

NRM
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MUSEUM

Volunteer News



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Cover Image: Streamlined Duchess of Hamilton. All images courtesy of NRM Studio unless otherwise stated.

Greetings and Salutations

Hello everyone and welcome to the newest edition of Volunteer News. The last few months have been a very busy time, both for me and the Museum. In addition to the alterations to the City Entrance and Station Hall, the staffing structure has undergone a rather large shake up. This has resulted in, amongst other things, my movement from the now defunct Cultural Planning Team to the newly formed Learning & Public Programmes Department. The team is comprised of Learning, Public Programmes and Volunteering and is headed by Annie Devitt. For those of you who wish to come and see me, I'm now based in the Learning Platform Offices – feel free to bob in anytime.

I'd like to say a big thank you to everyone who completed the Volunteer Survey earlier in the year. The results made for very interesting reading and have given me some great ideas on how to develop our volunteer programme in the future. Later on there is a brief review of the findings, but if you'd like to see a full copy of the results please let me know.

Coming up in this issue are articles on the redesign of Station Hall, this year's Volunteer Seminar and a new arrival at Locomotion. But before all of that is news of another honour for someone at the NRM.

I hope you enjoy it.

Matthew Hick
Volunteer Officer
01904 685737
matthew.hick@nrm.org.uk

NEWS AND UPDATES

In this month's News and Updates there's a review of the 2011 Survey results, an account of the volunteer trip to Siemans and the usual updates from Locomotion. First though is news of Michael Wallace's MBE.

Michael Wallace Receives MBE

Earlier this year Michael Wallace, Honorary Secretary of the Friends of the NRM, was awarded an MBE for voluntary services to the National Railway Museum. Since joining the Friends, in 1992, Michael has been involved in a variety of different activities, including editing the FNRM review, providing guided tours and helping to produce two volumes of *The History & Development of Railway Signalling in the British Isles* for the Friends. Congratulations Michael, it was richly deserved.

NRM+

For those who are unaware, in April the Museum learnt that its bid for funding from the Regional Growth Fund (RGF) for NRM+ failed. This meant that NRM+ as a cohesive project was no longer viable and has therefore been cancelled. Although this is clearly a major disappointment the Museum's vision for the future is clear and there are other exciting projects in the offing.

Current Vacancies

Over the next few months I will be contacting those volunteers who have not been active for the past year and offering them the opportunity to get involved with the Museum again. If you'd like to get started before then, or perhaps just fancy a change of role, then visit the volunteering section of the website for full details on our current vacancies.

If you are no longer able to actively volunteer, but wish to continue supporting the Museum, why not consider joining the Friends of the NRM. Contact details can be found on the website.

Badges/Uniforms/Branding

For those of you who haven't noticed, the National Railway Museum is currently going through a rebranding process. As part of this, the old logo is being replaced by a new, more dynamic one; one that represents both the Museum's links with the past and its connections to the future of the railway industry.



Above: New Logo

Financial constraints mean that the process will be a gradual one, with changes being made as and when new items are required. The only impact on volunteers will be the replacement of your current name badges. It is hoped that this will take place within the next couple of months.

Insight Days Cancelled

In the last issue of Volunteer News I announced that NMSI would be running a series of Insight Days throughout the year. Unfortunately, due to the current recruitment freeze, the Learning & Development Department has decided to put them on hold for the time being.

Judging by previous feedback, I am aware these days are fairly popular and I will endeavour to ensure that places are able to volunteers when they are restarted.

Quiz Night

On Thursday 6 October, starting at 19.00, the Friends are hosting a railway and general knowledge quiz night at the Museum. During the evening there will be a raffle, a hot meal and a cash bar. Tickets are £10 per person (food included) with the proceeds being donated to the Stirling Single Tender appeal.

For tickets or enquiries please contact the Friends Office.

2011 Staff Briefings

The details of this year's remaining staff briefings are as follows:

Date/Month	Host Department	Venue
20 October	Cultural Planning	Gibb Theatre
17 November	Visitor Experience	Gibb Theatre
15 December	Retail	Gibb Theatre

As usual, all briefings are planned to take place between 9.00 and 10.00. Whenever possible, I will attempt to send out an agenda to those of you on email. This will usually be a couple of days prior to the event, depending on availability.

As dates and locations are subject to change, it is always best to double check with me before making the journey in.

New Arrivals at Locomotion

There have been several new arrivals at Locomotion recently, with North Eastern M Class No. 1621 and a Wagon Lits coach

from the Night Ferry now on show. In addition, two Royal coaches – Queen Alexandra’s saloon and the first class Royal diner – both from the LNWR royal train will shortly go on display.

Santa Specials

Locomotion is welcoming a very special guest this December – Santa! Admission to the Santa’s Christmas event is by ticket only and includes train ride, magic show, craft activity, music and a quality gift from Santa. Tickets are available now, priced: Child – £8; Adult – £5.50; Family (2+2) – £25; Family (2+3) – £32.

