

Station Safety Toolkit (2024/2025)



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Using the toolkit

This toolkit has been created to help you deliver outreach work with members of the public on station safety. There are no right or wrong ways to use the content. It is designed to be flexible to suit your needs.

The content in the toolkit itself provides a national overview, along with key messages and facts approved for external use. Given the variety of ways in which you and your colleagues interact with the public, we have included a range of standardised resources, as well as links to resources that you can adapt for your needs.

Ultimately this is your toolkit, so use it how you feel is most appropriate to help deliver vital messages on station safety.

RSSB’s Annual Health and Safety Report 2024/25

Headlines

- ” Harm has increased slightly in 2024/25, compared to last year.
- ” Passenger journeys continue to recover, and when including the Elizabeth line into the statistics, they are back at 100 % compared to the equivalent period post-pandemic.
- ” There were four non-workforce fatalities at stations in 2024/25.
- ” Intoxicated passengers remain a concern for safety on the network, as intoxication is a common cause of slips, trips and falls, both at the PTI and elsewhere. Additionally, intoxication appears to worsen the consequences when in the causal chain of an incident.

Independent research undertaken in 2024 by Yonder (Safety Comms Strategy Research) shows:

- 16.6 % of adults surveyed said that they have run down the platform or in the station
- A significant number of people admitted to sitting on the edge of the platform
- Many respondents reported going onto the track to retrieve something they had dropped
- Standing over the yellow line was a common behaviour among the surveyed individuals.



Key messages

- ” Take your time and look where you’re going when you’re in a train station.
- ” Do not run on stairs or escalators.
- ” Keep control of wheeled luggage or pushchairs.
- ” Use the lifts or step-free routes if you’re carrying heavy or awkward luggage.
- ” Stay alert on the platform and stand back from the edge.
- ” If you drop something on the track leave it.

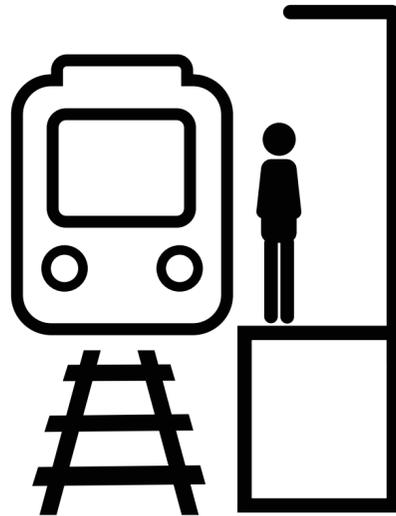


Key national statistics

There were **4** fatalities in stations in 2024/25.



This was an increase of **1** on the previous year and included **3** platform-edge fatalities and **1** fatal assault in a station.



There were **177** platform edge incidents in 2024/25.

Severe slips, trips and falls decreased from **799** (2023/24) to **782** (2024/25).



Edit and download to add your own statistics

Downloadable resources

Postcard

[Download English](#)
[Download Welsh](#)

Leaflet

[Download English](#)
[Download Welsh](#)

Editable resources to help you locally

We've developed editable and printable resources to help you start conversations with the public.

To access and use the templates:

1. Log in to Network Rail [Brand Hub](#) (you'll need to register if using for the first time)
2. Go to the Templates section and click on the template you want to use.
3. Click the Create button.

Alternatively once logged into brand hub, you can click on the images in this toolkit to go directly to the template of your choice.

