



Railway Users Plan – Rev D

Cavendish View, Norton Road, Thurston

Client: Linden (Thurston) LLP

October 2025

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Document Status

DRAFT



FINAL



Revision Status

Issue	Date	Description	Prepared	Checked	Approved
A	27.10.20	Amended guidance on the level crossing as per Network Rail advice	RNL	HW	RNL
B	04.11.22	Amended following first survey of residents	RNL	HP	RNL
C	22.10.24	Update following Year 1 monitoring	MJD	EE	MJD
D	28.10.25	Update following Year 2 monitoring	DDP	LL	EE

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1. EXECUTIVE SUMMARY

- 1.1. Linden (Thurston) LLP is committed to promote safe pedestrian movement to and from the development of Cavendish View, Thurston from Thurston Railway Stations platforms.
- 1.2. This Railway Users Plan (RUP) has been updated to oblige planning condition 28 of planning approval ref: 5070/16 with Mid Suffolk District Council (MSDC) along with subsequent agreements for approval Ref: DC/20/01716. This RUP is also to be coordinated with the Residential Travel Plan (RTP) associated with this site.
- 1.3. As part of the RUP, Educational Packs on the use of the 'barrow crossing' at Thurston are provided to each new dwelling upon first occupation explaining the operation of the existing crossing and how it should be used. The use of the railway station by Cavendish View residents will be monitored each year through postal/online surveys to understand the use of the station and train services.
- 1.4. Linden (Thurston) LLP have agreed to adopt, publish and promote the Railway Users Plan annually for a period of five years (or one year after final occupation, whichever is longer) commencing at 100th dwelling occupation. Therefore, following the inclusion of Phase 3 into the RTP, the monitoring period is expected to conclude in 2028, subject to the rate of occupation.
- 1.5. Smarter Travel Ltd (ST Ltd) has been appointed as the Travel Plan Coordinator (TPC) and made responsible for promotion and marketing of the RUP and RTP. The appointed TPC can delegate responsibilities to others to assist in the operation and monitoring of the RUP. The contact details of the TPC are set out below.
- 1.6. The TPC details below may be updated in the future. The relevant Local Authority (MSDC) will be advised if and when these are revised, within two months of any change.

<i>Acceptance and Commitment to the Role of Travel Plan Coordinator</i>
Name: Elizabeth Evans
Company: Smarter Travel Limited
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On behalf of: Linden (Thurston) LLP
Date: October 2025

2. INTRODUCTION

- 2.1. The aim of this RUP is to provide information to residents of Cavendish View on the rail travel options available to them and the safe use of the 'barrow crossing' to access the southern platform at Thurston Railway Station.
- 2.2. This document will supplement the RTP for the Cavendish View development, was initially to consist of 200 dwellings and has since been extended to 261 dwellings, inclusive of 9 self-build plots.
- 2.3. Reference should be made to the RTP that highlights sustainable transport options available, as an alternative to travelling by a single occupancy car, to the residents of the development.
- 2.4. 2011 Census data highlighted that future residents of Cavendish View along with existing residents of Thurston were most likely to travel by train to Bury St Edmunds, Ipswich or London. The use of this railway station may also likely be used by children that reside at Cavendish View (that do not attend the local schools in Thurston) and adults travelling to nearby towns for retail or leisure, not just for commuter purposes.
- 2.5. The TPC will be responsible for promoting and marketing the RUP to residents and reporting to the Local Authority. In addition to this, they will also be responsible for distributing and keeping current additional marketing material, promoting safe crossing at the 'barrow crossing' in Thurston. Should the risk situation change at Thurston railway station, this will be updated, and Cavendish View residents informed as part of the RTP marketing and promotion.
- 2.6. The overall objective of the RTP is to encourage sustainable travel rather than single occupancy car journeys. This RUP is to specifically assist in managing the potential risks associated with the use of the existing 'barrow crossing' at Thurston Railway Station by future residents residing within Cavendish View. Additionally, the RUP outlines the monitoring methodology of the use of the railway station by Cavendish View residents and reports back to the Local Authority, for the duration defined by planning condition 28 of 5070/16. Refer to **Chapter 5** for the monitoring methodology of this RUP.
- 2.7. The guidance to be promoted to residents on the use of the level crossing at Thurston Station will be based on the advice provided by Network Rail.

3. CAVENDISH VIEW ACCESSIBILITY

- 3.1. The development site is within the village of Thurston, Suffolk and located north of Norton Road. The development consists of 261 dwellings. The site location and railway station can be found in **Figure 1** below.

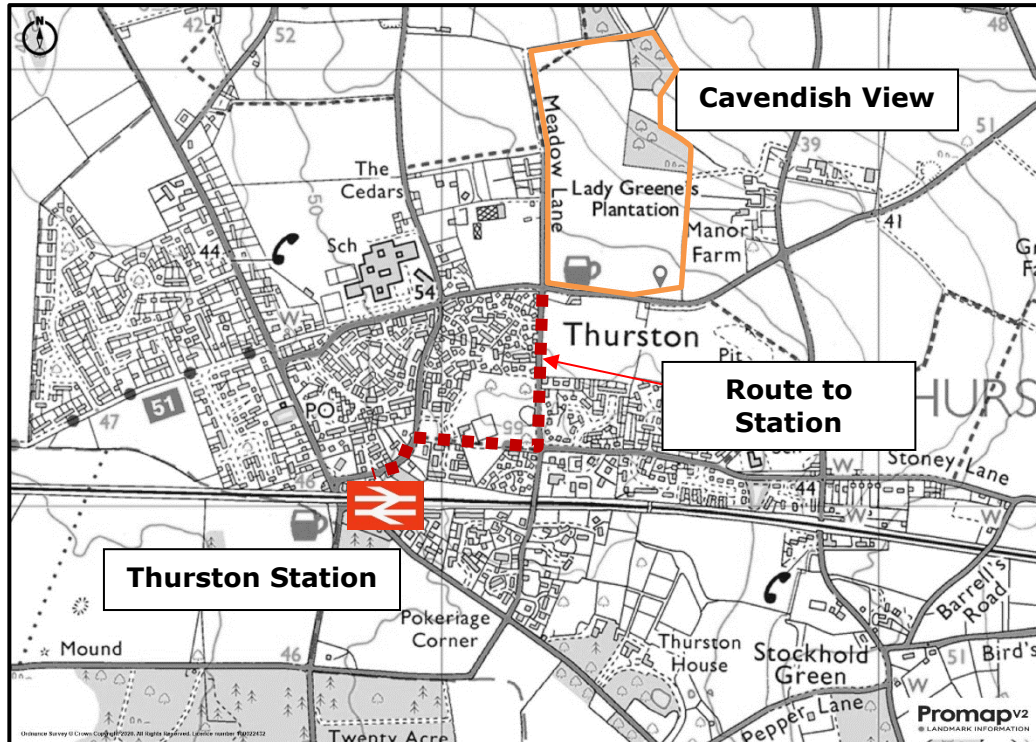


Figure 1. Cavendish View Location Plan

- 3.2. Thurston Railway Station is located approximately 1.2km (0.75 miles) from Cavendish View and is accessed from Station Hill. Based on national transport-related guidance, this distance would be adequate for most able-bodied people to walk to. It is also within a reasonable 1km cycle distance for most, approximately a 5-minute ride
- 3.3. For people to walk to the railway station, this is likely to take approximately 15 minutes. Reference should be made to the RTP for the measures to promote walking and cycling in the local area, as well as to the railway station for onward journeys.
- 3.4. The development has provided a controlled pedestrian crossing across Norton Road, just west of Sandpit Lane. This means pedestrians will only have to cross one main road to access the railway station and then there is a network of appropriate footways to the railway station. Further to this, there is an off-road shortcut between Sandpit Lane and Station Hill that cyclists and pedestrians can utilise, promoting the use of sustainable travel to / from the railway station.

4. THURSTON RAILWAY STATION

- 4.1. Thurston Railway Station is owned by National Rail but managed by Greater Anglia, who operate the trains that serve the station.
- 4.2. The station is located an approximate 15-minute walk from Cavendish View or a 5-minute bicycle journey, currently providing 20 bicycle parking spaces and 15 car parking spaces.
- 4.3. Thurston Railway Station offers step-free access throughout but is not staffed (help is available from help points in the station).
- 4.4. There are regular hourly services from Thurston Railway Station to Ipswich and Cambridge, with local stops at Bury St Edmunds, Newmarket and Stowmarket. The Greater Anglia mobile app provides up to date train departure and arrival times as well as the ability to purchase tickets. Live arrivals and departures for train services can be found on the Greater Anglia website, at www.greateranglia.co.uk.
- 4.5. To access Platform 2 for services towards Cambridge, pedestrians are required to cross the rail line via a 'barrow crossing', which is controlled by a traffic light system (red and green only) to indicate to waiting pedestrians when it is appropriate to cross (i.e. during a green light) and associated signage with audible warnings. The 'barrow crossing' is also signed to indicate how to use the facility. The crossing is also covered by lighting, as shown in **Figure 2** below, showing the 'barrow crossing' in May 2025.



Figure 2 – 'Barrow Crossing' at Thurston Railway Station (2025).

