

Partnership on Health And Safety in Scotland

Scottish Action Plan on Health and Safety

Work related road safety 'Managing the Risk': feedback, evaluation and recommendations for follow up and future action

Issue

1. To provide feedback from the Work Related Road Safety seminars and recommend follow up action.

Summary and recommendations

2. The series of four seminars held across Scotland during May and June 2008 have:
 - Raised the profile of Work Related Road Safety through the Management of Occupational Road Risk (MORR), identifying MORR as a major occupational health issue within Scotland.
 - Highlighted that the employers within Scotland will respond positively to opportunities to network and share best practise where there are identifiable business benefits
 - Confirmed that key players within the health and safety community in Scotland can work effectively together influencing the agenda and effecting change.
3. Recommendations to build on these events, learning from the feedback and the experience of participants are to:
 - (i) Undertake a 1:1 follow up to identify what actions have been taken in relation to MORR issues since attendance.
 - (ii) Generate an Action Plan for the development of a Scottish Occupational Road Safety Alliance (SCoRSA), encourage organisations to participate in and communicate their experience and success.
 - (iii) Revisit the seminar content and assemble a generic presentation, encompassing key points which can be made available through the HWL/SCoRSA website. This will have the potential to be delivered by an array of professionals and also through Trade Associations thereby increasing the likelihood of accessing SME's.
 - Provide access to a MORR toolkit online
 - Signpost sources of information and advice, (HWL advisers have undertaken a MORR workshop led by RoSPA Scotland).
 - Seeking the support of SCOS and other POOSH (Scotland) members across Scotland to facilitate and deliver events during 2008-2009.
 - Advertising the events via Scotland's OSH Calendar, and through existing networks
 - (iv) Consider how to engage with the HR profession in relation to MORR.
 - (v) Update Minister for Transport, Infrastructure and Climate Change

Background

4. The series of four events was delivered through partnership working between RoSPA and SCHWL in pursuance of element 10 of the Scottish Action Plan on Health and Safety. Organised and marketed by RoSPA in partnership with SCHWL, funded by the Scottish Government.
5. Events were held in Inverness, Aberdeen, Falkirk and Dumfries between 5th and 19th June 2008. Stewart Stevenson MSP, Minister for Transport, Infrastructure and Climate Change lent his support to these events the following statement was included in the delegates packs

"Companies have a major role to play in the health and safety of their employees, no matter what tasks they undertake. This is especially true when operating potentially dangerous machinery, and driving for work should not be treated any differently. I welcome these seminars and hope that as many companies as possible attend to benefit from the expertise which RoSPA has built up in this particular area over a number of years."
6. RoSPA marketed these events through existing networks and those linked to SCHWL and PHASS. Topic areas explored included;
 - Occupational Road Risk where are you now?
 - Developing a Risk Management Approach
 - Company Policies of Safety Critical issues
 - The Environmental Impact of Driving
 - The Consequences of the Corporate Homicide Act
7. The rationale for the events was to:
 - Provide delegates with a framework to manage occupational road risk
 - Facilitate the sharing of expertise and experience.
 - Evolve a discussion form/information exchange network (SCoRSA) to promulgate best practice within Scotland.
 - Each delegate was provided with a copy of the RoSPA Guide to Managing Occupational Road Risk, which includes a question set to facilitate a MORR initial status review.
8. An example agenda and Chairperson's speaking note is at Annex 1. Venues and speakers for each event are listed at Annex 2

Attendance

9. 36 delegates attended in Inverness, 94 in Aberdeen, 131 in Falkirk and 54 in Dumfries making a total of 315 delegates overall. Inverness had the lowest turnout perhaps as a consequence of a previous MORR event during early 2007. Details of all people, their businesses and contact details have been retained for following up the initial 1:1 will

ascertain what developments have taken place since the seminar and whether the organisation wishes to establish links with SCoRSA.

10. Overall attendance was slightly lower than planned, however RoSPA/SCHWL believed it critical that Inverness and Dumfries were included given the challenges associated with road risk within these areas, and the Scottish Government 'Rural Roads' campaign.

11. The format of the events, short presentations from an array of speakers who then hosted discussion tables provided an opportunity for both formal and informal information exchange.

Costs

12. The total cost to the Scottish Government was £33252 covering RoSPA's management fee (marketing, delegate management, production of delegate packs, post event follow-up) and venue costs of £13252 this element was managed by SCHWL. This represents a unit cost per delegate attending of £105.00. Speakers gave their time for free and did not charge expenses for which the Scottish Government is very grateful.

Target Audience

13. As Work related Road Safety is not at this stage a mainstream OSH issue, the seminars were designed to attract a broad spectrum of organisations, those who had already identified the potential issues associated with road risk and those who required a strategy to apply to identify and manage such risks.

Feedback

14. Feedback was obtained by issuing an evaluation form to each delegate returned to RoSPA/SCHWL staff prior to leaving the event. Response rates recorded at each venue were as follows; 44% Inverness, 54% Aberdeen, 44% Falkirk and 41% Dumfries. The results were very positive and are attached for each event at Annex 3.
15. The topic was the main reason for attendance, the % of delegates highlighting that they would attend again for each location, 100% Inverness, 88% Aberdeen, 93% Falkirk and 95% Dumfries.

Further comments from attendees

15. The evaluation form included a 'commitment' question, which will form the basis of the 1:1 follow-up being undertaken by RoSPA. The purpose of the question 'RoSPA and SCHWL would like to encourage your organisation to make a commitment to building the Management of Work Related Road Safety Issues into your business. As a result of today's seminar what will you do differently?', was to ensure that delegates used the information gained and connections established proactively to tackle occupational road risk responses include;

Adopt ORR policy

Undertake initial status review

Tackle ORR from the environmental angle

ORR integrated into core h&s management

Review existing material in relation to guidance highlighted, driving for work in own vehicle

Establish working group to take forward

Action

20. PHASS members are invited to comment on the feedback and the recommendations for further action at paragraph 3 above.

