



Creating a New Close Call Event

Version 3

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1 Introduction

The Close Call System allows anyone with a user log on to create a close call record. If you do not currently have log on details to access the system, please see the guidance **'Registering to be a user of the Close Call System'**.

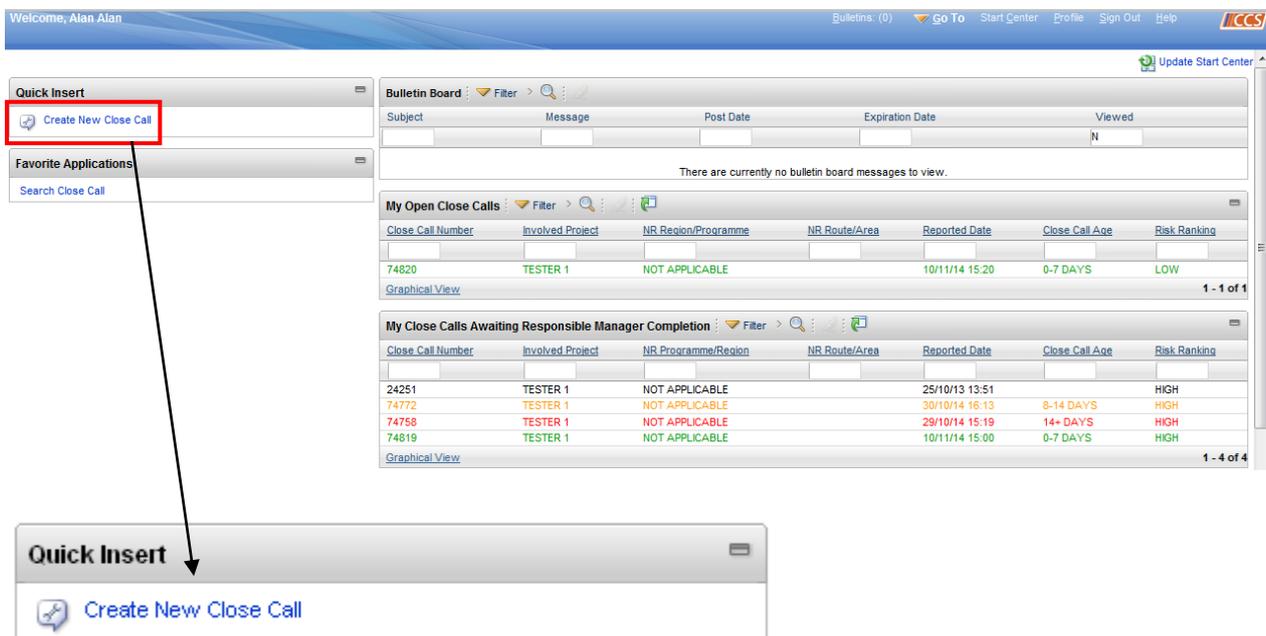
The close call record is mainly made up of drop down lists and selection boxes; however, there are some free text fields to allow you to explain in detail the close call event you are reporting. Some fields are mandatory in order to capture consistent information for the purposes of analysis; others are optional and allow the user to enter more information if they wish.

Note: It is the project's Principle Contractor (PC) that must enter close call events against that project. If you have a close call event to log, but you are not the PC, then you must let the PC know of the event so that they can enter it into the system against their organisation.

2 Creating a Close Call

Click on **'Create New Close Call'** within the Start Centre.

Figure 1



2.1 The Close Call Event Screen

The top grey boxes of the close call record are read only, and include details such as a unique Close Call ID, the 'Reported Date', which is the date the call is entered into CCS, the organisation and user details etc. There is also a field indicating the status of the report, which will indicate if the event is open, closed or if it has been processed for Responsible Manager (RM) review.

Figure 2

Find: [] Select Action []

Search Close Call Log

Close Call ID: 74864 Reported Date: 11/11/14 14:02 Organisation: HRRAIL Status: OPEN

Network Rail Period: [] Reported By: PHILIP@HH.COM Attachments []

Fields marked with an * are mandatory and must be completed.

Figure 3

Event

Font sans-serif Size [] Format None

* Describe the Close Call event and what could have happened: Abandoned sleeper obstructing site walking route. Could cause slip, trip or fall.

