

NSPSG

NATIONAL SUICIDE PREVENTION STEERING GROUP



Suicide Prevention and Support on the Railway: Learning Tool

Guidance for delivering the Learning Tool in your organisation

Acknowledgements

The National Suicide Prevention Steering Group would like to thank all those that have been involved in the development and delivery of the Suicide Prevention and Support on the Railway: Learning Tool, particularly those who have willingly and freely given their time to appear in it, either in cameo roles or through the sharing of their experiences or expertise. The contribution of members of both the National Suicide Prevention Steering and Working Groups is also acknowledged as is the work of the video team at Quadrant Events Ltd, the creative minds and producers behind the Learning Tool. Special thanks must also go to all Train Operating Companies for their involvement and that of their people in making the production of the Learning Tool possible.

Copyright

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If you are in any doubt about whether the Learning Tool is appropriate for a particular audience please contact suicidepreventionprogramme@networkrail.co.uk

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About this guidance document

This document is designed to support an effective roll-out within your organisation of the Suicide Prevention and Support on the Railway: Learning Tool. It is recommended you view the complete Learning Tool before reading this document to ensure a better understanding of the document's content.

This document is for use by the following roles (or roles of a similar type):

- Health and safety managers
- Learning and development managers
- Briefing/induction facilitators
- Internal communications managers
- Digital communications managers
- Employee relations managers

Disclaimer

Viewers are advised that the Suicide Prevention and Support on the Railway: Learning Tool contains discussions about suicidal incidents and events on the railway. It does not contain any footage of suicide related incidents (i.e. CCTV footage).

Suicide is an emotive issue. If you have any concerns about watching this video, please contact your line manager.

If you have been affected by any of the issues raised in the modules please talk to your line manager, your company's occupational health team or support organisations such as Samaritans.

For Samaritans emotional support call 116 123* or email jo@samaritans.org
(*this number is FREE to call)

National Suicide Prevention Steering Group (NSPSG)

The National Suicide Prevention Steering Group (NSPSG) is made up of representatives from across the industry and its remit is to provide the strategic leadership for the industry's suicide prevention programme. Membership of the group comprises Network Rail, Samaritans, British Transport Police, Train Operating Companies, ATOC, RSSB, ASLEF, Unite, TSSA, RMT and NHS.

Background to the NSPSG's Learning Tool

Since the National Suicide Prevention Steering Group's conception in 2010, there has been a clear need to raise awareness of the issue of rail suicides across the rail network, and to empower rail personnel to help address this issue by giving them the knowledge and skills to make a difference. The flagship Managing Suicidal Contacts (MSC) and Trauma Support Training (TST) courses have been the primary means for achieving this, and have been extremely well received.

Whilst being very effective, and leading to numerous life-saving interventions, a need was identified within the rail industry to provide additional means for empowering rail personnel to take positive action. In January 2014 the NSPSG launched the *Suicide Prevention and Support on the Railways: Pocket handbook* and *'Tactics' card*, designed to summarise the prevention and support work taking place across the industry and to provide quick tips and procedural guidance for resolving a contact with a potentially suicidal person safely. This has now been followed up with the *'Suicide Prevention and Support on the Railway: Learning Tool'* which aims to bring the contents of the booklet to life and inspire rail personnel to follow examples set by the rail colleagues featured. It also rounds off a suite of products provided by the NSPSG to the rail industry that allows for basic to advanced levels of learning, and more flexibility over delivery.

The table below outlines how the NSPSG's products complement each other across suicide prevention and support:

Level of engagement / understanding attained	Basic	Intermediate	Advanced
Suicide Prevention product	<i>SPSR: Handbook (Prevention section) and 'Tactics' card</i>	<i>Learning Tool - Prevention section</i>	<i>Managing Suicidal Contacts</i>
Suicide Support product	<i>SPSR: Handbook (Support section) Journey to Recovery and Back on Track booklets</i>	<i>Learning Tool - Support section</i>	<i>Trauma Support Training</i>
Flow of information	<i>One way</i>	<i>One way</i>	<i>Two way</i>
Product learning style	<i>Practical quick reference guide</i>	<i>Inspiring video content, real life examples from piers and practical guidance</i>	<i>Interactive training course, embedding practical skills with role play and group discussion</i>

NSPSG's vision and the Learning Tool

By developing a suite of products, the NSPSG seeks for all existing rail personnel and those new to the industry to have an understanding of suicide and the issues around it, a belief that rail suicides can be prevented, and the skills to potentially save a life or to support colleagues affected by trauma.

