

2020

Norfolk Rail Prospectus



Executive Summary

Rail is vitally important to the county of Norfolk. **There has been an increase in passenger numbers at 24 of the 31 stations within Norfolk in the last five years.** Rail provides links for business and leisure trips to London, Cambridge, Peterborough and other major centres. Rail also serves important commuting links, especially into Norwich from Sheringham, Great Yarmouth and Lowestoft.

The population of Norfolk is forecast to grow and there is a large amount of housing and jobs growth planned in the county. People are becoming increasingly mobile, travelling further for leisure trips or into work, we expect rail usage to increase even further. This will increase the need for further investment into rail to ensure that it can rise to the challenge.

Norfolk County Council works closely with the rail industry, stakeholders and rail users. The Council understands the existing issues and the pressures likely to surface in the future.

This prospectus sets out what we feel is required to make sure that rail can serve the needs and expectations of passengers, and to ensure that it continues to support Norfolk's economy and helps deliver the housing and jobs growth planned.

Our priorities include:

- Faster journey times on all routes
- Half hourly frequencies on the King's Lynn to London and Norwich to Cambridge lines
- Earlier and later trains on all routes
- Station and accessibility improvements
- New track capacity at Ely and on the Norwich to London line
- New station near Broadland Business Park in Norwich
- New passenger services between Cambridge and Oxford (East West Rail)
- Dereham to Wymondham mainstream passenger line in the longer term

Across the network

This section summarises what the county council considers is required across the whole of the network to ensure that rail can effectively serve the needs of people and businesses.

The essentials

- Earlier and later trains on each route
- Step-free access to and between all platforms
- Stations to be well maintained
- Good standards of cleanliness to be maintained, especially toilet facilities at stations and the inside of trains
- Rail industry staff to provide high quality customer service including train conductors walking through trains

- A consistent, seven day a week operation of rail services. Where the railway is planned to be closed, passengers should be made aware of this when purchasing tickets and this should be to be widely communicated

Passenger service levels

- Reduce overcrowding and increase route capacities
- Provide passengers with a greater choice in terms of a range of destinations, frequencies and times of travel
- Improve inter-regional and cross-country connectivity

Rolling Stock

- Successful roll-out of new rolling stock on Greater Anglia franchise services
- Longer trains on the King's Lynn via Cambridge to London King's Cross line
- Additional capacity on Norwich to Nottingham (East Midlands) services

Journey times

- Faster journey times and better-quality travel experience
- Investment in route infrastructure necessary to deliver faster journey times and provide greater network resilience

Punctuality and reliability

- Short-term reliability and punctuality to be higher than 93%, as measured by the industry's performance measures
- A move towards less disruptive and frequent engineering work, less reliance on bus replacement services, and more direct diverted services when engineering work does take place planned shut downs are advertised in advance

Ticket sales and fare structures

- Make ticket sales and fare structures simpler for the public to understand, both in ticket machines and online
- Retain, as far as is practicable, face-to-face contact for ticket sales. Our preference would be for staff at stations, or other means of face-to-face ticket sales like the use of retail outlets
- Introduce smart integrated ticketing across rail and bus services

Stations and interchanges

- All stations – inside and out – to be maintained to a reasonable state of repair
- Retain ticket offices at the larger stations
- Staff presence with ability to sell tickets at medium-sized stations
- Conveniently located bus / taxi pick-up and set-down facilities outside stations
- Direct and safe pedestrian and cycle routes to adjacent residential areas and businesses
- Rail stations sign-posted from convenient locations like town centres, and signs to facilities at the rail stations including national trails and cycle networks and other long-distance routes that are not national trails eg Wherryman's Way, Angle's Way and Weaver's Way
- Bring empty buildings back into re-use (even if not for rail-related use)
- Railway station travel plans at stations
- All stations to have facilities including CCTV and cycle racks

- Adequate, covered waiting facilities at all stations
- Improved connecting bus and rail services to create a 'virtual' branch line to market towns in the county not connected by rail
- Secure covered cycle parking at stations
- Better integration between the station and onward travel to town centres
- Passengers expect alternative facilities (eg lifts) to be provided where there's a need to cross rail lines on a bridge
- Improved station access, information, environs and facilities
- Developing Park and Rail at key strategic locations would be an efficient and effective way to increase rail travel and encourage modal shift
- Adequate car parking facilities to cater for demand
- Expansion of PlusBus to all market towns in the county not served by rail

Community Rail

- Commitment to funding and other resources for Community Rail as part of train operator's franchise commitments

Network expansion, new inter-regional services and new stations

- Continue to support East West Rail, linking Norwich, via Cambridge, to Oxford to improve connections between East Anglia and central, southern and western England
- Continued liaison with promoters of private railways to provide support and advice where appropriate, although in the short-term at least resources cannot be provided
- Long-term, consider feasibility of mainstream passenger services to Dereham utilising existing private rail line
- New station near Broadland Business Park

Rail Freight

- Accommodate the needs of freight on the network and manage the interaction with passenger services.

Line by line issues and priorities

Norwich to London Liverpool Street line (Great Eastern Mainline)

Norwich> Diss> Stowmarket> Ipswich> Manningtree> Colchester> Chelmsford> Shenfield> Stratford> London Liverpool Street

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (parent company Abellio)
- Franchise expires 2025
- Services to London every 30 minutes (more at peak times)
- New rollingstock to be rolled out during 2020
- 90-minute journey times introduced on limited number of services

Priorities

Norwich to London Liverpool Street priorities	
	<ul style="list-style-type: none">• 90-minute journey times at least hourly• Franchise commitment of 20-minute service frequency introduced• Additional services, to provide more capacity, delivered at southern end of route• Investment in route infrastructure necessary to deliver faster journey times, greater network resilience and additional services• Improved station access, information, environs and facilities• A move towards less disruptive and frequent engineering work, less reliance on bus replacement services, and more direct diverted services when engineering work does take place• Maintaining and improving inter-regional and cross-country connectivity• Smart, mobile and integrated ticketing• Improvements to stations

King's Lynn to London King's Cross line

King's Lynn > Watlington > Downham Market > Ely > Cambridge North > Cambridge > London King's Cross

Existing operations

- Operated by Govia Thameslink Railway (Great Northern)
- Franchise expires 2021
- Hourly services to London from King's Lynn (mostly half hourly at peak times)

NB: Two southbound and three northbound services run to/from London Liverpool Street during Monday to Friday peaks, operated by Greater Anglia. All other services run to/from London King's Cross.

Priorities

King's Lynn to London King's Cross priorities	
	<ul style="list-style-type: none">• Half-hourly frequency, King's Cross-Cambridge-King's Lynn, throughout the day• Longer trains to serve King's Lynn to provide additional capacity• Reduction in journey times• Infrastructure improvements at Ely to allow half hourly frequencies, and at station platforms and level crossings for longer trains

Norwich to Cambridge line

Norwich> Wymondham> Spooner Row> Attleborough> Eccles Road> Harling Road> Thetford> Brandon> Ely> Cambridge

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (Parent company Abellio)
- Franchise expires 2025
- Services every hour
- New rolling stock being introduced
- Services to be extended to Stansted Airport

Priorities

Norwich to Cambridge priorities	
	<ul style="list-style-type: none">• Half-hourly frequency or at a minimum rescheduling the Norwich to Nottingham services on the half-hour to allow regular clock-face ½ hourly services with a change at Ely (on Nottingham services)• Faster journey times: routine journey times between Norwich and Cambridge to be 70 minutes• Improvements to stations• Electrification in the medium term

Norwich to Nottingham/ Liverpool Lime Street line

*Norwich> Wymondham> Attleborough> Eccles Road> Harling Road> Thetford>
Brandon> Ely> Peterborough> Nottingham> Sheffield> Manchester Piccadilly>
Liverpool Lime Street*

Existing operations

- Part of the East Midlands Railway franchise, now run by Abellio, from August 2019 until 2027
- Services every hour
- Direct Norwich to Liverpool services will cease and be replaced by Norwich via Nottingham to Derby services

Priorities

Norwich to Peterborough/ Liverpool Lime Street line priorities	
	<ul style="list-style-type: none">• Faster journey times• At least maintain quality of rolling stock• Better connections with East Coast Main Line services at Peterborough• Good connections at Nottingham for onward services to the west when direct Liverpool connection cease

Norwich to Sheringham line (Bittern line)

*Norwich> Salhouse> Hoveton and Wroxham> Worstead> North Walsham> Gunton>
Roughton Road> Cromer> West Runton> Sheringham*

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (Parent company Abellio)
- Franchise expires 2025
- Services every hour
- New rolling stock being introduced

Priorities

Norwich to Sheringham line (Bittern line) priorities	
	<ul style="list-style-type: none">• Reduced journey times• Longer-term: increased frequency to half hourly, initially to North Walsham• Improvements to railway stations• New station at Broadland Business Park, Norwich

Norwich to Great Yarmouth and Lowestoft (Wherry lines)

Norwich> Brundall Gardens> Brundall> Lingwood> Acle> Great Yarmouth

Great Yarmouth> Berney Arms> Reedham

*Norwich> Brundall Gardens> Brundall> Buckenham> Cantley> Reedham>
Haddiscoe> Somerleyton> Lowestoft*

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (Parent company Abellio)
- Franchise expires 2025
- Services to Great Yarmouth every hour (30 minutes at peak times)
- Services to Lowestoft every hour
- New rolling stock being introduced

Priorities

Norwich to Great Yarmouth and Lowestoft (Wherry lines) priorities	
	<ul style="list-style-type: none">• Good connections at Norwich• Reduced journey times• Improvements to railway stations, priority Great Yarmouth station and surrounds

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Chapter 1: Purpose of the Prospectus

The **purpose of this Rail Prospectus** is to set out Norfolk County Council's requirements from rail to serve the needs of the county. We will use it in our dealings with government, train companies, Network Rail and other stakeholders to get the best for the people and businesses of Norfolk. We have prioritised our prospectus recommendations into three categories:

- **Short-term:** Deliverable between 2019-2024 or work to commence to allow delivery within the medium to long-term
- **Medium-term:** Deliverable between 2024-2029 or work to commence to allow delivery within the long- term
- **Long-term:** Deliverable post 2029.

The [Norfolk and Suffolk Economic Strategy](#) and the [Integrated Transport Strategy for Norfolk and Suffolk](#) have been produced to help secure funding for infrastructure and other schemes in Norfolk and Suffolk to encourage and support economic growth. Strategic infrastructure needs and constraints for Norfolk are set out in the [Norfolk Strategic Infrastructure Delivery Plan](#) which is updated annually.

There has been significant progress since the publication of the Norfolk Rail Prospectus in 2013, this is covered in chapter 3.

Figure 1 below shows the locations of all 31 stations in Norfolk.



Figure 1: Norfolk rail stations and routes

Chapter 2: Key drivers of rail in Norfolk

Rail is vital to the success of the county, providing an important link for businesses and leisure trips. Rail connects businesses to markets, customers and partners. It also connects businesses with labour markets; enabling people to commute by rail into work.

Whilst rail has this vital role, investment is required to ensure its services develop so that it provides the capacity, reliability, comfort and convenience to meet these needs; now and in the future.

The county council does not run the rail services. The services are run via a complicated process involving government, private companies and stakeholders. As this Prospectus is being produced, we are awaiting the outcomes of the Williams Review. This might lead to radical changes to how rail services and the infrastructure are delivered.

This Prospectus sets out the investment that we believe is required in rail for the county. Our requirements are realistic, evidence-based, and take account of government objectives for rail, the financial frameworks, and delivery mechanisms.

Strategic influences

This section talks about the strategic influences and how they have helped to shape the Prospectus.

Connecting people: a strategic vision for rail 2017

[Connecting people: a strategic vision for rail](#)

Government's vision for rail in the short-term is:

A more reliable, efficient and modern railway delivered by joined up local teams.

- A step-change in renewals to maintain safety and improve reliability: efficient asset stewardship on an increasingly busy network
- The next generation of passenger service contracts: sustainable commercial contracts, securing joint working and quality for passengers
- A new generation of long-term integrated regional rail partnerships, working to aligned objectives, focussed on passenger needs
- New connections and new capacity, delivering today's projects and advancing the next generation of rail schemes
- New partners for infrastructure development, design and delivery and encouraging and facilitating market-led proposals for rail enhancements
- New sources of funding and financing unlocking improvements

The document focuses on the following areas:

1. A more reliable railway - making the most out of the existing network
2. An expanded network - invest in capacity and forge new links between places
3. A better deal for passengers- improve the customer experience
4. A modern workforce - improved skills, diversity, training and development
5. A productive and innovative sector

Williams Rail Review the Role of the Railway in Great Britain

[The Williams Rail Review](#)

The Williams Rail Review was established in September 2018 to look at the structure of the whole rail industry and the way passenger rail services are delivered. The review will make recommendations for reform.

The review's findings and recommendations were due to be published in a government white paper in autumn 2019 with reform beginning in 2020, but the timetable has been affected by the December 2019 general election.

[The user experience of the railway in Great Britain Evidence paper 2019](#) shows that the East of England region has the third highest total passenger journeys by region in Great Britain with 189m in 2017-18 behind only the south east (304m) and London (927m).

Users with mobility difficulties made around two and a half times fewer trips per year on average than those with no mobility difficulty in 2017. These groups have a range of needs that require a robust strategy to improve accessibility. These go beyond providing step-free access, to include improvements such as signage for wayfinding, customer information and facilities (for example toilets), and staff training.

Inclusive Transport Strategy 2018

[Inclusive Transport Strategy 2018](#)

This was published in July 2018 and sets out government's plans to make the transport system more inclusive, and to make travel easier for disabled people. While it is focused on the inclusion of disabled people, many of the improvements will also benefit other travellers. Government's ambition is for *'disabled people to have the same access to transport as everyone else, and to be able to travel confidently, easily and without extra cost. By 2031, we envisage equal access for disabled people using the transport system, with assistance if physical infrastructure remains a barrier.'*

For rail, the document sets out that government:

- Wants to see more staff on the railway to provide assistance to travellers
- Recognises the importance of inclusive rail infrastructure and accessible facilities on board trains. By 2020 all passenger trains will have to meet modern accessibility standards including the provision of wheelchair spaces, audio visual passenger information systems, priority seating and accessible toilets

High Level Output Specification 2017

[High Level Output Specification](#)

The High Level Output Specification sets out what the Secretary of State wants to be achieved by railway activities during the review period covering 1 April 2019 to 31 March 2024. It includes a Statement of Funds available during this period. The Statement is different from previous ones in that its emphasis is on operations, maintenance and renewal of the existing railway over the coming five-year Control

Period and does not commit to infrastructure enhancements. These are dealt with separately. Government has introduced the RNEP process (Rail Network Enhancements Pipeline). This process provides for a rolling programme of investment. The approach is based around five stages each separated by formal investment decision gateways: Determine, Develop, Design, Deliver and Deploy. The decision taken at each gateway will be whether or not to proceed to the next stage for the project.

