

## Recommendation(s) Status: Passenger train collision at Norwich

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


<b>Implemented:</b>	All actions to deliver the recommendation have been completed.
<b>Implemented by alternative means:</b>	The intent of the recommendation has been satisfied in a way that was not identified by the RAIB during the investigation.
<b>Implementation ongoing:</b>	Work to deliver the intent of the recommendation has been agreed and is in the process of being delivered.
<b>In-progress:</b>	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.
<b>Non-implementation:</b>	Regulation 12(2)(b)(iii) = recommendation considered and no implementation action to be taken.
<b>Awaiting response:</b>	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            21/07/2013    09/2014</p> <p>Passenger train collision at Norwich</p> <p>Status: Implemented</p>	<p>The purpose of this recommendation is to improve the safety performance of Greater Anglia's drivers by developing their non-technical skills.</p> <p>Greater Anglia should complete the update of its Competence Management System to include consideration of non-technical skills (paragraph 123b.i). The updated Competence Management System should include:</p> <p>I the development and delivery of training on non-technical skills to Greater Anglia's drivers, driver managers and driver instructors by suitably qualified trainers (paragraph 128);</p> <p>I the tools necessary to support its application, including those required to:</p> <ul style="list-style-type: none"> <li>o identify substandard non-technical skills;</li> <li>o alert a manager to a driver who is found not to be meeting the competence requirements on repeated occasions; and</li> <li>o guide managers on the actions to be taken (paragraphs 123b.ii);</li> </ul> <p>I a briefing of those who manage the implementation of the Competence Management System so that procedures are complied with (eg managers know when to refer drivers to safety review panel) (paragraph 123c.ii); and</p> <p>I monitoring of the implementation of the updated Competence Management System to confirm that it delivers the expected improvement in the safety performance of its drivers (paragraph 129).</p>	<p>ORR has reported that Greater Anglia 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>
<p>2            21/07/2013    09/2014</p> <p>Passenger train collision at Norwich</p> <p>Status: Implemented</p>	<p>The purpose of this recommendation is to improve Greater Anglia's investigations of operational incidents by ensuring that they always consider non-technical skills.</p> <p>Greater Anglia should:</p> <p>I update its accident and incident investigation procedures to include consideration of non-technical skills in the causation of accidents; and</p> <p>I train all its investigators to assess the role of non-technical skills in the causation of accidents (paragraph 123c.i).</p>	<p>ORR has reported that Greater Anglia 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)
3            21/07/2013    09/2014 Passenger train collision at Norwich  Status: Implemented 	<p>The purpose of this recommendation is to ensure that the implementation of Greater Anglia's internal auditing processes identify non-compliances with its procedures.</p> <p>Greater Anglia should review and make any necessary changes to the application of the audit procedure, including any locally pre-defined question sets, to ensure that it allows for consideration of compliance with all safety related elements of the operational procedures (paragraph 123c.iii).</p>	<p>ORR has reported that Abellio Greater Anglia have reviewed their internal audit process and will now include areas associated with non-technical skills. The RAIB is concerned that the purpose of the recommendation may not have been properly understood as Abellio Greater Anglia's response focuses on ensuring that compliance with NTS actions are included in audits. Thwe recommendation was more general and required GA to confirm that its audit process allowed for consideration of compliance with all aspects of it procedures (the investigation found that elements of the procedures were not covered by the predefined set of questions used during the audits, and therefore would not be addressed.). \$b</p>
4            21/07/2013    09/2014 Passenger train collision at Norwich  Status: Implemented	<p>The purpose of this recommendation is to improve the safety performance of Greater Anglia's drivers by reducing fatigue when driving.</p> <p>Greater Anglia should complete the review of its fatigue risk management system to identify and implement improvements. Greater Anglia should continue to refer to the Office of Rail Regulation's guidance, dated January 2012 on 'Managing rail staff fatigue' as part of the review (paragraph 125c).</p>	<p>ORR has reported that Greater Anglia 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>
5            21/07/2013    09/2014 Passenger train collision at Norwich  Status: In-progress	<p>The purpose of this recommendation is for Network Rail to ensure that the risk associated with permissive moves at Norwich station is acceptably low.</p> <p>Network Rail should assess the risk associated with permissive working at Norwich station. Greater Anglia should support Network Rail by providing an understanding of the current constraints and processes for short-term alterations to platform allocations. Network Rail should take these into account when assessing the risk and determining any necessary risk control measures.</p> <p>Network Rail and Greater Anglia should implement any required risk control measures and brief their staff accordingly (paragraph 125a).</p>	<p>ORR has reported that Network Rail has outlined the actions to be taken in response to the recommendation. ORR is seeking further information. Update 31/07/15.</p>