

Lookout / Site Warden Pack

***Lookout / Site Warden Workplace Support
Post Training Development Workbook***



Candidates Name _____

Candidate Sentinel Number _____



**everyone
home safe
every day**



Introduction

Introduction

The post training development workbook is to assist both Lookouts and Sponsors, or line managers of a newly qualified Lookouts/Site Wardens. It provides guidance about the support new Lookouts will initially need, evaluation forms and checklists to help review progress towards becoming a Lookout/Site Warden who can work independently.

The workbook has been developed in response to research undertaken into the role of lookout, which suggests that Lookouts would benefit from additional support when newly qualified. This support can be provided by the sponsor or line manager, or another suitable individual. Ideally this should be someone who is experienced in Lookout duties, having undertaken the role in different areas and in different conditions. They should be someone who feels comfortable coaching and developing others. It could be a team leader, a COSS or another team member who has relevant experience. (Throughout this document the person providing support and coaching will be referred to as the Lookout Support.)

Supporting a Lookout/Site Warden whilst undertaking post training development is not about formal assessment, or having a 'mentor' stand next to them whilst they work (this would be a distraction). It is about acknowledging that being a Lookout or Site Warden can be challenging and that Lookouts/Site Wardens can benefit from feedback from others on how to cope with the realities of the role and on how they are performing. It also involves supporting the Lookout/Site Warden to identify and resolve their own challenges, this could differ for each individual.



Section 1: The Process

Outlines the process for post training support and provides an Observation Checklist for the Lookout Support and an Evaluation Form which should be completed by the sponsor or line manager as evidence that the mentoring period is complete. The form will also help you evaluate how the Lookout is progressing and whether they are ready to work independently.



Section 2: Lookout/Site Warden Workbook

Contains a Log Book which provides structure for the person providing workplace support and material that you can use to question and coach your Lookout. It can also be used by the Lookout to help them record their experiences and progress.



The Process

Section 1: The Process

During the weeks after initial training there should be regular meetings between the newly qualified Lookout and the Lookout Support to:

- check on progress to see how the individual is getting on
- ensure the individual is gaining sufficient experience of Lookout activity
- address any concerns that may have arisen about the role
- provide tips and techniques on how to be a good Lookout

The Site Observation Checklist can be used by both the Lookout Support and the newly qualified Lookout to monitor development and progress.

If there are signs that the individual may no longer need support, including receiving reports from the individual themselves, then, as the Lookout Support, you can use the Lookout Evaluation Form over page to evaluate the individual and check that they have demonstrated that they can undertake the role safely.

If there are outstanding development actions or the individual indicates they need continued workplace support, this can continue for up to 12 months.

If the individual does not wish to continue as a Lookout, or they require support for more than 12 months, then the competence should be withdrawn.

The attention and awareness e learning 'Be Aware, Stay Safe' must also be completed by the individual as part of their workplace support and this must also be registered on Sentinel (or Oracle for Network Rail line managers).

Completing workplace support does not mean the end to all support and development, but an end to formally observed working and support.

The Evaluation Form must be signed by both the individual wishing to be a Lookout and the Sponsor or line manager.

The completion of the Lookout Evaluation Form must be recorded on Sentinel (or Oracle for Network Rail line managers), as 'Lookout Post Training Development Workbook'.



Lookout Work Site Observation Checklist

To be completed by the Lookout Support for every observation.

Activity	Behavioural Indicators	Observers Comments
Appropriately prepared for work	<ul style="list-style-type: none">• has correct PPE• has correct Lookout equipment• has checked equipment is in good working order• is appropriately dressed for the weather conditions• brings appropriate supplies and refreshments (i.e., sun tan cream, water, hot drink)• is not displaying signs of tiredness (i.e., excessive yawning, eye rubbing)• can describe action they would take if they felt unable to undertake Lookout duties as a result of fatigue, for example• agrees length of work and any breaks required prior to commencing duty	<i>Enter text here...</i>
Receives instructions from COSS/LOWS controller about safe system of work	<ul style="list-style-type: none">• listens to COSS briefing• asks questions about briefing and SSOW to check understanding• agrees with the COSS location for being a Lookout/Site Warden and identifies appropriate position of safety• challenges position or sighting if not happy and cannot observe the work group or the approaching trains appropriately• confirms that they are in the correct position before starting work• agrees when and how breaks will be taken	<i>Enter text here...</i>
Maintains a watch for trains or individual straying from a worksite (site warden)	<ul style="list-style-type: none">• regularly scans area from which trains are approaching• regularly scans work group to check for individuals straying• is not distracted by work or other distractions• recognises when attention is being affected and can describe things to do (coping strategies) to manage it• asks for a break when their attention is being affected• maintains a position of safety throughout (recognising there may be additional movement as part of a coping strategy but that this needs to be maintained within a safe zone)• re-focuses if there has been a break or a distraction	<i>Enter text here...</i>



