

# Easy Stations

A scheme to encourage further investment  
in making stations user friendly for all

November 2019



## 1. Introduction

Railfuture campaigns for a bigger and better railway, which includes improving the passenger experience of travelling by train. The rail leg of all journeys by train begins and ends at a railway station. It is critical that these stations are easy to use for the wide range of passengers who use them. With that context we devised a survey and assessment of almost all the stations in our East Anglia region: Norfolk, Suffolk, Cambridgeshire, north Essex, north Herts and east Central Beds.

We have assessed the stations through the eyes of occasional, infrequent and anxious travellers as well as season ticket holders and other regular confident travellers. We have been mindful of people with limited mobility, hidden disabilities and other travellers with young children or heavy luggage. If we can make stations work for these groups, then they will work better for all passengers.

The focus of our survey was to examine the stations themselves and our report concentrates on the physical infrastructure. Our aim is to reflect the impact of earlier investment and to encourage further investment, to make more of our stations as easy to use as the region's best stations already are.

This work will be of interest to key stakeholders from Network Rail, Train Operating Companies, local councils and the voluntary sector, who work together to make the stations easier to use.

The wider context for this work is the understanding that a modal shift to public transport is needed for social, economic and environmental reasons. That is why Railfuture East Anglia in February 2018 issued a report, SEAMLESS PUBLIC TRANSPORT IN EAST ANGLIA<sup>1</sup>, focussing particularly on train and bus services, ticketing and information and referring to staff training and potential digitalisation. We are now taking this work further with the aim of encouraging continued investment in improving accessibility.

This report sets out our findings and recommendations for the key stakeholders to encourage further investment.

**We announce the four winning stations to celebrate the improvements that have already been secured and to galvanise others into activity.**

## 2. East Anglia's Stations

There are 111 National Rail stations in East Anglia, ranging from busy Cambridge with over 11 million passengers per year to isolated Shippea Hill with an average of one passenger a month. They are owned by Network Rail but are managed by the two train operating companies (TOCs) in their respective areas: Govia Thameslink Railway and Greater Anglia Railway.

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<sup>1</sup> [www.railfuture.org.uk/East+Anglia+Seamless+Public+Transport](http://www.railfuture.org.uk/East+Anglia+Seamless+Public+Transport)

We have split all the stations into one of three groups based on the scale of footfall and staffing arrangements. The range of facilities that can be expected will vary according to station size, so we have adopted the following categories to make for a fairer comparison between stations dealing with vastly different scales of passenger demand.

- Category 1 – staffed stations with over 1 million passengers per year (15 stations)
- Category 2 – other staffed stations with footfall ranging from 150,000 – 999,999 passengers (26)
- Category 3 – all unstaffed stations irrespective of footfall (70 stations)

We regard a staffed station as one where a person can sell you a ticket to anywhere in the country. Eight stations are fully staffed all the time that trains use them and 33 are staffed for at least part of the day – but sometimes only on one shift or with no staff on duty in the evening.

This means that the majority, 70 in all, are completely unstaffed. About a dozen of these currently have an independent business operating in all or part of the station building (including a few with an attractive station café). A number of stations in Essex have a station host who visits occasionally.

There has recently been a marked increase in the availability of on-line published data about the UK's railway stations (see the maps and guides on the Network Rail website and the new UK rail access map [accessmap.nationalrail.co.uk](https://accessmap.nationalrail.co.uk).)

Locally, the Guide to Accessible Travel produced by Greater Anglia in September 2019 has a map with symbols to indicate how accessible each station is. The guide does not, however, cover such topics as all-weather cover, car parking, bus stops or taxi ranks. We have used this information to cross reference our own survey data.

