

ISLE OF WIGHT STEAM RAILWAY

An unforgettable adventure
through time

VOLUNTEER & STAFF NEWSLETTER

A round up of news for the Isle of Wight Steam Railway team - Edition 36, SEPTEMBER 2024



Waverley Cruise



PS Waverley Returns to Yarmouth



Ventnor Day

A Message from the CEO

Marc Morgan-Huws

Thank you!

To everyone involved in the preparations for the show, the show itself, the packing down, and for the underlying operation of the railway - a huge thank you - to our volunteers, the show committee and our staff.

Despite the rains of Thursday during preparations and of the Saturday of the show itself, nothing could stop an amazing 49th Show.

I've had so many people, especially visitors, tell me how amazing this year's show was.

What a great team effort by so many people to deliver what turned out to be a packed Sunday and Monday and an amazing showcase for our railway.

I know there's always more to do, but please do enjoy getting your feet up when you can.

Thanks also to our rolling stock team - what a delight to have Calbourne back in service!

After an amazing 2024 show all attention turns to 2025 - it's Railway 200, the 150th anniversary of the Ryde to Newport line, 100 years since Calbourne came to the Island - and of course the 50th Steam Show.!

Thank you and take care.



Volunteering News

The latest from Volunteer Development Manager Doug Alldred

PS Waverley Discount Cruise

This week saw over 40 volunteers, staff, friends and families enjoy a beautiful evening cruise on the PS Waverley, the last seagoing passenger paddle steamer in the world. We cruised from Yarmouth to Swanage and back, via the Needles and Old Harry Rocks, taking in some amazing views and enjoying the fantastic ship, as always in immaculate condition.

Look out for more Waverley discounts which we hope to be able to bring to the IWSR team in future - it really is a great experience if you're able to join us.



TRAIN STORY GUIDES NEEDED

If you're looking for a new role at the Railway, or are looking to diversify your time here then Train Story might be for you. The Train Story team are friendly and welcoming, and you're sure to learn a great deal about the Island's railway heritage whilst helping make sure our visitors have a great experience. Please email me if you'd like to find out more - doug.alldred@iwsteamrailway.co.uk



Recruitment Stalls

We've recently run some recruitment stalls at Ventnor Day, and at our very own Steam Fair, so hopefully we'll see a few more new faces on the team in the coming weeks.



END OF SEASON BONFIRE & HOG ROAST

Our end of season bonfire and hog roast will return again this year, on Saturday 2nd November. Please save the date, and look out for more information coming soon!

VOLUNTEER CLOTHING NEWS

The way you order volunteer clothing has changed.

The railway will supply polo shirts and showerproof jackets to volunteers as required for their roles, along with red ties for the Operating department. Operating volunteers should continue to wear as a minimum a white shirt, black trousers/skirt and black shoes whilst on duty.

New clothing items supplied by the railway will now be the same across all departments, and include railway branding. These new items are intended to gradually replace the clothing already in circulation rather than be immediate replacements, so please **wear out any clothing you already have before requesting new items**. Volunteers requiring polo shirts or jackets should request them from their Department Manager or Supervisor, who can approve the request and pass the information to me to fulfil the order. We will now hold a stock of most standard items, so you should be able to collect any clothing much quicker than previously, usually as soon as your request is approved.

PPE can be requested from your Department Manager or Supervisor as before. If your role requires safety boots the railway can make a contribution towards these up to the cost of a standard pair of boots (£35) on production of a receipt via your Department Manager or Supervisor.

As ever we ask that you are mindful of costs to the railway and only request items of clothing or PPE for which you have a genuine need.

IWSR Honey Available Now

Our resident beekeeper Christine has just supplied us with the first jars of 2024 honey from the Steam Railway Apiary, and this great product is now available to buy from the Shop in our Havenstreet station.



/TeamAdmin Page Reminder

Please remember we've set up iwsteamrailway.co.uk/teamadmin to be a resource for all the day-to-day information you might need. It's a 'one stop shop' for useful information. You can access the latest Newsletters, enter prize draws or apply for opportunities, renew expired or lost Staff Cards, find the current Hovertravel discount code and much more throughout the year on this regularly updated page.

Customer Service Training

Apply to take part in the latest round of training courses

The next set of Delighting the Customer workshops are here!

This half-day workshop is a bespoke look at how we can ensure our customers have the very best experience, which they will then share with friends and family.

Please come along and share your ideas on how we can enhance what we do. Everyone has ideas on what we do well and what we can change for the better, and your ideas and suggestions which will be noted, and will help us shape our future customer experience.

Spaces are open now for the following dates:

27th September, 7th October, 8th October, 23rd October, and 24th October.

Please book your place by emailing Tim Spencer-Peet - tim.spencer-peet@iwsteamrailway.co.uk

Environmental News

More efforts to go green!

No doubt you'll have spotted that a large number of banners get used by the railway across the season promoting our range of events and activities. However, these are no ordinary banners, and we are now proud to be sourcing a new material, the first of its type for banners, made from 100% recycled plastic for all of these promotional items.



W24 Calbourne New Tyres Appeal

It's great to see Calbourne back in steam, and a huge thank you to anyone who donated towards the cost of new tyres on our beautiful flagship locomotive. You can still contribute towards the cost of this essential project by following the link below.

Click here to find out more: <https://iwsteamrailway.co.uk/get-involved/make-a-donation/>



Brave Island Opportunities for Young People

We've teamed up with Isle of Wight young people's opportunities platform Brave Island to provide a engineering workshop experience. If you know any young people on the Island who might be interested in this, or other opportunities offered by Brave Island, they can find out more at the website [BraveIsland.uk](https://braveisland.uk)

DAY IN THE LIFE OF A RAIL ENGINEER

2nd Oct



At the Isle of Wight Steam Railway | Ages 18 - 25

Apply at: www.braveisland.uk

Thanks to the National Heritage Lottery Fund