

Slips and Trips Stakeholder Group

Minutes of a meeting held on 5th March 2008 Rose Room HSE, Rose Court

In attendance:

Elizabeth Gibby	HSE (Chair)
Eddie Bailey	HSE
Mark Thomas	HSE
Helena Allum	HSE
Rachel Dye	HSE
Dave Joyce	CWU
Bud Hudspith	UNITE
Paul Lehane	Bromley LA
Annabel Berdy	BRC
Lisa Meredith	M&S
Tracey Colbert	KFC
Mark Hathaway	McDonalds
Luise Vassie	IOSH
Richard Trist	British Safety Council
Jon Lawrence	QBE
Robert Baughan	Unison
Amanda Walkett	CBRE
Janine Mills	HCIMA
Dave Bennett	ASLEF
Geoff Northey	Altro
Paul Duncalf	Northern Foods
Mike Ramirez	ARCO
Roy Bedford	ARCO
Liz Johnson	ARCO
Nigel Lodge	Trillium
Lynsey Groom	FSB
David Maloney	Somerfield
Jessica Lambert	Somerfield
Chris Boorman	HSL

Apologies had been received from: Abby Miller (Argos), Keith Grant (Devon CC), Doug Russell (USDAW), Linsey Elliston (Tesco), Mike Cox (Sainsbury's), Briony Krikorian (ABI), Jennifer Mitchell (Unison), Melvyn Hodgetts (Royal Mail), Laurence Kamm (LBBD), Graeme Anderson (HBOS), Chris Redgewell (First Group), David Wallington (BT), Paul Roberts (DH), Sarah Bull (LACoRS), John Phillips (Norwich Union), Robert Paterson (Oil and Gas UK), Malcolm Haran (DWP), Jan Worthy (NHS Employers), Susan Murray (UNITE).

Welcome, introductions and minutes of meeting held on 3rd October 2007

1. Elizabeth Gibby welcomed everyone to the meeting. The minutes were agreed.

Update on the slips and trips e-learning package

2. **Chris Boorman** reminded the Group of the background and approach being taken in the development of the package, that, in addition to a general package, it would be targeted initially at the food manufacturing, catering, education and health sectors with further sectors likely to be covered later. The package would be pitched at three levels: introductory, intermediate and advanced so that there was content in the package for all. A market test of the product as it stood at the end of November had resulted in generally positive feedback and helpful suggestions on improving the presentation and content.

3. Chris ran through the introductory package, including the modules for maintenance work and cleaning operations, showing the interactivity and navigation of the site. The expectation was that the general package would be ready for external evaluation at the end of April with final launch at the end of September. There was much work still to do on the sector-based modules. He acknowledged and thanked the Group for their interest and support thus far and would be seeking further engagement as the package was further developed.

4. The Group welcomed the package and offered the following comments: that it would be useful to have some mechanism built into it to be able trace people's progress through the course, to minimise the supervision of those accessing it; that some form of recognition that it had been successfully completed would be beneficial; that the link between the introductory and intermediate levels would be important as in many situations it was beyond the wherewithal of individual workers to change things – the role of safety reps and front line supervisors was key – and it needed to be clear what people should do; and whether support materials would be offered for non-English speakers. A number of Group members said they would gladly offer detailed comments from a business perspective.

5. Chris thanked the Group for their comments and would consider them in discussion with the Programme team. On the particular issue of certification, the package was not currently within a broader Learning Management System so this facility was not available. The intention was that the package would include quizzes and other verification mechanisms and it might be that formal certification could be built in at a later date. He indicated that he would re-install the evaluation page on the test bed site so that the Group could access the package and offer comments as its development progressed.

Action: Chris Boorman

Headline figures from the wave 2 survey of IOSH members

6. **Luise Vassie** presented the key findings from the results of the second wave survey of IOSH members' awareness of, and practices in addressing slips and trips, comparing them with the 2006 survey findings. 4000 members had been alerted to the questionnaire and there had been a healthy response rate of 37%, up from 31% in 2006. Ninety per cent of respondents said that slips and trips were a priority for their organisation, with 70% saying it was their main priority (up from 60%). There

had been no change to the 30% figure saying they had more to do to control risks but some shifts in the action taken to reduce risks. More were consulting their workforces and asking them to maintain good housekeeping measures and use warning signs. There had been a marked increase in the use of HSE's Slips Assessment Tool. There had also been a significant change in the numbers of respondents saying that they still had much to do with fewer reporting that they only had a little left to do.