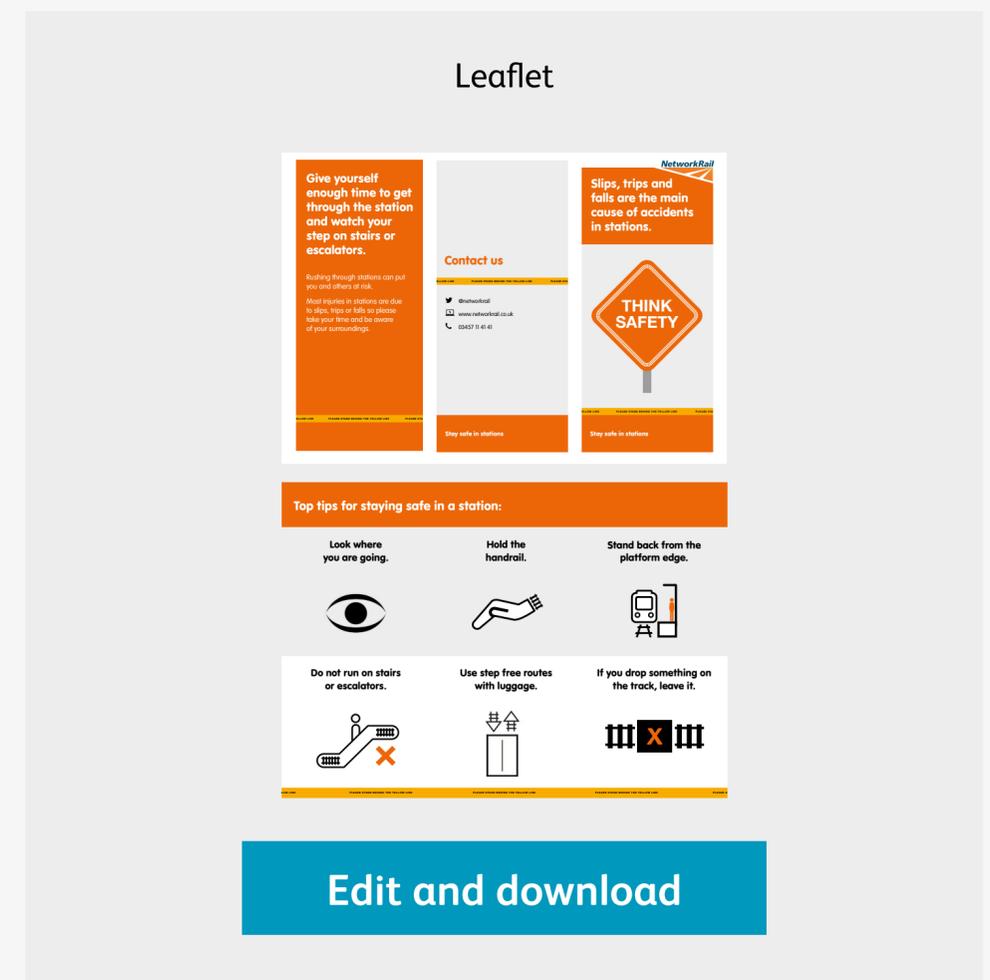
Within the templates you can choose suggested text for the following audience groups.

- Generic
- Commuters
- Parents
- Children
- Travellers
- Socialisers
- Vulnerable.

You can also create custom text to target any other specific audiences you may have.

For further step by step guidance on how to use the brand hub please refer to our [editable template user guide](#).

If you have any questions about how to use the templates, visit the FAQs page on the Brand Hub or contact marketing@networkrail.co.uk



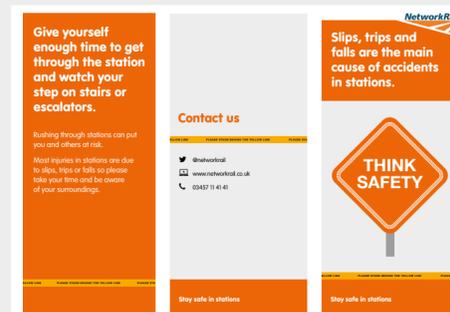
Editable resources

Postcard



Edit and download

Leaflet



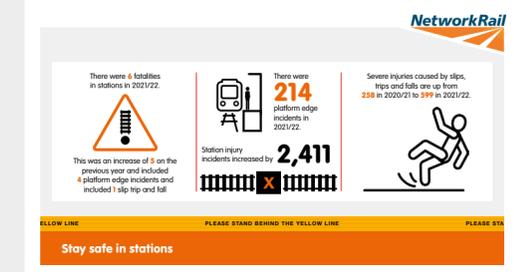
Edit and download

Poster



Edit and download

Infographic



Edit and download

Printable items

Any printable items you download from Safety Central or create on the Brand Hub can be ordered through our partnership with APS Solutions for professional printing.

Costs

There is some central budget available to support you to print resources to a professional standard. The budget remaining for 2023 is available on a first come first served basis. Please contact APS to understand whether there is sufficient budget available for your order.

