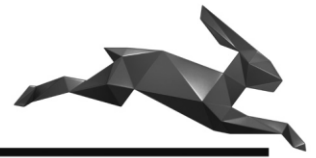


***Greater Anglia
Station Social and
Commercial
Development Plan -
update***

April 2025



Greater Anglia Station Social and Commercial Development Plan (SSCDP) April 2025

This document is an update of Greater Anglia's annual Station and Social Development Plan (SSCDP) for Year Five of the National Rail Contract - April 2025 to March 2026. It provides the basis for stakeholder engagement over station development schemes and initiatives across our network. It outlines our strategic approach to station schemes and partnering with third party organisations and stakeholders to deliver schemes that benefit both passengers and the wider community. As such it details the framework and guidance against which we will develop and progress projects. Clearly, we will provide localised, project-specific information to stakeholders relating to individual schemes which we are developing with them.

A1. Objectives of the Greater Anglia SSCDP

The SSCDP provides the framework by which:

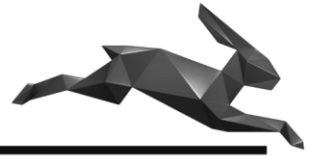
- Stakeholder aspirations are captured
- Priorities are set
- Conflicting or overlapping proposals for change can be resolved.

It is reviewed every year and updated to create a rolling plan so that everyone will know what is being done and what is aspirational and the likely timescales.

It links directly to our Station Asset Management Plan (SAMP) which is our central controlling plan for all changes to the Station portfolio enabling the guiding principles in our vision to be followed and consulted with stakeholders. Work planned in the SAMP will be added to our SSCDP schedule, planned, resourced, with details subject to consultation with stakeholders, before being agreed with the DfT and implemented.

A2. Greater Anglia Stations vision

Our vision is to provide a station environment that becomes the new benchmark for a quality customer station experience, which complements our passenger service and provides welcoming, bright, well-presented, accessible, inclusive, and contemporary community spaces for our customers, irrespective of whether they travel on our services. Our stations will meet the differentiated needs of our customers and will be fitting gateways to the communities we serve. They will open rail travel to all.



A3. Dependent documents and policies and process

The following documents and policies form the foundations to our plan for stations. They are available as reference documents and can be obtained from the Asset Management Director.

- Accessible Travel Policy
- AEA station standards
- Commercialisation strategy
- Community Lettings Policy
- Brand standards
- Diversity and Inclusion Strategy
- Environmental and Energy Policy statement
- Passenger Charter
- Safety policy statement
- Diversity & Inclusion Policy (incl. Equality Impact Assessments)

This SSCDP will be fully drafted with detailed station plans added each year. There is an annual cycle of consultation, delivery, review, and further planning.

The Station Development Process flowchart below sets out how the SSCDP compliments the overall development planning and station master planning processes which in turn, through consultation with our stakeholders informs the SAMP.

