

# Progress Report

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**Working with communities to improve local  
stations and train services**

## Sevenside Community Rail Partnership c.i.c

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for Severn Beach line information

company registration number 5270340

The national award winning

## Sevenside Community Rail Partnership

Has worked with local communities and schools to deliver

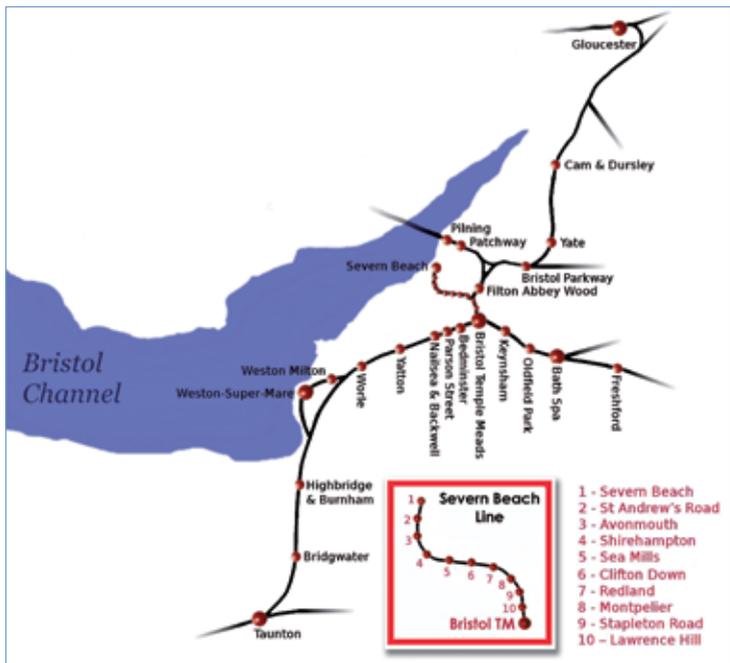
Cost-effective community based improvements at over 75 % of local stations

More friendly, welcoming and safer stations

Reduced station crime, vandalism and anti-social behaviour

Better passenger information at local stations and about local train services

Better stations, locally supported, help encourage more passengers to use local rail services, which means less cars on the road and less pollution



# Sevenside Community Rail Partnership c.i.c

## Progress Report

Community Rail Partnerships are a means by which stakeholders play an active role in the development of their local rail service. They bring together train operators, local authorities, employers, local organisations and community groups.

The Sevenside Community Rail Partnership was formed in summer 2004. Its main aim is to identify and implement measures to encourage the use of local trains on routes radiating from Bristol; to ensure that access to local stations is easy and that stations provide a safe and welcoming environment. The emphasis is on working with partners and local communities to deliver quick wins and small-scale initiatives that make local rail services more attractive and bring passenger benefits.

The Partnership covers the network of routes radiating from Bristol, bounded by Gloucester, Bath/Freshford, Weston-super-Mare, Taunton, and the Severn Estuary; this includes the branch line to Severn Beach.



Sarah Collins received the National Community Rail Award for Art Projects

The Partnership's principal sponsors are Bath and North East Somerset, Bristol City, North Somerset, Somerset, and South Gloucestershire Councils, Business West, First Great Western, and the West of England Partnership, who together form the Management Board for the Partnership. We have also welcomed support

from CrossCountry Trains, Network Rail and the British Transport Police. The Principal Sponsors also have the option of being nominated as Directors of the Partnership, who are legally responsible for the conduct of the Partnership, in accordance with the Companies Acts. The Principal Sponsors fund the running costs, including the post of Partnership Officer, our one employee. Projects are funded largely through specific grants, assisted by local and community voluntary work. The Partnership was re-constituted in June 2008 as a Community Interest Company.

A significant part of our work is encouraging schools and communities to take an interest in looking after their local station. The hard work undertaken with local schools by our former Partnership Officer, Sarah Collins, was recognised by the Partnership receiving a number of national Community Rail awards during 2010. The Partnership came first in the Community Arts category for our work with local schools on art schemes at Redland and Clifton Down stations. We won the Local Station Environment Award for our work with Eastside Roots on the Garden Centre at Stapleton Road station, and were placed third in the same category for our work with the Station Friends improving Patchway station. We came second in the Involving Young People category for the Sevenside Community Stations Programme, and in the Station Development category we were highly commended for the Stapleton Road project. Finally First Great Western and its three Community Rail Partnerships, including Sevenside, were judged the overall winner for Outstanding Delivery of the Department for Transport's Community Rail Strategy.

