

Sentinel

safer
smarter
simpler

1. Sentinel Site Access update

The new Sentinel app was launched in October 2016. [Find out what progress has taken place](#) since then and about the ongoing work the Sentinel Team will be focusing on in 2017.

Five top tips for using the Sentinel app

Many of you have the same questions about using the Sentinel app, so we have provided some [top tips](#) to help you navigate the system.

Reminder of the benefits of Site Access

The new functionality offers many benefits which far outweigh the old system of signing paperwork and lack of information about your team. If you're not using the app, [find out more](#) on what you are missing out on.

Authority to work: Safety message

We would like to remind users of the importance of Sentinel and why Authority to Work should be carried out every shift. In recent months a COSS has been found to be working without a valid COSS competency. There may be many others working trackside without a valid competence that you don't know about. Please help us to share this **key safety message** to remind workers to check everyone's card working on any of your sites. Read more on the [importance of Authority to work](#).

Sentinel Scheme formal review outcomes 2016

Following the recent Sentinel Operations meeting, we've been asked to share an update to the Sentinel rules to you. The rules are continuously updated and it is important you are aware of these changes as well as the consequences of incidents, which are formally reviewed. [Read the update here](#).

The top five reasons for photo rejections

Not full head	25%
Not focus/image quality	22%
Shadowing	22%
Image quality	17%
Background	14%

23% of all ordered Sentinel cards are rejected due to photo image issues.

Make sure your photograph meets the current passport standards. Get your photo right first time. Read our guide: [How to get your Sentinel card photograph approved first time](#).

In the last period the Sentinel Helpdesk rejected 622 cards due to poor quality and inappropriate photograph submissions, an increase of **56% since period 8**.

When a Sentinel card is rejected, the charges are still payable for both the cancelled and the replacement Sentinel card. Therefore all new or replacement Sentinel card orders that do not meet the photograph criteria not only doubles the cost, it could also result in a delay in delivery potentially preventing the card holder from working.

In the coming months the Sentinel Team will be contacting Administrators directly who have repeatedly submitted Sentinel card photos that are not up to the required standard to provide them with additional support.

Make sure your Office details in the database are correct to avoid card delays

Under the Sentinel Scheme rules, your office contact details must be up-to-date. Incorrect details can lead to a delay in the delivery of Sentinel cards. This could result in the loss of shifts and the potential of your organisation not receiving important emails from the Sentinel Team or other associated updates.

- **Reminder:** You can update your personal details via [My Sentinel](#)
- Read our [step-by-step guide](#)

Kind Regards
Sentinel Programme Team

Don't forget to call the 24/7 Sentinel Helpdesk with any of your Sentinel related issues: 0330 726 2222.



Know somebody else who would be interested in this?
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**Please contact the Sentinel hotline if you have any Sentinel queries
0330 726 2222**



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