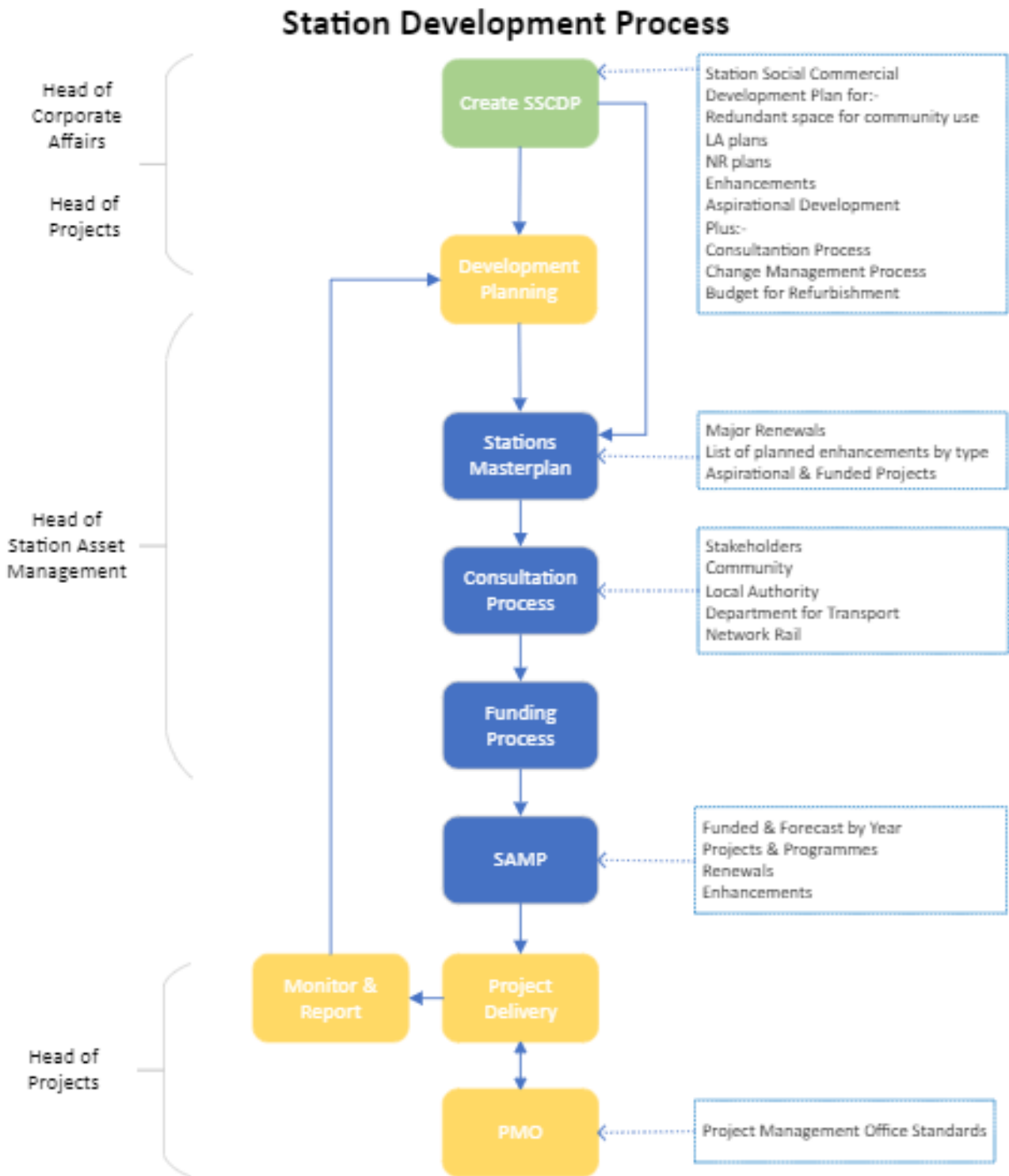
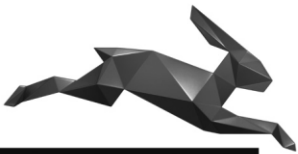


Fig 1: Station Development Process



A4. Change control process for the live plan

The SSCDP is the responsibility of the Asset Management Director who shall have control over changes to the agreed plan. All significant changes shall be subject to board and DfT approval after appropriate consultation.

A5. Customer satisfaction - CEP scores and targets

Our SSCDP is designed to improve our customer satisfaction scores and we will monitor progress against our targets for station services. Greater Anglia’s Customer Experience Board meets every period to review our Station Quality Regime performance and feedback from social media, Wavelength (independent body), our We’re All Ears survey and general complaints received by our Shared Services Centre. All station enhancements derived through the SSCDP have a positive impact on SQR scores in the categories of Station Ambience & Assets, Cleanliness & Graffiti and Station Information.

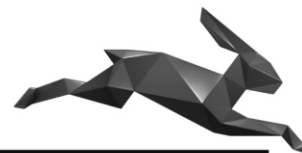
A6. Community lettings – specific station strategies

Greater Anglia has responsibility for several former station buildings which have been vacant for some time. They are vacant because there is no operational requirement for their use or had previously been sublet on commercial terms and are current vacant. Greater Anglia welcomes interest from community groups and local initiatives to bring these buildings back to life.

During the course of Year Four of the NRC, Greater Anglia has developed individual station strategies for some 20 stations that contain vacant buildings or rooms that have the potential to be sublet on either commercial terms supporting premises for a business or non-commercial terms for community use. The stations that have had individual strategies produced are:

Alresford	Elsenham	Thetford
Attleborough	Enfield Lock	Thurston
Brandon	Great Bentley	Trimley
Bury St Edmunds	Harling Road	Weeley
Colchester Town	Rochford	Wivenhoe
Diss	Saxmundham	Wymondham
Dovercourt	Stowmarket	

The strategies are designed to inform potential funders or interested parties in a tenancy of the building and clearly set out the opportunities and challenges the vacant buildings have, including an estimate of costs where refurbishment or remedial works might be required. Detailed information related to the station location, operational lease boundaries, location and layout plans, an assessment of asset condition, recent facilities management interventions, a commercial property review assessing the potential for let or disposal, and any planning or listed building consents/constraints are all reported.



