**Activity Plan for: *Crewe to Manchester CRP* Year: *2023/24*  Version / Revision Date: *04-08-23***

**Section 1: Introduction**

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| **Name of CRP** | **Crewe to Manchester Community Rail Partnership**  |
| **Date Range Covered by this Activity Plan** | **April 2023 – April 2024** |
| **Lead CRP Officer Name** | John Kenny & Sarah Morgan  |
| **Lead CRP Officer Contact Details** | john.kenny@stockport.gov.uk 07800618368 sarah.f.morgan@stockport.gov.uk - 07815 483332 |
| **Details of CRP Website and/or Social Media Channels** | <http://www.crewe2manchesterrail.org.uk/> Twitter: @C2MCRP |
| **Description of Community Rail Partnership** | The Community Rail Partnership (CRP) was formed in cooperation with Stockport MBC, Cheshire East Council and Manchester City Council. Outside of the councils, its primary strategic partners are:-TfGM, Northern Trains, Avanti West Coast, Transpennine Express, CrossCountry Trains. Network Rail and Manchester Airport.The posts of Community Rail Officers (CROs) are currently hosted by Stockport Metropolitan Borough Council.The CRP supports 11 active Friends Groups. The groups are: Levenshulme, Heaton Chapel, Handforth, Alderley Edge, Styal, Wilmslow, Chelford, Goostrey, Holmes Chapel, Sandbach and Mauldeth Road. These Groups are considered to be the core of the partnership as a number being in existence before the CRP was created. In addition to supporting the activities of these groups, the CRP carries out larger projects for the wider benefit of whole line and communities served by the stations.The CRP covers an area starting in Manchester city centre at Piccadilly Station, passing through urban Levenshulme and suburban Heaton Chapel through to the villages and small towns of East Cheshire before terminating at the railway hub of Crewe. The CRP also encompasses the 'Styal Loop’ which diverges from the main line at Slade Lane Junction (in Longsight, South Manchester) to serve Manchester Airport, before re-joining it at Wilmslow.The CRP was initially established to help promote the use of the stations and services following an extended closure of the route caused a substantial drop in footfall.  |
| **Strategic Aims and Objectives of the CRP**  | The CRP fully supports the four pillars of the Community Rail Development Strategy - 1. Providing a voice for the community
2. Promoting sustainable and healthy travel,
3. Bringing communities together
4. Supporting social and economic development.

The four pillars will be developed through the key objectives of the Crewe to Manchester CRP: 1. Promoting and supporting our local rail operators/rail services to raise their profile and encourage their use for benefit of residents, visitors, and business, to rebuild patronage post Covid.
2. Improving stations along the route to improve facilities and become more gateways aligning with local regeneration aspirations
3. Strengthening working relationships with existing stakeholders and developing new partnerships.
4. Encouraging and supporting regeneration and social inclusion along the service routes and particularly within the catchment area.
5. Creating initiatives and events to promote and support tourism initiatives that benefit the rail service, especially for leisure use.
6. Supporting integrated and sustainable transport links to the railway, including bus, taxi, and active travel through cycling and walking. In so doing underpin efficient interchange and active travel plans.
7. Remove barriers to travel for those who find accessing services difficult.
8. Working with local schools served by the line encouraging them to promote rail as a green choice for travel and develop awareness/ knowledge of using stations and rail services safely and responsibly.
9. Promote the concept of Community volunteering in general, and Community Rail in particular by encouraging the creation of new Friends Groups, supporting and strengthening existing ones, and working with other volunteer groups such as Men in Sheds, In Bloom and the Samaritans
 |
| **TOCs and Partners involved with delivery of the CRP** | * Northern: Chris Jackson - Regional Director Christopher.jackson@northernrailway.co.uk
* Owain Roberts - Regional Stakeholder Manager Owain.Roberts@northernrailway.co.uk
* Rebecca (Becky) Styles - Communities & Sustainability Manager Rebecca.styles@northernrailway.co.uk
* CrossCountry: Jody Ball - Stakeholder Liaison Manager jody.ball@crosscountrytrains.co.uk
* Avanti West Coast: Jo Buckley - Community Manager joanna.buckley@avantiwestcoast.co.uk and Matthew Worman - Regional Growth Manager matthew.worman@avantiwestcoast.co.uk
* TransPennine Express: Daniel Fox – Community Manager

