

October 2011
update
Community Safety E-Newsletter



Welcome to the October 2011 edition of UPDATE, an e-newsletter produced by RSSB, in support of the rail industry's efforts to address rail related community safety issues.

Firstly, I wanted to take this opportunity to thank Belinda Coleman for looking after the newsletter while I have been on maternity leave. I am pleased to be back in the Editor's driving seat and I hope you will enjoy my first newsletter since coming back.

In this issue we hear about the new SWeRve II DVD recently released for use in conflict management

training within the rail industry. We also hear about how the Network Rail/Samaritans Partnership is getting on, one year into the project.

UPDATE is a tool for promoting awareness of current initiatives and encouraging the adoption of good practice. If you have any stories to share about initiatives or events in your area, or would like to provide feedback on this issue, please contact: **community.safety@rssb.co.uk**

I hope you enjoy this issue of UPDATE.

Kerry Dolan, Editor.

SWeRve II launched



RSSB has produced a second DVD – SWeRve II – on behalf of the cross-industry Rail Personal Security Group, for companies to use on conflict management courses.

SWeRve stands for Stop Workplace Related Violence, and the sequel DVD provides a new set of tools for the rail industry, on top of those already provided in the first 2006 edition.

Staff come to work to help the public use the railways, whether for business or pleasure. It is totally unacceptable that they should be assaulted, threatened or abused by those people they are trying to help. But unfortunately these things do happen and companies have an obligation to help staff prepare for the eventuality that they might face conflict.

A key tactic for the industry is to try to prevent conflict from escalating through smart handling of the agitator, defusing the situation before it turns ugly. Staff also need to understand why people might get angry or frustrated and try to respond appropriately.

SWeRve II follows the success of the first DVD by increasing awareness of some of the causes of

conflict. It shows staff useful techniques and hints of how to recognise, reduce and remove potential conflict situations, together with practical steps in managing them. Often, it is simply a matter of good customer service.

The three categories of assault are explained and the importance of reporting all incidents is emphasised. Then there are scenarios acted out involving verbal abuse, staff being threatened and physical assault. These all start from situations which front-line staff will have experienced, so the DVD should provide reassurance that companies are doing all they can to protect their people.

The scenarios and resources have been developed with input from a cross-industry steering group.

Copies have been sent to training managers in Network Rail and train operating companies, as it is intended for use in formal training situations, delivered by people experienced in conflict management training. The DVD disc itself contains all the training resources needed and explains the learning objectives. **For more information, contact RSSB: enquirydesk@rssb.co.uk, tel 020 3142 5400**

got a story...?

please contact: community.safety@rssb.co.uk or 020 3142 5372

Safety survey: Myths mean parents put children at risk



Network Rail has released a hard-hitting video about the severe consequences of trespassing or messing about near the railway as a new survey reveals two thirds of parents have not discussed railway safety with their children. Furthermore, a quarter of mums and dads believe popular myths such as

being protected from electric current by rubber soled shoes or that you wouldn't be hurt if you only touched power lines for less than two seconds. Half don't know that the electricity is on all the time.

Network Rail has launched the powerful video to specifically highlight the dangers of electricity. Tragically, 69 people have been electrocuted in the last ten years after coming into contact with the overhead wires or the 'third rail'. A further 72 people have suffered injuries or trauma. Of the total, 23 were children aged 15 or under.

The video features a skin biology specialist and a Network Rail electrical engineer, sending a stark message about the power of the current used to run trains and the consequences of coming into contact with it. Mixed with graphic images of people who have suffered burns, the experts talk about how the power used in overhead wires is ten-times more powerful than an electric chair, and recount stories of people who have had their clothes set alight and the coins in their pockets melt.

Nathan Wood from Tamworth in Staffordshire was just 12 when a game he was playing with his cousin involving throwing a discarded domestic electrical wire over the side of a railway bridge resulted in him receiving a severe electric shock from the overhead wires. Now 25 and still suffering from the burns received, he gives his stark warning to others who may not realise the risks: "The first thing I remember after it happened was coming round and taking a huge deep

breath. Noises were slowly getting louder and louder but I couldn't get up. When the ambulance took me to hospital, I was screaming with the pain as they had to cut off my clothes which had stuck to me. It was like hell and I thought my life was over.

