

## **Heart of Wessex Rail Partnership (Executive Decision)**

*Director:* Martin Woods  
*Communities Lead:* Helen Rutter  
*Lead Officer:* Helen Rutter, Communities Lead  
*Contact Details:* helen.rutter@southsomerset.gov.uk or (01963) 435012

### **Purpose of the Report**

To receive a summary of the work undertaken by the Heart of Wessex Rail Partnership during 2017/18. To consider making a partnership contribution for 2018/19.

### **Public Interest**

Yeovil Pen Mill is on the Bristol/Weymouth line. The Partnership actively supports community involvement in improving the stations and encouraging local communities and visitors to utilise the line for a wide range of trips and journeys. The Partnership is resourced by contributions from Local Authorities, match funded by the rail operator Great Western Railway and a large group of volunteers who offer their time and expertise.

### **Recommendations**

That Members:

- 1) Note the service issues that have affected the line.
- 2) Note the work undertaken by the Partnership in 2017/18 and that a similar report is being taken to Area East Committee.
- 3) Approve a funding contribution of £1,000 from the Transport Scheme Grants budget for 2018/19.

### **Background**

Accountability and financial support for the Heart of Wessex Rail Partnership is shared between Area East Committee (2 stations along the line) and Area South Committee (one station).

The line has been supported by a Partnership of Local Authorities along the route since 1998 but was revised and expanded in 2003, with an action plan to:

- 1) Widen the Partnership to include local communities and to improve the understanding of and response to local needs along the line
- 2) Improve quality and availability of information promoting the line and its destinations and raise the profile of the service as an alternative to the private car
- 3) Improve station environments & facilities and access to them by other modes of travel

In the last 15 years the Partnership has developed its community arm achieving significant station investment, improvements to access, promotion and better information from local community groups along the line, including a large number of regular volunteers. Community Working Parties with the TOC and Network Rail are organised by the Partnership, to discuss and prioritise community aspirations.

In October 2011 the line was designated a Community Rail Service, in recognition of its strong support from partner authorities and communities themselves. This gives greater freedom to the operator and community in running the service and stations. The national objectives for community rail

development are to increase revenue, manage down costs and encourage greater community involvement in the local railway.

### **Summary of Line performance 2017/18**

I reported last year that passenger growth on the line had slowed dramatically in 2016/17 and that there was a rising and unacceptable level of service disruption linked to electrification work elsewhere in the Region, which was likely to be a factor in this slow down, along with the limiting factors caused by the infrequent service provided and short trains.

This service disruption was a matter of great concern and was taken up with GWR, by the Chairman of the Partnership, in late 2017. Unfortunately the situation continued to deteriorate in 2018 and this led to the former Leader, Cllr Ric Pallister, writing to GWR in May 2018 to raise our concerns more formally. In September the CEO also reiterated these concerns with DfT, Office of Rail and Road and Transport Focus.

Below is a summary of the response to date from Mark Hopwood, the Managing Director of GWR:

- He apologises for poor performance on the route and says it has not been good enough and that the route is important to them
- The route has been severely impacted by the volume of short notice and major upgrade works in the wider region linked to the unprecedented programme of infrastructure improvement in the region, including new train fleets (this means “cascaded” turbo trains on our line) and retraining of drivers and crew
- GWR have a joint performance plan with Network Rail that is being implemented, now that door modifications are complete on the local fleet, this should result in improved reliability
- They are working to improve performance and rebuild customer numbers. They have upgraded all their on-station help points

Comparative passenger numbers and reliability data for the Heart of Wessex Line is summarised below:

- Passenger numbers for 2017/18 were 2,047,000 a reduction of over 3% on 2016/17. This was the first decline, following consistent passenger growth over the 2002/16 period, which saw a tripling of passenger numbers
- The figures available to date for 2018/19, compared with the same period for the previous year, shows a drop of over 132,000 journeys, which is down by over 10%. It is likely that the poor reliability of the service is a major factor in this sharp decline
- Train Reliability figures on this line hit a low of less than 58% PPM\* at the end of 2017/18. This compares with a GWR average consistently over 80%. It has since stabilised and shown a slight improvement with the most recent pair of 4-weekly figures coming in at 62% and 70% PPM

*(\*this means the number of trains, which ran their entire planned journey and arrived at their terminating station within 5 minutes of being on-time in a 4-week period)*

GWR have a lot of work to do to restore passenger confidence in the line and provide a consistent and reliable service.

