

## Who are we?

Railway Mission exists to provide ongoing face-to-face support to railway people through our national network of regionally-based chaplains.

The UK's rail network could not function without the hard work of over 150,000 railway professionals. Each of them is essential to maintaining and improving railway services and facilitating around 1.3bn passenger journeys each year.

Rail staff and their BTP counterparts face significant challenges. They bear a high degree of responsibility for passenger and colleague safety, and often work unsocial hours and in remote locations.

In addition, traumatic events such as rail suicides and operating incidents, along with security threats, can take their toll. We believe that rail staff deserve to have access to someone familiar who they can rely on; someone they can talk to during life's ups and downs.

### Inside: How we can help...

“ Railway Mission has been a friendly voice and listening ear to the rail industry since 1881. We know and care about railway people and their families.



Railway Mission

## Support on life's journey

Railway Mission  
Rugby Railway Station  
Rugby CV21 3LA

[office@railwaymission.org](mailto:office@railwaymission.org)

**07718 971 919**

Railway Mission  
is a registered charity in England and Wales (1128024)  
and in Scotland (SC045897)  
A company limited by guarantee  
registered in England and Wales (06519565)

[railwaymission.org](http://railwaymission.org)

“ Because railway people deserve a trusted and reliable friend



Railway Mission

## How Railway Mission chaplaincy can help support you



# How we can help you...

## Being an impartial friend through life's ups and downs

Each of our regionally-based chaplains aims to be an impartial 'friend' for those who work on, and use, the rail network.

Indeed, most chaplains are seen as colleagues as they get to know staff in their areas. They are around in the good times and the bad, especially during an individual's time of loneliness, stress, depression, bereavement or illness.

In order to provide effective care to as many people as possible, our chaplains travel extensively, getting to know people. In being available at all times, chaplains are well-placed to build staff resilience and help them to avoid reaching personal crisis.

Offering an impartial and confidential listening ear, chaplains regularly meet train drivers and crew members, and staff working at stations, depots, mess rooms, offices, control rooms, signal boxes and line-side works.

They work hard to build relationships with Local and Mobile Operations Managers, and BTP officers. Our understanding of the rail industry, along with our extensive life experience, enables us to engage with people at all levels and in all areas of the business.

**We work hard to contribute to the industry's chain of care.**



“  
you.

I'm extremely grateful that you were there when we needed

*Network Rail Infrastructure Manager, after a worker was critically injured in Staffordshire.*

## There in times of personal crisis

With suicides at an extraordinarily high level, our service has an increasingly important role to play in prevention. Last year, rail suicides statistics included the deaths of several railway workers.

We are working hard to be of more assistance in helping staff to avoid reaching a point of considering taking their own lives.

In the deeply distressing event of a suicide by a rail worker or, more usually, a member of the public, our chaplains have proved to be an invaluable part of post-event care.

We are often used as a referral point for suicide victims' relatives, and are sometimes asked to conduct funeral or memorial services.

**Katy Hope, a suicide victim's widow, wrote to us recently to say: "Thank you for offering me your time and your insights, and for listening."**

## There at emergencies

While train crashes and derailments are thankfully rare, our chaplains are on permanent standby to meet the challenges presented by such events. We have attended every major rail incident in the UK since the late 1990s.

During emergencies, we ensure that rail staff, BTP officers and affected families receive the practical assistance and listening ear they need. We are also on hand in the days, weeks and months following emergencies and tragedies.

## Working with others

Working in association with Network Rail, individual TOCs and FOCs, and BTP, the network of relationships each of our chaplains establishes connects every part of the industry and transcends company structures and boundaries.

As demand for our service grows, we are expanding to ensure we continue to fulfil our pledge that nobody in the rail industry needs to feel alone, and we have recently recruited and trained new chaplains to add to our experienced team.

## How you can help us...

We are extremely grateful for the support given to us through the rail industry, including Network Rail, Rail Delivery Group and BTP, along with faithful individual supporters and groups.

Your gifts and donations help us to run our nationwide service, and we thank those who understand the vital role we play by being willing to give generously and partner with us in our support service to the rail industry.

As an extremely cost-conscious charity with a budget of around £540,000 annually, we provide exceptionally good financial value with almost all of our expenditure focused on frontline services.

Find out more on our website.

[railwaymission.org](http://railwaymission.org)

**Support on life's journey**

Working in partnership with

