

Oliver Stewart
RAIB Recommendation Handling Manager
T: 020 7282 3864
M: 07710069402
E-mail oliver.stewart@orr.gov.uk



2 December 2020

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

Dear Andrew,

RAIB Report: Occupied wheelchair contacting a passing train at Twyford station on 7 April 2016

I write to provide an update¹ on the action taken in respect of recommendations 4 & 5 addressed to ORR in the above report, published on 19 January 2017.

The annex to this letter provides details of actions taken in response to the recommendations and the status decided by ORR. The status of recommendations 4 & 5 is '**Implemented**'.

We do not propose to take any further action in respect of the recommendations, 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 3 December 2020.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Oliver Stewart', written in a cursive style.

Oliver Stewart

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

Recommendation 4

The intent of this recommendation is that Great Western Railway completes the station aerodynamic risk assessment work it has begun.

Great Western Railway should complete its current project to undertake aerodynamic risk assessments for all station platforms for which it is responsible. Following completion of these risk assessments, the company should implement risk mitigation measures as appropriate to warn station users, including users of wheelchairs and pushchairs, about the potential risks from train slipstreams, and what users should do to remain safe on platforms

ORR decision

1. GWR have completed the project to carry out aerodynamic risk assessment at the stations it manages and implemented risk mitigation measures based on the outputs.
2. After reviewing the information provided ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, GWR has:
 - taken the recommendation into consideration; and
 - has taken action to implement it

Status: Implemented.

Previously reported to RAIB

3. On 17 January 2018 ORR reported we were content with the approach GWR were taking to carrying out aerodynamic risk assessment for the station it manages and accepted the timescale they had in place as the project is a significant piece of work.

Update

4. On 16 November 2020 GWR provided the following update:

GWR completed its review of aerodynamic risk assessments for all platforms in May 2020. The outputs have identified a number of locations where additional mitigation measures could be taken. Whilst some measures have already been implemented, for example targeted poster campaigns, using CAT screen media to raise awareness, and reviewing CIS (in response to Recommendation 5 below), we are currently working with our internal and external stakeholders to prioritise and implement other reasonably practicable control measures identified during the risk assessment review. In the short term this will include further targeted awareness campaigns using media CAT screens, posters and platform stencilling.

In the medium term we continue to deliver a programme of line marking and in the longer term will be highlighting, at Network Rail Alliance Board meetings, those locations where risks might be reduced through significant structural changes.

Recommendation 5

The intent of this recommendation is to ensure that Great Western Railway's station announcements to warn users of passing trains are timely and effective.

Great Western Railway, in conjunction with Network Rail, should review how it warns station users of the approach of passing trains so that such warnings are timely and as effective as possible. This review should also address the issue of potential distractions and desensitisation of station users by unnecessary or inappropriate warnings from other platforms (for example, warning of approaching trains on platforms not accessible to the public). Great Western Railway should then implement practicable improvements identified by the review.

ORR decision

5. GWR have carried out a review of the announcements it provides at stations and identified the need to limit them to those regarding issues of safety and mandatory compliance only. We note that GWR are carrying out a review to potentially extend provision of CIS to stations that are not yet equipped with it.

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

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

Status: Implemented.

Previously reported to RAIB

7. On 17 January 2018 ORR reported that we were content with the approach GWR were taking to carry out aerodynamic risk assessment for the stations it manages and accepted the timescale they had in place as the project required significant resource.

Update

8. On 31 May 2019 GWR provided the following update:

GWR have recently received guidance from RSSB about passing train messages, and following discussions have come up with the below wording, these have been implemented as of 29 May 2019.

Current Visual Message

*** PLEASE STAND CLEAR ***
 The next train is not scheduled
 to stop at this platform.

Suggested Visual Message

*** PLEASE STAND CLEAR ***
 STAND BACK FROM THE PLATFORM
 EDGE, FAST TRAIN APPROACHING!

Current Audible Message

“The train now approaching platform X does not stop here, stand back from the edge of platform X, the next train is not scheduled to stop.”

Suggested Audible Message

“The fast train now approaching platform X does not stop here, stand back from the platform edge and hold onto pushchairs and wheelchairs.”

The audible message will need to be recorded which will need quotations prior to implementation and therefore timescales are not yet known until quotes are received and acted upon

Additionally, part of the recommendation was live or targeted announcements.

Triggered announcements are already targeted to specific zones, where the system permits it so there isn't a lot we can do here, however there is a suggestion that we might like to encourage station staff to make 'live' announcements to specific platforms when a fast train approaches, where staffing levels allow it and they are aware. For example, if we have a colleague on the platform at Twyford with a radio mic, and they spot a train approaching, they could make a manual announcement and override the auto one, as this is likely to be more effective.

Once implemented it will be planned to have a review after 3 and 6 months to assess the effectiveness and sufficiency of the visual and audible messaging

9. On 16 November 2020 GWR provided the following further update:

GWR have undertaken a review of announcements and minimised them to include only safety announcements and mandatory compliance announcements, for example; Next Train and the calling pattern. GWR have prohibited the use of announcements in relation to fares, methods of payment and other such non-essential announcements that could cause a distraction. We have reviewed where Stand Clear warning announcements are required and can confirm that our CIS system has been configured so that all platforms accessible to the public have been configured with the standard automated announcement: “The train approaching platform (insert) does not stop here. Stand back from the platform edge and hold onto pushchairs and wheelchairs”. A review is currently being undertaken, supported by the outputs from our aerodynamic risk assessments, to support a business case to provide automated announcements at locations that do not currently benefit from CIS provision.

