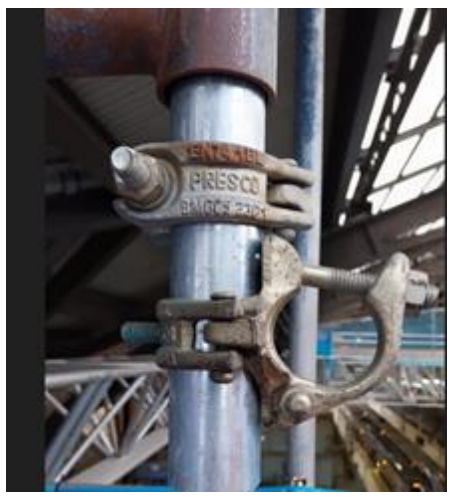
# Shared Learning

everyone home safe every day

## Scaffold incident at London Liverpool Street Station



Issued to: **All Network Rail line managers, safety professionals and accredited contractors**

Ref: NRL25-03

Date of issue: 23/07/2025

Location: London Liverpool Street Station

Contact: Sharon Fink, Principal Safety Manager, Eastern Routes Capital Programmes

## Overview

London Liverpool Street Station is currently undergoing roof refurbishment works, replacing the life expired Glass Reinforced Plastic (GRP) above platforms 1-10 as well as spot replacement of Georgian Wire Glass above the concourse area.

During the installation of a tube and fitting hanger for a suspended scaffold, a supplementary check coupler fell approximately 15 metres onto one of the station platforms.

The coupler landed within an exclusion zone that had been established on the station platform, resulting in no injuries or damage.

The investigation concluded that the coupler had not been correctly tightened and vibrated loose when the scaffolder was working on an adjacent fitting.

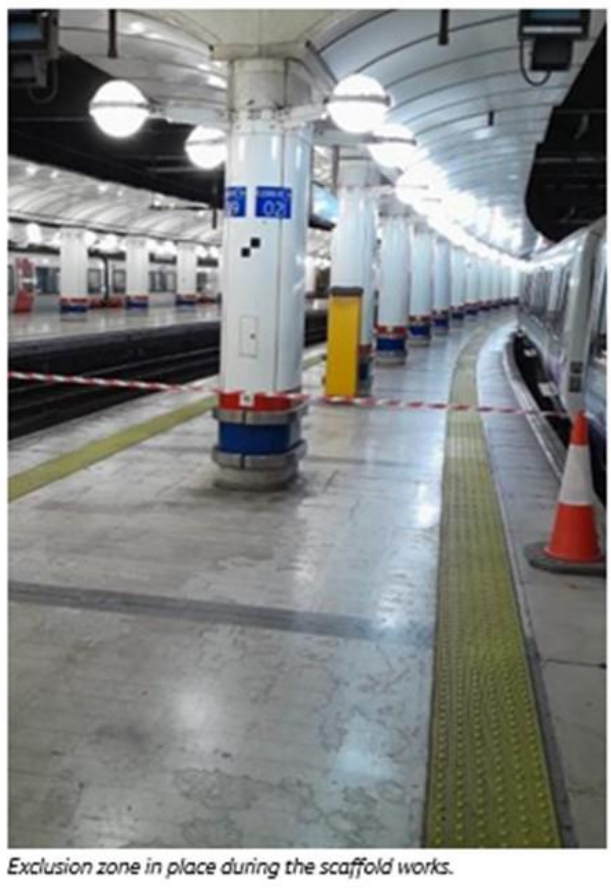
## Underlying causes

- The check coupler fell because it was not correctly tightened. The orientation of the check coupler prevented the scaffolder having visibility of the bolt head whilst tightening the fixing. This led to the bolt being insecure, and vibrations from ongoing work caused the coupler to loosen and fall.
- The scaffold supervisor was working from a Task Briefing Sheet however the chain of documentation did not suitably pass risk controls from the Work Package Plan, therefore those undertaking the works were not adequately aware of the risk controls.
- The coupler was not contained at a high level because the encapsulation netting, which should have been installed, was not in place.
- The scaffold manager, who was aware of the planned methodology and specific controls, was not on site. The information had not been passed to the scaffold supervisor in charge of the night works. Consequently, the supervisor was unaware of the netting requirement. The scaffold design is complex, and netting can only be installed at certain points to address specific risks.


*Bottom fitting was acting as supplementary coupler. Note: Not the actual fitting, this is a similar arrangement.*


*Fitting showing how the bolt head should have been seated in the clip body correctly to prevent fitting becoming loose and falling.*

*Revised detail with swivel coupler fittings permitting visual inspection of both fittings by erector. Note: Yellow Clikon caps to aid inspection.*



*Exclusion zone in place during the scaffold works.*

## Key message

- The design of scaffold should take account of installation restrictions and make sure components are selected that suitable for safe installation by those undertaking the works.
- Supervisors in charge of works should be provided with and briefed on the Work Package Plan and Task Briefing contents and ideally involved in their development.
- Specific risk controls detailed in the Work Package Plan should be incorporated into the Task Briefing Sheet to make sure that the correct level of detail is delivered through briefing to those undertaking the works.
- Principal Contractors to review their assurance procedures and processes to assure that Contractors/Sub-Contractors are working in accordance with defined methodology and designs/specifications.

**Part of our group of Safety Bulletins**