

# ELSTREE and BOREHAMWOOD TOWN COUNCIL



Fairway Hall,  
Brook Close,  
Borehamwood,  
Herts. WD6 5BT

NOTICE is hereby given that the next meeting of the  
**TRANSPORT AND ROAD SAFETY FORUM**

will be held at Fairway Hall, Brook Close, Borehamwood, WD6 5BT  
on **Wednesday 24 October 2018 at 7.00pm to 9.00 pm**  
[Whilst the meeting will conclude at 9.00 pm – every effort will be made to  
provide 20 minutes for the Open Session item on the agenda]

**[Meeting Open to Press & Public]**

## **AGENDA**

1. **Apologies:** To receive any apologies for non-attendance.
2. **Declarations:** To:
  - a) receive declarations of interest from Councillors on items on the agenda;
  - b) receive written requests for dispensations for declarable interests; and
  - c) grant any requests for dispensation as appropriate.
3. **Minutes:** To confirm and sign the Minutes of the Meeting held on 4 July 2018 (any update reports on issues discussed to be raised in the Public Session unless covered elsewhere on the agenda).

**- Attached**
4. **Bus Services in Elstree and Borehamwood:** To consider Operators' Reports and any matters concerning service changes (20 Minutes). *(For information see Agenda Item 4 regarding reduction of 292 service).*

**- Attached**

5. **Traffic and Road Safety Report: Hertfordshire Constabulary:** To receive an update report from Hertfordshire Constabulary, if available, on local traffic and road safety issues and to answer questions from Forum Members (20 Minutes).
6. **Train Services:** Members are asked to receive update statement, if available, from GTR - Elstree and Borehamwood railway station (20 Minutes). *(For information see Agenda Item 6 regarding accident at Elstree & Borehamwood Station).*

**- Attached**
7. **Open Session:** To consider items raised by attendees or items for further discussion by the Forum at a future meeting.  
*(Attendees are kindly asked to state their name and their interest in the Forum)* (20 Minutes).
8. **Date of next meeting:** Wednesday 20 February 2019 at 7.00 pm at Fairway Hall, Brook Close, Borehamwood, WD6 5BT.
9. **Meeting Close:** To close meeting at 9.00 pm.

T Malton  
Deputy Clerk  
15 October 2018



Town Council Offices  
Fairway Hall  
Brook Close  
Borehamwood  
Hertfordshire  
WD6 5BT

*Tel: 020 8207 1382*

*Fax: 020 8953 7645*

*tmalton@elstreeborehamwood-tc.gov.uk*

[Distribution List attached]

*[NOTE: As a Council Policy to conserve paper and postage costs, hard copy agendas are not posted to those on the distribution list who have not attended at least one of the previous three meetings (unless requested to do so). It is understood that attendance at meetings will fluctuate as diverse topics are considered by the Forum]*

Name	Organisation	post	e-mail
Cllr S Rubner	EBTC Transport Forum (Chairman)	x	x
Cllr Mrs S Parnell	EBTC Transport Forum	x	x
Cllr V Eni	EBTC Transport Forum	x	x
Cllr C Butchins	EBTC Transport Forum	x	x
Cllr G Silver	EBTC Transport Forum	x	x
Cllr E Silver	Town Mayor	x	x
Cllr Mrs P Strack	EBTC	X	X
Cllr Mrs S Parnell	EBTC Leader of Council	X	X
Cllr G Franklin	EBTC Opposition Leader		
Cllr A Coleshill	EBTC		X
Cllr Mrs A Mitchell	EBTC		X
Cllr E Silver	EBTC		x
Cllr Mrs F Turner	EBTC		x
O Dowden MP	Hertsmere MP		x
A Dismore	London Assembly: Barnet & Camden		x
M Silverman	HBC Policy & Transport		x
L Lucas	HCC Policy & Transport		x
G Brigden	HCC Policy & Transport	x	
D Tancock	HCC Policy & Transport		
M Goodyear	HCC Policy & Transport		x
S Parnell	HCC Highways Environment Dept.		
S Davies	BW Driving Instructors Association		
J Cartledge	Resident	x	
M Finn	University Bus (Uno)		
A Dunn	Sovereign Buses (London) Ltd		
J Brown	Pensioners' Rights	x	
S Simmonds	Sullivan Buses	x	x
D Sullivan	Sullivan Buses	x	x
B Godfrey	Arriva Buses		
L Heyman	GT Railway	x	x
S Bowler	GT Railway	x	x
H Matereke	GT Railway (Station Manager)	x	
C Izzard	Metroline	x	x
E Aherne-Sime	Metroline	x	
CI S O'Keeffe	Hertfordshire Constabulary		
PCSO A Gibson	Hertfordshire Constabulary		x
PCSO Hainsworth	Hertfordshire Constabulary	x	
Station Commander	Herts Fire and Rescue		
M Condon	Borehamwood Times	x	
Borehamwood Library	96 Shenley Road	x	
Cllr M Bright	HBC Leader and HCC		
V Kane	HBC		x

