



Rail Safety & Standards Board

INFORMATION BULLETIN

S W e R V e

Stop Workplace Related Violence

The Rail Personal Security Group (RPSG) has produced a new educational package called SWeRVe (Stop Workplace Related Violence) to help rail companies train their staff to manage potential conflicts more effectively.



The SWeRVe package includes a DVD featuring hard-hitting footage and a PowerPoint presentation for trainers to use on conflict management courses for front line staff who may have to face difficult situations with members of the public.

The package will be launched to the industry on 27 September.

The DVD consists of six episodes showing typical scenarios that can occur and escalate out of control into a threatening or abusive situation, or even end in violence, if not handled appropriately. The following scenarios are covered:

- Passenger on train with wrong ticket
- Passenger at gateline / barrier as the train is leaving
- Business passengers at a station become irate due to late running of train
- Antisocial behaviour on train
- Rowdy football fans

Each episode is repeated with hints on how the situation could have been better managed. The videos are intended to be shown as part of a conflict management course during which trainers will use the PowerPoint presentation. This will facilitate group discussion between each episode, to explore the experiences of

those on the course and equip them with skills to help them when they face similar situations.

For more information and to get a copy of SWeRVe for your company contact **Alan Davies, project manager national initiatives** on 020 7904 7964 or email alan.davies@rssb.co.uk

Standards News

Changes in standards arising from recent Regulatory Changes

The recent introduction of regulations governing Interoperability and Safety has led to a review of what if anything needs to change. The Strategy for Standards Management, published by Rail Safety and Standards Board (RSSB) in October 2005 broadly anticipated the new regulations and is still consistent with them. However, within the regulations, and particularly within the Railways and other Guided Systems (Safety) Regulations 2006 (ROGS), there are a significant number of changes that affect the relationship between Infrastructure Managers and Railway Undertakings. As a result, RSSB and colleagues across the industry have reviewed the current set of standards from the perspective of whether they need to change.

The conclusion from this work was that while there are no standards that have to change, as a result of the regulations, there are a number that can and should change when the industry has agreed how it wishes to adjust to the new regulations. The principal areas that have been identified to date are in accident investigation and route acceptance, and processes are under way to review and update the relevant standards accordingly. RSSB believes that there are substantial opportunities to improve the efficiency of the industry through the changes that are being developed, and is supporting processes to make these changes as soon as possible. Although these changes are prompted by the arrangements in the new regulations, changes can be made as and when it suits the industry to make them. Standards change is a cross industry consensus based process and the changes that are made in this area will follow the normal processes. To change standards requires agreement on both the principal changes, the wording of the revised standards and the timescale for transition to any new arrangements. Although it may be relatively easy to agree to the principles of new standards, it is often the implementation issues that drive the timescales that the industry agrees to.



A more detailed summary of the process and progress in changing the standards for accident investigation and route acceptance will be set out in next month's bulletin.

Publications and Withdrawals in the RGS Catalogue – Issue date August 2006

New or Revised Publications:

- **GO/RT3252/A and GO/RT3252/B Signals Passed at Danger - Forms only.**
The SPAD forms contained in GO/RT3252 issue 5 have been reviewed and updated in line with the upgraded version of SMIS, due to go live on 2 October 2006. The web based forms will replace those in the RGS catalogue. All previous versions of these forms will be withdrawn from 30 September 2006.
- **GM/RT2491 Design Requirements for a Driver's Reminder Appliance**
This document ratifies the rapid response standard GK/RT0091, issue 2, Drivers Reminder Appliance which will be withdrawn when GM/RT2491 issue 1 comes into force.
- **ATOC/GN007 ATOC Guidance Note Defensive Driving Techniques**
This ATOC Guidance Note provides guidance on the inclusion of defensive driving techniques in train operators' professional driving policies.

Withdrawn Publications:

- **GK/RT0091 Drivers Reminder Appliance**
Withdrawn. Superseded by GM/RT2491, issue 1 Design Requirements for a Driver's Reminder Appliance.
- **GI/RT7011 Provision Review and Risk Assessment of Level Crossings**
Withdrawn. The measures in this standard are applicable only to holders of the infrastructure controller category of Railway Safety Case.
- **GI/GN7611 Guidance on Provision Review and Risk Assessment of Level Crossings**
Withdrawn. The measures in this standard are applicable only to holders of the infrastructure controller category of Railway Safety Case.
- **GC/RT5151 Safe Asset Management. Embankments and Cuttings**
Withdrawn. This document contains requirements that are single duty holder responsibility and, therefore, ceases to be in force from 7 October 2006.
- **GC/RT5152 Mineral Extraction and Landfill. Managing the Risk**
Withdrawn. This document contains requirements that are single duty holder responsibility and, therefore, ceases to be in force from 7 October 2006.

