



Safety Hour Discussion Pack

Close Calls – Making a Good Call

Purpose of discussion

To discuss why making detailed, accurate and timely Close Calls is so important. Making a Good Call helps our National Supply Chain (NSC) Call Centre and our network of Responsible Managers to locate and close more calls. The result, to reduce risk to colleagues, passengers and the public.

Kick-off the discussion

Colleagues across the Network are making great progress when it comes to reporting close calls, with hundreds of calls made every day.

Currently our call centre wastes lots of time calling back reporters because of a lack of information. If we improve the quality of the information provided, we can:

- Act faster to remove risk from the network
- Prioritise risk; ensuring high priority calls are dealt with quickly
- Speed up the process so that reporters receive feedback sooner

Discussion points

Use the questions below to facilitate a safety conversation within your team. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions. The 'Good Call' slide deck is also attached for more information.

Discussion points	Supporting notes
1. What makes a Good Call?	<p>'Loose screw at Reading Station' is a genuine Close Call received by our NSC call centre; that's all the information the reporter provided.</p> <p>Let the team discuss what information they think is needed to make a Good Call. Then use the check list below and explore any points not previously considered :</p> <p>Geographic Location:</p> <ul style="list-style-type: none">• If track related, Quote ELR, mileage, chains, up or down and type• Nearest station or DU• Post code• Bridge or signal box or location cabinet number• Office / asset / unit number / unique property reference number (UPRM) <p><i>Tip: Use Where am I app (from NR app catalogue) or GPS navigation from Scout)</i></p> <p>Physical Location:</p> <ul style="list-style-type: none">• Provide detailed information to pin-point the exact location (imagine verbally describing to a colleague so they can retrace your steps clearly and exactly). <p><i>Tip: Use the Close Call app so you can add a photo and the Where am I app to get an accurate location.</i></p> <p>Describe Problem:</p> <ul style="list-style-type: none">• Describe what could happen; describe the potential danger• If you were able to close the call yourself, e.g. replacing a ladder or addressing an unsafe behaviour, be specific about the action you have taken• If you can't close the call suggest who can – local knowledge will help us to assign the call to the appropriate responsible manager <p><i>Tip: Fault first, remember where there is immediate danger report the fault first, then report the Close Call</i></p>



Discussion points	Supporting notes
2. Are we making Good Calls?	<p>Ask the group to share recent examples of Close Calls they've reported.</p> <ul style="list-style-type: none">• What was the situation?• What was the potential for harm?• What was the outcome?• What can we learn locally from this experience? <p>Ask the group if there are some Close Calls that we don't report? If yes explore why.</p> <p><i>Tip: Even if we think the situation is too difficult, complex or costly, always make the call so we can act. The scenario may occur across the network, and to anybody, so please make the call.</i></p> <p><i>Tip: Remember our principles of Fair Culture mean it's okay to speak up if people are working unsafely and to help change behaviour.</i></p>
3. How do you report Close Calls?	<p>Ask the group for a show of hands for how they usually report Close Calls?</p> <ul style="list-style-type: none">• Phone 01908 723500• Close Call App (from NR app store)• Email closecallreporting@networkrail.co.uk <p><i>Tip: Ask - does everyone have the Close Call number added to their mobile phone contacts?</i></p>

Additional materials and support

Good Call slide deck:

For more detailed guidance including the Close Call process

Click image to download



Contact STE communications team

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