Transport East Strategic Transport Plan

[Transport East](#)

Transport East is the Sub-national Transport Body (STB) covering Norfolk, Suffolk, Essex, Thurrock and Southend-on-Sea. It is one of seven STBs nationally. It is developing a transport strategy. To date it has identified three key themes that will provide an overarching narrative for the strategy:

- Global Gateways: Better connected ports and airports to help UK businesses thrive and boost the nation's economy through greater access to international markets and facilitates Foreign Direct Investment.
- Multi-Centred Connectivity: Enhanced links between our fastest growing places and business clusters; enabling the area to function as a coherent economy and improving productivity.
- Energised Coastal Communities: A reinvented, sustainable coast for the 21st century which delivers on our ambition to become the UK's foremost all-energy coast, as well as a competitive visitor offer.

Norfolk and Suffolk Economic Strategy 2017

[Norfolk and Suffolk Economic Strategy](#)

The Norfolk and Suffolk Economic Strategy is a shared endeavour between businesses, education providers, local councils, the voluntary and community sector and is led by New Anglia LEP. It focuses on the actions we need to take in the coming years to help secure long-term success.

The Strategy wants Norfolk and Suffolk to be:

- The place where high growth businesses with aspirations choose to be
- An international facing economy with high value exports
- A high performing, productive economy
- A well-connected place
- An inclusive economy with a highly skilled workforce
- A centre for the UK's clean energy sector
- A place with a clear, ambitious offer to the world

The Strategy identified the importance of Norwich to London services in 90 minutes, East West Rail and Norwich/ King's Lynn – Cambridge/ Stansted corridors. It notes rail commuting is increasing. Rail use in the region has increased significantly since 2010, particularly on the direct commuting lines to Cambridge. Almost 35,000 workers commute to Norfolk and Suffolk every day, primarily from East Cambridgeshire and Colchester. Ely Area Enhancements are also seen as key to helping to region.

Integrated Transport Strategy for Norfolk and Suffolk 2018

[Integrated Transport Strategy for Norfolk and Suffolk](#)

The Strategy looks ahead to the 2040s but focuses on the actions that need to be taken over the next three to five years to help secure the foundations for long-term success. It is a dynamic and living blueprint to guide the work and investment of many interested partners.

The Strategy seeks to ensure a better connected rail network to London, Cambridge, Peterborough and the rest of the country that is resilient to future changes, through the delivery of schemes like the Eastern Section of East West Rail (to leverage the benefits from investment in the Oxford – Cambridge – Milton Keynes arc), key upgrades such as Trowse Bridge in Norwich, Ely Area Enhancements, Haughley junction, loops south of Colchester, the introduction of digital signalling as well as improved regional route journey times through infrastructure upgrades by strengthening relationships with Network Rail, franchise operators and potential third party funders.

A Rail Prospectus for East Anglia 2014

[A Rail Prospectus for East Anglia](#)

The region-wide rail prospectus outlines several key strategic priorities for East Anglia. Norfolk, Suffolk, Cambridgeshire and Essex County Councils along with district councils, MPs and LEPs jointly produced the Rail Prospectus for East Anglia. The Prospectus identified regional rail priorities.

The following high-level priorities are of direct benefit to Norfolk:

- Norwich in 90
- Half hourly services to King's Lynn throughout the day served by high quality trains
- Half hourly services between Norwich and Cambridge
- Upgrading Ely North Junction
- Maintaining Norwich to Liverpool Lime Street
- Expanding London Liverpool Street Station
- East West Rail
- New rolling stock
- Branch Line improvements
- Smartcard ticketing
- Services that are more reliable and punctual
- Refurbished stations
- Increased parking capacity and accessibility to platforms at stations

Together, for Norfolk. An ambitious plan for our County 2019- 2025

[Together, for Norfolk](#)

Together for Norfolk is Norfolk County Council's six-year business plan. It outlines our priorities and how we will work with partners to boost the economy, support our communities and protect our environment. The plan states that infrastructure should

be in place to support housing developments, inward investment and sustainable growth. There should also be easy access to the county, good transport, fast internet and strong mobile network to help businesses connect with each other.

Norfolk Local Transport Plan 2011- 2026

[Norfolk Local Transport Plan](#)

The current Local Transport Plan sets out the strategy and policy framework for transport in the county up to 2026. Connecting Norfolk is driven by the views of local people and stakeholders.

This Prospectus will need to help deliver Connecting Norfolk. Of particular relevance is Policy 7, which deals directly with strategic connections within Norfolk.

Policy 7: Strategic Connections

To bring about an improvement in journey time reliability in and around Norfolk, local agencies should work together to enhance the strategic network, which includes:

- *The Norwich to London rail line, providing links to London and the south*
- *The Norwich to Cambridge and Peterborough rail line, providing links to the Midlands and the north of England*
- *The King's Lynn to London rail line, providing links to London, the south and Europe via St Pancras / Thameslink*

The Local Transport Plan is currently being reviewed.

Norfolk Strategic Infrastructure Delivery Plan 2018- 2028

[Norfolk Strategic Infrastructure Delivery Plan](#)

The plan pulls together information on the key infrastructure needed to deliver economic growth in Norfolk. It is a working document that will be reviewed on a regular basis as information becomes available and projects progress through to delivery. The plan will help Norfolk County Council and partners to co-ordinate implementation, prioritise activity and respond to any funding opportunities. It identifies Norwich in 90, Ely Area Enhancements, East West Rail, a new rail station at Broadland Business Park and improvements to Great Yarmouth Rail Station as key strategic infrastructure.

Norfolk Strategic Planning Framework 2018

[Norfolk Strategic Planning Framework](#)

The Framework provides a structure for tackling planning issues across the county of Norfolk, especially those which have a strategic impact across local authority boundaries. It includes guidance relating to housing, economic growth, infrastructure and the environment.

The report states Norfolk's infrastructure is comparatively under developed compared to many other parts of the wider South and East of England. Cross county

trips tend to be slow and unreliable and rail journey times from London were comparable to places in the north of England such as York and Warrington. Many of the key road and rail links connecting Norfolk to the rest of the UK are still in need of improvement as are many of the links within the county.

Norfolk has a limited rail network, meaning that many of its towns are not served by rail. Also, the services offered provide a very limited range of destinations and frequencies. Services to the Midlands and Home Counties are poor. Whilst rail generally provides faster journeys to other major centres compared to road, average rail speeds compare poorly with connections between major centres out of the county.

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Figure 2: National rail lines serving Norfolk

Chapter 3: Partnerships and progress

Since the last Norfolk Rail Prospectus 2013 there has been a significant amount of progress.

Rail Partnerships

Norfolk County Council is engaged in several partnerships pushing for improvements along various routes as shown in *Figure 2* above.

East West Rail

Norfolk County Council is a member of the East West Rail Consortium which consists of local authorities and businesses and has been campaigning for East West Rail since 1995. The route will link Oxford, Milton Keynes, Cambridge, Norwich and Ipswich. The Consortium works closely with government, the East West Railway Company, Network Rail and others to ensure its full potential is realised.

More information can be found at <https://www.eastwestrail.org.uk/>

Transport East Sub-National Transport Body

Norfolk County Council is a member of Transport East. As a partnership, the forum brings together the local transport and planning authorities, and business leaders with Network Rail and Highways England. It enables the region to speak with one voice for the transport infrastructure investment needed to drive transformational growth.

More information can be found at <https://www.transporteast.org.uk/>

Great Eastern Mainline Task Force

Norfolk County Council is a member of the Great Eastern Mainline Task Force which is campaigning for improvements along the Norwich to London Liverpool Street route. The campaign was launched in 2014. In autumn 2016, a new £1.4billion franchise was awarded to Abellio to run train services in our area. This new franchise included commitments to new rolling stock and some services of 90-minutes from Norwich each day. The Task Force was chaired by Priti Patel MP until her appointment as Home Secretary in July 2019. Government and industry experts from the Department for Transport and Network Rail also support the Taskforce. The campaign for improvements on the line has a strong backing of over 100 of the region's most senior business and education leaders, representing more than 111,000 employees and students and more than 1,600 commuters and rail users.

More information can be found at <https://newanglia.co.uk/great-eastern-rail-campaign/>

Ely Task Force

The Ely Area Task Force brings together MPs, local authorities, New Anglia LEP and the Cambridgeshire and Peterborough Combined Authority to push the case for significant investment and improvements at Ely.

New Anglia Transport Board

The Transport Board brings together a wide range of transport stakeholders from across the region. It provides a strong voice for the area to ensure we can secure the best for the area and deliver the ambitious objectives included in our Norfolk and Suffolk Economic Strategy and Integrated Transport Strategy.

More information can be found at <https://newanglia.co.uk/local-transport-board/>

Community Rail Norfolk

Norfolk County Council also supports the work of Community Rail Norfolk:

- Bittern Line Community Rail Partnership- <https://www.greateranglia.co.uk/about-us/community-rail-partnerships>
- Wherry Line Community Rail Partnership- <https://www.greateranglia.co.uk/about-us/community-rail-partnerships>

These are discussed in chapter 6.

Rail Progress

Greater Anglia Franchise

In October 2016 Abellio was confirmed by the Department for Transport as the operator of the new nine-year East Anglian rail franchise. The new franchise will deliver the following improvements, some of which have already been delivered, see below:

- More services and faster journeys across the network, including two 'Norwich in 90' trains each way per day and average journey times to Ipswich falling from 73 to 64 minutes
- Replacement of the entire fleet of trains with 1,043 brand new carriages. These will all be in service by the end of 2020
- Investment of £60 million in stations, including the redevelopment of five stations including Cambridge
- Better connections, with Lowestoft linked directly to London by four trains each way per day, and Norwich to Cambridge services extended to Stansted Airport every hour
- Faster services between Cambridge and London
- Doubling the Peterborough to Ipswich service to hourly
- Working with Network Rail to implement specific schemes to drive up performance and reliability throughout the franchise
- 55% more seats into London in the morning peak period, and 1,144 extra services per week on the network
- A better ticketing system for customers, including extension of smartcards, the introduction of flexible 'carnet' tickets, lower fares on the Stansted Express and automatic delay-repay for seasons and advance purchase ticket holders
- New signals and electric barriers
- Changes to the timetable to allow more frequent and faster routes

Several improvements have already been made these include:

- 30 four-carriage electric trains were refurbished to include air conditioning, Wi-Fi and new seats. These run from Southend, Braintree and Ipswich to London,

providing extra capacity. The remainder of the fleet has been refreshed. 27 of the existing trains have also experienced modifications to become fully accessible to disabled customers

- More than 70 additional carriages were introduced in January 2017 to provide more capacity and more seats on West Anglia and Great Eastern Main Line routes
- All stations have been refreshed or refurbished and received a deep clean
- Ticket machines and new digital customer information screens have been installed at most stations
- 1,800 additional car parking spaces and 4,000 additional cycling spaces
- All trains which operate out of London Liverpool Street have been fitted with Wi-Fi, and those trains currently with Wi-Fi have had the system upgraded
- There has been enhanced support for the region's Community Rail Partnerships
- £2.75m is available each year to spend during the franchise on further schemes to enhance the customer experience and improve the communities we serve
- New website and online price promise
- Advance tickets can be purchased 10-minutes before departure
- Club 50 off-peak discount scheme has been launched
- Tickets and train times are available from mobiles or tablets
- Smart Card validators are installed
- Singles and returns available on Smart Card
- Free Wi-Fi is available on all commuter trains

King's Lynn to London King's Cross

Great Northern has announced the intention to introduce longer eight-carriage services. These are dependent on infrastructure improvements, which government has recently committed to.

Watlington Rail Station car park has been expanded.

Cambridgeshire

The Ely Area Task Force was established in 2016 and has been campaigning for Ely Area Enhancements. There has been an £8.8m cash injection from the two Local Enterprise Partnerships and the Strategic Freight Network into study work looking into improvements at Ely.

A new station at Cambridge North opened in May 2017.

Norwich to Great Yarmouth/ Lowestoft

The Great Yarmouth rail station forecourt has been improved and there is a new right turn out of the station, making it easier to access.

Network Rail is spending £68m to replace Victorian signalling equipment with a computer-based system between Norwich, Great Yarmouth and Lowestoft.

Norwich to Sheringham

A new 80 metre platform has been installed at Sheringham Rail Station to accommodate the new Greater Anglia trains in 2019.

Chapter 4: The baseline situation

This chapter summarises the baseline situation, including:

- The current pattern of services
- The available capacity of the network in relation to travel demand
- How the network is currently performing in terms of key indicators including
- passenger satisfaction, reliability, punctuality, journey time and accessibility issues and facilities at railway stations

Key facts

Norfolk is served by two rail links from London: London King's Cross- Cambridge-King's Lynn (NB: a few services from London Liverpool Street serve this route); and London Liverpool Street-Ipswich-Norwich. East-west links are provided by the Norwich-Ely-Cambridge and Norwich-Ely- Peterborough-Liverpool services. Passengers out of the county can change trains at Ely and / or Peterborough to get to other major centres in the Midlands or north of England. Services originating from stations in Norfolk are shown in *Figure 3*.

Within the county, lines connect Great Yarmouth, Lowestoft and Sheringham to Norwich.

Changing trains at stations on the Norwich to London line provides onward connections to places on the east coast including Felixstowe and Southend. The introduction of Crossrail services on this line, and Thameslink services on West Anglia, will ultimately provide links from Norfolk to destinations including the major London airports of Gatwick and Heathrow, High Speed 2 (London- Birmingham-Scotland), the south coast and the south west. There is an existing connection with HS1 (London to Europe) at Stratford, but no current international services stop there.