7. A complete comparative analysis would be undertaken over the next couple of months with the results posted on the IOSH and HSE websites. Luise said she would be happy to give a fuller presentation on the findings and conclusions at the next Stakeholder Group meeting.

Developments in slip-resistant footwear – a supplier's view

8. **Liz Johnson** of ARCO gave a presentation on their company's view of the slip resistant footwear market, introducing her colleagues, **Mike Ramirez** and **Roy Bedford**. She explained that ARCO held a 20% share of the overall PPE market with an extensive catalogue of products. On footwear, it held a 23% share, supplying around 1.3 million pairs over the last year. The demand for slip-resistant footwear was growing markedly but there were challenges in supplying bespoke footwear across an extensive range of industrial sectors and sub-sectors. It was important that companies trialled their footwear to ensure that it was suitable for their individual circumstances. While there was much to be gained in testing footwear – and ARCO were calling on HSL's services to a greater degree – the human factors issues made it impossible to come up with a one size fits all solution.

9. In discussion, Roy explained that company representatives were willing and able to provide tailored advice to potential customers so footwear suited their needs and he and Mike agreed with the Group's views that there remained challenges in providing a range of choice, both in safety footwear and overshoes. However, there was no doubt there was positive movement in the market place with much more consideration being given to slip resistance and comfort more generally. **Mark Thomas** reminded the Group that a table existed on HSE's slips and trips webpage (<http://www.hse.gov.uk/slips/additionalfootwear.html>) that provided laboratory test results on slip resistance of about 50 types of footwear.

Shattered Lives campaign update

10. **Rachel Dye** reported that the Shattered Lives campaign had successfully launched on the 25th February (<http://www.hse.gov.uk/shatteredlives/index.htm>) and that the national press and radio advertising would run for six weeks. Posters would be made available to organisations to tailor to their needs. An interactive campaign micro site was up and running, receiving an impressive 9,000 hits on the first day of the campaign. Proactive PR centred on the concept of a porcelain princess showing the fragility of the human body and had been picked up by various regional press. More coverage was anticipated in the trade press over the coming weeks. Direct mailing was scheduled to being on 18th March.

11. A number of the Group said that they had been impressed by the power of the national press advert and **Elizabeth Gibby** mentioned that it had received an accolade from a marketing journal for being the best ad of the week. She also said that the evaluation results of the campaign would be reported to the Group at its next meeting.

Action: Programme team

Round table update of key developments

12. **Robert Baughan** said that UNISON was drawing on the Shattered Lives campaign to promote its slips and trips messages to members.

13. **Janine Mills** reported that HCIMA had been continuing to work closely with Helena Allum on the Stop Slips in Kitchens initiative and that an article about it had recently been included in their Newsletter.

14. **Dave Bennett** said that despite ORR being the enforcing body for the rail industry, ASLEF would be circulating Shattered Lives materials to its members.

15. **Nigel Lodge** reported that Trillium had an extensive client base, much of it public sector based. Slips and trips were high up the agenda and he had recently bought "Kenny" for use in Jobcentre Plus. Work was underway to provide property managers with guidance on the selection and maintenance of floor surfaces.

16. **Tracey Colbert** said that KFC's focus on managing slip and trip risks more effectively had resulted in a 33% drop in slips and trip accidents (23% reduction overall). The ratio of worker/members of the public accidents had shifted to the extent that the new focus would be on front of house operations.

17. **Mark Hathaway** updated the Group on McDonalds' successful initiative to reduce slip incidents which had now levelled off at a 50% fall. He would be utilising the Shattered Lives poster, together with management information, to sustain the momentum. McDonalds was undergoing some refurbishment, increasing its usage of slip resistant floor tiling.