"I'm still suffering now, the cold really affects me and I get a lot of pain in my foot and can't wear regular lace-up trainers. I also have to be careful in the sun as the scarring makes me more at risk to skin cancer. I want to warn kids that if you want to be someone, achieve something in your life, don't do something stupid like I did, as it will change your life forever."



Dyan Crowther, Network Rail's director of operational services, said: "Thankfully the number of people killed or hurt on the railways is coming down but every death or injury is preventable. As our video and Nathan's story shows, receiving an electric shock is horrific and could affect you for the rest of your life, if you're lucky not to be killed.

"Our community safety teams work tirelessly with young people across Britain to warn them of the dangers and encourage them to get involved in safer and more positive activities. However, we are concerned that many parents are very much in the dark about the dangers of trespassing or playing near the railway. Even though the majority of trespassers aren't hurt, these crimes are not harmless and can result in huge delays and costs. We hope that by getting out this stark warning we can help banish the myths about rail safety and ultimately save lives."

To view the video, please see:

<http://www.networkrailmediacentre.co.uk/Press-Releases/SAFETY-SURVEY-MYTHS-MEAN-PARENTS-PUT-CHILDREN-AT-RISK-1808/SearchCategoryID-2.aspx>

Station facelift reduces fear of crime

Radley railway station, managed by First Great Western, has become the first in Oxfordshire to win a national award for reducing the fear of crime following station improvements funded by the County Council.

The authority carried out works to the car park area worth £225,000, earning the station a Park Mark® Safer Parking Award. Surveys carried out by police following the work revealed a drop in the number of

reported incidents and feedback from customers showed people felt safer using the station. Key improvements included:

- A wider and extended car park
- New lighting, fencing, signage and notice boards
- New walkways, waiting shelters and cycle parking



Community Safety Resource Centre

please visit: www.railcommunitysafety.com

The work was carried out in partnership with First Great Western and in consultation with local volunteer group The Friends of Radley Station.

Interactive customer information points were provided last year and a new CCTV system is set to be added later this year, again in partnership with First Great Western.

Councillor Rodney Rose, Cabinet Member for Transport said: "This award is a massive boost for the station at a time when it is becoming ever more popular, and shortly after getting a Secure Stations award."

Matthew Lee, Area Station Manager from First Great Western said: "We have worked with the Council and our station friends to make the station a safer and more attractive station, and this award is for everyone who has helped make that happen. "I am delighted we have achieved this award and First Great Western will continue to support communities and seek funding for other improvements."

Sergeant Adrian Naylor, of the British Transport Police (BTP), said: "This award is excellent news for Radley station and BTP fully supports the initiatives to improve security and reduce crime at the station's car park. "BTP works hard to tackle car crime with our industry and local partners and our recently-opened base at Oxford means we can respond more quickly to calls about crime, vandalism and anti-social behaviour along the line of route."

Park Mark® Safer Parking Award Run by the Association of Chief Police Officers, The Park Mark® Safer Parking Award assesses all factors affecting car park safety, including the security of perimeters, crime recording, lighting, car park layout, signage, staffing and CCTV coverage.

For more information: <http://www.firstgreatwestern.co.uk/NewsItem.aspx?id=714>

Drama students and British Transport Police (BTP) team up again to raise awareness of knife crime at Birmingham Moor Street Station



An innovative play aimed at educating rail commuters about the dangers of knife crime was staged at Birmingham Moor Street railway station earlier this summer following the success of a previous performance in February 2011.

During two days in February this year, Year 12 and 13 'A' Level drama students from Great Barr School, Birmingham, performed the play – 'Cutting Edge' – to thousands of commuters at Birmingham New Street, one of the busiest railway stations in Britain.

The gritty play – written by the students – was performed on the station concourse at New Street to highlight the dangers and consequences of carrying knives and weapons.

It proved so realistic that some members of the public rushed to the aid of actors who they believed were actually being attacked during the performances.

The event in February was launched by former EastEnders actress, Brooke Kinsella, whose 16-year-old brother, Ben, was tragically stabbed to death in

London in June 2008 while out celebrating the end of his GCSE exams.

Following the success of this event, Great Barr students performed 'Cutting Edge' again this June at Birmingham Moor Street railway station.

As well as receiving continued support from British Transport Police (BTP) officers, West Midlands transport body CENTRO provided funding for the event.

Cutting Edge was conceived and written by the 16-19-year-old Great Barr students based upon their own real life experiences and perceptions of knife-crime issues.

