Accessing support from SLC Rail with your station and building projects

Background:

The Community Rail Network and SLC Rail partnership will provide free rail and property expertise to members working on station and building projects. SLC Rail and SLC Property have committed a maximum of 100 hours of support to members over a 12-month period (1 March 2023 to 29 February 2024).

Help and advice is available to members in the following areas of work:

- Shaping project scope, and defining requirements
- Engineering, including station buildings, station masterplans and how the station interfaces with the local community (including roads & parking)
- Rail industry project management processes ('treacle')
- Rail industry Standards, interpretation & application
- Regulatory consents process, including Station Change
- Property lease arrangements, including asset ownership and allocation of responsibilities between landlord & tenant
- Planning requirements, initial high-level assessments
- Delivery agreements, including asset protection & implementation agreements
- Stakeholder identification & management
- Safety requirements, including CDM and CSM

To access support the requesting group must be an up-to-date Community Rail Network member. Please read the below information outlining how support can be accessed and the steps that will follow. Please contact your Support and Development lead should you have any questions.

Requesting support from SLC Rail / SLC Property:

- **Members must request SLC Rail/Property support via their regional Community Rail Support Officer (within the Support & Development team).** If members are unsure who their team lead is, they should check here: https://communityrail.org.uk/about-us/meet-the-team/.
- Your Community Rail Support Officer will discuss your project and your needs, advising you on the most appropriate point to access SLC Rail/Property support. For example, if you are in the very early stages of considering a station building project but have yet to determine the 'where, when and what' then Community Rail Network are best placed to provide support at this stage.
- Once it has been determined the project is at an appropriate point to request SLC Rail/Property support, your Community Rail Support Officer will email SLC Rail/Property outlining the details and requesting an initial exploratory meeting between the member, SLC Rail/Property and Community Rail Network.

Review by SLC Rail / SLC Property of member project and viability of support:

- Following receipt of the email, SLC Rail/Property will respond directly to Community Rail Network to either: (i) confirm that a meeting should be set up; (ii) request additional information; (iii) decline support, outlining reasons (e.g. outside of their scope to assist; limited project hours left etc).

- Your Community Rail Support Officer will let you know the details of the response and help action the next steps. In cases where support is being explored an initial, one-hour, meeting will be arranged by the Community Rail Support Officer.
- The meeting will provide the member group and SLC Rail/Property opportunity to further discuss the project and determine what support might be viable and most beneficial to the member group; and to the success of the project.

Next steps: Confirmation (or refusal) of SLC Rail/Property support:

- After the exploratory meeting, SLC Rail/Property will confirm with the Community Rail Support Officer whether support is viable or not. Several factors may affect this such as, the likelihood of the project success; the remaining number of 'support hours' available; the type of support required etc.
- In cases where it becomes apparent support is not viable, SLC Rail/Property will try to discuss this in the meeting (if possible) or will liaise with the Community Rail Support Officer after the meeting once a decision has been made. A short email summary will be provided to the member outlining the reasons for this decision.
- In cases where support is viable, a commissioning process will start which will include the following steps:
  o SLC Rail/Property will complete a 'framework order' outlining an agreed allocation of hours to that member and for what area/s of support.
  o This framework order will be circulated to the member for review and agreement.

By carrying out this process, expectations can be managed on both sides. SLC Rail/Property will also be able to carefully track the number of hours used supporting the member against the agreed allocation. It also enables both Community Rail Network and SLC Rail/Property to fairly manage and allocate the 100 hours of support across multiple members.

Provision of support:

- Once the framework order has been signed off, SLC Rail/Property will work directly with the member group to provide the agreed support. Community Rail Network (via the Community Rail Support Officer) should be kept up to date by being copied into relevant emails / invited to relevant meetings.
- SLC Rail/Property will keep the member group up to date about when the support is coming to an end in line with their hour allocation and usage.
- If the member group still requires further advice/support after the allocated hours have been used, a review meeting *may* be arranged to consider if additional hours are available. *NB. External factors will likely impact this decision, such as remaining hours available and other members requiring support.*

/Ends