



# **HSE survey of first aid training organisations**

Prepared by **Health & Safety Laboratory**  
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**RESEARCH REPORT 358**



# HSE survey of first aid training organisations

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A recent literature review by HSE has suggested that workers, who have received first aid training (or basic first aid training), were more likely to adopt safe working practice as well as influencing the behaviour of colleagues who had not attended first aid training. Whilst HSE has approved first aid training courses for many years the training providers are not currently required to provide information about the numbers of people that they train. To assess the size of the first aid trained population in Great Britain it was decided that a survey should be conducted.

A survey of 1299 Great Britain first aid training companies was carried out by questionnaire to collect information on the number of people who have received first aid training, refresher training, or training as appointed persons, during the calendar years 2001, 2002, and 2003. The businesses that were included in the survey generally represented small and medium sized training businesses, educational institutes and volunteer organisations. Some of the large first aid training organisations have already provided this data to HSE.

The survey was conducted by an independent survey organisation (WirthlinEurope) and involved a maximum of three contacts (by telephone, email or fax) to encourage each organisation to complete the questionnaire. In addition the businesses were asked to consent to provide accurate contact details to help update the FAAMS database.

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## **ABBREVIATIONS**

FAAMS = First Aid Approvals And Monitoring Section

BWED = Better Working Environment Division of HSE

HSC = Health and Safety Commission

HSE = Health and Safety Executive

HSL = Health and Safety Laboratory

SMEs = Small to Medium Sized Enterprises



## EXECUTIVE SUMMARY

A recent literature review by HSE has suggested that workers, who have received first aid training (or basic first aid training), were more likely to adopt safe working practice as well as influencing the behaviour of colleagues who had not attended first aid training. Whilst HSE has approved first aid training courses for many years the training providers are not currently required to provide information about the numbers of people that they train. To assess the size of the first aid trained population in Great Britain it was decided that a survey should be conducted.

A survey of 1299 Great Britain first aid training companies was carried out by questionnaire to collect information on the number of people who have received first aid training, refresher training, or training as appointed persons, during the calendar years 2001, 2002, and 2003. The businesses that were included in the survey generally represented small and medium sized training businesses, educational institutes and volunteer organisations. Some of the large first aid training organisations have already provided this data to HSE.

The survey was conducted by an independent survey organisation (WirthlinEurope) and involved a maximum of three contacts (by telephone, email or fax) to encourage each organisation to complete the questionnaire. In addition the businesses were asked to consent to provide accurate contact details to help update the FAAMS database.

**Aim and Objectives:** The aim of the survey was to collect information on the number of people trained as first aiders, or appointed persons, during the period 2001-2003 as well as the number of people from small to medium sized enterprises (SMEs) that had received this training.

### **Results of the survey:**

**Response to survey:** A total of 1240 training organisations were sent the questionnaire and 32% (n = 396) completed the survey. Another 245 firms agreed to complete the questionnaire but failed to return it within the survey period.

**Total number of people trained:** Overall the total number of people trained (504,668) in all categories (certificate, refresher course, or appointed persons) showed an annual increase from 2001-2003.

**Number of first aid trainees:** During this period a total of 161,195 people received first aid certificate training and 80% of the organisations trained <500 people with the remaining training between >500 to 7500.

**Refresher courses:** A total of 49,913 people received refresher course training and 86% of the organisations each delivered training to <250 people whereas each of the remaining organisations trained between >250 to 2000 people.

**Appointed persons:** A total of 293,560 people received appointed person training and 65% of the organisations each trained <500 people during this period with the remaining organisations each training between 1000-25,000.

**Training for SMEs:** Of the 396 organisations that completed the survey form only 33% were able to provide data about the number of trainees who were employees of small to medium sized enterprises (SMEs). Those that were able to give an answer to this question trained 70,815 people from SMEs between 2001-2003.

**Complaints:** During the survey period 34 (2% of the total number of companies) enquiries were received and only 3 (0.2% of the total number of companies) complaints about the survey process.

## **RECOMMENDATION**

- To identify more efficient ways to collect information on the number of people receiving First Aid training and 'Appointed Person' training in consultation with First Aid Training organisations.