Lasting around 5-10 minutes, the play was staged at regular intervals between 10am and 4pm, to maximise the number of commuters who saw it.

Inspector Lee Gordon, of BTP, said: "We were delighted to be hosting this event again to help heighten awareness of violent and weapon-related crime, and also to promote community cohesion and safety.

"The event at Birmingham New Street in February proved an enormous success with some tremendous feedback given to the students from commuters, the rail industry and Brooke Kinsella who was visibly moved by the performances she watched.



“Weapon-related crime, although extremely rare on the rail network, affects the victims’ families and their communities alike.

“That is why we have a duty both to the victims and the public to take a tough approach to those who are caught carrying knives and to protect the vast majority of people who don’t.”

Melissa Hunt, drama teacher at Great Barr School, said: “Our students wanted to produce a short drama which would be repeated in a prime location throughout the day and give the audience a real life experience.

“We want young people to understand that they are not safer if they carry a knife and they are, in fact, more at risk.

“We want them to understand that using and carrying knives is a choice but they must make a positive choice not to carry weapons.

“This drama will hopefully make young people face up to the potential consequences a split-second moment of madness can have, and how just one second can change people’s lives forever.”

Chiltern Railways, which runs Birmingham Moor Street station, kindly allowed BTP to host the event on the station concourse.

No Messin’ Railway Safety Cup 2011 champions crowned



Aspiring young footballers from Swansea have been emulating their promotion-winning heroes, Swansea City.

Pentrehafod School was crowned No Messin’ Railway Safety Cup 2011 champions after a five-a-side tournament, organised by British Transport Police (BTP), Network Rail and Arriva Trains Wales, saw teams from comprehensive schools across South Wales battle it out on the pitch.

Although Pentrehafod lifted the trophy for Wales’s Premier League city, all 12 teams were awarded 50 tickets for a Wales international, courtesy of the Football Association of Wales (FAW).

Pentrehafod, whose school is just a free-kick away from the Liberty Stadium, emerged victorious beating Caerleon 2-0 in the final and winning the Railway Safety Cup.

They were presented with a shirt signed by the Wales football squad for display in their school. Player of the Tournament was Pentrehafod’s Lewis Thomas, who spearheaded his side’s march to glory at Swansea’s PlayFootball facility, while Pontarddulais and Llanrumney made up the quartet of semi-finalists.

The aim of the event was to promote alternative activities for youngsters to discourage them from trespassing on the railway.

During the regional rounds of the tournament, which is supported by the FAW and Brecon Carreg, each team received a hard-hitting safety presentation from PCSOs (Police Community Support Officers) featuring young people and families who have been affected by trespass on the railway.

Around 200 children have been involved in the tournament, spread over three regional rounds – Swansea, Neath, Port Talbot and Cardiff – with the four semi-finalists from each heat progressing to the grand final.

Inspector Gary Ash, who is in charge of BTP’s Welsh Neighbourhood Policing Teams, said, “The final was a high quality affair, befitting of the standards set throughout the tournament, and it was a pleasure to see so many talented young players being given the platform to display their abilities.

“Last year’s inaugural event was a huge success, and I’m delighted to see that this year’s enhanced tournament has been so popular with schools right across South Wales.

“Their participation reflects the positive engagement our Neighbourhood Policing Teams have in their respective communities. We are already looking forward to building on that success for the 2012 event, which promises to be even more special.

“While clearly enjoying the opportunity to express themselves on the pitch, it has been extremely encouraging to see the youngsters’ attitude off the pitch, where they have taken on board the inherent dangers of railway trespass and the consequences this could have on themselves and their families.”

For more information, please visit: http://www.btp.police.uk/about_us/latest_news/pentrehafod_win_no_messin_cup.aspx

got a story...?

please contact: community.safety@rspb.co.uk or 020 3142 5372

Samaritans/Network Rail Partnership – One Year On



A suicide on the railway is not just a personal tragedy for one individual and the people around them; it also causes harm and hurt to the railway itself, and the people that run it. Whether someone has witnessed it, or is involved in restoring operations, the impact is not insignificant.

The Samaritans and Network Rail partnership, working on reducing railway suicides by 20% by 2015, is now into its second year. On average, over the last ten years there have been 209 railway suicides per year, with the highest figure occurring in 2009/10, at 233, the year in which the partnership started. The number for 2010/11 fell to 208, according to RSSB's Annual Safety Performance Report, published in June. This fall of 11% was accompanied by a fall also in the published related delay minutes, down by 18%.

