



**17TH ANNUAL**  
UK LIGHT RAIL  
CONFERENCE

# **Listening inclusively to overcome safety silence**

# Who and what is CIRAS?

---

**CIRAS provides confidential health and safety reporting for the UK and ROI transport sector.**

“Our ambition is to improve the health, safety and wellbeing of staff and passengers across the transport sector, by listening to their concerns and learning from the intelligence this provides.”

# CIRAS – benefits for light rail members

---

## Reduced risk

*“If I know everything that’s going on I can fix things before they become incidents”*

## Better safety culture

*“If I make it easy for my people to speak up they will feel safer and I’ll learn more”*

## Stronger business

*“If I find out about things early enough I can avoid the costs associated with incidents”*

## Peace of mind

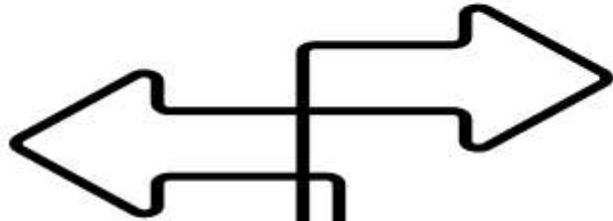
*“If I know I’ve got a safety net in place, I’ll know there’s less chance of something getting missed”*

# Speaking up is important

---

Speaking up ensures the flow of vital information and starts a review of any issues

When you have a health and safety concern – you have 2 choices:



Do something



Do nothing

# Safety voice and safety silence

---

## Safety voice or safety reporting

The extent to which people speak up when they have a concern

- Often to more senior people
- Based on perceived risk
- Challenge of peers



## Safety silence

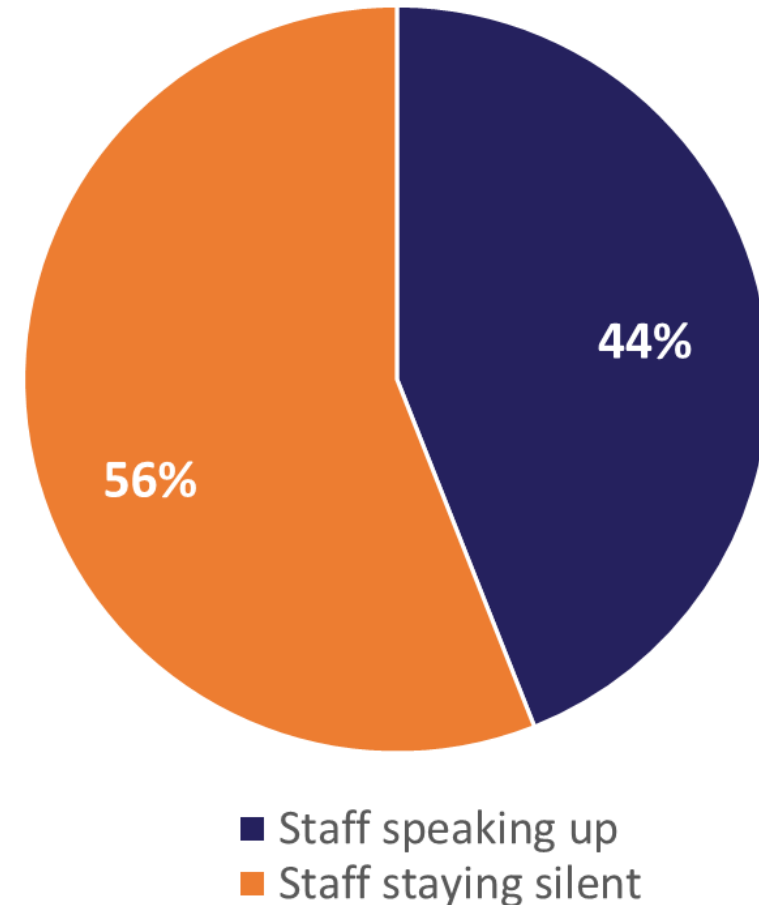
People not speaking up and not raising concerns



