

*ORR protects the interests of rail and road users, improving the safety, value and performance of railways and roads today and in the future*



# RISQS Annual Conference

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# Structure of Presentation

- Our long standing Vision and Goal.
- The Challenges – Learning the Lessons from recent incidents including Croydon.
- The Focus - for all parts of the sector going forward to continue the journey for the next ten years.
- Million Hour Challenge

# Our Vision and Goal

For 10 years we have had the same Vision and Goal for the GB Rail Sector

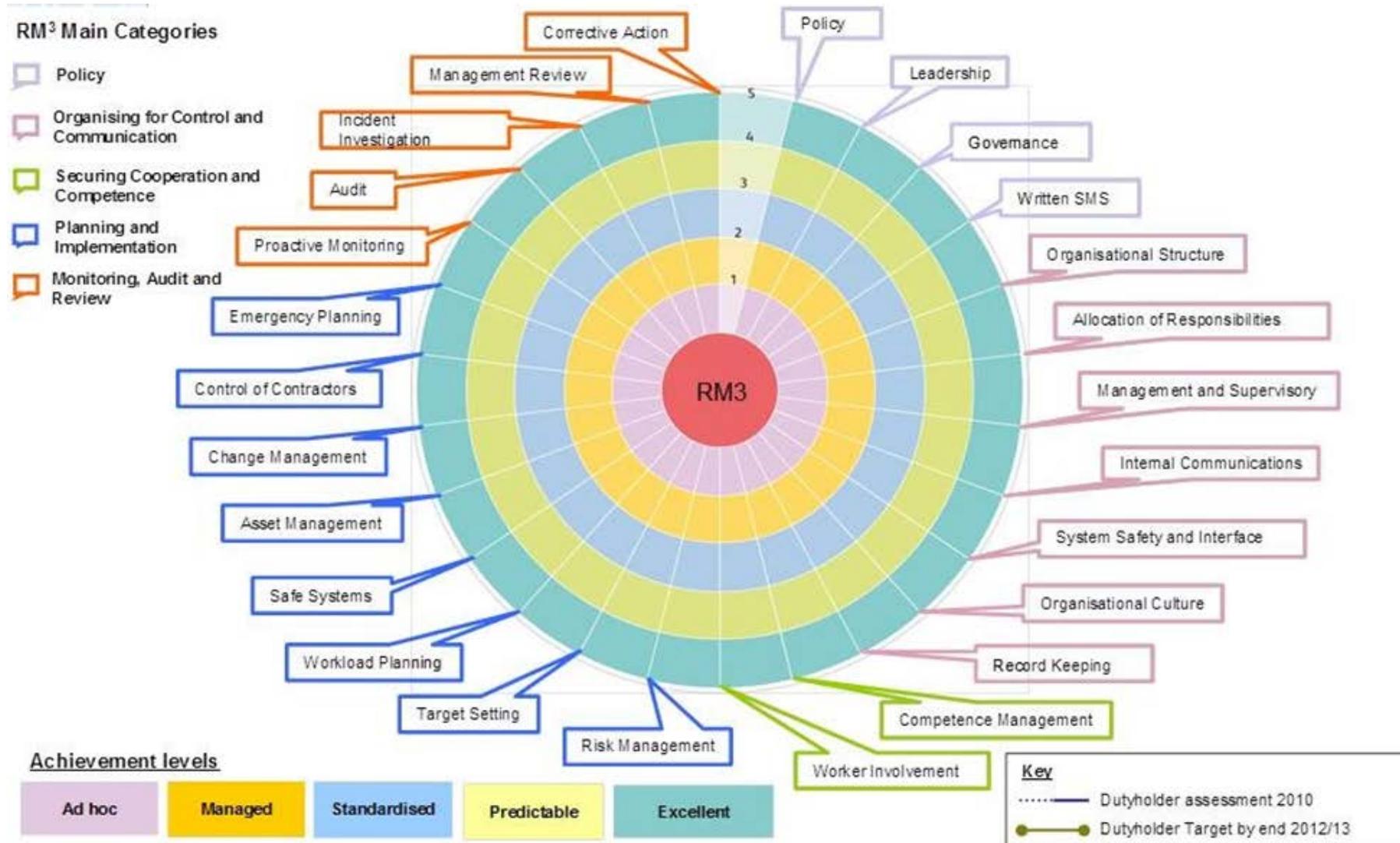
## Vision

“Zero Industry caused fatalities and ever decreasing risk to passengers, the workforce and the public”.