Our Partnership Officer for the last four years, Sarah Collins, has recently moved to a new job. We are extremely grateful to Sarah for all her dedication and enthusiasm over the last four years and wish her every success for the future. We welcome Heather Cullimore as the new Partnership Officer; and Chris Hankin, who will assist on project delivery.

We welcome suggestions from local communities, organisations and individuals for new areas of work which would be appropriate for the Partnership.

## Improving local stations

During 2010 we continued to focus on working with communities to improve local unstaffed stations to provide a safer, and more friendly, waiting environment. Most of the local stations in our area have now benefited from improvement schemes. We have been greatly supported in this work by the Probation Service – much of the heavier work has been done by offenders as part of the Community Payback scheme. This is then followed up by encouraging local schools to look after station gardens and to brighten up the stations with artwork displays – under the banner of the Severnside Schools Community Stations Programme. Some local stations are now being formally “adopted” by local schools. Experience has shown that involving the local community, and particularly local schools, encourages more pride and less vandalism at stations; and better stations attract new passengers to the trains. We are also grateful to Bristol Clean and Green, North Somerset’s Community Safety and Drug Action Team, all the local authorities, First Great Western and Network Rail - for their support, funding and encouragement for the station improvement programme. Thanks also goes to the British Transport Police who have provided additional support through their Neighbourhood Policing Team.



Community Payback team at work at Oldfield Park.



Community Payback tidy-up at Weston Milton. Artwork by pupils of Worle School

### In 2010 we have delivered

- further improvements at Weston Milton including new artwork and restoration of the station gardens: the station has been adopted by Worle Secondary School, Milton Park School and Westhaven Special School
- clearance of overgrown foliage in the car parks at Worle and at Nailsea and Backwell
- the first stage of a comprehensive scheme to improve Bedminster station: overgrown foliage has been cleared from the platforms; new lighting has been installed in the subway; and new artwork prepared in conjunction with Ashton Park Secondary and St Mary Redcliffe Primary Schools and local youth groups
- an environmental improvement scheme at Langford Road, Weston-super-Mare in conjunction with North Somerset and Network Rail
- a community mosaic at Patchway as part of an Archaeology in the Park event funded by Patchway and Stoke Gifford Councils; further improvements to the Patchway station garden in partnership with Patchway Community College
- artwork at Oldfield Park, prepared by Oldfield Park Infant School, which together with the gardening undertaken by the On-Board group has considerably improved the appearance of the station
- regular Community Payback working parties improving the environment at Highbridge, Bridgwater and Taunton stations
- new artwork at Bridgwater in conjunction with East Bridgwater Community School
- renovation of unused space at Weston-super-Mare station, including a new Community meeting facility
- Community painted donkeys as part of the Weston-super-Mare donkey display



New artwork at Bedminster



The community at work on the Patchway Station mosaic



Stylist pop artwork by pupils of East Bridgwater Community School

On the Severn Beach line stations we have worked closely with partners and the local community to continue to deliver a comprehensive station improvement package. This has included

- artwork by children at Severn Beach Primary School, which will be displayed as soon as the new platform fence is erected
- continuing station maintenance work at Avonmouth
- maintenance of the station planters at Shirehampton and Sea Mills
- new planters at Sea Mills
- new artwork by Redland Green School at Clifton Down
- continued support for the Eastside Roots garden centre on the disused trackbed at Stapleton Road



The Eastside Roots Community Garden Centre at Stapleton Road

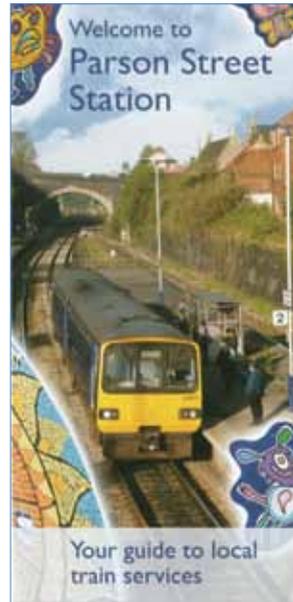
#### We are working with

- Yatton station group to achieve a station cafe and other improvements
- Yate station group and Yate in Bloom on improvements to the station
- Highbridge and Burnham Artists to provide artwork for the station, and Highbridge in Bloom to improve the station environment
- the Probation Service on environmental improvements to the disused platforms on the west side of Taunton station

## Attracting more passengers to use local trains

One of the aims of the Partnership is to attract more passengers to use those trains where there is space. During 2010 we have