However, even with such service improvements, rail connectivity into and within the county remains relatively poor. There are relatively few destinations directly served by rail – especially east-west – whilst *Table 1* below shows that journey times are lengthy, with locations much further away from London having shorter rail journeys than those from London to Norwich or King's Lynn.

Many journeys require a trip into London to catch the onward train; for example, journeys to Cardiff, Bedford or Oxford. Access to Stansted, the closest major airport is poor (although this will be improved with the current Greater Anglia franchise). It is served only by hourly services from the north and requires a change of trains at Ely. Travel time is some 1 hour 45 minutes from Norwich. Until the completion of Thameslink and Crossrail, journeys to destinations south or southwest of London – such as Heathrow, Gatwick or the south coast – will require using the London Underground tube network.

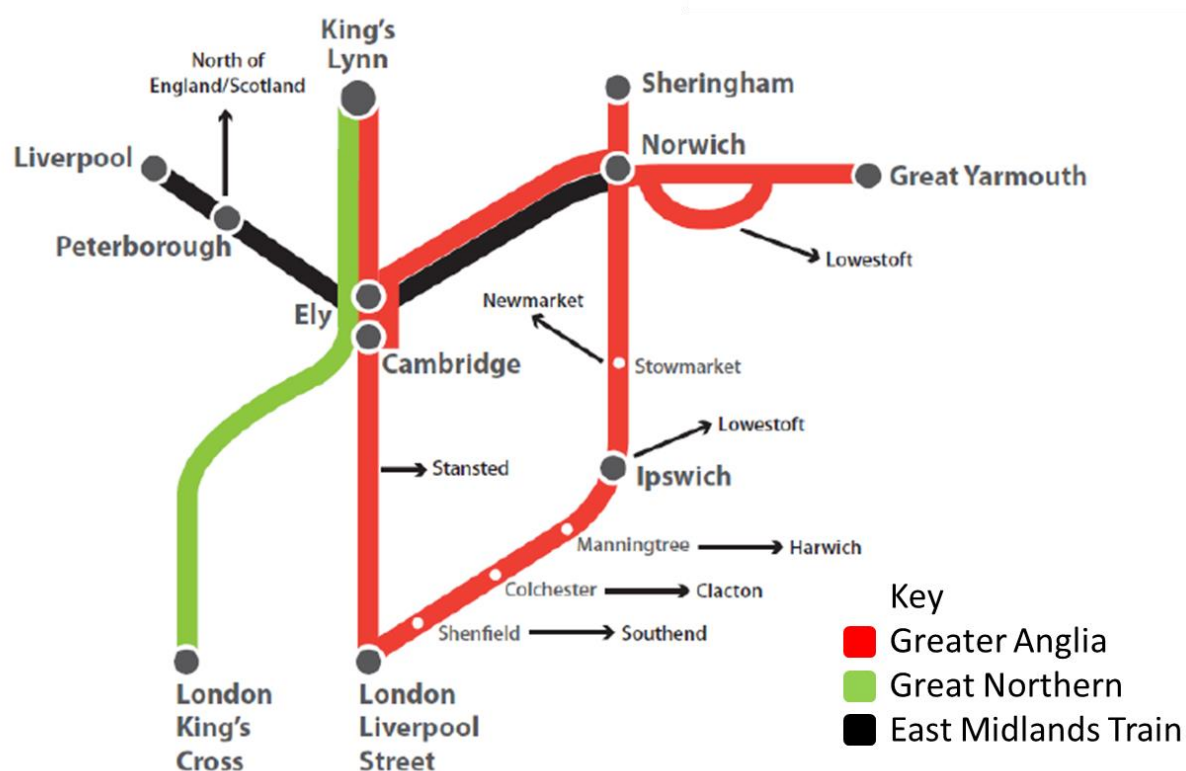


Figure 3: Services originating from stations in Norfolk

Table 1: Typical rail and road journey times

Journey	Distance (miles)	Typical train journey time (frequency)	Road Journey time	Speed	
				Rail	Road
Norwich to London	114	2hrs (every 30 mins)	2hrs20	57mph	49mph
King's Lynn to London	103	1hr50 (30mins peak times; hourly out of peak)	2hrs25	56mph	42mph
Great Yarmouth to London	130	2hrs40 (hourly)	2hrs35	49mph	50mph
York to London	202	2hrs (30mins)	4hrs	101mph	51mph
Peterborough to London	85	1hr (10mins)	2hrs	73mph	43mph
Oxford to London	58	1hr(15mins)	1hr20	46mph	44mph
Southampton to London	82	1hr25 (15mins)	1hr55	58mph	43mph
Nottingham to London	127	1hr50 (30mins)	2hrs40	69mph	48mph
Edinburgh to London	416	5hrs (30mins)	7hrs15	83mph	57mph
Norwich to Cambridge	66	1hr20 (30mins)	1hr25	50mph	47mph
Norwich to Peterborough	82	1hr30 (hourly)	1hr50	55mph	45mph
Norwich to Birmingham	163*	4hrs(30mins)	3hrs05*	41mph*	53mph*

Source: * AA route planner and Trainline.

Within the county, very few of the market towns have rail services. Of the 21 recognised market towns, only nine have rail connections. Connectivity between market towns, unless they are on the same line, is very poor. For example, a trip

from Downham Market to Thetford, which would take around 30 minutes by car, would take anywhere from 1hr to 1hr30 by train, dependent on the connections.

Frequencies

Table 2 below shows that the Norwich to London line benefits from the most frequent services, having half hourly services throughout the day. Although London services from King's Lynn are every half hour at peak times, they are only hourly throughout the rest of the day; like the Great Yarmouth to Norwich service patterns. Although there are two services each hour from Norwich to Ely, with one of these continuing to Cambridge and one to Liverpool via Peterborough, these leave 10-15 minutes apart, meaning that they do not offer a true half hourly service. Both Sheringham and Lowestoft have hourly services from Norwich.

Table 2: Service frequencies

Route	Frequency
Norwich to London Liverpool Street	Every 30 minutes
King's Lynn to London King's Cross	30 minutes peak/ hourly non- peak
King's Lynn to London Liverpool Street	Infrequent
Norwich to Cambridge	Hourly
Norwich to Peterborough/ Liverpool Lime Street	Hourly
Norwich to Sheringham	Hourly
Norwich to Great Yarmouth	30 minutes peak/ hourly non- peak
Norwich to Lowestoft	Hourly
Norwich to Great Yarmouth via Berney Arms	Infrequent

Stations

There are 31 rail stations in the county. The majority of these are rural, unstaffed stations. Although the key stations are in the major settlements of Norwich, King's Lynn and Great Yarmouth, data on station usage shows Diss and Downham Market are the third and fourth most used stations in the county respectively, after Norwich and King's Lynn (shown in *Figure 4* below). This demonstrates the importance of the lines to London, and that travellers are drawn to stations from a large rural catchment, meaning it is important that there are good onward travel links to and from stations. Because of the rural nature of the county, much of this onward travel might be by car, requiring the provision of car parking facilities at stations. However, there is also a need to consider interchange between rail, bus, coach and taxi services. People without access to a car can find it difficult to get to stations, limiting their ability to get to employment or other opportunities. Many of the stations do not offer the facilities and conveniences expected by customers. Most are unstaffed; many do not have adequate facilities for waiting, toilets or information; and some are inaccessible to people with mobility problems or even for those carrying heavy luggage.

A table of facilities can be found in *Appendix 2* and a table of station usage at all 31 stations can be found in *Appendix 3*.

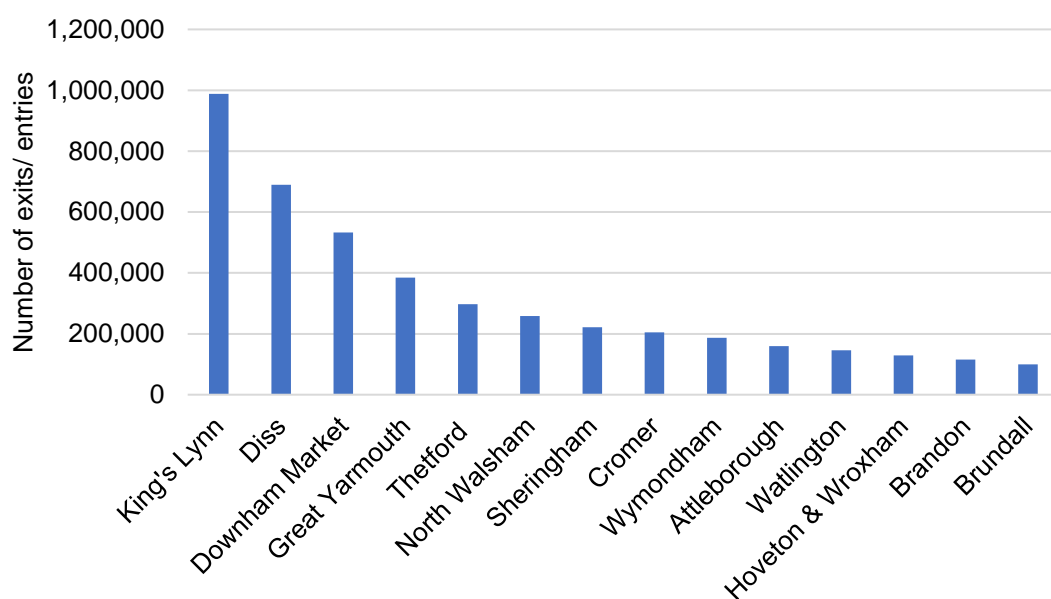


Figure 4: Usage of main stations in Norfolk 2017/18.

NB: Excludes Norwich. Usage at Norwich 4,156,302.

Source: Office of Road and Rail

Passenger Satisfaction

Transport Focus is the independent passenger watchdog for Great Britain and provides information about passenger satisfaction for the rail industry.

[Passenger Focus's National Rail Passenger Survey – NRPS – Autumn 2018](#)

research indicated the biggest impact to rail passengers dissatisfaction was:

- How train companies dealt with delays
- Punctuality and reliability
- Level of crowding
- Journey length
- Frequency of trains on the route

All data reported below is taken from this survey.

Nationally the percentage of journeys rated as satisfactory overall was 79%. Greater Anglia received the lowest rating of the three rail operators in Norfolk with 73%. Only two other operators nationally received a lower score. Thameslink was rated 77% for overall satisfaction. These two operators provide all rail services in the county except the Norwich- Peterborough-Liverpool service. East Midlands Trains, the operator of this route, scored 84% (although the franchise for this route will now be run by Abellio).

Punctuality and reliability

As noted above, punctuality and reliability of services is one of the key drivers of satisfaction with rail services. A new suite of metrics to measure train performance began from April 2019:

- The **On Time** punctuality measures the percentage of recorded station stops arrived at 'on time' (early or less than one minute after the scheduled time)
- The **Public Performance Measure (PPM)** records the punctuality of trains (early or less than 5/10 minutes after the scheduled arrival time)
- The **Cancellations** measure is a weighted score which counts full cancellations as one and part cancellations as half.

The latest published statistics are for quarter two 2019-20 (July-September inclusive 2019) and are:

- **On Time** 65.1%
- **Public Performance Measure (PPM)** 87.3%
- **Cancellations** 2.8%

The Office for Road and Rail publishes data for train operating companies for On-Time and Cancellations. These are recorded as Moving Annual Average (MAA). This is shown below although it should be noted that all of these operators provide many services that do not serve Norfolk, so the figures are not necessarily reflective of services into and out of the county.

Table 3: Punctuality of train operators within Norfolk

Operator (all services)	On Time MAA	Cancellations MAA
Greater Anglia	68.3%	2.6%
East Midlands	58.4%	1.5%
Govia Thameslink	71.2%	4.2%

Source: Office of Road and Rail

Chapter 5: The role of rail

This Chapter summarises the wider economic picture for Norfolk and the plans for housing and jobs growth in the county. It brings this together with the baseline information outlined on rail in the previous chapter to summarise

- The importance of rail for the county's economy, and social and
- environmental development
- The headline required services needed for rail to meet this role
- The gap between what is required and what currently exists or is planned

The economy in Norfolk: baseline

In Norfolk the highest number of businesses by industry are found within construction making up 14.3% of Norfolk's total businesses in 2018. This is followed closely by professional, scientific and technical (13.4%).

The biggest employment sectors in Norfolk are health and care, retail, education and construction. Norwich is the county city and home to the county council – as well as Norwich City and Broadland District Council – and is also one of the top 15 retail centres nationally. Norwich is also important to the tourism industry, along with the north Norfolk coast, the Broads and the east coast resorts of Great Yarmouth and Lowestoft.

Other important sectors include manufacturing, agriculture, professional services business service, financial and insurance, and a growing creative industries sector. Areas of engineering expertise are concentrated in Great Yarmouth and along the A11 corridor. The business and professional services sector is of significance in greater Norwich, as is the health and life sciences sector. A sector that is not clearly defined in published statistics, but is of increasing importance to Norfolk, is the energy and renewables sector. Tourism is an important factor for the county.

The county's two largest sea ports are at Great Yarmouth and King's Lynn. Norfolk benefits from an international airport in Norwich. None of these are connected to the rail network, although both ports used to be.

Housing and jobs growth

The locations and quantum of housing and jobs growth planned across the county are shown on *Figure 5 and 6* below. It can be seen from the figures that there is a large amount of growth planned across the county; over 47,000 homes in the next ten years. Many of the housing growth and major employment sites are located within the Norwich urban area, along the A11 corridor (adjacent to the Norwich to Cambridge rail line), and within Great Yarmouth and King's Lynn. Although not shown on the plans, as the amount of growth is below the 500 houses cut-off, there will also be housing growth at most of the larger stations on the Bittern Line to Sheringham. Much of the growth therefore is sited within towns with rail stations.