ANNEX 1

Example agenda and timings

Chair: *RoSPA Scotland/SCHWL*

09:30 **Registration & Refreshments**

10:00 **Chair's Introduction**

10:10 *Occupational Road Risk – Where Are You Now?*

10:35 *Developing a Risk Management Approach (Case Study)*

11:00 *Refreshments and Networking*

11:20 *Company Policies on Safety Critical Issues*

11:45 *The Environmental Impact of Driving*

12:15 *The Consequences of the Corporate Homicide Act*

12:45 **Lunch and Networking**

13:45- *Discussion Tables and Networking*
15:00

Managing Work Related Road Safety Policies

Developing your Drivers and their Line Managers

Options for Monitoring Performance

The Role of the Police

Scottish Occupational Road Safety Alliance

Annexe 1: Introductory speaking note for Chairperson

Chair: RoSPA/SCHWL

0930 **Registration and Refreshments**
1000 **Chairs Introduction**

- Welcome delegates
- If you require any assistance, please ask a RoSPA/SCHWL member of staff, who are all wearing staff badges.
- Please remind all delegates to switch off any mobile phones. Phones that are left on silent still interfere with the AV equipment.

Fire alarm and exits(specific to each venue)

If the Fire Alarm sounds a siren will be heard. Upon the fire alarm being activated please leave the building by the nearest available exit, and assemble at the fire point. The Fire assembly points are outside the Main entrance to the hotel. Please do not use lifts / elevators at this time.

Message of support

Stuart Stevenson MSP, Minister for Transport, Infrastructure and Climate Change has sent the below message of support, could you please read this out to all delegates

"Companies have a major role to play in the health and safety of their employees, no matter what tasks they undertake. This is especially true when operating potentially dangerous machinery, and driving for work should not be treated any differently. I welcome these seminars and hope that as many companies as possible attend to benefit from the expertise which RoSPA has built up in this particular area over a number of years."

10:10 **Occupational Road Risk – Where Are You Now?**

Robert Atkinson, Development Manager Occupational Health & Safety, Scottish Center for Healthy Working Lives

- *Questions from the floor will be taken directly after Mr Atkinson's presentation. A member of staff will be on hand with the roving mics.*

Robert Atkinson is the Occupational Health and Safety Development Manager for the Scottish Centre for Healthy Working Lives. Robert was previously a Regional Co-ordinator and then National Co-ordinator for the Safe and Healthy Working service, which is now incorporated into the range of services offered by the Scottish Centre. His role involves the continued development of free Occupational Health and Safety services and advice to small and medium sized organisations in Scotland through an advice line, website and a team of Advisers. Roberts's main focus is currently on developing projects and partnership activities, which will become mainstream functions and services for HWL in the future. Robert has worked on the

National Advice line and as an Adviser with the service.

Robert is a Chartered Member of IOSH, with fifteen years experience in Occupational Health and Safety. Previously Robert has worked for British Aerospace, the National Health Service, (where he jointly developed the Lanarkshire Workplace Assessment Service – a collaborative approach to workplace safety and health promotion - a forerunner to Healthy Working Lives), The National Trust for Scotland and Salus Occupational Health and Safety.

**10:35 Developing a Risk Management Approach (Case Study)
Alistair Wilson, Facilities Support Manager, NHS Highland**

- Questions from the floor will be taken directly after Mr Wilson's presentation. RoSPA staff will be on hand with the roving mics.

1100 Refreshments and Networking

- Staff are on hand to guide delegates to the refreshment area
- Please return for a prompt 1120 start

**11:20 Company Policies on Safety Critical Issues
William Wills, Road Safety Manager – Scotland, RoSPA**

- Questions from the floor will be taken directly after Mr Wills presentation. Staff will be on hand with the roving mics.

Appointed to the post of RoSPA's Road Safety Manager - Scotland on 16 November 2007

Completed 30 years service with Lothian and Borders Police and retired from the force in August 2007. During his service he spent many years involved in the enforcement and training aspects of Road Safety and enjoyed three years as head of Road Policing Training at the Scottish Police College. In that post he oversaw the development and launch of the Scottish Police Driver Training Programme, The Scottish Police Service Pursuit Management Policy and a number of other initiatives.

He has a life long interest in cars and motorcycles and actively enjoys traveling in this country and abroad. The experiences gained by traveling many thousands of miles combined with extensive training and seeing the realities of death and injury on the road provide him with the knowledge and motivation to progress 'Road safety' as a key issue in society. As a parent he also has an appreciation of the challenges that face children and their educators in learning how to use our roads with safety.

He is of the view that the ability to travel around this country and others is an essential part of living in the 21st century. Getting from A to B in safety is the least we should aim for and he hopes that his post with RoSPA will allow him to make a contribution to the development of safer roads and safer road users throughout Scotland.

1145 **The Environmental Impact of Driving**
Ian Murdoch, Scottish Transport Manager, Energy Saving Trust

- Questions from the floor will be taken directly after Mr Murdoch's presentation. Staff will be on hand with the roving mics.

Ian is the Scottish Transport Manager at the Energy Saving Trust (EST) and has fulfilled that role since June 2002. He works closely with the Scottish Government to promote the development a number of sustainable transport initiatives. In doing so he has worked with a number of local authorities, businesses, schools and fleet owners and operators.

In previous roles Ian worked in the then Scottish Executive's Scottish Energy Efficiency Office helping a number of companies and other organisations gain the benefits from the energy efficiency and waste minimisation initiatives that his office promoted. He also served in other departments dealing with a range of issues including Sustainable Development delivery and sponsorship of non-government organisations.

