Recommendation Status Report: Person struck by a train at Eden Park station, south-east London

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

The status of the recommendation(s), as reported to us, are described by the following categories:

Key to Recommendation Status

Open **(replaces Progressing and Implementation On-going)**	Actions to address the recommendation are ongoing.
Closed **(replaces Implemented, Implemented by alternative means, and Non-implementation)**	ORR consider the recommendation to have been taken into consideration by an end implementer and evidence provided to show action taken or justification for no action taken.
Insufficient response:	The end implementer has not provided sufficient evidence that the recommendation has been taken into consideration, or if it has, the action proposed does not address the recommendation, or there is insufficient evidence to support no action being taken.
Superseded:	The recommendation has been superseded either by a newer recommendation or actions have subsequently been taken by the end implementer that have superseded the recommendation.
Awaiting response:	Awaiting initial report from the relevant safety authority or public body on the status of the recommendation.

RAIB concern over the way that an organisation has responded to a recommendation are indicated by one of the following:

Red – RAIB has concerns that no actions have been taken in response to a recommendation.

Blue – RAIB has concerns that the actions taken, or proposed, are inappropriate or insufficient to address the risk identified during the investigation.

White – RAIB notes substantive actions have been reported, but the RAIB still has concerns.

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Report Title	Person struck by a train at Eden Park station, south-east London
Report Number	01/2021
Date of Incident	26/02/2020

Rec No.	Status	RAIB Concern	Recommendation	RAIB Summary of current status
01/2021/01	Closed - I	None	The intent of this recommendation is to ensure that the rail industry has an improved process for considering when to install tactile surfaces at the edge of station platforms. Implementation of this recommendation is expected to be based on information already available to the UK rail industry and not delayed while information is collected by implementation of Recommendation 5. The Department for Transport and Network Rail (in consultation with Rail Delivery Group and RSSB) should create a coherent policy and associated process (including effective risk management) for establishing when tactile surfaces should be provided at the edge of station platforms. This process should include: l explicit consideration of safety and accessibility for all passengers; l determining when installation of tactile surfaces is justified at particular locations, taking account of total passenger usage and any location-specific circumstances likely to affect usage by passengers at greater risk (including visually impaired people); l identifying stations where installation of tactile surfaces would give greatest benefit; l identifying and remedying locations where tactile surfaces have been installed incorrectly (including where they have been installed partially along the length of a platform); and l ensuring that analysis tools used to determine risk levels at the platform-train interface include adequate consideration of passengers at greater risk (including visually impaired passengers). This recommendation may also apply to train operating companies with	Responses have been received from DfT and ORR in respect of this recommendation. ORR has reported that Network Rail has reported that it has reached agreement with DfT and 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.

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			franchise agreements that include ‘full repairing and insuring lease’ asset management arrangements (paragraphs 127b,128, 132).	
01/2021/02	Closed - I	None	The intent of this recommendation is to ensure that tactile surfaces justified by work done to implement Recommendation 1 are installed in a timely manner across the UK rail network. It is not expected that the installation programme will rely on data collected by implementation of Recommendation 5. Network Rail and the Department for Transport (in consultation with train operators) should develop and progress a time-bound programme to install tactile surfaces at stations where justified by safety benefits. The programme should take account of priorities based on identification of locations where installation would give greatest benefit (paragraphs 127b, 128). This recommendation may also apply to train operating companies with franchise agreements that include ‘full repairing and insuring lease’ asset management arrangements.	ORR has reported that the Department for Transport 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.
01/2021/03	Closed - I	None	The intent of this recommendation is to ensure that the rail industry identifies and implements appropriate mitigations to manage the risk of visually impaired people falling from the edge of station platforms that are not yet fitted with tactile surfaces. The Rail Delivery Group, assisted where necessary by RSSB, train operating companies and passenger groups representing visually impaired people, should research and develop means of reducing the risk associated with visually impaired people using station platforms where tactile surfaces have not yet been installed (paragraph 130).	ORR has reported that RDG and RSSB have reported that they have 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.
01/2021/04	Open	None	The intent of this recommendation is to ensure that visually impaired people have access to the information they need for safe independent travel.	ORR has reported that it is taking some actions to address the recommendation although an accurate plan for full

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			The Office of Rail and Road should amend its 'Accessible Travel Policy' guidance for station operators, to ensure operators publish information on whether station platforms they manage are fitted with tactile surfaces (paragraph 131).	implementation has not been formulated. ORR will advise when the status of this recommendation changes.
01/2021/05	Closed - I	None	This recommendation is intended to ensure that, in the long term, the UK rail industry has sufficient information, guidance and decision-support tools to fully assess and manage safety risks associated with use of the railway by disabled people. RSSB, assisted where necessary by train operating companies, Network Rail and passenger groups representing disabled people, should develop and implement means of collecting and analysing the data needed to properly understand and manage the safety risks associated with disabled people travelling on the UK railway. This information should be used to improve railway guidance and decision-support tools to better understand and manage the risks associated with use of the railway by disabled people (paragraph 132).	ORR has reported that RSSB 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.
01/2021/06	Closed - I	None	The intent of this recommendation is to ensure that the emergency services have improved processes for requesting and confirming safe access to railway infrastructure where this is urgently needed to preserve life, but appropriate Network Rail staff are not present on-site to facilitate this access. The British Transport Police, National Fire Chiefs Council, Association of Ambulance Chief Executives, London Fire Brigade and London Ambulance Service (facilitated, co-ordinated and informed by Network Rail) should review and improve their processes for requesting and confirming that no trains are moving and electrical power supplies are switched off when Network Rail staff are not present on-site. This should include the consideration of: l individual service procedures, guidance and training; l joint working arrangements that align with Joint Emergency Services Interoperability Principles, including the Joint Decision Model; and	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.

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			l procedures and training to promote high standards of safety critical communication and decision making. (paragraph 129)	