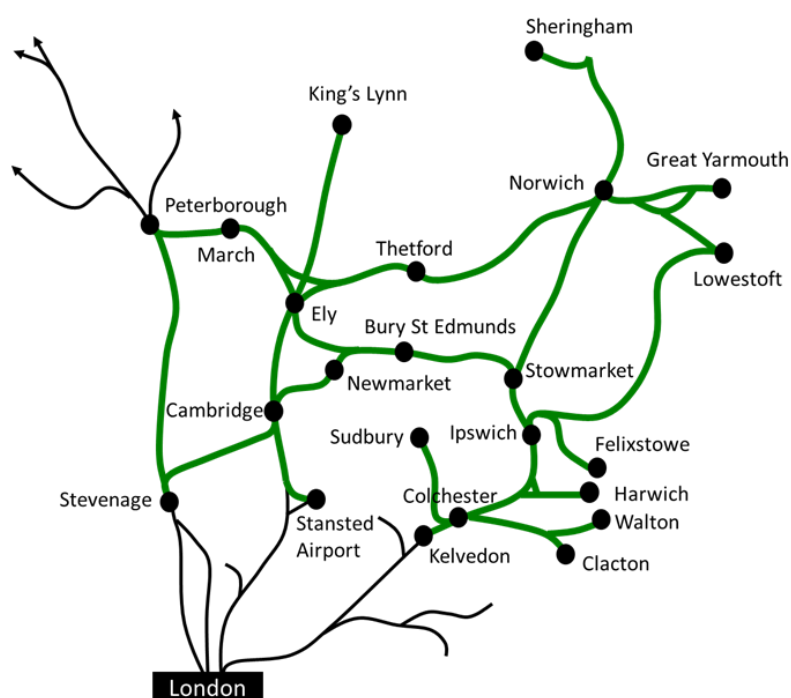


Figure 1: Area covered by Easy Stations Survey (lines in Green)

### 3.The Survey and Scoring System

Members of Railfuture and some of its affiliated local users' associations made 135 visits to 100 stations between February and November 2019. Members were encouraged to visit stations which they were less familiar with so as to be able to see the station with a “fresh pair of eyes”. To minimise the element of subjectivity in assessing stations, observers were asked to mark whether the station did or did not have certain physical characteristics. Extra surveys were undertaken to resolve differences between the assessment and published information.

One hundred of the 111 stations in the Railfuture East Anglian region have now been surveyed, including all 15 of those in Category 1 and all bar two of the 26 stations in Category 2. Sixty one out of the 70 unstaffed stations were surveyed.

Assessors armed with checklists (See Appendix 1 for a copy of the survey form) have audited stations covering the following key criteria:

- *Getting to the station* – for example local signage, nearby bus stops, availability of parking, cycle parks
- *Access to the trains and platforms* – such as step free access, covered seating on platforms, ticket vending machines, tactile paving
- *Facilities at staffed stations* – including waiting rooms, toilets
- *Other features* – including imaginative reuse of buildings, murals, floral displays

We included features such as even surfaces, hearing loops and tactile paving which are obviously helpful for vulnerable people or those of reduced mobility but also make it easier for everyone to use the station. Judges have also looked at a wider range of factors than required by traditional rail industry standards, health and safety legislation or DDA compliance. We have been as concerned with features that create a welcoming ambience and a pleasant, easy to use station such as clear signage, all-weather cover and seating along the platform. In total, 29 criteria are included on the checklist.

Members sent their completed survey form(s) to a judging panel of four members for final scoring in response to the 29 criteria. The panel gave different weights to the 29 different factors according to their perceived impact on ease of use. Step free access, for example, was given a weighting of 3, platform depth was given a weight of 2 whilst provision of CCTV was weighted as only one. Thus, each tick in the Yes column on the form gained 1, 2 or 3 points depending on the weighting.

The panel also allowed up to an extra three points for other features which made the station easy to use. Staffed stations could score a maximum of 50 points, whilst unstaffed stations could only reach a total of 40 points, due to absence of facilities such as toilets, waiting rooms and booking offices.

The resulting scores have been grouped into grades. Each station included in the survey has been awarded a grade (A to E) corresponding to its score. Grade boundaries have been adjusted to allow for the different total marks available to staffed and unstaffed stations as shown in the table below.



Grade	Staffed Stations / points	Unstaffed Stations /points
A	45-50	36-40
B	40-44	32-35
C	30-40	24-31
D	25-29	20-23
E	24 or Below	19 or below

The grade for each station is set out in Appendix 2 and commented on in more detail in the Results section below.

This is not a static picture as certain stations, such as Brundall, have had further work carried out since our initial visit and this means they would now score more points than when the visit took place. The refurbished Parcels Office exhibition space at Lowestoft station came into use in June 2019 and is a welcome enhancement to the station since we did our survey. The new platform at Sheringham also came into use after our survey. Greater Anglia recently announced bids to improve the accessibility at Needham Market and Wymondham.

