



**EVERYONE HOME SAFE
EVERY DAY**

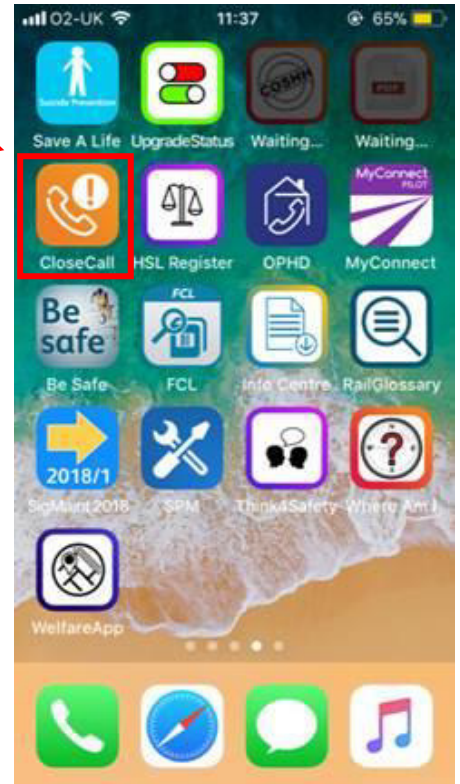
6. Using the NR Design Close Call App for NR employees

If a Network Rail employee is raising a Design Close Call they can use their Smart Phone or iPad to raise the Design Close Call through an App. Follow the steps below to complete a Design Close Call.

1. Firstly, you will need to download the Close Call app – this can be found in the Network Rail App Catalogue.

2. Once you have downloaded the app, open the app and this will take you to the home page. Then select, 'Create Report' and fill in all the details.

3. A guide on how to use the App to fill out a Design Close Call, to allow it to be subsequently analysed and trended is captured in Appendix A of this Guidance note.





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7. Appendix A- How to log a Design Close Call using the Network Rail app

7.1 Opening the app

1. The first time you open the app, you will be asked to complete your profile.

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Profile

Name *

Daniel Pollitt

Phone 1 *

07710940207

E-mail *

Daniel.Pollitt2@networkrail.co.uk

Phone 2

Fields marked with * are mandatory.

Feedback on Close Calls can only be provided via text message, please ensure that a mobile number is saved to your profile.

Call Centre Details

Phone: [01908723500](tel:01908723500)
E-mail: closecallreporting@networkrail.co.uk

Update Profile

2. Every subsequent time you open the app, this will be the home screen.
3. Click on the “Create Report” button.

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Close Call

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Create Report

Submit Photo

Ring Call Centre

Quick Tour



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7.2 The reporting screen

1. Leave the Incident Number box empty.

Create Report

If Network Rail Route Control has been contacted please provide the Incident number, otherwise continue to the next question.

Incident Number

Where has the incident occurred? *

On or Near the Line

Non Track Side

Non Track Side

Location Details *

Include property name, address/postcode, floor/room number, or anything else that would help to find the Close Call

Incident Behaviour / Description *

What event could have resulted from this unsafe act / condition? *

e.g. person struck by train, road traffic accident, slip/trip/fall

Incident Date and Time

13/06/2018 16:30

Has the risk been removed so that the Close Call can be closed?

No

What actions are required?

Create Report

If Network Rail Route Control has been contacted please provide the Incident number, otherwise continue to the next question.

Incident Number

Where has the incident occurred? *

On or Near the Line

ELR & Mileage

Location Details *

Line/Track ID, Bridge number/name, nearest Station or Crossing, gantry/structure number, or anything else that would help to find the Close Call

Incident Behaviour / Description *

What event could have resulted from this unsafe act / condition? *

e.g. person struck by train, road traffic accident, slip/trip/fall

Incident Date and Time

14/06/2018 12:06

Has the risk been removed so that the Close Call can be closed?

No

What actions are required?

2. Select the “Non-Track Side” option in the “Where has the incident occurred?”

Create Report

If Network Rail Route Control has been contacted please provide the Incident number, otherwise continue to the next question.

Incident Number

Where has the incident occurred? *

Non Track Side

Location Details *

IP Southern Development

Incident Behaviour / Description *

What event could have resulted from this unsafe act / condition? *

e.g. person struck by train, road traffic accident, slip/trip/fall

Incident Date and Time

13/06/2018 16:30

Has the risk been removed so that the Close Call can be closed?

No

What actions are required?

3. Under the location details, state the Network Rail business area you are working in.



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7.3 Your Design Close Call details

Enter the details about your Design Close Call in the “Incident/ Behaviour” description box.

