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Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday, 12 December 2023

Time: 2.00 pm

Place: Loxley House, Station Street, Nottingham, NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Director for Legal and Governance

Governance Officer: Phil Wye

Direct Dial: 0115 8764637

- 1 Membership**
- 2 Apologies for Absence**
- 3 Declarations of Interests**
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- 5 NET Operational Performance and Progress Update** 7 - 12
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- 6 Safeguarding of Vulnerable People on the Tram Network** 13 - 14
Report of the Head of Operations, Nottingham Trams
- 7 Work Plan**
For further discussion.
- 8 Future Meeting Dates**
12 March 2024, Loxley House

If you need any advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting

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Nottingham City Council

Greater Nottingham Light Rapid Transit Advisory Committee

Minutes of the meeting held at Loxley House, Station Street, Nottingham, NG2 3NG on 12 September 2023 from 2.00 pm - 2.50 pm

Membership

Present

Councillor John Ogle (Vice Chair)
Councillor Jim Creamer
Councillor Nadia Farhat
Councillor Angela Kandola
Councillor Eric Kerry
Councillor Francis Purdue-Horan
Councillor Ethan Radford
Councillor Michael Savage
Councillor Gordon Wheeler

Absent

Justin Donne
Councillor Helen Kalsi
Councillor Hayley Spain

Colleagues, partners and others in attendance:

Andrew Conroy	- Chief Operating Officer, Tramlink Nottingham
Martin Farrow	- Public Relations Advisor, Nottingham Trams
Andrew Holdstock	- Senior NET Project Engineer, Nottingham City Council
James Lavender	- Governance Officer
Lorraine Salt-Pulford	- Nottingham City Disability Involvement Group
Trevor Stocker	- Head of Operations, Nottingham Trams
Jim Thomas	- Nottinghamshire Better Transport

11 Membership

The Committee noted that Councillor Angela Kandola has replaced Councillor Matt Shannon as a member of the Committee.

12 Apologies for Absence

Councillor Helen Kalsi (Unwell)
Councillor Hayley Spain (Work commitments)

Justin Donne (Work commitments)

13 Declarations of Interests

None.

14 Minutes

Subject to the confirmation of attendance of Jim Thomas at the last meeting, the Committee confirmed the minutes of the meeting held on 11 July 2023 as a correct record and signed by the Chair.

15 NET Operational Performance and Progress Update

Trevor Stocker, Head of Operations at Nottingham Trams, introduced a report on the operational performance and progression of the Nottingham Tram Network which highlighted the following:

- (a) the reliability and punctuality of the tram service during June and July is largely positive, with scores of 91.3% and 91.4% respectively;
- (b) press releases and media appearances addressed several disruptions to the service, including the tram collision with an overhead line equipment (OLE) pole in Bulwell, network communication issues, and the serious police incident of 13 June;
- (c) on 12 June, a points issue caused Tram 232 to derail and collide with an OLE pole on its approach to the Bulwell tram stop. This caused three trams to be stranded north of the incident between Bulwell and Hucknall. It was difficult for heavy lifting and specialist equipment to access the site. Services were rerouted. An ongoing investigation is taking place into this incident and the repairs to that tram will take many months;
- (d) whilst the derailed tram incident was being dealt with, the police instructed trams to stop operating beyond Royal Centre due to a serious incident in which three people were murdered and two others were severely injured. The service between Phoenix Park and Wilkinson Street continued to operate, whilst five trams were stranded between The Forest and Royal Centre. These trams were taken out of service due to the police investigation and underwent intensive cleaning after police forensics officers had examined them;
- (e) on 16 June, an individual was stabbed to death onboard a tram at Highbury Vale by another passenger. The subsequent crime scene and investigations by the police resulted in tram services being disrupted on the Hucknall Line. Once the scene was cleared, services resumed. As a result of this incident, NTL mobilised additional security teams on trams in the peak evening times until the end of service. CCTV records have been provided to aid Nottinghamshire Police in their investigations;
- (f) there was a total loss of radio communications and the Automated Vehicle Location System (AVLS) which led to the complete suspension of service. This was due to a fault with the network switch. The incident is under review and further work will be undertaken to improve resilience to any potential future incidents;
- (g) there were three incidents on 14 July which significantly affected the service. These were a vehicle driving onto the tracks at Lenton Lane Bridge, a medical emergency at the Queen's Medical Centre (QMC) Hospital and a failed tram at Compton Acres. The City Council's Highways Team have re-signed the Lenton Lane Bridge to avoid such an incident in future;
- (h) NET operated a dedicated timetable to assist with the Nottingham Pride Parade;