REPORT

The contents of these station strategies are available on request and have supported specific stakeholder engagement activities concerning Brandon station and Trimley station during Year Four. It is Greater Anglia's intention that in conjunction with commercial marketing of these vacant buildings, the strategy reports form the basis of informing interested parties in our vacant estate and helps Greater Anglia seek alternative sustainable uses for vacant, former operational buildings.

A7. Station Investment

Current programme of renewal and enhancements

We are committed to a wide range of facility and service improvements to improve the passenger experience at our stations. In the period April to November 2024, we delivered 45 projects and are projected to complete a further 19 projects before end of March 2025. A selection of the projects delivered in 2024/25 is shown below.

Station	Project description
Access for All	Completion of detailed design and commencement of construction of a new footbridge with lifts providing step free access for Stowmarket station.
Changing Places Toilets	A partnership project with Muscular Dystrophy UK to construct Changing Places enhanced toilet facilities at Audley End and Gt Yarmouth stations which will give confidence to passengers with significant physical disabilities that rail travel can cater for diverse needs.
Colchester decked car park demolition	Removal of a legacy decked car park at Colchester station and construction of at-grade parking with re-established accessible parking and cycle parking facilities.
Critical platform repairs	Platform copper replacements at Broxbourne, Cheshunt, Sawbridgeworth and Stansted Mountfitchet. Platform renewal at Trimley. These projects are critical to maintaining a safe platform to train interface for passengers and staff.
Heritage stations	Railway Heritage Trust co-funded renewals of heritage assets at Lowestoft (entrance canopy), Stowmarket (work necessary to heritage building emerging from footbridge installation) and painting refresh at several stations in heritage colour palates.



REPORT

Station	Project description
Marks Tey footbridge repairs	Replacement of life expired bridge deck on passenger footbridge at Marks Tey necessary for connections to and from Sudbury branch line services.
Passenger toilet facilities	Refurbishment and modernising of passenger toilet facilities at Bishops Stortford, Cambridge, Great Yarmouth and Wickford which are key passenger experience touchpoints and impactful to SQR scoring.
Passenger waiting shelters	Additional passenger waiting facilities at Brimsdown and Northumberland Park ensuring station users have adequate waiting facilities out of the elements.
Wickford redevelopment	Procurement of a design and build contractor and commencement of detailed design surveying prior to construction in 2025/26.

Future programme

We are finalising our programme of ongoing investments in the network through the Annual Business Plan process with the Department for Transport. This will be finalised prior to the beginning of the NRC Year 5 in April 2025.

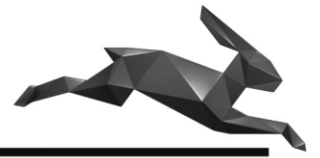
A8. Stakeholder engagement

Greater Anglia currently runs an extensive stakeholder communications programme, which includes regular engagement regarding station assets. It is through this regular engagement that we will consult on our SSUDP plans with stakeholders and work with them on their aspirations for our stations.

This is primarily conducted through the Greater Anglia Integrated Transport Forum held quarterly which brings together representatives from local transport authorities, passenger user groups, community rail partnerships and other train operators that share use of Greater Anglia's stations.

On a project-by-project basis Greater Anglia engages extensively with its local transport and planning authorities and holds close relationships with each.

Greater Anglia has been an active partner in public meetings seeking to find an alternative use for vacant buildings at Brandon station which has led to a relaunch of the Friends of Brandon local station user group



REPORT

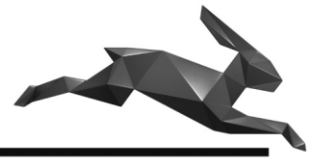
that seeks to establish a local sustainable use for the building. GA has provided extensive asset management information related to the building including costs related to repairs required so local interested parties have a sense of scale when undertaking fundraising activities. Asset information has also been released to local authorities interested in a similar project at Trimley station in Suffolk. More generally, the asset information held by Greater Anglia will be released on request to interested parties established through general engagement with local transport and planning authorities.