12:15 **The Consequences of the Corporate Homicide Act**
Jennifer Hunter, Senior Solicitor, Paull & Williamson

- Questions from the floor will be taken directly after Ms Hunter's presentation. Staff will be on hand with the roving mics.

Jennifer Hunter is a solicitor in the Health and Safety Division of the firm of Paull & Williamsons. Paull and Williamsons is a leading commercial firm in Scotland and is recommend by the legal 500 in a number of practice areas including Health and Safety.

Jennifer graduated from Aberdeen University in 2001 after completing an LLB in law. She went on to complete her legal training in Edinburgh before returning to Aberdeen in 2005. Jennifer has experience of dealing with health and safety prosecutions. In addition to health and safety work, Jennifer deals with commercial disputes and personal injury actions.

1245 **Lunch and Networking**

- Thank morning speakers
- Staff are on hand to guide delegates to the lunch area
- Please ask delegates to arrive back for a prompt 1345 start

1345 - **Discussion Tables**
1500 Explanation

The purpose of the discussion tables are to ensure that all delegates gain maximum benefit from the tables they attend in order to keep up to date with key developments, which will enable them to benchmark through continuous development and share their experiences with fellow professionals.

The tables will be delivered on an informal basis allowing a free flow of conversation between the leader and delegates. Delegates are to move around the tables at their leisure and feel free to leave and move onto another table if they feel the conversation no longer appropriate for them

ANNEX 2

Work related Road Safety ‘Managing the Risk’ Seminars

| Date | Location & venue | Chairperson | ORR Where are you know? | Developing a Risk Management Approach | Company Policies on Safety critical issues | Environmental Impact of Driving | The Consequences of the Corporate Homicide Act |
|------------------|---|---|----------------------------------|--|---|---|---|
| June 5th | Inverness Drumossie Hotel | Karen McDonnell RoSPA/PHASS | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | William Wills RoSPA | Ian Murdock Energy Savings Trust | Jennifer Hunter, Senior Solicitor Paull Williamson |
| June 6th | Aberdeen Aberdeen Exhibition and Conference Centre | Karen McDonnell RoSPA/PHASS | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | William Wills RoSPA | Ian Murdock Energy Savings Trust | Paull Williamson |
| June 12th | Falkirk Falkirk Football Stadium | Aileen Simpson Asst Director SCHWL | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | Kevin Clinton RoSPA | Ian Murdock Energy Savings Trust | Fiona Caldwell Solicitor Pinsent Masons |
| June 19th | Dumfries Easterbrook Hall | Karen McDonnell RoSPA/PHASS | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | Kevin Clinton RoSPA | William Wills RoSPA | Fiona Caldwell Solicitor Pinsent Masons |

Discussion tables

| Date | Location & venue | MORR Policies | Developing your drivers and their line managers | Options for Monitoring Performance | Case Study | The Role of the Police | ScoRSA |
|------------------|---|----------------------------|---|---|-------------------------------------|--|------------------------------------|
| June 5th | Inverness Drumossie Hotel | William Wills RoSPA | Combined with MORR policies | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | Chief Insp Tom Forrester, Head of Roads Policing, Grampian Police | Karen McDonnell RoSPA/PHASS |
| June 6th | Aberdeen Aberdeen Exhibition and Conference Centre | William Wills RoSPA | Leslie Harrold Road Safety Manager Grampian Police | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | John Smith, Northern Police | Karen McDonnell RoSPA/PHASS |
| June 12th | Falkirk Falkirk Football Stadium | William Wills RoSPA | | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | | Karen McDonnell RoSPA/PHASS |
| June 19th | Dumfries Easterbrook Hall | William Wills RoSPA | | Robert Atkinson SCHWL | Alistair Wilson NHS Highland | | Karen McDonnell RoSPA/PHASS |

ANNEX 3

EVALUATION OF SURVEY RESPONSES (sample) AT EACH LOCATION

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Work Related Road Safety

Managing the Risk



Sample: 16

We aim to constantly improve the quality of our events, and our service to customers. Please help us to do so by completing the questionnaire and handing it to a member of the event staff.

INVERNESS

Q1. Please specify your main reason for attending the conference

- | | |
|----------------------------|----|
| • Speaker | 1 |
| • Topics | 13 |
| • Networking opportunities | 0 |
| • Job requirement | 3 |

Please circle your answers on a scale of 1 – 5, with 5 being the best possible score.

Administration

Q2. How would you rate the following aspects?

| | Mode | Average |
|-------------------------------|------|---------|
| a) Booking your place: | 5 | 4.6 |
| b) Joining instructions: | 5 | 4.4 |
| c) Welcome to the conference: | 5 | 4.3 |

Additional comments

- Very concise and well presented.
- Name wasn't on list having booked online weeks in advance.
- Useful to know if handouts would be provided.

Conference Proceedings

Q3. What was your opinion of the Conference Chair?

| | Presentation | | Content | |
|-------|--------------|---------|---------|---------|
| | Mode | Average | Mode | Average |
| Chair | 5 | 4.3 | 4 | 4.1 |

Q4. What was your opinion of the following presentations?

| Relevance to your job | Presentation | | Content | | | |
|---|--------------|---------|---------|---------|------|---------|
| | Mode | Average | Mode | Average | Mode | Average |
| Occupational Road Risk Where Are You Now? | 4 | 4.2 | 4 | 4.3 | 4 | 4.2 |
| Developing a Risk Management Approach | 5 | 4.5 | 5 | 4.5 | 5 | 4.6 |
| Company Policies on Safety Critical Issues | 4 | 4.1 | 4 | 4.2 | 4 | 4.2 |
| The Environmental Impact of Driving | 4 | 3.7 | 5 | 3.8 | 5 | 3.8 |
| The Consequences of the Corporate Homicide Act | 3 | 3.2 | 3 | 3.4 | 4 | 3.9 |

Additional comments

- It's all quite scary when you lift the lid off!
- Legal Presentation should be in lay- person terms.
- Death by slides.
- Very good.

