



Norfolk County Council

# Norfolk Rail *Prospectus*

2024

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# Executive Summary

Rail is vitally important to the county of Norfolk. Rail provides links for business and leisure trips to London, Cambridge, Peterborough and other major centres. Rail also serves important commuting links, especially into Norwich from Sheringham, Great Yarmouth and Lowestoft. Before 2020 there had been a steady rise in passenger numbers over the previous five years. Although passenger numbers are increasing again from a drop during the Covid-19 pandemic some stations are recovering quicker than others.

The population of Norfolk is forecast to grow and there is a large amount of housing and jobs growth planned in the county. People are becoming increasingly mobile, travelling further for leisure trips or into work, we expect rail usage to increase even further. This will increase the need for further investment into rail to ensure that it can rise to the challenge.

Norfolk County Council (NCC) works closely with the rail industry, stakeholders and rail users. The county council understands the existing issues and the pressures likely to surface in the future but it is important to add to our understanding with new data and research to also drive funding. This prospectus sets out what we consider is required to make sure that rail can serve the needs and expectations of passengers, and to ensure that it continues to support Norfolk's economy and helps deliver the housing and jobs growth planned.



Since the last prospectus there is now more focus on sustainability to meet the needs of the future. There has therefore been more interest in multi-modal journeys and making it easier to walk and cycle to and from stations. Also, station design and accessibility standards should include thought for modes of wheeling such as larger electric wheelchairs and mobility scooters. More work needs to be done to make active and sustainable forms of transport more attractive, particularly for the more rural stations.

Great British Railways (GBR), currently the Great British Railways Transition Team, was first proposed in the Williams-Shapps Plan for Rail and will be looking at national passenger operating contracts, fairer fares and a modal shift target for rail freight, and development of a long-term strategy for rail in Britain. The King’s Speech, 17 July 2024, announced several new public transport Bills, including the Passenger Railway Services (Public Ownership) Bill and Railways Bill, committing the new government to establishing Great British Railways and allowing rail contracts to be taken into public ownership at the end of their contract to streamline rail operations and ensure reliable service delivery.

“Our railways are essential in ensuring reliable, affordable and accessible transport, which works for passengers and supports our economy”

King’s Speech briefing note, Jul 2024

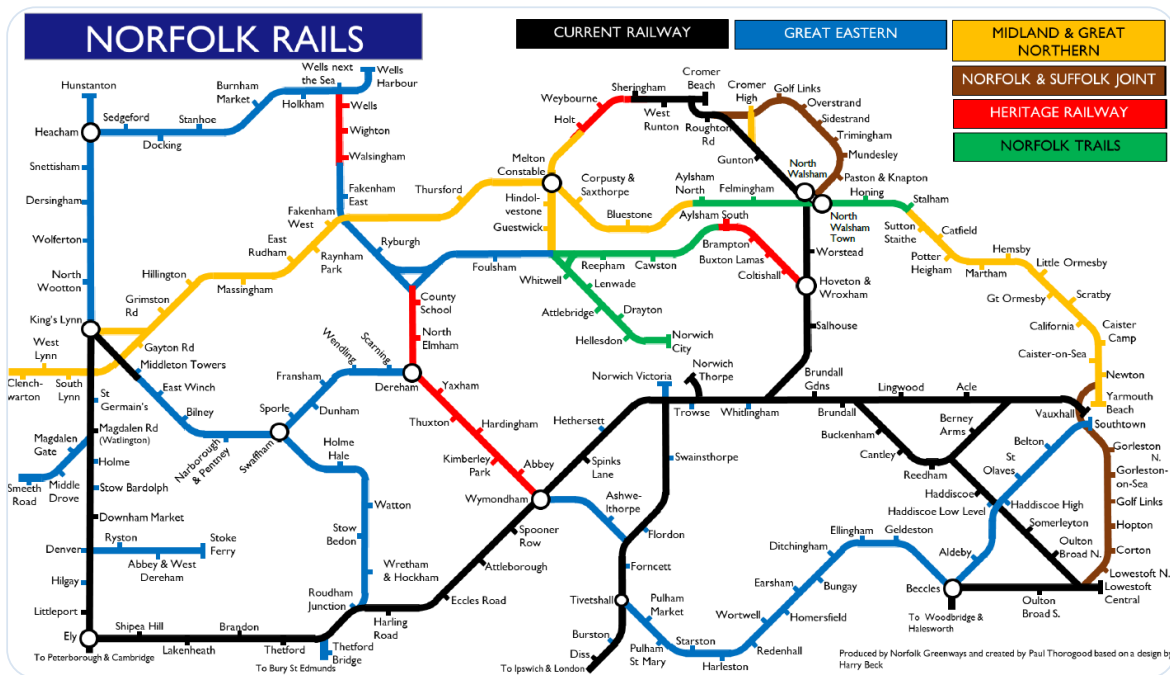


Figure 1: Map showing closed lines, private heritage lines, lines that are now greenways managed by Norfolk County Council and the existing passenger routes. Map produced by Norfolk Greenways.



# Introduction

**The purpose of the Norfolk Rail Prospectus is to set out Norfolk County Council's requirements from rail to serve the needs of the county. We will use it in our dealings with government, train companies, Network Rail and other stakeholders to get the best for the people and businesses of Norfolk. Although the county council does not operate the railways we are key partners and consultees and continue to work closely with providers.**

The Norfolk Rail Prospectus establishes a clear vision for rail in Norfolk and will set out what we feel is required to make sure that rail can serve the needs and expectations of passengers, and to ensure that it continues to support Norfolk's economy and helps deliver the housing and jobs growth planned. This revised prospectus sets out our priorities for stations and lines, and also our support in large cross country infrastructure projects such as Ely improvements and East West Rail where these will have direct benefits for the county.

There are three train operators in Norfolk, Greater Anglia, East Midlands Railway and Great Northern. According to the Rail User Survey, train operator results December 2022- August 2023, 87% were overall satisfied and 88% satisfied with punctuality and reliability on Greater Anglia. 91% were overall satisfied with Great Northern services, with 83% satisfied with punctuality and reliability. East Midlands had 82% overall satisfaction and the same figure for punctuality and reliability.

A recent review of the Rail Prospectus was undertaken in 2020, but not taken through to formal adoption by the county council because of the significant ongoing shake-ups affecting the industry, as well as Covid-19 bringing uncertainty for public transport. Since 2020 there have been several developments, changes and achievements that make it timely to complete the work:

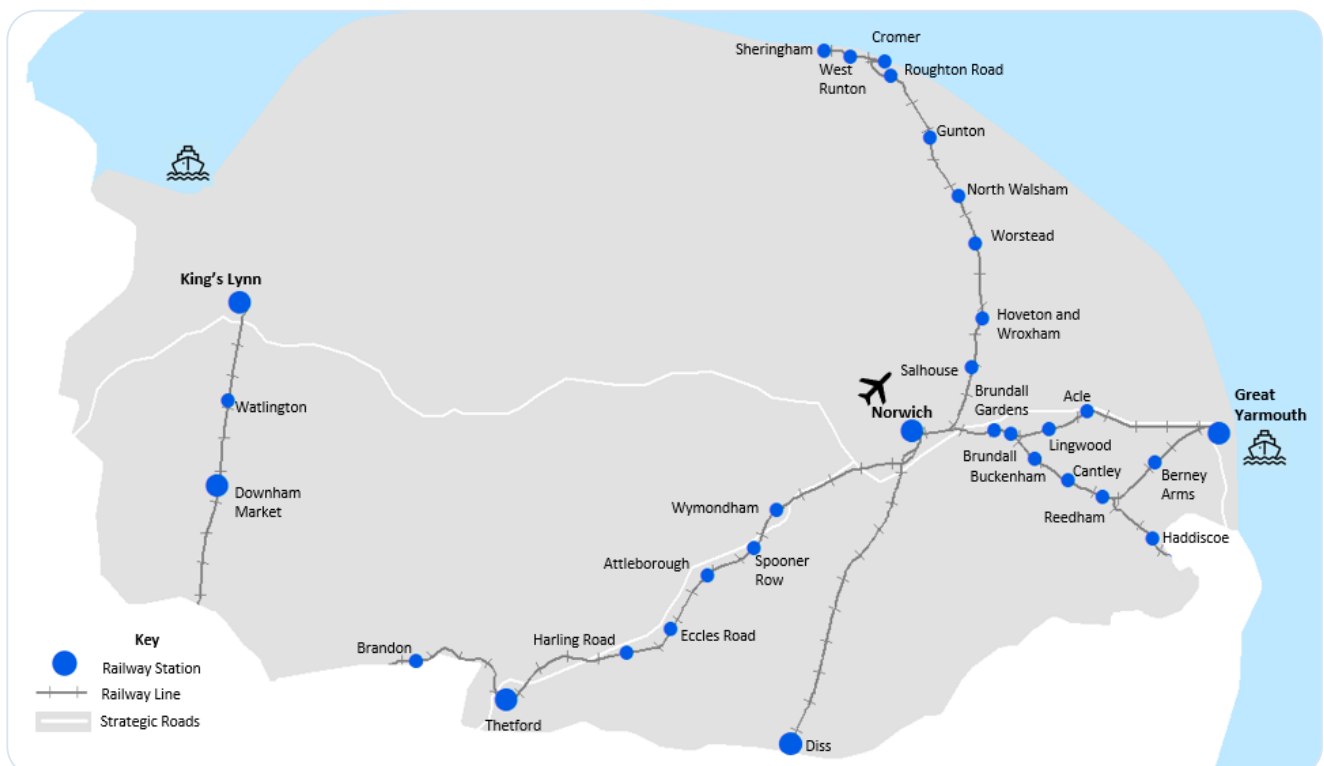
- The King's Speech, July 2024, announced Passenger Railway Services (Public Ownership) Bill and Railways Bill to take railway operations into public ownership to streamline management, provide better service and make fares fairer. The Speech also announced the Better Buses Bill, which will aim to improve integrated public transport with improved coordination between bus and rail services
- There has been sufficient time to see recovery from Covid-19 pandemic and rail passenger numbers have largely returned to pre-pandemic levels. There is now much more certainty regarding likely future patterns of rail usage
- Norfolk's [Local Transport Plan 4](#), 2022, has been adopted and included a number of policies and actions relating to rail
- [Transport East State of Rail Report](#), 2023 has been produced
- [Rail Environment Policy Statement](#), 2021, sets a clear direction for the rail industry on environmental sustainability and to outline policy priorities for the Sustainable Rail Strategy

- Rail Industry [Air Quality Strategic Framework](#), 2020 (updated 2022), Rail Safety and Standards Board Air quality monitoring network study will monitor 105 stations from 2021 including Cambridge, Ely, Ipswich, Norwich, and Stansted Airport stations
- The franchise agreement with Greater Anglia was ended in September 2021 and replaced by an operating contract under which the company will continue to operate trains until September 2026. East Midlands franchise was renewed in 2019 and Thameslink (Great Northern) in 2014.

