Recommendation Status Report

![RAIB logo - Rail Accident Investigation Branch]

Report Title	Near miss between a train and a level crossing user at Dock Lane, Melton, Suffolk
Report Number	08/2017
Date of Incident	14/06/2016

Rec No.	Status	RAIB Concern	Recommendation	RAIB Summary of current status
08/2017/01	Implemented	None	The intent of this recommendation is to ensure that all elements of human error by signallers are accounted for when assessing the risks to users at telephone equipped level crossings and when considering options to reduce the level crossing risk. Network Rail should review, and revise as necessary, its risk management processes so that the risk of signallers making errors when controlling telephone operated level crossings is taken into account when identifying appropriate improvement options. This should include consideration of factors that affect: the probability of signallers making errors; and the number of crossing decisions that signallers are required to make. Network Rail should also clearly identify who is responsible for assessing the risk associated with signallers making such errors (paragraph 104b.i).	ORR has reported that the Network Rail has not provided a response, or the response does not adequately satisfy the ORR that sufficient action is being taken to address the recommendation. ORR is not content with duty-holder response, further engagement ongoing / proposed.ORR has reported that Network Rail has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.
08/2017/02	Implemented	None	The intent of this recommendation is to ensure that Network Rail fully understands the demand rate and work complexity for the signaller at Saxmundham signal box in dealing with telephone calls from user worked crossings, as well as other signalling activities. Network Rail should reassess the risks associated with the work demand on the signaller at Saxmundham signal box, using all the relevant assessment tools that it has	ORR has reported that Network Rail has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the

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			available, to ensure that the number of permissions to cross given when it is not safe to cross is being managed to an acceptable level. This should include consideration of: the complexity of the tasks that the signaller needs to undertake; the number of user worked crossing calls that are dealt with by the signaller; and potential measures to reduce the number of user worked crossing calls that the signaller has to deal with. It should produce a time-bound plan for implementation of any identified improvements (paragraphs 104b & 104c).	information provided becomes inaccurate.
08/2017/03	Implemented	None	The intent of this recommendation is to identify and assess any other signal boxes that manage high volumes of user worked crossing telephone calls, and reduce the associated risk, if necessary. Network Rail should identify signal boxes, and other locations, where signallers, or similar, are responsible for giving permission to cross at multiple high usage telephone crossings. It should reassess the risks associated with the work demand on the signallers at each such location, using all the relevant assessment tools that it has available, to understand whether the signaller's workload is being managed effectively. Where this is not the case, it should develop prioritised, time- bound plans for implementing any necessary improvements (paragraph 104b).	ORR has reported that Network Rail has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.
08/2017/04	Implemented	None	The intent of this recommendation is to ensure that signallers' workload is maintained at acceptable levels. Network Rail should define criteria for when it is appropriate to either assess or re-assess the workload demands on signallers, and implement processes to ensure that the criteria are adhered to. Criteria for consideration could include, but not be restricted to: upgrades at the signal box;	ORR has reported that Network Rail has reported that it has completed actions taken in response to this recommendation. ORR proposes to take no further action unless they become aware that the information provided becomes inaccurate.

			changes to the equipment controlled from the signal box;	
			changes to usage;	
			changes to the rates of incidents recorded;	
			concerns identified during level crossing assessment;	
			routine periodic assessment (paragraphs 104bii & 104biii).	