

# Report 01/2021: Person struck by a train at Eden Park station

## **Summary**

At around 19:05 hrs on Wednesday 26 February 2020, a passenger train struck and fatally injured a person who had just fallen from platform 1 of Eden Park station.

The person, who had impaired vision, moved near to, and fell from, the platform edge probably because his visual impairment meant he was unaware that he was close to this edge. The platform edge was not fitted with markings intended to assist visually impaired people.

Following the accident, emergency services staff were unable to determine whether the third rail traction power supply had been turned off until a member of Network Rail staff arrived on-scene. This resulted in a delay of over 12 minutes between London Ambulance Service staff arriving at the scene and accessing the track to provide medical care.

The combined effect of DfT, ORR, RSSB, Network Rail and Southeastern Railway guidance and processes meant that safety-based justifications for platform edge markings (including tactile surfaces) to aid visually impaired people, were not always effectively considered by the railway industry.

## **Recommendations**

The report makes six recommendations. The first and second are addressed to DfT and Network Rail, firstly to seek improvements in the processes that govern when tactile surfaces at the edge of station platforms should be installed, and secondly to develop a plan for installing tactile surfaces at higher priority locations in a timely manner across the railway network. The third is addressed to the Rail Delivery Group to develop means of reducing the risk to visually impaired people using station platforms where tactile surfaces have not yet been installed. The fourth is addressed to ORR and seeks improvements in the information made publicly available to help visually impaired people to decide whether it is safe to travel. The fifth is addressed to RSSB, to develop processes to ensure that the rail industry has sufficient information, guidance and decision-support tools to fully address the safety risks associated with disabled people using the railway.

A sixth recommendation is addressed to the British Transport Police, National Fire Chiefs Council, Association of Ambulance Chief Executives, London Fire Brigade, London Ambulance Service and Network Rail to improve the processes associated with emergency services staff responding to incidents on the national rail network.

[Short video summary of the investigation](#)

## **Simon French, Chief Inspector of Rail Accidents said:**

This tragic accident resulted in the death of someone who had impaired vision and mobility, and relied on the railway to transport him safely. My thoughts are with his family, and others who knew and were close to him, as we publish our investigation report.

Our investigation concluded that the absence of a tactile strip along the platform edge may have been a factor in this accident. These strips are used to provide visually impaired passengers with an indication that they are approaching the platform edge. Eden Park is far from unique: around half of all mainline stations in the UK are also not equipped with this valuable aid to the visually impaired.

Our investigation found that government and the railway industry have policies in place to make rail travel more accessible for people with disabilities. However, there appears to have been no coherent strategy for the provision of tactile strips, despite their obvious importance to visually impaired people who value the opportunity to travel independently, without reliance on staff.

Although RAIB recognises that the immediate provision of tactile strips across the network would be very expensive, there is a need to develop a new policy to guide decision makers. This would inform the development of a programme for installation of tactile strips, particularly at places where the risk is likely to be higher, such as busy unstaffed stations. It cannot always make sense simply to wait until platforms are refurbished to install the strips.

While accessibility has rightly been promoted in recent years, it is important that safety is properly considered when the industry is looking at the arrangements and facilities that they provide for disabled or impaired passengers. The well-established principle that additional measures should be provided to protect rail passengers, where reasonably practicable to do so, applies to all. It is for this reason that we are urging a re-think on the approach to provision of tactile strips to ensure that they are installed where most needed.

## **Notes to editors**

1. The sole purpose of RAIB investigations is to prevent future accidents and incidents and improve railway safety. RAIB does not establish blame, liability or carry out prosecutions.
2. RAIB operates, as far as possible, in an open and transparent manner. While our investigations are completely independent of the railway industry, we do maintain close liaison with railway companies and if we discover matters that may affect the safety of the railway, we make sure

that information about them is circulated to the right people as soon as possible, and certainly long before publication of our final report.  
3. For media enquiries, please call 07814 812293.

**Newsdate: 19 February 2021**

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## [PCA embarking on research to understand tenants' recent MRO experience](#)

News story

The PCA is doing research to better understand the recent experience of tenants requesting MRO



### **What is the research about?**

The research will look at the motivations of tenants who requested the Market Rent Only (MRO) option, how they have used the process (including the impact of the proposed rent and terms and any negotiations with their pub company), and their overall experience.

