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Dates you won't want to miss!

It was good to see so many of you at the autumn reps' meetings. We hope to see even more of you at the 2010 reps' meetings.

Summer reps' meetings

London Wednesday 2 June,
Hilton Hotel Paddington

York Thursday 3 June,
Royal York Hotel

Winter reps' meetings

London Wednesday 1 December,
Hilton Hotel Paddington

York Thursday 2 December,
Royal York Hotel

Remember, if you are unable to attend, please feel free to send a colleague in your place.

We are also hosting an introductory meeting for new reps on **Thursday 11 February 2010**. To register contact keely.morley@ciras.org.uk.

Shared learning?

As mentioned at the autumn reps' meeting, CIRAS offers a wealth of value through shared learning.

Through a number of different channels, CIRAS data can be used to assess potential hazards, review working practice and ascertain potential risks. CIRAS data is fed into Network Rail's top ten key incident factors which include: rules, procedures and methods of working; equipment; work environment; and knowledge, skills and experience. It is also available to RSSB for use in its risk models.

Additionally, some rail companies use the information CIRAS provides to help identify valuable lessons to be learned. Linda Simpson, the Atkins Rail CIRAS rep and QSE Co-ordinator uses the CIRAS sector reports, Network Rail SEAR reports and RAIB investigation reports to identify industry-wide issues and lessons to be learned which may be applicable to Atkins Rail. Linda explains, "It's good practice to learn lessons from company-specific accidents, incidents and close calls, but looking inwardly provides limited information.

It may be that other companies have dealt with issues that we haven't yet come across, but which could be relevant to us." One



recent recurring issue which Linda's team highlighted was the association between fatigue and excessive hours. The team asked themselves whether other

“ information CIRAS provides rail companies can help identify valuable lessons to be learned ”

companies experience similar issues, the root causes and what lessons they have learned from them.

The sector reports are sent out every two months to all CIRAS reps, however other information is available if requested. CIRAS offers a data request service in which companies can request data on specific topics of interest. Alternatively, they may want to see how other companies have responded to similar issues. If you would like to know more about using CIRAS data, please contact our Senior Researcher at chris.langer@ciras.org.uk.

New CIRAS DVD

The CIRAS team are pleased to be distributing the new promotional DVD. At just over two minutes long, the DVD features real workers from the rail industry. All CIRAS reps should have received a copy of the DVD, which has also been sent to HR and training departments. We really hope that it will form a regular part of company inductions and safety briefings.

If you would like further copies, it is available to download from the CIRAS website www.ciras.org.uk and also appears on safety central (www.safety.networkrail.co.uk). If you would like the CIRAS DVD to appear on your company's intranet please email clare.alder@ciras.org.uk requesting the link.



CIRAS autumn reps' meetings

UPDATE:



Our reps' meetings continue to grow in attendance

Companies who attended

- Amey
- Arriva TW
- Ashtead Plant Hire
- Atkins
- Bridgen Holdings
- Bridgeway Consulting
- Carillion plc
- CCS Group
- DB Schenker
- EDF Energy
- Eurostar
- First Great Western Trains
- Galliford Try
- Halcrow Group
- Harsco Rail
- ISS Transport Division
- ISS UK Ltd
- Jarvis Rail and Fastline Plant
- LUL
- May Gurney Ltd
- McGinley Support Services
- McNicholas
- Mersey Rail
- Morgan EST
- Network Rail
- North Midland Construction
- Northern Rail
- Office of Rail Regulation
- Osborne
- Railway Drainage
- Resourcing Solutions Ltd
- Southern
- Stobart Rail
- Waterflow Group
- Virgin Trains
- Wynnwith

A great success – 50 per cent more reps attended York, and London continues to grow!

The autumn CIRAS reps' meetings were held in London and York at the end of November. These meetings are an opportunity for CIRAS to meet with you, the CIRAS reps, to update you on current events and latest achievements, and seek your feedback and views on forthcoming projects. Also through workshops, we aim to give you the chance to develop a greater understanding of how CIRAS works on a daily basis. There was a good turnout in both London and York, with 37 companies attending across both meetings.

