At the Q and A session with James MacCleary MP several questions were raised regarding Berwick Station.

Please see below the response received by James' office from GTR.

"On the first issue you raised, regarding trains not stopping at Berwick when scheduled to do so, I'm sorry to hear about the stress this has caused yourself and your constituents. I've discussed this with the relevant team, who have shared some information and performance data.

Overall, services calling Berwick are typically reliable. So far in 2026, 88.6% of services passing through Berwick have arrived within three minutes of their scheduled time, the industry standard for punctuality. Overall cancelations stand at 3.96%, with 0.94% attributed to train operation, such as traincrew availability or rolling stock reliability.

Similarly, instances of trains failing to stop at Berwick when scheduled to do so are relatively rare, averaging around one per week across all services at the station.

That said, if you have any specific examples of trains not stopping when they were scheduled to, please do share them with me and I will be happy to raise these with the team for further investigation.

Regarding the second issue you raised about rail replacement buses not stopping at Berwick when they were scheduled to, I have also spoken with the relevant team. They have advised that they are not aware of any complaints relating to rail replacement buses failing to call at Berwick. To investigate this further, we would need some additional information or specific examples. If you or your constituents are able to provide these, I would again be happy to raise them with the team"

The Parish Council has been asked to share this with residents, if you are able to provide any specific examples please email james.maccleary.mp@parliament.uk these can then be passed to GTR

Lyn Kemp
Parish Clerk