Daniel.Fox@tpexpress.co.uk * Network Rail: Danielle Lahan – Customer Account Manager danielle.lahan@networkrail.co.uk
* Transport for Greater Manchester: Mark Angelucci: Mark.Angelucci@tfgm.com
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| **Major Infrastructure or Operational issues affecting the CRP Line(s) which could affect its ability to deliver activities over the next 12/18 months**  | * Following on from the implementation of December 2022 timetable recommendation by the Manchester Recovery Task Force (Feb 2021 review) all appears to be running smoothly, though it should be noted that industrial action hasn’t made it easy to make comparisons with the pervious timetable. The CRP monitors and welcomes feedback regarding timetable changes and passes on any comments received onto the relevant TOC. It will work with other stakeholders, including in particular TfGM, to monitor the consequences of proposed and actual timetable changes to ensure a balanced benefits to the whole route (as far as practicable).
* Industrial action that began in 2022 and is currently ongoing has caused major disruption across the entire rail network.
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| **Number of Hours of CRPO time available**  | John Kenny – 11/22hrs week Sarah Morgan – 16.5/33hrs week **Total – 27.5 hours** |

**Section 2: Activities**

\*Progress KEY: (**Red** = Immediate attention, **Orange** = On target, **Green** = Completed, **Purple** = Planned, not started, **Blue** = On hold, Black = Long term scheme)

