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**City Council**

## **Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee**

**Date:** Tuesday, 12 September 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**  
To note that Councillor Angela Kandola has replaced Councillor Matt Shannon as a member of the Committee.
- 2 Apologies for Absence**
- 3 Declarations of Interests**
- 4 Minutes** 3 - 8  
Minutes of the meeting held on 11 July 2023, for confirmation
- 5 NET Operational Performance and Progress Update** 9 - 14  
Report of the Head of Operations, Nottingham Trams
- 6 Work Plan**  
For further discussion
- 7 Future Meeting Dates**  
12 December 2023  
12 March 2024

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 Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 11 July 2023 from 2.07 pm - 3.15 pm**

**Membership**

**Present**

Councillor Helen Kalsi (Chair)  
Councillor John Ogle (Vice Chair)  
Councillor Jim Creamer  
Councillor Nadia Farhat  
Councillor Eric Kerry  
Councillor Francis Purdue-Horan  
Councillor Michael Savage  
Councillor Gordon Wheeler

**Absent**

Councillor Matt Shannon  
Councillor Hayley Spain  
Roger Bacon  
Ian Bates  
Justin Donne  
Helen Hemstock  
Lorraine Salt-Pulford  
Chris Roy  
Jim Thomas

**Colleagues, partners and others in attendance:**

Andrew Conroy, Tramlink Chief Operator  
Adam Walker, Nottingham Trams Customer Engagement  
Julian Smedley, Nottingham Trams Operations Manager  
Andrew Holdstock, Nottingham City Council Nottingham Express Trams Project Officer  
Kelly Puleston ) The Pythian Club  
Ashley Gorman)  
Reece Wright)  
Catherine Ziane-Pryor, Governance Officer

**1 Appointment of Chair**

**Resolved for Councillor Helen Kalsi to be appointed as Chair of the Committee for the 2023-24 municipal year.**

**2 Appointment of Vice Chair**

**Resolved for Councillor John Ogle to be appointed Vice-Chair for the 2023-24 municipal year.**

**3 Apologies for Absence**

Councillor Hayley Spain  
Matt Shannon  
Justin Dunn

**4 Declarations of Interests**

None.

## 5 Minutes

The minutes of the meeting held on 14 March 2023 were confirmed as a true record and signed by the Chair.

## 6 NET Operational Performance and Progress Update

Julian Smedley, Nottingham Trams Operations Manager, presented the operational performance and progress update report which referred to the following areas:

- Operational performance
  - i. Overhead line incident at Wilford;
  - ii. Water main fracture at Central College;
  - iii. Other matters, including passengers trying to board trams while the doors are closing, improving road safety at the Radford Road Asda, and incidents caused by vehicles jumping red lights;
- Parking enforcement;
- Ticketing;
- Antisocial behaviour update;
- Partnership working and community engagement.

The following responses were provided to members questions:

- a) With regard to the overhead line issue which was causing the pantograph to snag, spark and produce an electronic arc, this was spotted by control room CCTV operators who requested the tram stop immediately. Whilst sparking from the pantograph and overhead line may occur commonly in cold weather, the presence of an arc alerted control that there was a significant issue. Significant disruption was caused to the service for one day, after which normal service was resumed;
- b) The burst water mains at Chilwell resulted in a reduced Beeston service due to localised flooding and the isolation of the overhead line at the request of the Fire and Rescue Service. Investigation is still ongoing as to whether there has been any longer term damage to this section of the network;
- c) Additional signage, a refresh of the white lines, and installation of road humps at the entrance and exits of the Radford Road Asda are in response to several minor road traffic incidents involving Asda customer vehicles. Any further collision or emergency braking incidents will be recorded and monitored;
- d) The regularity, numbers, and sites of road traffic/tram collisions at junctions has been sporadic and primarily due to vehicle drivers not respecting the traffic light signal. It is not currently considered appropriate to introduce any additional measures;
- e) Parking enforcement regarding vehicles using the park-and-ride car parks, but occupants not using the trams, is ongoing, with the only exception allowed being vehicles parked at Wilkinson Street to use the Medi-Link bus service to the City and University Hospitals;