Several stations are to receive investment from the 'Access for All' fund so will eventually gain better facilities than are described in our survey.

On the other hand, the bus service which passes Wickham Market station (mentioned by our members) was withdrawn on 2 November 2019 and it is not clear what, if anything, will replace it.

We will repeat the survey as a part of our ongoing campaign to encourage further investment.

We recognise the efforts of local users' associations, Community Rail Partnerships and sometimes local councils. The majority of stations also have one or more station adopters who help to keep the station tidy and attractive and report any faults. Our survey does **not** judge the work of station staff or volunteer adopters. There are other schemes for that.

## 4. The Results (See Appendix 2 for more details)

Based on our members' reports the panel awarded a mark out of 50 for each staffed station or up to 40 points for unstaffed stations. This enabled us to identify clearly the leading stations in each category. The panel graded each station from A to E. All stations graded A were revisited by a panel member and discussed in more detail by the panel.

The **overall grades** for each of the three categories of station were as follows:

**Category 1: Staffed stations with high footfall (15/15):** two stations received an A grade whilst the majority (11) were judged to warrant a B grade, with only 2 stations in the C grade.

**Category 2: Other staffed stations (24/26):** Two stations received an A grade whilst six were given a B. The bulk of stations (15) were in the C grade and one was marked as an E.

**Category 3: Unstaffed stations (61/70):** Three stations were given an A grade; 12 were B; 33 were C; ten were D and there were three graded E.

This pattern of grades is as expected, since stations in Category 1 have received substantial investment which is reflected in their grades tending to the top end of the scale. None of these stations, bar Biggleswade, was found to be inadequate or to offer unacceptable levels of accessibility. A similar pattern was found for the Category 2 stations with the exception of Shelford, graded as an E. The largest group, the unstaffed Category 3 stations, had much greater variability in the facilities offered, such that whilst three were graded as A there were ten stations graded D and three graded as E.

### Commentary on the most critical criteria in measuring easy to use and pleasant passenger experience

#### Step free access

Our members found that eight stations had no step-free access to one or more platforms and six more had no step-free access between platforms. This is a pleasingly low proportion. All of our staffed stations with a high footfall do provide step free access to the platform, bar Biggleswade.

Nevertheless, there is clearly still work to be done on this minority of stations, which present a number of issues relating to access to the train platforms.

Biggleswade and Thorpe-le-Soken stations, for example, do not have step free access to any platform. Left unresolved this situation would be totally unacceptable. Biggleswade successfully bid earlier this year for 'Access for All' funding. So, in two – three years' time we expect to see a marked improvement at that station. Greater Anglia offers a free taxi service to and from Clacton as an alternative for passengers with limited mobility who would usually intend to travel to and from Thorpe-le-Soken station.

A number of other stations such as Needham Market, Weeley, Wivenhoe and Wymondham offer step free access to one platform only. This leads to obvious difficulty in making return journeys.

Other stations such as Diss, Thetford, Reedham, Marks Tey, Kelvedon and Whittlesford Parkway offer step free access to both platforms but only via a walk out of the station via the main road and back into the station on the other side of the line. This represents a major inconvenience and makes the station anything but easy to use. Access at some other stations is via the level crossing gates at the end of the platform, which can lead to passengers missing trains.

#### Passenger Information Screens

Ninety one out of the 100 stations surveyed had passenger information screens functioning. Screens were not functioning at Buckenham, Great Chesterford, Manea, Somerleyton and Whittlesea at the time of the survey. Assessors found some problem in seeing the screens at Brampton, Cantley, Kennett and Mistley.

The TOCs are in the process of introducing a new generation of screen showing more information than the time and destination of the next train. Information such as loading in each carriage can help passengers choose where to stand on the platform to optimise their chances of gaining a seat.

Other screens showing the connecting bus service timetables would also help some travellers overcome connection anxiety and foster more integrated public transport for improved end to end journeys. They are provided at a few stations such as Audley End and Peterborough.

### Seating on each platform (Some under cover)

The platform seating at 89 of the stations surveyed met the expected standard, given the trains using the station. Great Chesterford, Great Yarmouth and Lowestoft were scored as having no seating whilst seating was deemed inadequate at Alresford, Brampton, Diss and Norwich. Seating at a further 13 stations could be improved.

