

# Scotland Annual Stakeholder Report 2019 – 20





# Foreword

## Welcome to our first Annual Stakeholder Report.

Alex Hynes, Managing Director, Scotland's Railway

This has been a year of real change for Network Rail across the whole of Britain.

As an organisation, we are evolving to become more customer and community focused.

To do this we have formed five new regional businesses with greater devolved powers and more accountability to local customers and local communities. In Scotland, that means the creation of Scotland's Railway.

Scotland's Railway brings together the operation of the Scotland Route, with the delivery of enhancement projects, long-term strategic planning and asset stewardship, into one organisation.

These changes have been driven by Network Rail's desire to truly deliver for all of our stakeholders. It is a fresh vision for our industry and one that is encapsulated in our new Putting Passengers and Freight Customers First approach.

Putting Passengers and Freight Customers First – and our commitment to greater communication and engagement with our stakeholders – will make Network Rail much more responsive.

We are putting our customers and stakeholders – from government to operators and the passenger – at the heart of everything we do.

The rail industry in Scotland already has a strong track-record of collaboration between Network Rail, operators and funding partners and our new structure will help to further strengthen that.

While the structure of Network Rail is changing, we remain determined to deliver a great service for all of our customers and to engage meaningfully with our stakeholders.

We are working hard as an industry to create the new infrastructure and train fleets needed to support the economic, social and environmental future of our country.

We are focused on delivering a safe, punctual and reliable service every day and we are investing to make sure we do so.

We are protecting the resilience of the railway by addressing the growing weather-related challenges we face and are better targeting maintenance and renewals budgets to improve punctuality.

Scotland's Railway is also delivering a renewed focus on freight, with a dedicated plan for developing the service we can offer our freight operators to encourage hauliers off the road and onto rail.

And we are playing our part in addressing the climate challenge, too, working closely with Transport Scotland and other partners to decarbonise rail by 2035.

Scotland's Railway carries more than 107 million passengers a year, with over 10 million of these on cross-border services. The rail sector directly employs 13,000 people and contributes up to £1.3 billion to the Scottish economy.

As we look ahead to the coming year, like many others, we face a number of challenges - as an industry, as a nation, as communities. Our world has changed dramatically in a matter of weeks and Scotland's Railway has a vital role to play in supporting the nation as we deal with Covid-19. The last few weeks have shown the lengths we all go to in times of difficulty and I have never been prouder of my teams.

Rail is a key contributor to the country's economic success and we are committed to making sure we continue to play our part, working with stakeholders, politicians, partners, customers and colleagues.

In the pages of this report we will share with you how we intend to do this.

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# Introduction



**Michael Matheson MSP**  
Cabinet Secretary for Transport,  
Infrastructure and Connectivity

Scotland's Railway is integral to our nation. It connects our communities, enhances our quality of life and spreads prosperity.

The Scottish Government is clear that it expects Network Rail to deliver a reliable and resilient railway that supports our future needs. And to achieve this Network Rail must work collaboratively with its funders, customers, partners and communities – to listen, understand and respond.

I welcome Network Rail's clear commitment to placing engagement at the heart of its plans for this control period and the principles shared in this Annual Stakeholder Report.

I am in no doubt that when we all work together, we maximise benefits for passengers, freight customers, partners and local communities.

We have seen this clearly over the last year, from increased public engagement during the delivery of projects, to working with industry partners and communities to identify innovative and less intrusive approaches.

These are the successes that Network Rail must build upon and I look forward to many more such examples in the coming year.

# Scotland's Railway: Our Strategic Priorities

## Safer and higher performing

Safety on the railway is our top priority and day to day we bring a relentless focus on workforce, passenger, freight, customer and public safety, underpinned by the mantra Everyone Home Safe Everyday.

It is only with safety as the foundation that we can deliver a punctual and reliable service every day.

## Growing and customer focused

Scotland's Railway carries more than 100 million passengers a year and over 4.5 million tonnes of freight, but our aim is to continue to grow. New stations, new lines, faster services, more freight - all focused on our customer needs and improving the experience of travelling on Scotland's Railway for everyone.

## Efficient and competitive

We are targeting our investment in renewals and maintenance to deliver efficiently for the tax payer and improve punctuality for our customers. Improving the resilience and the reliability of the railway helps us to deliver a punctual service every day.

## Sustainable and inclusive

We are delivering more electrification of the railway which has a massive positive impact on the environment and will be a significant part of the industry supporting Scotland's decarbonisation targets.