Since the partnership launch in January 2010, the National Suicide Prevention Group (NSPG) has provided strategic leadership of the programme and a multi-agency approach to tackle the scale of the issue. The Samaritans Network Rail team has been engaging with 13 Train Operating Companies across the UK, working together on a variety of suicide prevention and post incident measures, including staff training, a nationwide public awareness campaign, the Samaritans call out service and referral schemes, along with post-incident support provided by local Samaritans branches, all of which have been making a positive impact.

At the end of year one, nearly 1000 frontline railway industry staff had attended the free Managing Suicidal Contacts training course, at nearly 100 locations nationwide. This course gives railway industry staff the skills to identify and approach potentially suicidal individuals at railway locations. The Network Rail team at Samaritans have collected several accounts of suicide interventions from trained station staff who have provided emotional support at a station. If you have taken part in a suicide intervention and would like to share your experience, please contact interventions@samaritans.org

A new free course, Trauma Support Training, tailored specifically to the needs of those supporting train drivers or others following a suicide, such as Train Driver Managers and ASLEF Union Reps, will be rolled out across the network this year. For further details on both courses and for course bookings, please contact railcompanies@samaritans.org

In terms of communications, the hard-hitting Men on the Ropes national advertising campaign, which aims to encourage men in distress to talk about their problems and consider calling the Samaritans, has seen campaign materials present at 105 priority locations and level crossings nationwide. With its boxing theme, the campaign specifically targets working class men in their 30s, 40s and 50s who are most likely to take their own lives.

Samaritans has also been working with BBC Outreach volunteers and has filmed four video clips, which include an interview with a Train Driver who experienced a suicide while driving his train, and an interview with a Customer Services Assistant who assisted as individual in distress at a station after attending the Samaritans training course. All four video clips are available to view here:

http://www.samaritans.org/media_centre/special_reports/network_rail_2011_update/nr_paul_vodcast.aspx

Following an incident at a priority location, local Samaritans branches have been offering post-incident support to individuals affected, by handing out Samaritans referral pocket contact cards at stations and promoting their support services to station staff and to train drivers.

Samaritans also offers an emotional support call-out service to all people identified by station staff as being in emotional distress. This could include members of the public, rail passengers, front-line staff, and witnesses of a critical incident, any of whom may have been affected by an attempted or completed suicide within a railway setting. The service is now available across all high priority railway locations nationally and enables frontline railway staff to request Samaritans face-to-face support at a railway location, by calling the Samaritans on the call-out activation number : **07548 720 511**.

Finally, the Samaritans and Network Rail partnership has been shortlisted for the Corporate Partnership award at the Third Sector Excellence Awards on 28th September. It has also been shortlisted at the Charity Times Awards in the Corporate National Partnership of the Year category, which will be held on the 12th October and in the Transport Team/Partnership of the Year category of the National Transport Awards, to be held on 6th October. Thank you to everyone who has helped with the initiative so far.

For more information on the partnership, please contact Ola Rzepczynska, Network Rail Project Officer: o.rzepczynska@samaritans.org

got a story...?

please contact: community.safety@rspb.co.uk or 020 3142 5372

Southern staff benefit from suicide intervention session

In August, an informal session on suicide interventions carried out by rail staff was held at Southern. Staff were given the opportunity to discuss their personal experiences in a facilitated and comfortable environment. Participants were given the chance to share and compare their interventions with each other and discuss their initial approach to the distressed individual.

Samaritans reported that staff found the open discussion beneficial and took on board their

comments and feedback regarding the training.

The session also provided the Network Rail team with case studies that will be used in external communications, to encourage others to attend the Managing Suicidal Contacts training course.

For more information on the partnership, please contact Ola Rzepczynska, Network Rail Project Officer: o.rzepczynska@samaritans.org

Planning and design can help to combat crime and disorder in public

CIRIA is proud to announce the launch of its new guidance, Addressing crime and disorder in public places through planning and design.

Crime, including terrorism and disorder are high on the public agenda, with such issues causing great amounts of damage and distress when they occur. Although crime cannot be completely prevented, it can be 'designed out' to reduce the risk of its occurrence.