Student’s Success

Locomotion’s partnership with Darlington College and Trackwork continues to offer local people the opportunity to gain an NVQ Level 2 qualification in Permanent Way Renewals, and approximately 150 students have now successfully completed the course. Two students from the first intake have been successful in finding employment, and the team at Locomotion were delighted by their feedback:

‘Thanks to the exceptional training and advice given to us from all the staff at Trackwork, we have been very successful in finding work. This would not have been possible if we had not received the training and competencies from the course at Shildon Railway Museum. We would recommend this course to anyone wanting to start a career in the rail industry.’

Volunteer Seminar 2011

Thank you very much to all who attended this year’s Volunteer Seminars. During the course of each day we covered a broad range of topics: starting with the Director’s five year vision for the

Museum and ending with a lively discussion of the 2011 Volunteer Survey results. Although the feedback I received from the seminar was very positive, a number of interesting points were made about the structure, content and possible location of next year's event.

With regards to the structure of the seminar, it was suggested that the forum be extended and moved to an earlier point in the day; that a mid morning break be introduced and that the staff be allocated more time for questions. Taking into account your comments on the day, it is unlikely that the length of the forum will be extended as the majority of people would like more time given over to Museum or volunteer updates. However, by keeping its position at the end of the day it does allow us to overrun slightly and for those volunteers who wish to discuss matters in more details to do so. I'm sure you'll be relieved to know that from next year I will be introducing a mid morning toilet break! However, in order accommodate this I may look into starting the day at 10.00 rather than 10.15. I shall also ask those speaking at the event to make more time available for your questions as it is important you are able to get the answers you are looking for.

As the majority of people were very happy with the content of this year's seminar I will try and ensure that a similar blend of topical issues and volunteer suggestions make up the 2012 agenda. One thing I will be doing, however, is asking staff to give their presentations a volunteer focus. The reason for this is that I feel it's important that presentations are framed within a context that makes it clear what the impact will be on you as a volunteer.

Finally, the issue of moving from the Gibb Theatre into either the Yorkshire Rail Academy or the Walker Suite was raised.

However, having tried both these venues in recent years it is the general consensus that the Gibb is best suited to our needs. We will, therefore, continue to use it for future seminars – providing we don't get bumped out at the last minute!

Although the seminar continues to be popular, I am aware that there were a number of volunteer teams not represented. In order to make it as appealing to as broad a range of volunteers as possible I would be very interested to hear from those who did not attend. Please feel free to contact me and let me know what I can do to make future seminars more enticing for you and your teams.

Survey Results

When I started as Volunteer Officer, in late 2008, one of the first things I did was produce a volunteer satisfaction survey. The idea was to gain an understanding of what you wanted from a volunteer programme and how I could go about achieving it. The results made for interesting reading, highlighting a number of areas of concern, such as poor communication and a lack of staff engagement. After two and half years I felt it was time to see how things had changed. So, in March of this year, a survey comparable to the 2008 version was issued, and a representative sample of 125 were completed and returned. Here's what you had to say...

Back in 2008 one of your main concerns was the lack of staff engagement in volunteer projects. Over the past couple of years the Museum has worked hard to improve the way these projects are managed and to ensure that clear lines of management exist between staff and their volunteers. Although work can always be done to improve these areas, it is very pleasing to see that 80-90% of you are satisfied, or very satisfied, with the communication

and support you now receive from your line managers. I am also very pleased to see that 82% of you are satisfied with how your questions are dealt with. It shows a great improvement on the 2008 results and proves that we are moving in the right direction in terms of dealing with some of the communication problems that existed in the past. Despite this, there are still communication issues that need resolving, one of which is the difference in the amount of information received by those on email and those not. Although hard copies of important emails will always be sent out, it is not possible to do this for every email. I would therefore encourage those without internet access to attend the monthly staff briefings or to make arrangements for your line manager to update when you are on site.

Another issue which was raised is the difficulty in understanding “the Museum’s complicated structure”. Although it was unclear if this statement related to the NRM as whole, or just the volunteer programme, I will be addressing both in the forthcoming Volunteer Handbook. However, to clarify the situation as it relates to volunteering, each role or project has a line manager (separate from the Volunteer Officer) who is dedicated to the management of that team. They are responsible for the day-to-day operation of the team and can be consulted on any issues relating to that role. As Volunteer Officer I function in more of a HR capacity, overseeing the whole volunteer programme and, amongst other things, the development of projects, undertaking recruitment and inductions and dealing with none role related enquiries.

Ensuring that you feel a part of the NRM and the team you support is very important to the Museum. Although the majority of you said you felt this was the case, a small number of

volunteers did express an interest in helping out in other areas. If you are in this situation please visit the volunteer page on the website, where we advertise all our current vacancies, or contact me directly and I will supply you with the appropriate role descriptions.

