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# Frontline *Matters*

ISSUE 8 November 2019

## "It was an instant regret."

Mental health campaigner, Kevin Hines, talks about his recovery after jumping off the Golden Gate Bridge

**Pages 3-4**



Also in this issue:

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**Page 14** 20 years on: Ladbroke Grove and the birth of a nationwide CIRAS

**Speaking up for health, wellbeing and safety**

# Editor's note

Mental Health Awareness Day may have been a while back now (10 October), but mental health is an issue that needs tackling all year round, long after the campaigning has subsided.

As winter approaches, and as Seasonal Affective Disorder (SAD) begins to affect some, we need to bear in mind that some individuals will be suffering in silence. The winter months can make it worse.

Our lead article tells the story of mental health campaigner, Kevin Hines, who survived a near-fatal suicide attempt. The subject of suicide is a dark one, but it needs to be talked about in order to prevent future tragedies.

We were lucky enough to interview Kevin and listen to him tell his story with a life-affirming message about hope and recovery, in his own words.

We also mark 20 years since the Ladbroke Grove rail accident with an article by Greg Morse. It had a huge significance for the rail industry and passenger safety in general, and also provided the momentum for CIRAS to become a national system.

Safety has of course moved on massively since then. But we are still persuaded that there are many concerns out there that perhaps don't make it to the surface for one reason or another.

If you read anything in this publication that strikes a chord, remember that we're always here to listen to your health and safety concerns.

We feature some of the CIRAS reports that have made a real difference to health and safety.

The issues we touch on include: communication between companies, signage, PPE and fatigue.

On a personal note, after two years as Editor of this newsletter (and more years at CIRAS than I care to remember!), I will be passing this role on to someone new.

It has been a great experience and privilege to write and collate material for this publication.

Thanks to everyone who has played a role in contributing, reading,

distributing and providing valuable feedback. You helped make the newsletter what it is today.

And a massive thank you to everyone who has been brave enough to speak up and report in the first place – it goes without saying that this newsletter would not exist without you.

Two words: Keep reporting!

As always, we love to hear from our readers, please email [editor@ciras.org.uk](mailto:editor@ciras.org.uk) if you have any comments or feedback.



**Chris Langer**  
Communications and  
Intelligence Manager

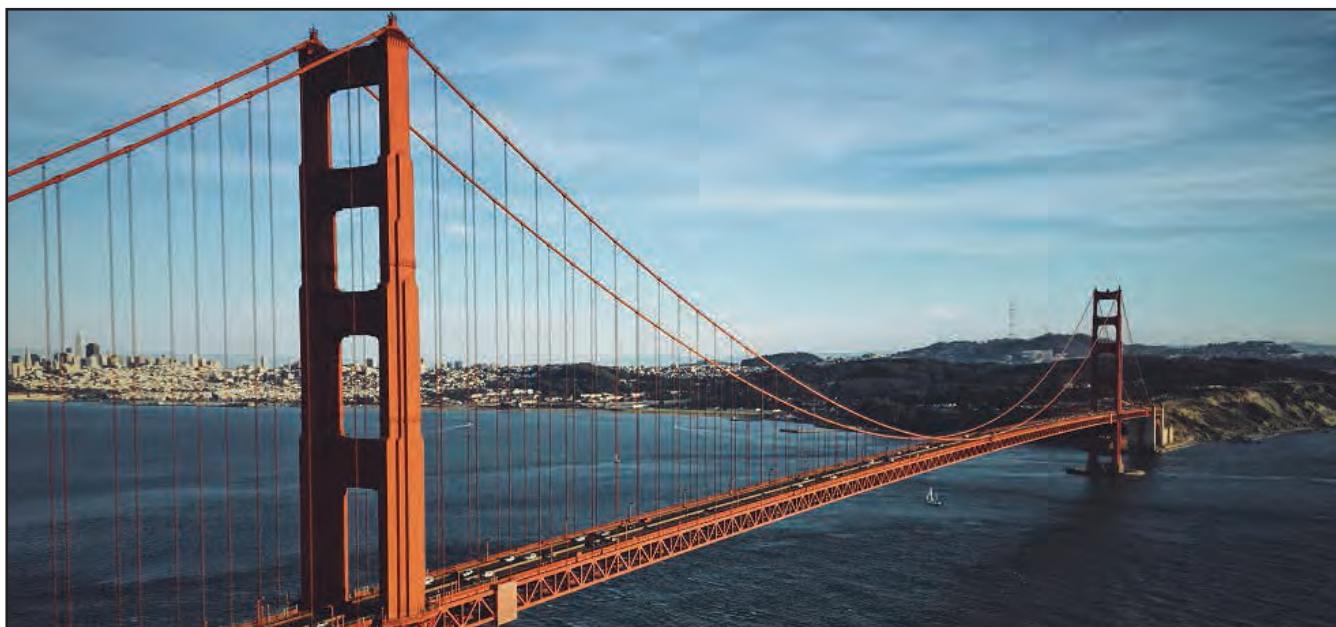
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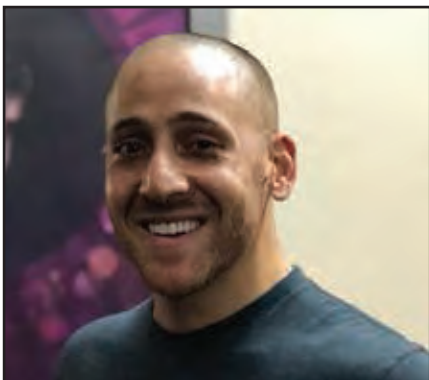
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# Kevin Hines shares his story of mental health recovery

After attempting suicide, mental health campaigner brings message of hope to those suffering in silence



© Photo by Jeff Finley on Unsplash. The Golden Gate Bridge in San Francisco.



