



each direction ('Up' for travel to London, 'Down' for travel away from London).

As an out-bound train, the three-car commuter service would have been routed to the Down Main at Ladbroke Grove. It should have been held there at a red signal until the move could be made safely. Instead, it ran past the signal. The point settings beyond brought it onto the Up Main line. As it was entering this section, it struck an incoming High Speed Train (HST) at a combined speed of about 130 miles per hour. Escaping diesel fuel ignited into a fireball, causing a series of separate fires in the wreckage, particularly at the front of the HST, which was completely burnt out.

The drivers of both trains were killed, along with 29 others (24 on the commuter train, 9 on the HST as a result of the impact, with a further fatality as a result of the fire). In addition, 227 people were admitted to hospital, while 296 were treated at the scene for minor injuries.

Paul Russell, Head of CIRAS, remembers: "I was working for First Group at that time, who were operating several franchises, one of those being First Great Western. On that day I was with several of my colleagues, we gathered around a television and we watched in horror at what was unfolding."

After Ladbroke Grove, Deputy Prime Minister John Prescott mandated the use of CIRAS for all UK mainline rail operators from 2000 onwards.

This was as a result of Lord Cullen's investigation of the crash and his subsequent endorsement of CIRAS. "A confidential reporting system, CIRAS, is now in place across the industry. This allows employees to report safety-related incidents confidentially. It undoubtedly enables incidents to be reported and receive attention. It has great merit. ... I fully support and encourage the further use of the CIRAS system." - Ladbroke Grove Inquiry Report, Lord Cullen.

Some of the causal factors cited in the investigation e.g. concerns over the sighting of overhead signals, cultural complacency and concerns about driver training are exactly the types of issues that are reported to CIRAS. Whilst it is not possible to say conclusively that confidential reporting would have prevented this rail crash, as Lord Cullen saw, CIRAS gives employees the opportunity to report issues such as these confidentially and therefore can help prevent incidents from happening.

From 2001 until 2009, the CIRAS Charitable Trust provided funding for operations. This was wound up in 2009 and operations were consolidated at RSSB. The scheme retained its independence through a comprehensive governance structure, and a Committee made up of CIRAS member organisations.

Today CIRAS continues to grow and its recent successes are a testament to the rail industry's continuing support for confidential reporting. Paul reflects: "In 2014, a new strategy

was implemented that focused very much on opening up the data analysis that confidential reporting schemes can provide. Another very important change we introduced was to open the scheme up to all transport operators and their supply chains to create a transport-wide community that shares solutions to problems and exploits shared learning, providing member organisations with a corporate safety net and the opportunity to prevent accidents or incidents that haven't yet happened.

This is about knowing what really goes on, something that isn't always visible or known within board rooms." In 1996, CIRAS was open to around 5,000 rail industry staff. In 2001, it reached out to 70,000. Across multi-mode transport industries, it is now accessible to over 300,000 employees, its membership having grown from 210 organisations in 2012 to approximately 1800 today.

CIRAS and our member industries still have a lot to do to improve.

Paul adds, "The data is beginning to show us why rail industry staff still feel the need to use a confidential reporting system. Despite what some might think, we haven't arrived in Utopia yet."

Indeed, CIRAS records the reasons why staff felt they had to use a confidential reporting system at all, and this is quite worrying when you begin to see that over 75 per cent of all CIRAS reports HAVE been reported internally first. Of that number, 20 per cent said that nothing had been done about their concern, while 57 per cent said the response had been inadequate.

"Many organisations are sceptical of confidential reporting," says Paul. "They see it as a threat. In reality it's not but it's clear that perceptions need to be addressed, at all levels. Culturally mature organisations value any intelligence wherever it comes from."

To support our growing membership we now have a UK membership team, please see page 14 for further information.

Member viewpoint: Insights from a CIRAS rep

Stewart talks about safety in ScotRail and how CIRAS reports have helped to create an even safer working environment for their employees

Stewart McFarlane started out as a driver in ScotRail after nine years in the army. During his military service he developed operational plans and an interest in safety. Now Emergency Planning and Business Continuity Manager, Stewart has been ScotRail's CIRAS rep for two years.

