

Close Calls – Frequently Asked Questions

What happens now with my Close Call, now that I've raised one?

Your Close Call is important in making our business a safer place for everyone to work in. You will have identified a risk/unsafe condition or event which potentially could have consequences, if not reported or raised for attention. Your Close Call logged will be viewed by our one of our Close Call operatives who will take the description of Close Call you reported and identify the relevant responsible manager the Close Call needs to be assigned to for further investigation/resolution.

It is important that you include as many details as you can when describing your Close Call, including the location (Postcode, building name, floor and if on or near to lineside, include ELR and Mileages) – this helps our operatives identify the appropriate responsible manager to allocate within the shortest time possible.

Our Close Call operatives have a detailed workflow document to support them with allocations, and this includes a list of ELR and Mileages for the entire Network across the country. If you are aware of any changes to your local network/area, please contact our Close Call reporting team.

Once your Close Call has been assigned to a responsible manager, you will receive an automatic notification of your Close Call reference number via email (if you have submitted an email address under your Close Call Profile on the NR Close Call App), please keep this safe as a reference. The responsible manager looking into your Close Call will be able to read the detail and description of the Close Call before identifying and planning action(s) to remove/reduce the risk(s) which you have highlighted in your Close Call.

The timescale for responsible manager resolution can vary subjected to the nature of Close Call and the priority of other Close Calls within the responsible manager responsibility, but in principle, Close Calls should be closed down within the shortest time possible, normally within 28 days.

As soon as the responsible manager closes out the Close Call, you should receive feedback (if you have opted for feedback and provided a mobile number) – via PageOne text message.

I reported a Close Call, but I still have not received my reference number?

You should normally receive a notification of reference number for the close call you have raised, within 24 hours of logging your close call. Occasionally, this may be delayed during a period of high volume of incoming Close Calls which will delay the notification of your Close Call reference number. Please do not attempt to contact Close Call reporting until after 72 hours of raising your close call to query.

As part of the design specification for the new Close Call System, users will receive prompt notifications of their close call reference number within 5 minutes of raising the close call.

I am not receiving feedback to my close call?

When you report a close call – currently you will be given an option if you wish to receive feedback when using Network Rail Close Call App (Selecting ‘Yes or No’ under our Network Rail Close Call App ‘Do you want the person managing your close call to provide feedback?’ near the bottom of the App page).

You will also be asked the same prompt when you report close call via the Network Rail Close Call helpline.

If you have not requested to receive feedback, you will not receive feedback. Feedback option is automatically defaulted to ‘Yes’ under NR Close Call App, and users are given the option to select ‘No’ if they wish not to receive feedback.

When reporting a Close Call, it is important to enter valid and working mobile phone number – you can check and amend this under your Close Call Profile. Feedback is sent via text messages under ‘PageOne’ which are sent to valid mobile numbers with text message facilities. Your text message will have ‘PageOne’ heading on the text message, and are generated once the Responsible Managers closes down the close call you reported.

Where landline numbers or invalid numbers are provided when reporting the Close Call, the reporter will not be able to receive any feedback as there is no facility to generate text message feedback for landline numbers or any incorrect mobile numbers.

I have provided a valid mobile number but have still not received any feedback?

Feedback is only generated when the Close Call has been closed down and details of the resolution has been provided by the Responsible Manager. Responsible Managers are pools of people across the business, each of whom is accountable for any risks/Close Calls relating to their area/function. There are over 1,500 Responsible Managers across the business.

Responsible Managers have the ability to provide feedback against each Close Call they action/close down on the Close Call System. There have been some cases where Close Calls are closed down without any feedback provided, and this is frustrating for the reporters. We are working with Routes and Functions to understand areas where feedback has not been provided and work with Responsible Managers to improve feedback and encourage better communication with reporters. Guidance and brief training is available for Responsible Managers – further information can be found on our Safety Central page (<https://safety.networkrail.co.uk/safety/close-call>)

I cannot see photos attached to my close call which have been allocated to me as responsible manager?