Kevin Hines.

After jumping off the Golden Gate Bridge in a suicide attempt and surviving against the odds, Kevin Hines is now a charismatic mental health campaigner and filmmaker.

CIRAS caught up with him recently to ask him about his experiences.

His life-affirming story offers hope to others who are facing their darkest hour and need support.

Kevin is using his story to spread suicide prevention awareness with his film *Suicide: The Ripple Effect*, which can be found at: [suicidetherippleeffect.com](http://suicidetherippleeffect.com).

## Kevin, tell me what happened when you jumped off the Golden Gate Bridge on 24 September 2000?

I got off the bus and walked slowly down the walkway of the Golden Gate Bridge.

People rode by me, drove by me, walked by me.

I ran forward and using my hands I catapulted myself into freefall.

In four seconds, I fell 75 mph, 25 stories.

And I hit the water.

I was in the most physical pain I had ever experienced.

**“ Kevin Hines is now a charismatic mental health campaigner...”**

## Did anyone try to stop you from jumping?

No. A woman approached me and asked, “Will you take my picture?” She said thanks and walked away.

It was that moment I thought, “Nobody cares”.

The reality was that everybody cared, I just couldn’t see it.

The millisecond my hands left the rail, it was an instant regret.

And I remember thinking, “No-one’s going to know that I didn’t want to die.”

**“ The reality was that everybody cared, I just couldn’t see it.”**

## What happened when you hit the water?

The Coast Guard was so freaked out that I was alive that he just dove in and brought me on board.

He said, “Do you know how many people we pull out of this water that are already dead?” And I said, “No, and I don’t wanna know.”

The guy put his hand on my forehead and said, “Kid, you’re a miracle!”

## What was it like seeing your family in hospital?

My father took one step into the hospital room and I looked up at him



and said, “Dad, I’m sorry.” And he said, “No Kevin, I’m sorry.”

Both of our immediate reactions were guilt, guilt that didn’t belong to either of us.

And even though I didn’t die, I caused people a great deal of grief and pain.

### Were the repercussions felt for a long time afterwards?

Yes. The day of my attempt still sits within them today.

I asked my father if he still feared my death by suicide.

He said every time the phone goes off his first inclination is, is Kevin alive?

I had that impact on my dad.

**“...I believe that life is the greatest gift we’ve ever been given.**

### Did you write a suicide note before your attempt?

Yes, I vividly remember writing it.

People don’t get it, like I thought I was a burden to everyone who loved me, because that’s what my brain told me, because that’s how powerful your brain is.

### What was the background to all of this?

I was born on drugs and premature, and then I bounced around from home to home.

Nobody wanted to keep me because I was sick.

Eventually I got lucky, I landed in the home of Patrick and Debra Hines. I had a great childhood.

I thought growing up that everything was going to be great.

### When did things take a turn for the worse?

At 17, it all came crashing down.

If you can imagine feeling that everyone around you is out to get you, trying to hurt you, and trying to kill you. And you believe that to be the truth.

From the extreme paranoia, I exhibited symptoms of mania.

From the mania, came the hallucinations, both auditory and visual.



Kevin Hines is now a mental health campaigner.

With that and the bipolar disorder, I just spiralled out of control.

### But somehow you recovered after your suicide attempt. What did you do?

After the jump, the road to recovery was pretty long.

I had seven psych ward stays in the next 11 years.

I still have all the symptoms I’ve had before: mania, depression, psychosis and hallucinations.

I just know how to cope with it, and I know how to beat it.

I built a support network over these years of treatment so I wouldn’t be fighting this alone.

It’s okay not to be okay. It’s not okay not to ask for someone to back you up.

**“Of the thousands who have died off the Golden Gate Bridge, I am of the 1% who have survived.**

### Should we attach any blame to those who suffer and want to end their lives?

No. Suicide, mental illnesses and addiction are the only diseases that we blame the person for perpetually.

But people die from suicide just like they do from any other organ disease.

### How has your experience changed you?

I feel lucky to be alive every single day.

Of the thousands who have died off the Golden Gate Bridge, I am of the 1% who have survived.

### What advice would you give people who are struggling?

Today, no matter the pain I’m in, no matter the struggles I experience, I believe that life is the greatest gift we’ve ever been given.

If you’re suffering mentally, don’t wait like I did, sitting in denial for so long.

Recovery happens. I’m living proof.

### If you need support in times of crisis, the following places can help:



#### The Samaritans

Provide emotional support for people 24 hours a day, 24/7.

Tel: 116 123 (freephone)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web: [www.samaritans.org](http://www.samaritans.org)



#### Saneline

Out of hours mental health and emotional support to anyone affected by mental ill health, including family, carers and friends.

Tel: 0300 304 7000

(local rates 6pm-11pm, 7 days a week)

Web: [www.sane.org.uk](http://www.sane.org.uk)

# Brace yourself for winter

Follow our seasonal tips to ensure you stay healthy and safe during the winter months

## Health

The winter months bring some additional challenges, to keep you healthy and safe bear these tips in mind:

- Stay fuelled up on food. Winter is one of those times you can give yourself permission to eat a little more. Cold weather tends to make us burn calories more quickly.
- Try to eat foods which keep you going for longer – for example, 'slow release' foods such as oats, bananas and brown rice are good for this.
- Keep yourself moving to reduce the risk of fatigue and mitigate the risk of hypothermia. Warm up somewhere inside wherever possible.
- Get a flu jab if you can.
- Take extra supplies of prescribed medication with you, just in case you cannot get home.
- Pay close attention to issues such as poor lighting, potholes or any other hazards with the potential to cause injury. Report them as soon as you are able to.

