End of year reporting statistics 2018-19

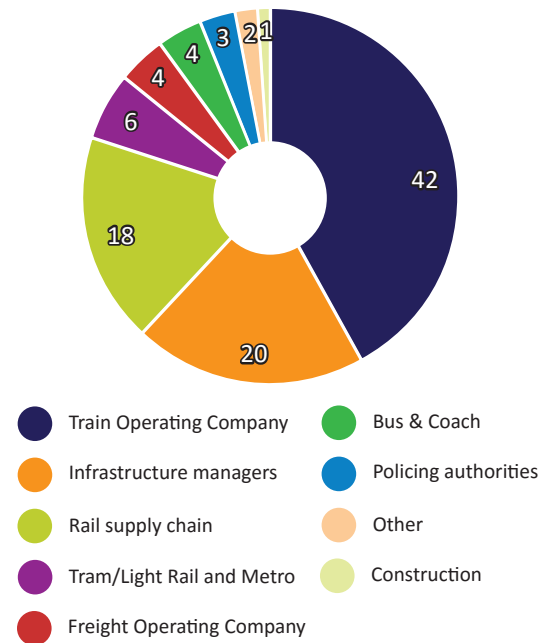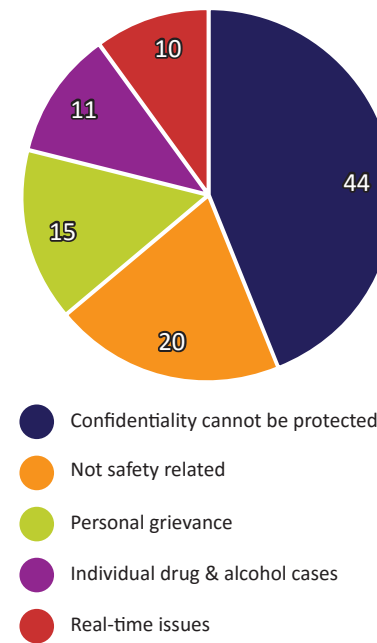CIRAS | Confidential Reporting for Safety

Reporting figures

Reports processed by sector (%)*
*some reports may be sent to more than one sector

- Train Operating Company — 42
- Infrastructure managers — 20
- Rail supply chain — 18
- Tram/Light Rail and Metro — 6
- Freight Operating Company — 4
- Bus & Coach — 4
- Policing authorities — 3
- Other — 2
- Construction — 1

Reasons for redirection (%)

- Confidentiality cannot be protected — 44
- Not safety related — 20
- Personal grievance — 15
- Individual drug & alcohol cases — 11
- Real-time issues — 10

Perceived root cause (%)

- Ineffective risk ssessment — 31
- Equipment — 27
- Competence — 12
- Processes are incorrect or not consistent — 10
- Rostering issues — 10
- Intentional rule breaking — 7
- Communication — 2
- Physical, mental or emotional health — 1
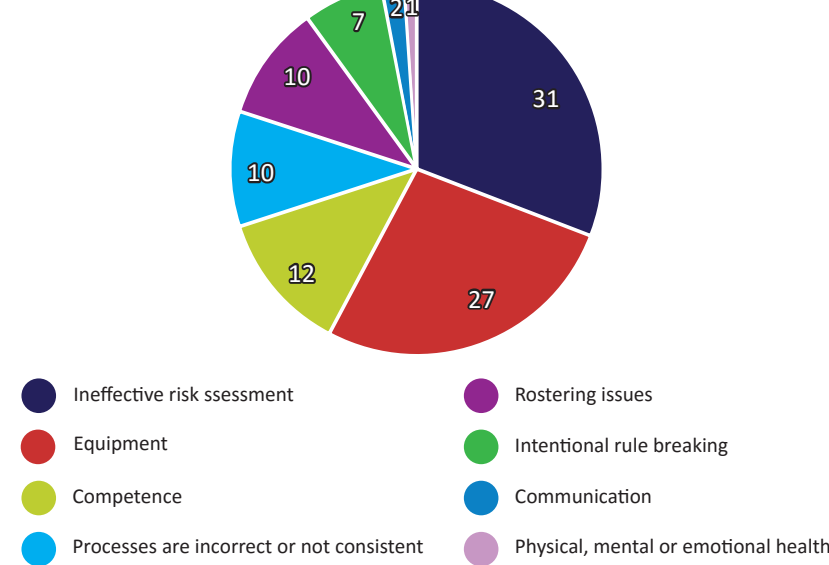
Top 7 theme comparison (count)