The Learning Tool plays an important part in achieving this vision. The tool provides an effective means for reaching thousands of rail employees across the network quickly, and communicating important and potentially emotive messages in an engaging and inspiring way.

Target audience

Roll-out should be prioritised for employees working in customer-facing or frontline operations roles, who are the most likely to come into contact with vulnerable people, or be involved in a traumatic incident.

Priority roles include:

- Train Operating Companies (TOC's): Station staff, revenue protection, conductors, drivers, dispatchers, retail and respective managers.
- Freight Operating Companies (FOC's): Drivers, driver managers
- Network Rail: Mobile Operations Managers, Local Operations Managers
- British Transport Police: Officers, PCSO's, Special Constables

Whilst certain roles should be prioritised, the NSPSG believe that all employees of the rail industry can take an active role in suicide prevention and support, and therefore recommend the Learning Tool is viewed by all.

Learning Tool structure and format

The Learning Tool is made up of 10 video modules, and has been split to cover suicide prevention, and support for those affected by a rail suicide. It also includes a 5-minute drama entitled 'Signals' to capture the attention of the audience and improve engagement.

For a summary of the drama and video modules please visit: www.nspsglearningtool.co.uk

Rolling out the Learning Tool in your organisation

To ensure that the roll-out objectives are met and to be able to measure the Learning Tool's impact, organisation-wide delivery should be carefully planned. A representative from the central suicide prevention team will support you in developing an implementation and monitoring plan. If you haven't yet been contacted, or if you have any questions, please email: suicidepreventionprogramme@networkrail.co.uk or see 'Contact us' via: www.nspsglearningtool.co.uk

Roll-out activities

The NSPSG hope the Learning Tool will be embraced by the rail industry and proactively and effectively rolled-out through the following activities:

- Incorporating the Learning Tool into safety briefing cycles
- Incorporating the Learning Tool into inductions for new employees
- Permanently hosting the Learning Tool on learning and development platforms
- Linking to the NSPSG Suicide Prevention and Support web portal from company intranets
- On-going internal communications to promote the Learning Tool before, during and after formal roll-out
- Supporting evaluation and feedback

Guidance for briefings

With most operations and customer service personnel having limited time whilst on duty or access to computers, the NSPSG see utilising existing briefing cycles as a key method for delivering the Learning Tool to people on the frontline of our rail network.

- **Obtaining copies** – the Learning Tool and all supporting documents can be downloaded via the NSPSG's web portal which can be accessed here: www.nspsglearningtool.co.uk. If you are having trouble accessing the Learning Tool via the web portal you can request a hard copy on a USB stick by emailing: suicidepreventionprogramme@networkrail.co.uk
- **Scheduling the Learning Tool into your briefing** – Please see appendix 1 to consider time requirements.
- **Introduction and disclaimer document (see appendices) and opting out** – The subject of rail suicides affects different people in different ways, and many individuals will have their own experiences of this issue, whether at work or in their personal lives. The Learning Tool includes rail personnel discussing their own experiences which could be emotional for some people. With this in mind the disclaimer should always be read before viewing and individuals given an opportunity to opt out or to view the Learning

Tool privately if they are concerned about the content. Facilitators should print out and read appendix 2 (for Prevention section) and/or appendix 3 (for Support section), at the beginning of the briefing.

