



RMNews

Issue 2 2025

Railway Mission

Support on life's journey





Railway Mission

Support on life's journey

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Cover photo: London Bridge Station by Network Rail Media Resources

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Scan to
find a
chaplain
in your
area





White rails and greater cooling

As summer arrives, Network Rail has begun painting certain railway tracks white, a surprising but clever move. The reason? In the heat of the sun, steel rails can expand and even buckle, threatening safety and services. The white paint reflects the sunlight, reducing heat absorption and helping to keep the rails stable.

Reading about this reminded me of something even more powerful. The Bible tells us that when we come to Jesus, we are washed white as snow (Isaiah 1:18). Just as painted rails are protected from the scorching sun, our souls are shielded from the heat of sin and judgment when we are covered by Christ's grace.

The railway's practical step to safeguard its tracks mirrors a profound spiritual truth: God, in His mercy, prepares us for the

pressures and trials we face. He offers us a purity and peace that holds firm, even under the intensity of life.

This summer, as you perhaps see the glint of sun on railways or feel the heat rise around you, remember this picture. The Mission continues to be present in the lives of railway staff and passengers alike, offering support, hope, and a reminder that in Jesus, we are made white, and we are made new.

Thank you for standing with us.





Scan to listen to Helen's story on
the Railway200 Podcast



Railway Mission

Honouring a journey of service

Helen Bartlett's continued impact on the railway community

Earlier this year, Helen Bartlett stepped down from her role as the Railway Mission Chaplain for the Northeast of England, concluding a remarkable chapter of compassionate service and spiritual support to railway staff across the region.

Though Helen has officially retired from her chaplaincy duties, her impact has clearly endured. On the 18th of March, she was warmly welcomed back to the railway for a heartfelt gesture of appreciation. Louise from LNER hosted a special presentation, gifting Helen a framed 'ticket', a symbolic tribute to her years of dedicated service and the many lives she touched along the way.



She was also presented with a CD by Sam Slatcher, called *Passengers and Pioneers*. Helen explained,

"Sam has worked with Northern quite a bit on the trains and was also at the name change for the Azuma for LNER at Darlington. He played songs on the train to York and then back again." The informal coffee gathering and the thoughtful mementoes underscored the respect and affection felt by the railway community for Helen.

Railway chaplains, like Helen, play an often unseen but deeply valued role, offering support and a listening ear during both everyday challenges and life's more difficult moments. For many staff members, the presence of a chaplain provides a vital source of comfort and connection.

As part of the Railway200 celebrations, Helen recently shared her reflections in a special podcast episode titled "Providing Support on Life's Journey". In it, she speaks candidly about her experiences, the importance of chaplaincy, and the people who inspired her throughout her career. Her story offers a powerful reminder of the human side of the railways, where care, community, and kindness ride alongside the trains themselves.



New Trustees appointed

Railway Mission is delighted to welcome two new Trustees, Stephen Dawes and Mameri Eze, whose appointments come at a critical time for the UK rail industry and the Railway Mission.

As the sector continues to navigate operational pressures and evolving workforce needs, both Stephen and Mameri bring vital leadership, financial expertise, and a deep commitment to emotional and spiritual well-being for railway staff.

Stephen Dawes (*pictured top right*) joins the Railway Mission with a clear vision for a more resilient and compassionate rail workforce. He brings a thoughtful, future-focused approach to pastoral care and is particularly passionate about embedding chaplaincy as an everyday presence throughout the rail network. Stephen emphasises that “inclusivity and understanding are at the heart of effective pastoral

care,” and sees digital platforms and creative outreach as key tools for chaplains to provide meaningful support in a high-pressure environment.

In addition to his pastoral focus, Stephen is committed to the financial sustainability of the Mission. He aims to ensure long-term stability, enabling the organisation to grow its support services and empower chaplains to serve with confidence and purpose. “Faith and community are powerful tools,” he says. “Railway Mission empowers workers to face challenges with strength, and I want to extend that same resilience throughout the Mission itself.”

Mameri Eze (*pictured above*) also brings a strong combination of strategic insight and financial acumen to the Board, drawing from her experience as a project manager at Great Western Railway.



