

CONFIDENTIAL REPORTING FOR SAFETY

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Network Rail deals with report delays

In the past there have been delays in CIRAS receiving responses from Network Rail and subsequently issues in resolving concerns raised by reporters.

However, senior management at Network Rail clearly recognises the value of confidential reporting and the extra line of defence it brings, and has put in place new measures to speed up the entire process.

Brian Tomlinson, Director of Risk, Analysis & Assurance; Safety, Technical & Engineering at Network Rail, said: "We understand how vital confidential reporting – and subsequently CIRAS – is to our ongoing efforts to further strengthen our health and safety culture.

"We have worked with our Route Managing Directors and...

...cont P7

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Update on first six months for buses

It is six months since Transport for London's (TfL) bus operations joined CIRAS, and we have witnessed a strong appetite amongst our new members to use the scheme.

Since January we have processed 28 confidential reports from colleagues within the bus industry; a remarkable 24 per cent of all reports we received during the period.

And it seems bus drivers, in

particular, have accepted CIRAS as an alternative method for reporting concerns, with 27 of the 28 reports we have received coming from the drivers themselves.

Kerry Dolan, CIRAS Membership Manager, said: "We have worked hard to speak to frontline staff and management about the service we offer and our desire to work collaboratively to help strengthen health and safety.

"Even at this early stage, it

seems our message has been well received and we have had an excellent response from those within the bus companies.

"So far we have received reports relating to a wide variety of concerns, from rostering to footwear and from driver fatigue to braking systems, with each giving the opportunity to engage with our new members and work with them to develop satisfactory responses."

...cont P7

THREE PEAKS CHALLENGE

Climbers back after taking part in charity Three Peaks Challenge

CIRAS team returns after gruelling three-day, three-country event to raise much needed funds for Railway Children charity

CIRAS recently joining forces with colleagues from RSSB and the NHS to take on the gruelling Three Peaks Challenge.

Three intrepid CIRAS employees (Susan Gray, Jenny Neill and Catherine Gallagher) spent months training for their bid to scale the UK's highest mountains in just three days in June.

And they did it all for charity – seeking to summit Mount Snowden, Scafell Pike and Ben Nevis in aid of Railway Children.

Paul Russell, whose son was also part of the mammoth effort, said: “The Three Peaks Challenge is exactly what it says, a challenge.

“For a climber, each mountain presents its own difficulties and each can be a daunting prospect on its own. To do all three is a genuine test of will, stamina and concentration. But the team had excellent motivation to complete

the challenge in the form of the thousands of vulnerable children who are helped each year by Railway Children.”

Railway Children works across the UK – as well as in India and East Africa – to help thousands of



children who have run away from home, or have been forced to leave homes which have become unbearable through poverty, abuse, violence or neglect.

The charity believes reaching a child as soon as possible is crucial

to getting to children on the streets before an abuser can, and before they become entrenched in street life.

Paul added: “The team climbed for an excellent cause and are grateful that CIRAS didn’t go it alone as the support of our RSSB and NHS colleagues was vital.

“There were 12 climbers in total and all had been in training for some time as though sought to get in the best possible shape to conquer the peaks and raise as much money as possible for Railway Children.

The Three Peaks Challenge started on Thursday 23rd June at the foot of Mount Snowden and concluded on Saturday 25th June following the descent from Ben Nevis.

There is still time to support the fundraising effort with a donation - please visit uk.virginmoneygiving.com/Our3peakschallenge

BUS OPERATOR

CIRAS and Abellio work jointly to inform staff about fatigue

CIRAS shares its experience and knowledge on fatigue with bus company to develop guidance and advice for staff and drivers

Fatigue is often the subject of safety reports to CIRAS.

In fact, 13 per cent of all our reports in the past year were related to fatigue, clearly demonstrating it is an issue for our members and their staff.

And, for our relatively new members in the bus industry, it seems fatigue is an even more significant issue with 22 per cent of all reports relating to the subject.

In response to our members' needs, we have been looking at ways in which they can help their staff better manage fatigue and tiredness.

Chris Langer, Scheme Intelligence Manager at CIRAS, said: "We are acutely aware that fatigue has been a concern for many of those who submit reports to us and we wanted to exploit the lessons learnt



from rail and other safety critical industries to drive engagement with our bus industry colleagues."

As part of this process we are currently working with Abellio in London to provide guidance and advice to its bus drivers.

The response from drivers so far has been positive. Those we have spoken to said they've picked

up tips, and have even been suggesting their own.

Monica Monti, HSQE Manager at Abellio London & Surrey, said: "We aim to educate employees on the risks posed by fatigue. To achieve this, we enlisted CIRAS in the hope that, by collaborating, we will raise the profile of fatigue amongst our staff, thus continuously improving our safety record."

