

Uckfield and East Grinstead Line Action Plan 2009
Updated 25.08.09

ACTION	OBJECTIVE	OUTCOME	DUE DATE	STATUS	MONITORING/ COMMENTS
Work with station manager, staff and local communities to identify and improve station facilities, sites and local transport links	To make service and stations nice place for passengers to be	Increased passenger numbers, Increased satisfaction of passengers Increased tourism, Integrated services Increase use of existing resources. 5, 7, 8, 9a, 9b, 9c	On going	Ongoing Trial at Uckfield station to be developed and promoted. Improved cycle facilities planned for Uckfield, Crowborough, Eridge & Lingfield. New benches for Oxted & Crowborough. Oxted to have improved lighting and possible extra cycle lockers.	Station audit at beginning of year and at end Record passenger nos Passenger Focus satisfaction data
To address with Station Manager issues raised from station audits and other issues that are raised by communities during the year.	To make stations nice welcoming places for passengers	Increase satisfaction and number of passengers and local communities 7, 8, 9a, 9b, 9c	On going	Current Grant for extra cycle facilities at Hurst Green Achieved.	Passenger Focus data
Reprint a 4th edition of the award winning Line Guide to	To promote rail tourism in the	Increased off peak ticket sales Increase use of line for Tourism	Sept 09/Spring	On hold till summer 09	Monitor numbers distributed &

update existing information.	area	Increase awareness of line & route Increase understanding 7, 8, 9a, 9b, 9c, 13,14	2010	Decision & Work to begin Sept 09	locations Feedback on edition. Launch at Com Rail Weekend
Environmental Projects- such as Bird Watching leaflet for the line	To promote the environmental credentials of train travel and the CRP	To increase use of the railway. To increase awareness of the environmental benefits of the railway & CRP	On going	Not yet achieved	Record passenger nos. Green Tourism literature. Reason for use of the line
Maintain a quarterly newsletter to include news on what has been achieved on the line, Southern information such as special offers and to source special offers from attraction along the line.	To promote line To inform local people about the line To promote the CRP	Better understand, involvement and commitment to line and Sussex CRP 8	Dec 08/April 09/ June09/ Nov 09	1 joint newsletter produced with Southern (6 monthly)	Record numbers distributed, requests for copies and feedback received. Downloads
Working with businesses, attractions, leisure facilities and transport providers along the line i.e. Brighton and Hove bus 29, Hever, Lingfield races, Lavender line	To promote local business and attractions. To promote the usefulness of the line for accessing these services.	To increase use of the line 3,4,6,8,9a,9b,9c,12,14	On going	On going	Review websites and literature for use of rail advice, information on trains and offer. No of meetings attended/ help given
Update, improve and regularly change website	To promote Sussex CRP and the line	Regularly changing website 9b	Quarterly	New website currently being developed Info on partners websites to be updated also	Record hits, visitors and downloads No of updates done
Monitor the success of projects and our work	To prove our worth	Useful information on projects and work through the year 4, 11	At regular stages & after main projects	Current	Airs postcards. Review literature for mention Thank you letters

Promote station 'adoptions'	To involve communities in the environment of their station	1 stations adopted 1,7,8,9a,9b,9c,14	End 09	Current & to be higher focus for post Sept 09 Crowborough - Early discussions. Uckfield & Buxted – NR Community Scheme due to be completed – Uckfield longer term project Buxted – preliminary work being done. Working with Southern to promote station partnership scheme	and feedback Record feedback from Southern and adopters
Safety & use of the railway training programme for school children and young people	To increase confidence of local young people To promote rail among young people	3 Schools visited 1, 9a,9b,9c	End 09	Funding/ joint working being sort. 1 pilot project completed with 93 children (Rye)	No of schools No of visits No of pupils
Wide distribution of timetables, newsletters and	To promote line and CRP, local	Greater awareness of line, local attractions and CRP	On going	Current	No distributed