- **Organisation/in-house care services** – The facilitator should have an understanding of what support services are available through their own organisation because reference is made to these at various points throughout the Learning Tool.
- **Delivering the two sections and their modules** – The Prevention and Support sections can be delivered together or separately. If they're delivered separately, the disclaimer should be read before each. If they're being delivered together, the disclaimer only needs to be read at the beginning. During a briefing the modules for each section should be delivered together, and in order. You may want to take breaks between modules but the length of each section separately does not require it. A break between the Prevention and Support sections is recommended.
- **'Signals' drama** – the 'Signals' drama is most relevant when showing the Prevention modules but as an uplifting drama designed to capture the audience's attention and improve engagement from the start, it is appropriate to share with any rail industry audience. 'Signals' is best shown at the beginning of a briefing, but if you are short of time it can be left until the end of the briefing and played if there is enough time remaining.
- **Questions at the end of briefings** – The Learning Tool has been designed to ensure that delivery of the tool can be done by anyone – it is also appropriate for people to watch individually outside of a formal briefing. For this reason the Learning Tool provides details of where to get further information. The NSPSG do not expect briefing facilitators to have to answer questions after delivering the Learning Tool. If there are any questions, details for a response can be found on the introduction and disclaimer document in the appendices, any specific questions can be referred to suicidepreventionprogramme@networkrail.co.uk

Guidance for inductions

The content of the Learning Tool raises some emotive issues and could be considered difficult to deliver to new employees of the rail industry. However the NSPSG believe the content is essential viewing for all rail personnel, including those joining for the first time. Rail suicides touch many people and the NSPSG seek for all personnel to be more aware of what can be done to prevent them, what to do if you're involved and the potential effects of being involved.

The Learning Tool can be delivered to inductees in the following ways:

- **As a group briefing** – see Guidance for briefings
- **Hosted online via the NSPSG web portal** – Inductees will need to be provided with a link to the Learning Tool web portal. Please note; to use the web portal inductees will need to register with a rail industry email address. If they do not have one you will need to provide a list of the inductees email addresses to suicidepreventionprogramme@networkrail.co.uk so that they can be registered.

- **Hosted on computers** – the Learning Tool modules can be downloaded and used as you need them (e.g. loaded permanently onto internal training systems, or provided to inductees individually). Headphones will be required and it is recommended that you print off the introduction and disclaimer document found in the appendices.

NB. The Managing Suicidal Contacts course is another option to the Learning Tool for inductions. The advanced level one-day training course (typically 10:00 – 16:00) provides delegates with the confidence to identify and help a suicidal person. It teaches essential listening skills and techniques which are as relevant to supporting a vulnerable person at a station to supporting a colleague, or a friend/family member. To discuss incorporating this course into your inductions please email railcompanies@samaritans.org.

Guidance for digital content

The Learning Tool comprises a number of large videos with supporting materials and sensitive content and we recommend that it is not hosted directly on your organisation's intranet. As outlined in *Learning Tool structure and format* earlier in this document the NSPSG has developed an external website to host the Learning Tool and its supporting materials which we recommend is linked through a dedicated page on your intranet. The below provides suggestions and content for constructing this page.

NSPSG web portal: www.nspsglearningtool.co.uk

Location and linking of intranet page

It is recommended the page is located within the Health and Safety section of your intranet. As the activities of the suicide prevention and support programme touch a number of areas within rail companies it is also recommended that links to the page are provided within other areas of the intranet e.g. Human Resources, Customer Services, Health and Wellbeing, Learning and Development, Performance.

Example link text:

In Learning and Development section of intranet

Title: *Suicide prevention and trauma support*

Body text: *The National Suicide Prevention Steering Group offer booklets, videos and training courses to develop understanding and skills to help a person in need or to support colleagues suffering from trauma. Please see the NSPSG page for further details – www.nspsglearningtool.co.uk*

Intranet page content

Please copy and paste the below text and link for the NSPSG web portal onto your intranet page. The NSPSG accept minor alterations to language to meet editorial guidelines, but if you need to make major changes please email suicidepreventionprogramme@networkrail.co.uk for further guidance/support.

Title: *'Suicide prevention and support on our railway'*

Body: *'Every suicide on our railway is a tragedy that leaves a large footprint in the rail industry, both in terms of delay for our customers, and emotional trauma for those involved. Network Rail, Samaritans, the British Transport Police and the rail industry have been working together since 2010 to reduce railway suicides and to support those affected by them. This work has been led by the National Suicide Prevention Steering Group (NSPSG) made up of cross-industry representatives.'*

Sub title: *'Saving a life, looking after yourself and supporting others'*

The NSPSG provides a range of services to the rail industry and its personnel to help tackle this challenging issue as well as recover from it. These services have been brought to life with inspiring accounts from rail personnel in the Suicide Prevention and Support: Learning Tool – a series of video modules covering suicide prevention and support. Whatever your role, we are all part of a railway family and the NSPSG urges ALL rail personnel to take some time to watch the videos included in this tool; you never know when you may need to use the knowledge learned.

