

Community Engagement and Activity in 2022

Supporting our business to engage and support our people and focus on our role as a valued society partner to the **Liverpool City Region**



Station Community Partnerships

Maghull North Station

We have been approached by a group of residents who would like to start a partnership at Maghull North Station. This will involve regular litter picks and planting at the station. We will be working with them, the stations, safety, and property teams in the coming weeks to agree the plan and ensure they are fully briefed on what they can and can't do.

Kirkby Station & Headbolt Lane

The new station being constructed at Headbolt Lane is a long way off however residents from the area are very interested already in getting involved in any community schemes there according to responses from a local survey sent out by the Combined Authority. We will be working with the CA in the coming months on a structured

community engagement plan aimed at schools and families. We hope to organise some STEM educational visits and link them to employment in the area.

Fazakerley Station

We are about to welcome some new volunteers at Fazakerley station. Unfortunately, the previous group lapsed and the planters have become overgrown and in need of some TLC. Our partners at Women in Community Rail have contacted us on behalf of some local ladies who would like to get involved and rejuvenate the planting and make regular visits to the station. We have started the process and we hope to see them onboard there in the coming weeks.

Birkdale Station Masters House

The Friends of Birkdale Library were a group that were set up in order to campaign to prevent the council run library on Liverpool Road Birkdale, from closing down. Having lost this fight, a core committee from within the group set about trying to find alternative premises in the area where they could establish a library/community hub to continue to serve local people. Thankfully we were able to help them by bringing back into use a building that was the one time station masters house adjoining Birkdale Railway Station. The Station Master's House had been unused for many years and along with Network Rail we were able work with the team and their architect to make this dream come true!!

The centre includes a library for adults and children, use of computers, meeting rooms for community use and a signposting service to other local organisations. There are a whole host of activities and services such as children's story time, yoga classes, music tuition and social interaction groups to combat loneliness. The house reflects its Lancashire and Yorkshire Railway (L&YR) heritage roots including pictures and memorabilia alongside its community use and this has been reflected in its restoration. With the house being situated in the centre of Birkdale Village, with excellent public transport access, the Station Master's House provides a welcoming community focal point and heritage experience for the Village.

The community hub and library is now celebrating a year in operation and also held some jubilee celebrations back in June. We will be working with the team of volunteers in the coming months to help promote what they offer to their community. It is a shining example of what can be achieved by community minded people and our industry partners!



Moorfields – Be Who You Are!

A few months ago, we were asked to look at brightening up the spaces on some of the stations on the underground where the MtoGo shops used to be situated. The window dressings at Lime Street have been in place now for several months and the public and staff love them.

On Thursday 10th March we installed the piece for Moorfields's Station Booking Office. When planning we wanted to make sure that there was a link to the surrounding area and it was obvious that we should also celebrate Merseyrail's relationship with the LCR Pride Foundation. We



hope that these eye-catching installations will encourage people into the booking offices and to stop and take a selfie and 'Be who they are!'. In 2022 we will continue to work with

organisations to tackle hate crime, celebrate everyone's best self and to be kind!

Merseyside Safer Streets Fund

Over the last couple of months, we have been working with the Merseyside Police, LCR Combined Authority, local transport providers and the BTP on a new visual campaign to address women's fears about travelling in and out of the city centre, particularly at night.

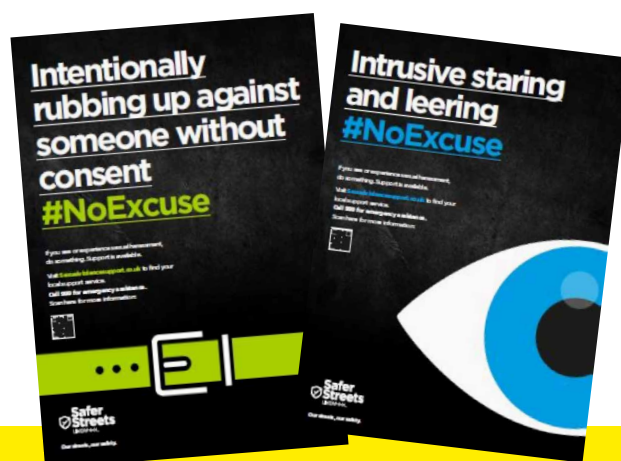
The campaign aims to help to provide reassurance and to make women and girls feel safer using transport services across the city. The funding came from the Government's Safer Streets Fund and was underpinned by a survey, run by the Police Commissioner, which showed 54% of women felt unsafe using public transport in Merseyside at night and nearly 42% had concerns about using it in the day. It also follows extensive consultation with stakeholders, those using public transport, student groups and young people

which highlighted those fears around using public transport had increased since the tragic murder of Sarah Everard.

