

Station Safety Toolkit (2022/2023)



1

Your station safety toolkit

Using the toolkit

2

Understanding the problem

RSSB's Annual Health & Safety Report 2020/21

3

External messaging

Key messages
Key national statistics

4

Available resources

Downloadable resources
Editable resources
Printable items
Promotional merchandise
Educational resources
Real life examples
CCTV footage
Related campaigns

5

Appendices

Platform Train Interface
NR managed stations data (SHEP report, 2020/21)
RSSB's Annual Safety Performance Report 2020/21

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.

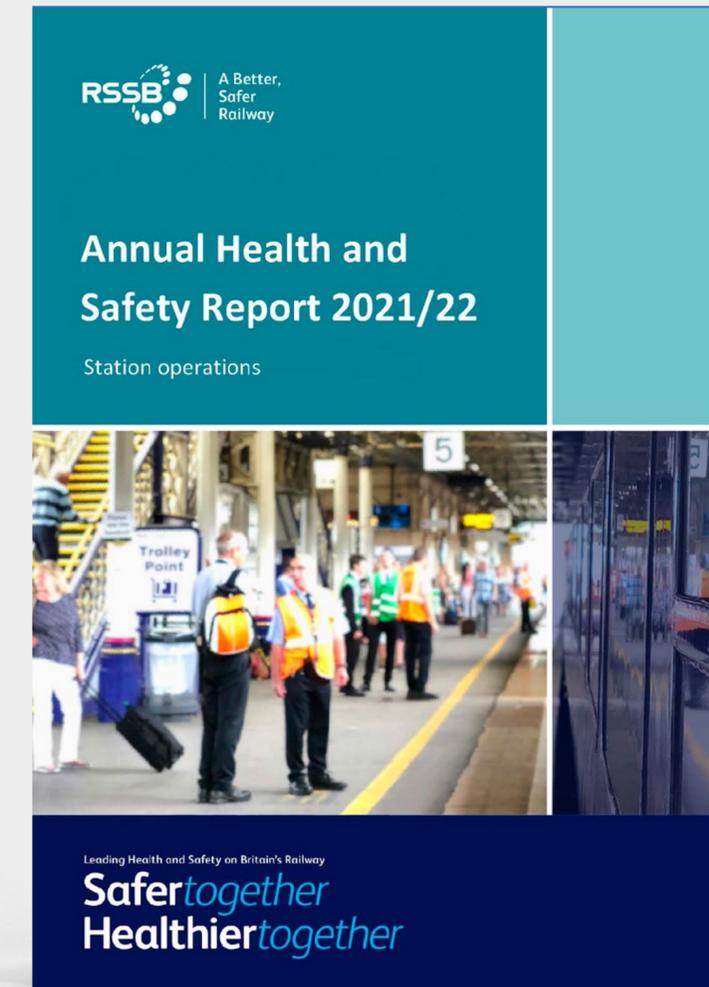
RSSB's Annual Health and Safety Report 2021/22

Headlines

- ” The number of accidents in stations increased in 2021/22 as more people returned to the railway.
- ” Passenger journeys were at 58% of pre-pandemic levels across 2021/22 as a whole. Harm to non-workforce in stations in 2021/22 was at 71 % of pre-pandemic yearly harm (based on 2019/20). Harm per passenger journey was therefore higher than before the pandemic.
- ” There were six non-workforce fatalities in stations this year, of which four occurred at the platform-train interface (PTI); one involved a passenger falling on an escalator and one resulted from a stabbing.
- ” People sitting on the platform edge is an area of concern, with more incidents being reported. This has led to fatalities in the past where people (often intoxicated) are unable to move away from incoming trains in time.
- ” 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 2018 by Kanter TNS shows:

- 58 % of the GB population have run up or down the stairs or escalator to catch a bus or train
- 39 % have consumed alcohol when using public transport
- 20 % have gone onto the railway to retrieve something lost.



