New Approach to the Rule Book

A recent survey conducted by RSSB shows that front-line staff think the New Approach is significantly better in many ways than the previous style Rule Book.

RSSB recently invited feedback from front-line users of the industry’s modular Rule Book GE/RT8000 following the introduction of the ‘New Approach’ Tranche 1 in June 2010, comprising Handbooks 1-5 and Module G1 covering basic competencies for going on the railway.

Comparing the previous style Rule Book to the New Approach Rule Book, the feedback was:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Previous Rule Book</th>
<th>New Approach Rule Book</th>
</tr>
</thead>
<tbody>
<tr>
<td>They are easy to read</td>
<td>56%</td>
<td>86%</td>
</tr>
<tr>
<td>The diagrams make it easy to use</td>
<td>87%</td>
<td>90%</td>
</tr>
<tr>
<td>The illustrations are clear</td>
<td>78%</td>
<td>93%</td>
</tr>
<tr>
<td>The lettering is clear</td>
<td>77%</td>
<td>92%</td>
</tr>
<tr>
<td>I can find the information I need quickly</td>
<td>28%</td>
<td>52%</td>
</tr>
<tr>
<td>They are set out in logical steps</td>
<td>49%</td>
<td>57%</td>
</tr>
<tr>
<td>They describe how I do the job</td>
<td>31%</td>
<td>52%</td>
</tr>
<tr>
<td>They use words I understand</td>
<td>48%</td>
<td>83%</td>
</tr>
</tbody>
</table>

For details of forthcoming dates for RSSB consultations on standards and associated documents, please see: http://www.consultation.rssb.co.uk/pdf/Forthcomingconsultations.pdf

For details of changes to Railway Group Standards view the Latest Updates page on the RGS Online website www.rgsonline.co.uk

Front page photo: Courtesy of South West Trains
Further useful feedback was obtained on a range of issues. For example, the survey asked whether Rule Book users had received a briefing on the changes, and a significant number had not. RSSB is supporting the industry in understanding and addressing this issue.

The survey results will be shared with senior and middle management across the industry and reported to front-line staff. RSSB would like to thank everyone who took the time and trouble to share their views.

More details on the New Approach programme are available at http://www.rssb.co.uk/RGS/Pages/rulebookandnational.aspx or contact the RSSB Enquiry Desk enquirydesk@rssb.co.uk or telephone 020 3142 5400.

Report from the September Industry Safety Meeting

The Industry Safety Meeting (ISM) was held on 16 September 2011 and the chosen topic, recognising that the industry is embarking on a series of major changes, was the ‘Safety Implications of Change’. The meeting provides a platform for industry leaders to consider and debate important safety topics with their peers.

Session 1 entitled ‘Capture an understanding’ considered the current approach to risk management, outlined changes in Network Rail, outputs from the Value for Money Study and current direction from the Rail Delivery Group and the Department for Transport (DfT) explained their new approach to franchising.

Syndicate breakout groups identified and discussed primary concerns, associated risks, issues and opportunities arising from industry change activities. These were discussed before a final breakout session considered how to respond and what RSSB could do to help.

The next Industry Safety Meeting will take place on 16 February 2012 and the chosen topics will be ‘Working in Partnership’ and the ‘Occupational Health Challenge’.

RSSB Safety Culture Toolkit (Version 2) goes live

The Safety Culture Toolkit (SCT) is a comprehensive, web-based, self-assessment and improvement package that enables companies to measure their safety culture maturity. Primarily designed for those involved in planning and implementing safety policy and safety management systems, its features include:

- Useful background information on safety culture
- On-line and/or paper-based attitudinal survey
- Automated analysis of results and production of graphical outputs
- Access to assessment-specific improvement solutions
- Industry benchmarking
- Link to solutions and good practice
- Information Exchange Forum

Version 1 of the SCT was originally launched in March 2008. Since then 35 RSSB member companies have registered to use the toolkit, including 21 who have completed at least one survey.

