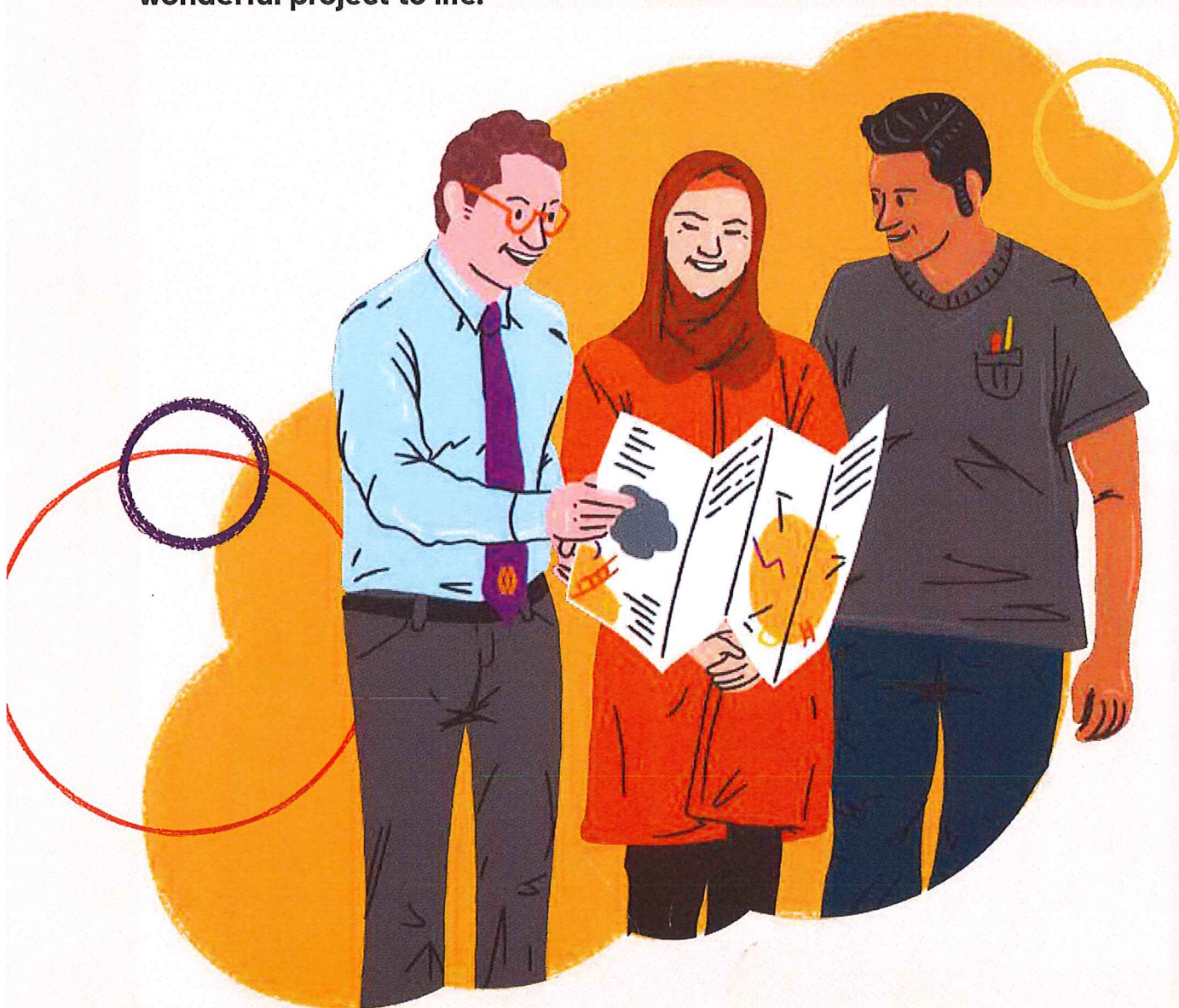


# Our Customer & Communities Improvement Fund.

Apply for a share of £1.7m and bring your  
wonderful project to life.



Customer  
& Communities  
Improvement Fund

A24



West  
Midlands  
Railway  
*We love it here*



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# 1. Overview

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**We're absolutely delighted to announce our Customer & Communities Improvement Fund. Its aim is to support projects in our region that create benefits for our community, address social need and importantly, are not for commercial gain.**

The CCIF is a million-pound fund which will run for six years. Each year community groups up and down our line will have the opportunity to bid for a share of this substantial fund and bring their visionary schemes to life.

If you have a project that would benefit from funding, and fits the criteria below, you'll be pleased to know we're now inviting bids for the first year's fund of an estimated £1.7 million (subject to terms and approvals).

We know that there are some very deserving ideas and projects out there, and the brilliant thing about this fund is that it's you, our community of passengers, volunteers, station adopters, stakeholders and visionary local social enterprises which decides on the schemes put forward. And don't worry, we've made the application process as simple and painless as we can.

