

**Date: 21 March 2017**

**Item: Tram Derailment at Sandilands, Croydon on 9 November 2016 - Update**

---

## **This paper will be considered in public**

### **1 Summary**

- 1.1 This paper updates the Panel on the activity underway and planned following the Tram derailment at Sandilands on 9 November 2016.
- 1.2 The Rail Accident Investigation Branch (RAIB), Office of Rail and Road (ORR), British Transport Police (BTP) continue their investigations, alongside those of TfL and First Group. The RAIB has published a second interim report.
- 1.3 Liability has been admitted in relation to civil claims arising from the derailment. A comprehensive set of measures to assist all those affected continue to be in place. The Sarah Hope Line (SHL) remains available for all of those affected.
- 1.4 The Trams Summit was held on 24 January 2017, bringing together tram operators from the UK and Europe with industry bodies, to explore the systems and regimes applied elsewhere to monitor and manage speed.
- 1.5 Infrastructure-based measures in addition to those implemented prior to the resumption of service are being progressed, including follow-up and evaluation of systems discussed at the Trams Summit.

### **2 Recommendation**

- 2.1 **The Panel is asked to note this paper.**

### **3 Background**

- 3.1 Measures to continue to assist all those affected by the tragedy remain in place. Work continues on a comprehensive programme of measures to further reinforce safety and confidence on the system. This paper provides an update on these aspects.

### **4 Programme**

#### **Supporting Those Affected**

- 4.1 We remain focused on doing everything we can to offer support to all those affected and are dealing with requests for support quickly.

- 4.2 The volume of weekly contacts through the SHL is now low. Nine contacts were made week ending 3 March 2017. No calls have been received out-of-hours since 12 January and, as of 3 February, SHL has reverted to its usual operating hours, with out-of-hours calls routed to voicemail and actioned within two operational hours.
- 4.3 Via the SHL, we continue to encourage anyone requesting interim financial support, to lodge a formal claim via our claims handler, Gallagher Basset. We are engaging proactively with the law firms representing the majority of claimants, to ensure that processes and communication are as efficient as possible, including processing appropriate interim payments and referrals to counselling and therapeutic support quickly.
- 4.4 As per its protocol, the SHL has recently re-contacted people to check if we can provide further support. Following media reports that some victims were not receiving appropriate financial support, we have looked into specific cases and contacted individuals and their solicitors to discuss and agree continued support.
- 4.5 Following discussions with Insurers liability has been admitted in relation to civil claims arising from the derailment. Letters are being sent on behalf of both Tram Operations Limited and Tramtrack Croydon Limited to the people who have notified claims for injuries sustained in the derailment and to the people who are claiming as next of kin or dependents of those who lost their lives. The SHL is also making contact with as many of the claimants as possible to inform them.
- 4.6 At the request of the partner of one of the seriously injured, the BTP coordinated arrangements for a discussion group for approximately 20 people and their partners to discuss how they can support each other. The organiser reported that the event went well and our proposal for a special tram journey for this group was positively received. The group is currently identifying a suitable date. Plans are also being put in place for further site visits for bereaved families and assisted travel for those injured or otherwise affected, to regain their confidence in the system.
- 4.7 Discussions have been held with the London Borough of Croydon to discuss longer term community outreach arrangements and a memorial. We await further details from the Borough on its long-term plan to support those affected by the tram derailment either directly (bereaved families and passengers) or indirectly (first responders, school children and the wider community), to determine suitable TfL support.

### **Infrastructure and Operations**

- 4.8 The programme of work to install fixed chevron signs at four sites with significant bends across the tram network was completed, as scheduled, on Sunday 22 January 2017.
- 4.9 Work is underway to install lineside digital signs to complement the chevrons. Options for the functionality and message displayed by the signage have been evaluated and the specification has been agreed with First, the operator of the trams. The signs will be installed at the same four sites as the chevrons and will

warn drivers of an approaching speed limit. They will be installed in the last week of March 2017.

- 4.10 We are exploring the development of in-cab systems for monitoring and managing speed; including a Tram App for drivers, to provide live tracking and speed warnings.
- 4.11 The Trams Summit on 24 January 2017 brought together Tram Operators from the UK and Europe with industry bodies, to explore the systems and regimes applied elsewhere to monitor and manage speed. The Chair of the TfL Safety Sustainability and Human Resources Panel was also in attendance. Presentations were made outlining the arrangements and underpinning philosophy applied in Germany, specific measures taken by the Brussels tram network to reduce derailments and the speed control system utilised on the Tenerife tram network. All are being used to inform the TfL response to the Sandilands derailment.
- 4.12 The Trams Oversight Assurance Panel established to review the resumption of service following the derailment, will convene to review all proposals for infrastructure and operator mitigations and review all recommendations arising from the investigations into the incident.

### **Investigations**

- 4.13 SNC-Lavalin, the company undertaking TfL's independent investigation, expect to report on their conclusions later in the Spring, following which they will be published.
- 4.14 RAIB published its second interim report on 20 February 2017. The report did not raise any new issues, but provided an update on the number of passengers on the tram, the circumstances of the derailment, its findings of its initial examination of the tram, the industry response to the RAIB's Urgent Safety Advice and details of the ongoing areas of investigation. We continue to work with the RAIB to support the investigation and also with the ORR and the BTP who are also conducting investigations.

### **Safety and Procedures**

- 4.15 We continue to closely monitor the end-to-end process for acting upon safety-related complaints received through the TfL Customer Contact centre and ensuring complaints are passed on to the relevant party for review and action. This includes working closely with First Group, to ensure all tram related complaints are reviewed and appropriate action taken in response.
- 4.16 We will ensure any recommendations are embedded in policy and/or instructions as appropriate. We will look to learn from experience that can be drawn from across the business.

**List of appendices:**

None

**List of Background Papers:**

RAIB second interim report: Fatal tram accident, Croydon

Contact Officer: Leon Daniels, Managing Director, Surface Transport  
Number: 020 3054 0180  
Email: LeonDaniels@tfl.gov.uk