Maurice Wilsdon, Head of CIRAS, opened the day with a general update on recent developments, which included a regular slot for CIRAS at the ATOC Safety Forum, an annual slot at RFOG, new representatives for ISLG and Network Rail on the CIRAS Committee and that subscriptions have been held at 2009/10 levels. Maurice also took this opportunity to introduce the team via a photograph, so that faces can now be put to the names you regularly speak to.

Collin Carr, Operations Manager, followed with key questions, surprising facts – for example did you know that 74 per cent of concerns reported to CIRAS have already been reported through internal company channels? – and how CIRAS adds value – more than 40 per cent of reports lead to investigation or actual

change and a third of reports provide new information for the company. Chris Langer, Senior Researcher, then asked the reps to put themselves in the shoes of the CIRAS research team, for a filtering system workshop.

“ 74 per cent of concerns reported to CIRAS have already been reported through internal company channels ”

Looking in groups at example reports the reps assessed whether they would process them as a CIRAS report or redirect them through alternative channels. An update on communications activity was given by Clare Alder, Communications Manager, covering how the new freephone number was being promoted, the launch of the new promotional DVD and a Q&A session to seek ideas for the new website planned for next year. If you have any thoughts on what you would like to see on, or gain from, the new website please email clare.alder@ciras.org.uk.

The day ended with Chris Langer talking about slips, trips and falls – a preview as to the next issue of *The Reporter* – and the interesting findings from a recent CIRAS project on the subject. We were pleased that feedback on the newly introduced interactive format was really positive and both parties took away valuable information.

FAQ

Question: Does CIRAS just cover safety issues or health as well?

Answer: Health and safety are often bound up together in the same package. If the concern is about occupational health then it could have an impact on someone's ability to do their job, which can have an effect on safety.

The line between health and safety are blurred, so while we promote CIRAS as being a confidential safety reporting system, if we receive a contact that relates to health, but could affect workplace safety, we will process it as a report.



PROCESS: The life cycle of a CIRAS report

What happens when the hot phone rings...

Here at CIRAS we are often asked about the reports that we generate:

- what channels do they go through before being processed;
- how long does it take to complete a report; and
- what happens after the company has responded?

As is often the case, it is not as simple as just receiving a report then requesting a response. Sometimes, the life cycle of a report can become protracted and on occasions extend up to three months. This is often the case when a company needs to fully investigate an issue. However, it all begins with an initial contact being made to CIRAS. Reporters contact CIRAS with a safety concern. Having identified a contact that can be progressed as a CIRAS report, one of our researchers will carry out a telephone interview with the reporter. We always call the reporters back at a convenient time, usually on their home number, and never while they are working.

Once the details of the concern are taken, they are written up into the reports you

receive, with any identifying details about the reporter removed. A report will then be sent on to you, the CIRAS rep. The next part of the process you know about...

Once CIRAS receives your response it is reviewed by the researcher before being sent on to the reporter. In some cases the reporter may ask for further clarification or they might have supplementary questions that require further investigation. However, it is our aim to provide the reporter with appropriate feedback in order to reach a satisfying solution for all concerned. Despite a common misconception, not all reporter feedback is negative and any positive comments that are made by a reporter about a company response or actions are always referred back anonymously to the company.

However, the life cycle of a CIRAS report doesn't stop there. A selection of the reports, along with the company responses, make it into *The Reporter* and all those approved for publishing will make it into the sector reports which we send out to all CIRAS reps. In the next issue of *The Update* we will look at what happens after the report life cycle and what CIRAS data can be used for.

news...

Goodbye to Helle – CIRAS bid a fond farewell to Helle Larsen, who many of you will know as a CIRAS Researcher. Helle, who had been working at CIRAS since 2007 and played a valuable role in liaising between the reporters and the CIRAS reps, has gone to work for the NHS in Aberdeen. For those of you for whom Helle was your main contact, your company will now be looked after by either Priya Shah or Susie Beevor. We wish Helle the best of luck with her new venture.