Applications will be judged by a panel that includes independent stakeholders who will be looking for projects that fit the ethos of: **'For the community by the community'**.

We'll send a list of the schemes we've selected over to the Department for Transport (DfT), who will make the final decision on the applications.

If you apply for this year's fund, your innovative, change-making projects could come to life in 2020.

## 2. Fund information & dates

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**This booklet is full of information to help you with your application.**

There's a huge range of potential projects in our region, from station enhancements to bringing disused buildings back to life, from educational, arts and heritage projects to promotional ones. And because of this unique fund, all could benefit. It's a fabulous opportunity for all of us. Each year it will give us the chance to work in partnership with not-for-profits, community

interest companies, charities and social ventures of all shapes and sizes on exciting projects along our line.

As well as addressing social need and helping to connect our community, we'll also be looking for a mix of the following:

- Improved Facilities
- Heritage Content
- Access Provision
- Social Wellbeing
- Regeneration Impact

### **Key dates for your diary.**

**9th September 2019** - Consultations 'go live' to secure bids for the funding.

**7th October 2019** - Deadline for applications.

**8th October – 30th October 2019** - Applications are assessed by West Midlands Railway Community Investment Panel.

**1st November 2019** - Project selection phase; prepared to go forward to DfT.

**1st January 2020** - Detailed proposals submitted to The Secretary of State for the projects selected.

**1st April 2020** - Delivery commences of first-year approved projects.

**31st March 2021** - All projects completed.

## **3. Main criteria for the fund**

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**If you have a project that can be delivered between April 2020 and March 2021, you can apply now.**

To see if your project is eligible, you must be able to answer 'yes' to the following questions:

- Will your project serve local communities?
- Is it designed to address areas of social need?
- Is it not for commercial gain?



- Are its costs in proportion with the social and regeneration outcomes it will provide?
- Are you based close to the West Midlands Railway line?

We're also looking for schemes that can tick some of these positive benefit boxes:

- Bring long-lasting benefit to the community
- Have a positive impact on project beneficiaries
- Encourage the use of train services
- Provide access to new opportunities
- Improve information to rail customers (current and future)
- Bring buildings on or near stations back into use for the community (you need to show the benefits to the community and how ongoing upkeep will be undertaken)
- Enrich the community by developing rich historic and heritage links with West Midlands Railway's routes
- Enhance a station creating tangible benefits for the local community (and also managed effectively in the future)
- Encourage cycling
- Promote walking links to and from stations

## 4. Things to note

**Not every idea will qualify for this CCIF support.**

It's important to note that this is a fund that's focused on helping our wonderful West Midlands community. As such, it won't support projects that have a commercial focus.

Additionally, please note that you can only submit an application for the year currently under consideration.

## 5. How to apply

**Bidding opens on 9th September and closes four weeks later on 7th October**

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Please fill in our simple application form by visiting [wmr.uk/ccif](http://wmr.uk/ccif)

If you'd rather apply using a printed form, then please send your address and postcode to us at [friends@wmtrains.co.uk](mailto:friends@wmtrains.co.uk) and we'll be happy to post one to you.

## 6. The judging process

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**You have until Monday 7th October 2019 to apply.**

After this closing date, we'll review all the bids. If we have any questions about your bid, we'll be in touch.

The judging process will last three weeks. During this time, each bid will be assessed against the criteria we've set out in this booklet and the process may include a site visit by members of the West Midlands Railway Community Investment Panel who will pop along for a chat.

The independent judging panel will then meet to consider the list of proposals, and selected projects will be sent to the DfT for final approval. You'll find out in November 2019 if your application has been successful. Good luck

## 7. Contacts

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For London Northwestern Railway region:

**Vicky Cropper**

[vicky.cropper@wmtrains.co.uk](mailto:vicky.cropper@wmtrains.co.uk)

For West Midlands Railway region:

**Fay Easton**

[fay.easton@wmtrains.co.uk](mailto:fay.easton@wmtrains.co.uk)



## **Request for Ledbury Town Council to approve providing additional Speed Indicator Devices (SIDs) in Ledbury**

From Councillor Phillip Howells September 24th 2019

This request is about commissioning SID devices in the town as recommended to ED&P by the TMWP in its meeting on 11th March 2019 and which was recommended to full Council by the committee. It only did not pass at the time because the full costs were not included to full Council (I had supplied them) and since then there has not been the opportunity to re-submit with prices as requested.

Background: SID bases are current installed on the Hereford Road (leading up to the station) and on Knapp Lane. We occasionally rent SID displays for the Hereford Road but have not used the Knapp Lane base for some time. After consultation submissions to the TMWP by residents in Parkway, Ledbury Rugby Football Club on the Ross Road and by John Masefield School on the South End regarding concerns over speeding traffic, it was agreed by ED&P to recommend to Council investigating installing SID devices to encourage drivers to slow down.