The software, hosting and technical support for Version 1 was provided by a third party supplier. In 2010 a decision was taken to bring the development, hosting and technical support of the toolkit into RSSB. This was informed by the following:

- Version 1 was underpinned by a number of software platforms, some of which were bespoke tools owned by the third party and were becoming outdated
- Parts of the toolkit needed updating
- Industry demand is likely to increase
- There is a need to reduce RSSB costs

RSSB have now launched Version 2 (http://safetyculturetoolkit.rssb.co.uk). The toolkit has been rebuilt from scratch and is now wholly owned by RSSB. It includes the following updates:

- Improved usability – look and feel; survey administration
- Updated content (including integration of some key concepts from the Office of Rail Regulation’s ‘Railway Management Maturity Model (RM3) http://www.rail-reg.gov.uk/server/show/nav.1098)
- Enhanced data analysis and benchmarking
- A new interactive ‘Safety culture discussion forum’ where registered users can share ideas and ask other registered users for assistance
- A new ‘Safety culture improvement library’ where registered users can share best practice

FOR MORE INFORMATION ON ANY OF RSSB’S PRODUCTS AND SERVICES PLEASE CONTACT THE RSSB ENQUIRY DESK ON 020 3142 5400 OR ENQUIRYDESK@RSSB.CO.UK

RSSB   BLOCK 2   ANGEL SQUARE   1 TORRENS STREET   LONDON EC1Y 1NY   WWW.RSSB.CO.UK

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Access to version 2 of the toolkit is free to RSSB members. It is also being extended to non-RSSB members and non-rail companies and industries who can now apply for a license.

For more information, contact the RSSB Enquiry Desk (enquirydesk@rssb.co.uk) or visit http://safetyculturetoolkit.rssb.co.uk.

**Rail industry sustainability review**

In 2009 the rail industry, through the Sustainable Rail Programme, published the rail industry Sustainable Development Principles (SD Principles). Ten principles that are fundamental to the role rail can play in a sustainable transport system, and to the sustainability of rail itself.

While the principles are a shared perspective, industry wanted to document its progress in reflecting the principles, and where they can support future needs, ahead of its planning activities throughout the autumn. The industry has formally adopted the principles as a cornerstone for sustainable development in the recently-published Initial Industry Plan.

In response, RSSB has produced The Rail Industry Sustainable Development Review, on behalf of the cross-industry Sustainable Rail Programme. The report stresses that rail connects communities and underpins the economy while at the same time rail’s own costs in capital and carbon need to be lower.

The report outlines the industry’s performance and challenges against the SD Principles, using official and independent data. It also lays out a set of case studies which highlight some of the activity behind the statistics. Lastly, the report outlines the KPIs against which the industry will monitor sustainable development performance going forward and how the industry has performed against the commitments it made in The Case for Rail 2007.

Some of the achievements and work in progress to embed sustainability into rail include:

- Increased, high levels of satisfaction amongst passenger and freight customers borne out by higher demand, especially from domestic air to rail on some major intercity routes and more recently from road in light of higher fuel prices. These have been supported by improvements like the West Coast Mainline upgrade.
- Rail freight demand is also on the increase – especially inter-continentally - with many taking advantage of its green profile, supported by recent upgrades such as the Nuneaton-Southampton route.
- Increased physical, geographic and economic accessibility to rail, supported by initiatives such as station travel plans, the review of fares, and Access for All.
- Development of a carbon management framework to ensure the industry continues to represent a green option for transport – carbon emissions are relatively static but...
rail traffic has grown in the same period.

- Further roll-out of energy-saving initiatives such as eco-driving and regenerative braking as well as longer term plans for electrification.
- Cross-industry approaches to reducing environmental impact such as noise.
- Government commitment to improving rail, through longer term projects such as Thameslink and High Speed 2.

Sustainability is certainly not a new concept, and not lost on an industry which has positive environmental credentials and an exciting part to play in an integrated transport system. But actually describing and illustrating the challenge with specific data and knowledge has required cross-industry collaboration supported by RSSB, between Network Rail, train and freight operating companies, rolling stock companies, suppliers, government and regulators.

The report has been sent to all MPs to increase awareness of rail’s role in their own constituencies and their constituents’ interests for a stronger economy and sustainable future. It has also been sent to transport correspondents throughout the media, as a compilation of useful information and statistics to draw upon when writing about rail and sustainability.

The report was produced by sustainable development specialists at RSSB as a product of collaboration across the industry through the Sustainable Rail Programme.