<b>Cllr M Vince</b>	<b>HBC Councillor</b>		<b>x</b>
<b>P Childs</b>	<b>Nationwide Handling Ltd</b>		<b>x</b>
<b>A De Swarte</b>	<b>Resident</b>	<b>x</b>	
<b>N Skultela</b>	<b>GT Snacks</b>		<b>x</b>
<b>R Redman</b>	<b>First Impressions</b>		<b>x</b>
<b>Cllr W Prentice</b>	<b>London Borough of Barnet</b>		<b>x</b>
<b>Cllr R Cornelius</b>	<b>London Borough of Barnet</b>		
<b>J Shipman</b>	<b>London Borough of Barnet</b>		<b>x</b>
<b>P J Stonie</b>	<b>Resident</b>		
<b>L Stack</b>	<b>Resident</b>	<b>x</b>	
<b>S Alford</b>	<b>Resident</b>		<b>x</b>
<b>J Berkowitz</b>	<b>Resident</b>		<b>x</b>
<b>C Blake</b>	<b>Resident</b>		<b>x</b>
<b>R Goodall</b>	<b>Resident</b>		<b>x</b>
<b>S Teacher</b>	<b>Resident</b>		<b>x</b>
<b>G Teacher</b>	<b>Resident</b>		<b>x</b>
<b>C Barker</b>	<b>Resident</b>		<b>x</b>
<b>D Gupta</b>	<b>Resident</b>		<b>x</b>
<b>D Barton</b>	<b>Resident</b>		<b>x</b>
<b>P Mirams</b>	<b>Resident</b>		<b>x</b>
<b>C Mooring</b>	<b>Resident</b>		<b>x</b>
<b>P Stone</b>	<b>Resident</b>		<b>x</b>
<b>A Samuelson</b>	<b>Resident</b>		<b>x</b>
<b>P Elsen</b>	<b>Resident</b>		<b>x</b>
<b>N Clark</b>	<b>Resident</b>		<b>x</b>
<b>P Page</b>	<b>Resident</b>		<b>x</b>
<b>Cllr J Newmark</b>	<b>HBC</b>		<b>x</b>
<b>Cllr S Brown</b>	<b>Hertfordshire County Council</b>		
<b>Cllr D Ashley</b>	<b>Hertfordshire County Council</b>		<b>x</b>
<b>Cllr R Sangster</b>	<b>Hertfordshire County Council</b>		<b>x</b>
<b>Cllr A Plancey</b>	<b>Hertfordshire County Council</b>	<b>x</b>	
<b>Cllr C Clapper</b>	<b>Hertfordshire County Council</b>		<b>x</b>

**ELSTREE AND BOREHAMWOOD TOWN COUNCIL (EBTC)**

**TRANSPORT FORUM**

**MINUTES** of a meeting held at Fairway Hall, Brook Close, Borehamwood, WD6 5BT on Wednesday 4 July 2018 at 7.00pm

Present:

- Cllr C Butchins (Transport Forum Chairman - EBTC)
- Cllr V Eni (EBTC)
- D Sullivan (Sullivan Buses)
- PCSO 6344 T J Hainsworth
- J Cartledge (Resident)
- N Clark (Resident)
- R Redman (Elstree Screen Heritage)
- A de Swarte (Resident)
- T Malton (Deputy Town Clerk)

[Only those residents wishing their names to be included in the Minutes are recorded above.]

**01. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies were received from Cllr S Rubner (EBTC). Cllr G Silver (EBTC), L Heyman (GTR), H Matereke (GTR – Elstree and Borehamwood Station Manager) and S Simmonds (Sullivan Buses).

**02. DECLARATIONS OF COUNCILLORS' INTERESTS**

There were none.

**03. TRANSPORT FORUM MINUTES**

The Minutes of the meeting of the Forum held on 9 May 2018 were approved and duly signed as a true record by the Chairman.

#### **04. BUS SERVICES IN ELSTREE AND BOREHAMWOOD**

D Sullivan (Sullivan Buses) reported some minor timetable changes to the 306 from the 1<sup>st</sup> week in September. The 398 between Borehamwood and Watford via Radlett hat was originally put on as a back-up for problems in Elstree, although a useful route is not attracting as many customers as expected to make it sustainable so it is to be withdrawn during off peak hours. However, the 398 will still run on Mondays to Saturdays between Borehamwood and Potters Bar. It was noted that Sullivan Buses were in talks with the services at South Mims and are looking to enhance the evening frequency of the 398 depending on funding.

Information on new bus timetables could be found at:

Sullivan' Buses	<a href="http://www.sullivanbuses.co.uk">www.sullivanbuses.co.uk</a>
Metroline	<a href="http://www.metroline.co.uk">www.metroline.co.uk</a>
Uno	<a href="http://www.unobus.info">www.unobus.info</a>

#### **05. TRAFFIC AND ROAD SAFETY REPORT**

PC J Hainsworth gave an update on the road and traffic situation since his last attendance at the February Transport Forum Meeting. **(See attached Appendix A)** PC J Hainsworth was able to give a year on year report beginning from March 2016 to March 2017 with the following results:

##### **March 2016 – March 2017**

- an 18% reduction in road traffic collision where there was damage only;
- a 15% reductions in road traffic collision where there were suspected injury;
- a 0% change in road offences; and
- a small increase in vehicle nuisance or inappropriate use.

##### **February 2018 – June 2018**

PC Hainsworth further reported on traffic and road conditions from February 2018 to June 2018 in comparison with the same four months in the previous year with the following results:

- an 41% increase in road traffic collision where there was damage only (it was noted that PC J Hainsworth has now been transferred to Elstree ward where the increase in road traffic collision damage only had risen by 200%) so looking at the two month period between 30 March 2018 and 30 June 2018 there had been three times as many road traffic collisions in Elstree as there had been in the same four months a year before. PC J Hainsworth further reported that the number one concern voiced by the majority of residents living in Elstree was about speeding traffic and drivers using their mobile phones whilst driving along Watling Street, Elstree Hill North, the High Street and over the hill onto the Elstree Hill South;
- there had been no change in road traffic collision where there were suspected injury;
- a 20% increase in road offences; and
- a 50% decrease in vehicle nuisance or inappropriate use.

PC J Hainsworth said that this has highlighted the areas where work needs to be done to try and reduce the 'damage only' incidences and try to ascertain why they are happening. John Cartlidge agreed that these data were a useful indicator of the overall pattern and distribution of incidents, but felt that in order to target remedial interventions effectively, it was important to analyse such variables as location, time of day, age of drivers and victims, speed and type of vehicle, whether pedestrians were involved, etc. Clustering of incidents at particular sites for example, could give clues so such contributory factors as poor sightlines, irresponsible parking and damaged or missing road signs and markings. Such analyses had in the past been undertaken by road safety team at Herts CC, allowing sites with particularly poor records to be identified and treated.

## 06. TRAIN SERVICES

In the absence of Larry Hayman (GTR), Cllr C Butchins presented members with a report produced by Katherine Cox (GTR). **(See attached Appendix B)**. Cllr Butchins reported that as the report was very long members were advised to read the report at their own leisure.