What are the key elements of ScotRail's approach to safety?

We comply with legislative obligations, but that's just the start. The key is a culture where it's clear that safety is everybody's responsibility - if it's not safe, don't do it. We ensure staff operate in a safe environment and have the competencies to work safely.

Safety is a key element of staff training, and is discussed regularly with our Board – including lessons from our CIRAS reports.

What difference has CIRAS made at ScotRail?

CIRAS complements our internal safety reporting by offering staff a choice for reporting concerns. We want it to be easy for staff to report, and to show them we've got a mature safety culture. In return we've found out about safety concerns which might otherwise have gone undiscovered.

CIRAS is part of our safety system and we promote it throughout our business – so safety issues have nowhere to hide. Our CIRAS reports provide welcome intelligence, and with it a chance to act proactively and hopefully avoid injury. I'm confident we're safer as a result of confidential reporting.



© ScotRail

Any specific examples?

A staff member reported sharp edges on a class 156 footplate to CIRAS. We investigated all 48 and repaired 42 of them – removing the hazard from across the fleet. We've also had a CIRAS report about risks to pedestrians from the layout of Oban station car park. We installed new signage and safe walking routes. We share our responses to CIRAS reports with relevant staff across ScotRail so the lessons are applied more widely.

What have you done to embed CIRAS - what tips would you give others?

We've worked hard to ensure our Board know about CIRAS and its benefits. In return, they expect to see how we are responding to reports and learning from them. Promoting the scheme has also been key. CIRAS doesn't work in isolation – it's part of our overall approach.

We tell staff about CIRAS during their induction, and we keep them informed e.g. by sharing the CIRAS newsletter in every depot and cascading our responses to reports through line managers.

How would you like to see your relationship with CIRAS develop?

I've talked to our CIRAS stakeholder manager about how we can get more for our membership. I'd like to benefit more from CIRAS' access to good practice in other transport companies. We're thinking of running fatigue workshops based on material CIRAS has created from good practice identified by its members. I'd also like to have a say in new developments and we're helping CIRAS develop their member portal later this year. Many industries could benefit from confidential reporting e.g. oil and gas. There's a lot we could learn from each other – maybe that's CIRAS' future?

CONTRACTOR - FATIGUE

Shift length and lack of welfare facilities addressed on de-vegetation project

A 12-hour working limit has been implemented from when staff leave company premises to the time they return



© Dreamtime

THE CONCERN...

A reporter raised concern about excessive door-to-door times and a lack of welfare facilities on a de-vegetation project in the north west of England.

According to the reporter, staff were required to be at the Company's yard in the midlands for 5.30am, which took some staff up to an hour to travel to, and they would then travel on to their respective sites. (The journey time to site, assuming no major hold ups on route, may have been up to two hours).

The reporter commented that staff did not leave the sites until 5pm, where they travelled back to the yard and did not arrive back at their homes until 9.30pm due to traffic. This resulted in door-to-door

times of up to 17 hours, which is an exceedance of Network Rail's 14-hour door-to-door recommendation. The reporter commented that staff needed to then arrive back at the yard the following morning for 5.30am, meaning they could have had as little as six hours' rest.

The reporter commented that there was a lack of toilet and washing facilities on both sites. The reporter noted that although welfare facilities had been provided at one of the stations, this could be several miles away from where the staff were working and so was not practical to use.

The reporter was concerned that staff were feeling fatigued, which may have led to an incident either on site or whilst travelling. They also

felt that the lack of hygiene facilities could have resulted in ill health.

The reporter asked if the company could:

- Review the door-to-door times of staff working on the de-vegetation project?
- Consider providing overnight accommodation or reducing the length of shifts to ensure staff are not working excessive hours?
- Consider providing welfare facilities that are accessible on both sites?

THE RESPONSE...

At the time of the report, the company had implemented a 12-hour working limit which was measured from the time of leaving the company

Welcome from CIRAS

I am Kerry Dolan, the Membership Manager for CIRAS and it gives me great pleasure to welcome you to issue 60 of the CIRAS newsletter.

