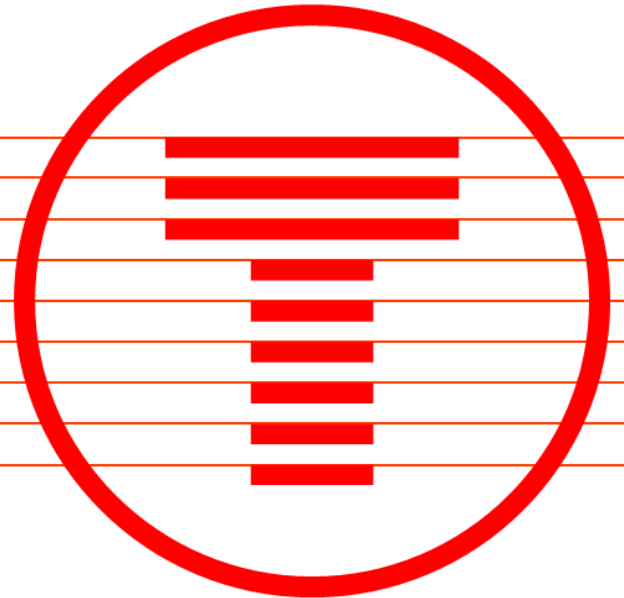


**Fforwm Rhanbarthol TrC Cymru a'r Gororau**  
**TfW Regional Forum – Wales and Borders**  
**21 May 2021**



**Adroddiad o'r cyfarfod**  
**Meeting report**

# Wales and Borders Regional Stakeholder Forum

The forum met on the 11<sup>th</sup> of May 2021, 10:00 – 12:00

## Attendees

### Forum Members

Sheila Dee	Community Rail Officer (Chester Shrewsbury), Wrexham Council	
Peter Bethell	Principal Transport Planning and Investment Officer, Birmingham City Council	
Sean Croshaw	Strategic Rail Manager, Transport for Greater Manchester	
Richard Gibson	Stakeholder Manager, Wales and West, CrossCountry Trains	
Toby Rackliff	Strategic Lead, Rail Policy, West Midlands Rail Executive	
Heather Bolton	Senior Transport Planner, Telford and Wrekin Council	
Adam Graham	Principal Transport Planner, Warrington Council	
Tracey Messner	Public Affairs Manager, Network Rail	
David Jones	Rail Development Manager, Liverpool City Region	
Christian Schmidt	Transport Projects and Programmes Manager, Monmouthshire County Council	
Victoria Hammond	Senior Transport Planning Officer, Herefordshire County Council	
Jon Furley	Sustainability Operations Manager, University of Gloucestershire	
Simon Nicholls	Bus Coordinator, Newport City Council	
Michelle Roles	Stakeholder Manager Wales, Transport Focus	
Jon Harris	Co-Director, Gloucestershire Community Rail Partnership	

### Transport for Wales

Mike Dalton	Stakeholder Manager, Wales and Borders, Transport for Wales	
Louis Mertens	Community Engagement Officer, Transport for Wales	

### Speakers

Arron Bevan-John	Stakeholder Manager, Mid and West Wales, Transport for Wales	10:25-10:50
Emily Coughlin	Community Safety Manager, Network Rail	10:25-10:50
Hinatea Fonteneau	Head of Stations Projects, Transport for Wales	10:50-11:05
Josh Hopkins	Operational Resilience Manager, Transport for Wales	10:25-10:50
Kate McIntyre	Service Quality and Experience Manager, Transport for Wales	11:40-11:55
Matthew Breese	Brand Manager, Transport for Wales	11:20-11:40
Inspector Richard Powell	British Transport Police	10:25-10:50
Tony Clayton	Tony Clayton, Decarbonisation Project Manager, Transport for Wales	11:05-11:20

### Apologies

Robert Niblett	Gloucestershire County Council
Paul Jones	Head of City Services, Newport City Council
Michele Mitchell	Torfaen Council
Matt Johnson	Shropshire County Council

Andy Moreton	Shropshire County Council
Gerard Rhodes	Chester and Cheshire West
Matt Powell	Telford and Wrekin Council
Richard Hibbert	Cheshire East Council
Ann Elias	Mid Wales Growth Forum
Sarah Spink	Midlands Connect
Fay Easton	West Midlands Trains
Eddie Muraszko	Department for Transport (UK Gov)
Peter West	Department for Transport (UK Gov)
Mike Learmond	Federation of Small Businesses
Paul Colman	South Cheshire Chamber of Commerce
Mark Hooper	Visit Shropshire
Rachel Jones	Herefordshire County Council
Steve Gardner-Collins	Visit Shropshire
Neva Mowl	Birmingham City University
Alison Torrens	Universities West Midlands
Rhiannon Jane-Raftery	Community Rail Network
Ridhi Kalaria	Sustrans West Midlands
Rebecca Taylor	Halton Borough Council

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## Note from the Chair, Mike Dalton

“It was a pleasure to chair the Borders Stakeholder Forum for the first time. I am really grateful to all the presenters who provided updates and all of you who attended and offered their thoughts feedback and questions. This was a particularly important forum covering the issue of community safety on our network and the input we received from you, especially during the breakout session was invaluable. This information will be used transport for Wales and our partners, Network Rail and British Transport Police in forming our strategies and tactics to tackle this issue. Thank you for your time and invaluable contributions during the forum. If there are any issues that you would like to raise or questions, you would like answered following the forum please do get in touch with us. We look forward to seeing you at the next forum.”