Railway Mission appoints new Trustees to strengthen financial oversight

A dynamic leader in the UK rail industry, Mameri's Christian faith underpins her dedication to service and pastoral care. She has witnessed firsthand the challenges faced by railway staff and is passionate about supporting their well-being.

Through her leadership roles, including co-chairing GWR's Future Employee Network and volunteering as a mentor, Mameri has demonstrated a commitment to people development and inclusion. She aims to help the Railway Mission broaden its reach through expanded visibility, digital accessibility, and stronger partnerships. "I want the Railway Mission to be more than a service," she says. "I want it to be a cornerstone of how the industry shows care and commitment to its people."

Together, Stephen and Mameri bring a balanced blend of faith, leadership, and financial oversight to the Railway Mission's Board of Trustees. Their shared dedication to resilience, compassion, and sustainable growth positions the Mission to continue serving as a vital support system for railway staff across the UK.

Welcoming Mameri and Stephen, Liam Johnston said, "We're blessed to welcome Stephen Dawes and Mameri Eze as Trustees, both bring not only financial wisdom and industry insight, but a deep faith and passion for pastoral care. Their leadership will help us strengthen our chaplaincy, expand our reach, and ensure Railway Mission continues to be a light of Christ's love and hope across the rail network."





Commemorating the 80th Anniversary of VE Day

On the 8th of May, we joined the wider railway family and the nation in commemorating the 80th anniversary of Victory in Europe (VE) Day, a momentous occasion marking the end of the Second World War in Europe. As we paused to reflect, we paid heartfelt tribute to all those who worked tirelessly on Britain's railways during those dark and difficult years.

During the Second World War, Britain's railways were the lifeblood of the nation. Trains carried troops to the front lines, evacuated children to the countryside, delivered vital supplies, and transported the wounded to safety. Amid the bombings, blackouts, and

the constant threat of attack, railway workers demonstrated unwavering courage and resilience. Their dedication ensured the country could continue to function in the face of unimaginable challenges.

Today, just as then, the railways continue to serve as a crucial part of our national infrastructure, a testament to the enduring spirit of those who kept Britain moving through its most trying times.

We at Railway Mission are particularly proud of the role we played both during and after the war. Providing spiritual and emotional support to railway workers and their families. Our



During the Second World War, Britain's railways were the lifeblood of the nation.

chaplains stood as a source of strength and comfort, often in the most harrowing of circumstances. Our mission of compassion, care, and community remains unchanged to this day.

As we marked this solemn anniversary, we honoured the memory of those who served, those who sacrificed, and those who endured. Their legacy lives on not only in history books, but in the tracks we continue to lay forward as a nation.

Lest we forget

Photos:
Page 8: VE Day Ceremony at York
Right: Chaplain Andrew Mitchell officiates at York





Railway Mission's Andrew Hall and Claire Keville engage with Network Rail CEO Andrew Haines at RailLive 2025

RAIL LIVE 2025

There was double the excitement for Railway Mission attending Rail Live this year, not only were we invited to share a stand with BTP as we have done for several years now, but we were also part of the Railway 200 stand and activities.

This meant that we needed a few more hands on deck to ensure we managed to be in all places at all times, so as well as our chaplains local to the event in Long Marston there were also some members of the management team and even a Trustee or two!

Setting up with BTP on the Wednesday morning is always fun, it's good to meet up with our colleagues and have a catch up as we lay out our 'wares'. These are people we work closely with, but usually it is in a very serious

capacity, responding to incidents on the railway or planning support for major events, however Rail Live is a more relaxed setting where we can strengthen bonds and enjoy a cuppa as we educate and enlighten the Rail Live attendees.

Also on Wednesday Liam Johnston, Railway Mission's Executive Director was invited to speak on Psychological Safety in the Workplace by Elaine Clark from Rail Forum and then he took part in a panel discussion on the same subject.

After his stint on stage, Liam said "I found it a great privilege to talk to the rail community about a subject that is dear to the hearts of every railway chaplain, because we believe that the most essential resource our industry has is a secure and healthy workforce."