In this issue we look back on the history of CIRAS over the last 20 years. Greg Morse, Operational Feedback Specialist, takes us on a journey from how the business first began to the development and growth of the company as it stands today.

In response to the significant growth in members over the last two years, CIRAS has set up a UK membership team. To find out more about who your stakeholder manager is, please see page 14.

One of the benefits of CIRAS is access to shared learning. Newsletter 60 contains a number of reports and their resolutions, covering issues such as shift length on projects being

addressed, lack of lighting at a bus garage and overcrowding at Leeds station.

CIRAS' Chris Langer, also reviews the solutions shared workshops on fatigue that the CIRAS team delivered over the summer.

This is another great example of how we can work together to share solutions and good practice.

A key output of this work is the release of our CIRAS fatigue management video, which is now available to download at www.ciras.org.uk.

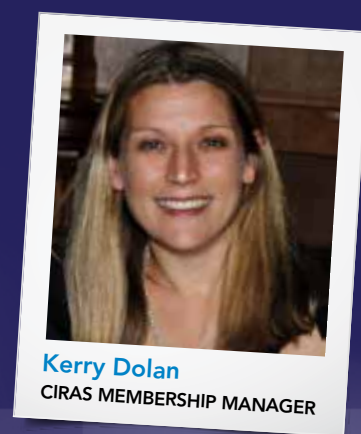
Finally, at CIRAS we are making every effort to be conscious of the environment and are reviewing the hardcopy distribution of our newsletter.

Please help us by reviewing the number you receive and letting us

know if you want to make any changes: editor@ciras.org.uk.

I hope that you enjoy this newsletter. As always, please let us know if you have any comments or suggestions.

Kerry Dolan, CIRAS Membership Manager.



premises to the time of return to the company premises.

This was not in accordance with Network Rail Company Standard NR/GN/INI/001 Guidance on the Management of Door to Door Work and Travel Time.

The company have now changed their procedure to comply with the standard, so that shift lengths are planned to be a maximum of 12 hours, including total travel time, to and from place of rest.

In terms of some of their contracts, this meant a reduced shift length on site, but total time for all operatives away from home is no more than 12 hours.

This now applies to all contracts. In addition, as a result of this report staff have all been offered overnight accommodation close to the worksite. However, to date, none have taken up the offer.

At both work sites the company were compliant with Network Rail Company Standard NR/L3/INI/CP0036 The

Provision of Welfare Facilities.

At one of the stations, facilities were agreed between the company and the station; these were less than 10 minutes walk from the worksites.

At one of the locations a welfare unit had been provided since the first day of the contract. This was less than twenty minutes away from the worksites. As a result of this report they took the step to provide an additional welfare unit at another site.

No further action was considered necessary.

ACTIONS TAKEN

- The journey time to the company's yard for each individual member of staff has been calculated, based on their experience of average journey time, and with reference to Google maps.
- They have reduced working times, so that shift length, a maximum 12 hours, is measured to and from place of rest, rather than the company premises.
- Journey planning is now always

based on the travel time of the operative who lives furthest from the company premises.

- This is compliant with Network Rail Company Standard NR/GN/INI/001 and will apply to all of the company's contracts.
- All staff were being offered overnight accommodation close to the worksite.

Although it was found that the company were compliant with Network Rail Company Standard NR/L3/INI/CP0036, they provided an extra welfare unit at one of the sites for the wellbeing of their staff.

Short-term and long-term solutions considered:

- Short-term considerations for the purposes of these contracts have been covered above.
- Long-term, over-night accommodation will be encouraged, and will be factored in at the planning stage on journeys of this distance.
- Shift length will be planned as a maximum of 12 hours to and from each staff member's rest place.

SAFER ROADS

Working together to make the roads safer for vulnerable users

In Edinburgh, CIRAS talk about how confidential reporting could help HGV operators reduce risk for vulnerable road users

In 2014, 25 per cent of pedestrian deaths and 38 per cent of cyclist deaths in London involved a heavy goods vehicle, but HGVs accounted for just four per cent of miles driven. These are shocking statistics.