The introduction of longer fixed formation train sets means that seating will be required to be spread along the length of the platform, if the intended saving in dwell times is to be secured without sacrificing passenger comfort. For the same reason, a platform indication of the door positions will be useful, especially as some trains have only one door per carriage.

### Platform depth

The platforms at 90 stations gave sufficient circulation space for two wheelchair users to pass comfortably and as a consequence these stations will generally provide for good passenger flow around the station.

Six stations (Brampton, Bures, Shelford, Thorpe-le-Soken, Waterbeach and Whittlesea) had seriously compromised platform depth for some length of the platform. Often this was because station buildings such as waiting shelters, former signal boxes and staff offices create a narrower platform. Four more stations (Buckenham, Elmswell, Elsenham and Somerleyton) presented some difficulty for passengers.

### Tactile Paving

The TOCs have been introducing a raised strip of pimpled platform to indicate to people with visual impairments when they are approaching the platform edge. Like the “Stand behind the yellow line” warning system, it can avert danger from standing too close to passing express trains. It can also be helpful to passengers indicating how far they are from the train when intending to board.

Tactile paving has yet to be introduced at 32 stations. There appears to be an ongoing investment programme to introduce tactile paving and so we can expect the number of stations lacking such provision to fall steadily over the next few years. It would be helpful to know the rationale for settling the priority order for doing so.

## Ticket Vending Machines (TVM)

Nine stations were reported as either having no TVM (Brampton, Buckenham and Somerleyton) or having one which was not easy to use (Brandon, Diss, Elmswell, Elsenham, Littleport, Shelford). Problems can arise from the siting of the machine or the visibility of the screen itself.

## Other critical lessons

Some stations had most of the desirable features we were looking for but did not win on this occasion because of specific concerns. For example, Cambridge has received substantial investment but has become a victim of its own success in attracting more passengers. More needs to be done to improve passenger flow, to reduce the overcrowding around the entrance and exit barriers and to reduce the long walks to make connections. The provision of a second footbridge linked to a new eastern entrance is rapidly becoming a priority investment to improve the safe use of this important station.

Similarly, Marks Tey has received substantial investment over recent years, improving access to the up London platform and waiting rooms on the down and branch platforms. Regrettably a recent 'Access for All' bid was unsuccessful, leaving passengers with no step free access between the main line platforms. This station cannot be recognised as easy to use until that problem is resolved.

Cambridge North as a recently opened station could have been expected to be a winning station. The station relies entirely on ticket machines as the station staff are unable to sell tickets, unlike the very successful 'station hosts' at newly opened Bicester Village and Oxford Parkway. These machines cannot sell a complete range of tickets and have long queues at busy times.

The lack of all-weather cover or adequate platform seating, and the failure to open the shop on the main concourse, means that the station is a disappointing missed opportunity to set a high bar for an accessible and easy to use station. Railfuture believes that with a bit more investment, and some real effort to make it an enjoyable place to visit, Cambridge North can still become a great success.

We hope that Network Rail and Greater Anglia will learn the lessons from Cambridge North and avoid making the same mistakes in developing Cambridge South, Beaulieu Park and other new stations.

Unstaffed stations which have a business on the premises usually scored better in our survey because they enhanced the overall facilities for rail passengers, and/or their very presence made the station a more welcoming places for passengers.



## 5. Awards

The aim of the project was to assess the user friendliness of as many East Anglian stations as possible and at the end of the process to award the winning stations with plaques, funded from the Clara Zilahi legacy. We see this as an opportunity to celebrate good practice on our railways and through wider publicity to encourage further action.

The award winning stations combined good investment in facilities, a welcoming ambience and good passenger flow, making each station easy to use and a pleasant experience. They had all benefited from partnership working and commercial initiatives.

**Category 1 - Audley End** – recent investment makes this a model of active travel and integrated rural transport hub, although there is no Sunday bus service. The new waiting room offers a model that can be copied at other stations. The reuse of a surplus area of the legacy station building provides commuters and other travellers with useful facilities such as a local shop, take away food and laundry service.

The bright and welcoming Ticket Office at Audley End offers level access to the trains and hearing loops for people with a hearing loss.



**Category 2 - Sandy and King's Lynn** – the A graded stations in this category.

**Sandy** has recently been enhanced by the provision of a toilet on the station approach even though this was not directly as a result of action by the TOC. It offers good level access and exemplary signage to the station from the locality.