Discussion Tables

Q5. How would you rate the following?

| | Content | | Relevance | |
|---|---------|---------|-----------|---------|
| | Mode | Average | Mode | Average |
| Managing Work-Related Road Safety Policies | 4 | 4.3 | 5 | 4.4 |
| Developing yours Drivers and Their Line Managers | 5 | 4.3 | 5 | 4.4 |
| Options for Monitoring Performance | 4 | 4.0 | 5 | 4.3 |
| The Role of the Police | 5 | 4.2 | 5 | 4.2 |
| Scottish Occupational Road Safety Alliance | 4 | 4.2 | 5 | 4.3 |

Delegate pack

Q6. Please give your opinion on the following:

| | Mode | Average |
|-----------------|------|---------|
| a) Presentation | 4 | 4.1 |
| b) Content | 4 | 4.3 |
| c) Usefulness | 4 | 4.4 |

- This will be good to refer to.
- No list of delegates at beginning.

The Venue

Q7. Please give your opinion on the following:

| | Mode | Average |
|--------------------------|------|---------|
| a) Location of the venue | 4 | 4.3 |
| b) Conference room | 4 | 4.3 |
| c) Lunch | 4 | 4.3 |
| d) Venue Staff | 4 | 4.3 |

Additional comments

- Drumossie Hotel is always a great venue – excellent service & food.
- Conference room too cold (air con – green issue). In view of this, soup would have been good!

The Conference Overall

Q8. Please give your opinion on the following:

| | Mode | Average |
|-------------------------------|------|---------|
| a) The service of event staff | 5 | 4.5 |
| b) Value | 5 | 4.6 |
| c) Relevance | 5 | 4.6 |

Q9. What, if anything else, could we have done to make this a more successful conference?

- DSA
- Invite VOSA/DSA
- Perhaps consider use of RoSPA Group to greet / mix with delegates (am).
- More illustrations.

Q10. RoSPA & SCHWL would like to encourage your organization to make a commitment to building the Management of Work Related Road Safety issues into your business. As a result of today's seminar what will you do differently?

- Implement policy and procedures.
- Raise this subject with my organisation's executive committee and arrange a lunch and learn with either someone from RoSPA/HWL or both!
- Adopt an occupational road risk policy. Mention our grey fleet vehicles.
- Review.
- Change policy.
- Focus on integrating MORR into H&S within organisation.
- Carry out the initial survey to gauge where we are.

Q11. Would you attend again? **Yes** 16 **No** 0

Q12. Please state your profession

- Vehicle Fleet Assistant – SNH
- Civil Servant (Rural Directorate)
- H & S Advisor – Car Park Management
- H&S Co-ordinator
- Construction Manager
- Lecturer
- Lecturer OH&S
- Staff representative
- HSE Manager
- Labour Manager
- Manager
- Fire Officer
- Architecture
- Building Maintenance Officer
- Facilities Manager
- Maintenance Management
- H&S Adviser

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Work Related Road Safety

Managing the Risk



Sample: 51

We aim to constantly improve the quality of our events, and our service to customers. Please help us to do so by completing the questionnaire and handing it to a member of the event staff.

Aberdeen

Q1. Please specify your main reason for attending the conference

- | | |
|----------------------------|----|
| • Speaker | 1 |
| • Topics | 45 |
| • Networking opportunities | 4 |
| • Job requirement | 4 |

Please circle your answers on a scale of 1 – 5, with 5 being the best possible score.

Administration

Q2. How would you rate the following aspects?

| | Mode | Average |
|-------------------------------|------|---------|
| a) Booking your place: | 5 | 4.5 |
| b) Joining instructions: | 5 | 4.2 |
| c) Welcome to the conference: | 5 | 4.4 |

Additional comments

- Place booked online – not recorded at venue.
- Limited marketing led to last minute awareness.
- Clear and concise explanation to what the day held.
- Packs not available to some until half way through the seminar.
- Name not on list despite booking. Joining email confusing.
- My booking information was not available.
- Additional details of which building within the campus to attend would have been helpful.
- No joining instructions were sent.
- No badges ready although pre-registered.
- Not enough delegate packs.
- Did not get joining instructions.
- Very well organised event.
- Booked online but it didn't register in the office despite getting email confirmation.

Conference Proceedings

Q3. What was your opinion of the Conference Chair?

| | Presentation | | Content | |
|-------|--------------|---------|---------|---------|
| | Mode | Average | Mode | Average |
| Chair | 5 | 4.3 | 4 | 4.2 |

Q4. What was your opinion of the following presentations?

| Relevance to your job | Presentation | | Content | | | |
|--|--------------|---------|---------|---------|------|---------|
| | Mode | Average | Mode | Average | Mode | Average |
| Occupational Road Risk Where Are You Now? | 4 | 4.2 | 4 | 4.2 | 4 | 4.2 |
| Developing a Risk Management Approach | 4 | 4.4 | 4 | 4.3 | 4 | 4.4 |
| Company Policies on Safety Critical Issues | 4 | 4.2 | 4 | 4.2 | 4 | 4.3 |
| The Environmental Impact of Driving | 4 | 4.0 | 4 | 4.0 | 4 | 3.9 |
| The Consequences of the Corporate Homicide Act | 4 | 3.7 | 4 | 3.8 | 5 | 4.2 |

Additional comments

- I felt the speaker on culpable homicide could have tied this in with the work related travel issue. Apart from that I enjoyed his presentation.
- Rather a pity company policies etc. was cut short. It seems there was a lot to present that would be of interest.
- Enjoyable day. I will keep coming to future events.
- Need to keep speakers to time.
- All topics very relevant.
- Homicide Act could have been longer.
- All presentations were well presented and informative.