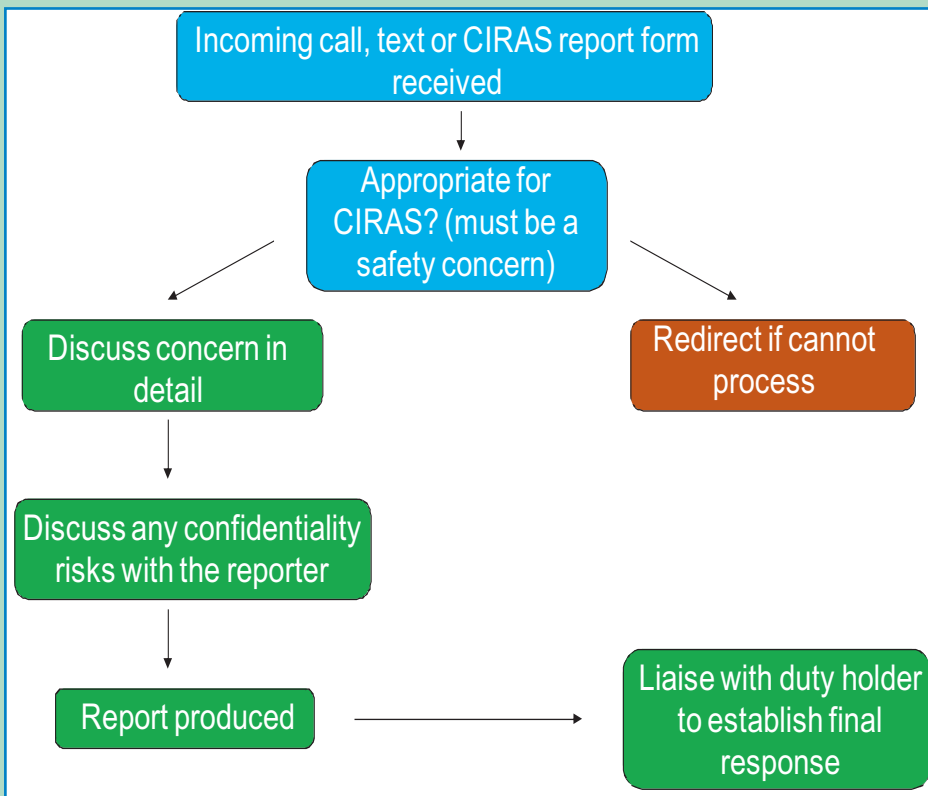


The CIRAS DVD was shown at IOSH

Events and exhibitions - CIRAS has had a busy few months recently, appearing at many industry events. On 24 November, we unveiled our new banners – which feature the new freephone number – and the CIRAS DVD at the IOSH Rail Conference 2009. Over 100 health and safety professionals from the rail industry attended the conference, held in London.

CIRAS also exhibited at Network Rail's annual supply chain event, held in London on 2 December. This was a really good opportunity to talk to senior management at companies who might not yet be actively involved in CIRAS but whose staff might use the CIRAS service.

Collin Carr spoke at Birse Rail's annual supply chain event on 10 December. Delegates at the event attended four different pods, each with its own theme. As one of the invited speakers in the Learning from Accidents pod, Collin spoke about unsafe conditions, the importance of reporting near misses and how CIRAS can help those who may not feel comfortable using internal channels. If you have a company event that you would like CIRAS to either speak or exhibit at, please contact clare.alder@ciras.org.uk.



