



The health and safety information needs of the business support network

Prepared by the **Small Firms
Enterprise Development Initiative**
for the Health and Safety Executive

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This report summarises a project to establish the needs of the business support network in giving health and safety advice to their clients. Unless small businesses are in a particularly hazardous industry, or fall foul of health and safety through an accident for which they are responsible, they tend not to think about health and safety. The wide range of professionals working with small businesses tend not to mention health and safety unless they have a specialist knowledge of the subject. This report examines how to give non specialists both the confidence and the desire to make their clients aware of health and safety, and the impact it has on their business.

This report also follows the development of a tool for those working with small businesses which enables them to identify the key hazards that might be faced by a particular type of business. It describes the procedure undertaken for testing the applicability of this tool with business advisers along with boundaries of the non specialist role in health and safety. In addition, it also defines the key areas of knowledge that any generalist business adviser should have about health and safety. The report concludes by looking at how to engage the other key small business intermediaries in client health and safety awareness.

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EXECUTIVE SUMMARY

INITIAL DISCUSSIONS WITH PRACTITIONERS

Discussions were held with business advisers about what they currently use to help them with health and safety advice. Of those contacted, most tend to avoid giving advice on health and safety unless they see themselves as being already familiar with the subject.

BACKGROUND READING

Five reports that have a bearing on the subject were supplied by the Health and Safety Executive and considered as useful background for this project. The reports were:

- An Evaluation of the Safety Information Centre Approach in Providing Health and Safety Advice to Small Firms 4076/R62.087 - 2000
- Health and Safety – the effect on and attitude of small and micro businesses, Norwich Enterprise Agency Trust, April 2000
- Factors motivating proactive health risk management in SMEs, Final Report 30/3/98, ENTEC
- Assessing the role of funding providers in the health and safety management of small firms, March 1999, Loughborough University
- Developing proposals on how to work with intermediaries, the Durham University Business School, 185/1998.

From these reports and the discussions with business advisers, recommendations were made about:

- the key parameters for a “product” aimed at small business intermediaries; and
- other possible “products” within these parameters.

TESTING AND AMENDING THE RECOMMENDATIONS

The recommendations were summarised into a consultation document and circulated to 23 business advisers based all over the UK, along with a questionnaire. 17 responses were received. These were from a mixture of those who were confident and not confident with health and safety advice. In addition, the recommendations were tested with a bank adviser, a legal adviser and an accountant, the HSE project manager and a health and safety inspector. Following this consultation the recommendations were amended.

Drafting the “product”

Once the recommendations were finalised, work on drafting the core of the product started. This drafting was carried out in consultation with a health and safety inspector and a group of business advisers in Norwich who had carried out previous associated research for the Health and Safety Executive. These advisers attended a half day workshop with the project researcher and gave advice about the structure and content of the draft “product”.

TESTING THE DRAFT “PRODUCT”

The draft “product” was designed as Web Pages and produced on a CD for testing. It was circulated to those who had responded to the consultation on the draft recommendations as well as those who had been consulted during the drafting of the actual product. Each participant was sent a CD and a feedback questionnaire. The questionnaire was also reproduced on the CD to give additional people the chance to respond should they wish to do so.

AMENDING THE DRAFT “PRODUCT”

The responses on the draft product were summarised and the draft product amended and finalised. It was then passed to the HSE along with recommendations for implementation.

KNOWLEDGE SPECIFICATIONS FOR BUSINESS ADVISERS

Concurrently to this work, SFEDI had been independently looking into the competences needed by business advisers when advising small businesses. This work concluded in October with the finalisation of standards for business advisers. It emerged from this work that, as well as competences in giving business advice, advisers also need to have a minimum knowledge in key business information.

This project for the HSE highlighted the fact that health and safety is a key area in which knowledge is needed and that there needs to be a clear definition between the role and knowledge of the generalist and the specialist.

Work to define the knowledge required by generalists was developed and tested with the health and safety inspector and the group of advisers in Norfolk. These draft recommendations were then put to the representatives from all the key business support organisations in the UK. Amendments to the knowledge specifications were made and the knowledge specification finalised.

RECOMMENDATIONS ABOUT OTHER SMALL BUSINESS INTERMEDIARIES

Whilst carrying out this project, ideas of how to meet the needs of other professionals that interface with small businesses were tested. The conclusions from this are summarised as recommendations for the future.

1. Description of the Project

1.1 BACKGROUND

The Health and Safety Executive (HSE) had identified a need for practical, useable health and safety information for Business Advisors (small business advisors in banks, business links and Enterprise Agencies, as well as training providers, solicitors and accountants). The Small Firms Enterprise Development Initiative (SFEDI) had, through its extensive contacts with the business support network, independently made the same observation. SFEDI is the government-appointed standards setting body for small firms, business advisers and others who support small businesses. It's remit is to research best practice in the following areas:

- starting a business
- developing a business
- supporting small businesses (including giving advice to small businesses).

This project was undertaken to scope the exact nature of the information need and how it can best be met. The work contributes specifically to HSE's work on improving management of health and safety in small firms.

1.2 OUTPUTS

This report constitutes the output of this work. It incorporates recommendations on:

- the health and safety information needs of the business support network;
- how these needs can be met
- a health and safety hazard identifier tool for anyone working with small businesses
- guidance for non health and safety specialist business advisers on their role in health and safety advice
- specifications of the health and safety knowledge required by business advisers.

It was also the intention that this work would result in solutions ready for production and promotion to the business support network. Initially, we did not know the nature, medium or size of possible solutions. However, since the layout, look and feel of materials is important if they are to be readily picked up and used, we allowed sufficient resources for typesetting. The resulting product is HSE copyright, but SFEDI is keen to endorse and promote it to its constituents.

1.3 OUTCOME

Ultimately, increased awareness of health and safety issues amongst small firms owners/ employers at an early stage of setting up their business. Promoting health and safety through the Business Support Network will also help it to be seen as an integral part of the good management of a business rather than a last minute add on.

1.4 METHODOLOGY AND KEY STAGES

The work was carried out in the following key stages.

- Research of needs
- Pull together and test conclusions
- Develop draft product
- Test product
- Amending and reporting

2. Research of Needs

2.1 BACKGROUND READING

Five reports that have a bearing on the subject were supplied by the Health and Safety Executive and considered as useful background for this project. These are summarised below.

2.1.1. An Evaluation of the Safety Information Centre Approach in Providing Health and Safety Advice to Small Firms 4076/R62.087 - 2000

This report examines the minimalist approach in the provision of information and advice to small firms. The study explored the effectiveness of health and safety intervention designed to help small businesses establish and operate a simple health and safety management system. The approach aimed to provide both the basic information and advice and the motivation to enable the company representative to draft the health and safety policy, complete the risk assessment and introduce appropriate measures.

Five HSE documents were used to support this approach:

- Five steps to Successful Health and Safety Management
- Stating your Business – Guidance for small firms on preparing a health and safety policy
- 5 Steps to Risk Assessment
- An Introduction to Health and Safety
- 5 Steps to Risk Assessment – Case Studies

The intervention appeared to operate successfully at two levels:

- in enabling small firms to write a policy statement and carry out a risk assessment; and
- in developing a more coherent understanding and confidence in health and safety management.

The interventions were carried out by two RoSPA-affiliated Safety Information Centres.

2.1.2. Health And Safety – The Effect On And Attitude Of Small And Micro Businesses, Norwich Enterprise Agency Trust, April 2000

This was a project designed to raise awareness of, understanding of and compliance to health and safety legislation within small businesses at start up and when already operating. This was to be achieved by the integration of health and safety into small business advice provided by the Norwich Enterprise Agency Trust.

This work focused on two main areas:

Training for the Business Advisers. *To gain commitment to, and confidence in, health and safety. This was delivered by a member of the NEAT project team who was confident in health and safety to a group of nine advisers during one evening. It covered:*

- the legal rights and responsibilities of small businesses under the law;
- the financial impact of this on the business;
- the right time to discuss health and safety with a client;
- different scenarios from different types of business and the type of advice that should be given;
- recall of real situations where health and safety situations were encountered;

- solutions to health and safety solutions; and
- where to go for further information for clients.

Information for small businesses. This included:

- an information pack;
- presentation materials;
- a series of booklets called “You need your business, your business needs you”.

These six booklets aim to raise knowledge of health and safety. One is a general introduction to health and safety and the others are for different sectors:

- the home worker;
- outdoor activities;
- public premises;
- office based workers; and
- fixed work place/production.
- on site visits;
- integration of health and safety into start up and existing business training.

The report concludes that business advisers should be trained to:

- recognise when there is a risk to a micro or small business; and
- provide advice and guidance on health and safety in an independent and impartial manner.

2.1.3. Factors Motivating Proactive Health Risk Management In Smes, Final Report 30/3/98, ENTEC

The report reviews research into what motivates SMEs to manage health and safety proactively. The research suggests that there are two main factors in the UK which motivate organisations to **initiate** health and safety improvements:

- fear of loss of corporate credibility; and
- belief that it is necessary and morally correct to comply with health and safety regulations.

The report also states that:

- the perception that health and safety improvements are a cost rather than an investment is a significant demotivating factor;
- where compliance is imposed as part of regulatory or customer dictated schemes, then firms will proactively comply; and
- SMEs (especially low risk operators) are more likely to show a low motivation towards health and safety.

A general indication to a firm’s motivation towards health and safety can be judged if they answer yes to any of the following questions:

- Is health and safety performance perceived to be a critical commercial success factor?
- Are the costs of ill-health and injury perceived to be significant?
- Do customers or standards bodies exert pressure or make demands to achieve certain health and safety standards?