Once the central budget has been used you can still order additional items using your own budget.

Ordering process

To order printed items, please:

1. Create/ download your print artwork as a PDF on Brand Hub or Safety Central
2. Email the artwork to nrprint@theapsgroup.com Please include the reference CCS0323127708 in the email along with the following:
 - Quantity of each item required
 - Size of items required – you can order posters in any size required.
 - Your route
 - Contact name
 - Full delivery address

3. Deliveries will be made to the address provided within 72 hours of the receipt of the order.

If you have any questions, please contact APS Solutions on nrprint@theapsgroup.com or 0759 541 4257 (Option 1).

Educational resources

Switched On was launched by the rail industry in 2021 to enhance rail safety education provision for children across the UK and mitigate trespass on the rail network.

[3-6 Year Olds](#)

[7-11 Year Olds](#)

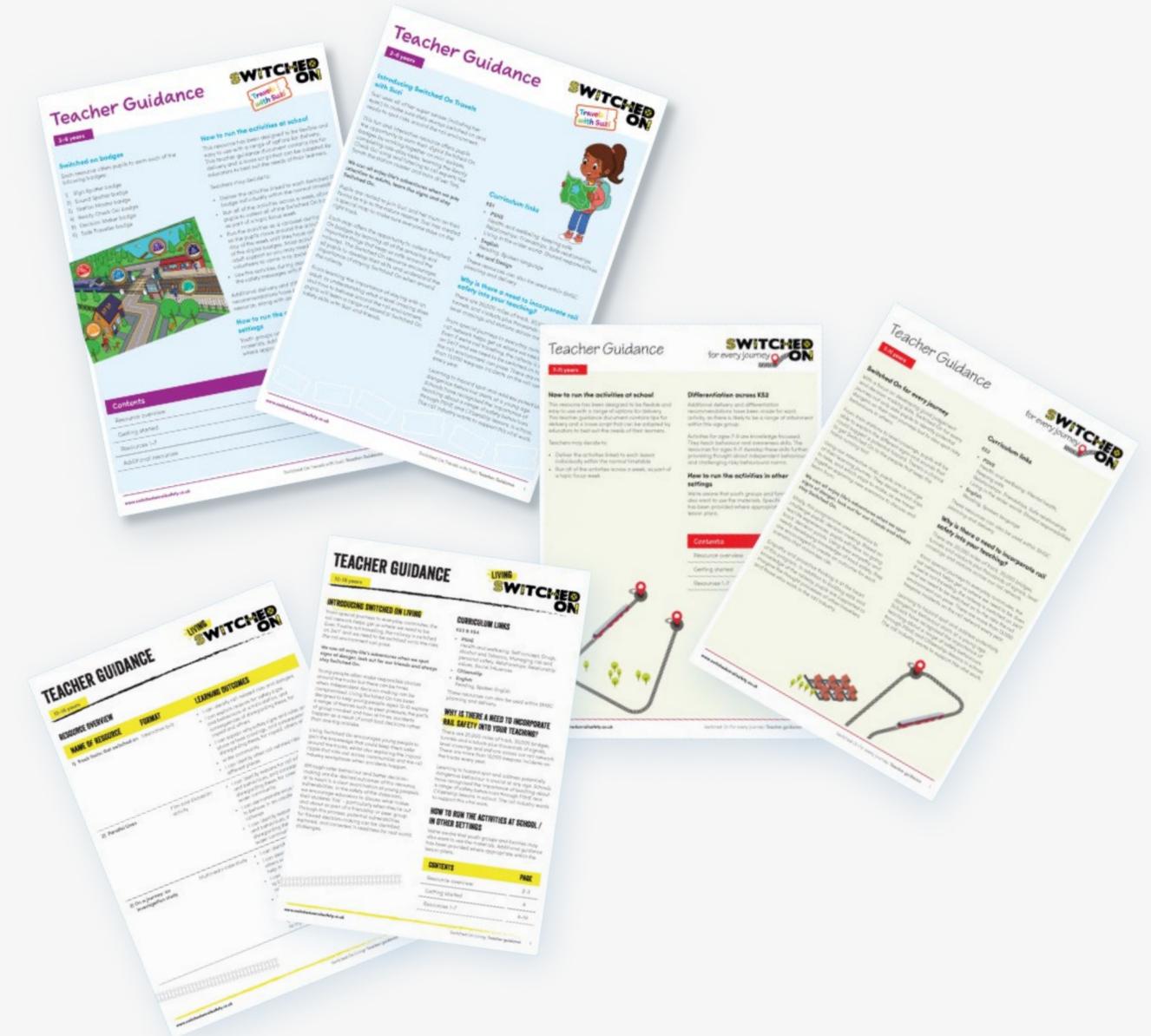
[12-16 Year Olds](#)