- f) Car meets at park-and-ride sites has been an issue, most recently at Toton. Residents have been approached and provided with officer contact numbers should any gatherings be considered a nuisance and it be obvious that those parked are not using the tram;
- g) Large car meets have been an ASB issue elsewhere, and it's believed that where they have been successfully moved on, such as from Chilwell and Colwick Business Parks, the problem is then merely displaced elsewhere. Large red signs warning that parking without using the tram will result in cars being clamped, have been installed;
- h) As part of the effort to combat antisocial behaviour on and around the trams, the antisocial behaviour team have been out in Beeston, Toton and Bulwell to map the times and types of ASB, but most importantly to engage with young people, in an effort to deter ASB;
- i) Strong links are maintained with the Police, who can be given access to network CCTV with regard to repeated antisocial behaviour and criminal activity such as vandalism and criminal damage. There have been 7 arrests made as a result;
- j) Where specific youth ASB hotspots are found, the service has partnered with the Pythian Club youth engagement team to work with young people and provide a good tram related experience and diversionary activities, which has significantly reduced issues;
- k) Additional patrols and on platform/tram customer care officers will be provided across the network during half term to provide a visible presence to deter undesirable behaviour and assure passengers;
- l) The carriage derailment at Bulwell, which affected the line for approximately 8 days whilst the tram was re-railed and an initial assessment undertaken, is still under investigation.

**Resolved to note the report and update.**

## **7 The Pythian Club**

Kelly Puleston (Project Manager), Ashley Gorman (Head Sports Coach) and Reece Wright (Outreach Team) of the Pythian Club were in attendance to provide members with an overview of their work in partnership with the tram network to combat and prevent antisocial behaviour by young people through engagement, diversionary activities and positive experience.

The following points were highlighted:

- a) Multiple incidents of antisocial behaviour such as smoking, vaping and taking drugs by young people has been witnessed on the tram. Members of the Pythian Club Youth Engagement Team get off the tram with these young people and speak with them to find out what types of activity would interest them. Young

people approached in Clifton are specific about wanting more sporting activities, some people in Bulwell requested basketball sections, both of which have been facilitated by the Pythian Club in partnership with local organisations;

- b) As an example, the Pythian Clubs has UFC links with the gym on Huntingdon Street and has been able to facilitate 2 ½ days a week for boxing and kickboxing. Initially the take-up was 17 young people, but this is risen to 25;
- c) Originally from New Zealand, and having grown up in environment where crime, antisocial behaviour, and gang culture occurred, Project Manager Kelly Puleston is able to relate to many young people, which in turn accelerates trust and buy-in to the diversionary engagement activities. Mentoring and support can also be provided to young people where the need is identified;
- d) Consideration is given to the appearance of youth engagement workers, which is casual and as informal as possible, wearing hoodies and casual clothes, being careful to avoid any representations of formal authority;
- e) The club has been working in Bulwell since 2021, providing a sports zone on Thursdays and Fridays from 4pm to 7pm, which is attended by young people from all areas;
- f) Local businesses are asked what issues they feel most significant in the area and as a result, workers engaged with the young people gathering at the Springfield Retail Park in Bulwell;
- g) The Tesco stores at Bulwell and Beeston are happy for club leaders to utilise a section of their car parks to deliver sport activities, or even for just a club meeting and engagement session;
- h) Since engaging young people in Clifton, antisocial behaviour has dropped, whilst activity sessions have increased, and with 43 young people regularly attending, including previously unknown young people, the Club has had to engage more staff to facilitate the sessions. Some parents, carers, grandparents attend with the young people and are welcomed;
- i) The key elements of engagement work includes;
  - i. Being responsive to young people's needs;
  - ii. Instilling the understanding that they are valued;
  - iii. Encouraging contact and engagement and aspirations, which in turn reduces antisocial behaviour;
- j) It is hoped that further activities can be delivered in the Clifton area where a lot of the young people don't appear to have any plans for the future, don't feel recognised or valued, and don't feel safe. The Pythian Club is hoping to partner with FSM, which owns and runs 7 football pitches to provide further activity sessions;