Amanda joins CIRAS to help our stakeholders



We have welcomed a new member of staff to the team, with the sole brief of working with our stakeholders in the south of England to further strengthen relationships.

Amanda O'Donoghue joins us from TfL where she has been working as part of the Communications & Engagement team on its Freight and Fleet Safety and Environment programmes.

Prior to that Amanda was the Public Affairs & Stakeholder Manager for Circle Housing where she worked for more than seven years. Amanda has previously worked with organisations

such as Mirror Group Newspapers, Ketchum PR and OC&C Strategy, and has worked alongside Lord Browne, ex CEO of BP at Riverstone LLC.

Amanda said: "I am delighted to be joining CIRAS as Stakeholder Manager (South), and am very much looking forward to getting stuck into the various challenges and opportunities the role brings.

"I am very excited at the prospect of meeting my new team - and our members in the south of England - to work together to ensure the continued success of CIRAS."

STATION & PLATFORM

Monitors replaced and adjusted to improve Gunnersbury visibility

Action taken after reporter raised concerns regarding problems with equipment on the westbound District line platform

THE CONCERN...

A reporter raised concerns about the poor visibility of images on the monitors located on the westbound platform at Gunnersbury station on the District line. The monitors are used by staff to view the entire length of the train during dispatch. However, the reporter commented that on the westbound platform, the images on the monitors were so unclear that it was not possible to adequately view the platform and train doors during dispatch. According to the reporter, sunlight behind the monitors made the screens appear completely black. The images were also unclear at night.

The reporter stated Gunnersbury is an LU Category A station where drivers require assistance with dispatch as the whole length of the train cannot be seen clearly. The company has put in place the option for staff to request assistance during dispatch, but the reporter was aware that this is not occurring on a regular basis. There was a concern that this resulted in most trains departing with a risk of passengers either being trapped in the doors or falling from the platform on to the tracks.

The reporter asked if London Underground could:

- Consider replacing the monitors on the westbound platform at Gunnersbury station
- Provide platform staff to assist with dispatch until the monitors have been fixed and replaced



by Suni1060902

THE RESPONSE...

The One Person Operation (OPO) monitors at Gunnersbury are platform based and can be affected by sunlight. If a Train Operator cannot see the full Platform-Train Interface (PTI) then the London Underground rules are very clear; the Train Operator should seek assisted dispatch if they cannot see the full PTI from their cab.

There have been five faults reported at this location in the past 12 months. Since this report was made the maintainer has attended and adjusted monitors, replaced monitors, adjusted cameras and assessed the equipment as working correctly, but confirmed that it can be affected by sunlight in certain conditions.

These conditions generally only last for a very short time, and

at different times of day. The new monitors have assisted in minimising this, however, if the Train Operator cannot see the full PTI then they must continue to request assistance from station staff.

The platform OPO equipment at this station will become redundant in the next 12 to 18 months due to the introduction of new trains (S7 stock) which will have in cab OPO CCTV monitors which reduce/eliminates the risk of monitors being affected by sunlight.

ACTIONS TAKEN

- OPO equipment at Gunnersby was initially adjusted and then replaced
- In-cab OPO monitors to be part of new S7 stock in 12/18 months
- Staff reminded of process of asking for assisted dispatch

INFRASTRUCTURE

Work now ongoing to address Scotland milepost concerns

Network Rail undertakes review of markers on the Inverness to Wick route and considers innovative staff ideas and solutions

THE CONCERN...

Concerns were raised recently about missing, obscured and unreadable mile post markers on the Inverness to Wick route.

The Inverness to Wick route is 164 miles long and there should be a mile post every quarter of a mile. It is reported that around half of the mile post markers were actually missing or unreadable, making it difficult for drivers to communicate their location to signallers.

The reporter commented that there are around 150 user-worked crossings on this route. There were concerns that if a driver misread a mile post marker and gave an inaccurate location to the signaller, there could be an incident.

The reporter asked if Network Rail could:

- Identify which mile post markers are missing, obscured and unreadable?
- Carry out any necessary repair works and install new mile post markers?

THE RESPONSE...

Network Rail was grateful the concerns were brought to its attention.

The local team at Inverness carried out a detailed assessment of the mile post markers on the Inverness to Wick line (including the Thurso branch) and found the following:

There are a total of 644 posts and,



by Rob Faulkner

of those, four were missing, 205 were obscured by vegetation and 236 were unreadable due to being weathered. The markers are made of concrete and are painted yellow and have black painted numbers. They have been in situ for some 100 years.

Network Rail's main approach to maintaining these markers is via the Track Patrollers who cover the majority of this line at least once every week. They are required to note and also tackle, where practical, any vegetation obscuring the markers as they patrol.

