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6 February 2025

Mr Andy Lewis
Deputy Chief Inspector of Rail Accidents
Cullen House
Berkshire Copse Rd
Aldershot
Hampshire GU11 2HP

Dear Andy,

RAIB Report: Serious injury to a passenger alighting from a train at Loughborough Central station on 14 January 2023

I write to provide an update¹ on the action taken in respect of recommendation 2 addressed to ORR in the above report, published on 31 October 2023.

The annex to this letter provides details of actions taken in response to the recommendations and the status decided by ORR. The status of recommendation 2 is '**Closed**'.

We do not propose to take any further action in respect of the recommendation, unless we become aware that any of the information provided has become inaccurate, in which case I will write to you again.

We will publish this response on the ORR website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Oliver Stewart', written in a cursive style.

Oliver Stewart

¹ In accordance with Regulation 12(2)(b) of the Railways (Accident Investigation and Reporting) Regulations 2005

Recommendation 2

The intent of this recommendation is to ensure that Great Central Railway has an organisational structure and process that provides effective oversight of how the various departments manage risk and ensures they operate in a co-ordinated, mutually beneficial manner.

Great Central Railway should continue to review its organisational structure and processes to give senior managers and the board a comprehensive understanding of what activities are being undertaken to manage risks, and that learning from accidents, incidents and near misses is shared. It should implement a programme of thorough regular audits, which are capable of identifying corrective actions needed to improve the management of risk.

This recommendation may apply to other heritage railways.

ORR decision

1. The initial response from Great Central Railway (GCR) in February 2024 confirmed an updated organisational structure was being introduced, which included a new Board Safety, Health and Environment (SHE) committee. The terms of reference of the board committee includes ensuring company activity is in compliance with policy, standards and legislation, including hazard identification, risk management, close call, accident investigation, safe use policies, emergency plans, training and competence processes. It also includes the monitoring of safety, health and environment performance through targets, audits, and investigations.

2. In the subsequent response (October 2024) GCR provided an update against its 2024 audit programme demonstrating progress against this programme. A recent example of an audit of Rothley Carriage Shed was provided demonstrating that appropriate corrective actions to improve the management of risk are being identified through the audit programme.

3. After reviewing the information provided ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, Great Central Railway has:

- taken the recommendation into consideration; and
- has taken action to close it.

Status: Closed.

Previously reported to RAIB

4. On 22 October 2024 ORR reported the following:

The Great Central Railway (GCR) has provided evidence of having begun a review of its organisational structure, risk management and learning from accidents, incidents and near misses. To assess progress with this workstream, we have requested an update on progress with the audit programme for 2024/25, an example of a recent audit report and clarification of the process for tracking the completion of

corrective actions identified through audit. GCR expect to provide this information to ORR by November 2024.

In considering how the learning from this incident and recommendation are applicable to other heritage railways, the ORR heritage workshops in January and February 2024 included a session on audit, monitoring and review, with the aim of putting processes in place at heritage *railways for propagating the learning from incidents such as Loughborough*.

Update

5. On 28 October 2024 Great Central Railway provided the following update:

Copy of the 2024 Audit Programme



GCR 2024 Audit Plan
v2 16-10-24.pdf

Audit Report for the Carriage & Wagon Works at Rothley, together with the Non-Conformity Report detailing follow-up actions



Audit Report -
Carriage Shed Rothley



Non Conformity
Report - Carriage She

Currently, audit recommendations are tracked via a spreadsheet, but in 2025 it is intended that these will move to the HOPS business management system.

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2. In considering how the learning from this incident and recommendation are applicable to other heritage railways, the ORR heritage workshops in January and February 2024 included a session on audit, monitoring and review, with the aim of putting processes in place at heritage railways for propagating the learning from incidents such as Loughborough.

3. After reviewing the information provided ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, Great Central Railway has:

- taken the recommendation into consideration; and
- is taking action to close it

Status: Open.

Information in support of ORR decision

4. See Rec 1 above for the Great Central Railway initial combined response on recommendations 1 & 2.