What were you able to do about it: Advised Site Manager so that it can be removed.

Are you reporting this as a result of a Safety Conversation? Was the Close Call logged as a result of a workplace safety inspection?

2.2 Event Description

The event section consists of free text fields for the Close Call event description and what was done about it. The text format can be altered by using the icons provided.

Figure 4

Event

Font sans-serif Size [] Format None

* Describe the Close Call event and what could have happened: Abandoned sleeper obstructing site walking route. Could cause slip, trip or fall.

What were you able to do about it: Advised Site Manager so that it can be removed.

Are you reporting this as a result of a Safety Conversation? Was the Close Call logged as a result of a workplace safety inspection?

There are two checkboxes to be ticked if the close call report was as a result of a safety conversation, or if the report came following a workplace safety inspection.

Are you reporting this as a result of a Safety Conversation? Was the Close Call logged as a result of a workplace safety inspection?

2.3 Organisation Detail

This section of the Close Call record is used to specify the date and time the event occurred and the 'Project' that it occurred on. The relevant NR Region/Programme, Route/Area, Delivery Unit etc. will auto-populate with the information held in the system for that project. This information is used for reporting purposes.

Figure 5

The screenshot shows a form titled "Organisation Detail" with the following fields:

- * Event Date: 10/11/14 09:45 (with a calendar icon)
- * Involved Project: LUTON STATION REDEVELOPMENT (with a dropdown arrow) → LUTON STATION REDEVELOPMENT
- NR Project Name: LUTON STATION REDEVELOPMENT
- NR Region/Programme: CENTRAL
- NR Route/Area: CEN EAST MIDLANDS
- NR Delivery Unit: (empty)
- NR Local Operations Manager: (empty)
- NR Function: (empty)

2.3.1 Date and Time of the event

Enter the date and time that the event occurred by clicking on the calendar icon.

Figure 6

The screenshot shows the "Event Detail" form with the "Organisation Detail" section collapsed. The "Event Date" field is highlighted in yellow, and the calendar icon next to it is enclosed in a red box.

You can navigate to the correct date by using the left and right arrows next to the month or click on the month itself to view a drop down list. Select the day within the calendar. Use the arrows at the top and bottom of the time bar to scroll to the correct time the event occurred.

The screenshot shows the "Event Date" field with a calendar pop-up. The date is 10/11/14 09:45. The calendar shows the month of November 2014, with the 11th selected. The time is set to 09:45. The "OK" button is highlighted with a red box.

2.3.2 Involved Project

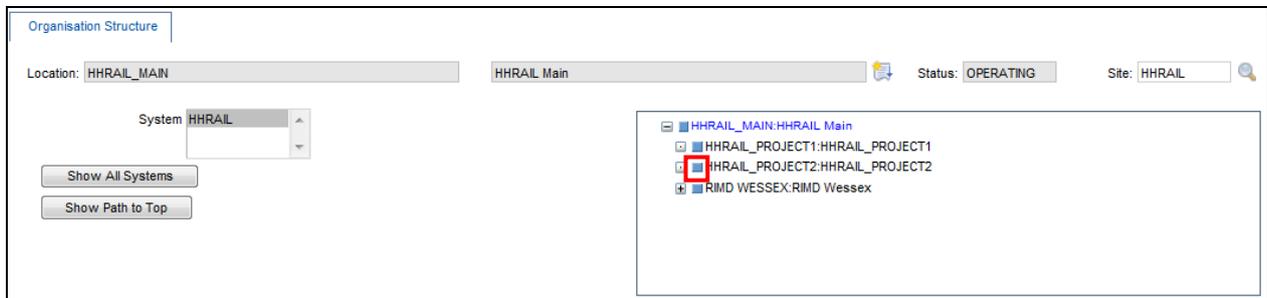
To assign the close call against a project, click on the >> icon next to the mandatory 'Involved Project' field, you will have two methods to view the organisation's projects in which to assign to the Close Call record. 'Open Drilldown' is the recommendation option to use when finding and selecting the project.