The funding will also be used to provide an increased police and uniformed presence on the transport network through monthly awareness days at transport hubs, partnership days and use of the mobile police unit in hotspot areas and at times when women feel most unsafe.

A full set of posters and digital communications will be shared amongst all the partners to help increase feelings and perceptions of safety on public transport. The consultations told us that this has a significant impact on the lives of many women and girls.

Here are a couple of examples of the artwork that will be seen across the city.





Batteries Not Included Charity Train

Along with volunteers at Merseyrail and James Place and with support from Stadler, Network Rail and the Branch-Line Society we organised and staffed the Charity Charter train on Sunday 6th March. We are delighted that the event raised over £10,000 for James Place. This was a fitting way to end the formal fundraising partnership with the charity. This means that over the last two very challenging years that we were still able to donate over £30k to this fantastic organisation.

We will continue to work alongside them in tackling issues related to suicide prevention on our network. A huge well done and thank you to all involved.



Cuddly Trains!

We were contacted by Cat an Advanced Nurse Practitioner based at Wirral Child and Adolescent Mental Health Service (CAMHS). They have several children with mental health difficulties who love our trains. She had noticed on Twitter that we had posted some photos of soft toys of our trains and wondered whether we would consider donating some for her children. Luckily, we have a number of these trains that we can use for exactly that sort of good cause. So, we were delighted to send her some of the trains to share with the children.

For safeguarding reasons of course, they could not send us a photo of the children with the trains but were very happy to share this picture of Cat and her colleagues holding the trains! We hope they enjoy them for a long time into the future. We have also asked them to keep in touch and if they would like us to organise any confident travel training for the children then we would be more than happy to do so.





Merseyrail Station scoops top station in Cheshire award

Merseyrail stations have scooped three awards at the 19th Cheshire Best Kept Stations Awards Evening held on Friday 1st April and attended by the Mayors of Wirral and Ellesmere Port and the Lord Mayor of Chester. Hoylake Station in Wirral won the coveted top “Best Kept Station’ Award”, the first time the top award has gone to a Merseyrail station. Meols Station won the Wirral Award and Ellesmere Port won the Cheshire West and Chester Award. The Awards were presented both physically and virtually by live stream at The Grange Theatre, Hartford, Northwich by Mr. Chris Jackson, Regional Director of Northern Trains. Below are some comments on how our stations won the awards.

Hoylake Station won the top 'Cheshire Best Kept Station Award': *“A busy and spacious station graced with a classic art deco station building. Attractive and well-maintained planters and some artwork demonstrate a strong community involvement that not only improves this station but has led to Station Adoption groups forming at other stations on this line.”*

Meols Station won the Wirral Award: *“A suburban station that has been much improved with recent provision of lifts to provide full accessibility. The Friends group have complemented this with attractive and skilfully planted beds and planters.”*

Jan Foster of the Friends of Hoylake & Meols in Bloom said: *“We were absolutely thrilled to hear Meols and Hoylake stations had won these amazing awards. Our teams really enjoy working on both stations. We know how important it is to provide people with a space to enjoy as they arrive and leave our lovely area especially during the last two difficult years. We would like to thank Merseyrail for all their support.”*

Ellesmere Port Station won the Cheshire West & Chester Award: *“A well maintained station with historic station buildings well looked after by the Train Company, and great community involvement through an active station friends’ group with interesting art work and well-tended planting areas.”*

Garfield Southall, Chair of the North Cheshire Community Rail Partnership said: *“Ellesmere Port has a bright, attractive station and the volunteer team there has worked wonders in making visiting the station a pleasant and welcoming experience. Congratulations to the Community Rail Partnership team and Merseyrail”*



UK Rail For Ukraine ...is a cross-industry initiative that was set up by volunteers in early February. The industry has been working together to facilitate the transportation of more than a million items of aid to Ukraine. Now, the first of its first aid trains has left the UK on a special DB Cargo service bound for Ukraine, where it will be received by organisations working on the ground. The service is carrying more than 1,500 tonnes consisting of a range of aid, including non-perishable food, hygiene and medical products, basic living equipment, and other much-needed supplies that have been donated from a wide range of businesses and organisations following requests for aid from the Ukrainian authorities. Transported in 24 shipping containers over a 500-meter train, the aid transported by UK Rail for Ukraine has been labelled in all three languages to assist with distribution when it arrives at its destination.

