



SES

REWARDS & RECOGNITION

March 2024

Winner: Richard Rowe

Nominated by a member of the Management Team as follows:

“Richard is one of my Response Officers at Euston Station. If it had not been for his sharp observation skills, this could have turned into something far worse. Well done Richard.”

His incident report is as follows:

“On Thursday 21st March whilst on normal patrol duties at London Euston Station, I was on patrol on the Piazza when a member of the public approached me to inform me of some broken glass on the steps leading to the bike racks behind Nandos restaurant. I went over to confirm the exact location and contacted Golf 1 to immediately get the area cleaned. On the steps was 1 broken bottle, 1 intact bottle and 1 can of cider, all empty and discarded.

On the ledge next to the steps was an IC1 male seemingly enjoying the brief spell of sunshine. He was calm but kept moving his left hand towards the broken glass and absentmindedly playing with it in his fingers. I told the male to leave the glass alone as it could be sharp and also informed him that a cleaner was on route to clear it up. He put the glass down and went back to seemingly enjoying the sunshine. After a few moments he again started absentmindedly playing with the broken glass. I once again asked him to stop and again he dropped the glass from his own fingers. He then immediately grabbed a large piece of glass and took it to his own throat whilst looking me straight in the eyes.

His behaviour and his appearance were very calm and very relaxed. His attempt to cut to cut his own throat took me completely by surprise. I immediately got him to drop the glass and momentarily held his wrist to stop him for picking up any more glass. I contacted BTP via radio and asked for any available officers to come to my location immediately and explained exactly what has happened. Officers were with me within a minute, and one took my account as the other spoke to the male, who I asked to turn his head where a very red line was evident across his neck and throat from roughly under his ear to the start of his Adams Apple. Other officers joined us, and I was thanked and stood down.

I have since been informed by officers of the BTP reference number and that the male is going to be escorted to the hospital for an assessment under The Mental Health Act.”

Richard is highly commended for his professionalism, initiative and customer service.





Nominee: Dust Rahimi-Bitam

Dust was nominated by an employee of West Midlands trains as follows:

“On Saturday 2nd March I was working at University Station. I was the Revenue Officer on duty when 2 Police Officers came in looking for a woman who had escaped from the QE Hospital, she was very vulnerable, and the Police even had the wrong description of the lady they were looking for. They went down onto Platform 1 but not Platform 2, so they left.

Then Dust Mohammad Rahimi-Bitam came running from Platform 2 up to the Old Station where I was, to say he had located the vulnerable and suicidal lady, I ran out to the officers who were still in their van to tell them.

I would like to say thanks and I very much appreciated him being on the station because we wouldn't have found her with the description the Officers gave us.”

Dust is commended for his professionalism and customer service.



Nominee: The Pit Team

The Pit Team were nominated by a member of the public as follows:

“Good Afternoon, I just wanted to take a minute to tell you how amazing the care of your staff (lads in the pit), were last night at Neck Deep at Ally Pally, London. They were very attentive and caring, and I couldn't thank them enough, this was my first time there and I would happily come back knowing I'd be safe and cared for again. So again, I just want to say thank you. It didn't go unnoticed.”

The Pit Team are commended for their professionalism and excellent customer service.