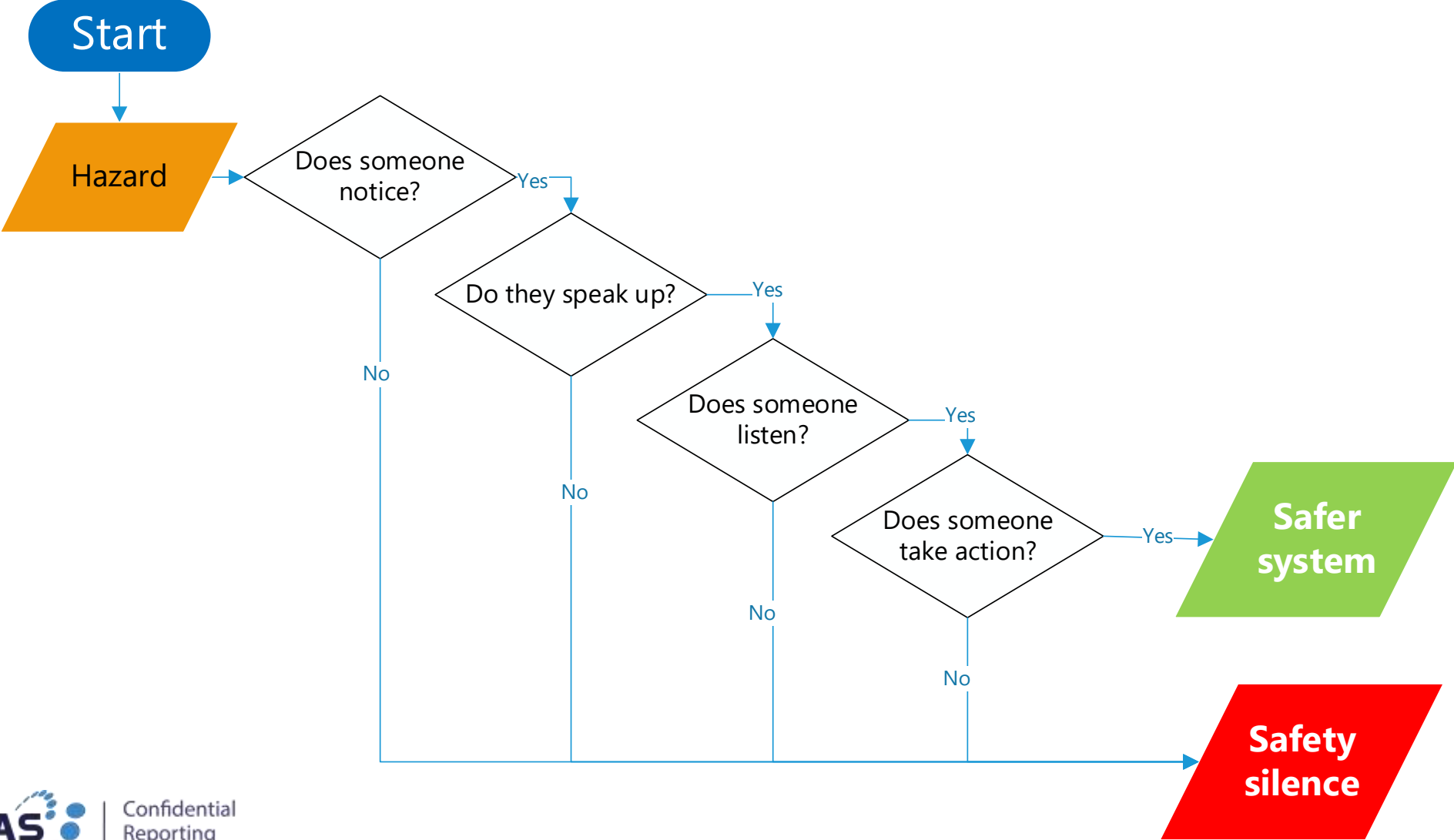
# What's the problem?

Independent research suggests “despite improvements in reporting mechanisms and improving safety culture, less than half of staff speak up – whether through reporting channels, or in real time on site or in the workplace.”