We are very pleased to announce that Merseyrail was one of the sponsors of one of the containers included in this initiative. Our shipment contained cutlery sets, coffee, canned foods and water. This link is for a short YouTube video showing the train as it was being prepared for its journey.



https://www.youtube.com/watch?v=BSCG_cCAR4Q&t=12s

Birkenhead North Mural – **Charlie Landsborough**



Back in the summer of 2021 we were approached by Cradle to Career. This organisation is supported by the Wirral Council and the Steve Morgan Foundation. Their aim is to encourage local pride in the North Birkenhead Area and to create opportunities and transform the lives of young people. They had launched a competition with local residents on who they would like to see immortalised in a mural in their community and where they thought would be a great place to see that mural.

The residents voted and they came up with a top 3: Music legend, Charlie Landsborough, Everton FC, Tranmere FC and England great Dixie Dean and the town's first female mayor Lady Mary Ann Mercer.

Residents voted for the country music legendary singer Charlie Landsborough – who received 46% of the votes! They also agreed that Birkenhead North train station would be an ideal location.

It has taken several months to get things organised with delays due to change in personnel at Cradle to Career, Covid and availability of the artist. We have worked with Network Rail, our legal team and the organisers to agree the details and work has begun this week on the mural. It is being created by Liverpool City Region Artist of the Year, Paul Curtis, best known for his striking turquoise “wings” mural in Liverpool’s Baltic Triangle.

We are excited that on 6th May, he finished the mural of country music legend Charlie. Between the 9th and 18th May, the organisers will be running a series of local campaigns to celebrate Charlie’s legacy, the North End community and its heroes. They are inviting all to visit the mural, take photos and share memories in their online campaign using the hashtag **#NorthEndHeroes**.

On 19th May, they will be celebrating the mural all day at St James Centre Laird Street, with Charlie joining them at lunchtime. There will be a visit to the mural, a showcase of memories and photos, and an unplugged live music session in the afternoon.

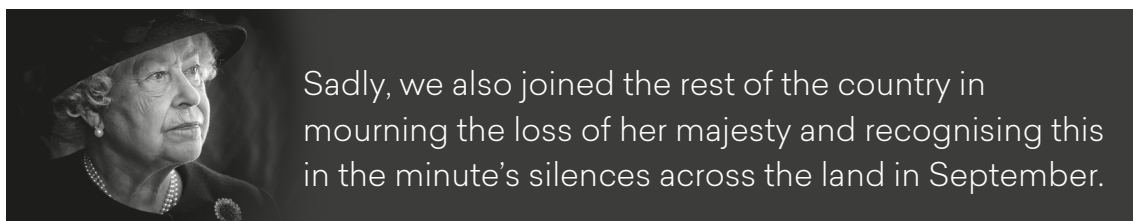




Jubilee Celebrations

We were very excited to join in with the countries jubilee celebrations at Merseyrail and we organised several activities across the network. Below is a list of all that took place over the Jubilee weekend.

- Red, white and blue bunting was installed at some of our stations which included Cressington, Hooton, Kirkby, Meols, Ormskirk, Southport and West Kirby.
- Our station adoption groups at Ainsdale, Maghull, and Birkdale created colourful Jubilee flower arrangements.
- We delivered Platinum Jubilee chocolates to our busiest stations to give to our passengers over the weekend.
- There was a special CIS message on our station displays.
- There was special station animation activity at Liverpool Central on Thursday 2 & Friday 3 June:
 - Promotional staff gave away Platinum Jubilee branded chocolates and co-branded Merseyrail & Jubilee plastic flags.
 - The area was decorated with a jubilee arch, balloons and bunting and the staff wore co-branded Merseyrail & Platinum Jubilee t-shirts.
- Special bunting created by the school children at St Monicas Primary School In Bootle was installed at Liverpool Central across the station it will remain there until 13th June.
- Dairy Milk bars to be wrapped in co-branded Merseyrail & Platinum Jubilee wrapper, given away in Mtogo stores with any purchase. Platinum ticket inside limited bars for a £50 Love2Shop voucher.
- Website banners with bunting on.
- Competition to win 4x 1 month passes for June to celebrate the 4-day weekend through social media.
- Social media content with pictures of the Queen on a Merseyrail train.
- Supporting and promoting local events, including a Destination Merseyside guide and social media.
- Launch of the Jubilee 2-Day Saver ticket, valid for any two consecutive days between 2 – 5 June.
- Promotional plan includes partner support, inclusion in existing radio sponsorship slots, digital advertising, station posters and The Guide Liverpool (video and social media).
- Inclusion in the special Rail Industry Celebration Booklet and sales in some of our Mtogo shops.