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.

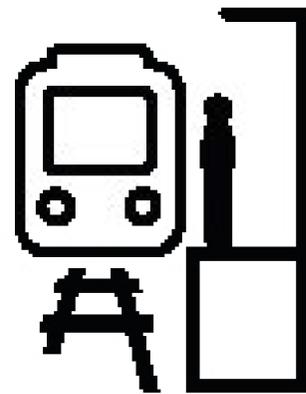


Key national statistics

There were **6** fatalities in stations in 2021/22.



This was an increase of **5** on the previous year and included **4** platform edge incidents and included **1** slip trip and fall

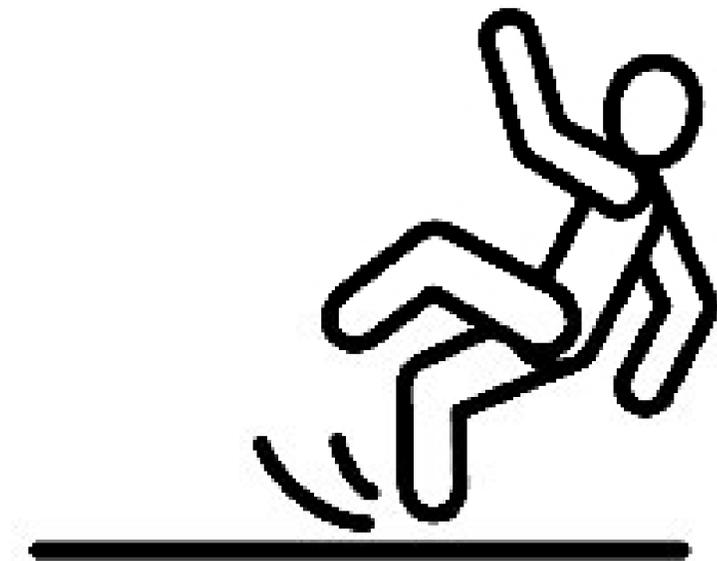


There were **214** platform edge incidents in 2021/22.

Station injury incidents increased by **2,411**



Severe injuries caused by slips, trips and falls are up from **258** in 2020/21 to **599** in 2021/22.



Edit and download to add your own statistics

Downloadable resources

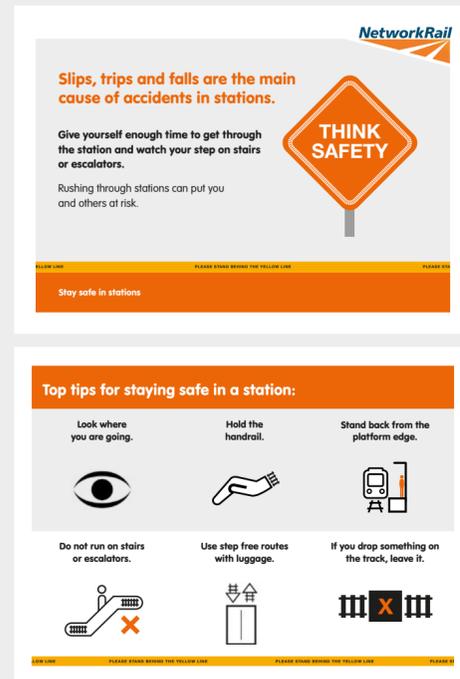
Poster



[Download English](#)

[Download Welsh](#)

Postcard



[Download English](#)

[Download Welsh](#)

Pull-up banner



[Download English](#)

[Download Welsh](#)

Leaflet



[Download English](#)

[Download Welsh](#)

Digital OIS station screen



[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.