Discussion Tables

Q5. How would you rate the following?

| | Content Mode | Average Relevance to your Job | Mode | Average |
|---|-----------------|----------------------------------|------|---------|
| Managing Work-Related Road Safety Policies | 4 | 4.2 | 5 | 4.4 |
| Developing yours Drivers and Their Line Managers | 4 | 4.1 | 4 | 4.5 |
| Options for Monitoring Performance | 4 | 4.0 | 5 | 4.2 |
| The Role of the Police | 4 | 4.1 | 4 | 4.1 |
| Scottish Occupational Road Safety Alliance | 4 | 4.0 | 4 | 4.0 |

Additional comments

- Useful to have biography of ????
- Some information not available but can be downloaded from web. How are presentations to be made available? How will delegates know?
- Only visited the three.

Delegate Pack

Q6. Please give your opinion on the following:

| | Mode | Average |
|-----------------|------|---------|
| a) Presentation | 4 | 4.3 |
| b) Content | 4 | 4.2 |
| c) Usefulness | 4 | 4.3 |

The Venue

Q7. Please give your opinion on the following:

| | Mode | Average |
|--------------------------|------|---------|
| a) Location of the venue | 5 | 4.5 |
| b) Conference room | 5 | 4.6 |
| c) Lunch | 4 | 4.3 |
| d) Venue Staff | 5 | 4.6 |

Additional comments

- Excellent opportunity to share good practice.
- Very small lunch portion.

The Conference Overall

Q8. Please give your opinion on the following:

| | Mode | Average |
|--|------|---------|
| a) The service of event staff | 5 | 4.6 |
| b) Value | 5 | 4.8 |
| c) How relevant do you feel it was to your work? | 5 | 4.6 |

Additional comments

- Did not realise it would be so car based – not other vehicles.
- The conference left a lasting impression of both the significance of Occ. Road Risk but more importantly practical measures to minimise its impact.
- More info on LGV.

Q9. What, if anything else, could we have done to make this a more successful conference?

- Link corporate homicide legislation more to topic.
- I was happy with all aspects of the seminar and can't think of anything more you could have done.
- If the last two speakers before lunch had a wee bit more time.
- It was excellent.
- Louder microphone – I am hard of hearing.

Q10. RoSPA & SCHWL would like to encourage your organization to make a commitment to building the Management of Work Related Road Safety issues into your business. As a result of today's seminar what will you do differently?

- Implement policy and procedures.
- Raise this subject with my organisation's executive committee and arrange a lunch and learn with either someone from RoSPA/HWL or both!
- Adopt an occupational road risk policy. Mention our grey fleet vehicles.
- Review.
- Change policy.
- Focus on integrating MORR into H&S within organisation.
- Carry out the initial survey to gauge where we are.

Q11. Would you attend again? **Yes** 45 **No** 3

If no, please state your reasoning

- Other topic – yes.
- Acquired relevant information – but would send operations managers.
- I don't see a need to listen to the speakers/presentations a second time. Assuming it would be the same content!

Q12. Please state your profession

| | |
|--|---|
| • Tech Officer (H&S) | |
| • Driving Instructor/Fleet Trainer | 2 |
| • Fleet Trainer | |
| • H&S Adviser | 5 |
| • HSE Coordinator | |
| • H&S Professional | 2 |
| • SHEQA Manager | |
| • Risk Insurance and Business Continuity Manager | |
| • Corporate Services Director | |
| • Police Officer | |
| • HSE Officer | |
| • Training/Personnel Manager | |
| • QHSE/HSEQ Advisor | 3 |
| • Home Care Organiser | |
| • Health & Safety Manager | 3 |
| • Transport Manager | 3 |
| • IT | |
| • Health & Safety Officer | |
| • Safety Manager | |
| • Civil Servant (Transport) | |
| • HSE Manager | 5 |
| • HSE Professional | |
| • Safety Advisor | 2 |
| • HSEQ/QHSE Manager | 5 |
| • H R Advisor | |

In association with



Work Related Road Safety

Managing the Risk



Delegate questionnaire

Sample: 88 questionnaires

We aim to constantly improve the quality of our events, and our service to customers. Please help us to do so by completing the questionnaire and handing it to a member of the event staff.

Falkirk

Q1. Please specify your main reason for attending the conference

- | | |
|----------------------------|----|
| • Speaker | 1 |
| • Topics | 67 |
| • Networking opportunities | 14 |
| • Job requirement | 17 |

Please circle your answers on a scale of 1 – 5, with 5 being the best possible score.

Administration

Q2. How would you rate the following aspects?

| | Mode | Average |
|-------------------------------|------|---------|
| a) Booking your place: | 5 | 4.5 |
| b) Joining instructions: | 5 | 4.2 |
| c) Welcome to the conference: | 5 | 4.3 |

Additional comments

- Place booked online – not recorded at venue.
- Limited marketing led to last minute awareness.
- Clear and concise explanation to what the day held.
- Packs not available to some until half way through the seminar.
- Name not on list despite booking. Joining email confusing.
- My booking information was not available.
- Additional details of which building within the campus to attend would have been helpful.
- No joining instructions were sent.
- No badges ready although pre-registered.
- Not enough delegate packs.
- Did not get joining instructions.
- Very well organised event.
- Booked online but it didn't register in the office despite getting email confirmation.

