

Derwent Valley Line Community Rail Partnership (DVLCRP)
Minutes of Partnership Meeting
On Microsoft Teams
6th February 2024

Present:

Cllr Trevor Ainsworth, DCC (TA) (Chair)	John Snell, Wyvernrail (JS)
Alastair Morley, DVLCRP Partnership Officer (AM)	Cllr Richard Walsh, Crich Parish Council (RW)
Cllr Martin Burfoot, Derbyshire Dales DC (MB)	Cllr Sue Burfoot Matlock Town Council (SB)
Daniel McCrory, Derbyshire County Council (DM)	John Weaver, FDVL (JW)
Alexa Stott, East Midlands Railway (AS)	Megan Carroll, DVCLRP Marketing/Comms (MC)
David Jones, CrossCountry (DJ)	Cllr Steve Knee, Duffield Parish Council (SKn)
Paul Webster, Community Rail Network (PW)	Sukie Khaira, Derwent Valley Mills WHS (SK)
Russ Boyack, Cromford Parish Council (RB)	Peter White, Derwent Valley Trust (PWh)
James Berresford, PDNPA (JB)	Cllr Nigel Weaving, Ripley Town Council (NWe)
Tim Nicholson, PDNPA (TN)	Natasha Wilkinson, Network Rail (NWi)
Cllr Andy Jordan, Wirksworth Town Council (AJo)	

Apologies:

Andrew Johnston, Amber Valley BC (AJ)	Dave McAra, Belper Town Council (DMc)
Chris Hegarty, DCC (CH)	Kate Pudney, Belper Station Adopters (KP)
Chris Balls, Ambergate Station (CB)	David Jemmerson, Ambergate Station Group (DJe)
Nigel Carabine, Peak Rail (NC)	

Min No		Action
1/24	<p>Introductions and Apologies</p> <ul style="list-style-type: none"> 7 Apologies have been received 	
2/24	<p>Public Participation Session</p> <ul style="list-style-type: none"> No Questions have been received. 	
3/24	<p>Minutes of last Partnership Meeting (18th September 2023)</p> <ul style="list-style-type: none"> The minutes were ACCEPTED. 	
4/24	<p>Matters Arising</p>	
5/24	<p>DCC Sustainable Travel Team Dan McCrory, Sustainable Travel Team Leader gave a presentation on:</p> <ul style="list-style-type: none"> Active Travel Master Planning studies of three towns as pilots – Belper, Glossop and Ilkeston considering improving links to key locations around each town including cycling and walking implementation, utilising existing data e.g. accident data. SB raised the need for more 20mph zones in certain parts of Matlock to make walking safer. DM happy to support such initiatives from Sustainable Travel viewpoint but the decisions are with Highways. RW commented DCC had withdrawn pilot areas in Buxton and Long Eaton, due to police not enforcing. Station Access Audits – carried out in 2022. Aim is to review proposals and develop range of different packages/studies to take forward. A total of 10 bus stations, 33 railway stations and 9 proposed railway stations have been audited as part of the study. AS requested these were shared with EMR. E -Bike hire study looked at commercial e-bike provision possibilities. RW referred to Wheels to Work initiative which provides e-bikes for Derwent Valley Cycleway – aim to update at the next meeting once study completed. 	DM