2.1.4. Assessing The Role Of Funding Providers In The Health And Safety Management Of Small Firms, March 1999, Loughborough University

This report summarises a study to assess the role of funding providers and financial advisers (such as accountants) in influencing small firms to develop good standards of health and safety management. The report shows that the majority of small firms raise funds from banks and through HP/leasing. The findings showed that:

Banks:

- tend to respond reactively not proactively to health and safety issues and questions;
- generally mention it in their literature under “changes to legislation”;
- are not keen to include it in their procedures or small business adviser training;
- are happy to include more information in their literature providing it is supplied to them.

Accountants:

- do not generally provide any information or advice on health and safety;
- typically consider insurance policies to see if they represent value for money and provide adequate cover. This can indirectly include health and safety as poor fire precautions can lead to higher insurance costs.
- the ICAEW feels that, for business survival, public accountants should broaden their focus and develop their business adviser role, including health and safety.

The report concludes that funding providers and financial advisers would:

- be open to assistance to improve the health and safety information they supply;
- not be receptive to incorporating health and safety at a more fundamental level of the customer client relationship;
- need to be convinced that enhanced attention to health and safety would be of real value to the small business and would not have significant resource implications to them.

2.1.5. Developing Proposals On How To Work With Intermediaries, The Durham University Business School, 185/1998

This report identifies which key intermediaries could act as potential conduits of information from HSE to small firms in England and Wales. The work summarises findings from desk research and interviews with HSE staff, small business intermediaries and small businesses.

The report suggested that:

- risk based assessment of most “new” legislation poses difficulties for small businesses;
- guidance needs to be contextualised for the business;
- small businesses need precise guidance not general guidelines if they are to comply;
- information needs to be provided on how far a business has to go to comply;
- the production of materials for intermediaries should be considered;
- “uncoded” non specialist information should be produced;
- business links are concerned with assisting businesses to grow and tend to focus on marketing and finance issues;
- health and safety is not seen as an enabler of growth;
- firms are generally unaware of their need to register;
- practical guidelines or checklists are needed;
- guidance must be succinct and self contained;
- triggers for small firms are accidents; near misses; acquisition and occupation of new premises; recruitment and induction of new staff; and requirements of potential public sector customers.

- low risk small firms are those least likely to interact with HSE. Low risk firms can be: less than 50 employees; service sector; unlikely to have a trade association; unlikely to have a health and safety manager/agenda

The report recommended a strategy be tested in a pilot area. This strategy included:

- integration of HSE's local offices into local business support helplines;
- developing signposting capabilities of other key intermediaries including business links and chambers of commerce;
- developing a dialogue with locally based and directed professional service providers involved in the start up process to strengthen the message about health and safety at the earliest possible opportunity.

2.2 DISCUSSIONS WITH BUSINESS ADVISERS

Face to face and telephone discussions were held with five business advisers based around the country on what they currently use to help them with health and safety advice. Of those contacted, the majority tend to avoid giving advice on health and safety unless they see themselves as being already familiar with the subject.

2.2.1. Sources Of Information For Business Advisers

For those who are familiar with health and safety, the two most popular, nationally available, sources of information tended to be:

- Croner – Small Business Briefings which include updates on health and safety legislation; and
- Cobweb factsheets, several of which include health and safety and tend to offer summaries of the relevant Acts and Regulations.

These are used for updating and reference.

For the majority of business advisors who are not comfortable with health and safety, they do not tend to use the health and safety components of these sources even though they have access to them. In other words, these two sources do not provide familiarity to the subject for the uninitiated.

2.2.2. Needs Of Product For Business Advisers

When introduced to the idea of developing some form of solution or “product” to enable them to advise their clients about health and safety, business advisers asked that it should cover the following.

- Enable quick familiarisation with the subject.
- Not expect me to give advice for which I can be sued.
- Enable me to give health and safety advice alongside other advice.
- Enable me to quickly identify the appropriate advice for a particular business.
- Will not require training to use it.
- Must be easy to find out more information about particular topics at will.

3. Pull Together and Test Conclusions

3.1 CONSULTATION CARRIED OUT

The issues raised in the background reading and discussions with business support professionals (intermediaries) were used to draft:

- recommended parameters for “products” for all those working with small businesses
- recommended “products” for use by those working with small businesses.

The recommended “products” consisted of:

- a core product *the health and safety information finder*
- different supporting products for different intermediaries working with small businesses.

The recommendations for each of these were included in a consultation document which was sent to 23 business advisers along with a questionnaire. The consultation document and questionnaire can be found at Appendix 1. A summary of responses can be found at Appendix 2. In addition to the postal questionnaire, interviews were carried out with a bank adviser, a legal adviser and an accountant about the recommendations. Although, following discussion they saw the need to tackle health and safety, they all agreed that anything that did not come from above and integrated with their other activities would not be used.

3.2 RECOMMENDED PARAMETERS FOR INTERMEDIARIES’ “PRODUCTS”

Analysis indicated the parameters which are outlined below.

3.2.1. Costs Of Health And Safety

There is a perception that health and safety improvements are a cost rather than an investment. The “product” must convince intermediaries that consideration of health and safety by their clients makes good business sense. In order to do this it must demonstrate that health and safety improvements are either cost neutral or can offer positive financial returns.

3.2.2. Links To Intermediaries’ Key Focus

Intermediaries tend to have a specific focus when working with their clients. For example:

- business links are concerned with assisting businesses to grow and tend to focus on marketing and finance issues;
- accountants typically consider insurance policies to see if they represent value for money and provide adequate cover. This can indirectly include health and safety as poor fire precautions can lead to higher insurance costs.

In order to fully integrate health and safety with existing business advice, links with the primary focus of intermediaries must be optimised.

3.2.3. Links To All Stages Of Business Growth

Small businesses tend to interact with different intermediaries at different stages of operation. The “product” must engage all those intermediaries with which a small business deals. For example, the health and safety messages must be included in start-up training run by enterprise agencies and training providers as well as with banks, accountants and business links. It is particularly important to integrate it into

the start up training because the good practice learnt by businesses at that stage is more likely to form a fundamental part of their ongoing business operation.

3.2.4. Interpretation Of “New” Legislation

The reports outline the problems that small firms have with the interpretation and [risk assessment – THIS MEANS SOMETHING SPECIFIC IN H&S TERMS OF COURSE] of “new” legislation. The “product” must enable the ongoing interpretation of new guidance or allow for additional information to be slotted in.

3.2.5. Specific Messages For Specific Businesses

There is a need for specific information for different types of business. The speciality of small business advisers is the interpretation of general business information into the context that is relevant for their client. The “product” must enable this to happen.

3.2.6. Referral To Specialists/Fear Of Misinterpretation

Because of the legal implications of misinterpretation, the “product” must clearly show when business advisors should and should not give advice about health and safety. The “product” must “remove the fear” of being sued. The “product” must also enable referral by identifying who are the correct specialists to refer clients to.

3.2.7. Referral To Appropriate Documentation For Small Businesses

Documents need to be available to pass onto clients. The “product” needs to enable the intermediary to easily recommend, obtain or pass on the appropriate documents for their client.

3.2.8. In Clear Non Specialist Language

Health and safety guidance and information need to be “uncoded”. The “product” should be written in non-specialist language.

3.2.9. Easy To Access

It must be easy for the intermediary to access the information they require and extract the information relevant to each of their clients. The “product” must contain some sort of indexing or key word system.

3.3 SUMMARY OF VIEWS ON RECOMMENDED PARAMETERS FOR INTERMEDIARIES’ “PRODUCTS”

Of the 17 responses received, 7 agreed with the parameters as written. 9 agreed with the suggestions but suggested the following additions:

- that case studies should be added to help businesses see the relevance to them
- that environmental matters be included
- that the business case for health and safety be made
- that there should be differentiation for under and over 5 staff
- that personal responsibility should be included
- that versions should be available in non-English
- that the stick (horror stories) be added to the carrot (benefits)

One requested that no advice should be given by non specialists other than the legal requirement to adopt H&S legislation.

3.4 HEALTH AND SAFETY INFORMATION FINDER

The findings from the earlier work suggested that the core and most important product that should be developed is a health and safety information finder. This would lead the user to the specific requirements that apply to any type of business. It would be accessed through a reference system that enables the user to narrow down their selection until they arrive at the right information for each business. The key to this information would be:

- the categories used to define the different types of business;
- the indexing/or questioning used to find the business.

Once the right part of the fact finder is identified, it would outline which requirements apply to that business and list the documents which can be given to that business.

This will enable the intermediary to:

- provide information which is specific to each business;
- know when to refer to specialists;
- refer the business to the appropriate documentation.

3.5 SUMMARY OF VIEWS ON HEALTH AND SAFETY INFORMATION FINDER

The same questionnaire used to test the parameters, tested out thoughts on the Health and Safety Information Finder. Of the 17 respondents, 16 thought that this would be a useful tool for them to use and made comments such as:

- will provide useful relevant examples to pass to businesses;
- will give a common and factual basis to commence dialogue with companies;
- will provide relevant examples to persuade businesses to take H&S seriously;
- we know of no easy to use reference source at the moment.

They also made the following suggestions.

3.5.1. Content

- guidance on critical risks to businesses from particular sectors
- how to obtain more information and how to source this
- information re size of business

3.5.2. Format

- must be via easy to use and fast website
- quick to download and understand
- enable revisions and updates.

3.5.3. Price

- Should be free or very cheap

3.5.4. Would be usefully supported by

- a simple client information questionnaire to identify their needs
- a toolkit for the business
- specific tools (software) for the business to document risk assessments and control measures etc.

3.6 SUGGESTED COMPLIMENTARY PRODUCTS FOR DIFFERENT INTERMEDIARIES

Because of the different focus of different intermediaries and their different involvement with small businesses, it was felt that it was not possible to develop one

product. A range of complimentary products were suggested and consulted on using the same consultation document and questionnaire. These are outlined below.

