

In Partnership For Britain's Prosperity

The West of England

The partnership railway's plan to secure growth across the West of England
Together we are changing, investing and improving for Britain

The partnership railway



Acknowledgements to:

Rail Delivery Group, ACoRP, NSAR, Rail Freight Group, Rail Supply Group, RIA, RSSB, Transport Focus



A plan to change, improve and secure prosperity for the West of England¹

Britain's railway, a partnership of the public and private sectors, is fundamental to the nation's prosperity, connecting workers to jobs, businesses to markets, and people to their families and friends. That's why in October 2017 we launched In Partnership for Britain's Prosperity, the national plan to secure a stronger economy, improve customer journeys, boost local communities and create more rewarding jobs on the railway. And why now we are coming together as one to set out how the plan is delivering for the West of England.

Building on significant investment from government and the private sector, we are working hard to deliver new trains, better services and improved stations, driving unprecedented improvements which will connect communities and spread growth across the region.

It is a programme which is securing £9.45bn² extra economic benefit, while enabling further investment and improvement, delivered by the public and private sector all while playing our part to keep running costs in the black nationally, freeing up public money.

But to secure this economic benefit and deliver for now and in the long term, we know we need to continue to change and improve. That's why by working together in partnership as one railway, we are setting out how the commitments made in the national plan will deliver for the West of England:

- Strengthening the partnership railway's economic contribution to the West of England
- Increasing customer satisfaction by creating better journeys
- Boosting our communities through localised decision making and investment
- Increasing diversity and providing our employees with rewarding careers

These commitments set us on course to build on previous improvements and move forward in partnership.

Customers will benefit from new and more modern trains, simpler ticketing, more services, faster journeys and better value for money, while we transform our communities' social and economic futures by enabling people to benefit from the opportunities provided by rail. The railway plays a key part in moving the goods that power our economy faster and more efficiently, connecting businesses in the West of England to markets all over the world. And by supporting our existing talent, moving forward as one team and encouraging new recruits with workforce training, we are securing a bright future for our employees working both in the rail industry and its supply chain.

The launch of this plan is just the start. We will use these commitments to frame and guide our decision making and demonstrate what they mean for our customers, the communities we serve and our people.

Together, by working in partnership, we will continue to secure benefits for the economy, our customers, communities and employees, now and for the long term.

Mark Hopwood, Managing Director, GWR

Mark Langman, Route Managing Director, Western, Network Rail

Andy Cooper, Managing Director, CrossCountry

Russell Mears, Chair, RDG Freight Group

Karen Boswell OBE, Global CAO and Managing Director, Hitachi Rail Europe

¹ In this plan, we consider the West of England to cover the Thames Valley, north Wiltshire, north and mid Somerset, Bath, Bristol, Gloucestershire, Devon and Cornwall, plus the Oxford to Worcester route.

² The economic benefits of improvements being delivered on the Western route, as analysed by Oxera July-October 2017, including electrification and other route upgrades.

Four commitments for change

Our plan to change, improve and secure prosperity for the West of England

Commitment one: Strengthening the partnership railway's contribution to the economy in the West of England

What this means:

- Securing £9.45bn extra economic benefit, while enabling further investment and improvement, delivered by the public and private sectors.
- Using improved railway infrastructure and new and more modern trains to boost connectivity between communities and economic centres.
- Moving the goods that power our economy faster and more efficiently, by building on our position as the second busiest freight route into London.

What we are delivering:

- Planning to invest £2.4bn between 2019-2024 to operate, maintain and renew the railway, delivering improved reliability, enabling new and improved services and more connections.
- Upgrading and electrifying the Great Western Mainline to Bristol Parkway, Cardiff and Newbury, providing signalling renewal and enhancement, powering quicker and more reliable services and increasing capacity at Filton Bank.
- Delivering around £500m of private investment to secure a brand-new fleet of trains and maximising the benefit of the fleet with better infrastructure to increase the frequency, quality and speed of journeys across the region.
- Planning to invest £50m between 2019-2024 to improve the reliability of the infrastructure on the approach into London Paddington station.
- Reducing journey times between London Paddington and Bristol by up to 15 minutes, London Paddington to Penzance by 14 minutes, and reducing the time between Exeter and London Paddington to just two hours by early 2019.