Often the consideration of how to deal with such issues are only thought of after construction is complete, however, if issues are considered earlier in the design stage they can be incorporated into the design to avoid costly and disruptive changes being introduced later.

CIRIA's new guide Addressing crime and disorder in public places through planning and design (C710) considers the fact that different elements and factors must be considered during design to ensure a safe, secure and pleasant environment is created.

Michael Woods, Head of Operations and Management Research at RSSB, says that:

"designing our living and working spaces to make

crimes more difficult to commit is a huge challenge. Some quite simple (and often obvious) actions early on in a development can make a big difference. This can apply to any part of the 'public realm' – shopping centres, railway stations, hospital complexes – and to places where people live and work. This guide will help designers and users to focus on useful solutions and avoid some of the mistakes of the past."

The guide discusses the concept that simple measures, including good lighting, can be introduced into the design to discourage crime, such as theft, vandalism or anti-social behaviour and encourages designers to consider their designs within the environment for which they are intended.

The guide is primarily aimed at planners, architects and other designers responsible for planning and designing the external built environment.

For further details or to order Addressing crime and disorder in public places through planning and design (C710), please visit www.ciria.org, or contact 020 7549 3300

Community Safety work recognised at National Rail Awards

The National Rail Awards recognise excellence and achievements in the UK rail industry and at this year's award ceremony which took place on Thursday 15 September in London, several of the awards went to community safety projects.

A successful and unique approach taken by train operator East Midlands Trains in partnership with Network Rail, British Transport Police (BTP) and the Office of Rail Regulation (ORR) to reduce level crossing incidents was recognised. The industry-leading scheme picked up this year's award for Safety, beating off competition from other safety initiatives across the UK rail network.

The judges praised East Midlands Trains for its initiative in taking action to reduce level crossing incidents and work with the British Transport Police

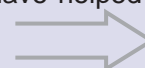
and Network Rail to educate the public about crossing misuse.

Mark Steward, Safety & Operations Director for East Midlands Trains, said:

"With over 800 levels crossings on our network, we wanted to take a proactive approach in trying to reduce any level crossing incidents and also help to educate the public on how to safely use these crossings.

"Whilst the level crossings are ultimately the responsibility of Network Rail, we wanted to get involved and help to play our part in managing this problem.

"By actively involving our drivers, we have gained first-hand knowledge and ideas which have helped us to



understand how to tackle the issues on our own route, and for Network Rail to pass onto other rail networks across the UK.

“We are extremely pleased that this collaborative approach has been a success and are very proud to be recognised for our focus on safety, which is such a crucial part of our business.”

Ian Prosser, ORR’s Director of Railway Safety, said:

“I’m delighted that the great collaboration between East Midlands Trains, Network Rail, BTP and ourselves has been recognised in this national safety award. Level crossing risk management is one of our top priorities and it is vital that everyone works together.

“The initiative shown by all of the people involved demonstrates an excellent safety culture. Well done all.”

Martin Gallagher, Network Rail Head of Level Crossings, added:

“Network Rail has a national team dedicated to reducing the risk at level crossings and this partnership is a great example of the whole industry coming together to help to achieve that aim.

“The hard work to target misuse at crossings in the East Midlands and to make sure the industry is doing all it can to promote a safe railway will continue.”

This collaborative approach is now helping to influence national policy, and the industry’s national All Level Crossing Risk Model is being reviewed – with East Midlands Trains active support.

Paul Trigwell, a Derby-based train driver for East Midlands Trains was also recognised at this year’s awards. He was highly commended for Outstanding Personal Contribution for his pro-active work with the Samaritans and helping other train drivers deal with the impact of fatalities. The judges commented that Paul’s contribution had left them ‘humbled’.

Southern received an award in the Outstanding Personal Contribution (jointly with British Transport Police) categories. British Transport Police Constable, Steve Jarvis works with Southern as a member of its Safer Travel Team. Steve doesn’t just look out of the travelling public, he also goes beyond the call of duty to protect Southern’s employees. Steve has been described by colleagues and bosses as an outstanding and professional officer. His Superintendent, Andy Ball said: “His productivity in terms of crime fighting activity is truly prodigious.” Southern’s Head of Security, Martin Grier praised Steve by saying that he is a real credit to the BTP, Southern and to those passengers who will never know him, but who will travel more safely because of him.

The Judges said that Steve was inspirational, and his enthusiasm and commitment are unbelievable and that his core belief that it is not enough to go through the motions, epitomises everything this award represents.

