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| **Question** | **Answer** |
| **What is a Close Call?** | A Close Call is an event or hazard which has the potential to cause injury to persons or damage to property. You could think of a Close call as an accident waiting to happen, or an accident that nearly happened and you had ‘a lucky escape’. |
| **Types of Close Calls** | **Operational Close Call**  An unsafe behaviour or condition that poses an immediate threat to the safe operation of the railway. **Take immediate action to protect the line, workforce and passengers.**  **Fault and Close Call**  A fault on railway infrastructure that needs to be fixed, but could also cause harm or damage. **This should be reported to Route Fault Control and then also reported as a Close Call to the Close Call system.**  **Close Call**  Everything else that has the potential to cause harm or damage but that does not pose an immediate threat to the safe operation of the railway and is not a fault. **This should be reported to the Close Call system.** |
| **Which Close Call system to use?** | Whether you work for Network Rail or you are a contractor – which system you use changes depending on where you’re working:  • If you’re working on I’m working on railway infrastructure, or in a Network Rail building then report using the Network Rail Close Calls number 01908 723 500  • If you’re working on railway infrastructure managed by a Principal Contractor then report via the Principal Contractor’s Close Call system. |
| **What information is needed to report a Close Call?** | * + - * A detailed description of the event/hazard       * Location details; such as an address and/or track location (ELR, Mileage, Track ID). Plus any additional information which will help to locate a hazard, such as a room/floor number, or nearest Station/Signal Box       * Details of all persons, vehicles and machinery/tools involved, if applicable       * Details of any works or projects that may be related, if applicable       * All available information regarding any actions taken or planned, if any, including who has been made aware       * Any other information which may be helpful   **Don’t worry if you don’t have all the information – the most important thing is to report the Close Call.** |
| **Do I have to give my name when I report a Close Call?** | No. Anyone who wishes to remain anonymous when reporting a Close Call can do so. |
| **If I have rectified a Close Call, why should I report it?** | If a Close Call goes unreported we, and the railway industry, cannot learn from it.  For example, if a new tool is defective and this is not reported, an opportunity to identify a recurring issue, or a design fault, may be missed. That particular tool may be quarantined but if it is not highlighted via a Close Call other tools like it will be used. This could have consequences which are avoidable. |
| **What happens with a Close Call once it has been reported?** | Using the information provided by the reporter, the Close Call Controller will identify the appropriate place to refer the call using information provided by Routes, IP and corporate functions and other users. These businesses have identified Responsible Managers and if action or follow up are required the appropriate Responsible Managers are sent an email about the Close Call. The Close Call then becomes their responsibility. The Responsible Manager will close the Close Call either when it is rectified, or when suitable actions have been taken, or planned, in order to mitigate the risk. |
| **How do I know if my Close Call has been rectified?** | When reporting a Close Call you can request ‘feedback’ from the Responsible Manager. When the Close Call is closed by the Responsible Manager you will be notified via an SMS text message to the mobile telephone number you provided.  If you would like to follow up on a Close Call, or like an update on its progress, you can speak to the Close Call team on 01908 723500 / 085 65500, Email: [closecallreporting@networkrail.co.uk](mailto:closecallreporting@networkrail.co.uk) |
| **Why don’t I get feedback when I’ve reported a close call?**  **If I log a call how can I find out its progress?** | Feedback on action taken should come from the Responsible Manager in your business to who reported the close call.  Improvements have been made to the Close Call system and Call Centre process to ensure that feedback can also be provided through the system, although this will only ever be as good as the data entered into the system by the Responsible Manager.  When reporting a Close Call you can request ‘feedback’ from the Responsible Manager. When the Close Call is closed by the Responsible Manager you will be notified via an SMS text message to the mobile telephone number you provided.  If you would like to follow up on a Close Call, or like an update on its progress, you can speak to the Close Call team on 01908 723500 / 085 65500, Email: [closecallreporting@networkrail.co.uk](mailto:closecallreporting@networkrail.co.uk) |
| **What is a Responsible Manager?** | A Responsible Manager is someone who has been identified by their business as being responsible for ensuring that action is taken, or planned, to eliminate or reduce the risks reported by close calls.  In line with devolvement each business has determined who their Responsible Managers are. |
| **What does ‘closing out a close call’ mean?** | A Close call is ‘closed out’ when action has been taken to eliminate or reduce the risk that it reported. This may require the Responsible Manager to work with others to review workloads and priorities to ensure that calls are not recorded as closed out by simply adding actions to an already overloaded work bank. Where action is already planned, or can be included in existing plans (e.g. for a Depot upgrade) it is important to let the person who reported the close call know via the feedback process. |
| **What support is available for Responsible Managers?** | The key source of support for Responsible Managers is the senior leadership team in their business, who will be concerned about workforce safety and the reduction of risks to both people and property, and others who have the authority to take action / make changes that will reduce risks.  E-learning training about the role and responsibilities of Responsible Managers is available via Oracle Learning Management (OLM), just search for close call and you’ll find the course.  The e-learning takes about 40 minutes to complete, and doesn’t have to be completed in one go as it’s broken down into modules.  The e-learning goes through a close call start to finish.  While it is aimed at Responsible Managers, as it has some focus on responding to calls and providing feeding back it is appropriate for anyone. |
