



Asset Integrity: How can CIRAS help?

1 December 2020

Welcome

- Introductions and outline
- Brief overview of CIRAS
- How Confidential Reporting can provide safety intelligence
- Case study
- Shared learning



Kerry Dolan –
CIRAS membership manager

What is CIRAS?

- A way of **speaking up in complete confidence** about health, safety and wellbeing issues
- CIRAS is completely **independent** of its members - but works alongside their safety systems
- CIRAS provides a safety net – so staff **can always be heard**



What CIRAS is and is not

CIRAS is...

- 100% confidential
- Complementary to internal reporting channels
- Independent
- A facilitator between a reporter and the company
- Easy to use

CIRAS is not...

- Replacement for internal reporting channels
- A whistle blower – highlights wrongdoing
- Investigator or regulator
- A channel for grievances or HR issues

Where confidential reporting fits in

Something happens

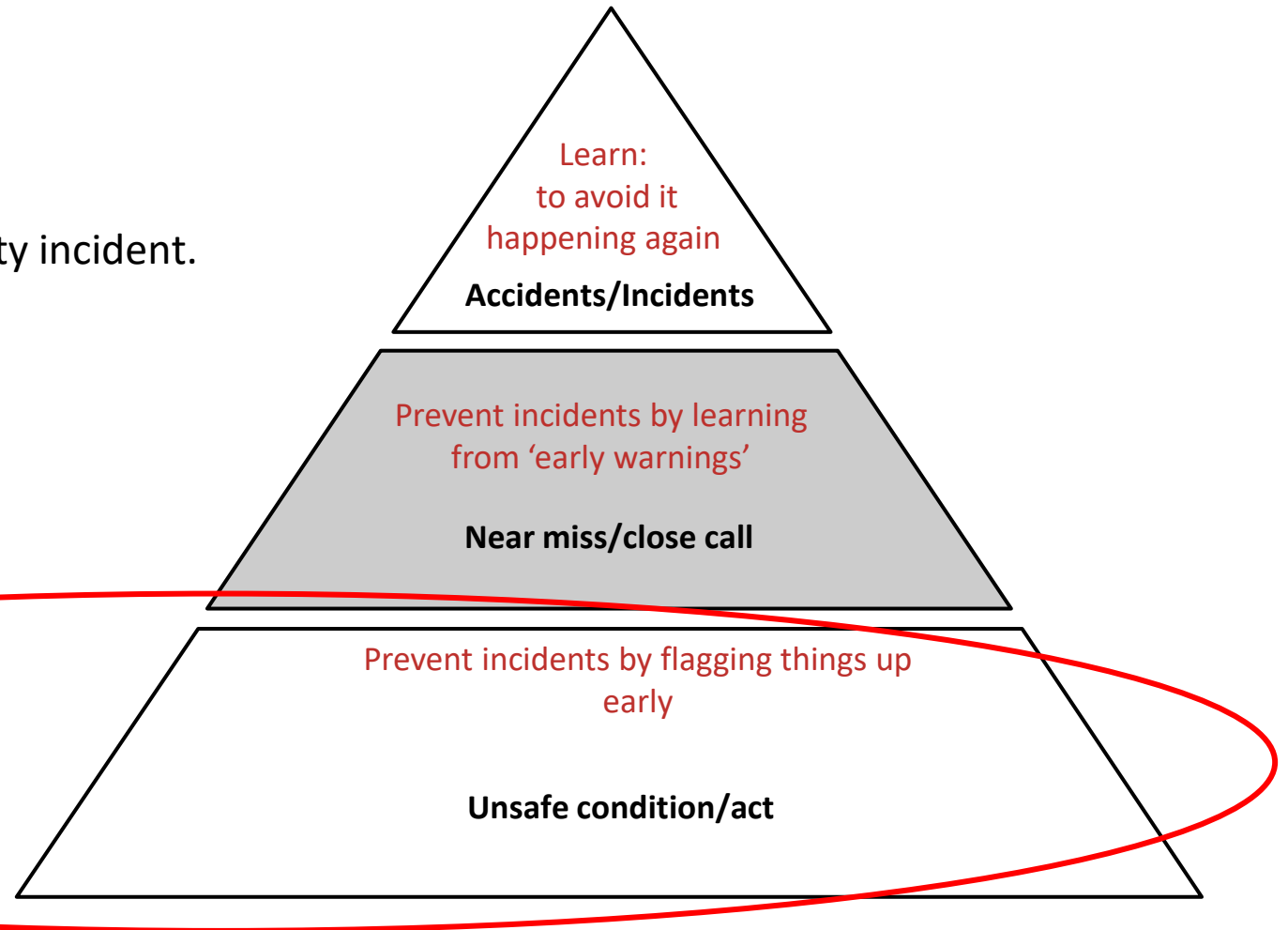
Things which **actually result** in a safety incident.