The Rail Industry Sustainable Development Principles:

- Customer driven
- Putting rail in reach of people
- Providing an end to end journey
- Being an employer of choice
- Reducing our environmental impact
- Carbon smart
- Energy wise
- Supporting the economy
- Optimising the railway
- Being transparent

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**SMS Principles: Moving beyond compliance**

Is it possible to get more out of your safety management system (SMS)? Can SMS deliver wider benefits such as helping to improve performance and reducing cost?

Although legislation influencing organisations’ safety management has evolved through time, the specific requirement to have a SMS came in with ROGS (The Railways and Other Guided Transport Systems (Safety) Regulations 2006). Railway undertakings and transport operators need to comply with requirements, but is there now an opportunity to think about the SMS in a more progressive way?

Recognising this, the Safety Policy Group (SPG) remitted RSSB to develop new guidance on how to develop SMS, beyond compliance.

The new guidance is aimed at senior managers who work closely with the organisation’s SMS and other stakeholders who wish to make their SMS more effective.

There are 4 sections that cover:

1) The evolution of safety arrangements; to highlight how the past may be influencing our current SMS ideas and activities
2) Shaping the system; which develops systems principles so that they can be used to strengthen the concept and alignment of the SMS toward the organisation’s needs
3) The SMS in practice; recognises that the systems developed need to be compatible and coordinated throughout the organisation to be effective
4) System performance and maturity; to show that excellence is linked to sound systems principles

The guidance should be used to prompt thought and discussion within an organisation so that managers are able to make the most appropriate decisions to improve the effectiveness of the SMS at the most opportune times. The SMS therefore becomes effective through considered effort over time rather than at the end of a series of prescribed steps.

SMS Principles: Moving beyond compliance is endorsed by SPG, and is available to download from the RSSB website www.rssb.co.uk, alongside details of associated research which supports it, T847 High-level Safety Management System guidance and good practice.

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For more information, contact Anthony Perret, Programme Manager, Sustainable Development, anthony.perret@rssb.co.uk

For more information, contact enquirydesk@rssb.co.uk
Stations are the public face of the railway and are frequently important transport interchange hubs as well as centres of communities. There are over 2,500 of them on the mainline network, from which more than 1.3 billion journeys begin and end every year.

As such, stations are also an integral element of the operating railway. How they are run and what happens at them will have a defining influence on the broader safety, reliability and business performance of the railway system as a whole. Slips, trips and falls on steps, concourses or platforms are the most numerous types of incidents, although stations can also be the venue for assaults. No passengers have died as a result of a signal passed at danger in over ten years. In the same period 36 people have died at the interface between the platform and train. Such incidents represent the single largest cause of passenger fatalities in today’s railway.

Train operating companies and the infrastructure manager(s) are responsible for stations and so need to understand these risks, and put in place practicable controls in accordance with their Safety Management Systems.

Through its monitoring and review activity of rail safety risk, the Operations Focus Group (OFG) has identified an adverse performance trend with station safety and in response has established a dedicated improvement programme through RSSB.

In support of this, RSSB has delivered a number of key outputs to support station safety work.
- RED 28 – Risk at the Platform Train Interface – briefing DVD for front-line personnel
- RIS-3703 Rail Industry Standard for Passenger Train Dispatch and Platform Safety Measures
- Special Topic Report – Passenger Risk at the Platform Train Interface

Andy Wallace has now been appointed as the dedicated programme manager; he has been seconded from East Coast where he is the Customer Service Safety Manager.

Andy will work alongside colleagues in train operators, ATOC, Network Rail, ORR and RSSB to understand the underlying causes, current improvement initiatives and their effectiveness and then develop new tools, guidance and products to help improve management of this challenging area. The information will become available through Opsweb www.opsweb.co.uk

For more information on this programme, contact Andy Wallace or Susan Cassidy at RSSB, email: enquirydesk@rssb.co.uk.

SWeRVe II – Respond don’t react

SWeRVe II – has been released by RSSB on behalf of the cross-industry Rail Personal Security Group.

SWeRVe stands for Stop Workplace Related Violence, and the sequel DVD brings a fresh set of challenging real life situations, practical steps and additional strategies to manage difficult situations if they occur.