Welsh Teacher Guidance

[3-6 Year Olds](#)

[7-11 Year Olds](#)

[12-16 Year Olds](#)



CCTV footage

GetHomeSafe montage



Watch now

Real life cases

1 April 2023

A passenger fell down the stairs at Leeds Station and hurt their right hip. The incident occurred when the passenger lost their balance while descending the stairs.

8 May 2023

A member of the public lost balance and fell from an escalator at London Bridge Station. The fall resulted in a slight abrasion to their arm.

17 August 2023

A child fell out of a pram while going through the gate-line at London Bridge Station, sustaining bruising to the head. The child was escorted to an urgent care unit for medical attention.

20 November 2023

A lady fell off a kerb at Liverpool Lime Street Station. She cut her forehead and possibly fractured her hip. The incident was believed to be alcohol-related.

12 December 2023

A passenger fell while alighting a train at Bristol Temple Meads Station. The fall resulted in damage or a break to the right ankle.

Related Campaigns

Escalator safety

Accidents on escalators are a significant safety concern in our stations, with a 22 % year-on-year increase reported across Network Rail locations. To address this, we've launched the Escalator Safety campaign – a focused initiative designed to reduce slips, trips, and falls on escalators, particularly at our busiest stations.



[Click here to view](#)

Intoxication, Distractions & Running

Incidents linked to distraction and intoxication were increasing across Network Rail stations. In response, we developed a behaviour-focused campaign designed to prompt people to pause and move through stations more safely. Grounded in incident data, research and focus groups with rail users and station teams, the character-led and visually accessible creative approach was tested with over 1,000 passengers. The final design resonated strongly, with 59 % saying it encouraged them to take greater care and avoid accidents, while creating a flexible creative system that station teams could activate consistently across locations.



