these stations is included in the franchise. Chiltern also operates the London Marylebone to Stratford-upon-Avon service which calls additionally at Claverdon, Bearley and Wilmcote. The Franchise includes a fast service between London - Banbury - Birmingham, which is an alternative to the West Coast Main Line services, local stopping services between Leamington Spa and Birmingham and between Leamington Spa and Stratford upon Avon.

2.6 The West Coast Main Line (WCML) franchise is operated by Virgin Trains West Coast (VTWC) and provides services through Rugby and Nuneaton, the only electrified line in Warwickshire, providing high speed services from London Euston to Birmingham, the North-West and Scotland. Responsibility for the management of Rugby and Coventry stations is included in the franchise.

2.7 The Cross Country (XC) franchise is operated by Virgin Trains Cross Country (VTXC) and provides services centred on Birmingham. Trains calling at Leamington Spa provide direct journeys to the South Coast, North-West England, North East England and Scotland with connections at Birmingham to the South-West. These services provide a particularly valuable facility for passengers as ‘through’ journeys avoid a change of trains at Birmingham New Street. These services also cater for important local movements between Oxford - Banbury - Leamington Spa - Coventry – Birmingham.

2.8 Warwickshire County Council’s Passenger Rail Strategy policies are set out in Appendix I.

3. Stations in Warwickshire

- 3.1 Appendix II lists all railway stations in Warwickshire along with the Train Operating Company (TOC) that is responsible for that station.

4. Aspirations for Station Facilities

- 4.1 The Partners wish to see the following minimum good quality facilities adequate for the likely demand at all stations:

- Waiting Shelters
- Platform Lighting and Security
- Passenger Help Point
- Disabled Access
- Static Timetable Displays
- Electronic Real Time Passenger Information Displays
- Cycle Parking
- Car Parking (including Disabled Spaces)
- Signing to Station for Pedestrians and Cars

- 4.2 In addition, and where appropriate in terms of numbers of passengers and trains and cost effectiveness, the provision the following facilities will also be considered:

- Public Address System
- Ticket Office and/or Permit to Travel Machine and/or Self-Service Ticket Machine
- Toilets
- Public Telephone
- Designated Drop-Off and Pick-Up Area
- Car Park Lighting and Security
- Bus Feeder Service and Sheltered Waiting Area
- Taxi Rank and Sheltered Waiting Area
- Cycle Lockers

5. The Need for a Warwickshire Quality Rail Partnership

- 5.1 Responsibilities for the provision of rail services and for the rail network are split between a large number of organisations making improvements difficult to achieve. This situation is not helped by the stakeholders' different objectives, timescales, and budgets.

- 5.2 The Partners view the Partnership as an opportunity to agree and work together to deliver further improvements to services and station facilities more effectively. This will be achieved by pooling delivery and funding resources in order to secure value for money both for the Partners and existing and potential passengers.

- 5.3 The Partners will meet on a minimum of two occasions each year, of which one shall take place in October/November of each year and the other in March of each year. The October/November meeting will identify opportunities for improvements, establish priorities to investigate and review progress on delivery. The March meeting will review progress on priorities established at the previous meeting and, if necessary, amend schemes to be progressed.
- 5.4 The Partners have agreed to undertake an accessibility audit of all rail stations within Warwickshire. The audit will form an integral part of the Partnership document and will identify the most pressing accessibility needs to the Partnership, including small changes which may have wide-ranging benefits.

6. The Schemes

- 6.1 The schemes and measures already completed under this Partnership are shown in Appendix III.
- 6.2 The Partners have agreed a programme of schemes and measures for the financial year 2006-2007 together with indicative costs and these are shown in Appendix IV.
- 6.3 The Partners have identified a number of further schemes to start to address the most pressing needs of passengers and these are set out below in Appendix V together with development and delivery timescales. The Partners will work together to develop schemes having regard to funding and delivery opportunities. The locations of proposed station maintenance and renewal works are also included and these will, in some cases, provide the starting point of developing schemes which could optimise value for money.
- 6.4 The Partners will, at their meeting in October/November each year, agree a programme of schemes and measures for the following financial year together with indicative costs. At the same meeting, the Partners will also agree an amendment to Appendix III showing the schemes and measures delivered during the previous financial year and also an amendment to Appendix IV showing the programme of schemes and measures for the following financial year. The Partnership document will be reissued with the amended Appendices III & IV thereafter;
- 6.5 The Partners will, at their meeting in March each year, review progress made on the programme of schemes agreed at the previous meeting, to ensure delivery of all schemes in the following financial year.
- 6.6 The delivery of these schemes involves a wide range of stakeholders and can often depend on strategic decisions which are taken in the context of the national rail network. In these circumstances, the timescales for the schemes and measures set out below will need to be

flexible to take advantage of the implementation opportunities as they arise.