We have reviewed our approach to looking after our lineside estate to more proactively manage the habitat. There is a focus on the environment and ecology and a clear pathway to ultimately achieving biodiversity net gain.

The number of people using the railway is set to double over the next 25 years and the only way to meet this challenge is with a diverse workforce, innovative ideas and creative solutions.

We are investing to make Scotland's Railway inclusive and welcoming to all. And whether this means booking Passenger Assistance, delivering step-free access at stations or creating a safe and welcoming workplace with a fair culture, we are here for everyone.

## Ambitious and easy to do business with

We are ambitious for our railway. We will continue to work with industry partners and others to deliver for all of our stakeholders and the wider Scottish economy.

Rail is a key artery of the country's economic success and we are committed to continuing to play our part.

Putting our passengers and freight customers at the heart of what we do is driving us to be more accountable to local customers and communities and to making Network Rail more responsive.





# Our Commitment to Our Stakeholders



Our stakeholders matter to us. Our customers who provide passenger and freight services across the network, our lineside neighbours, the passengers who use the railway, funders, suppliers and partners across the rail industry, business and community groups, and our colleagues. Working together we will build the best railway Scotland has ever had.

These are the principles at the heart of our stakeholder engagement.

- 1** We will respond to the needs and opinions of our stakeholders
- 2** We will act fairly and not discriminate
- 3** We will engage effectively on decisions that impact stakeholders
- 4** Our engagement will be proportionate
- 5** We will be transparent in our dealings with stakeholders
- 6** We will provide good quality information to our stakeholders
- 7** We will employ governance over our engagement with stakeholders
- 8** We are committed to continuously improving our engagement with stakeholders

# Putting Passengers and Freight Customers First



Network Rail is changing. We are changing to make sure we deliver the best possible service to our passenger and freight customers and to do this, they must be at the heart of our decision making. We are working hard to be a company that is:

- easier to engage with
- an efficient and dependable partner
- a company that people are proud to work for
- recognised as an industry leader

To help achieve this, in the last year we have implemented major changes to embed a customer and passenger service mindset. One of the biggest changes we've implemented is the formation of our new structure.

In June 2019, we created five new regions, each with its own Managing Director. For Scotland's Railway we now have more of the levers and decision-making capability based here in Scotland, to improve how we respond to our passenger and freight customers' needs.

Our project and development teams are now closer to the operational running of the railway and our stakeholders, ensuring our decisions around how and what we deliver are very much centred on putting passengers first. Localised decision making means a better understanding of what our passengers, freight customers and stakeholders want and greater effectiveness in delivering those changes.

Our success in becoming a customer centred organisation rests upon our commitment to thinking and behaving differently and challenging ourselves hard to create a culture that delivers for our customers.





