



Frontline Safety Critical Communications – Update

For Route Safety Advisors Group 19/09/2018

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Contents of the update

An example of why we need to improve our SCC

New materials

What the benchmarking data is telling us

Monitoring of Effectiveness Route CRG's, National & SMIS

What's happens next?

Norwich / Colchester 17/06/2018

At 08:50 hours, the Colchester Workstation signaller was contacted by COSS regarding taking line blockages for WON Item 60. The item was for line blockages in Platforms 1-6 at Norwich. The Signaller on Colchester Workstation however granted blocks for the platforms at Colchester in error, leaving the lines that the COSS was actually working on, open to traffic. The error was realised when the Signaller granted a blockage for Platform 4, which was clear at Colchester, and occupied at Norwich, where the COSS was working.

RISK RANKING - H/D - Potentially Severe risk.

Rationale: Signaller had blocked the Platforms at Colchester Station, whereas the COSS was at Norwich station. Potential for Norwich Panel signaller to legitimately signal a train in to a platform in which the COSS thinks is blocked. No positions of safety in the platform lines.

- Underlying cause: Signaller did not check or confirm the limits stated in WON 12 Item 60.

Examples of what have I been doing?

Route & Industry Engagement, - helping how they plan, deliver to staff

More technical resources developed to give more opportunities to appeal and engage the workforce:

- A Key Points Booklet, a handy practical reminder guide for all;
- 7 Safety Hour Sessions, they focus on common errors made in SCC;
- 7 additional slides packs sessions, 15 to 20 minutes long that can be used as briefings before going out on site for the day as an example.

Regular updates and reminders of the importance of Accurate, Brief, Clear and Professional SCC have been provided to internal and external groups.



New materials developed to meet industry requirements

Electronic version of the training modules

Network Rail training are in the process of turning one of the modules and turning into a E-Book.

This has great potential to make the materials more accessible and useable

A demo should available at the next meeting

New material continued

Request to develop a guide for how to monitor and assess SCC on site.

To cover:

How to prepare

What to look and listen for

Good questions to ask to test knowledge

How to confirm understanding is reached between the parties having the SCC,

What to do if the SCC is not ABC-P

What benchmarking SMIS data indicates?

P1 to P13 (inclusive) 2017/18

1131 OCCs:

- ▶ **447** of those had SCC as a primary factor
- ▶ **184** of those had SCC as a contributory factor

A comparison analysis indicates for P1 to P 3 (inclusive) 2017/18

371 OCCs:

- ▶ **119** of those have SCC as a primary factor
- ▶ **27** of those have SCC as a contributory factor

Compared with P1 to P 3 (inclusive) 2018/19

227 OCCs:

- ▶ **63** of those have SCC as a primary factor
- ▶ **24** of those have SCC as a contributory factor

Comparison by type of OCC

OCC Types	2017/18 P1 to P4	2018/19 P1 to P3 (Inclusive)
Line Blockages	23	10
Possessions	38	30
Level Crossing Incidents	11	8
RRV incidents	19	6

What happens next...

The monitoring of SCC will continue, this will help identify 'what, where, when, how, who and why' incidents occur...

Next step is to develop a leading indicator for a trigger for action.

- ▶ When the number of a type of incident hits a trigger point this then will require MK Centre and or a Route to implement an action plan to reduce risk of reoccurrence

Safety Hour sessions will continue to be developed, through the monitoring of SCC they can focus on areas such as line blockage and possession specific incidents with the aim to reduce incidents that involve SCC

Continued engagement, with routes, principle contractors, training organisations etc. to keep the importance of SCC at the forefront of the operational railway and in people's minds.

**Safety critical communications are
vital to improve safety for our
workforce!**