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Insight

SPRING 2018

Centre stage

Rib-markable refit from theatre to pub



WIN!
AN iPad MINI

SPOTLIGHT

On location: filming at stations and arches



NEWCASTLE

A real support for young families



WITH
INSIGHT
EDITOR
CHRISTINA
SALZANO



Welcome to the Spring edition of Insight. It's been a busy few months for Network Rail from new openings to keeping the railways running over the holidays and through some very challenging weather conditions.

This issue The Tour focuses on eating and drinking in London – from great arch fit-outs to some really unique offerings. What all these tenants have in common is their dedication to providing a different experience for the customer and our arches feature heavily in that.

We also have the latest information for businesses on data and pensions – deadlines are fast approaching so make sure you are up to date.

Did you know that Network Rail gets around 100 enquiries each month to film on its sites? We speak to the team behind the scenes on P10-11.

CONTACT US

If you have a story to tell or a question about the magazine

Drop us a line at insight@abcomm.co.uk

Have your say using [@Insight_NR](https://twitter.com/Insight_NR)

Call the editor 020 7922 5685

Finally, our northern-most stop this issue is Newcastle, where we discover a great project helping parents (P7). We're always on the hunt for unique and interesting businesses, so if you'd like to be featured, drop me an email or give us a call.

HOW ARE WE DOING?

Please rate this magazine. Text 'Rate Insight' with a number from 1 to 5, where 1 is poor and 5 is excellent (e.g. Rate Insight 4) to 82055. Every response will be entered into a free prize draw to win a £25 Amazon voucher. Look out for the winner in the next issue.

Texts to this number are charged at your standard network rate. Your information will be treated confidentially and will not be shared with other organisations.



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STATE-OF-THE-ART HUB

London Bridge station has fully reopened after a five-year £1 billion transformation programme.

A new concourse, two new entrances on Tooley Street and 15 accessible platforms have been built along with more than 70 retail units – the most in a Network Rail station.

Top brands Cath Kidston and Hamleys have opened their doors. Mac Cosmetics, Ted Baker and The Body Shop will follow suit in the coming months.

Hamish Kiernan, commercial director of retail for Network Rail property, said: "The transformation of London Bridge station is one of the most ambitious projects that Network Rail has undertaken. It gives us the opportunity to use our expertise to create a great environment and produce a retail offer that exceeds people's expectations.

"We understand that stations, large and small, and their surrounding areas are increasingly becoming the hubs of modern local communities."

The London Bridge scheme clearly demonstrates the link between investment in regeneration and improved retail sales. Between July and September 2017, with the first elements of the enhanced retail offer complete, sales rose 50.3%. With the project now complete, sales are expected to rise even further.



CROWNING GLORY

The transformation of King's Cross station and the area around it has won two top awards.

The station redevelopment was awarded the Best Project Five Years On and the Mayor's Award for Planning Excellence at the London Planning Awards.

David Biggs, managing director, Network Rail Property, said: "The awards

TRACK STARS

More than 32,600 Network Rail workers gave up Christmas with their families to work on the national Railway Upgrade Plan. Teams of engineers and contractors worked day and night on the track and across 3,400 work sites, rail operating centres and offices around the network during the festive period.



PLATFORM CHANGES

NEWS IN BRIEF

TOP OF THE STOPS

Network Rail staff across Wales joined colleagues from British Transport Police and Arriva Trains Wales to hand out tea bags on Brew Monday. The renaming of Blue Monday to Brew Monday in January was organised by the Samaritans to encourage people to connect over a cuppa.

Some festive cheer was spread by opening up Euston Station to 200 homeless people. Around 30 volunteers from Network Rail gave up their Christmas Day to work alongside volunteers from homelessness charity St Mungo's and Streets Kitchen.

Waterloo is Britain's busiest station with 99,403,096 entries and exits in 2016/17 – making it the 14th consecutive year it has been the most used station.

Figures based on ticket sales and published by the Office of Rail and Road (ORR) reveal that stations in London are the most heavily used, with only sixth place Birmingham New Street breaking into the capital's dominance of the top 10.

Glasgow Central remains the busiest station in Scotland, with passengers using it 32 million times this year, and Cardiff Central was top in Wales with more than 12.5 million entries and exits.



Curtain Call

MY SUCCESS Steve recently won a design award for The Earlsfield – a gastropub in a former Network Rail station ticket office



Draped in Union Jack flags and offering meaty dishes under the simple headings of cow, pig and chicken, The Charlotte offers traditional pub grub in eclectic surroundings. We spoke to managing director of Cattle Grid Restaurants, Steve Novak.