**“...share the driving to reduce fatigue on long journeys.**

## Driving

It is even more important in winter to take care whilst driving.

The weather increases the safety risk to those travelling in your vehicle, and other road users.

By reminding ourselves of the essentials of good driving, we can help make the roads a safer place in winter too.

Here are some tips to consider:

- Plan your route and check traffic information before setting off.
- Check your tyre pressure, tread depth, wipers, fluids and lights.
- Give yourself an extra five minutes to fully clear your windows before



*Eat slow releasing energy foods such as oats. If possible, get a flu jab.*



*Be aware of low winter sun - wear sunglasses.*

- setting off in the cold.
- Allow more distance than usual between you and other road users in adverse conditions.
- See if you can share the driving to reduce fatigue on long journeys.
- Schedule regular breaks.
- Be aware of the low winter sun: remember your sunglasses!

## Personal Protective Equipment (PPE)

What we wear can make a huge difference in the winter months, ensuring we feel fit, able and alert for the task at hand.

Some tips for dressing right for winter:

- Keep your PPE clean - the reflective strips should always be visible.
- Wear the right PPE for the weather conditions. If you don't feel it's suitable, discuss this with your line manager.
- Wear more layers. You can always

add or remove layers as the temperature changes.

- Ensure you order approved industry balaclavas, rather than opt for a hoodie.

## Examples of winter reports

Here are some examples of winter-related concerns that have been reported to CIRAS:

- PPE that is inadequate for the seasonal requirements. For example, boots or jackets might not be well-insulated enough or lack weatherproofing.
- Scheduled travel to worksites may not allow for reasonable delays in winter driving conditions.
- Fatigue and a lack of sleep may be affecting alertness and safety performance.



# Network Rail and Govia Thameslink work to resolve crowding issue

Signallers rebriefed and communication processes improved



Platform 4 at Finsbury Park Station.

## Concern

A concern has been raised regarding last minute platform changes for a Thameslink service at Finsbury Park Station.

*“...passengers panic and rush...”*

The reporter is aware that on occasion, the Thameslink service for Horsham via Blackfriars has been scheduled for platforms 1 or 2, but has changed at the last minute to platform 4.

As a result, passengers panic and rush to platform 4 via the subway passage, which is leading to crowding, especially during peak hours.

The reporter asks Govia Thameslink Railway (GTR) and Network Rail (NR) if they could:

- Consider ensuring peak-time services are not changed at the

last minute to avoid crowding at Finsbury Park Station?

- If Platform 4 is required for these services, consider allowing more time for passengers to change platforms?

## Govia Thameslink Railway and Network Rail's response

The response provided here was prepared by the GTR Area Manager responsible for Finsbury Park station and the NR Operations Manager responsible for Kings Cross Power Signal Box (PSB).

*“GTR and NR are monitoring the number of late platform changes.”*

We would like to thank the reporter for raising this matter.

We have been trying to find a solution that would not impact on the operation of the railway and signaller workload.

*“GTR have two staff located in the subway during the morning peak periods...”*

NR have liaised with GTR and the Incident Officer to understand the crowding concerns and the impact on passengers.

GTR and NR are monitoring the number of late platform changes.

Regular communication is now taking place between both parties to monitor frequency and take relevant action.

NR signallers endeavour to ensure trains call at the advertised platforms,

but sometimes platform changes are unavoidable.

At Finsbury Park station, when the platform is changed for services with minimal or no warning, it causes passengers to rush under the subway and on the stairs, where they interact with other customers.

This presents obvious safety risks at a busy station.

**“ ...allow sufficient time for passengers to change platform.**

It also presents a performance implication, as doors are often held to allow customers to alight the train.

GTR have worked with NR to raise awareness of the inconvenience this causes to customers, and the hazards of large numbers of customers moving between platforms in the narrow subway.

The issue has been acknowledged by both parties and mitigations have been put in place.

GTR have two staff located in the subway during the morning peak periods to direct customers, who are changing between National Rail and London Underground services, and keep them moving.

NR have briefed signallers at King's Cross PSB to reduce the number of platform changes, or at least allow sufficient time for passengers to change platform.