- **GO/RT3411 Exceptional Weather Conditions. Managing the Risks**

Withdrawn. Document contained requirements that are either guidance, are out of scope of a Railway Group Standard or are the responsibility of a single duty holder. Therefore it ceases to be in force from 7 October 2006.

For more details contact **Marie Marks, head of standards management** on **020 7904 7588** or email **marie.marks@rssb.co.uk**

There will be forthcoming changes to Vehicle and Route Acceptance standards. These will be detailed in the next issue of this bulletin.

Got an issue with a Railway Group Standard? Call the **RSSB Enquiry Desk** on **020 7904 7518** or email **enquirydesk@rssb.co.uk**.

If that doesn't sort out the issue – let me know. **Anson Jack, director, standards**, on **020 7904 7703**.

Events

Date	Name of event	Location
10 October 2006	RSSB Risk Profile Bulletin Briefing	London
17 October 2006	RSSB Risk Profile Bulletin Briefing	York
28 November 2006	V/T SIC Seminar	London
14 March 2007	Community Safety Forum	tbc
March 2007	Simulation Seminar	tbc
19 - 20 June	Risk Management Forum	Nottingham
Summer 2007	Sustainable Development Conference	tbc

If you would like to receive further information about these events please contact **Kerry Taylor, conference manager** on **020 7904 7934** or email **kerry.taylor@rssb.co.uk**.

Train Driving

Train driving in the 21st century is a highly skilled, safety critical and often pressurised job. It's a profession that requires knowledge, commitment and focus - and more than that.

Today's train drivers need to manage their lifestyle and the impact of life events in such way that it supports their driving career, without compromising their free time.



The 21st Century Professional Driver a new DVD, produced by RSSB, looks at this aspect of professional driving. It is about what is sometimes referred to as the 'soft stuff', but what often turns out to be the really 'hard stuff'. Amongst other topics, the DVD covers:

- Getting a good sleep while juggling shift work and family pressures.
- Understanding how personal difficulties can impact on work and recognising when you could do with a bit of support.
- Staying switched on to the driving task and learning to recover from distractions.

The DVD has been developed with a team of 'professional drivers for professional drivers' and combines video, animation and interactive exercises.

For more details contact **Susan Cassidy, spad and operational risk project manager** on **020 7904 7475** or email susan.cassidy@rssb.co.uk

R&D Prospectus is published

RSSB has now published a prospectus for its Research and Development programme. The prospectus outlines the programme of R&D managed by RSSB on behalf of industry and government, and has been endorsed by the Board of RSSB, the Office of Rail Regulation, and the Department for Transport (DfT). The prospectus explains how the programme is managed and how it achieves the necessary interaction with its stakeholders to define research needs at both a strategic and a detailed level. This stakeholder input is vital to ensure research outputs have a path to implementation. The prospectus also gives an outline of the current and future content of the research programme; makes the link between R&D and the strategy being developed by the DfT; and shows how the R&D programme not only benefits the industry, government, and society as a whole, but also delivers value well in excess of the investment required.

The R&D programme has expanded since its conception to include the objectives of increasing capacity and availability; improving performance in terms of health and safety, punctuality, and reliability; reducing costs; and integrating all of these to provide a sustainable railway for the future. Funding is provided by the DfT, who recognise the need for continuity of funding at a suitable level for the next few years.

We are now developing a guide to the R&D programme that will be a more compact version of the Prospectus. This will be of interest to anybody who wants to interact with the RSSB R&D department and will aim to answer some of the most common questions that are asked by those in the rail and rail research industries.

To view the prospectus, go to:

<http://www.rssb.co.uk/pdf/RandD-Prospectus-July-06.pdf>

RSSB accredits CORREL, they approve Knorr-Bremse

RSSB has accredited CORREL Rail Limited as a Railway Industry Approval Body (RISAB) under the new Railway Industry Supplier Approval Scheme (RISAS). The new Scheme encourages quality, safety and reliability improvement in the railway industry supply chain.

The first company, in turn, to be approved under the Scheme by CORREL Rail Limited, is Knorr-Bremse Rail Systems UK Limited who is now an Approved Supplier for the overhaul of rail braking equipment.

Both CORREL and Knorr-Bremse Rail Systems have been involved in RISAS and in working towards compliance with the high standards of the Scheme. Successful pilot assessments were run at the beginning of 2006 and following these, full accreditation was awarded to CORREL in June and approval of Knorr-Bremse in July.

Suppliers and rail industry customers can find out more at www.risas-online.org

How Safe is Safe Enough? Version 2

RSSB would like to thank everyone who took part in the consultation process earlier this year, both at the briefings and via the 'Valuing Safety' and the 'Decision Taking Framework' discussion documents.