## Through the Goal of:

“Excellence in Health and Safety Management and Risk Control, measured through our RM3 Model”.

# The Risk Management Model (RM3)

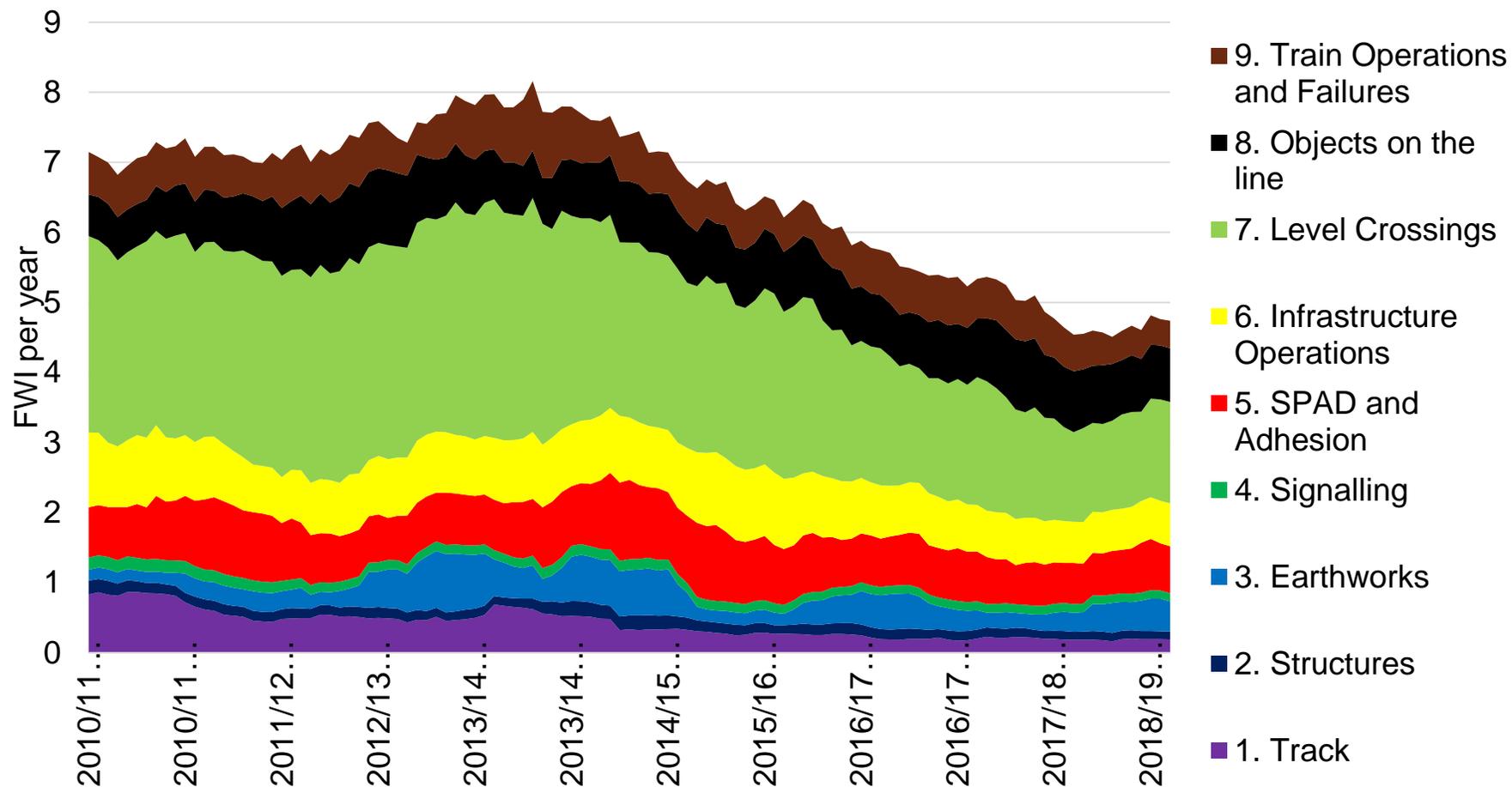


# About a Conversation....



# In the last ten years safety has improved...

## Precursor Indicator Model by group



...as has Supplier Assurance and it has played its part

# However....

- Croydon



- Were there enough controls?