Stakeholder Reception

On Wednesday 31st May 2022 we were joined by over 110 of our stakeholders and partners at the Hilton Hotel in Liverpool. The event was a chance for us to thank them all for their support throughout the pandemic but to also give them an insight into our plans and the recovery of the business into the future. We were delighted to also be joined by Councillor Liam Robinson, chair of the transport committee. Representatives from James Place were also in attendance so that we could celebrate raising £34000 for them over the last two years.



Sefton – March to Pride

We supported travel for 30 young people along with the youth workers from Sefton Council into Liverpool for the Pride March. Their 'Train to Pride' had a dedicated carriage which they decorated with rainbow bunting and flags. We also met them at Southport where their journey began with some goodies!

We also supported a similar size group travelling from Conway Park in to Liverpool from The Hive. The Hive is a purpose-built facility for the borough's young people aged 8 – 19, and up to 25 for those with disabilities. We also organised for them to have some of our pride goodies to travel with!



This is all part of our continued commitment to supporting young people within our region. We will also be continuing our support for the LCR Pride Foundation as headline sponsors of their awards due in early 2023.

Ormskirk Gingerbread Festival 2022



The 5th Gingerbread Festival organised by the Ormskirk Community Partnership returned to Ormskirk Town Centre on Sunday 10th July, after a two-year hiatus due to the pandemic. We were delighted to be a sponsor of the event and see thousands visiting the town to enjoy the festival. This year the Ormskirk Community Partnership organised a fun filled day for all the family with new attractions for 2022 including:

Non-stop entertainment, including special children's activities, Stalls along Moor Street, many with a Gingerbread theme, Heritage stalls to help with family history and showing Ormskirk in days gone by and Music and comedy in The Chapel – Ormskirk Arts House.

Supporting Schools Across Our Region

Schools & Colleges Employability Sessions

At this time of year, we receive a lot of requests from local schools and colleges to help with careers and employability sessions. During 2022 we engaged with 719 students. Below is a little summary of what we have already done, and some planned for the coming weeks.

Hugh Baird College

On the 4th of February Ian Johnson, Information Systems Delivery Manager addressed a small class of 9 students who are the first to do a T Level qualification in Digital Business Support at High Baird College. The college are keen to get the students to see what any kind of Digital Business Support looks like; they are in particular looking at infrastructure and how IT in businesses has changed (Covid for example means more remote working etc). The session was virtual, and he spoke for 20/25 minutes telling them about his job, Merseyrail, his career path and qualifications. The students then asked questions for about 10/15 minutes.

We also organised the following:

Meet the Professionals Sessions:

31st March – Range High School, Formby

12th May – Sacred Heart High School, Crosby

Work Inspiration & The Big Trust

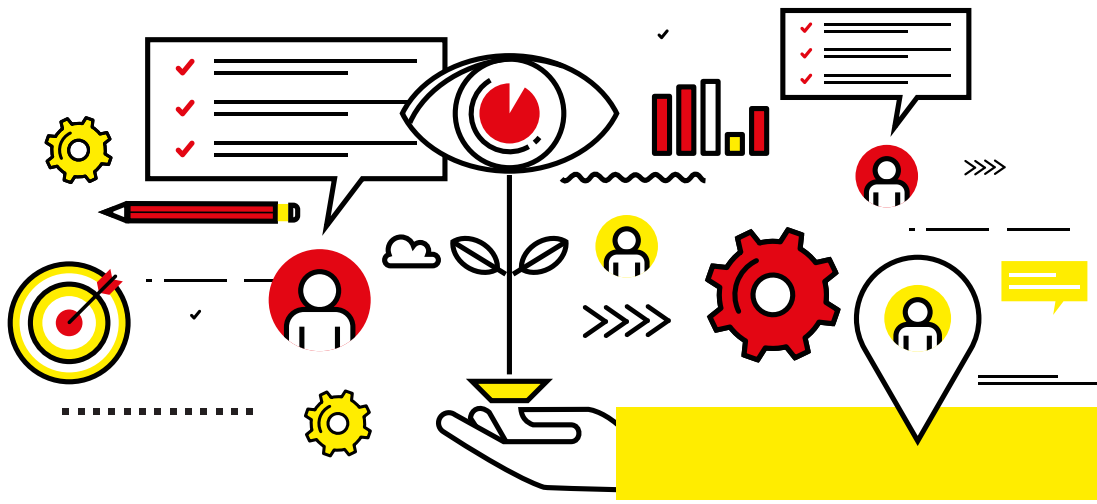
As part of our collaboration with The Big Trust we visited St Monica's Primary School in Bootle as part of this programme. The Work Inspiration Programme has helped disadvantaged young people engage and aspire in the world of work. The Work Inspiration programme works with school children to provide building blocks for their future. Businesses provide visit days, personal and career mentors, entrepreneurial activities, and support in the development of soft skills.

We visited 60 children in Year 3 and Year 5 on the 22 April and 3rd May respectively. We chatted to them about Merseyrail and roles within it but the main activity was to design flags for bunting which will be displayed over the jubilee weekend at Liverpool Central Station. The children were very creative and enjoyed the task. Whilst there we also asked them to complete our safety rules booklets to underline the importance of safe travel on our network.

All Saints High School & Headbolt Lane Engagement

On Monday 9th May we were asked to support activity at All Saints High School in Kirkby linked with the Headbolt Lane project. It was a speed date type event with over 440 students from Year 9 & 10. We were there with colleagues from Merseytravel, Combined Authority, Merseyrail, Network Rail, and Buckingham's (contractor). Each industry representative was seated on a round table with groups of approximately 8 to 10 students for 5 to 6 minutes each. We talked about career paths since leaving school and then their average day / week / month / year in their industry. The students then asked questions and it was facilitated by a member of staff.





Work Experience

On Monday 20th June we were joined by two Year 10 students from West Derby High School on a two-week work experience programme. We were asked by our partners at Elevate (Local Business Education partnership) to help them place these two students. The young people from the school were all looking at careers in things like Business, politics, photography, finance, marketing, HR, IT, computer sciences, retail, garages and anything in between.

They started with us on a one-day induction and have been working alongside our staff in various areas of the business. We tried to make this as

varied as possible and to share the different roles within Merseyrail, this has included stations, Commercial, Ops, Marketing, IT, Finance, etc.

They have also had tasks to complete based on customer relations, marketing, commercial and a general research task whilst they have been moving around the business.

They reviewed what they had learnt and experienced whilst they were with us at the end of the two weeks on 1st July. We now have an agreed, varied and successful itinerary for work experience that we will be rolling out to other schools when they return in September.

Virtual Work Experience

As part of our support for Elevate and their work with careers and young people we also took part in another Virtual Work Experience Session. The students at Halewood Academy during the week commencing 20th June had various tasks linked to roles and departments at Merseyrail to complete. They also had access to videos from two of our young achieving members of staff who explained how they joined the business and how they are progressing.

This was then followed by a Team Session with us where they were able to ask questions about the business, roles, salaries and what skills are required to join Merseyrail. These activities allow us to engage with larger numbers of young people in a shorter space of time and to showcase ourselves as an employer within this region.

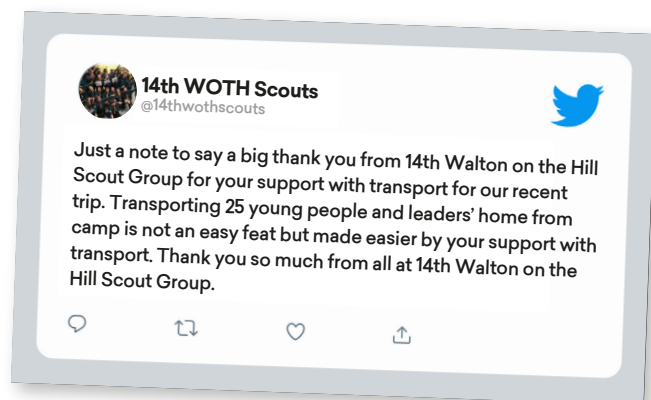


Community Travel Scheme in Partnership with Merseytravel

We are working with Merseytravel to support various organisations with complimentary travel across our network. A large amount of our support is through schools and youth organisations. These trips are linked to the curriculum, travel awareness or special events and all within the LCR.