The PCA wants to capture the recent experience of tenants and the research will be aimed at those who served a MRO notice from April 2019 onwards. The outputs of this research will be published and will help inform the PCA's work in making sure the Code is working effectively.

### **Why are we doing it?**

The PCA has been working with user research company Hive IT to conduct a [research exercise](#) to understand awareness of and barriers to communication and information sharing with the PCA. During this research, the PCA has

identified the need to look further into the MRO process beyond the scope of the original project. Therefore, we are doing further research to understand the recent experience of tied tenants requesting MRO.

The responses will supplement information the PCA receives through MRO questionnaires and other sources of intelligence.

## **Timings**

Hive IT will start contacting tenants over the coming weeks and interviews are planned to take place during March 2021.

## **How to get involved**

Hive IT will be contacting tied tenants who have served a MRO notice from April 2019 to complete a short survey and confirm whether they would be willing to attend an interview.

To help focus the survey effectively when speaking to tenants, the PCA has also invited those with recent experience of representing tenants in arbitrations to provide their views on the principal issues for tenants in the MRO process.

## **Who is Hive IT?**

Hive IT is an independent and impartial design and research agency, with extensive experience carrying out discovery projects. At the end of this project, they will present their findings to the PCA.

You can find out more about them at [www.hiveit.co.uk](http://www.hiveit.co.uk)

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## **[Business Rates Review Update](#)**

News story

The final report of the government's fundamental review of business rates will now be published in the Autumn, it was announced today, 19 February.



- government to publish final report on fundamental review of business rates in Autumn 2021 – when there is more economic certainty
- Review was announced by the Chancellor at last year's Budget and call for evidence closed late last year
- an interim report – which will include a summary of consultation responses – will be published on 23 March

Due to the ongoing and wide-ranging impacts of the pandemic and economic uncertainty, the government said the review's final report would be released later in the year when there is more clarity on the long-term state of the economy and the public finances.

The fundamental review of business rates was announced by the Chancellor at last year's Budget. A call for evidence was published in July 2020 to seek stakeholders' views on key issues including reforming the rates multiplier and looking at alternative ways of taxing non-residential property.

The call for evidence closed last year and the government is current considering responses.

An interim report which will include a summary of responses to the call for evidence will be now be [published on 23 March](#), along with a number of tax documents, consultations and calls for evidences on a wide-range of tax-related issues.

The government has made available unprecedented levels of support to businesses, to counter the economic impact of the Covid-19 outbreak. As part of its £280 billion package to support jobs affected by coronavirus, the government has provided a business rates holiday for eligible properties in the retail, hospitality, and leisure sectors, worth over £10 billion to ratepayers. The Spending Review also confirmed that the business rates multiplier would be frozen in 2021-22, saving businesses in England £575 million over the next five years.

The government has also extended grants funding to cover rent and the Coronavirus Job Retention Scheme to cover wages through to April to provide further stability to businesses and people.

At the upcoming Budget the Chancellor will outline the next stages to support businesses and families across the UK. That has been the government's priority throughout the past year and it will be the priority for the year to

come.

## Further information

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# PM Announces 100 Day Target to Create New Vaccines

- Slashing the time to develop vaccines for new diseases to 100 days will save countless lives in future health crises
- UK confirms it will send the majority of any future surplus vaccines to the COVAX scheme to support developing countries

The Prime Minister is setting out his ambition today to cut the time to develop new vaccines by two-thirds to 100 days, as he chairs the first G7 leaders' meeting of the UK's presidency.

He has asked Sir Patrick Vallance to work with international partners, including the WHO and the Coalition for Epidemic Preparedness Innovations (CEPI), as well as industry and scientific experts to advise the G7 on speeding up the process for developing vaccines, treatments and tests for common pathogens.

The development of a coronavirus vaccine in approximately 300 days was a huge and unprecedented global achievement. By reducing the time to develop new vaccines for emerging diseases even further, we may be able to prevent the catastrophic health, economic and social repercussions seen in this crisis. The 100 day ambition was proposed by CEPI earlier this year.

Through international collaboration to intensify research and development, modernise medical trials and create more innovative vaccine manufacturing and supply chains, we can save lives in future health crises and prevent the next pandemic.

The Prime Minister has also confirmed today that the UK will share the majority of any future surplus coronavirus vaccines from our supply with the COVAX procurement pool to support developing countries, in addition to the UK's £548 million funding for the scheme. He will be encouraging G7 leaders to increase their funding for COVAX in support of equitable access to vaccines.