Unfortunately, this is a known system issue which we cannot achieve a quick fix. The existing Close Call System cannot upload any photos using the Jpeg format, which is roughly 80% of all our photos we receive through the Close Call System. We are in discussion with Railway Safety Standard Board (RSSB) who provides the Close Call System to identify a resolution to this. In the long term, we have included in the design specification for better facility to upload and view images for the new Close Call System.

Our Close Call Team aims to include photos when allocating Close Calls to Responsible Managers using email attachments where possible. For any Responsible Managers who need to view images, you are encouraged to get in touch with Close Call reporting (closecallreporting@networkrail.co.uk) with Close Call Ref and request for photo(s) – all images are stored with Close Call Team. However, not all Close Calls reported have images attached by the reporters.

This close call is not mine, how do I re-allocate?

As we have a vast amount of Responsible Managers across the business, we rely on accurate information received with each Close Call – which is essential to facilitate correct allocations. Occasionally, we may get it wrong, and we endeavour to learn from any incorrect allocations so we can maintain our Workflow of allocations.

If you have received a Close Call which you do not believe is yours – you must get in touch with Close Call reporting via email to report that you are not accountable for the Close Call. It is always helpful to state the reason why this Close Call is not your responsibility (i.e. This is Off-Track's responsibility and not for Signalling & Telecoms) – this will aid quicker re-allocation as this provides the Close Call team with guide to re-allocate to the correct responsible manager. If you know the Responsible Manager of the correct area, it is always advisable to include in (copy in) the person in email when replying back to Close Call reporting for re-allocations – this will alert the person that the Close Call is coming their way.

Re-allocations are normally carried out within 7 days, but occasionally this may take longer due to the high volume of Close Calls being allocated (Allocations will take priority over re-allocations). If your route or function have a Close Call Co-ordinator or Close Call Champion – you are encouraged to get in touch with them to seek their support with re-allocations. These roles will have the ability to carry out certain re-allocations.

Why can't I not re-allocate Close Calls myself?

We cannot offer this facility under the current Close Call System. The workflow in the current Close Call System prevents this to preserve the workflow capability – although we have included better workflow management and re-allocations under the design specification for the new Close Call System.

I raised a close call, but it is not showing in my figures (i.e. I work for South East route, and I reported a close call at Quadrant, MK – my close call is with Quadrant MK Facilities Manager for resolution)

The Close Call System is designed to encourage our business to recognise risks and report them. The system process is focused on eliminating/reducing the risks, and in order to achieve this, the workflow is designed to get the Close Call to the correct area of responsibility for action. This also gives people the confidence of reporting Close Calls knowing they are confidential, and in doing so, we cannot allow details of the reporter to be given out as part of the business figures.

We have specified to have the option to recognise all different part of business functions under a drop down function on the Close Call report form for the new Close Call System. This will give us the option to identify the part of the business where the close call was raised from to give us better ability to understand where Close Calls are coming from.

What is the difference between Close Call and Operational Close Call? Do I use Close Call to report Operational Close Call?

Close Call is only to be used to report Close Calls – **it cannot be and must not be** used to report any other forms of reports such as Faults, Operational Close Call or any other event which requires urgent attentions.

Your Close Call may not be brought to the attention of a Responsible Manager for at least 6 hours and in most cases, within 24 hours of the close call being reported. If you spot and/or recognise any risk which has the potential to cause immediate threat to railway infrastructure or the operation of the railway, **you must report** this to route control of the relevant area/route.

A Close Call is defined as a recognised unsafe condition or act that could have resulted in personal injury or damage to railway infrastructure/property, but on this occasion did not; however, next time the outcome could be different.

This includes the potential to:

- Harm a person including minor or major injuries and fatalities
- Harm the environment and/or protected species
- Damage railway infrastructure (including plant, vehicles and equipment)
- Breach information systems and/or security.

An Operational Close Call is an unplanned and/or uncontrolled event which occurs on the operational railway and **has the potential** to cause damage, loss or injury to persons, plant, equipment, property or infrastructure.