Figure 5: Spatial distribution of strategic housing

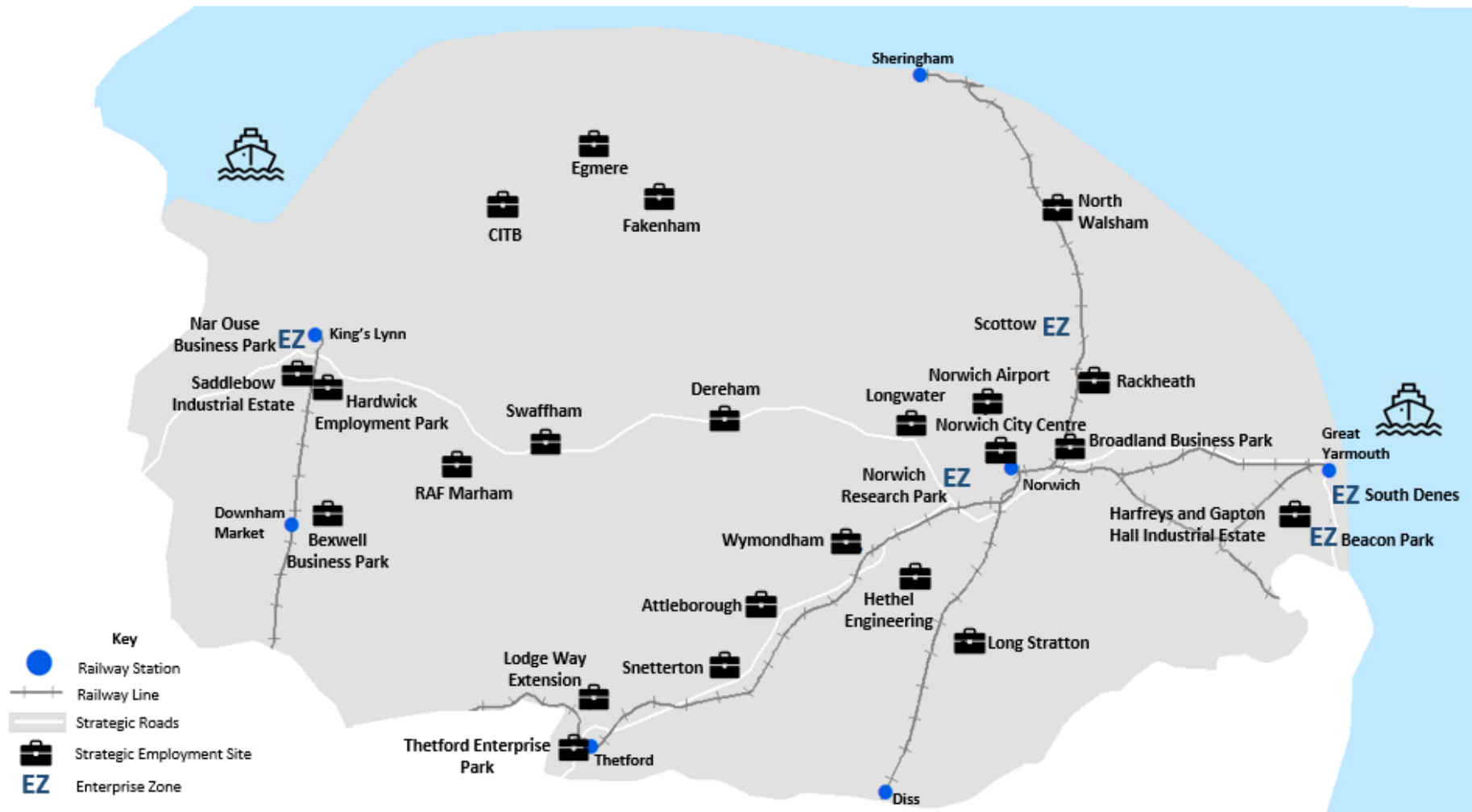


Figure 6: Spatial distribution of strategic employment

The role of rail

Rail is important for a number of reasons, serving trips for business and leisure. The rail network also has a role in carrying bulk freight movements, although within the county at present these are very limited.

Within Norfolk, analysis would suggest the following priorities for rail connectivity:

- Connectivity to London is vital. Most business-sectors will require such connections, but it is especially important for Norwich which has high concentrations of business sectors (financial, creative industries, business services) where such links are vital
- Connectivity to other major centres is important, especially between centres with similar business sectors and innovation-rich businesses. In this respect Norwich to Cambridge connections are important
- Connectivity from Peterborough is important for businesses to make onward rail journeys to the north and west of the country. This might be especially beneficial to people commuting into the area to work in the offshore energy sector
- King's Lynn, with its strong manufacturing base may be more reliant on good freight connections than other Norfolk centres. The developing warehousing / distribution centre at Snetterton may similarly benefit from rail freight connections
- International connectivity by air is important for businesses in sectors such as biotechnology and advanced automotive sectors. Connections might be available through Norwich Airport, although the major London airports will provide a greater range of direct connections. The A11 corridor is a focus for engineering and automotive sectors and has access to Norwich Airport and Stansted via Ely. Rail connections to other major airports are more difficult, involving cross-London travel
- Commuting into the major centres is important. This is particularly the case for Norwich, King's Lynn, Great Yarmouth, and the rail-connected market towns in Norfolk, where rail services open the labour market. Strengthening rail services would open more commuting options particularly into Cambridge. This might be relevant to places like King's Lynn and Downham Market, which have direct rail access to Cambridge, and where house prices are lower
- Rail links to north Norfolk, Norwich and Great Yarmouth could open the tourism market to rail travellers. Similarly, these rail links could be used by heritage rail trips, eg steam train excursions to Sheringham / Holt
- Business states that it is important that workers can use travel time productively. For this reason, rail services need to provide facilities such as wi-fi / mobile phone connectivity, plug sockets and tables to work at

Summary

Comparing these needs against the *Baseline for Rail* in the preceding chapter suggests that there are notable gaps in the rail provision that need filling, including:

- Improving connections to London: Providing adequate reliability, frequencies and capacity is important, especially for Norwich due to key business sector needs
- Improving connections between the major centres
- Improving the range of connections: Rail serves few destinations direct from Norfolk. Connections to other destinations could be improved if there were better rail links. Improving connections at Peterborough will improve train services to the north of England and Scotland

- Poor east-west links
- Journey times which are generally slow when compared to services elsewhere in the country
- Providing adequate capacity for commuting especially into Norwich, King's Lynn and Great Yarmouth
- Facilities at stations: A range of improvements are required including integration with onward travel modes, access for people with disabilities, and customer service facilities
- Passenger satisfaction
- Potential of rail freight. Opportunities might exist at King's Lynn, which has a manufacturing base, and at Snetterton

This is very much a summary of our analysis, which has taken on board – amongst other things – findings of technical reports, passenger, business and other people's comments and opinions, and our own extensive experience of the rail networks. Based on our analysis, we have identified the requirements across the county for rail enhancements. These are shown in the following chapters.

Requirements have been split into two sections:

1. Requirements applying across the network to all lines (Chapter 6)
2. Requirements specific to each individual line (Chapters 7 to 12)

Chapter 6: Network wide priorities

This chapter sets out the requirements applying across the network to all lines. Requirements line-by-line are shown in Chapters 7 to 12.

The essentials

Previous work has suggested that rail travellers expect essential facilities to be provided and maintained to a reasonable standard. That is, they expect good standards of reliability and punctuality; stations and rail carriages to be clean; staff to be available and helpful; and to be able to get to stations and onto trains even if they have a disability or heavy luggage. **The headline essentials** are:

- Earlier and later trains on each route
- Step-free access to and between all platforms
- Stations to be well maintained
- Good standards of cleanliness to be maintained, especially toilet facilities at stations and the inside of trains
- Rail industry staff to provide high quality customer service including train conductors walking through trains
- A consistent, seven day a week operation of rail services. Where the railway is planned to be closed, passengers should be made aware of this when purchasing tickets and this should be to be widely communicated

Whilst, ideally, all stations should have easy access, we realise that there are substantial costs involved in providing facilities such as lifts. We are therefore suggesting that the larger well-used stations be prioritised. Our priorities are to provide step-free access to:

- The Cambridge-bound platform at Wymondham in the short-term, since this platform cannot be reached other than by people able to use steps
- Provide step-free access to, and between, platforms at Diss and Thetford (the largest, most well-used stations where it is not possible to get between platforms at present)

Passenger service levels

- Reduce overcrowding and increase route capacity
- Provide passengers with a greater choice in terms of a range of destinations, frequencies and times of travel
- Maintain and improve inter-regional and cross-country connectivity

Passenger growth on rail services has continued to increase overall although there has been a significant decline in usage at some stations over the past five years, most notably on the Great Yarmouth to Norwich line. There are a number of services that are at, close to, or will be at capacity soon although the introduction of new longer trains will help to alleviate some of this. Within the county, some peak time services on other routes are also already full.

Part of the solution, on some lines, will be to increase the frequency of services. We also see increases of frequency as being an important stimulus to the economies of the towns served. In the long-term we would like to see half hourly frequencies on all

routes, but our shorter-term priorities are King's Lynn to Cambridge and Norwich to Cambridge.

Our final aspiration is to see services start earlier in the mornings and continue later in the evenings to fulfil market requirements. Our concern is at the end of the day where a number of services do not provide for returns following evening events, whether these be business functions or leisure engagements.

Journey times

- Faster journey times and better-quality travel experience
- Investment in route infrastructure necessary to deliver faster journey times and provide greater network resilience

One of the county council's top priorities is to reduce journey times on the Norwich to London route. Evidence shows that reduced journey times will bring economic benefits and investment into the county. Although a limited number of services a day have 90-minute journey times, we would like to see 90-minute journey times at least every hour.

Elsewhere, we believe that reduced journey times would bring benefits and would want to work with the rail industry to identify what can be delivered.

Peterborough, Ely and Norwich act as interchange points where passengers change trains. We want to see connection times reduced so that passengers' overall journeys, even where they must change trains, are as quick and convenient as possible. We would want to see this at Nottingham too once the direct through services from Norwich to Liverpool cease.

Punctuality and reliability

- Short-term reliability and punctuality to be higher than 93%, as measured by the industry's performance measures
- A move towards less disruptive and frequent engineering work, less reliance on bus replacement services, and more direct diverted services when engineering work does take place planned shut downs are advertised in advance.

The county council supports greater efforts to improve the punctuality and reliability of services and wants any disruptions to be communicated and resolved as quickly as possible.

Ticket sales and fare structures

- Make ticket sales and fare structures simpler for the public to understand, both in ticket machines and online
- Retain, as far as is practicable, face-to-face contact for ticket sales. Our preference would be for staff at stations, or other means of face-to-face ticket sales like the use of retail outlets
- Introduce smart integrated ticketing across rail and bus services.

Recently, rail fare rises have been one of the most emotive issues for rail passengers. For many years, the policy of various governments has focused on

shifting the funding of the railways from the taxpayer to the passenger. Around 45% of fares on National Rail are subject to regulation by the Secretary of State in England. Regulated fares tend to be on commuter routes, where commuters have few practical alternatives to rail. Regulated fares are set by a formula based on the RPI figure for the previous July.

The consequence of lower taxpayer support for the railways is that passengers are now paying more of the annual cost of running the network.

Norfolk County Council understands the need to shift the cost of running the railway away from the general taxpayer and onto the rail user. We would prefer to see costs being met in this way rather than to see cuts in service. However, we would like to see the cost of train travel kept as low as possible and urge the rail industry to find ways of reducing the overall costs and reduce ticketless travel as soon as possible (so that revenue is increased without ticket price increases).

We are in favour of making ticket sales and fare structures simpler for the public to understand, and support increasing how tickets are sold, such as through the internet, conductors or ticket machines at stations. However, many passengers need face-to-face contact and so our preference would be for train operators to retain, or increase, staff at stations, or examine other ways of counter ticket sales like the use of retail outlets; either at the station or in nearby shops.

We would like to see ticket offices retained at the larger stations of Norwich, Great Yarmouth, King's Lynn, Diss, Downham Market and Thetford.

Stations and interchanges

- All stations – inside and out – to be maintained to a reasonable state of repair
- Ticket offices retained at the larger stations
- Staff presence with ability to sell tickets at medium-sized stations
- Conveniently located bus / taxi pick-up and set-down facilities outside stations
- Direct and safe pedestrian and cycle routes to adjacent residential areas and businesses
- Rail stations sign-posted from convenient locations like town centres, and signs to facilities at the rail stations including national trails and cycle networks and other long-distance routes that are not national trails e.g. Wherryman's Way, Angle's Way and Weaver's Way
- Bring empty buildings back into re-use (even if not for rail-related use)
- Railway station travel plans at stations
- All stations to have facilities including CCTV and cycle racks
- Adequate, covered waiting facilities at all stations
- Improved connecting bus and rail services to create a 'virtual' branch line to market towns in the county not connected by rail
- Secure covered cycle parking at stations
- Better integration between the station and onward travel to town centres
- Facilities (eg lifts) to be provided where there's a need to cross rail lines on a bridge
- Improved station access, information, environs and facilities

- Park and Rail developed at key strategic locations where it would be an efficient and effective way to increase rail travel and encourage modal shift
- Adequate car parking facilities to cater for demand
- Expansion of PlusBus to all market towns in the county not served by rail

Stations are part of the local community and act as the gateway to both the town and railway. They leave passengers with a lasting impression such as a dilapidated station.

Access to stations, trains and platforms

We believe that all stations should have fully accessible platforms. It is not acceptable for passengers with mobility difficulties to have to travel to alternative stations because they cannot access the platform – as is currently the case at Wymondham where there is no step-free access to the Cambridge-bound platform. At stations like Diss and Thetford existing footbridges between platforms need to be replaced with ones of a more acceptable quality and accessibility enhanced with passenger lifts to provide step-free access between platforms. We understand that this will take time to achieve but believe that the larger stations should be tackled in the short term.

Some stations are generally unattractive and in a poor state of repair. At some stations major refurbishment is needed, including taking in the surrounding area so that things like access and onward links to the town centre can be taken into account.

Ideally, all stations should benefit from staffing including, at stations in urban areas and market towns, ticket offices. However, we appreciate the costs involved in providing such facilities. We support staff at stations and consider that initiatives such as providing station staff with the means to sell tickets should be explored to combine the benefits of staff and ticket offices without the expense of both.

New stations are covered below under network expansion, new inter-regional services and new stations.

Integration with bus travel

Plus Bus is an arrangement where rail tickets are issued beyond the rail station for use on bus services within (generally) the town. In Norfolk the Plus Bus stations are Norwich, Great Yarmouth and King's Lynn. The county council wishes to see Diss, North Walsham, Cromer and Downham Market added to the Plus Bus scheme.

