

# Eastern

We are an incredibly busy region, operating some of the most important rail infrastructure in the UK. We have some of the busiest rail lines in the country, transporting large numbers of commuters to and from busy cities including Newcastle, Leeds, Sheffield, Derby, Norwich, Cambridge and London.

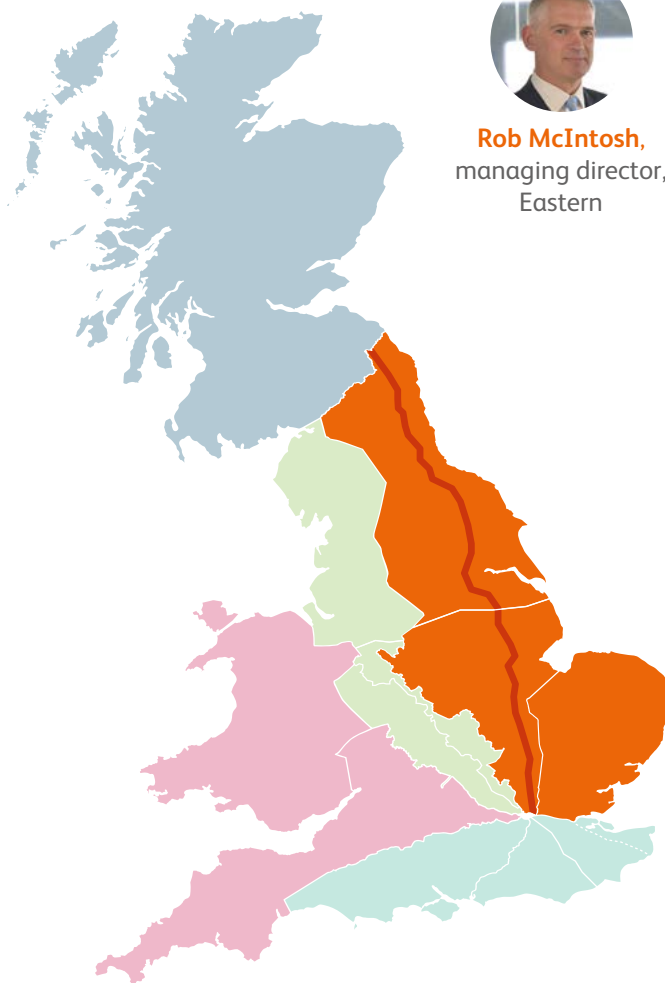
Our region is also home to other major transport hubs including three airports and 13 freight ports. We connect millions of people every day to city, town, coast and country. We connect people to friends and family, jobs and leisure, as well as goods to businesses here and abroad. Improving our rail network and getting more people where they need to be on time makes a massive difference to the UK economy, helping bring jobs, homes and prosperity.

On 19 August, Eastern region stood up our four routes – East Coast, North & East, Anglia, and East Midlands. In establishing these, we enable more local decision making and a greater focus on local needs. We will put passengers first by enabling and empowering our people.

Between 2019 and 2024 we are investing £13.6bn in running and improving the railway across Eastern.



**Rob McIntosh,**  
managing director,  
Eastern



By working more closely together across our region with our train operators and supply chain, we will be making some transformational changes to our railway, many of these are already underway.

## Stations

The transformation of Leeds station is well underway. This is improving the passenger experience as well as providing capacity for more and longer trains to operate from the city.

For over a year, Network Rail has worked to install a new, transparent roof over the main concourse to replace the old, wooden and dark structure. The new roof allows natural light to flood the station, brightening up the area and making the station feel more open. The new roof has used the same design as the southern entrance and has a modern look befitting of the city.

Inside the station, new ticket barriers in a simpler alignment have also been installed, improving flow through the station and these are now in operation.