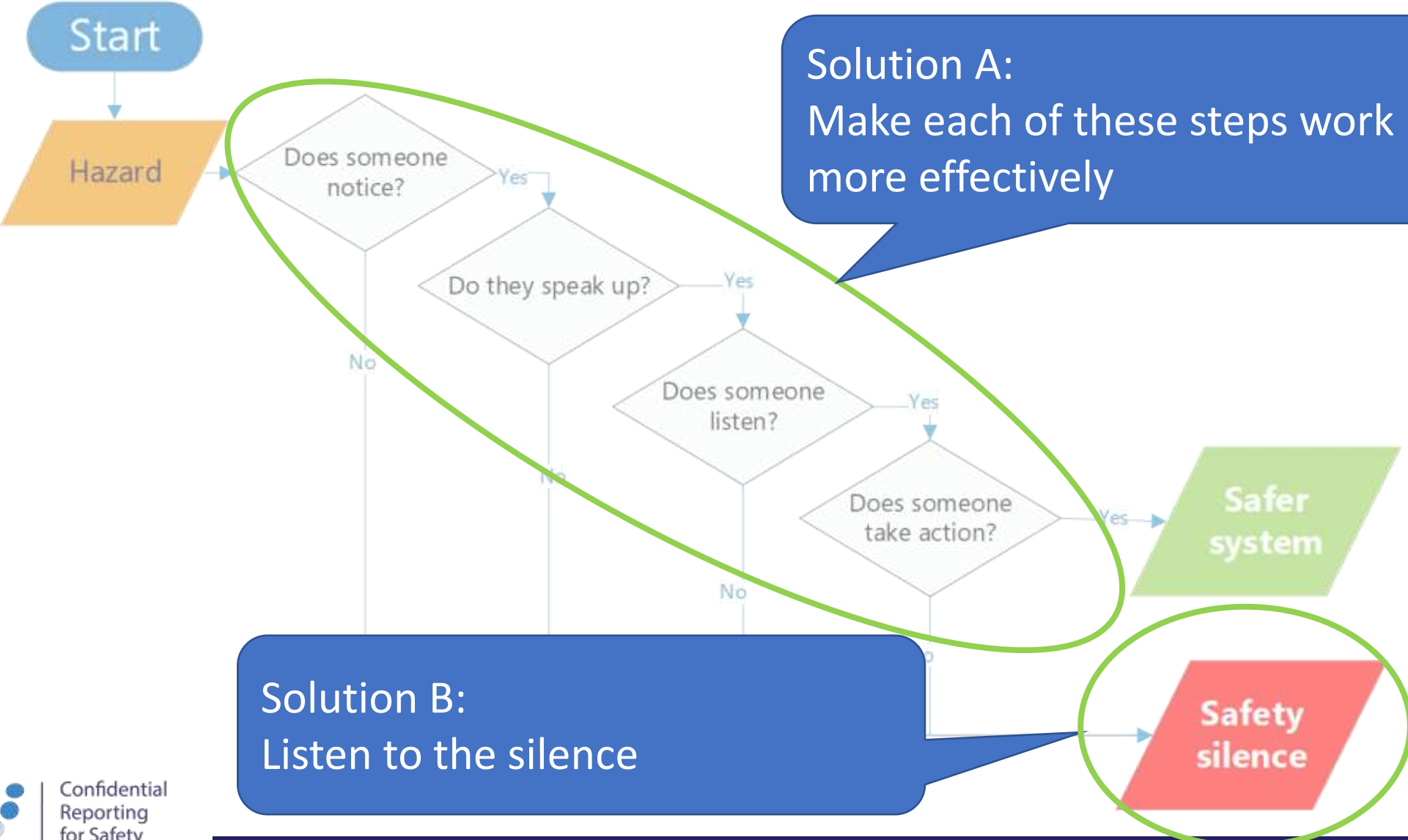
Staff speaking up v staying silent



# The anatomy of safety silence



# Overcoming the safety silence



Solution A:  
Make each of these steps work more effectively

Solution B:  
Listen to the silence



# Why don't people always speak up?



# Why don't people always listen effectively?

---

Time

Distraction

Threat to  
authority

Low  
priority