7. Funding and Investment Commitments

- 7.1 The Partners will seek to exploit third party funding opportunities and negotiate joint funding and delivery arrangements which maximise the benefits for existing and potential passengers and local communities whilst securing value for money for Partners
- 7.2 Warwickshire County Council, under its Capital Programme 2005-2006, allocated £200,000 for station improvements. From 2006-2007 to 2010-2011, the County Council will be investing broadly similar, annual, levels of funding subject to formal approval.
- 7.3 Network Rail...
- 7.4 The Central Trains Franchise is due to be retendered in 2007. Any new capital expenditure funding or schemes will be difficult to justify but its aspirations are aligned to those of Warwickshire County Council. National Poll and mystery shopper survey results show that passenger information and security issues are the highest priority for Central Trains' passengers.
- 7.5 Chiltern Railways have a rolling programme of station improvement works, funded by the company's capital resources, and through a budget which is allocated annual to schemes nominated by local user groups. Chiltern Railways are particularly keen to progress schemes, with partnership funding, which improve the accessibility and amenity of stations, to ensure that they are welcoming places for our customers to start and end their journeys.
- 7.6 Virgin Trains West Coast...
- 7.7 Virgin Cross Country is unique among passenger TOCs in that it has no responsibility for operating stations, although it works closely with operators and Local Authorities around its network to deliver improvements for passengers. For example, it established the PlusBus scheme in Leamington Spa by which rail passengers can travel on local bus services for a small add-on fare. Refranchising of Cross Country is planned for November 2007.

Appendix I - Warwickshire's Passenger Rail Strategy Policies

A1.1 Warwickshire County Council's Rail Strategy policies direct the County Council's approach to improving travel by rail within Warwickshire. A Warwickshire Quality Rail Partnership is a direct outcome of policies 1 and 2.

A1.2 **Policy PRS 1 – Partnership**

The County Council will work with the Department for Transport, the Office of the Rail Regulator, Network Rail, Train Operating Companies, Centro, other local authorities, users and stakeholders to progress the delivery the policies set out in the Passenger Rail Strategy.

A1.3 **Policy PRS 2 – Quality of Service**

To meet the overall aim of the Passenger Rail Strategy, the County Council will encourage the provision of rail services which are inter alia:

- Accessible
- Acceptable
- Simple to Use

A1.4 **'Accessible'**

This includes:

- The design of rail stations and trains must enable passengers to board or alight from the vehicle unaided or with a reasonable level of assistance.
- Interchange infrastructure should provide for 'seamless' changes between transport modes. This should be assisted by good signage, information and appropriately designed infrastructure.
- Public transport services should be co-ordinated to encourage interchange consistent with the aims of the Public Transport Interchange Strategy, the Bus Strategy and the Community Transport Strategy with the object of increasing the range of travel opportunities and options for travellers.
- Pedestrian and cycling routes to rail stations should accord with the standards set out in the Walking Strategy and the Cycling Strategy. The access to rail stations and interchanges, particularly by people who have difficulties because of health or mobility problems should be addressed

These will be delivered by the following actions:

- Promote improvements to station facilities, to the accessibility of rail services, in the personal safety and confidence of people using rail stations and on their journey to and from rail stations
- Develop the Quality Rail Partnership as a template for joint working with train and station operators to deliver passenger improvements at stations
- Enhance existing and provide new interchange facilities at rail stations and public transport interchanges consistent with the

aims set out in the Warwickshire County Council Public Transport Interchange Strategy

- Promote integration between rail, bus and community transport services
- Seek to safeguard sites with the potential for improved station facilities

A1.5 **'Acceptable'**

This includes:

- Trains and station facilities should provide reasonable shelter, comfort, suitable heating (where appropriate) and ventilation for the season of the year and both a perception and reality of personal safety and security.

This will be delivered by the following actions:

- Develop the Quality Rail Partnership as a template for joint working with train and station operators to deliver passenger improvements at stations
- Support stakeholder groups seeking to secure improvements to rail services and facilities

A1.6 **'Simple to Use'**

This includes:

- Timetables, routes and fares should be readily available, easy to understand and be simple to use.
- Information systems should enable passengers to plan their journeys and provide increased public confidence as to the availability and reliability of rail services.
- Full and timely information should be provided or be easily available to customers in case of disruption to services.

This will be delivered by the following action:

- Investigate provision of real time information systems and/or 'Help Points' at stations and at key interchanges along with other measures to increase passengers' confidence.

