

Shared Learning from a Formal Investigation



Date: 8 December 2014
Issued By: Corporate Investigation Manager, Milton Keynes, MK9 1EN

Document ref: NRL14/05

Title: Crossing Keeper injured at Hilton Crossing on 20 August 2013
For further information contact [Lucan Hawes](#), Local Operations Manager.



Photograph taken from investigation report

Underlying Causes:

Driver behaviour

- The primary cause of the accident was outside of our control.
- It was established that the driver was wearing flimsy footwear that slipped off of the brake pedal.

Overview of Event

- A car approaching Hilton Crossing in Derbyshire failed to stop and crashed into the crossing gate which had been locked across the road. The impact speed was approximately 20 mph.
- The gate swung back and struck the Crossing Keeper throwing them approximately 30 feet across the crossing and causing extensive injuries.
- The injuries were such that the Crossing Keeper has been unable to return to work.
- A member of railway staff in the traffic queue moved the Crossing Keeper clear of the running line and took control of the crossing whilst an off duty paramedic administered first aid.
- The air ambulance, Police and a LOM acting as RIO then took charge of the situation.
- During the response to the accident it proved difficult for the railway staff to obtain next of kin details for the injured member of staff and it was unclear what details should be passed on during a phone conversation.

Key Message: Once emergency services are in attendance at the scene where an employee has been seriously injured the injured person's next of kin should be called to tell them which hospital they are being taken to.

During normal working hours next of kin information may be obtained by the line manager from HRSS (0161 880 1100) or outside of normal working hours from the NOC (01908 723 644) – Are your details up to date?

Informing next of kin of the extent of serious injury or even death should be handled by trained professionals such as the BTP or hospital staff.

The company [Death in Service/Serious Injury Policy](#) outlines these arrangements including data protection considerations.