A Close Call is defined as anything that has the potential to cause harm or damage. Network Rail staff are encouraged to report close calls so that we can remove the immediate risk, and understand strategically where we need to make improvements by identifying areas of high risk and taking steps to prevent a more serious incident from occurring.

Transparency Publication: Close Calls
Correct to September 2019

Close Calls Raised and Closed Out - (Close Out Measured 4 Periods in Arrears)

Commentary

There were 12,733 close calls raised in Period 4 which was lower than the 21,573 raised in the same period last year. We are forecasting to raise at least 30% fewer close calls this year compared to last, and at this early stage, we predict we may significantly miss our target of close calls raised in the year. The removal of the Close Call KPI from the Corporate Scorecard is believed to be the main cause of the reduction.

The close out rate for close calls closed within 90 days currently stands at 80.6% for the year and 72.8% for the period. As per the raising close calls metric, we predict to miss our year end target of 85%.