| **No.** | **Main Objective or Activity** | **Specific Tasks and Initiatives**  | **Link to DfT / CRP strategic aims** | **Expected outcome and how we will measure that it has been a success** | **Delivery date, size, Progress Key** | **Lead by** | **Resources required e.g. staff, funding, volunteers, cost, in-kind, partners.** | **Ongoing progress update, comments and timescale or completion date of successful activity** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | **Line Re – accreditation/Governance of Community Rail Partnership** | Complete Activity Plans, annual reports and policy reviews for both lines. Quarterly Steering Group meetings are heldFinance reports are provided on a quarterly basis and an annual budget is prepared  | All | Re-accreditation has been achieved. Representatives of community groups are invited to attend and are involved in the steering group.The CRP is able to manage its budgets effectively | June 2023Medium  | CROs, Chairs of CRPs | Staff, volunteers for the management of the Steering Group.  | Accreditation meeting to be requested following the AGMMeeting booked for 8th August 2023 with prep meeting on 18th July. |
| 2 | **Work with volunteers / Friends of Groups**  | Work with Friends of Groups to identify improvements, projects and activities where support is required.  | 1,3/1,9 | The successful completion of small station projects and resolution of smaller problems.  | Ongoing Medium | CROsNorthern Trains | Budget allocated for all Friends’ Groups. | Meeting with the CRO’s, Northern and the Friends of Groups have made a welcome return and are taking place on a quarterly basis.The outcomes and proposals from the Quarterly meetings are supported and progressed as practicable. Meetings are ongoing on a 3-4 month basis and with regular correspondence between meetings. The next group meeting is scheduled for 26th Oct 2023 and provisional dates set for Jan 2024.  |
| Inform groups of funding opportunities from CRP for small projects and other sources of funding  | 1,3/1,9 | Larger station projects are undertaken with additional funding. | Small Ongoing | CROs  | Volunteers and staff time. Other identified pots of funding  | Volunteer led, from Friends of Groups, but support by CROsStation group are reminded regularly reminded of funding opportunities, from the CRP, and other funders.  |
| Promotion of activities and opportunity to be involved. Groups mentor new volunteers/friends’ groups. Develop a mutually supportive working relationship with existing Station Friends Groups and underpin their development.  | 1,3/1,9 | New friends’ groups are formed at unadopted stations on the line. Groups extend projects to other stations.  | OngoingSmall | CROsStation group reps |  | Emails of Station group reps are shared and groups emails will be shared once permissions have been obtained |
| Support and funding of a music train (Possibly Crewe- Handforth) | 1,3/1,9,5 | Music trains will attract new passengers and support local venues and musicians (number of attendees to measure success) | End of 2023Medium |  | Funding and support with set up. Promotion of events.Events to be volunteer led. | Manchester International Festival may be a partner in music trains.Working group of interested parties to be formed if enough interest in progressing |
| 3  | **Marketing and Comms**  | Website is refreshed and information updated in a timely manner Website is renewed | All | The CRP websites holds current & relevant information. <http://www.crewe2manchesterrail.org.uk/><https://stationconnections.co.uk/>  | Ongoing Small | CROs,  | Cost of webhostingStaff time to send updated informationFunding for new sites.  | Receive regular updates from a number of Station Friends of Groups which are posted onto website Several discussions have taken place on renewing the style / format of the current website and quotes have been obtained. Decisions need to be taken on how to proceed - This will be discussed at the next SEMEC CRG meeting on 07-09-23 |
| New social media sites are set up and promoted.   | All | The CRP has Twitter accounts for each area and these receive interaction and increases numbers following the accounts. Develop awareness and use of social media by all partners. | OngoingSmall | CROsFriends of groups,Stockport Council comms and marketing officer | Cost of media management platform (£300pa for each CRP), Staff time | Twitter accounts are used regularly. C2M – 487 followers on 14/04/23 (SEM has 111)As of 18/07/23 C2M has 492 followers (SEM has 135)  |
| Press releases are sent to local and regional papers on the line regarding updates and projects  | All | To enable increased awareness of the CRPs and Community Rail. Channels of communications with the community and promotion of events | When required  | CROs  | Staff/ Partners / Friends of Groups communicate regarding projects  |  |
| Printing and distribution of timetable leaflets - 5000 copies of December 2022 timetable | 1,2/1,7 | Passengers have up to date information in printed format  | Ongoing Small  | CROs | Staff timeFunding for printing  | Problem with Northern printable timetable - not possible to print The CRP would need to arrange its own design/file for the timetable to progress this.  |
| Line maps to be printed for each station |  | Line maps are installed at each station | MediumDec 23 | CROsNorthern | Staff timeFunding for printing | Northern have agreed this project – final design tbc |
| Noticeboards for CEC stations as and when required.  |  | Stations are able to display up to date local and line information for the benefit of rail users, station visitors and the local area.  | SmallAs required | CROsStation groupsNorthern | Funding Staff time | Chelford and Holmes Chapel need new boards. Emails to be sent to confirm if other boards are needed.  |
| Engagement with marketing campaigns with partners |  | Work with TOCs and CRN marketing teams to align campaigns and messages | Small-mediumAs required | CROs | Stockport Council  | Community Rail Week 2023 will take place Monday 22 to Sunday 28 May with the theme ‘Connecting Communities by rail’See comments below re exhibition/promotion at Man Picc during CR Week  |
