



Volunteer contribution to the
Settle - Carlisle Line 2022

This paper seeks to quantify the work undertaken by FoSCL volunteers to support the Settle Carlisle Railway Line. It is based on records kept by Committee Members, Team Leaders and individual volunteers. By its nature it can only ever be a very broad estimate.

Qualitative Input:

Volunteers provide an enhanced experience for visitors using the Settle Carlisle Line in many different ways including as follows:

Ensuring a facility is provided for visitors e.g. the Ribbleshead Cafe and Visitor Centre is only viable with volunteers. We receive around **6300** visitors per season.

Selling refreshments, souvenirs and memorabilia – through our 2 shops at Appleby and Settle and online. This enables visitors to show others items they have purchased on their visits thus promoting the line to friends and families. The money raised from these sales help to fund a range of projects which enhance the appeal of the line to visitors and help to maintain and preserve its historic character for future generations.



Providing visitors with something to see when they use the line. Our two preserved signal boxes at Armathwaite and Settle receive **2000** visitors per annum.



Appealing to the growing tourist market. Our On Train Guides are deployed on over **200** trains per annum in support of pre-booked coach tours enabling over **8000** coach passengers and a similar number of other passengers to hear about the line. We plan to enhance this offer in 2023 by providing a guide for trains without tours.

Enhancing the Settle Carlisle Line offer. Our Guided Walks, offered free of charge attracted over **1200** paid passenger journeys per annum with significant repeat business and regular new participants who have received recommendations.

Bringing history to life through our new heritage tours offering a range of walks, talks and exhibitions from the iconic Ribbleshead Station. We plan a full season in 2023 and estimate over **500** people will take part based on August 2022 trials.

Promoting the train services via distribution of **60,000** Line Guides per annum along with information on guided walks, heritage tours, connecting bus services and information leaflets from our many partners along the line.

Supporting diversity and inclusion by promoting a dementia friendly user experience. In 2023 we plan to approach minority communities in West Yorkshire & East Lancashire to grow the number and range of people visiting the line.

Recording and promoting built heritage through the work of our Conservation Area Team who maintain a detailed website, write many social media articles and provide thousands of photos with free public access to promote awareness.



Purchase and restoration of Dent Station building – we have managed the process with our own volunteers thereby improving the visual amenity of the station and enabling visitors to the line to stay at this iconic location, the highest main line station in England. This continues the tradition of support for heritage projects along the line, notably through our grants to the Settle Carlisle Railway Trust.



Promoting the Line - active engagement with community groups and councils along the line on a range of activities and events through which we gain valuable insight into the transport needs of the communities as well as promoting the line. For 2023 we plan to start providing talks to a wide range of community organisations about the Settle Carlisle Line to encourage more visitors. Supporting services on the line - working closely with the train operator and relevant parties, the provision of data to improve timetables and rail services.



Support for Integrated Transport - through DalesBus and other organisations. We are actively involved in maintaining existing bus services to stations and seeking out new opportunities with local authorities. We have also made financial contributions for some years now towards connecting bus services and have supported the Northern DalesBus as featured on BBC4 'All Aboard the Country Bus'.

Quantitative Input:

FoSCL has **100+** active members who volunteer on a regular basis plus others – including non members – contribute from time to time. We estimate this equates to over **32,000** hours per annum. Using ***£26.10** per hour this equates to c.**£842,000** of benefit p.a. This information may be quoted externally with FoSCL shown as the source.

Volunteer input is shown by activity type and includes both direct and indirect support:

| Activity | Hours | Commentary |
|--|---------------|---|
| Conservation Area (SCRCA) | 2,000 | Record, photograph, promote the heritage |
| Dementia Support | 250 | Supporting a dementia friendly line |
| Guided Walks | 3,000 | Available free to the public all year round |
| Health & Safety Support | 500 | Research, advice, support and site visits |
| Heritage Tours | 1,000 | From Ribblehead Viaduct |
| Holiday Property (Dent) | 700 | Available for rent by the public |
| Integrated Transport/Local Authorities | 270 | Working with Councils & Bus Companies |
| On Train Guides | 3,000 | 20+ Guides operating at least weekly |
| Ribblehead Visitor Centre | 3,500 | April to October at Ribblehead Viaduct |
| S&CL publicity | 1,365 | Line guide distribution and social media |
| Service Monitoring/Northern Rail Liaison | 300 | Including the Service Improvement Group |
| Signal Boxes (Armathwaite & Settle) | 2,500 | Including visitors, maintenance and supplies |
| Shops (Appleby, Settle & Online) | 6,750 | All retail activities, purchasing and finance |
| Station (Adoption/Gardening/Painting) | 6,250 | Making the stations attractive for visitors |
| Volunteer Support | 900 | Team Leaders, Coordinator, Committee |
| Total number of hours | 32,285 | |

FoSCL internal administration and other work not directly in support of the Line are excluded from the above. Supporting activities are included under the relevant activity.

