

## **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.

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