Incident Reporting Form

Reference Number IRF001121652

Incident Detail Date 22 Apr 2021 Time 19 20 Day Thur day

Station or site name: Ladbroke Grove

Line or Department: Hammersmith & City

Specific Location - Gate line

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

Surname: [redacted]

First name: [redacted]

Staff No.: [redacted]

Grade: [redacted]

Gender:

Location: AM Ladbroke Grove

Involvement: Central to Incident

This was not recorded as a Holistic Entry

Duty Number:

Other people involved in incident

Surname: [redacted]

First name: [redacted]

Involvement: Central to Incident

Association: Member of Public

Address: -

[redacted]

There were no related Traction current arrangements

No consequential cancellation or reformation

Crime details

Line controller not informed

Police informed at 19:25

Crime number 2100027512

Evidence preserved: CCTV available for 14 days.

No fire or smoke

No assets involved

No SPAD was reported as part of this IRF

Incident Description :- 19:25hrs Customer approached the window of the control room to report that she believed that her mobile phone had been stolen as she entered the station.

She used her phone to pass through the gate line but on reaching the platform she discovered that her phone was no longer in her pocket and additionally her HSBC credit card was missing from the same pocket.

BTP contacted via 109 and statement given.

Customer advised to cancel her credit card and block her phone as soon as possible.

Findings of immediate investigation (basic cause) :- Customer used her mobile phone to enter the station but discovered it was missing on arrival on platform.

She stated that the ticket hall was busy at the time of her entry but did not see anyone take the phone.

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]