The report has shown this is not as successful as Network Rail expected it to be, due to a number of factors. Having reviewed this with the local team Network Rail has put in motion a number of

actions to improve the situation. It is also exploring a new approach, suggested by a member of our team, to improve the markers where the condition is such that repainting is not the solution. This involves the production of a plastic "sleeve" to fit over the marker.

Network Rail hopes the reporter will note a progressive improvement in the condition of the markers on the Wick line in the coming weeks and months.

ACTIONS TAKEN

- Network Rail has reviewed the actions of the Track Patrollers in the area
- Work is ongoing to address the issues found during this review
- Innovative suggestions from staff are being considered



PHIL HIBBERD

Giving employees a voice is key to improvements

CIRAS reporting complements DB Cargo's new UK Safety Tours



Phil Hibberd
SAFETY AND RISK DB CARGO

It's good to talk, as the saying goes – especially when it comes to voicing concerns about health and safety.

And thanks to DB Cargo UK's Safety Engagement Tours, which were introduced in 2015, senior managers and employees are able to do just that.

DB Cargo UK is the largest rail freight operator in the UK, transporting a range of materials including intermodal containers, metals, coal, biomass and aggregates.

The aim of the tours is to engage colleagues on-site on the issue of health and safety with members of the senior management team, undertaking two tours every quarter at DB Cargo UK's depots around

the country. Employees are able to raise concerns directly with management, who in turn can observe behaviour and attitudes towards health and safety, and discuss face-to-face any problems with those involved.

A detailed log is kept of all visits so managers can pursue any issues raised on behalf of depot staff.

The response from staff has been overwhelmingly positive, meanwhile, managers have gleaned a valuable insight into the day to day routines of drivers and depot staff and have witnessed first-hand the challenges they face.

On-site concerns have varied greatly, from the quality of yard lighting to monitoring driver fatigue.

Senior management have been extremely pleased to note a great attitude towards health and safety on their sites.

Success stories so far include improved kit for the breakdown and recovery team at Millerhill after the Breakdown Supervisor said there was a problem with personal lighting. Night working was becoming an issue with winter being the busiest period.

DB Cargo UK was very receptive to the concerns raised and the team were issued a box of new, tough and bright torches.

The whole process from concerns being taken on board to getting the new torches distributed to the team only took a few short weeks over the Christmas period.

Phil Hibberd of the Safety and Risk Team at DB Cargo UK said: "We place absolute importance on safety, it is intrinsic in all that we do.

"We continually promote our available internal reporting channels to employees to ensure any health and safety concerns are identified and handled as soon as possible.

"The Safety Engagement tours provide another platform for our employees to raise any concerns directly."

Phil added: "As part of our approach to health and safety, it is important to us to go even further by engaging with an independent organisation like CIRAS.

"If, for any reason, an employee feels uncomfortable reporting something to us within the business, we want to ensure that those concerns are still captured so that we can address them.

"The intelligence provided by reporting concerns forms the basis for continuous improvement."



SEEING THE LIGHT: The DB Cargo Breakdown Recovery Team received new torches thanks to the company's Safety Engagement Tours.

Latest reports currently being processed

- **BUS** - Drivers are being exposed to diesel fumes inside the driver's cab when waiting to take the bus out of the garage in the mornings. Due to the way the buses are parked over-night in the depot, drivers have to wait inside their bus for the bus in front of them to leave before they can depart from the garage in the morning.

The reporter states that the exhaust fumes from the buses located in front and to the side then enter the driver's cab via the heating system whilst the bus is waiting to move. The exhaust fumes can cause discomfort and result in staff coughing and wheezing whilst breathing them in.

- **RAIL** - Concerns have been raised about the effectiveness of the warnings pedestrians receive at two crossings on the Salisbury line. The reporter believes these crossings do not have the correct warning systems in order to give pedestrians enough advance warning of approaching trains. The reporter feels that, given the sighting distance and line speed, there should be whistle boards erected on the approach to both the crossings, as well as red and green lights helping users to assess whether it is safe to cross.

Network Rail deals with report delays

...from P1

...Functional Directors to establish a consistent commitment to responding to reports and have introduced new monitoring arrangements based on structured continuous improvement. This approach has seen a significant improvement in the number of reports responded to over the past six months and a dramatic reduction in the number of overdue reports."

Brian added: "We have doubled the frequency of our CIRAS review panels and will continue to review and challenge the quality of the responses we provide to CIRAS and, in turn, the person making the report.

"We are making a clear commitment to work with CIRAS and, in doing so, hope to send a message to our staff – and the rest of the industry – that we have a mature approach to health and safety and welcome all possible avenues which allow us to collect and analyse concerns."

Update on first six months for buses

...from P1

Kerry added: "We are pleased with the progress we have made in a relatively short space of time, and want to build on this to further develop our links with colleagues in the bus industry to the benefit of all our members.