In June, Heriot Watt University hosted 'Stay Awesome: Cycle Safety and Large Vehicles' in Edinburgh, bringing together stakeholders - including Transport Scotland, Lothian Buses, cycling campaigners and Scottish local authorities - to discuss how to make roads safer for vulnerable road users.

The event explored good practice in vehicle design and cycle awareness training for drivers, as well as research into road user behaviour which found e.g. that most HGV driver errors occur when overtaking a cyclist.

We also know that cyclists are often injured when trucks turn left. CIRAS attended the event and spoke about the role confidential reporting could play in helping HGV workers raise safety concerns and take action before catastrophe strikes.

Many of the concerns we see are common across transport modes. For example, in our fatigue workshops this summer, we shared how we are seeing more reports concerning work related road risk from rail workers.

Our reports from bus employees may also be relevant to HGV drivers.

- Rostering and fatigue: concerns about effect of roster patterns on fatigue, impact of long night shifts.
- Vehicles and equipment: brake fault reporting procedures, delays in



© Dr Caroline Brown, Heriot-Watt University

fixing reported faults.

- Health and welfare: concerns about impact of diesel fumes on drivers' health.

Since January 2016, 32 per cent of bus reporters feared a road traffic collision could result if their concern went unaddressed. The Freight Operator Recognition Scheme (FORS) audit requires registered members to have a method in place for reporting safety concerns internally.

Confidential safety reporting can complement this by removing barriers to reporting, enabling shared learning and encouraging a safety reporting culture. Indeed, 200 companies registered with FORS are already CIRAS members (in their capacity as construction contractors working with Network Rail and/ or TfL).

The Stay Awesome event made it clear that much is underway to make it safer for HGVs and vulnerable road users to share our roads.

New vehicle designs, direct vision standards for HGV drivers, and measures to improve driver awareness of risks to cyclists should all help tackle the fatality statistics. Confidential safety reporting can be part of that solution.

CIRAS membership is open to any transport organisations, including those who operate HGVs. We can help HGV operators to identify safety concerns, reduce risks - and save lives.

For membership enquiries, please email: enquiries@ciras.org.uk.

Lack of lighting outside Potters Bar garage has been addressed

During a development to increase bus parking capacity, staff were left with little visibility to conduct safety checks on buses due to inadequate lighting

THE CONCERN...

A reporter raised concerns about the lack of lighting outside the main entrance at Potters Bar garage.

The reporter commented that some time ago, the canteen outside the main entrance was taken down to create space for buses to be parked; however, adequate lighting was not installed.

According to the reporter, the lack of any ambient lighting meant staff had little to no visibility when walking in this area in the early mornings or late evenings.

This reportedly made it difficult for staff when conducting necessary safety checks on buses parked in this area before taking them into service.

The reporter also commented that the lack of visibility could have led to slips, trips and falls, particularly with slip and trip hazards around the garage, such as antifreeze spillages that are not always mopped up immediately and branches and timber on the ground.

Section 2.2e of the Health and Safety at Work Act 1974 states that it is the duty of employers to provide an adequate and safe working environment for employees. The reporter was concerned that if staff do not have adequate visibility when operating in and around the garage, an incident could occur.



© Metroline

The reporter asked if Metroline could:

- Clarify if there are any plans in place to install adequate lighting outside the entrance to the garage?
- Consider installing suitable and sufficient fixed lighting?
- Consider providing temporary lighting until a permanent solution is reached?

THE RESPONSE...

The canteen at Potters Bar was relocated as part of a phased development designed to increase the bus parking capacity of the garage.

At the completion of the scheme

there were plans to install suitable fixed lighting.

It is acknowledged that there has been a delay in completing the scheme due to awaiting formal approval regarding a number of elements of the scheme, from the local authority.

Details of the investigation carried out:

The area was investigated by the Garage Manager who confirmed the need to introduce lighting either temporarily or permanently prior to the completion of other works.

ACTIONS TAKEN

- LED lighting has been permanently installed around the garage building.