Conference Proceedings

Q3. What was your opinion of the Conference Chair?

| | Presentation | | Content | |
|-------|--------------|---------|---------|---------|
| | Mode | Average | Mode | Average |
| Chair | 4 | 4.2 | 4 | 4.1 |

Q4. What was your opinion of the following presentations?

| Relevance to your job | Presentation | | Content | | Mode | Average |
|--|--------------|---------|---------|---------|------|---------|
| | Mode | Average | Mode | Average | | |
| Occupational Road Risk Where Are You Now? | 4 | 4.1 | 4 | 4.0 | 4 | 4.0 |
| Developing a Risk Management Approach | 4 | 3.9 | 4 | 4.0 | 4 | 4.0 |
| Company Policies on Safety Critical Issues | 4 | 4.1 | 4 | 4.1 | 4 | 4.1 |
| The Environmental Impact of Driving | 4 | 4.1 | 4 | 4.1 | 4 | 3.9 |
| The Consequences of the Corporate Homicide Act | 5 | 3.6 | 4 | 4.0 | 5 | 4.1 |

Additional comments

- Could not see any part of the bottom half of screen – missing info and pictures – very frustrating.
- Good speakers. A little dry at times but content good.
- Very interesting enjoyed the content, networking and facilities – thank you.
- Some topics not really relevant to my post. However, still interesting.
- Presenter of Corp homicide had excellent info but delivery let it down.
- Very good spread of thought provoking info.
- Chair allowed too much time run over. Corporate homicide presentation was terrible – disjointed and very boring.
- Would have liked Kevin Clinton to talk for longer and less time for others – he was very interesting
- All speakers presented well.
- Couldn't see the presentation slides clearly.
- Practical/experimental sessions helpful.
- Both sessions before the break were too dry and too long.
- Could not see screen very well.
- Interesting and informative.
- Difficult to see bottom of screen from the back of the venue/conference room.
- Company policies on safety critical issues – more time required. No mention of motorcycles?! Couriers or HGVs.
- 'Developing a Risk Management Approach' was almost the same content as 'Occupational Road Risk Where Are You Now?'. Speaker's presentation very slow and dull!
- All good presentations – a lot of knowledge to take in but well covered.
- 'Again' first class information for free!
- Final presentation was of particular interest and was very well presented

Discussion Tables

Q5. How would you rate the following?

| | Content | | Relevance to | |
|---|---------|---------|--------------|---------|
| | Mode | Average | Mode | Average |
| Managing Work-Related Road Safety Policies | 4 | 4.0 | 5 | 4.3 |
| Developing yours Drivers and Their Line Managers | 4 | 4.2 | 5 | 4.2 |
| Options for Monitoring Performance | 4 | 4.1 | 5 | 4.1 |
| The Role of the Police | 4 | 4.2 | 5 | 4.4 |
| Scottish Occupational Road Safety Alliance | 4 | 5 | 5 | 4.4 |

Additional comments

- Unable to get seat at discussion table.
- No room on tables unable to join discussion groups.
- Very good. Met a good contact from Central Scotland Police which will help immensely.
- Ratings not specified therefore cannot answer.
- Developing young drivers was interesting.
- Unable to attend.
- Had to leave prior to discussion to another commitment but good idea/concept – have seen before.
- Had to leave early.
- Didn't attend have less than 5 door cars.
- Only managed 2.
- Not enough time to visit all groups.
- Completed form before visiting tables.
- Attended case study table which I found very useful.
- Case study – more time for discussions needed.
- Alistair's table also very good.
- A lot of debate but not much in terms of good information.
- Good to infuse other points and you re not 'alone' in where you are at within your workplace.
- All were very helpful and informative.

The Venue

Q6. Please give your opinion on the following:

| | Mode | Average |
|--------------------------|------|---------|
| a) Location of the venue | 5 | 4.3 |
| b) Conference room | 4 | 4.8 |
| c) Lunch | 5 | 4.3 |
| d) Venue Staff | 3 | 3.9 |

Additional comments

- Good venue but could not see the bottom half of screen during presentations.
- As you know, coffee was a bit slow to serve so perhaps the venue staff need to think about a no. of coffee/tea stations with volumes such as this conference – lunch was great though!
- Lunch queue was long and food delays.
- Lunch cold and took too long to serve.
- Catering performance disappointing – long queues, poor system, ran out of food, etc.
- Screen was a bit low and could not see the bottom of it from where I was sitting.
- Room set up made view slides almost impossible. Lunch/coffee set up terrible. No lunch left.

- A little difficult to see as very well attended. Food good but people having to queue. Not enough seating hence staff could have sorted the lunch settings out.
- Lunch quality good but service very slow.
- Poor visibility of main screen. Lunch was too slow.
- No comment on lunch as left prior to lunch although long waiting for morning break coffee.
- Great venue and helpful staff.
- Too slow for break and dinner.
- Layout not that good.
- Ran out of food
- Noisy at start. Coffee to be set up at more than one point to minimise long queues.
- Low score for conference room due to poor visibility of presentations/screen. Delay during serving of lunch.
- Poor that people had to wait for extra supplies – also not very hot.
- Coffee, tea, water, etc. should have been on the tables to cut the queues to minimum. Not enough though put into lunch arrangements.
- Had difficulty-seeing screen.
- Lower half of the projection screen could not be viewed from the centre of the room to the rear.
- Visual presentation poor due to screen being low and not clear to those at rear.
- Screen not visible – due to low stage.
- Toilet directions? Lunch late.
- Could only see half of the presentations.
- Catering was 1. Organisation of tea/coffee should be looked at if event is using venue again.