Some onward bus routes, such as Hunstanton, are offered as part of the rail ticket. This provides customers with seamless ticket arrangements to their destination. We would like to see this offer extended to all market towns in the county not served by rail.

Car parking

Norfolk has only 31 stations meaning that some people travel relatively long-distances to access the rail network. A large proportion of this travel is likely to be by

car due to the rural nature of the station catchments and the public transport availability. The county council's adopted *Parking Principles* set out that car parking at stations may be appropriate, with an expectation that there would be charges for this parking. Picking up / dropping off facilities should also be provided.

Our priorities for new or expanded car parking facilities are at North Walsham. Developing Park and Rail at key strategic locations would be an efficient and effective way to increase rail travel and encourage modal shift.

Cycling

We support the provision of adequate, secure and sheltered facilities for cycle storage at stations.

The issue of carrying bikes on trains however is a difficult one. Most trains currently have the provision for four bikes to be carried, although the guard may allow more on to the train for example if the train isn't full. If more space were to be given over to bikes it would mean fewer seats for passengers.

Safety and Personal Security

Safety on the railways is very good, although some people can feel vulnerable and have perceptions that their personal safety and security are threatened. This can be especially the case at quieter stations, although exuberant travellers – perhaps going to enjoy the nightlife at Norwich – can also be a concern. We would expect train companies to work to overcome any issues, either real or perceived, to make travelling more comfortable for rail users. This might be through a range of measures including staff at stations or on trains, CCTV or lighting.

Community Rail

- Commitment to funding and other resources for Community Rail as part of train operator's franchise commitments

Norfolk County Council has been successfully working with community rail partnership groups since 1996. Community Rail Partnerships can bring a number of benefits to rail operation including community involvement and ownership and can lead to reduced operating costs.

Community Rail Norfolk, a not for profit company and oversees the two community rail partnerships in the county, on the Bittern and Wherry Lines. The county council is on the board of Community Rail Norfolk – together with the district councils and train operating company – and will continue working to promote the partnerships. Community Rail Norfolk has one (part time) paid employee who is charged with overseeing the two rail partnerships and drawing in funding. Core funding is provided by the train company and local authorities. The two partnerships continue to be proactive and its members from all parts of the local community help to promote and improve the local railways between Norwich and Sheringham, Cromer, Great Yarmouth and Lowestoft.

Network expansion, new inter-regional services and new stations

This section covers the following;

- Delivery of East West Rail, linking Norwich, Thetford, and Cambridge to Oxford to improve connections between East Anglia and central, southern and western England
- Continued liaison with promoters of private railways to provide support and advice where appropriate, although in the short-term at least resources cannot be provided
- King's Lynn to Hunstanton: investigation into likely business case for reconnecting
- Long-term, consider feasibility of mainstream passenger services to Dereham utilising existing private rail line
- New station near Broadland Business Park at Norwich

New or re-opened lines

Proposals of which the county council is aware include:

East West Rail: ongoing work

The County Council is a member of the East West Rail Consortium, which is looking at how a rail link can be established between Cambridge and Oxford. Sections to the west are already underway: Oxford to Bicester was completed at the end of 2016 and major work is expected to begin from Bicester to Bedford in late 2019 with services introduced at the end of 2023. Bedford to Cambridge route options, where a new section of line is required, have recently been consulted on and construction is expected in the mid-2020s. It is critically important that services extend, on existing tracks, into East Anglia to connect to Norwich and Ipswich. The recently published East West Rail Eastern Section Prospectus for Growth 2019 makes the case for this. It can be found on the East West Rail Consortium's website:

<https://www.eastwestrail.org.uk/>.

Wymondham to Dereham: private line

In the longer-term there is potential for housing and jobs growth at Dereham. Dereham is the fifth largest settlement in the county and the largest settlement not connected by the national rail network (although, the Mid Norfolk railway operates privately and owns the infrastructure from Wymondham to Dereham). The next largest settlement not connected by rail is Fakenham, one quarter of the size. Feasibility into opening this link to mainstream passenger services in the longer-term could be considered. The county council is currently considering whether it can carry out work on this in conjunction with that which it is progressing on King's Lynn to Hunstanton, see below.

King's Lynn to Hunstanton: reconnecting the two towns

Previously it has not been seen as feasible to consider reopening due to, amongst other things, the cost of reinstating the line and that it is compromised by development. However, no technical work had been undertaken to examine this in detail and therefore there was an unproven business case. The county council has recently agreed to look at whether there is likely to be a business case for re-opening, albeit probably not on the exact original alignment due to, amongst other things, development compromising reopening. This work should report in early

summer 2020.

Great Yarmouth Station to Great Yarmouth Port: reinstating

This is not seen as feasible due to, amongst other things, the cost of reinstating the line and an unproven business case.

Orbital rail (Wymondham-Dereham-Fakenham-Holt-Sheringham): reinstating

Existing private railways operate at either end of this line (to Dereham and Holt). The Holt, Melton Constable & Fakenham Railway Co Ltd is pursuing plans to complete the link. This is seen as an independent initiative – as will any other similar initiatives – and as such will need to be pursued by independent groups utilising their own funds, although the county council will endeavour to provide help where it can.

Operations run between Wymondham and Dereham, Sheringham and Holt, Wells and Walsingham, and Aylsham and Wroxham: private lines

These are private operations although the county council will endeavour to provide support where it can.

Norfolk Greenways

Norfolk County Council has been conducting a feasibility study looking to develop a greenway network across the county. The aim is for them to extend across Norfolk and link into the Norfolk Trails network of promoted walking and cycling routes.

Currently the focus is on:

- Weavers' Way between Aylsham and Stalham
- King's Lynn to Fakenham
- King's Lynn to Hunstanton

New stations

Broadland Business Park, Norwich

Work has been ongoing investigating a new station at Broadland Business Park, in the east of Norwich on the Bittern Line. This is a medium-term aim and initial work on a business case suggested that there would be benefits to reopening. However, government's current position is that the cost of running the station, and the additional cost incurred in stopping trains at it, would need to be met by the promoters, ie the local authorities. This cost would need to be underwritten in perpetuity. Any 'profit' from the additional station – in terms of additional passengers on the railway – would offset the cost but would not return to local authorities as income. Local authorities cannot underwrite the risk of any operating costs and, unless this policy is changed, it means that local authorities cannot bring forward new stations. The matter will be picked up following the outcomes of the Williams Review.

Postwick, Norwich

A new station at Postwick Park and Ride on the Wherry Line was previously included in plans subject to further investigation of its feasibility. This station would be sited adjacent to the existing Park and Ride terminal and could serve county residents with access to the nearby business parks on Yarmouth Road, east Norwich. Following initial discussions with the rail industry, this is not seen as feasible since passenger demand would be likely to be low, and there would be similar issues to

those faced with a new station at Broadland Business Park, described above.

Rackheath

A new station at Rackheath, together with the operation of tram style vehicles from Norwich Station into the new development, has been proposed by developers. Whilst the county council is sympathetic to this proposition, this would need further investigation.

On the Bittern Line, any new station would have to in conjunction with either, or both, closure of one of the existing stations or faster running on the line to allow a new stop to be fitted into the schedule. A possible alternative, should half hourly frequencies be achieved, would be to incorporate different alternating stopping patterns every half hour.

North Thetford

A new station at Thetford, to the north of the town – within the sustainable urban extension of 5,000 new dwellings and associated employment development – has been proposed. Policies in the Thetford Area Action Plan safeguard the land that would be required. A second station close to the existing Thetford station is technically feasible, but the need for it will be very much dependent on the people who will live in the new houses, which will not be known for some time, and whether most of their trips are made within the town, or they travel further afield for work, leisure or shopping. We propose taking a 'wait and see' approach to further feasibility of a new station in the town.

King's Lynn

At King's Lynn, the idea of a parkway station just south of the town has been mooted in the past. Norfolk County Council is currently in the process of agreeing its King's Lynn Area Transport Strategy. This proposal was fed into the process but was not seen as viable as there are no housing proposals to the south of King's Lynn.

South West Norwich

New stations have been suggested to the south west of Norwich either near Thickthorn or at Hethersett; the idea being that this could serve the UEA/Norwich Research Park/Norfolk and Norwich University Hospital cluster as well as residential development. However, this is not supported by Norfolk County Council. Any new station would be some considerable distance from the destination it is proposed to serve and would not offer any advantage over the existing stations at either Norwich or Wymondham. Improved cycling and public transport links to Wymondham and the cluster are currently being taken forward by the county council (subject to receipt of funding through our Transforming Cities bid).

Fornsett St Mary

A new station has been suggested at Fornsett St Mary, near Long Stratton, on the London-Norwich line. The council does not support this proposition, especially given the overriding priority of reducing journey times on the line.

Cambridge South and Wisbech

Although the two potential new stations of Cambridge South and Wisbech are not within the area of Norfolk, Norfolk County Council supports these proposals subject to further information.

At Wisbech, the Cambridgeshire and Peterborough Combined Authority have been progressing feasibility work on a rail link between March and Wisbech. The business case to date looks positive. A new station would not only open up the town to mainline rail services but could also help to accelerate the delivery of planned housing, much of which is in Norfolk. The line would run from March, on the Ely to Peterborough line, into Wisbech. Two potential options for a station are being looked at; one in the town centre and one south of the A47, which would be less costly but provide fewer benefits.

Cambridge South is planned as a new station, south of Cambridge, on the Cambridge to King's Cross line serving the internationally significant Cambridge Biomedical Campus and Southern Fringe development areas of Cambridge. This is being progressed by Network Rail. A decision about whether to proceed is expected in 2021. This station is important for Norfolk as it is a strategically important destination that could be served by services from both King's Lynn and Norwich (when these services extend to Stansted Airport).

Parkway stations and trams

No new infrastructure or services of this type are proposed due to the considerable costs of bringing them forward.

Rail Freight

Further freight feasibility work

The county council supports the transfer of more freight from road to rail. The use of rail for freight is largely market-led, with private companies making decisions about whether to transport goods by rail based on factors like cost and convenience. The rail network itself is not generally a constraint to freight operations, although freight paths may be limited once out of the county, and dedicated freight facilities may be lacking at the places where companies require loading / unloading.

The county council will consider on a case-by-case basis what it can do to facilitate rail freight, whether this be putting its support behind proposals or engaging in feasibility studies.

King's Lynn

Our analysis showed that potentially King's Lynn's manufacturing-based economy could benefit from good freight connections. Sites to the south of the town are served by disused rail links which, over time, could be brought in to re-use to serve appropriate business needs.

Snetterton

A spur off the Norwich to Cambridge line was in previous use. This is in a good location to serve as a freight road-rail facility due to its convenient location close to

the A11 and existing distribution / warehousing facilities in this area. Further feasibility into the need and potential of bringing this back into use is supported. The County Council wants to maintain the long- term future of the rail head at Snetterton Heath.

Great Yarmouth

The County Council purchased the former rail freight site at the edge of Great Yarmouth near Vauxhall Holiday Camp with a view to securing its potential future use as a freight facility. Some initial discussions have taken place with the rail industry and potential users of the facility. The county council remains committed to identifying how it can secure the necessary funding to ensure the sidings' connection to the rail line can be maintained. We are also looking at how to fund work to identify the likely cost of bringing the facility up to a standard where it could be brought back into re-use.

Felixstowe Freight route electrification

Although not in the county, Norfolk County Council supports further development of the Felixstowe to Nuneaton freight route. This is vitally important to the region's economy and potentially enables freight on the Great Eastern Main Line to be rerouted. The ability for freight to be handled at Brandon in Suffolk, and on the independent Mid Norfolk Railway, is noted.

Norwich Riverside terminals

We continue to support the existing freight movements including glass sand from Middleton Towers and aggregates from Norwich Trowse and Norwich Riverside terminals.

Line by line issues and priorities

Chapter 7: Priorities Norwich to London Liverpool Street line (Great Eastern Main Line)

Norwich to London Liverpool Street line (Great Eastern Mainline)

Norwich> Diss> Stowmarket> Ipswich> Manningtree> Colchester> Chelmsford> Shenfield> Stratford> London Liverpool Street

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (parent company Abellio)
- Franchise expires 2025
- Services to London every 30 minutes (more at peak times)
- New rollingstock to be rolled out during 2020
- 90-minute journey times introduced on limited number of services

Priorities

Norwich to London Liverpool Street	
Journey times	<ul style="list-style-type: none"> • 90-minute journey times at least hourly
Service frequency	<ul style="list-style-type: none"> • Franchise commitment of 20-minute service frequency introduced
Arrivals and departures	<ul style="list-style-type: none"> • First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday) • First arrivals in London to be before 0700 (Monday to Saturday) and 0800 (Sunday) • Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday) • Last departure from London to be after 0030 (Monday to Saturday) and 2330 (Sunday)
Infrastructure	<ul style="list-style-type: none"> • Investment in route infrastructure necessary to deliver faster journey times, greater network resilience and additional services. Network Rail have identified that potentially the following are required: <ul style="list-style-type: none"> • <i>Double track over Trowse Swing Bridge (Norwich) achieved through replacement of the existing structure</i> • <i>Delivery of the Haughley Junction (Ipswich) improvements</i> • <i>Infrastructure upgrades to increase line speed on GEML to allow all trains to run at 110mph where possible</i> • <i>Bow Junction remodelling</i> • <i>Whitham Loops</i> • <i>Longer loops at Chelmsford</i> • <i>New third track north of Chelmsford</i> • <i>Platform capacity</i>

Station	Norwich
	<ul style="list-style-type: none"> • Additional platform at Norwich and Crossovers on approach to Norwich to allow for enhanced service frequencies into Norwich from Cambridge • Increase or at least maintain staffing levels • Increase covered cycle parking • Link cycle hire with other operations • Provide additional seating at the station • Retain ticket office • Improve connectivity between Norwich Station and Norwich Airport
	Diss
	<ul style="list-style-type: none"> • Step-free access to station, and between platforms required. • Increase or at least maintain staffing levels • Bus destinations to be shown on modern customer information screens • Retain ticket office • Plus Bus extended to Diss

The Norwich to London line, or Great Eastern Mainline (GEM), is the county council's top priority. It connects London to Norwich, the largest economy in the east of England. As such it is vitally important for business links, as well as leisure trips and commuting into Norwich (and elsewhere). The County Council has supported the *Norwich in 90* campaign, which seeks faster journey times.

