



Support on life's journey

Railway Mission

Reaching out to rail staff

2025

Report

Post incident support



470
rail incidents

2748
teams contacted

Reaching out to rail staff

A report on post-incident chaplaincy support for 2025

Whilst it's always difficult to quantify loss or stress in stats alone, rail staff need aftercare following potentially traumatic incidents.

To this end, Railway Mission chaplains are always on hand to help provide wellbeing support alongside other agencies, so the following information gives an idea of the level of support available to rail staff.

Our chaplains proffer wellbeing support to rail staff in England, Scotland and Wales. A high proportion of this provision is concentrated on post-incident support for rail staff who are or have been engaged in some way with a rail incident.

Post-incident support refers to the care given to rail staff who have participated in the aftermath of a rail incident, whether it is a suicide, attempted suicide, accident, sudden death or related to a homicide or attempted homicide.

Supporting staff after incidents

2025 saw fewer rail incidents from the previous year from 486 to 470, although rail suicides increased.

Railway Mission chaplains directly followed up on 464 of the 470 incidents recorded for the year, engaging with 2748 rail staff teams and individuals.

This figure includes far more than 2748 persons, as any incident may include

several staff members who are offered and receive after-incident care and support.

For instance, we offered support to 461 British Transport Police (BTP) Response Teams, which could include anything from a few officers to several from a number of BTP stations who attend onsite at an incident. All are offered post-incident support.

There may be more than one Mobile Operations Manager (MOM) on site, so where one instance is recorded, there could be two or three persons who are all offered support, including Incident Controllers, Rail Investigation Officers, and the Local Operations Manager (LOM) who oversees the MOMs.

Where a train is involved the crew may include more than one driver and more than one onboard crew member. There will also be a line manager who will travel to the site to provide support for the driver and organise a relief driver.

We offer support through line managers and BTP Scene Commanders or Duty Officers rather than directly engaging staff unless they request support, although, as BTP chaplains, we have access to Response Units and Medics, so we're able to discuss with them any number of incidents they have attended previously, especially those that may have affected them in some way.



Post-incident support refers to the care given to rail staff who have participated in the aftermath of a rail incident, whether it is a suicide, attempted suicide, accident, sudden death or related to a homicide or attempted homicide.

We also call on Scene of Crime Officers (SOCO), Fatality Investigation Teams (FIT) and anyone connected with the railways who may have had a role following an incident.

Tragic incidents

Of the recorded incidents where we gave support, 312 were rail suicides, a rise from the previous year, and 47 were attempted suicides, according to BTP investigation information.

These are potentially distressing events for staff, and chain of care support is important to their wellbeing.

Some rail stations endure multiple incidents of these kinds over the course of a year and staff can be negatively impacted and potentially hyperalert to the possibility of further incidents at these locations. Continued aftercare is essential to their ongoing wellbeing.

Chaplains engage with train driver managers and crew where a train is involved. We speak to station supervisors and staff where an incident takes place at a station.

As well as Network Rail LOMs and MOMs, we get in touch with Signallers, through the Signal Control Manager, who are first to hear the report from a driver when there is a rail incident, and via the Signallers' LOM.

Contacting teams

In 2025 there were 15 fatal accidents and 27 non-fatal accidents on the railways, again, an increase from 2024.

There were 64 sudden deaths on trains or in stations for which chaplains provided support for rail staff.

One Major Incident was declared, at which chaplains attended as part of the Bronze Command support.

Following these incidents Railway Mission chaplains offered and gave support to 383 driver managers and their teams across different Train and Freight Operating Companies (TOCs, FOCs), including onboard crew. We reached out to 280 station managers and their teams.

We contacted 401 Mobile Operation Managers including their Local Operation Managers (LOMs), and offered support to 343 Signallers via their LOMs, although TfL Signallers are not recorded, but we do provide indirect offers of support via Train Operation Managers (TOMs).

Our chaplains were in touch with 461 BTP Scene Commanders and their Response Units.

This included face-to-face visits, phone calls, emails and texts to various managers and staff members as appropriate.

The advantage of Railway Mission chaplains is that our service remains independent, impartial and confidential.

Trauma awareness initiatives

Shielding rail staff and officers from the potential of work related trauma is an essential goal for all workplaces.

When they are required to face those incidents, it is essential that they receive ongoing care and after-support, even if their job has an expectation of being confronted with challenging circumstances.

It should not be taken for granted that Response Units are expected to arrive on site after a suicide on the railways and not be affected in some way by what they see and handle.

Support needs to be more than a tick-box exercise. It can take days or weeks before an incident fully impacts an individual, and may take many years to come to terms with what is witnessed or heard.

Aftercare is crucial to staff wellbeing and to industry viability.

Rail staff care

Even in a digital age with the advances of AI the human side of the rail industry remains the most important asset.

Keeping staff well is paramount to effective rail operations. Where there is potential for trauma related affects on staff, professional care agencies need to be made available to all rail staff, especially following rail incidents.

The advantage of Railway Mission chaplains is that our service remains independent, impartial and confidential.

This means that rail staff and BTP officers can contact a chaplain and know that there is no stigma, peer pressure or loss of promotional opportunities attached on the road to recovery from potentially traumatic instances during their career.

We're simply a caring voice and listening ear in tough times.



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