Figure 7



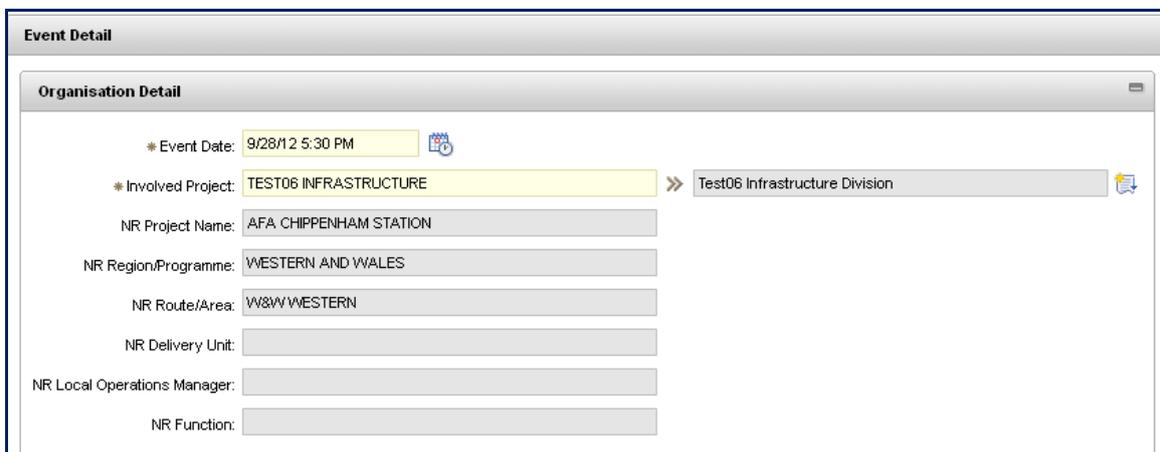
'Open Drilldown' will open the organisation structure in a hierarchical view and is the easiest way to select the organisation level. To select the appropriate level of organisation or project involved in the close call, click on the **blue square** to the left of the project name. *If the project does not appear in your organisation hierarchy, please email closecall.enquiry@rssb.co.uk and inform them of the project name, ID and/or purchase order number and it will then be added to your project list.*

Figure 8



The project information will populate the fields within the 'Event Detail' section of the Close Call record.

