



| Agenda Item |
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| Approval To approve a letter to be sent to East Midlands Rail |
| Purpose of the Report To explain the need for requesting the return of direct train services between Belper and Nottingham/Newark to Belper Town Council. |
| Background Information The direct train service run by East Midlands Rail (EMR) between Belper and Nottingham/Newark was cancelled early 2021 and has now been returned despite other services returning in the area. EMR have not confirmed whether the cancellation is due to return or if the cancellation is permanent. They have not responded to numerous questions and complaints on the matter from members of the public. |
| Legislation All relating to public transport. |
| Accessibility Implications - Reduces ability to travel for those unable to drive. |
| Climate Emergency Implications - Declaration of Climate Emergency by Belper Town Council - retaining public transport offer is a key response to the climate emergency. |
| Financial Implications None |
| Recommendation(s) To send a letter to Easy Midlands Rail stating: “Belper Town Council call on East Midlands Rail to reinstate direct train services between Matlock and Nottingham/Newark, stopping at Belper and Duffield. We request that this as per the timetable prior to the changes in 2021 which resulted in delays, disruption, then cancellation of this service. Many in our town have been reliant on this service for travel to work, school and higher education. The changes, in particular at this unprecedented time, have caused confusion and disappointment to our residents, particularly to our young residents who have already experienced many months of disruption to their education and employment. The current change at Derby adds time and insecurity to journeys, again, particularly for our younger residents and their parents. Please remember that many of these young people took places at their schools and universities while there was a reliable direct service in place. |



We are aware that you have announced that you may reinstate the service . However, you have made no commitment to doing so, which leaves many unable to plan their daily lives. We ask that you return the service immediately or respond to inform us when it will be reinstated. “



Reasons for recommendation(s)

As per the letter.

Also from the community:

“I do question the validity of offering a lesser number of trains while introducing social distancing. There will be a number of key workers who need to travel by train and cutting services just puts them at risk.”

“Dont bother giving EMR feedback if they value it the way they value the opinions of the passengers on the Nottigham Matlock route they'll ignore it and make zero effort to improve the service. If you want a good train service on those route best to Email the DFT and ask for EMR's Franchise to be revoked. This a copy of the Email I have just sent to the DFT As your probably aware Earlier this year EMR reduced their regional services to the dismay of local people. We did however accept it was temporary and would be reversed ASAP. Unfortunately having looked at their Winter timetable they are making only a very limited efforts to improve their and are making zero effort on the Nottingham Matlock service which is critically important for commuters and leisure travellers at the smaller stations along the route. Having seen this and EMR refuse to speak to or engage with its customers I am requesting that the DFT immediately suspend the franchise and taking direct control with a target of a return to full service no later than late January. I advise against wasting time trying to engage with EMR they've completely ignored the opinions of passengers just send in a team from the DFT to take over the operation sack all the senior managers who support the cut in services and teach the staff how to run a passenger focussed railway.”

“East Midlands Railway can you explain why you have cut the train from Matlock to Notts please! As a family who use the train to Nottingham every week we will miss the easy service of just getting on in our village and getting off in said destination! You have made an easy journey a bit of a nightmare for students who go to notts for education to visitors to the city!”

“EMR - you can't have failed to notice the number of people asking for the direct Matlock to Nottingham service to be reinstated. You managed to run this service, albeit with reductions in off-peak trains, through both lockdowns and up until June this year. Has this service now been sacrificed to enable you to operate other services? It would be helpful to please have some answers - many people are seriously inconvenienced by this change, the least you can do is offer some explanation”

“So Matlock to terminate at Derby, just why? Please help us reduce our carbon footprint and allow us to travel directly beyond Derby without having to change trains which adds so long onto the journey that people are resorting to driving more which is bad.”



“ we need the direct Matlock to Nottingham back”

“Hi EMR, why are you NOT EVEN REPLYING to people's comments? You aren't, in fact, "reinstating many of the Regional Services" that folk are still complaining about. Why aren't you bringing back the Nottm-Matlock direct services?, for starters; plus all the other services that ordinary people (your customers) rely on to get to work, attend appointments and use for leisure. WHY DO YOU CONTINUE TO COMPLETELY IGNORE THEM?”

“I've now given up using the trains. I don't want to use my car but feel I have no option. Given the current climate what is the logic behind reducing Matlock/ Newark services. They were never great before but now its just a joke if the aim is to get people off the roads. There should be more and better services not less!!”

“Disappointing to see that you are still looking to discourage passengers from using the popular Nottingham to Matlock route.”

“Broken promises of reinstating Nottingham to Matlock route! We work in Beeston and are moving to Belper, but now that train link has been taken away. Will be emailing DFT and EMR and looking for councillors emails to cc to help out”

“EMR how about you put the timetable on the Derby to Matlock service back to what it was before Covid. I'm sick and tired of waiting up to 45 minutes on a cold platform as the current timetable makes it impossible for anyone coming from South of Derby to get the connecting train. Most of the time I miss the train by 2 minutes. Please please please revert back to the old timetable.”

“Disappointed to learn that Matlock to Nottingham hasn't been reinstated, when other EMR services have...”

****UPDATE****

For those interested, and particularly councillors/town councils, that it may be worth contacting the councillors/councils on the Nottingham part of the line, as I understand some of those stations are not serviced at all.”

“It's now become unusable due to the 30 minute wait for the connecting train
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“This has really upset me - I would like to understand their reasoning behind it.”

“. It added an extra 1 1/2 hours onto my working day, for which EMR certainly aren't paying me for, and service was deplorable, even passenger assist service.”



Full Council 14.12.21
Submitted by Cllr R. Bellamy

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