"CIRAS has members across a range of industries and sectors and, as such, working with those members, we are able to identify key themes and best practice, as well as developing shared learning, which can assist all in their approach to health and safety for staff and customers alike."

BUS OPERATION

Call for provision of safety boots is not necessary at Sovereign

Excellent safety record at RATP Dev London suggests company's formal uniform policy around footwear is suitable and sufficient

THE CONCERN...

A reporter raised concerns that drivers are not provided with adequate safety footwear by London Sovereign.

According to the reporter, there are often spillages on the surface of the garage floor, such as antifreeze coolant, screenwash or fuel that may have leaked from vehicles.

The reporter felt drivers should be provided with adequate safety footwear (including steel toe caps and oil-resistant soles) to prevent any slips, trips or falls in the work environment.

The reporter stated it is not mandatory for safety footwear to be worn and that London Sovereign advise staff to buy their own safety footwear.

However, the reporter felt that employers are responsible for providing adequate personal protective equipment to staff.

The reporter asked if London Sovereign could:

- Clarify the company procedure on what footwear drivers are required to wear?
- Consider providing all staff required to move around the garages with adequate safety footwear?

THE RESPONSE...

RATP Dev London welcomed the opportunity to answer the concerns



by Au Morandarte

raised, as the reporter was correct in stating that London Sovereign does not provide safety footwear for their driving staff.

London Sovereign has a clear uniform policy which has been in place formally with RATP Dev (owning company) since October 2014. A similarly worded policy existed prior to this, when London Sovereign was owned by Transdev (2002-2014).

London Sovereign has considered the reporter's request for safety footwear to be provided for all staff, but feels this is not necessary.

However, this position will be kept under regular review. As stated in the Uniform Policy, the individual is expected to wear "appropriate footwear that...be secure on the foot and have a hard sole."

This expectation covers most footwear generally available to the public and is not specific to safety footwear. The company believes footwear deemed "safety footwear" is specifically aimed at staff working in an engineering capacity where steel-toe caps

are a necessity in case of falling objects or working with plant and machinery.

In addition, London Sovereign stated that, in terms of safety around the garage premises, it has an excellent record in terms of slips, trips and falls.

There has been an improvement in minor incidents of this nature in the past 12 months, with a 12 per cent improvement in workplace accidents and a 10 per cent decrease in "Falls at the same level".

Drivers are encouraged to report any areas in the garage where there may be a hazard; for instance, oil, diesel or antifreeze spillage. The company has a hazard defect report system in place and has in-house cleaners to remove any spillages or debris from the forecourt and workshop areas during the day.

Finally, the company would like to make it clear that it welcomes feedback from staff and has a Health & Safety Committee which meets every six weeks to discuss such matters.



CONFERENCE 2016

Safety culture under strain? A look beneath the surface

CIRAS conference sees more than 200 delegates come together to look at how best to build and maintain strong safety cultures

Is safety culture under strain?

That was the question posed by our conferences hosted in London and Edinburgh in April.

More than 200 delegates from transport, construction and other industries gathered at the events to hear from health and safety experts, as well as industry leaders, and explore exactly what challenges are faced in embedding and maintaining strong safety culture.

Kerry Dolan, CIRAS Membership Manager, said: "It was great to see so many people committed not only to developing safety culture, but also to exploring how confidential reporting fits into the mix.

"We have been operating for 20 years and have a well-established relationship with the rail industry, but it was particularly pleasing to see colleagues from other sectors (bus, construction and supply chain)

at the conferences."

In London, Tony Wilson, of Abellio London and Surrey, and David Nicholls, of KeolisAmey Docklands, explained to delegates exactly how confidential reporting and health and safety culture have been introduced and managed within the bus and light rail industries. Meanwhile, in Edinburgh, delegates

"..good to see so many people and companies are taking safety seriously."

quote from delegate

heard from Louis de Wolff about the challenges faced by CalMac (the UK's largest ferry company).

Edinburgh also played host to Pam Warren (The Lady in the Mask) who survived the Ladbroke Grove rail crash and has since gone on to

successfully campaign for improved health and safety culture within the UK rail industry.

Kerry added: "Both events began with health and safety experts setting the scene and explaining how human factors can lead to behaviour which, if not recognised and addressed, can threaten even the strongest of safety cultures.

"We then learned about the symbiosis between health and safety and regulation, before delegates were shown how CIRAS and confidential reporting has developed within the transport sector and how we plan to grow in the future.

"We firmly believe confidential reporting has a role to play in all industries – working alongside other existing health and safety reporting lines – and are seeking ways in which CIRAS can help those industries which are new to us."

CONFERENCE 2016



LIGHT RAIL: David Nicholls of KeolisAmey Docklands explains how health and safety is approached on DLR



SMILES AHEAD: The tone was serious, but there were some light hearted moments at CIRAS 2016.





CONFERENCE (Clockwise from top left): Committee member and speaker Gary Cooper chats to colleagues.