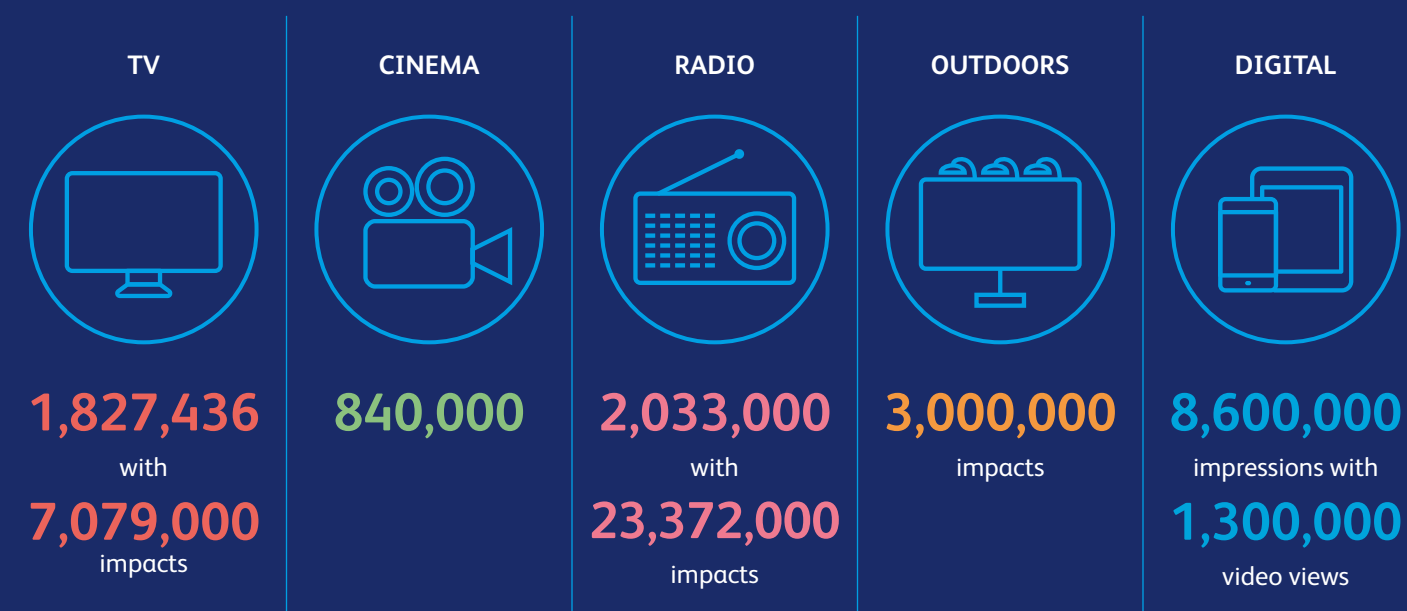
# Scotland's Railway Campaign

The Scotland's Railway campaign was developed with Transport Scotland, our client and delivery partner, to promote investment across Scotland's Railway. The campaign has also focused on the benefits of investment and opportunities this creates for the communities we serve.

The objective of the campaign was to increase awareness and understanding of the unprecedented level of investment in Scotland's railway, and the railway's social and economic contribution to Scotland.

Through a multi-media approach, we have been working with all our industry partners.

The first phase of the campaign ran from mid-October to mid-November 2019, with the digital element extending to 14 December 2019. The media reach was significant:



To measure the campaign's success, a series of surveys were undertaken before and afterwards. The surveys allowed us to track the effects of the campaign and other developments in the rail sector which influenced perceptions.

## Key findings

- There has been an 8 % increase in awareness of Scotland's Railway
- Strong media reach: three in ten claimed to have seen the Scotland's Railway campaign, rising to five in ten of the business traveller audience
- 62 % said the campaign 'made them feel more positively about Scotland's Railway'
- 35 % said it made them want to find out more about train/rail projects in Scotland
- A third of rail users said, having seen the campaign, they would talk to friends or colleagues about Scotland's Railway
- 68 % said they liked the campaign either a lot or a bit, rising to over 80 % with regular train users
- Crucially, 45 % of the nationally-representative sample said the campaign made them more likely to take the train, rising to 60 % among current once-weekly train travellers



*"I like the way they're putting their hands up to say it hasn't always been perfect."*

*"It shows they're listening to what the problems are, and responding to problems. Makes me think maybe they'll respond to the problems I come across."*

*"That's a really nice positive message – it makes you feel quite hopeful."*

*"It's a tone of self-awareness, it's good they're admitting things haven't always been perfect, I like how they're putting their hands up and saying they've been at fault."*



# Performance

Performance across Scotland's Railway has continued to improve over the last year. 2019 – 20 has seen the rail network face a number of unprecedented challenges. However, despite these challenges a one per cent improvement in the Public Performance Measure Moving Annual Average (PPM MAA) is forecast for 2019/20 year-end.



To achieve this, we have been working collaboratively with our customers to develop innovative approaches to performance improvement. Our focus has been on delivering a more reliable and efficient service and our Autumn Operational Plan highlights our collaborative approach.

The plan focused on delivering improved performance during a period of the year that is traditionally very difficult. By working together with our stakeholders and customers across the industry to develop the plan, by increasing our use of innovative technology and developing targeted timetable amendments, we delivered the best Autumn performance seen in Scotland for the past seven years.

Working with colleagues across the rail industry to improve performance has positively impacted passenger satisfaction, shown by improved ScotRail National Rail Passenger Survey scores during the Autumn period. Timetable amendments identified as part of the Autumn Operational Plan have been extremely successful, reducing delay to services in Autumn and improving the passenger experience. This approach has led to increased collaborative working between Network Rail's performance team and train planning colleagues and this new approach to planning timetables for improved performance is beginning to deliver results.