These trips have supported children from several special needs schools which included Merefield School. The school want to ensure that their children get to experience rail travel. There are more trips with these children planned for next year.

We also helped with travel for scout groups across the region who are working towards their rail safety badges. One such group (Walton on the Hill) tweeted the following thank you....



These trips are essential in growing confident travel in these young people and promoting our network to first time users. In total throughout 2022 we have supported 2771 students and young people on this scheme.

Station Education Lounge

As part of our business strategy and commitments to the young people of our region we have been working on a project to provide a space on our network where schools and other groups can visit. This space will be used for their education on rail safety but also to engage with them and hear their feedback on our services.

We have been refurbishing the former Mtego retail space at Old Hall Street station to become our 'Station Education Lounge'. The branding is complete with the installation of vinyl on the windows and walls. The electrical work including lighting and a screen has been installed also. We

are now awaiting the furniture which should be in late November. After which we will be looking to invite our first school into the educational space. Here are some pictures to show you how it looks!



Supporting Charities and Community Groups Across the Region



Charities of the Year 2022

The votes were in from our staff and we had the nominations for our charities for 2022 as below. Those who nominated also pledged £5 to the charities which will be matched by the company. Just this alone has raised £680. It was great that we had a wide range of nominations for charities of all differing types and a wide breadth of location across our region and we are delighted that the following 4 organisations were the charities with the most nominations and will be our partners for the rest of this year.

- > **Sefton Women's and Children's Aid (SWACA)** – they are based in North Liverpool and support families suffering the impact of domestic abuse. <https://swaca.com/>
- > **Kind Children's Charity** – based in the City Centre but covering all the Liverpool City Region, helping children and families who are dealing with poverty and disadvantage. <https://kind.org.uk/>
- > **Paper Cup Project** – based in Liverpool City Centre tackling homelessness. <https://papercupproject.org/>
- > **Tam O Shanter Community Farm** - based in Bidston which includes an education centre and maintaining the historical farm building. <https://www.tamoshanterfarm.org.uk/>

Each of the charities received £2500 as a donation to kick off the partnerships and we met with each of the charities to get to know them and to discuss how best we can all support them. We are delighted that we will be rolling over these charities for 2023!

Charity Collections

Since April, this year we have been allowing local charities back on our stations to collect and raise awareness of their work. We have had many bookings which includes the following charities:

Maggie's Cancer Support, RNLI, Jospice, Veterans for Cancer, Royal British Legion and Rescue Me a charity supporting abandoned pets and animals.

On average they collect around £400 per session which means that in total £17,900 has been raised by our passengers for these wonderful local organisations and charities.

Charity Fundraising & Support

In these difficult times with the many challenges, we have had it has been difficult to fund raise. To help with this we have been raffling exciting and more inclusive events to help to increase our donations.

With the proceeds from the draws for LFC tickets, Chester Zoo behind The Scenes tour, George Ezra and Andrea Bocelli concerts, Disney on Ice, Love to Shop Vouchers, Spa Weekends we have raised £14,435. This will be split between our four charities for 2022.

Strictly the Big Trust Charity Fundraiser

Over part of the year, two of our staff Tara Connolly and Laura Latham have been training to compete in a ballroom dance challenge to raise funds for our partners at The Big Trust. The hard work culminated in a brilliant event at the Titanic Hotel on Saturday, 17th September.

The ladies did the company proud with Laura scooping runner up with her beautiful waltz. Their efforts have raised over £3500 to help our local communities in disadvantaged areas of the Liverpool City Region.