“

We believe that the most essential resource our industry has is a secure and healthy workforce...

As well as two stands representing Railway Mission this year, we were also on hand to shake a bucket (or wave a card machine as it is these days!) collecting for Railway200. As one of the charity partners Railway200 is supporting this year, it is a huge privilege to stand alongside our fellow charity leads and raise funds for numerous charities at once. Read more about Railway200 on page 22.

Overall Rail Live is a good way for Railway Mission to reach an extended audience across the rail industry including support services and contract workers who may not otherwise be aware of the support that Railway Mission provides – as we do indeed make our chaplaincy available to ALL within the rail industry.

Photo credit above: Track workers with iPad, Network Rail Media Resources



Taking care of station needs

Robert Leigh and his trusty Harris Hawk make pigeons at train stations in London feel very nervous.

Their job is to have a presence that chases off pigeons so that they don't foul the station or scavenge around food outlets.

The birds of prey are lightening fast and often its the screech you hear as they flash by without seeing them, but evidently the pigeons do notice and very quickly take flight.

Our chaplains don't screech, aren't predatory, try not to make anyone nervous, pray rather than prey, and can't match the hawks for speed or flight, but they are present at stations, offices and depots to take care of staff and lend support where it's needed.

Together we help take care of station needs.



A group of Railway Mission South chaplains enjoy a monthly meeting at the Kings Cross office. Culross Mission

Looking after Culross Mission

It's Railway Mission's great privilege to be the current and ongoing custodians of Culross Mission, physically known to staff as Room 224 at London Kings Cross Station.

The space at the station was granted to the custodians to continue an agreement to maintain the service provided by missionaries and chaplains based at the old Culross Mission, which had been erected in the late nineteenth century as part of a development to accommodate railway workers for the Great Northern Railway.

For many years London City Mission (LCM) looked after the office space, and rail staff, as they had the Culross Mission at the west end of Kings Cross Station.

Historian to Railway Mission, Dudley Clark, writes, "Culross Hall was erected in 1890 by the Great Northern Railway Company as part of Culross Buildings, a block of forty flats for railwaymen and their families, and was officially opened in 1897 by the former Lord Colville of Culross K.T., Chairman of the Great Northern Railway. These buildings were situated at the rear of King's Cross Station."¹

The flats were needful as rail workers found housing rents high in London, and the accompanying Mission was literally a Godsend for many in early railway years.

Dudley tells us, "During 1984 Culross Hall and Building were closed down in order for proposed redevelopment of the King's Cross Area. As a result of this, the

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Many railway staff and their families have cause to be thankful for the spiritual and practical help of the chaplains over the past 100 years.

missionary/chaplain was relocated to a room in the West Side offices of the station, where the work of the Culross Mission continues to this day among railway staff and their families.”

When LCM ended rail chaplaincy in 2014, Railway Mission were given the opportunity to carry on the work of serving rail staff with the Christian gospel and wellbeing support.

Railway Mission currently uses the space as our main office in London and the South, providing support for staff, training for chaplains, a meeting point for chaplains in the field, Trustee meetings, and to promote the gospel of Christ.

“The ministry of the chaplain was twofold:

- ▷ To present the gospel of salvation through the Lord Jesus Christ, to all who would be prepared to listen.



Photo of 'Derelict Warehousing on Battle Bridge Road,' by Oxyman on Wikipedia of the Culross Buildings which were removed to make way for the London Kings Cross Station renovations (Creative Commons).

- ▷ To offer comfort, counselling and practical help to any railway employee and their families, regardless of status, race or religion.

This continues to be the aim and the ministry of the chaplain today. Many railway staff and their families have cause to be thankful for the spiritual and practical help of the chaplains over the past 100 years.”

We're very grateful to Great Northern Railway for having the foresight to provide chaplaincy services to staff from way back in the late nineteenth century and still in place today, and to LCM for their continued outreach to Londoners as well as placing Culross Mission in the hands of Railway Mission chaplains.