Mr Redman reported that works to remodel the station building were to begin in September 2018 and were due to be finalised in March 2019. The ticket hall and shop would be enlarged by extending them onto the forecourt, the café would be incorporated into the main building, and the cycle rack would be enclosed in a glazed shelter. It was recognised that renovations would cause some temporary disruptions to passengers, but the intention was to equip the station to handle the increased flow of passengers more effectively, e.g. by increasing the number of ticket gates. The reduction from two to one in the number of ticket windows reflected the general movement towards on-line or

automated ticket sales, but unlike most GTR stations Elstree and Borehamwood was to retain a staffed ticket office.

Arising from a recent fatality at the station it was noted that there were on average five suicides a week on the National Rail network. This causes great trauma to train drivers and huge disruption to passengers. It was further noted that station staff were receiving training in order to identify patterns of behaviour associated with suicides. **(See attached Appendix C Post meeting Suicide Report 2017/18).**

#### **07. OPEN SESSION**

It was noted that so far there had been no reply from TFL regarding the outcome of its consultation on the proposed cyclist and pedestrian crossing on A1 Stirling Corner.

It was noted that Cllr S Rubner would be taking over as Chair at and from the meeting of 24 October 2018.

Members expressed their thanks and gratitude to Cllr C Butchins for his past commitment and hard work during his time as Chairman of the Transport Forum.

#### **08. CLOSURE AND DATE OF NEXT MEETING**

The meeting closed at 8.50pm.

It was noted that the next meeting was scheduled for Wednesday 24 October 2018 at 7.00pm at Fairway Hall, Brook Close, Borehamwood, WD6 5BT.

Date:..... CHAIRMAN:.....



# **APPENDIX A**

## **ELSTREE & BOREHAMWOOD TOWN COUNCIL**

### **TRANSPORT AND ROAD SAFETY FORUM WEDNESDAY 4 JULY 2018**

The following is a summary of the number of incidents reported for six consecutive two month periods under the following headings. All of these categories include all types of vehicle, including bicycles:

- Road Traffic Collision, Damage Only
- Road Traffic Incident, Suspected Injury
- Road Offence
- Vehicle Nuisance Or Inappropriate Use

# Road Traffic Collision, Damage Only

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 28.02.2017	Totals
Elstree	2	2	3	4	6	10	27
Brookmeadow	6	3	5	4	7	11	36
Cowley Hill	1	4	0	7	6	3	21
Hillside	7	7	9	9	8	17	57
Kenilworth	7	6	8	9	10	9	49
Totals	23	22	25	33	37	50	190

Ward	01.03.2017 30.04.2017	01.05.2017 30.06.2017	01.07.2017 31.08.2017	01.09.2017 31.10.2017	01.11.2017 31.12.2017	01.01.2018 28.02.2018	Totals
Elstree	1	5	7	10	7	3	33
Brookmeadow	3	4	2	5	3	4	21
Cowley Hill	1	3	1	4	2	2	13
Hillside	9	9	12	9	6	8	53
Kenilworth	7	4	9	4	4	8	36
Totals	21	25	31	32	22	25	156

Ward	01.03.2018 30.04.2018	01.05.2018 30.06.2018					
Elstree	8	2					
Brookmeadow	5	2					
Cowley Hill	3	5					
Hillside	10	11					
Kenilworth	3	8					
Totals	29	36					

## Road Traffic Incident, Suspected Injury

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 28.02.2017	Totals
Elstree	7	5	0	4	6	4	26
Brookmeadow	3	0	2	1	5	3	14
Cowley Hill	2	1	2	1	2	2	10
Hillside	8	5	6	7	3	1	30
Kenilworth	3	1	7	11	5	3	30
Totals	23	12	17	24	21	13	110

Ward	01.03.2017 30.04.2017	01.05.2017 30.06.2017	01.07.2017 31.08.2017	01.09.2017 31.10.2017	01.11.2017 31.12.2017	01.01.2018 28.02.2018	Totals
Elstree	2	1	2	2	3	3	13
Brookmeadow	1	1	4	6	2	3	17
Cowley Hill	1	1	5	3	1	3	14
Hillside	4	7	3	1	5	6	26
Kenilworth	2	3	0	4	4	10	23
Totals	10	13	14	16	15	25	93

Ward	01.03.2018 30.04.2018	01.05.2018 30.06.2018					
Elstree	2	3					
Brookmeadow	0	1					
Cowley Hill	0	3					
Hillside	3	7					
Kenilworth	1	3					
Totals	6	1					

# Road Offence

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 28.02.2017	Totals
Elstree	5	9	5	8	8	2	37
Brookmeadow	3	4	7	3	9	8	34
Cowley Hill	5	7	3	1	4	3	23
Hillside	11	11	11	10	11	15	69
Kenilworth	6	7	8	11	11	7	50
Totals	30	38	34	33	43	35	213

Ward	01.03.2017 30.04.2017	01.05.2017 30.06.2017	01.07.2017 31.08.2017	01.09.2017 31.10.2017	01.11.2017 31.12.2017	01.01.2018 28.02.2018	Totals
Elstree	3	5	3	4	5	7	27
Brookmeadow	8	9	3	6	6	3	35
Cowley Hill	2	10	4	9	4	3	32
Hillside	16	10	11	13	13	10	73
Kenilworth	13	7	9	3	6	6	44
Totals	42	41	30	35	34	29	211

Ward	01.03.2018 30.04.2018	01.05.2018 30.06.2018					
Elstree	9	10					
Brookmeadow	9	3					
Cowley Hill	2	8					
Hillside	7	8					
Kenilworth	4	6					
Totals	31	35					

# Vehicle Nuisance Or Inappropriate Use

Ward	01.03.2016 30.04.2016	01.05.2016 30.06.2016	01.07.2016 31.08.2016	01.09.2016 31.10.2016	01.11.2016 31.12.2016	01.01.2017 28.02.2017	Totals
Elstree	3	2	4	3	5	3	20
Brookmeadow	7	8	14	7	6	14	56
Cowley Hill	12	14	6	5	7	7	51
Hillside	23	19	11	21	13	19	106
Kenilworth	10	11	7	8	5	7	48
Totals	55	54	42	44	36	50	281