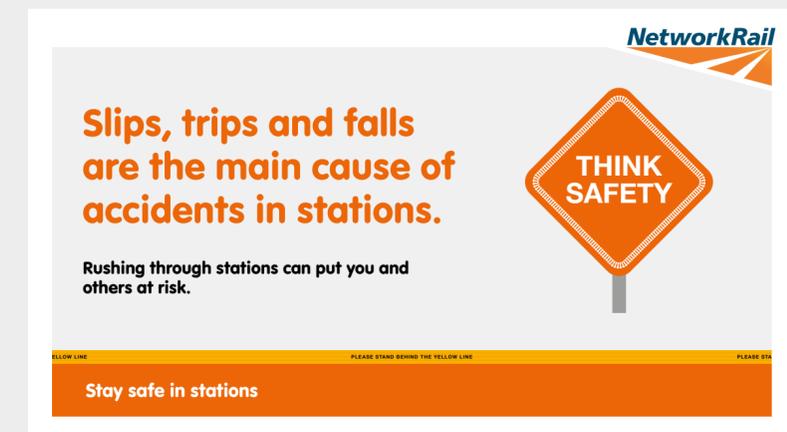
- Generic
- Commuters
- Parents
- Children
- Travellers
- Socialisers
- Vulnerable.

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

Digital OIS station screen



Edit and download

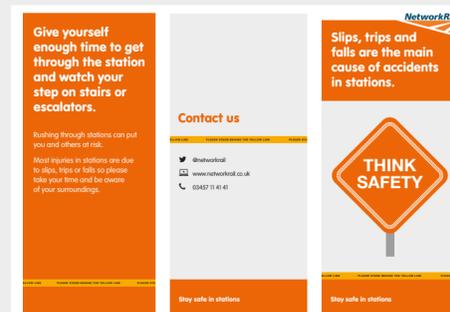
Editable resources

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).

Promotional merchandise

Looking for some goodies to hand out at events? We've created a range of safety branded merchandise to help you start safety conversations when out and about or at events.

There is limited central budget remaining for 2023 to support you to order merchandise and is available on a first come first served basis, max order £200.

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

To see the range of merchandise available and place an order please visit the [merchandise catalogue](#)

Please note prices shown within the catalogue are excluding delivery.

Delivery will take 2–3 weeks from placing the order.

Should you have any queries, call 01245 382600 or email sales@allwag.co.uk



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](#)