Despite many changes in the last four years some things remain as before, and it will be valuable for a revised prospectus to set out the county council’s ambitions for further change. Compared to other parts of the country journey times from other major places to Norfolk are still lengthy and the availability of rail is poor, with many places in Norfolk some distance from a rail station. There is also a limited number of destinations available by train from the county. As a result, Norfolk still has substantially lower numbers of residents commuting by rail compared to the rest of the UK.

Norfolk has 31 mainline stations. The most used station in Norfolk in 2022-23 was Norwich, with the least used being Buckenham in Broadland, which serves the surrounding area and RSPB reserve. Figure 2 shows that large swathes of Norfolk are not served by rail.

Heritage railways serve Dereham to Wymondham and Sheringham to Holt. A route is also proposed by Norfolk Orbital Railway to link from Sheringham to Dereham via Holt and Fakenham and onto Wymondham. A full list of the stations can be found in Appendix 1.



**Figure 2: Norfolk Rail Stations and Routes**

## Achievements

Since the previous Norfolk Rail Prospectus in 2013 there have been many achievements:

- Started Norwich to London in 90 minutes rail services
- Complete replacement of all rolling stock in the Greater Anglia franchise have been delivered, transforming many rail journeys in Norfolk. The new high-tech Stadler trains have even been crowned the most reliable in Britain for three years in a row
- A new 80 metre platform was installed at Sheringham Rail Station to accommodate the new Greater Anglia trains in 2019
- Extension of Norwich-Cambridge service to Stansted Airport
- Improvement of walking and cycling connections between the rail station and marketplace in Great Yarmouth
- Rail sidings at Vauxhall have been brought back into use by Eastern Rail Services who supply rolling stock to mainline companies including Network Rail, Caledonian Sleepers, Rail Ops Group, LSL, CAF UK. This achieves a commitment in the previous Rail Prospectus, Great Yarmouth Transport Strategy, and Local Transport Plan for Norfolk
- Network Rail has spent £68m to replace Victorian signalling equipment with a computer-based system between Norwich, Great Yarmouth and Lowestoft
- Community Rail (Wherry line) worked with bus operators to put on a service to Great Yarmouth town centre and neighbouring holiday camps over the summer 2023, working towards the previous priority for better integration between the station and onward travel to town centres
- Completion of the Network Rail funded King's Lynn Service Enhancement Project, allowing longer trains to now serve King's Lynn
- Improvements at Salhouse Station – New waiting shelters, seating and lighting and refurbishment of existing unused railway building.

The average age of rolling stock for all franchised passenger train operators nationally, as of 31 March 2023, was 16.8 years ([ORR Rail infrastructure and assets report October 2023](#)). In the 2021-2022 period Greater Anglia had the largest annual decrease in average age due to the introduction of new Class 720 trains, falling by 5.4 years to 11.3 years. Greater Anglia was replaced by Merseyrail in the 2022-23 period for largest annual decrease in average age when they introduced their Class 777 trains.

The proportion of rolling stock by traction type and by train operator in Great Britain, as of 31 March 2023 were:

- Greater Anglia: 81% Electric, 19% Bi-mode or loco hauled
- Govia Thameslink Railway (Great Northern): 98% Electric, 2% Diesel
- East Midlands Railway: 22% Electric, 78% Diesel.

Despite the achievements that have been made there is scope to do more. Transport East State of the Rail Report gap analysis shows that there are still key gaps in electrification of the freight network, which would support the further decarbonisation of freight, and other benefits such as reduced operating costs, the ability to handle heavier trains and possible journey time savings.

There are also several priorities from the 2013 Rail Prospectus that have not been achieved and we continue to push for:

- The Cambridge-bound platform at Wymondham in the short-term, since this platform cannot be reached other than by people able to use steps.
- In the short to medium term, provide step-free access to, and between, platforms at Diss and Thetford. Although Thetford is one of the largest, most well-used stations it is not possible for those with mobility issues to get between platforms without a very long detour outside the station.
- Improvements to the outside hours station entrance at Great Yarmouth, the night entrance to the station is poor with virtually no travel information displayed.



# Chapter 1: Wider Context

**There are plans to create 73,000 more homes, 57,000 more jobs and 5,300 new businesses by 2026 (Together for Norfolk, 2019–2025). Norfolk is home to an energy hub on the east coast, advanced engineering and manufacturing industries and a world-class food, life-science and agri-tech cluster, as well as a thriving tourist industry.**

In 2021 25.4% of Norfolk residents worked from home, which is below the number nationally at the time. Of those not working from home 54% used a private car or van, followed by 8.4% who walked to work. Only 0.5% of people used the train to commute to work. In the 2011 census only 0.7% of Norfolk residents used the train to get to work, compared to 47.7% using a private car and 4.3% walking. Although the trends may still be valid, the 2021 census data was taken during a lockdown period of the Covid-19 pandemic so the numbers will reflect that, particularly the drop in rail usage and rise in walking, as use of public transport was discouraged.

The majority of people in Norfolk do not live close enough to a rail station to walk to it so longer journeys involving rail are usually multi-modal with another transport option other than walking (Norwich station being an exception).

Large employment sectors in Norfolk include health and retail. Other important sectors include manufacturing, agriculture, professional business services, financial and insurance, and a growing creative industries sector. Areas of engineering expertise are concentrated in Great Yarmouth and along the A11 corridor. The business and professional services sector is of significance in Greater Norwich, as is the health and life sciences sector.

Norwich is the county city and home to Norfolk County Council – as well as Norwich City and Broadland and South Norfolk District Councils – and is also one of the top 15 retail centres nationally. Norwich is also important to the tourism industry, along with the north Norfolk coast, the Broads and the east coast resort of Great Yarmouth.

The county's two largest seaports are at Great Yarmouth and King's Lynn. Norfolk benefits from an international airport in Norwich. None of these are connected to the rail network, although both ports used to be. Norwich also now has direct train services to Stansted Airport via Cambridge.

Tourism is one of the most important economic contributors to our county, supporting more than 54,000 jobs and contributing about £2.8bn to the local economy. Norwich is also important to the tourism industry, along with the north Norfolk coast, the Broads and the east coast resorts of Great Yarmouth and just outside Norfolk in Lowestoft. Sustainable tourism in Norfolk is boosted by having rail routes through the Broads National Park and Norfolk and Suffolk coasts. Recent projects delivered by Norfolk County Council include 'Experience', an EU funded project to encourage experiential tourism out of the traditional holiday season and encouraged use of sustainable transport.

There is a large amount of growth planned across the county. Many of the housing growth and major employment sites are located within the Norwich urban area, along the A11 corridor (adjacent to the Norwich to Cambridge rail line), and within Great Yarmouth and King's Lynn. There will also be housing growth at most of the larger stations on the Bittern Line to Sheringham. Much of the growth therefore is sited within towns with rail stations. Network Rail is consulted on new development, and we support operators being proactive in responding to public consultation.

Being a largely rural county connectivity in rural areas is vital to people's quality of life. Stations such as Watlington and Downham Market are often used instead of King's Lynn for those not wanting to go into King's Lynn. We also support improvements to stations in the Fenland area, which also serve Norfolk residents living near the border. Rural stations face their own issues that need to be addressed and more consideration is needed to address first and last mile, looking at the whole journey from door to door rather than rail in isolation.

Future of Transport: supporting rural transport innovation (DfT, 2023), highlights some of the connectivity issues rural areas face and transport's role in tackling access to jobs, strength of local businesses and loneliness. New forms of mobility, such as demand responsive buses, shared cycle schemes, car clubs at rural rail stations, and mobility hubs can increase connectivity and tackle social issues. Connectivity with bus services is vitally important in making rail a viable choice in areas where people may not be able, or may not feel safe, to walk or cycle.

Berney Arms on the Wherry Line should be noted as an outlier, even in rural stations, as it is so rural it is only accessed by walking and cycling. Therefore, this station should be looked at in the context of its position in Halvergate Marshes and as a tourist stop.



# Chapter 2: Priorities

Our top priorities for rail connectivity include:

## Short Term (0-5 years)

- Increased journey frequency including half hourly Norwich-Cambridge services, Norwich to London and King's Lynn to London, via Cambridge
- Investigate feasibility of a new stations at selected proposed locations, including Broadland Business Park, Norwich
- Ely Area Enhancements
- Regular Norwich to London in 90 minutes throughout the day
- Station accessibility improvements at Wymondham and Thetford stations
- Trowse area (Norwich) improvement

## Medium Term (5-10 years)

- Faster journey times on all routes
- Earlier and later trains on all routes
- New passenger services between Cambridge and Oxford (East West Rail), continuing to Norwich
- Support movement of freight onto rail and the investigation of micro consolidation spaces

## Long Term (10+ years)

- All stations fully accessible
- Dereham to Wymondham mainstream passenger line

**Connectivity to London** for financial and business sectors as well as tourism is important. The direct links to Cambridge are also important, especially for technology and innovation sectors. **Connectivity from Peterborough** enables people to make onward rail journeys to the north and west of the country.

**International connectivity** by air is important for businesses in sectors such as biotechnology and advanced automotive sectors. Connections might be available through Norwich Airport, although the major London airports will provide a greater range of direct connections. Connectivity to Heathrow Airport from Norfolk has improved and now requires just one change at Liverpool Street onto the Elizabeth Line. Via Cambridge, you can also go to Gatwick directly on Thameslink with no need to change in London. The A11 corridor is a focus for engineering and agri-tech sectors and has access to Norwich Airport and Stansted via Cambridge. Rail connections to other major airports are more difficult, involving cross-London travel.



**Commuting** into the major centres is essential. This is particularly the case for Norwich, King’s Lynn, Great Yarmouth, and the rail-connected market towns in Norfolk, where rail services open the labour market. A strong bus offer between Norwich, Great Yarmouth and King’s Lynn complements rail travel although car offers rail travel’s biggest competition. Although commuting by rail has reduced in Norfolk since Covid-19 this remains an important driver for rail users.

**Rail links to North Norfolk** from Norwich and Great Yarmouth open the tourism market to rail travellers and reduce congestion around the roads out of North Norfolk, such as Cromer. Current heritage railways such as North Norfolk Railway and Wells & Walsingham Light Railway contribute to tourism in North Norfolk and the Coast Hopper bus service provides a vital link for residents and tourists to locations not served by rail.

Although we have listed our priorities under certain themes, these are fluid and work together to provide a better service for the public. Investment in route infrastructure is necessary to deliver faster journey times, greater network resilience and additional services. A summary of station, network and infrastructure priorities along each line is shown in Chapter 3.

The interventions required to achieve many of the aspirations shown in Figure 3 vary in scale and cost. Some priorities may also conflict with each other, for example new stations will slow journey times on that line. Therefore, although these are all priorities there will need to be a further level of prioritisation based on demand, safety and what will make the biggest difference to the largest number of people. We will also prioritise accessibility for those with disabilities who have difficulty accessing rail travel. Further feasibility studies will be undertaken, particularly on new stations, to determine their practicability.