<p>6/24</p>	<p>2023/24 Activity Plan, Proposals for 2024/25 and Partnership Officer's Update (Circulated with the Agenda, including photographs.)</p> <ul style="list-style-type: none"> • Activity Plan 2023/24 The updated Activity Plan was noted. Good progress had been made with most projects and a number remained in progress to complete by the end of March. • Proposals for 2024/25 A draft list of projects had been presented for the year ahead. AM to produce Activity Table from this list. • Partnership Officer's Update <p>Staffing Update AM's request to reduce working week was confirmed in late October and is now working 4 days a week – Monday to Thursday. This will hopefully help work life balance given the impact of Long COVID.</p> <p>In December Megan's original 12 month contract for 1 day a week, came to an end. Due to other work commitments, she will be continuing to support the Partnership for half a day a week until March, when it is hoped her role can be extended. She will also be continuing to support the High Peak and Hope Valley CRP (HP&HVCRP) and AM is grateful to Cath and Helen from HP&HVCRP who sorted out her contract extension until March.</p> <p>Marketing and Communications Megan and AI have continued to deliver a range of marketing work actively promoting the line through local newsletter adverts website updates and on social media. The website and social media channels continue to gain momentum.</p> <p>New Derwent Valley Line Panel Over the last few months Megan and AI have been working with the EMR design team on a new version of our Derwent Valley Line Panel for Derby station and the local stations. This updated panel based on the original from 2016 has come about with EMR making changes to their waiting rooms at Derby. Our original large panel adorned the waiting room on platforms 2 and 3 from where the Derwent Valley Line services typically departed from to Matlock. Our trains now typically depart from platform 4 and so the refurbished waiting room on platform 4 and 5 now displays this new version and the North Staffs CRP are utilising the space in the waiting room on platform 2 and 3. Thanks to Claire from North Staffs CRP who applied for the funds from EMR towards the panels for both lines. This was installed in early December and smaller versions installed by Kev Knight, EMR Station Technician at the local stations.</p> <p>Social Media, Website and Totem Analytics Overall users and views are increasing across these different promotional modes. Over the calendar you there have been over 267,000 website users.</p> <p>Station Projects</p> <p>New Belper Station Mosaic The new Belper Station Mosaic was installed in September. The updated mosaic replaces the award winning mosaic from 2015, which had deteriorated over the last few years. Transition Belper's Richard Bett Artist Creator Maker www.RichardBett.com has led on this with support from Kate Pudney, Terry Conn and other adopters. Fifteen community participation workshops were held, with over fifty attendees creating the new design (based on the original mosaic). The new mosaic uses more durable materials comprising anodised aluminium base and sustainable thermoplastic used for road markings. Several sessions were spent on site with Kev Knight, EMR Station Service Technician working with Richard and station volunteers to remove the old mosaic, carefully measure for the new aluminium base, carry out a test fitting of the new base prior to fitting the new mosaic on 13 September, when many of those who helped make the mosaic attended to see it in situ. The funders logo and updated information panel have been completed and are in the process of being printed. There will be an unveiling event in the spring. The</p>	<p>AM</p>
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Partnership has obtained grants from Community Rail Network and EMR towards this project to provide match funding to those obtained by Transition Belper from Belper Town Council and Cllr John Nelson's Derbyshire County Council Community Leadership fund.

World Heritage Site Panel at Belper

One of a series of WHS information panels has been installed at Belper station to welcome passengers alighting from Derby and Nottingham. Thanks to Kev Knight, EMR Station Technician for installing this with Adrian from WHS team.

Matlock Station Footbridge Steam Train Artwork

The steam train artwork will be installed in early February and an unveiling ceremony will take place on 9 February. The feature will comprise the artwork on the railings of the footbridge along with an interpretation panel and planter set beneath. The information panel includes drawings of the area representing 1899 and the current day and the style of the panel will complement existing Matlock Town Map boards in the adjacent area which the Partnership was previously involved with. The project has been delivered by Matlock Civic Association with support from Matlock Town Council, Derbyshire County Council, Derbyshire Dales District Council and funding via the CRP from Community Rail Network and EMR.

Whatstandwell Station Access

Network Rail gained approval from Amber Valley Borough Council to install the steps to safely access the disused platform. This will enable railway staff easier access to maintain lighting and station adopters to look after the area. Work started on site on 23 January with the moving of the lamp column a short distance, to provide space for the steps.

Duffield Footbridge refurbishment

The station footbridge is undergoing a 3 to 4 month refurbishment including renovating side panels and handrails, bridge lattice work and resurfacing the bridge.

Winter Planting

In November, many of our station groups have been busy planting bulbs and winter plants. The Partnership has as usual provided the plants and bulbs, which Kev from EMR helped to distribute. Unfortunately, at some of the stations we have had issues with some of the planters becoming waterlogged, most of the smaller fence planters have been sorted out thanks to Kev, but some problems still remain to be resolved at a number of stations. Thanks to all our station adopters for their great work throughout the year.

Customer Information Screens and Interactive Screens

EMR have begun installing interactive screens and customer information screens (CIS) at local stations.

- Interactive screens offer accessibility and local information - such as onward travel options or tourist information.
- New screens will help customers better access and understand information during disruption.

Twenty-five of the screens will be interactive, allowing customers to access important local and accessibility information, such as onward travel options, tourist information, and the locations of council offices. Additionally, customers will be able to scan QR codes on these screens to download useful walking routes. Interactive information screens will be installed at Ambergate, Cromford, Derby, Duffield and Long Eaton. A new CIS will be installed at Matlock. A later phase of these installations will be taking place in the spring which believe includes Whatstandwell and Spondon.

