

RAILWAY INDUSTRY ADVISORY COMMITTEE

Note of the Human Factors Working Group special meeting

Friday, 4 April 2003

Rail Safety & Standards Board (RSSB)

Evergreen House

160 Euston Road, London, NW1 2DX

Present

Aidan Nelson	Chair
Les Allen	Amicus
Steven Bliss	HSE
Cynthia Hay	Rail Passenger Interest
Caroline Horbury	LUL
William Keag	HSE
Emma Lowe	Network Rail
Debbie Lucas	HSE
Ann Mills	RSSB
Ian Watson	RPC
David Woodhouse	Heritage Railway Association
Maxine Burke	RIAC Secretariat

1 Welcome and apologies

- 1.1 Aidan Nelson welcomed everyone to the meeting. He introduced: new member Cynthia Hay¹ who is a member of RIAC's main committee would be an additional rail passenger interest representative; and William Keag (HSE) attending this meeting as an observer.
- 1.2 Apologies for absence had been received from: Steve Bence (ATOC); Phil Dee (RMT); Ray Metcalfe (RIA); Dave Bennett (ASLEF); Jane Rajan (Ergonomiq Ltd); Graham Thomas (Thames Trains); and Claire Dickinson (HSE) represented by Debbie Lucas.

2 Note of the last meeting – 3 March 2003; and matters arising

- 2.1 The note of the last meeting was agreed.

Matters arising

- 2.2 Terms of reference for the HF's Group - Mr Nelson reported that RIAC had agreed the group's terms of reference. It differed slightly from the version originally proposed by the group at its last meeting (3/3/03). The change appears in the last line, which originally read "aligned with the occupational health strategy". RIAC felt it should continue to have the link to the HF's section of the Cullen/Uff Inquiries rather than to the occupational health strategy, which had yet to be developed. The HFWG's terms of reference as agreed by RIAC was:

¹ RIAC suggested at its meeting on 12 March, that one of the two rail passenger interest representatives joined the HFWG.

To develop a human factors strategy for RIAC, including an action plan for promoting the consistent use of human factors best practice in the railway industry, based on the Joint Report on Human Factors prepared for the Cullen/Uff Inquiry.

Membership

- 2.3 The RIAC Secretariat had not approached Lucy Adams (Serco²) to invite her to join the group nor had it contacted RIAC's ROSCO representative. It was also unable to confirm if Mr Metcalfe had advised RIA of the HF's invitation. Clarification would be sought and progress reported at the next meeting.

Action: RIAC Secretariat/RIA

3 Development of the group's strategy and related action plan

- 3.1 Aidan Nelson apologised for the delay in producing the first draft of the strategy, this was due to his involvement in the establishment of RSSB, the new body which took over from Railway Safety on the 1 April (for further details see: <http://www.rssb.co.uk/>). As a result of this delay members were unable to provide comments before the meeting.

- 3.2 He also explained that he had made a conscious decision not to make direct reference to the various 'top 10' lists in the paper, instead he had chosen to incorporate the common themes under the four generic headings – industry management of human factors; human factors by design; human factors in operation; and promulgating good practice and promoting its adoption. The strategy also made no reference to underground railways or substations and their particular issues, eg how people react in confined spaces. Members agreed that in addition to the strategy a consolidated 'top 10' list should be produced. Emma Lowe (Network Rail) agreed to produce the list as an appendix.

Action: Network Rail

- 3.3 Members thanked Mr Nelson for the draft, which they thought was a very good statement of the key issues. However, some felt it did not entirely capture the problems the HFWG was trying to address and thought this should be made clearer in the redraft. Members agreed that they should concentrate on identifying and developing the way forward.

Action: Chair

- 3.4 The group looked at how various tools and techniques could inform the industry and raise human factors awareness. Some initial suggestions of these which could be investigated further were to:

- set-up courses aimed at managers;
- develop good practices;

² David Walmsley (Serco's temporary rep following Maurice Perkins' departure early 2002) has yet to respond to the Secretariat's email.