- 4.6. The train line to which the Thurston station 'barrow crossing' is located on has a line speed of 75mph and approximately 115 trains per day. Trains run 24 hours a day and are a mixture of freight and passenger, that both stop and continue through the station.
- 4.7. As identified by Network Rail's risk assessment of level crossings, correct as of July 2025, the 'barrow crossing' has a risk score of 'D4'. The letter part of the score ranges from A, being the highest value of 'individual risk', and M being the lowest. The number part of the score is for 'collective risk' and ranges from 1 to 13, where 1 is the highest value and 13 is lowest.
- 4.8. Network Rail identified in a meeting with MSDC and Suffolk County Council (SCC) held on 14th October 2019 that the 'barrow crossing' is as safe as can be, the only option to make the crossing safer would be to close the crossing and provide an alternative access to the station. This has been assessed and discussed in significant depth as part of the planning applications associated with this development and others in Thurston. Although the 'barrow crossing' might be discussed by others as part of future investment to the area, this is not guaranteed. Therefore, the management of risk associated with this RUP to meet planning conditions associated with this development is as follows:
- There is no guarantee that the level crossing will be closed, and an alternative route / access provided within the agreed monitoring period is not guaranteed, therefore, the risk cannot be removed.
 - The risk will be managed through appropriate education. This will be undertaken through bespoke Education Packs to be provided to the new residents of Cavendish View and updated as required if the risk changes.
- 4.9. This RUP, Education Packs and monitoring will comply with the planning condition associated with this developments' planning permission and assist to manage the risk associated with using the 'barrow crossing' in Thurston. The measures and monitoring are set out in **Chapter 5** below.
- 4.10. It was identified in the Network Rail 2017 Passive Level Crossing Risk Assessment that the crossing deck (which is currently rubberised for a non-slip surface) should be widened to 3.0m to reduce blocking back on the crossing, when a large number of passengers are entering / exiting the station at the same time. This upgrade occurred in 2021 but did not alter the safety risk.
- 4.11. The guidance to be promoted to residents on the use of the level crossing at Thurston Station and will be based on the advice provided by Network Rail, which is as follows (updated as required in future iterations of this RUP):

"Thurston Station Level Crossing does not have gates or barriers. This crossing provides access to the westbound station platform. The crossing is protected with Miniature Stop Lights and an audible warning which are triggered by approaching trains. Users must not start to cross the railway unless the green light is showing, and the alarm is not sounding. Users should cross quickly and should never stop on the crossing. This is a busy line for passenger and freight services. Once a train has passed, there is always the possibility that a train will be approaching in the opposite direction, in which case the light will remain red, and the alarm will continue to sound. Users must wait for a green light and for the alarm to stop before crossing."

5. MEASURES AND MONITORING

- 5.1. In order to have the greatest amount of influence over travel habits, it is important that sustainable travel is promoted to residents of Cavendish View when they move in. A summary of the measures to promote train travel and the correct use of the 'barrow crossing' as well as a timetable of the monitoring to be implemented is set out below.

Educational Pack

- 5.2. It is key to provide information within the first few weeks of moving in. Therefore, upon first occupation of each dwelling a Residents Travel Information Pack (RTIP) associated with the RTP will be provided. These booklets will provide bespoke information relevant for residents of Cavendish View. The RTIP will include the following:
- How to access and where to access a copy of the RTP and RUP;
 - Information on the bus/train and active travel vouchers which are available to residents, including details of how to claim;
 - A local area map highlighting nearby amenities and facilities;
 - Details of local bus routes, including useful websites and mobile apps. This will also include information on any discounts and offers available in the area;
 - Information on train travel to and from Thurston Railway Station;
 - The health benefits of walking and walking durations within the local area;
 - Details on what a Personal Travel Plan (PTP) is and how residents can claim one free of charge.
- 5.3. The RTIP should contain a copy of the Educational Pack (prepared by Network Rail) that identifies how to use the crossing at Thurston Railway Station safely.
- 5.4. A copy of the Educational Pack can be found in **Appendix A**, which relates to a generic pedestrian crossing of level crossings. This will be updated to be specific to the use of a 'barrow crossing', should advice change, the crossing format alter or be removed / replaced with a suitable alternative.
- 5.5. A digital format will also be supplied on the Cavendish View RTP webpages that will be located on the www.smartertravel.uk.com and updated as necessary, see **Appendix B**. Links through to the Network Rail website will also be provided alongside up to date information on safe use of trains and associated infrastructure.
- 5.6. In the interest of social inclusion, contact details will be provided for those that require the RUP and Educational Pack in an accessible format.
- 5.7. Onsite sales staff of the Developer will be responsible for distributing these RTIPs to residents upon first occupation of each dwelling. The TPC will then distribute up to date information / Educational Packs as required during the

monitoring period of the RUP. This will be undertaken both using hard copy and digital formats.

- 5.8. As part of the RTP measures, Cavendish View residents will receive an annual travel newsletter containing a copy of the Rail User Guide to further promote safe usage of the barrow crossing at Thurston Station.
- 5.9. The TPC will liaise with Thurston Primary School to offer assistance with promoting sustainable travel to/from Cavendish View and will provide liaison between the Community Safety Manager at Network Rail and the schools to promote rail safety education, as needed. Thurston Primary School was contacted in January 2025 but no assistance was required.

Personal Travel Plans (PTPs)

- 5.10. All residents of Cavendish View will be able to claim a PTP free of charge. Personal Travel Planning takes into consideration a residents' home address and destination address such as place of work. A PTP will highlight all suitable travel modes to this destination.
- 5.11. To claim their free PTP, residents can complete the short survey contained within their RTIP. Alternatively, or for additional PTPs, residents can visit the Smarter Travel website at www.smartertravel.uk.com/cavendishview.
- 5.12. As part of any request for a PTP the TPC will also reiterate the need to review the Educational Pack on safer use of the 'barrow crossing' at Thurston railway station.

Monitoring

- 5.13. Monitoring will commence at approximately 100th dwelling occupation with a baseline survey and will be repeated annually from this trigger point until the end of the agreed RTP monitoring period.
- 5.14. The interview period would take place mid-week, during school term time and avoiding any rail strike days, where possible. The prize draw element was not provided to ensure anonymity during the survey and publishing of results.
- 5.15. Monitoring the use of the railway station by Cavendish View residents has been undertaken in 2024 and 2025 using face-to-face interview methodology, which will be incorporated as part of the RTP qualitative surveys. This method enables the TPC to directly question residents on their use of local rail services. This will primarily identify where they are going and what the intended journey type is i.e. commute, retail etc. It will also identify whether the journey is an occasional or regular journey by train as well as how they travelled to the railway station i.e. walked or cycled. Interview questions were as followed:
 - What type of trip would you typically use the train for? *Commuting / leisure trips / visiting friends and family / business trips / appointments*

Is there any reason why you don't travel by train? (Open ended response)

 - How often do you use Thurston Railway Station? Never / less than once a month / a few times a month / 1-2 days per week / 3-5 days per week / 6-7 days per week

- Where would you typically travel to by train? Stowmarket / London / Bury St Edmunds / Needham Market / Cambridge / Felixstowe / London Stansted / Ipswich / Newmarket
 - If you were to travel by train, how would you get from your home to Thurston Railway Station? Walk / cycle / car (alone) / car share (as the driver) / car share (as the passenger) / bus / motorcycle / taxi or private hire vehicle
 - Do you feel it is safe walking or cycling between Thurston Railway Station and your home? (open ended question)
 - Do you feel it is safe to use the level crossing at Thurston Railway Station? Please explain why you feel this way. (open ended question)
 - Are you aware of the Rail User Guide for Thurston Railway Station? Yes, I found it helpful / Yes, but it wasn't helpful / no
- 5.16. The results of the face-to-face interviews with residents will form part of the RUP review. The RUP report will be updated upon completion of every annual monitoring period, and the RUP will be available for residents to read and download from the RTP webpages if they so wish. The updated RUP will aim to be issued to the Local Authority within two months of data collection.
- 5.17. To maximise the response rate of residents completing the face-to-face interview, prize incentives may be offered to the total value of £350.00.
- 5.18. All interview surveys are confidential, and no names or addresses will be passed on to any third party (such as public transport operators or Local Authorities) unless approval has been given by the respondent. The only personal information deemed necessary for the purposes for the RUP and possible prize incentive are;
- Name and postal address;
 - Email address; and
 - Whether they have a disability that could affect their transport choice.
- 5.19. All survey information shall be kept secure by the individual responsible for the survey. Hard copies of any surveys that have any personal information on shall be kept on file in a lockable cabinet for a period of no more than two years and shall be securely destroyed thereafter. Electronic copies of surveys that hold any personal information shall be saved securely on the local server and the file shall be password protected. Electronic copies shall not be kept longer than a period of two years and shall be securely deleted thereafter.

6. RUP MONITORING

2022

- 6.1. The baseline RUP update and monitoring was undertaken in October 2022. At the time of survey, there were 81 dwellings occupied at the Cavendish View development.
- 6.2. The postal / online survey that was issued to residents of Cavendish View had a response rate of 10% (of which a prize incentive was offered). 30% of the respondents indicated that lower bus fares, better information on bus and train times, and better public transport ticketing options would encourage them to travel more actively.
- 6.3. Educational flyers were issued at a local community event for the village of Thurston as well provision of useful information on general railway safety.
- 6.4. From the responses, it was indicated that 50% of participants were not aware of how to use the 'barrow crossing' at Thurston Railway Station safely. Therefore, further promotion of its safety is important going forward.
- 6.5. Of the responses, 42.9% said they only occasionally used the local train station for journeys, and they walked to the station. This occasional use was primarily for leisure / retail reasons.