Perhaps the most surprising result from the survey was that less than 40% of you wanted more team meetings. When this issue was discussed at the seminar a number of people said they did not feel it was necessary to have team meetings as their questions were now being readily answered by their line managers. Although this is good news, it should be noted that team meetings are important for a variety of other reasons. Besides providing an opportunity for teams to get together, they also give line managers the chance to update everyone and go through important issues with you. I will, therefore, continue to encourage managers to run these sessions and hope you will continue to support them.

Finally, towards the end of the survey I asked a number of questions relating to the Volunteer Seminar and the annual Awards Dinner. Generally, people seem very satisfied with both, although there does seem to be a lack of understanding of the of the recognition scheme, particularly amongst newer volunteers. To put it simply, volunteers are awarded recognition badges for the time they are registered with us:

- A single wheel is presented annually during years one to four
- A bronze badge is presented after five years service
- A silver badge is presented after ten years service
- A gold badge is presented after 15 years service

- A platinum badge is presented after 20 years service

When developing this survey I did feel as if I was preparing to place my head into a lion's mouth. However, having looked at the results I am very pleased to see that you feel the volunteer programme is in good shape. Obviously there are issues which need addressing and, particularly where they relate to the clarification of things like the Museum's structure, I intend to do this in the forthcoming Volunteer Handbook. I will continue to work with your line managers to ensure that you have an enjoyable volunteering experience and will use the information you have provided to inform the decision making process in the future. If anyone would like to see a copy of the results please let me know.

Budgetary Changes

In the last issue of Volunteer News I mentioned that there was the possibility of significant cuts to the volunteer budget. Thankfully this has not come to fruition, and we have only suffered a slight trim! This means that, for the time being at least, I won't need to introduce any of the changes that were suggested previously. Good news, I'm sure you'll agree.

Siemens Visit

On a warm and sunny afternoon in April, 15 volunteers set out for the first trip of the year, a visit to the Siemens' Maintenance depot on Leeman Road. The site tour, given by Outstation Manager Neil Luty, gave a fascinating insight into current day workings in the railway industry and was a really enjoyable experience. The only slight disappointment was that, due to site regulations, we could only take 15 volunteers on the tour.

The York site, it was explained, is one of Siemens' satellite depots. During the day it carries out examinations on class 185 Trans Pennine Express (TPE) DMUs, whilst in the evening it undertakes maintenance and refuelling work. The site is very compact and is comprised of an elevated service line – giving easy access to a full length class 185 – office accommodation and stores. The stores are all computer controlled, allowing stock levels to be checked easily and replacements ordered quickly. Regular deliveries are brought in by Unipart Rail, which supplies Siemens with a comprehensive warehousing and logistics service. Elsewhere, there are areas for the disposal of the unit's retention tanks, refuelling and replenishment of fresh water supplies. Movement of DMUs around the site is controlled from the office by computer. The controller has the use of three power points, allowing different routes to be set and interlocked. CCTV and a large office window allow the controller to view the route set with the ground signals. Without doubt this must be one of the best train sets anyone could wish for.

At the time of our visit there was a Siemens built class 185 TPE DMU undergoing a 'B' exam. The group was able to enter the cab, where it was explained that any potential faults detected by the onboard computer could be down-loaded, assessed and rectified before a major problem developed.



Above: TPE DMU undergoing a 'B' exam. Image courtesy of David Thomas

Neil informed us that although his team comprised different grades and abilities they are all adept at undertaking a range of activities, varying from carrying out 'B' exams to cleaning out retention tanks.

The tour can only be described as excellent, with Neil Luty being a very good guide. The tour prompted many questions from the volunteers which Neil was only too pleased to answer. For me I couldn't get over the tidiness and cleanliness of the depot, giving a lasting memory of an efficient and well run place.

Tony Steadman
Volunteer Event Organiser

HOT OFF THE PRESS

Hot off the press this month are updates on the Toy & Model event and news of a special woolly winner! First though is a statement from the Director.

A Statement from the Director

In response to recent speculation about the repatriation of two A4 class locomotives from the USA and Canada, Steve Davies, Director of the National Railway Museum, has released the following statement.

"It has come to my attention that news of a proposal to repatriate two A4 Class locomotives from the USA and Canada has reached elements of the railway press from a non-official source. Although I am disappointed that the National Railway Museum has not been able to fully control the release of this news, I am nevertheless keen to minimise inaccurate speculation."

