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CIRAS provides an impartial service for rail industry staff to report safety concerns in confidence.

Dates for your diary



The winter Reps' meeting will take place on:

- 29th November, London
- 30th November, York.

As with all our meetings it will be packed with information, reviews and updates on what's been happening in CIRAS. To book your place please email Keely.morley@ciras.org.uk stating which date you would like to attend.

The 2012 dates have also been set:

- 19th June, London
- 20th June, York
- 27th November, London
- 28th November, York.

Reps' meeting latest news

In this ever changing industry good communication is key. CIRAS Reps play a very important role liaising between CIRAS and their own respective companies, both to ensure any identified health and safety concerns are addressed and to promote the services CIRAS offers.

"...in June over 55 companies attended."

To develop relationships, CIRAS holds Reps' meetings twice a year at two different locations. Recently we held the summer Reps' meeting in June, and over 55 companies attended.

These meetings provide CIRAS with an opportunity to highlight changes and

developments since we last met. These range from industry issues, such as the value for money McNulty report and the potential impact it will have, to specific developments such as the appointment of David Morris as the new Chairman of the CIRAS Committee.

A critical element of our meetings is the number of contacts that stimulate detailed reports which in turn, offer opportunities for 'shared learning'. Many of you have asked for more detailed statistical information and trends and this will form a significant part of the programme for the next CIRAS Reps' meetings in November .

Mark Bayes, HSQE Director for Cleshar, talked at the



Mark Bayes, HSQE Director Cleshar

London event about his company, their new training facilities, their aspirations and how this sits alongside CIRAS and their SMS. Cleshar cover Track Maintenance and Renewals, Infrastructure Maintenance, Facilities and Support Services, and are committed to maintaining an open culture where employees can report any legitimate concerns in confidence through whatever channel they feel most comfortable using.

In York Mark Shepherd, Safety Business Partner from Northern Rail, explained that with over 8,500 employees and 84.5 million passenger journeys per year, CIRAS plays a big part in their health and safety plan. The dates for the next Reps' meetings are listed (left), we hope to see you there.



Recently held London Reps' meeting

Engaging with you!

CIRAS is a small team but we are determined to meet with as many rail staff as possible.

We aim to raise awareness of CIRAS throughout the industry across the various sectors, talking to the frontline workforce and Managers alike. In the last six months the team at CIRAS have engaged with industry on a number of levels:-

Company visits

At **BCM Construction** CIRAS was able to meet and talk about how our reporting system works to over 40 frontline staff at two different locations.

A similar event took place at a **Signalling Solutions Ltd** site in the south east of the country. Over 50 rail employees participated in presentations on CIRAS and the service that is available to them.

Moving further north to Newcastle **DB Arriva UK Ltd** arranged presentations to a wide selection of staff, ranging from those working in the office to depot Engineers at two locations.

These visits, and many others, provide CIRAS with invaluable contact, enabling us to keep in touch with your thoughts and concerns.



BCM Construction staff safety brief

Industry events

CIRAS attended the **Railtex Conference 2011** that covers railway equipment, systems and services held at Earls Court. Many delegates, who visited the CIRAS stand, were asked to complete a short survey that provided valuable information on how CIRAS is perceived in industry.

Workers' Memorial Day. The Office of Rail Regulation, supported by the main railway Trades Unions, invited CIRAS to attend this annual event held at Edgbaston cricket ground on 28 April 2011. Over 150 Health and Safety Representatives from the industry attended.

TSSA Annual Conference.

With over 200 attendees it was a great opportunity to promote CIRAS at this annual conference in Norwich in May this year.

We welcome opportunities to talk to safety teams about lessons learned, to frontline staff about CIRAS and our service, or to give a presentation at any company events you may be holding. If you would like to have a CIRAS visit please contact bobby.wright@ciras.org.uk.

Companies visited and events attended:

- Arriva Trains Wales
- Light Railway Association
- Signalling Solutions Ltd
- Eurostar
- West Coast Railway Company
- Heritage Rail Association
- Hydrex
- East Midlands Safety Week
- ORR Workers' Memorial Day
- TSSA Annual Conference
- BCM Construction
- DB Arriva UK
- Railtex Conference



Future events:

- Murphy Group
- Network Rail Training Managers
- Southeastern
- London Midland



Railtex Conference, Earls Court, 2011

Occupational health

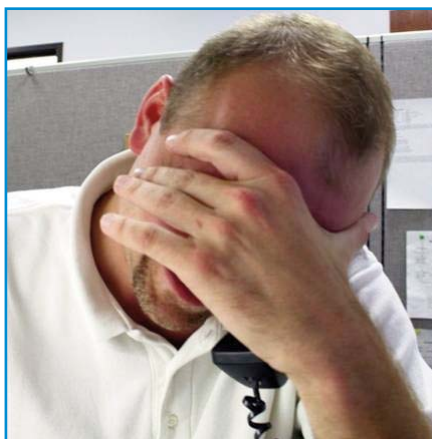
The Office of Rail Regulation (ORR) has carried out a baseline review of work related ill health, and its management in the rail industry*.

The review paper also reports against a number of baseline indicators on health, informed by responses to a health survey carried out in December 2010, against which the impact of ORR's Health programme for 2010-14 can be measured.

ORR's aim in publishing this baseline paper is to encourage improved leadership and awareness of health and to act as a benchmark for the railway industry. A key element in moving towards excellence in management of occupational health will be encouraging the gathering and use of good health data, and effective monitoring and reporting on health.