# Key Norfolk Rail Priorities

## Lines

- Faster journey times and greater capacity
- Earliest and latest trains on each route
- Dereham to Wymondham mainstream passenger line in the longer term
- Minimum frequency of half hourly from the major stations on the most important connections
- Supporting Community Rail and Private Lines
- Reduce journey times, particularly Norwich to London, Cambridge, Liverpool, Sheringham and Great Yarmouth

## Stations

- Accessibility:
  - Accessible toilets at all stations with existing toilets
  - Stations should be truly accessible and not just 'step free'
  - Accessible ticket machines at all stations with ticket machines
- Walking, Cycling & Wheeling:
  - CCTV - Secure Car and Cycle Parking
  - Clear and concise wayfinding outside
  - Support Multi Modal Journeys
- Investigate business case for new stations at strategic locations

## Network

- Accommodate the needs of freight on the network and manage the interaction with passenger services
- Decarbonisation of the whole network
- Make ticket sales and fare structures simpler for the public to understand, both in ticket machines and online
- Transport Integration

## Infrastructure

- Infrastructure upgrades on GEML in the short term to allow all trains to run at 110mph and 125mph where possible
- Infrastructure Investment:
  - Ely Enhancement Improvements
  - Capacity at Trowse Bridge
  - Support East West Rail link to continue to Norwich
- Repurpose unused railway assets for community use
- No new Parkway stations or trams are proposed due to the considerable costs



# Chapter 3: Lines

There are some general priorities that apply to all lines and other priorities that are specific to that line. This chapter outlines each line, priorities for that line and the stations along it. The following line by line summaries also give an outline of the priorities for each station along each line. More information on some areas, such as infrastructure, can be found in the relevant chapters.

It is noted that the delivery of priorities for increased or faster services are dependent on existing services and junction capacity on the routes.

## Highlight priorities include:

- Faster journey times and greater capacity
- Earliest and latest trains dependant on demand
- Minimum frequency of half hourly from the major stations on the most important connections: Norwich to London, Norwich to Cambridge and King's Lynn to London, via Cambridge.

## Journey times

- Faster journey times and better-quality travel experience
- Investment in route infrastructure necessary to deliver faster journey times and provide greater network resilience.

## Punctuality and reliability

- Short-term reliability and punctuality to be higher than 93%, as measured by the industry's performance measures
- A move towards less disruptive and frequent engineering work, less reliance on bus replacement services, and more direct diverted services when engineering work does take place planned shutdowns are advertised in advance.

## Community Rail

- Commitment to funding and other resources for Community Rail as part of train operator's franchise commitments
- We provisionally support investigation into a new Community Rail partnership on the Norwich – Cambridge line.

## Norwich to London Liverpool Street line (Great Eastern Mainline)

Norwich> Diss> Stowmarket> Ipswich> Manningtree> Colchester> Chelmsford> Shenfield> Stratford> London Liverpool Street

The Norwich to London line, or Great Eastern Mainline (GEML), is a top priority for the county council. It connects London to Norwich, the largest economy in the east of England. As such it is vitally important for business links, as well as leisure trips and commuting into Norwich (and elsewhere). Norfolk county council has supported the Norwich in 90 campaign, which seeks faster journey times. At the time of writing most off-peak services are timed at one hour and 47 minutes.

### Operator

Greater Anglia

### Operation

Services to London every 30 minutes (more at peak times)

### Priorities

- 90-minute journey times rolled out to more services (at time of writing Services leaving Norwich at 8am and Liverpool Street at 5pm are planned to take under one hour and 40 minutes)
- Franchise commitment of 20-minute service frequency introduced
- Maintaining and improving inter-regional and cross-country connectivity

### Journey times

90-minute journey times at least hourly. Two limited stop services per day each way already provide 92-minute services, but the county council supports these being at least every hour. Local authorities, Network Rail and the train operator have been working together and already completed some preliminary work to understand how journey times could be reduced.

### Service frequency

The Transport East State of Rail Report identified a half hourly frequency is desirable to provide journey flexibility compared with car and to encourage modal shift.

Earliest and latest trains should be:

- First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- First arrivals in London to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday)
- Last departure from London to be after 0030 (Monday to Saturday) and 2330 (Sunday)

### Infrastructure

Investment in route infrastructure necessary to deliver faster journey times, greater network resilience and additional services. Network Rail have identified that potentially the following are required:

- Bow Junction remodelling
- Beaulieu Park (loops between Chelmsford and Witham)
- Haughley Junction doubling
- Loops south of Colchester & Shenfield
- Colchester headway reduction
- Ipswich to Haughley three or four-track solution
- Trowse Bridge, Norwich doubling of track

Further work is required to identify the precise nature, cost and timing of the interventions and to work up a business case to support their delivery.

## Stations

### Norwich

- Additional platform at Norwich and Crossovers on approach to Norwich to allow for enhanced service frequencies into Norwich from Cambridge
- Increase or at least maintain staffing levels
- Increase covered cycle parking
- Link cycle hire with other operations
- Provide additional seating at the station
- Retain ticket office
- Improve connectivity between Norwich Station and Norwich Airport

## Diss

- Step-free access to station, and between platforms required.
- Increase or at least maintain staffing levels
- Bus destinations to be shown on modern customer information screens
- Retain ticket office
- Plus Bus extended to Diss

## King's Lynn to London King's Cross line

*King's Lynn > Watlington > Downham Market > Ely > Cambridge North > Cambridge > London King's Cross*

### Operator

Govia Thameslink Railway (Great Northern)

### Operation

Hourly services to London from King's Lynn (mostly half hourly at peak times)

### Priorities

- Half-hourly frequency, King's Cross-Cambridge-King's Lynn, throughout the day
- Infrastructure improvements at Ely to allow half hourly frequencies, and at station platforms and level crossings for longer trains

### Journey times

Restoration of December 2017 journey times and further journey time reductions

### Service frequency

- Deliver half-hourly frequency King's Cross-Cambridge-King's Lynn throughout the day

- There is now an hourly gap in journey opportunities from King's Lynn arriving at King's Cross in the morning early shoulder peak. We are seeking the earliest reintroduction of this withdrawn journey opportunity.
- Reduce the hourly gap in northbound services between Cambridge and King's Lynn in the evening high peak at Cambridge. Cambridge is an important employment centre for Norfolk residents, and we are seeking the early introduction of a service to fill this key gap in the timetable.

### Arrivals and departures

- First arrivals into King's Lynn to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- First arrivals into Cambridge before 0700 (Monday – Saturday) 0800 (Sunday)
- First arrivals in London to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from King's Lynn to be after 0000 (Monday to Saturday) and 2300 (Sunday)

- Last departure from Cambridge to 0030 departures (Monday to Saturday) and 1130 (Sunday)
- Last departure from London to be after 0030 (Monday to Saturday) and 2330 (Sunday)

Reinstatement of the recently withdrawn morning shoulder peak arrival at King's Cross and the introduction of an additional service between Cambridge and King's Lynn to fill the hourly gap during the Cambridge evening high peak

### Infrastructure

- Ely Area Capacity Enhancements upgrade to allow 30- minute King's Lynn to Cambridge service
- Adoption of a minimum two-track railway between King's Lynn and King's Cross, equipped to accommodate 12-car trains, as a clear long-term strategic aim against which short-term plans can be fully assessed to ensure they do not conflict with this goal
- Infrastructure improvements including platform extensions and station works, track/signalling works to achieve higher lines speeds, gauge clearance, and modifications to overhead line equipment
- From 2020 Network Rail, funded by Department for Transport (DfT), delivered infrastructure to accommodate 8-car trains to King's Lynn, with a longer-term aim of accommodating 12-car trains
- Introduce intermediate signals between Littleport and Downham Market
- Reinstatement of the double track line throughout to King's Lynn
- Infrastructure improvements to allow running of the Intercity Express Programme (IEP) - platform extensions and station works, track/signalling works to achieve higher lines speeds, gauge clearance, and modifications to overhead line equipment

### Stations

#### King's Lynn

- New sidings at King's Lynn to accommodate longer trains
- Increase or at least maintain staffing levels
- Retain ticket office
- Increase covered cycle parking
- Provision of Wi-fi
- Bus destinations to be shown on modern customer information screens

#### Watlington

- Increase covered cycle parking

#### Downham Market

- Increase car parking provision, although there is now a private car park adjacent to the station
- Increase or at least maintain staffing levels
- Retain ticket office
- Increase covered cycle parking
- Bus destinations to be shown on modern customer information screens
- Potential exists on the western side of Downham Market station for a car parking extension. Railway land on the north-eastern side of the station could be accessed from surrounding development.
- Plus Bus extended to Downham Market

## Norwich to Cambridge / Stansted line

Norwich> Wymondham> Spooner Row> Attleborough> Eccles Road> Harling Road> Thetford> Brandon> Ely> Cambridge>Stansted

### Operator

Greater Anglia

### Operation

Norwich to Cambridge and to Stansted up to two times per hour on weekdays

### Priorities

- Half-hourly frequency or at a minimum rescheduling the Norwich to Nottingham services on the half-hour to allow regular clock-face ½ hourly services with a change at Ely (on Nottingham services)
- Faster journey times: routine journey times between Norwich and Cambridge to be 70 minutes (currently the shortest length of the majority of journeys is 90 minutes)

### Journey times

Reduce journey times between Norwich and Cambridge to 70 minutes in the short to medium term

### Service frequency

Half-hourly frequency or maintain the scheduling of the Norwich to Nottingham services on the half-hour to allow regular ½ hourly services with a change at Ely

### Arrivals and departures

- First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- First arrivals in Cambridge to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday)

- Last departure from Cambridge to be after 0030 (Monday to Saturday) and 2330 (Sunday)

### Infrastructure

- Doubling of Trowse Lower Junction to/from the Ely line to allow 30-minute frequency services from Norwich to Cambridge
- Ely upgrade to allow Norwich to Cambridge 30-minute frequency services
- Increase frequency of Stansted to Norwich service
- New East West Rail services between Cambridge and Oxford
- New passenger services between Dereham and Wymondham
- Electrification of Norwich to Cambridge
- Feasibility of freight interchange at Snetterton

### Stations

#### Wymondham

- Step-free access to station, and between platforms required
- Install car park lighting

#### Spooner (sparse service)

- Install car park lighting

#### Attleborough

- Improvements to passenger waiting areas
- Increase covered cycle parking
- Note: The Attleborough Sustainable Urban Extension (SUE) planning permission has a requirement for a new pedestrian footbridge at Leys Lane to be delivered prior to the occupation of the 1200th dwelling. Infrastructure requirements are still be developed and to date no work has begun on the delivery of any housing



### **Eccles Road (sparse service)**

- Step-free access to station
- Desire for a walking/ cycling route between Eccles Road Station and Snetterton Heath

### **Harling Road (sparse service)**

- Install car park lighting

### **Thetford**

- Step-free access to station, and between platforms required
- Retain ticket office
- Improve station buildings and platforms

- Increase car parking provision and provide car parking CCTV
- Increase or at least maintain staffing levels
- Increase covered cycle parking
- Resurfacing of Station Lane

### **Brandon**

- Step-free access to station, and between platforms required.
- Provide car parking CCTV
- Advocate for Greater Anglia to bring the station building back into use

## **Norwich to Nottingham/ Liverpool Lime Street line**

*Norwich > Wymondham > Attleborough > Eccles Road > Harling Road > Thetford > Brandon > Ely > Peterborough > Grantham > Nottingham > Sheffield > Manchester Piccadilly > Liverpool Lime Street*

This service provides the main east-west link out of the county. Its connection at Peterborough allows travellers to connect to the East Coast Main Line, for onward travel to the north of England and Scotland. Beyond Peterborough it connects to cities including Nottingham, Sheffield and Manchester.