"It is true that the NRM has been in negotiations for the last six months with the National Railroad Museum in Green Bay, Wisconsin, and Exporail, the Canadian Railway Museum in Montreal, with a view to repatriating Dwight D Eisenhower and Dominion of Canada respectively, as part of the celebrations to commemorate the 75th anniversary in 2013 of Mallard's record-breaking run. The visit of a specialist team is in progress and a mutual decision will be taken, in conjunction with our trans-Atlantic colleagues, if the loans are considered a practical proposition. At this stage, absolutely nothing has been agreed. Fundraising to make this happen will be a principal challenge."

"I cannot emphasise strongly enough that this is a loan proposal and will emphatically not result in the permanent repatriation of either or both of these locomotives. This has been explicit in our negotiations from the outset and I am most grateful that our colleagues in the United States and Canada have so far shared this exciting vision with us."

Woolly Flying Scotsman Wins Model Competition



The National Railway Museum is pleased to announce that the winner of our recent Flying Scotsman model competition is Clare Scope-Farrell, who knitted a 3ft replica of the famous locomotive.

Above: Clare's woolly winner

Thirty-five year old Clare lovingly crafted her model from yarn, card, foam and toy stuffing. She sourced a textured material to represent coal, knitted individual spokes for the wheels and even incorporated the engine's firebox – complete with roaring fire!

Clare's labour of love, which took two months to create, was the most popular of the 34 models on display. As well winning the highly sought after prize of a ride behind *Flying Scotsman*, Clare also won a Hornby *Flying Scotsman* train set and a variety of other *Scotsman* goodies.

Big Fun with Little Trains

The National Railway Museum is inviting its October half term visitors to have some BIG fun with little trains.

From 22 to 30 October 2011, the National Railway Museum is hosting a free nine-day celebration of toys and model trains. The event will bring together the biggest names in toy and model trains, with hands-on workshops and play sessions hosted by Chuggington, Meccano, Big Jigs and Tomica as well as dynamic displays from Bachmann, the Gauge 1 society and event sponsor, Hornby. In addition, the author of Peter's Railway Books, Chris Vine, will be making a special appearance at the Museum. Chris has a great interest in model engineering and will be bringing in his five inch gauge train and talking to visitors about both modeling and his books. Craft sessions will allow children to make their own seasonal diorama depicting a locomotive making its way through a spooky landscape – perfect for getting in the Halloween spirit!

After experiencing all that the little trains have to offer, visitors may want to experience the thrill of a larger

locomotive by stepping into the carriage of a real working steam locomotive and taking a trip in the Museum's South Yard.

Sole surviving NER J21 Class Locomotive on Display at Locomotion

Built in Gateshead in 1889, No. 65033 is the only survivor from a class of 201 locomotives built to haul coal in the North East. It was taken out of service in 1939, but reinstated when the Second World War broke out. The locomotive is believed to have hauled



Prime Minister Winston Churchill and King George VI during a visit to a County Durham army camp in 1942. The engine was finally withdrawn in 1962, by which time it had become a local celebrity.

Above: Locomotive No. 65033

Now owned by the Locomotive Conservation and Learning Trust, the locomotive has been in the NRM Conservation Workshop at Locomotion for the last two months, undergoing cosmetic restoration. It is now on show in early BR livery, complete with British Railways lettering. The restoration project has been carried out by volunteers from the Stainmore Railway Society, along with trainees on the Engineering Heritage Skills Initiative programme who are based in the NRM Conservation Workshop at Locomotion.

Having recently returned from the 150th anniversary of the opening of Stainmore Railway No. 65033 now takes pride of place at Locomotion.

New Addition to Duchess of Hamilton

The National Railway Museum in York has announced a new addition to the iconic LMS Princess Coronation Class No. 6229 Duchess of Hamilton - a converted LMS railway carriage which has been restored to match the streamlined symbol of 1930s luxury.

Duchess of Hamilton became the most famous of her kind when she was shipped to America to take part in the New York World's Fair in 1939. The locomotive was selected as the best example of British engineering, based not only on her power and speed but the striking Art Deco design which oozed elegance and glamour. To pay tribute to this steam icon, in 2009 the National



Railway Museum restored Duchess of Hamilton to its former glory, reinstating its curved body panels and magnificent maroon and gold livery which had been removed from the locomotive during the Second World War.

Above: Duchess of Hamilton

Recognising the opportunity to enhance Duchess of Hamilton further, the Museum has selected a 1937 3rd Class brake corridor carriage to be taken from the National Collection and transformed to match the Art Deco locomotive. Restoration work has been carried out on the vehicle's roof with the

application of the rich Crimson Lake livery currently underway. The iconic gold speed lines, which rush from the nose of the streamlined locomotive along the sides of the new vehicle, will then be applied to the carriage to mark the completion of the project.

Matthew Ellis, Rail Operations Coordinator at the National Railway Museum, said:

“Duchess of Hamilton in its streamlined form is one of our most popular exhibits, and the Museum saw it as the perfect opportunity to make the display even more eye-catching by pairing it with a matching coach.”