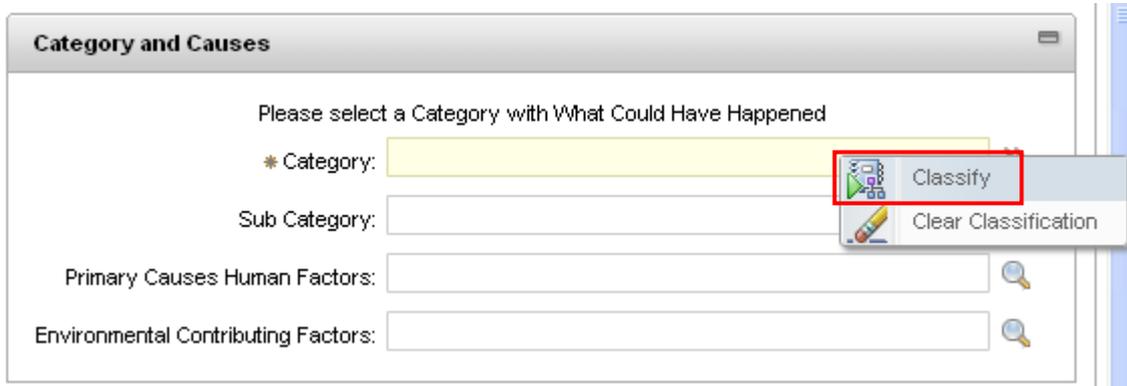
Figure 9



2.3.3 Category and Causes

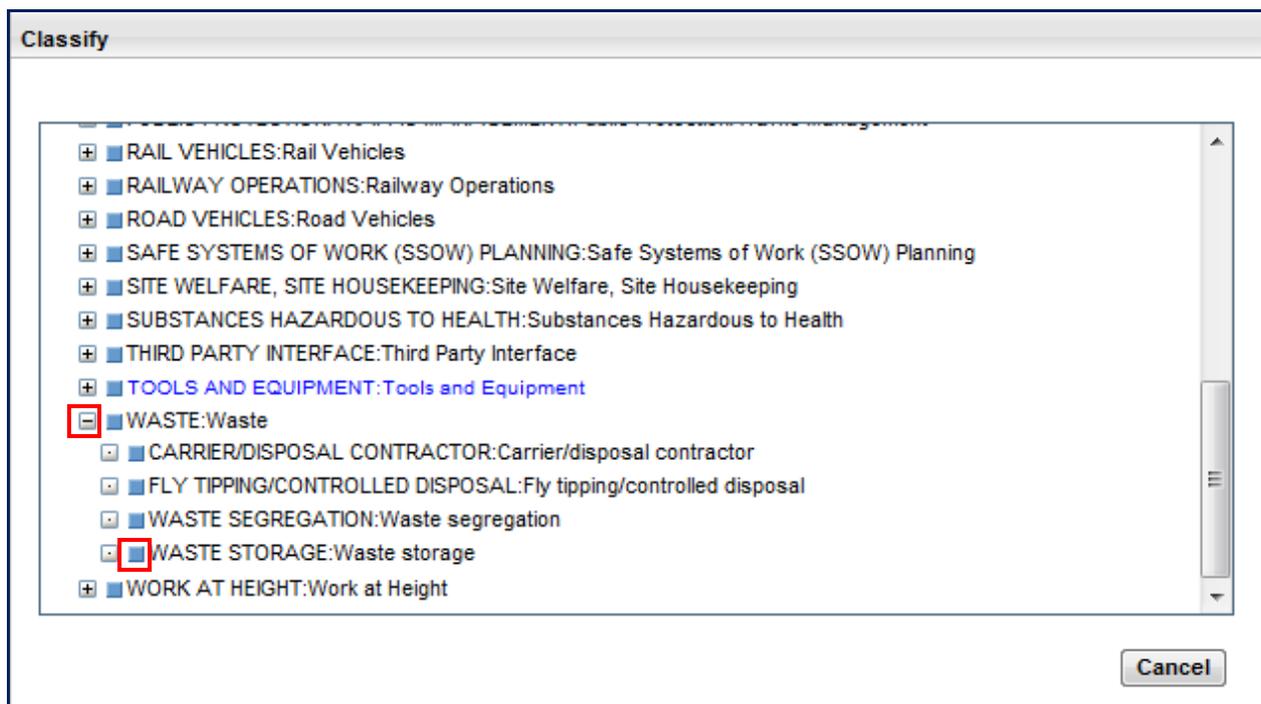
There are a number of categories available to classify the close call event. To open the list of Categories, click on >> and select 'Classify'

Figure 10



The list of categories and sub-categories are merged into one list. Expand each category by clicking on the + to the left of the category name, and then select the most appropriate sub-category by clicking on the blue square next to the sub-category text.

Figure 11



If selecting the Category 'Other', an additional text box will appear for you to describe the category you are entering (see figure 13).

