

Rail User Group Awards 2017

Roger Blake

Railfuture Director and Awards Organiser



RUG Awards Judging Panel

Comprising these Railfuture Vice Presidents:



Paul Abell



Ian Brown



Lorna Slade



Roger Ford



Chris Green



Stewart Stevenson



Stewart Palmer

In his 23 October 2017 “Informed Sources” column, Modern Railways contributor **Roger Ford** wrote: “Honorary Vice-President of Railfuture is not exactly an onerous role. My main contribution is to sit on the judging panel for the annual awards, which gives me a useful insight into the grass roots railway.

“This year, the VPs were asked to go out and visit an entry on the ground. As Hadley Wood is just down the line I popped over to meet the local group organiser who showed me round the station. This was a real eye-opener and may well provide material for this column.

“Judging for the Railfuture awards is a convivial occasion, although the judging is taken very seriously. It will be interesting to hear how the other VPs got on with their visits.”

RUG Awards 2017 Presentation

- Six awards
- Nine winners
- Four commendations

Presentation by

Christian Wolmar

Railfuture Honorary President



RUG Awards 2017: 1 - Best newsletter

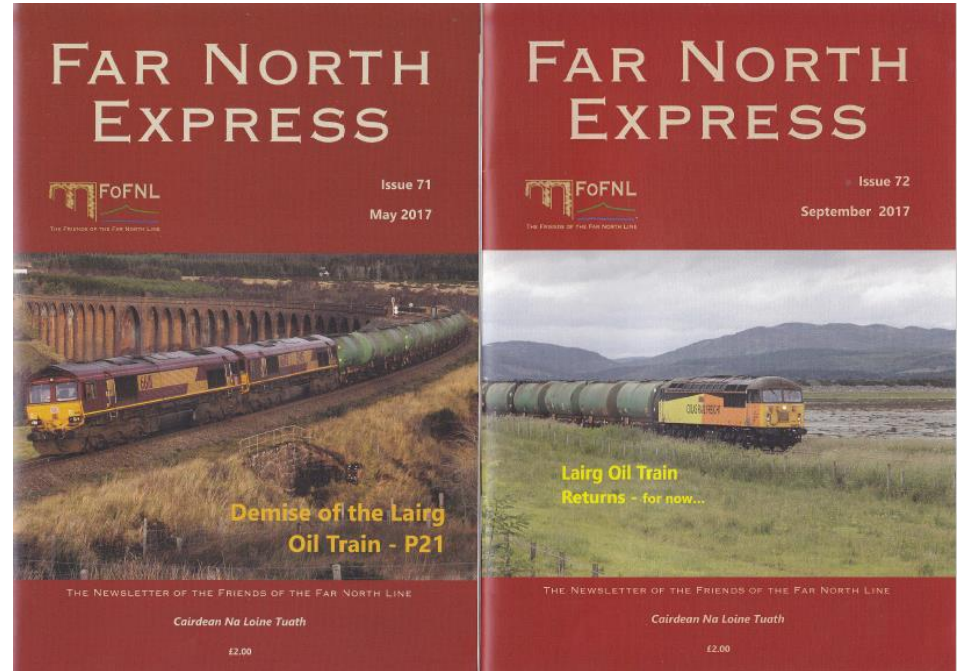
- Joint Gold Awards

Best Newsletter: Joint Gold Award

Friends of the Far North Line

www.fofnl.org.uk/

Judges' comments: Exceptionally accessible and well formed. Engaged the needs of the reader with a thorough review of issues of interest; worth reading even for those not interested in the Far North Line. Good aesthetics and content, well balanced between information and digestibility.



Best Newsletter: Joint Gold Award

Tarka Rail Association magazine

www.tarkarail.org/

Judges' comments: Good coverage of what's happening, especially for enthusing members and supporters



RUG Awards 2017: 2 - Best website

- A Commendation
- Silver Award
- Gold Award

Best Website: Commendation

www.senrug.co.uk

SENRUG - South East Northumberland Rail User Group

Newsletters

Click on the link below to download any of our Newsletters as a pdf document.

If you would like to submit ideas or comments for a future Newsletter, or simply give feedback as to whether you like the latest issue, found it interesting or not, use the [Contact Us](#) page to contact our Newsletter Editor

November 2016 [Newsletter 28](#)
December 2015 [Newsletter 27](#)
June 2015 [Newsletter 26](#)
December 2014 [Newsletter 25](#)

Documents We've Issued

SENRUG responds to public consultations on rail services, writes letters and other papers. Below are a selection of the key documents SENRUG has recently issued (in some cases the responses back to SENRUG are included too). Click on the link to download in pdf format.