During the consultation period the Office of Rail Regulation (ORR) informed RSSB of their commitment to engage formally with stakeholders during 2006/07 regarding their review of guidance on the interpretation of the concept of 'so far as is reasonably practicable', which has links to their enforcement policy. This ORR review is providing RSSB with an opportunity to progress the work on 'How Safe is Safe Enough' (HSISE) in a constructive partnership with the ORR. The ORR have also welcomed the opportunity to employ the output of our consultation exercise in their own review which will lead to them initiating consultation, we expect, towards the end of 2006.

To take advantage of these opportunities we have adopted a revised approach to the delivery of HSISE2. We are now working with the ORR to ensure that the content of HSISE2 complements and is consistent with ORR's review. The revised programme needed to facilitate this will lead to the publication of HSISE2 in mid 2007.

For more information contact **George Bearfield, safety decisions programme coordinator** on **020 7904 7706** or email george.bearfield@rssb.co.uk



Spotlight

The future for Train Horns begins to take shape

The issue of train horns came to industry and public attention in the early years of this decade when the trains that replaced Mark One rolling stock began to enter service. Their horns were significantly louder than those on the old trains. RSSB led a review of the train horns issue at the time, and resolved many of the problems through two main changes - a reduction in the minimum noise level set out in Railway Group Standards, and also by reducing significantly the number of locations at which train horns have to be sounded - particularly in the vicinity of tunnels through Rule Book changes.

By early 2005 it was expected that these changes, and the subsequent actions of train operators to adjust their horns to the new lower level, would have resolved the issue to the satisfaction of the industry's neighbours. However, there were two other factors at work that were not fully appreciated at the time. First, the new specification for horns, which was derived from the requirements in a Health and Safety Executive document (Railway Safety Principles and Guidance) and objective tests, was still louder than the older horns that had been taken out of service, and secondly, Network Rail had, as part of its national programme to review the risks from all types of level crossings, a programme to install a significant number of new whistle boards (at which sounding horns is mandatory at all times). In addition to this, some train operators had technical difficulties in detuning their horns and have returned to the louder level.

Not surprisingly, the number of complaints rose again, and the need to revisit horns became clear during 2005.

A cross industry steering group was set up at the beginning of this year to establish the nature of the problem and to consider all of the options for resolution. To date the steering group has:

- Established that there is a significant problem - focussed principally on whistle boards in built up areas - we estimate that between 50 and 100 locations nationally suffer from an high level of noise nuisance.
- Established that it is right and proper to include full consideration of the nuisance to neighbours as part of the evaluation of any safety measures - previously the noise nuisance had been construed as environmental and thus beyond the scope of Railway Group Standards.
- Met with an all party group of MPs - three times.
- Met with the Noise Abatement Society several times.

- Set up a number of work streams - including research, to explore possible solutions.

These include:

- Developing a much better understanding of the risks to users of footpath crossings and the benefits of using train horns in mitigating those risks.
- Developing a model to estimate the impact of the noise made by train horns on neighbours.
- Developing a specification that represents the de facto standard that applied to the old Mark One rolling stock.
- Developing a specification of what characteristics a horn has to have to 'sound like a train'.

These workstreams are all focussed on supporting the consideration of four possible ways forward - these are:

1. To introduce a lower minimum noise level in the Railway Group Standard - and to mandate a maximum.
2. To introduce a quiet period at which it is not mandatory to sound horns - always recognising that horns can and should be sounded whenever drivers see people on or near the track.
3. To flesh out the current standard in such a way that alternative technologies can be demonstrated as meeting the requirements for train horns thus potentially permitting the use of Broadband technology which is more directional (and thus would be less intrusive for neighbours to the side of the railway).
4. To update the methodology for risk assessment of footpath crossings to take account of the better understanding of risk and the impact on neighbours - potentially leading to a change in the number of whistle boards.

All the workstreams are on course to deliver in the next two months and it should be possible to make clear recommendations to the industry by the end of 2006. Changes will be proposed to the Railway Group Standard for Train Horns and the Rule Book, and then to the Network Rail risk review process for level crossings and to train operator's individual trains. It is expected that the first changes will start to have effect early in 2007, although the speed of implementation of changes is likely to be at the discretion of Network Rail and Train Operators, enabling them to focus on significant problem areas first. Work on developing an acceptable Broadband horn is expected to continue into 2007.

The cross industry Steering Group consists of representatives from: Rail Safety and Standards Board, Network Rail, Southeastern, Southern, South West Trains, Association of Train Operating Companies, English Welsh & Scottish Railway Ltd, Office of Rail Regulation, and is supported by RSSB's technical and risk expertise.

If other RSSB Members wish to participate in the group or any of the work that it is supervising you can do so through the Chairman, **Anson Jack**, who is **director, standards** at the Rail Safety and Standards Board at anson.jack@rssb.co.uk