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DIAMOND  
SECURITY**

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**CASE STUDY**

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**NETWORK RAIL - SUICIDE PREVENTION OFFICERS**

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**PROJECT: NETWORK RAIL**

**SECTOR: RAIL**

**LOCATION: MULTIPLE SITES**



## THE SITUATION

In October 2017 we attended a meeting with Network Rail, a few days previously they had asked us if we could provide two teams of Officers to work on the stations between and including Northampton and Watford Jct on their London Northwest Route. The remit was to travel by train between these and spend 30 to 40 minutes at each one performing a 'Suicide Prevention' patrol service owing to the increased number of incidents on that stretch of line.

## THE PROCESS

We quickly sourced staff, whilst liaising closely with staff from NWR to define the actual role and how this would be briefed out. Several meetings were held in quick succession with key contacts from different disciplines, all of whom would be direct and indirectly involved. British Transport Police, NWR Rugby Operations Centre plus all the different stations within the scope had to be involved. This was a major test for BDS and served as a test bed for how well our 'Implementation Planning' would work on a much larger scale to what we would normally implement.

We shared our 'Implementation Programme' with the staff at Network Rail who quickly bought in to the fact that we were prepared to move quickly and also had a ready made plan that could be tailored to fit most demanding scenarios, between us we were able to identify from our program, key meetings, deadlines and contacts that had to be made and distribute these to the relevant parties for action, on the basis of 'Plan-Do-Review' we were all able to monitor progress, reporting in to the appointed Project Manager from BDS and ensure we were on track for contract commencement.

The Officers that we appointed to the role had to be trained by the Samaritans in actively engaging with individuals having identified key characteristics in relation to their behaviour. Followed by a series of Samaritans learning videos where different scenarios were captured, we ended up with a very capable team, one that really encapsulated what the customer NWR expected from the service.

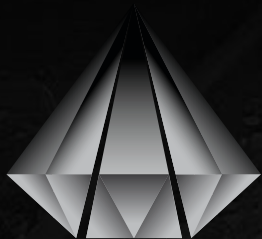
The contract proved very successful in the reduction of incidents, so much so that a decision was made to increase the presence of 'Suicide Prevention Patrollers' to encompass full time Officers to each of the initial thirteen stations starting from late December 17' the service ultimately expanded to 22 stations on the LNW Route overall. Feedback from all aspects of the rail industry, station staff, drivers, Network Rail maintenance staff has been really positive in regards to how the staff represent the client and BDS and the work that they do in identifying with potential individuals who may or not have mental issues, how they engage with them and how we have encouraged many individuals away from being vulnerable to positions of safety, making a real positive difference to people's lives.



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