3.6.1. Start Up Module- For Incorporation Into Start Up Training.

Not all organisations that help small businesses start up cover health and safety in start up training. For those that don't, a short training module could be developed. This would be developed for Enterprise Agencies, Business Links and Training Providers to use when delivering start up training to potential businesses. It would:

- focus on start up;
- enable tailoring by the trainer to fit with their overall programme;
- include information from the Information Finder to provide specific information to different business start ups.

3.6.2. Business Advisers

A pack could be developed for business advisors. Although this will contain the Health and Safety Information Finder (14), it will also include material that introduces:

- the subject of health and safety;
- the benefits and costs of proactively managing health and safety; and how it can link in with other aspects of business advice such as start up or business growth.

3.6.3. Accountants

A short information leaflet for accountants about the benefits and costs of proactively managing health and safety and how it links in with insurance. This should ensure that health and safety is at least discussed.

A simplified version of the Health and Safety Information Finder should enable them to deal easily with queries from their clients.

Promotion of the fuller pack for business advisers through the accountancy professional bodies could also be considered. This would enable the professional bodies to put the right "continuing professional development" messages on this pack which might increase the uptake.

3.6.4. Literature to Banks

A strong argument to use with the banks for the incorporation of health and safety issues will be that it forms a valid part of the risk assessment process, alongside other external factors, that may affect the business and its financial success. The banks should be approached about incorporating health and safety awareness in their staff training and internal forms.

In addition, a short simplified version of the Health and Safety Information Finder could be incorporated in the literature they produce for both business start ups and for existing businesses. This would mean that small businesses would at least be able to see which legislation applied to them and source the relevant HSE documents as to how to deal with it.

3.7 SUMMARY OF VIEWS ON SUGGESTED COMPLIMENTARY PRODUCTS FOR DIFFERENT INTERMEDIARIES

15 of the 17 respondents responded positively to the above suggestions. However, the supporting comments were not all positive. There were worries that:

- a range of tailored information packs would not add anything to what was currently there;
- not everyone would be singing off the same hymn-sheet;
- we need one publication that covers the regulations that is simple, comprehensive and agreed by all to be the one document presented by everyone.

Other comments included:

- accountants are a good way to target existing businesses;
- the danger of using banks and accountants is the fear of charges;
- the client may be faced with 3 different sources delivering the same advice all with different charging policies;
- we suggest that property agents should be tied in to help their clients with business premises;
- perhaps having an appreciation of health and safety risks to SMEs should be built into the new business adviser standards in the same way as having a sound understanding of financial control within a business is;
- the more the professionals know the better, but I find they tend to concentrate on their strengths. The professional institutes might be the place to start.

There seemed to be particular support for the health and safety module for incorporation in start up training with six of the respondents specifically mentioning it.

3.8 INTERIM CONCLUSIONS

3.8.1. Health And Safety Identifier

It was decided that the *Health and Safety Identifier* should be developed. It was agreed that this would be structured in the following way:

- Sector
- Business Type
- Business Activities and the Associated Hazards.

It was decided that this would be tested with business advisers for this project but would also form a useful tool on which to base future work.

3.8.2. Information For Business Advisers

It was decided that this would be presented within a document aimed at business advisers. This would be called *Giving Health and Safety Advice to your Clients - for non health and safety specialists* and would include the following key sections:

- Your Role in Health and Safety Advice
- Key Principles of Health and Safety
- Using the Health and Safety Identifier

It was decided that this would be tested with business advisers as to its:

- content;
- format;
- easiness to use; and
- usefulness.

It was decided that the evolving knowledge specification to accompany the business advice standards should be reviewed and influenced in light of the findings of this project.

It was decided that the section called “Your Role in Health and Safety Advice” in *Giving health and safety advice to your clients* should complement and support the new knowledge specifications for business advisers.

3.8.3. Approaching Banks And Professional Organisations

It was agreed that further work to influence senior management in banks and professional bodies will be needed after this project.

4. Develop draft product

4.1 MAIN CATEGORIES OF THE HEALTH AND SAFETY IDENTIFIER

The key to the identifier is the way that the information is grouped and categorised to enable the user to easily find the information they are looking for. Different types of category were considered.

4.1.1. Sector Of Business (ie agriculture, Hotels, Retail)

Feedback from the earlier questionnaire had requested that the identifier provide guidance on critical risks to businesses from particular sectors.

4.1.2. Number Of Staff (ie Sole Trader, Up-To 5 Employees, five or more Employees)

The only difference in legal requirements on health and safety for different sizes of business relates to what the business is expected to record and/or display. Although this information needs to be included, it was not thought that this would be useful in the identification system because it would not be specific enough to individual businesses.

4.1.3. Type Of Premises (ie Home, Shop, Factory, Warehouse, Office)

Whilst this was a useful means of differentiating between different types of business, the worry that many factories, or restaurants also had offices or store rooms was expressed. It was agreed that this information should be included within the identifier but not used as the main identification system.

4.1.4. Hazards (ie Machinery, Harmful Substances)

Concern was expressed that this method would effectively give no guidance but rely on a long list of hazards to be selected or rejected for each business.

4.1.5. Actions Or Activities (ie Driving, Climbing, Lifting)

The same concerns as above were expressed, although this was felt to be a useful way to present the information about the key hazards, once the business had been identified.

It was, therefore, agreed to use business type as the system for identification and to present the key hazards under different activities and type of premises.

4.2 DRAFTING THE HEALTH AND SAFETY IDENTIFIER

The standard industry codes were studied. These provided a useful list of all the different types of business in the UK. An initial trawl of these to omit those that were not small businesses produced a listing. This was tested with business advisers to see if they thought the section headings were useful. Some amendments and regroupings were made and the categories were selected for the pilot (see Appendix 3).

Once the categories were agreed, the information on each business type was produced under the key areas of activity that might take place in that type of business. For example the section on Farming Animals contained the headings:

- Working with animals
- Using Equipment, Tools and Machinery
- Running and Maintaining Machinery
- Noise
- Maintaining buildings
- Stacking and Lifting
- Tripping and Slipping.

The section on Restaurants & Canteens contained the headings:

- Working with Food
- Tripping and Slipping
- Using Cookers, Knives and Equipment
- Detergents, gases and other dangerous substances
- Getting Deliveries

Both of these sections are reproduced in Appendix 4.

4.3 INFORMATION FOR BUSINESS ADVISERS

Giving Health and Safety Advice to your Clients - for non health and safety specialists was drafted. This included the following headings and sub-headings.

- Your Role in Health and Safety Advice
 - Your Role
 - Health and Safety
 - Your Role and Health and Safety
 - Four Key Actions
- Key Principles of Health and Safety
 - What all businesses must do
 - What businesses with more than four employees must do
 - What businesses with more than nine employees must do
 - A bad case scenario
- Using the Health and Safety Identifier

The first section *Your Role in Health and Safety Advice* explicitly dealt with the issue of the role of the generalist adviser with regards to health and safety advice and when they should hand over to a specialist. It summarised this as four key actions – each with explanatory text beneath.

- Make your client aware of why they need to bother with health and safety.
- Show your client how it applies to their business.
- Refer your client to a specialist, or information from a specialist source.
- Help your client plan how to monitor health and safety compliance.

This section can be found at Appendix 5.

5. Testing and amending draft product

5.1 TESTING THE DRAFT PRODUCT

Once the information was finalised, the entire product, including the health and safety identifier, was reproduced as web pages. This allowed quick and easy access, especially of the health and safety identifier, simply by clicking on the desired category.

The web pages were reproduced on CD and circulated with a questionnaire to business advisers for testing. The feedback questionnaire can be found at Appendix 6.

Feedback was sought on:

- whether the product was easy to access and navigate
- what format would be most useful for the future
- the usefulness of each section
- whether there was any information missing or not necessary
- whether the depth of information was enough
- whether they would use it in the future if it was available to them.

5.2 RESPONSES ON THE DRAFT PRODUCT

Responses were received from 11 of the 17 advisers that were asked to test the product. The detail of their feedback can be found at Appendix 7. A summary of it is given below.

5.2.1. Format of the product

All but one of the respondents could access the product easily. This seemed to be caused by the automatic load facility not working in that particular instance.

The format of the product in the future was favoured as:

- Web based (9) with reasons given as the ease with which it could be updated and the greater opportunity for hyperlinks
- CD based (10) with reasons given as easier to show clients in their premises.

Only 1 respondent listed paper as a viable medium.

5.2.2. Structure of the product

All respondents said that the structure was easy to understand. Suggestions for improvement were:

- entry to health and safety identifier needs to stand out more
- more links from one section to another within the product
- consistent use of the term sections and sector, between the first two sections and the identifier.

5.2.3. Section: your role in health and safety advice

All respondents found this section useful and commented positively on it. Comments included:

- clear, practical and action focused
- emphasis on building health and safety into the normal business process
- clarifies that you are a generalist, not a specialist but shows how you can introduce information to assist the client
- there is a clear need to demystify health and safety matters for all advisers.

The majority of respondents said that nothing unnecessary was included. Suggestions for additional information included:

- further detail on the responsibilities, liabilities and penalties for non observance for the business owner
- although particularly about people, most businesses can suffer considerable financial loss if the hazard causes damage to the property or the environment and the value of looking at all risks should not be underplayed
- links could be added to the health and safety section to show that it needs to be managed in much the same way as finance, sales, marketing and other recognised parts of the business
- how to find a H&S adviser if you don't know one
- an outline of the three key documents
- some information on carrying out the process ie risk assessment – immediate actions – ongoing actions
- a summary of the specialist areas of help (industry specialists)
- hyper links to other H&S sites
- advisers' liabilities.

5.2.4. Section: key principles of health and safety

All respondents found this section useful. Their reasons included:

- good basic outline
- key to the assistance for general advisers
- clearly laid out the process of producing an action plan
- very clear, could easily be printed and handed to client
- clear and practical
- clear, although the text needs to be developed
- educational for general purpose advisers.

