

## **Uncontrolled evacuation of a partially platformed train at Clapham Common London Underground station, 5 May 2023**

**On publication of RAIB's report concerning an uncontrolled evacuation of a partially platformed train at Clapham Common London Underground station, 5 May 2023, Andrew Hall, Chief Inspector of Rail Accidents said:**

“Out-of-course events can rapidly escalate into emergencies if not responded to promptly and effectively.

“During this incident staff didn't fully appreciate the emerging safety risk when passengers' behaviour began to escalate as they became increasingly anxious. When passengers did not receive suitable information about the nature of the incident and the actions they should take, nor see action they would have expected to be taken, they turned to desperate measures to self-evacuate.

“RAIB investigated a similar incident at Holland Park in 2013 and for a number of years that incident was used as an example to train staff about how to respond to such out-of-course events. However, it was subsequently removed from the training syllabus and since then knowledge of the lessons learnt may well have begun to fade. This incident again demonstrates that learning from past operational incidents needs to be retained by organisations.”