Ward	01.03.2017 30.04.2017	01.05.2017 30.06.2017	01.07.2017 31.08.2017	01.09.2017 31.10.2017	01.11.2017 31.12.2017	01.01.2018 28.02.2018	Totals
Elstree	4	2	2	2	1	4	15
Brookmeadow	10	20	8	7	7	9	61
Cowley Hill	12	14	17	9	8	7	67
Hillside	26	24	15	10	13	19	107
Kenilworth	9	10	4	0	8	8	39
Totals	61	70	46	28	37	47	289

Ward	01.03.2018 30.04.2018	01.05.2018 30.06.2018					
Elstree	2	0					
Brookmeadow	5	20					
Cowley Hill	6	4					
Hillside	7	15					
Kenilworth	3	3					
Totals	23	42					

### **Changes in GTR management**

As you may know by now the Chief Executive Officer of GTR, Charles Horton, has decided to step down. Whilst this was an industry-wide failure, Charles believes that with leadership comes responsibility and has decided the right thing to do is to step down from his post.

The company has announced that Patrick Verwer will become the new Chief Executive Officer effective from early July.

### **The causes of the problems with the new timetable**

Charles Horton and Nick Brown appeared before the Transport Select Committee on 18 June to set out the position in respect of each of these issues.

Firstly, we would like to sincerely apologise to all of our passengers who have been affected in recent weeks. The service has simply not been good enough and for that we are truly sorry.

The introduction of a new timetable is a complex task requiring input, decisions and actions from a wide number of people including ourselves, Network Rail and the Department for Transport (DfT). In the case of this new GTR timetable, the process was considerably more complicated and time consuming than usual, with the times of every single one of our 3200 daily services changing, as well as the introduction of 400 new services per day and the creation of new routes connecting destinations that have never been linked together by rail before.

In August 2017, GTR submitted a bid (in compliance with DfT specification) to Network Rail to operate 24 trains per hour in order to deliver the capacity benefits outlined in the franchise agreement. Following a recommendation made in April 2017, the DfT announced its decision to phase the implementation of the timetable in October 2017. Whilst we supported this decision, it changed the requirements of the May 2018 timetable once again and meant a huge amount of timetable planning work had to be re-done by both Network Rail and GTR.

At the same time, an Industry Readiness Board (IRB) was created to oversee the full process, under the chairmanship of Chris Gibb and including representation from all affected train operators as well as Network Rail, the ORR and the DfT.

In November 2017, Network Rail offered a timetable back to GTR, but with a large number of train rejections – it was not an operable timetable. In January 2018, GTR bid for the new timetable in response to this, including the required phasing, as well as late-notice changes to services between Bedford and London on the Midland Mainline. It wasn't until April 2018 that GTR's bid was approved by Network Rail which left only three weeks to complete three months

work before implementation. This was followed by the standard scrutiny process with the trade unions, which was completed shortly before the timetable introduction.

While GTR were waiting for this delayed approval, mitigating measures were being taken forward and planning work undertaken on a set of assumptions from the previous year's plans and these proved to be partly incorrect once the timetabling work was concluded. This meant there was a mismatch between the final timetable and the required route knowledge skills of drivers.

In simple terms, this left GTR with three weeks to do a minimum of three months work (12 weeks is the regulated target). During this time, GTR continued to train drivers for the new timetable.

The route knowledge drivers require takes time to accrue and it was impossible to know which drivers needed which route training until three weeks beforehand when the timetable was agreed, as a result of those earlier delays. Furthermore, regulations dictate that route knowledge expires after six months if not used, so it was impossible to speculatively train drivers on a range of routes very far in advance of those colleagues driving them. Given the short notice of the timetable, the issue we faced was around matching the driver knowledge with their new depots.

As you will be aware, GTR is leading the UK's largest train driver recruitment programme and over the past two years, our driver numbers have increased by 19%. As the summary above outlines, problems arose from drivers not having the right route knowledge for the new timetable, rather than there being a shortage of drivers.

Whilst this driver training was ongoing, a huge number of other tasks were required during that condensed three-week period. Critically, we needed to create 'diagrams' (the industry term for the work schedules drivers use each day) for the new timetable – another task that was impossible to commence until the timetable was received from Network Rail.

Whilst it was clear, which we stated, that there would be some teething troubles with the timetable three weeks out, it was only in the final days when the work schedules were finalised and applied to the work rosters in crew depots that the sheer scale of the problem became apparent. At that point, in an ideal world we would have postponed implementation of the timetable, but the knock-on effects to the rest of the rail network would have been enormous and would have made matters worse for even more passengers.

Clearly there are lessons that we can draw from this and will but also the wider industry arrangements for making changes have been found wanting and collectively across the network this needs to be addressed. We fully support a system of independent checks and measures operating across the industry going forward and a review of the industry arrangements that have caused us and Northern such challenges and difficulties for our passengers.

## **Delivering a more dependable service**

The top priority now is to deliver a more dependable service for our passengers. Our plan to achieve this is as follows:

- **Phase 1 | 24 June – Mid-July**

Our first step is to give passengers a more predictable service. In the short term, the only way to do this is to regularise the services being cancelled and amend online journey planners accordingly. Until now, these have needed to be updated on a weekly basis but from Monday 25 June passengers will be able to plan their weekday journeys in advance for the coming three weeks.

We will prioritise peak trains and school trains, giving more certainty for passengers to plan their journeys to and from work and school. Regularising the service allows GTR to increase the amount of driver training on routes they need to drive and gives passengers a service they can plan around again. We are working hard to reduce the number of ad hoc cancellations which have been so frustrating and reduce service gaps during this time. In this period some short form trains may run while we move the fleet to the correct positions. We will continue to support the service gaps with buses and taxis.