Passengers will often interchange onto other services, and, because it crosses so many other lines, its success largely depends on high standards of reliability and national planning of timetables and engineering possessions. Over time, changes to timetables on the East Coast Main Line have resulted in longer waits at Peterborough for services to the north, meaning that people might be more likely to either drive or use trains via London instead.

### **Operator**

East Midlands Railway

### **Operation**

Services every hour

### **Priorities**

- Better connections with East Coast Main Line services at Peterborough
- Improve journey times
- Good connections at Nottingham for onward services to the west
- Acceleration of rolling stock upgrades at the Norwich end of the EMR route and functioning Wi-Fi, allowing more productive journeys.
- Increase in number of carriages and reduction in trains running with fewer carriages than planned

### **Journey times**

The journey time on this service is, unlike on most other services, one that does not compare well with car journeys. The AA Route Planner puts Norwich to Liverpool journeys at around 4¾ hours, compared to the 5½ hour train journey. The time taken for many journeys north is compromised by poor connections at Peterborough. Norwich to Nottingham is 2hrs 41 minutes (average weekday).

We would want to work with government and the rail industry to ensure that connections onto services to the north west, and via the East Coast Main Line, are as seamless as possible, and that overall end-to-end journey times are shortened.

- Reduce journey times to Liverpool and Nottingham

### Service frequency

- Minimum frequency of half-hourly service to Nottingham in the longer-term
- Good connections at Nottingham for onward services to the west
- Improved Sunday service during university term time
- Better connections with East Coast Main Line services at Peterborough, Norwich and Ely to reduce waiting times
- First departure from Norwich to be before 0600 (Monday – Saturday) and 0800 (Sunday).

- First departure from Liverpool to be before 0600 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 1800 (every day)
- Last departure from Liverpool to be after 1800 (every day)

### Arrivals and departures

Earlier departures year-round on Sundays so that arrivals in Liverpool and Norwich are in the mornings

### Infrastructure

Electrification of Norwich to Peterborough in the medium-term

### Stations

Stations between Norwich and Ely are included under Norwich to Cambridge services



## Norwich to Sheringham line (Bittern line)

Norwich > Salhouse > Hoveton and Wroxham > Worstead > North Walsham > Gunton > Roughton Road > Cromer > West Runton > Sheringham

The Norwich to Sheringham line is one of two Community Rail lines in Norfolk. It connects Norwich to the north Norfolk coast, linking to the towns of Cromer, Sheringham, North Walsham and Wroxham / Hoveton. At Sheringham there is a connection to the privately-run North Norfolk Railway, which operates heritage – steam – services to Holt

The line was formally designated as a Community Rail Line by the Department for Transport (DfT) on 28 September 2007. The formal designation means in theory that more flexible standards could be applied to allow more efficient operation of the line. For example, the specification of signalling or maintenance might be able to be reduced to take account of the lower volume of trains on the route.

### Operator

Greater Anglia

### Operation

Services every hour

### Priorities

New station at Broadland Business Park, Norwich. Subject to feasibility  
Longer-term: increased frequency to half hourly, initially to North Walsham

### Journey Times

Currently the journey from Norwich to Sheringham takes around one hour. This compares to just less than 45 minutes by car, according to the AA route planner. Shorter journey times would also help the reliability of the train services by providing longer turnaround times at each end of the route, building in some flex to the timetable.

Our aspiration is to reduce the journey time by five minutes; to routine journey times between Norwich and Sheringham being 53 minutes.

### Service Frequency

The county council supports half hourly frequencies across all routes. These provide both more capacity and a much better service for passengers.

For half hourly frequencies to North Walsham, one additional train unit would be required. Two units would be required for half hourly frequencies to Sheringham.

### Infrastructure

Study work (Timetabling Exercise, Mott MacDonald 2009) found that ½ hourly frequencies north of North Walsham would be difficult due to the single track. Either the prevailing line speed north of North Walsham would need to be improved or a limited quantity of track doubling would be required south of East Runton Junction. In addition, a short stretch of double track southwards along the line towards Roughton Road would be required.

As well as this track infrastructure, we are aware of work required at stations. Our previous priority, of a new wider platform at Sheringham, has recently been achieved. A study into a new station at Broadland Business Park, Norwich, was undertaken several years ago and found that the new station wasn't feasible at the time. However, we are committed to revisiting this post Covid-19.

Limited track doubling south of Cromer Junction, and a short stretch of double track south towards Roughton Road to allow for a 30-minute service to Sheringham.

## Stations

### Salhouse

- Install customer information screens
- Install a ticket machine

Install station CCTV

### Hoveton and Wroxham

- Redevelop station buildings
- Better utilise current car park and look to provide further parking
- Install car park CCTV

Better links to cycling and walking routes

### Worstead

- Install Station CCTV
- Provide car park lighting and car park CCTV

### North Walsham

- Increase car parking provision
- Provide car park lighting and car park CCTV
- Revise passenger access between the platforms
- Bus information to be shown on customer information screens
- Plus Bus extended to North Walsham

### Gunton

- Increase car parking provision
- Provide car park lighting and car park CCTV

### Roughton Road

- Step-free access to station
- Install Station CCTV

### Cromer

- Full access required into supermarket
  - Increase car parking provision
  - Bus destinations to be shown on modern customer information screens
- Plus Bus extended to Cromer

### West Runton

- Provide some car parking
- Install Station CCTV

### Sheringham

- Increase car parking provision
- Provide car park lighting and car park CCTV
- Install Station CCTV

## Norwich to Great Yarmouth and Lowestoft (Wherry lines)

*Norwich > Brundall Gardens > Brundall > Lingwood > Acle > Great Yarmouth*

*Norwich > Brundall Gardens > Brundall > Buckenham > Cantley > Reedham > Berney Arms > Great Yarmouth*

*Norwich > Brundall Gardens > Brundall > Buckenham > Cantley > Reedham > Haddiscoe > Somerleyton > Lowestoft*

Acle is the largest town on the route, although there are several stations towards Norwich that have commuting flows into the city.

The services operating on the line were formally designated Community Rail services by Government on 1 February 2007. The Wherry Lines Partnership was set up by Norfolk county council in July 2000.

### Operator

Greater Anglia

### Operation

- Services to Great Yarmouth every hour (30 minutes at peak times)
- Services to Lowestoft every hour



## Priorities

Good connections at Norwich  
Improvements to railway stations, priority  
Great Yarmouth station and surrounds

## Journey times

Our aspiration is to reduce the journey time by five minutes; to routine journey times between Norwich and Great Yarmouth/ Lowestoft to be 28 minutes. We would like to see the following year-round services:

- First arrivals into Norwich, Great Yarmouth and Lowestoft before 0700 (Monday to Saturday) and before 0900 (Sunday)
- Last departure from Norwich, Great Yarmouth and Lowestoft after 2300 (Monday to Saturday) and after 2200 (Sunday).

## Service frequency

Work completed for us by Mott MacDonald in 2009 showed that in the am peak the Lowestoft to Norwich service would be at capacity by 2027.

In order to provide journey flexibility compared with car and to encourage modal shift the Transport East State of Rail Report identified a half hourly frequency as desirable.

- A year-round minimum service level requirement of not less than hourly, including on Sundays
- Maintain hourly services on Wherry Lines (and 30-minute peak time Great Yarmouth services). In the medium- term achieve, 30-minute peak time services, then 30-minute services on all lines.
- Two trains per hour on both Great Yarmouth and Lowestoft branches
- Extension of Stansted to Norwich service to Great Yarmouth in the long term

## Arrivals and departures

- First arrivals into Norwich, Great Yarmouth and Lowestoft before 0700 (Monday to Saturday) and before 0900 (Sunday)
- Last departure from Norwich, Great Yarmouth and Lowestoft after 2300 (Monday to Saturday) and after 2200 (Sunday)

## Infrastructure

Electrification, or alternative traction (e.g. battery or hydrogen units), in the long term

## Stations

### Great Yarmouth

- Increase or at least maintain staffing levels
- Retain ticket office
- Increase station opening hours later into the evening
- Station improvements, particularly improvements to entry after hours
- Improve connectivity through to Great Yarmouth by bus and walking and cycling

### Acle

- Formalise car parking arrangements
- Step-free access to station, and between platforms required.

### Lingwood

- Provide car park lighting and car park CCTV

### Brundall

- Step-free access to station, and between platforms required.
- The county council is currently finalising a feasibility study investigating the provision of a footway Station Road linking the village to the station.
- Improved walking and cycling signage



### **Brundall Gardens**

- Install a ticket machine
- Install customer information screens
- Step-free access to station, and between platforms required.
- Install station CCTV
- Add seating into the waiting room
- Improved walking and cycling signage

### **Buckenham (Weekend only service)**

- This is a sparse service and so no changes are proposed

### **Cantley**

- Increase car parking provision
- Provide car park lighting and car park CCTV
- Improved walking and cycling signage

### **Reedham**

- Step-free access to station, and between platforms required.
- Provide car park lighting and car park CCTV

### **Haddiscoe**

- Install station CCTV
- Install customer information screens

### **Berney Arms (sparse service)**

- Since the previous review in 2020 new seating and signage have been installed, along with a solar powered real time departure sign.
- Improved walking and cycling signage and wayfinding is encouraged



## **Community Rail and Private Lines**

### **Community Rail**

We are committed to supporting Community Rail as part of train operators' franchise commitments. We would also support investigation into new Community Rail Partnerships that could operate in Norfolk in the future, such as Norwich to Cambridge.

Norfolk County Council (NCC) has been successfully working with Community Rail partnership groups since 1996. Community Rail Partnerships can bring many benefits to rail operation including community involvement and ownership and can lead to reduced operating costs.

Community Rail Norfolk is a not-for-profit company and oversees the two Community Rail partnerships in Norfolk, on the **Bittern and Wherry Lines**. The county council is represented on the board of Community Rail Norfolk – together with the train operating company – and will continue working to promote the partnerships. Community Rail Norfolk has one paid employee who is charged with overseeing the two rail partnerships and drawing in funding. Core funding is provided by the train company. The two partnerships continue to be proactive and its members from all parts of the local community help to promote and improve the local railways between Norwich and Sheringham, Cromer, Great Yarmouth and Lowestoft.

