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10 December 2019



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

Dear Andrew,

**RAIB Report: Incident involving a runaway track maintenance trolley near Haslemere on 10 September 2011**

I write to provide an update<sup>1</sup> on the action taken in respect of recommendation 6 addressed to ORR in the above report, published on 12 July 2012.

The annex to this letter provides details of the action taken regarding the recommendation. The status of recommendation 6 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 11 December 2019.

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 6

*The purpose of this recommendation is for Network Rail to take account of known areas of poor mobile phone reception when planning infrastructure work with the potential to affect the safety of the line.*

Network Rail should collate information on known areas of poor mobile phone reception on its infrastructure and, where necessary, make arrangements for alternative means of communication between front-line staff with safety responsibilities

### ORR decision

1. Network Rail has reported to ORR that it has mapped into the Hazard Directory a procedure for staff to preparing SSOWs to identifying geographical areas where it is known that mobile phones do not work according to the network operator. They have also reiterated the need for all track workers to check the effective use of their mobiles initially when out on site if it is required as a means of communication. Network Rail has also advised that it is committed to developing the provision and the procedures for the use of GSM-R handsets as an alternative to mobile phones for staff working on the track.

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
- has taken action to implement it

**Status: Implemented.**

### Previously reported to RAIB

3. On 19 June 2013 ORR reported that we were not content with the response from Network Rail. We wrote to Network Rail on 5 December 2012 stating that we felt it was reasonable, as the recommendation suggests, for Network Rail to collate information on **known areas** of poor mobile phone coverage and make arrangements for alternative means of communication. Alternative means of communication had been installed in the Haslemere area and we could see no reason why similar means could'nt be considered elsewhere.

### Update

4. Following timescale extensions, Network Rail provided a closure statement on 5 August 2019 containing the following summary:

*Network Rail contract 02 to provide Mobile Network Operator services and mobiles to all staff. 02 provide a UK network coverage map which provides high level information on the areas of coverage and areas of limited coverage, including because of cuttings or tunnels. The link below contains this information <https://www.o2.co.uk/coveragechecker>*

*The Network Rail Hazard Directory also documents areas of poor radio / mobile coverage. The MNO's coverage maps are also available through Network Rail Connect Web Site: <http://www.nationalhazards.co.uk/downloads/MobileTelephoneServiceCoverage.pdf> Where the planning of work identifies that the work is due to take place in an area of no / poor coverage, 500 GSM-R handsets / mobiles have been procured and issued to the Routes, and there is also a frame work contract in place allowing for supplementary GSM-R handsets procurement. The GSM-R handsets provide much improved coverage in the railway corridor and also provide voice recording and can immediately announce a hazard or a danger. These are available to track side workers (ES, PICOPS, SWL, IWA, etc).*

## Previously reported to RAIB

### **Recommendation 6**

*The purpose of this recommendation is for Network Rail to take account of known areas of poor mobile phone reception when planning infrastructure work with the potential to affect the safety of the line.*

Network Rail should collate information on known areas of poor mobile phone reception on its infrastructure and, where necessary, make arrangements for alternative means of communication between front-line staff with safety responsibilities

### **Actions taken or being taken to address the recommendation**

1. Network Rail responded on 1 November 2012 with the information below

*Consideration has been given to this recommendation; however, it has been rejected on the basis that safe systems of work already require a check of communications to be undertaken prior to any work commencing*

2. ORR was not content with the response from Network Rail. We wrote to Network Rail on 5 December 2012 stating that we felt it was reasonable, as the recommendation suggests, for Network Rail to collate information on **known areas** of poor mobile phone coverage and make arrangements for alternative means of communication. Alternative means of communication have been installed in the Haslemere area and we see no reason why similar means cannot be considered elsewhere.

3. We are awaiting a further response and will update RAIB when this is received.

**Status: In progress. ORR will update RAIB by 31 August 2013**