

# Safety Bulletin

A serious incident has taken place



## Unauthorised staff providing advice to level crossing users

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

**Ref:** NRB 18/11

**Date of issue:** 06/08/2018

**Location:** National

**Contact:** [Steve Hooker](#), Head of Maintenance Delivery Anglia



## Overview

It has been reported that on Tuesday 24 July 2018 at approximately 10:32, a member of staff (a contract lookout) gave a user permission to cross a user worked crossing equipped with a telephone (UWCT) in a vehicle.

Signs are in place to inform users of the correct process for using the crossing.

It is believed that the lookout was trying to be helpful, but had clearly not considered that there is a specific safe use procedure at this crossing, as at many others.

At this particular crossing the signaller must protect every vehicle crossing by placing the signals at danger. The crossing does **not** have sufficient sighting for vehicles to use it during normal operations.

A similar near miss happened during construction work last year at another level crossing when a user wrongly understood from site staff that it was safe to cross.

## Discussion Points

While we are investigating the incident please discuss the following with your team:

- What roles are permitted to authorise members of the public to use a crossing?
- What are the dangers of lookouts or other staff working near a level crossing giving advice on whether it is safe to cross?
- What are the arrangements for users requesting permission to cross?
- If you are asked by a member of the public if it is safe to use a level crossing how should you respond?

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