There are a number of heritage and private lines that operate in Norfolk. We support their operation and will work with them where possible. Unfortunately, we cannot commit to resources into their operation or extension as there is not sufficient funding but would support applications for funding.

### **Private Lines**

#### **Mid-Norfolk Railway (between Wymondham and Dereham)**

This is a private operation and as such is managed by Mid-Norfolk Railway Preservation Trust utilising their own funds, although the county council will endeavour to provide help where it can. The possibility of opening the Wymondham to Dereham section to National Rail passengers is covered below under Norfolk Orbital Railway.

#### **The North Norfolk Railway 'Poppy Line' (Sheringham and Holt)**

This is a private operation and as such is managed by an independent group utilising their own funds, and run almost entirely by volunteers, although the county council will endeavour to provide help where it can. The Poppy Line is a heritage steam railway and travels from Sheringham along the coast to Weybourne and through the heathland to Holt.

#### **Wells and Walsingham Light Railway**

This is a private operation and as such is managed by independent groups utilising their own funds, although the county council will endeavour to provide help where it can. This narrow gauge steam railway follows the course of the old Great Eastern line for four miles from Wells to Walsingham.

### **Bure Valley Railway (between Aylsham and Wroxham)**

This is a private operation although the county council maintains the Bure Valley Path, which runs alongside it. Recent improvements have been made to the path, allowing greater access for walking and cycling along the route and placemaking improvements including locally designed and made mile markers. There has also been new station signage at Aylsham, Hoveton, Buxton, and Coltishall funded by Norfolk county council through the Experience Project co-financed by the European Regional Development Fund (€16m ERDF) through the Interreg VA France (Channel) England Programme 2014-2020.

### **The Bramley Line (Wisbech-March)**

This private line operated by the Heritage Railway Trust and runs between the railway town of March and the market town of Wisbech at the very edge of Cambridgeshire. Although not in Norfolk the Bramley Line stations could be the closest station for those in Norfolk close to the Cambridgeshire border.

### **New or re-opened lines**

Proposals of which the county council is aware include:

#### **Wymondham to Dereham: private line**

Dereham is the fifth largest settlement in Norfolk and the largest settlement not connected by the national rail network (the Mid Norfolk railway operates privately and owns the infrastructure from Wymondham to Dereham). The next largest settlement not connected by rail is Fakenham, one quarter of the size. Feasibility into opening this link to mainstream passenger services, as part of the national network, between Dereham and Norwich, via Wymondham, could be considered. The county council is happy to explore feasibility of this line further if the opportunity arises and it is supported by the current private operators.

#### **King's Lynn to Hunstanton: reconnecting the two towns**

It is not currently seen as feasible to consider reopening due to the cost of reinstating the line and that it is compromised by development. In 2020 the county council commissioned a viability study into whether there is a business case for re-opening the line. The study concluded that the re-instatement of the original route in its entirety cannot be feasibly re-instated due to built development on the former route at the Hunstanton and King's Lynn ends of the route, heritage constraints at Wolferton (as the former Royal Station is now a listed building and occupied dwelling) and most significantly, the majority of the route falls within the Coastal Hazard zone which is at high risk of flooding from rivers and seas. It would also be likely that any proposal for a level crossing on the A149 would be rejected. However, there is still support for reopening the line to Hunstanton from Hunstanton Rail and Kings Lynn Civic Society and there was evidence that the line would be well used if opened. Therefore, the county council supports in principal if there is genuine opportunity for funding delivery.

#### **Great Yarmouth Station to Great Yarmouth Port: reinstating**

This is not seen as feasible due to, amongst other things, the cost of reinstating the line and an unproven business case. However, there is work being done by other organisations to allow some freight movement between the Port and the railway via road links to the recently reopened Vauxhall Sidings near Great Yarmouth.



### **Norfolk Orbital Railway (Wymondham-Dereham-Fakenham-Holt-Sheringham): reinstating**

Existing private railways operate at either end of this line (to Dereham and Holt). The Melton Constable Trust is pursuing plans to complete the link, which would also allow heritage services from Mid-Norfolk Railway and North Norfolk Railway to reach Fakenham and Holt. This is seen as an independent initiative – as will any other similar initiatives – and as such will need to be pursued by independent groups utilising their own funds, although the county council will endeavour to provide help where it can.

### **Norfolk Greenways**

Norfolk County Council has conducted a feasibility study looking to develop a greenway network across the county along disused railway lines and have delivered schemes on the Weavers Way and King’s Lynn to Hunstanton routes. The aim is for them to extend across Norfolk and link into the Norfolk Trails network of promoted walking and cycling routes. However, much of the King’s Lynn to Fakenham route is no longer connected due to private residences and businesses at the station ends with no through access. We will be continuing to look for opportunities to link the trails network to the old railways.



# Chapter 4: Stations

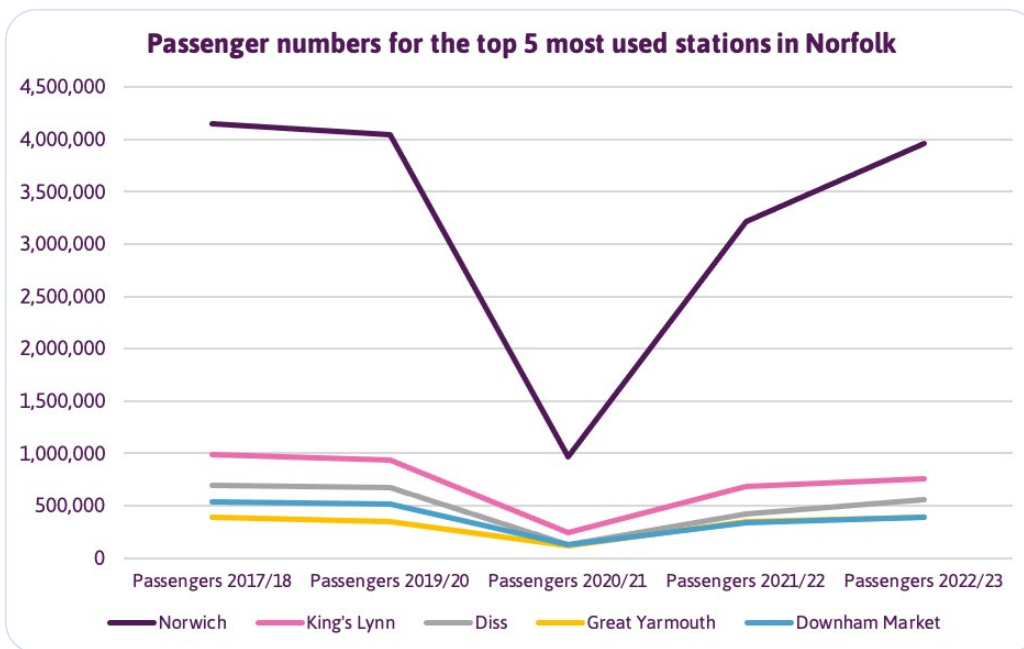
Rail stations are the gatekeepers of rail patronage and create a first impression to travellers that can affect whether they choose to travel by rail again. Clear signage, a safe environment, being tidy and well maintained, and good access should all be a minimum requirement of all stations. Lack of staff and placemaking can be a barrier to using the railways both physically and psychologically. More detailed information on specific improvements to each station are included in the following chapter, alongside improvements and priorities for each line.

## Priorities include:

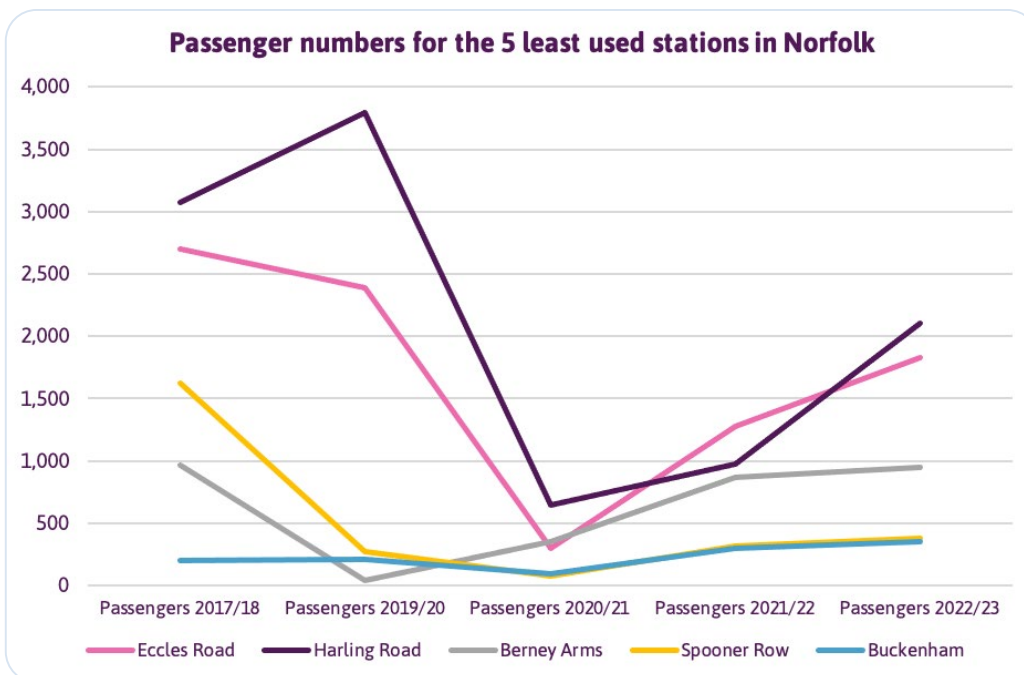
- All stations – inside and out – to be maintained to a reasonable state of repair
- Ticket offices retained at the larger stations (currently Norwich, Thetford, Diss, Great Yarmouth, Downham Market and King’s Lynn)
- Staff presence with ability to sell tickets at medium-sized stations
- Conveniently located bus / taxi pick-up and set-down facilities outside stations
- Direct and safe pedestrian and cycle routes to adjacent residential areas and businesses
- Rail stations sign-posted from convenient locations like town centres, and signs to facilities at the rail stations including national trails and cycle networks and other long-distance routes that are not national trails such as Wherryman’s Way, Angle’s Way and Weaver’s Way
- Bring empty buildings back into re-use, especially for community benefit
- Railway station travel plans at all stations
- All stations to have facilities including CCTV and secure covered cycle parking
- Adequate, covered waiting facilities at all stations
- Improved connecting bus and rail services to create a ‘virtual’ branch line to market towns in the county not connected by rail
- Better integration between the station and onward travel to town centres
- Facilities such as lifts to be provided where there’s a need to cross rail lines on a bridge
- Improved station access, information, station environment and facilities
- Park and Rail developed at key strategic locations where it would be an efficient and effective way to increase rail travel and encourage modal shift
- Adequate car parking facilities to cater for demand
- Expansion of PlusBus to all market towns in Norfolk not served by rail.