Previously reported to RAIB

Recommendation 4

The intent of this recommendation is that Great Western Railway completes the station aerodynamic risk assessment work it has begun.

Great Western Railway should complete its current project to undertake aerodynamic risk assessments for all station platforms for which it is responsible. Following completion of these risk assessments, the company should implement risk mitigation measures as appropriate to warn station users, including users of wheelchairs and pushchairs, about the potential risks from train slipstreams, and what users should do to remain safe on platforms

ORR decision

1. We are content with the approach GWR are taking to carrying out aerodynamic risk assessment for the station sit manages and accept the timescale they have in place as project is a significant piece of work.
2. After reviewing the information provided ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, GWR has:
 - taken the recommendation into consideration; and
 - is taking action to implement it by 31 March 2018.

Status: Implementation ongoing. ORR will advise RAIB when actions to address this recommendation have been completed.

Information in support of ORR decision

3. On 9 August 2017 Great Western Railway provided the following initial response:

We aimed to have the above recommendation completed by the beginning of August 2017, however this has been amended due to the enormity of the data collection process and is being monitored with our local inspector. We aim to have this part of the project completed by the end of March 2018.

- *GWR has identified 463 platforms, some of which do not require a full risk assessment (bay platforms or platforms that have no non-stopping trains passing adjacent to the platform - these exemptions are as stated in GI/GN7616 Appendix D- Platform Aerodynamic Risk Assessment Tool v2.0).*
- *GWR has split the project into three stages:*
 - *Stage 1: Classification of the type of platform (enclosed, intermediate or open).*
 - *Stage 2: Each platform has been inspected and existing aerodynamic drag platform control measures identified, using the mitigating control measure list provided in GI/GN7616: Guidance on Interface between Station Platforms & Track and Trains.*

- *Stage 3: Obtaining train data for each platform. The following train data is required for each platform:*

- o *Number of Road vehicle-carrying trains (Ford transit van carrier,artic, carflat etc.) with the load exposed that pass through each platform.*

- o *Number of Freightliner / Flat-bedded wagons with vertical ends that pass through each platform*

- o *Number of Freight train other than those above (tankers, hopper wagons etc.) that pass through each platform*

- o *Number of Multiple unit / loco-hauled passenger train*

- o *Number of High speed passenger trains (HST,180s,IET etc.) that pass through each platform (mainline 125mph and relief lines 90mph)*

- *I can confirm that Stage 1-has been completed for all 463 platforms and Stage 2 has been completed for 456platforms.*

- *Stage 3 is progressing with train data obtained and applied to 260 platforms, enabling us to complete the platform risk assessment using RSSB's Platform Aerodynamic Risk Assessment Tool. An example of the completed platform risk assessment for Platform 4 at Twyford is attached for your information. This leaves 203 platforms that still require this train data to be applied.*

Once all the risk assessments have been completed, the control measures in place for each platform will be reviewed to identify any gaps based upon the platform risk ranking. The review will be performed by the Head of Property Services, the Local Station Manager and a Safety Manager. Where gaps are identified, consideration will be given to the justification for implementing the additional control measures, as recommended in the GI/GN7616 (mitigating control measure section).

Recommendation 5

The intent of this recommendation is to ensure that Great Western Railway's station announcements to warn users of passing trains are timely and effective.

Great Western Railway, in conjunction with Network Rail, should review how it warns station users of the approach of passing trains so that such warnings are timely and as effective as possible. This review should also address the issue of potential distractions and desensitisation of station users by unnecessary or inappropriate warnings from other platforms (for example, warning of approaching trains on platforms not accessible to the public). Great Western Railway should then implement practicable improvements identified by the review.

This recommendation may also apply to other station operators.

ORR decision

4. We are content with the approach GWR are taking to carrying out aerodynamic risk assessment for the stations it manages and accept the timescale they have in place as the project requires significant resource.

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

- taken the recommendation into consideration; and
- is taking action to implement it by 31 March 2018.

Status: *Implementation ongoing.* ORR will advise RAIB when actions to address this recommendation have been completed.

Information in support of ORR decision

6. On 9 August 2017 Great Western Railway provided the following initial response:

GWR have the following messages played for passing trains:

"The train now approaching platform X does not stop here, stand back from the edge of platform X, the next train is not scheduled to stop"

and the visual notice is:

*"*** PLEASE STAND CLEAR*** The next train is not scheduled to stop at this platform."*

The stand clear triggers are based on train movements and timing factors, these vary according to location, and are designed to announce the passing train at least once before passing, but often twice. We have considered whether we should produce any further announcement(s), however there are timing limitations that can lead to confused messages, potentially increasing the danger.

- *We've carried out an exercise to reduce the number of constant announcements which are active at stations. The feedback we received was that the more announcements we have, the less effective they are.*
- *The Customer Information Team are contacting Dan Basacik, RSSB's Human Factors expert to see if he has recommendations for changes we should consider making to the audible or visual announcements. If any changes are recommended, we will have an action plan to implement these by the end of March 2018.*

GWR does not regard any safety incident as acceptable. Whilst we are on a continual journey to improve our safety management, we strongly believe that we are a very safe operation working in an industry of comparatively high risk. We have been investing heavily in safety management and continue to do so; we are always striving to improve.