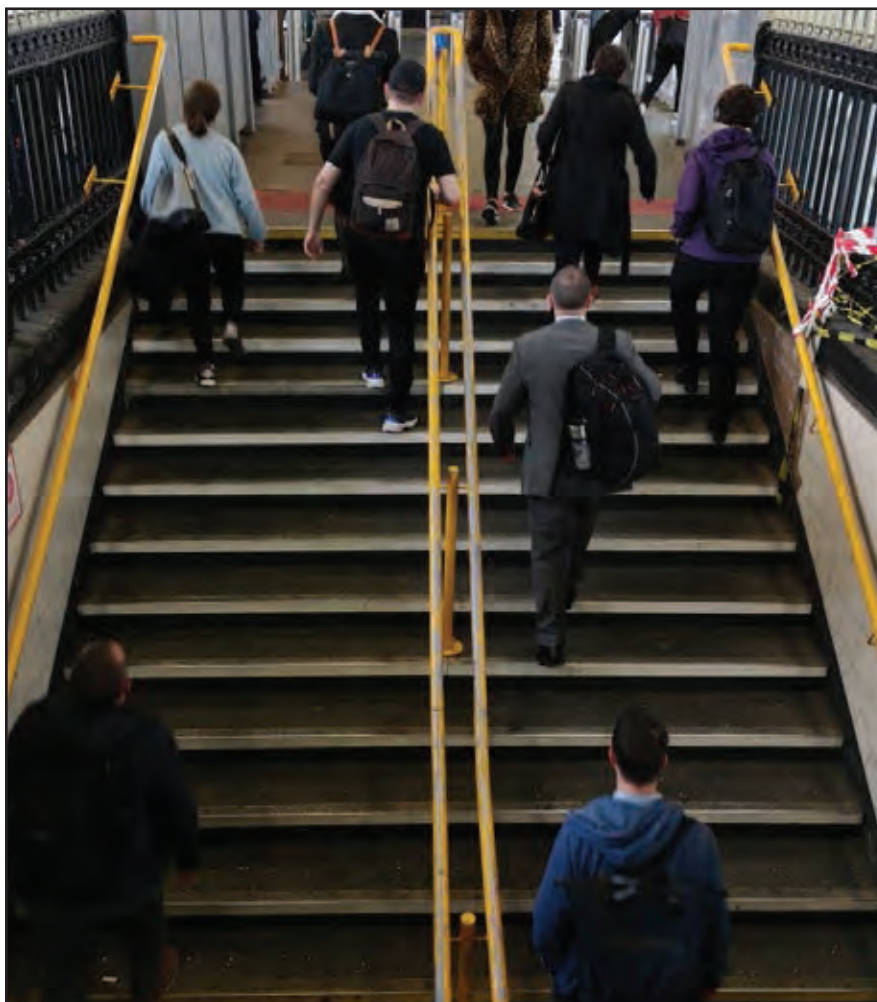
If a platform change is to take place, the station staff must be advised before signalling that service into the station.

**“ NR have refreshed and re-briefed the procedure for signallers...**

This should ease the issue and mean that the only time a service will be signalled into an alternative platform without advice being given to the station staff would be a genuine signaller error.

#### **Actions taken as a result of this report:**

The operations team for NR for Kings Cross PSB have worked with GTR



*Stairs leading to the subway between platforms.*

colleagues to try and reduce these occurrences and mitigate the risk.

**“ ...allow customers to move between platforms without rushing...**

NR have refreshed and re-briefed the procedure for signallers to provide adequate notice to GTR of platform changes.

This should allow customers to move between platforms without rushing and avoid conflicting movement on the stairs and in the subway.

Some additional actions have also been undertaken by NR:

- Special Box Instruction issued to Kings Cross PSB Panel 2 signallers on the method of work for Finsbury Park station.
- Signallers re-briefed on services that 'catch them out' by being in a platform that they would not expect.
- Simplifiers (condensed version of the current timetable) amended to further highlight if a service is in a

different platform than expected.

- Simplifiers amended to show when the signaller should remove the A button from K392 (automatically re-platforming trains to platform 2 instead of 4).
- Feedback gained from the station team to highlight where notice has not been given so that the Local Operations Manager can feed back to the signaller concerned and monitor which signallers are involved.

**“ ...the monitoring of any issues is now fed back weekly to Network Rail...**

#### **Short-term and long-term solutions considered:**

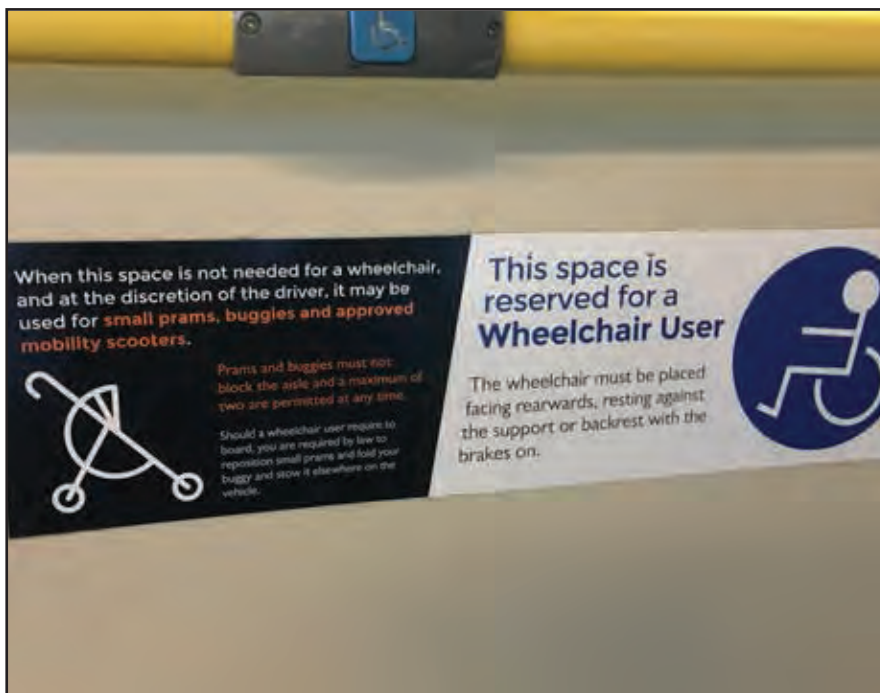
A long-term solution being looked at is a possible handheld Global System for Mobile Communications-Railway (GSM-R) for Finsbury Park station staff to improve communications on the platform.

Information from the monitoring of any issues is now fed back weekly to Network Rail Operations.