Council is asked to confirm this previous agreement to a request from the TMWP to recommend to full council SID (Speed indicator devices) around Ledbury as follows :

1. Commission investigation for an Assessment Study from HCC for three new SID base installations in Parkway (from Gloucester end), on the Gloucester Road (as it descends to the JM High School entrance) and on the Ross Road (as it descends towards Ledbury and before the Rugby Club) at a cost of £490 for each assessment
2. If assessments confirm SIDs are suitable for each location, to have bases installed at a cost of £400 per base
3. Approve rental deployment from HCC for SIDs displays to be provided for 2 months (staggered, to be agreed but have to be at least 2 months apart) for each base less Knapp Lane (ie; 4 bases x £230 per month x 2 months each) up to the end of the SID year ending April 2020)

Total cost if approved: commissioning £1,470, installation £1,200, deployment £1,840 = £4,510 (based on latest April 2019 Herefordshire Speed Indicator Devices Application Toolkit, prices exclude VAT)

There is allocated traffic management budget to pay for these.

Ward Councillor and Police approval is needed for the request for new bases if a feasibility study says they are appropriate. Cllr Helen l'Anson (in whose Ward all three proposed new SIDs would be located) has confirmed her support and a previous discussion with the Police (which can be confirmed) raised no objection to our request.

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## SPEED INDICATOR DEVICES APPLICATION TOOLKIT HEREFORDSHIRE TRAFFIC MANAGEMENT

### THE SPEED INDICATOR DEVICE PROGRAMME Cost (All costs exclude VAT)

Assessment Fee: £490 | Installation Fee: £400 | Deployment Fee: £230

Assessment Includes a site visit and the analysis of speed data taken from the site. Prior to any approval need to demonstrate that the 85th percentile speed (i.e. the speed which 85% of the vehicles do not exceed) must be equal to or above the speed limit in the location + 10%.

Deployment ■ One month at a time (min of 26 days) and cannot return within two months ■ Maximum of four times a year

**KEY FACTS PURPOSE** In an area where speeding can be a problem, Speed Indicator Devices (SIDs) remind drivers of the speed limit and stand out from permanent roadside signs. They could help to break the habit of motorists who consistently drive too fast.

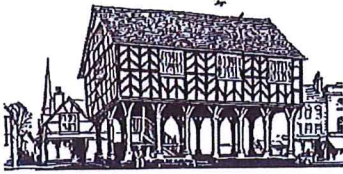
**HOW IT WORKS** Use radar to accurately measure the speed of approaching vehicles. The LED display flashes the current speed to the driver – in red if an approaching vehicle is exceeding the limit or in green if within the speed limit.

**TYPICAL APPLICATION** Requires a relatively straight stretch of road with an adequate verge and no underground services; they should ideally only be used at locations where the speed limit is 20, 30 or 40 mph, however usage will be considered within a 50mph limit on a case by case basis. Attached to portable posts and powered by batteries, they are visible for a distance of around 100 metres and can be moved around easily. SIDs are left in place for a month at a time but should not be used within a kilometre of any other operational speed enforcement location, fixed or mobile.

**ENFORCEABILITY** SIDs collate information about speed, time and date of passing vehicles which is useful for evaluating the effectiveness of the units. This data cannot be used for enforcement purposes.

**THINGS TO CONSIDER** Any application for a SID must be signed by the Herefordshire Council Ward Members to indicate their support and the Parish Council must confirm that their Local Policing Team has been consulted and has no objections. A small number of parish councils decide to own and operate SIDs independently, subject to approval of site and specification of the model of SID they wish to use. Parishes will need to supply a deployment schedule which will need to be approved at the start of each financial year. Parishes will be asked to submit their SID speed data to allow for ongoing monitoring and to confirm that they hold suitable public liability insurance. 5





# LEDBURY TOWN COUNCIL

Dear Sir/Madam,

## **REQUEST FOR PROPOSALS: IT Support for Ledbury Town Council**

We would like to formally invite you to provide a quotation and proposals for the provision of IT Services at Ledbury Town Council.

Whilst the Council has a Service Contract in place for our cloud-based Citrix provision, we do not at present have any formal support in place for our PC Hardware, printers or LAN. As the contract for Citrix provision runs until December 2019, we are also taking this opportunity to review our overall IT strategy to see if there may be a more economical and user-friendly option.

The Town Council is looking to partner with a supplier who can improve the standard, security and professionalism of our IT provision.

The following is a summary of the current situation and what we are looking for in a service provider. We are keen to be innovative and find efficiencies where we can, so if you feel that you could provide additional services, or make savings over what is proposed, we are open to bids that offer alternative approaches.