9%

improvement in 'Overall satisfaction with the journey' in Autumn 19 vs. Autumn 18

4%

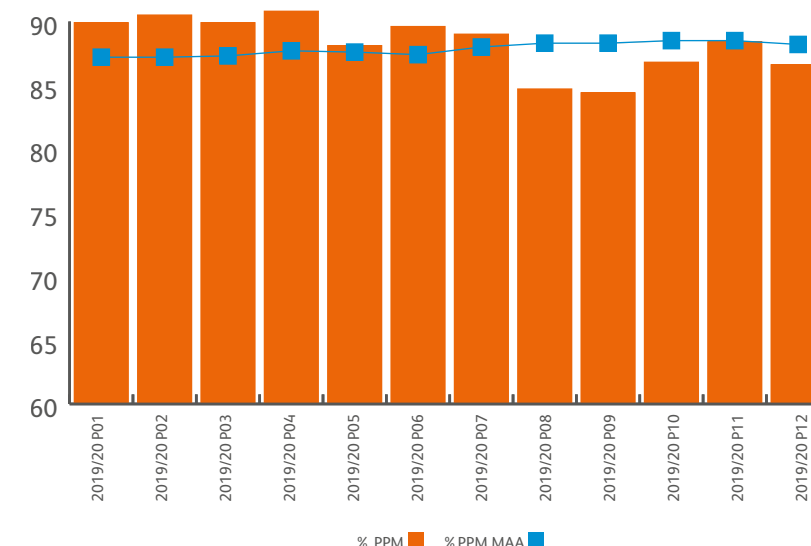
improvement in 'Overall satisfaction with the journey' in Autumn 19 vs. Spring 19

This year, we also established the Performance Improvement Fund (PIF) for Scotland's Railway. The £500,000 fund, established in partnership with ScotRail colleagues, supports our team to rapidly respond to performance improvement initiatives suggested by stakeholders from across the industry. We have already received more than 100 suggestions from drivers, signallers, office staff and our passengers.

Some of the suggestions we have actioned this year include:

- marking platforms at Glasgow Queen Street station, allowing passengers better visibility of where to stand to board busy Edinburgh bound trains and improving right time starts at key terminus station
- an analysis of passenger flows at busy stations – allowing for targeted interventions such as staff with roving microphones on platforms to ease dwells and congestion during peak times
- infrastructure changes at stations on the Edinburgh – Glasgow line to enable better passenger distribution along platforms, resulting in shorter dwells and improved performance on the premier line of route in the Scotland Region

Network Rail Scotland infrastructure failures are 13 per cent better than target and 15 per cent better than this time last year.



## Making our network more resilient

This year has not been without its challenges. We have experienced unprecedented levels of flooding, which has had a significant impact on our passengers. It was the wettest August in Scotland since 1910 and more recently, storms Ciara, Dennis and Jorge brought significant levels of rainfall over short durations.

To reduce the future impact of flooding on our customers and passengers, our teams have developed a Water Management Strategy which will target £10m towards our most vulnerable flooding sites during Control Period 6. We will also invest £130m in enhancing earthworks resilience and embankment renewals, which will reduce the risk of landslides caused by flooding. Together these programs replace 10,000 metres of drainage per annum with new build or reconstructed drainage designed to modern standards with climate change capacity included.

## Tackling unexplained delay

Often the reasons for delays on the rail network are clearly evident, however sometimes delays occur but the reason why these have happened is more challenging to identify. Project Roswell is a working group which has been established to better understand our services and areas of the network most likely to experience unexplained delay. Through a combination of data analysis and a 'go, look, see' approach by cab riding services and seeking driver feedback, as well as a new focus group with passengers who regularly travel on these services, we are working hard to identify and tackle these unexplained delays.

Our passengers and industry colleagues are our best asset in identifying the causes of these delays. Using a multi-channel approach we will be better placed to develop the most appropriate solutions to target the causes of unexplained delay, and drive further performance improvements for our customers and passengers.

## Next year

Improving performance remains our key focus for the coming year. Across the industry we have worked hard for passengers and our plan for 2020 – 21 is to continue to build on the performance improvement momentum seen this year. This will ensure we continue to deliver for our customers and everyone using the railway in the coming year.



# Highlights from Year One

We are investing across the country to improve our existing infrastructure and deliver enhancement projects, as we work to build the best railway Scotland has ever had.

Over the course of CP6, we will invest more than  
**£4 billion** in Scotland's Railway.

The first year of the new Control Period has already delivered some major benefits for our customers.

## Edinburgh Waverley

This year has seen a transformation at Edinburgh Waverley Station. In April 2019 we commissioned a new track layout between platforms 10 and 11 marking the end of a project to upgrade track and signalling and lengthen platforms at Scotland's second busiest station.

This work, which was jointly funded by the UK and Scottish Governments, prepared Waverley for LNER's new Azuma trains and ScotRail's new class 385 electric trains.