Near miss/close call

Things which **nearly result** in a safety incident.

Unsafe condition/act

Things which **if left unchecked could lead to** a safety incident



Reducing risks associated with assets



- **Managing**
- **Monitoring**
- **Standards**
- **Data**
- **People**

Reducing risks associated with assets

- Safety isn't just about documentation and data - it's also about **people**.
- To manage all assets effectively, everyone needs to be involved. **But are we able to hear everyone when we need to?**
- One solution is simple – **reporting**



What 'things' might not get reported?

- Things which are not quite right but which have become '**normal**' for people, so they're desensitised to the potential risk
- Things which seem a **low priority** so are not worth raising
- Things which people **think** would have been **reported by others**
- Things which people **don't feel confident** to report because they are outside their expertise



Equipment



Safety practices

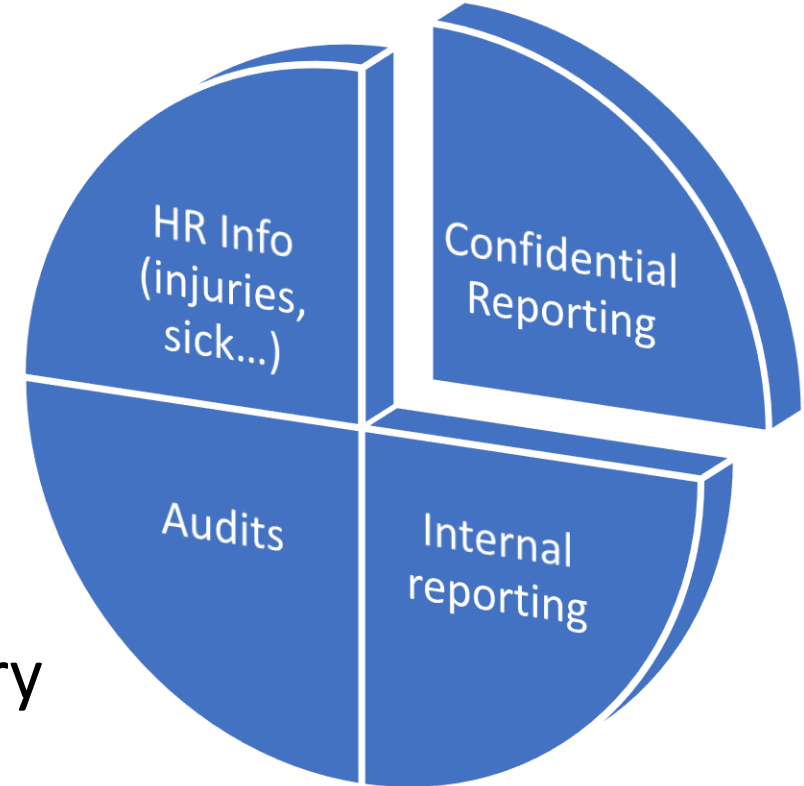


Work environment



How can CIRAS help?

- Workers from across the rail sector have access to CIRAS
- Circa 1900 members
- We take concerns that affect individuals or the system as a whole
- Complements other company and cross-industry reporting channels



Intelligence available from confidential reports

Just over a third of reports we received last year related to ‘equipment’ including reports about a wide range of asset types:

Nature of Equipment Problem	Financial Year		Direction of Change
	2019/20	2018/19	
Unsuitable / out-dated / usability issues with equipment	39%	31%	↑
Lack of equipment	26%	27%	↓
Faulty equipment	23%	30%	↓
Safety of equipment	11%	12%	↓

