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11 December 2017



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

Dear Andrew,

RAIB Report: Accident to a track worker near Redhill, 24 June 2014

I write to provide an update¹ on the action taken in respect of recommendation 2 addressed to ORR in the above report, published on 15 June 2015.

The annex to this letter provides details of the action taken regarding this recommendation, the status of which is now '**Implemented**'. We do not propose to take any further action in respect of the recommendation, unless we become aware that any of the information provided becomes inaccurate, in which case I will write to you again.

We will publish this response on the ORR website on 11 December 2017.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Oliver Stewart', written over a light blue horizontal line.

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 that a consistent and appropriate level of first aid cover is provided for people working on the track.

Network Rail should review its policy on first aid provision, as defined in company standard NR/L2/OHS/00110, and the way in which this policy is implemented, so that a consistent and appropriate level of first aid cover is provided for people working on or near the line, taking into account the nature of the work and the environment in which it takes place

ORR decision

1. Network Rail has reviewed their provision for first aid cover and updated the relevant standard (NR/L2/OHS/00110) and associated risk assessment (NR/L2/OHS/00110/F01) for first aid cover to align with HSE guidance. Unless a low severity level is identified from the risk assessment, a group should now have access to emergency first aid treatment if made up of at least 2 people, having previously been 5 or more.

2. After reviewing the information provided ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, Network Rail has:

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

Status: Implemented.

Previously reported to RAIB

1. On 7 April 2016 ORR reported that by reviewing standard NR/L2/OHS/00110, ORR was satisfied that Network Rail were taking appropriate action to review their first aid provision and had an appropriate timescale in place to introduce any changes. Implementation was due by 3 September 2016.

Update

2. Following timescale extensions, Network Rail provided a closure statement and supporting evidence on 9 October 2017 stating:

The First Aid at Work standard NR/L2/OHS/00110/F01 has been reviewed and updated to improve clarity, and align with current UK and European Resuscitation Council and HSE Guidance on Regulations (First Aid). The updated standard content was accepted on behalf of all Business Functions and Routes, and has now been formally published (2nd September 2017) with a compliance date of 3rd March 2018. First aid provision is based on a risk assessment, as recommended in the HSE Guidance on Regulations. As part of the review of the First Aid at Work standard, the first aid risk assessment

form (NR/L2/OHS/00110/F01) and process, has been updated to be more prescriptive in identifying what provision is required, based on work activities and remoteness from emergency services.

Following the assessment, the subsequent suggested provision of first aid personnel is aligned with the suggested numbers in the HSE guidance. Unless a low severity level is identified from the risk assessment, whereby an Appointed Person may be sufficient, groups of 2 or more should have access to at least emergency first aid treatment. This has been uplifted from the previous recommendation for groups of 5 or more. There is now additional guidance in the First Aid at Work standard on planning for a first aid emergency in the operational environment (which includes working on or near the line), and the consideration of remoteness and environmental factors.

Intent satisfied: The more prescriptive first aid risk assessment will result in the appropriate severity level, and subsequent level of provision, being identified. Consistency will be achieved as the number breaks in the suggested level of provision has been changed, to recommend that all groups of 2 or more have access to at least emergency first aid treatment from a trained first aider.

Previously reported to RAIB

Recommendation 2

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ORR Decision

2. By reviewing standard NR/L2/OHS/00110, ORR is satisfied that Network Rail are taking appropriate action to review their first aid provision and have an appropriate timescale in place to introduce any changes.

3. After reviewing all the information received from Network Rail, ORR has concluded that, in accordance with the Railways (Accident Investigation and Reporting) Regulations 2005, Network Rail has:

- taken the recommendation into consideration; and
- is taking action to implement it by 3 September 2016.

Status: *Implementation on-going.* ORR will advise RAIB when actions to address this recommendation have been completed.

Information in support of ORR decision

4. Network Rail wrote to ORR 17 December 2015 with the following information:

Network Rail will undertake a review of the first aid provision policy and the way in which it is implemented. The review will take into account the effectiveness of the standard, work instructions and guidance notes. It will also evaluate whether adequate assurance exists in the dissemination of salient and important information throughout the process, so that a consistent and appropriate level of first aid cover is provided for people working on or near the line, in respect of the nature of the work and the environment in which it takes place.

Review completion date: 29 February 2016.

Should any changes to the policy be required, they will be published and communicated by 31 July 2016. The recommendation will be considered closed when compliance is achieved on 3 September 2016.