How did the Charlotte begin?
We have another site with Network Rail and we asked them to keep us in mind about other properties. The Charlotte was previously the Union Street Theatre, which relocated over the road. We thought we'd put a pub into an archway and that was it. It's right in the centre of town and we enjoy a diverse client base.

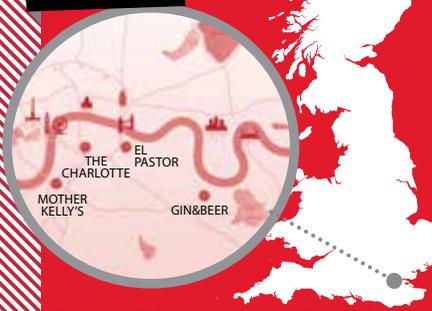
What's the reaction like from customers?
They're pretty much blown away. It does offer some design challenges in that it's a lined property with no exposed brickwork. We have hung huge Union Jack drapes to soften it and they work well with the acoustics.

Tell us about the menu
There's a nod to our core business, which is that of the Cattle Grid Restaurants, but it's a broad menu. Upstairs is more of a dining experience, downstairs it's a more casual environment. The dynamic changes at about 9pm; it becomes more of a party venue.

What do you like about the area?
We're in a group of arches, which is attractive as people come to the whole area. We enjoy the relationship with complementary businesses.

Insight TOUR

LONDON



COVERED: 5 miles

- Borough Market, known for its food stands, has been trading for more than 1,000 years
- The London Morning Post and Gazetteer first mentioned the word 'cocktail' in 1798 – after one was consumed by Tory statesman Pitt the Younger

1908

the year London's first Chinese restaurant opened



We pride ourselves on our customer service, our motto is 'no one cares how much you know, unless they know how much you care'

Tip top tipples



Hosting gin nights and cocktail tastings in their back garden bar has turned into a full time career for Steve and Gemma Wheeler.

Now as the owners of Gin & Beer in Deptford they have turned their evening and weekend hobby into a commercial enterprise.

Serving a huge selection of Belgian beers, gins and spirits, Gin & Beer mixes an intimate cocktail bar with the open surroundings and friendly service of a beer hall.

Steve, an accountant by trade, said: "We were combining two very different concepts. I didn't want it to be a dingy little speak easy that also had beer.

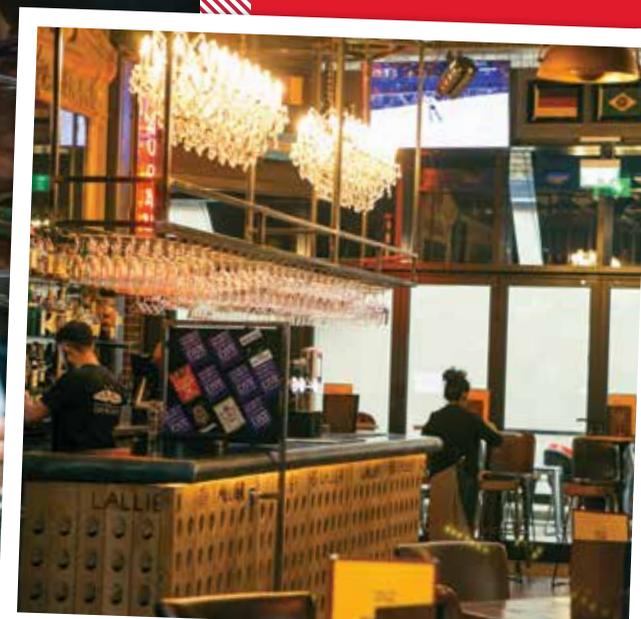
Likewise, I didn't want to be a pub that had a big gin selection. "It's not focusing too much on one and as it's a unique space it gives you the opportunity to do that."

The couple researched other archway businesses, such as those on the Bermondsey beer mile, before finding their unit in Deptford.

Transforming the space had its challenges, not least the lack of a cellar, which was solved with the installation of a huge, bespoke cooling unit for beer.

After months of work Gin & Beer opened in October and has already established a strong customer base.

"The feedback's been overwhelmingly positive. On Fridays and Saturdays we reach capacity," Steve added.





Kelly's heroes

 Nigel Owen returned to his former stomping ground of Vauxhall to open his second under-the-arches taproom and bottle shop. Mother Kelly's on Albert Embankment launched in August and builds on the success of the original Mother Kelly's in Bethnal Green.

Nigel said moving into the area while it was still relatively "untouched" appealed to him, but also allowed the bar to become established for when new developments in the area complete. "We're already seeing people becoming more interested in the area," he added.