To access the Learning Tool please visit: www.nspsglearningtool.co.uk

Images: Please download appendix 6 from the NSPSG website (www.nspsglearningtool.co.uk) for some images you can use on your intranet page.

Communicating the roll-out

The NSPSG is leading on national coverage in rail publications to raise awareness of the Learning Tool, however internal communication is also important, particularly to encourage those staff that will not be attending your programme of briefings to view the Learning Tool.

- **When to communicate:** Pre roll-out (raise awareness), during roll-out (advertise NSPSG web portal location on intranet).
- **Where to communicate:** Organisation newsletters/magazines, intranets and forums.
- **What to communicate:** Please see appendices 4, 5 and 6. (Appendix 6 is available to download via www.nspsglearningtool.co.uk)
- **Senior level endorsement:** It is highly recommended that the cascade of the Learning Tool through your organisation is seen to have very visible buy-in and endorsement from senior management (e.g. MD, CEO, Health and Safety Director etc.). This can best be achieved by internal media outlets carrying messages, stories and articles that highlight this support.

- **REMEMBER:** The Learning Tool contains discussion about rail suicides and support for those affected by them, and whilst this content is necessary for employees of the rail industry, it is not appropriate for external use. The railway is a method of suicide and detailed discussion of any method can be harmful for vulnerable individuals and can lead to a copycat effect. The Learning Tool should NOT be circulated to anyone external to the rail industry unless they work in a professional capacity with it or the NSPSG have approved circulation. If you are in any doubt about whether the Learning Tool is appropriate viewing for a specific audience please contact suicidepreventionprogramme@networkrail.co.uk
- **The media:** The roll-out of the Learning Tool will not be communicated to external media, but if for any reason you are contacted by the media regarding the roll-out of the Learning Tool or any suicide prevention or support activity, please direct them to Network Rail's press team: email: mediarelations@networkrail.co.uk

Monitoring the roll-out and evaluation

The rail industry faces a huge challenge to reduce suicides on our network and to support those affected by them, and with the size and complexity of our industry it is often difficult to evaluate the effectiveness of individual suicide prevention measures. Therefore the NSPSG urge all organisations to support it in monitoring and evaluating the Learning Tool so that it can keep delivering what we know is working and to improve on what is not. To support this please:

1. Keep attendance lists for all briefings and inductions to show staff who have and have not viewed the Learning Tool. Attendance lists should include job titles. This will help with point 3.
2. Operate a mop-up system where anyone who misses a briefing or induction is provided with another opportunity to see the Learning Tool.
3. At the end of briefing cycles please email high-level viewing figures to: suicidepreventionprogramme@networkrail.co.uk. These should be numbers and percentages against job roles.

For example: As of June 2015 78 out of 98 (80%) drivers, 150 out of 160 (94%) conductors, 70 out of 80 (88%) dispatchers, 200 out of 250 (80%) retail staff have seen the Learning Tool.

4. The NSPSG will be approaching several organisations to undertake a formal evaluation of the Learning Tool during roll-out. If you would like to be involved in evaluation please email: suicidepreventionprogramme@networkrail.co.uk.

Appendices

The following appendices contain documents for assisting in planning for briefings/inductions and support.