- learn from other industries eg the petroleum industry, which after identifying their 'top 10' produced a 2 page summary for their website;
- work with other professional institutions such as IEEs; and
- use case studies to target as wide an audience as possible (inc. at local level) to help industry fully understand what human factors is eg use the Piccadilly study.

Industry competence in managing human factors

3.5 Points made during the discussion on competency included:

- tools and techniques should address competence standards, for example the chemical industry use continual reassessment of an individual's competence to do a job. Although, the rail industry had achieved this, it was less developed in the area of supervisory competence;
- it was noted that there was a limit to the amount of training a person could/should be put forward for;
- HF's issues were usually solved by management systems, although they appeared not to be fully used to address the issues; and
- members were unaware of any international standards on competency.

3.6 Members were asked to consider if there were any other items which should be included in the strategy or which had not been translated from the 'top 10'? They were also asked to consider what resources were already available which could raise the profile of human factors.

Additional items for inclusion in the strategy

- consider how competency process checks work? The group recognised there was a problem of knowing who the trainers and assessor were and how they work?
- design for maintenance – inc. maintenance of underground signage and bulb replacement;
- HF's in design of trains eg luggage position, signage etc (members were advised that following Ladbroke Grove new signage and equipment guidance was due shortly);
- understanding SPAD hazards/management;
- driveability layout design;
- usage of inter-carriage doors, a particular issue for the underground network;
- human factors management;
- passenger issues;
- stress; and
- assaults (the group queried whether this was a route crime issue or if it was relevant to human factors).

3.7 Members saw part of its role as interpreting information for users, the output of this was being able to advise people of their options. The group felt it was important industry knew that these options did not have to be expensive.

Resources available

- Ann Mills (RSSB) reported that the CD Rom (which looks at hf's workforce issues) was currently being revised³, if it were to take onboard the group's suggestion to include passenger/public information, then she would welcome input from this forum.

Action: All

- The CD Rom was a good starting point for industry although the group recognised that one of the problems with using it was knowing where to look. Industry would also benefit from having help with what to do after that.

Other resources available include

- '*Impact of Shiftwork and Fatigue on Safety*' - Ann Mills' revised (January 2003) document which members agreed was excellent;
- RSSB (soon to be produced) fact sheets on cab heat, colour vision and fatigue;
- Aidan Nelson advised the group of an effective method to promote staff debate. Frontline staff were shown two versions of a film scenario (set in a depot) where they had to identify the difference. Mr Nelson volunteered to take the group through the follow-up work; and
- RSSB and Network Rail were co-producing a leaflet and full supporting guidance entitled '*Feeling tired*'. Emma Lowe agreed to provide copies for RIAC Secretariat to circulate once it was available.

Action: Network Rail/RIAC Secretariat

Way forward

3.9 The group agreed:

- to find out what people need and to identify what the gaps were;
- Aidan Nelson would redraft the strategy to reflect suggested changes. A revised version (draft 2) would be circulated before the next meeting;

Action: Chair

- to produce fact sheets, leaflets or a suite of information pitched at different levels eg group/series for drivers or managers etc; Debbie Lucas (HSE) agreed to access the Institute of Petroleum's website for examples of their fact sheets and to circulate for information;

Action: HSE

- RSSB's website could be used to promote advice to drivers to raise awareness of the of risks associated with taking non-prescriptive medication eg to seek advice whenever you take 'x' medication;

³ The next edition will be version 3

- to produce 'how to' good practice aimed at passengers/public which highlights the traps on the railways eg the dangers of taking short-cuts at barrow or level crossings. This good practice could compliment information already provided by some TOCs on how to use the railways; and
- that one of Lord Cullen's recommendations was for the industry to look at signage for passenger protection, evacuation and escape - (recommendations 65, 69, 72 and 78). Although ATOC were involved in the pictogram standards project, this group had a valuable contribution to make in their development. Pictograms in Tokyo and guidance sheets provided by the US Dept for Transport were worth looking into.

Date of next meeting

4.1 The next meeting would be 10:00am Thursday 5 June at HSE, Rose Court.

RIAC Secretariat
April 2003