SENRUG seeks to maintain constructive working relationships with Train Companies, statutory authorities and elected representatives. The vast majority of correspondence is via email and routine and ongoing correspondence concerning particular items of concern are not listed.

29 May 2017	Letter to the new Leader of Northumberland County Council
22 May 2017	Response to Northern DRAFT May 2018 Timetable Consultation
29 March 17	Senrug specification for Feasibility Study For North of Morpeth Local Service
01 Jan 17	Response to CrossCountry Consultation on Proposed Timetable Changes for Dec 2017

NEXT EVENT

Next Public Meeting

Thursday 7th December 2017

19:30 at Morpeth Town Hall

Speaker: Richard Gibson,
CrossCountry Trains

(additional CrossCountry services are being introduced at Morpeth from Sunday 11th December)

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JOIN US

Help Us To Help You
Add your voice to ours

CONTACT

Email, Phone or
Facebook SENRUG

COMPLAIN

Or Comment about a
Station or Journey

CAMPAIGN

Useful Contacts and
Other Groups

Welcome to the SENRUG website.

SENRUG – The South East Northumberland Rail User Group – is a voluntary organisation that promotes rail travel and campaigns for better rail services in, within, to, from and through South East Northumberland, representing the interests of both existing and potential rail travellers in the area.

By 'potential', SENRUG means those who would use rail services if only the trains went where they want to go, at the time they want to go, at a price they can afford, and in a clean, safe, secure, accessible and easy to understand manner.

Please look through our website to find out more about our current campaigns and how we pursue them. Use the Contact button below to let us know if you agree or advise us of ideas of your own.

The more people we speak for, the louder our voice is heard. If you support our objectives, we invite you to add your voice to ours and join SENRUG, to help us achieve our campaigns and develop new ones.

NEW DECEMBER 2017 Timetable: Get ready for a massive boost in services at Morpeth: 2 more CrossCountry trains each way every day. More Virgin trains at weekends. Northern service on Sundays. Tickets available to book now. For complete intercity timetable for Morpeth click [here](#). For details of Northern's new Sunday service at Morpeth and Cramlington click [here](#). Or see online timetables on any operator's website.



Local train near Cramlington - John Brierley

Best Website: Silver Award

www.mmpa.org.uk/

Marlow-Maidenhead Passengers' Association

Judges' comment: The site is strategic, going well beyond basic travel information and seeks to inform and promote both current and future rail developments in the wider area. It's easy to use and very current.

Christmas Service Alterations
Please see the [Events](#) section below for details.

IE Ts Back in Service
Only days after their introduction OWR's new Intercity Express Trains were withdrawn because of a number of "technical difficulties" regarding the train's software (and data, so I'm told). They were back in service on Friday.
[20171020]

More Disruption on Sundays
Network Rail did not complete an electrification works at Reading as planned. Consequently there will be disruption around Reading on Sunday mornings from 24th September 23rd October until 12.25 and 20th October to 5th November until 19.25. Replacement bus services and diversions will apply. More information can be found [here](#).
[20170922]

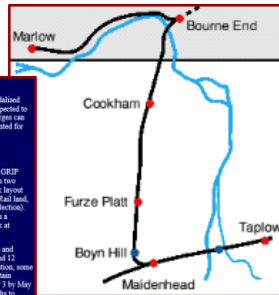
More Guards on the Branch
OWR has let us know that it will be increasing an additional 27 guards that will be able to work the Maidenhead - Marlow line (not all at once) after the December timetable change. Senior Customer Manager, Martin Cliff, says this will allow him to provide better coverage on the line for infrequent communications such as short notice sickness. He writes "I have unfortunately had a number of cancellations attributed to a shortage of Guards this financial year and I am keen to ensure this does not become a trend and that OWR ensures a reliable service is provided to our customers."

Trains are not allowed to work the Bourne End to Marlow section without a guard in force as a 1000 (Driver Only Operation) requirement at Marlow, such as a platform mirror or CCTV monitors.
[20171012]

Bourne End Car Park
The car park ticket machine has been removed as it was vandalised beyond economic repair. A replacement is on order but is expected to take about two weeks to arrive. In the mean time parking charges can still be paid using the ARKOD Contact service which accounted for 95% of payments before the incident.
[20171020]

