

25 January 2011

**Independent Review of RIDDOR reporting by
Network Rail and its contractors delivered to Network Rail and published by RSSB**

RSSB today handed the report of its independent review to Network Rail Chairman – Rick Haythornthwaite. The report details the unintended consequences of management actions designed to improve safety and to increase the efficiency of contracting.

The report confirms that significant under-reporting has taken place – and estimates that between 500 – 600 RIDDOR reportable accidents were not reported between 2005 and 2010. Some of the under-reporting relates to misinterpretation of the RIDDOR requirements, but the majority is explained by staff and contractors choosing not to report accident events. This was caused by both real and perceived pressure, and in some cases fear, felt by Network Rail staff and contractors if they reported accidents. The reason this was not identified by Network Rail itself was because it believed that the significant efforts it was making to improve safety, including investment in protective clothing, quantified targets and league tables, were driving the numbers of accidents down. Now that Network Rail has changed its internal guidance on reporting, the level of RIDDOR reporting has returned to more expected levels.

RSSB was asked to consider whether the presence of monetary bonuses was a driver to the under-reporting of injuries. The review found no evidence of a link between under-reporting and Directors' or senior managers' bonuses.

Anson Jack, RSSB's director of policy, research and risk, who directed the review said 'This review highlights the unintended consequences of management initiatives intended to improve safety. It is the combination of Network Rail's internal and contracting culture together with quantitative targets, rather than just the targets themselves which created the under-reporting issue.'

'Network Rail has already taken a number of actions to address the under reporting and we have recommended it considers further steps to improve the working relationship between all levels of its staff and between the company and its contractors with a view to working towards a more open and "just" safety and reporting culture.'

Responding to the review findings Rick Haythornthwaite, Chairman of Network Rail said 'I'm grateful to RSSB for its work and to the Office of Rail Regulation and Unite for bringing this issue to our attention. While we can take some comfort from the report's clear conclusion that there was no link between under-reporting and executive bonuses, Network Rail needs to heed the lessons in this report if it is to achieve its ambition of a world class safety culture.'

-End-

Notes to Editors:

The report is available in full on the [RSSB website](#)

In June 2010, RSSB was requested by the Chairman of Network Rail to carry out an independent review of RIDDOR reporting by Network Rail staff and its contractors. This followed initial concerns by the Office of Rail Regulation (ORR) about the comparative number of lost time injuries reported to the total number of RIDDOR major injuries being reported and subsequent discussions with the Unite trade union.

The review's remit was to consider:

- The extent of under reporting and/or misclassification of workforce related lost time injuries from 2005 to present
- The reasons behind under reporting and/or misclassification
- The potential influence of safety league tables, contractual requirements, other management incentives or other management behaviours
- The safety/reporting culture

Definitions

RIDDOR - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) require deaths, certain injuries (including being unable to do the full range of their normal duties for more than 3 days after an accident), instances of specified diseases and specified dangerous occurrences that arise out of or in connection with work activities to be reported to the Office of Rail Regulation.

Definition of a 'just culture':

An atmosphere of trust in which people are encouraged, even rewarded, for providing essential safety-related-information – but in which they are also clear about where the line must be drawn between acceptable and unacceptable behaviour.

Acknowledgement

The Review team would like to record our thanks to all the members of the railway workforce, the railway trades unions, contracting companies and their representative organisations, the Office of Rail Regulation and to Network Rail for their cooperation and openness.



RSSB provides support and facilitation for a wide range of cross-industry activities. This is usually achieved through RSSB's support to cross-industry working groups and committees. RSSB is a not-for-profit company owned and funded by major stakeholders in the railway industry, but is independent of any one party.

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