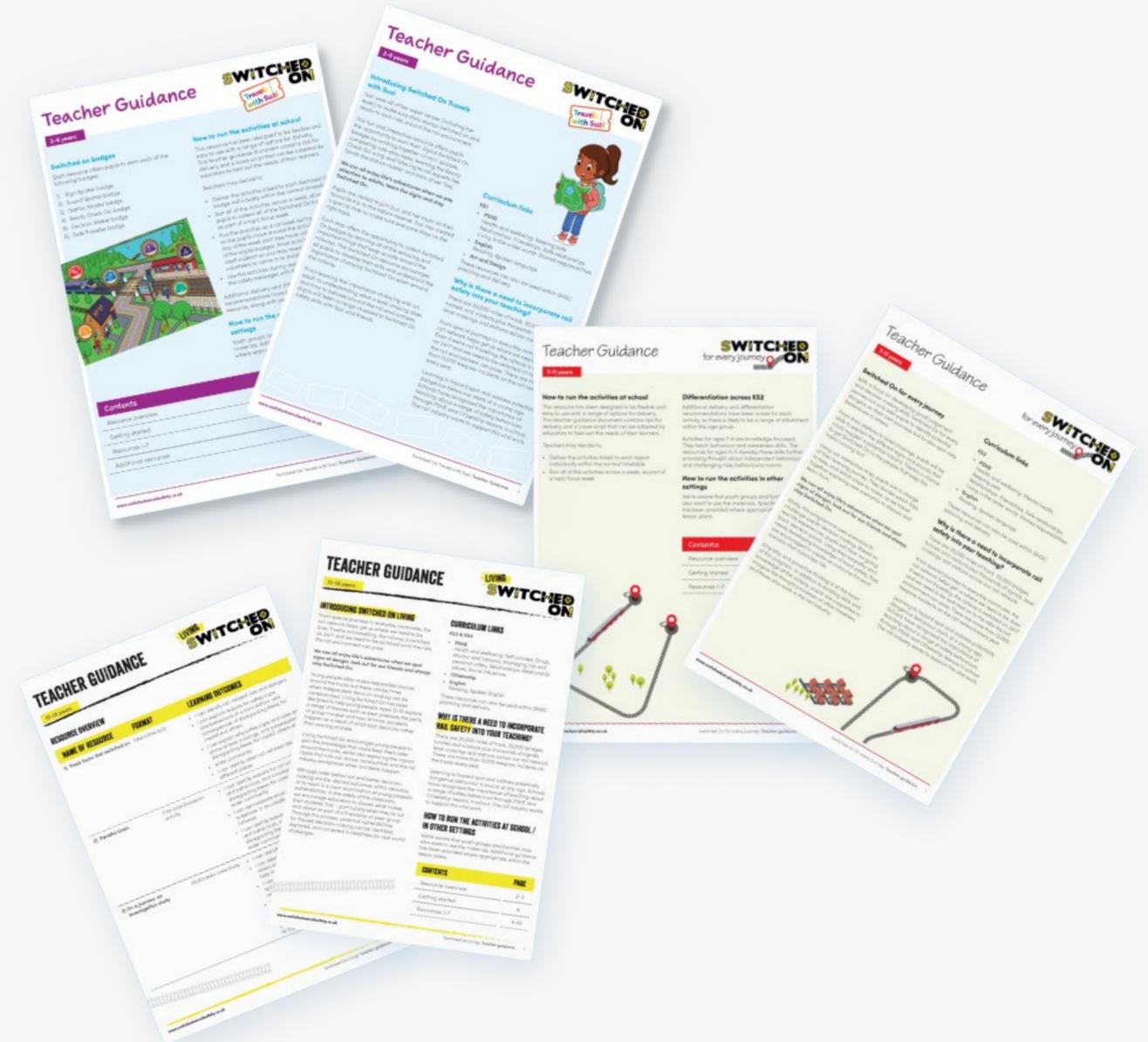
[12-16 Year Olds](#)

Welsh Teacher Guidance

[3-6 Year Olds](#)

