

Incident Reporting Form

Reference Number IRF000633915

Incident Details	Date: 13-Jun-2014	Time: 7:04	Day: Friday
Station or site name: Kings Cross		Line or Department: Victoria (BCV)	
Specific Location: platform 3 northbound			
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]	Gender: M	
Staff No.: [REDACTED]	Grade: SO02		
Location: SCM-METROPOLITAN	Involvement: Central to Incident		
Recorded On Holistic Report	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Duty Number:		
Other people involved in incident: None			
There were no related injuries			
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			
A near miss did not occur			
Incident Description :- member of staff 1 alleged that whilst walking along platform No3 northbound Victoria line a male person of European looks wearing a striped top, jogging bottoms, carrying a shoulder bag and had a red mark in the corner of his eye, kicked the back of his legs cuasing him to stumble towards the track, he turned towards the person and asked him why he deliberately kicked the back of his legs, the male then said to him you should walk in a straight line then. train 226 then arrived and the male European boarded the 2nd or 3rd car. station supervisor arrived but train was leaving as he arrived. B.T.P advised ref No 93. member of staff 1 brought to supervisors office as he appeared shaken.			
Findings of immediate investigation (basic cause) :- delibrate kicking of the back of legs of service operator cuasing him to trip.			
Person responsible for filing this IRF: - [REDACTED]			

Incident Reporting Form

Reference Number IRF000634139

Incident Details	Date: 14-Jun-2014	Time: 5:46	Day: Saturday
Station or site name: Kings Cross	Line or Department: Circle (SSR)		
Specific Location: Tube Gate Line			
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: SA60		Gender: F
Location: GSM-KINGS CROSS	Involvement: Assaulted		
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number:		
Surname: [REDACTED]	First name: [REDACTED]		
Staff No.: [REDACTED]	Grade: SU30		Gender: M
Location: GSM-KINGS CROSS	Involvement: Assaulted		
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number:		
Surname: [REDACTED]	First name: [REDACTED]		
Staff No.: [REDACTED]	Grade: SA60		Gender: M
Location: GSM-KINGS CROSS	Involvement: Assaulted		
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number:		
Surname: [REDACTED]	First name: [REDACTED]		
Staff No.: [REDACTED]	Grade: SU30		Gender: M
Location: GSM-KINGS CROSS	Involvement: Assaulted		
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number:		
Other people involved in incident: None			
There were no related injuries			
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			
A near miss did not occur			

Incident Description :- CSA2 was serving a customer on the tubegateline, when the customer approached him and put his hand on CSA2's shoulder. CSA2 asked the customer politely to remove his hand and to wait as he was serving a customer already.

The customer then got angry and started shouting to CSA2 "whats your problem? Whats with the attitude? Why are you being so aggressive for?" CSA2 once again in a calm manner explained that he was serving a customer and he did not want the customer to touch him as he did not know who he was. The customer started shouting and swearing at CSA2. That is when CSA2 asked for Police assistance, and the control room called for the BTP. Once the customer realised what was going on he became even more angry, aggressive and foul mouthed. That is when CSA1 called SS1 and SS2 for assistance. SS1 in a calm manner asked the gentleman to calm down, the customer refused and started shouting, so SS1 asked him to leave the station, he again refused and started swearing at SS1. SS2 got involved to calm the situation down but the customer started swearing at him too. He got up close and personal to both SS1 and SS2 and threatened them, swore at them and was very aggressive. by the PC [REDACTED] K7345 arrived at the scene and once he knew all the details he escorted the gentleman off the station who was still turning back to swear at CSA1, CSA2, SS1, SS2.

Findings of immediate investigation (basic cause) :- Possible cause was that the customer was intoxicated.

Person responsible for filing this IRF: - [REDACTED]

Incident Reporting Form

Reference Number IRF000635466

Incident Details	Date: 22-Jun-2014	Time: 19:27	Day: Sunday
Station or site name: Kings Cross		Line or Department: Hammersmith & City (SSR)	
Specific Location: West Ticket Hall			
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]	Grade: SA60	Gender: M
Staff No.: [REDACTED]	Involvement: Assaulted		
Location: GSM-KINGS CROSS	Duty Number:		
Recorded On Holistic Report	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Surname: [REDACTED]	First name: [REDACTED]	Grade: SU30	Gender: M
Staff No.: [REDACTED]	Involvement: Assisted		
Location: GSM-KINGS CROSS	Duty Number:		
Recorded On Holistic Report	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Surname: [REDACTED]	First name: [REDACTED]	Grade: SA60	Gender: F
Staff No.: [REDACTED]	Involvement: Witness		
Location: GSM-KINGS CROSS	Duty Number:		
Recorded On Holistic Report	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Surname: [REDACTED]	First name: [REDACTED]	Grade: SU30	Gender: M
Staff No.: [REDACTED]	Involvement: Assisted		
Location: GSM-KINGS CROSS	Duty Number:		
Recorded On Holistic Report	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
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 injuries			
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			
A near miss did not occur			

Incident Description :- -

At 19.27 CSA [REDACTED] was in the West Ticket Hall assisting a large group of Americans through the UTS Gates. CSA [REDACTED] was standing adjacent to gate 58 helping some of group members who were getting stuck in the gates and using faulty tickets so advising them to use the WAG gate.