- Rules and procedures
- Equipment (clothing, plant and machinery, PPE other)
- Health and wellbeing
- Fatigue
- Unsafe practices
- Training and briefing
- Competence

Legend: 2018-19, 2017-18
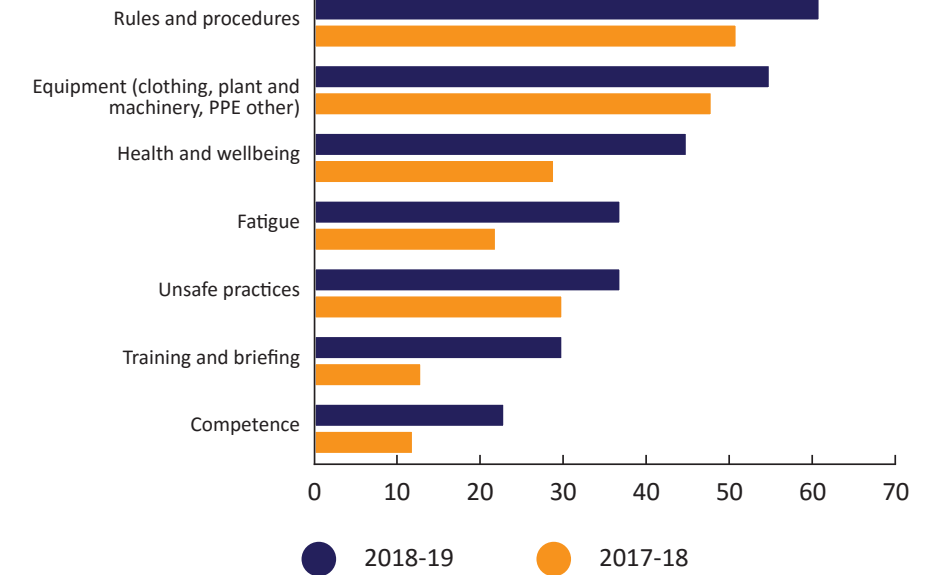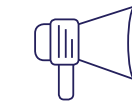
223 Confidential reports