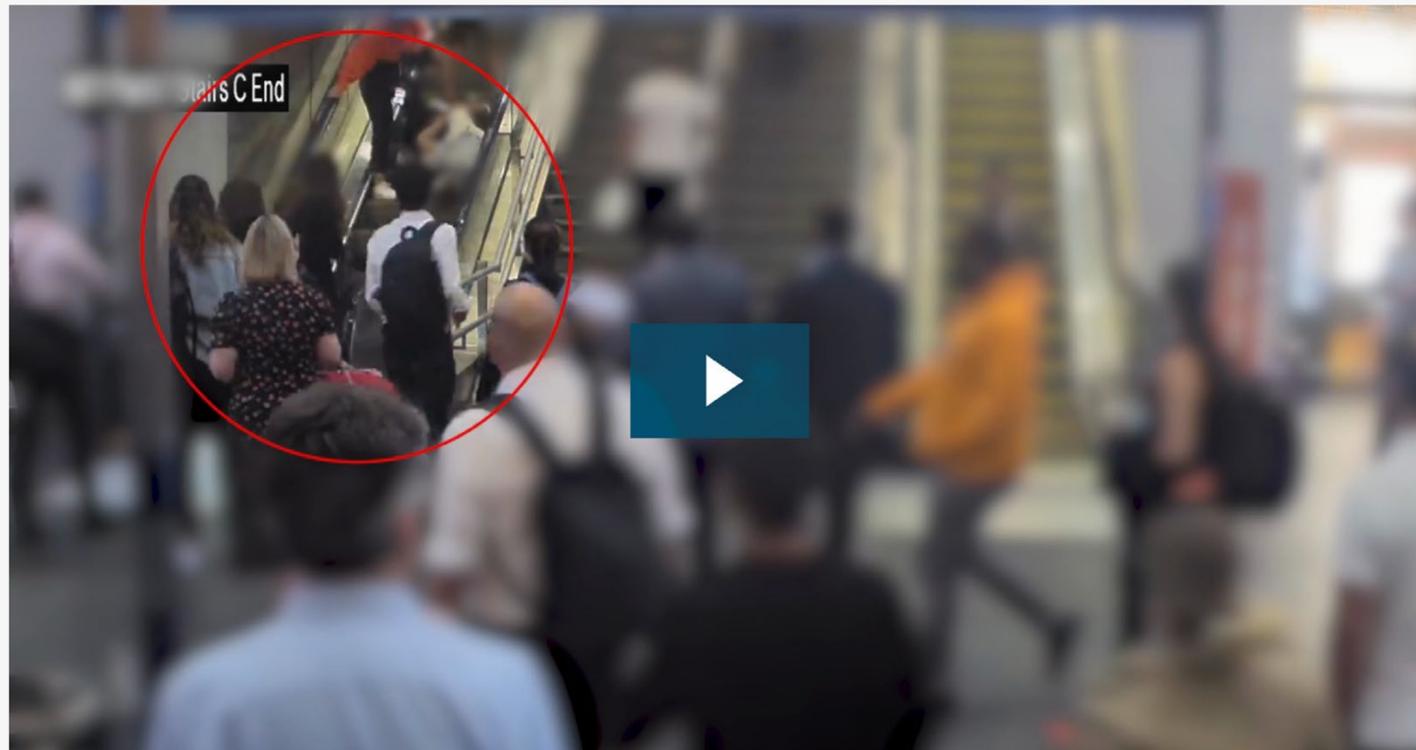
[7-11 Year Olds](#)

[12-16 Year Olds](#)



CCTV footage

GetHomeSafe montage



Watch now

Real life cases

2 January 2020

A passenger fell and fractured their hip at London Euston. This was due to being pushed by another passenger who was rushing to board a train.

18 February 2020

A Passenger rushing down the stairs on platform 8/9 at Reading station dropped their 3 year old child. The child hit their head.

11 February 2021

BT Police reported that a passenger train had struck a person on the Coryton single line on the footpath crossing. The injured person sustained a broken leg and cut to the head but no lifechanging injuries. The driver reported that the person had walked off the platform ramp onto the crossing in front of the train, wearing a hoodie and listening to headphones.

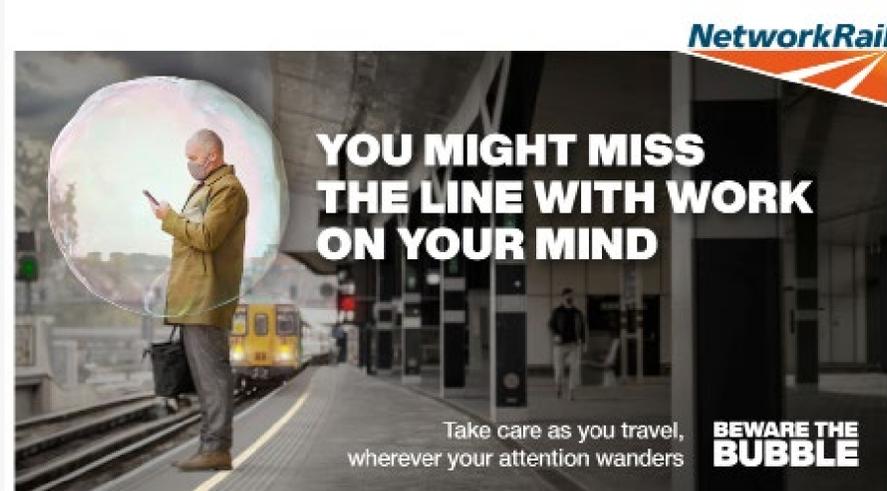
5 June 2021

Two elderly persons, ascending an escalator at London Victoria, fell back down after one of them lost their balance. One suffered a cardiac arrest, with a defibrillator used on site before he was taken to hospital where he sadly passed away.

