



Department
for Transport

Department for Transport
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Mr A Walker
Senior Coroner
North London Coroners Court
29 Wood Street
Barnet
EN5 4BE

Our Ref: 261177

16 August 2019

Dear Mr Walker

Regulation 28 Report: Mrs Priscilla Tropp

Thank you for forwarding your Regulation 28 report of 24 June 2019, following the inquest into the death of Mrs Priscilla Tropp at Mill Hill Broadway station on 27 November 2018.

Our sympathies go out to the family and friends of Mrs Tropp.

Safety is the top priority for the railway. Each of the various organisations involved has its own specific safety responsibilities to ensure that the overall railway can operate safely, for passengers and employees.

The RSSB (originally known as the Rail Safety and Standards Board) is a membership-based rail industry body designed to help the railway become safer and more sustainable for passengers, the workforce and the wider public, whilst the Office of Rail and Road is the independent body, established by Government, that monitors and enforces compliance with health and safety legislation on Britain's rail network.

Whilst we do of course use our influence in engaging with the industry, these dedicated organisations are tasked with confronting these issues, and you may wish to consider forwarding your findings to these organisations (addresses below¹).

Govia Thameslink Railway (GTR), as a franchisee of the Department for Transport, is the train operating company that is responsible, as station facility owner, for managing and operating Mill Hill Broadway station.

¹ RSSB, The Helicon, 1 South Place, London, EC2M 2RB
Office of Rail and Road, One Kemble Street, London, WC2B 4AN

Jerome Pacatte, Head of Customer Service at Thameslink / Great Northern (a part of GTR) wrote to you on 2 August 2019, to set out the measures that GTR is undertaking in response to your stated 'Matters of Concern'. These measures are:

- A new Staff Aide-memoire for station staff on dealing with accidents and emerging incidents on stations;
- The update of associated Local Incident Response Plans; and
- New equipment, including privacy screens, for key locations across the Thameslink and Great Northern operating area.

The Department is satisfied that these measures should resolve your 'Matters of Concern'.

As part of the commercial management process we have discussed this incident with GTR at monthly compliance meetings, and are content that it has responded appropriately, and will continue to assimilate these new measures into its operation of the franchise.

More widely, the Department will continue to manage all of its franchises through its normal commercial management procedures, of which safety is a key requirement. This tragic accident will be highlighted as part of this, to ensure that train operators do everything possible to mitigate against the risk of a similar incident.

Yours sincerely



David Gott