Figure 12

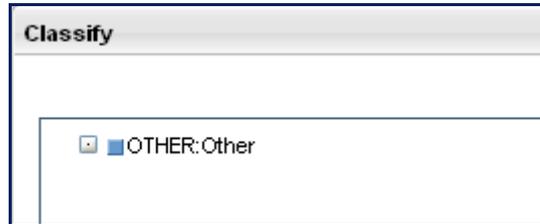
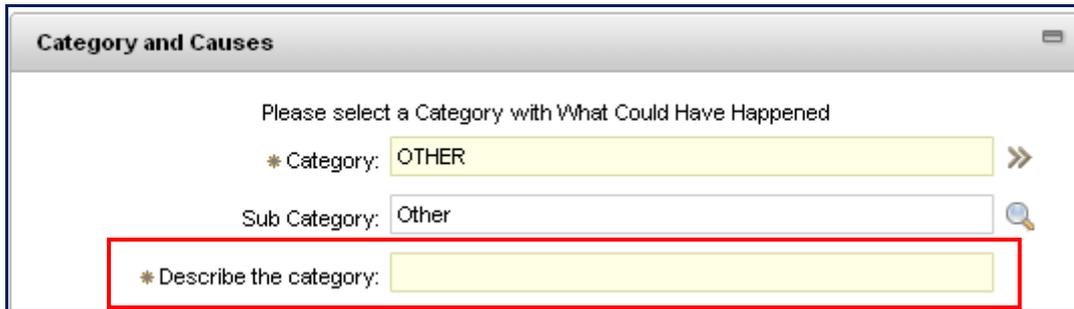
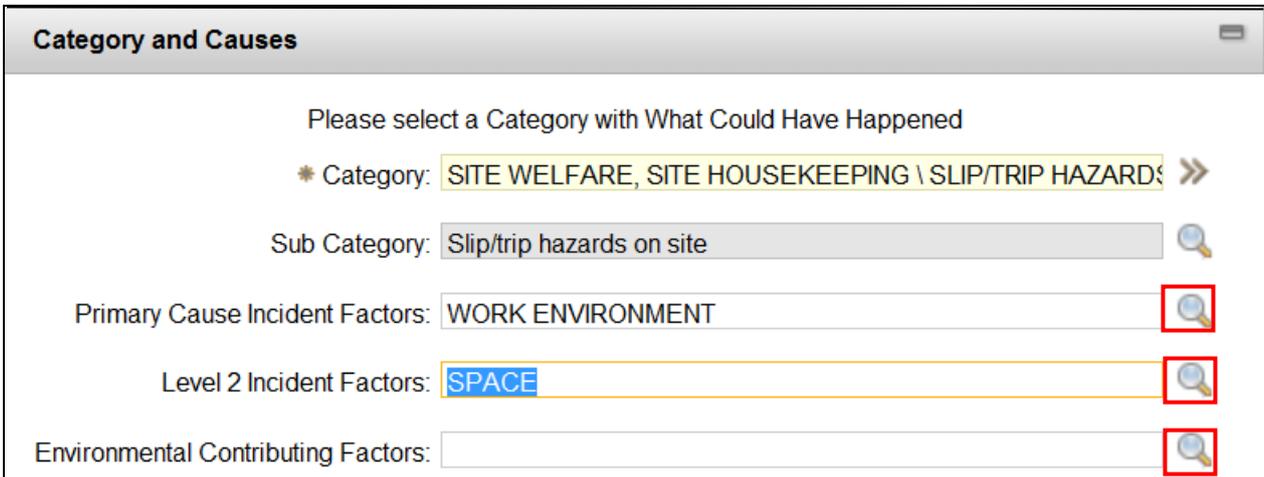


Figure 13



Complete the remaining optional fields (Primary Causes Incident Factors, Level 2 Incident Factors and Environmental Contributing Factors) by clicking on the spy glass and selecting from the list of options (see **Primary Cause Factors Guide** under the miscellaneous menu on the CCS help site for more information).

Figure 14



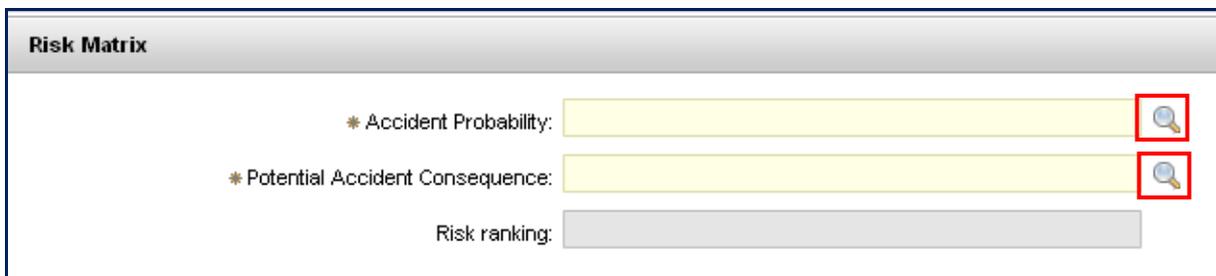
2.3.4 Risk Matrix

The Risk Matrix fields are mandatory for the close call inputter to determine the level of risk from an accident probability and potential consequence point of view. There is a High, Medium, Low and Negligible option for each field. Click on the spy glass and select a level of risk for Accident Probability and Potential Accident Consequence of the close call event.

Accident Probability: Was the probability of an accident taking place high, medium, low or negligible.

Potential Accident Consequence: Would the outcome/consequence if an accident had occurred be high, medium, low or negligible.