Staff who come into contact with the public in their work need to be equipped with the skills and support to recognise, manage and diffuse any situation whether it involves verbal abuse, threatening behaviour or physical assault. Often a person’s frustration can be resolved by listening, understanding the problem and giving good customer service.

The examples include late night revelers at stations, ticketless travel and gateline issues resulting from train delays.

The DVD package promotes good practice and aims to give staff confidence to manage conflict and to carry out a dynamic risk assessment of a situation to ensure their own safety is not compromised.

Copies have been sent to training managers in Network Rail and train operating companies, as it is intended for use in formal training situations, delivered by people experienced in conflict management training.

The DVD disc itself contains all the training resources needed and explains the learning objectives and provides links to a suite of related cross-industry research.

The project has been supported by Train Operating Companies, RSSB, RMT Trades Union, British Transport Police and the Suzy Lamplugh Trust.

For more information, contact RSSB: enquirydesk@rssb.co.uk, telephone 020 3142 5400.

Satellite location technology has increasingly been used across various applications on trains. Example applications include on-board Passenger Information Services (PIS), Selective Door Operation (SDO) and vehicle tracking. However, most equipment has been selected through individual applications, without appreciation of other applications’ requirements or future needs.

The previous version of the document GE/GN8578 (Guidance on the Use of Satellite Navigation) was published to provide guidance on good practice for train operators, train builders and service providers. The Guidance note aimed to promote a common approach to satellite navigation and positioning to facilitate selection, installation and effective life-cycle management of the Global Navigation Satellite Systems (GNSS) based on-train equipment.

A recent review of the document by RSSB and the Future Communications and Positioning Systems Advisory Group (FCPS AG) identified the need within industry for a standard specification of the external interfaces for the GNSS based on-train location equipment, to help ensure the implementation of a single locator applicable to multiple applications and to achieve an upgrade path for future needs.

Issue 2 of GE/GN8578 Guidance on the Use of Satellite Navigation was published in September 2011, to include a new Appendix D – Locator Interface Specification.

The appendix provides a recommended interface specification for the use of an on-train locator device within GB railways. This is intended to assist the implementation of GNSS-based locator technology within the rail industry and also to help the supply industry to prepare products for future needs. The content of the new Appendix is based on the results of research managed by RSSB, supported by a cross industry stakeholder group and FCPS AG. The external interfaces specified in appendix D are:

• Interface A - Output position data to external applications
• Interface B - Antennas
• Interface C - Power supply to locator
• Interface D - Control and command

It should be noted that significant updates to the main body of the Guidance note have been planned to align the document with current technology and to implement other improvements required to address the needs of the industry. Research project T892 Data and analysis for a cost-effective GPS-based locator with simple augmentations is underway to provide the basis for these updates.

For further information please contact RSSB, email: enquirydesk@rssb.co.uk or telephone 020 3142 5400.

RSSB to consult on AWS and TPWS Handbook

RSSB are in the final stages of developing a handbook which provides an overview of the Automatic Warning System (AWS) and the Train Protection and Warning System (TPWS).

The handbook has been developed as a result of Proposal 11/009 ‘production of an RSSB handbook dealing with AWS and TPWS’. The handbook is intended to provide drivers and signallers with a broad overview of the two systems as well as serving as a useful reference document and will complement their training.

The handbook does not contain any rules or regulations and is a non-mandatory document. For associated rules, it refers to module S3 – ‘Train Warning Systems (AWS and TPWS) and Reporting Signalling failures and Irregularities’ and module TW5 – ‘Preparation and Movement of Trains - Defective or Isolated Vehicles and On-train equipment’.

The target audience for the handbook are drivers and the signallers and it is based upon the TPWS Operational Concept that was developed for the TPWS Strategy Group and is available on the RSSB web site.

The handbook supports the TPWS DVD that was sponsored by the Operations Focus Group. It is going forward to the October meeting of the Traffic Operation and Management Standards Committee (TOM SC), for approval for industry consultation. The intention is then to make it available for comment through the usual consultation process.

If you are interested in the consultation on this handbook, or other documents in the Railway Group Standards suite, you can obtain more information at http://www.consultation.rssb.co.uk/Default.aspx.