2024

- 6.6. The 100th occupation trigger point for the specific RUP monitoring has occurred and this took place as face-to-face interviews in September 2024.
- 6.7. The monitoring survey undertaken was in person and also through digital means. The survey brief suggested that the interviewers tried to make contact at each address at Cavendish View on a minimum of two occasions in an attempt to gain an interview. If the respondent refused to be interviewed, the interviewers did not return to that address. In addition, to ensure the best results, if no response was gained from an address, a QR code with a link to the survey was posted through the letter box, for the resident to complete at a later date, should they wish to do so.
- 6.8. At the time of the 2024 survey, 120 dwellings had been occupied at Cavendish View.
- 6.9. The questions created for the interviewers to ask and the survey results are set out in **Appendix D**. It is noted that the interview survey was conducted for Cavendish View and Grange Park, two developments in Thurston where ST Ltd is the appointed as the TPC, thus 44.1% of the respondents were from Cavendish View and the results below reflect the direct responses from the Cavendish View development only.
- 6.10. The survey was completed by 67 of the 120 dwellings, which is a very good response rate of 56%.
- 6.11. The questions asked included the following, with the significant results set out below;

- *What type of trip would you typically use the train for?*
Leisure trips 17.6%, I do not travel by train 16.2% and commuting 13.4%, as the top answers.
- *How often do you use Thurston Railway Station?*
A few times a month 16.9%, Less than once a month 13.3%, 1-2 days per week 7.8%, 3-5 days per week 6.8%, 6-7 days per week 2.7%.
- *Where would you typically travel to by train?*
London 27.6%, Cambridge 22.1%, Ipswich 14.2%, Bury St. Edmunds 12.9%, Stowmarket 12.0%, Newmarket 8.7%, Lond Stansted Airport 6.0%
- *If you were to travel by train, how would you get from your home to Thurston Railway Station?*
Walk 23.2%, Car Share (as passenger) 7.5%, Car (alone) 6.4%, Cycle 4.3%, Car share (as driver) 2.3%, Bus 0.3%
- *Would you feel safe walking / cycling between Thurston Railway Station and your home?*
Out of all 67 respondents from Cavendish View, two people stated that they did not feel safe, generally due to poor lighting at night. The remainder of the results indicated that they did feel safe travelling to and from the railway station which is a high satisfaction rate of 97.0%.
- *Do you / Would you feel safe using the level crossing at Thurston Railway Station?*
Out of all 67 respondents from Grange Park, 56 stated that they did feel safe, using the level crossing and 11 did not.
- *Why don't you / wouldn't you feel safe using the level crossing?*
The responses were generally in relation to peoples perception of the safety, rather than the actual risk. Some comments related to lighting, the crossing not being clear enough when it's safe to cross, insufficient barriers, and concerns over using the crossing with walking aids.
- *Are you aware of the Rail User Guide for Thurston Railway Station?*
27 of the 67 respondents were aware of the Rail User Guide.
- *Did you find the Rail User Guide helpful?*
23 of the respondents found the guide useful, 5 did not find it useful.
- *Do you have any other comments or feedback regarding Thurston Railway Station that you would like to share?* The themes of the responses were;
 - Build separate entrance for another platform and remove the crossing.
 - Building an underpass will make it more safe.
 - Staff presence at the station will improve safety.
 - Like other rails crossing they can install the automatic barrier.
 - Installation of barrier or overhead bridge will improve safety.
 - Station is busy comparative past few years now it needs to place further safety measures.

- 6.12. In terms of responses for Cavendish View, the users of the railway station appear to travel quite sustainably to the station, with 37.6% using modes other than the private car as a single occupancy driver.
- 6.13. The majority of residents felt safe travelling to and from the station, but a few mentioned the lighting at night.
- 6.14. The main locations for travel by train included London, Cambridge and Ipswich at 63.9% of respondents.
- 6.15. 84% of respondents felt safe using the barrow crossing at Thurston Station. However, only 23 respondents stated that they found the Rail User Guide useful, a response that could be improved, through social media channels and further engagement with local residents.
- 6.16. The improvements identified as part of the consultation were mainly relating to the improvement of barriers or a safer crossing, which is likely to be the segregation of pedestrians and trains, difficult to achieve in this location.

2025

- 6.17. For 2025 monitoring, face-to-face interviews were conducted once again, and newsletters were handed out in September 2025.
- 6.18. Interviewers attempted to make contact at each address at Cavendish View on a minimum of two occasions in an attempt to engage the occupier in the interview. If the respondent refused to be interviewed, the interviewers did not return to that address.
- 6.19. In addition, to maximise awareness of the Rail User Guide, a newsletter was issued to all occupied dwellings which contained a copy of the guide. If no response was gained from an address for interviews, a newsletter was still issued.
- 6.20. The interview period took place mid-week between Tuesday 16th September and Thursday 18th September, during school term time and avoiding any planned rail strike days.
- 6.21. At the time of the 2025 monitoring period, 144 dwellings had been occupied at Cavendish View.
- 6.22. The interview questions and results are set out in **Appendix E**. It is noted that the interview survey was conducted for Cavendish View and Grange Park, two developments in Thurston where ST Ltd is appointed as the TPC, thus 48.6% of the respondents were from Cavendish View and the results below reflect the responses from Cavendish View participants only.
- 6.23. In summary, the survey was completed by 73 of the 144 dwellings, which is a very good response rate of 51%.
- 6.24. The questions asked included the following, with the significant results set out below;
- 6.25. What type of trip would you typically use the train for?
37 (51%) chose "commuting", 34 (47%) chose "leisure trips", 30 (41%)

chose "visiting friends and family", 18 (25%) chose "business trips", 13% (18%) chose "appointments" and 7 (10%) respondents said that they do not travel by train.

- 6.26. How often do you use Thurston Railway Station? 29 (40%) chose "less than once a month", 18 (25%) chose "1-2 days per week", 6 (8%) chose "3-5 days per week" and 1 (1%) chose "6-7 days per week". The remaining 2 (3%) respondents chose "never".
- 6.27. Where would you typically travel to by train? 33 (45%) chose "Bury St Edmunds", 27 (37%) chose "Cambridge" and 25 (34%) chose London. Needham Market, Stowmarket, Newmarket, Felixstowe and London Stansted were each selected eight or fewer times.
- 6.28. If you travel by train, how would you get from your home to Thurston Railway Station? 71 (97%) of respondents selected "Walk" with "Car Share (as the driver)" and "motorcycle" receiving 1 (1%) response each.
- 6.29. Are you aware of the Rail User Guide for Thurston Railway Station? 42 (58%) chose "No" whilst, 30 (41%) chose "Yes, I found it helpful". 1 (1%) chose "Yes, but it wasn't helpful".
- 6.30. Do you feel it is safe walking or cycling between Thurston Railway Station and your home?
94.5% left comments which indicated they felt safe accessing the train station and utilising its services whilst some comments suggested maintenance of footpaths and streetlights that remained on during late hours would make them feel safer when using the train service.
- 6.31. Is there any reason why you don't travel by train?
7 (10%) provided responses related to their preference for using their own vehicle either for convenience or work needs.
- 6.32. Do you feel it is safe to use the level crossing at Thurston Railway Station? Please explain why you feel this way.
68 (93%) respondents do feel safe when using the crossing at Thurston Railway Station with comments related to the crossing warning lights, warning alarms and many respondents believe they feel safe due to experience of using the crossing many times. 2 (3%) respondents suggested they didn't feel completely safe but did not provide sufficient explanation as to why this was and 3 (4%) did not provide a response.

Appendices

Appendix A

Level crossings for pedestrians

NetworkRail

See track // think train

As pedestrians we need to:

- Concentrate – it's easy to get distracted, especially by phones, music and conversation
- Stop, look and listen. Follow signs and instructions
- Check both ways before crossing – if there is a train coming, don't cross
- Understand the warnings (lights, barriers, alarms)
- Cross quickly, keeping children close and dogs on a lead



National Helpline 08457 11 41 41
networkrail.co.uk/levelcrossings
Helping Britain run better

Level crossings for pedestrians



We also need to understand the potential dangers:

- 1** TEMPTATION
It can be tempting to run over the crossing or jump the barriers rather than wait for a train to pass. Don't do it – you're putting lives at risk.
- 2** ASSUMPTION
Don't assume there is only one train or use previous experience to guess when the train is coming. Trains can come from either direction at any time.
- 3** DOGS
If your dog escapes your control and runs onto the railway, don't be tempted to run after it.
- 4** DISTRACTION
It's easy to get distracted, especially by phones and music. If you're in a group don't assume that someone else is looking out for you.

Do you understand?

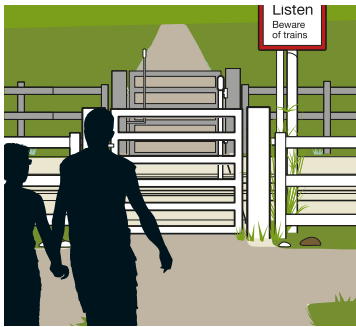
Level crossings enable us to cross the railway safely. Each is unique with differences in how often trains run, and the local geography. It's particularly useful to understand the safety systems used at crossings:

Stop, look, listen sign



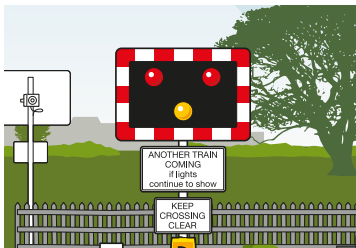
- This sign indicates that we need to be extra vigilant – the crossing may not have a visual or audible warning.

Gates



- We may need to open the gates ourselves although some are operated by railway staff.
- We must make sure that there is no train coming before and immediately after opening the gates.
- We must make sure that all gates are closed after using a crossing.
- If we are crossing in a group we must make sure there is enough time and space for everyone to cross safely.

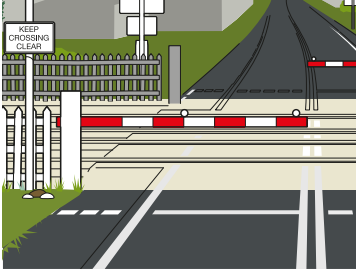
Warning lights



- Some crossings have amber and red warning lights. We must stop as soon as the lights come on, whether they are amber or red and not cross until the lights stop flashing – there may be more than one train.
- Some crossings have red and green lights. We must only cross when the green lights are showing.