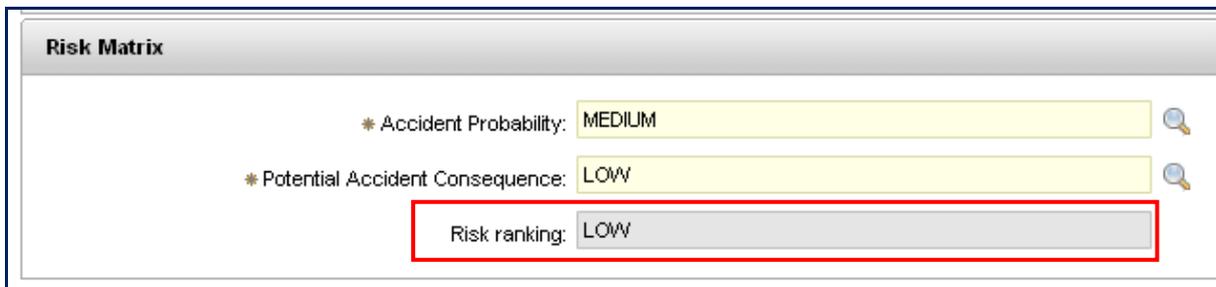
Figure 15



The screenshot shows a form titled "Risk Matrix". It contains three input fields. The first two are yellow and have a magnifying glass icon on the right, which is highlighted with a red box. The third is grey. The labels are "Accident Probability:", "Potential Accident Consequence:", and "Risk ranking:".

Based on the rankings entered in each field, the Risk ranking will be populated in the grey box.

Figure 16



The screenshot shows the same "Risk Matrix" form. The first yellow field now contains the text "MEDIUM" and the second yellow field contains "LOW". The magnifying glass icons are still present. The grey "Risk ranking:" field now contains the text "LOW" and is highlighted with a red box.

2.3.5 Other Detail

Additional data is required in the 'Other Detail' section. Click on the spy glass for a list of options to pick from next to each field.

Figure 17

The screenshot shows a form titled "Other Detail" with the following fields:

- Asset Type: TRACK/P-WAY
- * Trackside or Non Trackside: TRACKSIDE
- * Trackside / Non Trackside Location: FOOTPATH
- Other Location Info (ELR/Mileage etc):
- Other involved Organisation/s:
- * Can the event be closed at source: NO

Red boxes highlight the spy glass icons next to the "TRACK/P-WAY", "TRACKSIDE", "FOOTPATH", and "NO" fields.

Figure 18

A close-up of the field: * Can the event be closed at source: NO. A red box highlights the spy glass icon next to the "NO" value.

Can the event be closed at source?

This field requires the person creating the close call to indicate if the close call has been dealt with and therefore can be changed to 'CLOSED' status, or if there are still outstanding actions to correct the safety issue.

The field states 'No' by default however it can be changed to 'Yes' if no further action is required. By marking it 'No' the close call record will be sent to the Responsible Manager for review and allow them to enter follow up actions which may be required to close the record.

2.3.6 Additional Detail Tab

The bottom sections of the Close Call Event are all optional. The fields may be used to log information about the person reporting the close call.

Figure 19

The screenshot shows a form titled "Additional Information" with the following fields:

- Lone worker?
- Reported by: OPERATIVE
- Was the Event Outdoors: YES
- Close Call Age: 0-7 DAYS

Reported by: This field is useful for an inputter who may input the event on behalf of a member staff who works out in the field. Click on the spy glass and pick from the appropriate value in the list (see fig. 20).

Figure 20

Value	Description
MANAGER	Manager
OPERATIVE	Operative
PUBLIC	General Public

Figure 21

The appropriate Network Rail Control can be picked from a list by clicking on the spy glass.

If applicable, which Network Rail Control has this been reported to:

2.3.7 Organisation Specific Detail Tab

These fields may be used to input details of the person reporting the close call and whether they require feedback.

Figure 22

Reporters name:

Reporter's contact details:

Does the reporter require Feedback?

Person responsible for providing feedback:

SMS Text Address:

Actions required:

Date scheduled for completion:

Date completed:

Figure 23

Reporters name:

Reporter's contact details:

Does the reporter require Feedback?

Person responsible for providing feedback:

Enter the name and contact details for the person who reported the Close Call. If the reporter requests feedback then tick the box and enter the details of the person who is responsible for providing this feedback. This can be an email address or a telephone number. **The feedback will not be sent automatically by CCS, however reports can be set up to notify individuals where feedback has been requested. Contact closecall.enquiry@rssb.co.uk for further information**

Figure 24

The screenshot shows a form with three main sections:

- Actions required:** A text box containing the text: "Sleeper to be removed from walkway and for signs to notify staff not to leave items that can cause a tripping hazard".
- Date scheduled for completion:** A date input field followed by a calendar icon.
- Date completed:** A date input field followed by a calendar icon.