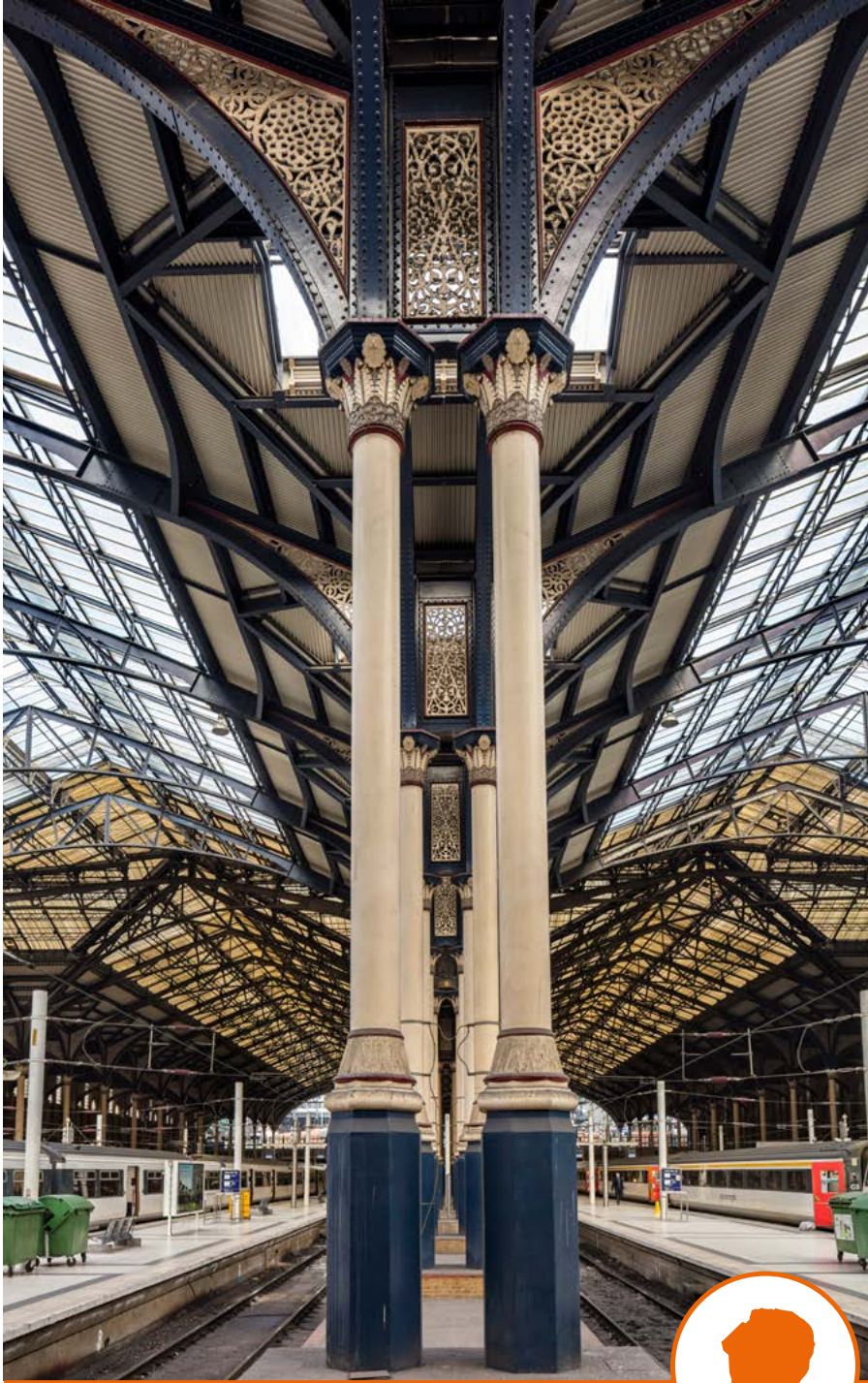
Over Christmas 2019 progress was made on the installation of a new platform 0 and work continues throughout 2020.

In the year ahead, passengers will continue to see improvements at all of our managed stations - Leeds, London Liverpool Street and London King's Cross.

All three stations will see refurbished toilets, and customer action teams will continue to support and bolster station teams to help passengers during disruption.

At London Liverpool Street, following the installation of new eco-lighting, we are looking at improving the passenger information points and seating throughout the station, ahead of a major roof renewal, due to start in winter 2020.

## Major improvement work in CP6



### Anglia

We will complete the refurbishment of Ilford and Romford stations as part of Crossrail, improving passenger accessibility and facilities ahead of the increase in Elizabeth line services.

There will be two major resignalling projects in Cambridge and Clacton to modernise our systems, improving reliability for passenger and freight services as well as improving safety at level crossings. We will also continue our programme of overhead line, bridges and track renewals to improve the reliability of our infrastructure and reduce the potential for delays.

The roof at London Liverpool Street station (pictured) will be refurbished. Keeping our historic stations maintained for future generations is a critical part of our role as the custodian of the railway.