"There are a few of things I like about arches. A lot of them are in good central locations, they're a good size space and they work well with the style of lighting we do. I think it's more interesting than just going into the ground floor unit of a new built apartment block."

Formally an HSS hire shop, Nigel's team transformed the unit – which has two outside areas – in just a few weeks.

The bar is lined with 33 taps, 27 serving beers from all over the world, with the remaining six serving wine, prosecco and three ready-mixed cocktails – a feature that's a hit with customers.



Good tacos, good times and plenty of mezcal along the way



EL Pastor is close to world-famous Borough Market

Towering tacos

 Victorian architecture combines with Mexican flavours at El Pastor, the latest foodie offering from the group behind the Michelin-starred Barrafina.

El Pastor serves up tacos on fresh tortillas – made daily in house – and 17 different types of Mezcal, so it's no surprise

that it's quickly become a hit since opening in late 2016.

El Pastor is the brainchild of Crispin Somerville, Sam Hart and his brother, James. The friends ran a nightclub together in Mexico City.

Their long-held dream of their own Mexican restaurant became a reality when an archway in Stoney Street came free. Crispin

said: "We felt it was a really good starting point for our adventure and the railway arch itself was so steeped in history and such an extraordinary space that we really competed hard to win the site."

"We feel we have really respected the arch and for the most part people have been very impressed."



A REAL SUPPORT

From baby slings to workshops, Parenting North East offers a vital support space

Aggie Maxwell and her colleagues at Parenting North East (PNE) provide help and support to mums and dads in Newcastle.

PNE is a community interest company, based in Forth Goods Yard in Newcastle's city centre, providing workshops, support groups and a drop-in service.

Mum-of-three Aggie (pictured with Clare Willsher, workshop manager), said: "Due to funding cuts the council has really scaled back support services for parents and now only operates in areas of high deprivation.

"A group of us started PNE in 2015 to help the families who were falling through the cracks. Parenthood can be daunting, everyone needs a support network to draw on."

As a social enterprise PNE uses its profits and assets for the public good and initially had premises in a community hub, but were forced to relocate in November.

Aggie said: "The move to the

arches has been great for us. We're now in a city centre location and we have more space. We've been able to create a drop-in area so parents can come for a coffee and a chat whenever they want.

"We've also been able to dedicate some space to retail, to generate extra income, and create a workshop space – called Bobbin and Buckle."

PNE has set up sewing machines in the workshop and will teach parents how to make slings. Aggie is a sling advocate and PNE has an extensive sling library.

Aggie said: "There are so many benefits to using a sling. But it's so important to get the right sling."

PNE has 500 slings in its library to suit people of all sizes and babies at all stages of development. Parents can hire a sling on a monthly basis or pay an annual membership.

Aggie added: "It's very rewarding to see parents grow in confidence and watching them make friends and start to create their own networks."



Surround yourself with people you enjoy working with...It's an exciting but difficult time when you start a business and good support is crucial"

IT'S A DATA



EVERY BUSINESS BIG OR SMALL NEEDS TO GET WISE TO THE LATEST PERSONAL DATA LEGISLATION OR FACE A CRIPPLING FINE



On 25 May the General Data Protection Regulation (GDPR) comes into effect and all businesses need to be able to demonstrate that personal data in their possession has been given with consent, is secure and is deleted when

it is no longer required.

Any business, including small and medium-sized enterprises (SMEs) operating within the EU could face fines of up to 20 million euros or 4% of their annual turnover, whichever is greater, if they are found to not be GDPR-compliant.

Mike Lenard (pictured), of Tailored Data Solutions, found that 80% of businesses that attended his talk at the Executive Leaders Network event in November would not meet the new regulations. Here he suggests seven steps to help get your business GDPR-ready.

1 Complete a full audit of any personal data you hold, both internal (employees) and external (clients, suppliers, third-party contacts).

2 Identify each contact and note the reasons as to why you possess personal data from them. If you have no substantial reasons to hold their data, delete it. This could be due to not recognising the data, the data is out of date or the data being too incomplete to be of any use.

3 Categorise your database effectively. If your business regularly captures a high volume of data, automate your database so that it controls data capture, storage and deletion. Consider investing in a database software solution that will assist in this process. This should already be a priority if you have a high volume of data. There are multiple solutions available for different processes that can fit your needs.

4 Contact all your database members to formally acquire consent for holding personal data. You will need evidence of consent being given in every instance. This can be a signature or online alternative if necessary.

5 Ensure your computer servers are protected and invest in security for your company networks. Consult a local IT company to be sure. Check the encryption protocols for your

website data are up to standard and meet Data Security Standard requirements as set out by the PCI (Payment Card Industry) Council.