Examples of Operational Close Calls include:

- - Earthing equipment not removed
- - Inadequate protection/safe system of work
- - Moved outside protection limits without authority
- - Equipment falling onto a running line
- - Trolley/vehicle runaway

If an event has occurred – such as incident or accident, you must report this within appropriate reporting channels – whether this is through HSEA incident reporting or local facilities team within your building. Close Calls cannot be used to report an incident or accident.

I received feedback via text informing my close call has been closed out with feedback from the responsible manager – I am not satisfied the risk I reported has been resolved – what can I do?

In such event where you have received feedback upon closure of a close call which you have reported, and you are not satisfied the risk has been reduced/removed, you are encouraged to liaise with the responsible manager to discuss the resolution carried out by them. In order to do this, you need to ring the Close Call Helpline number on 01908 732500 and select option 1, and request for the responsible manager name/contact details from the operative. You will need to have your Close Call reference number handy.

I have been told that I am a responsible manager. How do I use the Close Call System?

People can be nominated or tasked to become a responsible manager for Close Call – and in almost every case it is because the person is accountable for their safety/welfare for the area where they work. It could be that the role is a Health & Safety Manager, Section Manager or person responsible for Standards.

If you have not yet been asked to register for the Close Call System, you are encouraged to register using the follow link: www.closecallsystem.co.uk and click on 'register'. Under the 'register' form, you should enter the area you need to become responsible manager for (i.e. Section Manager, E&P Ashford Delivery Unit). If you were asked to become a responsible manager by your line manager, they should be familiar with the hierarchy structure which you need to be responsible for.

Once your registration has been processed, you will receive an email with some documents to guide you through getting started off with the Close Call System. There is also a handy section on Safety Central page under Close Call Section and Responsible Manager section will also guide you through using the system. The link to Safety Central is found here

(<https://safety.networkrail.co.uk/safety/close-call>)

For any responsible managers who require further guidance or training, you are encouraged to get in touch with your Close Call Co-ordinator or Close Call Champion, to give you a hand with anything you are unsure of.

I have registered for access to the Close Call System to become a Responsible Manager. What do I expect to happen next?

You do not need to register for access to Close Call System to raise a Close Call.

If you have been asked to become a Responsible Manager, by Close Call co-ordinator or Close Call champion – please ask them to get in touch with Close Call Team or Oliver Eadsforth, to identify and fit your role within the Responsible Manager hierarchy. We do not accept new registered users directly without approval of Close Call co-ordinators/champions – this is strictly to preserve the hierarchy of Responsible Managers, which are owned and managed within routes/functions.

How can I close down the Close Call?

As a responsible manager, you can close down a close call once you have carried out any mitigation action(s) to remove (or reduce) the risk(s). Responsible managers must provide feedback on the Close Call 'Responsible Manager – Action' field to outline the details of resolution carried out against the Close Call. Guidance for Responsible Manager is available for all responsible managers to view on Safety Central page (<https://safety.networkrail.co.uk/safety/close-call>) – further support or training for responsible manager can be requested through your local Close Call Co-ordinators or Close Call Champions.

Close Calls **must not be** closed down without appropriate feedback or where no action(s) have been completed to remove (or reduce) the risk(s).

Close Calls **must not be cancelled off**, whether if you believe this is not for your area of responsibility, or whether you assume the risk is no longer valid.

I am trying to close a Close Call but it says that it has been assigned to someone else and I am unable to close it down. What do I do?

This is a known issue which is common and easily resolved. Where a responsible manager has recently registered for access to the Close Call System, they will be able to see the number of Close Calls which was assigned to role before they became the responsible manager – and the Close Calls are “locked” and prevents the responsible manager(s) from closing them down.

There is guidance on the Safety Central page (and also sent out with every new registered responsible manager) – ‘Closing Close Calls/Errors Guide’ – provides a simple overview of stopping the workflow process to enable you to proceed closing out a Close Call you are dealing with.