- k) With regard to dealing with those found to be causing ASB, as the majority of young people can't afford to pay fines and penalties, restorative justice can be most the most sensible course of action, from which all parties can benefit from the achievement of positive results;
- l) Primary school children are also engaged and asked to draw safety and information posters for use on the trams and at tram stops to nurture the feeling of ownership and investment;
- m) Engaging secondary school pupils is more challenging and includes a greater focus on safety. During the showing of a clip of CCTV where young people were playing on the tram line as a tram approached, and the near miss whereby one only just got out of the way in time, the young person recognised himself and was shocked that the near miss had been so much closer than he had thought at the time, making him realise that he could have been easily killed or seriously injured. This is used as an example when speaking to other groups of young people who freely pay on the tracks and with the trams;
- n) Due to engagement and the positive promotion of the tams and network with the aim to increase respect and ownership, some pupils have developed a far greater, in depth interest and creativity, even designing specific emergency rolling stock;
- o) The Pythian Club does take young person referrals from Nottingham City Homes and local Police, but the young people need to be willing to attend and engage. For persistent criminal and ASB offenders, it is possible that they risk their family's tenancy if they don't attend and engage in sessions. Whatever the approach, it has to be realistically achievable and supported by relevant partners, including the parents and carers of the young people;
- p) Not all of the ASB issues can be attributed to local young people as groups often travel and gather from other parts of the city or county. Once understood, funding for activities at suitable sites can be sought, as was the case with sessions held in Beeston and part funded by Broxtowe Council;
- q) If the group of young people causing issues of concern can be identified, then the Pythian Team will target engagement with them, often initially just with casual football to make initial contact, and progress from there;
- r) Young people attacking young people is an ongoing concern. Additional needs have to be understood, incidents taken seriously and the risks and dangers clearly laid out with the young people who need to take responsibility for their actions or inactions if they witness attacks and don't attempt to stop them. Appropriate criminal enforcement is important to ensure the severity of criminal and antisocial behaviours is understood.

Members of the Committee keenly welcomed the youth engagement work of the Pythian Club and encouraged further activity.

## **8 Issues Raised by Committee Members and Citizens**

- a) Andrew Holdstock, Senior NET Project Engineer, Nottingham City Council, informed the Committee that correspondence had been received from a citizen, but as the author has stated that he is commencing legal action, it was not appropriate for the Committee to consider the correspondence at this time. Members would be informed once the issue is legally concluded, but in the meantime, the Chair is asked to agree an initial response stating such.
  
- b) Fare dodging was raised as a concern by members, particularly during the summer holidays when school passes are not valid. Andrew Conroy assured members that all schools on the network had been written to offering a one year season tickets for school aged children. This has created massive interest with an 85% response rate. The current scheme was trialled at George Spencer School, for which 80 season tickets were sold.
  
- c) Ticket purchase schemes to spread the cost of long term tickets haven't been introduced yet, but options, including pin free systems, are being investigated, along with something similar to the City Council staff salary sacrifice direct debit scheme.

## **9 Work Plan**

Members suggested the following issues are considered for inclusion at future meetings in addition to the existing cycle of updates:

- a) Examination of the activity around the car parking restrictions, including clamping of non-tram user vehicles, with an update on how the schemes were operating;
  
- b) Update on, and arrangements for Wilkinson Street during Goose Fair when there is no facility to park at the Forest;
  
- c) The Chilwell tram stop area floods badly between the platforms in heavy rain, so should be investigated, particularly as this requires the trams to significantly slow.