- **Phase 2 | From Mid-July**

As a second and most important step, from mid-July, GTR aims to implement an interim timetable which will give passengers a more dependable service. This will be based on the targeted May 2018 timetable, but with fewer services primarily in the off peak period to further enable us to augment the driver route knowledge training programme.

From this timetable, we will aim to gradually introduce more services to complete the intended May 2018 timetable; but we will only do so when we are certain it can deliver the passenger benefits of extra rail capacity, reliability and journey options that it needs to.



### **Declassifying first class**

From 29 June, first class is declassified on all Thameslink and Great Northern services during peak journey times to create more space for passengers. This will continue until the interim timetable is implemented on 15 July which will prioritise peak hours services and reduce service gaps.

We appreciate that customers may already hold a Thameslink or Great Northern first class season ticket and they will be able to claim the difference in cost for journeys made where first class was declassified. More information can be found here -

[www.thameslinkrailway.com/firstclassclaimform](http://www.thameslinkrailway.com/firstclassclaimform)

### **Encouraging passengers to claim Delay Repay**

We know this issue is a matter of great importance to passengers and we do not underestimate the impact the recent problems have had on peoples' lives. We are using all customer information channels available (website, social media, station posters, information screens, and media advertisements) to encourage passengers to claim the compensation they may be entitled to. Please reinforce this important message to your members and ask them to visit the Great Northern and Thameslink websites to claim Delay Repay, which provides for money back for delays of 15 minutes or more. Claims for additional expenses, such as taxis are being considered on a case-by-case basis and all receipts with an explanation should be sent to our customer relations team.

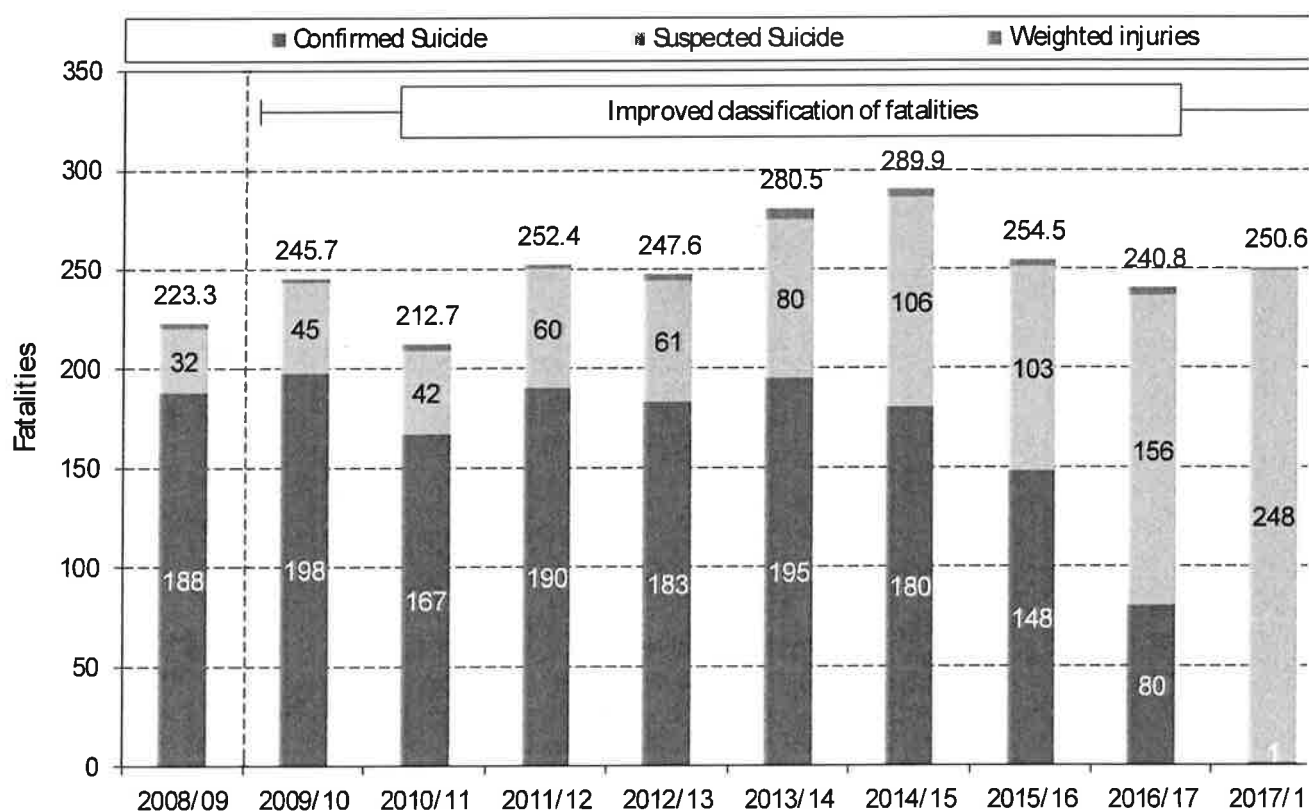
We are also working with the DfT on a compensation package in addition to our existing Delay Repay scheme.

## 9.2 Trend in suicide fatalities

Chart 64 presents the trend in harm from suicide and suspected suicide for the past 10 years. The dark bars represent the number of events with a coroner's confirmed verdict. The light bars represent the number of verdicts that were open, narrative, or not yet returned, which are currently classed as suspected suicide, based on application of the Ovenstone criteria.

The discontinuity resulting from greater information being available from 2009/10 onwards is reflected in the chart. Later years have greater proportions of unconfirmed categorisations, while coroners' inquests or verdicts are still awaited. Note that due to capacity constraints RSSB have not reviewed coroners reports for most 2017/18 fatalities and this will be carried out post-publication.