Journey times

The aspiration is for journey times from Norwich to London in 90 minutes, rather than the currently typical 1 hour 52 / 57-minute services. Two limited stop services per day each way already provide 92-minute services, but the county council supports these being at least every hour. Local authorities, Network Rail and the train operator have been working together and already completed some preliminary work to understand how journey times could be reduced.

Reliability

Reliability of the route has improved in recent years, although it is still below other routes. This, together with suspension of rail services during planned engineering works, has created a low perception of the train service. Infrastructure failures have also caused reliability issues. These include overhead line equipment (OLE), signalling and cable theft. Level crossings are an increasing recent problem. Infrastructure failures need to be reduced.

We would like to see reliability of this line raised quickly to the national average of 93% in the short-term (within five years) aim.

Service frequency

The current frequency of service, with regular clock face half hourly departures to and from London, with more in the peak hours, is proposed, as part of the current franchise commitments, to increase to a service every twenty minutes. Although this

is an acceptable frequency from Norwich, additional services are required further south to provide for the increased numbers of passengers travelling into London.

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- First arrivals in London to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday)
- Last departure from London to be after 0030 (Monday to Saturday) and 2330 (Sunday)

Infrastructure

There is an industry-recognised capacity problem on the GEML at the southern end; a result of commuting into London. Additional capacity is traditionally delivered through a hierarchy of more seats on trains, train lengthening or ultimately additional services. The new rolling stock will deliver additional capacity when it is introduced but forecasting work highlights that there will be a need for additional services even after its introduction. Additional trains will require new infrastructure in the form of additional lengths of new line.

Network Rail is now working through the requirements and has identified a number of interventions potentially required:

- Bow Junction remodelling
- Loops between Chelmsford and Witham
- Haughley Junction doubling
- Loops south of Colchester & Shenfield
- Colchester headway reduction
- Ipswich to Haughley three or four-track solution
- Trowse Bridge, Norwich doubling of track

Further work is required to identify the precise nature, cost and timing of the interventions and to work up a business case to support their delivery.

Stations

The work described above has suggested that there are – or will be – capacity issues at some stations that will need looking at. Principally this includes Liverpool Street, which we feel should be prioritised for action. Over and above this, improvements to accessibility are required, especially at Diss where step-free access between platforms, in the form of a bridge with lifts, is required.

Trains

All of the rolling stock on the Greater Anglia franchise is being replaced and will be phased in from later this year. This will provide the step-change in quality that is required on this line together with additional capacity.

Chapter 8: Priorities King's Lynn to London King's Cross line

King's Lynn > Watlington > Downham Market > Ely > Cambridge North > Cambridge > London King's Cross

Existing operations

- Operated by Govia Thameslink Railway (Great Northern)
- Franchise expires 2021
- Hourly services to London from King's Lynn (mostly half hourly at peak times)

NB: Two southbound and three northbound services run to/from London Liverpool Street during Monday to Friday peaks, operated by Greater Anglia. All other services run to/from London King's Cross.

Priorities

King's Lynn to London King's Cross	
Journey times	<ul style="list-style-type: none"> • Restoration of December 2017 journey times and further journey time reductions
Service frequency	<ul style="list-style-type: none"> • Deliver current franchise commitment for half-hourly frequency King's Cross-Cambridge-King's Lynn throughout the day
Arrivals and departures	<ul style="list-style-type: none"> • First arrivals into King's Lynn to be before 0700 (Monday to Saturday) and 0800 (Sunday) • First arrivals into Cambridge before 0700 (Monday – Saturday) 0800 (Sunday) • First arrivals in London to be before 0700 (Monday to Saturday) and 0800 (Sunday) • Last departure from King's Lynn to be after 0000 (Monday to Saturday) and 2300 (Sunday) • Last departure from Cambridge to 0030 departures (Monday to Saturday) and 1130 (Sunday) • Last departure from London to be after 0030 (Monday to Saturday) and 2330 (Sunday) • Reinstatement of the recently withdrawn morning shoulder peak arrival at King's Cross and the introduction of an additional service between Cambridge and King's Lynn to fill the hourly gap during the Cambridge evening high peak

Infrastructure	<ul style="list-style-type: none">• Ely Area Capacity Enhancements upgrade to allow 30- minute King's Lynn to Cambridge service• Adoption of a minimum two-track railway between King's Lynn and King's Cross, equipped to accommodate 12-car trains, as a clear long-term strategic aim against which short-term plans can be fully assessed to ensure they do not conflict with this goal• Infrastructure improvements including platform extensions and station works, track/signalling works to achieve higher lines speeds, gauge clearance, and modifications to overhead line equipment• Delivery of funded project for longer platforms and associated works to accommodate 8-car trains to King's Lynn from 2020, with a longer-term aim of accommodating 12-car trains• Infrastructure improvements to allow running of IEP (platform extensions and station works, track/signalling works to achieve higher lines speeds, gauge clearance, and modifications to overhead line equipment)
Station	King's Lynn
	<ul style="list-style-type: none">• New sidings at King's Lynn to accommodate longer trains• Increase or at least maintain staffing levels• Retain ticket office• Increase covered cycle parking• Provision of Wi-fi• Bus destinations to be shown on modern customer information screens
	Watlington
	<ul style="list-style-type: none">• Increase covered cycle parking
	Downham Market
	<ul style="list-style-type: none">• Increase car parking provision• Increase or at least maintain staffing levels• Retain ticket office• Increase covered cycle parking• Bus destinations to be shown on modern customer information screens• Plus Bus extended to Downham Market
Trains	<ul style="list-style-type: none">• Delivery of 125mph Intercity Express Trains - or similar specification – operating King's Cross-Cambridge-King's Lynn services (as previously envisaged by government)
Freight	<ul style="list-style-type: none">• Feasibility of connecting sites at King's Lynn in the longer-term

Nearly all services from King's Lynn are operated by Govia Thameslink Railway (Great Northern), providing a mostly half-hourly frequency at peak times to Cambridge and London King's Cross (except in the morning shoulder peak at King's Cross and the evening high peak from Cambridge). At other times there is an hourly frequency. Additionally, two southbound and three northbound services are

operated to/from London Liverpool Street by Greater Anglia. Both services operate via Ely and Cambridge, taking different routes south of Cambridge.

The current Thameslink Southern and Great Northern franchise, operated by Govia Thameslink Railway and which takes the unusual form of a management contract with government, is due to finish in 2021.

Journey times

Journey times have recently been extended for services into King's Lynn, adding around five minutes to the timetable. These need to be reversed with the journey time being restored to, at a maximum, what it was prior to these changes.

Service frequency

The current Thameslink Southern and Great Northern franchise agreement contains a requirement to introduce half-hourly trains between King's Lynn and King's Cross throughout the day. This franchise commitment cannot currently be met by Govia Thameslink Railway given the capacity constraints of the Network Rail infrastructure in the Ely area.

We are working with the Cambridgeshire/Peterborough Mayor, the New Anglia Local Enterprise Partnership, Cambridgeshire and Suffolk County Councils, the Borough Council of King's Lynn and West Norfolk, other District Councils, the Department for Transport, Network Rail and other rail industry partners to develop a combined road and rail infrastructure scheme to unlock the nationally and regionally significant capacity bottleneck in the Ely area. The several aims of this project include that of facilitating the delivery of the current franchise commitment for half-hourly King's Lynn-King's Cross services.

The half-hourly morning peak frequency was degraded in 2017 with the withdrawal of a long-standing connectional arrival at King's Cross around 0705. There is now an hourly gap in journey opportunities from King's Lynn arriving at King's Cross in the morning early shoulder peak. We are seeking the earliest reintroduction of this recently withdrawn journey opportunity.

A further weakness in the existing timetable is an hourly gap in northbound services between Cambridge and King's Lynn in the evening high peak at Cambridge. Cambridge is an important employment centre for Norfolk residents and we are seeking the early introduction of a service to fill this key gap in the timetable. We support the franchise commitment of ½ hourly services throughout the day between King's Lynn and King's Cross. Services should run non-stop between Cambridge and King's Cross (except for the inclusion of a stop for all trains at Cambridge South station (Cambridge Biomedical Campus)).

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First arrivals into King's Lynn to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- First arrivals into Cambridge before 0700 (Monday – Saturday) 0800 (Sunday)
- First arrivals in London to be before 0700 (Monday to Saturday) and 0800 (Sunday)

- Last departure from King's Lynn to be after 0000 (Monday to Saturday) and 2300 (Sunday)
- Last departure from Cambridge to 0030 departures (Monday to Saturday) and 1130 (Sunday)
- Last departure from London to be after 0030 (Monday to Saturday) and 2330 (Sunday)

Infrastructure

Funding for Network Rail's King's Lynn Service Enhancements project was approved in February 2019. This project will provide the necessary platform and stabling infrastructure to permit the introduction of stopping eight-car trains on the route to relieve the sustained overcrowding. Currently a very limited number of eight-car trains stop at all three Norfolk stations of King's Lynn, Watlington and Downham Market but these cannot stop at certain stations in Cambridgeshire. Accordingly, most trains are being formed of four-car units operating individually. Sufficient trains already exist to introduce the trains. The project is due to permit the introduction of stopping eight-car trains from December 2020. Physical work is expected to be completed in the Summer of 2020, but current timetabling change rules will not permit the use of the new infrastructure until December of that year. We are pressing for a way to be found to ensure that the new infrastructure is not left completed but unused for a period when the overcrowding problems are already so acute.

The power supply on the line was upgraded in 2018 as part of Network Rail's Anglia Power Supply Upgrade (West Anglia Outers).

As stated above, the Ely area has now become a major constraint on limiting train numbers on the line, as well as on the Peterborough, Norwich and Ipswich lines. It will be necessary to co-ordinate rail upgrades with road schemes. We are working with various partners to develop a combined road and rail infrastructure scheme to unlock capacity bottleneck in the Ely area.

The double track line between Littleport and Downham Market (nine miles) was singled in June 1984 and the double track line between Watlington and King's Lynn Junction (six miles) was singled in February 1985. There are intermediate signals on the latter section in the King's Lynn area, which help provide for more train movements than if there were not. However, there are no intermediate signals between Downham Market and Littleport and this imposes a severe restriction on the number of train movements possible: there can be only one train between these two places at once, so even another train moving in the same direction cannot enter the section until the first train has cleared the other end. Freight trains (mainly silica sand workings from Middleton Towers near King's Lynn to the North) take about 12 minutes to clear this section, passenger trains about nine minutes. Given that trains cannot cross on these single track sections, and that train timings are essentially determined by the running of other trains south of Cambridge, this lack of adequate infrastructure for current conditions has been a significant factor in the degradation of journey times between King's Lynn and King's Cross: many northbound trains are forced to be timetabled to sit and wait for some three minutes at a point north of Littleport station. We are therefore pressing for reinstatement of the double track line throughout to King's Lynn.

A number of trains run as 12-car trains south of Cambridge and King's Lynn portions attach at Cambridge to form the full-length train. This is a time consuming and capacity-hungry procedure and, though it does not take place in the county, it has a detrimental effect on the overall journey times of Norfolk services. It is acknowledged that there is no current case for 12-car running to and from King's Lynn but we are pressing for a full 12-car railway to King's Lynn to be adopted as a clear long-term strategic aim against which short-term plans can be fully assessed to ensure they do not conflict with this ultimate goal. There is an opportunity to learn from the now obvious mistakes of the past and avoid designing in potential future bottlenecks which are costly to put right later.

Cambridge South station, which Norfolk County Council supported, has recently opened. The station is located immediately adjacent to the Cambridge Biomedical Campus, which is the location of two hospitals including the nationally significant Addenbrooke's Hospital, as well as research and other employment hubs. The Cambridge Biomedical Campus is projected to support over 25,000 jobs when fully developed. Although the station is outside Norfolk, it affects services into the county. Its delivery is likely to increase significantly the demand for train services from King's Lynn and Norwich and hence add to the business case for half hourly frequencies throughout the day.

Stations

Cycle Parking: There has been an increase in cycle parking provision at King's Lynn Station and Downham Market.

Car Parking: Further car parking provision is required at Downham Market. Watlington has had its car park expanded. However, the privately-run part of the station car park at Watlington remains unsurfaced. Currently there is a planning application for reserved matters (following previous grant of outline consent) for a third station car park at Watlington as part of a wider development there, creating a further 50 spaces to the west of the existing two car parks. This would take overall provision at Watlington station to some 150 spaces.

Flexible car parking charges are in operation at King's Lynn and Downham Market which encourage rail users to catch trains after the morning peak and at weekends. This should be retained because it manages demand for both the car park and the train services in the peak times.

There is considerable rail user parking at Downham Market and Watlington displaced to surrounding areas. Potential exists on the western side of Downham Market station for a car parking extension. Railway land on the north-eastern side of the station could be accessed from surrounding development.

Integration: There has been an upgrade of pedestrian routes between rail and bus stations at King's Lynn and the provision of clear real time information displays showing train departures at the bus station. Real time Hunstanton bus arrivals and departures are also shown on screens at the railway station. This could usefully be extended to include information about the Excel bus service (Norwich-King's Lynn-

Peterborough) and the King's Lynn-Spalding bus services as well as other, non-trunk, bus routes.

Trains

Govia Thameslink Railway operates class 387 trains on the route. Though these have a potential performance advantage of 110 mph top speed, they have a lower seating capacity than the class 365 trains they replaced. This degrading of seating capacity has coincided with a lengthy period of passenger growth and sustained overcrowding is prevalent, given that trains which call at all stations between King's Lynn and Cambridge can only operate in four-car lengths. The Norfolk stations on the route, King's Lynn, Watlington and Downham Market, do have a very limited number of eight-car trains calling, but these services cannot serve some of the other stations in Cambridgeshire.

Network Rail's funded King's Lynn Service Enhancement Project entails the construction of the infrastructure necessary for all relevant stations to accommodate eight-car trains and for overnight storage of additional trains at King's Lynn. The project is due to delivery operation of additional eight-car trains from 2020 and we are pressing for its earliest delivery.

The current class 387 trains used on the route do not have interiors suited for the longer-distance nature of the King's Lynn-Cambridge-King's Cross route (journey times were lengthened in May 2018 further emphasising this point). The government had previously published initial proposals for 125 mph Intercity Express Trains for the King's Lynn-King's Cross service and we support the introduction of these units (or similar stock equally suited for longer-distance working) on this route.