Additional information: Dudley Clark
1. LCM Magazine Vol X, Dec 1845, p245
Photo above left: Vika Glitter for pixabay

Chaplains' news & info



Colin Fraser

East Midlands

Chaplaincy is about being consistently present regardless of the response. I'm sure my colleagues can relate to that.

There are many reasons for reticence to engage with a chaplain. I have had one member of staff like this. Recently, they saw me and hovered around until I had finished another conversation. They then opened up about a personal issue and thanked me for visiting regularly. I was delighted because they had grown to see me as trustworthy.

Please pray for chaplains to be encouraged as they persevere and pray for those on the railway that serve as gatekeepers and promote the work of Railway Mission.



Andy Mitchell

Northeast England

Jesus is in the garden of Gethsemane and the time of His arrest is near, He has just prayed for His disciples and now in John 17:20 prays for all believers and the people who they meet,

"My prayer is not for them alone. I pray also for those who will believe in me through their message"

Here Jesus is praying in the context of the railway industry, for the people we are yet to meet and through our message believe in Jesus. Please pray for chaplains, that through their message people will come to know Jesus.



Dylis George

Southeast England

There are always more opportunities to engage and support staff. At Southeastern Trains, the Wellbeing Team hold Health Fairs in various Stations.

I am grateful to God for all the contacts, conversations and engagements these events yielded. Please pray that these events will be meaningful and fruitful. Also, I was part of the NR Wellbeing Days in the Southeast. These opened the door for engagements with night shift staff.

Please pray for the spirit of wisdom and the spirit of counsel to manifest in all my engagements with BTP and other organisations.

*For urgent chaplaincy help: **02038877000***

Chaplains' news & info



Michele Ashton

Anglia

Railway chaplaincy certainly exposes me to far more than I could have ever imagined. The very sad news of a 27-year-old signaller, from my area, involved in a fatal car crash was a massive shock.

But what a welcome I received at the funeral at the East London Mosque. Thousands of people milled around the streets and businesses and shops closed to attend. As Jesus's example to us as he opened his arms to all and welcomed them: so, Railway Mission chaplains welcome all in the railway family including all faiths and none and we are there to support everyone. What a privilege.



Bernadette Cendrowska-Salt

North Scotland

Scottish Railway inhabitants are an amazing, diverse people, but some people are carrying heavy burdens. I have found they are tough but keep going with a warmth not found easily elsewhere.

They are constantly under pressure at work but seem to find a resilience and determination to keep going

with often very difficult home or personal problems.

Please keep these unique and personal circumstances in prayer. MS, cancer (facial and prostate), moving and settling in, marriage, divorce, court appearances, and family /children/partners with very demanding needs.

These are just some of the things people have shared with me and need prayer for.



Andrea Smyth

North London & Chiltern

With the tiny tweets coming from our bird box, and the advent of both ants and flying ants in our kitchen, spring has definitely sprung. The wasps however have been missing for the last few years, so I'm not sure what's going on there.

As I participated at a VE Day celebration at Euston station with Steve Rowe today, I got into a chat with a staff member about her partner's dog walking business.

Animals benefit us in lots of ways - contributing to our environment and food supplies and, in the case of police forces for example, have multiple roles, including wellbeing.

Chaplains' news & info

I thank God for his wonderful creatures.



John Roe

Southwest England

Chaplains are particularly busy this year, attending and leading events on the Rail Network, marking for example the 80th anniversary of Victory in Europe, the Rail 200 celebrations and Remembrance Services.

These important landmark occasions are also affording opportunities to engage with numerous groups and stakeholders on the railway, in both a support and networking capacity, and helping also to raise the profile of Railway Mission.

We pray for many opportunities this year to spread the good news of the Railway Mission. Also, for the many opportunities to chat over tea and cake!



Alan Thorpe

Bristol area

I have been asked to speak at Westward Ho! Baptist Men's Breakfast one Saturday in the summer. For those who don't know - Men's Breakfast events involve a

cholesterol-filled breakfast (lovely) followed by a punchy talk with an evangelical thrust and ending with an open time for questions.

