Good Call

Better **Close Calls** for a safer Network

Good Calls for a safer network

Changing behaviours

116,811 Close Calls Reported

One 24/7 Call Centre

56% closed in 28 days

22K colleagues using the App

2000 Responsible Managers

Safer ways of working

Reducing Risk<<<

Reducing future risk

Devised by Wakefield Track Maintenance Engineer Barclay O'Malley & Off Track Section Manager Kev Sunderland

1. **859 Padlock** : Securing Access Points
2. **Tie Wraps** : Secure Netolon
3. **Netlon** : Secure a location of i.d. hazard
4. **Heavy Duty Rubble Sacks** : Waste removal
5. **Gripples** : Repair wire fencing with below
6. **Fence Wire** : Repair wire fencing with above
7. **Bow Saw & spare blades** : Veg removal
8. **Branch Loppers** : Veg removal
9. **Secateurs** : Veg removal
10. **Black & Yellow tape** : Hazard i.d.
11. **Spray Paint** : Hazard i.d.
12. **Gloves** : To use whilst dealing with hazards
13. **Holdall** : to contain all the above

RSSB

Platform train interface strategy

January 2015

Close Call definitions

Close Calls - Anything that has the potential to cause harm or damage to a person, the environment, or railway infrastructure, plant, vehicles, tools and equipment - this time no-one was hurt and nothing was damaged, but next time the outcome could be different.

Faults – a fault on the railway infrastructure that that could cause immediate harm or damage

Irregular working/Operational Close Calls – an unsafe behaviour or condition that that poses an immediate threat to the safe operation of the railway which if left unresolved may directly affect the safe operation of the railway and therefore requires immediate action

What makes a bad call?

Good Call: Physical

Location
Geographic
Detailed

ELR Mileage Chains Up or Down Type

100 yards from Signal Box toward lights

Problem
Cause
Impact

Speed sign obscured by foliage

Speed restriction unclear unsafe line

Solution
Action
Owner

Cut down excess foliage

Request Route Team

Good Call: Behavioural

Location

Geographic

Detailed

The Quadrant: MK Elder Gate, Milton Keynes MK9 1EN

Furzton Floor 2 Stairwell by main lifts

Problem

Cause

Impact

Colleague texting whilst walking down stairs

Trip Hazard

Solution

Action

Owner

Reminded colleague of safe working

Closed by reporter

Who to call first?

Immediate Danger
Threat to safety of the line

Report to Signaller

Then Report the Close Call

Near miss or unsafe working

Report To Route Control

Then Report the Close Call

Potential for harm

Report Close Call

Close Call process

Close Call Reporter
Spot risk

Close Call Reporter
Raise a Close Call:
App - Phone
Email
Closes at source if possible

NSC Call Centre
Review information
Risk Rank & Categorise
Assign Close Call to RM

Close Call Reporter
Receives Feedback
Text
Close Call Closed

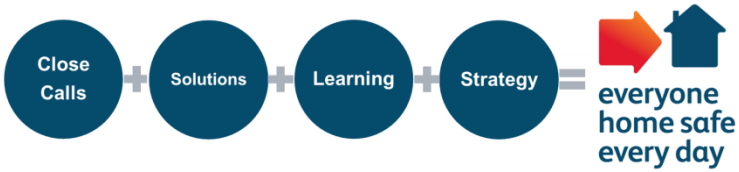
Responsible Manager
Record action taken
Close the Close Call
System provides feedback to Reporter

Responsible Manager
Review Close Call
Facilitate Solution
Escalate if needed

Local Teams
Safety Briefings
Develop action plans based on trends & behaviours to reduce future risk

TU Safety Reps
Area Safety Council
Learning used to shape area safety plans to reduce future risk

Chief Health & Safety Officer and National Safety Council
Insight used to shape safety policy, design or strategy



Make a Good Call

App	Phone	Email
NR app catalogue	01908 723500	Closecall reporting @networkrail.co.uk

Add 01908 723500 to your mobile contacts

Reducing future risk

First things first: **Is there immediate danger trackside?**	Yes: Call it in to Signaller first (or Route Control) …then report the Close Call No: Go ahead and report the Close Call
Your full name	
Your email address	
Your mobile number (for feedback)	
Location information *Help someone pinpoint the exact location*	Trackside: ELR, mileage, chains. Line/track ID. Bridge Number. Station. Crossing.
	Non Trackside: Property name, address, postcode, floor, room number, desk area.
Detailed location information	Add more information so someone could find the EXACT location once they are in the right location
Detailed situation description	Describe what is wrong? Describe what could happen as a result?
Have you resolved the Close Call?	Yes or No
What action is required? What action have you taken (if any)	Describe what action is needed to remove the risk Describe what action you have taken to remove the risk
Who should resolve the Close Call?	Suggest who you think is responsible for resolution. Function, team, manager or individual.
Have Network Rail Route Control been informed?	Yes or No
Do you want feedback?	Yes or No *Feedback sent via text to mobile number you provide*

Your Call