Commitment two: Increasing customer satisfaction by creating better journeys

What this means:

- Working in partnership to make it easier to choose to travel by train, including new and more modern trains providing more space and greater comfort; simpler ticketing; more services; faster journeys and better value for money for customers. Providing free WiFi and at-seat power across most services.
- Improving the provision of timely and accurate information to customers before and during their journeys to make sure they have the most up-to-date information so they can effectively plan their travel.
- Building confidence in our services by continuing to provide transparent reporting on performance, punctuality and reliability, as well as customer satisfaction.

What we are delivering:

- Delivering 1,415 brand new carriages by December 2019 and upgrading 150 more to provide more seats, and faster, more frequent train services for customers across the network.
- Working with the Department for Transport to introduce delay repay on services it is not already offered, so that customers can claim compensation if they are delayed, and working to introduce mobile ticketing on every service across the region.
- Ensuring all trains are made fully accessible by 2020, doubling the number of wheelchair accessible seats on long distance journeys with the 10-car Intercity Express Train and providing improved baby-changing facilities.
- Introducing a traffic management system to help reduce the operational impact of incidents on service punctuality.
- Working to improve Public Performance Measures for train punctuality between 2019-2024.
- Introducing Senior Incident Officers to improve the speed and handling of responses to railway incidents – ultimately reducing delays.

Commitment three: Boosting our communities through localised decision making and investment

What this means:

- Creating better railway stations with improved facilities, passenger information and connectivity, putting them at the heart of the community.
- Supporting local projects, the independent community rail partnerships and rail user groups across the network by working in partnership to identify areas of need and ideas for a changing and improving railway.
- Continuing with the Western Route Supervisory Board, which brings together all passenger, freight and infrastructure operators running on the route with passenger group Transport Focus; helping us to maintain high standards and accountability, while making more coordinated decisions for our customers and improving long-term planning.

What we are delivering:

- £50m of station and car park investment to improve and enhance the gateways to our communities, including Station Development match fund for station-related works, Access Fund for accessibility works and the provision of over 2,000 car park spaces.
- Working together with local authorities, Local Enterprise Partnerships, and other partners to support new and reopened station projects such as Reading Green Park and proposed projects such as Portway Parkway in Bristol.
- Making GWR's £2.25m Customer and Communities Improvement Fund available to our communities to support projects that meet a social need, educate or engage local people, such as bringing disused buildings back to life, developing history and heritage activities or encouraging the use of bicycles.
- Building on the success of work with community rail partnerships to engage and listen to communities, gaining an understanding of their needs, aspirations and ideas to develop our stations and promote the benefits of the local rail network.
- Rolling out free drinking water facilities across all Network Rail's managed stations in the region, London Paddington, Reading and Bristol Temple Meads.

Commitment four: Attracting diverse talent and providing rewarding careers

What this means:

- Helping our people reach their potential and secure a bright future by providing continuous learning and development opportunities.
- Attracting higher numbers of people from diverse backgrounds.
- Changing and improving to better utilise the diverse skills of our workforce, attracting expertise from a broad talent base across the region.
- Attracting new talent by working in partnership with education providers such as the University of Warwick and UTC Swindon.

What we are delivering:

- Spending more than £6m on training our people between 2014-19, investing in the skills, knowledge and capabilities of our staff, and employing more than 7,500 people across the rail network, training and educating our teams of apprentices and managers of the future.
- A work placement 'Get into Railways' scheme, developed with The Prince's Trust, providing more than 250 apprentice places between 2014 and 2024, in addition to those provided by our supply chain.
- Graduate training for 30 graduates in 2014-2019.
- Working in partnership with the Women in Rail mentoring programme to support our aspiration of women making up more than 20% of our workforce by 2020 and giving opportunities to at least 20 undergraduates a year.



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Our plan to change, improve and secure prosperity for the West of England

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£500m private investment
in train fleet

Our plan to change, improve and secure prosperity for the West of England

The railway in the West of England is currently seeing the biggest investment in trains, stations and infrastructure since Brunel, securing £9.45bn extra economic benefit, while enabling further investment and improvement delivered by the public and private sectors and bringing significant benefits for customers, taxpayers, businesses and the communities it serves.