Routes to Remembrance 2023

For this year's Routes of Remembrance, EMR worked with their station groups to create a poem. Megan attended a workshop at Nottingham station with writer Olivia Macnab to contribute to this. The completed poem was displayed at EMR stations in November and the poem can be heard at <https://youtu.be/ybn3B5UGfAw>

<p>7/24</p>	<p>Matlock station</p> <p>It is understood that Peak Rail who are responsible for the condition of the buildings continue to be in discussion with their landlord ArchCo. In early January, AM informed Peak Rail of Invest in Derbyshire Dales Funding and it is understood that they were going to submit an expression of interest to the fund. https://www.investinderbyshiredales.org/help/funding-your-business/improvements-to-town-centres This could potentially be match funded by the Railway Heritage Trust.</p> <ul style="list-style-type: none"> • Applicants must submit an Expression of Interest (EOI) no later than 5pm Monday 22 January 2024. • be contracted by 1st June 2024 • complete project expenditure by March 2025 • complete project outputs by March 2025 • submit completed grant claims by March 2025. <p>The station continues to be in a general poor state and the work of the adopters continues to be impacted including some of their planters behind scaffolding which are overgrown including with Buddelia.</p> <p>AM has recently been approached about using the building to operate a not for profit café training and educating refugees. As Peak Rail aim to run a café than this is not an option in the buildings.</p> <p>AM had a meeting with the owner of a bicycle shop who wishes to discuss using the station for an e-bike hire business, but the building options were not suitable.</p>	
<p>8/24</p>	<p>Partnership Organisations' Updates (Circulated with the agenda)</p> <p>Ecclesbourne Valley Railway</p> <p>The end of 2023 saw mixed fortunes for the EVR. Christmas Train services were again very successful, with an approximately 30% increase in turnover compared to our previous record year in 2022 and the new Christmas dining services were well received.</p> <p>Unfortunately, Storm Babet and its resulting floodwater produced a further landslip at Duffield, again forcing a line closure. This did not affect the Christmas services, which operate between Wirksworth and Shottle, but New Year services had to revert to top-and-tail operation between Wirksworth and Holloway Road at Duffield. Rectification of the landslip will take some months and the Railway is considering deviating the line on to the never-used down line double track formation – a relic of when the infrastructure was constructed as an alternative Midland main line to Manchester. This option has been agreed with the ORR and will not come cheaply but would assure continuity of services to Duffield during the reconstruction works.</p> <p>Services between Wirksworth and Shottle/Duffield Holloway Road will resume over the February half term with nine days of steam operation and again at Easter. Also in prospect is a 1940's Celebration over three days at the early May Bank Holiday weekend, hopefully with some interesting aerial visitors on each day. John Snell - President, WyvernRail plc</p> <p>Peak Rail</p> <p>The last year was again one for conciliation after the difficult Covid days and the first full year the new management was making its mark and reorganising where it was deemed necessary. In the difficult financial days the Country was experiencing Peak Rail had a successful year, there was for the first time for years three steam locos available and the Railway welcomed a resident DMU two car set which will be in operation in 2024 .</p> <p>Several special events were held, notably a Diesel Gala in partnership with neighbours Ecclesbourne Valley Railway, which will be repeated again this year. A</p>	

steam gala was also organised and again will be repeated this year. The Afternoon Tea trains were again successful and mostly fully booked. The successful year was brought to a busy conclusion with the popular Santa Specials and mince pie specials on Boxing Day. Operations commence again for the Half Term holidays on 14th February.
Nigel Carabine

Peak District National Park Authority Sustainable Travel Officer

Following on the Transport Symposium held in Buxton in January 2023, the Peak District appointed Matthew Eglin as Sustainable Travel Officer. Matthew has been in post since November 2023 and has settled into the role by engaging with the various community groups involved with travel and transport in and around the National Park.

Matthew's role is in line with the Climate Change aspirations of the National Park Management Plan where they relate to travel. In addition to building contacts with partner organisations, Matthew is gathering data from a variety of sources to better understand the possibilities and limitations of sustainable travel in the Wider Peak District area.

We are currently defining ways that the Authority can work with a Partnership Group/External Working Group to influence and guide improvements to the travel modes that will improve sustainability in the Park.