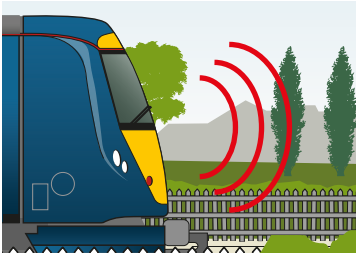
Do you understand?

Barriers



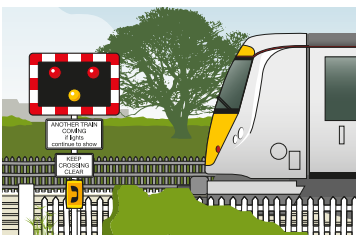
- Some crossings are 'open' and don't have barriers, some have a 'full barrier' which blocks the entire road, whilst others have a 'half barrier.'
- We must not cross until the barriers are fully raised – there may be more than one train.

Alarms and sirens



- There are various types of alarms – some sound like sirens, some sound like train horns.
- We must not cross if we hear a warning sound or message. This is the opposite of a pelican crossing, where the sound indicates that it is safe to cross.

How long until the train actually arrives?



- As users, we can never be sure! There is no set amount of time from a warning activating to the train arriving and there may be more than one train.

Appendix B

You are moving to an area with a level crossing.

Stay safe when crossing the tracks at Thurston Station.

Trains travel through Thurston Station at up to 75 miles per hour.

Some trains travel through the station without stopping.

When you use the crossing, please;

- **take your time**
- only cross when you see the **green light** on the crossing instructions
- only cross when you are sure **no trains are coming**.



**Stop, look and listen
at level crossings**

How to cross Thurston level crossing, safely.

At Thurston Station, you can use the level crossing to cross the railway tracks to the westbound platform.



Stop, look, listen

When you approach Thurston level crossing, **you must**:

- **stop, look** and **listen**
- take time to **read the signs** and **follow the instructions**
- **remove your headphones** and **put your phone away**.



Warning lights

Thurston level crossing has **red and green lights** to help you know when it is safe to cross. Sometimes, more than one train will be passing.

The **red light** means a train is approaching. The **green light** on the crossing instructions means it is safe to cross.

To cross safely, **you must**:

- **stop and wait behind the line** when the red light lights up
- **only cross** when the light lights up **green**
- **do not stop** on the crossing.

Thurston Station Level Crossing does not have gates or barriers. This crossing provides access to the westbound (Bury St Edmunds direction) station platform.

The crossing is protected with Miniature Stop Lights and an audible warning which are triggered by approaching trains.

Always dismount from your cycle and walk across the crossing and on the station.

Users must not start to cross the railway unless the green light is showing and the alarm is not sounding.

Users should cross quickly and should never stop on the crossing.

This is a busy line for passenger and freight services. Once a train has passed, there is always the possibility that a train will be approaching in the opposite direction, in which case the light will remain red and the alarm will continue to sound. Users must wait for a green light and for the alarm to stop before crossing.



Warning alarm

Thurston level crossing has an **audible alarm** when a train is approaching.

When you hear the alarm, you must **stop behind the line**.

If the alarm continues after a train has passed, you must wait.

Always expect a train at a level crossing.

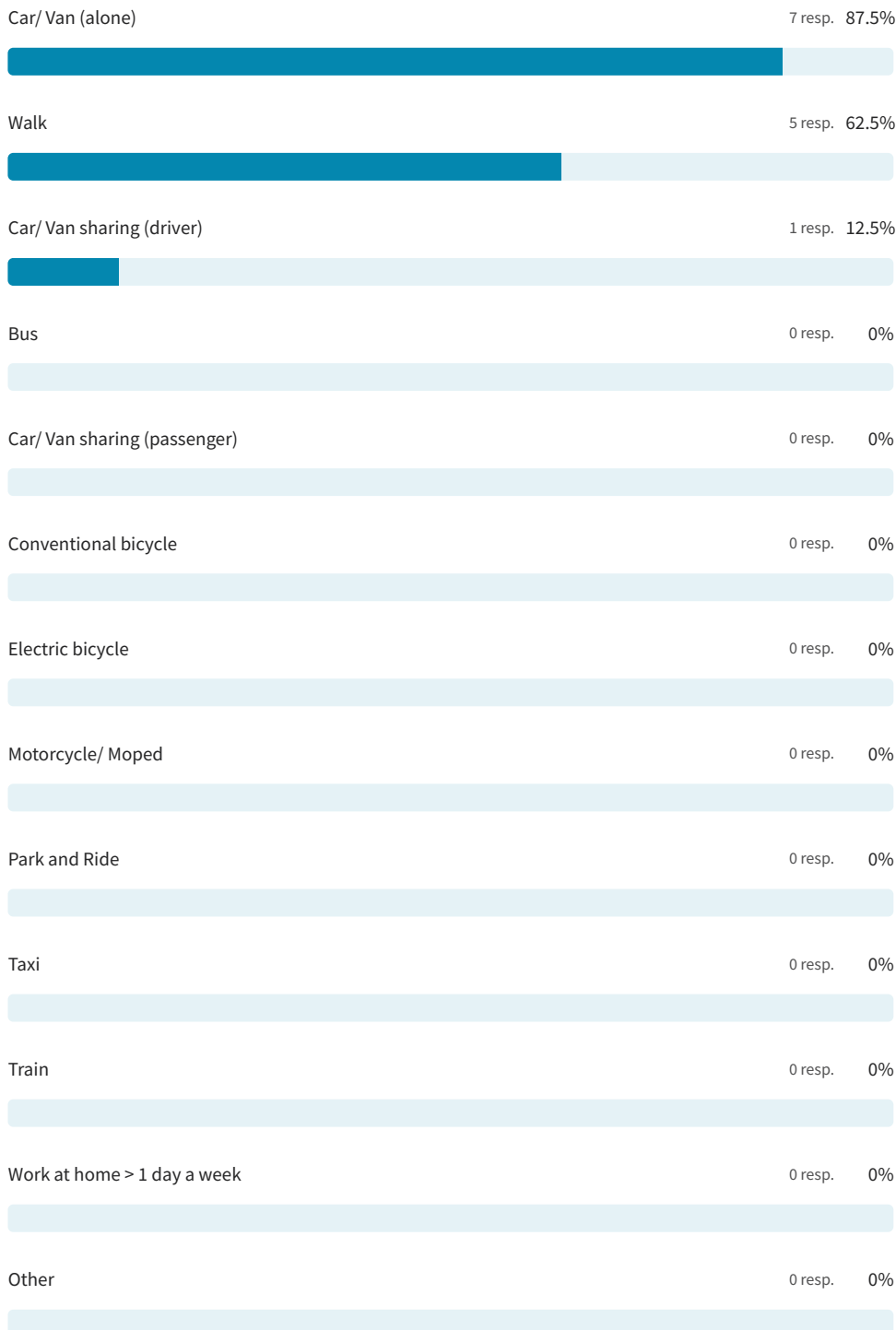
Appendix C

Travelling to and from Cavendish View

8 responses

What are your main modes of travel on a typical day?

8 out of 8 answered





Which days of the week do you typically work from home?

0 out of 8 answered

Nobody answered this question yet



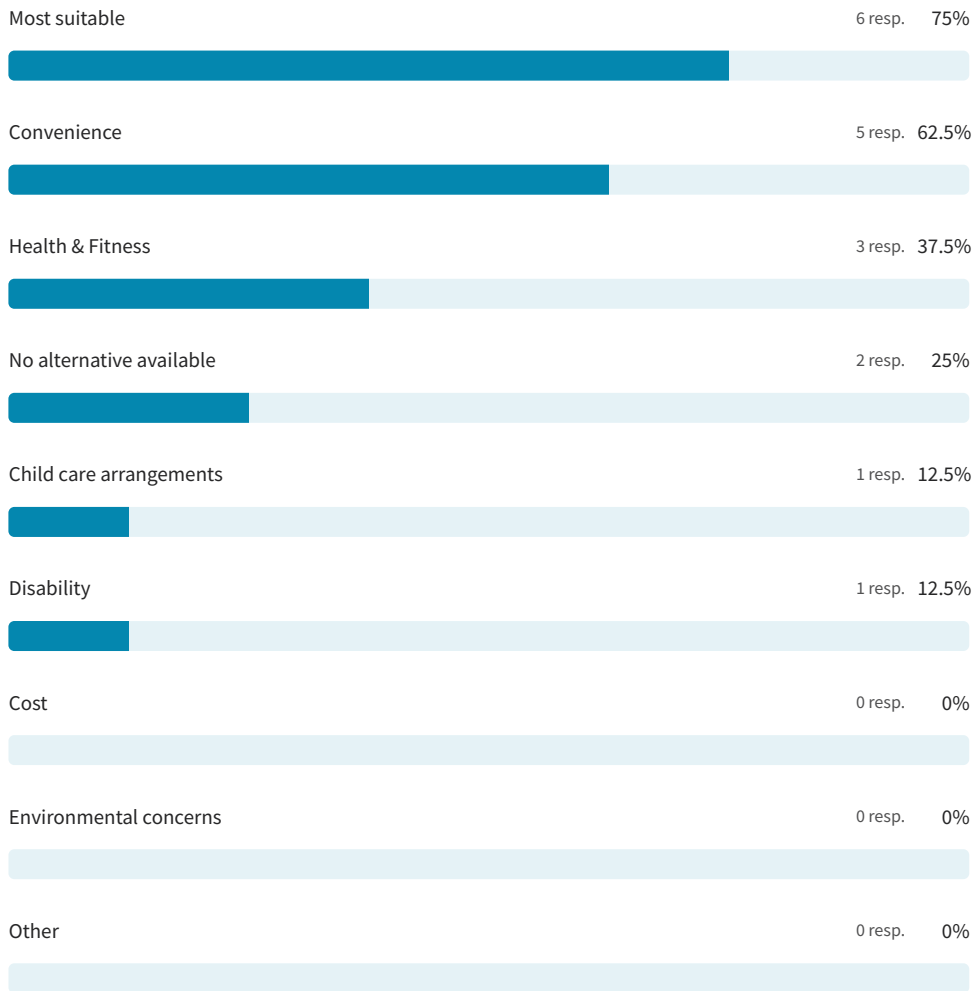
What type of car do you own?