Bourne End Progress
OWR has awarded a contract to Atkins who are undertaking GRIP 1-1* work on the scheme to increase capacity. This will be in two phases. Phase 1 commencing this week is to design the track layout and to assess whether it will fit within the existing Network Rail land, and Phase 2 to complete the design up to GRIP 3 (Optimise selection). Topographical surveys will be undertaken during times when a replacement bus service is running because of Crowtham work at Maidenhead.
Update: The survey work has now been booked with Atkins and Network Rail, with possession booked for 21.23 October and 12 November. There potential track designs are under consideration, some of which would require diversions (i.e. exemptions from certain clearance regulations). The current plan is to complete GRIP 1 by May 2018 but then Network Rail would need a further three months to finalise the design. So unfortunately we're not expecting to see any service improvements before 2019.
[20171020]

Crowtham Station Ticket Office
Good news! We have observed the temporary ticket cabin being installed at Crowtham. The station building has been closed for several weeks after fire was discovered. The building is the responsibility of Network Rail.
[20171006]





MARLOW - MAIDENHEAD PASSENGERS' ASSOCIATION

TWYFORD - TAPLOW / HIGH WYCOMBE



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Can we get this section reopened?



The Marlow - Maidenhead Passengers' Association is the public transport user group - bus and train - in the area served by the Maidenhead to Marlow railway line in the Thames Valley including its former route into High Wycombe. We cover main line services from Taplow, Maidenhead and Twyford as well as High Wycombe station. The Association's Constitution may be viewed [here](#).

We lobby the operators and local government on behalf of users to improve services and facilities, and we bring you timely information regarding proposed and actual service changes.

The more members we have the stronger is our voice in fighting for your interests. For more about the benefits of membership and an application form please visit the [Membership Page](#) or [e-mail us](#).

member of  associate member of 

[Jump to NEWS section](#)



HTML Timetables
[Marlow Branch from 04 Sept](#)

Service Disruptions
[Journey Check](#)



Unit 165134 crosses Cock Marsh on 6.4.2013. Click photo to enlarge.

Timetable Downloads (PDF)
From 21 May until 31 December 2017
* from 04 September

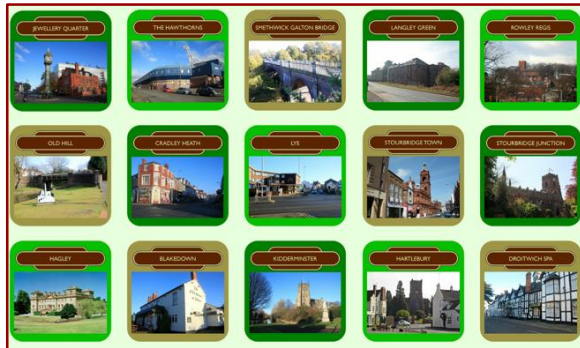
Chiltern Railway
[E1 London to Greenford, Heathrow Airport and Reading \(Local services\) *](#)
[E2 London and Reading to Oxford and Banbury \(Stopping services\)](#)
[E3 London Paddington, Slough and Reading to Oxford \(Fast services\)](#)
[E4 London Paddington to Maidenhead and Marlow *](#)
[E9 Twyford to Henley-on-Thames *](#)

More timetable links on our [Timetable Index](#).

Best Website: Gold Award www.stourbridgelineusergroup.info

Stourbridge Line User Group (SLUG)

Judges' comment: The sheer volume of information is impressive, and the content is also very helpful - as was found on the Vice-Presidential visit!



RUG Awards 2017: 3 - *The Oliver Lovell Award*

In memory of the founder of the Cotswold
Line Promotion Group who died in 2013

Best New Rail User Group:

- A Commendation
- One Award

New Group: Commendation

Hadley Wood Rail User Group Rail
www.hadleywood.org.uk/rail-user-group.html

“Hadley Wood Rail User Group was founded in 2015 to campaign for step-free access to the station, which was built in 1885 with over 30 stairs to the platforms.

“It brings together residents and travellers with an interest in improving the station, and provides a focus for our communications with the train operating company, Great Northern”.



Best New Group: *The Oliver Lovell Award*

Chinley & Buxworth Transport Group

www.chinleyca.org.uk/clubs-societies-groups/chinley-buxworth-transport-group

Chinley and Buxworth Transport Group



Chinley 150 at the Summer Fête, 15 -16 July

Saturday 15 July: 7.5 mile, **TRANSPEAK CIRCULAR WALK from Chinley Station.** 10.30 – 15.00, 7.5 miles, moderate.
Route: Cracken Edge, Shedyard Clough, Peak Forest Canal and Tramway. Includes a short talk on history of the station.
www.transpeakwalks.co.uk

Saturday 15/Sunday 16 July: Art Exhibition by local children displayed in the Station Shelter

Sunday 16 July at Chinley Summer Fete:

- **CBTG stall** including new book by John Benson, '*Chinley 150 The Birth of a Station, The Growth of a Village*', update on the campaign for a better station, a petition to sign and free train 'goodies' from *northern*
- **Photo Exhibition:** Chinley Station through the ages by Keith Holford at the Fête and at the Parish Rooms during July

Coming later in the year: Commemorative 'Chinley 150' plaque to be installed on the station – exact date t.b.a.

