

**Greater Anglia**

11th Floor  
One Stratford Place  
Montfitchet Road  
London E20 1EJ  
United Kingdom

**t** +44 (0)845 600 7245

**f** +44 (0)1603 675 243

**w** [greateranglia.co.uk](http://greateranglia.co.uk)

19 May 2020

Dear valued stakeholder,

**May 2020: Asset Management update & Station Social & Community Development Plan**

Our aim is to ensure that our stations are welcoming and accessible, with appropriate facilities, as well as being impressive gateways to their local communities. Through a combination of our own commitment and the support of partners, including local authorities, community rail partnerships and station adopters, we're looking to consistently improve station presentation standards. We will also focus on trying to revitalise currently disused station facilities through commercial or community-led schemes, subject to the business cases that can be made and the funding that can be secured.

It's an exciting and challenging time ahead for the Asset Management team, with £10.2m of renewals works planned at our stations. Our inspectors examine every asset within the station lease area each year, followed by detailed examinations every five years, allowing us to prioritise our programme of work and to meet our targets and obligations.

We recently gained reaccreditation for ISO 55001 Asset Management, an internationally recognised standard for the management of assets, from acquisition to decommissioning. A key part of the process for gaining our reaccreditation is the demonstration of our continuous improvement of processes and policies to manage our estates and our assets in a structured and efficient manner.

To that end we are redesigning our Station Social and Community Development Plan (SSCDP) to set out our strategy for achieving the aims outlined above. To ensure that it is practical and realistic, we would value your input, both on the consultation process for upgrading stations and your priorities for station improvements. We're also interested in how you might be able to help with funding or other in-kind support for improvements to station facilities or station access and signage.

1. Please outline any improvements you would like to see made to your local stations over the remainder of the course of the current Greater Anglia franchise?
2. Do you have any local/regional area economic development plans that include any of our stations? If so, please set out the details to us.
3. As we re-establish our stakeholder management processes going forward; how would you like us to engage with you on matters concerning stations in your area?
4. What funding (direct or indirect) might you be able to provide, or help secure, towards station upgrade schemes?
5. Do you have your own independent station improvement aspirations for stations on the Greater Anglia network?

You may follow the link to a survey we have set up that will enable you to submit your responses: <https://www.surveymonkey.co.uk/r/XY7CJN8>. We would be grateful for responses by Friday 12 June 2020.

We plan to hold an engagement event in Summer 2020 in order to finalise our priorities with your input. We envisage that this will be an ongoing process, conducted through the channels of engagement you already have with our asset management teams and we expect to return to you for further insight in Autumn 2020. If you have any questions regarding our letter, survey and plan please contact Stuart Freer, Relationship Manager ([stuart.freer@greateranglia.co.uk](mailto:stuart.freer@greateranglia.co.uk); 07980 932824). We look forward to working with you to continue to improve the station facilities for customers and communities across our network.

Yours sincerely,



Simone Bailey  
Asset Management Director

email [simone.bailey@greateranglia.co.uk](mailto:simone.bailey@greateranglia.co.uk)