0 out of 8 answered

Nobody answered this question yet

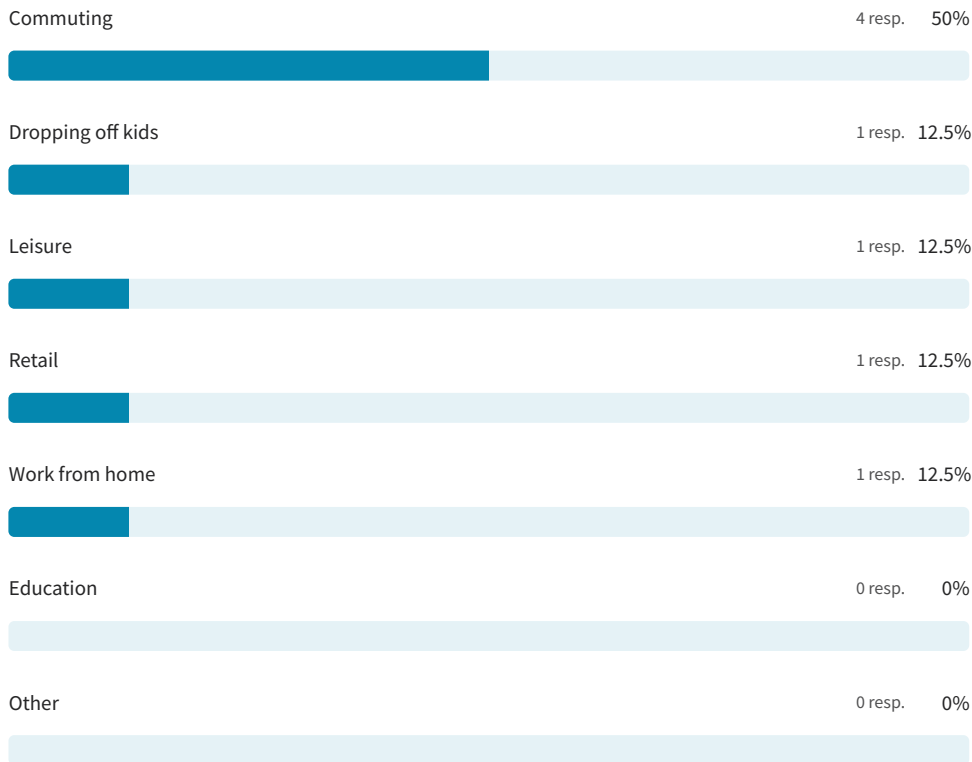
What are the main reasons for *travelling this way*?

8 out of 8 answered



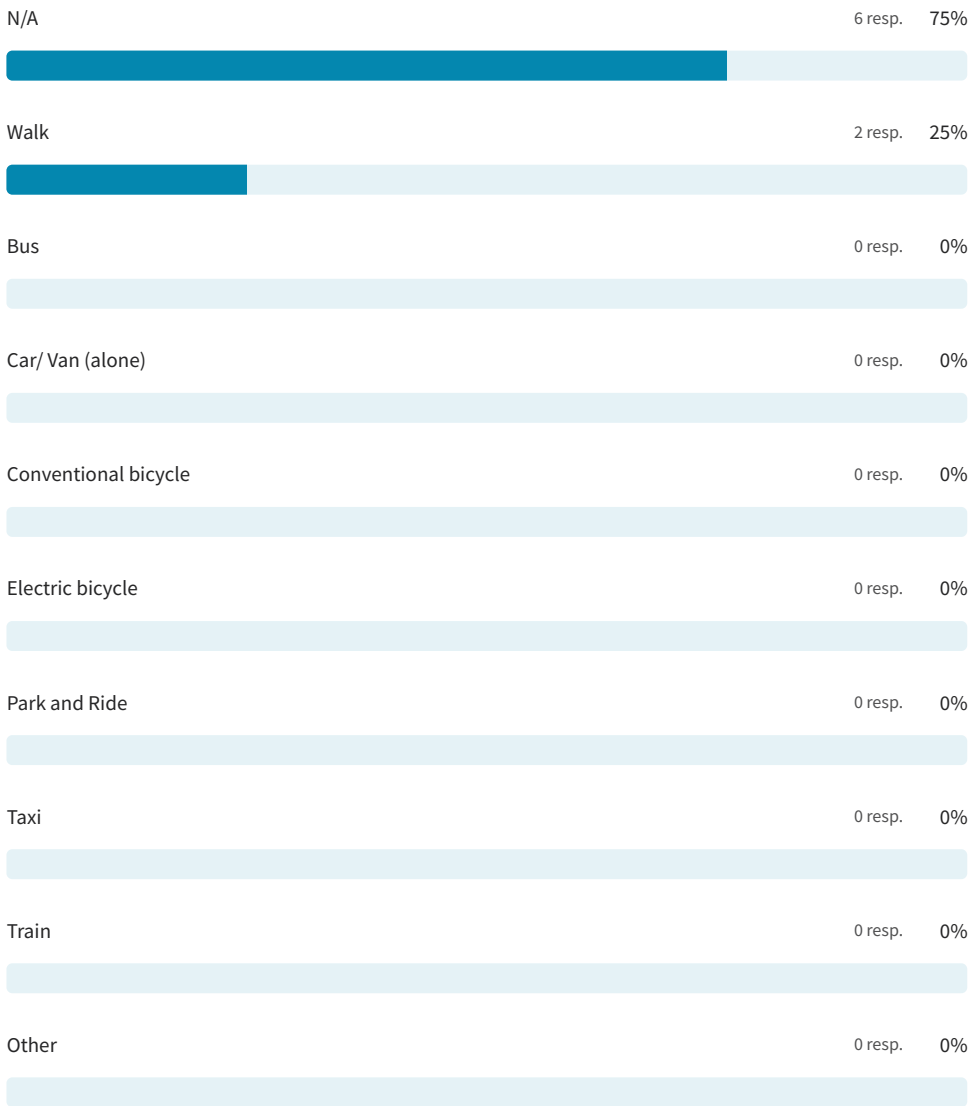
What are your main reason for *travelling regularly*?

8 out of 8 answered



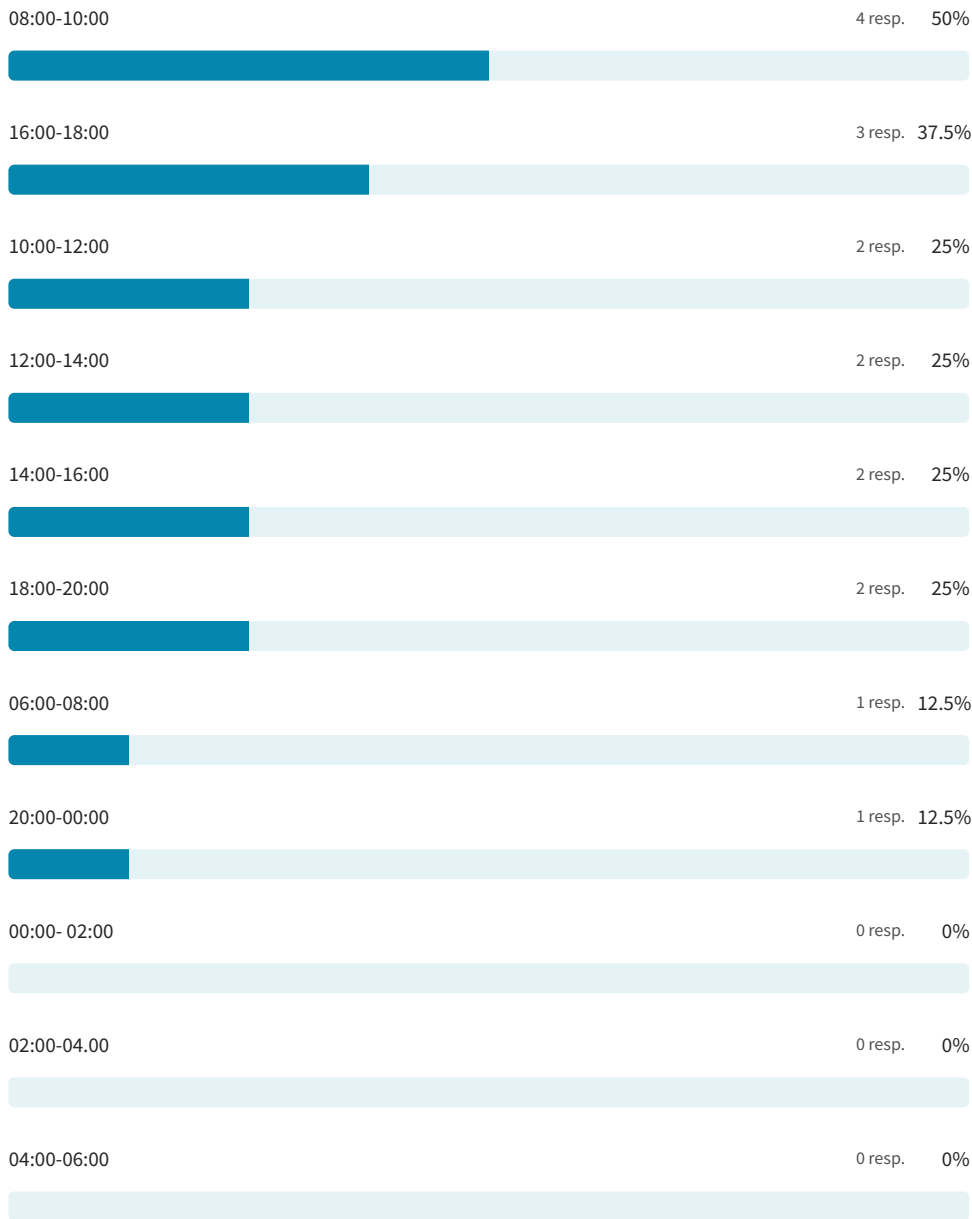
If applicable, do you take your children to school on your way to work, and if so, which mode of transport is used to do this?

