

# Shared Learning

*The Thameslink Programme* Issue Date: March 2017 - For further info contact: [ian.bradler@networkrail.co.uk](mailto:ian.bradler@networkrail.co.uk)

**Issue Number: TLP 070 Title: Incorrectly placed marker boards at Charing Cross**

## Overview of Event:

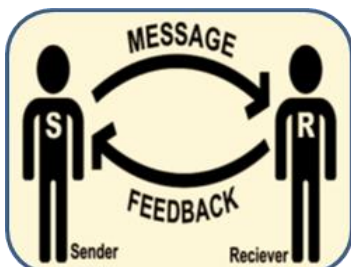
As part of a Thameslink Possession there was a requirement to place Marker Boards at various locations to facilitate the efficient set up of the worksite. The Person in Charge of Possession (PICOP) was utilised to instruct Possession Support Staff (PSS) to place Marker Boards on behalf of the Engineering Supervisor. Whilst taking Part 1 of the possession, the PICOP (in error) contacted a PSS for Part 2 of the possession/worksite and instructed them to place Marker Boards on the Charing Cross Lines (1m43ch), which were to remain open until the second part of the possession was taken.

## Causes:

- PSS did not repeat back safety critical information/instructions to the PICOP
- PICOP did not take the lead and ensure that the PSS repeated back the instruction given, which would have highlighted the error.
- PICOP had additional information from a roster for the following night, which he believed contributed to his distraction.
- PICOP workload was high and further complicated by instructing staff on behalf of the ES.
- PICOP was reluctant to take responsibility for instructing the PSS working for the ES, as this is a departure from the requirements of the Rule Book (GE/RT/8000). The evidence demonstrates that the PICOP did not take 'Lead Responsibility' and ensure there was a clear understanding.
- It had become common practice for the PICOP to give instructions to staff placing marker boards on behalf of the Engineering Supervisor (ES), contrary to rulebook protocol.

## General Key Messages:

- Always check the documents and information you have is relevant to the task being performed.
- When giving safety critical instructions always confirm that you are speaking to the correct person.
- Reach a clear understanding over what you are asking for/instructing - what is the intended outcome?
- Where you have 'Lead Responsibility' in communications it is your responsibility to ensure that messages are clear, accurate and understood.
- Stay within the remit of your responsibilities, only give instructions that you are required to do so as part of your role. Make sure that your workload is manageable.
- Safety critical messages **MUST ALWAYS** be repeated back.



## Actions Taken As a Result of the Investigations:

- Action plans created for managing/monitoring PICOP and PSS safety critical communications.
- PICOP and PSS attend safety critical communication module.
- PICOP briefed to ensure that possession information is compartmentalised and any information relating to other possessions is not used/included.
- Engineering Supervisors to instruct Marker Board staff to place Marker Boards, as per the GE/RT/8000 Rulebook requirements.