Preparing for the future of the station, with partners, we held a month-long exhibition and series of public consultations, exploring options for the future of Edinburgh Waverley Station.

The Edinburgh Waverley Masterplan project identified that ambitious improvements were required to the layout of the station to enable Waverley to meet the future needs of the railway and all our passengers.

Requirements for the future of the station include increasing passenger space to avoid crowding and congestion, improving accessibility from entrances and exits and delivering a modern, vibrant station for passengers.

## Freight

For Scotland's Railway, freight is at the forefront with a challenging 7.5 % growth target set for Control Period 6 (2019 – 2024).

Strong working relationships across the freight sector in Scotland have been essential for us to progress towards this target. We have been working closely with our partners this year to utilise and develop our relationships, which we will continue to build on for the rest of the control period.

At Blackford we have been working with Highland Spring and Transport Scotland to create a freight facility with a direct connection to the Highland mainline. This is a fantastic example of the rail industry, commercial partners and government working together.

The £19m investment in new signalling and track at Blackford has the potential to help Highland Spring move 40 % of its products by rail - taking up to 8,000 lorries off our roads - and is just one example of how we can deliver for freight.

But there is more to come on the horizon  
for freight... Mossend... Levenmouth....





## New stations

In December 2019, a new station at Robroyston in the north of Glasgow opened and in May 2020 the new Kintore station will open in Aberdeenshire.

Kintore station was made possible by the Aberdeen-Inverness Improvement Project's double-tracking and will see the town reconnected to the network after nearly six decades.

Plans are also being developed for new stations at East Linton and Reston, on the East Coast mainline, and at Dalcross, near Inverness airport, in the Highlands.

New stations provide more communities with an opportunity to access Scotland's Railway. Stations can bring communities within easy reach of towns and cities, helping to drive employment and growth, create development opportunities, support regeneration and unlock housing supply through better public transport links. Our new stations are about more than helping people move from one location to another – it's about connecting our nation.



## Glasgow Queen Street

Since October 2017 we have been working to transform Scotland's third-busiest station. This last year has seen the completion of the steel frame of the new station building and the installation of 310 glass panels on the new station frontage.

The £120m transformation of the station will transform facilities for passengers and create the expanded station needed to accommodate longer, faster, greener electric trains.

The redeveloped station not only provides double the space for passengers to circulate, it is also fully accessible for all our passengers. Lifts connect the station with Queen Street and there is step-free access from Dundas Street and North Hanover Street.

Recognising the opportunity to lead the way with our environmental approach, 95 percent of the demolition material produced during the redevelopment of Glasgow Queen Street station has been recycled.

14,000 tonnes of redundant material was removed from Queen Street by the project and recycled into a range of sectors including house and road building projects and the bio-mass industry. Some of it, in the form of brick and concrete which had been crushed into small stone, even returned to Queen Street for re-use on-site as part of the base layer for the new station.

## Supporting future enhancements on the network

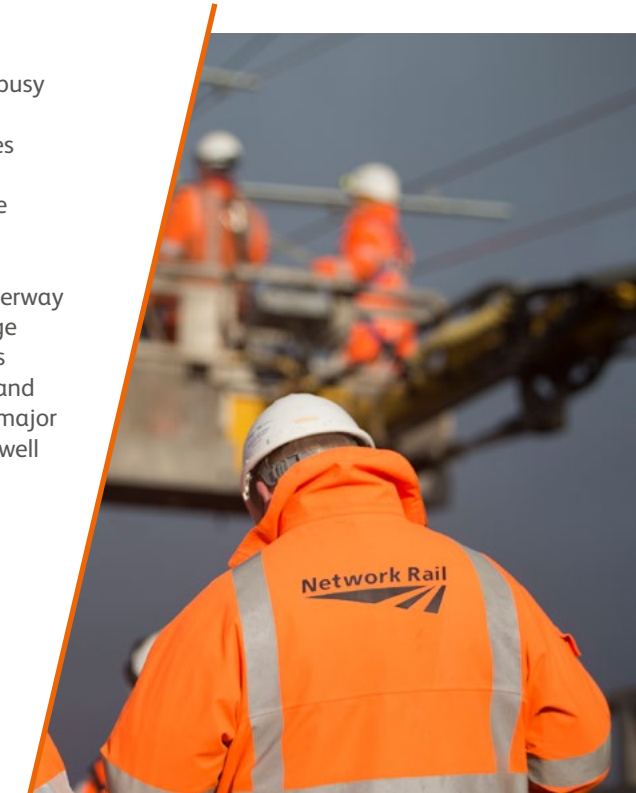
Following on from Transport Scotland's announcement in 2019 that funding had been allocated to reinstate the Levenmouth line, Network Rail has been working closely with the Scottish Government to progress this project.

