

Oliver Stewart
RAIB Recommendation Handling Manager



25 June 2025

Mr Andy Lewis
Deputy Chief Inspector of Rail Accidents

Dear Andy,

RAIB Report: Class investigation into factors affecting safety-critical human performance in signalling operations on the national network

I write to provide an update¹ on the action taken in respect of recommendation 4 addressed to ORR in the above report, published on 12 May 2020.

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 **‘Closed’**.

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.

Yours sincerely,

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 to improve the capabilities of all signallers through training that better understands the information, strategies and knowledge used by experienced signallers.

Network Rail should carry out research with the objective of better understanding what constitutes experiential knowledge of experienced signallers (both in general and specific to a location), how such knowledge contributes to safe and efficient performance, and then incorporating the findings into the training and development of all signallers (paragraph 115d). This may include, but not be limited to, training at signalling school and/or local initiatives, such as structured mentoring, simulated scenarios or operational exercises for both initial and refresher training.

ORR decision

1. Network Rail commissioned two research projects aimed at improving understanding of what constitutes experiential knowledge of experienced signallers and how it could be used to improve the training and development of signallers.
2. The closure statement was received in January 2024. Having reviewed it, we asked Network Rail to clarify how the findings of the research were incorporated into signaller training. Network Rail demonstrated the findings of the research have been incorporated into the training and development of signallers, summarised in National Operating Procedure 2.17 – Signaller Selection and Training.
3. 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 close it.

Status: Closed.

Previously reported to RAIB

4. On 31 March 2021 ORR reported the following:

We need a more detail from Network Rail before we can form a view on the appropriateness of the plan. When we meet Network Rail, we will ask what the outcome is of the milestones completed so far in order to inform our view.

Update

5. On 23 January 2024 Network Rail provided the following closure statement:



[N222-13] Class
Investigation Safety C

6. On 17 February 2025 Network Rail provided the following update on recommendations 3, 4 & 5.

Attached is the new National Operations Procedure on Signaller Selection and Training is out for consultation. One of the reasons for the delay has been sorting out our position on simulators and we have now got a solution for simulators to support advanced signaller training having worked with one of our suppliers, IST, to produce a modular simulator that is capable of displaying increasing complexity as the training progresses.



NOP 2.17 Changes
Feb 25.pptx



NOP 2.17 - Signaller
Selection Training - Sand Assessor Update



Workplace Trainer

The focus for March – June is on helping the Routes with reviewing their local training plans. Some have already started so its mainly about sharing good practice. We are also in the process of putting together some additional guidance for supervising signallers. We will be doing some briefings in April for LOMs, OM and ROMs. [Name redacted] is happy if [Name redacted] (or anyone else) wants to attend a briefing or we can share the recording.

Previously reported to RAIB

Recommendation 4

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ORR decision

1. We need a more detail from Network Rail before we can form a view on the appropriateness of the plan. When we meet Network Rail, we will ask what the outcome is of the milestones completed so far in order to inform our view.
2. 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
 - is taking action to implement it

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

Information in support of ORR decision

3. On 22 August 2020 Network Rail provided the following initial response:

Part 1

Complete a knowledge search into the subject of experiential knowledge to identify whether there is any good practice in other industries that could be used to enhance our safety critical learning journeys. Knowledge search to be completed through the Safety, Security & Operations research and development fund by 30 November 2020.

Part 2

Complete a review of the research outputs to determine whether the competence frameworks for operational safety critical staff need to be enhanced. Review to be completed by 31 January 2021.

Part 3

Incorporate the findings from the research and review into the competence management framework by 30 September 2021.