### **Ledbury Town Council**

From our offices in Church Lane, Ledbury Town Council has an overall responsibility for the well-being of our local neighbourhoods, including the provision and maintenance of the following services:

- The Cemetery
- The Closed Churchyard - St Michael & All Angels
- The Recreation Ground
- Dog Hill Wood
- October Fair
- Christmas Lights

This work is undertaken by a small staff, external contractors and the Councillors. You will be expected to provide IT support to the office team, which at present includes our Clerk, Deputy Clerk, Clerical Officer and Receptionist.

We are funded by a 'precept' which is collected through council tax. This money is invested back into our local neighbourhoods by the council to improve facilities and services. As such, we have a duty to spend this money wisely.

## **Existing Infrastructure**

You are welcome to make an appointment to review the office infrastructure during the bidding process, but your proposed contract should be based upon supporting six staff workstations (laptops/desktops), three printers and associated networking hardware and peripherals (including projector).

Our telephones and photocopiers are rented with maintenance agreements already in place. The phone system and LAN have recently been renewed.

We currently have 4 members of clerical staff, tour guides and a grounds man and the number of Councillors can vary between, but is never more than 18.

Councillors all access their council email accounts via their own devices, and this will need to continue, subject to GDPR rules.

Since the recent network upgrades, there have been performance issues, both internal (for instance printing to a photocopier, that is connected via a wireless bridge) and with Citrix. If this issue is outstanding when the contract is awarded, then working with the telecoms provider (who also did the network improvements) to resolve this will likely fall under the winning tenderer's purview.

## **Service Expectations**

We expect that the successful provider will:

- Produce an initial audit of the office, producing a report detailing the hardware and software as it stands.
- Advise on cost-effective improvements to security, anti-virus and backups as appropriate
- Provide cloud or internal server arrangements to remove the need for Citrix whilst retaining the ability to store, share and collaborate with documents. There will need to be group and user level security policies to strictly control access to certain documents. We would ideally like Councillors to be able to access some of these documents, subject to cost and security implications.
- Perform audited, quarterly backup validation and recovery checks
- Work with our other suppliers to ensure a tightly integrated and user friendly solution
- Provide desktop telephone/email support to members of the office staff within normal office hours
- Regularly review locally installed software on workstations, and make recommendations regarding its suitability, security and potential conflicts. Staff do install software at times, and we want to ensure that this process has some checks to protect us against misuse or mishaps.
- Provide (at a minimum) next working day on-site support when needed, and be the first point of call for IT queries from staff members
- Visit the offices at least once every six months to keep track of any changes and build positive relationships with the staff
- Provide 'on-boarding' and 'off-boarding' services as the team evolves, including councillors (ie BYOD)
- Help plan strategic investment in new equipment as needs change
- Provide a short annual report for counsellors, in plain english, each summer



## Key Points of Contact

Our Clerk may also be able to assist you during the process. Her contact details are: Angela Price, clerk@ledburytowncouncil.gov.uk, 01531 632 306.

The ICT Working Party will be responsible for the initial recommendation. Your proposal should be addressed to this Working Party, who will be make recommendations via the committee structure.

## Contract and Tender Expectations

- Tenders should be received digitally by 9am, **25<sup>th</sup> September 2019**.
- Our target is to make a decision regarding this contract at our Full Council Meeting on **3<sup>rd</sup> October 2019**
- In the interests of transparency, the details of all bids provided will form part of the public record. This is an open bidding process, and tenders will **not** be treated as confidential, even if marked as such.
- It would aid tender assessment if the day-to-day support element of the contract was costed separately to the server/cloud provision.
- We would expect to receive a minimum of three months' notice should you wish to terminate the contract
- Any software supplied or recommended must be accessible to those with visual impairments or other disabilities.
- Payments terms for invoices will typically be 30 days
- Please indicate if you would also like to be considered for direct purchases of IT hardware and software.
- Future price changes and renewals will be subject to approval by Full Council, and time should be allowed for this to happen

## Criteria for Selection

Whilst we reserve the right to use our best judgement when assessing all proposals, tenders able to demonstrate the following criteria will be given priority:

- Excellent value for money
- At least three references from client businesses
- Clarity and professionalism in communications
- Ability to find cost-effective solutions when working with budgetary constraints
- Defined response times within Service Level Agreements
- Assigned account managers/staff for consistency of service
- No restrictions on the age of hardware to be covered
- Demonstration of GDPR compliance, including any third-party cloud services
- Experience within Local Government or charity sectors

I trust that the above is agreeable and would ask that you get in touch with me at your earliest convenience if you have any queries or would like to arrange a site visit.

Kind regards,

A handwritten signature in blue ink, appearing to read 'D. Vesma', with a stylized flourish at the end.

Councillor Daniel Vesma  
**Deputy Mayor of Ledbury**  
**ICT Chairman.**