No respondents reported that anything unnecessary had been included. Suggestions for additional information included:

- emphasising the need for and the basic requirements for risk assessment procedures. Not details of how to do it but who should and who can do it
- instances quoted are fairly mundane. Even at general level greater detail is required
- one must be careful not to over simplify eg accident reporting. Could there be a cross reference to the HSE guidelines on this matter? (this principle could be used throughout this section)
- should contain a layman's guide to a number of the critical legislation/codes that clients/advisers will meet
- more on registering with the HSE – are there standard forms?, how do you find the contact details?
- clarify what a properly stocked first aid kit should contain (and what should not be in it)
- the principal of IITS
- clarification that even those with no employees need health and safety measures

5.2.5. Section: the health and safety identifier

Nine of the respondents found this section useful, one found it not useful and one found it more useful than not. Their reasons included:

- useful to refer to specific business categories and their requirements
- makes h&s issues more specific to different types of business
- this way of assisting the adviser to work efficiently with different types of business is essential

- easy to find relevant details for specific business sectors
- this is excellent, just what we need as a guide to assist the customer
- this was the most useful part for me
- good to see information related to specific industries/sectors
- easy to navigate.

Some concerns were expressed. These were:

- good for selecting the facets to bring to the client's attention, but it did seem repetitive since many blocks applied to different sectors
- I fear the growth of the next "essential" sub division raised from the advice market. The NEAT approach was to look only at the type of workplace balancing different needs priority viz public involvement, workshops, homeworking etc. Balance between type of workplace and industry type is the critical decider on the number of types developed.

No respondents said that unnecessary business types were listed. Respondents were asked to list useful business types not included. There were 3 suggestions which were:

- working from home
- typical sole traders and partnerships such as plumbers, electricians, small builders, gardeners etc who are likely to work in customers houses and often take short cuts to save time and money eg not using proper protective clothing
- service provider delivering at a third party location with public attendance

Respondents were asked about the depth of information given. Nine respondents answered this question as follows:

- Too much (1)
- Just right (5)
- Not enough (2)
- Varies (1)

Three respondents added detailed comments of what they thought should be added to the information. These included:

- reference to the relevant legislation (3 respondents)
- arranging information about key hazards under set headings to enable quick access by the adviser (2 respondents)
- cross checking that areas of particular concern to inspectors are covered (1 respondent)

5.2.6. The product as a whole

Ten respondents said that they would use the product if it were made available. Their reasons included:

- useful reference and aide-memoire
- impossible to keep up to speed on all fields of business management. A way of receiving practical overview and information source locator from one reputable source would make task much easier.
- easy to use, provides a continual reminder to give business advice on H&S, if used with business owners demonstrates that it is an important area to cover in their business planning
- this is a definite step forward in allowing the adviser to provide general guidance but segmented by business type
- it would be ideal for highlighting the basics to clients
- to produce a take away print out of the clients responsibilities chosen from all the drop down menus

- because I know for certain that I am giving accurate and current advice
- fills a niche.

One respondent said they might use it but they are not currently carrying out regular advisory work.

Respondents were asked for any additional comments they had not been able to make elsewhere. There was one comment which was:

- great start on a difficult subject area. Need to balance ease of comprehension with effective and accurate content may take a number of revisions. However the whole safety field is dynamic so launching the first product will only encourage others to give critical assistance to the product development.

5.3 AMENDING THE DRAFT PRODUCT

The responses on the three sections of the draft product were discussed with the Health and Safety Executive and detailed amendment made to the drafting of the product. In addition the whole product was amended in the following ways:

- links to HSE websites
- links to free downloadable versions of useful publications

5.3.1. Your role in health and safety advice

The following information was added.

- mention of the implications of non observance
- the costs of health and safety
- the liabilities of the adviser when giving health and safety advice.

5.3.2. Key principles of health and safety

The following information was added.

- information about when to register with HSE and when to register with a local authority
- clarity that no employee companies still need health and safety
- health and safety information for home workers and remote workers

5.3.3. The health and safety identifier

The following information was added.

- information for those working at other people's houses such as plumbers, electricians, small builders and gardeners

The headings under the various sections were also examined to ensure that there was as much consistency as possible.

5.4 DEVELOPING THE KNOWLEDGE SPECIFICATIONS FOR BUSINESS ADVISERS

Concurrently to this work, SFEDI had been looking into the competences needed by business advisers when advising small businesses. This work concluded in October 2000 with the finalisation of standards for business advisers. . It emerged from this, that as well as competences in giving business advice, advisers also need to have a minimum knowledge in key areas of business information, one of which is health and safety.

A draft specification of the knowledge required by business advisers on health and safety was developed. This was done using the feedback from the initial stages of this project and input from a health and safety inspector. The draft was tested with the group of business advisers in Norwich and amendments made. The knowledge specification was also discussed with representatives of all the key business support organisations in the UK. The draft specifications were:

- to what extent does the Health and Safety legislation affect the business and what is the effect of non-compliance? Identify the key hazards that the business may face and understand the principles of risk assessment, risk control and monitoring and how they relate to different activities in the business.
- know how to present health and safety as an integrated, relevant and active part of business operations for different businesses.
- where to access accurate and up-to-date legislation and information on health and safety.

The above specifications appeared in the Operations and Processes section of the knowledge requirements. A meeting with representatives of all the key business support organisations in the UK was held and the knowledge specifications discussed. Amendments to the knowledge specifications were made and the knowledge finalised. The revised statements are:

The business adviser must know:

- how the Health and Safety legislation affects the business and what is the effect of non compliance?
- how to identify the key issues that the business may face and how they relate to different activities in the business.
- how to present health and safety as an integrated, relevant and active part of business operations including use of risk assessment, risk control and monitoring.

An overarching statement which applies to the whole of the Operations and Processes section deals with the issue of knowing where to access accurate and up-to-date legislation and information.

6. RECOMMENDATIONS FOR THE FUTURE

6.1 THE PRODUCT *GIVING HEALTH AND SAFETY ADVICE TO YOUR CLIENTS - FOR NON HEALTH AND SAFETY SPECIALISTS SHOULD BE MADE AVAILABLE*

Giving health and safety advice to your clients – for non health and safety specialists should be made available on an easily accessible website . It may be appropriate to position it or link to it from a number of websites. A strategy for promoting it and ensuring business advisers are aware of it needs to be developed. Ideas to be explored include discussion with the key business support organisations in the UK.

A method for updating will need to be agreed, whether there is a trigger each time a change to health and safety legislation occurs or a review at regular intervals needs to be decided. In addition, it is recommended that a permanent feedback mechanism (via computer generated e-mail) is added. This means that users have a quick and easy way to feedback any particular problems with content or format they experience with it.

6.2 INPUT TO THE TRAINING FOR BUSINESS ADVISERS SHOULD BE EXPLORED

The inclusion of the health and safety knowledge specifications in the business adviser standards is a tremendous opportunity. Not every business adviser will immediately meet the standard and some may need additional training. . As these standards are used by more and more organisations, there may be a need to support the training or development of business advisers with the health and safety knowledge. It is recommended that HSE continues to work with SFEDI and the key UK Business Support Organisations to advise on the health and safety content of adviser training and if necessary aid its delivery.

6.3 PROPOSALS FOR APPROACHING BANKS, ACCOUNTANTS AND LEGAL REPRESENTATIVES SHOULD BE DEVELOPED

The HSE should develop proposals for approaching the head offices of the banks to discuss how health and safety can be incorporated in their staff training as well as in their literature for small businesses. The argument should be based on the idea of risk assessment and it is expected that the Standards for Business Support (which incorporate the standards for business advisers and business information staff) will be a useful vehicle for these discussions. SFEDI has a parallel need to approach banks so there is scope for HSE and SFEDI to work together on this.

6.4 PROPOSALS FOR APPROACHING PROFESSIONAL BODIES SHOULD BE DEVELOPED

The HSE should develop proposals for approaching the accountancy and legal professions. This could possibly take the form of some joint project work. It is thought that the continuing professional development requirements of the professional bodies may provide a useful lead into this work.

SFEDI have consulted with professional bodies regarding the development of the business support suite of standards and therefore have already established good working relationships in these areas.

6.5 WAYS TO INFLUENCE SMALL BUSINESSES THROUGH THE SUPPLY CHAIN SHOULD BE EXPLORED

Two other potential channels for passing on health and safety advice are via those that supply products or services to small businesses. It is recommended that those supplying to businesses at start up or when they are experiencing growth should be the key ones approached. These are both stages at which they may increase staff numbers. It is recommended that property agents and suppliers of office furniture and computers should be approached to see if they are willing to provide appropriate health and safety information with their product or service. This could be in the form of a centrally developed booklet or fact sheet containing the pertinent health and safety information relating to that particular product. This could be reproduced with the particular supplier's own logo to encourage them to use it.

6.6 INFORMATION FOR SMALL BUSINESSES SHOULD BE REVIEWED AND DEVELOPED

Feedback during this project identified the need for information, in various formats, that can be given to small businesses. The reports that formed part of the background reading show that small businesses need information and products with which they can immediately identify and which are specific to their type of business. The information provided by the HSE can be seen as too vague and generic. During the course of this project, different materials and products that are being used with, and by, small businesses were suggested as helpful. Examples of these are:

- the booklets produced as part of the NEAT project,
- the Forum for Private Businesses' Health and Safety Audit
- a toolkit developed in and being used in Merseyside.

A thorough review of the materials that are being used, and their effectiveness needs to be carried out. This will enable:

- the development of new products, where necessary;
- enhancement or adaptation of existing products; or
- the support of existing products by HSE.

This will ensure that a clear message is given about products that really meet the needs of small businesses and help them integrate health and safety in their regular business activities.