Overcrowding concern at Leeds station leads to improvements

During busy periods announcements will be made to advise the public of overcrowding and additional crowd control measures will also be put in place

THE CONCERN...

A reporter raised concerns about overcrowding at Leeds station, and on services to and from the station.

According to the reporter, the station and arriving/departing services are excessively busy during the weekends, particularly during the winter months.

It was also commented that passengers are often seen running on the platform and struggling to board services that are already full. This reportedly makes the dispatch process difficult, as staff cannot always gain a clear view of the platform-train interface.

Another comment is that there is occasionally a police presence at the station to assist, however this is not always the case.

There were concerns that passengers could be involved in an incident when attempting to board or alight services at Leeds station.



© Network Rail

THE RESPONSE... NORTHERN RAIL

All dispatch staff at Leeds are trained, professional dispatchers who go through two full weeks of classroom-based training, then a further eight to 10 weeks of training on the job with a designated minder. Staff are constantly monitored throughout the period of competency at the very least every three months, with new entrants monitored every month.

Northern has company procedures which cover all the points raised within the report of how to deal with crowded platforms. Unit three of the performance criteria for dispatchers, 'Ensure Safe Dispatch of Trains' focuses on this area.

Within their training, dispatchers are instructed not to start dispatch procedure until it is safe to do so.

Within the dispatch training, non-technical skills are now used, which looks at platform-train interface issues and best practice to adopt, with a focus on looking for danger areas and moving to the best place possible to ensure the trains are dispatched properly and safely.

Any dispatch irregularities are investigated by competent members of the station compliance team, with support from the operational safety team, and lessons learned are fed back into company briefing cycles or safety briefs.

The reporter asked if Northern Rail and Network Rail could:

- Clarify if a risk assessment of the dispatch process has been carried out during weekend services?
- Consider positioning security staff along the length of the platform during busy periods to control customer behaviour on the platforms?
- Consider implementing additional crowd control measures at Leeds?



Unit six of the performance criteria, 'Assist Customers', has additional focus on vulnerable people to take additional care with i.e. elderly, mobility impaired, visually impaired, young and groups of people.

We acknowledge that the platforms at Leeds are busy, but each platform has a risk assessment carried out following the written down national process agreed in RIS-Tom 3703 and is reviewed every year looking at any pinch points or crowding issues.

These are signed off by a station manager and safety reps and are sent to operational members of the safety team for further review and approval.

Where police presence is required, this would usually occur during late evenings where there are additional risks such as people under the influence of alcohol, usually on late night/ last services.

Over the busy periods such as the festive period, crowd management plans are put into place for late evening to ensure the presence of additional staff on weekends.

THE RESPONSE... NETWORK RAIL

Thank you to the reporter for raising these concerns, Northern Rail and Network Rail take these comments seriously and they will form part of a review action plan in decreasing the possible risks to the customers and dispatchers at these busy times at the weekend.

The health and safety of our customers and staff is integral for everyone to get home safe everyday.

Details of investigation carried out:

Over the coming months, especially at peak times, a full review of the current risk assessment for dispatchers will be undertaken by Northern Rail in cooperation with Network Rail.

Understanding the hazard of overcrowding at the station is paramount to us implementing further control measures to stop our customers and staff from being harmed.

ACTIONS TAKEN

- A full rebrief to Northern Rail dispatch staff and the Network Rail team on the importance of communications between both parties at these busy times.
- Northern dispatch staff have non-technical skills training to assess vulnerable people etc. and this is part of their risk assessment package.
- Northern dispatcher or team leader to inform Network Rail staff of full and standing trains, so that train information can be removed and replaced with customer information screens.
- Network Rail and British Transport Police (BTP) will work with Northern Rail at these peak times to control the risk of an incident occurring, they will monitor the situation and

take relevant action to control customer behaviour on the platforms.

- During busy times additional announcements are to be made to advise the public of overcrowding.

Short-term and long-term solutions considered:

Network Rail and Northern Rail are aware that local practices and procedures have changed since the standard was written, this is due to the ever expanding public demand to use train travel as their way of commuting.

