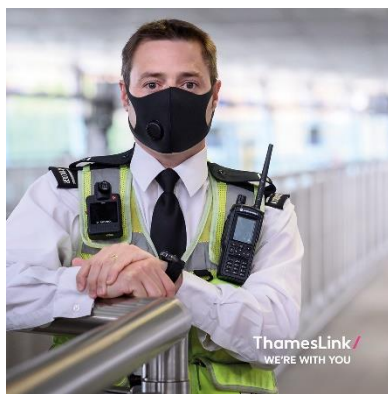


## World Suicide Prevention Day case study – James Edwards



**Click on the pictures above to download**

James Edwards joined the railway from the Metropolitan Police five years ago. He works as a Rail Enforcement Officer Team Leader and is sharing his story to support #WorldSuicidePreventionDay

“When I saw this job come up, I was immediately interested because I thought it would be quite similar to working for the police and I wanted to bring my experience of problem-solving to the railway.

“As a team, we’re always out patrolling in stations, on platforms and on trains. We have a natural instinct to look out for anyone that might seem vulnerable and I make a special effort to always speak to someone who is on their own at the platform.

James, 41, says you can get a sense of whether something is wrong or not pretty early on in a conversation. “If the person keeps their head down and avoids eye contact, I usually see this as a warning sign. I remember being a bit suspicious once as I approached a young female who was alone and didn’t look away from her phone at all. That may seem like a normal thing to do in this day-and-age but because our uniform is very similar to that of the police, it’s very rare when someone doesn’t look up to see what you’re doing.

“As soon as I got closer and asked if she was ok, she burst into tears and told me that she wasn’t ok and in fact, she was in a really dark place. After talking to her for a bit longer, I encouraged her to follow me so that I could get her to a place of safety. Once settled, I contacted the British Transport Police so they could get her the help that was needed.

She was only 19 and thinking about that makes me really sad, but the positive in that instance is that as she was led away she thanked me. That to me suggests she wanted to be helped and I’m glad to have been there at the right time.

“In this line of work, you can’t be 100% successful in everything you do but as long as you can honestly say to yourself that you’ve done the best you can – you can’t do any more. It can be physically and emotionally draining but knowing you have helped to save someone’s life is hugely rewarding.

“I always talk to my team about my own experiences because we all go through the same feelings when dealing with situations like this and I think it’s important to let them know that it’s ok to feel upset, it’s ok to feel anxious...ultimately it’s ok not to feel ok. On World Suicide Prevention Day I’d like to remind everyone out there that we’re with you, so please don’t suffer in silence.”

**ENDS**