6.7 A TRAINING MODULE FOR USE IN START UP TRAINING SHOULD BE DEVELOPED

Some enterprise agencies already have modules on health and safety. However, this practice is not widespread. It is recommended that existing health and safety start up training is reviewed and if appropriate, an agreement about making it available on a national basis is explored. The module should:

- focus on start up;
- enable tailoring by the trainer to fit with their overall programme;
- include a mechanism to provide specific information to specific business start ups.



Project for the Health and Safety Executive

**The Health and Safety Needs
of the Business Support Network**

Consultation Document

containing:

- A - Description of the Project
- B - Suggested Parameters for the Outputs
- C - Possible Solutions

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SFEDI is the nationally recognised standards setting body for small firms, business support and design

A Description of the Project

1 Background

A need for practical, useable health and safety information for those advising small businesses has been identified. These include business advisers in banks, business links and Enterprise Agencies, as well as training providers, solicitors and accountants.

This project is to scope the exact nature of the information need and how it can best be met. This work will contribute specifically to the key programme on improving management of health and safety in small firms.

2 Outputs

The output of this work will be a report with recommendations on:

- the health and safety information needs of the Business Support Network;
- how these needs can be met.

We would like this work to result in solutions ready for production and promotion to the business support network. At this stage we don't know the nature, medium or size of possible solutions. Once the first stages have been carried out, we will know whether it is possible to produce:

- a draft product with recommendations for final amendment prior to production; or
- a draft product ready for production.

The resulting product will remain HSE copyright. SFEDI is keen to endorse and promote it to its constituents.

3 Outcome

Increased awareness of health and safety issues amongst small firms owners/ employers at an early stage of setting up their business. Promoting health and safety through the Business Support Network will also help it to be seen as an integral part of the good management of a business rather than a last minute add on.

4 Methodology and Key Stages

The work will be carried out in the following key stages.

- Research of needs
- Pull together and test conclusions
- Develop draft product
- Pilot product
- Amend product

B Suggested parameters for the outputs

Several issues were raised in the background reading and by discussion with business support professionals that will need to be considered in the development of the “product” for intermediaries. Analysis has indicated some parameters which are outlined below. The emerging products should be tested against these parameters, during the piloting phase of this project.

5 *Costs of health and safety*

There is a perception that health and safety improvements are a cost rather than an investment. The “product” must convince intermediaries that consideration of health and safety by their clients makes good business sense. In order to do this it must demonstrate that health and safety improvements are either cost neutral or can offer positive financial returns.

6 *Links to intermediaries’ key focus*

Intermediaries tend to have a specific focus when working with their clients. For example business links are concerned with assisting businesses to grow and tend to focus on marketing and finance issues. In order to fully integrate health and safety with existing business advice links with the primary focus of intermediaries must be optimised.

For example, accountants typically consider insurance policies to see if they represent value for money and provide adequate cover. This can indirectly include health and safety as poor fire precautions can lead to higher insurance costs. The “product” which is aimed at accountants must build on this link.

7 *Links to all stages of business growth*

Small businesses tend to interact with different intermediaries at different stages of operation. The “product” must engage all those intermediaries with which a small business deals. For example, the health and safety messages must be included in start-up training run by enterprise agencies and training providers as well as with banks, accountants and business links. It is particularly important to integrate it into the start up training because the good practice learnt by businesses at that stage is more likely to form a fundamental part of their ongoing business operation.

8 *Interpretation of “new” legislation*

The reports outline the problems that small firms have with the interpretation and risk assessment of “new” legislation. The “product” must enable the ongoing interpretation of new guidance or allow for additional information to be slotted in.

9 Specific messages for specific businesses

There is a need for specific information for different types of business. The speciality of small business advisers is the interpretation of general business information into the context that is relevant for their client. The “product” must enable this to happen.

10 Referral to specialists/Fear of misinterpretation

Because of the legal implications of misinterpretation, the “product” must clearly show when business advisors should and should not give advice about health and safety. The “product” must “remove the fear” of being sued. The “product” must also enable referral by identifying who are the correct specialists to refer clients to.

11 Referral to appropriate documentation for small businesses

Documents need to be available to pass onto clients. The “product” needs to enable the intermediary to easily recommend, obtain or pass on the appropriate documents for their client.

12 In clear non specialist language

Health and safety guidance and information need to be “uncoded”. The “product” should be written in non-specialist language.

13 Easy to access

It must be easy for the intermediary to access the information they require and extract the information relevant to each of their clients. The “product” must contain some sort of indexing or key word system.

C Possible Solutions

Because of the different focus of different intermediaries and their different involvements with small businesses, we do not feel it is possible to develop one solution to meet all needs. Instead, a range of complimentary solutions are outlined below. Whilst building on the same base information, each solution will present it in different ways to the different intermediaries.

During the next stage of this project, these ideas will be tested as to how useful they will be to small business intermediaries. The results of this, and the likely success of each solution, will be discussed with the Health and Safety Executive and a decision made as to whether all parts should be pursued, or whether some parts should be prioritised.

14 Health and Safety Information Finder

The core and most important product that could be developed is the Health and Safety Information Finder. This will lead the user to the specific requirements that apply to any type of business. It will be accessed through a reference system that enables the user to narrow down their selection until they arrive at the right information for each business. The key to this information will be:

- the categories used to define the different types of business;
- the indexing/or questioning used to find the actual needs of the business.

Once they identify the right part of the information finder, it will outline which requirements apply to that business and list the legislation which is relevant to that business and the documents which can help that business.

This will enable the intermediary to:

- provide information which is specific to each business;
- know when to refer to specialists;
- refer the business to the appropriate documentation.

It will need to be explored how closely this will need to tie in with employment legislation.

15 Business Advisers

A pack could be developed for business advisors. Although this will contain the Health and Safety Information Finder (14), it will also include material that introduces:

- the subject of health and safety;
- the benefits and costs of proactively managing health and safety; and how it can link in with other aspects of business advice such as start up or business growth.

16 Accountants

A short information leaflet could be developed for accountants. This could be about the benefits and costs of proactively managing health and safety and how it links in with insurance. This should ensure that health and safety is at least discussed.

A simplified version of the Health and Safety Information Finder (14) could enable them to deal easily with queries from their clients.

Promotion of the fuller pack for business advisers (15) through the accountancy professional bodies could also be considered. This would enable the professional bodies to put the right “continuing professional development” messages on this pack which might increase the uptake.

17 Literature to Banks

A strong argument to use with the banks for the incorporation of health and safety issues will be that it forms a valid part of the risk assessment process, alongside other external factors, that may affect the business and its financial success. The banks should be approached about incorporating health and safety awareness in their staff training and internal forms.

In addition, a short simplified version of the Health and Safety Information Finder could be incorporated in the literature they produce for both business start ups and for existing businesses. This would mean that small businesses would at least be able to see which legislation applied to them and source the relevant HSE documents as to how to deal with it.

18 *Start up module- for incorporation into start up training.*

Not all organisations cover health and safety in start up training. For those that don't, a short training module could be developed. This would be developed for Enterprise Agencies, Business Links and Training Providers to use when delivering start up training to potential businesses. It would:

- focus on start up;
- enable tailoring by the trainer to fit with their overall programme;
- include information from the Information Finder to provide specific information to different business start ups.

The Health and Safety Needs of the Business Support Network

Feedback Questionnaire

Thank you for taking the time to help us in this work. This questionnaire is for use alongside *The Health and Safety Needs of the Business Support Network, Consultation Document*. We would be grateful if you could answer the three questions about the proposals so far. If you cannot fit all your answers onto this page please feel free to use a separate sheet.

1. Are there any parameters suggested in paragraphs 5 – 13 with which you disagree or any that you think should be added?

Yes/No

Please state why

2. Do you think the Health and Safety Information Finder suggested in paragraph 14 would be a useful tool?

Yes/No

Please state why

3. Do you think the proposals in paragraphs 15, 16, 17 or 18 would help you with your clients?

Yes/No

Please state why

Are you interested in participating in this work further? Yes/No

Name:	
Company Name:	
Tel:	Fax:
Address:	
Email:	

Please fax or email your completed questionnaire to Julie Witana

Fax: 020 8361 5148 (no cover sheet required)

Email: jwitana@sfdi.fsnet.co.uk

Appendix 2

Responses to Questionnaire – Health and Safety Needs of the Business Support Network

	Are there parameters in 5-13 with which you disagree?		Do you think the health and safety information finder in 14 would be a useful tool?		Do you think the proposals in 15,16,17 or 18 would help you with your clients?	
		Please state why		Please state why		Please state why
1	No	I think this appears to cover all my fears	Yes	If via easy to use (and fast) website then very good. Always hard to find concise specific and accurate information to pass on. Using something like Acrobat quite a lot fo infor could be downloaded fast to consider and understand	Yes	Especially 15 and 18 for my work in an Enterprise Agency
2	Yes	I don't disagree with any but I think one area needs to be reinforced. In my experience the main reason that businesses don't consider H&S important is that they don't see the need. They have probably never experienced a problem and most standard examples of H&S issues are not relevant. This is why it is seen as a cost. The specific messages for specific businesses (9) should include examples in the form of case studies with possibly a contact in the business concerned if this could be arranged.	Yes	This will provide the relevant examples which will be important to persuade businesses to take H&S seriously.	Yes	H&S needs to be integrated into the business start up and operation processes. Enabling the client to carry out a risk assessment will ensure that they understand the needs and only address those issues which are relevant to their business.
3	Yes /No	Could environmental matters be included in your scheme? Many small businesses need to integrate health and safety and environmental matters into their existing management systems. Can your scheme include advice on this subject?	Yes	This kind of service is already offered by companies such as Croner, however the cost generally would deter a small business. A more economical service would be an advantage. Getting SME's to use the service is another matter.	Yes	However getting them to realise that this is helpful is the difficulty. Sometimes the fear of litigation is the only way to get their attention.