# New 'buggies' sign placed on Stagecoach North East buses

Number of buggies allowed on buses clarified and communicated after emergency evacuation concerns raised



© Stagecoach North East. Sign regarding buggies on bus.

## Concern

A reporter has raised a concern relating to the company policy on the number of buggies allowed on board buses at Stagecoach North East.

*“...in the event of an emergency, it would take a significant amount of time to evacuate the buggies...”*

According to the reporter, the company have a policy which states that buses are authorised to carry one wheelchair and ‘unlimited’ buggies, as long as they do not obstruct the aisle.

The concern is that in the event of an emergency, it would take a significant amount of time to evacuate the buggies, in addition to passengers and a wheelchair user.

During busy periods when buggies wish to alight, there is less space for them to get through, so the wheelchair user is required to manoeuvre to make room.

The reporter believes this has often led to altercations between passengers.

Could Stagecoach North East:

- Carry out a risk assessment to identify the time needed to safely evacuate 30-40 passengers, a wheelchair user and multiple buggies?
- Consider introducing a figure on how many buggies are allowed on a bus for consistency?

## Stagecoach North East’s response

We welcome the feedback and concern raised by the reporter and were already aware of the concern.

*“...remove the onus on the driver by placing a revised sign on all buses.”*

Drivers had different perceptions about the safe number of buggies.

The decision was taken to remove the onus on the driver by placing a revised sign on all buses.

The sign confirms that two buggies maximum may be carried, ensuring consistency and eliminating the ambiguity.

*“...two buggies maximum may be carried...”*

We recognise that it may not be easy for a driver to regulate the number of buggies on their vehicles.

All our vehicles are fitted with a radio system to contact a supervisor for advice if they experience any issues.

We also have a contract with a local taxi company to provide transport for a wheelchair user should the capacity on one of our vehicles be exceeded.

*“...listen to employees but involve them in decision making.”*

## Actions taken as a result of this report:

A decision had already been taken to change the sign in all our vehicle interiors to confirm that a maximum of two buggies are permitted at any time.

These have now been produced and are fitted to all of our vehicles in the North East:

“When this space is not needed for a wheelchair, and at the discretion of the driver, it may be used for small prams, buggies and approved mobility scooters. Prams and buggies must not block the aisle and a maximum of two are permitted at any time. Should a wheelchair user require to board, you are required by law to reposition small prams and fold your buggy and stow it elsewhere on the vehicle.”

## Any lessons learnt that you would like to share with other CIRAS member organisations?

Constantly review current practices and not only listen to employees but involve them in decision making.



# Better quality PPE to be issued by contractor after survey

Concern expressed over employees not being provided with seasonal PPE during summer and winter



© OLU.

## Concern

A reporter has raised a concern over employee access to seasonal Personal Protective Equipment (PPE).

According to the reporter, employees are not being provided with seasonal PPE, such as lightweight t-shirts in the summer, and wet weather all-in-ones for the winter.

**“...employees are not being provided with seasonal PPE...”**

The reporter is concerned that this does not comply with legal regulations.

Employees are exposed to all weather elements during work and could potentially develop health issues if they do not have access to appropriate PPE.

Being distracted or feeling unwell in these circumstances could potentially lead to operational incidents.

The reporter advises this is a companywide issue affecting agency and contracted staff members.

Therefore, the reporter asks if the contractor could:

- Ensure that all employees have access to appropriate seasonal PPE?

## Company's response

We would like to thank the reporter for raising their concerns.

**“Anecdotal evidence received from staff suggests that the quality of the work wear is poor...”**

We have conducted visual checks on the work wear issued to staff from our depots and have found the following:

1. The work wear jackets and trousers held at our depots meet the minimum standard for foul weather clothing as stated in Section 4.2 of the Network Rail Standard Personal Protective Equipment and work wear NR/L2/OHS/021 dated June 2009, in respect to BS EN 343: 2003 Class 3 for water vapour resistance and water penetration.

**“...higher quality Goretex work wear is due to be issued to more exposed personnel...”**

2. All Rail PPE clothing and work wear issued by depots display the company logo on the back, in accordance with Section 4.1.3 of NR Standard NR/L2/OHS/021.
3. Technical information on our work

wear has been requested from the supplier and is expected shortly.

4. Anecdotal evidence received from staff suggests that the quality of the work wear is poor and does not keep the wearer dry during prolonged rain.
5. We have been advised that higher quality Goretex work wear is due to be issued to more exposed personnel such as Linesmen and Permanent Way staff.

**“The company aims to adopt a PPE policy defining a minimum standard for quality...”**

### Actions taken as a result of this report:

The following actions will be implemented:

1. Conduct an employee survey of work wear performance across work sites and possessions.
2. Conduct a review of the PPE and work wear supplied by the company, including the process for issuing and returning of branded work wear to employees and agency staff.
3. The company aims to adopt a PPE policy defining a minimum standard for quality across the business by the end of 2019.

# Staff awareness of fatigue raised in Toolbox Talks

Clarification sought on how fatigue is managed at Old Oak Common Depot



© Bombardier. Old Oak Common Depot.

## Concern

A reporter has requested clarification over Bombardier's fatigue management at Old Oak Common Depot.

The reporter would like to know if Bombardier are following the recommendations from the Hidden Report (1989). Clause 18 states the need to monitor overtime to ensure employees do not work excessively.

**“The reporter is concerned about fatigue-related incidents...**

It is believed employees at this depot are working excessive hours.

The reporter states that the depot is made up of employees who are either new to the railway industry, or do not have a railway background.

In both cases, they may be unaware of the Hidden Report and its recommendations.