Reporter insight

Concerns raised about a number of assets

Equipment category	% of equipment reports in sub-category	
	2018/19	2019/20
Electrical and mechanical equipment	21%	39%
Computer equipment, phones, CCTV, radio	16%	15%
Health and wellbeing equipment	15%	14%
PPE	15%	12%
Lights	13%	6%
Other	20%	14%

Reporter insight

Type of improvement sought

Type of improvement sought	% of equipment reports in sub-category	
	2018/19	2019/20
Health and Wellbeing	24%	35%
Ability to carry out the job effectively	31%	21%
Improved notification or reduced ambiguity	10%	12%
Comfort at work	9%	12%
Visibility	20%	10%
Improved customer experience or accessibility	6%	10%

Case Study

Network Rail (NR) and train operator

Concern

- Malfunctioning screens: difficult for drivers to see passengers on platform
- Driver Only Operated trains affected (where no dispatchers present)
- Internal reporting had not led to a fix

Response

- Screens fixed by NR
- Train operator and NR worked together to ensure safer dispatch
- Planning further screen upgrade

Impact

- Improved driver visibility of platform
- Less risk of passenger injury



**Risk of passenger injury:
Equipment**



What can you report to CIRAS?



Data and insights

More data and insights?

Check out our website:

www.CIRAS.org.uk

CASE STUDIES

Bus station welfare facilities repaired

Work carried out in response to concern about hygiene and cleanliness that highlighted the potential spread of Covid-19

[Read More >](#)

Workload at Eastcroft depot reviewed routinely

Excess dust investigated

Plant room cleaned and ventilation system improved after dust levels concern

[Read More >](#)

Station CCTV reviewed

System layout and coverage to be improved, with more cameras added

[Read More >](#)

Operational changes reduce exposure to fumes

Changes proposed for rule book, with high-speed tunnel ventilation improved and new driver operational controls identified

[Read More >](#)

Construction design management arrangements reviewed

Timeline:

- Issue of air quality raised on safety tour
- HAZID study
- HAZID study
- Concern raised with CIRAS
- Meetings between NR and BBRL
- Specialist contractor monitors air quality
- HAZID study
- Revision to rule book tabled at NR HS Rules Working Group. Local procedure agreed
- Report closed



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for Safety

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ISSUE



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Piper Alpha 30 years

My supervisor said:
"It'll be a quiet night, see you tomorrow
- I never saw him again."

Survivor Steve Rae tells

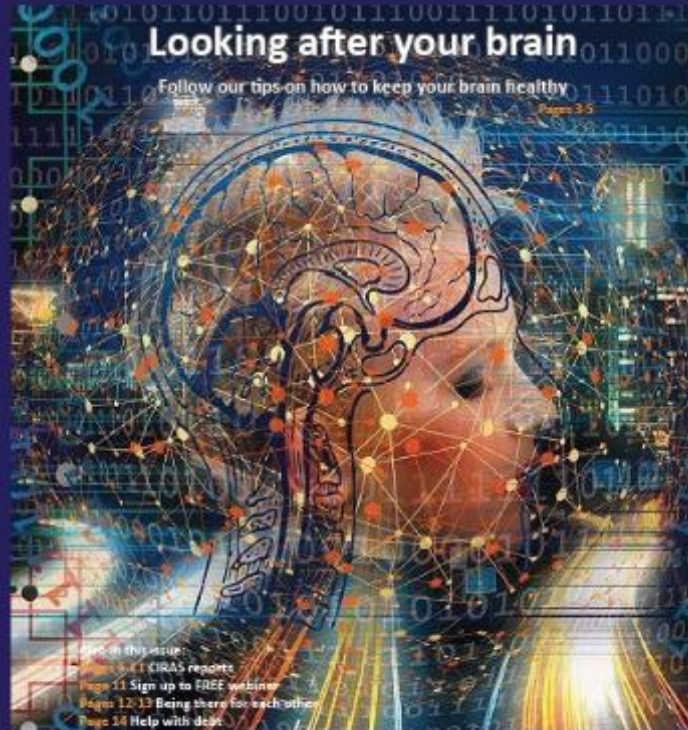
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Looking after your brain

Follow our tips on how to keep your brain healthy

Pages 3-5



Speaking up for health, wellbeing and safety

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