The reporter can enter the actions that they think are required in the ‘**Actions required**’ box, and use the date fields if required.

If you are a Responsible Manager, there will be an additional tab in the close call event which you are required to complete. Please see Guidance Note ‘Responsible Manager – Processing & Completing Close Calls’ for details on how to complete the Responsible Manager section.

2.3.8 Lifesaving Rules Tab

The Life Saving Rules are a Network Rail initiative to ensure everyone takes personal responsibility for maintaining safe behaviour. Go to: <http://www.safety.networkrail.co.uk/Commitment-and-Rules/Lifesaving-Rules> for further information.

The Life Saving Rules tab is optional for non-Network Rail users.

Potential breach of Life Saving Rule? can be marked as either ‘Yes’, ‘No’ or ‘Potential Breach’

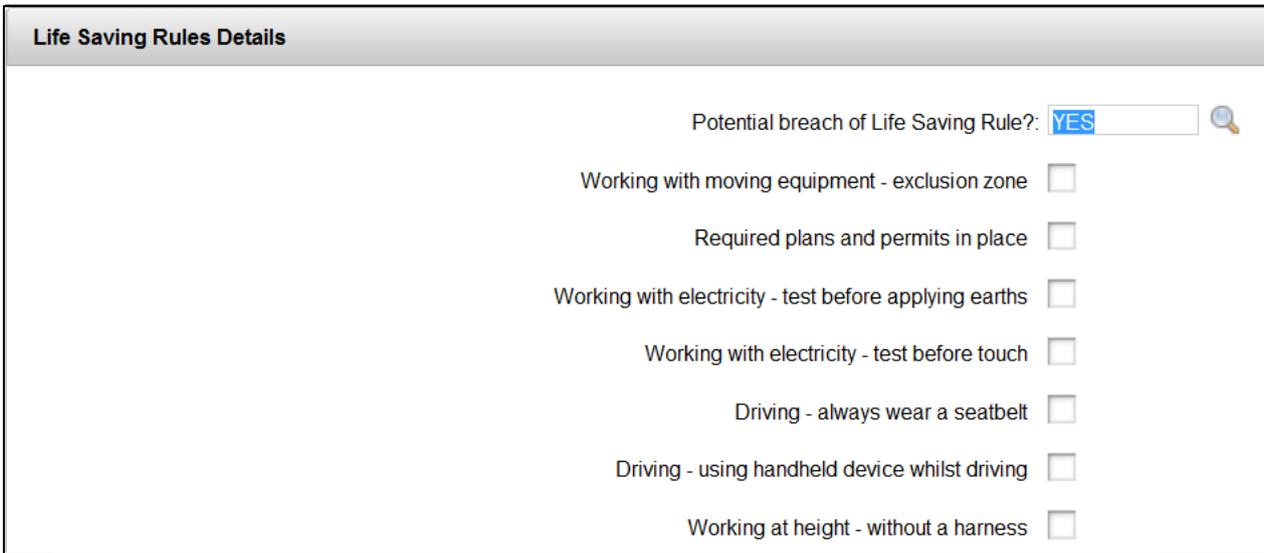
Figure 25

The screenshot shows a web interface titled "Life Saving Rules Details". At the top right, there is a dropdown menu for "Potential breach of Life Saving Rule?" with "YES" selected. Below this is a "Select Value" dropdown menu. Underneath, there is a table with a filter and navigation controls. The table has two columns: "Value" and "Description".

Value	Description
NO	NO
POTENTIAL BREACH	POTENTIAL BREACH
YES	YES

If it is marked that a lifesaving rule has been breached, the relevant tick box should be selected.

Figure 26



The screenshot shows a dialog box titled "Life Saving Rules Details". At the top, there is a text field labeled "Potential breach of Life Saving Rule?:" with the word "YES" entered and a magnifying glass icon to its right. Below this, there is a list of seven items, each with a corresponding checkbox:

- Working with moving equipment - exclusion zone
- Required plans and permits in place
- Working with electricity - test before applying earths
- Working with electricity - test before touch
- Driving - always wear a seatbelt
- Driving - using handheld device whilst driving
- Working at height - without a harness

If you are a Responsible Manager, please see Guidance Note 'Responsible Manager – Processing & Completing Close Calls' for details on how to complete the Responsible Manager section.

