

Safety Bulletin



everyone
home safe
every day

Staff assaults

Issued to: **Network Rail line managers, safety professionals and accredited contractors**

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Location: National

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Overview

Assaults against Network Rail staff by members of the public have steadily increased over recent years. A small number of recent incidents have involved the use of bladed weapons and needles.

In April, a member of Network Rail staff investigated a report concerning the lineside and was subsequently attacked by a member of the public.

Whilst this type of incident is rare, there have been a few similar incidents involving station staff and office staff travelling to and from places of work. In October 2023, a member of station staff was stabbed by an individual who was rough sleeping in a waiting room.

Assaults on staff can have a significant long-term impact on the physical and mental health and wellbeing of colleagues. This safety bulletin acts as a reminder and provides mitigations to consider.

'SPACE' –

SPACE - Maintain a safe distance.

POSITION - Try not to block or be blocked in.

AWARENESS - Assess the situation and consider the options.

COMMUNICATION – Use open body language, eye contact and active listening.

EXIT – Be prepared to leave if you feel unsafe.

Discussion points

- Call BTP if you are unsure about a situation or person. 999 in an emergency or 0300 123 2211 for non-urgent reports.
- When approaching or interacting with the public, consider 'SPACE'. Try and maintain a 'reaction gap' of 6 feet.
- Be mindful of your personal safety when considering walking routes to and from places of work.
- Consider Body Worn Video (BWV) as a tool for roles that regularly interact with members of the public. BWV is part of the uniform for station staff.
- Consider Conflict Avoidance training.
- The Work-Related Violence resources and tools can be found here: [Work Related Violence Toolkit \(sharepoint.com\)](#)

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