

# Euston Response Team Newsletter October 2020



the **SES GROUP**



## Introduction

The SES Group have recently deployed response teams to work at Euston Station. These teams have been required to deal with a variety of issues, one key issue the teams have been focussed on is providing support to staff working at the station who end up in confrontational situations. While working the response teams have a variety of other responsibilities, they assist with first aid while working with the onsite medical team and assist in removing people from the station.

The response teams are required to complete an end of shift report, which has been created and managed by the SES Group and the overall findings from that report are presented to Euston Station when a review is undertaken.

This newsletter outlines the training the response teams receive, the uniform that is issued, the reporting procedures that are followed and the information that is collated to then be included in the reviews as an example.



## **Training**

The SES Group train all response officers in:

- First aid at work
- Report writing
- Physical intervention and conflict management refresher,

These training courses are delivered over three days in the classroom. Once the response officers have completed the classroom courses, they then undertake a station familiarisation. The one day first aid course is part of the overall training package because response officers are likely to be the first people on the scene in the event of an incident. The first aid course gives the response officers the training to provide some medical assistance when called to an incident. (First aid training is not being delivered at the moment due to restrictions caused by COVID19. All response officers will be trained in first aid when safe to deliver a course).

The report writing and conflict management courses are delivered over the remaining two days and are combined to guide the response officers through scenario-based training. The trainers take the response officers through several different scenarios, based on what staff could encounter while working at Euston Station. After the scenario an on the spot debrief is conducted between the trainers and response officers, then the response officers are required to complete their statements in their pocket notebooks. The content of the pocket notebook is evaluated by the trainers based on the incident.

This method of scenario-based learning is used to give the response officer as close to first-hand experience as possible while reinforcing the importance of keeping a good pocket notebook.

The response teams have already undertaken physical intervention and conflict management on their Security Industry Authority (SIA) training, and the refresher is delivered in order to ensure the response officers are aware of the latest techniques.

This part of the training also places a great emphasis on when, and when not, to physically intervene, as well as the importance of documenting why the response officer made the decision they made.

These courses have been specifically chosen in order to meet current client needs and to enable the response teams to provide the best service.

The feedback from the staff who have recently been on this course has been outstanding, one member of staff had been quoted "this is one of the best courses I have ever been on."

## **RSAS**

The SES Group are working towards becoming a Railway Safety Accreditation Scheme approved company. When the SES Group obtains this accreditation, this additional service will be offered to new and existing clients. The powers that come with the RSAS scheme are being discussed with BTP at the moment and when they have been determined the SES Group will retrain the response teams and begin discussions with clients to ensure that the powers obtained will work in line with our client requirements.

## Uniform – Body Armour, Gloves and T-Shirts



All response staff are provided with both long and short sleeve T-Shirts, a set of body armour and a pair of needle resistant gloves.

The T-Shirts are stitched on both arms, with one arm bearing the SES Group logo and the other arm bearing “Network Rail Response Officer” and the Network Rail logo.

The back of the body armour has “Euston Response Officer” printed on it.

The body armour is stab and needle resistant and videos of the equipment’s capability are available on request. This style of uniform is standard on all Response Officers. When the SES Group obtain their RSAS

Accreditation the RSAS logo will be stitched onto the body armour and one of the two ID card pockets will hold the member of staff RSAS card with the other holding their SIA Door Supervisor License.

The needle resistant gloves are provided for staff should they ever need to assist in disposing of anything sharp or are required to look through a bag that may have been left there after applying the HOT protocol.

The gloves are needle resistant to ANSI 5 standard which is the highest level of accreditation that a glove can receive when testing needle resistance capabilities.