18. **Lisa Meredith** reminded the Group of M&S's strategic approach to tackling slips and trips around its Estate. The organisation had been pushing through a large scale refurbishment project causing significant alterations to stores and in this context she said that a 5% reduction in reportable accidents was a success; more reductions were hoped for in the light of new guidance and support for staff. Lisa was keen to explore whether the Shattered Lives materials could be drawn upon with M&S's own intranet system.

19. **Richard Trist** reported that the BSC's introductory Level 1 course on health and safety would be undertaken by 120,000 14-19 year olds in 07/08. He advised that a new diagnostic tool on benchmarking health and safety performance was available on BSC's website.

20. **Geoff Northey** said that Altro, while in the business of selling slip-resistant flooring, were conscious that slips and trips amongst their workforce were an issue. They were currently undertaking a risk mapping exercise and briefs for Directors had included a presentation on slips and trips.

21. **Paul Duncalf** was sure that having key performance indicators at Director level at Northern Foods was having a significant effect on securing improvements. They had recently instigated award ceremonies for their sites where the greatest improvements in slip and trip incidents had been recorded. Overall there had been a 20% fall in slip and trip accidents but maintaining that downward trend was getting tougher and more expensive.

22. **Jessica Lambert** reported that Somerfield were looking at tackling slips and trips to a greater degree than ever before, for example using absorbency socks and pads for spills and leaks and considering floor treatments for high risk areas. Somerfield were supporting Shattered Lives by putting up campaign posters and were putting in place new investigation procedures to get at root causes of accidents.

23. **Luise Vassie** updated the Group on the recent day long workshops jointly run with HSE's slips programme and food sector, aimed at IOSH membership in the food and drink manufacturing sector. The second event would be run on 8th April in Basingstoke (for bookings, see <http://www.hse.gov.uk/slips/iosh080408bookingform.pdf>)

24. **Paul Lehane** said that Bromley LA was actively targeting the catering sector and had recently run article in Business matters. He was soon to lead on a project looking at public safety in large retail stores.

25. **Lynsey Groom** of the Federation of Small Business said that she was keen to discuss EU standards in this area with the Programme team.

26. **Bud Hudspith** provided a word of caution from UNITE's perspective. There was a danger of campaign overload and of raising issues that might not chime with trade union members' interests which had turned towards noise and stress. That said, UNITE had a link on its website to Shattered Lives and ensured that slips and trips were covered in all presentations. They were looking too at the slips and trips element of the safety rep training course.

27. **Jon Lawrence** said that slips and trips are still the largest contributor to claims business and QBE was promoting Shattered Lives to its clients.

28. **Amanda Walkett** reported that slip and trips had been a primary focus for activity within CBRE over the past year with tenants now being targeted with information.

Update from the Slips and trips programme team

29. **Helena Allum** updated the Group on the Stop Slips in Kitchens initiative. Advertorials had recently appeared in trade journals, coinciding with two events in London aimed at the catering industry. A further event was due to place in

Manchester later in March. HSE had run a stand at the Excel Hotelympia event in February which had generated a good deal of interest. These activities, together with the Shattered Lives campaign, should lead to a rise in demand for the kitchens pack, 34,000 of which had thus far been distributed.

30. **Mark Thomas** reported that the nationwide series of workshops for the education sector had recently come to an end and their longer term impact would be evaluated in due course; and that the half day series of seminars for the cleaning industry would be finishing on the 18th March and it too would be evaluated. The feedback on the day for both these initiatives had been very positive so it was hoped that real change would be put into effect. He mentioned that there were plans in hand to establish a working group to look at how better information could be made available to purchasers of flooring; that research would soon be underway to look at the effect of certain treatments on floor performance; and that the Programme team would be seeking to build on the existing engagement with footwear suppliers.

31. **Eddie Bailey** said that, looking forward to next year, the main focus would be to build on the added impetus provided by the Shattered Lives campaign. Inspection activity would focus on those sectors targeted by the campaign, and at the education sector and cleaning industry following on from this year's initiatives. The only new target sector would be care homes where an initiative was in the early stage of development.

32. There was no other business. **Elizabeth Gibby** expressed her thanks for everyone's contribution and to the speakers for their presentations.

33. The next meeting of the Stakeholder Group will be held on **Wednesday 15th October 2008 in the Rose Room, Rose Court**. Lunch will be provided.