

ELSTREE AND BOREHAMWOOD TOWN COUNCIL (EBTC)

**TRANSPORT & COMMUNITY SAFETY FORUM**

**MINUTES** of a meeting held in Fairway Hall, Brook Close, Borehamwood on  
**Wednesday 5 July 2023** at 7.00pm

Present: Cllr G Alexander (In the Chair)  
Cllr A Collins (Vice-Chair)  
Cllr R Butler (Part)  
Cllr P Nirmalakumaran (Ex Officio)  
YC L Arazi  
A Chillingsworth (Great Northern Railway)  
R Jarvis (Neighbourhood Watch)

In Attendance: T Malton (Acting Town Clerk)

Members of Public: 5 Members of Public

**12. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies were received from: Cllr P Kaza, (other business) and members of the Youth Council (other business).

**13. DECLARATIONS OF COUNCILLORS' INTERESTS**

**There were none.**

**14. FORUM MINUTES**

**It was RESOLVED that:**

the Minutes of the Transport and Community Safety Forum held on 24 May 2023 were approved and duly signed as a true record by the Chair.

**15. BUS SERVICES IN ELSTREE AND BOREHAMWOOD**

**There were no representatives present.**

## **16. TRAIN SERVICES**

Andrew Chillingsworth Community Engagement Officer – Thameslink / Great Northern Railway presented the Forum with a visual presentation update on Train Services. (APPENDIX A).

### **Items covered were:**

- Changes to ticket offices.
- Station area customer service
- GTR performance through Elstree and Borehamwood station.
- Online ticket purchase.
- Aims to improve customer service.
- Train service performance.

It was noted that a consultation was launched 5 July 2023 to 26 July 2023 by London Travel Watch in relation to a proposal that staff be taken out of the ticket offices to assist customers at the ticket machines. It is estimated that only one in ten people purchase tickets at the ticket office. There will be several ticket offices that remain open, St Pancras, St Albans, and Luton Airport Parkway. Ticket assistant hours at Elstree and Borehamwood station are Monday to Saturday 6.00am – 20.30pm. With the new scheme proposing that ticket assistance be provided Monday to Friday between 6.00am and 23.15pm, Saturday 7.00am to 23.15pm and Sunday services from 6.30am -21.30pm

(See appendix A for more information).

### **Concerns raised were:**

- Delayed arrivals.
- Family railcards unable to work at the ticket machines.
- Use of Family Railcards at ticket machines.
- Detrimental cuts and changes to station staff.
- Staff overtime ban.

Cllr Alexander wanted it noted that praise and respect be given to an employee of Thameslink/Great Northern Railway, employed since 1962 be praised for his outstanding service and commitment to duty, commenting that he was a legend, always smiling and a perfect model for Elstree and Borehamwood.

It was noted that the above changes to station staff structure had been implemented by Central Government. Acting Clerk T Malton expressed gratitude to A Chillingsworth for his attendance at the Transport and Community Safety Forum meetings.

## **17. POLICING**

**There were no representatives present.**

Cllr Butler suggested correspondence be made to Cllr Chris Gray of Hertsmere Borough Council regarding police presence at the Transport and Community Safety Forum meetings.

It was noted that Hertsmere Borough Council receive update reports from the police. It was further noted that R Jarvis of Neighbourhood Watch had approached the station police sergeant offering to present a report on their behalf, but his offer had been turned down.

## **18. NEIGHBOURHOOD WATCH**

Mr R Jarvis the facilities co-ordinator for Neighbourhood Watch Hertsmere gave a verbal report that:

- There were 179,332 households registered with Neighbourhood Watch across Hertfordshire.
- Hertsmere have 46% coverage.

It was noted that the benefits of registering with Neighbourhood Watch included alerts by police of increased burglaries and incidents in specific areas.

Mr Jarvis remarked that he would like to see the figure in Hertsmere reach 50% and is working closely with the police to drive this forward.

Mr Jarvis further reported that he delivers DVD presentations on rogue traders and distraction burglaries at various sites and homes covering an area from North Watford to Whetstone. The DVD is aimed mostly at elderly and vulnerable people as they are the main targets. The police have reported to Mr Jarvis following the coverage of the showing of the DVD there has not been any distraction burglaries in Hertfordshire in the last three months.

It was noted that Mr Jarvis could be contacted regarding the showing of the DVD to specific groups.

## **19. HERTS FIRE AND RESCUE**

**There were no representatives present.**

## **20. COUNCIL REPORT**

Following a request from a member of public during the meeting in May regarding the placement of a noticeboard outside 96 Shenley Road Cllr R Butler reported he had approached Officers at the Borough Council asking if it would be possible for the Town Council to erect a noticeboard with the funds being drawn from CIL fund. Cllr Butler is waiting for a response and will report back at the next meeting.

## **21. OPEN SESSION**

During the open session a proposal was put forward that schools be contacted regarding holding some of the forum meetings on school premises. It was felt that due to the lack of school staff interest or representation at meetings the proposal would encourage attendance. The meetings could be on a rota basis between schools wishing to take part.

Following feedback (if any) from schools the proposal would be presented at a Full Council meeting.

### **Concerns raised were:**

- No update report from Sullivan Buses regarding the B3 route.
- Damage to pavement in Shenley Road.
- Inadequate street lighting.
- Safety when walking alone at night (due to street lighting).
- Lack of information from HBC regarding safety for women.
- Not having access to a local police station in an emergency having to be directed to Hatfield police station not acceptable.

### **It was RESOLVED that:**

D Sullivan of Sullivan Buses be contacted for an update regarding the B3 bus service route.

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

The meeting closed at 8.05pm.

It was noted that the next meeting was scheduled for **Wednesday 27 September 2023 at 7.00pm in Fairway Hall.**

Date:..... CHAIR.....