Appendix 1: Timings for briefing sessions

Prevention and Support modules:

Complete running order	Time
'Signals' – dramatisation	05:30
Introduction to the Learning Tool	03:52
What is an intervention?	07:07
Myths and barriers to intervening	05:41
Identifying a vulnerable person	04:24
Helping a vulnerable person	11:18
Further information about the suicide prevention programme	05:30
Dealing with an incident – train drivers	07:38
Dealing with an incident – other rail personnel	07:33
Recovering from an incident	09:50
Total time (incl. one 'Dealing with an incident' module and the 'Signals' drama)	01:00:50
Total time (incl. one 'Dealing with an incident' module and excl. the 'Signals' drama)	00:55:20

Prevention modules only:

Prevention module	Time
'Signals' – dramatisation	05:30
Introduction to the Learning Tool	03:52
What is an intervention?	07:07
Myths and barriers to intervening	05:41
Identifying a vulnerable person	04:24
Helping a vulnerable person	11:18
Further information about the suicide prevention programme	05:30
Total time (excl. 'Signals' drama)	00:37:52
Total time (incl. 'Signals' drama)	00:43:22

Support modules only:

Support module	Time
Either... Dealing with an incident – train drivers	07:38
or... Dealing with an incident – other rail personnel	07:33
Recovering from an incident	09:50
Total time (incl. one 'Dealing with an incident' module)	00:17:28

Appendix 2: Introduction and disclaimer for briefings/ inductions – Prevention section

Introduction

Our rail network is used by thousands of passengers each day. Our stations are hubs of communities and bring in people from all walks of life, each with their own stories, thoughts and feelings. Some of these people may be feeling down and lonely, or may even be feeling suicidal. The National Suicide Prevention Steering Group (NSPSG) led by Network Rail on behalf of the rail industry and its unions, in partnership with Samaritans, the British Transport Police and Train Operators, have been working together since 2010. Their activities include reducing rail suicides by encouraging rail personnel to identify people in need on our network and help them seek further support. These interventions by people like you continue to be the industry's most effective means of preventing these hugely tragic events. The Suicide Prevention and Support on the Railway: Learning Tool aims to empower rail personnel with the knowledge and understanding required to prevent a suicide.

The video modules you are about to watch cover suicide prevention on the railway, and will:

- Improve your understanding of the issue of rail suicides and the myths and barriers around it.
- Provide you with guidance for identifying someone who may be suicidal and how to talk to them.
- Provide you with guidance for getting help for that person and resolving the situation safely.

Disclaimer

Viewers are advised that the Suicide Prevention and Support on the Railway: Learning Tool contains discussions about suicidal incidents and events on the railway. It does not contain any footage of suicide related incidents (i.e. CCTV footage).

Suicide is an emotive issue. If you have any concerns about watching this video, please let the facilitator know.

If you have been affected by any of the issues raised in the modules please talk to your line manager, your company's occupational health team or support organisations such as Samaritans.

For Samaritans emotional support call 116 123* or email jo@samaritans.org
(*this number is FREE to call)

Any questions

For further information on the suicide prevention programme please email suicidepreventionprogramme@networkrail.co.uk

To request any of the booklets featured in the videos, or for further information on the Managing Suicidal Contacts course, please email railcompanies@samaritans.org

Appendix 3: Introduction and disclaimer for briefings/ inductions – Support section

Introduction

Network Rail, Train Operating Companies and the British Transport Police work very hard to keep our railway safe for those travelling or working on it each day. Sadly, as with roads or airways, serious injuries or fatalities do occur on our network and the impact of these incidents on those who witness them or are involved in responding to them can be great. The Suicide Prevention and Support on the Railway: Learning Tool seeks to lessen the impact of trauma by preparing rail employees and encouraging supportive or help-seeking behaviour.

The video modules you are about to watch cover support after a traumatic incident on the railway, and will:

- Improve your understanding of trauma and how it may affect you and your colleagues.
- Provide you with procedural guidance on what to do if you're involved in a traumatic incident.
- Provide you with guidance for supporting yourself or a colleague who may be suffering from trauma and where to seek further support.

Disclaimer

Viewers are advised that the Suicide Prevention and Support on the Railway: Learning Tool contains discussions about suicidal incidents and events on the railway. It does not contain any footage of suicide related incidents (i.e. CCTV footage).

Suicide is an emotive issue. If you have any concerns about watching this video, please let the facilitator know.

If you have been affected by any of the issues raised in the modules please talk to your line manager, your company's occupational health team or support organisations such as Samaritans.