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## Agenda

### 1. Introduction & Apologies

Mike Dalton welcomed the forum members to the fifth meeting of the Wales and Borders regional Forum. Mike introduced the format of the meeting, including the use of breakout rooms together with feedback from the previous survey and how we had adapted our forums in accordance with that. Mike advised members of the current Travel Safer messaging and Welsh Government rules still in place across Wales in respect of the Covid-19 pandemic.

### 2. Question Time with the Chief Executive, Transport for Wales

James Price conducted an open question and answer session with the forum members.

Sheila Dee, Chester Shrewsbury Rail Partnership asked, with the upcoming bank holiday, what expectations TfW had regarding the loadings from North England to the North Wales Coast. James Price explained that TfW were really concerned with loadings in general, and with the law insisting upon 2m social distancing there were significant caps on capacity (around 28% of normal capacity). There are mitigations to allow the trains to be loaded more than that, and TfW are invoking these mitigations in a managed and thought through way across the network.



Christian Schmidt, Monmouthshire County Council, asked what the impact was of the Williams-Schapps plan on Transport for Wales services. James Price suggested it was too early to tell, but if we work well with DfT and Great British Rail, TfW should be able to get a good outcome. James noted that it was disappointing we didn't have further devolution on rail infrastructure.

Mike Dalton asked James what TfW thought would happen with passenger flows, post-COVID. James Price suggested that Transport for Wales wanted to provide a product that people want to use at a price people are prepared to pay. Pre-COVID, he said, a lot of people were travelling on the rail network without another option, and whilst this would persist, Transport for Wales should be creating a product people wanted to use and delivering modal shift.

Christian Schmidt asked if TfW were looking at park and ride occupancy, in addition to daily rail patronage as a proxy for commuter numbers. James Price suggested he wasn't sure, and we should capture it and look into it.

### 3. Keeping our Communities Safe

Josh Hopkins, Transport for Wales, Inspector Richard Powell, British Transport Police and Emily Coughlin, Network Rail led on the discussion about TfW's ongoing work to keep the railway and wider transport network safe for staff, customers and communities. All speakers shared information on their partnership work to engage with communities.

Heather Bolton, Telford and Wrekin Council asked whether TfW and BTP share information with community safety teams at the local authorities, and whether TfW and BTP liaise with neighbouring BTP regions and train operating companies. Richard Powell explained that BTP do work closely with councils and their safety teams through multi-agency working groups, but also nationally if it's a wider issue such as safeguarding. He added that Sub divisions within BTP work closely together which is easy to coordinate across borders.

Jon Harris, Gloucestershire Community Rail Partnership, asked whether for local engagement issues it would be useful to have both BTP and the local home office force, Richard Powell explained this would be helpful for tackling issues in a single area. Jon also asked what software TfW were using for consultation, Louis Mertens explained it as called Mural.

Forum participants took part in workshop sessions to discuss specific themes:

#### ***Crime -Criminal activity on the transport network.***

- What crime exists on the transport network?
- What would you do if you saw a crime taking place on the transport network?
- Do you know the British Transport Police text phone number?
- What could be done (other than reporting it) to reduce crime on the transport network?

Discussions included:

- How to promote the BTP text number, via posters or other communications
- The importance of using the BTP number to report issues
- Importance of accepting cash at TVMs for young people without bank cards

#### ***Anti-social Behaviour (ASB) Behaviour which causes alarm or distress on the transport network.***

- What is the cause of ASB?
- Who are the ASB perpetrators?
- What are the ASB issues in your areas?
- Do you know of any key groups that we should be engaging with?

Discussions included:

- Vandalism of ticket machines in the west midlands in areas that are quiet
- Collaboration with community safety teams at local authorities



- How lockdown has created bored young people
- Confusion over the remit of BTP outside of rail and bus
- Feeling of vulnerability rather than actual crime
- Visibility of BTP / TfW staff

**Line of route incidents *Including trespass, level crossing misuse and activity which is unsafe on the transport network.***

- What can be done to combat line of route incidents?
- What should we be doing at TfW to combat line of route incidents?