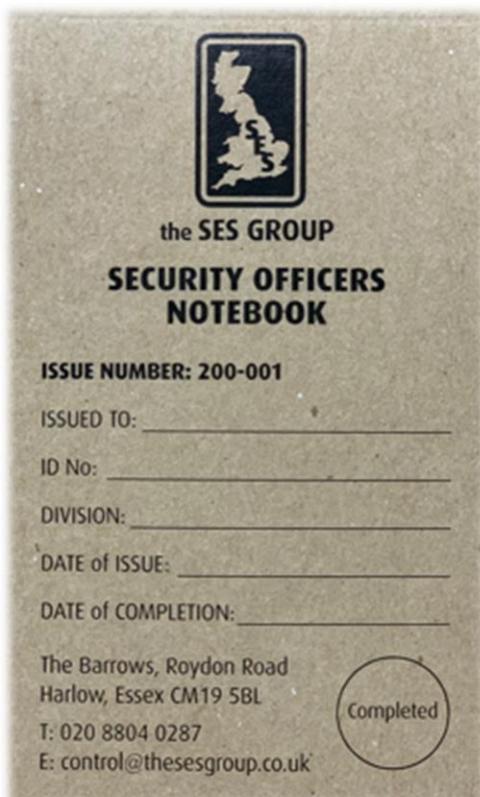
### Additional Uniform – Body Cameras

In addition to the PPE provided the response officers are also provided with body cameras. These cameras are used when dealing with any kind of incident and the footage is managed by Euston Station because they provide the cameras.



### Additional Uniform – Notebooks

To assist in making notes to go along with the body cameras, the response staff are provided with pocket notebooks. The pocket notebooks are serial numbered and assigned to each individual response officer. The pocket notebooks are held centrally and then swapped out upon completion, stamped and archived at the SES Group head office should they ever need to be used for evidence in future incidents or issues.



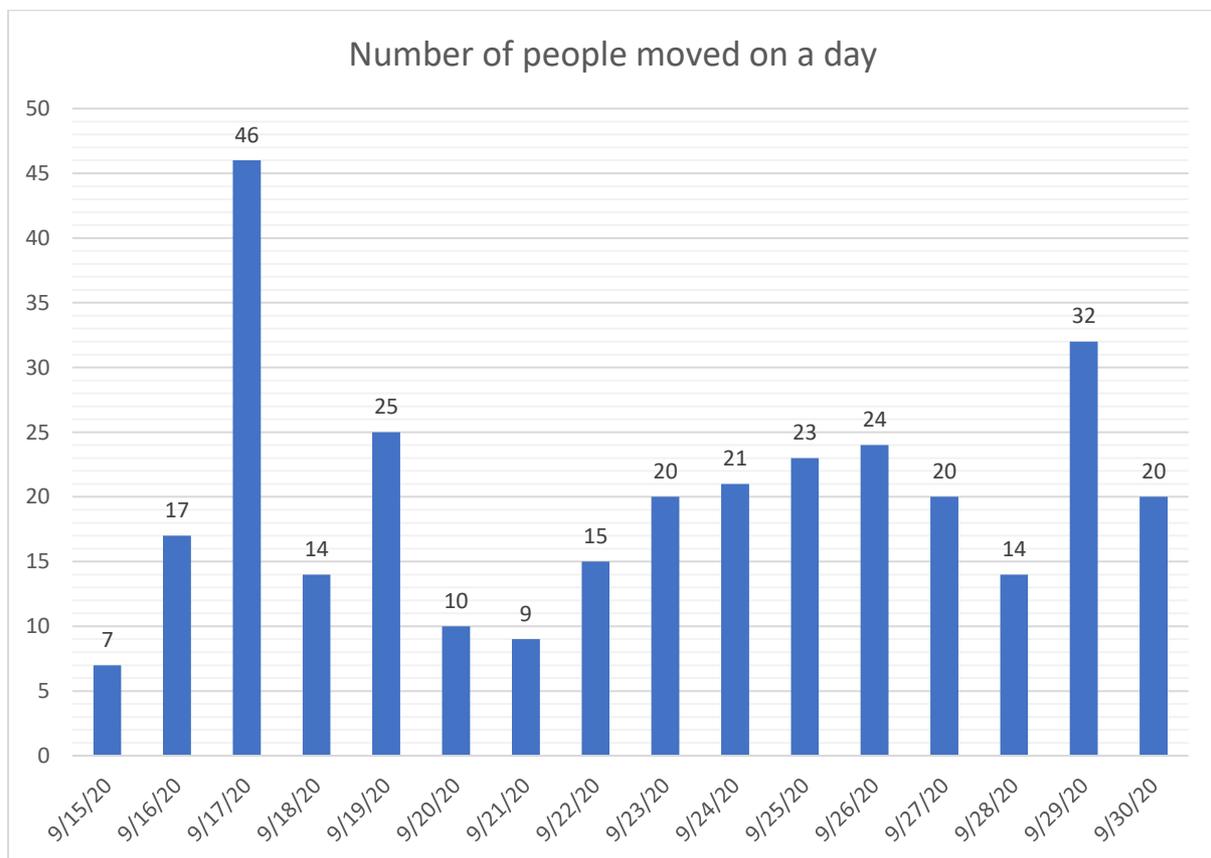
### Procedures

Daily Debrief – The response team are required to submit a daily debrief form which has been customised for Euston Station using a report writing program. This report writing program has been set up to enable Euston Station to receive the reports when they are submitted. The main aim of the form is to capture data. This allows the SES Group to develop new training around the problems that are currently being faced at Euston Station and potentially obtain different RSAS powers in order to deal with the problems as well.