Unconscious  
bias

Filters of  
experience

Conscious  
bias

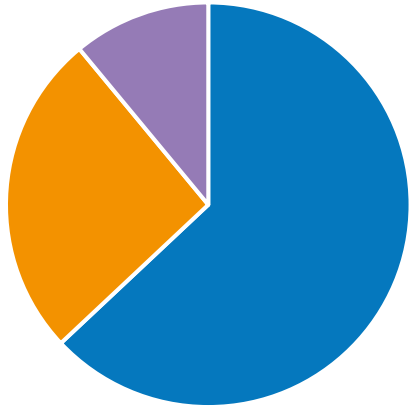
Commercial barriers

# Does someone take action?

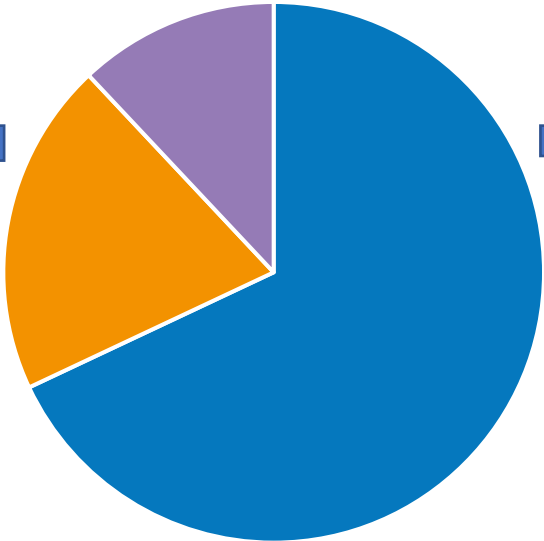
Were internal channels used first?



Reason for not using internal channels



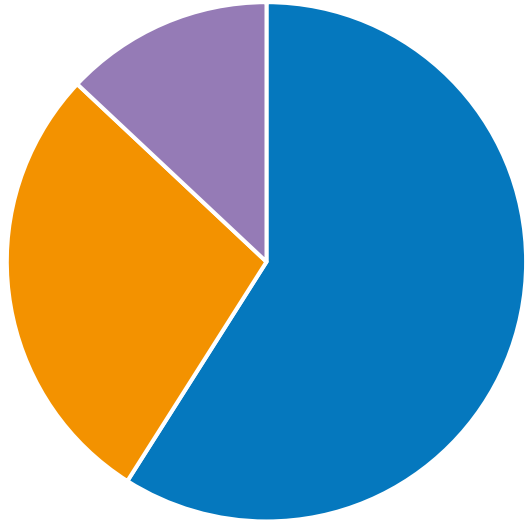
- Perception of internal channels
- Employer was not the duty holder of the concern
- Fear