**King's Lynn** reflects the level of investment in maintaining its historical features and facilities that its role and position in the town warrants. The platform offers all weather cover to the trains, whilst the buffet adds a local flavour, being one of the few non-corporate coffee outlets.





**Category 3 - Wickham Market** scored highly because it meets all the basic criteria but also benefits from a local café being run in a former station building. The Station House at Wickham Market Station was refurbished and a new canopy reinstated by Station House Community Connections, a charitable community benefit society and leaseholder of the building owned by Suffolk County Council. Re-opening in June 2017, it combines railway heritage with community function, providing café, toilet and waiting room facilities, meeting rooms, good quality wi-fi and broadband and information services. The building is wheelchair accessible throughout. This makes the facilities available and made for a welcoming and easy to use station.



*Photograph by Station House Community Connections, Campsea Ash*

## 6. Recommendations

From our experience we recommend:

1. TOCs identify and share their priority investment in improving access at stations – this should be an ongoing priority concern for putting the passenger first, since we have found that stations of comparable size and managed by the same TOC have different level of facilities. This reflects the efforts of Community Rail Partnerships (CRPs) and Rail User Groups (RUGs) to improve their local stations.
2. The problems in providing step free access are not easy or cheap to fix, but where footfall justifies the capital expenditure then adding lifts to refurbished footbridges remains a priority for investment and bidding to future rounds of Government funding. Network Rail and the relevant TOC need to work together in finding cost effective solutions. Marks Tey and Thorpe-le-Soken were unsuccessful in recent bidding for Government funding for such improvements. We hope that in such cases local MPs will press the Department for Transport to make funds available in future.
3. TOCs should look with CRPs and RUGs to encourage suitable commercial and community ventures at small stations that will never justify railway staff, but which could benefit from the presence of other staff at the station. What is important is that such businesses can provide a human presence at an unstaffed station and so TOCs should take every opportunity to encourage this, with reasonable rents and conditions.
4. Each station entrance or platform should have a ticket vending machine (TVM). We acknowledge that this may not be commercially justified on certain small stations with low footfall.
5. TOCs consider the possible provision of TVMs at some additional stations (such as Somerleyton) not considered important enough to have them before. Buckenham, Shippea Hill, Berney Arms will never justify such a machine, partly because the low usage is mainly inbound passengers using return tickets. (viz visitors to bird reserves or to explore the countryside on foot or by bicycle.)
6. TVMs should include, where applicable, a clear notice that people can still pay on the train if that is allowed, while at stations in the penalty fares area there must be sufficient opportunity to purchase a permit to travel.

7. TOCs should provide at least one shelter per platform — and at stations where longer fixed-formation trains of up to 12 coaches are coming into use, more than one shelter should be provided.
8. Every effort should be made to find new uses for redundant buildings, or parts of buildings, unless these are totally beyond repair. The Railway Heritage Trust can sometimes fund refurbishment, as it did at Lowestoft and plans to do at Saxmundham.
9. Greater Anglia should review and update the information in a future edition of its Guide to Accessible Travel. For instance, Oulton Broad South only has one platform and the notes on Buckenham refer to the Lowestoft/Great Yarmouth platform when they should actually refer to the platform for trains towards Norwich.
10. Network Rail and the TOCs should review the lessons from poor design features at Cambridge North and avoid making the same mistakes in developing Cambridge South, Beaulieu Park and other new stations.
11. Basic maintenance should not be neglected even as facilities are improved. Surfaces on car parks, footpaths, and especially stairs need to be kept in good repair. The same applies to buildings and shelters. An example is St Neots station (see image on rear cover) where platform shelters have been added, but rainwater leaks into covered stairwells and waiting areas.

## 7. Conclusions

We have looked at a wider range of factors than the industry standard accessibility checklist in order to capture the passenger experience of whether a station is providing a pleasant and welcoming ambience.

This is an era of rising expectations and any repeat of this exercise should reflect that, by being even more explicit about the standards expected at each station, allowing for the impact of staffing and scale of footfall.

The rail industry should recognise that increasing passenger numbers puts pressure on existing facilities – Cambridge has all the basic facilities but is not a pleasant station to use because of overcrowding on the main platform. The station needs a second entrance and footbridge at the southern end to help spread passengers flows more evenly and to tackle the lack of cover and long distances to walk.