The reporter is concerned about fatigue-related incidents if working hours are unmonitored.

Could Bombardier clarify the following:

- Are the Hidden recommendations being followed?
- Can all staff be made aware of the recommendations?
- If they aren't being followed, what guidelines are used for fatigue management?

## Bombardier's response

Bombardier Transportation fully understands that fatigue can highly affect a person's health, reduce their performance and productivity within the workplace, and increase the chance of a workplace accident occurring.

We are committed to systematically eliminating, or controlling the risks associated with fatigue in its workforce through the implementation of the

following:

- A fatigue management plan in order to undertake evaluations of different roster and shift pattern scenarios, with a view to continually improving rosters to reduce, as much as possible, any risks associated with fatigue.
- Providing briefing and/or training to raise awareness and knowledge about fatigue management with managers, supervisors, rostering personnel and employees.

**“...fatigue can highly affect a person's health, reduce their performance and productivity within the workplace...**

- Using the fatigue assessment tool to understand the different shift patterns and time limits prior to planning and distributing any overtime to staff.
- Setting up individual fatigue calculators for those who regularly



request or volunteer for overtime to ensure those individuals are not exceeding the fatigue limits.

- Providing shift and night workers with the Night Worker questionnaire to complete and return if they wish.
- Pre-planning times when shift cover may be needed, such as summer holidays or Christmas, and potentially using agency staff to help in these busy times.
- Talking to staff and encouraging them to report fatigue in themselves and others.
- If there is the potential for staff to be working a longer day than normal (e.g. travelling to another site for a meeting so their day and travel time has increased), discussing with them how to reduce fatigue such as staying over in a hotel or working a shorter day after or beforehand.

***“...making everyone aware of the signs of fatigue in themselves and others...”***

- Education: making everyone aware of the signs of fatigue in themselves and others, and when they may be more likely to make errors. Ensuring this information is distributed throughout the workforce.
- Ensuring managers and staff understand the purpose of the fatigue assessment tool, how to use it and how to manage the fatigue of their teams effectively.
- Use technology rather than travelling, such as Skype and video conferencing.
- Encourage staff to use local accommodation where they live a long distance from their place of work.

Information given to employees regarding fatigue includes the following:

We have strict regulations for the amount of time you are allowed to work.

Our group policy and the Hidden 18 standards mean that you:

- Must not work more than 12 hours per day.
- Must have at least 12 hours between shifts.



- Must not work more than 13 days in a row.

In exceptional circumstances where it is necessary to exceed these limits, your line manager must raise a 'Working Hours' concession form.

The Fatigue Management Procedure is available to all employees.

This gives guidance on symptoms of fatigue, how it can affect an individual's health, things individuals can do when they know they are feeling fatigued and guidance to managers on how to check shift patterns within the fatigue calculator.

***“An employee cannot, on average, work over a 48-hour week.”***

During investigation, no evidence of the concerns raised in this report were found.

When considering fatigue management, reference is often made to the Working Time Regulations 1998 which, amongst other things, place maximum limits on the amount of time an employer can ask an employee to work.

An employee cannot, on average, work over a 48-hour week.

Days off can be averaged over a two-week period, meaning you are entitled to two days off a fortnight.

Adult workers are entitled to a rest break of 20 minutes if you have to work more than six hours at a stretch, and 11 consecutive hours' rest in any 24-hour period.

An employee can choose to opt out of the Working Time Regulations, but they cannot opt out of the requirements within regulation 25 of the Railways and Other Guided Transport Systems (Safety) Regulations 2006 (ROGS).

***“A group Toolbox Talk will be carried out...”***

Every person working for Bombardier at Old Oak Common is monitored thoroughly by their line manager.

Bombardier Transportation supports the fatigue management requirements contained within the group policy and the Hidden 18 standards, as well as the Health and Safety at Work Act 1974 (HSWA) which places general duties on employers to reduce risks so far as is reasonably practicable, including risks from staff fatigue.

**Actions taken as a result of this report:**

A group Toolbox Talk will be carried out during Safety Hour Stand-down to raise staff awareness and ensure them that fatigue management is being monitored, what they can expect from the managers and what is expected from staff.



# Sleep better to help fight fatigue

Find out how you could optimise your sleep by taking our quiz



If you want to stay healthy in the long-term, you'll need to optimise your sleep.

Over time, poor sleep increases the risk of having a heart attack or stroke.

Regularly cutting back on your need for sleep by just an hour can double your risk of cancer.

Not to mention that the groggy aftermath of a poor night's sleep can severely affect your alertness and mental performance.

**“...poor sleep increases the risk of having a heart attack or stroke.**

You may end up endangering your own life, or the lives of others, especially if you drive or operate machinery.

Take our sleep quiz (see opposite page) to see if there's any room for improvement.

Circle the score for the answer that most applies to you.



## Top tips for a good night's sleep

- As a rule, Britons get an hour less sleep than they should. Try sleeping for an extra hour and start noticing the difference!
- Try to go to bed and rise at the same time, even at weekends or on rest days. This can prevent that tiredness 'hangover' you get starting work early on your first day back.
- If you drink caffeinated drinks in the afternoon or evening, try cutting back. The caffeine in your coffee has a half-life of six hours. In other words, if you have a coffee at 5pm half the caffeine is still in your body at 11pm.
- Avoid alcoholic drinks just before bedtime. It may seem like a good idea to help you relax, but the research shows it actually disturbs your sleep.
- Turn your bedroom into a sanctuary, not a casino! Use black out blinds or thick curtains. Ensure it's cool enough for you to sleep soundly. Limit any noise intrusions. Try to leave any gadgets or screens outside your bedroom, or at least switch them off an hour before bed.