Chapter 9: Priorities Norwich to Cambridge line

Norwich> Wymondham> Spooner Row> Attleborough> Eccles Road> Harling Road> Thetford> Brandon> Ely> Cambridge

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (Parent company Abellio)
- Franchise expires 2025
- Services every hour
- New rolling stock being introduced
- Services to be extended to Stansted Airport

Priorities

Norwich to Cambridge	
Journey times	<ul style="list-style-type: none"> • Reduce journey times between Norwich and Cambridge to 70 minutes
Service frequency	<ul style="list-style-type: none"> • Half-hourly frequency or at a minimum rescheduling the Norwich to Nottingham services on the half-hour to allow regular clock-face ½ hourly services with a change at Ely (on Nottingham services)
Arrivals and departures	<ul style="list-style-type: none"> • First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday) • First arrivals in Cambridge to be before 0700 (Monday to Saturday) and 0800 (Sunday) • Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday) • Last departure from Cambridge to be after 0030 (Monday to Saturday) and 2330 (Sunday)
Infrastructure	<ul style="list-style-type: none"> • Doubling of Trowse Lower Junction to/from the Ely line to allow 30-minute frequency services from Norwich to Cambridge • Ely upgrade to allow Norwich to Cambridge 30-minute frequency services • Increase frequency of Stansted to Norwich service • New East West Rail services between Cambridge and Oxford • New passenger services between Dereham and Wymondham • Electrification of Norwich to Cambridge
Station	Wymondham
	<ul style="list-style-type: none"> • Step-free access to station, and between platforms required. • Install car park lighting
	Spooner Row (<i>sparse service</i>)
	<ul style="list-style-type: none"> • Install car park lighting
	Attleborough

	<ul style="list-style-type: none"> • Increase car parking provision and install car park lighting <i>Note: There is a plan to improve car parking provision.</i> • Improvements to passenger waiting areas • Increase covered cycle parking • <i>Note: There is a plan to make some station improvements</i> • <i>Note: There is a proposal for a new footbridge over the rail line at Leys Lane that will be secured via the Urban Extension agreement, with accompanying DDA compliant improvements along Buckenham Road through to the Station. If this is provided by the developer, it will be delivered by the 1,200th house with triggers early in the scheme to ensure it is provided in a timely manner. If the alternative ramped scheme is provided by Network Rail it could be brought forward sooner</i>
	Eccles Road (sparse service)
	<ul style="list-style-type: none"> • Step-free access to station • Desire for a walking/ cycling route between Eccles Road Station and Snetterton Heath
	Harling Road (sparse service)
	<ul style="list-style-type: none"> • Install car park lighting
	Thetford
	<ul style="list-style-type: none"> • Step-free access to station, and between platforms required • Retain ticket office and extend opening hours • Improve station buildings and platforms • Increase car parking provision and provide car parking CCTV • Increase or at least maintain staffing levels • Increase covered cycle parking • Resurfacing of Station Lane
	Brandon
	<ul style="list-style-type: none"> • Step-free access to station, and between platforms required. • Increase car parking provision on the north side and add car parking to the south <i>Note: There is a plan to increase parking provision</i> • Provide car parking CCTV
	Freight
	<ul style="list-style-type: none"> • Feasibility of freight interchange at Snetterton

Journey times

Journey times between Norwich and Cambridge are typically 1 hour 20 minutes, an average speed of 50mph. Although this is comparable to car journeys (AA Route Planner suggests 1 hour 25 minutes from station to station), we believe that faster train journeys are achievable, would make the service more attractive to users and would strengthen business links between the cities.

Our aspiration is to see journey times of 70 minutes in the short to medium term.

Service frequency

Our priority for this line is to provide a regular half-hourly service between the two centres of Norwich and Cambridge, preferably with all services extended to Stansted Airport. Our study work (Atkins, 2012) shows enough passenger growth to support a more frequent service. Ideally this should be provided by a new, direct train service, but we recognise the potential costs, and difficulty of obtaining appropriate rolling stock, so suggest that an interim option might be to look at retiming the existing east-west services from Norwich via Ely.

Presently, both Norwich to Cambridge and the current Norwich to Liverpool operate from Norwich to Ely, at which point they diverge; one going to Cambridge; one to Peterborough. It is possible to catch either service to Cambridge but the Liverpool service involves a change at Ely. Journey times are similar since the Liverpool service stops at fewer stops. Both trains generally leave Norwich (and intermediate stops to Ely) within ten to fifteen minutes of each other, so they do not provide a regular half hourly service (similar timings operate on the return journey).

If direct 30 minute frequency between Norwich and Cambridge is not provided, we would support retiming the current Norwich to Liverpool (and in the future when these are stopped, the Norwich to Nottingham / Derby) services so that they leave Norwich and Ely 30 minutes apart from the direct Norwich to Cambridge services.

The Timetabling Exercise (Mott MacDonald, April 2009) found that the provision of ½ hourly frequencies, through an additional service, is potentially limited by constraints on the network, these being: Ely North Junction; Trowse junctions and swing-bridge; Norwich station throat; and platform space. A double junction at Trowse Lower Junction would be required, although further work would be needed to establish to see if this is the only requirement, or if redoubling at Trowse is also needed.

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- First arrivals in Cambridge to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday)
- Last departure from Cambridge to be after 0030 (Monday to Saturday) and 2330 (Sunday)

Extension of service to Stansted

Train services to Stansted Airport run from London Liverpool Street every 15 minutes. However, from the north, the only service calling at the airport is the hourly Birmingham to Stansted train. This means that only people from the capital have a good service to the airport, with people from the Midlands, north of England or East Anglia having only one train every hour. Residents of Norfolk have to change at Ely to change onto the train from Birmingham.

The Norwich-Cambridge service will soon be extended to Stansted improving access to the airport from the county as well as opening up further journey options for people from other areas north of Stansted. This is strongly supported.

Infrastructure

Further work would be required to establish the exact infrastructure requirements from a range of additional services; or retiming of existing services. However, the section above outlines what our study work suggests these might be and we would push for further work from Network Rail to bring these to delivery.

Stations

Priorities for improvements at stations are to provide step-free access to, and between platforms, and to increase the numbers of car parking spaces where these are at capacity. Priorities are step-free access at Wymondham Station (where the Cambridge-bound platform can only be accessed via steps), access between platforms at Thetford, and improved car parking facilities at Thetford.

Trains

New rolling stock is in the process of being introduced. This is strongly supported.

Chapter 10: Priorities Norwich to Nottingham/ Liverpool Lime Street line

Norwich> Wymondham> Attleborough> Eccles Road> Harling Road> Thetford> Brandon> Ely> Peterborough> Nottingham> Sheffield> Manchester Piccadilly> Liverpool Lime Street

Existing operations

- Part of the East Midlands Railway franchise, now run by Abellio, from August 2019 until 2027
- Services every hour
- Direct Norwich to Liverpool services will cease and be replaced by Norwich via Nottingham to Derby services

Priorities

Norwich to Peterborough/ Liverpool Lime Street line	
Journey times	<ul style="list-style-type: none">• Reduce journey times to Nottingham
Service frequency	<ul style="list-style-type: none">• Minimum frequency of half-hourly service to Nottingham in the longer-term• Good connections at Nottingham for onward services to the west when direct Liverpool connection cease• Better connections with East Coast Main Line services at Peterborough, Norwich and Ely to reduce waiting times
Arrivals and departures	<ul style="list-style-type: none">• Earlier departures year-round on Sundays so that arrivals in Liverpool and Norwich are in the mornings
Infrastructure	<ul style="list-style-type: none">• Electrification of Norwich to Peterborough in the medium-term
Station	<ul style="list-style-type: none">• Stations between Norwich and Ely are included under Norwich to Cambridge services
Trains	<ul style="list-style-type: none">• At least maintain quality of rolling stock

This service provides the main east-west link out of the county. Its connection at Peterborough allows travellers to connect to the East Coast Main Line, for onward travel to the north of England and Scotland. Beyond Peterborough it connects to cities including Nottingham, Sheffield and Manchester. Total journey time (Norwich to Liverpool) is around 5½ hours (although services west of Nottingham will cease in 2020 and instead serve Derby).

Because of the nature of the route, where passengers will often interchange onto other services, and because it crosses so many other lines, its success depends on, amongst other things, high standards of reliability and national planning of timetables and engineering possessions. Over time, changes to timetables on the East Coast Main Line have resulted in longer waits at Peterborough for services to the north, meaning that people might be more likely to either drive or use trains via London instead.

In the new franchise, which started in August 2019, the service will be split at Nottingham with services north of Nottingham being transferred to another operator 'early in the franchise period.' When this occurs the Norwich to Nottingham service will be extended to Derby. Limited services will continue to operate via Stamford and Loughborough. These changes are expected in 2020.

Journey times

The journey time on this service is, unlike on most other services, one that does not compare well with car journeys. The AA Route Planner puts Norwich to Liverpool journeys at around 4¾ hours, compared to the 5½ hour train journey. The time taken for many journeys north is compromised by poor connections at Peterborough. Train journeys from Norwich to York for instance can take around 3½ hours and involve almost an hour's wait at Peterborough. With faster journey times on parts of the Norwich to Liverpool route, and better connections with other services, the potential of this service could be realised.

As stated above, this service will be split at Nottingham / Derby. We would want to work with government and the rail industry to ensure that connections onto services to the north west, and via the East Coast Main Line, are as seamless as possible, and that overall end-to-end journey times are shortened. Peterborough is a particularly important interchange since many passengers will change there for onward services. Ely, too, is an important interchange since travellers from King's Lynn will have to change there for the Liverpool service. Ely is also the place to catch services to Birmingham and the Midlands.

The timetable for the East Coast Main Line is also an important factor because, unless trains stop at Peterborough – and this timing is somewhere close to the Norwich service – passengers will face a lengthy wait for their onward train. We will continue to press the case for a better timetable at Peterborough.

Service frequency

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First departure from Norwich to be before 0600 (Monday – Saturday) and 0800 (Sunday).
- First departure from Liverpool to be before 0600 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 1800 (every day).
- Last departure from Liverpool to be after 1800 (every day).

It should be noted that a number of these first and last services are not currently provided by the direct Norwich to Liverpool service, but either trains via London, or cross country with changes. We would like the direct service to provide the above service levels. Earlier or later services by the alternatives would of course be welcome. Once there are clearer details about the timings of services between Norwich and Nottingham / Derby, these timings will need to be reviewed to reflect that the service will no longer offer direct trains to Liverpool.

Infrastructure, stations and trains between Norwich and Ely are included under Norwich to Cambridge services.

Trains

In their announcement on the new franchise government stated there '*will be refurbished, modern trains with:*

- *More reliable service*
- *Improved comfort*
- *Passenger information system displays*
- *Free on-board Wi-Fi*
- *At-seat power sockets*
- *USB points*
- *Air conditioning*
- *Tables at all seats*
- *Increased luggage space'*

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Chapter 11: Priorities Norwich to Sheringham line (Bittern line)

Norwich> Salhouse> Hoveton and Wroxham> Worstead> North Walsham> Gunton> Roughton Road> Cromer> West Runton> Sheringham

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (Parent company Abellio)
- Franchise expires 2025
- Services every hour
- New rolling stock being introduced

Priorities

Norwich to Sheringham line (Bittern line)	
Journey times	<ul style="list-style-type: none"> • Reduce journey times
Service frequency	<ul style="list-style-type: none"> • A year-round increased frequency to half-hourly, initially to North Walsham • Maintain hourly services. In the medium- term achieve, 30-minute service on peak time services
Arrivals and departures	<ul style="list-style-type: none"> • First arrivals into Norwich to be before 0800 (Saturday) and before 0900 (Sunday) • First arrivals into Sheringham to be before 0900 (Sunday) • Last departure from Norwich to be after 2300 (Monday to Saturday) and after 2200 (Sunday) • Last departure from Sheringham to be after 2300 (Monday to Saturday) and after 2200 (Sunday)
Infrastructure	<ul style="list-style-type: none"> • Limited track doubling south of Cromer Junction, and a short stretch of double track south towards Roughton Road to allow for a 30-minute service to Sheringham • New station near Broadland Business Park subject to further investigation • Electrification of the line
Station	Salhouse
	<ul style="list-style-type: none"> • Restore the building and station canopy • Install customer information screens • Install a ticket machine • Install station CCTV
	Hoveton and Wroxham
	<ul style="list-style-type: none"> • Redevelop station buildings • Better utilise current car park and look to provide further parking • Install car park CCTV • Better links to cycling and walking routes
	Worstead

	<ul style="list-style-type: none"> • Install Station CCTV • Provide car park lighting and car park CCTV
	North Walsham
	<ul style="list-style-type: none"> • Increase car parking provision • Provide car park lighting and car park CCTV • Revise passenger access between the platforms • Bus information to be shown on customer information screens • Plus Bus extended to North Walsham
	Gunton
	<ul style="list-style-type: none"> • Increase car parking provision • Provide car park lighting and car park CCTV
	Roughton Road
	<ul style="list-style-type: none"> • Step-free access to station • Install Station CCTV
	Cromer
	<ul style="list-style-type: none"> • Full access required into supermarket • Increase car parking provision • Bus destinations to be shown on modern customer information screens • Plus Bus extended to Cromer
	West Runton
	<ul style="list-style-type: none"> • Provide some car parking • Install Station CCTV
	Sheringham
	<ul style="list-style-type: none"> • Increase car parking provision • Provide car park lighting and car park CCTV • Install Station CCTV

The Norwich to Sheringham line is one of two Community Rail lines in the county. It connects Norwich to the north Norfolk coast, linking to the towns of Cromer, Sheringham, North Walsham and Wroxham / Hoveton. At Sheringham there is a connection to the privately-run North Norfolk Railway, which operates heritage – steam – services to Holt.

The Bittern Line Partnership was set up by Norfolk County Council in 1997. This is a partnership between various stakeholders including the local authorities, train operator and community groups which looks to bring more community involvement into running of the line and stations.

The line was formally designated as a community rail line by the Department for Transport on 28 September 2007. The formal designation means in theory that more flexible standards could be applied to allow more efficient operation of the line. For example, the specification of signalling or maintenance might be able to be reduced to take account of the lower volume of trains on the route.