Detailed design work for the new railway which will reconnect Leven to the Fife circle, is underway. The scheme will see new stations at Leven and Cameron Bridge and offer two trains an hour into Edinburgh for passengers.

On completion, this investment will deliver substantial social benefits and opportunities for the local community - unlocking access to education, culture, entertainment and employment options, as well as attracting new business and investment.

Network Rail teams have also been busy this year progressing survey work on the East Kilbride and Barrhead routes to assess costs and timescales for enhancements which would increase capacity and reduce journey times.

The enhancement programmes underway across Scotland are part of a package of wider improvements to Scotland's Railway infrastructure, rolling stock and service provision that will provide a major boost to economic sustainability as well as connectivity.



## Improved performance

We understand the importance of a reliable service for passengers. Those who use the railway need to know that their service will be there when it's scheduled to be. This year we have been focusing on improving the reliability and resilience of the railway. By better targeting how we maintain and renew our infrastructure and by improving our focus on the seasonal performance, we've been making Scotland's Railway more reliable.

Our targeted plan of infrastructure upgrades in the Glasgow area (the largest suburban rail network outside London) delivered a 31 % improvement in asset

reliability – improving performance for passengers on routes which had experienced major disruption in 2018.

Across Scotland's Railway we have seen fewer infrastructure-related performance failures this year compared to last, and in summer 2019 our hot weather action plan reduced heat-related performance failures by 80 % year-on-year. Our autumn performance was also the best for seven years.





# Working with Communities and Partners

## Our Community Relations Team

A team of four manages enquiries from those who live along our lineside in Scotland. They work closely with departments across the business to support them when engaging with local communities.

Our lineside neighbours may be impacted by our work or may have questions or concerns about what we are doing. Our aim is to protect and enhance the reputation of Network Rail while delivering good customer service to our stakeholders.

The enquiries we receive are varied and we aim to resolve these within 29 working days. However, some can be complex, and may take longer to resolve. Keeping our customers and lineside neighbours informed and updated regularly is very important to us.

From April 2019 until March 2020, the team:

- Received 4,206 enquiries from members of the public, passengers, local communities and local councillors
- Received 274 enquiries from members of the Scottish Parliament and UK Parliament
- Notified local communities about planned work at 2,143 locations
- Delivered a 20 % improvement in response times – with average times reducing from 29 to 23 days
- Reduced enquiries by 22 % through a focus on more proactive communication

The top five issues raised with us are:



### Railway Works complaints

These include noise from our workers and machinery, worker behaviour, damage to property.



### Vegetation

This is an emotive subject and some people contact us because they want the vegetation and trees cut down. However, many people prefer that we do not address overgrown trees and vegetation and will contact us in the hope of stopping us doing this work. Our vegetation management programme is safety critical work and ensures the safety and reliability of the railway.



### Safety

This includes boundary fencing and walls (repairing and renewing).



### Infrastructure

This includes bridges, embankments and culverts (repairing and renewing).



### Stations

Our two managed stations (Edinburgh Waverley and Glasgow Central) have a large footfall and the enquiries we receive for them vary from users of the stations falling to customer information screens not working.

To resolve these issues, the team works closely with our colleagues across the business, as well as our train operator colleagues.

## Proactive work

To ensure our lineside neighbours and local communities are informed about our planned works in their area we notify, by letter, 14 days in advance, where possible.

This allows us to explain what we are doing and why and it also enables residents to make alternative arrangements if they wish to do so.

For larger projects that will be active within a local community for an extended period of time, we hold public drop-in sessions in local venues. We invite the local community to come along to talk to our project teams and contractors and ask any questions or raise any concerns they may have. Invitations to our drop-ins are shared with local politicians and media. We also post these on our social media channels, to ensure information is available to all and through as many channels as possible.

Part of our approach to building stakeholder understanding and developing advocacy for Scotland's Railway has been to improve access to our works, in a safe way that doesn't impact upon delivery. At sites across Scotland's Railway we have provided opportunities for elected representatives and community groups to see first-hand what we are doing and meet the teams delivering this work.

## Dunbar Station

This year, Network Rail completed a £13m investment project at Dunbar station to increase capacity, enhance accessibility for passengers and provide more operational flexibility for services.