Tara Connolly

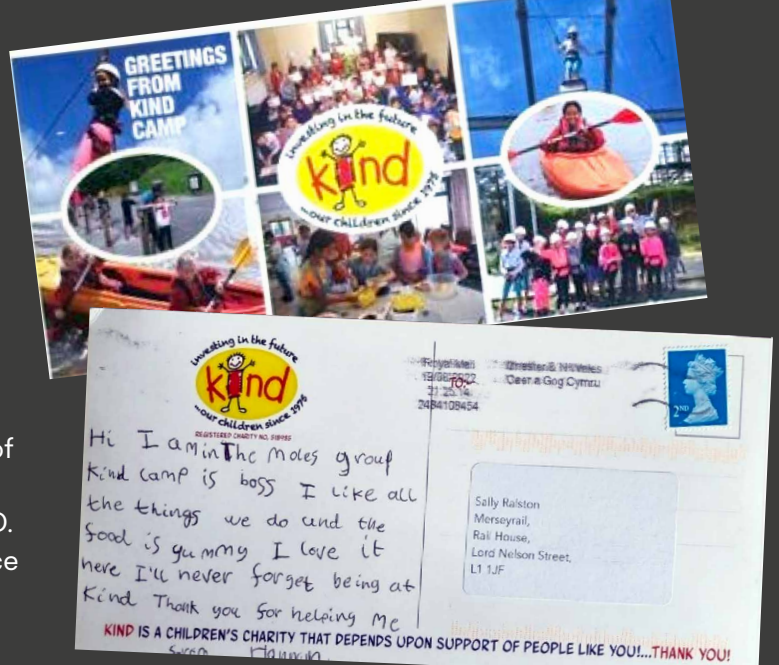


Laura Latham

Other support...

On Tuesday, 20th September the HR team also took part in a volunteer day at Tam O Shanter farm one of our four charities. The team helped to move two aviaries across the farm and to clear a space ready for a sensory garden to be installed for special needs groups.

We also received this lovely postcard from one of the children who benefits from the activities provided by one of our charities of the year, KIND. Its great to see how our fundraising helps. Its nice to remember who we are helping across our



Throughout the year with our collections, fundraising and donations we have been able to continue to support our region and to be a good neighbour within our communities. In terms of the social value of this activity it equates to £108,762 of investment. In terms of fundraising for our four charities of the year this meant we were able to donate £30,100 in total for 2022.

Travel Confident and Awareness Days

Autism Initiatives

During October we organised with our partners at Autism Initiatives for 2 awareness days.

Southport Station - 15th October | Liverpool Central - 22nd October

These days were to showcase the work of the charity with people across our region and also opportunities for them to support and work with them. We will also be organising more travel awareness sessions with their service users over the coming months.

Sustrans Partnership

We also held a pop-up event outside Bebington Station on 19th October with Sustrans. The pop up was in relation to their By Ours project. Sustrans is the charity making it easier for people to walk and cycle. They connect people and places, create liveable neighbourhoods, transform the school run and deliver a happier, healthier commute.

This project they are working on is in partnership with Wirral Council, in the Bebington area. The aim of the project is to work with the Bebington community to create safer streets, with focuses on themes such as active travel, traffic, and air quality.

So far they have been working extensively in schools, and have also delivered surveys to every

address within the project area. This survey had a very impressive response rate, and now they were planning the next phase, which will be to release the results of the survey and start working directly with the community on how they address concerns highlighted – some of which include road safety. They have held several launch events between 19th – 26th October, to get more people engaged in the project. This is where we have helped!

A key demographic for this type of work is of course people who use public transport, so Sustrans put the popup event in the car park outside Bebington Station on Wednesday 19th October, between 11am-6pm, where a few members of staff gave out flyers and chatted to collect information from the public.

New Station Lifts at Hunts Cross and Hillside

During 2022 we have had exciting projects evolving at our stations which included new lifts at Birkenhead Park, Hunts Cross and Hillside stations. On 28th September at Hunts Cross Station we were joined by the MP for the area, Maria Eagle, Councillor Liam Robinson and other Ward Councillors to launch its new lift. Then on 21st October alongside the Deputy Leader of Sefton Council, Councillor John Fairclough and members of Southport Access for Everyone (SAFE) at Hillside to perform the same task.

Rail users at both stations will now benefit from a step free route from the street to the platforms. These lifts make it easier to reach the platforms for wheelchair users, people with mobility needs, heavy luggage, bicycles or those with children in buggies.

Completion of the works brings the total number of step free stations in the Liverpool City Region to 60 out of a total of 83. It's been made possible through funding from the Department for Transport's (DfT) Access for All programme and the Liverpool City Region Combined Authority's Transforming Cities Fund, as part of a wider vision to make the local rail network the most accessible in the country.