Sleep quiz	Circle the score to your answer
<b>1. How many hours of sleep do you get each night?</b> a. 8-9 hours b. 7-8 hours c. 6-7 hours d. Less than 6 hours	4 points 3 points 2 points 1 point
<b>2. How long does it take you to get to sleep?</b> a. Less than 10 minutes b. Between 10 and 20 minutes c. More than 20 minutes (but less than an hour) d. More than an hour	4 points 3 points 2 points 1 point
<b>3. How light is it in your bedroom when you sleep?</b> a. Pitch black b. Mostly dark c. Not very dark d. As bright as day!	4 points 3 points 2 points 1 point
<b>4. How noisy is it in your bedroom at night?</b> a. Totally silent b. Fairly quiet c. A bit noisy d. Very noisy	4 points 3 points 2 points 1 point
<b>5. How cool is it in your bedroom?</b> a. Comfortably cool b. A touch too cool c. A bit on the warm side d. Like a steam room!	4 points 3 points 2 points 1 point
<b>6. I eat dinner around...</b> a. 3 hours before I sleep b. 2 hours before I sleep c. 1 hour before sleep d. Just before I sleep	4 points 3 points 2 points 1 point
<b>7. I put my mobile phone down...</b> a. 3 hours before I sleep b. 2 hours before I sleep c. 1 hour before I sleep d. Just before I hit the pillow	4 points 3 points 2 points 1 point
<b>8. When do you drink caffeine?</b> a. I don't drink caffeinated drinks at all b. I only drink caffeine in the mornings (until 12pm) c. I drink caffeine in the afternoon (12pm to 5pm) d. I drink caffeine into the evenings (5pm onwards)	4 points 3 points 2 points 1 point
<b>9. How often do you drink alcohol?</b> a. Not at all b. Once a week c. Two or three times a week d. Four or more times a week	4 points 3 points 2 points 1 point
<b>10. When I exercise, I start my routine...</b> a. 3 hours or more before bedtime b. 2 to 3 hours before bedtime c. 1 to 2 hours before bedtime d. Less than an hour before bedtime	4 points 3 points 2 points 1 point
<b>TOTAL:</b>	

Once you have a score, read the relevant section below.

### 0 to 10

This should serve as a wake-up call if you want to ensure your long-term health. You may well have got used to feeling irritable and tired for much of the day, but it needn't be this way if you make a few lifestyle changes.

Spend more time sleeping. Try cutting back on alcohol and caffeine to ensure you stay well rested. Create the right sleep environment and you could start to turn things around.

### 11 to 20

A score in this range is still cause for concern. You may often feel it is a struggle just to feel you are in the land of the living. Poor sleep should be the exception, not the rule, so consider modifying your routine to ensure you get enough - every night, not just occasionally.

Many sleep experts recommend setting your alarm clock to start winding down for sleep, in addition to shocking you into consciousness first thing in the morning. Putting sleep at the top of your agenda is the key to your wellbeing.

### 21 to 30

Though you may be sleeping well much of the time, you could still be sleeping better. When the alarm goes off, you could easily spend longer in bed because you are still tired.

During the day, you may still feel like taking a nap, perhaps relying on caffeine to keep you going. Though some fundamentals for good quality sleep are in place, redoubling your efforts will pay dividends in your land of nod.

### 31 to 40

In this range, you probably observe much of the good advice on sleep already, beginning with the need to get at least 7 to 8 hours' sleep every night. For you, sleep is a priority - your bedroom is a sanctuary rather than a room full of gadgets for entertainment.

If you notice your sleep quality is not great, you are likely to take steps to remedy this as soon as you can. That said, there is always room for improvement!

# 20 years on: Ladbroke Grove and the birth of a nationwide CIRAS

Confidential reporting is just as relevant today so that people can speak up without fear of reprisals – it can help prevent the accidents of the future



Greg Morse  
Lead Operational Feedback Specialist, RSSB.

**Greg Morse looks back at the multi-fatality rail accident at Ladbroke Grove in 1999 and how it led to the nationwide deployment of CIRAS.**

**One important lesson is that an industry needn't wait for a major accident before taking action.**

At around 08:09 on 5 October 1999, a Thames Turbo bound for Bedwyn passed a signal at danger and struck a First Great Western high-speed train as it made for Paddington.

Thirty-one people were killed and over 500 were injured.

One of Britain's worst peacetime accidents, it was subject to a public inquiry, led by Lord Cullen, who'd also looked into the 1988 Piper Alpha oil rig disaster – an appropriate choice, as many would come to think of Ladbroke Grove as the railway's equivalent of that multi-causal tragedy.

**“Thirty-one people were killed and over 500 were injured.**

Cullen's report would highlight problems with signal sighting, train protection, train crashworthiness, driver training and learning from operational experience.

But there was something else, and it concerned reporting; more specifically, it concerned the railway's burgeoning 'no blame' culture.



© Adrian Dennis/Shutterstock. Ladbroke Grove rail accident.

The Health & Safety Executive had been encouraging rail to adopt such a culture in the hope it'd ensure that all incidents, including near-misses, were reported and investigated.

The trouble was, it seemed to encourage too many drivers to take the blame for signals passed at danger (SPADs) when there may have been other factors at play.

**“...confidential reporting was something that could help root out these issues...**

Indeed, 85% of SPADs at the time were listed as being down to 'driver error', and with a figure that high, it was likely that many underlying causes were going unrecorded.