- CIRAS' Chris Langer answers questions
- Delegates discuss some of the issues raised
- Tony Wilson of Abellio explains how CIRAS fits into the bus industry
- Rob Miles, CIRAS committee member, explains the challenge posed by human factors.
- A packed room waits to hear from the next guest speaker
- Stephen Watson details the theory behind strong safety culture



REGULATION: The ORR was represented by Johnny Schute who explained how health and safety and regulation goes hand in hand.



DISCUSSION: Delegates were given plenty to think about during the two events.

CONFERENCE 2016

Iceberg model helps delegates to explore sub-surface behaviour

Apathy, complacency and blame are factors in poor safety cultures

What's really going on in your safety culture?

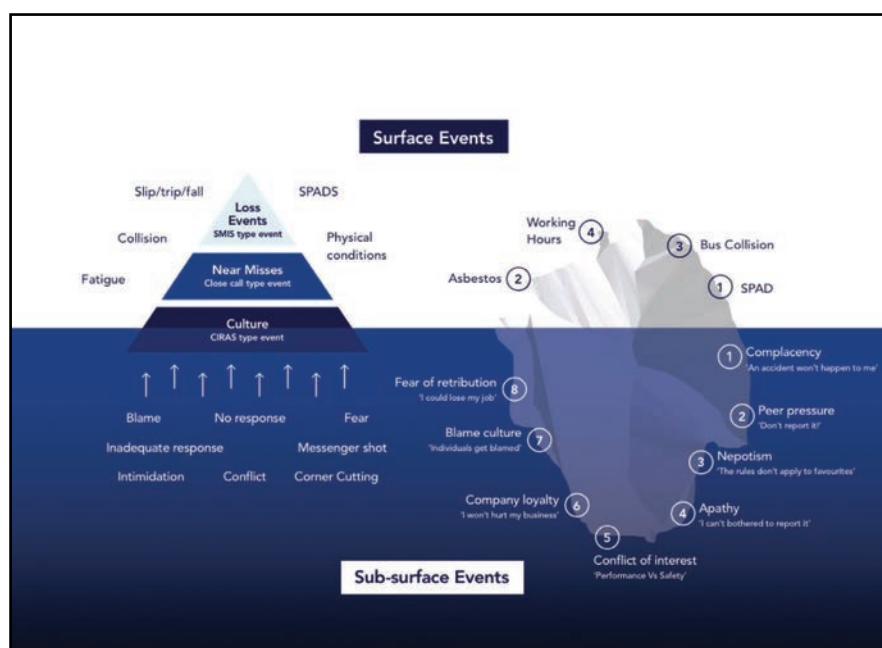
Using the 2016 conference, CIRAS put this question to our members, using the iceberg model. What happens beneath the waterline is just as important as the safety incidents (above the surface) that can result from largely invisible factors.

In fact, when looking at the causes of a safety incident, factors beneath the waterline are critical. If a serious incident occurs, the subsequent investigation will often reveal a failing within the safety culture of an organisation.

Confidential reporting to CIRAS can highlight these cultural issues well before they ever result in an injury or fatality.

Some of these 'subsurface' factors include blame, complacency, and apathy. And where one of these factors is present, it is likely others are too.

At Santiago de Compostela blame for the high-speed rail derailment was initially placed on the 'distracted' driver. But it emerged that the driver alert system within the cab to warn of the approaching



curve had been switched off two years earlier, and automatic braking was not operational on that section of track.

Is it perhaps complacent to assume that a driver can drive a high-speed train without the support of those safety systems in place? Whatever the case in these particular circumstances, blame and complacency can prove to be a toxic mixture within the prevailing safety culture.

Apathy is also a dangerous

mindset. The problem is often one of failing to observe that apathy is beginning to take a hold. If staff are apathetic, they will not be inclined to report something that could endanger lives.

The longer apathy is present, the greater the danger and it will eventually translate into an incident with the potential for loss of life.

In the quest to get staff to engage meaningfully with safety, novel strategies to increase awareness may be required.

Audience gets interactive to see the value of confidential reporting

An interactive session explored the potential consequences of companies not taking health and safety concerns seriously.

Gordon's Story - run by Forum Interactive - showed three scenes as Gordon and a younger nephew are coerced, through a poor approach to safety and lack of adequate

reporting methods, into working long hours.

As a result of the hours worked, Gordon's nephew is involved in a fatal road traffic collision and the fall-out was shown to delegates, who were then asked to discuss where the safety culture failed and how confidential reporting could

have made a difference to the outcome.

Head of Communications at CIRAS, Glyn Hellam said: "We approached Forum Interactive as we really wanted to bring the subject to life and there is little doubt they did just that."