A full programme of communications and community engagement activity took place before, during and after the project to ensure the local community and station users were kept fully informed of the programme.

Our engagement included Rail Safety activities with the local primary school, attending local community events and delivering presentations to local community groups and organisations. Monthly notification letters detailing planned construction works were circulated within the local community to promote transparency and allow lineside residents time to prepare.

During the project, Network Rail colleagues volunteered at a number of community activities including the Dunbar RNLI Lifeboat Fete and with the East Lothian Countryside Rangers.

A Community Liaison Manager was based within in the local community during the project to promote positive relationships, ensure the community had access to information and a direct contact to highlight any concerns or make suggestions they had. The local community played a key role in the launch of the station and attended the event.

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*Dunbar Primary School became involved with Network Rail to design posters for the opening of the new platform at Dunbar Station in November 2019. The Network Rail Community Liaison Manager contacted the school about involving pupils to design a safety poster for the launch of the new platform. We had two assemblies, one on each campus where the competition was introduced to the pupils. We had a really positive response from all the pupils and chose two posters from each class (35 classes) to give to Network Rail to judge. As well as raising awareness of Rail Safety, the pupils learned about the importance of the new platform to the community. Each of the 3 winners received a voucher from Amazon and the school received an Amazon voucher for £250 which we are spending on Health & Wellbeing resources.*

*Our next project with Network Rail in Dunbar is to take part in choosing items for the Time Capsule to be placed at the site of the new platform. As a school we feel fortunate to have been involved with this project.*

*Trudy King  
Class Teacher  
Dunbar Primary School*

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By being more accessible and transparent we hope to better inform elected representatives so that they can speak about our work in their local communities. Through ongoing engagement we will continue to listen, develop our understanding of local circumstances and, where we can, adapt our programmes.

## Old Kilpatrick Bridge Renewal

When we planned to install a temporary structure over the railway on Dumbarton Road in Old Kilpatrick, local people had concerns about the impact of the work on the community and the withdrawal of the bus service during the work.

The condition of the existing bridge structure had deteriorated and was no longer fit for purpose for the weight and volume of traffic which crossed the bridge on a daily basis. While the full bridge replacement could not be carried out in the short-term, the temporary bridge would preserve the link to the community.

Gil Paterson, the local MSP for this area approached us to seek clarity on some of the issues, primarily the lack of a bus service during the work. During the project we worked closely with a range of local stakeholders including Gil Paterson.

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*Network Rail has been brilliant in listening to the concerns of the public here. There was the potential to close the area down but the way this was handled has been immense.*

*The bailey bridge was manufactured elsewhere then brought onsite and installed. This was a very technical, difficult operation delivered well - particularly since there's been two major storms during the work. The work was delivered in a way to minimise disruption for the people here.*

*So I'm really, really grateful as an elected member to everyone that has been involved, particularly the workforce. They've done a fantastic job for the local community and they kept the whole area open for ambulances and services.*

*I want to say a big thanks to everyone that has been involved. From the way it's been handled, to how the job has been completed and how quick it's been undertaken, especially when you consider the terrible conditions. Well done to all involved.*

**Gil Paterson**  
MSP for Clydebank and Milngavie

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## Aberdeen to Inverness Improvement Project

The Aberdeen to Inverness Improvement Project which completed in August has transformed services for passengers. Investment in new tracks, signalling, bridges and platforms has enabled increased services along the route, meaning more seats and more choice for passengers.

Over the course of the project more than half a million neighbour letters were issued advising of works and of the project benefits. 200,000 promotional and customer information leaflets were issued along the line of route. During the two main line closures in 2018 and 2019 communications were enhanced to add further reach through radio and print advertising.

Over the course of the project we held:

- 45 public drop-in sessions
- 4 town hall meetings
- 12 stakeholder site visits
- 28 MSP/MP meetings

320 contacts from the local community were received during the project. The majority of these were received during the line closures in 2018 and 2019 when the most disruptive elements of works were being undertaken.