Station numbers shown in the Office of Rail and Road’s (ORR) Estimates of station usage are released annually. A full list of the ORR figures for Norfolk Stations can be found in Appendix 1. 2020-21 figures were during a period of lockdown due to the Covid-19 pandemic, which saw an unprecedented drop in train patronage, so does not provide a fair comparison when looking at trends in usage. On the whole rail user numbers are recovering well from national lockdown, although 22 of Norfolk’s stations saw numbers reduce in 2021-22 from 2019-20, with Harling Road showing the biggest percentage drop in use at 74%. However, at nine stations passenger numbers have surpassed pre-lockdown figures.



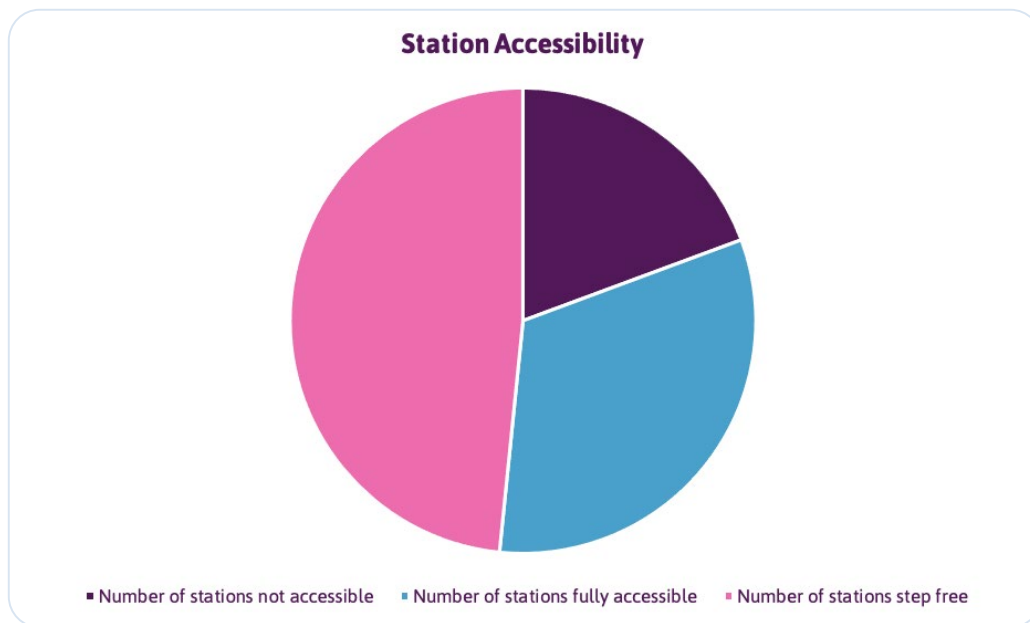
**Figure 3:** Passenger numbers for the five most used stations taken from the Office of Rail and Road’s Estimates of station usage in and out.



**Figure 4:** Passenger numbers for the five least used stations taken from the Office of Rail and Road’s Estimates of station usage in and out.

## Access to stations, trains and platforms

We believe that all stations should have fully accessible platforms. It is not acceptable for passengers with mobility difficulties to have to travel to alternative stations because they cannot access the platform – as is currently the case at Wymondham where there is no step-free access to the Cambridge-bound platform. At stations like Diss and Thetford existing footbridges between platforms need to be replaced with ones of a more acceptable quality and accessibility enhanced with passenger lifts to provide step-free access between platforms. We understand that this will take time to achieve but believe that the larger stations should be tackled in the short term.



*Figure 5: Norfolk stations' level of accessibility*

There are currently eight stations in Norfolk without a ticket machine, either accessible or not. There is only one station in Norfolk that has a ticket machine but does not provide an accessible machine, and that is Roughton Road. However, this station does not have step free access and the only entrance to the station involves the use of a very steep flight of steps and then a ramped footpath to access the platform. Any customers with mobility impairments are advised to use Cromer station, which is under 1.5 miles away.

25 of the 31 stations in Norfolk are step free. However, only ten stations are truly accessible with no restrictions, long alternative routes or sharp inclines. The six stations which are not accessible at all are Acle, Brundall Gardens, Eccles Road, North Walsham, Roughton Road and Wymondham. Of all these stations we see North Walsham as a priority, after Wymondham, as it is in the top ten most used stations with numbers recovering at one of the quickest rates post Covid-19.

Although many stations don't have accessible toilets Thetford is a priority as it is the only station that does have toilets but not an accessible alternative. Watlington is the only station that doesn't have a wheelchair ramp, although the station is accessible.

### **Priorities for all stations:**

- Accessible toilets at all stations with existing toilets
- Stations should be truly accessible and not just 'step free'
- Accessible ticket machines at all stations with ticket machines
- Car park lighting at all stations the short term and CCTV at all stations in the longer term

### **Walking, Wheeling and Cycling**

We support the provision of adequate, secure and sheltered facilities for cycle storage at stations. All stations provide some type of cycle storage, although this ranges from small bike stands to sheltered cycle storage. However, only five have cycle CCTV. It is important in encouraging modal share to sustainable and active transport that people feel safe cycling to, and leaving their bikes at, stations.

The issue of carrying bikes on trains however is a difficult one. Most trains currently have the provision for four bikes to be carried, although the guard may allow more on to the train for example if the train isn't full. If more space were to be given over to bikes it would mean fewer seats for passengers. Therefore, there are restrictions on full size bikes on busy routes at rush hour. There is the ability to book a bike space on Norwich and London Intercity services.

The new Greater Anglia trains have gone some way to increase bike provision to avoid disruption for passengers more work needs to be done by all operators in Norfolk. Operators should ensure cycling as part of passengers' journeys are encouraged without disrupting other passengers and taking seats from those that need them, leading to overcrowding. EMR do not currently accept bookings for bikes on peak services, when most people will be cycling as part of their commute. Lack of clarity or consistency in bike provision can lead to users choosing other, less healthy, travel choices. Consideration should be given in design to larger wheeled vehicles such as mobility scooters.

The addition of bike share schemes at Norwich Train Station and Thorpe Road in Norwich and Cemetery Lane at Wymondham Train Station have opened up opportunities for people who are able to use an alternative to the private car for onward journeys. Riverside/Norwich Train Station is the busiest Beryl Bay in the UK and since launching it has had a total of 121,735 journeys to and from the bay with all of those journeys averaging 2.81km in distance (data is up to 25 April 2024). The Cemetery Lane bay in Wymondham was launched in 2023 and has started positively.

We support the roll out of bike share schemes at other stations where appropriate (areas of employment, leisure or education are within a cycling distance of the station).

## Safety and Personal Security

Safety on the railways is very good, although some people can feel vulnerable and have perceptions that their personal safety and security are threatened. This can be especially the case at quieter stations with no staff presence. We would expect train companies to work to overcome any issues, either real or perceived, to make travelling more comfortable for rail users. This might be through a range of measures including staff at stations or on trains, increased presence on later/last trains in the evening, CCTV or lighting. A Transport Focus Survey, '[Looking to the future - transport users priorities](#)', released in February 2024 listed personal security on trains as 6th and personal security at stations as 8th in the top ten priorities for rail passengers.

## Onward Travel

It is important that stations provide clear and accessible signage to help people choose the best way to access town/city centres and nearby attractions, whether by bus, walking, cycling, bike and scooter sharing scheme or car. We would encourage the use of wayfinding tactiles. Wayfinding includes information on nearby bike hire, e-bike and e-scooter hire or local taxis. New websites such as Travel Norfolk provide a way to route plan using different criteria such as the greenest, fastest or most active route. However, not everyone has smart phones so many people benefit from information at the station. As part of the Bus Service Improvement Plan the county council has been able to add some real time bus screens to stations but these could be rolled out further.

We support and encourage bus and rail operators to work together on timetabling. Although most stations are well serviced by public transport there are issues with busses not stopping at train stations, this issue is currently being addressed at Great Yarmouth station with a new stop close by. At Downham Market, the bus from King's Lynn through the villages doesn't stop at the railway station, with the nearest stop a 10-15 minute walk. However, we understand that busses are run privately, and extra stops slow down services.

We will investigate Park and Rail as an option at key strategic locations where it would be an efficient and effective way to increase rail travel and encourage modal shift.

## New stations

There are several new stations which have been proposed by various groups or organisations. However, adding a new station can slow down services and stations are very costly, so the business case must be strong in demonstrating value for money, that it is strategically vital to current capacity, that it solves an existing transport issue or to support growth.

We have outlined our position below at locations where we know new stations have been proposed by rail interest or other groups. The Local Authority is responsible for the cost of a new station, with the train operator in full agreement to serve the station. Therefore, we support further work on stations and will evaluate each proposal on a case-by-case basis dependent on the results of feasibility work and a robust business case. The county council is currently developing a set of criteria that proposed new stations must fit before resources are committed to exploring them. These include being close to existing or planned development and public support from both users of the railways and residents.



### Broadland Business Park, Norwich

- Work has investigated the business case for a new station at Broadland Business Park, in the east of Norwich on the Bittern Line. This is a medium-term aim and initial work on a business case suggested that there would be benefits to reopening. However, previous work was undertaken before the Covid-19 pandemic and more work would be needed to review if there is still a business case for this station.

### Postwick, Norwich

- A new station at Postwick Park and Ride on the Wherry Line was previously included in plans subject to further investigation of its feasibility. This station would be sited adjacent to the existing Park and Ride terminal and could serve county residents with access to the nearby business parks on Yarmouth Road, east Norwich. Following initial discussions with the rail industry, this is not seen as feasible since passenger demand would be likely to be low and it would slow down existing services.

### Rackheath

- A new station at Rackheath was originally proposed by the development industry in this substantial growth area to the north east of Norwich. However, although as Rackheath is a fast-growing village with more growth planned over the coming years, this is unlikely to be feasible as it would create longer journey times along the Bittern Line, potentially making it difficult to operate services given the infrastructure constraints through to Sheringham. Also, we would need to evaluate the location of any new station as it would need to be accessible from the development. Whilst the county council is sympathetic to this proposition, this would need further investigation, although it no longer looks like it would be likely to come forward as part of any development proposals in the area.





## North Thetford

- A new station at Thetford, to the north of the town – within the sustainable urban extension of 5,000 new dwellings and associated employment development – has been proposed. Policies in the Thetford Area Action Plan safeguard the land that would be required. A second station close to the existing Thetford station is technically feasible, but the need for it is not clear. Therefore, it would be more beneficial to focus on improving the existing Thetford station, including a lift for access across the platforms.

## King's Lynn

- At King's Lynn, the idea of a parkway station just south of the town has been mooted. Previous proposals were not seen as viable, but we have pledged to consider these proposals in the work on a review of the King's Lynn Transport Strategy, which has just commenced (at the time of writing, mid-2024).

