

# TransPennine Express shows caring side with work to help vulnerable people

April 26, 2023



TransPennine Express (TPE) has been recognised for its work in supporting and keeping safe the most vulnerable members of society.

The rail operator has secured Safeguarding on Rail Accreditation from British Transport Police (BTP) and Department for Transport (DfT) for its efforts in supporting vulnerable people using the rail network.

Kathryn O'Brien, Operations and Customer Experience Director, at TPE, said: "We're thrilled to be recognised for our actions to safeguard and help protect vulnerable people on our railway.

"This accreditation is a reflection of the important work so many colleagues have done to ensure we have the right training to spot, support, and assist anyone who may be at risk."

The Safeguarding on Rail Scheme was developed in response to the increasing numbers of vulnerable people using the rail network. Railway stations are often seen as a warm, safe, and inviting place to go instead of home, as well as providing trains that can be used to escape or run away.

TPE has recorded 125 interventions in the past six months and has intervened in more than 10 attempts by vulnerable people looking to harm themselves.

Billy Vickers, Head of Stations and Safeguarding at TPE, added: “To date, more than 750 of our colleagues have been through the official ‘Safeguarding on Transport’ training scheme to help them identify vulnerable people and provide vital assistance to those most at risk.

“We have also created 34 Safeguarding Champions across our network, who are required to have enhanced skills and knowledge on safeguarding vulnerable people.

“We are always looking at ways we can make the railway an even safer space for customers and colleagues, but this accreditation is an outstanding acknowledgement of the progress we’ve made so far.”

Andy McCullough, Safeguarding on Rail assessor for BTP, said: “TPE demonstrated how it engaged and prioritised vulnerable people from front-line staff to senior directors.

“It has worked collaboratively alongside BTP, and specialist charities such as Andy’s Man Club, Railway Children, Samaritans, and Platform One, to develop safe spaces and events where young people and vulnerable adults can get the support they need.”

Joe Clay, Regional Manager at Railway Children, said “TPE has demonstrated outstanding commitment and dedication to safeguarding vulnerable young people using the railway. As well as the vital role of training rail staff to identify and protect vulnerable people, TPE has undertaken considerable community engagement activities to raise awareness of the issues within local communities.”

For more information on how TPE keeps its colleagues and customers safe visit: [Safety & Security | TransPennine Express](#)