

### Transferable Lessons from Serious Operational Incidents / Investigations

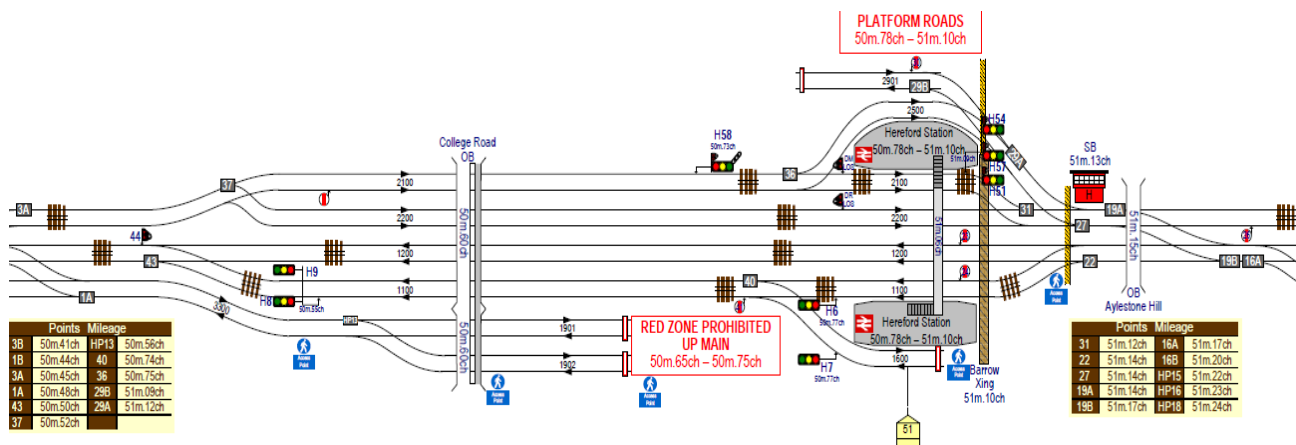


Issue No: NR/OPS/040

Date Issued:

10/10/18

### Line blockage irregularity/near miss - Hereford Station



#### Summary of Incident:

On 21/09/18 at 0930 signaller Hereford granted a line blockage of both the Down Main and Down Relief lines at Hereford. At 0939 hours 1M59 was signalled into the Line Blockage on the Down main line at Hereford. Upon approach to the site of work, the driver of 1M59 sounded the warning horn from 35 yards away at which point the staff working within the line blockage moved to a position of safety in the cess. The COSS then contacted the signaller at Hereford to report the incident.

The signaller admitted they had not completed the NR3180 form upon granting the line blockage. Instead, the line blockage details were noted on scrap paper with only two of the four protecting signals required for the line blockage noted. Because of not completing the NR3180 prior to granting the line blockage and therefore not identifying and noting all the correct protecting signals, the signaller also failed to place reminder appliances on two out of four protecting signals which led to the line blockage being insufficiently protected and subsequently 1M59 being signalled through the line blockage.

The signaller suggested that they were attempting to maximise the line blockage time for the COSS and was also potentially distracted by both a separate line blockage and degraded working on a platform at the time of the incident.

#### Learning points:

- The signaller must identify all protecting signals and agree them with the COSS in accordance with rules and regulation TS1 section 13.2.2.
- The signaller must complete the NR3180 form in accordance with rules and regulation TS1 section 13.2.3 before granting the line blockage.
- The signaller should apply reminder appliances to all protecting signals before granting a line blockage.
- Safety critical communications protocols must be followed at all times.

### Non-Technical skills;

- Multi task capacity: The signaller needs to prioritise tasks, managing the workload and if they feel they do not have sufficient time or are otherwise distracted they should ask the requestor to call back at a later time.
- Attention management: The signaller should remain vigilant at all times, have good situational awareness and focus on each individual task.

### Points to consider and further actions and precautions:

Route to review process for granting line blockages in the signal box instead of over the phone. It could potentially cause a distraction to the signaller and there is no recording of the conversation.

### Briefed out to:

All Frontline Operations Teams