## South West Norwich

- New stations have been suggested to the south west of Norwich either near Thickthorn or at Hethersett; the idea being that this could serve the UEA/Norwich Research Park/ Norfolk and Norwich University Hospital cluster as well as residential development. It has been suggested that these could be parkway stations, although no work has been done to see if there is demand for this. These proposals are not supported by the county council. Any new station would be some considerable distance from the destination it is proposed to serve and would not offer any advantage over the existing stations at either Norwich or Wymondham. Improved walking, cycling and public transport links to Wymondham station, and the wider corridor serving Hethersett and the cluster, are currently being taken forward by the county council through local development commitments. The county council has engaged with partners such as Beryl and through our Transforming Cities Fund and Bus Service Improvement Plan programmes.

## Fornsett St Mary or Long Stratton

- A new station has been suggested at Fornsett St Mary, near Long Stratton, on the London-Norwich line (Great Eastern Mainline). The council does not currently support this proposition, especially given the overriding priority of reducing journey times on the line. Railfuture East Anglia are strong advocates for a new station at Long Stratton to service planned growth, and as a valuable new railhead for South Norfolk. They feel that the station could be served by the additional third train per hour service committed under the most recent franchise without impacting existing services. The rail line is, at its closest point, approximately 2.5km (1½ miles) to the west of the village served by a comparatively low standard road network. Most of the major growth in Long Stratton is to the east of the A140 and any new station would not be well-located to serve this.

## Wisbech

- Although not in Norfolk we support the Wisbech Rail project, which aims to reopen the Wisbech to March rail line, which has been closed since 1968. At Wisbech, the Cambridgeshire and Peterborough Combined Authority has been progressing feasibility work on a rail link between March and Wisbech. A new station would not only open up the town to mainline rail services but could also help to accelerate the delivery of planned housing, much of which is in Norfolk. The line would run from March, on the Ely to Peterborough line, into Wisbech.

# Chapter 5: Network

## The main priorities are:

- Passenger Service Levels - Reduce overcrowding and increase route capacities and improve inter-regional and cross-country connectivity
- Make ticket sales and fare structures simpler for the public to understand, both in ticket machines and online
- All ticket machines should sell the full range of tickets available online and at ticket offices and be easy to use
- Integration of transport modes, making it easier to use active or public transport as part of the journey
- Accommodate and encourage greater use of rail for freight, without reducing the capacity for passenger services
- Decarbonisation of the network, through electrification.

Previous work has suggested that rail travellers expect essential facilities to be provided and maintained to a reasonable standard. That is, they expect good standards of reliability and punctuality; stations and rail carriages to be clean; staff to be available and helpful; and to be able to get to stations and onto trains even if they have a disability or heavy luggage. Across the network there is a demand to simplify and streamline the way we buy tickets.

Potential network constraint	Routes potentially affected
Platform occupation at Norwich Thorpe Station	All
Bottleneck at Norfolk Station Troat	All
At-grade conflicts at Whitlingham Junction	Norwich – Sheringham, Norwich – Great Yarmouth, Norwich – Lowestoft
Single Tract Trowse Swing Bridge	Norwich – Cambridge
Conflicting movements at single lead Trowse Lower Junction	Norwich – Cambridge
Single line north of Hoveton & Wroxham Station	Norwich – Sheringham
Single line sections between Great Yarmouth and Brundall/Reedham	Norwich – Great Yarmouth

*Figure 7: Network Constraints identified in Improved Rail Services in Norfolk Timetabling Exercise conducted by Mott MacDonald for Norfolk County Council in 2007.*

## Passenger service levels

- Reduce overcrowding and increase route capacity
- Provide passengers with a greater choice in terms of a range of destinations, frequencies and times of travel
- Maintain and improve inter-regional and cross-country connectivity.

The new trains on the Greater Anglia franchise, which include additional seating capacity, and the longer train serving King's Lynn to London have helped alleviate some capacity issues. However, this is still a problem on some lines and rail operators review capacity figures to make decisions on whether a service requires additional cars.

Part of the solution, on some lines, will be to increase the frequency of services. We also see increases of frequency as being an important stimulus to the economies of the towns served. In the long-term we would like to see half hourly frequencies on all routes, but our shorter-term priorities are King's Lynn to Cambridge and Norwich to Cambridge.

Our final aspiration is to see services start earlier in the mornings and continue later in the evenings to fulfil market requirements. Our concern is at the end of the day where a number of services do not provide for returns following evening events.

## **Fare structures**

- Make ticket sales and fare structures simpler for the public to understand, both in ticket machines and online
- Retain, as far as is practicable, face-to-face contact for ticket sales. Our preference would be for staff at stations, or other means of face-to-face ticket sales like the use of retail outlets
- Introduce smart integrated ticketing across rail and bus services
- PlusBus extended to Diss, North Walsham, Cromer and Downham Market (currently only available at Norwich King's Lynn and Great Yarmouth).
- Integration: There has been an upgrade of pedestrian routes between rail and bus stations at King's Lynn and the provision of clear real time information displays showing train departures at the bus station. Real time Hunstanton bus arrivals and departures are also shown on screens at the railway station. This could usefully be extended to include information about the Excel bus service (Norwich-King's Lynn-Peterborough) and the King's Lynn-Spalding bus services as well as other, non-trunk, bus routes.

## **Decarbonisation**

In order to achieve targets and aspirations to cut emissions we must ensure all lines are electrified by 2040, including Norwich-Cambridge (Ely-Cambridge is already electrified); Norwich-Great Yarmouth and Lowestoft; Norwich-Peterborough; and Norwich-Sheringham.

All trains operated by Greater Anglia in the region are now bi-modal, contributing to the government commitment to phase out "diesel-only" trains. We support other forms of decarbonising technology as well as electrification such as battery or hydrogen units if studies show that lines are viable for alternative traction rather than overhead line. EMR currently have the largest number of diesel trains operating in Norfolk, making up 78% of their vehicles. Therefore, we would encourage an upgrade to a cleaner fuel type.

Hydrogen units could replace the diesel engines in the future. However, more work needs to be done on the development of hydrogen and research on cleaner fuels is progressing rapidly. Therefore, this is a long term aspiration that could be replaced by a newer technology by the time it sees fruition. The Norfolk Local Transport Plan 4 supports the aspirations of the British Energy Security Strategy, April 2022, to support a hydrogen economy and will continue to review hydrogen studies in the region.

# Chapter 6: Freight

The county council supports the transfer of more freight from road to rail. The use of rail for freight is largely market-led, with private companies making decisions about whether to transport goods by rail based on factors like cost and convenience. The rail network itself is not generally a constraint to freight operations, although freight paths may be limited once out of Norfolk, and dedicated freight facilities may be lacking at the places where companies require loading / unloading.

In December 2023 government set a target of at least 75% growth in freight carried by rail by 2050. Setting a target for rail freight is vital as a tonne of freight moved by rail produces around a quarter of the carbon emissions that it would if it were moved by road.

We support the development of micro consolidation spaces with a rail connection, particularly where there are suitable conditions for sustainable onward transport. These spaces consolidate goods at a location closer to the delivery point so that areas can be served without the intrusion of large HGVs. If found to be a suitable location micro consolidation spaces have the potential to support the decarbonisation of the road network and air quality, moving freight out of certain areas.

The county council will consider on a case-by-case basis what it can do to facilitate rail freight, whether this be putting its support behind proposals or engaging in feasibility studies. The county Council strongly supports the Ely Area Capacity Enhancement, which is essential to unlock rail freight potential in Norfolk.

According to Network Rail a single freight train can replace up to a mile of lorries on a stretch of motorway and **each freight train removes 76 lorries from our roads**, which could result in around one billion fewer Heavy Good Vehicles (HGV) miles every year.

## Ports

There is currently no direct rail access to King's Lynn or Great Yarmouth ports meaning all freight is required to move by road to either a rail freight connection. Further work has been done to look at rail links with the region's major ports, notably the [Transport East Transport Strategy – Unlocking International Gateways](#), Nov 2021.

This report found that ports at King's Lynn, Lowestoft and Ipswich contribute £360 million to the economy every year and support 5,200 jobs nationally. King's Lynn Port has attracted substantial investment in part due to the increased volume through the port.

Although not in Norfolk, Lowestoft Port, and any freight movements that could be introduced over that route, would have an impact in Norfolk as Lowestoft trains run along the Wherry Line. In 2022 a company importing ballast used on rail tracks moved to the port, moving product to the rail sidings and then to rail freight wagons to be distributed across the network.

## **King's Lynn**

Our analysis showed that potentially King's Lynn's manufacturing-based economy could benefit from better freight connections. Sites to the south of the town are served by disused rail links which, over time, could be brought into re-use to serve appropriate business needs. We continue to support the existing freight movements including glass sand from Middleton Towers.

## **Snetterton**

A spur off the Norwich to Cambridge line was in previous use. This is in a good location to serve as a freight road-rail facility due to its convenient location close to the A11 and existing distribution / warehousing facilities in this area. Further feasibility into the need and potential of bringing this back into use is supported. The county council wants to maintain the long term future of the rail head at Snetterton Heath.

## **Great Yarmouth**

The county council purchased the former rail freight site at the edge of Great Yarmouth near Vauxhall Holiday Camp with a view to securing its potential future use as a freight facility. Known as the Vauxhall Sidings, the previous Rail Prospectus committed to bringing the site back into use. This has now been achieved by Eastern Rail Services who supply rolling stock to several mainline companies, include a trackwork and locomotive hire business, provide film and TV props, charter and test trains.

## **Norwich Riverside terminals**

We continue to support the existing freight movements including aggregates from Norwich Trowse and Norwich Riverside terminals.

## **North Walsham and Bacton**

A report from British Pipeline Agency states that that the Bacton terminal supplies 20-25% of the UK natural gas requirements (2021). The gas condensates are transported from the terminal to North Walsham, adjacent to the train station. The freight is then moved from North Walsham to rail wagons and transported to the Harwich Refinery by rail.

## **Felixstowe Freight route electrification**

Although not in the county, the county council supports further development of the Felixstowe to Nuneaton freight route. This is vitally important to the region's economy and potentially enables freight on the Great Eastern Main Line to be rerouted. The ability for freight to be handled at Brandon in Suffolk, and on the independent Mid Norfolk Railway, is noted.



# Chapter 7: Partnerships and Infrastructure

**The county council is engaged in several partnerships pushing for improvements along various routes. The nature of ownership and responsibility of the railways mean that large infrastructure projects are driven through partnership working. We support infrastructure improvements that enable greater speeds, more reliability of services, additional services particularly for freight, to unlock growth and to provide a better service for those with additional access needs.**

There have been several achievements since the 2013 Rail Prospectus, including Network Rail's King's Lynn Service Enhancements project which was approved in February 2019. This project improved platform and stabling infrastructure to allow longer eight-car trains and relieve the sustained overcrowding. Watlington Rail Station car park has been expanded and a new station at Cambridge North opened in May 2017. The Great Yarmouth rail station forecourt has been improved and there is a new right turn out of the station, making it easier to access and serve by bus.