Duchess of Hamilton and its new haul will be on display in the Museum from the end of September.

STRAIGHT FROM THE HORSE’S MOUTH

Straight from the Horse’s Mouth this issue is an update from the Miniature Railway Team, an introduction to Inreach and the story of an interesting visitor to the Museum. Before that, though, is news of what the APT-E Conservation and Support Group have been up to.

APT-E: 35 Years and Counting

Since November 2010, the APT-E Conservation & Support Group has re-commenced the cosmetic restoration of the APT-E, at Locomotion. The group has manned the train on a number of occasions, including the Record Breakers Cab-It! where the cab of Power Car 2 was opened up to the public. Visitors were able to listen to the original intercom recordings— made when APT-E took the British speed record in 1975 – attend guided tours, and,

as a special treat, view a media presentation that included a rolling slide show of Kit Spackman's unique photographs as well as footage from a number of APT-E related programmes.

In the run-up to Record Breakers the team completed major work on E train's electrical systems. This meant that come the event the cab, nose and power car lights could all be operated safely. The nose lights added greatly to the visitor's experience, with many people saying that the train looked alive. Overall the weekend was a huge success, with the group showing over 800 people around the train.

In August the group organised a reunion for the original APT-E design team, aimed at marking the 35th anniversary of E train's arrival at the NRM. In the run-up to the event the group worked hard to get the train in good trim. A great deal of effort went into refitting the VIP lounge and making the lighting system in Trailer Car I operational. All this work paid off, and it was greatly appreciated by those who attended what was another successful day.



Above: The group at working on the lighting. Image courtesy of Paul Leadley

If you are interested in finding out more about the project, the group have their own website: www.apt-e.org. Here you will find information on the restoration work that has been undertaken so far, a history of the project and details of the systems fitted to the train.

The group are always looking for new members, so if you are interested in helping with the restoration please go to the volunteer section of the NRM website for details.

Paul Leadley

APT-E Conservation & Support Group Volunteer

Inreach

There's a good chance that you've never heard about Inreach, so I'm pleased to take the opportunity to introduce everyone to a little project in Search Engine.

Everyday Search Engine is bombarded with enquiries from people all over the world hoping that we can answer their questions. The Visitor Services Assistants will always do their best to respond, but sometimes the questions are just too detailed or open ended. The advice has always been that if we can't answer your questions, come to the Museum and we'll do everything we can to help you with your research. However, not everyone can make that journey and that's where Inreach comes in.

For a modest £20 per day, enquirers can hire a member of Inreach to conduct their research for them. The team is staffed by volunteers and the fees help to fund the preservation of the NRM's collection and archives. The research is incredibly varied. In the past month questions have included a request for order details of Robert Stephenson & Co locomotives exported to New South Wales, Australia, in the 1830s and an enquiry for information about travel between London and Paris in 1933 for a new television drama.

Often the most interesting part of the work is the serendipitous discoveries that one makes when answering an enquiry. Whilst searching through Southern Railway journals I recently learned that the company first tried to replace wooden sleepers not with concrete but steel. The experiment was attempted in the early 1930s and was hailed as a way of generating new prosperity for the British steel industry. Another interesting oddity was the use, by the Southern Railway Company, of three aspect, upper quadrant semaphore signalling to create an equivalent to modern four aspect coloured signals. This was achieved by allowing the arm of the signal to be raised to a vertical position; thus a vertical arm indicated clear, whilst an arm at 45 degrees indicated caution. On a distance signal the 45 degree arm would indicate that the next signal would be at caution and the second signal would be at danger.

Our team currently consists of just four members. Phil Atkins and Margaret Smith will be familiar to many readers but our newest member Oliver Franks-Pedrick and I both joined Inreach as new volunteers at the NRM. Together we have managed to help a number of researchers find what they were looking for and, in the process, make some fascinating discoveries for ourselves. Long may it continue!

Christopher White
Inreach Volunteer

Miniature Railway Updates

The big news from the Miniature Railway Team is that Mardyke have delivered our new, superb looking Deltic. It arrived in a large trailer, and was gently positioned above the tracks. A strong ramp

was assembled and the loco was then manoeuvred slowly out of the trailer and down onto the line.

Once on the tracks it ran successfully up and down the line before being shut down and stored in the old shed. Since then all our drivers have been trained up and we are now able to run a longer train and, thus, carry more passengers per ride.

In addition to our new arrival, I am pleased to say that the layout is almost finished, with just a few lengths of track to add to the sidings. In addition, the platforms have been adapted to the revised track, and safety rails have been added to minimise any tipping by the new coaches. Over Easter we amended the train's formation, with Helen and John – our faithful locos – working a train comprised of a pair of new, sit-astride coaches sandwiched between two of the older South African ones. Opinions on the new coaches were generally favourable, particularly in regards to the padded seats; however, some visitors still preferred the apparent safety of the older coaches. Since then we have run mixed trains containing both types of coach.