Appendix II – Rail Stations in Warwickshire

Station	TOC Responsible
Atherstone	Central Trains
Bearley	Central Trains
Bedworth	Central Trains
Claverdon	Central Trains
<i>Coleshill Parkway (Under Construction)</i>	<i>Central Trains</i>
Danzey	Central Trains
Earlswood	Central Trains
Hatton	Chiltern Railways
Henley-in-Arden	Central Trains
Lapworth	Chiltern Railways
Leamington Spa	Chiltern Railways
Nuneaton	Central Trains
Polesworth	Central Trains
Rugby	Virgin Trains West Coast
Stratford-Upon-Avon	Central Trains
The Lakes	Central Trains
Warwick	Chiltern Railways
Warwick Parkway	Chiltern Railways
Water Orton	Central Trains
Wilmcote	Central Trains
Wood End	Central Trains
Wootton Wawen	Central Trains

Appendix III - Completed Schemes & Measures

2005-2006			
Station	Description	Estimated Cost	Sponsors & Comments
Warwick	Delivery of a shelter on down (Birmingham bound) platform	Contract Awarded - £20k	CR/WCC
Warwick	Delivery of an extension to stairway roof on up (London bound) platform	Contract Awarded - £25k	CR/WCC
Warwick	Development of 'Station Masterplan'	Contract Awarded - £10k	CR/WCC
Leamington Spa	Delivery of subway lighting upgrade	Contract Awarded - £20k	CR/WCC
Hatton, Lapworth	Development of additional Car Parking and cycle storage facilities	Contract Awarded - £20k	CR/WCC
Hatton, Lapworth	Delivery of 6 additional CCTV cameras (4 at Hatton and 2 at Lapworth) and enhancements to CCTV system.	Contract Awarded - £25k	CR/WCC
Stratford Upon Avon, Henley in Arden	Delivery of Customer Information Systems (CIS) at Stratford and audible PA at both Stratford and Henley.	Contract Awarded - £80k	CT/WCC
North Warks Line	Funding for Line Promotion officer	Funding Agreed - £16k	CT/WCC/BC C/Vintage Trains/Centro
	Total	£216k	

Appendix IV – Programme of Schemes and Measures for 2006-2007

2006-2007			
Station	Description	Estimated Cost	Sponsors & Comments
Stratford Upon Avon	Development of 'Station Masterplan'	£10k	CR/CT/WCC
Warwick	Development of 'Station Masterplan'	£10k	CR/WCC
Hatton	Delivery of of additional car parking and cycle storage facilities	£90k	WCC/CR
Leamington Spa	Delivery of improvements to cycle facilities	£15.5k	WCC/CR
Bedworth	Delivery of new shelters and automated public address system	£60k	WCC/CT
Lapworth	Delivery of of additional car parking and cycle storage facilities	£90k	WCC/CR
Danzey	Delivery of platform riser wall repairs and renewed platform fencing	?	NR
Stratford Upon Avon	Delivery of repairs to platform riser walls and reglazing of canopies	?	NR
The Lakes	Delivery of renewed platform fencing	?	NR
Wood End	Delivery of renewed footbridge	?	NR
North Warks Line	Funding for Line Promotion officer	£16k	CT/WCC/BC C/Vintage Trains/Centro
North Warks Line	Leaflet promoting the line	£346	WCC/CT/ Shakespeare Line Promotion Group
All Stations	Accessibility Audit		
	Total		

Appendix V – Future Schemes and Measures for 2007-2011

2007-2008			
Station	Description	Estimated Cost	Sponsors & Comments
Warwick	Delivery of of 'Station Masterplan'		
Warwick	Delivery of booking office refurbishment		CR
Warwick	Delivery of down side canopy to provide cover to toilets		CR
Leamington Spa	Development of up side car park scheme		CR
Stratford Upon Avon	Development of 'Station Masterplan'		CR/CT/WCC
Leamington Spa	Delivery of up side car park scheme		CR
Leamington Spa	Development of up side second access		CR
Henley-in-Arden	Delivery of car park upgrade	£80k	CT/WCC
Nuneaton	Delivery of car park resurfacing	£120k	CT/WCC
Nuneaton	Delivery of booking hall refurbishment	£50k	WCC/CT
Nuneaton	Delivery of CIS upgrade (with NR)	£120k	NR/WCC/CT
Danzey	Delivery of Automated Public Address	£25k	CT/WCC
Wood End	Delivery of Automated Public Address System	£25k	CT/WCC
Atherstone	Delivery of platform reconstruction		NR
Henley-in-Arden	Delivery of footbridge repairs		NR
Stratford Upon Avon	Delivery of footbridge repairs		NR
The Lakes	Delivery of platform repairs		NR
Water Orton	Delivery of station building repairs		NR
Earlswood	Delivery of platform repairs		NR
Nuneaton	Delivery of station dry rot works and repairs to footbridge		NR
North Warks Line	Funding for Line Promotion officer	£16k	CT/WCC/BC C/Vintage Trains/Centro
	Total		

2008-2009			
Station	Description	Estimated Cost	Sponsors & Comments
Stratford Upon Avon	Delivery of 'Station Masterplan'		CR/CT/WCC
Leamington Spa	Delivery of up side second access		CR
Warwick	Delivery of up side lift		CR
	Total		

2009-2010			
Station	Description	Estimated Cost	Sponsors & Comments
Rugby	Delivery of Rugby Station bus/rail interchange	£100k	WCC
Stratford Upon Avon	Delivery of 'Station Masterplan'		CR/CT/WCC
Warwick	Delivery of up side lift		CR
	Total		

2010-2011			
Station	Description	Estimated Cost	Sponsors & Comments
	Total		