Related Campaigns

Beware the bubble

Aimed at combating accidents caused by distraction, Beware the bubble encourages people to be more present and mindful of their surroundings when using the railway. We all live our lives ‘in a bubble’ but sometimes this can lead to injury or harm.

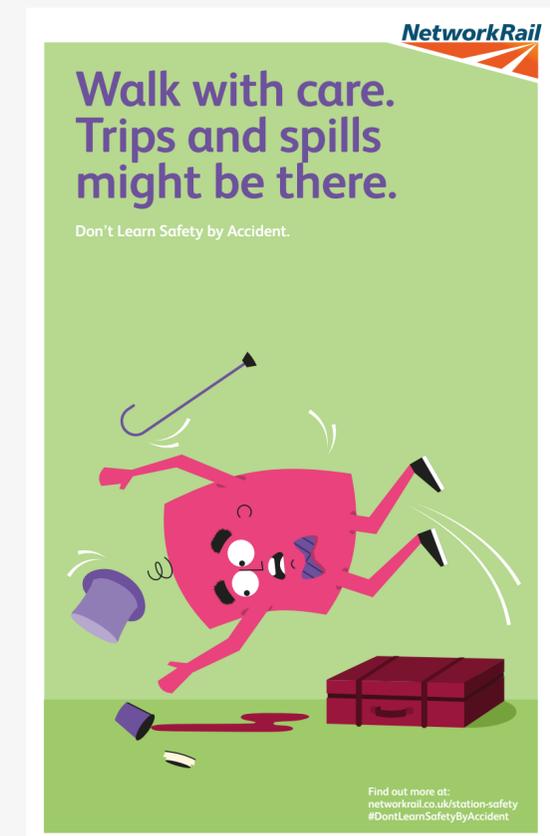


[Click here to view](#)

Station Safety

Most accidents leading to major injuries at stations are due to slips, trips and falls.

We work hard to keep passengers travelling through our stations safe – we want everyone home safe every day.