Journey times

We would support reductions in journey times where these are feasible, but recognise that these are unlikely to be significant reductions.

Service frequency

Services at peak times into Norwich, and during the peak holiday season or for events such as football matches, were full prior to the introduction of the new rollingstock. As this rolling stock is in the process of being introduced, it is not yet evident whether the additional capacity it provides is sufficient to accommodate demand. However, the county council is supporting half hourly frequencies across all routes. These provide both more capacity and a much better service for passengers.

Work completed for us by Mott MacDonald in 2009 suggested that *"The evidence... thus suggests that Norfolk County Council's first priority for improvements to local rail services in the Greater Norwich area should be the delivery of service enhancements on the Bittern Line, with an additional hourly service between North Walsham and Norwich as the minimum aspiration."*

For half hourly frequencies to North Walsham, one additional train unit would be required. Two units would be required for half hourly frequencies to Sheringham.

We see the delivery of frequency enhancements as a medium-term priority.

Journey Times

We would also like to see, in the medium term, shorter journey times. Currently the journey from Norwich to Sheringham takes around one hour. This compares to just less than 45 minutes by car, according to the AA route planner. Shorter journey times would also help the reliability of the train services by providing longer turnaround times at each end of the route, building in some flex to the timetable.

Currently there are two trains which essentially run back and forth all day, passing at North Walsham. There is very little time at each before the trains head off on their return journeys. Any delay to one train can affect the other train as well as affecting the timetable of services later in the day due to the precision of the timetable. Faster journey times would allow additional 'recovery' time at each end of the route to potentially increase reliability.

Our aspiration is to reduce the journey time by five minutes; to routine journey times between Norwich and Sheringham being 53 minutes.

We would like to see the following year-round services:

- First arrivals into Norwich to be before 0800 (Saturday) and before 0900 (Sunday)
- First arrivals into Sheringham to be before 0900 (Sunday)
- Last departure from Norwich to be after 2300 (Monday to Saturday) and after 2200 (Sunday)
- Last departure from Sheringham to be after 2300 (Monday to Saturday) and after 2200 (Sunday)

Infrastructure

Study work (Timetabling Exercise, Mott MacDonald 2009) found that ½ hourly frequencies north of North Walsham would be difficult due to the single track. Either the prevailing line speed north of North Walsham would need to be improved or a limited quantity of track doubling would be required south of East Runton Junction. In addition, a short stretch of double track southwards along the line towards Roughton Road would be required.

As well as this track infrastructure, we are aware of work required at stations. Our previous priority, of a new wider platform at Sheringham, has recently been achieved. We are currently working on taking forward a new station at Broadland Business Park, Norwich. Details about this are included in the section, above, on page 39.

Trains

All rolling stock will be replaced over the next 18 months and this is strongly supported.

Chapter 12: Priorities Norwich to Great Yarmouth and Lowestoft (Wherry lines)

Norwich> Brundall Gardens> Brundall> Lingwood> Acle> Great Yarmouth

Great Yarmouth> Berney Arms> Reedham

Norwich> Brundall Gardens> Brundall> Buckenham> Cantley> Reedham> Haddiscoe> Somerleyton> Lowestoft

Existing operations

- Part of the Greater Anglia Franchise and operated by Greater Anglia (Parent company Abellio)
- Franchise expires 2025
- Services to Great Yarmouth every hour (30 minutes at peak times)
- Services to Lowestoft every hour
- New rolling stock being introduced

Priorities

Norwich to Great Yarmouth and Lowestoft (Wherry lines)	
Journey times	<ul style="list-style-type: none"> • Reduce journey times
Service frequency	<ul style="list-style-type: none"> • A year-round minimum service level requirement of not less than hourly, including on Sundays • Maintain hourly services on Wherry Lines (and 30-minute peak time Great Yarmouth services). In the medium- term achieve, 30-minute peak time services, then 30-minute services on all lines. • Extension of Stansted to Norwich service to Great Yarmouth
Arrivals and departures	<ul style="list-style-type: none"> • First arrivals into Norwich, Great Yarmouth and Lowestoft before 0700 (Monday to Saturday) and before 0900 (Sunday) • Last departure from Norwich, Great Yarmouth and Lowestoft after 2300 (Monday to Saturday) and after 2200 (Sunday)
Infrastructure	<ul style="list-style-type: none"> • Electrification in the longer-term.
Stations	Great Yarmouth
	<ul style="list-style-type: none"> • Increase or at least maintain staffing levels • Retain ticket office • Increase station opening hours later into the evening • Station improvements • Improve connectivity through to Great Yarmouth by bus and walking and cycling
	Acle
	<ul style="list-style-type: none"> • Formalise car parking arrangements • Step-free access to station, and between platforms required
	Lingwood
	<ul style="list-style-type: none"> • Provide car park lighting and car park CCTV
	Brundall

	<ul style="list-style-type: none"> • Step-free access to station, and between platforms required • Norfolk County Council is currently finalising a feasibility study investigating the provision of a footway Station Road linking the village to the station • Improved walking and cycling signage
	Brundall Gardens
	<ul style="list-style-type: none"> • Install a ticket machine • Install customer information screens • Step-free access to station, and between platforms required • Install Station CCTV • Add seating into the waiting room • Improved walking and cycling signage
	Buckenham (<i>sparse service</i>)
	Cantley
	<ul style="list-style-type: none"> • Increase car parking provision • Provide car park lighting and car park CCTV • Improved walking and cycling signage
	Reedham
	<ul style="list-style-type: none"> • Step-free access to station, and between platforms required. • Provide car park lighting and car park CCTV
	Haddiscoe
	<ul style="list-style-type: none"> • Install Station CCTV • Install customer information screens
	Berney Arms (<i>sparse service</i>)
	<ul style="list-style-type: none"> • Seating • Improved walking and cycling signage
Freight	<ul style="list-style-type: none"> • Freight sidings at Yarmouth: potential for use to be secured / retained

This line connects Norwich to the coast at Great Yarmouth and Lowestoft (though this Prospectus deals largely with the Great Yarmouth branch). Acle is the largest town on the route, although there are a number of stations towards Norwich that have commuting flows into the city. The line from Norwich splits at Brundall, with one branch serving Lingwood, Acle and Great Yarmouth. The other branch essentially serves Lowestoft via Buckenham, Cantley and Reedham. However, this branch does reconnect to Great Yarmouth, although it is served by only the occasional summer service via Berney Arms.

The services operating on the line were formally designated community rail services by government on 1 February 2007. The Wherry Lines Partnership was set up by Norfolk County Council in July 2000.

Journey times

Our aspiration is to reduce the journey time by five minutes; to routine journey times between Norwich and Great Yarmouth/ Lowestoft to be 28 minutes. We would like to see the following year-round services:

- First arrivals into Norwich, Great Yarmouth and Lowestoft before 0700 (Monday to Saturday) and before 0900 (Sunday)
- Last departure from Norwich, Great Yarmouth and Lowestoft after 2300 (Monday to Saturday) and after 2200 (Sunday)

Service frequency

Most services go via Acle, with services via Berney Arms generally being infrequent, summer services. Because these services mostly cater for the tourism market, the County Council is not suggesting any change to these services.

The villages of Buckenham, Cantley, Reedham, Haddiscoe and Somerleyton (Suffolk) are served by Norwich to Lowestoft trains (except for the Great Yarmouth service via Berney Arms mentioned above). Cantley serves an increasing catchment area of small Broadland villages and has a limited train service. We would envisage additional services through the stopping of Norwich to Lowestoft services.

Work completed for us by Mott MacDonald in 2009 showed that in the am peak the Lowestoft to Norwich service would be at capacity by 2027. Analysis indicated that passenger loadings would exceed seated capacity on the final leg of the service between Brundall and Norwich, although the overall level of standing in 2027 would be low and of limited duration: the journey time from Brundall to Norwich is only 10 minutes.

The report did not find that Great Yarmouth services would be at or close to capacity by 2027. Since that time, passenger numbers have not increased at the rate predicted in this earlier work. Additionally, new rolling stock will be delivered that will accommodate additional passenger numbers.

We would however like to see 30-minute frequencies on both lines. People are more likely to consider rail as providing an attractive service if wait times are reduced.

Infrastructure

The main infrastructure required on this route is complete refurbishment / redevelopment of Great Yarmouth station to bring it up to a standard that passengers would expect of a modern interchange. This ranges from general tidying / smartening up in the short term. Since the last Prospectus there have been significant improvements for passenger access between the station and town by public transport, walking and cycling. There is a bus and taxi interchange in front of the station and improved car parking provision.

Trains

All rolling stock will be replaced over the next 18 months and this is strongly supported.

Chapter 13: Funding and delivery opportunities

Introduction

This section sets out potential funding sources for rail improvements. Although we will be reliant on securing our share of the rail industry pot – the traditional route for rail funding – we will have to look increasingly to a mix of public and private sector funding from the rail industry and a wide range of other sources.

The yet-to-report Williams Review needs to be noted. This might result in significant changes to the way in which rail is funded and delivered. The following sections are written in advance of this review and set out the position as it currently stands.

Funding and delivery

Railways are essentially funded from fare-paying passengers and a subsidy from government, although government has been looking to reduce this. More recently government has also been looking to maximise funding from other sources, including locally sourced funding, which they might expect to include local authority contributions.

A major change introduced recently has been the move from a five-year programme of committed improvement schemes to the RNEP (Rail Network Enhancements Pipeline) process, described earlier. This process has advantages in that it does not commit to delivery of schemes from the outset; rather there is a series of staged gateways where decisions are made about whether to proceed to the next stage. However, there is an increasing expectation that government looks to local stakeholders to provide funding at each and every stage. This is difficult because, not only have many stakeholders', including the county council's, budgets been reduced significantly in recent years, but costs are considerable, and there is significant risk at the early stages of scheme delivery about whether the scheme will ultimately progress to delivery. Norfolk County Council would find it very difficult to fund, or contribute funding to, rail projects.

A number of bodies representing transport authorities across regions in England, called Sub-national Transport Bodies (STBs), have recently been established. Norfolk is part of Transport East alongside Essex, Suffolk Southend-on-Sea and Thurrock. STBs are likely to have influence over decision-making on rail issues and in some cases might themselves become responsible for planning and delivering rail services. Transport East however is not intending that it becomes responsible for delivery but will certainly be looking to influence decision-making.

Rail industry

The two traditional sources of rail industry funding / improvements are from Network Rail spending programmes and franchise renewals. These are discussed below.

Network Rail spending programme

Network Rail is responsible for the maintenance and improvement of infrastructure, such as track, signalling and level crossings. Their spending programmes for maintenance and renewals are divided in to five-year periods. Decisions have

recently been announced on the spending programme for 2014-19, known as Control Period 5 (CP5), which saw a favourable result for the eastern region.

As set out earlier, improvement schemes are now the subject of a new process. There are currently two major improvement schemes being taken forward, at Ely and on the Great Eastern Main Line.

The county council will continue its engagement with the rail industry to secure investment for Norfolk's benefit in future programmes.

Franchises

Train services are run by Train Operating Companies on a franchise basis. All franchises across Norfolk are to be renewed in the coming few years. Franchise renewals offer a good opportunity to secure service improvements such as enhancements to frequency, quality of service or rolling stock. These enhancements might either be specified by government (and therefore have to be paid for by the taxpayer if they do not pay for themselves through rail fares) or by train operators. If the train operator feels they will generate a financial return, they may invest their own money into projects. These projects are therefore funded by the private sector with no need for public subsidy. The direct train service between Norwich and Cambridge was secured as part of franchise renewal.

County Council Transport Funding

Although the county council is not responsible for funding rail services or infrastructure, we have a strong record of putting in funding, although this has reduced in recent years due to reductions in our budgets. We have put funding towards infrastructure (mainly access to stations and information systems), supported essential services and directed funds towards Community Rail Partnerships. Recently, however, we have a much reduced level of funding available and cannot put in the same levels of funding as previously. Increasingly we will have to look towards drawing in funding from other sources to support our investment.

Our main source of funding for improvement projects (ie not supporting the running of services) is Local Transport Plan (LTP) funding. We will continue to consider the use of LTP funding to provide improvements, subject to the caveats above.

Other potential funding sources

Other potential funding sources include:

- Developer contributions
- Community Infrastructure Levies
- Locally retained, or supplementary, business rates
- Tax increment financing

Community Rail Partnerships

There are two Community Rail Partnerships in the county – the Bittern and Wherry Lines – overseen by Community Rail Norfolk, a not for profit company. The two partnerships comprise local communities, individuals and organisations who take on a significant role in their local rail services. The partnerships are invaluable in the promotion and development of the services and make a significant contribution to things like upkeep of stations on a voluntary basis.

Appendices

Appendix 1: Rail Station Timetables

To be added in final version

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Appendix 2: Rail Station Facilities

To be added in final version

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Appendix 3: Rail Station Passenger Numbers*Table X: Norfolk Rail Station passenger numbers*

Station	Passengers 2012/13 est entries & exits	Passengers 2017/18 est entries & exits
Norwich	4,126,012	4,156,302
King's Lynn	879,836	988,498
Diss	646,158	689,962
Downham Market	452,674	533,426
Great Yarmouth	461,574	384,966
Thetford	287,024	297,388
North Walsham	242,386	257,940
Sheringham	190,844	221,480
Cromer	194,444	204,582
Wymondham	168,486	186,924
Attleborough	157,792	159,916
Watlington	137,874	146,014
Hoveton & Wroxham	119,696	129,552
Brandon	101,396	115,932
Brundall	94,554	99,930
Lingwood	46,640	47,934
Reedham	46,112	46,020
Acle	52,356	44,914
Worstead	21,140	26,766
West Runton	25,124	24,844
Cantley	18,008	21,682
Gunton	18,400	17,008
Roughton Road	13,052	16,846
Brundall Gardens	12,144	14,022
Haddiscoe	9,662	12,924
Salhouse	8,412	10,448
Harling Road <i>(sparse service)</i>	3,592	3,074
Eccles Road <i>(sparse service)</i>	1,930	2,700
Spooner Row <i>(sparse service)</i>	264	1,628
Berney Arms <i>(sparse service)</i>	1,054	966
Buckenham <i>(sparse service)</i>	72	202