This should consist of four parts:

- 1) Start with “This is a Design Close Call (Category OTHER)”. This will help the central team categorise the Close Call correctly.
- 2) The add the name of the project and its OP Number, if you know it.
- 3) Next, if possible identify the appropriate categories from the below list and write it in this box. More than one category may apply: Behaviours, Time Pressure, Requirements, Design, Constructability, Temporary works, Systems integration.

7.4 Your Design Close Call description

Enter the description of what the Design Close Call is about, if the Design Close Call refers to a Best Practice include the details in the box. **8.** Write some detail about what could have happened if this Design Close Call had not been noticed. If this Design Close Call relates to a Best Practice, use the box to describe why this is a Best Practice and what unsafe condition has been avoided.

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Non Track Side

Location Details *

IP Southern Development X

Incident Behaviour / Description *

Crossrail 2 (146119) - Value Engineering reports not considering system wide implications of local design sol X

What event could have resulted from this unsafe act / condition? *

Other station locations may be designed without adequate provision for potential passenger usage and cross platform interchange, resulting in overcrowding and congestion. X

Incident Date and Time

13/06/2018 16:30

Has the risk been removed so that the Close Call can be closed?
No

What actions are required?



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7.5 Close out

Leave the “Has the risk been removed so that the Close Call can be closed?” option as no, even if it has been closed out – this is to aid capturing of Design Close Calls. You will get the opportunity to close out the Close Call after it has passed through the system.

7.6 Further actions

List the people who are responsible for this project.

Include details of the IP regional Health and Safety Manager, as well as the Designated Project Engineer (DPE) if you know who they are.

Confirm if you would like to receive feedback on how the close out of the Design Close Call is progressing.

7.7 Photographs

If you would like to attach a photo to help describe the Design Close Call, you can do that at the bottom of the form, if not, press the “continue” button.

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Create Report

Location Details *

IP Southern Development X

Incident Behaviour / Description *

Crossrail 2 (146119) - Value Engineering reports not considering system wide implications of local design sol X

What event could have resulted from this unsafe act / condition? *

Other station locations may be designed without adequate provision for potential passenger usage and cross platform interchange, resulting in overcrowding and congestion. X

Incident Date and Time

13/06/2018 16:30

Has the risk been removed so that the Close Call can be closed?

No

What actions are required?

Undertake safety conversation with CEMs on the project to ensure future VE solutions take a system wide review. X

Responsible Manager/Department

H&S Manager IP Southern South East - Peter [Zymanczyk](#)

Designated Project Engineer- Paul Guest. IP Southern Development X

I am available anytime?

Yes

Do you want the person managing your Close Call to give you feedback?

Yes

If yes, please be advised that you may receive a text during unsociable hours

Tap "Attach Photo" below to attach a photograph to your Report (max 4 photos)

Tap "Attach Photo" below to attach a photograph to your Report (max 4 photos)

Attach Photo

Cancel Continue



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7.8 Review

All the details will be transferred into an email, ready to send to the central Close Call team. This will give you the chance to review the details before it is submitted.

Close Call Report

Event Date & Time:
13/06/2018 16:30

User Name:
Daniel Pollitt

User Email:
Daniel.Pollitt2@networkrail.co.uk

User Tel No:
[07710940207](tel:07710940207)

Available Anytime From:
13/06/2018 16:30

Incident Location:
- Non Track Side
- Location:
IP Southern Development

Incident Description:
This is a DESIGN close call (Category OTHER) - Crossrail 2 (146119) - Systems Integration, Behaviours - Value Engineering reports not considering system wide implications of local design solutions e.g. New Malden, no mention of how reduced platform widths VE solution could influence, or be influenced by, passenger platform interchange at other stations

What event could have resulted from this unsafe act/condition:
Other station locations may be designed without adequate provision for potential passenger usage and cross platform interchange, resulting in overcrowding and congestion.

7.9 Before you send

There are a few details that you need to add to the email Cc line before you press send:

1. Yourself - this will give you a record of your Design Close Call for future reference.
2. Your regional IP Safety and Sustainability Systems managers – they will collate data on Design Close Calls.
3. The programme manager of the project you are working on – as this will give them visibility of Design Close calls in their programme works.

Close Call Report

Event Date & Time:
13/06/2018 16:30

User Name:
Daniel Pollitt

User Email:
Daniel.Pollitt2@networkrail.co.uk

User Tel No:
[07710940207](tel:07710940207)

Available Anytime From:
13/06/2018 16:30

7.10 Click send

Congratulations, you have now submitted your Design Close Call.



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7.11 Confirmation

You will usually receive a text message the next working day once the Close Call has been processed by the central Close Call team, where it will be assigned a unique reference number.