In the short term both companies will work with BTP to implement additional crowd control measures at busy times. BTP have ongoing operations for event management, including Operation Garland at Christmas time.

In the long term, an action plan and review group including station safety representatives will be looking at adequate control measures at the risk of overcrowding on platforms.

The issues raised have given Northern Rail and Network Rail the opportunity to review the current practices and procedures.

It has also given us a reminder to keep improving our health and safety commitment in reviewing the risk in the station for customers and staff.

CHRIS LANGER

Members share solutions and good practice on fatigue at learning forums

CIRAS initiative to share member driven solutions



© Dreamtime

One of the improvements CIRAS is in the process of implementing is how it shares good practice and solutions to safety concerns that have resulted from reports received.

We currently provide shared learning via three levels. Firstly, our published newsletter which carries information regarding concerns, responses made and actions taken. We also supplement this by utilising our web site member's area.

The second level is direct feedback we give to the individual who has raised the concern, which is often more detailed than any that may appear in our newsletter or web site.

The third level is via our member's committee, which on a quarterly basis, member representatives are provided with details on the number, types and results of reports made. All three levels are subject to continuous improvement.

However, we are looking to introduce

another approach which will also utilise those approaches we currently adopt. Recently CIRAS reviewed common concerns raised across a number of transport sectors and we found one very distinct issue that was a major challenge whether you worked in the railways, marine or indeed bus industry. That was the matter of fatigue.

In the past six months, Chris Langer, CIRAS Intelligence Manager, has written a few articles for various transport publications on the subject of fatigue. What didn't surprise us was the effects that fatigue can have on individuals, and with our background in rail, we knew this had a history of contributing to numerous rail incidents over the years.

What did surprise us was the lack of understanding that some organisations have on this subject and therefore the management of it in the workplace. The rail industry and Network Rail have standards and guidelines on this subject, but despite

these controls, CIRAS still receives reports from rail staff.

Recently some reports received showed peer pressure was a driving force in causing such risk, and then to add to this was fear of retribution should staff raise concerns about it.

So the matter of fatigue in the workplace hasn't yet been solved but there are many good practices out there that we are aware of, and through the CIRAS process, we have been able to pull together a video that shows some of the solutions our members introduced, that staff and management from other transport modes or organisations can consider adopting.

The video was originally devised following discussions between Chris and Abellio London and Surrey (Bus).

The video explores a number of aspects of fatigue, looking closely at shifts, breaks and rest periods and how they can be effectively managed.

Chris added: "Though there is a strong focus on issues within the workplace, the video also looks at lifestyle factors such as sleep, diet and exercise which all impact on our levels of fatigue. Much of the content is common sense, and is also being put into practice within safety critical areas across multiple industries. We pulled ours together from these resources as well as those applied by member organisations through CIRAS reports."

Putting solution sharing into practice

CIRAS have recently welcomed the entire Transport for London (TfL) bus community to its membership.

Through our induction of the scheme to our new members, we saw the opportunity to share with them what we had seen as solutions from past reports. As a result, we have now run approximately 12 workshops on fatigue management with both bus and rail supply chain members.

These workshops were a request from CIRAS member organisations

particularly for those companies who had previously been the subject of fatigue-related reports. An additional benefit the events provided was cross company and/or industry networking.

Members can watch the video on www.ciras.org.uk. Alternatively, email us at: editor@ciras.org.uk and we will send you a copy.



© Pixabay

LATEST REPORTS

Reports currently being processed

Rostering issue - bus:

Concern about the recent changes to a roster for bus drivers has been raised. The changes are resulting in them having a shorter break during the duty. Previously drivers had a rest break of approximately one hour and 15 minutes during their 10 hour shift. However, following recent changes to the roster, drivers are only now receiving a 50 minute break during the shift, which is often reduced to just 40 minutes due to traffic on the route.

Drivers now have less time to turn services around and carry out checks. Combined with the shorter break, this is leading to staff feeling fatigued and stressed whilst working which could lead to them becoming distracted, and potentially result in a road traffic collision.