Merseyrail Remembers

At 14.00hrs on Friday 11th November at James Street station we held our annual Remembrance service. We were very honoured to be joined by Ms Lesley Martin-Wright JP DL, the High Sheriff of Merseyside. The service was led by Mike Roberts our railway chaplain and Jane English was joined by Councillor Liam Robinson and Phil Saunders, of the combined authority and representatives of the British Transport Police to lay wreaths. We also created a special video with the chaplain and members of staff that was shared both internally and on our social media platforms.



#MerseyrailRemembers

Supporting our People

Railstaff Awards 2022

We are delighted that we have been very successful with finalists in this year's Railstaff Awards. The awards ceremony is held at the NEC Birmingham in November. Below is the roll of honour:

Apprentice of the Year

CHLOE FARRELL - HR Advisor

Award for Charity

JAMES PLACE CHARITY
CHALLENGE TEAM

Customer Service

JOAN BENNETT-DURKIN -
Station Retailer

Depot Staff

TOMMY FAGAN &
KEITH SHEPPARD - TCS

Learning & Development

DANNY DALE -
Senior L&D Manager

Marketing & Comms & Team Award

AINTREE GRAND NATIONAL
TEAM

Rail Manager

DAVE STAMPER
Head of Performance

MIKE TRIPPITT

Station Manager

Rail Person

SHEEN MATHEW - Finance &
Performance Manager

LAURA LATHAM - Facilities
Compliance Manager

Safety Person / Team

LEE PHILLIPS (Security Team)

Covid Heroes -

Outstanding Team Award
HEALTH AND SAFETY REPS

Serco Pulse Awards

MIKE TRIPPITT - Station Manager, is also the recipient of a Care Award at our shareholders, Serco Pulse Awards for 2022.

Staff Engagement Events

We are pleased that we have been able to reward and recognise our staff at a series of events within our region over the last year. These have included Liverpool FC Hospitality, both Chester and Aintree races and family events such as Farmer Teds Pumpkin Patch experience at Halloween. 298 of our staff who have gone above and beyond and who have supported the business and our passengers have benefited and attended these events. There will be more opportunities in 2023 for this recognition. Well done to all our staff who have been rewarded.

A Magical Merseyrail Christmas!



This year we were delighted to be able to provide a Christmas Experience for our staff and their families once again. We worked with the Otterspool Adventure Centre to offer tickets to their Magical Christmas Experience.

230 of our staff along with their families, whether that be grandchildren or children attended the centre. The day included gingerbread decorating, stories with Mrs Claus, make a teddy bear workshops, ice skating, and of course a visit to see Santa in his grotto.

The feedback has been overwhelming and the children all believed that the True Santa was at this event!! Below are just a couple of comments we have received:



“Again as always you deliver a wonderful experience for the children of Merseyrail employees thank you for all the effort you put in. Isabella again had a great time and experience.”

“Just dropping you quick email, to thank you and everyone who helped organising The Merseyrail Christmas Experience. It was unbelievable for my Grandkids and for anyone who attended, you could not of done any more than you did to make it so magical for my Grandkids”

“I just wanted to send an email to express my thanks and gratitude to you both and Merseyrail for organising such a magical event. Last year was my sons first Christmas and unfortunately, he ended up in hospital with suspected sepsis just after, tainting our first experience. Last weekend honestly filled me with so much hope and magic knowing he's going to have such a wonderful Christmas. I'm so grateful for the opportunity given to us to enjoy such a great day.

Thank you, thank you, thank you.”

Sally Ralston

Community Involvement Manager, Merseyrail



Thank you...

Below is a letter from the 35th Liverpool Boys' Brigade who we helped experience train journeys across Merseyside last year.

35th Liverpool Boys' Brigade
All Saints' Church, Childwall
Liverpool L16 0JW

20 February 2023

To Mersey Rail,

Thank you!

Thank you for the contribution of vouchers for our recent fundraising raffle.

Because of the donations made by Nando's Liverpool, **we raised over £670** for our work with children and young people in south Liverpool.


Our Boys' Brigade group works with 130+ children and young people from across south Liverpool, providing them with opportunities to learn, grow and discover in a safe, fun and caring environment.

Our vision is that all young people are able to experience "Life to the Full".

Thanks to the support of **Mersey Rail**, we can provide even more opportunities and experiences for our children and young people.

With repeated thanks and sincere best wishes,

35th Liverpool Boys' Brigade

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THE BOYS' BRIGADE
>the adventure begins here