| Promote our stations as gateways to new places and new experiences.Work with TOCs marketing teams to align campaigns and messages. | 2/1,5 | Measurable development in leisure journeys and the use of promotional tickets etc. | SmallAs available | CROs | CRO core activity TOC marketing | Quarterly Impact reviewOngoing use of website and Twitter to promote CRP activities, connections with stations and link in with CRN campaign.  |
| Budget for artwork donations |  | Promotion of community rail and support of local charities | SmallAs required | CROs | £1000 |  |
| 4 | **Station Walking route guide**Promote the use of stations to access areas suitable for leisure walking. | Work with local walking groups (inc disability groups) to jointly promote both guided and self-guided walks.Guide to be produced similar to the MCCRP walks guides. Onward Travel posters at each station (with line guides)  | 2/5,6 | Creation of a walking and routes guide established new partnerships with community groups.Poster are installed to promote active travel. | OngoingSmall | CROs + Task and Finish | Core CRO + Task and Finish volunteer group | A number of walking leaflets have been produced by Friends of Groups Inc Romiley & Marple. CROs are working with Mid Cheshire and North Cheshire to bring together accessible walks.A design brief for walks has been put together after meeting with CEC PROW officer.  |
| 5 | **Sandbach cycle path** | Apply to CRDF for funding to develop cycle path in partnership with STC |  | Stage 1 of the project is costed and funds are approved.  | TBC | CROsSandbah Town Council | Funding - CRNStaff time |  |
| 6 | **Supporting the Cheshire Best Kept Stations Team** | Attending meeting with other CRP officers and event organisers to plan the delivery of the awards | 1,3/8,9 | To provide motivation and rewards to Station Groups. Station groups receive awards and local publicity is generated.  | OngoingSmall  | CROs & CBKS Steering Group | Staff and volunteer time | The 2022 Awards successfully delivered on 16/3/22 and early planning underway for 2023 Awards. AGM on 9th MayCROs continue to attend meetings and support with judging of stations and the organisation of the CBKS awards.  |
| 7 | **Station Connections Artwork Exhibitions** | Organise and display the complete Community Line Art Collection at different venues throughout 2023Plans to exhibit at Manchester Piccadilly, Bolton and Stockport Stations | 2,4/5,9 | To promote the Community Line Art Project, Stations and Friends of Groups along the CRP  | Nov 2023Medium  | CROs, local artist and gallery venues plus Friends of Groups  | Staff time, funding for the completion of framing of artwork. Time to deliver and set up artworks to venues  | Station Connection display boards to be exhibited at Mcr Piccadilly Station (25-26th May) Discussions are currently taking place for the art collection to be displayed at Stockport Gallery, provisional date for July’23. Discussions have also taken place re exhibiting at Hyde shopping Centre & Astley Cheetham Art Gallery – Dates TBC Man Picc exhibition took place during community rail week (May ’24). No further exhibitions are currently planned. Licence for artwork to be discussed with SEMEC CRG  |
| 8 | **Community Art Project – Stockport Train Station Edgeley Approach**  | To complete the project by organising the scanning/photography, printing and display of artwork submissions.A brochure of artworks will also be produced for the artwork.  | 1,3/1,2,4,7,8 | To promote train travel by improving the look of the station approach. Increase awareness and encourage increased train travel with the Community / Voluntary Groups & schools involved in the project.The artwork will be displayed as a long term display on the Edgeley approach at Stockport Station.  | Initial installation of 5 pieces of artwork to be completed by the end of 2023  | CROs, Avanti, Network Rail, SMBC, Mid Cheshire CRP, Community Groups Schools  | As this is a long term and scale project a number of resources will be needed in order of this to be achieved - Staff time, funding, volunteers, costs, in kind, partnership  | Funding awarded, from Avanti, has enabled Art for Recovery in he Community (ARC) to hold workshops, with people from varies age groups, to produce artwork for the project. As well as including members of the wider community from individual artists, schools, a Guides group, and groups from Walthew House. Advertising consent is required once artwork is selected for each location/panel.Network Rail landlord’s consent application for the installation has been approved. Next steps: - Continue and conclude discussions with Avanti and Network Rail re installation of artwork. Following a change in staffing, only 5 pieces will be installed initially. Meeting with Avanti on 4th May to confirm positions. Meetings have taken place with partner organisations and agreement reached on the installation of all the artwork. An installation survey is to take place in the autumn of ’24 and in the meantime all the artwork files have been transferred over to Eamonn Murphy for adding of window frames. The artwork still needs to be collected for scanning and adverting consent still needs to be completed.  |
| 9 | **Feel Good Experience school trips** | Work with Project Officer at Community Rail Lancashire to identify schools and experiences.Use Avanti grant to fund trips to Food Sorcery cookery school in Didsbury.  |  | Children from the local area will experience the FGFT and local businesses will benefit from trips brought into the area.  | End of 2023Small | Community Rail Lancashire CROs | Staff timeFunding is in the ear marked reserves for this project. Local councils including Crewe Town Council. | CTC have provided school contacts for the project and other local schools that have connected with the railway previously have been sent information about how to get involved with the trips. We are in regular contact with David Savage, CRO FGE trips, and have assisted with the facilitation of a number of the trips. Contact has also been est. between David and Crewe Town Council and there is enough funding left from the original allocation to support one last trip  |