line guide – all possible avenues to be explored	attractions	7,9a,9b,9c,12,13,14		See reports for details of places. Includes all libraries in East Sussex. West Sussex, Kent & Surrey.	Feedback No of websites who use it
All possible marketing opportunities to be explored such as press releases, inclusion in tourism literature such as Scenic Britain by train, Visit Sussex, Rural Ways	To promote line for tourism Increase local revenue received from tourism	Further information requested and off peak sales 1,3,6,7,9a,9b,9c,14	On going	Current Scenic Britain pages secured for 09. Press coverage for events achieved Balloon Train press release before and after event. Working with Top Attractions to include trains in promotion leaflets. Top Attractions & Southern leaflet collaboration.	Record further information requests received. Record articles in press Review & record local tourism literature for rail related links
Organise Community Rail Weekend Event/s	Increase profile of CRPs, Lines and get to know local communities better	A well attended, enjoyable event which gets good press coverage 1,7,9a,9b,9c	May 09	Community Rail Month marked by 5 different events in 3 communities	Monitor press coverage, attendance and groups involved
Working with Bus Run Day in East Grinstead	To promote Public Transport	A day which encourages people to visit local attractions by bus and train.	Mar 09	Unsuccessful	Monitor press coverage,

	access to local attractions				attendance and attractions involved
Spa Valley Opening	To promote link between Spa Valley and main railway	An event or series of events which encourage use of both modes of travel.	Easter 09	On going	Monitor press coverage, attendance
Promote use of station buildings for local enterprises/ groups Crowborough	Make use of existing resources	1 group in vacant space 2,4,6,8,10,13	Ongoing	Crowborough – needs interest to be raised 2009. Edenbridge – new franchise project 2010. Eridge Platform Building. Lease to be signed.	Feedback from Southern and Group
Organising walks along the line from one station to another and advertising them in the Newsletter.	To promote use of the line for access to countryside and leisure/ exercise	2 walks with 6 – 12 attendance 1,7,9a,9b,9c,14	Oct 09	1 walk carried out. June 09 1 walk due in August 09 (5 walkers. 17 booked)	Monitor number of walks, no attending by train
Working with the local communities, Passenger Focus and the DfT to gain changes in services which meet a proven need.	To meet local needs	A later evening service from London More carriages 7,9a,9b,9c	Sept 09	Ongoing Franchise consultation See franchise specification Later evening train to feature in	New Franchise agreement – copy Record detail of submissions Keep record of proven need (Passenger Focus, Census & info

				Dec 2010 timetable.	collected from public & local councils
Working groups: Edenbridge Partnership; Edenbridge Tourism Forum; Crowborough Partnership; Uckfield Tourism Forum; Brighten Uckfield Up Campaign; Adoption groups; East Grinstead Tourism; East Grinstead Museum;	To promote needs, desires and welfare of local people To expand reach of CRP To promote line and use of it to access services	Projects completed with rail in mind. 1,3,45,6,8,9a,9b,9c,12,13	On going	On going	No of meetings attended Record no of groups worked with Record joint projects/ help given
Working with parish councils along the line	To promote needs, desires and welfare of local people To expand reach of CRP To promote line and use of it to access services	Projects completed with rail in mind. 1,3,45,6,8,9a,9b,9c,12,13	Ongoing	Ongoing	No of meetings attended Record no of groups worked with Record joint projects/ help given
Litter picks	To improve station environment	Reduction in litter at station 8	On going	One achieved as part of Community Rail month.	Record in pictures amount of rubbish before and after
To continue to provide support to other Sussex CRP Lines and share best practice	To offer experience and to stop duplication	Strong and sustainable Sussex CRP 5,11	On going	Ongoing	Record of advise given/ meetings attended
Car Parking at Uckfield – to find ways of alleviating the problems and supporting development of temporary	To help to meet a proven need	Working with local councils to improve walking and cycling links to new station	2010	Current Trial station access survey.	Car park audits No of spaces created