For Samaritans emotional support call 116 123* or email jo@samaritans.org
(*this number is FREE to call)

Any questions

For further information on the suicide prevention programme please email suicidepreventionprogramme@networkrail.co.uk

To request any of the booklets featured in the videos, or for further information on the Trauma Support Training Course, please email railcompanies@samaritans.org

Appendix 4: Sample articles for internal communications

Below are some sample articles for internal communications teams to use repeatedly during roll-out. The articles can be amended to meet your needs and should be supplemented with:

- Details of roll-out within your organisation
- Endorsements from your own senior management
- Quotes from rail personnel featured on the Learning Tool (see appendix 5)
- Photos of the Learning Tool (see appendix 6, available to download via www.npsglearningtool.co.uk)
- A link to the NSPSG web portal and/or the dedicated page on your company intranet (see Guidance for digital content).

If the below samples don't meet your needs or for further guidance, please email railcompanies@samaritans.org

Approx. 100 words

Title: *Inspiring you to help someone in need and potentially save a life*

Body: *The rail industry's National Suicide Prevention Steering Group (NSPSG) has launched a modular video entitled Suicide Prevention and Support on the Railway: Learning Tool. This tool is designed to improve understanding of key issues and features practical guidance and inspiring accounts from rail staff and BTP officers to demonstrate that we can all play a part in preventing a rail suicide, and in helping reduce the effects of trauma for those affected by them.*

The NSPSG encourage all staff to view the videos included in the Learning Tool, whatever your role.

Approx. 200 words

Title: *Inspiring you to help someone in need and potentially save a life*

Body: *Our rail network is used by thousands of passengers each day. Our stations are hubs of communities and bring in people from all walks of life, each with their own stories, thoughts and feelings. Some of these people may be feeling down and lonely, or may even be feeling suicidal. The National Suicide Prevention Steering Group (NSPSG) led by Network Rail on behalf of the rail industry in partnership with Samaritans and the BTP, and with representation from train operators and unions, have been working together since 2010 to tackle this challenging issue. The NSPSG has launched a modular video entitled Suicide Prevention and Support on the Railway: Learning Tool. This tool is designed to improve understanding of key issues and features practical guidance and inspiring accounts from rail staff and BTP officers to demonstrate that we can all play a part in preventing a rail suicide, and in helping reduce the effects of trauma for those affected by them.*

The NSPSG encourage all staff to view the videos included in the Learning Tool, whatever your role.

Appendix 5: Feedback from rail personnel featured in the Learning Tool

Below is feedback from those featured in the Learning Tool for use in rail industry communications. The feedback is structured as responses to the below three questions:

1. Why did you agree to help with the Learning Tool?
 2. How was the filming experience?
 3. Any other comments?
-

Train Operating Companies

Geraint Morgan, Stations Community Relations Manager, Arriva trains Wales

1. I guess it seemed the right thing to do as it wasn't long after the incident. I hope it will give confidence to any employee who might come across a vulnerable person on the railway to offer help and support.
2. It was a bit surreal going over it again and probably more mentally stressful than the intervention because it brought back what might have happened. I did enjoy taking part and the crew were great to work with.
3. Having seen the film at the recent Suicide Prevention Conference in Coventry, I think it presents a potentially difficult message really well.

Sharon Willett, Customer Service Dispatcher, East Coast Trains

1. There was no question when I was approached to take part as being someone who has made a successful intervention I know the importance of gaining the skills and confidence to approach a vulnerable person.
2. I felt at ease with the filming being in the hands of a good team, and *they adapted to* make the reconstruction as near perfect as possible.
3. Personally I encourage people to do the Managing Suicidal Contacts course to learn emotional 1st aid. Three little words 'are you ok?' can make all the difference to someone's future.

Paul Trigwell, Driver, East Midlands Trains

1. I agreed to help because the prevention of an act of suicide is very close to my heart. I lost a close friend to suicide and I never saw the signs when he needed me most. I want to give anyone that feels suicide is the only answer a second chance.
2. N/A

3. Sadly railway suicides are still happening but I hope that by sharing my views and feelings I have helped some people to make the decision that there is someone that cares and life is worth living.