| 10 | **Rail Safety Books – Arlo’s Adventure** | Budget of £4000 towards books for distribution to primary schools within 1 mile of the railway or engage with CRPs, and station groups which work with local schools. | 2,8 | Increase awareness of rail safety by schools which are close to the railway.  | Spring - summer 2023 Small | CROs | Funding £4000Storage for booksPlan for distribution of booksCRO time | Order to be placed through CRL - PO requested from SMBC. A total of 8,000 books have been delivered on 12/07/23. Schools and partners to be contacted regarding numbers and plan made for distribution. |
| 11 | **Community Funding** | Promotion of small and large grants to community groups within the CRP area.  |  | CRP funding will support more groups and a more diverse range of projects.  | March 2024 for 23-24 funding.Medium | CROsManagement and Steering Groups | Staff timeSMBC finance department Councils and local volunteer groups to support with promotion | A draft funding policy is going through a final review in February 2023.Once finalised, an EOI application will be widely promoted, after the 23-24 budget has been approved. As of July 2023 - On hold due to change in CR funding. XCountry and TPE funding has not been received. |
| 12 | **CRO Skills Development** | SMBC Training courses are attended as requiredCRN courses and conferences are attended as needed for projects and other identified training needs are identified through the staff Personal Development Review (PDR) processWord Press training for new websites.  | All | Mandatory annual courses are completed with SMBCAll identified training needs will be met and confirmed through the PDR completionCROs will be confident to use the website.  | OngoingSmall | CRO Manager – SMBCCRNIT training provider/website developed | SMBC fund internal course.CRN bursary available for additional courses with fees if required. Management and staff time to identify needs and attend courses | Completed a number of mandatory training courses provided by Stockport Council.(Inc GDPR training) CROs attended a number of Community Rail Network webinars SM – Completed Carbon Literary Training  |
| 13 | **British Sign Language - work towards a trial or implantation at local stations** | Raise awareness of need for BSL by engagement with stakeholders and BSL user groups.Attendance at XCountry access forum |  | Stakeholders have an increased awareness of BSL and work towards implementing BSL at stations and on services where this has not yet been considered.  | Ongoing project to increase awareness. No set delivery dates at present.  | CROs | Walthew HouseLB FosterTOCs | We have seen the BSL information screens in action at Manchester Airport, been made aware of a similar trial at Man Picc station and are trying to organise some basic BSL training for staff at Stockport Station. This has been hampered by staff changes at Walthew House, who would provide such training and issues around funding for such training.  |
| **R** | **Crewe Heritage Centre – programme of CRP events** | Work with Debbie Goldsmith to provide a programme of engagement events at CHC |  | Wider promotion of CHC and the CRP  |  |  |  | Two events were held at CHC during 2022 - an exhibition of artwork in May and the Big Draw in October |
| **R** | **Line Anniversary (180th)** To create a series of events to mark the 180th anniversary of the line’s construction | Celebratory days at various stations. To promote both Com Rail and rail travel. | 2,4/5,9 | Raise awareness of the local rail services, railway heritage and Community Rail.Attendance at events, media coverage. |  |  |  |  The CRP has not been involved with this project but will promote as per item 3CRO & Chair of SEMCRG attended the official launch of the exhibition for 180th anniversary of Crewe Works. A quantity of the Arlo Rail Safety books have been delivered to the HC for its weekly activities, for primary school aged children, over the summer holidays and working with NR to supply further resources.  |
| **R** | **Dementia Friendly Crewe & Stockport** Create an easy to navigate station, with good staff awareness | Station Audit by Dementia Support Group. Followed by an action plan and to include lessons learnt from Crewe Research disused rooms at Stockport station for potential support space like the Calm Corner at Crewe | 3,4/7 | Creation of a station that can be used by people with cognitive challenges.Creation of a calm space for people with additional cognitive/emotional needs.  |  |  |  | Remove item – not actioned due to other projects. This was brought over from previous CRO. |
| **R** | **Goostrey Station** | Support the group to add an accessible toilet to the station building | 4,2 | The station building will have a toilet which enables a wide range of community groups ot use the art studio |  |  |  | Remove item – advice given on funding sources but not funded by the CRP due to business holding lease |
| **R** | **Chelford Station** | Support the development of a business case for community use for the disused station building | 3,4/1 | The station building becomes a community ‘hub’ in the village.  |  |  |  | Remove item – Northern are advertising the building for a commercial lease only |
| **R** | **Station Gateways**Promote our stations as gateways to new places and new experiences. | Work with TOCs marketing teams to align campaigns and messages |  | Measurable development in leisure journeys and the use of promotional tickets etc. |  |  |  | Remove itemOngoing use of website and Twitter to promote CRP activities, connections with stations and link in with CRN campaign.(under item 3) |
| **R** | **Locality Campaigns**Promote local rail activity | Promote local events as a reason to travel into an area by train  | 1-4/1,5 | Increased discretionary travel to local stations. |  |  |  | Remove itemIncluded in item 3 - promotion through social media  |
| **R** | **Crewe station – ongoing anniversary projects** | Work with Avanti and NSCRP on projects and activities to promote and enhance the station.  |  | Projects are completed  |  |  |  | Remove itemWorking with Avanti at Crewe and NSCRP re 185th of first train through Crewe – ongoing project/ Stickers were designed and CRP. This linked in with events including HOD tour and Big Draw event at CHC organised by our CRP. No significant progress made with any projects at Crewe station.  |