For Cullen, confidential reporting was something that could help root out these issues, by helping near-miss incidents to 'be reported and receive attention' and the trends associated with them to be measured.

Another study was also highlighting the important role of human factors in

rail, and in the off-shore oil, nuclear, aviation and marine industries.

At a time when internal reporting procedures were often associated with blame and disciplinary action, CIRAS allowed reporters to speak freely without fear of reprisals.

**“...CIRAS allowed reporters to speak freely without fear of reprisals.**

The government agreed and CIRAS was then rolled out to all railway operators.

Its value is now recognised beyond mainline rail, with bus, metro and tram operators, and the construction supply chain all joining the scheme.

CIRAS is a vital means for its member companies to extract lessons from what might rightly be called 'accidents waiting to happen'.

Capturing knowledge from near-misses or perceived system deficiencies, knowledge that comes from those who work on the front line, helps build a solid foundation for shared learning across many different sectors.



# Do you have any concerns about health, safety or wellbeing?

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

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 we can get in touch to discuss your concerns. Once your report is processed, your report form will be destroyed.

**Name:**

**Job title:**

**Employer:**

**Phone:**

**Mobile:**

**Describe your concern:**

**Convenient time to call:**

## What happens next?

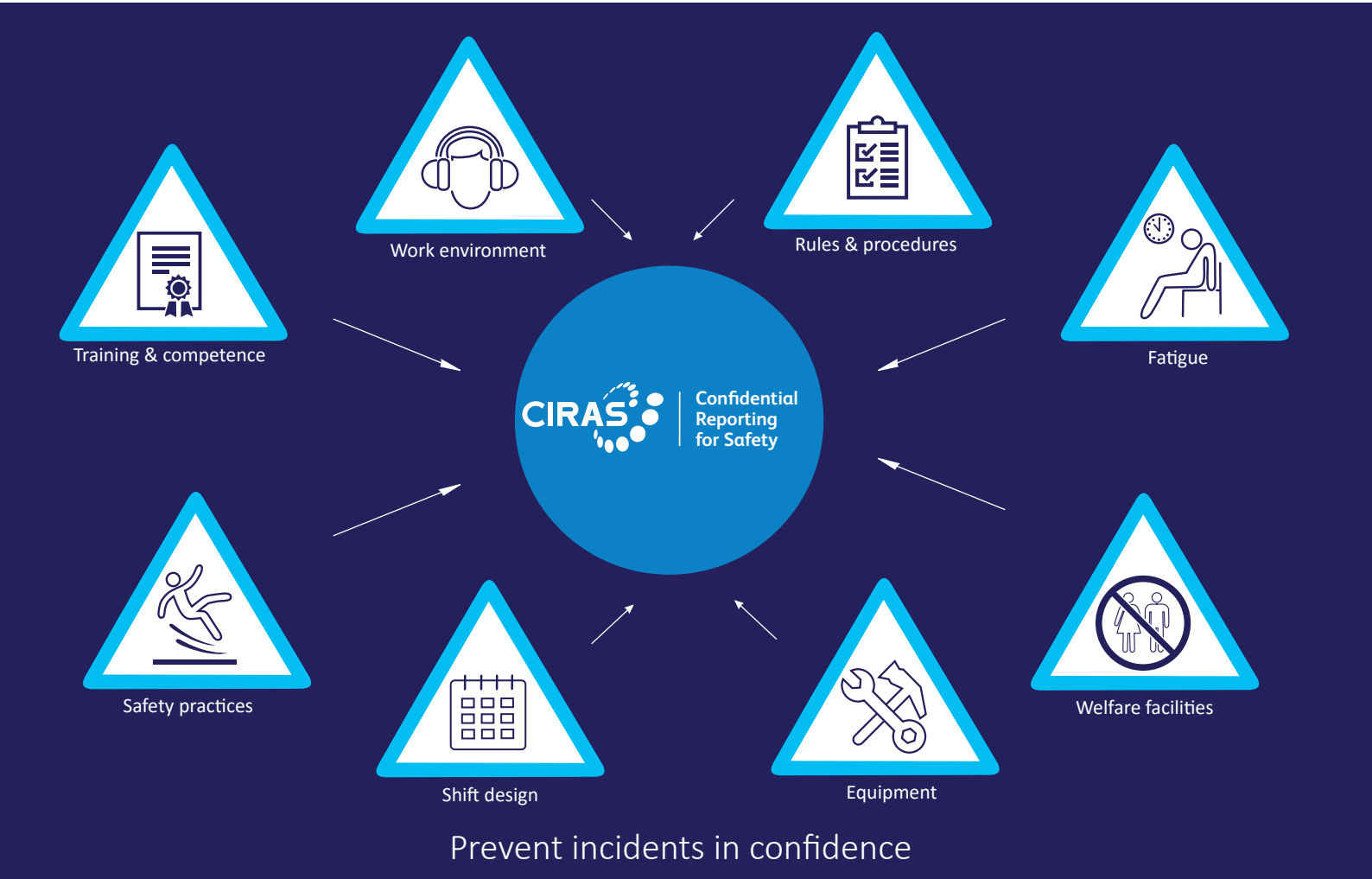
- We will contact you to discuss your health and safety concerns
- A report will be written on your behalf
- We remove any information that might identify you
- We send the report to the company for a response
- Once we receive the response we will then provide you with a copy

CONFIDENTIAL

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# FREEPOST CIRAS

Fold along the dotted line and seal edges



Report hotline:  
0800 4 101 101

Report textline:  
07507 285 887

Freepost: CIRAS  
[www.ciras.org.uk](http://www.ciras.org.uk)