



SES
REWARDS & RECOGNITION

July 2019

Winners: Anthony Houghton & Peter Whittaker

They were nominated by a British Transport Police Officer for their actions at Preston Railway Station on 10 July 2019. He wrote,

“On this date it was myself and another officer who had cause to stop and search an individual suspected of offering to supply drugs to youngsters. This male was drunk and on drugs at the time and upon searching him he became argumentative, obstructive, aggressive, and violent. He was subsequently arrested for various offences. The level of violence he showed during this incident was extreme, so much so that a spit hood and leg restraints needed to be applied. This level of behaviour carried on throughout the incident up until we left the custody suite.

I’m emailing you because I’d like to pass on my thanks and praise as it was security officers Anthony Houghton and Peter Whitaker who helped me greatly on the platform itself. It was apparent that both of them did not hesitate in reacting and assisting officers. I believe that without their help the incident may have escalated further and put ourselves and the public at further risk of harm / injury etc.

I have personally spoken with both of them and thanked them, but I also believe that their Management should be aware also.”

Both are highly commended for their initiative and professionalism in very difficult circumstances.

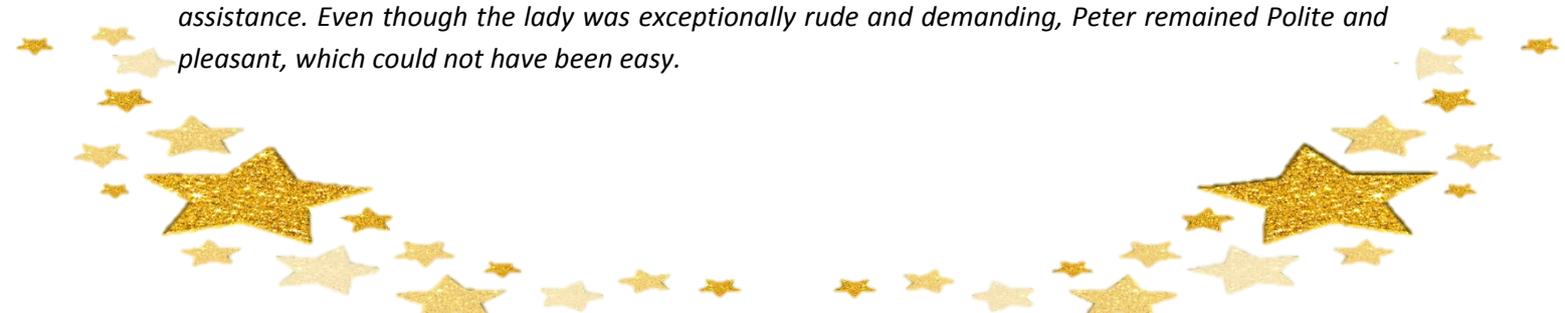


Nominees: Peter Whittaker & Paul Hadfield

They were nominated by a Team Leader for Virgin Trains at Warrington Railway Station for their actions earlier this month. She wrote,

“I just wanted to let you know how impressed I have been with your two members of staff this evening, Peter Whittaker and Paul Hadfield. Firstly we had a very distressed lady on the edge of the platform and their actions not only brought her back to safety, but kept her safe until the Police arrived. Their behaviour also made my job (the nuts and bolts of running a station) so much easier.

Whilst Paul was with the lady and the Police, I asked Peter to help me with a lady who needed assistance. Even though the lady was exceptionally rude and demanding, Peter remained Polite and pleasant, which could not have been easy.





They have both made two very difficult situations a lot easier and for this I commend them both. Heartfelt thanks once again to both of them, they are both a credit to your Company.

Both are highly commended for their initiative and professionalism in very difficult circumstances.



Nominees: Ms Courtney Parkinson

Courtney was nominated by a Senior Manager at Network Rail for her actions at Manchester Piccadilly Railway Station. He wrote to the wider management team for NR Northern as follows;

“Good Morning, this morning you faced some challenging conditions at Manchester and Platform 13/14 were rather crowded and subject to some unusual train movements. My attention was drawn to a member of your contractor team, Courtney, who had an SES bib on.

She could not have been more polite to our customers, handling multiple questions politely. I noticed how her colleagues approached her with difficult questions and how she was using her initiative to combine information from the public information display, local knowledge and radio to form a good understanding of what was happening around her.

I also observed how she was proactively approaching bikes and buggies to direct them to the right boarding area, saving boarding time, improving service, and protecting public safety.

I approached Courtney and shared the above with her on the platform; however I would be grateful if you could please arrange for her efforts to be more formally recognised locally.

With thanks in advance.”

Courtney is highly commended for her professionalism and customer service in difficult circumstances.