## Region at a glance



More than a billion annual passenger journeys



3 managed stations:  
Leeds, King's Cross and  
Liverpool Street



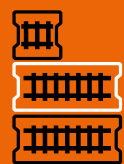
**6,042**

miles of track in the region



**3,400**

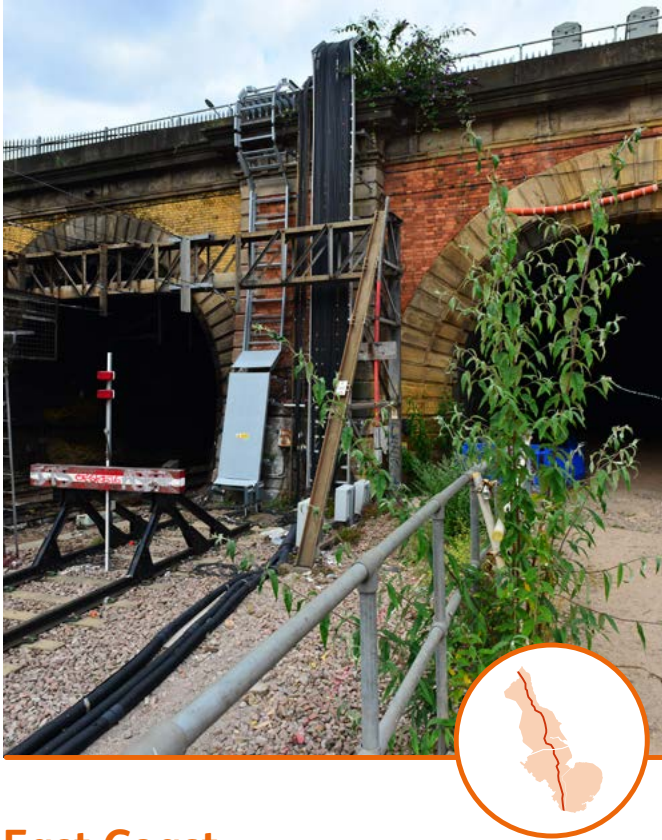
passenger trains per day



**1,057,462**

tonnes of freight moved  
a week with 1,742 freight  
movements – the highest  
of all regions





## East Coast

The East Coast Upgrade will impact passengers during 2020 as we work to complete this extensive programme to enable more trains to run on the route and deliver quicker, more reliable journey times, improving choice and reducing congestion on the line. Our focus will remain upon delivering the work as efficiently as possible while providing reasonable provision for passengers and make sure they are informed well in advance to enable them to effectively plan their journeys.



## East Midlands

The £1.5bn Midland Main Line Upgrade is entering its final stages. Once complete we will have installed 20km of new track, 30km of lineside fencing, 49km of wire supported by over 2,800 overhead power line masts, to carry 25,000-volts of electricity to trains via eight new substations and two grid connection points. Improvements will have been made at four stations and we will have completed significant work on around 50 structures – reconstructing more than 25 bridges. This means that in late 2020 improved services will run between Corby, Kettering and London. Benefits in terms of reliability and capacity for more trains will be felt the length of the Midland Main Line.



## North & East

The next round of consultation for the Transport and Works Act for the Transpennine Upgrade gets underway in March. This programme is designed to help unlock the congested route between York and Manchester, bringing benefits to communities across the north of England. We continue to work with the Department for Transport to finalise design and delivery of this complex programme.

## Benefits:

Eastern region will be a different experience for passengers by 2024. In London, Elizabeth line services will be transforming cross-London travel for millions, and our managed stations King's Cross and Liverpool Street will be offering an improved passenger experience.

Modern signalling systems will be enabling our people to better manage trains like air traffic control and reduce signal failures and faults that cause delays. Train operators will be operating new fleets of trains that will be running across the region, enabling more comfortable journeys with modern services such as WiFi.

We aim to have upgraded or removed level crossings and continued our work with local communities and British Transport Police to improve the safety of everyone who connects with our railway, reducing trespass and keeping trains running.

We will continue to work with our stakeholders to develop projects to build new stations such as those proposed in Soham and Cambridge South, and evolve plans to create greater capacity for increased freight and services at Ely and Haughley Junction in Suffolk.

From late 2020, up to 50 per cent more seats will be available during peak times between Bedford and Corby. Benefits in terms of reliability and capacity will be felt the length of the Midland Main Line.

On the East Coast Main Line, passengers will notice quicker, more reliable journey times, improved choice and reduced congestion.

## Our stakeholders

As part of our engagement process for CP6, we invited groups of stakeholders to take part in a series of workshops and meetings to share plans and gain valuable feedback, and where possible, changes to the plan were made.

As we progress through CP6, we will continue to engage with our stakeholders, recognising the need for regular and effective engagement, listening exercises and a mechanism for feedback.

## Our people

Our workforce will also see positive changes to their working environment and training, helping them stay safe and become the best they can be to help deliver for passengers and freight users.

Across Eastern, our Track Worker Safety programmes are helping reduce the risk of our people being hurt while on track. We're also investing in improved protective equipment and new technology designed to keep track workers safer. Additionally, more safety and wellbeing programmes aim to help keep our staff fit and stay mentally well.

We have diversity and inclusion strategies that set out how we will make Network Rail a better place to work for

everyone. We will continue to run recognition excellence schemes, recognising individuals and teams who have gone above and beyond in their role and contributed to the success of the Eastern region and its routes. A key part of this is to recognise those who live by our values, behaviours and those that demonstrate our safety and performance culture.

It is an exciting time for Eastern region. We have a clear vision for the future, and a winning team of more than 10,000 dedicated employees to deliver a safe, high-performing railway with greater capacity and efficiency to drive economic growth here and across the UK.