		Are there parameters in 5-13 with which you disagree?	Do you think the health and safety information finder in 14 would be a useful tool?		Do you think the proposals in 15,16,17 or 18 would help you with your clients?	
		Please state why			Please state why	
4	Yes	Under '5' the product must also convince the client that Health & Safety makes business sense.	Yes	It would be better delivered by IT using a simple client information questionnaire to direct the adviser to appropriate sections	Yes	Accountants are a good way to target existing businesses. The danger in using Banks and Accountants is the fear of charges. The client may be faced with 3 different sources delivering the same advice all with different charging policies. Is SBS the best vehicle?
5	No		Yes		Yes	The only problem I can see is that we are not all singing off the same sheet. We need one publication that covers the regulations that is simple, comprehensive and agreed by all to be the one document presented by everyone.
6		In para 5 I would suggest adding "and the end users" between "intermediaries" and "that consideration". Plus, add "over defined periods" to the end of the final sentence in that paragraph.	Yes	provided it avoided the trap of "a little information can be dangerous" by stating the absolute need for obtaining more detailed information and guidance and giving direction about how to source this. It would be useful for this to be web-based information, to enable updates and revisions to be easily incorporated.	Yes	again with the proviso in response 2. As a provider of start up training, para 18 would be of particular use.

Are there parameters in 5-13 with which you disagree?		Do you think the health and safety information finder in 14 would be a useful tool?	Do you think the proposals in 15,16,17 or 18 would help you with your clients?
	Please state why	Please state why	Please state why
7	No	Yes Newly established businesses struggle with time management. H&S issues are seen as too time consuming and can always be addressed later, or, don't apply to them! Using a H&S Toolkit which can act as a quick reference guide and offer them a structured pathway to take them forward will not be seen as too daunting for them. Tyneside TEC issued H&S Toolkit for businesses in 1999 (similar to the one you propose), I have used it with a great deal of success, because it helped address issues of concern by the owner/manager and gave them a quick reference guide of what to do next.	Yes If presented correctly it can be used with the client in a very positive way and can support them in a whole range of areas and as previously mentioned, I've used the TEC H&S Toolkit as an ongoing support aide to take businesses through a whole range of H&S issues and the businesses have wanted to use the toolkit to implement procedures within their organisation. The point I always make is the laws to do with H&S are there to protect both employer and employee and by having procedures systems in place protects everyone concerned.
8	Yes	Because this is a specialist area, I do not think the advisor, or non specific intermediaries should be giving advice other than on the legal requirements to adopt H&S legislation and, perhaps more importantly, the business benefits which can accrue from adopting good practice. All specific advice should be provided by professionals in that field.	Yes But only within the limitations mentioned above.
9	No	Yes It gives a common and factual basis to commence dialogue with companies.	Yes I agree entirely with the Start Up argument, and with H&S issues being headlined wherever relevant, but the message should be to get professional advice before taking action. This need not be costly, and national organisations like the British Safety Council can provide the support at a reasonable price.

		Are there parameters in 5-13 with which you disagree?	Do you think the health and safety information finder in 14 would be a useful tool?		Do you think the proposals in 15,16,17 or 18 would help you with your clients?	
		Please state why			Please state why	
10 - 15	Yes = 4 No = 2	Would like specific messages for specific business areas. Differentiate between small (5 or less employees) and larger businesses. Small needs defining. Non english languages needed. Needs to emphasise the personal responsibility element. The proposals are well thought through	Yes = 5 No = 1	Availability in various languages needed. A paper only manual would be too cumbersome and difficult to use. We know of no easy to use reference source at the moment. It should be free or at least subsidised for small organisations.	Yes = 3 No = 2	Early awareness would help clients overcome fear about H&S and enable them to prepare their business plan more effectively and realistically. Enables information to be presented in a professional manner. A training pack would give a ready made comprehensive session. Para 18 is particularly important for us as an Enterprise Agency. We suggest that property agents should be tied in to help their clients with business premises.

	Are there parameters in 5-13 with which you disagree?	Do you think the health and safety information finder in 14 would be a useful tool?	Do you think the proposals in 15,16,17 or 18 would help you with your clients?
	Please state why	Please state why	Please state why
16	No	<p>Yes</p> <p>although I would say that the HSE already make available a whole host of information for SMEs, much of which is freely available. If this tool is produced will it fundamentally add anything to what is already available?</p> <p>What may be of use is guidance from the HSE on what they consider are the “critical” H&S risks to businesses operating in particular sectors – ie what should someone focus upon if their business is office based as against running a manufacturing setup located in older premises?</p> <p>Also, providing some specific tools (software?) which can be used to document H&S risk assessments, record control measures etc etc. There is a paper based “form” that can be used to “fill in” to show that a risk assessment has been conducted, but it is very basic. Perhaps the HSE should be developing such software tools in the same way that all of the highstreet banks have produced similar tools for business planning and to help them assess lending risk.</p>	<p>No</p> <p>Again, I am not sure that producing a range of tailored information packs for different business support professionals is going to add anything to what is already available.</p> <p>In view of the extensive information that the HSE make available, I find it difficult to understand how anyone working as a business adviser can claim that they are not aware of who to refer clients to on HSE issues or of what is available – both free of charge and at modest cost.</p> <p>I think that the issue of making people who work in business support aware of HSE issues and where to refer SMEs is far the greater issue than just of producing more “information packs”. I think that this is really an issue of marketing the HSE and the information and services that they provide. Perhaps having an appreciation of H&S risks to SMEs should be built into the new business adviser standards, in the same way as having a sound understanding of financial control within a business is?</p> <p>As to the attitude of SME owner/managers, I quite agree that H&S issues should be promoted as just another “Business Risk” which needs to be assessed and managed.</p>

		Are there parameters in 5-13 with which you disagree?	Do you think the health and safety information finder in 14 would be a useful tool?		Do you think the proposals in 15,16,17 or 18 would help you with your clients?	
		Please state why			Please state why	
17	Yes	<p>Para 5 – I think a touch of the “stick” can supplement the “carrot” – why not some horror stories to demonstrate the true costs of neglecting H & S</p> <p>Para 6 – To be able to include the question in insurance policy application or renewal forms would really add to the weight of H & S.</p> <p>Para 8 – Small firms lack knowledge as well as not being able to interpret.</p> <p>Para 10` - Business Advisers may also just give information or signpost to a specialist.</p> <p>General: all start ups need to be aware of H & S, regardless of size exemptions. Then, when they grow, they are prepared.</p> <p>For Business Support Agencies, H & S matters make yet another reason t contact and retain contact with clients.</p> <p>Would a tick box questionnaire be useful, e.g?</p> <p>Do you know? Do you have? Have you done</p> <p>Use a marking system as they do in women’s magazines, 1 for yes, 0 for no, with a scoring system</p>	Yes	<p>Sounds complex but useful. Size of business might also be relevant. Web-based, disc based and hard copy might all be needed in various locations.</p> <p>Would there be a cost? Would insurance premiums be affected adversely if non compliance.</p>	Yes	<p>The more the professionals know the better, in general, but I find that they tend to concentrate on their strengths. Perhaps better to refer client on to Business Support network – although there are some jealousies still around. The professional institutes might be the place to start, with local regional groups also being contacted. It gives another opportunity for the networks to talk together. This is always a good thing. We could run joint presentations to accountants, bankers and Business Advisers. I do think that there is a need to visit the premises to give the best possible advise, something that the PBAs might be best placed to do.</p>

Appendix 3

Identifier Categories Selected for the Pilot

Level 1

Agriculture, Horticulture Forestry and Fishing

Construction and Civil Engineering

Education and Training

Health

Hotels and Restaurants

Manufacturing and Food Processing

Mining and Quarrying

Renting and Leasing

Wholesale and Retail

Services

Transporting

Level 2

Farming animals

Growing food

Forestry, Logging and Horticulture

Farming fish and Hatcheries

Fishing

Construction, Civil engineering

Education and Training

Dental and Medical practices

Nursing Homes and Care centres

Nurseries

Bars

Hotels, Guest Houses, Bed and Breakfast

Outside Catering

Restaurants, Canteens

Manufacturing

Food Processing

Mining, Quarrying

Accommodation

Cars and Vehicles

Equipment, tools and machinery

Wholesale and Retail (Food and drink)

Wholesale and Retail (non Food and drink)

Office with public access

Office with no public access

Leisure

Maintenance, Repair

Animals

Food and drink

Freight and Furniture

People

Two sections from the Identifier

Farming Animals

Working with animals

Animals, and their surroundings, can be infected with bacteria or viruses. Harm can be caused if they are breathed in, swallowed or if they penetrate the skin. They can cause illness or an allergic reaction.

Animals and their products that are being produced for food must be protected from contamination likely to render them unfit for human consumption.

Specific requirements for different types of farming can be gained from the Ministry of Agriculture, Fisheries and Food.

Animals that can cause harm to other people should be restrained.

Using Equipment, Tools and Machinery

Many serious accidents involve machinery.

- Hair, clothing or body parts can become trapped;
- Crushing can occur between two parts;
- People can be struck or run down by machinery;
- Material can be ejected from machinery causing injury;
- Friction or abrasion is possible from contact with rough surface parts.
- Stabbing or puncturing of the skin can occur by sharply pointed parts;
- Sharp edges can cut or sever.
- People can be burnt or scalded if they get too hot.
- Vibration can damage the hands and arms of people using hand-held tools and equipment.
- Vibration of the whole body can happen when driving or riding vehicles or machines over rough terrain.

Running and Maintaining Machinery

There are many substances that can cause harm such as Chemicals, abrasives, cutting oils, solvents, gas, diesel and oil. Think about the substances used to run and maintain machinery.