Financial

The Peak District National Park Authority has recently confirmed that it will continue to provide funding for the Derwent Valley Line Community Rail Partnership for 2024/25.
Tim Nicholson – Transport Policy Planner

East Midlands Railway CUSTOMER SERVICE

British Sign Language Service

EMR has signed up to a new British Sign Language service which will allow deaf customers to get help to communicate with railway staff. The service, operated by InterpretersLive, can be accessed via an app and is designed to aid deaf customers in getting help in any part of their journey, from information on trains during times of disruption to customer queries at stations or ticket offices. Customers are assigned to an interpreter via an app or link. The interpreter then finds out the query from the customer through a video call and relays the information to a member of EMR staff. The interpreter will then be able to sign the answer from the staff member back to the customer. The service will provide extra support and allow customers to communicate with EMR's Customer Contact Centre, as well as on train and station teams. Customers interested in using the service can access it here:
<https://www.eastmidlandsrailway.co.uk/british-sign-language-interpreter>

EMR TALK cards

EMR has worked with a national disability partnership to launch a set of cards which aim to help customers quickly communicate what extra support or consideration they require when they travel with us. The EMR TALK cards have been created using guidelines provided by Communication Access UK. The cards are a handy aid for customers to better communicate their needs so staff can act quickly to offer the bespoke service they require. Examples of the messages on the cards include 'Where are the toilets?' 'Please face me and speak clearly', 'I have a disability, please be patient' - plus many other prompts. The reverse of the cards has a section for the customer to include their name and an emergency contact number should they wish to. The cards are free of charge and available on EMR's website or by contacting our Customer Service Centre.

Fake Social Media Accounts

Please be vigilant for fake social media accounts pretending to be EMR. In one month alone we identified and reported 17 fake X accounts which were using EMR's profile name, bio, profile image and cover photo to trick users - sometimes with the aim to defraud them. To help, we suggest using the following tips when contacting EMR via social media:

- Always check the handle, make sure things are spelt correctly.
- Check how long the account has been open – EMR opened its X account in October 2008.
- If unsure, do not give out any personal data - instead visit EMR Contact Us page to be confident you are speaking to EMR directly.
- Never provide passwords - EMR will never ask you for one.
- Only share personal data if you are certain you are speaking to EMR.

EMR's official social media accounts are:

- @EastMidRailway (Twitter/X)
- @EMR_Press (Twitter/X) EMR's press office
- @EMCommunityRail (Twitter/X)
- <https://www.facebook.com/EastMidlandsRailway>
- www.instagram.com/eastmidsrailway/

Real Time Service Updates

EMR Regional customers will now be able to quickly get information on the times of services after special QR code stickers were installed at stations across Nottinghamshire, Derbyshire, Leicestershire, and Lincolnshire. The stickers, which have been placed in waiting rooms or near platforms, include a specific QR code that if scanned will provide customers with details on the next three trains running from their location via Messenger or Whatsapp.

PERFORMANCE

T-3 Industry Measures

T-3 measures if a train is within two minutes and 59 seconds of its scheduled arrival time at every station. If the service is not within the two minutes and 59 seconds of the scheduled time when it departs from the origin station or arrives at each station on the route, the service will be classed as late.

EMR's T-3 in the current reporting period is 70.1% and an improvement on previous periods which have been affected by the significant weather events.

FLEET

Fleet Refurbishments

All three programmes for Classes 158 and 170 (EMR Regional) and Class 360 (EMR Connect) programmes have been approved. The last 170 unit to be received as part of the fleet cascade arrived over Christmas so all fleet is now in situ. The 'red seat' renovation project on the Class 222 (Meridians) is continuing, with several coaches now having gone through the process of a change to a new grey covering. This project will continue for several months.

Class 170 Auto Announcements

A project is underway to introduce auto-announcements to the Class 170 Fleet. The new software has been installed on two units and work is underway to install this across the 43 vehicles in our fleet, which is expected to be completed within eight weeks. Auto-announcements improve the customer experience by keeping announcements consistent and regular, allowing Senior Conductors to focus on customer service and safety-critical duties throughout the journey.

FUNDING

A small amount of funding remains (£32k) and we would very much like to see the fund used and closed before March 2024. More information can be found here: <https://www.eastmidlandsrailway.co.uk/community-fund>.

STATIONS

Customer Information Screens (CIS)

A £1 million project to install 166 new customer information screens has recently seen the first interactive screens being installed. This new type of CIS offers customers better information about accessibility, journey planning, disruption and local information, such as onward travel options. A further 15 interactive screens will be installed across the network in the coming months. The project also includes replacing normal customer information screens and DVL stations that will benefit from this upgrade are Ambergate, Cromford, Duffield and Matlock.