## **10 Future Meeting Dates**

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

**12 September 2023**

**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 June 2023 to the end of July 2023.

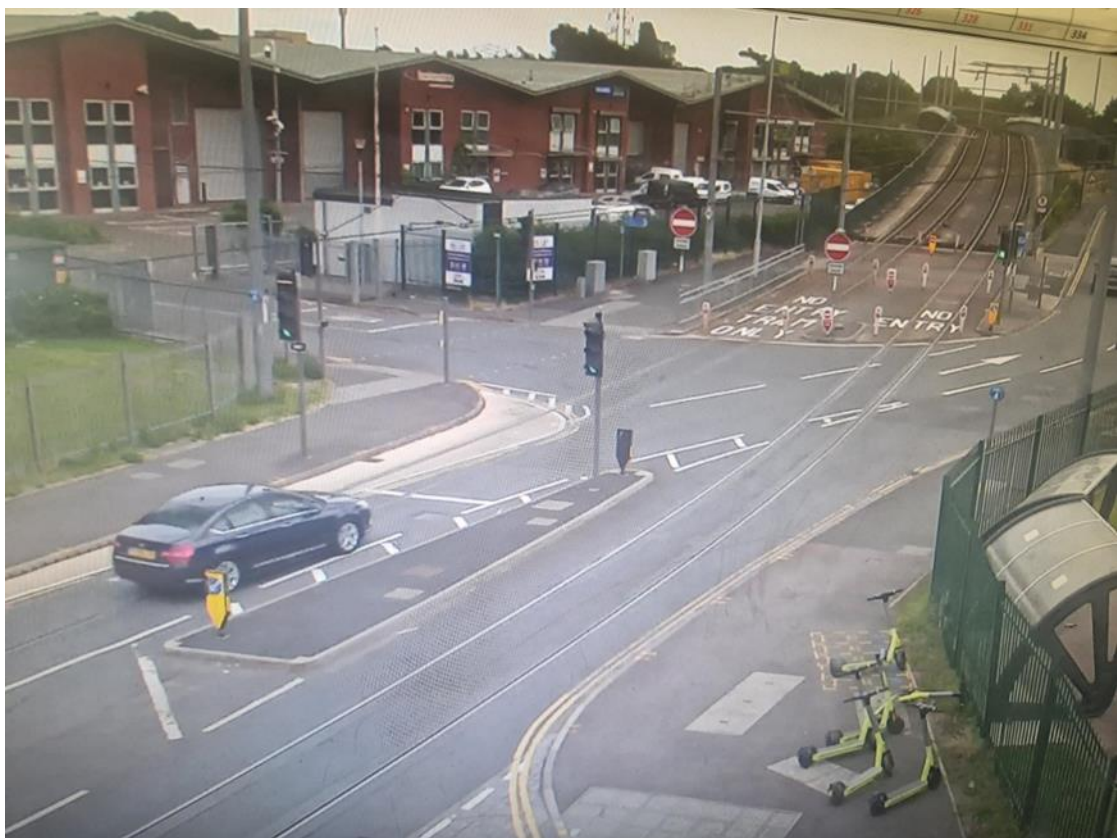
**2. RECOMMENDATION**

- 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 two-month period was 91.3% and 91.4% respectively. Performance during this period was adversely affected by disruption caused by a tram colliding with an OLE pole in Bulwell, a network communication issue and several serious incidents involving the emergency services.
- 3.2 On 12<sup>th</sup> June, a points issue caused Tram 232 to derail and collide with an overhead line pole on its approach to Bulwell tram stop. As a result of this incident, three trams were stranded north of the incident between Bulwell and Hucknall. Due to the location of the tram, it was difficult to mobilise heavy lifting and specialist equipment into the area, causing further delay to our recovery. Phoenix Park trams ran through as normal with delays to service and Toton Lane-bound trams turned at Wilkinson Street. The scene of the incident was preserved for several days pending investigations from the Rail Accident Investigation Branch and the tram was eventually re-railed and returned to the Depot. Repairs were carried out to the overhead line and structures by a specialist team working with NET to allow services to resume on the network. The RAIB investigation is ongoing into this incident. The tram continues to be assessed for repair by Alstom, which is likely to take many months, impacting the number of trams available for operation.
- 3.3 On 13<sup>th</sup> June, at 05:30hrs, whilst the derailed tram incident was still being dealt with, the police instructed trams to stop operating beyond Royal Centre due to a serious incident which subsequently developed into the response and investigation into the homicides of three people and the severe injury to two others by an individual in the early hours of that morning. Police cordons closed areas of the tram network at Royal Centre and The Forest. One tram was therefore operated between Toton Lane and Nottingham Station. Service continued between Phoenix Park and Wilkinson Street. Five trams were also stranded between The Forest and Royal Centre. At 2100 hrs that evening, the police gave the all-clear to start running through, following the lifting of the crime scene restrictions around the city.

