



SES
REWARDS & RECOGNITION

July 2021

Winners: Daniel Tullett & Joynal Uddin

They were nominated by BTP officers for their actions in supporting police officers at Kings Cross station on the 27th July. The officer wrote.

"I am emailing to highlight some incredible work by your response officers (Dan TULLET and Joynal UDDIN) today at Kings Cross station.

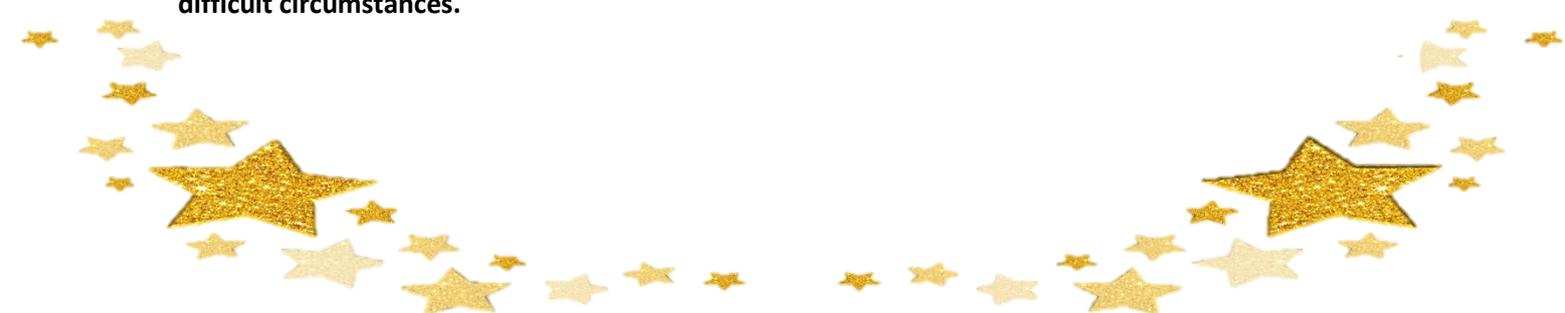
We had an incident today (27/07) whereby a violent male punched an officer in the head and kick another officer. Both baton and spray had to be used with neither of them working as desired. Both Dan and Joynal were on hand to assist throughout when it was abundantly clear at officers could do with assistance. With these sorts of incidents, it is always hard to predict how things could have gone, but I am absolutely sure that had Dan and Joynal not assisted in restraining the male, more officers would have got injured. Their willingness to put themselves in harm's way to help protect officers and members of the public is greatly appreciated and has not gone unrecognised. They are a credit to your organisation".

This was subsequently reinforced by the officers shift inspector who wrote. *"I just wanted to make you aware of some really good work yesterday by two of your staff - response officers Dan Tullet and Joynal Uddin.*

I apologise if you have already received an email from PC Dan Hughes informing you of the good work, but it does no harm to repeat the praise. I have seen them both since the incident and given them my thanks for their actions.

Yesterday there was an incident at Kings Cross and both Dan and Joynal have assisted Officers with a violent male. The male has punched one of the Officers square on and he has briefly gone unconscious. Dan checked on him straight away. Joynal grabbed the suspect from behind and stopped him going anywhere and assisted in restraining him, as did Dan, until Police had control of him and more Officers arrived. Without their assistance and willing to put themselves in a confrontational situation, it is fairly likely that Dan Hughes would also have been injured by this male. Sometimes there can be issues between different organisations, but I wanted to make sure that the praise was passed on as we are all really grateful for their spontaneous actions and assistance."

Both Daniel and Joynal are highly commended for their professionalism and initiative in very difficult circumstances.





Nominee: Millicent Idama

Millicent was nominated by Network Rail Management and her Line Manager for her work at Euston Station on 4th July. She was called to assist another member of staff who had engaged with a female who was in a wheelchair. The female indicated she was intent on taking her life by any means possible. On 3 occasions Millie prevented her from putting her wheelchair in front of cars. BTP were called to the scene and eventually took over dealing with the female. The Station Manager wrote; *“Yet another example of outstanding teamwork. When you have these interventions, you really are making a difference to peoples lives. Well done! Thanks”*

Millicent’s Line Manager wrote *“I would like to nominate Millie for going above and beyond, showing total empathy for the lady and managing to stay calm and assist the BTP in getting the lady the help she needed. Well done Millie.”*

Millie is highly commended for her professionalism and initiative in a very difficult situation.



Nominee: Fabrice Lopoua

Fabrice was nominated by a member of the public who wrote to the Chief Executive of Network Rail regarding an incident at Euston Station on the 23rd June. The member of the public wrote as follows;

“I just want to make you aware of an outstanding member of your team at London Euston Station, Fabrice Lopoua, mobility assistant. I was in London on Wednesday 23rd June and my electric wheelchair broke down. I got a taxi to the station and Fabrice saw me getting out of the taxi and immediately came to help, he pushed the broken wheelchair all the way to the train and sorted out everything for me to travel. I had booked assistance on a later train but he said it would be no issue to catch an earlier service and sorted it with the train crew. I just wanted to let you know as I would like to nominate him for a customer service award and for you to pass on my sincere thanks, he made a very challenging situation straightforward.”

The Chief Executive wrote to Fabrice as follows;

“Fabrice. Well done on this great feedback from Jayne about the support you gave her to get home safely when her electric wheelchair broke down. The kindness, professionalism and common sense you showed exemplify our values and proves the power of putting passengers first approach. Thank you for putting this into practice and please continue doing what you’re doing! Best wishes.”

Fabrice is commended for his professionalism and customer service.





