

Ms S M Hayes
Assistant Coroner North East Kent
North East Kent Coroners
Cantium House County Hall
Sandling Road
Maidstone
Kent
ME14 1XD

30th September

Dear Ms Hayes

Regulation 28 Report: William Steven Israel [REDACTED]

1 I wrote to you on 6 January in response to your Regulation 28 report regarding the tragic death of William Steven Israel at Canterbury East railway station on 15 March 2020.

2 In that letter I committed Southeastern to taking the following actions:

- (a) Replacing the three warning signs provided at the main entrance and palisade gates at platforms 1 and 2 at Canterbury East station with a new design.
- (b) Engaging with the operators of the Chemistry nightclub to seek ways to inform and educate their clientele in relation to the risks associated with people going on to railway tracks.
- (c) Reviewing the risk assessments applicable to Canterbury East as part of our routine review processes and updating them as appropriate.
- (d) Sharing the findings of the Inquest, the Regulation 28 report and details of our actions with the wider railway community via the industry Passenger Operators' Safety Group (POSG) and Passengers on Trains and Stations Risk Group (PTSRG).

3 I now write to update you on progress with the implementation of those actions.

a) Warning signs at station entrances

4 We have replaced the three warning signs at the various entrances to the station with a new design as promised and photographs of these signs are attached as Annex A.

5 In addition to this we have also engaged with the wider rail industry with a view to establishing a project to review and replace existing station warning signs with more informative alternatives that highlight the “Danger of Death” message.

b) Chemistry Night Club

6 We have engaged with the operators of the Chemistry Night Club and developed a constructive working relationship with them. As part of this we have agreed to provide the night club, free of charge, with a supply of A4 posters and several thousand drinks mats which highlight three key railway safety messages in a “fun facts” format intended to engage and inform. These are drawn from our Travel Smart Travel Safe campaign and highlight:

- (a) The fact that the conductor rail is never switched off
- (b) The extended stopping distance for trains (equivalent to 20 Premier League football pitches or 2 km)
- (c) The weight of trains (equivalent to 80 elephants or 400 tonnes)

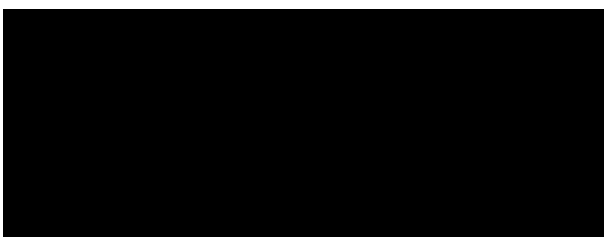
c) Review of Risk Assessments

7 We have completed our review of the risk assessments at Canterbury East station and have updated them in the light of this accident and physical changes to the station, including the recent completion of an “Access for All” footbridge with lifts.

d) Sharing findings

8 We have shared all our learning from this tragic accident with the wider industry via the POSG and PTSRG and this has prompted both discussions and actions, including work on signage reference in paragraph 5 above.

Yours sincerely



Managing Director
Southeastern

Annex A – New warning signs at station entrances