The Conference Overall

Q7. Please give your opinion on the following:

| | Mode | Average |
|--|-------------|----------------|
| a) The service of event staff | 4 | 4.1 |
| b) How relevant do you feel it was to your work? | 4.3 | 5 |

Additional comments

- Seemed to be directed at companies not drivers.
- Not enough space on discussion tables.
- I felt the presentation was largely aimed at employers so much of the content was of little relevance to employees.
- Well laid out – good platform for own presentation development.
- Not enough on practical implementation.
- Delegates at back could not see bottom half of screen.

Q8. What, if anything else, could we have done to make this a more successful conference?

- Ensure screen is raised so that those nearer the back can see content.
- Nothing I can think of – other than the catering issues!
- Unable to find a seat at the PM sessions
- Improve catering performance. Have a speaker who has faced the consequences of not managing ORR.
- Danish pastries.
- No. of people relevant to space.
- Make the issues relate more to car users rather than companies.
- More catering staff. Better seats.
- The conference was good and very informative.
- Not a lot.
- Less time for each speaker.
- Brought it forward two weeks to raise my awareness prior to our company having a fatality – sorry.
- Properly organised lunch.
- Presentation of tea and coffee.
- Behavioural safety initiatives. More interactive presentations – some content too dry.
- Majority of minor issues out with your control i.e. screen and food service.
- Nothing. This was a very worthwhile event.
- OHP screen not visible.
- A formal presentation on the relevant issues in relating to getting the message over to drivers and the possible pitfalls.
- Print copy of speakers presentation due to the difficulty viewing the projected slides.
- Must consider the concept of people enjoying free training.
- Layout of room resulted in about 75% of those present not being able to see full screen.
- Better set up of AV equipment. Adequate catering for quicker service at breaks.

Q9. RoSPA & SCHWL would like to encourage your organization to make a commitment to building the Management of Work Related Road Safety issues into your business. As a result of today's seminar what will you do differently?

- Look at policies and training of road safety. Contact healthy working lives
- Undertakes scoping exercise. Push for road related safety to be pushed further up the agenda ASAP.
- Review our policies and consider implementations.
- Occupational road risk policy and procedures implemented.
- Check what's in place and if the documents we have are suitable and sufficient.
- Review company policy and work more with transport and HR department.
- Take the issue more seriously. Speak to senior management and colleagues on the H&S committee, initiate action.
- Revise risk assessment approach as a starting point – moving forwards with the other points overtime.
- Already reviewing process. Driver training and new guidance being created using this for help and advice in set up.
- Softer seats. Have some scenarios in the law presentation. It was factual, informative but boring.
- Re-look at planning my own journeys.
- Perhaps tackle the MORR from a different tack using the environmental impact to reinforce the need.
- Ensure that driver vehicle checks are carried out in a more professional manner.
- Think about my actions and that of others regarding the use of my own car for work and my family when driving.
- Past good practice and guidance documentation.
- Look at ways of disseminating on policy to procedures to greater effect with improvement in monitoring.
- Exercise greater control over employee travel particularly in own vehicles.
- Analyse info we have been gathering and begin to develop our policies on road risk, environmental impact and psychological demands on our fleet teams.
- Talk to staff about the event and the role we all have to play.

- Discuss requirements with director. Plan schedule of future development for policies, procedures and implementations.
- Review existing policies and systems.
- Re-look at risks.
- Inspect our procedures.
- Changes to dept risk register. Introduce into service risk assessments.
- Provide authorised drivers with copy of the highway code and managers with RoSPA driving at work to aid in implementation of MORR procedure.
- Draw up a company policy on work related road safety.
- We have mobile phone policy and drugs and alcohol policy. Driver assessments for high mileage drivers (25K per year). We may need to monitor driving actively closer.
- Review some of the supporting material to highlight any gaps we may currently have and then reassess those risks and our activities.
- Review policy and practice.
- Review our existing policies and procedures. Ensure training is continued.
- Contact line management.
- Record driver commercial vehicle checks. Set up better record/checks that vehicle services have been carried out. Review safety policy and drivers' handbook.
- Unfortunately I am an employee and can only pass on my thoughts of what I have gained from this seminar. It is up to my supervisor and manager that can make decisions on changing any policies or issues.
- Review all current policies and work towards developing a comprehensive road risk policy.
- Speak with my line manager with regards to safety and distances staff are expected to drive for courses, etc.
- Consider more carefully the issue of own car usage.
- Look at the training uses.
- Introduce policies after involving employees and encourage them to take IAM course (free).
- Encourage our clients to take a more proactive approach to road/vehicle safety.
- Operate policies and risk assessment.
- Include the issues raised today as part of our company occupational road risk policy and ongoing training and risk assessment programme.
- Will assist in promoting road safety to staff and development of MORR policy.
- Talk to relevant directors of my company and encourage more focus on the issues.
- Set up/establish work groups to audit and review road safety practices, driver risk assessment, etc.
- Recommend that company specifically includes driving and work in its arrangements and develop guidance for managers/staff.
- Implement a robust motor vehicle/driving policy.
- Brief senior management on the importance of allowing shift managers to attend such an encouraging day out.
- Review existing policy and ensure staff awareness ongoing.
- Resurrect work on road risks policy.
- Check policies of organisation and main transport coverage.

Q10. Would you attend again?

Yes 82 **No** 4

If no, please state your reasoning

- Possibly 2-3 years for this topic.
- I felt much of the content was irrelevant and already known.
- Ask health and safety manager to attend.
- I got the information needed but in several years would attend an update.