Contact CBTG at: chinleybuxworthtransportgroup@gmail.com
<https://www.facebook.com/www.chinleyca.org.uk/>



Leicester 2017 – Autumn conference

railfuture

RUG Awards 2017: 4 - Best campaign

- Two Commendations
 - both focusing on station accessibility
- Silver Award
- Gold Award

Best Campaign – Commendation 1

Chesham & District Transport Users' Group



www.cdtug.org

Campaign for Step-Free Access (SFA) at Amersham Station, begun 2009. TfL/London Underground confirmed SFA for this Metropolitan Line station in June 2017 from £200m investment scheme announced in December 2016.

CDTUG: “We’re absolutely delighted to hear today’s announcement after so many years of hard work. At times we thought it would never happen, but our efforts have been rewarded. This represents the pinnacle of what Chesham TUG has achieved to date and it will spur us on to achieve even more improvements for users of our local transport services over the coming years.”

Best Campaign – Commendation 2

Chinley & Buxworth Transport Group

www.chinleyca.org.uk

Only access to the platforms is via an overbridge with steep steps. Campaign to provide easy access to platforms had garnered cross-party support from the local MP, County, Borough and Parish Councillors. They sent detailed submission to Northern's CEO. Not succeeded yet but continuing the campaign.



Best Campaign – Silver Award

Hadley Wood Rail User Group

www.hadleywood.org.uk/railway.html

Judges' comment:
Doing the basics
no-one else is
doing, still with
work to do but
effective in delivery



Photo: www.hadleywood.org.uk/newsletters



Best Campaign – Gold Award

Melksham Rail User Group

www.mrug.org.uk

Produced superb tri-fold leaflet about Melksham station and the rail services.

Judges' comment: very good at stakeholder engagement, funded by GWR to deliver for them, very pro-active with short-term practical delivery for passengers e.g. combined rail and bus pocket timetable, and longer-term vision, not just a wish-list.

Getting to Melksham Station

There's free parking at Melksham Station, and up to 18 trains a day now call. The 14, x2, 271, 272 and Zigzag buses also pass close to the station at the Roundponds stop.

Melksham Station is a 10-minute walk (signposted) from the Town Bridge for a fit pedestrian.

There are cycle racks at Melksham Station and, subject to space being available, you may also take your cycle on the TransWills train without reservation and at no charge. You will need a reservation for your cycle if you change to another train (a high speed one) for part of your journey.

Melksham Rail User Group

Newly formed from the Melksham Railway Development Group which saw the station go to fold in 20 years, the Rail User Group looks after the interests of and informs users of Melksham Station – www.mrug.org.uk – and they can also be contacted through the CRF.

Melksham rail user group

Trains are operated by Great Western Railway – www.gwr.com or call 0345 7000 125.

GWR Great Western Railway

Service supported by the TransWills Community Rail Partnership – www.transwills.org

TransWills

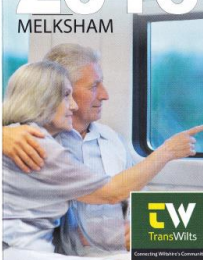
Literature and timetables are available in Melksham at the Tourist Information Centre, the Library, the Town Hall and at Well House Manor, 48 Spa Road, SN12 7NY, where the Community Rail Partnership is based. If you would like individual advice on ticketing or travel or from Melksham, please feel free to contact the Community Rail Partnership and arrange to call in at a time when one of our technical team will be available to help. The partnership can be reached on 0845 459 0153 and the Community Rail Officer by email – gus@melkshamtranswills.org.



Fun and affordable days out on the TransWills train

Summer 2016

MELKSHAM



TransWills
Community Rail Partnership

Summer Sundays to Weymouth

DEPART	ARRIVE	DEPART	ARRIVE
Melksham	Weymouth	Weymouth	Melksham
09:52	11:54	12:56	19:57

Weymouth Beach • Weymouth Harbour • Nothe Fort • Chertil Bank and Beach • Sandown Sculpture Park • Greenhill Gardens • Jurassic Skyline • Sea Life Adventure Park • Portland Plateau • The Tudor House • Speed Boat Tours • Radpole Lake Nature Reserve

Adult day return £17.00
Railcard holders – 34% off this price.
*35 Senior Railcard from age 60