For more information, please visit: http://www.natrailawards.co.uk/page_viewer.asp?page=Welcome&pid=48

News in brief

First Capital Connect alerts the public on risk of crime



Throughout 2011, First Capital Connect (FCC) has been holding a series of roadshows. The crime roadshows are all part of FCC’s plan to reduce crime on the network. In 2010/2011 crime on FCC’s network had reduced by 15% compared to the previous year. Vehicle crime has also reduced from 241 offences to just 87. First Capital Connect has also been securing its network with investment in CCTV and a further £1m investment

in additional visible policing.

FCC’s Crime Prevention Manager Tony Holland said:

“Within our network we have 72 Secure Station accreditations and 44 Car Park Awards, which is a track record we are extremely proud of. However, whilst we are doing everything we can to keep our customers and their belongings secure we do urge that they also play a role in this process. I hope the crime prevention roadshows will help customers realise what they need to do and what suspicious signs to look out for in the future.”

For more information, please visit: <http://www.firstcapitalconnect.co.uk/>

Overseas news

Cheap thrill creates ‘sickening’ memory

Queensland Rail (QR) in Australia will test new safety lock gates at five level crossings in Brisbane in a bid to stop impatient pedestrians risking their lives.

The trial of the new locks comes after one man was

struck and killed by a train as he darted across a level crossing in Queensland in mid-July.

QR engineers have designed the safety lock to be



got a story...?

please contact: community.safety@rspb.co.uk or 020 3142 5372

tested for one month at five stations where the highest number of near-misses involving pedestrians have been recorded.

The safety lock will be rolled out across the state if the trial is successful.

In the last financial year, there were 613 near-miss incidents at level crossings predominantly in the south-east corner.

The latest statistics show there has been a 33 per cent reduction in near-miss incidents involving cars in the past financial year, while near-misses involving pedestrians have decreased 15 per cent.

QR chief executive Paul Scurrah said most near-miss incidents involved pedestrians who either pushed through safety gates or ran underneath boom gates.

“In the last month there have been three tragic reminders of the importance of vigilance at level crossings, yet every day there are more and more examples of people who don’t have the patience or the sense to simply wait for a train to pass through a level crossing,” he said.

“We will continue to take every measure possible to deter anyone from putting their lives at risk.

“If you’re even thinking about taking risks, perhaps if you consider the important things in your life which are worth waiting for will change your mind.”

With the launch of the new safety lock, QR released today more CCTV footage of near-misses at two Brisbane train stations as part of National Rail Safety Week.

The footage shows one incident involving a group of teenage thrill-seekers lying beside the tracks as a train sped by at 140km/h near Robina.

“This incident was so close, the train driver thought he had hit them,” Mr Scurrah said.

“The families of those involved may never realise how close they came to having a police officer turn up on their doorstep to tell them some devastating and tragic news.

“For the sake of a cheap thrill our train driver was given the fright of his life, and will have to live with that sickening memory forever.”

Mr Scurrah said pedestrians who ignored the safety signs, gates and flashing lights could face hefty fines.

For more information, please visit: <http://www.brisbanetimes.com.au/queensland/cheap-thrill-creates-sickening-memory-20110823-1j7q2.html#ixzz1VpvnZVnq>

Queensland Rail says ‘risky behaviour causes trauma for traincrew’

Queensland Rail traincrew are turning to specially trained experts to recover from traumatic incidents – their work mates.

The Trauma Support Network (TSN) has been boosted with 17 new participants joining 30 existing traincrew,

ready to rally around their work mates after a near miss or fatality.

Transport Minister Anastacia Palaszczuk said the 47 volunteer drivers and guards were specially trained to support their colleagues after a critical incident.

“This is about mates helping mates,” Ms Palaszczuk said.

“There is a special link forged by the fact the Trauma Support team do the same job and understand the same challenges.

“While there’s been a 15% reduction in near misses from the previous financial year, any near miss is one too many.

“The reality of these figures is that Queensland Rail traincrew are reporting incidents every day which involve someone, somewhere risking their life.”

Queensland Rail Chief Executive Officer Paul Scurrah said trespassing, taking shortcuts and other unsafe behaviour near railway tracks was ‘not a joke, and could leave train drivers with sickening memories that may never leave them’.