Speaking ahead of today's meeting, the Prime Minister Boris Johnson said:

Perhaps more than ever, the hopes of the world rest on the

shoulders of scientists and over the last year, like countless times before, they have risen to the challenge.

The development of viable coronavirus vaccines offers the tantalising prospect of a return to normality, but we must not rest on our laurels. As leaders of the G7 we must say today: never again.

By harnessing our collective ingenuity, we can ensure we have the vaccines, treatments and tests to be battle-ready for future health threats, as we beat Covid-19 and build back better together.

Delivering on the objectives in the Prime Minister's Five Point Plan to Prevent Future Pandemics – first set out at the UN last year – will be a key focus of the UK's G7 presidency this year. The Prime Minister will also call on G7 leaders to support a treaty on pandemic preparedness through the WHO.

Today's meeting will be the first hosted by the PM as part of the UK's G7 Presidency this year and the first gathering of G7 leaders since April 2020.

At the meeting leaders are expected to confirm their support for the UK's G7 health priorities and discuss wider efforts to address global challenges and secure a sustainable, green economic recovery from coronavirus, as well as a number of foreign policy issues.

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## **[Cross-Government Apprenticeship Buddy Scheme](#)**

### **Cross-Government Apprenticeship Buddy Scheme – Information pack for candidates and buddies**

#### **Introduction to the Buddy Scheme**

Our ODP Cross-Government Buddy Scheme is here to help increase Apprenticeship support for those undertaking the ODAS Apprenticeship. We understand that everyone learns differently so we offer this scheme as an option to those who feel they would benefit from further support during their journey.

For those who have completed their Apprenticeship already, this is an exciting opportunity to develop your skills and knowledge, by leading and managing Apprentices, whilst working collaboratively across different government departments. Buddies will offer additional support and guidance to people who are currently undertaking the same Apprenticeship that they have previously completed. It is an informal support network that will be carried out in a way that the buddy and Apprentices agree suits everyone best. In

this pack we will outline what you can expect from the Buddy Scheme and explain how you can get involved if you haven't done so already!

## **Roles and Responsibilities – who is involved?**

### Buddies

- Provide support and guidance to your apprenticeship
- Answer queries regarding the apprenticeship
- Encourage discussion between yourself and your apprentice
- Lead and manage your apprentice
- Update the ODP central team if a candidate completes their apprenticeship or withdraws
- Progress queries if answers cannot be provided immediately

### Candidates

- Engage with your buddy and fellow apprentices
- Be open to suggestions and advice
- Take part in group discussions and share best practices with other apprentices where possible
- Feedback to your buddy on how effective you are finding the support and suggest ideas for improvement where required

### ODP Central Team

- Manage any enquiries regarding the scheme
- Be a main point of contact for buddies where support is required

**It is important that although you are there to support each other and share best practices you must not plagiarise each other's work – this may be viewed as serious misconduct**

## **LISTR**

If you have not yet registered yourself onto the LISTR tool you will need to do this in order to start your buddy/apprentice journey, you can do this by clicking here – [Listr tool – Register](#) and entering your email address and a password and clicking “register my account”

To register as a buddy: If you are interested in registering as a buddy all you need to do is register yourself on LISTR. During the registration process you will be asked if you would like to be a buddy and which ODP qualification you have completed. Once you are registered on LISTR candidates can directly request you as their buddy – you will be given the option to accept or decline any candidates.

To register as an apprentice: If you are interested in matching with a buddy to help you with your qualification, please follow our quick guide below once you have registered on LISTR



1. First, update your profile to specify that you are currently undertaking an Apprenticeship.
2. Next, click apprenticeship buddying which can be found in the 'Community' section.
3. You will then be presented with a directory which lists all users that have previously completed an apprenticeship identical to yours (as specified in step 1). You can refine the directory further using various other criteria found under the Filter controls located at the top of the page.
4. Once you have found a person you would like to buddy with, you can use the 'Connection Request' button found next to their listing.
5. You can now leave your potential buddy a message to introduce yourself. Once you have submitted your request, Listr will email the person to let them know and you can await their response.