Any day to 'Steam' museum in Swindon

Mon-Fri	Saturdays	Sundays	STEAM
Melksham	Melksham	Melksham	
10:04	09:46	10:46	
12:30	11:48	12:46	
13:27	13:48	14:20	
Swindon	Swindon	Swindon	
Last Train	Last Train	Last Train	
20:06	21:08	19:53	

Adult off peak day return including admission £11.90
Trains back about every 2 hours
*£6.50 to Swindon without including Steam admission

Weekend trips to London

Saturdays	Sundays	Adult return fare
Melksham	Melksham	
07:48	08:46	£51.50
08:37	09:46	£56 with Rail Card
09:46	10:46	
Paddington	Paddington	
Last Train	Last Train	
20:00	18:37	

Adult off peak day return including admission £11.90
Trains back about every 2 hours
*£6.50 to Swindon without including Steam admission

Buying your ticket

There's a ticket machine at Melksham Station and you can purchase most tickets there with credit or debit cards. Pay on the train if you're joining at Melksham and paying in cash, or buying Groupsave.

If you order tickets online from the www.gwr.com GWR website (for example) you can collect them from the machine at Melksham too. For shorter journeys it's no cheaper to order in advance, but on longer journeys you can make a saving.

If you're not able to use the ticket machine (if it's out of order or you can't see the screen to use it, for example) tell the conductor as you join the train and he/she will sell you the tickets you need. Melksham is now a penalty fare station, and if you don't buy your ticket prior to travel if you have an opportunity to do so, you may be asked to pay a penalty fare on arrival.

A wide range of season tickets and ranger and rover tickets is also available – please ask.

You can do it by train from Melksham!

Fares and more trip ideas:

Destination	Off peak	Peak Adult	Return Fare	Sample time (week + return)
Oxford	£15.00	10:04 + 12:07	12:37 + 19:14	
Salisbury	£13.20	09:15 + 10:31	12:40 + 18:47	
Swindon	£ 6.00	10:04 + 10:34	16:48 + 19:14	
Chippenham	£ 4.40	12:03 + 12:13	15:29 + 15:39	
Bristol Temple Meads	£11.10	10:04 + 11:11	18:52 + 19:46	
Clifton Down for Bristol Zoo	£ 9.30	09:15 + 11:29	16:47 + 18:47	
Cherchenham Spa	£15.00	10:04 + 11:52	17:40 + 19:14	
Frome	£ 5.50	13:13 + 13:44	15:06 + 19:46	
Weston-super-Mare	£17.00	10:04 + 12:09	16:08 + 19:14	
Trarbridge	£ 4.10	13:47 + 13:59	15:38 + 19:46	
Cardiff Central	£21.10	10:04 + 11:46	18:30 + 20:32	
Bath Spa	£ 7.80	10:04 + 10:54	18:43 + 19:14	
Bleford-on-Avon	£ 4.30	13:47 + 14:22	16:23 + 18:47	

Sample times are Monday to Friday until December 2016 - earlier and later options available

- Children aged 5 to 15 are half fare.
- Groups of three or more adults get 34% off prices using Groupsave.
- Railcard holders also enjoy 34% off these prices (eg. Senior Railcard from age 60)

Day trips also available on Saturdays and Sundays – check for times as they'll vary.

Journeys beyond Swindon, Chippenham and Trarbridge usually require a change of train.

And also

There are no 197 conveniences at Melksham Station, but every train has a toilet on it.

There is no practical limit to luggage you can take - "what you can manage" is a good rule.

You are allowed to take up to 2 dogs free of charge, and other small pets in carry boxes.

RUG Awards 2017: 5 - Best campaigner

The Clara Zilahi Award

In memory of a stalwart Railfuture campaigner who died in 2013

■ One Award

Best Campaigner

Francesca Caine

Founder and Chair,
Hadley Wood Rail User Group



Campaigning activity – lobbying GTR:

- Case for step free access at Hadley Wood Station
- Case for reversing the timetable cuts proposed in the initial 2018 Timetable Consultation for GTR routes
- Producing programme for the Celebratory Opening of the new Step Free Access



RUG Awards 2017: 6 - Judges' Special Award

- One Award

Judges' Special Award - The New Stations Fund

- www.railfuture.org.uk/New+stations
- www.networkrail.co.uk/communities/passengers/station-improvements/new-stations-fund/

Judges' comments: 10 new stations for tomorrow's new passengers - and Rail User Groups! Bringing rail services closer to communities.“

Ilkeston station (pictured) on opening day, 2 April 2017'



RUG Awards 2017

- Congratulations to all winners
- Slides for all years are available at www.railfuture.org.uk/RUG+Awards
- Why not nominate your own RUG next year?