



HEART OF GOLD AWARDS

STAR TEAM FINALISTS

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Route Crime Security & Suicide Prevention Team Network Rail NW&C Region

A relatively small team of passionate, determined and inspirational people, who genuinely care about other people. With a goal to protect local communities and support the industry, making the railway as safe as possible, human life is at the heart of all they do.

The team work closely with Samaritans, other charities, the British Transport Police, Train Operators, the NHS, Local Authorities and Public Health Teams. They promote training and awareness on how to spot signs; looking out for people in need of help and how to approach vulnerable people. They install signs and posters promoting campaign toolkits for suicide prevention, mental health and trespass warnings. They visit many locations to assess risk and vulnerabilities and identify and promote delivery of infrastructure enhancements.

The team organise safety awareness events throughout the year; promoting education and community awareness and intervention to make young people, passengers and staff safer. This includes mental health and suicide prevention awareness and signposting through charity partnerships such as Samaritans and their volunteers beyond the railway and into communities. The team also promote post incident support for staff and passengers and support each other as well as their rail colleagues.



Sheffield Station Community First Responder Team EMR

This time last year, Yorkshire Ambulance Service NHS Trust collaborated with East Midlands Railway (EMR) staff at Sheffield Railway Station to train colleagues as Community First Responders.

As a result, there is now a skilled team on hand to provide vital care, comfort, and reassurance to anyone who is suffering from a medical emergency before an ambulance arrives to take over their treatment. The intention is that at least one trained Community First Responder will be available at the station at all times.

The team make an extremely valuable contribution to their community, and anyone using Sheffield Railway Station. In many medical emergencies, such as a heart attack, breathing difficulties or a collapse, the first few minutes are critical. If effective treatment can be given within those first minutes, lives can be saved.

Already within a year of setting up a life has been saved.



Trauma Risk Incident Management (TRiM) Team Southeastern

Southeastern's TRiM team was formed in 2022 to provide support and assistance in managing traumatic incidents.

The team is made up of 23 volunteers, from all parts of the business, who dedicate their own time to support colleagues in addition to their regular duties.

Each member has committed to training so that they can help their colleagues find their way through difficult situations. Not all requests are the result of incidents at work, but every single person is treated with respect, care and understanding, and the team continue to offer support until those who sought it feel they are in a position to go forward alone.

We all need support at times, and it is a wonderful thing that people are willing to undertake a not inconsiderable role as volunteers.