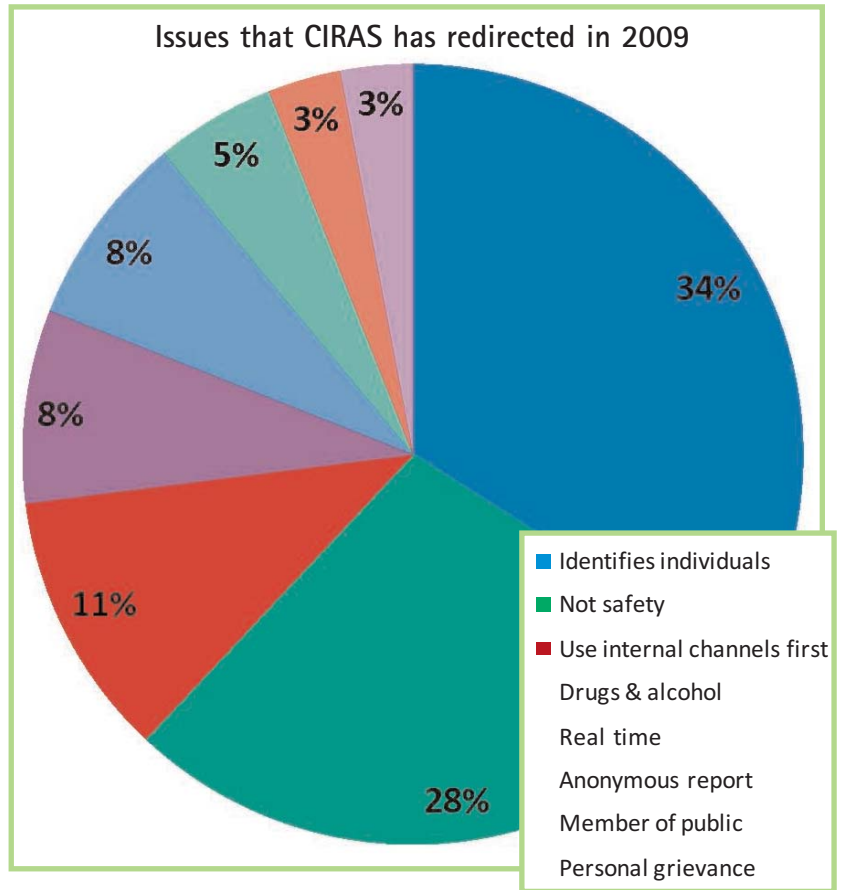
STATISTICS: Breaking it down!

Every issue *The Update* brings you the latest statistics outlining the reports that have been received, processed and rejected.

Since the beginning of the year, CIRAS has received 518 contacts*. Half of these were processed as reports, with 46 per cent being redirected to other channels and 4 per cent were not processed. Of the 259 processed reports 43 per cent were Network Rail and sub-Network Rail, 36 per cent were TOC related and 13 per cent were LUL and sub-LUL. The remaining 9 per cent were FOC reports. Reasons for redirecting reports included not being able to process the report without identifying individuals, being drug and alcohol related and not being safety related issues and being real time issues.

Don't forget – you can look for updated statistics on the CIRAS website www.ciras.org.uk. We hope that thanks to the new freephone number – which will appear on all Sentinel cards from January – we will see a steady increase in contacts made to CIRAS in 2010.

*Figures up to date as of 18 December.



LATEST: Success stories

Pigeon problems rectified

Two separate reports were made to CIRAS about a long standing problem with pigeon faeces on the DLR platform at Canning Town station.

These reports have helped to facilitate as resolution – which also involved London Underground property – in which a hole in the structure is being attended to by a DLR infrastructure engineer. These reports were rated eight out of ten for usefulness by the company involved.



Canning Town DLR platform

Emergency procedures clarified

CIRAS received a report about calls over the connect two radio systems. The calls from London Underground drivers to Network Rail signallers at Wembley were not being answered. Working together, London Underground and Network Rail hope to establish the root cause for the calls not being answered. Network Rail have suggested in emergency situations drivers should use the may day facility on the radio.



Successful pilot scheme introduced

First Great Western are reviewing operating procedures at all their engineering depots since concerns were raised through CIRAS over using back to back radios when propelling vehicles into a dead end road. A successful pilot scheme reviewing system for safe control movements, depot protection systems and management of interfaces has been carried out and is due to be rolled out to other engineering depots.

Potential fire hazard removed

Waste has been removed by Northern Rail's contractors after being reported to CIRAS as a potential fire hazard. The waste had been left as a result of fly tipping in the car park.

For more reports and responses please visit our website
www.ciras.org.uk