



Guide to RSSB tools, products and services

Introduction

This document provides an overview of some of the tools, products and services that Rail Safety and Standards Board (RSSB) has produced or commissioned, which may be of use in the development and enhancement of Safety Management Systems (SMS) within the rail industry.

This overview is the forerunner of a more detailed compendium of the tools, planned to be issued in the New Year. The purposes of the compendium will be to increase awareness within the industry as to what material is already in existence, and to make it easier for industry members to know how to access that information.

SMS areas where RSSB guidance is available

RSSB has developed and issued a number of tools, products and services across a range of areas, including: human factors, safety risk assessment, operations, training and management. Furthermore, there are a number of research projects that are currently underway or planned, which will provide further resources in these areas.

In addition, there are a number of RSSB contacts who can be contacted personally, for specific advice or assistance. These contacts are shown at the end of this overview.

Human factors

[Understanding Human Factors: a guide for the railway industry](#)

This guide has been created for designers, suppliers, managers, supervisors, trainers and health & safety staff working in the rail industry. It contains advice on how best to take into account human factors in a range of management areas, including equipment and workplace design, training and supervision, staff selection, recruitment and retention. It also looks at the areas of leadership and management, team-working and communication, and how to manage morale, stress and workload.

[Interactive rule compliance toolkit](#)

This PC-based toolkit takes the user through a series of steps to identify reasons why rules and procedures are being, or could be, broken. As a result of identifying potential reasons, the toolkit proposes ways to improve compliance. The kit can be used reactively, in response to an incident that has occurred, or proactively, to prevent and mitigate the potential for incidents to occur.

[Good practice guide: Coping with shift work and fatigue](#)

This guide, which was prepared for train drivers working shifts, aims to help by enabling the reader to: know their sleep and body clock, how to manage sleep at home, how to stay alert on shift and how to monitor health.

Safety risk assessment

[Safety Risk Model and the Risk Profile Bulletin](#)

The Safety Risk Model (SRM) is the core source of information for the management of railway safety. Version 5 of the SRM is a mathematical representation of the 125 hazardous events that could lead directly to injury or fatality during the operation and maintenance of the mainline railway network. The causes and consequences of each event are modelled in detail. The SRM considers the railway system as a whole, rather than the details of a particular route or operator.

The Risk Profile Bulletin (RPB) is a significant output from the SRM, which graphically illustrates risk profiles that identify which safety events are expected to cause the most harm to passengers, public and workforce.

[Safety Performance Reporting](#)

RSSB produce a suite of safety performance reports that look at key industry risk areas, such as workforce safety, level crossings, railway crime and signals passed at danger (SPADs), as well as quarterly and annual reports of progress in safety performance as a whole. In addition to the regular reporting schedule, regular performance updates are made available through a number of the groups meeting under the National Initiatives programme.

Operations

[The SPAD Risk Management Support Tool, the SPAD Hazard Checklist, SPAD Mitigations and the Signal Sighting Framework](#)

All of the above tools are on-line tools accessible through the www.spadweb.co.uk website.

The SPAD Risk Management Support Tool enables users to identify the tools and standards that can be used to support SPAD risk management. The tool can be used to identify the different activities that are used to manage SPAD risk, providing information on the hazards that each activity aims to address. It also details which SPAD mitigation measures can be used to address specific SPAD hazards.

The SPAD Hazard Checklist can be used as part of the incident investigation process to identify the most appropriate risk mitigation measures or follow-up action implied by a SPAD event.

SPAD Mitigations is a searchable database that is intended to replace the Anti-SPAD Toolkit. It retains much of the toolkit content, updated to reflect latest information, research and best practice. Use of the database is mandated upon Network Rail by Company Standard RT/D/P/010, but its contents are also valuable for other Safety Management System owners.

The Signal Sighting Framework has been developed to assist signal designers and signal sighting committee members in resolving conflicts between signal sighting requirements and selecting appropriate risk reduction measures.

[Good practice guide: Wayfinding at stations](#)

This guide is aimed at those whose responsibilities include managing how people find their way around stations (wayfinding). It covers tools to help plan, deliver and maintain wayfinding information, taking different users and different technologies into account.

[Good practice guide: Crowd management at stations](#)

This guide introduces the reader to the key considerations when preparing to manage crowds at stations. It covers aspects such as: knowing your crowd, how to plan ahead, using staff effectively, how to use technology and directing crowd flows.

Training and management

[The 21st Century Professional Driver: Guidance on lifestyle and self-management.](#)

This DVD combines 31 minutes of video and animation with interactive exercises, addressing topics such as managing shift work and fatigue, getting support for personal problems and maintaining concentration while driving. It is produced for passenger and freight train drivers and on-track machine operators. Copies may be ordered free of charge by email to driver@lucidcommunications.co.uk.

[Good practice guide: Competence in strategic safety management and Reviewing and developing the safety performance of individual managers](#)

The competence in strategic safety management (SSM) good practice guide comprises an analysis of what organisations need to be able to do to understand the risk associated with their everyday activities, and an assessment process that can be used to review and improve working practices. The guide is accompanied by SSM software, which is designed to make the process more efficient to use.

The developing the safety performance of individual managers good practice guide outlines an approach for ensuring both that the safety performance of managers supports the safety objectives and culture of the company they work in, and that those managers can consistently achieve the levels of performance necessary to meet their safety responsibilities.

[Good practice in training](#)

This guide provides information on the analysis, design, delivery and management of training. The aim is to ensure that training needs are adequately defined, that training is delivered to consistent standards, that assessments are effectively conducted to ensure competence, that people involved with training and assessment have the necessary skills, tools and support to do their jobs, and that the whole process is continually monitored and updated as required.

Good practice in assessment

This document provides guidance on competence assessment within a defined competence management system and provides for a consistent industry approach to assessment. In addition, it supports the evidence collection requirements for assessors working towards the National Vocational A1 standard award.

Good practice guide: Simulation as a tool for training and assessment

This document provides guidelines and advice on the specification, procurement and use of simulation as an aid to training and assessment in the GB rail industry. Simulation should be seen simply as a tool for such activities, and the guide helps those who deliver training and carry out assessments both to select the right tool and use it effectively.

Good practice guide: Safety tours

This good practice guide describes the essentials of constructing a managerial safety tour system within companies, and carrying out effective safety tours. It may also be used as a check list against which existing systems can be compared. Additionally it can be used as an aide memoire by managers needing to conduct safety tours.

RSSB key contacts

RSSB staff are happy to be contacted directly to talk through any railway issues that you are dealing with, and provide advice and guidance wherever possible.

For advice and information on safety risk assessment, contact Colin Dennis, Head of Risk and Safety Intelligence, 0207 904 7499, colin.dennis@rssb.co.uk.

For advice and information on human factors, contact Ann Mills, Principal Human Factors Specialist, 0207 904 7690, ann.mills@rssb.co.uk.

For advice and information on workforce management and competence development issues, contact Lesley Hodsdon, Senior Workforce Development Specialist, 0207 904 7969, lesley.hodsdon@rssb.co.uk.

For advice and information on strategic safety management competence issues, contact John Abbott, Director of National Programmes, 0207 904 7689, john.abbott@rssb.co.uk.

For information on the research programme, contact Alan Penter, Head of Management Research, 0207 554 4602, alan.penter@rssb.co.uk.

For any general enquiries, contact the RSSB Enquiry Desk on 0207 904 7518, enquiries@rssb.co.uk.