- produced a range of leaflets aimed at encouraging families to go by train to local attractions, and sponsored visits by Paddington Bear to meet children arriving by train
- further developed the dedicated Severn Beach line website – [severnbeachline.org](http://severnbeachline.org). As well as details of times, fares and general information, this gives direct access to First Great Western's live train running system. Currently there are over 13,000 visits to the site each month
- produced jointly with Bristol City Council and Passenger Focus a leaflet on train services from Parson Street station, which has been distributed to all households in the catchment area
- encouraged scholars to use the train, where there is capacity, by promoting, and issuing on behalf of First Great Western, scholar season tickets for the Severn Beach line, to Filton College, and within North Somerset; we are working on extending the number of schools and colleges in this scheme
- worked with the Friends of Suburban Bristol Railways on a summer weekday count of passengers using the Severn Beach line; on a count of passengers using the summer Sunday services; and on other promotional activities
- worked with North Somerset NHS PCT on developing walks for health from local railway stations
- worked with Bristol and South Gloucestershire Councils and First Great Western on a range of publicity for the enhanced summer Sunday services on the Severn Beach line; the improved service, including through trains to and from Weston-super-Mare, proved very popular
- produced an information leaflet on train services serving Filton Abbey Wood; this is primarily aimed at employees whose work is relocating to the Abbey Wood area



Various guides have been produced to advertise local train services

## Other Partnership activities

Other work undertaken by the Partnership during 2010 has included

- co-ordination of responses from Members to proposed timetable changes
- participation in various PACT (Police and Communities Together) meetings arranged by the British Transport Police
- sponsoring Worle School to participate in the Off the Rails safety event
- developing links with major employers using Filton Abbey Wood station, in particular the Ministry of Defence and the University of the West of England
- encouraging integration between rail and bus at Weston-super-Mare station, in particular by provision of up-to-date timetables, maps and signing
- publicising the new local rail-bus service at Nailsea and Backwell station
- working with First Great Western to reduce ticketless travel in the Partnership's area.

**Severnside Community Rail Partnership**

### Improving Bedminster Station

First Great Western, Bristol City Council, Network Rail, British Transport Police and the Severnside Community Rail Partnership are working with the local community to improve Bedminster station

A new Customer Information System has been installed on both platforms, giving real time information on train services, together with push button links to the Rail Control Centre for information, or for use in an emergency

The overgrown foliage at the disused end of the Weston bound platform has been cut back and a new gravel surface installed. This will be weeded shortly.

In addition over the next few weeks

- new lighting will be installed in the subway
- most of the existing artwork, which is life-expired, will be replaced by new artwork
  - a new mural, by a local professional artist, at the station entrance
  - replacement artwork in the subway by local schools and youth groups
  - it is hoped to replace the large train mural, which is badly weathered, by a new train design subject to availability of funding.
- additional poster cases will be erected, one of which will be available for local community notices
- new security gates and barriers will be installed to control access to the disused part of the platforms

The station garden group will continue to look after the garden at the station entrance

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### Communicating with passengers

## Better local train services

The Partnership was disappointed that the Department for Transport's electrification announcement at the end of November 2010 did not commit to electric inter-city services to Bristol, nor was there news on additional rolling stock for the local services in the area. We look forward to more positive news in 2011.

Many of the local services are now unacceptably overcrowded, particularly where two-carriage trains are used - and not just at the commuting peak. A sudden increase in passenger numbers, for instance families travelling to Weston-super-Mare on a sunny day, to Bath on a Saturday, or even extra mid-week shoppers because of school closures on in-service teacher training days, can put a real strain on the local services. Passengers are left behind and those on very overcrowded trains are likely to be put off travelling by train in future. The shortage of rolling stock, and the lack of cover for train failures and breakdowns is, at times, also having a detrimental effect on the reliability of train services. More rolling stock for the region's local train services is an urgent priority.