Parts of the railway maintained by Network Rail in the West of England are more than 145 years old, built for Victorian levels of use. Making these unprecedented changes and improvements to the railway at the right time is critical to improving service levels.

Renewing and repairing the railway so that it is more resilient in the face of extreme weather is a core part of our plan to keep the railway working across the West of England. Since 2014 more than £26.5m has been invested to improve the resilience of the railway including flood alleviation schemes at Hele and Bradninch in Devon, Chipping Sodbury north of Bristol, Whiteball Tunnel, Somerset and Hinksey in Oxfordshire.

The coastal route between Exeter St David's and Newton Abbot through Dawlish and Teignmouth provides a vital rail link for passengers and freight between the West of England and the rest of the country. Government has provided £15m to fund the design of a long-lasting solution to this problem so that the line can be more resilient and remain open during severe weather.

A further £35m investment is planned, from 2019 onwards, on other schemes to make the railway more resilient, including renewing coastal and estuary sea defences that are affected by extreme high tides.

We are working in partnership to electrify the route from London Paddington, Reading, Bristol and Cardiff, modernising signalling and infrastructure, and delivering the biggest fleet upgrade in a generation with new or more modern trains across every area of the network.

Western Route is the second-busiest route into London for the UK's rail freight industry, playing a key part in connecting businesses in the West of England to markets all over the world. So there is a good chance that what you buy on your high street or online has travelled some of the way by train. Work continues to support 'jumbo' aggregate trains to increase the amount of freight that can be moved in one go - freeing up additional capacity on the route.

Class 800 Intercity Express Trains, procured by government as part of its privately financed Intercity Express Programme, will serve alongside GWR's Electrostar fleet in the Thames Valley, the Class 802 fleet between London Paddington and Penzance.

The infrastructure changes and improvements will allow new trains to reduce journey times between London Paddington and Bristol by up to 15 minutes, London to Penzance by 14 minutes, and the fastest journey times between Exeter and London Paddington reduced to just two hours by early 2019.

In turn, this means faster, more frequent services will help bring the key economic hubs of the region closer together. Together with the introduction of the Elizabeth line and its new, longer Class 345 trains, each with space for 1,500 passengers, journey times into central London will be cut by as much as 35 minutes.



Case Study - Mendip Rail Ltd

Mendip Rail operates aggregate trains on behalf of its parent companies Aggregate Industries and Hanson UK. The bulk of services emanate from the two major quarries situated on the Mendip Hills in Somerset: Torr Works – Merehead Quarry (A.I.) and Whatley Quarry (Hanson). The company hauls crushed stone, sand and gravels.

- Torr Works employs 130 people and produces approximately 5.5m tonnes of limestone per year
- Whatley quarry employs 125 people and produces 5.3m tonnes of limestone per year

Locomotives are based at Merehead maintenance depot in Somerset and operate all over the network. Mendip Rail uses 567 rail wagons delivering to the construction industry every day.

Some of the major UK projects and developments that have been supplied with 'railed' aggregate include work on the Second Severn Crossing, Channel Tunnel, Heathrow Terminal 5, the 2012 Olympics Site and the Shard in London. More recently Mendip Rail is supplying Crossrail, the Battersea Power Station redevelopment and later in 2018, Hinkley Point C.



Commitment two:

Increasing customer satisfaction by creating better journeys

Why our plan matters to current and future customers

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1,415
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Why our plan matters to our current and future customers

The popularity of train travel across the region continues to grow. In the past year, millions of journeys were made across GWR, CrossCountry and Heathrow Express services, connecting our customers to the rest of the world.

Customers are seeing unprecedented changes and improvements with brand new trains across the network. Britain's railway is often rated the top-rated railway in Europe for overall passenger satisfaction but we know that, with the support of government, there is more we can do. That's why GWR has delivered private funding for a fleet of 36 Intercity Express Trains to serve Devon and Cornwall and 45 electric trains to complement the 57 trains procured by government to run on the Great Western Mainline, coupled with signalling renewal in Cornwall which will provide extra services.