8 out of 8 answered



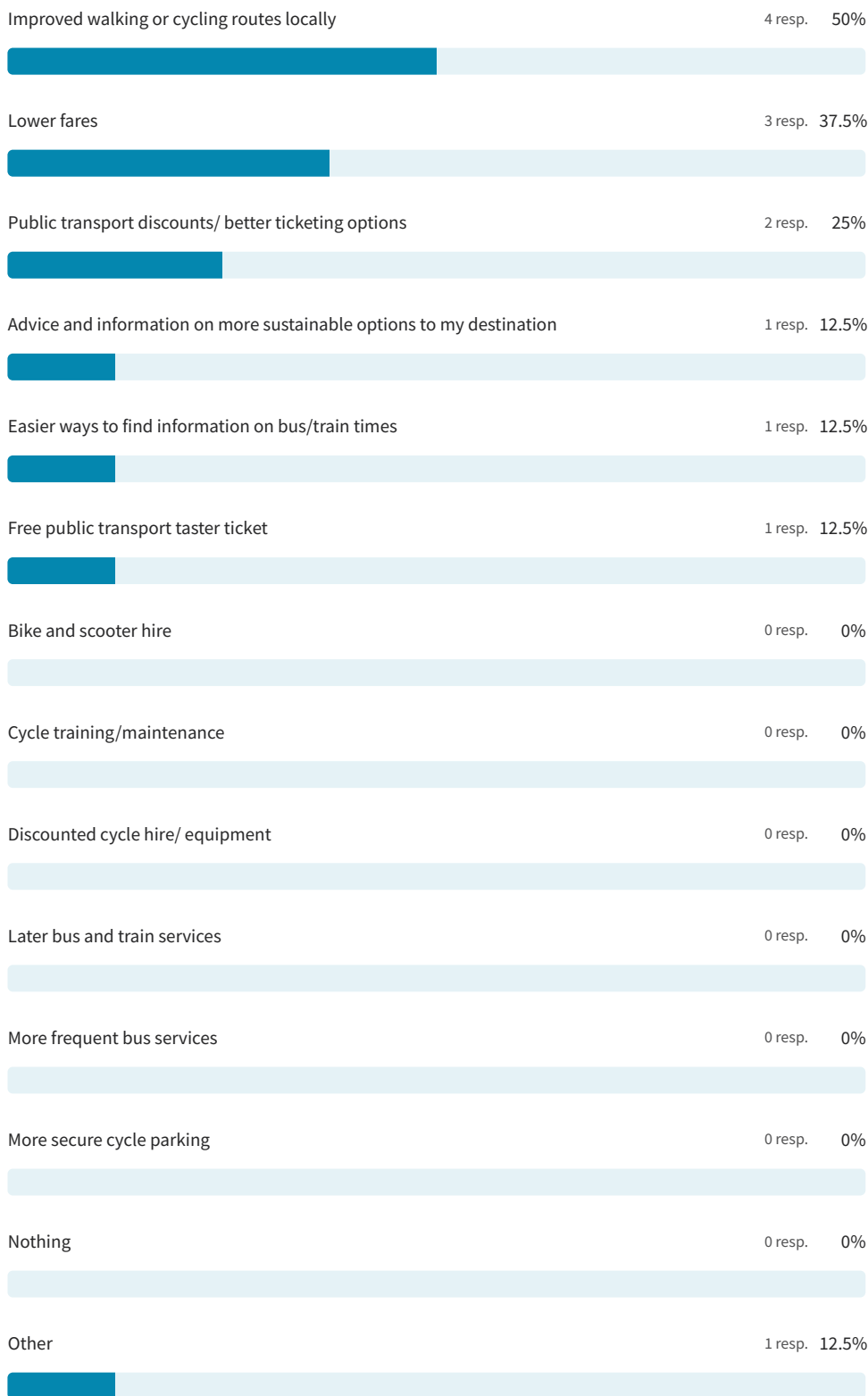
What are the most regular times of the day you tend to travel?

8 out of 8 answered



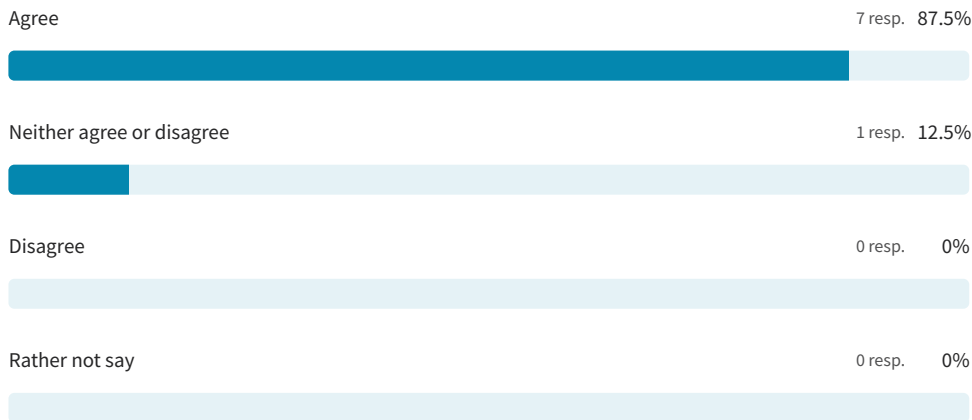
Which of the following would encourage you to travel more sustainably?

8 out of 8 answered



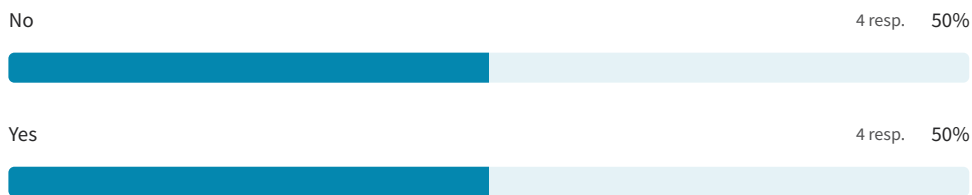
Do you feel the cost of living rises have affected your travel arrangements?

8 out of 8 answered



Are you aware of how to use the 'barrow crossing' at Thurston railway station safely?

8 out of 8 answered



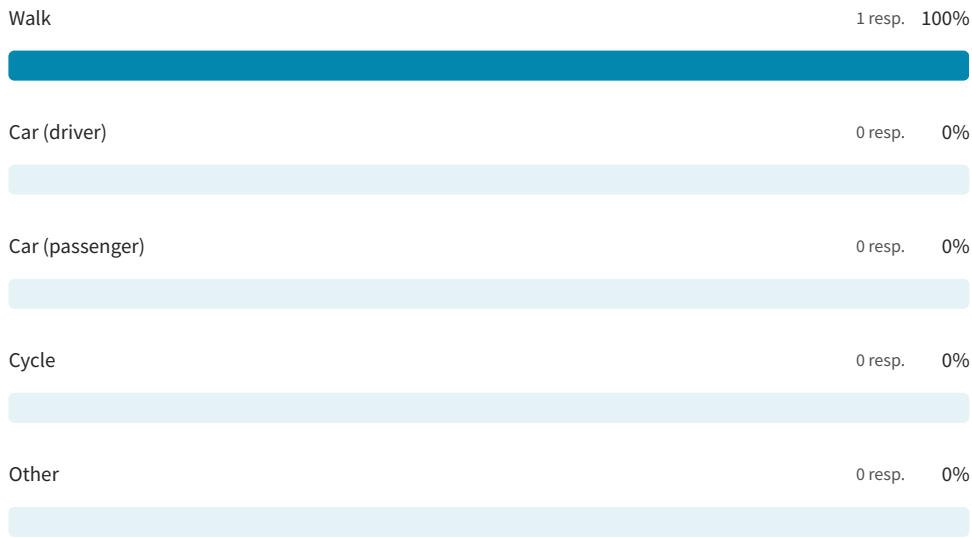
Do you regularly use Thurston train station?

8 out of 8 answered



How do you travel to the station?

1 out of 8 answered



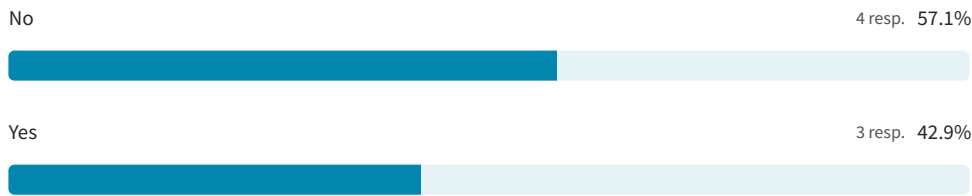
What is the most common purpose of your train journey?