The industry must do better with new stations such as Cambridge South and Beaulieu Park.



It is unrealistic to expect that unstaffed stations can have their staff reinstated. Two generations have grown up not expecting rural stations to be staffed. However, it is reasonable to have a helpline and to know that a TOC member of staff will visit the station from time to time.

Railfuture East Anglia does not want the work to finish here. We have built up a very useful database and reference point for the future and in years to come we will want to identify station improvements where they have been made – or highlight shortcomings where they haven't.

We are happy to share our information with TOCs, local authorities, CRPs and other stakeholders in the spirit of collaboration to encourage future investment and to help to prioritise the targets for such investment. Railfuture East Anglia is happy to receive updates on this report and to discuss its findings with interested parties.

We are also hopeful that other Railfuture branches, covering the rest of the Great Britain, will want to carry out a similar exercise and we will aim to provide an updated version of our own Easy Stations checklist, incorporating the benefits of our experience.

## 8. Acknowledgements and Disclaimers

Railfuture East Anglia is pleased to acknowledge the financial support from the Clara Zilahi legacy in providing the winning stations with a plaque to celebrate their achievement. Clara Zilahi, who lived in Downham Market, was a very active member of Railfuture and served for many years as Railfuture's Officer for People with a Disability.

The survey was compiled and analysed by Trevor Garrod, Ian Couzens, John Henderson and Martin Cooper.

The information is accurate to the best of our ability and knowledge and Railfuture cannot be held responsible for any errors or changes.

## Appendix 1. Easy Stations Survey Form

Getting to the station		Y	N	?
1	Step free access			
2	Signage from town/village centre			
3	Parking within reasonable distance			
4	Bus stops within reasonable distance			
5	Cycle racks/stands			
6	Good local onward journey information			

Station and platform		Y	N	?
7	All-weather access to trains from entrance			
8	Platform depth to allow 2 persons of reduced mobility to pass			
9	Tactile paving			
10	Even surface			
11	Passenger information screen(s) functioning			
12	Screens showing more than simply train time and destination			
13	Help point(s)			
14	CCTV			
15	Ticket vending machine with legible screen (e.g. with sunshade)			
16	Good clear signage			
17	Seating on each platform with some under cover			
18	Free wifi			

For staffed stations		Y	N	?
19	Toilets, including persons of reduced mobility and baby-changing			
20	Waiting room – well lit, comfortable and heated			
21	Hearing loops			
22	Some kind of refreshments facility –even if only drinks machine			
23	Notice showing booking office hours and where tickets can be purchased when it is closed.			
24	Passenger information screen, public address system and/or timetable poster in waiting room (and perhaps café)			

Optional extras for all stations		Y	N	?
25	Imaginative use of redundant buildings (please give example)			
26	Community notice board or rail users' group board			
27	Murals or similar displays			

From the train		Y	N	?
28	Announcements clear and correctly pronounced			
29	Station signs clearly visible from train			

Any other useful features of this station				
30				

## Appendix 2. Overall Grades for Each Station by Station Category

### CATEGORY 1: STAFFED STATIONS WITH HIGH FOOTFALL (15)

Station Name	Footfall in 2017/18	Overall Grading
<b>Audley End</b>	<b>1,011,626</b>	<b>A</b>
Biggleswade	1,058,184	C
<b>Cambridge</b>	<b>11,530,238</b>	<b>A</b>
Colchester	4,378,758	B
Ely	2,281,710	B
Hitchin	3,237,946	B
Huntingdon	1,845,126	B
Ipswich	3,351,902	B
Letchworth	1,900,970	B
Manningtree	1,078,502	B
Norwich	4,156,302	B
Peterborough	4,909,286	B
Royston	1,477,616	B
St Neots	1,337,948	C
Stansted Airport	8,934,250	C