As a professional signal engineer, I have often felt the need to have a few signals around the layout. After finding some suitable material I am now in the process of making quarter-scale outline signals, typical of the “Big Four” grouping companies, with a LNER (ex GNR) somersault signal, a GWR Centre-balanced signal, a lower quadrant SR signal, and a LMS upper quadrant design. These will be positioned along the line to give the atmosphere of signalling, although they will not be operational.

During the Easter and summer holidays the railway carried over 400 paying passengers a day and we have now sold our 200,000th

ticket. Thankfully, there are six or seven prospective volunteer drivers hoping to join our ranks, which will help relieve the pressure from those who have worked hard to keep the service running when there have been gaps in the roster. Their arrival will also help provide triple-manning during holiday times, allowing us to provide a service over lunch.

If you are interested in getting involved with the Miniature Railway, or Miniature Railway Garden, please speak to either Matthew Hick or James Pegg.

Blair Robinson
Miniature Railway Driver

An Interesting Visitor

On Saturday 9 April, I was sitting in the Station Hall Information Point waiting for my next customer when a rather dapper man of mature years approached carrying a suitcase. He asked for directions to the Friends' office, which I gave with the warning that it was usually closed on a Saturday. As it turned out I had no cause to worry, he had just come up from London to attend a Friends' Gala Dinner which was being held that evening to help generate funds for the restoration of *Winston Churchill*. He went on to explain he had been invited to the dinner because of his special connection to the Battle of Britain engine. My interest piqued, I couldn't help but ask what this connection might be. He replied that on the day the locomotive pulled the train carrying Churchill's body, from London to its final resting place, he had been the fireman. He added that he and his driver worked out of Nine Elms and that the engine had been prepared some time before the event and had stood in the corner of the shed covered in dust sheets. He finished by telling me about a book he had

written, entitled *Southern Region Engineman*, which contains a whole chapter on the day he fired Churchill's last train ride.

Before he left to find his hotel, I said I had been told some time ago that the engine on display was not necessarily the actual engine used for the funeral. He said he knew every scratch on the engine and could vouch for its provenance. As he left, I reflected on his 'famous for a day' moment and thought – as he would be doing that evening – he had probably dined out on it many times before. But why not?

James Lester's book, *Southern Region Engineman*, is available in Search Engine.

Neville Robinson
Information Point Volunteer

KEEPING YOU POSTED

In Keeping You Posted this month we have articles on several volunteer projects, including Search Engine, the Archives and the L&Y Signaling School.

The Archives

The last six months have been rather hectic in the archives. Staff and volunteers have been sorting, boxing and describing the Wolverton Carriage and Wagon Works archive; whilst the London and North Western Railway Society (LNWRS) have been helping to catalogue our LNWR drawings. Although we've been busy, as you'll see, we have also been very productive.

The Wolverton Carriage and Wagon Works project is jointly funded by the Friends of the NRM, and the Marc Fitch Fund. It is hoped that once complete it will make over 400 archive boxes of material available to the public. The task has been huge, but thanks to the help of our volunteers the catalogue currently stands at over 1000 pages long.

Since the project began five students – Jill Veitch, Charlotte Clayton, Stephen France, Matthew Bosworth and Jonathan Ellis – have, amongst other things, spent weeks compiling detailed reports. These reports, which span a period from 1890 to 1921, contain fascinating historical data relating to railway accidents, staff members and historical events such as strikes and world wars. Assisting our students has been one of our erstwhile volunteers, Ian Watson. Ian has worked on many of the Museum's archival collections over the years and his knowledge and dedication has helped enormously. Recently, he has spent his time painstakingly cataloguing 650 specification volumes, making available detailed information about vehicles built at Wolverton.

All of our students gained valuable experience whilst with us, and, at the end of their placements, one gained employment as an Archive and Record Assistant at Unilever whilst two were offered positions on Master of Archives and Records Management courses. Ian continues to volunteer with us and is currently working on cataloguing LMS and BR drawings.

I would also like to give enormous thanks to the LNWRs, who have been cataloguing our vast LNWR drawings collection. So far the team, comprised of Simon Fountain, Martin O'Keeffe, David Hanson, Harry Jack, Richard Ball, Graham Evans, Francis Pearce and Phillip Millard, have contributed enormously to the project,

listing 2000 drawings already! Their dedication has been outstanding, with some members travelling from as far as Margate and Edinburgh on a daily basis to assist with the project.

I hope this article goes to show how much we in the Archive Team appreciate the efforts of our volunteers. They help make a vast amount of historical information accessible to the public and are a huge asset to the Museum.

Alison Kay
Archivist

Search Engine

As many of you will know, our Librarian Karen Baker is currently on maternity leave and I am pleased to be able to tell you that the beautiful Melody Rose arrived on the 26 April weighing in at 7lbs 7oz. Mother and baby are both looking very happy and healthy.