### Periodic Review

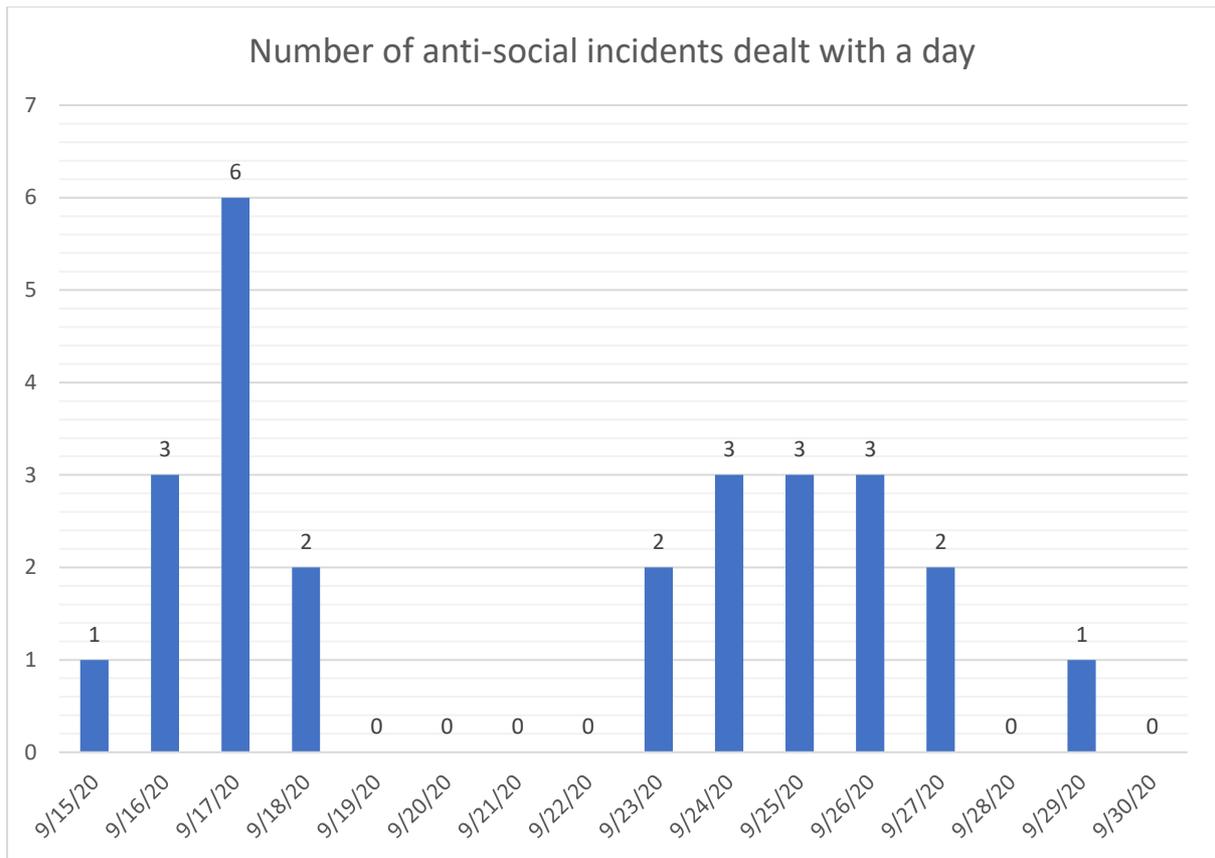
Periodic or monthly reviews are a key component in allowing the SES Group to deliver a great service. The reviews provide the SES Group with a great opportunity to discuss the current service delivery of the contract and for clients like Euston Station to provide feedback. The information below, including the graphs and explanations is all collated with raw data available at client requests as well as the main incidents that took place during the month or period is also provided.

Some of examples of the information provided in the monthly reports are listed below:



The above information is from data collected between the 15<sup>th</sup> and 30<sup>th</sup> of September 2020. The graph indicates the overall percentage of issues dealt with by the response officers working at Euston Station.