1 out of 8 answered



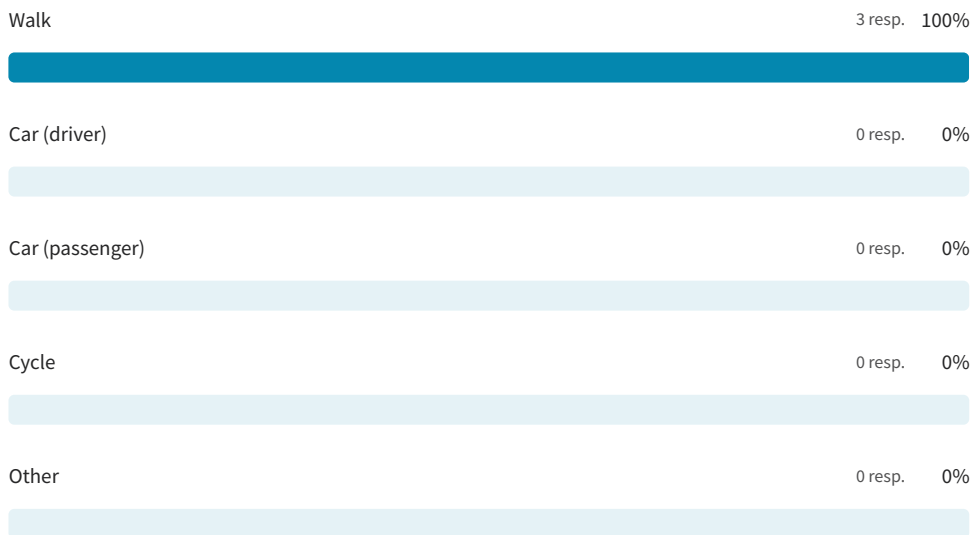
Do you occasionally use Thurston train station?

7 out of 8 answered



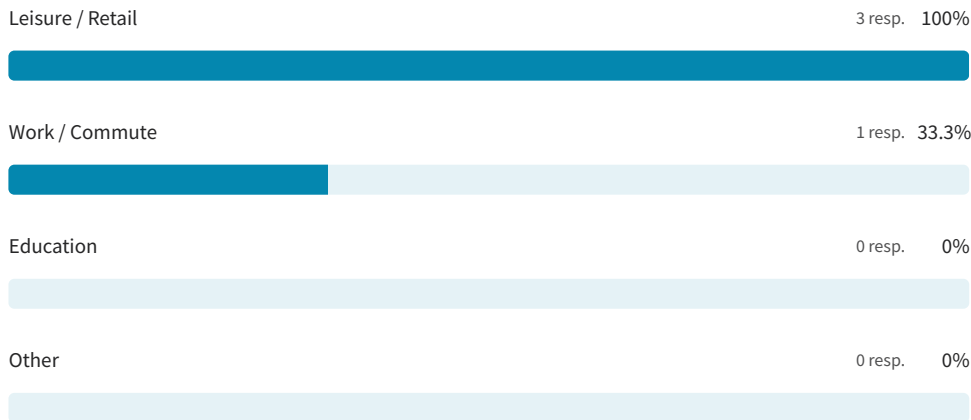
How do you travel to the station?

3 out of 8 answered



What is the most common purpose of your train journey?

3 out of 8 answered



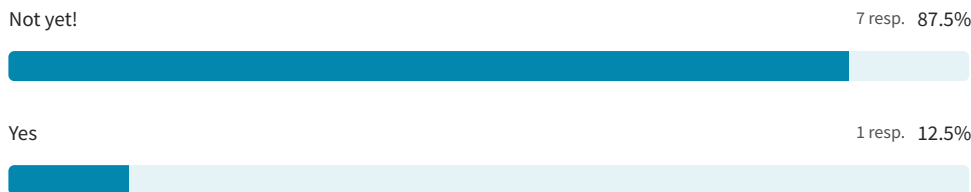
Are you aware that Cavendish View has a Travel Plan?

8 out of 8 answered



Have you claimed/used your travel plan vouchers?

8 out of 8 answered



Would you like a free personal travel plan?

8 out of 8 answered

No 5 resp. 62.5%



Yes 3 resp. 37.5%



Would you like to be entered in our prize draw?

8 out of 8 answered

Yes 8 resp. 100%



No 0 resp. 0%



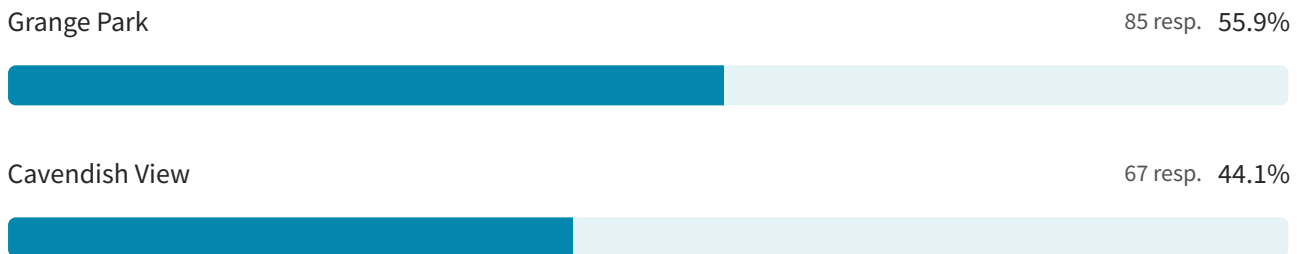
Appendix D

Thurston Railway Survey - Sept 2024

152 responses

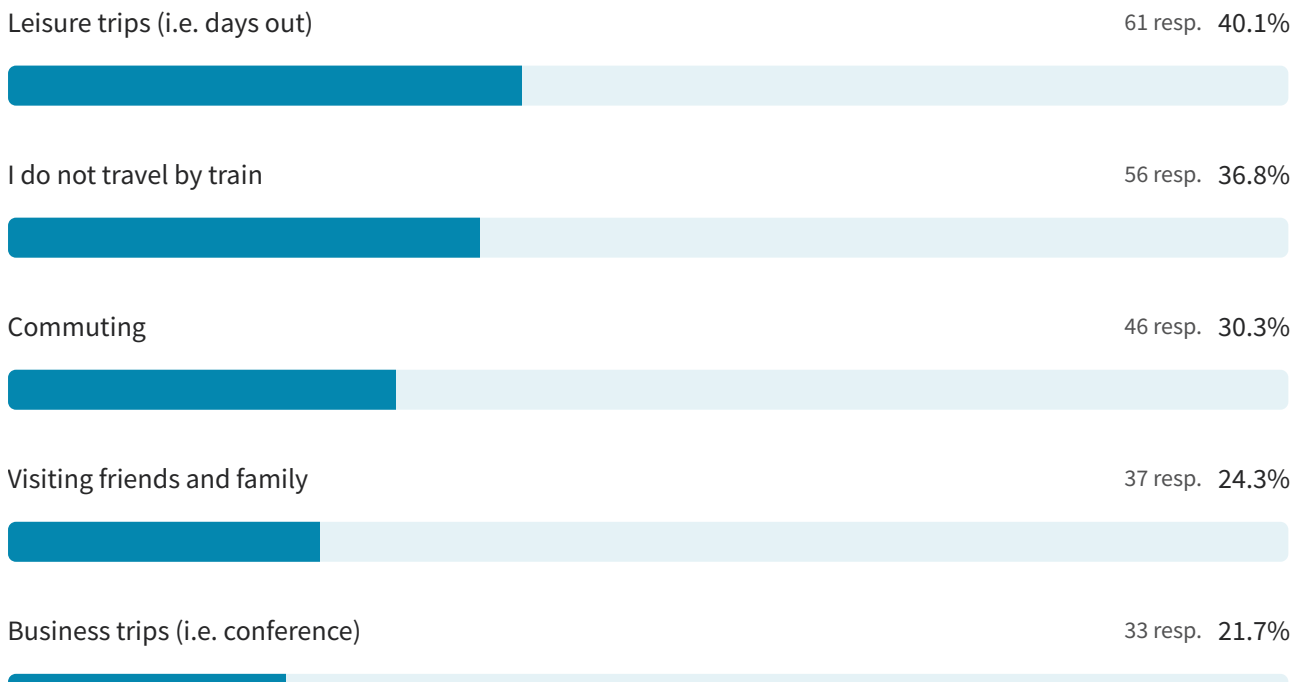
Which development do you live on?

152 out of 152 answered



What type of trip would you typically use the train for?

152 out of 152 answered





Appointments (i.e. hospital) 13 resp. 8.6%



Other 0 resp. 0%



How often do you use Thurston Railway Station?