## CATEGORY 2: STAFFED STATION WITH MEDIUM FOOTFALL (24)

Station Name	Footfall in 2017/18	Overall Grading
Arlesey	674,194	C
Baldock	653,280	C
Bury St Edmunds	652,084	C
Cambridge North	488,878	B
Clacton	790,866	C
Colchester Town	758,206	C
Diss	689,962	C
Downham Market	533,426	C
Elsenham	246,268	C
Frinton	191,352	C
Great Yarmouth	384,966	C
Kelvedon	844,570	C
<b>King's Lynn</b>	<b>988,498</b>	<b>A</b>
Lowestoft	452,118	B
March	403,972	B
Marks Tey	577,550	B
Meldreth	307,868	C
Newport (Essex)	184,798	C
<b>Sandy</b>	<b>529,072</b>	<b>A</b>
Shelford	204,618	E
Stowmarket	935,244	B
Thetford	297,388	C
Whittlesford	538,972	B
Wivenhoe	389,822	C

## CATEGORY 3: UNSTAFFED STATIONS (61)

Station Name	Footfall in 2017/18	Overall Grading
Acle	44,914	B
Arlesford	61,752	C
Attleborough	159,916	C
<b>Beccles</b>	<b>110,774</b>	<b>A</b>
Brampton (Suffolk)	9,004	E
Brandon	115,932	D
Brundall	99,930	C
Brundall Gardens	14,022	E
Buckenham	202	C
Bures	58,680	C
Cantley	21,682	D
Chappel & Wakes Colne	38,544	B
Cromer	204,582	C
Darsham	57,728	C
Derby Road	48,310	C

Dovercourt	174,788	C
Elmswell	68,546	D
Felixstowe	202,568	B
Foxton	102,170	D
Great Bentley	76,770	B
Great Chesterford	109,116	D
Haddiscoe	12,924	C
Halesworth	97,870	B
<b>Harwich International</b>	<b>105,802</b>	<b>A</b>
Harwich Town	140,520	B
Hoveton & Wroxham	129,552	B
Hythe	234,522	C
Kennett	39,512	C
Kirby Cross	46,386	D
Lingwood	47,934	B
Littleport	245,786	C
Manea	15,894	D
Melton	77,748	C
Mistley	71,082	C
Needham Market	100,648	C
Newmarket	358,798	C
North Walsham	257,940	C
Oulton Broad North	115,400	C
Oulton Broad South	47,996	C
Reedham (Norfolk)	46,020	C
Salhouse	10,448	D
Saxmundham	154,322	B
Shepreth	114,294	D
Sheringham	221,480	C
Somerleyton	12,378	D
Sudbury	323,052	B
Thorpe-le-Soken	127,928	C
Thurston	72,388	C
Trimley	32,420	C
Walton-On-Naze	131,148	B
Waterbeach	430,050	C
Watlington	146,014	C
Weeley	33,354	C
West Runton	24,844	C
Westerfield	11,110	C
Whittlesea	32,556	E
<b>Wickham Market</b>	<b>47,890</b>	<b>A</b>
Woodbridge	206,028	B
Worstead	26,766	C
Wrabness	30,526	C
Wymondham	186,924	C



## CATEGORY: STATIONS NOT SURVEYED (11)

Station Name	Footfall in 2017/18	Overall Grading
Ashwell & Morden	152,372	
Berney Arms	966	
Dullingham	39,028	
Eccles Road	2,700	
Gunton	17,008	
Harling Road	3,074	
Lakenheath	468	
Roughton Road	16,846	
Shippea Hill	276	
Spooner Row	1,628	
Stansted Mountfichet	584,288	

### Winning stations on front cover (clockwise):

- Good accessible entrance to King's Lynn Station
- Positive signage at Sandy
- The refurbished Station House at Wickham Market, offering new community facilities as well as an accessible entrance to the station
- Audley End (three photos). Bus interchange and enlarged cycle parking encourage use of this hub station at Audley End, serving the nearby town of Saffron Walden and its rural hinterland. The local shop gives commuters a helpful range of services

### Stations on rear cover (clockwise):

- Thorpe-le-Soken (two photos) is a busy interchange station with a growing catchment area but it has no level access to trains. All passengers have to cross the footbridge to gain the island platform
- St Neots shows the importance of ongoing maintenance if stations are to be easy to use and welcoming
- Needham Market does not have step free access to the Ipswich bound platform, making for great difficulties for PRM returning home from the Bury St Edmunds and Cambridge direction
- Cambridge North as a missed opportunity is symbolised by the closed shop, which is still not open two years after the train service began

Photographs by Jerry Alderson, Nick Dibben, John Henderson, John Smock and Station House Community Connections, Campsea Ashe

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....and some which didn't make it