I am now acting as Librarian while Karen is away; many of you will know me already as I have worked as a Visitor Services Assistant (VSA) in Search Engine since we opened 3 ½ years ago. While I am providing maternity cover the lovely Dawn Whitehead, VSA, has taken over the management of the Search Engine volunteer calendar.

As always, I give a big thanks to our volunteers in Search Engine – you have all done a superb job and continue to help us deliver a top-notch service to our visitors.

Mary White
Librarian

The L&Y Signalling School Gets New Recruits

The National Railway Museum is famous for its collection of locomotives and carriages, but perhaps not for its signalling equipment. Not surprising really, railway signalling is a complex subject that mystifies most rail enthusiasts, let alone ordinary visitors. However, each month our Signalling School volunteers attempt to tackle this problem head on by providing public demonstrations on an original signalling school layout.

For those who don't know, the Lancashire & Yorkshire Railway Signalling School layout is one of the jewels of the collection. It might look like an Edwardian train set, perched on a dining table, but in fact it's a carefully designed signalling simulator that was used to train signallers for over 80 years. When it came to the Museum, in the 1990s, it was in a sorry state of repair. But thanks to the efforts of Bob Brook, and a group of dedicated volunteers, it has been restored to a wonderful, operational condition.

As the new Associate Curator of Railways at the NRM I lead the L&Y Railway Signalling School team, and when I discovered they were short handed for a demo session, Matt and I filled the breach. As an ex-signaller I thought it would be easy, I could not have been more wrong!

The relatively small size of the layout makes for an intense experience, even for experienced signal operators. For rooky recruits such as Matt and me, however, it just made for a confusion of bell signals, leaver pulling and passing trains. Luckily, for the visitors, and us, the train sequence was explained nice and slowly by Phil Graham. Phil is a signalling professional, and well versed in turning complex signalling rules into manageable sound bites.

Each 30 minute session began with an airline style point and naming session that walks the visitor through the key parts of the layout. After this we ran a variety of different signalling scenarios, including shunting and derailments. It was fast-paced action and the visitors loved it.

As things unfolded Phil acted as narrator, explaining the



choreographed dance of trains and signals as well as answering a stream of questions. Matt and I were guided through each move by Allen Lewis, a signalling professional whose steady hand, staved off disaster and kept the trains moving. It was great fun, and far more intensive than any computer game.

Above: Allen keeps a close eye on Russell

All too soon the session was over, the visitors drifted away and the layout went back to sleep. It was a rewarding experience and one which offered me a glimpse back into the complex world of railway signalling.

For information on future performances please visit the Talks & Tours section of our What's On page on the website.

Russell Hollowood
Associate Curator (Railways)

DEPARTMENTAL NEWS

In this issue's Departmental News there's an explanation of what's been happening in Station Hall, news of a new arrival in the Marketing Team and a brief account of the recent Japanese Celebrations.

Station Hall and South Yard

Over the next year or so a great deal of work will be going into the redesign of Station Hall. The enabling work for the project, including a major shunt, took place between June and July, with further development work, including the installation of new interpretation, taking place between now and summer 2012.

The following article looks at what has taken place so far and what is happening next.

Why are we making changes to Station Hall?

Our starting point for thinking about enhancing Station Hall was visitor feedback. Through our research we found that people loved the atmosphere, the architecture and the feeling of being in a station, but found the exhibits tired and the walkways frustrating.

What will Station Hall be like?

As a former railway building, Station Hall is a fantastic asset. However, it is currently a bit of a half-way house: part railway building, part museum gallery. Our plan is to play to the strengths of the hall, focussing on the objects, real stories and the architecture.

What has happened so far?

Most of you will know that up until recently South Yard and Station Hall were closed in order to allow us to refresh the

vehicle displays. This was a fairly complex process and needed a great deal of preparation – not least because the tracks in Station Hall had not been used for many years! Now complete, the biggest change you will notice is that the royal trains have been moved from their location on the far side of the building to the near side platform. In addition to the refreshed vehicle selection, the old exhibitions have been removed and some of the large collection items have been relocated. To provide better visitor flow, new ramps have been added and better circulation between the platforms has been created by repositioning larger collections items.

Who is Station Hall for?

The target audiences for Station Hall are drawn from our older independent adult visitors. This is part of our plan to create a range of experiences for different audiences across the site. We will continue to deliver learning activities for visiting school groups in all areas of the Museum.

What else are we going to do?

Bring in more objects and place them in a better context. There are already a small number of station related objects in Station Hall, but we want to increase their numbers so that they complement the vehicles and help create that authentic environment we are looking for.