South West Trains clarifies its policy on rolling stock faults

Train operator responds to concerns over reporting procedure for faulty doors and operating process once problems are identified



by matt buck

THE CONCERN...

Concerns have been raised on the procedure for reporting rolling stock faults.

A reporter has sought clarification from South West Trains following issues with faulty doors.

Following several incidents in which the train doors on the Class 444s were unable to open, the reporter was concerned that, even though those faults were reported, the trains were allowed to continue in service.

The reporter felt that, if trains are allowed to continue in service with door faults, it could potentially result in passengers being trapped on board in the event of an emergency or create a delay in help being provided.

The reporter asked if South West Trains could:

- Clarify the procedure for reporting train door faults?
- Clarify if a train is allowed to continue in service with a faulty door?

THE RESPONSE...

South West Trains confirmed that, whenever a train defect occurs that affects the safe onward movement of the train, which includes door faults, the train crew are instructed to advise the signaller and then contact Fleet Control for instructions on how to deal with the fault.

Following a report of a defect that affects the safe onward movement of the train, the Fleet Control Manager must consult

the Defective on Train Equipment (DOTE) contingency plan, in accordance with Railway Group Standard GO/RT3437, 'Defective On-Train Equipment' and follow the instructions therein.

Should it be determined that the train is unsafe to run, as per DOTE instructions, the train will then be taken out of service and relevant departments will be made aware. It is important that trains with defective on-train equipment are worked to a suitable location for repair and also, in some instances, for an investigation to take place into the circumstances of the failure.

It is also vital that any technical evidence is not lost before a representative from the engineering department has examined the vehicle (e.g. when a power door has opened in service).

CHRIS LANGER

Why is talking about mental health so tough in the workplace?

In this article our Scheme Intelligence Manager explores the hazards of labelling those with mental health illnesses and explains how such thinking can impact on relationships in an organisation



Chris Langer
CIRAS INTELLIGENCE MANAGER

Why do we find it so difficult to talk about our mental health at work?

In a recent study, nearly a third of 2,000 employees surveyed felt unsure about where to find help or support regarding mental health, or who to talk to.

Labels for mental health illnesses have the potential to both stigmatise and alienate individuals, and nowhere more so than in the workplace. You are either healthy in this respect, or suffer a mental illness of some sort, such as anxiety or depression. Labels create an artificial divide between 'normal' and 'abnormal'.

No wonder workers find it difficult to disclose such illnesses, especially

if they think - rightly or wrongly - their employer will take a dim view of it, and it may affect their job prospects.

But the fact is that we all struggle with our health and well-being sometimes. The oft quoted statistic is that one in four will suffer a mental health problem in any given year. One in four! Look around you at work. No doubt, there are colleagues suffering in silence in your team or department.

One of the main drivers of mental health issues is stress, which is now the most common reason for workers being signed off on long-term sick.

Occasionally when reporting to

CIRAS, people confide in some of the mental health difficulties they are experiencing, and the potential impact it has on their ability to do their job safely. It is only in an atmosphere of trust, and in confidence, that they find themselves able to disclose such personal information.

People are often sceptical that they won't be listened to compassionately at their own workplaces, and often fear being labelled. There is evidence to suggest that labels, once acquired, are difficult to shake off.

People are probably right to be wary. Return to work after suffering a mental health problem and there is a real risk of being stigmatised,

or even suffering discrimination. Perhaps unsurprisingly, after experiencing a mental health issue, 32 per cent said they felt they were treated differently by their line manager on their return to work. A fifth felt their colleagues' attitudes towards them had changed.

No-one wants to be labelled as having serious psychological problems in the workplace. This creates a 'catch-22' situation. Many are afraid to discuss the subject at work for fear of being labelled. This contributes to the masking of the problem, which then makes it

difficult for employers to tackle, because they are unaware of the scale of the problem.

Traditionally, employee assistance programmes, which often include counselling, aim to fill the gap. There is another line of approach, however, one which emphasises more attuned listening to our colleagues' struggles, and their potential psychological difficulties.

Beyond a person's presenting state of mind, whether that be an 'anxious' or 'depressed' one, for example, there is a personal

story which we can better attune ourselves to. We needn't label it, but we can attempt to listen to it non-judgmentally, benefitting both workers and their employers.

Managers can encourage workers to talk more openly about what is really bothering them.

To break down the culture of silence, the mental health elephant in the workplace needs to be fully acknowledged. The result might well be less sickness, absence and staff turnover, and greater productivity.

TFL SURFACE TRANSPORT

TfL's Surface Transport services join CIRAS to build on partnership

Surface Transport signs up to confidential reporting scheme to give cycles, taxis and river services the same access as rail and underground

CIRAS now covers a significant portion of Transport for London's network following the news that Surface Transport has fully joined the scheme.

Earlier this year TfL's bus operations joined CIRAS, building on the partnership already established with overground rail services and London Underground.