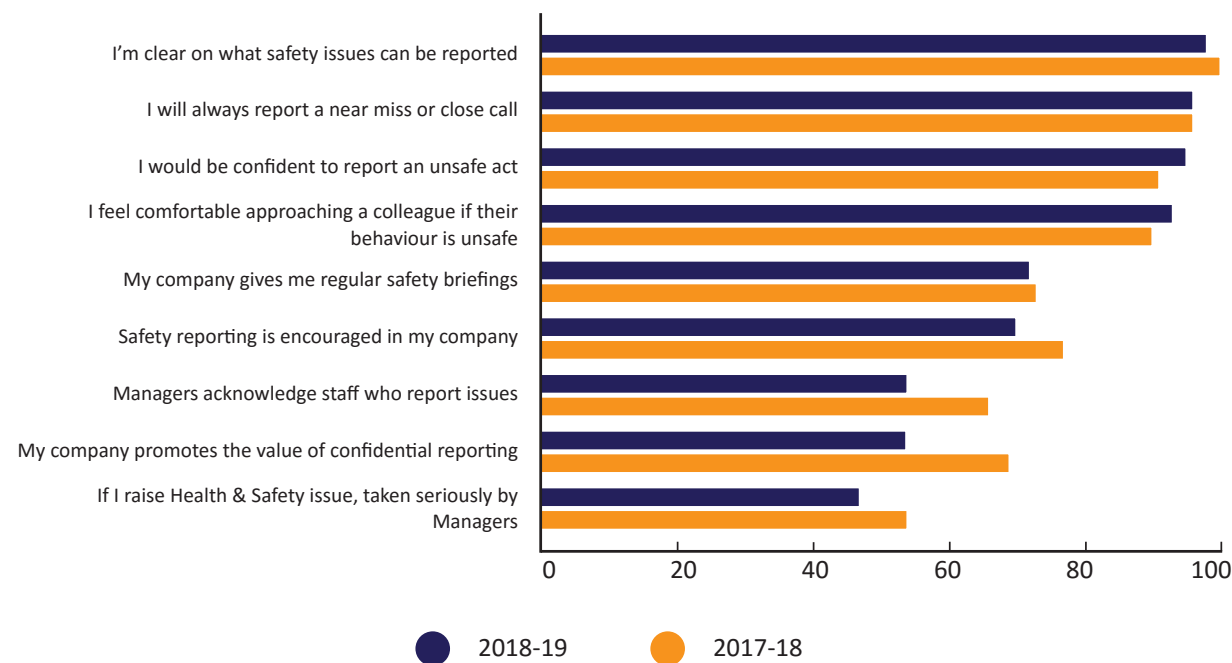**233** Redirected cases

29% were third party reports

82% were from frontline staff

76% of CIRAS reports led to action
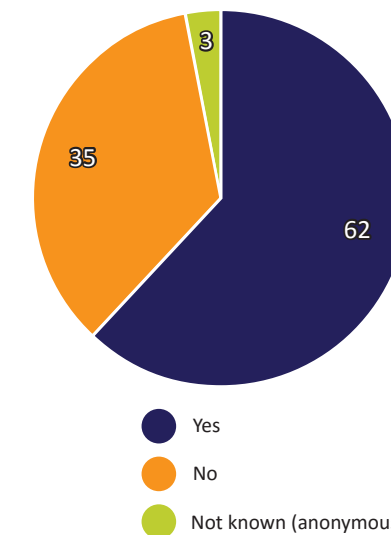
Why do people report to CIRAS?

Safety culture analysis (% who said yes)

- I'm clear on what safety issues can be reported
- I will always report a near miss or close call
- I would be confident to report an unsafe act
- I feel comfortable approaching a colleague if their behaviour is unsafe
- My company gives me regular safety briefings
- Safety reporting is encouraged in my company
- Managers acknowledge staff who report issues
- My company promotes the value of confidential reporting
- If I raise Health & Safety issue, taken seriously by Managers

Legend: 2018-19, 2017-18

Reported internally first? (%)

- Yes — 62
- No — 35
- Not known (anonymous) — 3

Reason for not reported internally (%)

- Internal channels not thought to provide a satisfactory outcome — 26
- Fear of retribution — 20
- Culture — 16
- Internal channels were not available — 13
- Third party — 13
- Sensitive issue — 7
- Conflict — 4
- Internal timescales perceived too long — 1
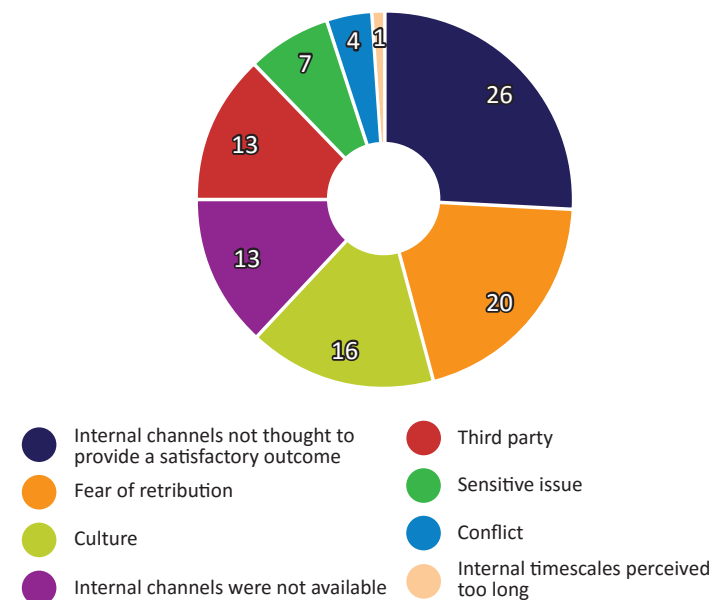
Reason for internal barriers (%)

- Internal channels did not resolve the issue — 86
- Internal channels timescales for resolution were too long — 11
- Third party — 3