

Recommendation(s) Status: Derailment of a DLR train near West India Quay station, London

This report is based on information provided to the RAIB by the relevant safety authority or public body.

The status of implementation of the recommendations, as reported to us, has been divided into six categories:

Key to Recommendation Status

Implemented:	All actions to deliver the recommendation have been completed.
Implemented by alternative means:	The intent of the recommendation has been satisfied in a way that was not identified by the RAIB during the investigation.
Implementation ongoing:	Work to deliver the intent of the recommendation has been agreed and is in the process of being delivered.
In-progress:	The relevant safety authority has yet to be satisfied that an appropriate plan, with timescales, is in place to implement the recommendation; and work is in progress to provide this.
Non-implementation:	Regulation 12(2)(b)(iii) = recommendation considered and no implementation action to be taken.
Awaiting response:	Awaiting initial report from the relevant safety authority or public body on the status of the recommendation.

RAIB concerns on actions taken by organisations in response to recommendations are reflected in this report and are indicated by one of the following:

-  The red triangle shows recommendations where the RAIB has concerns that no actions have been taken in response to a recommendation.
-  The blue triangle shows recommendations where the RAIB has concerns that the actions taken, or proposed, are inappropriate or insufficient to address the risk identified during the investigation.
-  The white triangle shows recommendations where the RAIB notes substantive actions have been reported, but the RAIB still has concerns.

Note: The tables which follow, report the status of recommendations on 31 December 2015. In some other cases the end implementer has already sent information to the relevant safety authority about the actions it has taken, or proposes to take and the safety authority is considering whether it is satisfied that those actions and the associated timescales are accepted.

Number/ Date/ Report No/ Inv Title / Current Status	Safety Recommendation	Summary of current status (based on latest report from the relevant safety authority or public body)
<p>1 10/03/2009 03/2010</p> <p>Derailment of a DLR train near West India Quay station, London</p> <p>Status: Implemented</p>	<p>The intention of this recommendation is to assist passenger service agents to identify the indication (or the absence of it) displayed at point position indicators when driving their trains in a manual mode.</p> <p>Docklands Light Railway Ltd should establish criteria for the location of point position indicators. These criteria should form the basis of a review of the sighting of all point position indicators and subsequent improvements. This should include factors such as:</p> <p>the height and angle of the point position indicator above rail height;</p> <p>the position of the point position indicator in relation to the track alignment; and</p> <p>the conspicuity of point position indicators when unlit</p>	<p>Docklands Light Railway Ltd has reported that it has taken actions in response to this recommendation. ORR are seeking further information.</p>
<p>2 10/03/2009 03/2010</p> <p>Derailment of a DLR train near West India Quay station, London</p> <p>Status: Implemented</p>	<p>The intention of this recommendation is to improve the effectiveness of control centre controllers during degraded operations.</p> <p>Docklands Light Railway Ltd, in consultation with Serco Docklands, should review the alarm management systems in the SMC, and implement any enhancements necessary to maximise the effectiveness of controllers during degraded modes of operations. The review should include:</p> <p>the number of alarms generated and their value to controllers;</p> <p>how they are displayed;</p> <p>actions in response to the alarms;</p> <p>the filters available to the controllers; and</p> <p>control room procedures and guidance</p>	<p>Docklands Light Railway Ltd, in consultation with Serco Docklands have reported that they have taken actions in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.</p>
<p>3 10/03/2009 03/2010</p> <p>Derailment of a DLR train near West India Quay station, London</p> <p>Status: Implemented</p>	<p>The intention of this recommendation is to provide additional information to control centre controllers on unlit point position indicators in order that maintenance staff can be informed immediately.</p> <p>Serco Docklands should re-brief its staff on procedure SOP/M-3.08, 'Service Bulletins, Traffic Notices, Emergency Notices and</p>	<p>Serco Docklands has reported that it has taken actions in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.</p>

**Number/ Date/ Report No/
Inv Title / Current Status**

Safety Recommendation

**Summary of current status (based on latest report
from the relevant safety authority or public body)**

Restrictions' to make clear that passenger service agents should report unlit point position indicators and that this information is passed by controllers to maintainers immediately

4 10/03/2009 03/2010
Derailment of a DLR train near West India
Quay station, London
Status: Implemented

The intention of this recommendation is to assist passenger service agents to identify the indication displayed at point position indicators when driving their trains in a manual type mode.

Docklands Light Railway Ltd should replace all point position indicators with ones that are more conspicuous (when lit) as soon as reasonably practicable.

Docklands Light Railway Ltd has reported that it has taken actions in response to this recommendation.
ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.

5 10/03/2009 03/2010
Derailment of a DLR train near West India
Quay station, London
Status: Implemented

The intention of this recommendation is to improve the effectiveness of control centre controllers during degraded operations.

Serco Docklands should establish and implement management arrangements for monitoring and reviewing the performance of controllers in order to assess the levels of compliance with current procedures and implement a system to ensure appropriate actions are taken to address any deficiencies identified.

Serco Docklands has reported that it has taken actions in response to this recommendation.
ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.

6 10/03/2009 03/2010
Derailment of a DLR train near West India
Quay station, London
Status: Implemented

The intention of this recommendation is to establish a mechanism for Docklands Light Railway Ltd to satisfy itself that the risks associated with change to its infrastructure are being adequately controlled.

Docklands Light Railway Ltd, in consultation with Serco Docklands should review and revise as appropriate its processes for ensuring adequate control of changes to the design and operations of the railway. This review should encompass:

the management of interfaces between the operating railway, designers, installers and testers;

that operational implications of design changes are correctly identified and understood; and

methods of making all relevant parties, management and staff aware of changes to the method of working

Docklands Light Railway Ltd has reported that it has taken actions in response to this recommendation.
ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.

**Number/ Date/ Report No/
Inv Title / Current Status**

7 10/03/2009 03/2010

Derailment of a DLR train near West India
Quay station, London

Status: Implemented

Safety Recommendation

The intention of this recommendation is to improve the effectiveness of all staff involved when operating in emergency shunt mode.

Serco Docklands should carry out a review of training related to operations in emergency shunt mode and implement any enhancements necessary to maximise the effectiveness of the staff involved. This review should have the objective of:

resolving the discrepancy between the emergency shunt procedure and the training;

ensuring that the training and testing material includes suitable and sufficient information on 'trailing' points; and

improving the arrangements for assessing staff competence for emergency shunt mode operations.

**Summary of current status (based on latest report from
the relevant safety authority or public body)**

Serco Docklands has reported that it has taken actions in response to this recommendation.
ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.