- (i) track works in the Forest area of the city have been completed over the summer. New timetables and replacement bus services helped to minimise travel disruption;
- (j) further repair works have taken place on the drainage systems between Central College and Cator Lane, with contaminated soakaways being removed and replaced at the edge of the track;
- (k) parking enforcement patrols were extended in July to cover the Toton Lane and Wilkinson Street park and ride sites. These patrols have reduced anti-social behaviour (ASB) in the Toton Lane area. In Bulwell, NET continues to work with community groups and the police to tackle ASB issues. In Highbury Vale, community work has been undertaken with Heathfield Primary Schools to build a positive relationship with pupils on how they should behave when using the trams; Overall, there has been a downward trend in terms of ASB and criminal damage to ticket and validation machines, however there was a slight increase in August during the summer holidays;
- (l) the Road and Local Transport Minister Richard Holden MP visited the city and the Keolis depot on 31 July 2023. The visit was an opportunity to discuss and lobby the Government for funding for tram systems;
- (m) NET is currently working with inclusion specialists to create new inclusive guidance for people with autism, special needs, and children starting secondary school;

During the discussion and in response to questions from the Committee, the following points were raised:

- (n) during the June – July period, four vehicles were clamped for the misuse of parking spaces;
- (o) the control room/tetra radio system is used in other tram networks around the world. Monthly calls take place with the control room team to ensure that it is working effectively. NET is actively looking at how to improve the control room and radio operations from other tram networks. The problems NET has encountered have not been experienced by other networks, so they are looking at how the network can prevent such a communications and locations failure from happening again;
- (p) with regards to the ticket purchasing scheme in schools, eighteen schools were written to, although other schools can get involved at any time. Academic season tickets are becoming less prominent now term has started, but there has been a 400% increase in tickets sold due to the scheme, with most of the customers being pupils at the Nottingham Emmanuel School, the Becket School, Djangoly City Academy and George Spencer Academy;
- (q) the flooding near the Central College tram stop in Chilwell is not linked to the contaminated soakaways further down the line;

- (r) the CCTV at the tram stops is a live feed and can be seen by CCTV operators in the control room. The CCTV on the trams is not live and has to be reviewed afterwards;
- (s) trams reduce speed in instances of immediate flooding;
- (t) the reliability and punctuality satisfaction figures cannot reflect the exclusion of significant events which disrupt the service;
- (u) the maintenance plans of these incidents have a long-term effect and therefore it takes time for the service to stabilise, for example, damaged trams can be out of use for weeks whilst repairs take place, hence there are less trams in use on the network;
- (v) 10% of services operated during the serious police incident on 13 June. The trams affected were not available for a week after the attack due to the police forensics;
- (w) driver shortages do affect the overall service;
- (x) trams have been withdrawn to heat related faults due to hot summer weather, so maintenance plans will be updated to address these faults;
- (y) bus and train replacements were used between Bulwell and Hucknall when Tram 232 was derailed on 12 June;
- (z) during the Lenton Lane Bridge incident, the weight of the electric vehicle stuck on the line made it difficult to retrieve. Sixteen new 'no-entry' signs have been displayed in and around the bridge;
- (aa) the pedestrian lights at the Theatre Royal stop are highway compliant and consider the use of e-scooters;
- (bb) it is impossible for NET to police the use of park and ride facilities to specifically stop car racing. Patrols around these facilities aim to deter potential racers. Speed bumps are included on the site.

Resolved to note the report.

16 Work Plan

The contents of the work plan were noted by the Committee.

17 Future Meeting Dates

Resolved to meet on the following Tuesdays at 2pm in Loxley House:

12 December 2023

12 March 2024

NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1. SUMMARY OF ISSUES

1. This report updates the Committee on the performance and progress of NET from the beginning of August 2023 to the end of October 2023.

2. RECOMMENDATION

- 2.1 It is RECOMMENDED that the Committee notes the report.