Harm can be caused by breathing them in; contact with the skin; splashing them into the eyes or swallowing them. They can cause illnesses such as cancer, asthma and dermatitis. Explosions can be caused by electrical apparatus or static electricity igniting flammable vapours or dusts.

Noise

High levels of noise can be found near machinery. Noise can equally be found in a pig pen at feeding time. Loud noise can cause irreversible hearing damage. It accelerates the normal hearing loss which occurs with age. The risk usually depends on the noise level and the amount of time people are exposed to it. Any noise over 85 decibels requires action.

Maintaining buildings

Climbing and working at height is one of the worst hazards when doing maintenance work on buildings. People may fall from roof edges or through fragile roof materials; from ladders, usually by overreaching or because the ladder slips; and through holes in floors and platforms, if not covered or fenced.

Harmful materials such as asbestos or lead have been widely used in old buildings.

Portable electrical equipment used outdoors can be very dangerous. Care should be taken to ensure that it is properly maintained, in good condition, earthed and armoured where necessary.

Contact with overhead electric lines accounts for half of the fatal electric accidents each year. Electricity can flash over from overhead power lines even though equipment may not touch them. No equipment such as a ladder or lorry should come within 9 metres of a power line.

Stacking and Lifting

Materials and objects should be stored and stacked so they are not likely to fall and injure people.

A common hazard is lifting heavy or awkward loads. One bad lift can cause injury and cumulative damage can build up over time – even with lighter loads. More than a third of reported injuries are as a result of strain to the back and arms.

Tripping and Slipping

The most common cause of accidents at work is through slipping or tripping. Falls from slipping and tripping can be serious. Outdoor routes should be salted and swept during icy conditions. Deliveries should not be temporarily stored where they obstruct access. Dark places should be lit. Hazards should be clearly marked and, if necessary, fenced off.

Restaurants & Canteens

Working with Food

Food, including its raw materials must be protected from contamination likely to render it unfit for human consumption. Food premises should:

- be clean and maintained in good repair;
- be designed and constructed to permit good hygiene practices;
- have an adequate supply of drinking water;
- have suitable controls in place to protect against pests;
- have adequate natural and/or artificial lighting;
- have sufficient natural and/or mechanical ventilation;
- provide clean lavatories which do not lead directly into food rooms;
- have adequate hand washing facilities;
- be provided with adequate drainage.

This is not a health and safety issue - guidance will need to be sought from the Department of Health.

Hot food, drink and serving implements can burn and scald. Self service restaurants and canteens will need to be particularly aware of this.

Tripping and Slipping

Accidents through slipping or tripping are common, especially where foods and liquids can be spilt on the floor. Falls from slipping and tripping can be serious. It is a particularly important subject if members of the public have access to the premises. Floors, corridors and stairs must be free of obstructions. Hazards should be clearly marked and, if necessary, fenced off.

Using Cookers, Knives and Equipment

Many serious accidents involve Cookers, Knives and Equipment.

- People can be burnt or scalded.
- Stabbing or puncturing of the skin can occur by sharply pointed parts;
- Knives and other sharp edges can cut or sever.
- Hair, clothing or body parts can become trapped;
- Crushing can occur between two parts;
- Material can be ejected from machinery causing injury;
- Friction or abrasion is possible from contact with rough surface parts.
- Vibration can damage the hands and arms of people using hand-held tools and equipment.
- Badly maintained electrical equipment can give electric shock and burns.
- Fires started by poor electrical installations cause many deaths and injuries.

Detergents, gases and other dangerous substances

Harm can be caused by breathing them in; contact with the skin; splashing them into the eyes or swallowing them. They can contaminate food and cause illnesses such as cancer, asthma and dermatitis. Explosions can be caused by electrical apparatus or static electricity igniting flammable substances.

Getting Deliveries

A common hazard is lifting heavy or awkward loads such as deliveries which can contain large tins and containers of foodstuffs, detergents and so on. One bad lift can cause injury and cumulative damage can build up over time – even with lighter loads. More than a third of reported injuries are as a result of strain to the back and arms.

Materials and objects should be stored and stacked so they are not likely to fall and injure people.

Deliveries should not be temporarily stored where they obstruct access.

Giving Health and Safety Advice to your Clients
- for non health and safety specialists

Your Role in Health and Safety Advice

Your Role

Your speciality is interpreting general business information into a context that is relevant to your client.

Health and Safety

- Applies to every business, including the self employed and sole traders.
- Is to protect all people that come into contact with a business whether they are the owner, staff, sub-contractors, volunteers, customers or other members of the public.
- Requires every business to look at what hazards might be caused by their business. Hazards are anything that may harm people.
- Requires every business to decide how to make the risks of injury from hazards as low as possible.
- Requires every business to make sure there are ongoing checks of hazards built into their business processes.

Your Role and Health and Safety

Health and Safety is no different to any other type of business information that you might use. There are general principles and requirements that you should make your client aware of. There are then a wide range of specialist advisers, organisations and publications that can help your client with more detailed interpretation should they need it.

	You		Specialist organisations, publications, advisers
Client -----	introduce general requirements and how they affect your client	-----	specific guidance and help both free and paid for

Four Key actions

1. **Make your client aware of why they need to bother with health and safety.**

The law requires every business to comply with health and safety regulations, including the self employed and sole traders. A summary of the requirements can be found at section 2.

Many accidents happen at work, often in businesses that are seen as low risk. The manager or owner can be found liable if they cannot prove that they have done all they can to reduce the likelihood of that accident happening.

2. Show your client how it applies to their business.

Health and Safety Legislation is to protect all people that come into contact with a business whether they are the owner, staff, sub-contractors, volunteers, customers or other members of the public.

The key is to give your client an understanding of the principles and reasons for health and safety and how they relate to their business.

A discussion with your client about the key types of hazard that might be connected with their particular business will often be enough to engage them and encourage them to act on the subject. The Health and Safety Identifier has been developed to help you see what types of dangers there might be in different types of business. The Health and Safety Identifier can be found in Section 3.

Health and safety is basically common sense. It is asking the question:

Q Could someone be hurt by this?

And if yes

Q How can I best make sure that they aren't?

3. Refer your client to a specialist, or information from a specialist source.

Unless you are a health and safety specialist, you should not advise your client on the risk of a hazard hurting someone or the appropriate way to minimise that risk.

The Health and Safety Executive produces many free documents. A few of the more general ones are listed below.

- Five Steps to Risk Assessment (INDG163)
- Stating your business – Guidance on preparing a health and safety policy document for small firms (INDG324)
- Need Help on Health and Safety – Guidance for employers on when and how to get advice on health and safety (INDGxxxx).

These can be ordered by telephoning 01787-881165.

By telephoning the HSE information line on 08901 545500 you, or your client, will be able to get advice of other publications specific to their type of work.

There are many sources of information available to your client. Depending on the type of their business, the number of hazards and the confidence of your client, they may feel able to carry out an assessment of the risks just with the help of some written guidance.

The website www.dag-business.gov.uk contains a useful and easy to use range of information on health and safety and other legislation.

Some clients will want to receive specialist advice and guidance from a person. You will probably know of a specialist health and safety adviser in your own network to whom you can refer them.

4. Help your client plan how to monitor health and safety compliance.

In firms of under 50 employees it is unusual to find a specialist health and safety manager. Health and safety is usually a small part of someone's role. Health and safety will probably be the least important thing they have to deal with. If you can help them build it into daily, weekly and monthly activities, just like any other aspect of the business, then it will be less likely to be overlooked and easier to manage.

Example

Health and Safety Requirement	Action to integrate it
It has been identified that machinery needs to be checked at regular intervals	<ul style="list-style-type: none">○ Making a specific member of staff responsible for checking specific machines at set times○ Making sure that there is some easy, quick way for them to report machine failures.



**The Health and Safety Needs of the Business Support
Network**

A Project for the Health and Safety Executive

**Feedback Questionnaire on the draft
product:**

**Giving Health and Safety Advice to your
Clients - for non health and safety specialists.**

(An electronic copy of this questionnaire can be found
on the CD containing the draft product.)

Please:

- look through the draft product *Giving Health and Safety Advice to your Clients - for non health and safety specialists*;
- complete the 23 questions; and
- return the questionnaire to SFEDI.

Questionnaires to be returned by 27 March 2001.

Finding the information you needed.

1. Were you able to open the CD and access the product easily?
Yes/No
2. If not, why not

3. Did you find the structure of the product easy to understand? Yes/No
4. Please list any parts you found difficult to find your way about?

5. How would you like to be able to access this product in the future?
Website/ CD/ Paper format

5

Section: Your Role in Health and Safety Advice

6. Did you find this section useful? Yes/No
7. Please state why.

8. Was anything included in this section that you did not think were necessary?

9. Was anything not included which you would have found useful?

Section: Key Principles of Health and Safety

10. Did you find this section useful? Yes/No
11. Please state why
12. Was there anything in this section which you did not think was necessary?
13. Was anything not included which you would have found useful?

Section: The Health and Safety Identifier

14. Did you find this section useful? Yes/No
15. Please state why
16. Please list any business types not included which you would have liked to see.
17. Please list any business types included which you thought weren't necessary.
18. Did you find the depth of information given about each business type:
Too much/ Just right/ Not enough
19. If you answered too much or not enough, please give an example of when you found this. *Please print out and attach an annotated sheet from the CD if necessary.*

The Product as a whole

- 20. What other information would you like to see included?

- 21. Would you use this product if it was available to you? Yes/No

- 22. Please state why

- 23. Please make any comments here that you have not been able to make elsewhere.

Thank you for completing this questionnaire.