**\*Progress KEY:** (**Red** = Immediate attention, **Orange** = On target, **Green** = Completed, **Purple** = Planned, not started, **Blue** = On hold, **Black** = Long term scheme)

**Section 3: Sharing Good News Stories! 23-24**

| **Activity** | **Description of Activity Outcomes and Links to Media Coverage or Websites** |
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**Section 3: Sharing Good News Stories! 22-23**

| **Activity** | **Description of Activity Outcomes and Links to Media Coverage or Websites** |
| --- | --- |
| **Crewe Heritage Centre ‘Station Connections’ exhibition and art activity – May 2022 (Community Rail Week)** | In May 2022, the CRP held an exhibition of entire collection of the Station Connections artwork at Crewe Heritage Centre. This was promoted as part of the Community Rail week. As part of the exhibition, the CRP also funded an art activity with Goostrey artist, Debbie Goldsmith. The Station Connections artwork remained on display at the Heritage Centre until August. |
| **Crewe Heritage Centre - Big Draw activities** | In October 2022, the CRP worked with Debbie Goldsmith to put on activities as part of the National “Big Draw”. Debbie ran a workshop for two days at Crewe Heritage Centre and visitors could take part in giant train themed colour by numbers and dot to dot activities.  |
| **Handforth trail – August 2022** | The Friends of Handforth Station worked with the CRP to provide the Handforth Art Trail using the Station Connections artwork collection. The CRP loaned the framed artworks and printed stands as well as donating Station Connections posters for competition prizes.  |
| **New station adoption group at Wilmslow** | The CRP has worked to build relationships with existing group as well as supporting new groups. The Wilmslow in Bloom group had been working unofficially at Wilmslow Station and the CRP supported the group to become the official Northern station adoption group. |
| **Community Rail Network Awards - Goostrey** | Both the Crewe2Mcr and The South East Mcr Community Rail Partnerships hosted tables at the awards which included places for representatives of Friends Groups to attend. The Friends of Goostrey Station were shortlisted for two categories in the CRN awards and were joint winners of the prestigious Outstanding Contribution to Community Rail award, as well as winning the Most Enhanced Railway Spaces award and achieving second place in the photo category for ‘Best Image Capturing the Essence of Community Rail’. The CRP funded the printing of the winners’ brochures for the Friends of Goostrey Station as only digital copies were made available.  |
| **DfT Accreditation** | In June 2022, the CRP achieved its first DfT Accreditation following support from the CRN. It has since worked to address the actions set out in the post accreditation report.  |
| **CRP restructure and wider engagement** | Following the restructure of the CRP in early 2022 to include an overarching management group, the South East Manchester Community Rail Group (SEMEC CRG), the CRP has met regularly and has also engaged more widely with community stakeholders including local councils within Cheshire East. The Crewe to Manchester CRP has invited town and parish councils to become members of the steering group and has built strong connections with Sandbach and Crewe Town Councils.  |
| **Cheshire Best Kept Station Awards 2022**  | A number of stations Friends of Groups, from the Crewe2Mcr CRP, were successful at this years CBKS awards. Handforth – Cheshire East Award, Heaton Chapel – TfGM Award, Reddish South – John Hobbs Award, Sandbach – Best Staffed Station Award, Goostrey – Best Unstaffed Station, Holmes Chapel – Northern Promoting Rail Award, Stockport Station – High Commended in the Avanti Sustainability Award, Community Rail Network Award for Community Engagement – Rose Hill, Art Project Award – Woodsmoor, Queen’s Platinum Jubilee Award – Romiley Station, with Wilmslow Station being Highly Commended in this category, and the Rising Star Award – Alderley Edge. The Awards evening has generated a lot of publicity including this press release by Stockport Council - <https://www.stockport.gov.uk/news/six-stockport-stations-scoop-up-gongs-at-best-kept-station-awards-event> |

Note: Good news stories will be transferred into annual reports. The above period covers April 22 to March 23.

**Section 4: Approval and Monitoring**

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| **Plan Approved by**  | **Signed** | **Date** |
| **Chair of CRP Management Group:** *Keith Whitmore* |  |  |
| **Chair of C2M CRP:** *Mark Barker* |  |  |
| **CRP Officers:** *Sarah Morgan and John Kenny* |  |  |
| **TOC:** *Northern Trains Ltd* |  |  |
| **TOC:** *Avanti West Coast Ltd* |  |  |
| **TOC:** *CrossCountry Trains* |  |  |
| **TOC:** *Transpennine Express* |  |  |
| **Review Period** | *Quarterly*  | *3rd August 2023* |