Q11. Please state your profession

- Health & Safety Manager 8
- Operations Manager
- Risk/Health & Safety Advisor
- Charitable Trust – Grant Fund ER
- H&S Advisor
- OHS Manager
- HSE
- Hazard Co-ordinator
- H&S Officer 2
- Road Safety
- HS&E Advisor 3
- H&S Group Adviser 2
- Transport Manager 2
- Sales
- Health & Safety Support Officer
- Health & Safety Co-ordinator
- Health & Safety Officer
- Engineer Manager
- RSO
- Commercial Manager Manufacturing
- Regional H&S Advisor
- Transport & Warehouse Manager
- Transport Manager
- Care and Repair Manager
- SHE Practitioner
- SHE Co-ordinator
- Car Leasing
- R S Officer
- Driver/Porter
- Staff Nurse with additional healthy working lives remit.
- Company Secretary

In association with



Work Related Road Safety

Managing the Risk



Delegate questionnaire

Sample: 22 questionnaires

We aim to constantly improve the quality of our events, and our service to customers. Please help us to do so by completing the questionnaire and handing it to a member of the event staff.

Dumfries

Q1. Please specify your main reason for attending the conference

- | | |
|----------------------------|----|
| • Speaker | 0 |
| • Topics | 18 |
| • Networking opportunities | 0 |
| • Job requirement | 4 |

Administration

Q2. How would you rate the following aspects?

| | Mode | Average |
|-------------------------------|------|---------|
| a) Booking your place: | 5 | 4.5 |
| b) Joining instructions: | 4 | 4.3 |
| c) Welcome to the conference: | 5 | 4.3 |

Additional comments

- Difficult to find
- Location not well signposted from lower road
- Arrived late therefore cannot comment on welcome, however favourable impression counts!

Conference Proceedings

Q3. What was your opinion of the Conference Chair?

| | Presentation Mode | Average | Content Mode | Average |
|-------|----------------------|---------|-----------------|---------|
| Chair | 4 | 4.4 | 4 | 4.4 |

Q4. What was your opinion of the following presentations?

| | Presentation | | Content | | Relevance | |
|---|---------------------|----------------|----------------|----------------|------------------|----------------|
| | Mode | Average | Mode | Average | Mode | Average |
| Occupational Road Risk Where Are You Now? | 5 | 4.3 | 4 | 4.2 | 5 | 4.3 |
| Developing a Risk Management Approach | 5 | 4.6 | 5 | 4.5 | 5 | 4.6 |
| Company Policies on Safety Critical Issues | 5 | 4.3 | 4 | 4.3 | 4 | 4.4 |
| The Environmental Impact of Driving | 3 | 3.8 | 3 | 4.0 | 5 | 4.1 |
| The Consequences of the Corporate Homicide Act | 4 | 4.1 | 5 | 4.5 | 5 | 4.6 |

Additional comments

- Developing a risk management approach was very informative, relative and proved achievable
Clear and concise

Discussion Tables

Q5. How would you rate the following?

| | Content | | Relevance to | |
|---|----------------|----------------|---------------------|----------------|
| | Mode | Average | Mode | Average |
| Managing Work-Related Road Safety Policies | 4 | 4.1 | 4 | 4.1 |
| Developing yours Drivers and Their Line Managers | 4 | 4.4 | 4 | 4.4 |
| Options for Monitoring Performance | 4 | 3.8 | 5 | 4.0 |
| The Role of the Police | 3 | 3.8 | N/a | 3.5 |
| Scottish Occupational Road Safety Alliance | 4 | 4.0 | 4 | 4.0 |

Additional comments

- Good networking very good format for discussion groups
- Not enough time to get round all the tables as each are very informative
- Only managed two groups
- No attendance at last two
- Excellent

The Venue

Q6. Please give your opinion on the following:

| | Mode | Average |
|--------------------------|------|---------|
| a) Location of the venue | 5 | 4.3 |
| b) Conference room | 5 | 4.4 |
| c) Lunch | 4 | 4.3 |
| d) Venue Staff | 4 | 4.4 |

Additional comments

- No comments

The Conference Overall

Q7. Please give your opinion on the following:

| | Mode | Average |
|--|------|---------|
| a) The service of event staff | 5 | 4.4 |
| b) How relevant do you feel it was to your work? | 5 | 4.6 |

Additional comments

- Very informative

Q8. What, if anything else, could we have done to make this a more successful conference?

- All good
- Energy Savings Trust material available
- More time at networking
- Nothing excellent day, well done
- Good level of discussion – more time

Q9. RoSPA & SCHWL would like to encourage your organization to make a commitment to building the Management of Work Related Road Safety issues into your business. As a result of today's seminar what will you do differently?

- Check with my boss/organisation about policies/ procedures
- I am a driving instructor with RoSPA gold qualification but any relevant information to pass on to students is well gained
- Take issues forward to management
- Start to implement road safety policy in my business
- Already working toward imbedding service MORR policy, and emergency services MORR Policy
- We already have a policy and procedures, however I will discuss aspects of this conference with my peers in order to capture 'best practice'
- Look at VODA links again – look at several policy statements with a view to ensuring implementation
- Progress MORR Policy
- Review and update drivers manual, develop drivers, issue relevant policies
- Increased emphasis on managing MORR in our organisation
- Policies
- Implement a road risk policy
- Write relevant policy, inform staff of policy and need to adhere to it
- Reviewing current policy and implementing changes

Q10. Would you attend again?

Yes 21 **No** 1

If no, please state your reasoning

- Possibly 2-3 years for this topic.
- I felt much of the content was irrelevant and already known.
- Ask health and safety manager to attend.
- I got the information needed but in several years would attend an update.

Q11. Please state your profession

- HWL
- Driving instructor – RoSPA Btec Advanced instructor
- Health and Safety officer
- Health and safety advisor – 3
- Ambulance service manager
- Trials safety manager
- Chartered engineer
- Health and safety manager – 2
- QEH&S manager
- EH & S advisor
- Transport manager
- Travel co-ordinator
- Head of transport police force
- Local government officer
- Coach operator
- Safety advisor
- Business manager 2