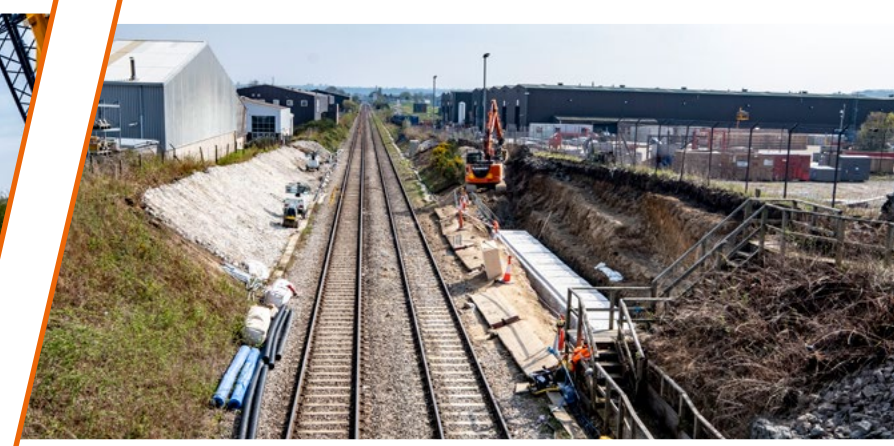
During the project, a Community Liaison Manager was embedded within the local community, as a point of information and support for stakeholders, passengers and lineside neighbours.

Over the lifetime of the project, the Network Rail team and its contractor worked in partnership with Aberdeen Football Club Community Trust (AFCCT) to promote rail safety. As the project significantly

increased the number of trains on the new double tracked line running through populated areas, it was essential to raise awareness among the local community. The team worked with AFCCT to develop an engagement and wellbeing programme which promoted rail safety awareness.

There was a huge increase of 93 % in rail safety awareness, amongst the 11,000 young people who participated in activities.

In 2019 AFCCT was recognised as best practice by UEFA through their Grassroots Awards for work they do at the heart of the local community.





# Making Scotland's Railway More Accessible

We have successfully secured Access for All funding from the Department for Transport for six stations in Control Period 6 (2019-2024).

The six stations are Croy, Johnstone, Anniesland, Port Glasgow, Dumfries and Uddingston. Circa £18m will be invested in the coming years to further improve accessibility on the network, following on from the successful delivery of Access for All projects in the previous Control Period (2014-2019) at Blairhill, Elgin, Hamilton Central, Kilmarnock and Westerton.

Accessibility improvements at stations make a real difference for passengers with restricted mobility, those travelling with children, heavy luggage or shopping, and also the elderly.

Work for the six stations is currently in the early design and planning stages to review accessible routes into the stations, as well as to and between platforms. As works continues we will be keeping all our local stakeholders regularly updated.



## Kintore Station Re-opens

Work on the new £14.5m station at Kintore is well underway, with the station due to open in May. The station will provide access for the local community to the rail network for the first time in 56 years and also offer step-free access for passengers between its two platforms via a new footbridge and lifts.

Network Rail has been working closely with ScotRail and Aberdeenshire Council in an effort to organise visits with stakeholders from both accessibility and autistic groups. This will provide a valuable opportunity for individuals to familiarise themselves with the new station and its surroundings before it is up and running.

## Glasgow Queen Street

The £120m redevelopment currently underway at Glasgow Queen Street station represents a significant engineering project within a busy city centre location, with 47,000 passengers passing through each day.

In advance of work starting three years ago and throughout the duration of the project, a Passenger Stakeholder Forum group was set up with representation from accessibility groups including RNIB, Sense Scotland, Deaf Blind Scotland, the Disability Equality Forum and Glasgow Disability Alliance.

Ahead of significant elements of work being delivered, auditory, written and visual briefings by Network Rail provided detailed changes on the station layout to the forum's representatives. This then assisted the accessibility groups in cascading the information to their respective members, ensuring they could continue to safely navigate through the station following any changes to layout as a result of the work.

## Kilwinning

The Kilwinning Access for All project showcased how the railway can work with partners and engage and support the local community.

During the project we:

- Partnered with Abbey primary school since arriving on site. Science, technology, engineering and mathematics (STEM) activities and safety visits have formed a key part of that relationship.
- Supported Kilwinning Picnic in the Park 2018 and 2019. Attendance in the region of 9000 people. Running safety competitions with prizes and providing donations to support free water at event. BTP had vehicles on site together with the project.
- Ran a rail safety competition with Abbey primary school with winning designs on display at station.
- A redundant waiting shelter was repurposed for parents collecting their children from Abbey primary school.



## Contact

If you want to get in touch please contact us by:

 03457 11 41 41

 for Typetalk dial 18001 followed by 03457 11 41 41

 visit [communications-crm.custhelp.com](https://communications-crm.custhelp.com) for live chat or to report an incident

 [www.networkrail.co.uk](https://www.networkrail.co.uk)

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