Nominee: Aqib Shaffique

Aqib was nominated by his Line Manager for his actions at Birmingham New Street on the 6th July. He wrote as follows; *“Aqib was positioned on platform 8/9 when he spotted a 20 year old ic1 female on the extreme end of platform 8/9A, when Aqib approached the young female she seemed very distressed and in tears, so Aqib engaged the female in conversation where she disclosed to him she was feeling suicidal.*

Aqib immediately requested CRT assistance and continued the conversation with the female and managed to calm her down and whilst talking to her convinced her to accompany him to the green lounge taking her away from any immediate danger where BTP and station staff were waiting.

Station staff, BTP and SSM Elliot passed their thanks on to him and praised the platform team.

I believe Aqib saved this young female life by his quick thinking and professionalism”

Aqib is highly commended for his professionalism and initiative in a very difficult situation.

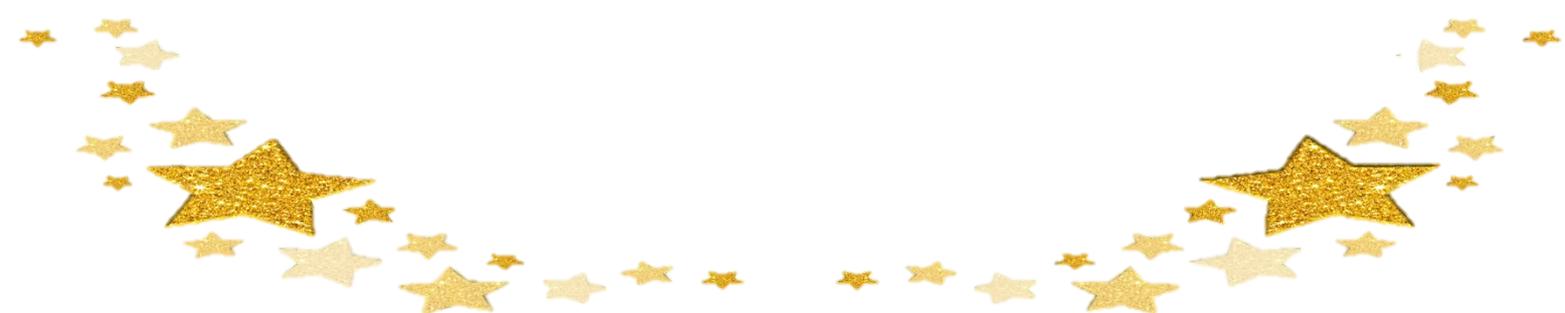


Nominee: Daniel Tullett & Joynal Uddin

Following on from their winning post above, a further 3 incidents have been forwarded to HR.

- Kings Cross Station 28th July – Made aware of a male who had taken a load of pills. Took the male to the first aid room and called an ambulance who attended and dealt with.
- Kings Cross Station 27th July – Made aware of a male passenger behaving aggressively towards NR staff on a platform. They attended and found the male had wedged himself under a seat on a train and was still aggressive and abusive. He was physically restrained and removed from the train and then the station. BTP attended and took over the incident.
- Kings Cross Station 28th July – Made aware of an assault, they attended Kings Cross Square and saw a male chasing another. They stopped the victim, ascertained he was alleging being assaulted and racially abused by the other. They detained the perpetrator who became aggressive and had to be physically restrained until BTP arrived and took over the incident.

Both Daniel and Joynal are commended for their professionalism and initiative in very difficult circumstances.





Nominee: Millicent Idama & Team Euston

Nominated by Network Rail for her actions at Euston Station on 18th July. She wrote;

"I want to thank all the team for their help today – they are all stars at Euston. Today, Euston hit 33c and the station was at 70% capacity for all of the day due to last minute train cancellations. Due to the heat on the trains and being rather crowded, there were many passengers requiring help and first aid. Millie was a legend. When requests came over the radio for assistance, she didn't hesitate to speak first and help whoever needed it. She brought Chin-Chin Chi and Kreshawn Williams along to assist.

We had 3 calls for assistance of passengers back-to-back coming into the station and requiring help. The first due to a female feeling faint and vomiting, with her ending up being taken to UCH by paramedics as she was really ill. The second a young female feeling faint, Millie assisted her and sat with her until she felt she could continue. And then a lady whom had mental health problems at an early stage of labour and anxious of everyone. The Avanti Train Manager refused to take the train out with her inside, I happened to be on the platform so I coaxed her off the train and then Millie was there with a wheelchair, and acted professionally and calmly to assist the female passenger. This was a really complex case due to mental health issues and she didn't trust anyone. Millie, myself and the team won her over and she confided in me and Millie and we managed to get information from her. We helped the lady to the first aid room and continually checked on how she was doing, before BTP and paramedics came and assisted.

I would like to thank Millie, Chin-Chin and Kreshawn for their assistance, not for just this instance but for the whole shift. Also, a massive shout out to all the mobility staff for all their jobs today, 90 jobs so far! Also to the Whiskey Team for being here to assist and having to deal so much with vagrants, on Piazza, sleeping on the concourse and on bikes/scooters!"

Millicent and the team are highly commended for their professionalism in very difficult circumstances.

Nominees: Frank Dankyi & Daniel Maxwell

They were nominated by Network Rail Management for their work at St Pancras Station on the 27th July.

"I would like to thank you once again for your quick and proactive response during the code yellow exercise that was carried out yesterday. You all showed you are doing your job to the highest standard and we have successfully completed a complex exercise, well done all! As we discussed yesterday, the purpose of these types of exercise is to improve our approach from the security side and to be prepared to deal with this sort of scenario in case of a real event. If you have any suggestions for me or more training, I am open to feedback, please contact me.

As for the 2 SES MOS, we had to make sure the right training was provided, but after this both Daniel and Frank were doing their checks brilliantly, so well done both! We are looking forward to working with you in the future. Once again, well done all!

Frank and Daniel are commended for their professionalism.