car park on old station site		Increased parking at other stations along the line 3,7,8		New franchise Travel Plans	Pictures and record number of cycle racks before & after
Support of Uckfield – Lewes line extension	To meet a local and national need	Line to Lewes reopened 3,4,6,7,9a,9b,9c,12,13	On going	Current	Record advise/ working meetings/ evidence collected/ submissions made
Buxted – find ways to alleviate parking, to keep up to date with proposed development	As above	Parking need report 3,7,8	On going	Ongoing	Station car park audits Passenger focus data Meetings attended
Crowborough – To help gain better connecting services between the station and town centre	To improve access to stations	Regular bus connecting town and station 3,7,8,9a,9b,9c	Sept 09	Limited bus service in place. Discussion with Community Transport operator held. Meeting of interested parties to be arranged? Trail at Uckfield	Stations access audit Passenger Focus data
- To get the station building back into use	To improve facilities in Jarvis Brook To make station feel safer	Building in use for local groups, business and services 1,2,6,7,8	Sept 09	Ongoing Hope to promote this as part of the station partnership scheme	Feedback from users, Southern, town council Pictures Station audits
Eridge - Complete transfer of platform building to Model Railway club	To support a local group	Model railway using building for club activities	Jan 09	Current	Pictures Station audits

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CIS	To provide customers with information	Better provision of information 8,7,9	Winter 09	New franchise?	Pictures Station audits
Refreshment site up and running	To provide a vital service to customers	Café selling tea & Coffee set up or coffee machine installed 8,7,9	Win 08/09	Ongoing	Pictures Station audits
Ensure parking restrictions are maintained	To improve quality of life for local families	Parking within law 8,7,9	On going	Ongoing Report on parking need	Pictures Station audits
CCTV at Hever	To increase security at station	CCTV in place and operational 7,8,9	On going	Ongoing Will be done in New Franchise	Pictures Station audits
Hever – help point in different languages and replacement sign installed	To improve stations tourism appeal	Help point installed and operational Sign replaced 4,7,8,9a,9b,9c	Summer 09		Pictures Station audits
Updated posters Edenbridge and Edenbridge Town providing more integrated information between the two stations, especially in the event of engineering works	To make rail services in the town better integrated To provide better information to passengers	Sign at entrance to Edenbridge Town approach road showing clear information about both stations. 7,9a,9b,9c,13	Dec 08	Completed Will need to be focused on as part of new franchise	Pictures Station audits
Replacement signage at Edenbridge Town	To provide better directions to station	New sign in place 7, 8,9a,9b,9c	Jan 09	Completed	Pictures Station audits Feedback from Town Council
Work with partners to	To provide	Lighting upgrade installed and in use	Winter 09	Needs joint	Feedback from

improve lighting in approach road	better access to station	9a,9b,9c		funding.	council Passenger satisfaction data Pictures
Review parking problems at Dormans	To assist with the improvement of parking	Parking improved 3,7,8	2009	Report on parking need	Station/ car park audit
Rail/bus interchange at East Grinstead station	To support improvements To encourage access to station via public transport	New/ Improved interchange 3,7,9a,9b,9c	On going	Ensure this is considered as part of new station plan, due possible in 2010. Network Rail meeting attended and issue raised. To be followed up.	Pictures Feedback from users and Town Council
Work with partners to increase cycle facilities	To provide extra capacity for cycles To encourage access to station via cycles	New/ improved cycle facilities 8,9a,9b,9c	Sept 09	As above	Station audits

* Underlined actions are completed at specific stations

Key To Priorities & Targets from Regional Economic Strategy (SEEDA) 2006-2016

1 – Increase social inclusion and make the most of skills of SE residents 2 – Making economic case for green infrastructure
3 – Connecting all parts of the region whilst managing transport demand 4 – Encouraging sustainable business practices
5 – Raising productivity through smart use of technology/knowledge and skills 6 – Efficient use of resources and carbon plans
7 – Stimulating behaviour change and reducing carbon footprint of SE 8 – Developing vibrant communities with high economic output and quality of life
9a – Reducing road congestion 9b – Improve choice and promote public transport 9c - Stimulating model shift 10 – Increase employment opportunities
11 – Increase local skills and use effectively 12 – Make the most of existing infrastructure & Reduce ecological footprint of SE
13 – Reduce Co2 emissions 14 – Increase accessibility of green spaces