- Yes
- No
- Unknown



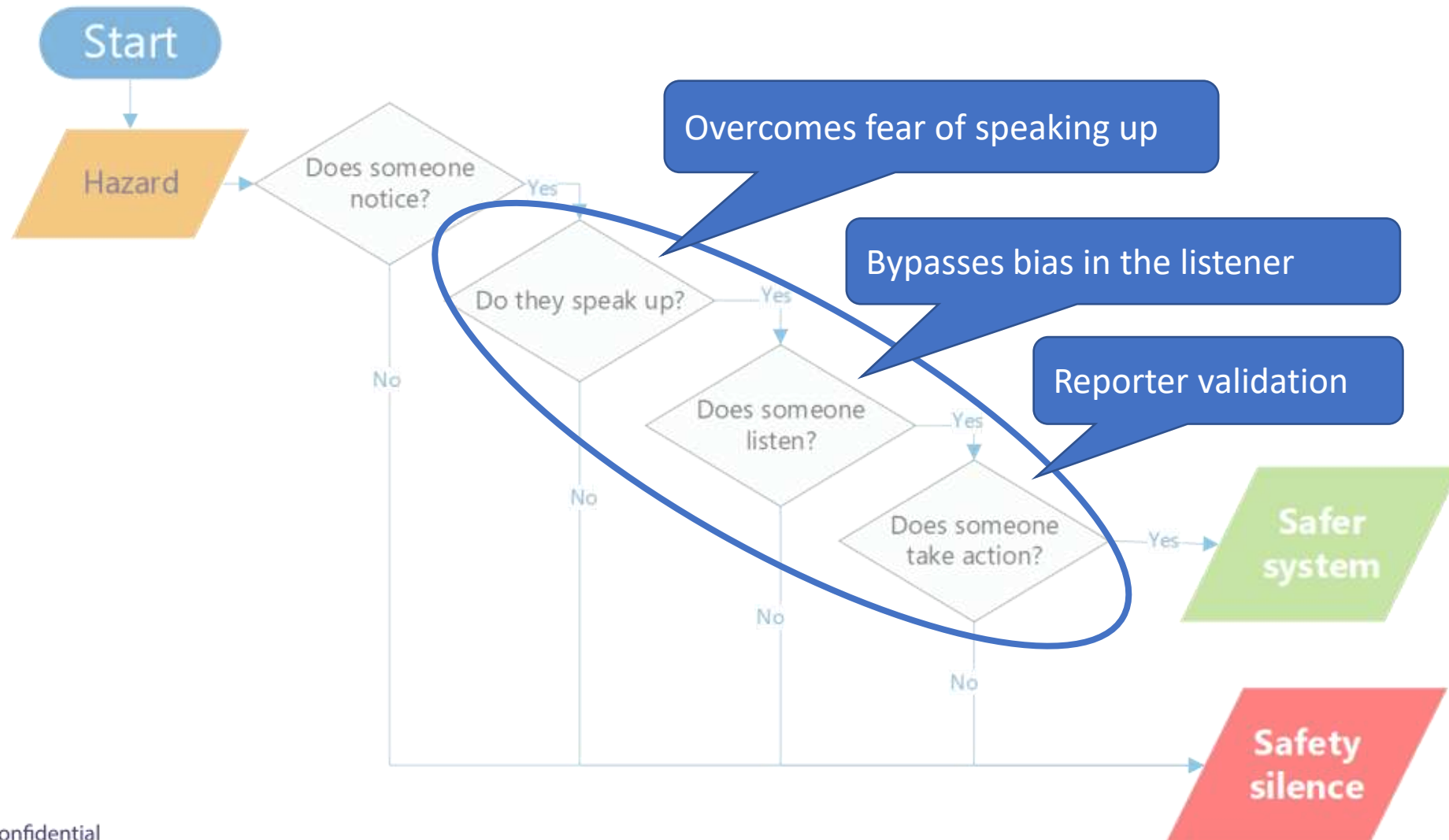
Reason for using CIRAS after internal channels



- Internal response unsatisfactory
- Internal response took too long
- Employer was not the duty holder of the concern