Discussions included:

- Sharing intelligence between partnerships
- Educating young people, making interesting campaigns and resources for schools
- Peer led support
- Understanding reporting process for BTP
- Prioritising public safety

#### **4. Station Improvement Plan**

Hinatea Fonteneau, Head of Stations Projects, presented the Transport for Wales Station Improvement Programme to make improvements and adjustments to the network of TfW managed stations across Wales and Borders.

Christian Schmidt asked if the stations programme presentation could be shared after the forum.

Jon Harris asked how station travel plans feed into the station improvement programme, and influence the priority. Hinatea explained it would have an impact on the cycle storage programme, and the active travel team would ordinarily bring about the station travel plans. Jon explained that varying community use of stations could interplay with the operational needs of the stations, allowing for example, greater security or placemaking.

Sheila Dee asked whether the station building refurbishment plans include sustainable heating options such as solar and air source heating which would make many units more attractive for tenants. Sheila noted that finance could be facilitated by the local CRP. Hinatea explained these will be considered and reasons provided if not progressed.

#### **5. EV Charging Stations**

Tony Clayton, Decarbonisation Project Manager, Transport for Wales, presented the Wales and Borders electric vehicle (EV) charging projects planned across the road network in Wales and the stations across the Wales and Borders network.

Tony confirmed in response to Jon Harris that Lydney station has been included in the initial scope of the EV charging workstream, however Tony noted that TfW weren't expecting the scope of the project to include support for community transport vehicle charging.

#### **6. Covid -19 recovery marketing campaign**

Matt Breese, Brand Manager, Transport for Wales presented details of the latest marketing campaign to promote a return to public transport, walking and cycling. This campaign has been informed by discussions at previous stakeholder forums, and further views would be welcomed about the overall concept from attendees. Matt confirmed that production would take place in July and July, for delivery into market by August.

Simon Jones, Newport Council suggested that he liked that the campaign was mode agnostic, and didn't favour rail – he added that a lot of the bus companies would also be looking at

developing a similar campaign. Matt explained that they were in talks with parts of the bus industry on this campaign. He noted that a lot of the industry will be involved in a campaign like this, and there may be a halo effect that TfW can benefit from.

Jon Harris celebrated the campaign but asked if there was a fourth message that transport was now more accessible. People are now returning to a network and using it more differently than before, because of how their own habits have changed – for example additional flexibility and leisure time. Jon suggested another angle of promoting the links into parts of the borders. Matt explained that TfW are commissioning Yougov research to better understand the messaging that needs to be delivered to encourage cross border rail travel.

Christian Schmidt suggested that the campaign should show public transport as part of normal social life, and suggested that BVG's campaign by GUD.Berlin does this well.

## 7. First Class Customer Panels

Kate McIntyre, Service Quality and Experience Manager presented on the new first-class experience on the Mark 4 trains between Cardiff and North Wales following internal workshops and consultations. The first class experience will be formally launched in June 2022. The project is now at the stage of compiling a customer panel to test the first-class proposition over the next 12 – 18 months.

Christian Schmidt questioned how an investment in first class trains could be justified, when TfW was being largely supported by the Welsh Government, unless this service was evidence that the first class service was delivering profit. Lewis Brencher acknowledged Christians view but suggested that the offer for customers were diverse and met the needs of all people who want to travel.

## 8. AOB

None

### Actions

The actions below were raised during the forum and will be addressed prior to the next Regional Forum where possible.

Action	What will be done?
Presentations to be shared with forum members	Presentations will be attached to the diary marker
Heather Bolton and Adam Graham queried the focus on north to south transport flows versus west to east across the border	TfW will provide a response to this query

## Forum digital chat highlights

Highlights of the conversation within the chat function of the Forum were:

We (BTP) work closely with home office forces and the topic of routes into the station often comes up. We've found that the key to problem solving at stations that suffer from anti-social behaviour, for example, is to ensure that we don't have an "us and them" in terms of jurisdiction so I'd say absolutely, if there are any planning meetings, a representative from the home office force and BTP would be helpful. If we identified concerns, we would raise that with the local force.

V good point from Jon Harris - For station cafes the priority should be opening hours (as long as possible!) over rent - that will surely pay for itself through higher evening/weekend patronage

There has been modal shift from walking, cycling, buses to car, and trips have become longer and faster - but trip numbers (and also the time an median person spends travelling) is stable (About 1000 trips per person per year person, and 1 hour travelling per person per days)

I don't want to see typical public transport (PT) scenes. But I do like to see that PT is part of normal social life - in images. BVG's campaign (by GUD.Berlin) does this well, and I also like the new #takethetrain by MTA . If we just show nice social scenes with PT only mentioned in the verbals then I think the benefit to PT is far lower than if we can show how PT is part of the normal good life

## **Next Regional Stakeholder Forum**

The next Wales and Borders Regional Stakeholder Forum is scheduled for 9<sup>th</sup> September 2021.