6 Carry out regular audits and document them. Evidence of your actions to maintain compliance will assist you if you have future issues.

7 Create a privacy policy accessible for all and reference the GDPR regarding data within your policy.

The Information Commissioner's Office (ICO) has a dedicated advice line for people running small businesses or charities. Call 0303 123 1113 and select option 4 to be diverted to staff who can offer support.

tailored-data.co.uk

AUTO ENROLMENT: ARE YOU COMPLYING?

Since February, all employers, including small to medium businesses (SMEs), must offer a company pension scheme by law.

If you are a small business with even just one employee, automatic enrolment means you have certain obligations. Employees aged 22 to State Pension age and those who earn at least £10,000 per year should be enrolled automatically into a workplace pension.

The roll out of auto enrolment started in 2012 when employers were allocated a date when their pension duties would come into effect.

The final group of small businesses have to fulfil their

legal duty within the next four months.

Employees contribute a minimum of 1% of their pay and employers need at least to match it. Contribution rates are set to increase to 5% in April 2018, with at least 2% coming from the employer, and then to 8% in April 2019, with employers contributing a minimum of 3%.

As an employer you can delay the date of enrolment into the pension scheme by up to three months. In some cases, the delay can be longer depending on the pension scheme you have chosen.

For more information visit the Pensions Regular at www.thepensionsregulator.gov.uk/



We are in the process of communicating with all tenants and stakeholders about our decision to sell the Commercial Estate business.

All tenants should have received a mailshot with information about the decision, the impacts and next steps. All the information can be found on our website www.networkrail.co.uk or by phoning 0800 830840 (9am to 6pm, Monday to Friday) for more details.



From Hollywood blockbusters to TV crime series, Network Rail arches and stations are in demand as film locations

Superheroes, young wizards and a small bear from Peru are all characters that have graced the concourses and buildings in Network Rail's extensive property portfolio.

More than 113 shoots, from small-scale adverts to major TV dramas and blockbuster movies, have taken place at Network Rail locations in the past 12 months with a dedicated commercial filming team liaising with film crews.

According to Network Rail's senior commercial filming and events manager Felicity Jump (inset right), film directors love setting dramatic scenes in stations, train depots and archways, and can be prepared to pay upwards of £20,000 a day to get the backdrop they want.

"Many of our enquiries are for dark, atmospheric spaces," said commercial filming manager Nigel Gale. "The kind of place someone might hold an



interrogation. Our Victorian arches can appear quite imposing and work well for that kind of brief."

"It's a good revenue stream for the business, and all profits are reinvested into the railway," said Felicity. "But it's not easy money. Filming requirements are often logistically complex and it's not unusual for us to have 250 people on site at one time."

"It's vital that we have stringent safety vetting systems to ensure filming can take place without putting our infrastructure, staff, or people in danger. We supervise them to make sure that all of the contractual obligations and safety standards are being adhered to."

"People think the role is glamorous, but that couldn't be further from the truth. I've been on set with many famous faces but generally we don't interact. They're just getting on with their business while I'm carrying on with mine. Often in a puffer jacket to keep warm – hardly the height of glamour."

"The Paddington films were an absolute joy to work on, and the station just looks so incredible on screen. They were challenging to shoot because the production had to fit around engineering works, but were really enjoyable."

"Whenever I'm in the station, and I see people taking a selfie with the statue – or the plaque, installed

to celebrate the first film – I feel a sense of pride that as a business we were able to accommodate the shoot."

Nigel added: "Our locations are already world-renowned, but I still get an enormous kick out of seeing them on the silver screen knowing we've done our part in showing them off globally."

The commercial filming team has been managing film shoots across the UK since 1996, when scenes for Mission: Impossible were shot at Liverpool Street station.

Many locations have become popular attractions for movie and TV fans keen to see where memorable scenes from Brief Encounter, Wonder Woman, Harry Potter and Downton Abbey were committed to celluloid.