Although interpretation in Station Hall is currently minimal, the plan is that between now and next summer we will build up a whole range of different types of interpretation. By working with our visitors, we want to create an environment where people can make personal connections to the past through our objects and

the stories they tell. We will also be encouraging visitors to share their experiences of travelling with us and other visitors.

It's going to be an exciting journey, and hopefully you will notice something new every time you look.

Ruth Leach: Exhibitions & Creative Content Developer

Helen Thomas: Assistant Project Manager

Japanese Celebrations

To mark the ten year anniversary of the arrival of the Japanese Bullet Train, and the eleven year anniversary of the NRM's Sisterhood with West Japan Railway Company and the Modern Transportation Museum & Umekoji Steam Locomotive Museum, a private celebratory event was held on Wednesday 20 July. Guests were treated to a beautiful recital on the koto and a high energy performance of taiko drumming by Mugenkyo, who were last at the Museum to celebrate the Bullet train's arrival. One of the highlights of the evening was the presentation of a book of condolence to Mr Tetsuto Igarashi, a representative from the Japanese Embassy. The book was opened at the Museum earlier this year to give visitors the chance to leave messages of support for those affected by the Japan earthquake and tsunami. The evening was a great success and enjoyed by all who attended.

Emma Rodgers

Press Officer

New Arrivals in Marketing...

Congratulations to Cath Farrell, Senior Press Officer, who has a new addition to her family! Baby Alexander was born on the 11 June, and, according to mum, weighed in at a hefty 8lbs 15.5oz!

The whole family is doing well.

Lizzie Woolford
Marketing & PR Assistant

COMINGS & GOINGS

This issue I'd like to welcome the Museum's newest Duty Manager to Volunteer News. Hello, Anna!

Comings...Anna Pinkstone

Hello I'm Anna Pinkstone and I've been seconded to the position of Duty Manager from my role as Visitor Experience Coordinator. I'm originally from Morpeth, in Northumberland, but have lived in York since coming to study here in 2006. Whilst at university I majored in English Literature, with a focus on Theatre & Writing that led me to spend a lot of my time performing, producing and directing for the Drama Society. I am still heavily involved in theatre, spending much of my free time volunteering on the board of a local youth theatre and occasionally performing with various amateur groups within York.

I started working at the National Railway Museum for Admissions during my final year of University and then, after graduating, started a full time role as Visitor Experience Coordinator over two years ago.

I am really excited to be filling in as Duty Manager and have enjoyed meeting everyone over the past few months.

Anna Pinkstone
Duty Manager

Obituary: Peter Pay

Since the last issue of *Volunteer News*, the Museum has lost one of its best known volunteers with the death of Peter Pay, in February.

Peter was one of those men for whom railways was their life,



both work and leisure.

He had tremendous knowledge and experience and if you wanted to know something he had either “been there, done that” or he knew someone who had.

Above: Peter (front right) with the L&Y Team at the 2009 Marsh Awards

From his early railway career in north London he had many posts and, via Norwich and Australia, he finished his work with BR in York as Chief Controller. He then volunteered at the Museum in various rolls and was a particular stalwart of the L&Y layout demonstration team. Perhaps the achievement that he valued the most was that after several times of trying, he was appointed General Manager of the North Yorkshire Moors Railway for two years. He became the first GM to retire for over 20 years – rather than being sacked – and the esteem in which he was held was seen clearly in the television series made at the time.

I first met Peter nearly 20 years ago, when, as a stranger, he walked into the office and just talked about Australia. I was to

learn that Peter would talk to anyone as long as it was about railways. I learned a lot from Peter over the years, he would always explain things sensibly, and was always interested in learning more.

Peter had suffered with cancer for many years, and although there were times when the treatment made him very poorly, he always came bouncing back. The loss of his wife last summer really hit him hard, and after recovering from a bad spell in January his sudden heart attack was a surprise to us all.

I have lost a friend, and the Museum has lost a character. We miss him.

Bob Brook
L&Y Signalling School

...And Finally

With summer coming to a close and my marathon training starting to crank up, it's time to start thinking about what's coming up in the next few months – it's the only thing that'll take my mind off my 20 mile training runs!

The next big event for the Volunteer Team is the Christmas Party & Award Ceremony, which will be held on Wednesday 14 December. Last year was a great success and I hope as many of you as possible will be able to attend. Before that though, I'll be hard at work on the Volunteer Handbook, which I hope will answer many of the issues raised in the Volunteer Survey. I'll also soon be starting work on the next issue of Volunteer News. So, if you'd like to submit a story for this please let me have it by 30 November.

Lastly, I would like to conclude this issue by thanking everyone for their continued support. In the last financial year you voluntarily contributed a combined total of 23,744 hours to helping the Museum, amongst other things, catalogue its archives, conserve its collection and provide its visitors with a wonderful experience. It is hugely appreciated by both our staff and our visitors, so thank you!

All the best,

Matthew Hick