3. OPERATIONAL PERFORMANCE

- 3.1 The reliability and punctuality of the tram service during this three-month period was 94.6% and 95.1% respectively. These positive figures demonstrate a substantial improvement in performance, including the excellent delivery of services during the 2023 Goose Fair Event. Over the past two months a series of track works have also been successfully completed. However, the network continues to experience some external events and incidents involving third parties that have impacted on tram services. These include a truck pulling down the overhead line in Beeston and storms causing flooding in the Wilford area.
- 3.2 Between 18th and 31st August, planned works to fully upgrade the tracks and the points at The Forest were successfully completed. An operations plan was created to enable customers to reach their required destinations while services were temporarily suspended between Wilkinson Street and Old Market Square, with a dedicated bus replacement service operating between these two locations. The works were completed to schedule with full service resuming on 1st September.
- 3.3 Track replacement works were also undertaken at Middle Hill, between 22nd and 24th October, and works to repair damage caused to the track bed at Cator Lane, following the burst water main incident and subsequent flooding in the area, that occurred earlier this year, took place between 28th October and 3rd November. Full operations plans, amended timetables and staffing rosters were created, and replacement bus services were arranged, to provide passengers with a robust service during both of these events.

- 3.3 On 17th August, an IT network issue caused a system wide AVLS (radio comms & tram management software) and other safety critical systems outage occurred at the beginning of service. Since it was not possible for the control room to communicate with drivers, all trams were withdrawn to the Depot shortly after 0700. It was not until late in the day that the cause of the fault was identified and, following overnight repair work, services were able to resume the following morning.
- 3.4 On 21st August, shortly after 0900, a lorry carrying a telehandler unit hit the overhead line at Beeston Centre causing the overhead line to de-wire, resulting in over 1km of OLE being damaged over a busy road junction. Several vehicles were trapped in the area, but thankfully no one was hurt. Due to the nature of the damage and the electrical isolation required, there was no service between University Boulevard and Cator Lane, with NCT cross-ticket acceptance being put in place. The NET engineering team and external contractors were mobilised, closely liaising with County Council traffic management teams to facilitate the road closures required to complete the repairs. On 24th August, trams were able to operate again through the area, a fantastic turnaround given the initial damage. NTL have reported this incident to both the Health and Safety Executive and the Office of the Rail Regulator.



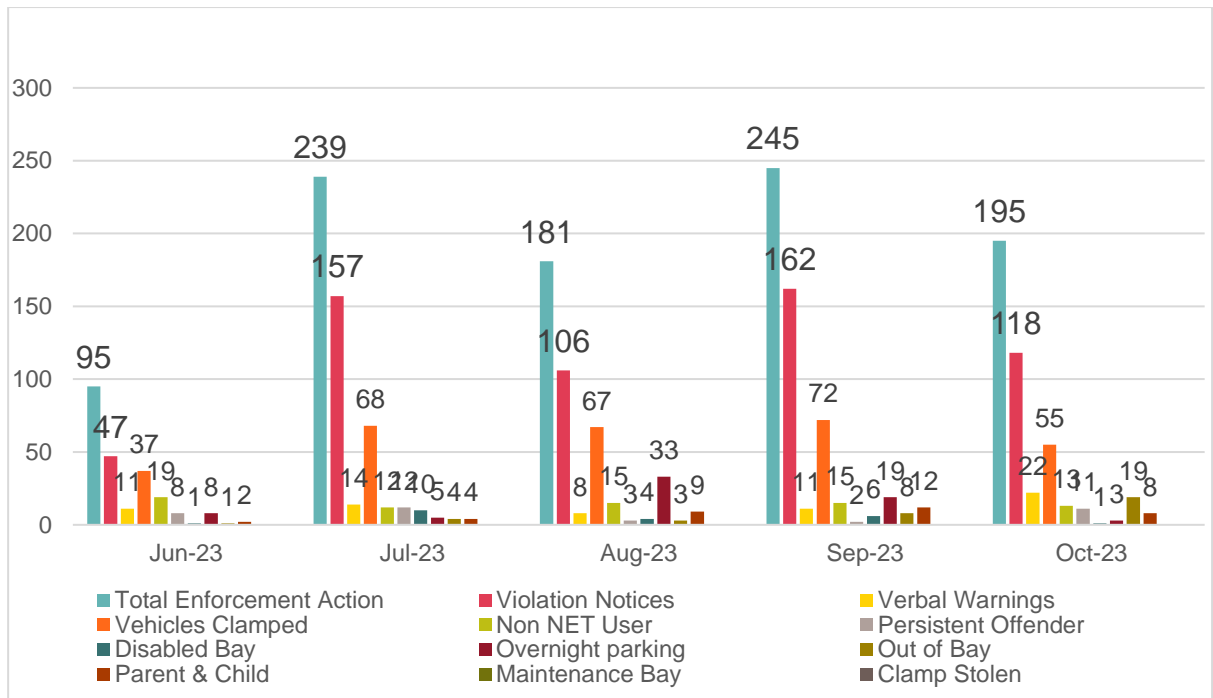
- 3.5 NET is recording a significant increase in contractors carrying out unauthorised work around the tramway as highlighted above, posing safety risks and possible damage and delays to the tram network. We are working with agencies to act against contractors and are liaising with other tramway operators who are noting a similar increase. As an industry, through the Light Rail Safety & Standards Board, safety campaigns are being prepared to further alert contractors when working around tram networks.