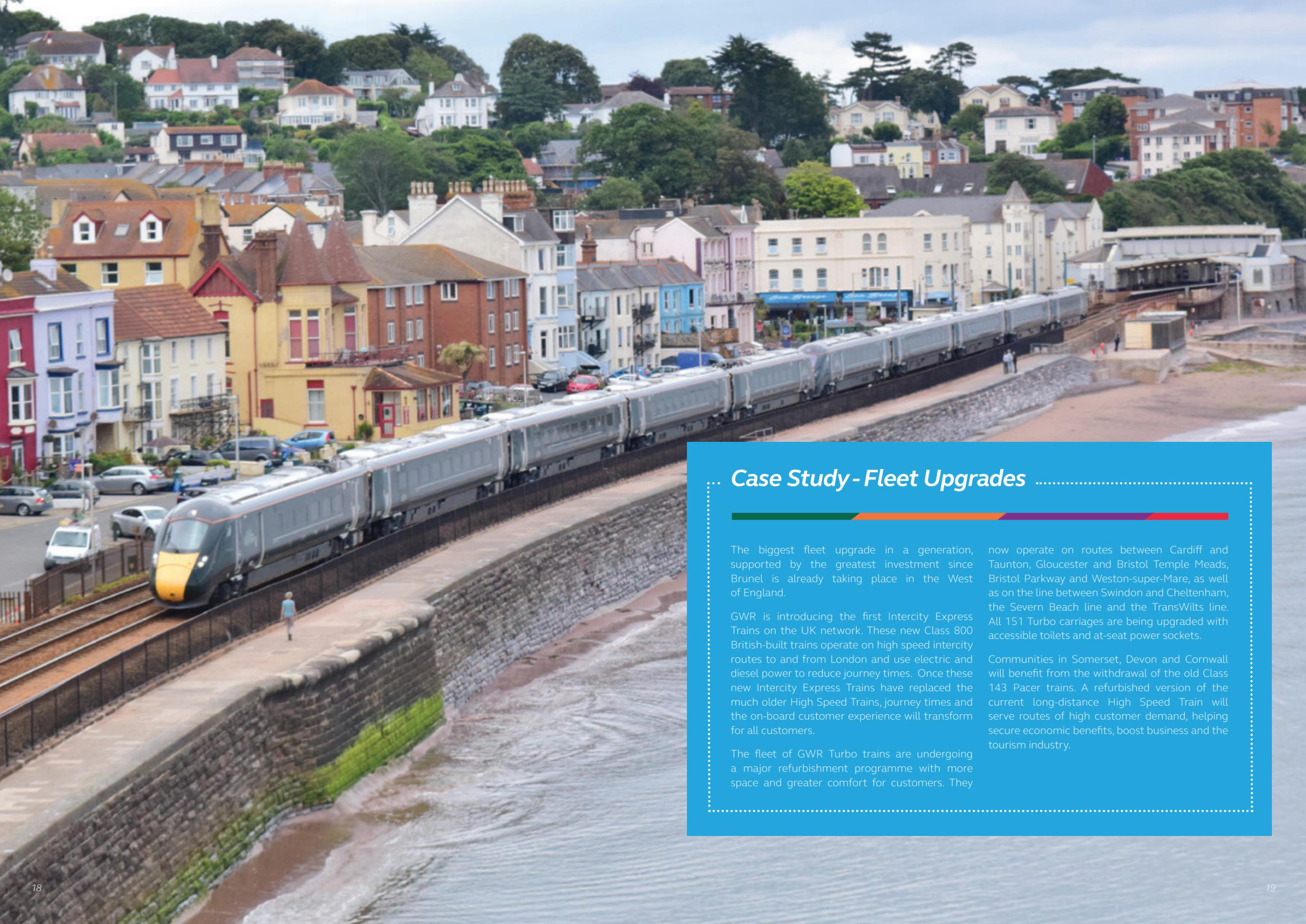
By 2019, free WiFi and at-seat power will be available across most fleets in the West of England. Mobile ticketing and delay replay – already available on some long-distance services – will be available across the whole region.



“ **More trains, more seats and quicker journeys**

is fantastic news, and will make a big difference to our residents and businesses. This supports our work to get the region moving, investing in key routes and looking at how we can get people out of their cars and using alternative modes of transport. The new Hitachi Rail regional maintenance centre in Stoke Gifford is also providing great new employment opportunities for our residents. ”

Tim Bowles, Metro Mayor, West of England



Case Study - Fleet Upgrades

The biggest fleet upgrade in a generation, supported by the greatest investment since Brunel is already taking place in the West of England.