- 3.3 On 16<sup>th</sup> June, an individual was tragically stabbed to death onboard a tram at Highbury Vale by another passenger. The subsequent crime scene and investigations by police resulted in tram services being disrupted on the Hucknall line. Once the scene was cleared and the screening put in place, services resumed on the Phoenix Line as normal, with no services being allowed to board and alight at Highbury Vale Branch. Following this event NTL mobilised additional security teams on trams in the evening peaks until end of service. We have worked with Nottinghamshire Police to provide CCTV footage to aid their investigations into this tragic incident. We continue to work proactively with partners on community engagement and neighbourhood action meetings to address the wider issues which have an impact beyond the tram network.
- 3.4 On 2<sup>nd</sup> July, a total loss of radio communications and AVLS (Automatic Vehicle Location System, the tram management application) functionality occurred which resulted in the complete suspension of service. The issue was later identified to be a fault with the network switch, rather than the AVLS system itself. We are reviewing this incident and further work will be undertaken to improve resilience to any potential future incidents.
- 3.5 On 14<sup>th</sup> July, three third-party events simultaneously occurred on the network which significantly affected service:
- A car drove onto the tracks at Lenton Lane Bridge and became stranded on the raised track, despite the high visibility signage and road markings, as illustrated in the picture below. The Fire Service and police attended the scene and recovery agents eventually removed the vehicle from the tracks following issues caused by the car's position.



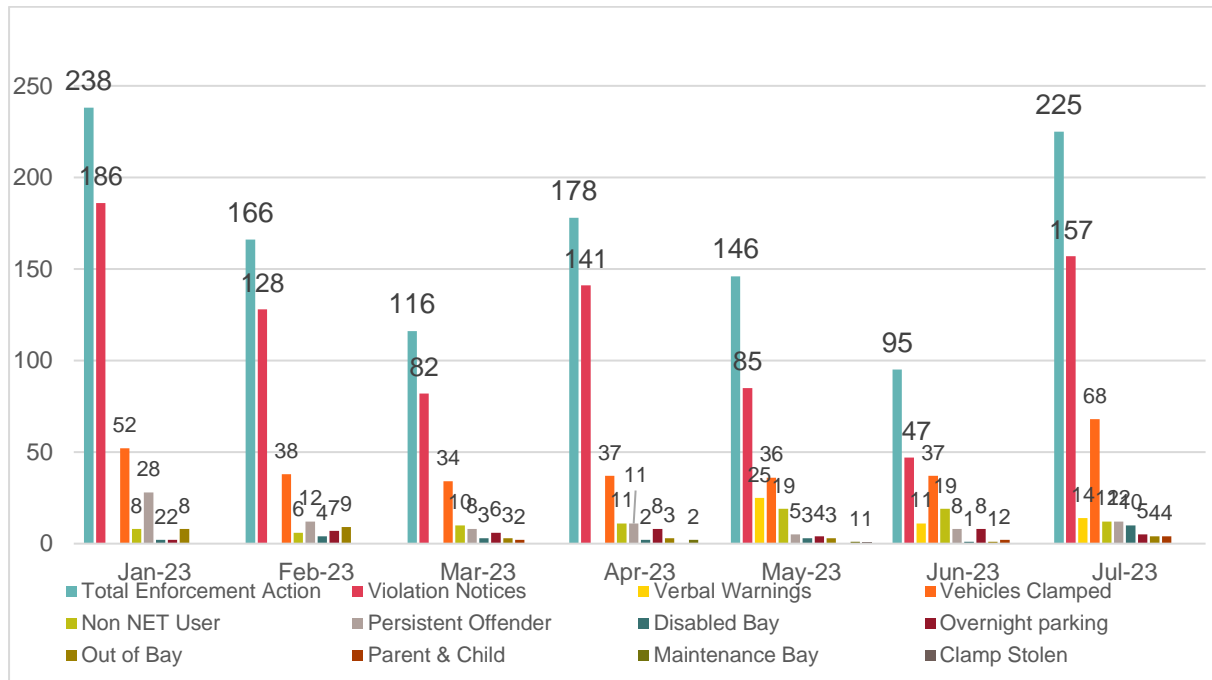
This image shows the recovery of the vehicle, as it stranded over the concrete, complicating the recovery:



- A medical emergency occurred at the QMC with an unresponsive passenger on board a tram. Calls were made to EMAS but an extended wait for medical assistance occurred, with the passenger eventually removed from the tram into the care of the hospital.
  - Tram 216 failed at Compton Acres. Trams were turned at Wilford Lane and Ruddington Lane until the fault had been rectified and the tram was moved to the depot out of service.
- 3.6 On Saturday 29<sup>th</sup> July, NET operated a dedicated timetable to facilitate the safe passage of the Nottingham Pride Parade. This event saw thousands of people take part and visit our city, tram services terminated at Nottingham Station and Royal Centre for two hours, still helping people to get to this event via public transport. In addition to this NET operated a stand in the event area in Hockley following the parade providing information to people about the tram network.
- 3.7 Extensive planning took place during the period to facilitate the track works that have been undertaken in The Forest area during August. These works have required new timetables, bus replacements to be planned, staff planning and customer communications. As part of these works, two sets of points are being replaced and the trackwork through the southbound platform, connecting to previously upgraded track. These improvements to the network will see tracks that are almost 20 years old replaced on the core of the network delivering improved resilience for our customers. The work is planned to be completed on 31<sup>st</sup> August.
- 3.8 Following the flooding incident in the Beeston area of the network in April, it has been identified that further repair work is required to drainage systems around the track bed between Central College and Cator Lane. As a result of the flooding of the tram tracks, the drainage systems have become contaminated and require replacement. NET is working with contractors to plan this work for later this year.

#### 4. PARKING ENFORCEMENT

4.1 Parking enforcement patrols were extended during July to cover Toton Lane and Wilkinson Street park and ride sites, reflected in an increase in enforcement action recorded during the month. Patrols have had a positive effect in the Toton Lane area with some reduction in ASB driving being reported thanks to the visibility of enforcement patrols.



4.2 Parking Enforcement Patrols are planned to progress to all other park and ride sites with Hucknall and Moor Bridge commencing in early September.

#### 5. ANTI SOCIAL BEHAVIOUR

5.1 Levels of Anti-Social behaviour have continued a downwards trend, with particular reductions in reports of criminal damage. Additional security patrols have been mobilised for several months now on the network during the evening period to provide reassurance to customers and staff.

5.2 Youth crime and behaviour tends to be the predominant cause of issues of anti-social behaviour and NET are supporting neighbourhood action meetings in collaboration with our community partners to work to improve this. We work closely with the police, and have carried out a variety of operations, involving both high-visibility and undercover, plain clothes patrols.

5.3 As schools return in September, we are planning further safety talks for children with local community Group, The Pythian Club.

## 6. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

- 6.1 Road and Local Transport Minister, Richard Holden MP, visited the Keolis Nottingham depot on 31<sup>st</sup> July as part of his tour of the city's award winning sustainable transport system. Representatives from the Department of Transport joined the Minister to tour Nottingham for an insight into the tram, the wider public transport network and other transport initiatives. They also heard about the city's plans for the future. The visit also gave an opportunity to discuss and lobby for Government funding to support our tram systems, similar to the additional funding that's been provided for buses.



- 6.2 NET was proud to support **KickOff@3 Nottingham** in June, a community football tournament designed to improve young people's lives, organised by Nottinghamshire Police. KickOff@3 is focused on using the power of sport to help youngsters unlock their potential – both on and off the pitch by competing in seven-a-side football tournaments. The competition, held at Clifton Playing Fields on 10<sup>th</sup> and 11<sup>th</sup> June, hosted young people aged 10-17 play across three age groups, with an additional girls' league created for the first time this year. There was also a career fair available where those attending could learn about and sign up to different college courses, clubs and employment opportunities.



6.3 NET was proud to sponsor this year's **Notts Pride**, a celebration for the Nottinghamshire LGBTQ+ community. As part of our sponsorship, we updated our TVM screensaver over the weekend of 29<sup>th</sup> – 30<sup>th</sup> July to show our support. We also placed Pride flags in the driver's cab of all our trams. NET's LGBTQ+ group had a stall at the event with freebies including NET rainbow bags, whistles, and pens. Frontline staff, who would be working during the day of the event, were encouraged to wear brightly coloured clothes or wear Pride pin badges they could wear to show their support.



6.4 Several local primary schools visited the tram depot as part of Nottinghamshire Police's mini-police initiative, discussing safety along the tramway. Their visit included discussions with QHSE and Customer Experience staff, a depot tour which included a peek into the NET control room, and a discussion on board a tram to talk them through the fleet features designed to keep them safe.

6.5 A joint initiative with Heathfield Primary School, based near one of the ASB hot spots at Highbury Vale, was also held. The initiative focused on building a positive relationship with pupils to understand how they should behave when they're near or on our trams. Over 150 children attended the depot for a tour, bringing the total of children who have attended the depot safety tour this year to 570.

6.6 NET is currently working with inclusion specialists, Widgeit, to create guides to help those with autism, special needs and children starting secondary school to travel independently on our trams. These should be available online from September 2023.