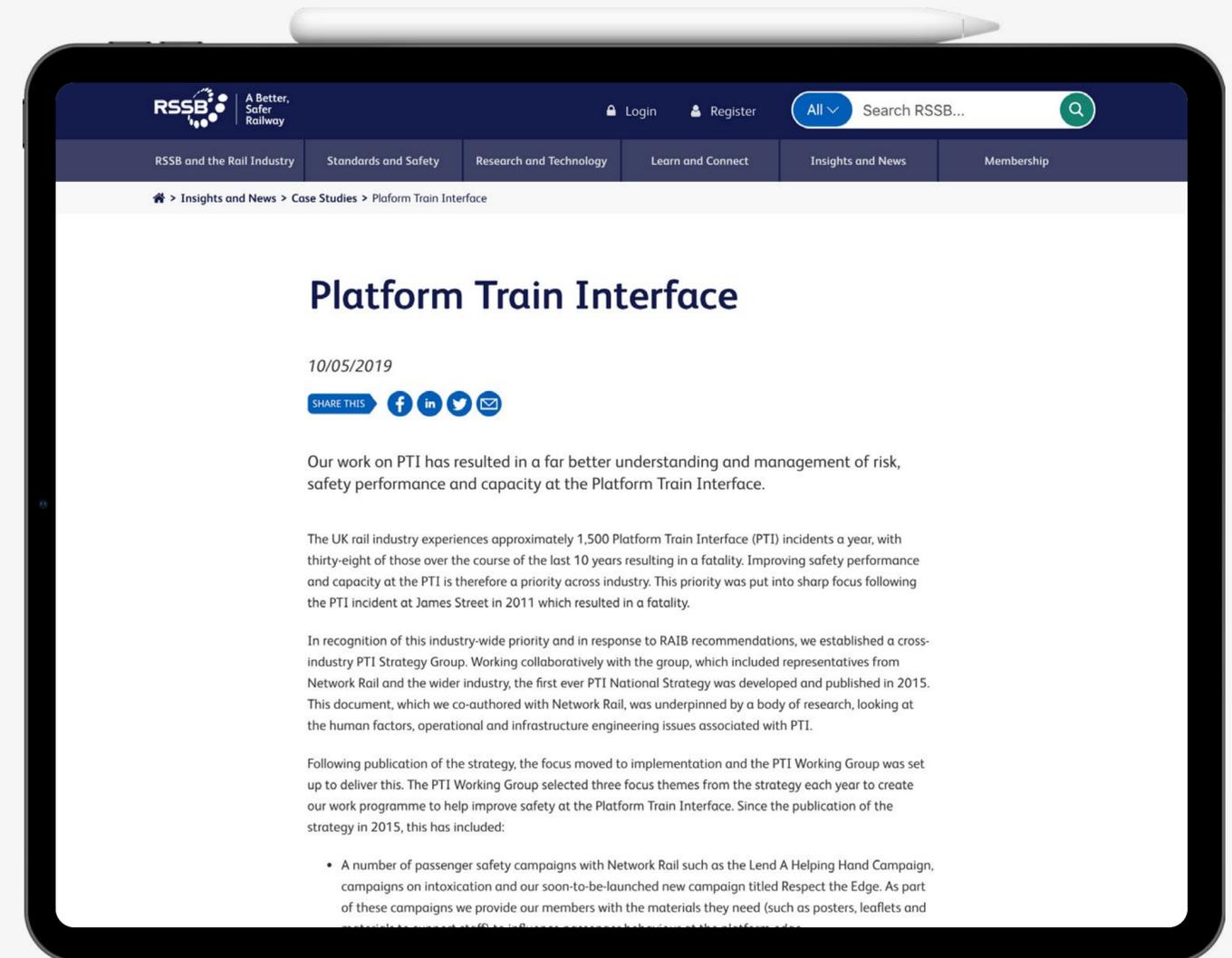
[Click here to view](#)