| **I’m a Responsible Manager – what should I do if I am allocated a close call that doesn’t sit in my area of responsibility?**  **Why do we sometimes receive close calls that should have gone somewhere else?** | The Call Centre allocates close calls in line as directed by the business. Let the Call Centre know when calls are misallocated and help them to understand where they should have gone, this enables the call centre to learn and to work with you to ensure that there are no gaps in their understanding about where to allocate what type of call. |
| **I’m a Responsible Manager – why do I log in to the system and see close calls waiting to be dealt with that I didn’t know about?** | When you are allocated a close call you are emailed an alert. If this isn’t happening contact the call centre so that they can investigate and resolve this for you  01908 723500 / 085 65500, Email: [closecallreporting@networkrail.co.uk](mailto:closecallreporting@networkrail.co.uk) |
| **I’m a Responsible Manager – can the list of close calls allocated to me (open or closed) be shown on the main screen without having to search for them?** | The ‘My organisations close calls awaiting responsible manager’ applet shows close calls assigned to your level of access (i.e. delivery unit level) or those that sit below you in the close call organisation structure (i.e. Section Manager [track]). |
| **I have access to the Close Call system for my business – can I input any close call number and see the details whether I am the Responsible Manager or not?** | What you can see via the search facility is limited by   * the structure you are assigned to * the position(level) in which you sit in that structure   The structure will have been determined by your business |
| **I have access to the Close Call system for my business – can I have a login that would allow me to see ALL close calls in my area on one spread sheet that could be easily filtered into areas/types of close call, closed/open?** | This facility will be delivered via an agreed programme of system improvements currently being undertaken and due for completion in early 2015. |
| **Going from close call to close call is difficult if you’ve not got the number of the close call you are looking for - why isn’t the system quicker?** | System improvement is a continuous process. Particularly around speed, the system has had several improvements to code and search methods since start of this year. This has significantly improved search times; more improvements are planned in December 2014 to February 2015. |
| **Is it possible for asset managers to review the close calls raised about their assets?** | We are building a tagging functionality that will allow close calls to be tagged to an area or function. This should be available from early 2015. |
| **I’m an IMDM – how can I know what close calls are coming in to my Delivery Unit without going into the close call system?** | This facility will be delivered via an agreed programme of system improvements currently being undertaken and due for completion by early 2015. |
| **Is it appropriate to offer rewards for reporting Close Calls?** | We believe safety and performance go hand in hand: they are not two separate things.  Companies financially reward outstanding business performance.  We  believe close call reporting is so important to achieving outstanding safety performance and delivering our safety vision that close call reporting is included as part of our annual general bonus scheme.  We want reporting unsafe conditions and behaviour to be second nature for everyone who works with and for Network Rail and incentivising reporting is one way of demonstrating organisational commitment to the system and the learning we derive from it. |
| **How do FOC and TOC employees utilise this system if at all? If they can't how do they raise concerns?** | The process of on boarding TOCs and FOCs is being finalised with a number interested in coming on board. Currently only one TOC uses the Close call system, this is South Western Trains through their alliance with Wessex Route. Other TOCs and FOCs have their own systems for reporting close calls. |
| **Some stations are managed by Routes, the majority by Train Operating Companies (TOCs).  How are Close Calls relating to TOCs identified and referred?** | A station master list is used to identify who manages stations. When a close call is related to a station managed by a TOC it is passed over to the TOC verbally or via email. A note is then added to the report of this close call in the close call system and the report is assigned to an Operations Manager or Area Director in the relevant route. This provides the route with an opportunity to follow-up with the TOC to understand what action has been taken and to provide feedback to the reporter.  The future plan is for is a harmonised close call system that captures all close calls in one place, enabling industry wide analysis and learning. |
| **How can Close Calls uploaded by contractors be analysed to identify CCs about work being undertaken for a Route – so that the Route can understand related risks?** | The ability to identify close calls identified by contractors about work being undertaken for a specific Route will be delivered by future system enhancements. Currently IP can analyse close calls based on contractor details. |
| **Who defines the strategic business requirements for the close call system?** | From January 2015 this will be undertaken by a Close Call Board with senior leader level membership from across Network Rail and our supply chain. As TOCs, FOCs and other members of the railway industry start using the close call system they will also be represented. |
| **Who defines low level configurable business requirements for the close call system, e.g. what gets recorded, what gets sent to whom, what gets reported and how?** | This is the responsibility of the Close call Super-user Group which was established in October 2014. This group has representatives from NR Routes, IP, corporate functions, contractors, the close call centre, Group Business Services and RSSB (who host the system). |
| **Who will be overseeing continuous improvement in the business to ensure that close calls get allocated to people who can take appropriate action, and that everyone feels it is safe and worthwhile to report close call?** | From January 2015 this will be the responsibility of the Close Call Board with senior leader level membership from across Network Rail and our supply chain |
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