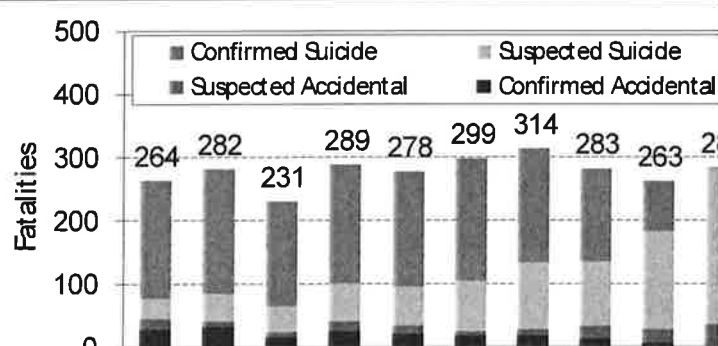
Chart 64. Trend in suicide fatalities and weighted injuries



Note: For 2009/10 onwards, the classification of open, narrative and unreturned coroners' verdicts has been based on an improved amount of information.

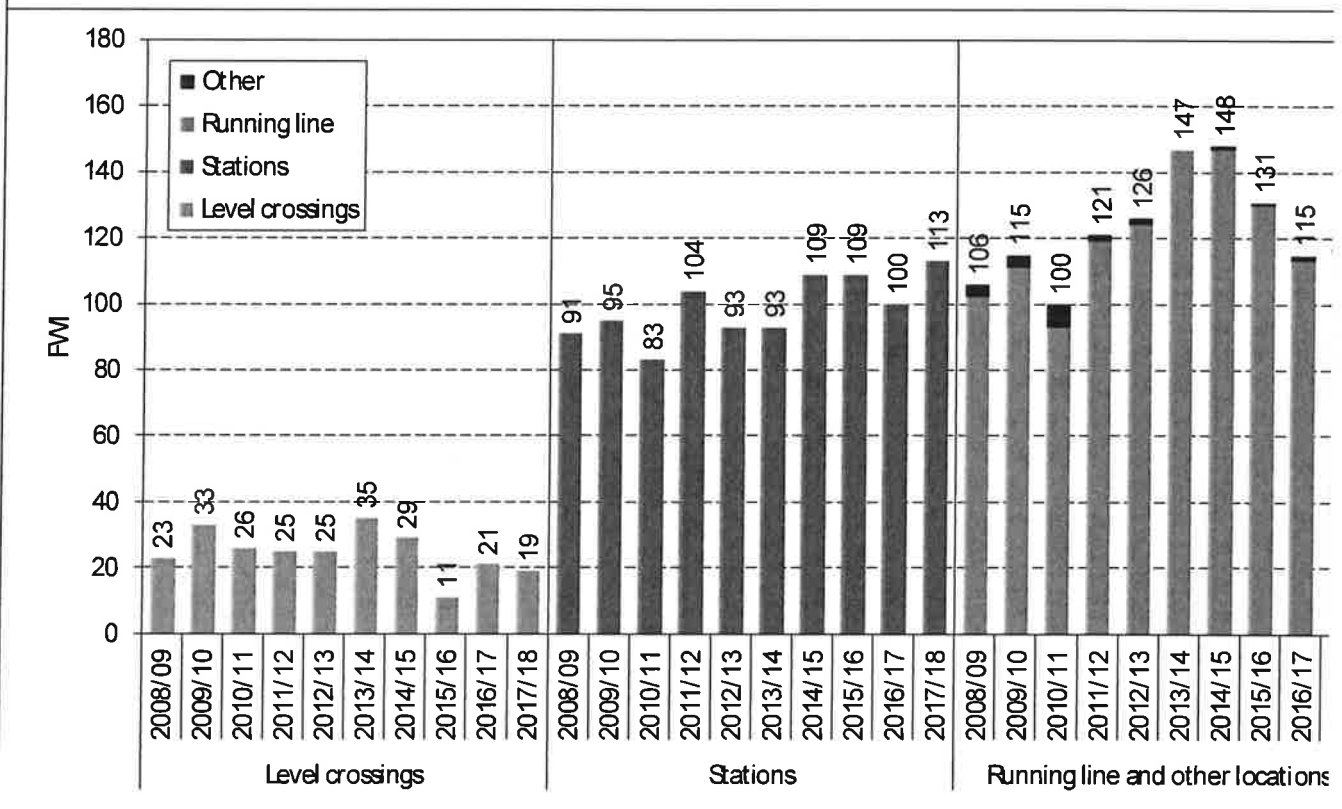
- Given the proportion of cases that are open, narrative or unreturned, which is where judgement needs to be applied, it is useful to look at the trend in trespass and suicide fatalities as a whole.
- Chart 65 shows that although up to 2014/15 there has been a generally increasing trend in fatalities due to trespass or suicide, numbers have

Chart 65. Trend in trespass and suicide fatalities



## Trends in suicide by location

Chart 66. Trend in suicide fatality harm by location



- Since 2008/09, around 50% of suicides have occurred on the running line. In 2017/18 there was a small increase in suicide events at these locations.
- Since 2008/09, around 40% of suicides have occurred in stations. The number of suicides in stations for 2017/18 increased to the highest in the reporting period.
- The number of suicides at level crossings decreased this year and remains below the annual average for the reporting period. Over the past 10 years, around 10% of suicides have occurred at level crossings. The remaining small percentage of events have occurred in other locations.
- The occurrence of suicide on the railway is likely to be influenced by wider societal trends, as well as by initiatives the railway takes to prevent suicide attempts.

## 9.3 Suicide prevention initiatives

Rail Industry partners (including Network Rail, the train operating companies, trades unions, BTP, Samaritans, and RSSB) under the banner of the Rail Industry Suicide Stakeholder Group (RISSG) have been working together since 2010 to reduce suicide on the railway and to support those involved who witness such an event. In 2015 the contractual partnership agreement between Samaritans and Network Rail on behalf of the rail industry was renewed until 2020.

The industry's suicide prevention programme involves the roll out of a number of prevention and post-incident support initiatives. These include multi-agency partnership working at national and local level, bespoke training of rail industry staff, a national public awareness poster campaign, the implementation of physical mitigation measures at railway locations, post-incident support at rail stations provided by local Samaritans volunteers and work to encourage responsible media reporting of suicides. Increasingly important are the relationships being forged with local authorities and NHS as collectively there is recognition that the rail industry is but one player in addressing the societal issue of suicide.