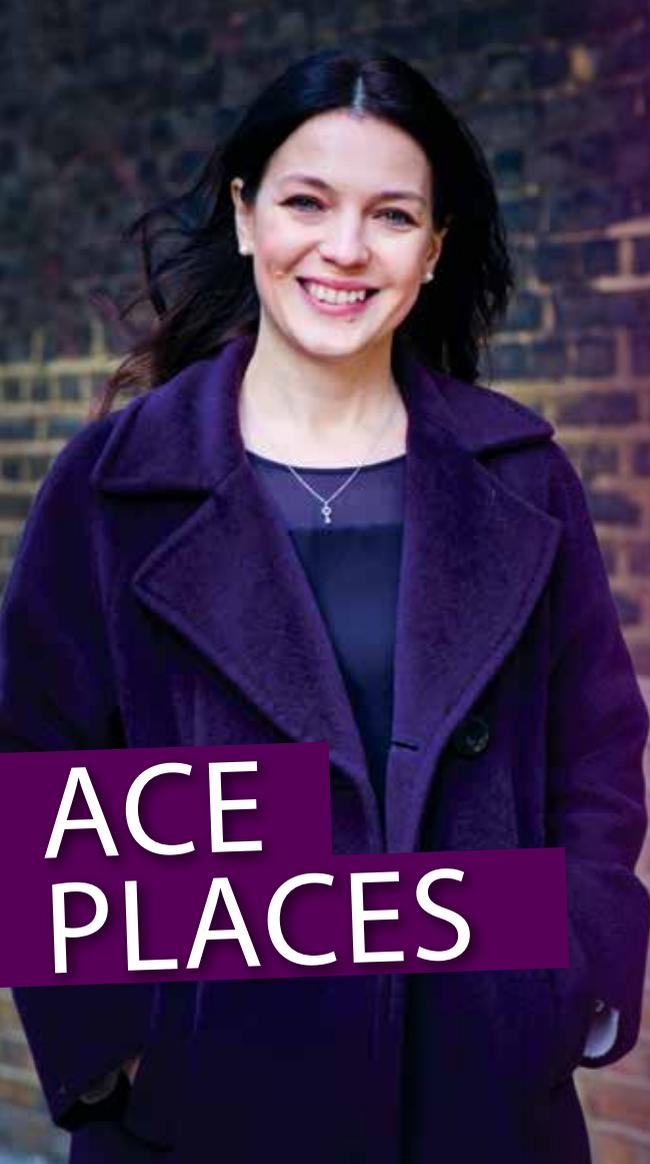
Network Rail properties are also in demand as unusual locations for high-profile events such as fashion shows. In 2016, the Euston station Parcel Deck was turned into a stylised representation of a rock festival for models to demonstrate the new range of Hunter Original wellies and outdoor wear.

Other exciting movies have recently been recorded on Network Rail estate although, sadly, both Felicity and Nigel are keeping these top-secret projects under wraps.



I've been on set with many famous faces but generally we don't interact...often I'm in a puffer jacket to keep warm – hardly the height of glamour"





Network Rail's property lettings manager Janna Parkhouse on start-ups, romantic rail voyages and hanging out with the original material girl - Madonna

What does your job entail?

My main job is to market and let vacant properties across South London.

What skills are important in the role?

This is a customer-facing role and it requires sales, communication and negotiation skills, as well as the ability to quickly analyse and advise clients on the best possible scenarios.

The best thing about the job?

The role is very diverse and it doesn't restrict me solely to the office. I like to travel across London juggling office and on-site meetings, where I can see the fruits of my hard work: how small businesses are growing and blooming, using our arches as a start-up platform.

Favorite place?

I moved to London four years ago and it is still my favorite place on earth. I absolutely love St Pancras Station. The fresh aroma of coffee in the morning takes you away from the busy modern metropolis to the dream world of romantic getaways. The iconic St Pancras Renaissance Hotel literally grows out of the platform. Its grand

lobby and staircase brings you to that atmosphere and aesthetic of old railway voyages from the movies.

What is your biggest challenge?

To bring new businesses to up-and-coming areas of London and help them release all the hidden potential of locations. The challenge is that new traders should complement a neighbourhood and community and enhance the local area.

What would you do if you weren't doing this job?

If I wasn't a property surveyor, I would see myself as a writer or a journalist, which was my first professional degree actually.

Favourite hobby?

I like tennis and adore the Wimbledon Championships. I go to the grounds every year to enjoy the best tennis and strawberries and cream.

Claim to fame

My husband had been on tour with Madonna and I was invited to a couple of private events with 'The Queen of Pop'. It was a weird and fantastic experience to hang out with the star.

ACE PLACES

CAN YOU IDENTIFY THE FOUR CELEBRITIES HIDING IN THIS ISSUE'S EASTER COMPETITION?

Send your answers, with your name, place of work and contact number by email to insight@abcomm.co.uk. You can also post your answer to Insight, AB Publishing, Unit B, Gemini House, 180-182 Bermondsey Street, London SE1 3TQ. Congratulations to Sara Ravenscroft, of Greenshields JCB Ltd, who won last issue's competition.



**WIN!
AN IPAD
MINI**