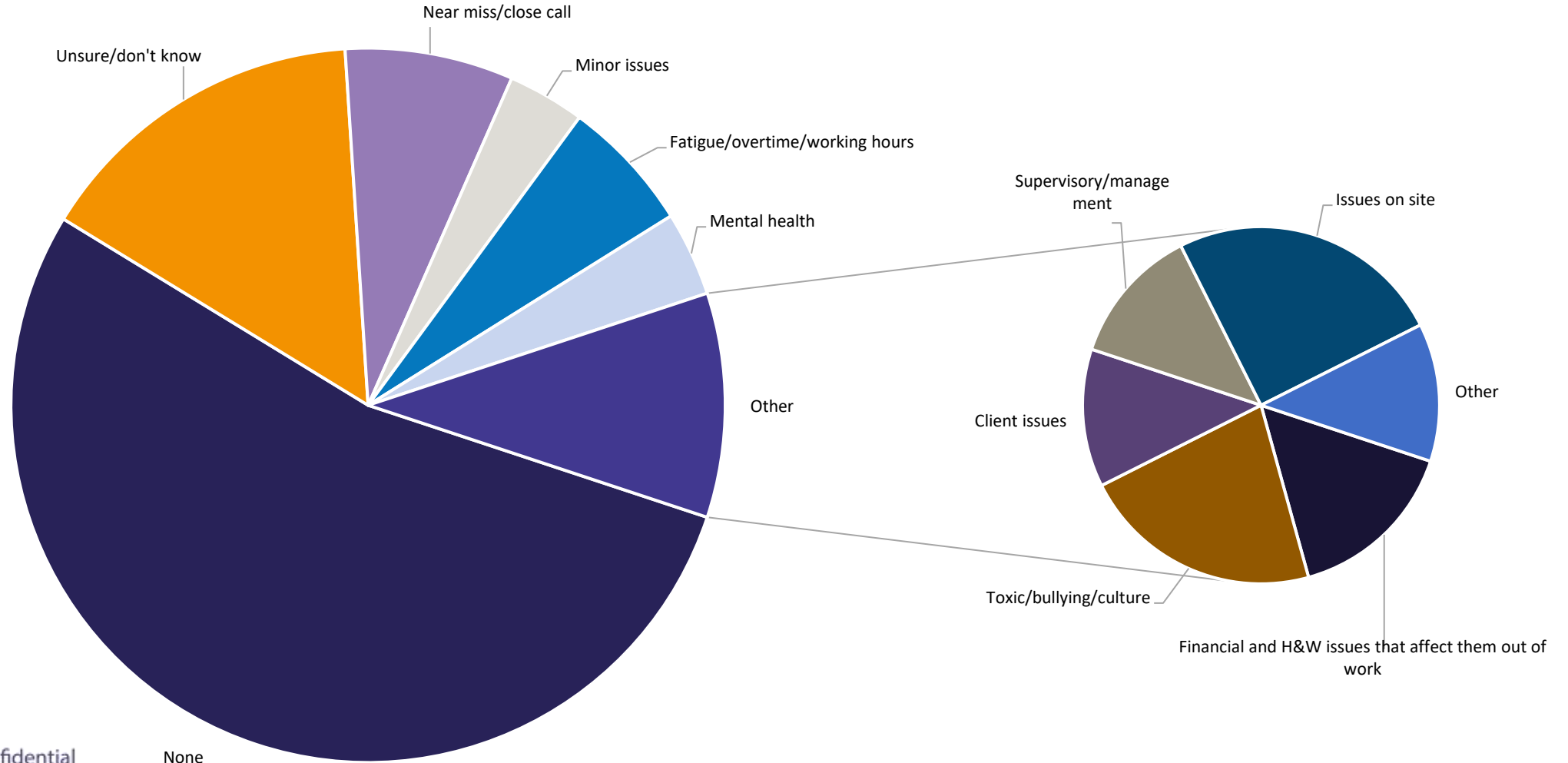


# Overcoming safety silence - confidential reporting



# What about listening to the silence?

How confident are you that all issues get reported?



# Listening to silence?

---

Are there some **people** you are not hearing?

- Most CIRAS reports come from people who have been working in the role for 5 years or less
- Do you know the demographics of who speaks up in your organisation?
- What topics don't get talked about?

## [NHS National Guardian](#)

Leaders should “listen to the silence”

Whose voices are NOT represented?

Not speaking up because of ...

- Role
- Contract terms
- Ethnicity

# CIRAS and the light rail sector

---

Culture and fire exit at depot

Decision to stop Personal Track Safety training for customer service representatives

Emergency measures for break room

Exposure to fumes while maintenance is carried out

Fatigue concerns at depot

Faulty seats causing driver distraction

Lack of risk assessment for staff working with silica particles

Lack of training for engineers

Multiple health and wellbeing concerns for operational staff

Ongoing fault impacting staff toilets at depot

Process following an operational incident and safety reporting culture

Risk to trackworker safety at location

Staffing levels and social distancing on trams

Trespass and anti-social behaviour across network

# Reporting options

---

- Talk to your line manager or supervisor
- Talk to your H&S team
- Talk to your local H&S rep
- Raise a close call or near miss
- Use your company reporting channels
- **Talk to CIRAS**