Whenever I am involved in such meetings I am always impressed by the continuing interest with the romance and nostalgia of trains. OK - I'd rather be doing the chaplaincy work than talking about it, but I am grateful for all who catch the vision of Railway Mission and remember us in prayer.



Mike Roberts

Northwest England

One of the roles I often take on, unintentionally, is as a storyteller.

Recently, I've been involved in leading VE Day celebrations and marking the eighth anniversary of the Manchester Arena terror attack.

It's also coming up to a difficult anniversary of the loss of a member of staff in tragic circumstances. Stories matter and telling the story of those who go before us help our railway colleagues live well today.

Whatever the event, please pray that the chaplains may be healthy supporters in telling the stories of the people we serve and those before them.

Chaplains' news & info



Christopher Henley

Wessex

“Chris, you made me smile, and I haven’t done that for a while.” I speak to many people who want to talk to someone in confidence who will listen. I believe deeply in offering a listening ear, a kind word, support and a moment of calm amid the noise.

I am not there to convert you, and it doesn’t matter if you have faith, a little faith or as someone said to me recently, “I am an atheist and I don’t agree with your position.” I am there to support and walk alongside you, no matter the story.

Sometimes a small conversation can change everything and bring a smile.



Graham Whitehead

Western Scotland

Sometimes it is hard to know whether one has made a difference. People remember how you made (or helped) them feel, as much as anything.

I have recently been involved in two contrasting situations: a former member of staff who lost his job and

supporting a team of around twenty people following the sudden death of a young member of the team.

It is difficult to know what difference I have actually made in either situation, but showing care by being present matters immensely, to their managers, to me, and hopefully to them.



Phil Tucker

South Wales & the
Marches

I started working in the rail industry May 2023 and so have now completed two years in my role as a railway chaplain.

Today along with fifteen others who work in the rail industry I undertook a course titled Managing Suicidal Contacts.

Although the subject matter for the course is distressing, I have been uplifted and encouraged by the many people in the rail industry who care deeply for those working and using the railways in the UK and go out of their way to be a positive influence both in their jobs and wider society.

[More on our website](https://www.railwaymission.org)

www.railwaymission.org

Chaplains' news & info



David Hardy

Gloucester & the Cotswolds

It was a special privilege for me to be invited to lead the VE 80-year Memorial Commemoration at Cardiff Central Station on May 8.

As well as industry representatives we were joined by two pupils from Aberdare Community college and a veteran from WW2.

A wreath was laid at the war memorial. Scripture was read and prayers were said for those who lost their lives, those who serve in the armed forces, and for world peace.

How important it is for us to pray and what a privilege to be able to lead the event.



Dereck Grant

Eastern Scotland

'No two days are the same on the railway'. One day witnessing ScotRail staff at Edinburgh Haymarket Station dealing with a drug overdose in the toilet. On another day seeing the same staff guiding thousands of Scottish and Welsh rugby fans through the same station.

I really enjoyed the Avanti West Coast Wellbeing Day at Waverley, seeing smiling and laughing staff. It has been a difficult time for my BTP teams in Perth and Dundee, both offices will close later this year. This is a concern for Dundee as there have been attacks and threats at the gate line. Football can bring over a thousand fans just by train. Please pray BTP remain in place.



Andrew Hall

West Midlands, Area Manager North

Last year we had a good crop of broccoli on our allotment. In trying to carry out sensible rotation, this year we planted the same variety in a different location—nothing!

The seed is good, but obviously not appropriate for the new location. Our Christian ministry can be like that—the same approach isn't always suitable in different environments. Just as God's mercies are new each morning, our expression of Christ should be fresh, current and meaningful for each situation and the individuals involved. Being a witness should not be a formulaic thing—it's a relationship thing.

*For urgent chaplaincy help: **02038877000***

Chaplains' news & info



Steve Rowe

North East London, Area
Manager South

There's a reference in the Bible to 'a friend who sticks closer than a brother (Pr.18:24),' said to refer to the depth of relationship we can have with Jesus.

Chaplains, led by the Spirit, build companionship with staff over time, some of whom become important friends and close colleagues within the industry. To have friends, it's said, you need to be friendly.