Lookout Work Site Observation Checklist

Activity	Behavioural Indicators	Observers Comments
Provides appropriate warnings to the work group	<ul style="list-style-type: none">● uses approaching train as indication to send a warning (rather than movement of points or level crossing activation)● warns individuals who have strayed● provides warning in good time● awaits permission before resuming duties● recognises changing situations that impact on the SSOW and liaises with COSS● reports when new hazards will be encountered during a moving worksite (i.e., moving to multiple lines from single lines; moving into tunnels, changing weather conditions)● warns the group to stand down if they cannot observe the group or lookout (i.e., if their visibility reduces as a result of bad weather or if another train passes blocking the view of the line they are watching for)	<i>Enter text here...</i>
Challenges individuals who don't acknowledge warning/who stray from the work group	<ul style="list-style-type: none">● issue an urgent warnings● challenges group members assertively● discusses repeated non-acknowledgement with the COSS● re-tests warnings to ensure the whole group can hear	<i>Enter text here...</i>



Section 2: Lookout/Site Warden Scenario Workbook

This workbook supports the classroom training and the e-learning module 'Be Aware, Stay Safe'. It outlines a number of scenarios to work through either independently or in discussion with the Lookout Support.

Not everyone is suited to being a Lookout or Site Warden. This workbook is designed to help you (the Lookout) reflect on some of the situations you might encounter or have already encountered in your first few shifts, which will help you decide whether being a Lookout is really something you want to do.



Scenario 1: Under the weather

You are feeling under the weather, as you have got the start of a cold which meant that you did not sleep very well the previous night. The COSS has asked you to be the Lookout, how do you feel about this?

Prompts

- What are the risks of undertaking Lookout duties in this condition?
- What are the options open to you?
- How do you feel about these? Which option are you most likely to take? Why?
- How would you approach the COSS about asking for additional breaks or rotating with other team members?

Enter text here...



Scenario 2: Avoiding work distractions

You are Site Warden and you see a new member of the team struggling to release some clips, it would be a 1 minute for you to walk across and help. What do you do?

Prompts:

- What are the risks with this situation?
- What are the options open to you?
- How do you feel about these? Which option are you most likely to take? Why?
- What do you do to prevent this scenario being a distraction?
- What other things can distract you? How would you handle these situations?

Enter text here...



Scenario 3: Towing the line

You are acting as Site Warden, you have warned one of the group members on three separate occasions for breaching the limit of the protection designated by the COSS. This happens again and you are finding this very frustrating. What do you do?

Prompts

- What are the risks with this situation?
- What are the options open to you?
- How do you feel about these? Which option are you most likely to take? Why?
- How would you approach the team members and/or COSS?

Enter text here...



Scenario 4: Mind Wandering

You have been acting as Lookout for the last 2 hours on the branch line – it has been a quiet shift but you notice your thoughts wandering a lot. What do you do?

Prompts

- Have you experienced this scenario during your shifts as a Lookout? Are there particular situations or times when you are more likely to experience mind wandering?
- What are the risks with this situation?
- What things do you do to deal with the situation? How effective are they?
- Are there steps you can take to better prepare yourself for these situations?

Enter text here...



Information for the Lookout Support



Scenario 5: Supporting the COSS

You are acting as the distant lookout and you have worked at this location many times before. The COSS is new to the role, they are one of your colleagues and have just come out of their mentorship. The COSS positions you at a different location than you are used to and you feel that you are unable to obtain the nominal required sighting distance from here. What do you do?

Prompts

- To what extent do you find this situation challenging?
- How might you approach it?
- What does an assertive response look like?
- What are the risks of not discussing your concerns with the COSS?

Enter text here...



Information for the Lookout Support

Development options

Other things that might help a new lookout:

Speak to other Lookouts/Site Wardens and discuss the issue, for example; What distracts them? What helps them stay focused?

Ask for feedback from the COSS, Supervisor or Learning Support; have they picked up on anything you need to be aware of to stay safe?

Have you found yourself moving too close to the track, away from your position of safety? Have you experienced mind wandering? What have you done to stop yourself doing this?

Giving Feedback

As someone providing workplace support, providing feedback to the Lookout about their progress, what they are doing well and where they still need to improve is key. Without feedback individuals will not learn and will not improve.

When constructive feedback goes bad

- Feedback that is not done well is ineffective and the Lookout could end up:
- Feeling misunderstood—and therefore less motivated, less interested and even resentful.
- Feeling put down and disrespected.
- Believing all the good things they do aren't noticed.
- Not knowing exactly what they're doing wrong or what's needed