

## Recommendation(s) Status: Accidents involving platforms at Southend Central and Whyteleafe

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            28/08/2013    17/2014</p> <p>Accidents involving platforms at Southend Central and Whyteleafe</p> <p>Status: Implemented</p>	<p>The intention of this recommendation is to reduce the risk of pushchairs and wheelchairs rolling off platforms.</p> <p>Network Rail and Station Facility Operators should implement processes for managing the risk of wheelchairs and pushchairs rolling onto the track. These should include:</p> <p>I the inclusion of platform slopes as a factor to be considered when assessing the risk to passengers on platforms;</p> <p>I guidance to risk assessors on factors likely to exacerbate any risk of roll away (such as the presence of ticket machines, help points and shops/kiosks where people are more likely to release their hold on pushchairs and wheelchairs);</p> <p>I consideration of measures to manage the risk (taking account of the work arising from the implementation of recommendation 3 in the short-term and recommendation 2 in the longer term);</p> <p>I specific consideration of the impact on platform slopes of any works that are to take place at the station and methods of ensuring that those works will, as a minimum, not worsen the slope (and reduce or eliminate it if reasonably practicable to do so); and</p> <p>I the sharing of information concerning any residual risk at the conclusion of works (paragraphs 73a and 75c).</p>	<p>ORR has reported that Network Rail and Station Facility Operators have reported that they have taken actions in response to this recommendation.</p> <p>ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.</p>
<p>2            28/08/2013    17/2014</p> <p>Accidents involving platforms at Southend Central and Whyteleafe</p> <p>Status: In-progress</p>	<p>The intention of this recommendation is for the rail industry to understand the point at which a slope becomes sufficiently steep for it to be more likely than not that an occupied wheelchair or pushchair without a brake applied would roll away. The work should consider the most appropriate methods of influencing the behaviour of passengers to minimise the risk.</p> <p>Network Rail in consultation with the Association of Train Operating Companies, RSSB and the Department for Transport, should (as part of the national strategy for managing the platform train interface risk) arrange for work to be undertaken to determine when a slope towards the railway could become a significant hazard, and ways of mitigating the risk. The scope of the exercise should consider:</p> <p>I all slopes on platforms including those that have been installed intentionally (for example to accommodate changes in level along the platform length);</p>	<p>ORR has reported that Network Rail has outlined the actions to be taken in response to the recommendation.</p> <p>ORR will continue to monitor implementation of this recommendation.</p>

**Safety Recommendation**

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

I at what point a slope towards the railway makes it more likely than not that a wheelchair or pushchair without brakes applied could roll away, taking account of modern designs of such equipment; and

I other factors such as how individuals perceive a slope hazard, the most appropriate way to highlight the hazard, appropriate methods to influence public behaviour, and other ways of mitigating the risk.

Once the work is complete the industry should publish appropriate guidance, including consideration of standardisation in the contents of signage, announcements, etc (paragraphs 73b and 73c).

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3            28/08/2013    17/2014  
Accidents involving platforms at Southend  
Central and Whyteleafe  
Status: Implemented

The intention of this recommendation is for the Association of Train Operating Companies to consider the most appropriate ways of influencing the behaviour of passengers travelling with a wheelchair or pushchair, pending the outcome from recommendation 2.

As an interim measure, pending the outcome of the research identified in recommendation 2, the Association of Train Operating Companies should, in consultation with passenger groups including those representing the interest of disabled passengers, review the findings of this report and seek to understand the ways in which the risk of wheelchairs and pushchairs rolling onto the track can be more effectively managed by operators. This review should include consideration of:

I locations where passengers may need to remove both their hands from a pushchair or wheelchair because of the nature of another task to be performed (eg at a ticket machine or shop/kiosk);

I reference to any existing good practice in this area; and

I measures that could most effectively influence the behaviour of passengers using wheelchairs and pushchairs on station platforms.

The output of the review should be consolidated into suitable guidance for train operators (paragraphs 73b, 73c and 75c).

ORR has reported that Association of Train Operating Companies 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**

4 28/08/2013 17/2014

Accidents involving platforms at Southend  
Central and Whyteleafe

Status: Implementation ongoing

**Safety Recommendation**

The intention of this recommendation is for the rail industry to capture, share and use information relating to roll-off events with a particular emphasis on identifying where platform slopes were a causal factor so that it has a better understanding of the causes of roll-off events and the associated risk.

Network Rail, in consultation with Station Facility Operators and RSSB, should implement a process to improve the investigation and recording of roll-off incidents and the way in which data is shared. Particular attention should be paid to the following areas:

I improvements in capturing and recording incidents involving roll-off type events, including the identification of the key factors that caused the roll-off such as the presence of a slope towards the railway on the platform;

I a review of previous roll-off incidents and accidents (covering at least the last five years) to identify those that may have been solely attributed to 'user error' or 'trespass', including establishing whether there may have been other causal factors such as a slope at the location concerned; and

I a review of how intelligence on roll-off incidents should be shared within and between SFOs and Network Rail as an input to decisions on the nature and content of improvement works at stations (recommendation 1 also refers) (paragraphs 73b and 74).

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

ORR has reported that Network Rail has outlined the actions to be taken in response to the recommendation. ORR will advise RAIB when actions to address this recommendation have been completed.