

# RSSB Human Factors

## Case Studies - Operations

### Depot operations

#### Issue

RSSB Human Factors team were approached by a train operating company to undertake an appraisal of operations at one of their depots. The request was in response to some operating incidents relating to train movements in the depot. The objective of the review was to identify the key human factors risks and to make recommendations for future work that would help reduce the likelihood of an incident recurring.

#### What we did

A number of techniques were used to complete the review, which included a review of incident reports, data collection visits to the depot during day and night-time, interviews with staff and an analysis of roster arrangements.

#### What we found?

The review identified that all incidents occurred in the evening or at night when the depot was operating at full capacity. A number of underlying causes were identified relating to communication and achieving a shared understanding between staff. Similarly, applying procedures at busy times and finding opportunities to take breaks were identified as difficulties. The organisational and system influences were also explored. The review concluded with a number of recommendations relating to alternative working arrangements, fatigue management, hazard identification, and safety culture.

#### What next?

The train operating company have welcomed the findings and are undertaking activities to address the recommendations including assessing their culture using the RSSB Safety Culture Toolkit.