96 out of 152 answered

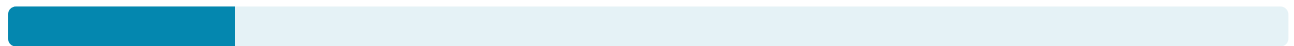
A few times a month 29 resp. 30.2%



Less than once a month 28 resp. 29.2%



1-2 days per week 17 resp. 17.7%



3-5 days per week 15 resp. 15.6%



6-7 days per week 6 resp. 6.2%

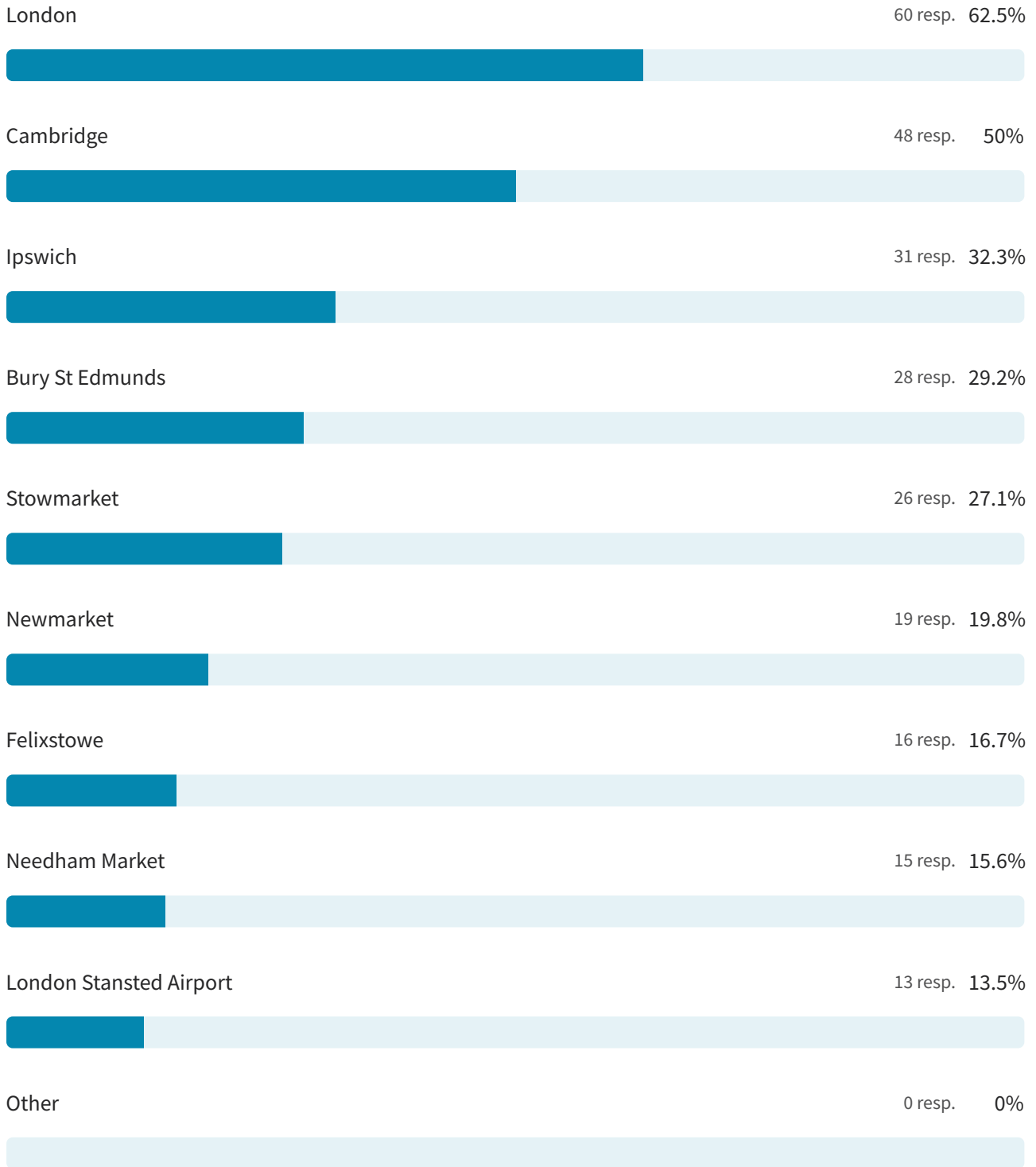


Never 1 resp. 1%



Where would you typically travel to by train?

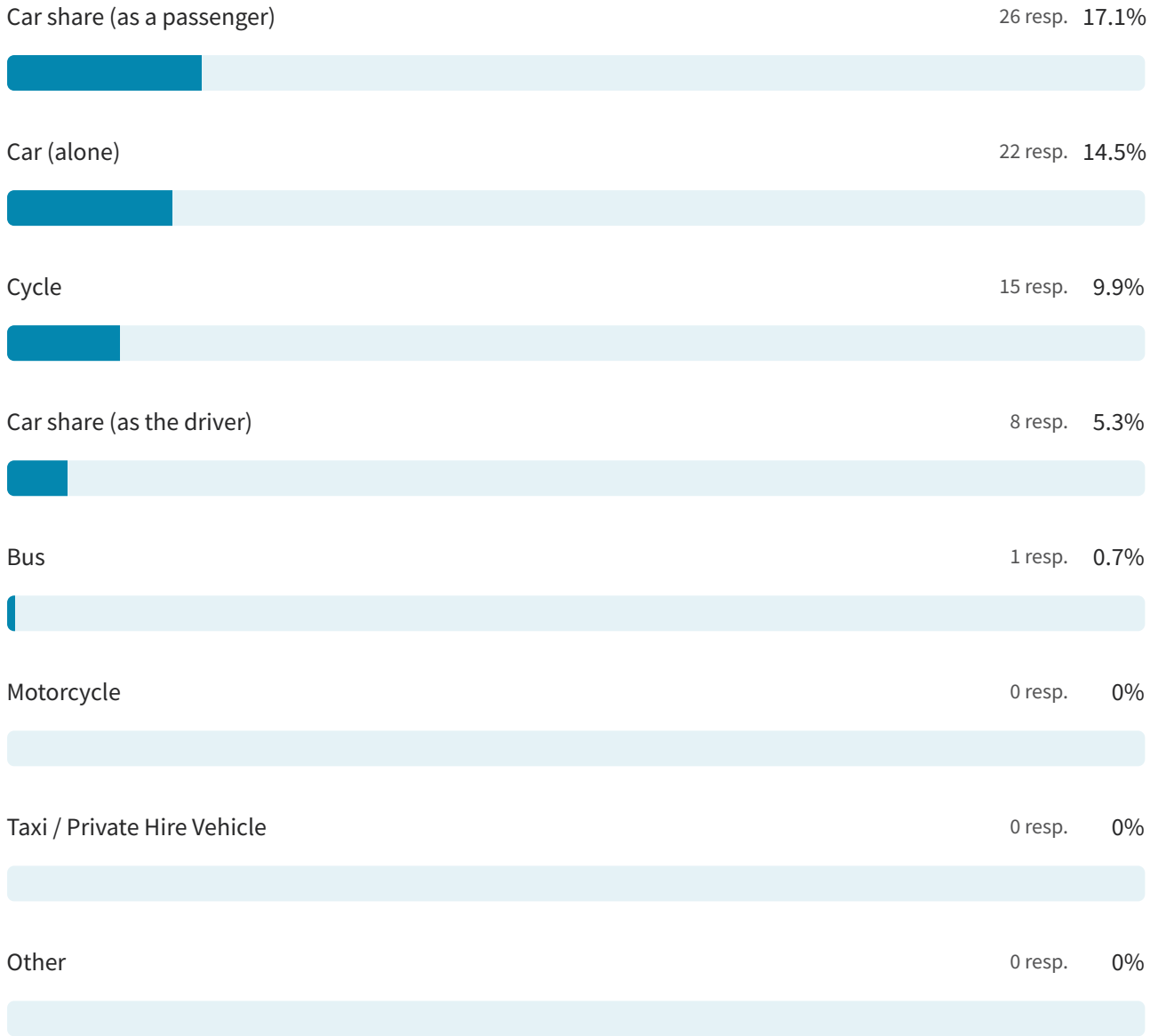
96 out of 152 answered



If you were to travel by train, how would you get from your home to Thurston Railway Station?

152 out of 152 answered





Do you / Would you feel safe using the level crossing at Thurston Railway Station?

152 out of 152 answered



No

24 resp. 15.8%

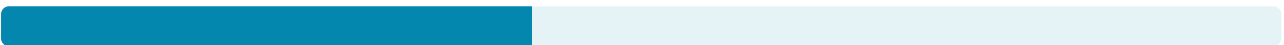


Are you aware of the Rail User Guide for Thurston Railway Station?

152 out of 152 answered

Yes

63 resp. 41.4%



No

89 resp. 58.6%



Did you find the Rail User Guide helpful?

63 out of 152 answered

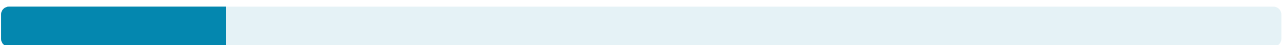
Yes

52 resp. 82.5%



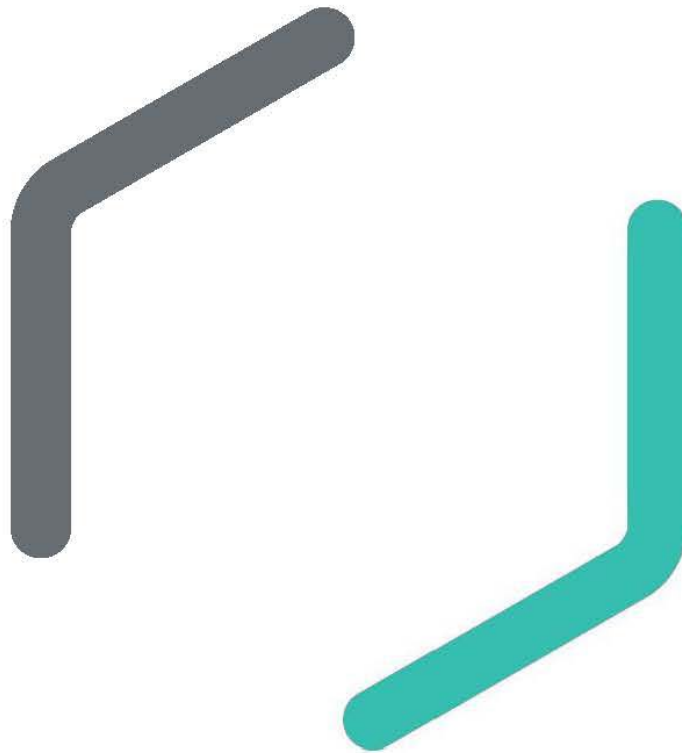
No

11 resp. 17.5%



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Appendix E



Colchester
01206 228800



London
020 7448 9910



Norwich
01603 230240



Cambridge
01223 314794



Bristol
01172 020070

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