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6 August 2020

Mr Andrew Hall  
Deputy Chief Inspector of Rail Accidents  
Cullen House  
Berkshire Copse Rd  
Aldershot  
Hampshire GU11 2HP

Dear Andrew,

**RAIB Report: Near miss between a train and a level crossing user at Dock Lane, Melton, Suffolk on 14 June 2016**

I write to provide an update<sup>1</sup> on the action taken in respect of recommendation 4 addressed to ORR in the above report, published on 3 May 2017.

The annex to this letter provides details of actions taken in response to the recommendation and the status decided by ORR. The status of recommendation 4 is **'Implemented'**.

We do not propose to take any further action in respect of the recommendation, unless we become aware that any of the information provided has become inaccurate, in which case I will write to you again.

We will publish this response on the ORR website on 7 August 2020.

Yours sincerely,



Oliver Stewart

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<sup>1</sup> In accordance with Regulation 12(2)(b) of the Railways (Accident Investigation and Reporting) Regulations 2005

## Recommendation 4

*The intent of this recommendation is to ensure that signallers' workload is maintained at acceptable levels.*

Network Rail should define criteria for when it is appropriate to either assess or re-assess the workload demands on signallers, and implement processes to ensure that the criteria are adhered to. Criteria for consideration could include, but not be restricted to:

- upgrades at the signal box;
- changes to the equipment controlled from the signal box;
- changes to usage;
- changes to the rates of incidents recorded;
- concerns identified during level crossing assessment;
- routine periodic assessment

### ORR decision

1. The new Network Rail National Operating Procedures (NOP) 3.37 covers Operational Workload Assessment. The standard aims to effectively manage the risk of operator error due to workload arising from changes in operational demand. It states that increases in workload should be assessed and any improvements required then put in place.

2. It sets out that:

- Operational demand change assessments must be completed at a minimum once every 12 months
- They must be completed for actual or planned changes for a location within the first six months of the change. This requirement is alongside the annual assessment.

3. The changes that trigger the additional reassessment included changes such as new workstations and new technology, availability of resources to operate the location, Infrastructure Projects etc. It also includes actual change highlighted by issues such as an increase of operational close calls or irregularities, and concerns raised during inspections.

4. After reviewing the information provided ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, Network Rail has:

- Taken the recommendation into consideration; and
- Has taken action to implement it

***Status: Implemented.***

### Previously reported to RAIB

5. On 3 May 2018, ORR reported that no formal response to the recommendation had been provided.

## Update

6. On 14 June 2019, Network Rail provided the following closure statement:



Dock Lane Rec 4  
signed closure.pdf

7. Network Rail state in summary the following:

*The action for this recommendation included the development of an assessment process and toolkit. Work took place to develop a standard which provides the framework for workload assessments. This framework highlights triggers for a review of a workload assessment which includes:*

- *upgrades at the signal box;*
- *changes to the equipment controlled from the signal box;*
- *changes to usage;*
- *changes to the rates of incidents recorded;*
- *concerns identified during level crossing assessment;*
- *routine periodic assessment;*
- *changes to the working timetable.*

*The action plan included the following steps:*

- *develop project remit; (Complete)*
- *convene working group; (Complete)*
- *develop standard; (Complete)*
- *reach stakeholder consensus; (Complete)*
- *publish standard on the standards home page. (Complete June 2019)*

*Copies of the documents and briefing material is attached as supporting evidence.*

## Previously reported to RAIB

### Recommendation 4

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- changes to the rates of incidents recorded;
- concerns identified during level crossing assessment;
- routine periodic assessment

### ORR decision

1. Network Rail has not provided a formal response to this recommendation.
2. ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, Network Rail has:
  - has not provided a response setting out how the recommendation will be delivered.

***Status: Insufficient response. ORR will advise RAIB when further information is available regarding actions being taken to address this recommendation.***

### Information in support of ORR decision

3. No formal response to the recommendations has been provided.