### LOE comment

We don't always know what has led someone to consider suicide. But what we do know is that if you take the time to talk to someone at risk of harming themselves, you won't make it worse, and you may actually save their life.

On 15 November, this started to be put into practice when the industry, in partnership with Samaritans, launched its first national bystander campaign, 'Small Talk Saves Lives' which seeks to gain the support of customers and the public in preventing suicide not only on the railway, but also in their own communities.

Driven by examples of rail staff, and members of the public who have intervened to help someone in crisis, the campaign's overarching aim is to encourage people to trust their instincts and take action if they see someone they're concerned about.

The award-winning campaign has been launched country-wide, across many multi-media outlets. It features role model behaviour, showcases the work of the rail industry at large, and equips the public with a belief that suicide is preventable and that a simple conversation can be all that's needed, along with guidance on what to look out for, and what action to take.

In short, it humanises suicide for rail passengers, it focuses on driving intent and removing barriers that prevent action, making it easier by simplifying the ask and giving people the confidence to act and a belief that they can make a difference.

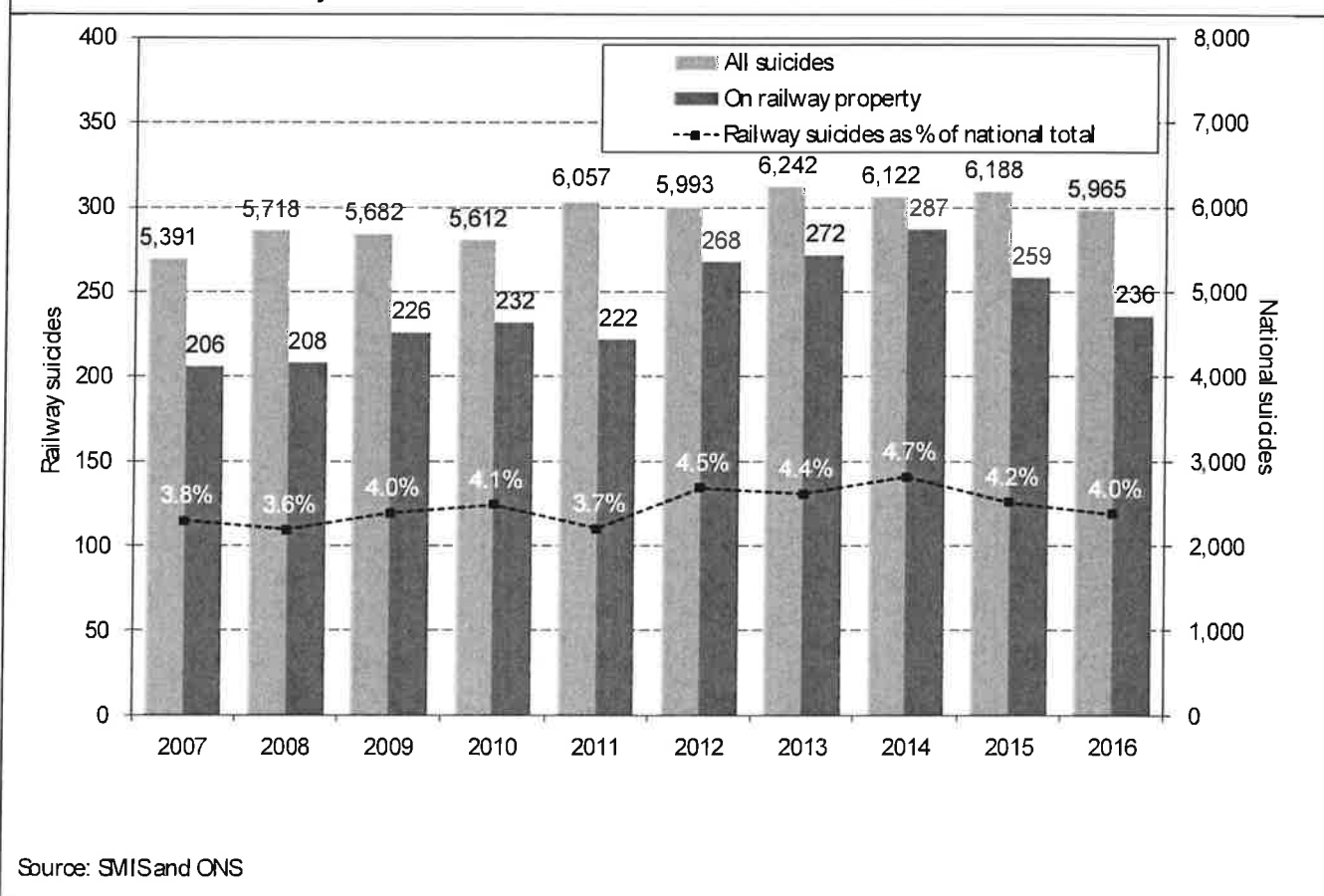
Table 13 presents a general overview of the national and local activities covered by the programme