Now staff throughout Surface Transport (which also includes cycles, river services, taxis and Victoria coach station) will be able to report health and safety concerns, confidentially, to CIRAS.

Kerry Dolan, CIRAS Membership Manager, said: "We welcome TfL's Surface Transport operations and look forward to working with our new members to help further strengthen health and safety across London's transport network.

"We have been working with our colleagues at TfL for some time in preparation for the roll-out of



by Elliot Brown

the scheme and their decision to expand CIRAS to so many modes of transport clearly demonstrates TfL's mature approach to its health and safety culture, as well as a genuine desire to give staff as many avenues as possible to report concerns."

Kerry added: "This marks a significant milestone, achieved during our 20th year, as we continue to expand and develop ways of facilitating shared learning and the dissemination of best practice across transport sectors."

BUS CURTAILMENT

TfL reviews bus curtailments

Operator addresses reporter's concerns with investigation into current practices and possible operational improvements



by Au Morandarte

THE CONCERN...

A reporter raised concerns that the curtailment menu listed on iBus is not being kept up-to-date for the W4 route.

The reporter stated that, when buses are stuck in traffic, it is common practice for the bus to terminate prior to its final destination point in order to regulate the service.

According to the reporter, the bus will then be turned around in service at the next available curtailment point.

However, the reporter states that, if the information about the curtailment points for the route

provided inside the bus via the dot matrix sign and the pre-recorded announcement do not match the blind on the front of the bus, this can increase the risk of drivers experiencing verbal confrontations from angry passengers and the potential for escalating conflict.

The reporter stated that the curtailment points on the W4 route are not accurately listed, with Tottenham Hale station, Tottenham High Cross, Bruce Grove and Wood Green Wolves Lane absent from the menu.

Although the driver can make an announcement on the public address system inside the bus, the reporter believes this does not always defuse the confrontation from angry passengers.

The reporter was also concerned that the Seven Sisters/Tesco bus stop, located southbound between Tottenham High Cross and Seven Sisters underground bus stop, has been moved further down the road.

As a result, the reporter stated that when the bus stops and the doors open at the new location, there are no announcements made or visual information provided to passengers.

The reporter added that, if passengers do not get off at this stop because of the lack of information available to them, they have to travel on towards Tottenham Hale and this can cause them to become frustrated and could potentially cause further opportunities for confrontation.

The reporter asked if Transport for London could:

- Consider making amendments to the curtailment menu for the W4 route to make sure that the information on iBus is up-to-date?
- Investigate whether the current curtailment menu for the W4 route contains the most effective curtailment points?
- Consider providing a valid location for the bus stop that has been moved so announcements and information can be provided to passengers on-board?

THE RESPONSE...

The bus operator and TfL have a route record with curtailment points listed. These should be included on the driver's curtailment menu if there are no faults. Each curtailment point has a blind destination name and these are chosen to reflect the local area the bus curtails or terminates at.

The curtailments have not been on the driver's menu due to three main reasons:

- The bus operator has implemented curtailments not on the route record
- Technical faults with the drivers' curtailment menu have not been identified and therefore not reported by the bus operator
- The route record was not up to date on one curtailment point (Tottenham Hale Bus Station) following changes on the routing.

As a result of the report an investigation was carried out to determine the full extent of the issues raised.

This investigation found that some curtailments authorised by service controllers were not previously available for drivers to select.

This was due to curtailments being at locations not agreed with TfL or due to technical faults.

The destination descriptions for the curtailments on the front of buses and on the on-board next stop signs have been reviewed and discussions have taken place with W4 drivers to establish other associated issues.

"..some curtailments authorised by service controllers were not previously available for drivers to select."

ACTIONS TAKEN

- The curtailment menu will be further investigated to ensure that the appropriate curtailment points are available. This will include Tottenham Hale Bus Station.
- TfL is undertaking testing to

identify and resolve faults in order to ensure the curtailment menu contains the most appropriate and effective curtailment points. This includes Bruce Grove and Wood Green, Wolves Lane.

- The Seven Sisters/Tesco bus stop southbound Bus Stop J ("College of North East London") is now included on the iBUS system providing information to passengers.
- The bus operator has confirmed that only curtailment points agreed with TfL will be implemented. It is appreciated that the issues reported can cause incorrect or inadequate information for passengers and drivers.

It is anticipated that the accuracy and consistency of the iBUS system on route W4 will improve because of the investigation and actions taken by TfL London Buses and the bus operator.



MEMBERSHIP UPDATE

Spring reps' meetings highlight frequently asked questions

Membership team tackles those queries posed by CIRAS reps

We reported on our spring new reps' meetings in the last edition of the newsletter, and promised to share the questions we were asked.

With so many new members it's not surprising the questions reflected some interesting new issues. Here, we've picked out the 10 most frequently asked questions, and shared our answers:

Does CIRAS report the performance of members to Network Rail or Transport for London (TfL)?