### **Partnership Work and Programmes**

Given the above situation, promotion of the line is problematic:

- The Line guide produced 3 times a year, along with the excellent website, is the mainstay of line promotion, along with eye-catching posters Seize the Sunday, which encourage the public to take advantage of year round Sunday services
- The Rail Partnership Officer worked with Sally Freemantle on promotion across the 2 Community Rail Partnerships (Heart of Wessex and Blackmore Vale) for the Yeovil Town Guide. Yeovil Country Park is shown on the cover of the current Line guide (September to end December 2018) with a feature on Super Saturday and details of the Yeovil Lantern Parade and Christmas markets
- The project with Cambian Lufton College continued to Spring 2018. It brought students and their tutors to the station frontage area once a fortnight during term time, to carry out litter picking and cleaning and to undertake some planting and sowing. The tutors appreciated the opportunity for students to improve their coordination skills, to work together and to socialise with new people. A planter in the form of a small train has been dedicated to them and is replanted at intervals, with the students choosing and bedding the plants and learning about their different characteristics
- There are 5 Sunday trains running throughout the year. The main gap is not having an early train up from Weymouth on a Sunday. GWR are still conducting feasibility work to achieve a train departing Weymouth at 8.20 am
- Yeovil residents can now make trips to Weymouth on Sundays out of the peak summer period and this has taken some of the pressure off the Saturday trains, which could be prone to overcrowding between mid-September and mid-May. Yeovil features as one of the destinations along the line worth visiting on a Sunday for both the Country Park and Sunday shopping opportunities. Extended ticket office opening hours is also of more general benefit as this appears to be developing into a popular day to eg: collect tickets that have been bought online or to seek advice on journey options from speaking to the staff
- The northbound Sunday services, running from April 2018, allows a full day out in Bath or Bristol
- Some services linking through from the Waterloo line, run by South West Trains, were launched in 2016/17. Further improvements to the timetable were envisaged for December 2018. Unfortunately South West Trains has not been able to implement any additional services to London from Yeovil (some routed via Bruton, Castle Cary and Frome) due to the embargo on timetable changes imposed by DfT following issues elsewhere in the country
- As reported last year, GWR have awarded a £50k contribution of Customer and Communities Infrastructure Fund (CCIF) towards the Lyde Road Pedestrian and Cycleway scheme, to give improved accessibility to Yeovil Pen Mill station. This scheme is necessary to facilitate the sustainable housing extension to the North and will receive funding through developer contributions. SSDC allocated £250k to enable a complete through route. This is a Highways scheme that is delayed by factors including the significant highway works undertaken in the Lyde Road area last year. It is currently uncertain when SCC will be able to include this project in their highways work programme, but the GWR money is at risk if a start is not made in 2018/19

## **Funding Support**

The annual running cost of the Partnership in 2017/18 was £65,764. This covers: the salary of the Rail Partnership Officer; the printing and promotion of the line guide; upgrades to the Partnership website and a local grants scheme of up to £10,000 pa to enable the Partnership to match fund local community-led station initiatives.

There is a formal Partnership Agreement through which the Unitary/County Authorities with responsibility for Local Transport Plans put in the greatest contribution and participating Districts a lesser amount. The biggest annual funding contributor is Great Western Railway at £34,132 although

they are not signatories to the partnership agreement. The total funding expected in 2018/19 is £75,606 including a short term award of £10,000 from Cross Country Trains for small projects.

### **Financial Implications**

There is £1000 provision in the Transport Scheme Grants budget for 2018/19. Under the terms of the Partnership Agreement it is requested that this sum is awarded as a Partnership contribution by the Committee for the current financial year.

### **Corporate Priority Implications**

4. Ensure safe, sustainable & cohesive communities

### **Carbon Emissions & Climate Change Implications**

Maximising train travel reduces car journeys and congestion and therefore has a beneficial effect on carbon emissions

### **Equality and Diversity Implications**

A local train service provides these towns with an alternative to car travel for people without their own independent transport. The Partnership has produced its line guide in large format type for easy reading and this is replicated on its website. The train stations themselves have limited access for those with mobility problems on certain platforms.

### **Background papers**

Report to ASC November 2017;