## Passenger Statistics

### Passengers using local stations on weekdays

Station	2008	2009	2010
Yate	707	931	896
Patchway	156	234	273
Filton Abbey Wood	2065	3102	2823
Bedminster	280	322	368
Parson Street	208	269	294
Nailsea and Backwell	1477	1441	1449
Yatton	1346	1394	1349
Worle	1084	1137	1269
Weston Milton	268	221	247
Weston-s-Mare	2263	2579	2421
Keynsham	972	1034	1026
Oldfield Park	985	974	1114
Freshford	98	109	102
Severn Beach	107	135	143
St Andrews Road	19	18	24
Avonmouth	294	243	323
Shirehampton	158	214	179
Sea Mills	166	191	187
Clifton Down	827	981	1115
Redland	474	635	626
Montpelier	495	623	620
Stapleton Road sb	489	540	611
Lawrence Hill sb	334	368	384
Temple Meads sb	1250	1379	1426
<b>Severn Beach line trains total</b>	<b>4613</b>	<b>5325</b>	<b>5638</b>
Stapleton Road nsb	300	318	336
Lawrence Hill nsb	183	308	355
Stations - Temple Meads - Severn Beach - all trains	5096	5951	6329
Highbridge	410	436	457
Bridgwater	542	574	711
<b>Grand total Greater Bristol local stations (excl Somerset)</b>	<b>16995</b>	<b>19698</b>	<b>19960</b>

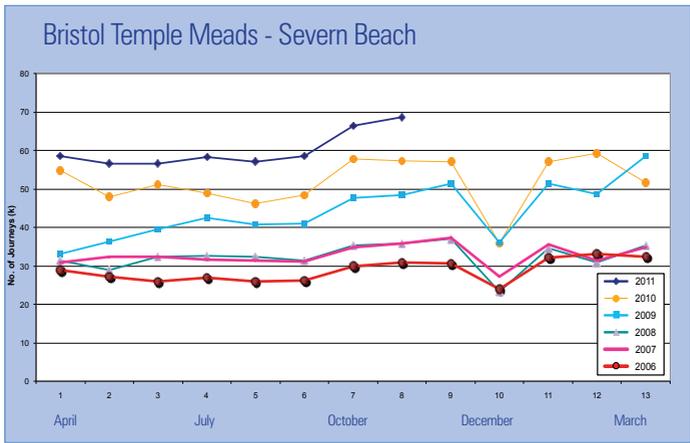
Notes: These figures are from the November weekday count which is undertaken annually by the local authorities. (Somerset stations at Highbridge and Bridgwater are July daytime only for 2008, and November daytime only for 2009 and 2010)

The figures show a one day snapshot of the total number both boarding and alighting at the station on the day of the count. The 2010 figures are provisional

nsb = Passengers on trains other than the Severn Beach line  
sb = Severn Beach line passengers

Notes: These figures are from First Great Western ticket sales allocated data and include only FGW journeys. Some journeys made for example on rover tickets or employee passes, or on substitute buses, may not have been recorded. So the figures may underscore the total journeys, but this is unlikely to be significant.

Passengers using local and regional trains in the West of England 2010	
Route	2010
Cardiff - Bristol - Westbury - Portsmouth/Weymouth	6,578,000
Bristol - Severn Beach	754,000
Bristol - Weston-super-Mare - Taunton - Exeter	1,574,000
Bristol - Gloucester - Great Malvern	1,079,000
<b>Total West of England local/regional journeys</b>	<b>9,985,000</b>



The number of passengers using the Severn Beach line has more than doubled in the last five years.

The graph shows total passengers in each 4 weekly railway reporting period.



New planters at Patchway



Palisade fencing at Bridgwater, repaired and painted under the Community Payback Scheme

## Accounts and financial statement

### Severnside Community Rail Partnership

Year ended 31 March 2010		
Balance Sheet		
	£ 2008 -9	£ 2009 -10
Fixed Assets	900	-
<b>Current Assets</b>		
Debtors	-	-
Cash at bank and in hand	13,711	14,661
	<b>13,711</b>	<b>14,661</b>
<b>Creditors : Amounts falling due within one year</b>	(512)	(531)
Net Assets	13,199	14,130
<b>Total Assets less Current Liabilities</b>	<b>14,099</b>	<b>14,130</b>
<b>Represented by:</b>		
Restricted funds	4,200	9,313
Unrestricted funds	9,899	4,817
	<b>14,099</b>	<b>14,130</b>

The Directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the accounts for the year by virtue of section 477 and that no member or members have requested an audit pursuant to section 476 of the Act. The directors acknowledge their responsibilities for:

(i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and

(ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 396, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

Year ended 31 March 2010		
Profit and Loss Account		
	£ 2008 -9	£ 2009 -10
<b>Income</b>	81,852	96,831
Administrative Expenses	(84,839)	(96,802)
<b>Operating Profit/Loss</b>	(2,852)	29
Interest Receivable	135	2
<b>Profit/(Loss) on Ordinary Activities before taxation</b>	(2,852)	31
Corporation Tax	-	-
<b>Retained profit brought forward</b>	<b>16,951</b>	<b>14,099</b>
<b>Balance carried forward</b>	<b>14,099</b>	<b>14,130</b>

The Company has no recognised gains or losses other than the profit/loss for the above financial period.