Platform Train Interface

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

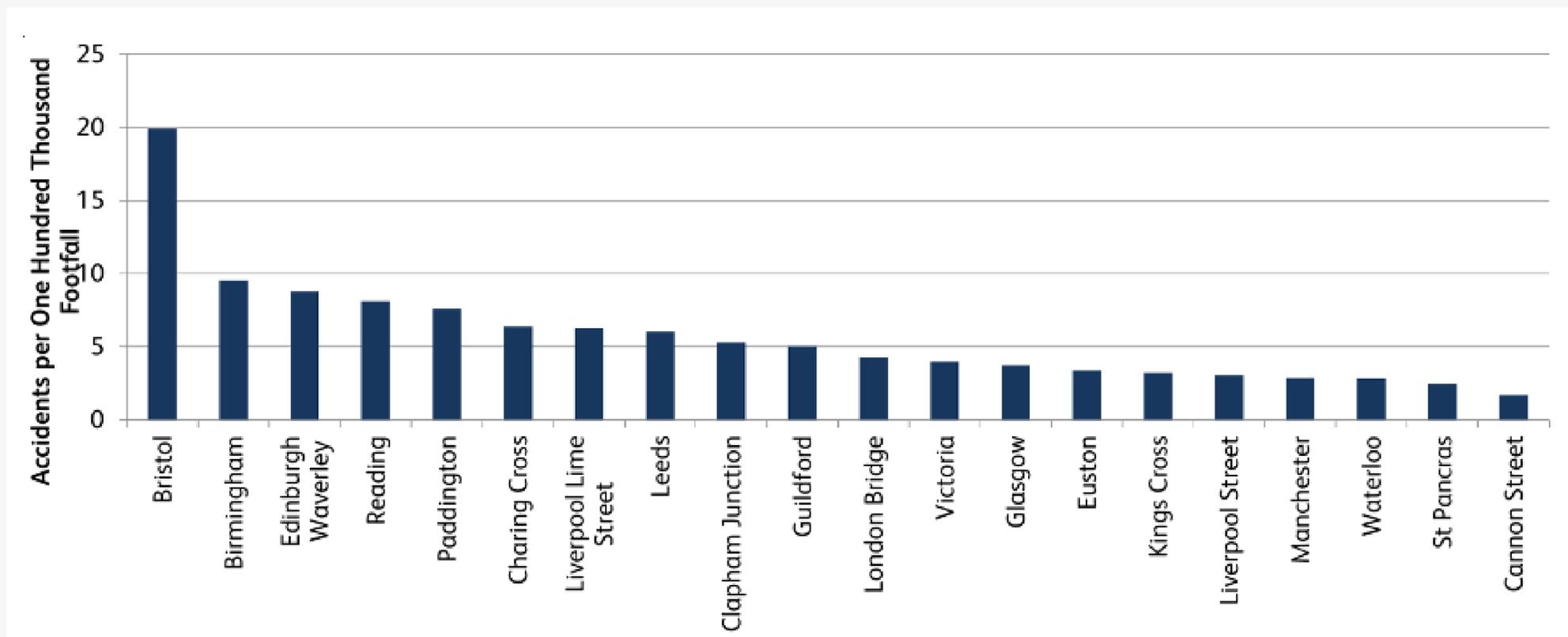
This link can only be read with RSSB access.

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



NR managed stations data (SHEP report, 2021/22)

Public & Passenger Accidents at Network Rail Managed Stations per One Hundred Thousand Footfall:



RSSB's Annual Health & Safety Report 2021/22

Key graphs

Figure 7 Non-workforce harm at the platform edge⁴

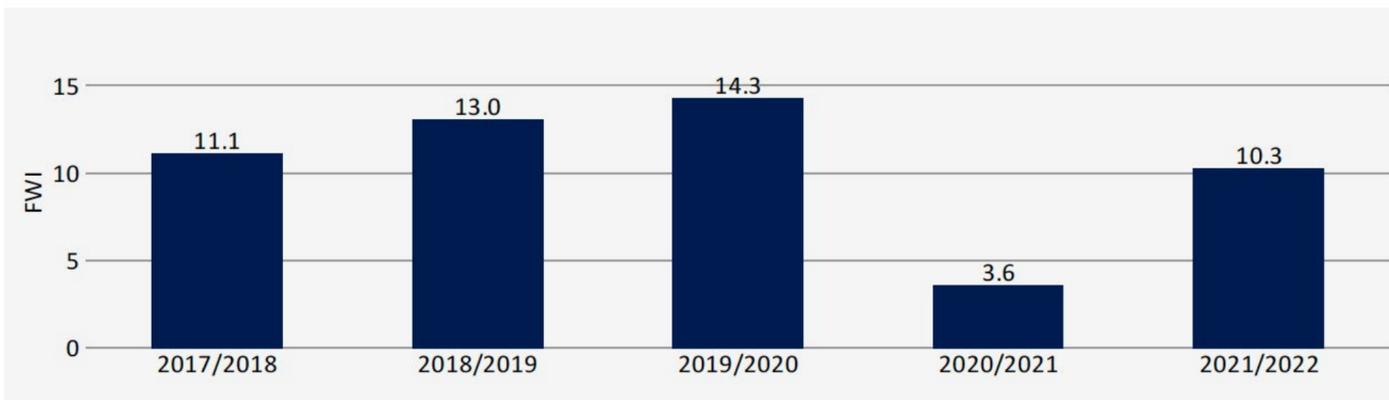


Figure 11 Non-workforce slips, trips and falls in stations