“Our train drivers are repeatedly suffering trauma as a result of these close calls, including nightmares and flashbacks,” Mr Scurrah said.

“Some drivers suffer long-lasting trauma, and four traincrew have taken extended leave after incidents this year. At least one of our drivers has not been able to return to work in more than five years.

“The primary purpose of the program is to maintain the safe running of our trains, but TSN volunteers also participate in specialised training every two years to develop support skills and awareness of further assistance available.”

Queensland Rail Train Driver Keith Dickinson said being a part of the Trauma Support Network was a rewarding experience, and provided a vital aid to fellow drivers and guards.

“When needed, we travel with a train driver or guard after they have experienced a fatality or near miss and want support following their return to work,” Mr Dickinson said.

“If the driver needs a break we can take over or if they simply want to talk about what happened, we are there for them.

“It’s disappointing that people continue to risk their lives around rail lines, giving us a dose of shock and fear. Motorists and pedestrians need to realise there are consequences to their actions, which could simply be avoided if signs and signals were obeyed.”

Mr Scurrah said Queensland Rail was committed to doing everything possible to save lives, but pedestrians and motorists needed to play their part and simply follow the rules.



“Every near miss is a catastrophe waiting to happen. In some cases it’s only luck that has saved lives, and ultimately luck runs out,” Mr Scurrah said.

“If you’re even thinking about taking risks, perhaps if you consider the important things in your life which are worth waiting for you will change your mind.”

The 47 Trauma Support Network members come from across the state including Cairns, Bundaberg, Robina, Caboolture, Ipswich, Beenleigh, Petrie, Nambour, Shorncliffe and Mayne.

“The Trauma Support Network is just one of the initiatives Queensland Rail is committed to providing for traincrew involved in workplace critical incidents,” Mr Scurrah said.

For more information, please visit: http://www.rail.co/2011/09/19/queensland-rail-says-risky-behaviour-causes-trauma-for-traincrew/?utm_source=feedburner&utm_medium=twitter&utm_campaign=Feed%3A+Railco+%28rail.co%29

Anti-graffiti spray secures stabled stock

New Zealand: Sensor-triggered sprays which cover stabled rolling stock in a fine mist to prevent aerosol paint from adhering have been developed by Auckland-based Graffiti Security Systems.

The prototype Stormrail system has been installed at KiwiRail’s Palmerston North stabling area.

Trains are a popular target for vandals, according to KiwiRail Commercial Manager Neil Buchanan, causing considerable cost and inconvenience. ‘Protective coatings and misting systems are relatively expensive but they have emerged as the most effective graffiti control measures.’

KiwiRail is treating the Palmerston North deployment of Stormrail as a prototype, and may then use the system in other areas. There has been interest from the Greater Wellington Regional Council, Auckland Transport and rail authorities in Australia.

For more information, please visit: <http://www.railwaygazette.com/nc/news/single-view/view/spray-secures-stabled-stock.html>

British Transport Police change phone numbers

British Transport Police is upgrading its data network which means that many of the telephone numbers used to contact BTP – including key numbers used by all rail staff - will change. Numbers used by the public to contact BTP are not affected. These remain 999 for emergency calls and 0800 40 50 40 for non-emergency calls.

New numbers to be used by railway staff are summarised below. Please start using these new numbers now.

To contact British Transport Police, call:

- 999 in an emergency
- 0300 123 2211 to report non-emergencies
- 0300 123 2277 to report when someone is hit by a train
- 0300 123 2299 to contact a specific person or department at BTP

If you do not have access to the railway telephone network and need to contact the BTP Control Room in the case of an emergency, call: 0300 123 9102.

Direct dial numbers for many BTP staff members will also change. If you are unsure how to contact a specific BTP member of staff or department, you can call the BTP directory on 0300 123 2299. You will then be directed to the correct extension.

Future events:

Event Name	Date	Event Details
The Future of Community Safety Partnerships Conference	27 October 2011, Westminster, London	For more information, please visit: http://www.westminster-briefing.com/home/event-detail/newsarticle/the-future-of-community-safety-partnerships-conference/
Train the Manager	14 -15 November 2011, Glasgow	For more information or to book a place go to http://www.suzylamplugh.org/training/trainthemanager/dates
12th Global Level Crossing Symposium (incl. Trespass)	7 – 12 October 2012, London	More details to follow shortly

National Railway Crime Hotline

0800 40 50 40