A mark of any length of time spent supporting staff can be the ease with which conversations develop, contacts are made, referrals and invitations given to certain events.

Please pray that chaplains will retain the trust that builds engagement in the railways every day.



**Railway Mission
chaplains support
rail staff every day.**

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our chaplains with
your donation.**



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Railway Mission & Trade Unions

More of our history with Dudley Clark

One church-based trade union protagonist was Canon Jenkins whose compassion for railwaymen and their families, earned him the title ‘The Railwaymen’s Apostle.’

This concern for railway workers led to his election as president of the Amalgamated Society of Railway Servants, the precursor of RMT. An Anglo-Catholic, he headed the ‘Railway Guild of the Holy Cross,’ which ‘promoted Christian faith amongst railway employees.’

On an increasingly unionised railway it was inevitable that the Mission would rub up against the trade unions. In 1890 a request from the Railway Workers Union at

Swindon to use the RM’s Hall was declined on the basis that ‘...it must be used for Religious and Temperance Services only.’ Two years later the Mission’s General Committee was requested ‘...to use their influence to obtain shorter hours for signalmen;’ this was refused.

In 1945 when the Mission’s General Secretary’s sought reasons for the RM’s then decline, two were attributed to the unions. Firstly strikes, when members were caught up in controversy and branches were divided, and secondly the largest union held most of its meetings on Sundays.



Today, with its much-expanded ministry, the Mission shares welfare concerns with the unions, for example, Post Traumatic Stress Disorder (PTSD), and

both work with agencies such as the Rail Safety and Standards Board (RSSB). In 2018 the RSSB produced a film ‘to help companies look after their people better;’ it included input from trade union president Mick Carney, who had personally experienced PTSD. The Mission chaplaincy has been valued with the RSSB’s Rail Social Value Tool, showing that for every £1 of income, the Mission generated over £3 in societal benefits.

It has been an aim for the Trustees of the Mission to establish links with the railway unions, but this has not been achieved. In part this may be because some trade union leaders have personal views that are unsympathetic to faith in general and evangelical Christianity in particular. One example relates to the tenth anniversary of the 2014 Tebay accident that killed four RMT members. The union’s press release mentioned two senior members of the union who were to attend, but not the two RM chaplains who led the commemoration.

But there have been opportunities for chaplains to address union representatives. In April 2016 Chaplain Angela Levitt-Harwood spoke about the RM’s work at a RMT Women’s Conference in Scarborough. More recently, Chaplain John Roe was invited to speak to a group of union representatives who were on a coaching course. But our Executive Director, Liam Johnson, reports that some union reps are less inclined to work with us, particularly senior officers and notes that only one was represented at the Covid Memorial service in March 2023. However, the General Secretary of that union wrote a favourable report acknowledging that it had been organised by the Railway Mission and described the ‘service’ at the NRM as featuring ‘prayers, messages of hope, music, stories and reflection.’

One area that can occasionally create tension in relationships is when trade unions take strong positions on certain social or political issues that may not align with the beliefs of all individuals, including some within faith communities. However, it is important to emphasise that the Mission remains fully committed to supporting all staff and individuals in need, regardless of their background or personal circumstances.

Pictures:

Page 20: RMCA membership card from 1894

Page 21: An early trade union emblem (ASLEF)



The Railway200 Inspiration exhibition train at Severn Valley Railway on the beginning of its journey around the railways.

Railway 200 ‘Inspiration’

As part of the celebrations marking 200 years of the modern railway, Railway200 are touring an exhibition train named ‘Inspiration’ around the UK.

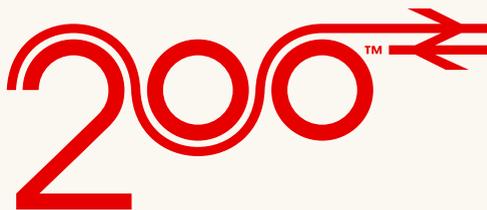


element of the past, present and future of railways, with the fourth carriage given over to the R200 partners, including the charities: Alzheimer’s Research UK, Railway Mission, Railway Benefit Fund, Railway Children and Transport Benevolent Fund.