- 3.6 A robust operations plan was implemented during this year's 10-day Goose Fair, to provide a customer-focussed timetable and service. The plan added an additional two minutes time in the core of the network between The Forest and Nottingham Station, the additional time providing greater resilience for safe boarding and alighting. During the event an effective barrier system enabled crowds to be managed and revenue to be protected during this busy period. The enhanced timetable, together with improved tram and driver availability, resulted in exceptionally good performance throughout the duration of the event.
- 3.7 On 20th October, Storm Babet brought heavy rainfall across most parts of the UK, and in Nottingham it resulted in the Rivers Leen and Trent overflowing in some locations adjacent to the tram network, such as at David Lane. The situation was closely monitored as it developed, and several temporary tram speed restrictions were implemented where standing water affected the tracks. Following this, a burst watermain on Wilford Lane on 22nd October resulted in trams being unable to operate between Southchurch Drive and Wilford Lane tramstops, with NCT cross-ticket acceptance put in place. Services were able to resume on 24th, once the water had cleared and Severn Trent had addressed an issue with a failed pump in their system.



4. PARKING ENFORCEMENT

- 4.1 During the period, parking enforcement patrols were extended to Hucknall and Moor Bridge park and ride sites. Patrols continue to have a positive impact for our customers looking to use the car parks, whilst also contributing towards the overall security of the network, with officers deterring anti-social behaviour and criminal damage. During the period a small group of youths was noted at The Forest causing damage to vehicles; the activity was disrupted and reported to the police.



4.2 Parking Enforcement Patrols are planned to progress to Clifton South and Phoenix Park during December bringing all park and ride facilities under the same scheme.

5. ANTI SOCIAL BEHAVIOUR

- 5.1 Anti-Social behaviour reports have been at a sustained level over the period. There are some positive signs with a reduction in physical violence against front line staff noted in October and criminal damage of tram infrastructure has also remained lower over the period. However, youth crime and disruptive behaviour continues to impact staff, customers, and the network. Working with external agencies is embedded in everyday operations and forms a fundamental part of how the network can be improved for customers.
- 5.2 Reports of anti-social driving around the Toton Lane area continues to be monitored. Over 50 hours of dedicated patrols took place in the area during October with a specific focus on deterring this activity.
- 5.3 NET Customer Experience Agents (CXAs) have taken part in Operation Reach, working with 11 plain clothes covert officers to identify fare evaders and anti-social behaviour. The operation was deemed a success with several fare evaders stopped from abusing or running away from the CXAs. They also managed to stop and contain a large group of eight youths identified by the team as previously causing damage and abusing the network. The police now have their details, and one has been arrested.

6. REVENUE PROTECTION

- 6.1 During December NET is re-launching its Zero Tolerance to fare evasion campaign. This campaign will focus on education and enforcement of the “buy before you board” rules. There will be an increased presence of staff and police on the system throughout month to target fare evaders on the network together with an extensive publicity campaign.
- 6.2 At the Global Light Rail awards, held in October, NET received the “Best Customer Initiative” award for the work that has already been undertaken around the Zero Tolerance campaign on revenue protection.

PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

- 7.1 As part of Keolis Passenger & Innovation Day on 20th September, the NET management team went to one of the system’s most popular stops, Royal Centre, to host a ‘Meet the Manager’ session. The day was spent talking to passengers about the tram service and handing out freebies and goody bags. The team were also joined by The Pythian Club as part of their outreach work.
- 7.3 NET has met with the Thomas Pocklington Trust, a national charity which supports blind and partially sighted people, to discuss how further support can be provided to the visually impaired and blind people when using the tram system. A feedback session has been set up in the new year for a group of visually impaired people to travel by tram and provide comments on how NET can be made more accessible to allow them to travel independently.
- 7.4 NET attended a Safety and Wellness Fair, organised by Nottingham Trent University in October to introduce students to various health, wellbeing and safety initiatives, both internal and external to the university. The event provided the opportunity to highlight that NET is a safe way to travel by drawing attention to the CCTV available across the network and to the emergency help buttons available at all tramstops and onboard trams.

Trevor Stocker, Head of Operations, Nottingham Trams

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SAFEGUARDING OF VULNERABLE PEOPLE ON THE TRAM NETWORK

1. SUMMARY OF ISSUES

- 1.1 This report outlines NET's policy towards the safeguarding of vulnerable people on the tram network.

2. RECOMMENDATION

- 2.1 It is RECOMMENDED that the Committee notes the report.

3. OUTLINE OF POLICY

- 3.1 NET has a policy to ensure effective measures are in place to protect vulnerable people using the network. This policy is briefed and trained to all customer-facing roles, including Travel Officers, Drivers and Network Controllers.

- 3.2 The policy conforms to the following legal and other requirements:

The management of Health and Safety at Work Regulations 1999, ISO 45001: 2018 Clause 4.2, 6.1, 7.4.3, 8, 8.2 and 10.2.

Keolis lifesaving rules:

- Challenge unsafe behaviour
- Be alert and aware
- Take personal responsibility

- 3.3 The policy sets out the actions that a member of staff should adopt if they come across a vulnerable person whilst at work and to report the matter immediately to control room staff by providing the following information:

- The call is related to a suspected vulnerable person
- The location of the vulnerable person
- Description of the person
- Direction of travel
- Why they believe this person may come to harm

- 3.4 The policy defines the action to be taken by a member of staff that come across the following vulnerable persons:

- Customers with disabilities
- Youths and juveniles
- Elderly
- Visitors to the city
- Lone passengers or those on the last trams
- Passengers or persons on or around the Network appear under the influence of drugs and/or alcohol

- Sleeping Passengers
- Passengers confused or suffering from dementia
- Suicidal persons

3.5 Community Engagement

- **The Pythian Club**
Throughout this year we have continued to engage with our Community Partners and in particular The Pythian Club. Together with them we have presented a YouVTram campaign to hundreds of children across the city and county at school. This campaign is complemented with outreach workers engaging with young people on the tram. This partnership has identified a number of at-risk children and young people helping them to get the help they need.
- **Mini Police**
Schools from across have been invited to the NET depot as part of the mini police project. During visits we highlight to the children measures in place to keep them safe whilst travelling on the network and what to do if they get into difficulty.

3.6 Safety of Women at Night (SWaN) project

We have continued our support of the Office of the Police and Crime Commissioner SWaN project. In May 2023, a second tram was fully wrapped in support of the Consent Coalitions campaign. We are committed to supporting this project and have embedded training for front line staff so they can recognise the signs of vulnerability within a nighttime economy environment and be able to take effective action to reduce any risks.

3.7 Introduction of WhatsApp messaging

At the end of 2022 NET launched a new WhatsApp messaging service to allow customers to discreetly report issues of Anti-Social Behaviour or other concerns to our Customer Experience team. This service is in addition to all trams and tram stops having emergency help points and provides a discreet way of getting in touch if a person is feeling vulnerable.

3.8 Widget Guide

In September we launched a new service for our customers with Widget who are inclusion specialists. They provide guides for customers with additional needs to enable them to travel independently and safely on board.

- 3.9 All incidents are reviewed by a member of the NET control team and, where necessary, by the QHSE department. All incidents are discussed at the weekly management review meeting. In addition, any reported incidents are shared with members of the Transport Hub.

Trevor Stocker
Head of Operations
Nottingham Trams