A key achievement achieved by successful partnership working across the region saw the replacement of the entire train fleet for Greater Anglia. These new trains bring better passenger comfort and convenience, and improved accessibility, as well as contributing to significant reliability improvements. Also, a new 80 metre platform has been installed at Sheringham Rail Station to accommodate the new Greater Anglia trains in 2019.

As part of Devolution, we will build close working relationship with Great British Railways, which will help us to hold operators to account for poor services as well as highlight infrastructure priorities. The draft Devolution Deal states "Government will support Norfolk in seeking a new rail partnership with Great British Railways, once established, so that their priorities can be taken into consideration in future decisions." More influence over rail will help the council secure better services for Norfolk and support better coordination and integration between rail and bus for more sustainable multi-modal journeys.

Key partnerships for Norfolk infrastructure improvements include:

- Greater Anglia
- Great Northern (GTR)
- East Midlands Railways
- Network Rail
- Transport East
- Department for Transport
- Project partnerships including East West Rail Partnership and the Ely Area Capacity Enhancement (EACE) programme.
- Great British Railways are due to become a key partner.

We will work with partners to ensure that rail infrastructure is fit for the future through climate adaptation and ensure that the emerging DfT Climate Adaptation Strategy is considered alongside maintenance, upgrades and new rail schemes.

## **Ely Area Enhancements**

The Ely area is a major constraint on limiting train numbers on the Felixstowe to the Midlands freight line, as well as on the King's Lynn, Peterborough, Norwich and Ipswich passenger lines. Government has committed to progressing the Ely Area Enhancements project as part of their Network North announcements and we are working with various partners on this, not least to secure release of funding for its progression.

The Ely Area Task Force brings together MPs, local authorities, and the Cambridgeshire and Peterborough Combined Authority to push the case for significant investment and improvements at Ely.

## **Trowse Junction**

Studies have been undertaken to investigate bottlenecks for rail services into Norwich from outside Norfolk. Work has dovetailed with that of partners looking to open up a major regeneration opportunity in East Norwich. The track at Trowse swing bridge is currently single track, but studies have explored whether this is the limiting factor for rail services and whether it could be made double track. Doubling the track would improve speed and capacity of trains to Norwich. Findings to date indicate that the first constraint to rail services is the track layout to the county side of the bridge, and the county council supports infrastructure improvements in this area to unlock the bottleneck. We continue to support an additional track over the river, via a fixed bridge as this would remove further bottlenecks and potentially provide more resilience than the current opening bridge but recognise the constraints to this including navigational rights on the river.

## **East West Rail**

The county council is a member of the East West Rail Main Line Partnership which consists of local authorities and businesses and has been campaigning for East West Rail since 1995. The route will link Oxford, Milton Keynes, Cambridge, Norwich and Ipswich. The Partnership works closely with Government, the East West Railway Company, Network Rail and others to ensure its full potential is realised. We also work with Transport East in ensuring the last connection to Norwich is included in plans.

## **Bridges**

Network Rail is responsible for railway bridges over disused railway lines. However, many of these bridges are now over active travel routes maintained by the county council as part of the Trails Network. Therefore, we want to see better communication over any works proposed on these bridges and hope that a closer relationship with Great British Railways will facilitate better dialogue.

## Downham Market and Littleport

There are no intermediate signals between Downham Market and Littleport and this imposes a severe restriction on the number of train movements possible: there can be only one train between these two places at once, so even another train moving in the same direction cannot enter the section until the first train has cleared the other end. Freight trains (mainly silica sand workings from Middleton Towers near King's Lynn to the North) take about 12 minutes to clear this section, passenger trains about nine minutes. Given that trains cannot cross on these single times sections, and that train timings are essentially determined by the running of other trains south of Cambridge, this lack of adequate infrastructure for current conditions has been a significant factor in the degradation of journey times between King's Lynn and King's Cross: many northbound trains are forced to be timetabled to sit and wait for some three minutes at a point north of Littleport station. We are therefore pressing for reinstatement of the double track line throughout to King's Lynn.





# Chapter 8: Funding

Although local authorities do not have control over what rail projects are funded, we do have a role in working with partners to ensure funding is spent in Norfolk and bids are made for the right projects. There is a need to be ready when new funds become available, such as the New Stations Fund, Restoring your Railway Fund and Access for All. No stations in Norfolk received funding through the Access for All Programme in Control Period 6. However, we continue to apply to this fund for projects in Norfolk with the priority being Wymondham Station. Each Control Period is a five year delivery plan for rail used by Network Rail to decide investment priorities. Control Period 7 is 2024-2029 so we will need to plan now for our priorities in the next control period.

## Funding and delivery

Railways are essentially funded from fare-paying passengers and a subsidy from government, with government making funding decisions for infrastructure projects and the level of service provided on routes. Station improvements are funded largely through the Rail Operator for that station, and the funds listed above such as Access for All or the New Stations Fund.

A major change introduced in 2019 has been the move from a five-year programme of committed improvement schemes to the Rail Network Enhancements Pipeline (RNEP) process, described earlier. This process has advantages in that it does not commit to delivery of schemes from the outset; rather there is a series of staged gateways where decisions are made about whether to proceed to the next stage. However, there is an increasing expectation that government looks to local stakeholders to provide funding at each and every stage. This is difficult as budgets have been reduced significantly in recent years, costs are considerable, and there is significant risk at the early stages of scheme delivery about whether the scheme will ultimately progress to delivery.

## Rail industry

In May 2021, government published the Williams-Shapps Plan for Rail. Setting in motion changes to the structure of the rail industry including the formation of a new public body, Great British Railways, that will bring the vast majority of the network under single national leadership. Although the necessary legislation has not been enacted to bring this forward, we have seen changes to the franchising model with train companies now operating under direct contracts from government setting out the level of service being provided. The King's Speech in Autumn 2023 included scrutiny of a draft Rail Reform Bill in the next parliamentary session. This will consider establishing Great British Railways, currently set up as the Great British Railways Transition Team, changes to national passenger operating contracts and ticketing systems.

The two traditional sources of rail industry funding / improvements are from Network Rail spending programmes and franchise renewals. These are discussed below although as set out above, there is ongoing change in these arrangements.



## **Network Rail spending programme**

Network Rail is responsible for the maintenance and improvement of infrastructure, such as track, signalling and level crossings. Their spending programmes for maintenance and renewals are divided into five-year periods.

As set out earlier, improvement schemes are now the subject of a new process. The county council will continue its engagement with the rail industry to secure investment for Norfolk's benefit in future programmes.

## **Franchises / Contracts**

Train services are run by Train Operating Companies on a franchise or contract basis. Franchise renewals previously offered a good opportunity to secure service improvements such as enhancements to frequency, quality of service or rolling stock. These enhancements might either be specified by government (and therefore must be paid for by the taxpayer if they do not pay for themselves through rail fares) or by train operators. If the train operator feels they will generate a financial return, they may invest their own money into projects. These projects are therefore funded by the private sector with no need for public subsidy. The direct train service between Norwich and Cambridge and rolling stock replacement were secured as part of franchise renewals. However, the Railways Bill aims to change the way franchises are managed, allowing rail contracts to be taken into public ownership at the end of the franchise renewal, or if standards are poor. It is unclear, at the time of writing, how this will be managed but we will work with Great British Railways, and local stakeholders, to maintain a high level of service for rail in Norfolk.

## **Norfolk County Council Transport Funding**

Although the county council is not responsible for funding rail services or infrastructure, we have a strong record of putting in funding, although this has reduced in recent years due to reductions in our budgets. We have put funding towards infrastructure (mainly access to stations and information systems), supported essential services and plan to investigate the most effective ways to use funding on feasibility studies. Recently, however, we have a much reduced level of funding available and cannot put in the same levels of funding as previously. Increasingly we will have to look towards drawing in funding from other sources to support our investment.

Our main source of funding for improvement projects (not supporting the running of services) is Local Transport Plan (LTP) funding. We will continue to consider the use of LTP funding for rail studies.

Devolution will see the county council's directly elected leader having greater influence over decisions on rail.

## **Other potential funding sources**

Other potential funding sources include:

- Developer contributions
- Community Infrastructure Levies
- Locally retained, or supplementary, business rates
- Tax increment financing

## Community Rail Partnerships

There are two Community Rail Partnerships in Norfolk – the Bittern and Wherry Lines – overseen by Community Rail Norfolk, a not for profit company. The two partnerships comprise local communities, individuals and organisations who take on a significant role in their local rail services. The partnerships are invaluable in the promotion and development of the services and make a significant contribution to things like upkeep of stations on a voluntary basis. Although the county council does not directly give funding to Community Rail Partnership we are committed to supporting them and often work together on projects.



# Appendices

## Appendix 1: Rail Station Passenger Numbers

Station	Passengers 2019/20	Passengers 2020/21 (affected by Covid-19)	Passengers 2021/22	Passengers 2022/23
Norwich	4,041,818	967,650	3,213,504	3,963,948
King's Lynn	931,394	240,162	683,706	757,034
Diss	671,300	124,442	422,272	559,966
Great Yarmouth	344,276	117,164	347,854	393,322
Downham Market	512,772	129,058	341,550	386,270
Thetford	286,700	73,700	226,022	276,522
Cromer	213,936	60,352	212,590	244,294
North Walsham	226,116	54,894	221,032	243,208
Sheringham	182,288	53,214	233,550	232,222
Wymondham	196,036	56,424	150,466	196,452
Attleborough	158,464	41,592	131,918	168,896
Hoveton & Wroxham	125,260	38,880	112,218	124,804
Brandon	111,572	26,804	93,682	115,102
Watlington	138,366	39,078	105,886	107,724
Brundall	89,742	33,282	83,006	92,068
Lingwood	43,536	12,622	37,524	44,230
Acle	41,618	8,478	33,642	40,672
Reedham	41,074	10,770	36,230	37,042
West Runton	26,076	9,144	31,834	32,918
Gunton	18,560	3,334	22,228	28,446
Worstead	25,404	6,730	22,270	26,816
Roughton Road	21,552	3,304	20,956	24,670
Cantley	17,048	7,004	14,776	15,740

<b>Station</b>	<b>Passengers 2019/20</b>	<b>Passengers 2020/21</b> <small>(affected by Covid-19)</small>	<b>Passengers 2021/22</b>	<b>Passengers 2022/23</b>
<b>Brundall Gardens</b>	9,408	9,318	11,358	14,558
<b>Salhouse</b>	9,856	11,566	12,692	14,006
<b>Haddiscoe</b>	12,650	2,870	9,086	10,304
<b>Harling Road</b>	3,794	646	978	2,104
<b>Eccles Road</b>	2,390	296	1,276	1,830
<b>Berney Arms</b>	42	348	868	950
<b>Spooner Row</b>	276	74	320	382
<b>Buckenham</b>	212	98	300	354

These figures are taken from the [Office of Rail and Road's Estimates of station usage](#) in and out.





**Norfolk** County Council