Summary of programme activities	
AT NATIONAL LEVEL	AT LOCAL LEVEL
Partnership working	
<ul style="list-style-type: none"> <li>Governance groups including all industry stakeholders in place</li> <li>Industry central suicide prevention team established</li> <li>Suicide Prevention Champions and Coordinators in place within each organisation</li> <li>Continued partnering with dedicated Samaritans and British Transport Police suicide prevention teams</li> <li>Simplified version of the Programme's strategy published</li> <li>Production of guidance documents</li> <li>Provision of core data sets for industry and third-party use</li> <li>Working with Department for Transport to develop a transport sector suicide prevention strategy</li> <li>Working with Public Health England to validate industry approach to suicide prevention</li> <li>Hosting suicide prevention conferences and parliamentary receptions</li> <li>Promoting national awareness activities with Samaritans</li> <li>Sharing expertise with foreign rail agencies</li> </ul>	<ul style="list-style-type: none"> <li>Supporting local authorities in their delivery of suicide prevention activities</li> <li>Contributing to multi-agency suicide prevention activity</li> <li>Contributing to and leading community outreach activities</li> <li>Liaison with local MPs</li> <li>Delivery of the industry's 9 Point Suicide Prevention Plan and the Programme's strategy</li> <li>Convening local meetings to address specific location risks</li> <li>Completion of location reviews to determine appropriate levels of suicide prevention activity</li> <li>Promoting awareness activities</li> <li>Identification of 'at risk' locations</li> <li>Garnering support of local rail partnership groups to support the Programme</li> </ul>
Prevention activities	
<ul style="list-style-type: none"> <li>Commissioning bespoke research to identify new ways to meet the suicide prevention challenge on the railway</li> <li>Deploying anthropologists/ethnographers to study societal issues at high risk locations</li> <li>Design and delivery of suicide prevention awareness campaigns such as Small Talk Saves Lives</li> <li>Overlaid the industry's 'escalation process' to high-risk locations</li> <li>Provision of suicide prevention training</li> <li>Monitoring of press and social media outputs</li> <li>Suicide prevention arrangements built into franchise agreements</li> <li>Communicating anniversary dates of significant suicides</li> <li>Identifying suicidal activity as a means of predicting future events</li> <li>Looking at new and emerging technologies to prevent suicide</li> <li>Developing collateral to promote suicide prevention activity both on and away from the railway</li> <li>Media releases</li> </ul>	<ul style="list-style-type: none"> <li>Identifying at risk locations</li> <li>Deploying suicide prevention measures</li> <li>Undertaking suicide prevention training</li> <li>Raising awareness amongst staff of the industry's suicide prevention measures and the part they play in it. The industry's 'Learning Tool' video platform has played a key part in this</li> <li>Raising awareness amongst staff of the industry's suicide prevention measures and getting them to become actively involved</li> <li>Coordinating prevention activities with local authorities and other third-party organisations</li> <li>Responding to press and social media activity</li> <li>Direct life-saving interventions by staff</li> <li>Removing memorials to those that have taken their lives</li> <li>Increasing patrols or 'staffing' at emerging high-risk locations</li> <li>Media releases</li> </ul>
Post-event activities	
<ul style="list-style-type: none"> <li>Provision of Trauma Support Training</li> <li>Provision of trauma support materials and support services for staff</li> <li>Weekly review of the epidemiology of all suicide events</li> <li>Deliver national guidance emerging from event reviews</li> </ul>	<ul style="list-style-type: none"> <li>Adoption of Trauma Support Training to improve staff resilience to suicidal activity</li> <li>Provision of post-incident support to staff and customers</li> <li>Post-event reviews with interested parties to establish learning</li> </ul>

## 9.4 Railway suicides in the wider context

Suicides on the railway represent by far the largest proportion of railway-related fatalities, but they represent a relatively small percentage of suicides on a national level. National suicide figures are not available as recently as railway figures, being published on a calendar year basis; the chart shows the latest available calendar year comparisons. The national figures used for the UK are based on the year when the death was registered.

Chart 67. Railway suicide trend in the wider context



- Over the period shown in the chart, the average number of national suicides has been 5,897 per year. The years 2011-2016 have seen a sustained higher level of national suicides. This increased number of suicides at a national level has been in line with an increased number seen on the railway. The number seen in 2016 is the lowest in five years, but remains higher than historic figures.
- The proportion of the national total occurring on railway property has been 4.1% over the analysis period; the most recent available year for comparison has shown a slightly lower proportion.

## 9.5 Key safety statistics: suicide

Suicide	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18
Fatalities	275	286	251	236	249
Struck by train	265	281	243	228	242
Not train related	10	5	8	8	7
Injuries to others	292	243	213	186	88
Major injuries	0	0	0	0	0
Minor injuries	0	1	0	1	3
Shock and trauma	292	242	213	185	85*

\*The apparent reduction in shock and trauma is due to a change in the way such incidents are reported in S

### **iii) Frequency Changes**

As the route 384 extension would provide additional capacity on the busiest sections of routes 292 and 606, these routes would be reduced in frequency. This would help cover the cost of extending route 384.

Overall, more capacity would be created between Barnet, Stirling Corner, Mill Hill and Edgware. Between Stirling Corner and Edgware, a bus would run every 10 minutes during Monday to Saturday daytimes. However there would be less capacity between Stirling Corner and Borehamwood.

#### **Route 292**

The frequency of route 292 would reduce from every 15 minutes to every 20 minutes per hour during Monday to Saturday daytimes.



News story

## Train door accident at Elstree & Borehamwood station

Investigation into a train door accident at Elstree & Borehamwood station, Herfordshire, 7 September 2018.

Published 25 September 2018

From:

[Rail Accident Investigation Branch](#)



Image of a train similar to the one involved in the accident, at Elstree & Borehamwood station

At around 14:00 hrs on Friday 7 September 2018, a Thameslink train service, travelling from St Albans City to Sutton, made its scheduled stop at Elstree & Borehamwood station. The doors opened and a female passenger, with a walking frame and luggage, started to board the train; the passenger was accompanied by her dog. While the passenger was boarding the train, and having placed her luggage on it, the doors closed and the train departed. The passenger and her dog were left on the platform, but the dog's lead was trapped in the train doors. The dog was dragged by the lead, onto the track and was subsequently found, deceased, in a tunnel a short distance from the station.

The passenger was uninjured, although the accident caused her very considerable distress.

The RAIB's investigation will determine the sequence of events and consider:

- the processes and procedures used for the dispatch of trains on the Thameslink route
- the ability of the train doors to detect trapped objects
- systems used by Govia Thameslink Railway to ensure the competence of drivers when operating and dispatching trains on this route

- the systems and displays made available to train drivers which allow them to determine when it is safe to close train doors and dispatch a train from a station
- any previous similar incidents
- any other relevant underlying management factors

Our investigation is independent of any investigation by the railway industry or by the industry's regulator, the Office of Rail and Road.

We will publish our findings, including any safety recommendations, at the conclusion of our investigation; these will be available on our RAIB website.