GWR is introducing the first Intercity Express Trains on the UK network. These new Class 800 British-built trains operate on high speed intercity routes to and from London and use electric and diesel power to reduce journey times. Once these new Intercity Express Trains have replaced the much older High Speed Trains, journey times and the on-board customer experience will transform for all customers.

The fleet of GWR Turbo trains are undergoing a major refurbishment programme with more space and greater comfort for customers. They

now operate on routes between Cardiff and Taunton, Gloucester and Bristol Temple Meads, Bristol Parkway and Weston-super-Mare, as well as on the line between Swindon and Cheltenham, the Severn Beach line and the TransWilts line. All 151 Turbo carriages are being upgraded with accessible toilets and at-seat power sockets.

Communities in Somerset, Devon and Cornwall will benefit from the withdrawal of the old Class 143 Pacer trains. A refurbished version of the current long-distance High Speed Train will serve routes of high customer demand, helping secure economic benefits, boost business and the tourism industry.



Commitment three:

Boosting our communities through localised decision making and investment

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What this means:

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£50m
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Why this plan matters to our communities

Rail is a part of the fabric of our communities and a key part of our social and economic future. Understanding the close relationship between the railway and the communities it serves – particularly in the West of England - is crucial to the sustainability of both.

Working together with the community rail partnerships across the region is a key factor in the record breaking growth of branch lines in the West of England. The success of this innovative, localised partnership approach has helped shape the way the industry works together and we are continuing to explore, encourage and support opportunities for community rail to grow and develop its impact in our region.

GWR and Network Rail are approaching the third year of their alliance programme. This is designed to make sure that passengers and wider communities are at the heart of the industry's decision-making process, and that we successfully deliver increased capacity, improved passenger experience and improved efficiency. In one project alone, it has helped continued working of trains for customers during a period of upgrade work while saving the taxpayer £10m.

By working together, Network Rail, passenger and freight operators, the Department for Transport, Local Authorities and Local Enterprise Partnerships are developing plans for the future of the railway in the West of England.

Long term planning will now be conducted through a new process of continuous modular strategic planning, where plans to drive and accommodate what is required in geographic areas will be developed together with industry, stakeholders and potential third-party investors.

We will also continue to develop business cases and investment option choices for funders, both government and third parties, this includes:

- Ongoing development work to link Heathrow to the Great Western Mainline.
- Working with Devon and Cornwall and the Peninsula Rail Task Force to enhance track and signalling and improve journey times.
- Work on behalf of the West of England Combined Authority and North Somerset Council to develop their proposed MetroWest scheme to provide better rail services for Bristol, Bath, North Somerset, South Gloucestershire and Wiltshire.

This is supported by the independently chaired Western Route Supervisory Board, which brings together all passenger, freight and infrastructure operators on the route to deliver the performance improvements and investment we have agreed. We know successful development of the railway to improve both long distance connectivity and better local and regional links will make a real difference to the communities we serve.

“ As my business has evolved the railway has become invaluable.

It brings clients and new business opportunities straight to our door, and I can travel to meet suppliers and go to expos and road shows while getting business done en route. We sometimes provide costumes and musical entertainment for events to promote the local area in and around train stations, which provides lots of fun for our community.

Marilyn Grose, small business owner, Encore - The Show Business, Cornwall



Case study - Community Rail Partnerships

One of the most effective ways the rail industry works in partnership with the communities it serves is with the help of community rail partnerships. These organisations bring together local volunteers, community groups, businesses, local authorities, rail user groups and other partners to help ensure people can get the most from their railways, and to inform and support the network's development.

The collective local knowledge of community rail partnerships has proved invaluable in helping more people access and benefit from rail travel, and enhancing local services. Their work has had a transformative effect in many cases, helping to reinvigorate local rail travel, and delivering many social, economic and environmental benefits.

As a result, branch line services in the West of England are among the fastest growing, and most successful in the UK. The Severn Beach line in Bristol, for example, has seen passenger numbers almost triple in the past decade, with improved stations and services. Severnside community rail partnership has worked hard to understand barriers that might prevent people using rail

and help more local families, and people facing difficulties and disadvantage, to access the wider opportunities that rail travel affords. Similar success stories can be seen across Devon and Cornwall branch lines, where the partnership has boosted rural communities and businesses through promoting rail tourism, and offering ticket deals for local families.

