

# Safety Hour Discussion Pack

## Topic: User Worked Crossings with Telephones (UWC+T) and Safety Critical Communications

### Purpose of the discussion:

*This has been chosen as a Safety Hour topic as too many incidents happen that safety critical communications is a major or contributory factor.*

*Not having effective communication with a user at a UWC +T can lead to the misunderstanding between the parties involved in the safety critical conversation. This includes the locations where the user are, what they want to cross with and how long it will take.*

This safety hour focuses on discussing the need to improve how we have the conversations with the user.

Discussion points: Use below to plan your facilitated discussion. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions.

Discussion points	Supporting notes
<p><i>Question? What is the difference from having a safety conversation with trained railway staff to a member of the public that uses our UWC+T?</i></p>	<p>Rail staff who work on the front line are trained in safety critical communications.</p> <p>A member of the public in the majority of cases has no idea that we have specific protocols regarding SCC.</p>
<p><i>Question? What are the steps involved when a signaller receives a request to use a user-worked level crossing?</i></p>	<p>Discuss with the group:</p> <p>These are what should be highlighted.</p> <ul style="list-style-type: none"> <li>• Which crossing the user want to use?</li> <li>• What is required to pass over the crossing?</li> <li>• How long will it take?</li> </ul>
<p><i>Question? What are the risks during the process? What can go wrong?</i></p>	<p><b>What are the risks during this process? What can go wrong?</b></p> <ul style="list-style-type: none"> <li>• The user may unclear what crossing they are at</li> <li>• The user may be deliberately vague about what they are crossing with</li> <li>• Signaller may fail to ask how long they need or what they are crossing with</li> <li>• Signaller may be distracted by other things going on</li> <li>• Signaller may over estimate the time available</li> <li>• Signaller is unable to see/establish the location of trains</li> <li>• Signaller may have difficulty locating the crossing, it may be used infrequently used</li> </ul>

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<p>What can the Signaller do to reduce the risks?</p> <p>What is the process to allow a user to allow a user to pass over a UWC?</p> <p>Before you authorise anyone to use the crossing with animals or a large, low or slow-moving road vehicle, or anything with small wheels that may get caught in a flange way,</p> <p>You must do what?</p>	<p><b>What can signallers do to reduce the risk?</b></p> <ul style="list-style-type: none"> <li>• Ask the appropriate questions as per the Rule Book TS9 section 2.1</li> <li>• Come to a clear understanding with user – do not end the call until you have all the details you require</li> <li>• It is ok to say no to a user. Just explain why and give them a call back time or when a train or trains have passed the UWC+T</li> <li>• Repeat back – this is a must</li> <li>• Attention to detail, check the location of train(s) approaching, if unsure where train(s) is refuse the user, and give them a call back time</li> </ul> <p>Establish:</p> <ol style="list-style-type: none"> <li>1. Which crossing the user wants to use?</li> <li>2. What is required to pass over the crossing?</li> <li>3. How long will it take?</li> <li>4. If there is enough time for the crossing to be used before the next train(s) passes over the crossing you must tell the user to use the crossing immediately.</li> </ol> <p>Except where...</p> <p><b>You Must:</b></p> <ul style="list-style-type: none"> <li>• find out from the crossing user how long the movement will take</li> <li>• make sure there is enough time between trains to prevent delay</li> <li>• make sure that the protecting signals are placed or kept at danger or the route has been closed</li> <li>• make sure that any approaching train has passed clear of the crossing</li> <li>• tell the user to report back when the movement has passed over the crossing.</li> </ul> <p>After you have authorised the movement, you must not resume normal working until the crossing user has reported that the movement has passed clear of the crossing.</p> <p>Please turn over:</p>

