

# OPERATIONS MANUAL

Form: 5-18A

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Issue: 1

Date: 03 March 2012

## TEMPLATE FOR BRIEFING OF SERIOUS OPERATIONAL INCIDENTS

# Immediately Transferable Lessons following 2 Trainee signaller incidents at Wimbledon ASC

### Information for Signallers and Front Line Operational Staff

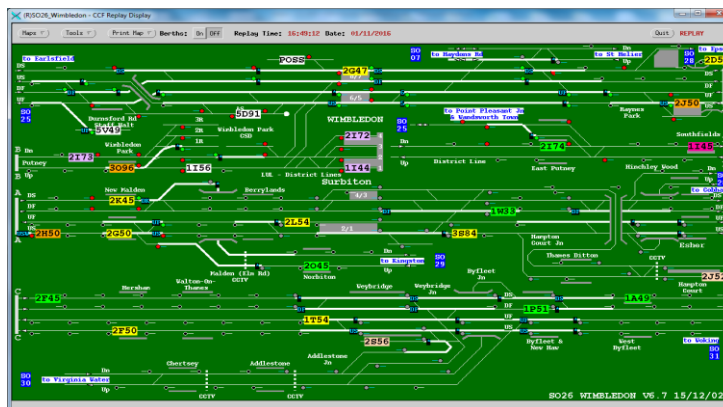
During a late turn on Panel 3 at Wimbledon ASC on Tuesday 01<sup>st</sup> November a trainee signaller was requested to run 2J50 on the Up Main Slow line non-stop from Wimbledon to London Waterloo. When the message was passed to the trainee signaller a breakdown in communication occurred, causing the trainee to give the Driver of 2J50 incorrect information regarding the stopping pattern. The trainee signaller should have instructed the Driver to run fast from Wimbledon but the trainee misinterpreted the message and asked the Driver to run fast from Raynes Park to London Waterloo.

The breakdown in communication has a transfer of risk of trains approaching red signals they wouldn't normally expect to be at red, and increased workload for signalling colleagues across Wimbledon and Woking ASC's. It also had a significant impact on train performance causing delays that totalled approximately 1800 minutes.

The mentor signaller was dealing with another incident on Panel 3 at the time the message was passed to the trainee.

On the 31<sup>st</sup> October 2016 a trainee signaller working Panel 5 at Wimbledon ASC trapped a member of public within Mortlake CCTV level crossing (please refer to Op's Alert dated 03/11/16).

Both Trainee signallers should have been observed by Mentor signallers at the time of the incidents.



### Reason Incidents Occurred:

- The Mentor signallers were not in a position to assist the trainee's should anything go wrong.
- The Mentor signaller did not listen to the communication when it was passed to the trainee.
- The Mentor signaller became distracted dealing with another incident on the panel.

### Points to Consider when Mentoring Trainee signallers:

- Do you put yourself in a position where you can react and support the trainee?
- Do you listen to messages given to trainees to ensure a clear understanding has been reached?
- Do you listen to conversations between the trainee and 3<sup>rd</sup> parties to ensure the correct information is passed on?
- Do you consider how much experience the trainee has before judging how closely supervision is undertaken?
- When multiple incidents occur on your panel and you are mentoring signallers should you;
  - a) Relieve the trainee from the panel, deal with the incidents yourself asking the trainee to observe?
  - b) Observe the trainee dealing with multiple incidents?

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