Starting at the Severn Valley Railway at the end of June and stopping at a mix of major and local stations *en route* it will pause at the Stockton & Darlington Railway on the bicentenary of its opening on 27 September 1825, before continuing its travels.

The train will be formed of four carriages each depicting an

Railway Mission, along with the other four charity partners, will be involved by meeting up with the train at various locations on its travels, in the hope of greeting the public and educating everyone of the vital work all the charities perform.



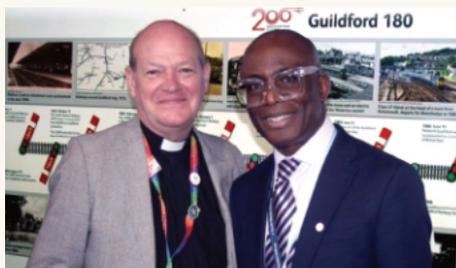
HAPPENING NEAR YOU!

Railway Mission chaplains will join with the train as it passes through their area, to tell the visitors all about Railway Mission chaplaincy and to provide spiritual support where it is needed.

We hope to see you at one of the stations, the list of which can be found by scanning here for the website.



Railway 200 events



Meanwhile, our chaplains have been involved in some of the events taking place to celebrate Railway 200.

2025 is the double centenary of the commencement of the railways in UK, and, to celebrate, Railway 200 is putting on a number of events across the networks.

One of the Train Operating Companies, Great Western Railway, has featured a couple of our chaplains in its network magazine, 'Between the Lines.'



Christopher Henley, our chaplain out of Waterloo to the Southwest, was part of the celebrations at Guildford (pictured left with Station Manager Pedro Ocara), whilst John Roe (above) is shown with some of the team at Templecombe.

New Testaments

To join the celebration, Good News for Everyone (formerly the Gideons) have gifted Railway Mission with New Testaments that celebrate the railways in UK in its 200th year, with an illustration of Locomotive #1 on the cover.





A reflection on compassion and chaplaincy

with Chaplain Tony Miller

Several months ago, I had a difficult encounter with a staff member on the platform. He was rude and dismissive towards me and the interaction left a mark.

However, a week later, something deeply troubling happened to him—he was threatened by a gang of youths. Eventually, they returned to the station armed with knives, intending to seriously harm him. Thankfully, due to the vigilance of staff monitoring the CCTV, the situation was de-escalated, and his life was spared.

Traumatised by the event, he went on leave to recover. What struck me most was what happened next: he reached out to me for support.

Despite our tense earlier encounter, in his moment of vulnerability, he turned to me—because he had no one else he felt he could speak to.

This reminded me of a core truth we hold as chaplains: we must never take difficult interactions personally. People may lash out from a place of pain, fear, or stress. Our role is not to judge, but to remain open-hearted, grounded in compassion, and ready to serve when the moment calls.

Whatever good seed we sow—even when it feels unseen or unappreciated—will one day bear fruit. Kindness, patience, and integrity are never wasted.

Help us serve others



Railway Mission is a registered charity, but it is also a service organisation—present on the railways to serve railway staff.

Since 1881 we have been supporting rail staff through their challenges and celebrating their triumphs. We've walked with them through thick and thin, as part of the rail family.

We exist to help, but to do this we also need the assistance of our valued supporters.



Whilst we are partly funded by Network Rail and Train Operating Companies, we depend on everyday supporters' generous giving to continue providing a professional, impartial, confidential and independent service to the rail community.

Your donation, be-it large or small, will help us continue to bring the high level of support we've provided for over 140 years.

There are a number of ways you can donate to Railway Mission, including through Payroll Giving, a Gift in your Will, or you can scan the q-r code below and it will take you to a link to enable you to make an instant fee-free donation.

Find out more at our website, www.railwaymission.org/donate/.



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EVENTS**

Design: Daniel Saarburg - Photo: ...

100 Years RailtHope Festival 2026



Interlaken • Switzerland
August 13 - 19, 2026 • Hotel Artos

W W W . R A I L H O P E . N E T



**RAILHOPE
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Singapore

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