No. We are completely independent of all other organisations including Network Rail, Achilles and TfL. Network Rail and TfL are members, and can view information on reports via our members' portal, in the same way as any other member can, but do not have privileged access to data.

Only part of our company works in rail – can we apply CIRAS across the company?

We would not turn a genuine safety report away, regardless of which parts of a member's business it came from. If a member had a large number of reports coming from non-rail staff, we might review how their membership fee is calculated, but we would do this in discussion with them.

As a bus operator, we are more likely to have concerns about issues such as road safety. Can CIRAS handle these?

Yes. We are interested in any genuine safety concern, whether this is likely to affect staff, customers or the public. We would encourage all members, including

those who have joined from the bus community, to report any health and safety concerns they encounter in their working environment. From experience, we have been able to facilitate resolutions to issues that are common across a range of sectors. We will always listen. If we are unable to help, or we think an issue may be better handled by other agencies, for example local councils, we would work with you to establish this and make sure your concern is heard.

Why is CIRAS mandatory for all Network Rail suppliers, regardless of size?

Network Rail decided to make it compulsory for Sentinel sponsors to be members of a confidential safety reporting scheme. We don't mandate anyone to join CIRAS, but we do want to ensure every member gets the most out of their membership, regardless of why they joined.

What power does CIRAS have to compel a member to respond to concerns?

We have no regulatory power, and we hope members will respond to concerns because they want to address safety risks. It's rare that a member doesn't respond, but if this happens we can escalate it to our governing committee, which is made up of senior representatives from across the sectors we work with.

How can CIRAS protect contractors who want to report safety issues on a client site, but worry there might be repercussions for them or their employer?

We recognise that contractors

may hesitate to report concerns on client sites for fear this may damage their employers' business. Confidentiality comes first at CIRAS and we will do everything we can to ensure any report we process does not lead to the identification of the contractor involved.

How can CIRAS investigate a concern if the report doesn't give detailed, specific information?

We cannot compromise confidentiality and recognise this means that reports can sometimes lack information on specifics. It can mean the member has to investigate more widely to address the safety concern. However, the alternative may be that we would have to redirect the report, which removes the opportunity for the member to address the safety issue.

What does CIRAS do if it gets an inadequate response to a report?

Our role is to facilitate the response and our analysts will go back to the CIRAS rep to highlight any gaps and explore how to improve the response, providing as much support as possible. We'll work with the member for as long as it takes to achieve a response which they, and the reporter, are happy with.

Have CIRAS members seen a reduction in use of their own internal reporting systems?

Quite the opposite. Members who respond positively to CIRAS reports tell us they often see an increase in the number of internal reports they receive. We think that if staff see their employer takes their safety concerns seriously, they become more confident about reporting future concerns directly to their company.

Do you have any **concerns** about safety?

Have you tried internal reporting channels, or don't feel that you can?

If so, please provide your contact details in the space below. Any information you provide will be treated as confidential.

We ask you to provide your name and contact details so that a CIRAS Reporting Analyst can get in touch to discuss your report. Once your report is processed, your report form will be destroyed.

CIRAS will never reveal your personal information to anyone!

Name:

Home phone no:

Mobile phone no:

Convenient time to call:

Job title:

Company:

Home address:

Optional

If you would like to briefly describe your concern, please do so in the space provided below:

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*There are other ways of contacting us if you prefer. You can call us, text us, or fill out a form online.
All our details are at the bottom of the page.*

What happens next?

- A member of the CIRAS team will get in touch and discuss your health and safety concerns.
- A written report will be prepared on your behalf.
- We will make sure the report does not contain ANY information that can identify YOU.
- We then send the report to the relevant company for a response.
- Once we receive the company response we will then provide you with a copy.

Fill out the form, cut along the dotted line, moisten the gum seal and post. We'll do the rest.



CONFIDENTIAL

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PAID

FREEPOST CIRAS

Fold Here and moisten inside to seal

HEALTH
SAFETY

COMPETENCE
FAULT MANAGEMENT
STRESS
SECURITY
TIME
ASSAULT
SECURITY
DOUBLE-SHIFTING
TRAINING
APATHY
SKILLS

HEALTH AND WELLBEING
RAIL AND ROAD RISK
LINESIDE EQUIPMENT
APATHY

POSSESSION
MANAGEMENT
SEATING
FREIGHT
BRIEFINGS
RIDDOR

WORKLOAD
SKILLS

TRAIN DISPATCH
LINESIDE EQUIPMENT
WORKLOAD
RISK
SUB-STANDARD
INFRASTRUCTURE
PPE
TRAIN
DISPATCH
EXPERIENCE
ROLLING STOCK MANAGEMENT
INVESTIGATIONS

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