Assets & Facilities

Work has started on the installation of 223 new platform benches in the next phase of an ongoing project to upgrade facilities at stations. Other projects include the installation of new or upgrade of existing help points and the installation of new LED lighting at several stations which is due for completion in March 2024.

Tactile Paving

EMR has recently supported the installation of stick-on tactile paving at 31 of our stations. Network Rail pledged to install tactile paving on all rail platforms in Britain by 2025. All EMR stations have now been completed, with the exception of Alfreton, which will be completed after the Access for All works. A total of 4,932 metres of tactiles have now been installed at our stations, ensuring we are compliant and safer for all of our customers, particularly those who are blind or visually impaired.

Derby Waiting Rooms

The DVL CRP artwork for the Platform 4/5 waiting room has now been installed.

SSCDP Projects

Contractors are now working on several station projects, which are due for completion before 31st March. This will include defibrillator installations at Cromford and Matlock.

Derbyshire Station Projects

Although not part of the DVL CRP, thanks to AI's support in the last 12 months, the following projects are also due to be completed in the next couple of months: defibrillators at Langley Mill and Ilkeston and a water butt at Long Eaton. In addition, Willington will be one of several stations to receive new waiting shelters (on both platforms).

ANY OTHER BUSINESS

Industrial Action

ASLEF has announced a series of rolling strikes between 29th January and 6th February. EMR will be directly affected by this strike action on 3rd February. However, throughout the period there will also be Action Short of a Strike which could result in late notice cancellations. Detailed information can be found at: <https://www.eastmidlandsrailway.co.uk/rail-strike>.

Community Rail Awards

Many congratulations to the DVL CRP on its shortlisting of "Mrs Brassington's Big Day Out" in the Tourism & Leisure category. The EMR/CRP collaborative effort for the Routes of Remembrance project has also been shortlisted in the Best Community Engagement Project category.

<p>9/24</p>	<p>Rail Safe Friendly Education Programme</p> <p>AM outlined LearnLive UK’s Rail Safe Friendly programme for schools, delivering rail safety via live broadcasts or on demand content direct into the classroom. This is funded by sponsors so is free to schools.</p> <p>EMR are a corporate member and so the CRP maybe able to utilise this option at no cost to the CRP. If this is not possible it is proposed that the CRP trial the partner level programme for £1000 for 1 year for 10 schools. https://railsafefriendly.com/</p> <p>Schools can achieve different levels – Bronze, Silver and Gold by completing different activities:</p> <ul style="list-style-type: none"> • Bronze level–All pupils and teachers have watched the rail safety broadcast via the Learn Live channel and signed up to the Network Rail Switched On website. • Silver level–To have completed the Bronze level and communicated the rail safety broadcasts to parents and carers • Gold level–To have completed bronze and silver level and produced a poster campaign or podcast in school and communicated this to their community via social media. 	
<p>10/24</p>	<p>Train Service Update</p> <p>From 1 April 2023 to 6 January 2024 there had been an average 5.6% growth at local stations Duffield to Matlock inclusive. Additionally, with DVL services returning to provide a Spondon service, passenger figures quadrupled between 25 June 2023 and 9 December 2023.</p> <p>Train Service Requests for June 2024 submitted to EMR in December</p> <ol style="list-style-type: none"> 1. Extra Weekday and Saturday evening calls at Spondon 2. Sunday services to call at Spondon 3. Hourly Sunday service between Nottingham and Matlock 4. All Derwent Valley Line Services to call at Attenborough and Spondon 	
<p>11/24</p>	<p>Community Rail Awards 2024</p> <p>The CRP submitted two entries into the Community Rail Awards 2024. Our entries were for the promotional project with the Heights of Abraham ‘Mrs Brassington’s Day Out’ in the Tourism and Leisure Category and ‘Community Campaign to Re-connect the Derwent Valley Line with Nottingham in the Influencing Positive Change category. ‘Mrs Brassington’s Day Out’ has been shortlisted in the tourism and leisure category. The awards are on 18 March in Swansea, AM and TA are attending as guest of EMR.</p>	
<p>12/24</p>	<p>Dates of Future Meetings</p> <ul style="list-style-type: none"> • Monday 17 June pm in Belper 	