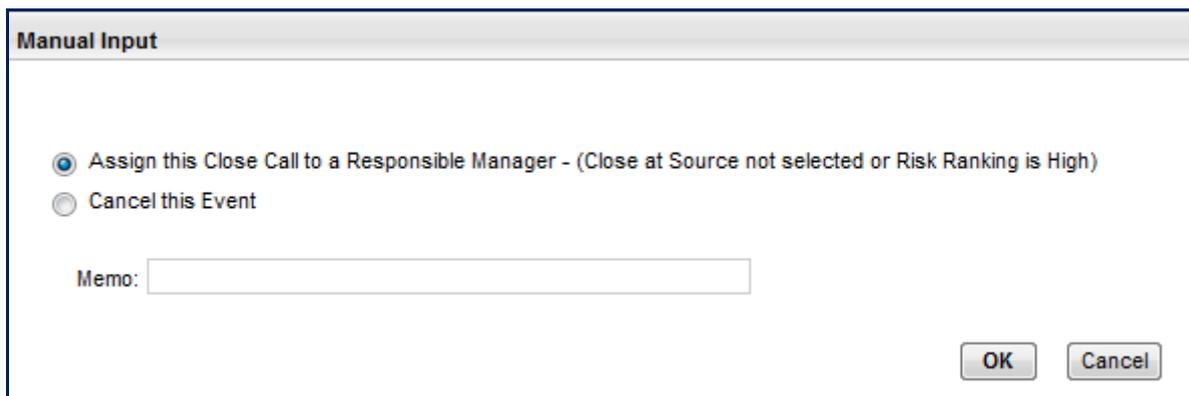
2.3.9 Processing the Close Call Record



On the top menu bar of the close call record click on the  icon to process the close call.

If the close call record is marked with a Risk Ranking of 'High' or the question 'Can the event be closed at source' is marked 'No', the close call will be sent to a Responsible Manager to review.

Figure 27



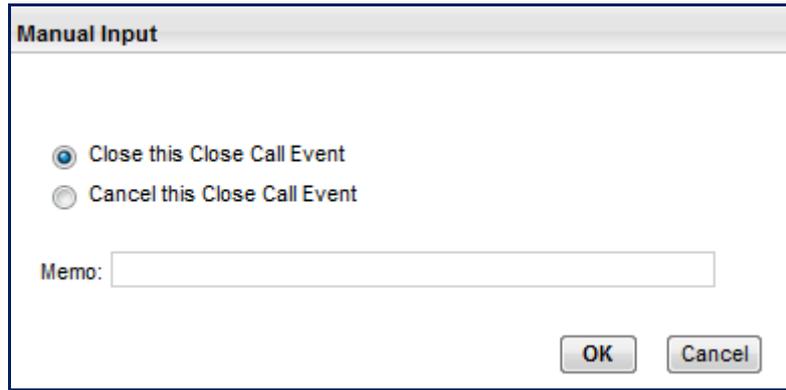
The screenshot shows a dialog box titled "Manual Input". It contains two radio button options:

- Assign this Close Call to a Responsible Manager - (Close at Source not selected or Risk Ranking is High)
- Cancel this Event

Below the radio buttons is a text field labeled "Memo:". At the bottom right of the dialog box are two buttons: "OK" and "Cancel".

If the 'Can the event be closed at source' is marked as 'Yes' and the risk ranking is not 'High', the close call event can be closed without an RM's review.

Figure 28



The image shows a dialog box titled "Manual Input". It contains two radio button options: "Close this Close Call Event" (which is selected) and "Cancel this Close Call Event". Below these options is a text input field labeled "Memo:". At the bottom right of the dialog box are two buttons: "OK" and "Cancel".

There is an option on both pop up messages to **cancel** the event and type a memo.

For guidance on processing a Close Call Record as a Responsible Manager, please see guidance note 'Responsible Manager - Processing & Completing Close Calls'.

Please contact the CCS Support Team on closecall.enquiry@rssb.co.uk if require any further information or advice.