Broken signal lenses - rail:

Concern that signal MN811 outside Manchester Victoria, has two broken lenses, decreasing the visibility of the signal aspects. The signal is on an overhead gantry on the Down Rochdale slow line.

According to the reporter, the outer lenses on both the red and the yellow aspects are broken on signal MN811, which means that drivers do not have adequate visibility of the signal aspects when lit.

The reporter is particularly concerned as this signal protects a junction, and if drivers misread or fail to see the signal, there is a risk of the signal being passed at danger which has the potential to result in an incident occurring.

Service alterations - stress - rail:

Concern has been raised about the effect that last minute changes or cancellations to services has on station staff. It is becoming more frequent that services are either altered, with less calling points, or are cancelled altogether with very limited notice given.

The reporter commented that there have been instances of services being altered or cancelled when the train is just outside the station, or at times even at the platform. This is particularly a problem during the evening peak, when platforms are crowded. The reporter commented it is often the case that station staff will only hear of changes or cancellations to services at the same time as passengers, leaving them unprepared to help and advise.

Additional traffic censuses at Ley level crossing in Westbury-on-Severn

HM Railway Inspectorate improved the operation and the company's design standard of Ley level crossing

THE CONCERN...

A reporter raised concerns about the operation of Ley level crossing in Westbury-on-Severn.

It was stated that the current operation of Ley level crossing involves the barriers remaining down to road traffic until a vehicle wants to cross.

The vehicle driver has to operate a plunger which alerts the signaller they want to cross. The signaller then has to put the associated signals back to danger and raise the barriers so the road vehicle can pass.

According to the reporter, the operation of Ley level crossing is different to other CCTV level crossings in the area.

It was commented that the operation of Ley level crossing contradicts the information provided in Network Rail's standard for the operation of CCTV level crossings.

It was felt that Ley level crossing should be worked in the same method as the other crossings as it can be operated up to 10 times an hour during busy periods, potentially increasing the risk of an operational incident occurring.

According to the reporter, the controls for operating Ley crossing are located on the panel next to the controls.

It was believed that having the two sets of controls next to each other, for level crossings that are worked in opposite ways, could increase the risk of a mistake being made.



© Network Rail

The reporter asked if Network Rail could:

- Consider changing the current method for operating Ley level crossing so that it is worked in the same way as other CCTV level crossings?

in that protecting signals clear only after barriers are pulled down and the signaller has pressed 'crossing clear' button.

As in all other situations requiring signal protection, signallers are trained to select margins and place signals to danger so as not to cause train delays or changes of aspect.

THE RESPONSE...

Ley CCTV level crossing was converted in May 2012. It is indeed different from the usual arrangement, but HM Railway Inspectorate approved the operation and the company's design standards do allow for it.

Network Rail does not believe that having the two CCTV operating methods on the same panel is a safety hazard or likely to cause a signal passed at danger (SPAD)/ other operational incident.

The controls for each crossing are distinct. Ley has the same interlocking as a conventional CCTV crossing,

The existing panel assessment shows signaller workload to be acceptable. The reporter might be aware that the company added four hours weekday and 10 hours Sunday signaller cover to the panel to recognise the extra workload involved in operating Ley.

In view of the reporter's comments Network Rail will carry out additional traffic censuses at Ley crossing in the near future, and when the results are known will consider if further action is required.

At the time of installation, this was fully risk assessed and deemed to be the safest method of operation.

All Class 465s and 466s to receive replacement of door hustle alarms

Tasks were amended to draw attention to the testing of the hustle alarm after it was reported doors were closing without any audible warning



© Southeastern

THE CONCERN...

A reporter raised concerns that doors on the Class 465s and 466s are closing without an audible warning for passengers.

The reporter was aware that on occasions the doors on some Class 465/2 and 465/9 units and Class 466 units have closed without an audible warning, which could potentially result in passengers becoming trapped in the doors as they close.

The reporter felt that this is a particular concern for passengers travelling with visual impairments as they may rely on the audible warning to alert them that the train doors are closing.

The reporter was aware that the fault does not occur at every station, and may occur at one station on a route and not happen again at any one of the other stations.