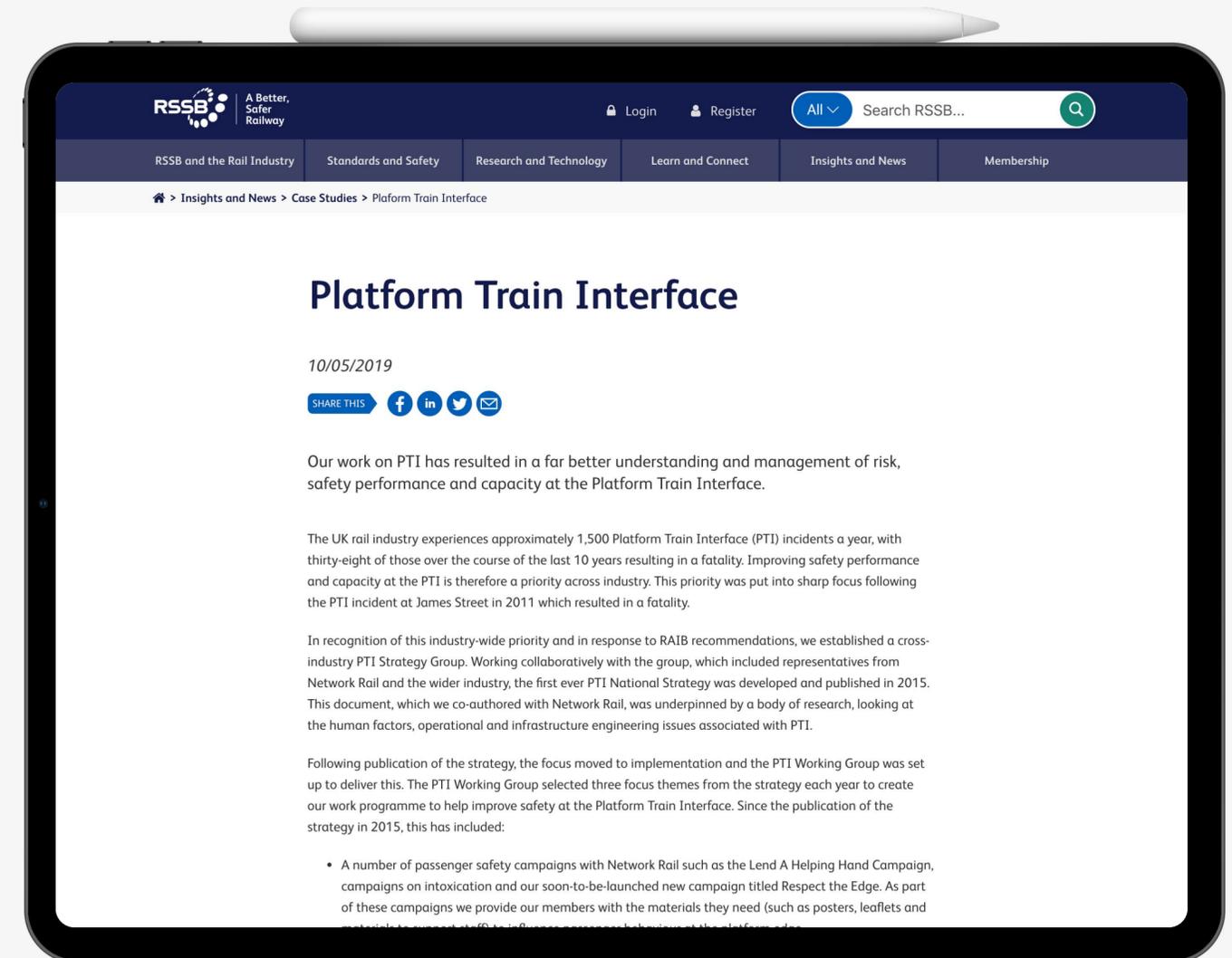
[Click here to view](#)

Platform Train Interface

<https://www.rssb.co.uk/services-and-resources/case-study-library/Platform-train-interface>

This link can only be read with RSSB access.

Sign up here: <https://identity.rssb.co.uk/account/register?>



RSSB's Annual Health & Safety Report 2024/25

Key graphs

Figure 7 Non-workforce harm at the platform edge⁴

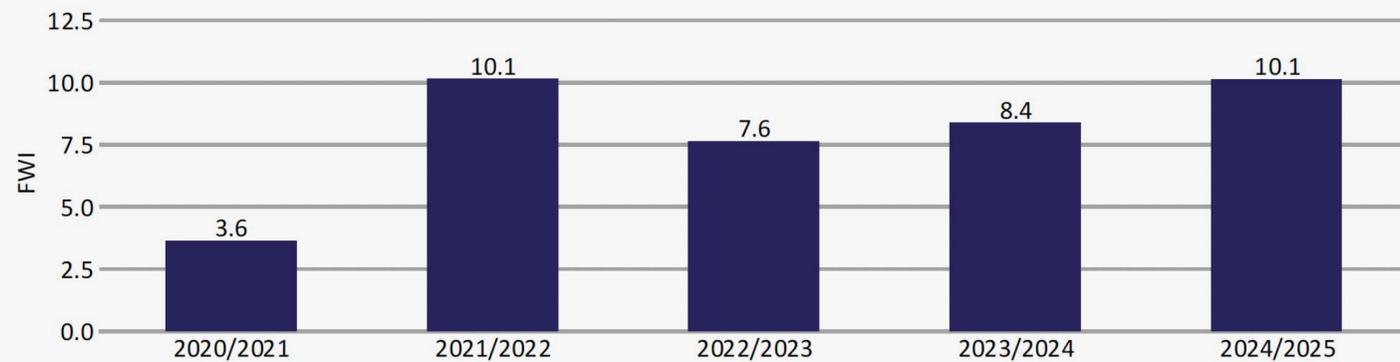


Figure 11 Non-workforce slips, trips and falls in stations