Name:	
Company Name:	
Tel:	Fax:
Address:	
Email:	

Please return your completed questionnaire to Julie Witana

Post: SFEDI, 134 Hampden Way, London, N14 5AX
Fax: 020 8361 5148 (no cover sheet required)
Email: jwitana@sfedi.fsnet.co.uk

Responses to Feedback Questionnaire on the Draft Product Finding the Information you needed

Appendix 7

	Were you able to access the product easily?	If not, why not	Was the structure easy to understand?	Please list any parts you find difficult to find your way about?	How would you like to be able to access this product in the future?
1-3	Yes (x3)	n/a	Yes (x3)	Nil	Web (x2) CD (x3)
4	Yes		Yes		Preference would be website. Product will develop over time and quarterly review, or some agreed period, will keep product up to date. CD would be second choice. With a website there is the real possibility of having hyperlinks established with a number of business support organisations, employing advisers in the market.
5	Yes		Yes	In some cases cross-references were not easy to follow. eg in 'Your role in H&S' it says "summary of requirements in section 2". Contents should show section numbers so it is clear what the reference is to. Could also have a hyperlink. Having defined the H&S Identifier structure the words should be used in the drop-down menus eg 'Select Sector by clicking in the box below.'	CD – at only 1.7 MB it should be possible to keep on a HDD which would be useful if using a notebook computer with clients.
6	Yes		Yes		Website, CD
7	No	Very slow to load. On one occasion it opened the CD player programme, not the browser.	Yes		Website, CD, Paper format
8	Yes		Yes	'Health and Safety Identifier' link needs to stand out as this is the main entry point into the main core data – could a 'button' or graphic be used as the link?	Website – easier to keep the data up-to-date CD
9	Yes	Had "error recording" CD 4 times repeated request and it worked. It could have been my pc.	Yes		Website OK CD Best
10	Yes		Yes	Could not find the electronic version of the questionnaire	Website CD
11	Yes	Unclear where amongst all the files it was, particularly as there was no file with the title "Giving Health and Safety Advice"			Website

Section: Your Role in Health and Safety Advice

	Did you find this section useful	Please state why	Was anything not necessary included	Was anything not included that should have been
1-3	Yes (x3)	It provides good general guidance of the role with an indication of the depth of knowledge expected. There is guidance on registration and main items appropriate to our workplace. It is good to state that H&S is about individual as well as corporate responsibility.	The text on each of the bullet points is identical and could be contained on one page or alternatively split to the relevant page No (x2)	Further detail on the responsibilities, liabilities and penalties for non observance for the business owner.
4	Yes	There is a clear need to demystify H and S matters for all advisers, many of whom come from financial backgrounds.	No	Some elements of this section could be strengthened. Although the HSE is particularly interested in people most businesses can suffer considerable financial loss if the hazard causes damage to Property or the environment (the principle of integrated loss control is not well established in the UK) and the value of considering all risks whilst looking at the operations should not be underplayed. Under the Health and Safety one could put one links indicating health and safety and the environment need to be managed in much the same way as finance sales, marketing and other recognised elements of the business structure.
5	Yes	Emphasis on building H&S into the normal business process	No	How to find a H&S adviser if you don't know one. An email address for ordering H&S documents from the HSE. An outline of the three key documents. Although contained in Key Principles there should be some information on carrying out the process. Risk assessment – immediate actions – ongoing actions.
6	Yes	Clarifies that you are a generalist, not a specialist but shows how you can introduce information to assist the client.	No	I would like to see somewhere a summary of the specialist areas of help (industry specialists)
7	Yes	Good summary for a GP adviser		
8	Yes	Very Clear!		1.Hyper links to other H&S sites on the web could be incorporated within the text of all pages ie HSE. 2. Advisers liabilities need to be clearly defined.
9	Yes	It covered all the basics that are needed	No	See Q 20
10	Yes	Clearly sets out and str.....st advice to be given		
11	Yes	Clear, practical and action orientated	No	No

Section: Key Principles of Health and Safety

	Did you find this section useful	Please state why	Was anything not necessary included	Was anything not included that should have been
1-3	Yes (x3)	Good basic outline. Outline requirements. Provides a good structure for advising on health and safety	Instances quoted are fairly mundane. Even at a general level I think greater detail is required. No (x1)	Basic guidance and requirements for risk assessment procedures. Not details of how to do it but who should and who can do it. No (x2)
4	Yes	Key to the assistance for general advisers	No my only real query relates to the way the various points are addressed. Given that one does not want to frighten advisers away by bringing in too much technical jargon or details one must be careful not to go too much the other way. Eg accident reporting. Could there be a cross reference to the HSE Guidelines on this matter entered at this point in the text. The adviser can then familiarise his/herself with the basics and at least be able to give some examples (this principle could be used throughout this section giving online assistance to the trainee adviser?)	Emphasising the need for risk assessment procedures. The recording and control based on the action plans arising from these studies are the most effective way of improving workforce comprehension of H&S roles from Top management downwards. As well as producing a safety policy organisations should be encouraged to establish a central safety office concept where suppliers, self produced and regulatory materials, are held for USE by all members of staff. Acronyms. Given the infinite capacity of the website, and the considerable data holding opportunity on a CD should the appendices contain a layman's guide to a number of the critical legislation/codes that clients/advisers will meet? (eg Coshh, Chip, asbestos, rsi, inspectors powers, ppe, riddor, vdus etc.)
5	Yes	Clearly laid out the process of producing an action plan	No	More on registering with the HSE. I had not realised this was a requirement of sole traders and businesses with fewer than 5 employees. Are there standard forms? How do you find the contact details?
6	Yes	Very clear could easily be printed and handed to a client	No	Clarify what a properly stocked first aid kit should contain (and what should not be in it)
7	Yes	Educational for GP Advisers		
8	Yes	Again, clear, although the text needs to be developed.		The principal of IITS (information, infrastructure, Training and Supervision)
9	Yes			
10	Yes	Good to see examples developed		
11	Yes	Clear and practical	No	Yes – clarification that even those with no employees need health and safety measures

Section: The Health and Safety Identifier

	Did you find this section useful	Please state why	Please list business types not included	Please list unnecessary business types	Did you find the depth of information:
1-3	Yes (x2) No (x1)	Useful to refer to specific business categories and their requirements Makes h&s issues more specific to different types of business CD would not work	Nil	Nil	Too much (x1) Just right for this medium (x1) Not enough (x1)
4	More yes than no	I believe this way of assisting the adviser to be able to work efficiently with different types of business is essential. I am less happy when thinking into the future. If one starts by identifying any industry sector and then start splitting into sub sectors, I fear the growth of the next "essential" sub division raised from the advise market. The NEAT approach was to look only at the type of workplace balancing different need priority viz public involvement, workshops, home-working etc. Balance between type of workplace and industry type is the critical decider on the number of types developed. There is a mix of situations and industrial sector description. Problems come when, for example, leisure is used as a subset. One can always envisage heavy public involvement but splits could easily be public in enclosed functions, open air and stadium based – without tying to leisure (where does the multiple use outlets eg the NEC at Birmingham fit			Varies
5	Yes	Easy to find relevant details for specific business sectors. Details were clear and concise.	Under services, should consider typical sole traders and partnerships in plumbing, electricians, small builders, gardeners, etc who are likely to work in customers houses and often take short cuts to save time and money eg not using proper protective clothing.		Just right
6	Yes	This is excellent, just what we need as a guide to assist the customer	One area which may be worth considering is working from home. Many forget H&S just because they work at home. I'm sure given time I could think of other types but I'm sure 90% are covered.	None	Just right
7	Yes	For selecting the facets to bring to the clients attention; but it did seem repetitive since many blocks applied to different sectors			
8	Yes	Easy to use			Not enough
9	Yes	This was the most useful part for me. Very helpful	N/a	n/a	Just right
10	Yes	Good to see information related to specific industries/sectors			Just right
11	Yes	Easy to navigate. Informative	Service provider delivering at a third party location with public attendance		

The Product as a Whole

	What else should be included?	Would you use the product	Why	Any additional comments
1-3	A template of a H&S document	Yes (x3)	Useful reference and aide memoire	Nil
4	Appendices: acronyms, current high profile legislation/HSE work programmes, future legislation, European and National, National sources of information (HSE, Environment Agency, etc)	Yes	Impossible to keep up to speed on all fields of business management. A way of receiving practical overview and information source locator from one reputable source would make task much easier.	Great start on a difficult subject area. The need to balance ease of comprehension with effective and accurate content may take a number of revisions. However, the whole Safety field is dynamic so launching the first product will only encourage others to give critical assistance to the product development.
5	Need for training from qualified trainers eg in lifting and handling. Availability of, and how to obtain training, More specific mention of the need for staff awareness. Responsibilities of business owners when using contractors. More examples, using specific sectors, of the penalties of not complying.	Yes	Easy to use, provides a continual reminder to give businesses advice on H&S, if used with business owners demonstrates that it is an important area to cover in their business planning.	
6	Links to industry specialists which the client could use (linked to their business type) ie make them consider the common areas highlighted in the Identifier for their business type.	Yes	This is a definite step forward in allowing the adviser to provide general guidance but segmented by business type.	
7	Pointers to the specialist sources of advice under each sector	Maybe	Not carrying out regular advisory work	
8	Details of where advisers/clients can go to access further specialised professional help, ie IOSH, RSPA etc	Yes	It would be ideal for highlighting the basics to clients	
9	Extra drop down menu covering Fire Regs, First Aid and Riddor, COSHH, Use of visual display units, electrical regulations, risk assessment, manual handling, personal protective clothing, workplace regulations.	Yes	To produce a take away print out of the clients responsibilities chosen from all the drop down menus.	
10	-	Yes	Because I will know for certain that I am giving accurate and current advice	
11	Direction on where to access advice and guidance on H&S issues and whether office procedure can be double checked by an expert	Yes	Fills a niche	



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Tel: 01787 881165
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Website: www.hsebooks.co.uk

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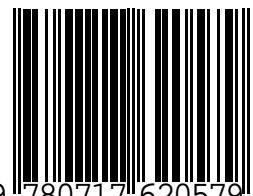
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