Whilst helping them he was hit on his right inside calf by another customers suitcase. CSA [REDACTED] felt that this was deliberate owing to where he was hit by the suitcase.

As CSA [REDACTED] turned around a male customer ([REDACTED]) aggressively said to him "Well, why don't you move? Do you're job? You're just standing there in the way!!"

CSA [REDACTED] replied " I'm making sure that these people get through the barriers."

The [REDACTED] then replied " No you're not, you're just standing there doing nothing!! Do you're job!!!"

CSA [REDACTED] then replied " Ok, well carry on with you're journey then so I can do my job."

[REDACTED] then walked towards the metropolitan platforms but then decided to turn around and confront CSA [REDACTED] again. The customer then asked to see a manager. CSA [REDACTED] requested a supervisor to attend

[REDACTED] at scene at 19.32.

[REDACTED] spoke to [REDACTED] who said that CSA should not have been standing where he was and that he was a member of rail staff. [REDACTED] advised [REDACTED] that in fact CSA [REDACTED] was carrying out his normal duties to a very high standard. [REDACTED] was not apologetic in anyway.

CSA [REDACTED] said that he was fine and ok to continue with the rest of his duty.

Findings of immediate investigation (basic cause) :- Customer seemed to become frustrated as he was unable to get through UTS as Staff attempted to help a large group through.

Person responsible for filing this IRF: - [REDACTED]

Incident Reporting Form

Reference Number IRF000697679

Incident Details Date: 22-Jun-2015 Time: 18:41 Day: Monday

Station or site name: Kings Cross

Line or Department: Metropolitan (SSR)

Specific Location: North Gate line

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: SC02	Gender: M
Location: SCM-PICCADILLY	Involvement: Assisted	
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number: DRM	
Surname: [REDACTED]	First name: [REDACTED]	
Staff No.: [REDACTED]	Grade: SU30	Gender: M
Location: AM Kings Cross St P	Involvement: Assisted	
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number: SS1	
Surname: [REDACTED]	First name: [REDACTED]	
Staff No.: [REDACTED]	Grade: SA60	Gender: F
Location: AM Kings Cross St P	Involvement: Assaulted	
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number: CSA1	
Surname: [REDACTED]	First name: [REDACTED]	
Staff No.: [REDACTED]	Grade: SU30	Gender: M
Location: AM Kings Cross St P	Involvement: Assisted	
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number: SS2	
Surname: [REDACTED]	First name: [REDACTED]	
Staff No.: [REDACTED]	Grade: SA60	Gender: F
Location: AM Kings Cross St P	Involvement: Witness	
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number: CSA2	
Surname: [REDACTED]	First name: [REDACTED]	
Staff No.: [REDACTED]	Grade: OMDM	Gender: M
Location: AM Kings Cross St P	Involvement: Assisted	
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number: DSM	
Surname: [REDACTED]	First name: [REDACTED]	
Staff No.: [REDACTED]	Grade: SA60	Gender: M
Location: AM Kings Cross St P	Involvement: Witness	
Recorded On Holistic Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Duty Number: CSA3	

Other people involved in incident: None

There were no related injuries

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

A near miss did not occur

Incident Description :- Staff assault

Whilst working on the North gate line, CSA1 observed a female try to exit via her Oyster, however code 36 was displayed. CSA1 explained that the customer had not touched in, the customer then exited through a gate which was open and turned and threw her Oyster card back at CSA1. The Oyster card missed CSA1, which CSA1 picked up. The female then left the ticket hall and walked up the stairs towards nation rail, only to return and double through a gate and grab hold of CSA1. At this point CSA1 made a broadcast on the Kings Cross channel stating she was being assaulted and requested the BTP.

CSA2 and CSA3 witness the female with her arms around CSA1 and shouted to let her go. SS1, SS2 and the Piccadilly line DRM arrived on site to find CSA1 being led away and the female standing with CSA3.

The BTP arrived and arrested the female.

Findings of immediate investigation (basic cause) :- Route cause - Female threw oyster card forgetting her national rail ticket was inside.

Medical assistance offered to CSA1, as was TSG.

DSM arranged a special taxi home

Item forwarded to DSM [REDACTED]

Person responsible for filing this IRF: - [REDACTED]