# How CIRAS reporting works



You can report a concern about **any** company - even if you don't work for them



# What can you report to CIRAS?

---



Welfare facilities



Equipment



Rules & procedures



Safety practices



Shift design



Training & competence



Fatigue



Work environment



Occupational hygiene



Environment



Asset integrity

*Any health, safety and wellbeing concern*

# Summary - How can CIRAS help?

---

**Speaking up** is important – it can be the difference between you and your colleagues going home safely and uninjured at the end of each shift.

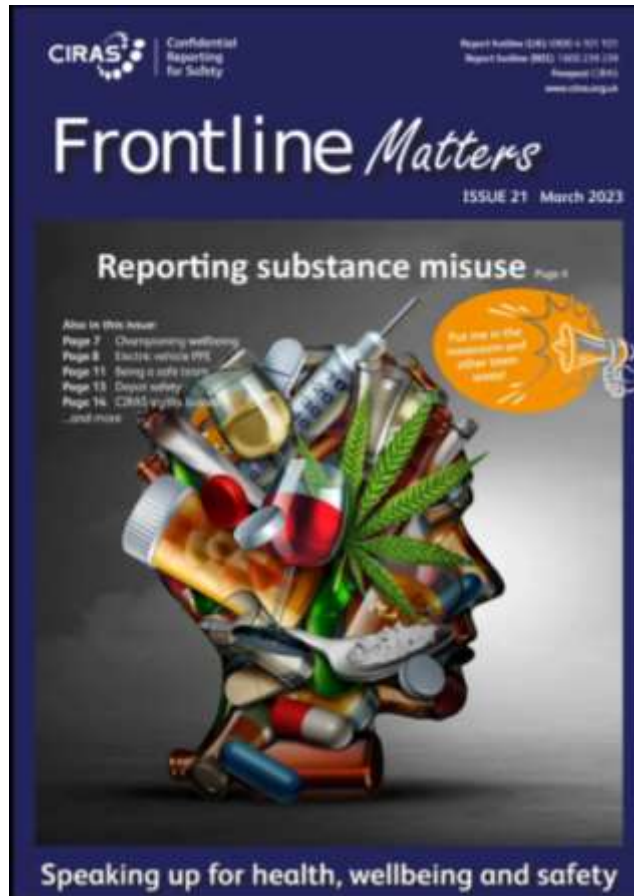
There are multiple ways you can challenge or speak up – find what works for you.

## How can CIRAS help?

- You and your staff can talk to someone who will listen – impartially and confidentially
- We can help direct you to the best route – if we're not the best option, we'll give advice where to go
- You can use CIRAS to report about other companies – Light Rail Operators/TOCs/NR/TfL/contractors/clients etc
- Cross-sector shared learning – what are other people doing?



# Working with our members



### Is your drugs and alcohol policy working for you?

06 July 2023

Every employer has a legal duty of care to protect their employees' health, safety and welfare – including managing drug and alcohol (D&A) related issues in the workplace.

[Sign up here](#)

### CIRAS rep induction

09 August 2023

Introduction to the role of CIRAS rep – suitable for new reps or those looking for a refresher.

[Sign up here](#)

# Raising your concern is now even easier

---

**CIRAS** | Confidential Reporting for Safety

**New CIRAS app**

**Got a health and safety concern?**

Report it in confidence, on the go.

Scan me

Available on: Google Play App Store

# Contact us

---

## Raise a concern

Report hotline (UK) 0800 4 101 101

Report hotline (ROI) 1800 239 239

Freepost CIRAS (UK only)

Get the CIRAS reporting app:



## General enquiries

+44 203 142 5369

[enquiries@ciras.org.uk](mailto:enquiries@ciras.org.uk)

## Follow us

Twitter [@CIRAS\\_UK](https://twitter.com/CIRAS_UK)

LinkedIn [CIRAS](https://www.linkedin.com/company/ciras)

---

# Any questions?