“CIRAS provides an independent confidential reporting system for health.”

CIRAS provides an independent confidential reporting system for health that can be used as well as reporting lines within companies. ORR is encouraging any rail companies who are keen to act as exemplars in occupational health



Effective monitoring of health data is key



How well is occupational health being managed across the industry?

management to measure their progress year on year against the external indicators in the baseline review (those on incidence, cost, and public reporting on health) and share these with ORR.

ORR intend to review and publish progress against the three key themes in the programme – excellence in health risk management, leadership, and awareness, in 2014/15. They expect to repeat the health survey in 2013/14 to help with their assessment so that everyone has a fuller picture of how well occupational health is being managed across the industry.

* To view ORR's baseline review visit www.rail-reg.gov.uk/upload/pdf/work_related_ill_health_overview_2010.pdf

Comments Corner

During the recent CIRAS Reps' meetings we asked the companies represented to list their top safety concerns in the rail industry at present. The feedback was extremely interesting:

London Reps' Meeting results:

- risk taking culture;
- unrealistic timescales;
- over complexity of procedures;
- level crossing safety;
- staff behaviours;
- organisational change;
- review processes not followed;
- terminology confusion esp. with *Rule Book* changes;
- client pressure, which encourages blame culture;
- task specific PPE; and
- agency staff – competency and hours worked elsewhere.



York Reps' Meeting results:

- risk control;
- leadership and competence;
- poor business culture;
- commercial pressures;
- contractor management;
- safe systems of work;
- reactive safety culture;
- individual awareness of safety responsibilities;
- compliance;
- fatigue;
- complacency;
- standard of training received;
- staff taking shortcuts;
- staff re-training;
- cost versus quality; and
- derailments.

Interestingly staff behaviours featured highly in several areas. At the November CIRAS Reps' meeting we will explore behavioural issues in more detail, looking at recent research and relevant CIRAS material.

HOT topic

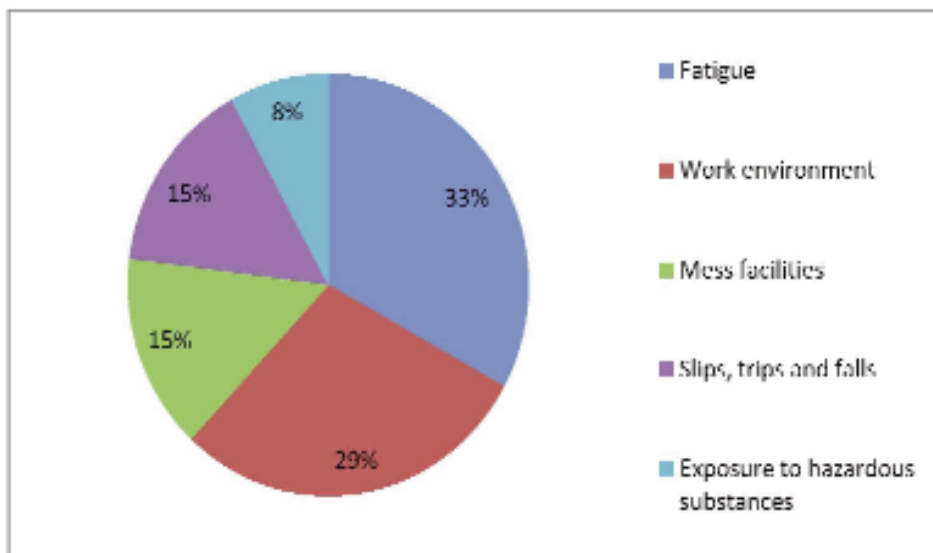
Occupational Health

CIRAS has conducted some analysis on reports that can be classified as occupational health. The largest category is fatigue (33%). Typically, this is where staff are reporting the effects fatigue may have on their ability to function in their job and their long-term health.

Not far behind is work environment (29%), including issues such as uncomfortable seating positions in train cabs, or poor lighting and excessive noise. CIRAS reporters are less concerned about slips, trips and falls and mess facilities (15% each). Finally, potential exposure to hazardous substances, such as asbestos and ammonia, accounts for 9% of CIRAS reports in the occupational health area.



29% of CIRAS' occupational health reports relate to work environment issues.



Latest Statistics

Every issue *The Update* brings you the latest statistics outlining the contacts that CIRAS has received.

This year we have seen a **27%** increase in contacts compared to this time last year.

195

contacts received to date

679

contacts received last year

Shared Learning

Health and safety issues at Berwick-upon-Tweed office

Concerns were raised about the working environment in the customer service office at Berwick-upon-Tweed station. The office was described as small and cramped with various health and safety issues highlighted. East Coast addressed a number of the issues and are now undertaking periodic reviews.

Lack of working toilets at Woking station

One reporter expressed hygiene concerns over the lack of working toilets at Woking station. South West Trains (SWT) was identified as responsible for the maintenance of these toilets. The problem was traced to a fault off station limits that required a track possession to be taken. A drain cleaning team then accessed the site of the blockage and the toilets are now working.



Misuse of user worked crossings

A reporter was concerned about the safety of Network Rail staff at user worked crossings in Kent because the rules about phoning the Signaller are sometimes ignored. It was felt that staff were becoming complacent. Network Rail duly produced a briefing for staff working in the area.

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