As part of the formation of the Request for Business Plan (RfBP) 2025/26, Greater Anglia specifically engaged with the five main local transport authorities of Cambridgeshire & Peterborough, Essex, Hertfordshire, Norfolk and Suffolk in October 2024 to record local aspirations and funding opportunities to complement the RfBP submission.

Engagement highlights

Some engagement highlights include:

- Co-working with Essex Highways as it embarked on its Levelling Up Fund regeneration of the street areas adjacent to Greater Anglia stations at Dovercourt and Colchester Town.
- Access for All announced schemes for step free access solutions at Colchester and Wymondham which were the product of close engagement with local stakeholders and funders at Essex and Norfolk county councils respectively.
- Joint working with Network Rail's Town Planning team to protect railway assets from being Listed as a part of an application to add London Stansted Airport to the National Heritage List for England.
- Being an active partner in the public forums held to discuss a locally driven future use for Brandon station building.
- Providing technical inputs to local transport integration schemes supporting the Harlow Gilston Garden Town that will increase passenger footfall to Harlow Town and Harlow Mill stations.
- Inclusion of two Greater Anglia case studies in a Rail Delivery Group report showcasing inward investment potential with Greater Anglia's Asset Management Director hosting the RDG national Stations Summit in York in October 2024.
- Phase 2 of the Fenland Stations Regeneration Programme beginning which will see up to £3million third party investment in passenger facilities at Whittlesea station in Cambridgeshire.
- Securing an Immunity from Listing for Elsenham station building which opens the potential for land adjacent to the railway station to be redeveloped in support of local aspirations.



Ongoing Engagement

We have several avenues through which to engage with our stakeholders. All of which are used to engage on the SSCDP and to ascertain the following:

1. Stakeholder opinion on our existing station investment plans, including concerns, opportunities, and priorities for investment.
2. Whether they have their own independent station improvement aspirations and can identify third party funding to deliver them.
3. Whether they know of any appropriate social use at their local stations (if social space has been identified from our space audit).

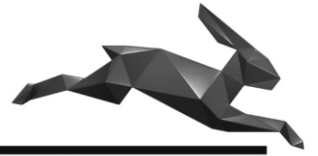
Our Customer and Community Engagement Manager and our Asset Management Relationship Manager both engage with stakeholders on a regular basis - whilst some additional liaison also takes place through Area Customer Service Managers and the Head of Corporate Affairs. At the regular meetings our Customer and Community Engagement Manager will raise the SSCDP as an agenda item to consult on the objectives discussed above. The Partnerships Manager role, for which has been recruited and the incumbent is now in post, is intended to add extra resource to increase the number of schemes that can be funded and progressed.

We have held regular stakeholder advisory board meetings during the Greater Anglia franchise, at which station investment has been a key topic for engagement. Memberships of these boards are comprised of all county local authorities, rail user representatives, Local Enterprise Partnerships (to be succeeded by local strategic business boards, and passenger watchdogs. We also liaise closely with Transport East as the sub-national transport body taking a strategic role in transport development across our region.

Specific focus is given to the plan at meetings with local authorities, when consulting with them, on local and regional economic development plans as we must ensure our station facilities meet the expectations of the projected growing population.

We also engage with our vulnerable passenger stakeholder groups through our Accessibility Panel, a joint initiative with c2c, which is managed by our Accessibility Manager. This group meets quarterly. We have a commitment to work with these stakeholder groups and we will do what we can to support vulnerable groups to improve access to rail.

In addition, we have regular engagement with our Community Rail Partnerships (CRPs) and recently consulted them over our community rail priorities for 2025/26 and, whilst this was an all-encompassing consultation, rather than station-specific, it provided a further opportunity for comments on station issues. This engagement involved both an emailed request and a session at our annual community rail conference on 15/11/2024. CRPs have helped deliver improvements to signage, information and even



REPORT

some facilities at stations (e.g. the Lowestoft community hub), so we will continue to look at opportunities that they might help progress.

Our Corporate Affairs and Asset Management teams work with stakeholders to ensure any plans held within our SSUDP improve station integration with other modes of public transport, providing a more environmentally sustainable journey experience for our customers. A quarterly Transport Integration Forum started in Autumn 2017 and provides the opportunity for relevant stakeholders relating to these issues to be consulted on these plans.

A9. Conclusion

We have made further significant progress in upgrading our stations and actively engaging with stakeholders to prioritise and guide our plans, as well as secure third-party funding wherever practical. Over the next year will be continuing to improve station standards in proactive partnership with our stakeholders and partner