Between the 15<sup>th</sup> and 30<sup>th</sup> of September an average of 19 people were removed from Euston Station a day with some days being busier than others.



The above information is from data collected between the 15<sup>th</sup> and 30<sup>th</sup> of September 2020. The graph indicates the overall percentage of issues dealt with by the response officers working at Euston Station.

There was a total of 26 anti-social incidents that took place between the 15<sup>th</sup> and 30<sup>th</sup> of September. These incidents are then followed up with incident reports and some examples from previous incidents are listed on page 8 and 9 of this document.

### **Periodic Review – Continued (Example Incident Report)**

1 IC3 male known as [REDACTED], between the age of 25 – 35 years old, mental health issues, estimated height between 5ft5in and 5ft7in, wearing black jumper, black jeans, and black trainers.

Heavily intoxicated holding a large bottle of alcohol (Beer). Causing a public nuisance. Begging from members of the public on the Piazza area, also attempted robbery from x3 members of the public. Threatening behaviour towards Whisky 2 ([REDACTED]) when confronted. Resulted in Whisky 1 ([REDACTED]) to call for BTP assistance, BTP assisted and took over situation (Badge numbers [REDACTED] and [REDACTED]). BTP updated us with the following information, [REDACTED] has just come off from being tagged and has been advised not to return to Euston, if he does return, we are to call BTP and he will be arrested.

1 IC1 female located by Avanti ticket office causing a commotion by shouting at the Avanti ticket officer, she had missed her train and was advised that as she had paid for her ticket on-line that she would have to request a refund on-line. Whisky team checked if the avanti officer was ok and then moving away from the office asked the IC1 female if we could help in anyway. The IC1 female was incredibly rude, therefore we decided to move away and go about our patrols. She went about her business and left the station.

Avanti staff called Whisky team to assist with two IC3 females who became verbally aggressive they had no means to travel and were becoming confrontational and refused to leave, Avanti made the decision to refuse them travel on Avanti services. Whisky team tried to assist but the two females became abusive to the Whisky team and began to speak insults to the Whisky team.

The Whisky team escorted them to the concourse and the females went toilet and left the station premises. Camera 14 used between 09:40 and 09:45.

Avanti staff required Whisky team assistance. An IC3 male wishing to travel to Birmingham New Street train (11:49am) due to having the wrong ticket. The person became abusive towards Avanti staff and Avanti refused the person travel. Whisky team 2 and 4 escorted the person back to the concourse and advised the person to travel on London North Western instead.

Camera 14 and 13 used from 11:35 until 11:50.

Platform 3 and 4, Whisky team received a call from station control about a trespasser. Two of the team attended the call, and control informed them that the person had crossed the train track to get to platform 4. The team made their way to platform 4 and the trespasser was stopped by Avanti staff. BTP were called, Network Rail Alpha 2 requested the Whisky team prevent the trespasser from trying to leave the station until BTP arrived. BTP arrived at 15:47.

BTP ref number: [REDACTED].  
Officer badge numbers: [REDACTED] & [REDACTED].

On a male and female toilet check located on the bench outside a slow cooker had been left unattended on the seats. Carried out HOT protocol and waited for the owner to return and explain not to leave belongings.

*Pink suitcase left unattended outside Leon, applied HOT protocol and waited for owner to return to explain not to leave items around the station unattended*

*IC4 male wearing blue t-shirt and grey tracksuit bottoms exhibited suspicious behaviour and behaved strangely. The person appeared to be wandering around looking for bag to steal. On realising he was being followed by the response officers the person left the station.*

*Whisky 1 was contacted by control over radio to go to the main ticket office. There was an individual who was described as being verbally abusive to the Avanti staff. On arrival it was discovered that the person was frustrated with the Avanti staff. The person had missed their train but because they purchased a ticket online there was very little the Avanti staff could do. The Avanti staff offered to honour what the person had already paid and would have to charge the person an extra £10 to £15. This resulted in the person becoming verbally abusive towards [REDACTED] (Avanti Staff) swearing and making inappropriate comments. This resulted in the person being refused travel on Avanti services and the BTP were called. The Whisky team kept them apart until the BTP arrived. The end result was the male left the premises.*

*There was a cancellation of a train which required the response team to help distribute information and provide customer service as there were a lot of disgruntled passengers.*