Incident Reporting Form

Reference Number IRF001122254

Incident Detail Date 28 Apr 2021 Time 17 52 Day Wedne day

Station or site name: Ladbroke Grove

Line or Department: Hammersmith & City

Specific Location - Booking Hall

SID Plate Id:NA

1Within the Station Boundary

- There were no people physically injured in this incident
- This was not a Slip/Trip/Fall, or a PTI incident with no physical injury
- No Workplace Violence or Aggression involved in this incident
- No Psychological Trauma involved in this incident
- No one was taken ill as a result of Heat or Congestion related issues
- There was no damage to any Assets in this incident

No Alarms or Emergency Stop activated

Initial delay No initial delay

Train Specific Information There is no train specific information for this report

No station specific information reported for this IRF

Staff involved in incident: None

Other people involved in incident

Surname [redacted] First name: [redacted] Involvement: Central to Incident

Association: Member of Public

Address: -

No address supplied

There were no related Traction current arrangements

No consequential cancellation or reformation

No crime committed

No fire or smoke

No assets involved

No SPAD was reported as part of this IRF

Incident Description :- 17:52hrs - CSA contacted me, elderly lady in booking hall waiting for someone. May be vulnerable, talking things like she's been waiting 6hrs, and that she has won a yacht and 2 cars and is waiting to meet someone. Contacting BTP

17:58hrs - BTP reference, 427 of todays date 28/04/2021

18:14hrs - BTP passed information on to Ambulance services. CSA managed to get her name and age, [redacted]. Response time is maximum 2.5hrs for ambulance services to attend.

18:33hrs - lady wanted to leave, but still concerned. She knows her route home, but not fully comfortable allowing her to travel. Shes also very cold and shivering.

18:49hrs - WAG opened due to CSA assisting as well as being a witness (with CSS) whilst keeping vulnerable female secure until ambulance arrive.

19:44hrs - Ambulance arrived

20:09hrs - Ambulance left the station with the lady. If they take her to the hospital, it will be St Marys, Ambulance crew number 'E233'

Findings of immediate investigation (basic cause) :- Lady who seemed to be a bit lost, stating she had been here for 6hrs.
She said she was waiting for someone to take her to her winnings of a yacht and 2 cars.
Maybe dementia or Alzheimers.
Lady lived [redacted], said a lift was arriving, didn't turn up and felt concerned for her welfare.

This was not a near miss of a Person by a Train	This was not a Suicide Intervention

Person responsible for filing this IRF: - [redacted]