One of the most recent success stories has been the TransWilts Community Rail Partnership, which covers the line between Swindon and Westbury. Since 2014, the group has worked with local passengers, the local authority as well as GWR and Network Rail to make the case for, and then deliver, additional trains on the route. Service levels have now grown from six to nine trains per day, with a 600 per cent rise in passengers.

Community rail partnerships will continue to play a vital role as the region's railways evolve - helping the industry to understand and respond to local needs, and helping communities understand what's happening and how they can benefit and have a say.

Customer and Communities Improvement Fund (CCIF)

As part of a three-year programme, GWR's Customer and Communities Improvement Fund is providing investment into long-term community improvements across our network.

A £2.25m fund is available over three years as part of the Customer & Communities Improvement Fund. Schemes must demonstrate a tangible improvement to the local community, address an area of social need, and have a link to the rail network.

Successful schemes include travel plans for Bourne End and Marlow railway stations; an employability course for young people; work experience for people with learning disabilities in Devon; and a new waiting shelter at Tackley railway station.

Projects cover a wide range of schemes and benefits are geographically spread across our region to maximise benefit to the communities we serve.

Upcoming schemes include the installation of illuminated timetable boards at selected stations on the Avocet line; repairs to the access road at St Germans railway station; a personal development and employability programme for the Dame Kelly Holmes Trust in Swindon; refurbishment of the public conveniences in Kintbury; and the creation of a new community rail partnership on the North Downs line.



Commitment four:

Attracting diverse talent and providing rewarding careers

Why our plan matters to our team

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£6m+
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Why this plan matters to our team and our communities

We can only secure our long-term plan to change and improve by moving forward as one team. This means building on our talent with training and development for our employees and recruiting people that reflect the diverse communities that we serve.

We are providing jobs for our local communities and opportunities for young people by working in partnership with education providers and schemes. We are investing in our plan to secure a bright future for our employees through workforce training, including apprenticeships, customer service and leadership.

Companies supplying services to the rail industry are employing hundreds of people across the West of England. From Bristol-based WS Atkins, one of the world's most respected design, engineering and project management consultancies, to Siemens' Rail Automation, working from its base in Chippenham to develop the latest technology in signalling, control and communication to keep the railway safe. Not to mention Hitachi, which has invested £80m in its Bristol depot alone, where it employs 200 people.

But it's not just the big, household names. Scores of small and medium sized businesses, from Melksham to Liskeard, are manufacturing everything from braking systems, to train floors and pantographs, along with other essential equipment that keeps the West of England's railway running. And we want to grow this important part of the region's economy.

Investment into the railway already has substantial benefits to the wider supply chain. In 2015 alone, 357 suppliers benefited from £900m worth of Network Rail spend across the Western Route, supporting an estimated 15,000 jobs. As we run more services, lift more freight and carry more customers, we want to expand the rail supply chain and the opportunities for people to work within it.



Case Study - The Prince's Trust

GWR and The Prince's Trust are now into their second year of running the 'Get into Customer Service' scheme to help support, long-term unemployed people in gaining valuable experience which could lead to a career in the railway.

The programme will potentially give up to 100 young people a chance to learn valuable skills and find out more about the job opportunities available within the railway.

The programme runs three times a year so that we can cover all parts of our network, and will operate in every year of the current franchise.

Young people selected for the scheme undertake two weeks of classroom-based learning covering all aspects of Customer Service as well as gaining the level 2 Food Hygiene qualification. This is followed by two weeks of work experience typically including both a station and on-board environment.

Helping to support the communities we serve and providing opportunities for learning and employment are very important to us. As well as The Prince's Trust we support a number of other schemes through GWR's Customer Communities Improvement Fund (CCIF) and sustainable procurement programme.

“ Gaining employment has completely transformed my life.

I now feel I have a future to look forward to. I'm really hoping I can develop within GWR and achieve my childhood dream of becoming a train driver. ”

Pete White, Ticket Examiner, GWR

Pete White gained a full-time role with GWR after completing The Prince's Trust programme in 2016.



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