

WESSEX ROUTE - GOLDEN HOUR

Introduction

The Golden Hour process was introduced in the Wessex Route in 2016 to improve management of workforce safety post event. When the process was adopted the intention was to improve the safety performance by; the timely reporting of workforce accident and incidents, immediate response and provision of duty of care and support staff with the provision of effective medical interventions. Additionally, to secure all available information and evidence effectively to support the investigation process and the efficient identification of underlying causes and promote lessons learnt for continual improvement.

We have identified the need for some enhancements to the process to improve current safety performance. The provision of care for our staff following events in the short term has improved, however we must strive for further improvements to minimise the number of events occurring. To do this we must now improve the collation of initial and subsequent information in order to establish all the facts, have better understanding of immediate and underlying causes of these events in an efficient and timely manner to improve our overall safety performance in the long term.

Scope

This process is applicable to all network rail departments and functions operating within the Wessex Route and any sub-contractor staff working for Wessex Route, this includes Infrastructure Maintenance, Operations, Works Delivery, Asset Management Team, Wessex Incident Control Centre, Route Enhancements direct staff only, HR function, Business Change, Wessex Planning and Possession Management, Finance, Route Contracts and Procurement.

Although the reporting and 6hr updates will continue to apply, the following situations are out of scope unless exceptional circumstances occur;

- Road Traffic collisions where there are no personal injuries,
- Road Traffic collisions where the individual/s were travelling to or from their normal place of work in a 'commuting capacity' unless the vehicle is owned or hired by Network Rail.

Events occurring within Infrastructure Projects and associated contractors or Network Rail Training direct employees are also out of scope.

Changes.

The main changes to the process are as follows;

1. At the time of reporting a Level 1A (new format) report will be completed by the WICC, this will require further information at the time of reporting from the reporter, such as:
 - Name and contact number of the Person in Charge under NR/L2/OHS/19,

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- Details of the first aid given,
 - Give information through initial first aid using the P.R.I.C.E. (Protection, Rest, Ice, Compression, Elevation) protocol to improve immediate care,
 - Require confirmation that photographs of the injury, scene and any plant/tools/equipment have been taken.
2. The need for the 6hr update through WICC will continue to apply. The 24hr update will change to a Teleconference Call with the Health and Safety Manager for all functions except for Works Delivery staff who will contact the Works Delivery WHSEA directly, the intent and content of this call is discussed later. Where the injured person is supplied by a contractor the same process will be instigated

Teleconference details.

The Route Accident/incident Teleconference will take place at 1200hrs (mid-day) on the day after an accident is reported or serious incident affecting the workforce occurs.

It will be chaired by the Route Health & Safety Manager the number is;

- Freephone: 0800 023 4294
- Direct: 0207 635 1801
- Primary: 0844 335 1018
- Chairperson: 63730838#
- Participant: 12410631#

The participants will be either the Responsible Manager under the Golden Hour procedure or the injured / involved persons Line Manager (whoever is completing the L1 Investigation form and has all the information concerning the event).

Where a department has a supporting WHSEA these individuals will also be expected to dial into a conference involving the part of the Route they represent. Where a member of staff supplied by a contractor has been involved, the Responsible Manager as identified under the NR Management of sub-contractors standard must invite a representative of the contracting organisation to attend the call.

Functional Heads are expected to ensure Line Manager or Responsible Manager and WHSEA attendance.

As a general principle, the teleconference will be held as shown in the table below, however if a serious injury occurs or the injury is reported after 0001hrs on Friday and 0000hrs on Sunday, other arrangements can be put in place to conduct the teleconference call as soon as possible.

Day of accident	Time	1200hrs Telecon
Monday	0001 to 0000hrs	Tuesday
Tuesday	0001 to 0000hrs	Wednesday
Wednesday	0001 to 0000hrs	Thursday
Thursday	0001 to 0000hrs	Friday
Friday	0001 to 0000hrs	Monday (unless other agreement)

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Saturday to Sunday	0001 to 0000hrs	Monday (unless other agreement)
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Note: A regular timeslot has been selected for simplicity of organisation, 1200hrs has been selected as an initial trial for three months based upon other known commitments, allowing for maximise timeframe to collate information for night time events and to enable further enquiries to be made after the teleconference if required.

Content and discussion.

The purpose of this conversation is to;

- discuss and review all known information regarding the event,
- identify areas for further examination or enquiries to be made,
- discuss and highlight appropriate content for the Level 1 investigation form to assist the RM/LM to achieve a high standard of investigation report and causes,.
- identify any immediate and/or further actions.

It would be prudent if the LM/RM considered the Level 1A form format to take any notes required, there will not be a new form to complete before or during the call. However, all statements, forms, photographs or relevant information should be in possession of the LM/RM during the call and if possible, made available to the H&S Manager.

Further information.

This process will be adopted from Monday 13th May 2019, and

1. is intended to improve the quality of investigation reports,
2. is intended to support the RM/LM abilities to conduct investigations where needed,
3. is intended to support the DCP responsibilities.

The Health and Safety Manager is not committing to sending out 'formal diary invitations' to all invitees. Those who will be expected to dial in should be agreed locally within the business units.