



Mrs Sharon Hodgson MP
Member of Parliament for
Washington & Sunderland West
House of Commons
London
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26 October 2021

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Dear Sharon

I am writing in response to your letter to Tobyn Hughes about community matters in South Hylton, which he has asked Nexus to address.

There is an evening bus service through South Hylton, provided by Nexus and operating hourly from Holmeside until after 11pm, calling at the Royal Hospital, St Anne's Church in Hylton Road and then on to Claxheugh Road; we also fund this service on Sunday. There may be some confusion locally because Stagecoach operates the number 8 during the day, while our contractor takes over in the evening, with the same route and number. The service was suspended for a short period last year after it was repeatedly attacked by local youths throwing stones but has since been restored.

I will ask our marketing team to provide local information, to make sure people in South Hylton are aware of the service.

On the subject of CCTV at South Hylton Metro station, I am pleased to say that all six cameras covering the station and its approaches are in full working order and have recently been upgraded from analogue to digital as part of a £4.2 million investment by Nexus across our 60 stations. Two of the cameras are pan-tilt-zoom and can be controlled and watched live by our colleagues at Sunderland City Council to cover the car park and streets, in addition to being monitored from Metro's Control Centre.

We have also invested in body-worn cameras for all our customer-facing employees, and we are delighted to have supported Kim McGuinness' successful bid for new funding to further increase CCTV on both Metro and the bus network.

I have looked at the recorded crimes at South Hylton Metro over the 12 months. There have been reports of crime against the person but 18 offences in total, reflecting the stations place as a terminus. These consist of eight instances of graffiti or criminal damage, six cases of drunk and disorderly behaviour (arising from removing drunk or sleeping customers from trains), one public

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order offence, one occasion of malicious activation of the train's emergency brake, and one instance of youth disorder.

If you plan future meetings in the South Hylton-St Anne's community or elsewhere with the police and crime commissioner or otherwise, we would be happy to provide a stakeholder officer to answer any questions on public transport security and availability.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Huw Lewis', with a long horizontal flourish underneath.

Huw Lewis
Customer Services Director

CC Kim McGuinness, Police and Crime Commissioner for Northumbria
Tobyn Hughes. Managing Director, Transport North East