**If the person you have selected declines your request you can ask somebody else to potentially buddy you – there are no limits to how many people you can request but we do recommend that you only have one buddy.**

## **Next Steps**

Once you have found a suitable match and have contacted them direct, we would advise that you arrange a time/date suitable for you both to review where the apprentice is currently up to with their apprenticeship and how the buddy feels they could support the apprentice best. Before starting this process have a think about what you would like to get from the scheme and make a note of any ideas you might have about how you can contribute and ways you can communicate across government. Buddies should think about how much time you can dedicate and what support you can offer. Consider practical issues, such as how you would prefer the apprentice group to contact you? We would recommend that apprentices remain with the same buddy for the duration of their apprenticeship, as a minimum. Hopefully you will remain in contact with your buddy/apprentice following completion of their qualification however, offering continuous development and support across government as your careers progress.

## **Hints and Tips**

Please remember that the Buddy Scheme is flexible in order to accommodate all and will develop depending on the requirements of the individuals involved. It's up to you to decide how you wish to communicate, how often and what forums you may use.

## **Apprentices**

It is important that you get what you need from your buddy so please come to all meetings arranged by your buddy fully prepared. You may wish to consider pulling together any questions/issues you are having with your apprenticeship and sending them to your buddy prior to these meetings. This would enable your buddy to ensure they are equipped to answer all of your questions.

## **Buddies**

Once you have received contact from your apprentice, we recommend that an initial telekit is arranged by you to introduce yourself, from here you can decide how you both wish to proceed. A suggested agenda for the first chat is:

1. Introductions and ice breaker
2. Where you are on your journey (have you completed any units yet, when did you register for your apprenticeship, how long have you got left to complete)?
3. Aims & objectives – what do you want to get from the scheme, what support would you like, how will you communicate with each other? What part of your apprenticeship are you most worried about?
4. Agreed outcomes – for example will you be having monthly dial-ins, are you going to set up an online forum for discussions? Will you be contacting each other via email?

## **Both**

We've included below a list of things that could be considered by buddies and apprentices when arranging their meetings:

- Monthly telekits
- Online forums for buddies with more than one apprentice
- 1-2-1's – conducted over the phone, face-to-face, email
- Webinars, video conferencing
- Revision sessions
- Proof reading
- Email contact
- Buddy diary – issues log to record FAQ's
- Apprentice diary – recording development, best practice, obstacles faced.

## **Plagiarism**

Plagiarism is defined as “presenting someone else's work, in whole or in part, as your own. Work means any intellectual output, and typically includes text, data, images, sound or performance”. (University of Leeds, 2017)

It is important that everybody fully understand what plagiarism is and the techniques that can be used to avoid plagiarising. For units with written assignments candidates will be asked to submit a statement of authenticity confirming that the work being submitted is their own. When submitting any

work (including exam papers) electronically candidates are also declaring that the work is authentic and is their own.

In cases where plagiarism is identified these will be investigated further by Premier Partnership and City & Guilds and may result in candidates being disqualified from the qualification itself. Plagiarism and malpractice will not be tolerated, any incidents will also be reported to candidates departments and may result in disciplinary action.

We would recommend completing the [You Be the Judge](#) activity and [Recognising Plagiarism](#) to test your understanding. If you anybody is still unsure what constitutes plagiarism, or would like to discuss this further, please don't hesitate to contact the ODP Central Team [learningandaccreditationteam.centralodp@hmrc.gov.uk](mailto:learningandaccreditationteam.centralodp@hmrc.gov.uk).

## FAQ's

Q: What do I do if I no longer want to take part in the scheme? A: If you're an Apprentice please discuss this with your buddy at the earliest opportunity. Involvement in the scheme is not mandatory, if at any time you wish to withdraw you can. If you are a buddy please contact your Apprentice and tell them of your decision to enable them to contact potential new buddies at their earliest convenience.

Q: As a buddy how much time will I need to dedicate to this? I'm worried that I won't be able to fit this in around my day job... A: How much time you put in is entirely up to you, however the more you put in, the more you will get out of it. As a buddy you'll be facilitating and encouraging your Apprentices. How you chose to support your Apprentices will depend on what you decided between yourselves. For example, you may decide to offer a monthly dial in for an hour or set up an online forum where you can manage and answer queries as they are raised.

For help and support with learning please email [learningandaccreditationteam.centralodp@hmrc.gov.uk](mailto:learningandaccreditationteam.centralodp@hmrc.gov.uk)

For help with LISTR/Account issues please use the "help" button at the top of the [Listr tool – Register](#)