None of the Company's activities were acquired or discontinued during the above financial period.

## Sevenside Community Rail Partnership

Year ended 31 March 2010 **Income and expenditure information**

	£ 2009 -10 restricted	£ 2009 -10 Unrestricted	£ 2009 -10 Total	£ 2008 -9 Total
<b>Income</b>				
Contributions from partners		45,000	45,000	48,500
Bank Interest		2	2	135
Miscellaneous		1,181	1,181	-
Station Improvement Projects	14,162			13,087
Leaflets	545			462
Scholar tickets project	35,943		35,943	19,803
	<b>50,650</b>	<b>46,183</b>	<b>96,833</b>	<b>81,987</b>
<b>Expenditure</b>				
Travel & Subsistence		3,274	3,274	4,162
Salary costs		36,052	36,052	35,793
Miscellaneous		2,274	2,274	2,285
Depreciation		900	900	580
Telephone/IT		1,894	1,894	2,651
Postage/stationery		222	222	273
Meetings/Conferences/Seminars		668	668	840
Accommodation		5,000	5,000	-
Severn Beach Marketing		-	-	705
Accountancy/Audit/Insurance		531	531	512
Station improvement projects	16,278		16,278	15,102
Leaflets				2,254
Scholar tickets project	29,259		29,259	19,682
	<b>45,537</b>	<b>51,265</b>	<b>96,802</b>	<b>84,839</b>
<b>Surplus/deficit for the year</b>	5,113	(5,082)	31	(2,852)
Transfer between funds			-	-
Balance brought forward	4,200	9,899	14,099	16,951
<b>Balance at 31/3/10</b>	<b><u>9,313</u></b>	<b><u>4,817</u></b>	<b><u>14,130</u></b>	<b><u>14,099</u></b>

Contributions in kind: we are grateful for travel passes provided by First Great Western and Cross Country Trains, which are not included above

## Local authorities gain considerable benefits from their funding towards the running costs of the Partnership.

### Active help in delivering Local Transport Plans and other Targets, including the Big Society Agenda

Local authority targets to attract increased use of local rail services will not be achieved without considerable work; the Partnership's active role in this is

- working with train operators to achieve more frequent off-peak local train services – already largely delivered
- working with train operators to resolve problems of lack of peak capacity
- delivering small scale improvements to make local stations more welcoming, safer and environmentally friendly
- making rail travel easier for local passengers
  - simplified timetable posters - displayed at many unstaffed stations
  - better, and better targeted, local publicity through leaflets and special promotions
  - reducing barriers to travel through
    - improving station safety and security
    - better station access – the Partnership is able to sponsor and attract match funding for small schemes
    - promoting integration – eg combined bus-rail tickets
- participating in the West of England Rail Action Plan arising from the Memorandum of Understanding between the local authorities and the rail industry signed in 2010

The Partnership's work also helps local authorities deliver a sustainable transport system, as well as achieving the wider objectives set out in Local Area Agreements, assisting with local regeneration schemes and promoting economic growth. Much of our work is in socially deprived areas which helps meet local authority social inclusivity targets. We have developed a range of measures to encourage localism, including local volunteering, which will help deliver the Big Society Agenda.

### Augmenting Councils' influence on the rail industry

The Partnership provides an opportunity for local authorities to have regular and easy access to senior rail management; and for local authorities to come together with other Partnership members and the train operators to make representations, for instance to the Department for Transport. The Partnership "club membership" provides a mechanism for consultation, input and influence on rail issues varying from significant policy development to more practical issues such as local timetables, which would not otherwise be so readily available.

### Information for local authority members and transport officers

The Partnership provides a source of independent expertise and briefing for local authorities on rail issues, such as timetable changes, rolling stock, performance and infrastructure development issues. The briefings help local authority members and officers, and reduce the need for each local authority separately to devote time and effort to researching rail issues.

### Support for the local economy by encouraging rail tourism

The Partnership works closely with tourism agencies, and has produced a range of attractive leaflets promoting days out by train in the West of England.

### Access to funding, which is not available to local authorities

As a Community Interest Company, the Partnership is able to attract grants and match funding not available to public sector bodies. This has already been used to help deliver local station improvements.

### A mechanism for involving local communities constructively in supporting public transport

The Partnership provides a mechanism for involving local communities constructively in supporting public transport – for example not only do art displays and gardens help to make the stations more friendly places, but local "ownership" helps reduce vandalism and anti-social behaviour.