Mark Goodall, Head of Route, London Midland

1. I am a big supporter of the project and was involved right from the start. It therefore seemed to be fate that I had my own intervention. I wanted to share my experience with others to help to demonstrate how all of the skills I learned throughout my involvement in the programme were extremely valuable when faced with my own intervention.
2. Very good. The team were incredibly friendly and helpful. It was hard to act and a little bit embarrassing but also fun.
3. If every member of staff understands what to look for and how to address the issues we face on the railway with regards to suicide, we can drastically reduce railway suicides and make a difference for all of the people affected by it.

Clare Williams, Station Group Manager, Southern Railway

1. I agreed to help with the filming as I think it is important to get the message across that post incident support is vital for all involved and that the support can and should vary depending on individual requirements. It isn't a tick box, one size fits all approach.
2. Initially I was nervous about being interviewed on camera but the interviewer put me at ease and the whole experience became quite natural.
3. N/A

Stella Morris, Head of Security and Revenue Protection, Southern Railway

1. Having worked on the railways for over 20 years nothing makes me sadder than someone taking their life. I agreed to take part in this project because I think anything that might lead to us all becoming more aware and saving lives is worthwhile.
2. The filming was carried out in a very professional manner and it was good to talk about the intervention I made.
3. Without doubt it's events like this that I will remember long after my career is over, the chance to make a difference to someone in such a sad place is life changing.

Suzanne Wardle, Team Leader, Virgin Trains

1. I agreed to help out to help highlight the importance of how an intervention can make a big difference to the vulnerable and distressed. I wanted to impress onto others how by simply going over and talking to these people and asking about their wellbeing and offering your support can make a big difference to them.
2. I had never done anything like this before but felt that it was important to do it to get the message over.
3. Hopefully this film will encourage colleagues to go over to people who they think may need their help.

British Transport Police

Shawn Taylor, Police Inspector, British Transport Police

1. Suicide has such a big impact on the lives of many people involved and on the efficient running of the railway. It is really important that everyone on the rail network pulls together to reduce suicide on the railway and I hope that some of my experiences might help others deal with incidents that they may be involved in.
2. Although the message is a very serious one and being in front of a camera is a little daunting, I really enjoyed the day and had a lot of fun with the crew.
3. Nothing further to add.

James Walker, Sergeant, British Transport Police

1. I agreed to help because this project is a great way to share information and experience. I did not think that what I did was particularly unusual but I am very grateful for the assistance Samaritans gave that day (Jim called Samaritans on behalf of a person in distress). I have no idea of what they said but whatever it was clearly had a profound effect. The male we found had done nothing wrong but could easily have taken up hours of police time with a far less effective outcome. Samaritans volunteers do change people's lives and if I can do a small thing to support that I will.
2. The filming experience was fascinating; it was very informal and relaxed. The crew were great and Rebecca who interviewed me made it all very easy, she's a lovely person to be around.
3. The only thing I'd like to add is that if anyone sees someone they think is having a hard time, just say "hello". That might be all it takes.

Heidi Withey, Police Officer, British Transport Police

1. I agreed to take part in the video because trauma and its effects are very rarely discussed. I think that most of us have an attitude of "well this is my job and I'm just supposed to get on with it". We all need to be aware that we can be affected and we need to recognise the signs.
2. The filming was indeed an experience. Firstly the nerves kicked in but the production team made me feel relaxed and comfortable and the experience was enjoyable.
3. Nothing else to add.

Network Rail

Anthony Tuohy, Programme Manager, Western Route, Network Rail

1. It seemed the right thing to do.
2. Filming was a bit strange as I am not used to being put in front of the cameras. The filming made me think about what actually happened as I had previously tried to put it to the back of my head. It was therapeutic to some degree.
3. It helped me as well as helping others.

Andrew Wellbeloved, Mobile Operations Manager, Network Rail

1. The incident I attended really brought home the fact that this could happen to a friend or family member and we might not be aware of it. I know now that a few calm and friendly words can really help someone.
2. The filming experience, although a little embarrassing at first, was very good. It was done in a professional manner as everyone was aware of the sensitive subject.
3. Being able to help in a small way can make a difference. I attended a Samaritans Managing Suicidal Contacts course which proved to be a big help. I believe Samaritans provide a truly worthwhile service to those in need of help.