# Also seen ....

- Near misses for track workers in amongst trains and serious construction injuries.
- Major Infrastructure failures for Civils – Age/Poor Weather.
- Public fatalities at the interface with the Railway (Level Crossings and Trespass).
- Issues in managing change.

# Learning the Lessons

- So, even as we see continuing improvement and fewer major and high potential events, we still need to learn, in particular around, how to eliminate the very low frequency but high consequence event so getting to the bottom of the triangle is key.
- We need to use the Near Miss Data and Lower Level Precursors more “Data Analytics”, going deeper into the supply chain.
- Drive even greater use of RM3 across the sector. Sharing more and having more of those conversations down in the supply chain. Supplier assurance is part of assuring the total system.
- The recognising that people performance and the supply chain is critical.

# So what are some of the key challenges

## Supporting our People

- They are very often the last line of defence
- Handling the modern world - pace of life etc.
- Culture and behaviours and complete Health Management (mental as well as physical)

# So what are some of the key challenges (2)

## Technology

- Using technology developments to create the extra barrier, increased defence and improving effectiveness
- The need to take the human interaction into account, lots of developments ongoing
- Changing working practices
- Ensure the Human interface is right

# So what are some of the key challenges (3)

## Pressure on the System

- Lots of change with plenty of new equipment
- Increased traffic aging infrastructure
- Financial strains
- The External Environment

# The Focus going forward

## 1. On our People across the sector including supply chain

- Competency in the broadest sense
- Workload and environment (managing stress)
- Fatigue management (inside and outside work)
- The strengths and weaknesses of Human Intervention
- Bringing everyone along with us
- Hence the importance of supplier assurance providing deeper benefits to organisations

# The Focus going forward (2)

## 2. Technology

- Creating the extra barrier
- Tools to help make the job safer and more efficient (eg IT tools, remote condition monitoring)
- Remove people away from harm, eg working in amongst trains!
- Improve performance reliability and predictability.
- Hence the need for strong supplier input but it must be assured strongly.



# The Focus going forward (3)

## 3. Health and Culture

- Communication from top to bottom “show you care”
- Mental Health
- Trust and a “Just” Culture
- A healthy workforce saves money
- Across the whole sector including the supply chain.

# Million Hour Challenge



Bringing the rail industry together to support Samaritans

- We are building on the successful partnership between the rail industry and Samaritans.
- During CP6 rail staff will come together to volunteer one million hours to support Samaritans.
- Volunteering hours include: Samaritans online learning, fundraising, support for running Samaritans Branches and for some, training to be a Listening Volunteer.
- Three out of five people have experienced mental health issues due to work. But just one in ten tell their manager.
- The challenge will raise the profile and understanding of suicide across the rail industry; its causes and what measures can be undertaken to reduce potential suicides.
- It also aims to reduce stigma and improve openness regarding mental health, emotional wellbeing, stress, anxiety and suicide within the rail industry.



# Million Hour Challenge

Bringing the rail industry together to support Samaritans

- Six organisations already signed-up to the challenge;
  - Office of Rail and Road
  - Rail Delivery Group
  - Network Rail
  - Rail Safety Standards Board
  - MTR Crossrail
  - Transport for London

The launch and start of a rollout programme across the industry begins on 27 March 2019

# Conclusion

- It is all about managing risk of the complete system, including the supply chain, designing the human interaction and safety into all we do.
- Measure how we are doing with RM3, as it is about driving for excellence in the key enablers in what we do with strong assurance throughout.
- Improving the risk models and using all the data we have, connecting it up and the use of Artificial Intelligence so data from RISQS is important going forward.
- Lets really focus on our People, Culture and Health, including Mental Health. Bringing them along with us during this time of significant challenges and change.