The reporter was concerned that as the fault occurs on an infrequent basis,

it may not be identified if the unit was sent for a check at a depot.

The reporter asked if Southeastern could:

- Consider carrying out extensive testing into the concern raised to identify whether the issue is being caused by an electrical or operating fault?
- Take the necessary steps to fix the fault so an audible warning is always given when the doors close on the Class 465/2 and 465/9 and 466 units?

THE RESPONSE...

Southeastern have carried out an investigation into this reported issue and the engineering team have been unable to find cases where the door hustle alarms are not working correctly.

The maintenance requirements, material consumption records and

defect management guidance have also been reviewed and did not highlight any issues. However, following this review, maintenance tasks will be amended to draw specific attention to the testing of hustle alarms.

All Class 465 and 466 Networker fleets will have a modification between 2016 and 2019 to make them compliant with new PRM-TSI accessibility standards.

This modification includes the replacement of the door hustle alarm with a new system.

Currently the hustle alarm is a function of the passenger audio communications system, which also includes public address (PA), passenger information and passenger emergency communication.

The current system can only perform one function at a time, and the hustle alarm is given lower priority than the other functions.

The replacement system will have a new door sounder unit, dedicated to providing the hustle alarm only. This will therefore improve the reliability and performance of the hustle alarms.

Please note, this new system has begun to be installed and is now fully working on a number of 465/9 units.

ACTIONS TAKEN

- Investigation undertaken by engineering team.
- Class 465 and 466 will be modified between 2016 and 2019 to make them compliant with new standards.

MEMBERSHIP

Meet the stakeholder manager responsible for your region

Membership team now fully in place to strengthen relationships

Our stakeholder managers are the main point of contact for CIRAS reps and are tasked with ensuring there is a strong link to our members.

The team has expertise in communications, public affairs and relationship management and covers the entirety of the United Kingdom,

providing our reps and members with a 'one stop shop' for any potential queries or requirements.

Susan, Katie and Amanda have already made contact with many of our members - and will be out and about during the coming months to strengthen relationships even further.

Kerry Dolan, CIRAS Membership Manager said: "We have a great team in place to manage and enhance engagement with our stakeholders. Susan, Katie and Amanda have a wealth of experience which will prove invaluable as we look to further strengthen the service we offer to our members."



Susan Gray - 346 members North
M: 07590 467649
E: Susan.Gray@ciras.org.uk



Katie Healy - 642 members Central England and Wales
M: 07920 276226
E: Katie.Healy@ciras.org.uk



Amanda O'Donoghue - 732 members South
M: 07753 310714
E: Amanda.ODonoghue@ciras.org.uk

Do you have any **concerns** about safety?

Have you tried internal reporting channels, or don't feel that you can?

If so, please provide your contact details in the space below. Any information you provide will be treated as confidential.

We ask you to provide your name and contact details so that a CIRAS Reporting Analyst can get in touch to discuss your report. Once your report is processed, your report form will be destroyed.

CIRAS will never reveal your personal information to anyone!

Name:

Home phone no:

Mobile phone no:

Convenient time to call:

Job title:

Company:

Home address:

Optional

If you would like to briefly describe your concern, please do so in the space provided below:

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There are other ways of contacting us if you prefer. You can call us, text us, or fill out a form online. All our details are at the bottom of the page.

What happens next?

- A member of the CIRAS team will get in touch and discuss your health and safety concerns.
- A written report will be prepared on your behalf.
- We will make sure the report does not contain ANY information that can identify YOU.
- We then send the report to the relevant company for a response.
- Once we receive the company response we will then provide you with a copy.

Fill out the form, cut along the dotted line and seal.



CONFIDENTIAL

POSTAGE
PAID

FREEPOST CIRAS

Fold along the dotted line and seal edges



CONFIDENTIAL REPORTING

CIRAS is an independent confidential reporting system that listens to all health and safety concerns.

We protect confidentiality by removing all identifying information from the report.

We help facilitate a response to your concerns.

Freepost CIRAS
Text 07507 285887
www.ciras.org.uk

0800 4 101 101