

NATIONAL OPERATING PROCEDURES

TRANSFERRABLE LESSONS FROM SERIOUS OPERATIONAL INCIDENTS / INVESTIGATIONS

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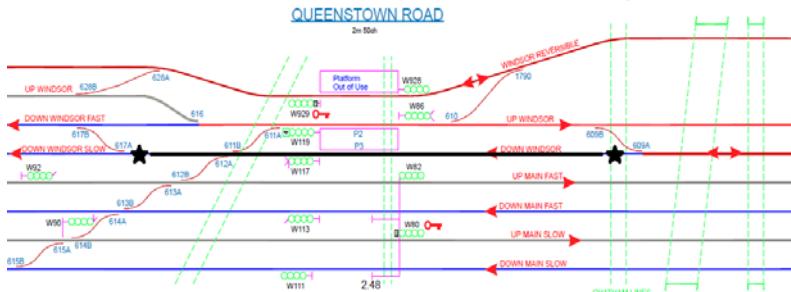
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Transferable Lessons from Serious Operational Incidents / Investigations



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| Issue No: | NR/OPS/063 | Date Issued: | 23/08/19 |
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Passenger train signalled through line blockage at Queenstown Road Station.



Line blockage was in place on the Down Windsor line, beyond W609A points to the approach side of W617A points. 2U33 was routed from W119 signal towards the Down Windsor Slow line via W611 points in reverse.

Summary of Incident:

On Thursday 15th August 2019 at 12:35 hours, the Signaller operating panel 2 at Wimbledon Area Signalling Centre granted a line blockage on the Down Windsor line for an asset inspection team to egress the track at Queenstown Road station following a daily inspection of a cracked crossing.

Whilst walking in the up direction on the Down Windsor line, the COSS observed a passenger train traverse W611 points, which were within the protection limits of his line blockage. The COSS was able to get into a position of safety by moving into another line blockage which was also in place on the Windsor Reversible line and reported the incident to the Signaller operating panel 2. It became apparent at this point that South Western Railway service 2U33 had inadvertently been signalled through the line blockage due to the Signaller incorrectly believing that the line blockage only extended as far as W117 signal at Queenstown Road Station and not W617A points, which are located beyond W611 points.

Learning points:

- The Signaller was dealing with three concurrent line blockages in the Queenstown Road area when the incident took place.
- The Signaller had a total of 15 safety critical conversations concerning line blockages within a 40-minute window and had granted and withdrawn 5 different line blockages in this time.
- The workload associated with dealing with so many line blockages had an adverse impact on the Signaller's ability to maintain situational awareness, consequently he failed to correctly protect the line blockage from train movements.

Points to consider and further actions and precautions:

- Reduced situational awareness (losing the picture of what's going on around you) is a big risk when multi-tasking, such as dealing with several line blockages whilst trying to keep trains running. How do you manage your workload?
- Don't feel afraid to defer an activity, step back and "take five" for safety if you feel that you are under pressure, can that line blockage wait just another 5 or 10 minutes so you can grant it more safely?
- Are you aware of the Worksafe Procedure? If you feel that safety is being compromised, stop the work and escalate the concern to your Supervisor/Manager or Control.

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| Briefed out to: | All Signalling and Frontline Operations Teams |
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