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## 1.0 INTRODUCTION

The effectiveness of the first aid regulatory regime (The Health and Safety (First-Aid) Regulations 1981) is currently being evaluated. Following a period of public discussion at the end of November 2003 and evaluation of the responses, recommendations for action will be put to HSC in the spring of 2004. HSE has recently become aware of research findings that suggest that people who have received first aid training (as well as those who have been trained to manage injuries and illness in the workplace) may contribute towards prevention of accidents in the workplace. This highlights the potential for HSE to fulfil its wider strategic aims to reduce illness and accidents at work by facilitating the training and responsibilities of these first aiders. HSE needs to evaluate whether this is an appropriate means to achieve this goal before it advises HSC. Therefore, current information is required about the numbers of people trained as first aiders in Great Britain. HSE approves organisations that provide first aid training but these companies are only obliged to inform HSE when they intend to run courses. They are not obliged to provide statistics on the number of people trained.

In this survey the number of people who had received first aid certificate training during 2001, 2002 and 2003 was determined from a sample of companies that did not include the largest national training organisations. In addition those people that completed refresher course training during this period was also determined. Many of these companies also delivered basic competency course in first aid for 'appointed persons' who are given delegated authority to maintain first aid facilities. These individuals could potentially play a constructive role in health and safety in the workplace and so the number of appointed persons trained was also determined.

This data was collected using a survey that involved 1240 first aid training companies throughout Great Britain. The survey did not include the largest training providers who have already provided data to HSE.

**1.1 Aim of the survey:** The aim of the survey was to collect up to date information on the numbers of people who have been trained during the calendar years 2001, 2002 and 2003 (certificate training, refresher courses or appointed person training).

### 1.2 Objectives

- To determine how many people have received first aid training or refresher training in GB in 2001, 2002 and 2003
- To determine how many people have received basic first aid skills training in GB in 2001, 2002 and 2003
- To identify how many first aid trainees were from small and medium sized enterprises employing less than 50 people.
- To obtain data on training activities of HSE-approved training organizations in GB.

### 1.3 Survey design, survey control and survey execution:

**Survey team:** Health Effects Section at the Health and Safety Laboratory carried out the survey together with WirthlinEurope, a marketing and survey company (see appendix I). Mr A Steele of the Better Working Environment Division (BWED-HSE) provided the survey questions (see appendix II) and guidelines for WirthlinEurope (see appendix III).

**Survey control:** The application for survey control was submitted by Mr D Mullooly (BWED) and Mr D Fletcher (HSE project manager) and finally agreed on 12:02:2004.

**Project plan:** The project plan (see appendix VI) included a start date for the project on 22:03:2004 with completion of the survey by 10:05:2004. The start date was delayed for two weeks due to delays in obtaining the contact details for these training companies. An additional period of 4 weeks was agreed by the study team to extend the survey period so that the companies could have

more time to gather the data. The completed survey data was sent to Gareth Evans at HSL on 15<sup>th</sup> June 2004.

David Fletcher and Gareth Evans held a planning meeting with the staff from WirthlinEurope on 18:03:2004 to finalise arrangements for the survey. A risk assessment of the plan is attached at appendix IV.

**Survey period:** To minimise the impact of this survey the training companies the following design was adopted. All companies were sent a letter of introduction (see appendix V) from the study team to explain why the survey was being conducted. Mr I Kershaw (HSE FAAMS unit) also contacted many of these firms to explain the reason for the study. A telephone number and contact name at HSL was provided with the letter of introduction for companies who needed assistance or who wished to complain about the survey.

WirthlinEurope staff sent the survey forms to each company by email. When the email contact failed the company was contacted by telephone and the questionnaire was sent by post (a prepaid envelop was provided). The organisations were requested to complete and return the survey within four weeks. After 4 weeks if a firm had not returned the questionnaire the staff at WirthlinEurope contacted the organisation by telephone to establish whether they were willing to complete the form or whether they needed assistance. For those companies that indicated willingness to complete and return the form but failed to do so within the following month a final telephone call was made to encourage them to return the data. Companies that failed to respond to emails, letters, or telephone calls after three contacts were not contacted further (as set out by survey control).

**Survey analysis:** The data from each completed questionnaire was compiled into an MS Excel spreadsheet for further analysis. Each questionnaire was checked for incomplete data entries and allocated a survey number. Details of the company and survey number were recorded separately. On completion of the survey, the data was passed to HSL who checked each entry for consistency prior to sending the data to BWED-3.

#### 1.4 Survey Questions:

The following questions were set out in a survey questionnaire (see Appendix II) and the respondent asked to return data for each calendar year 2001, 2002 and 2003.

Q1	How many people have successfully completed your first aid at work certificate courses in each of the last three years?
Q2	How many first aid at work certificate courses have you run in each of the last three years?
Q3	How many people have completed your first aid at work refresher courses in each of the last three years?
Q4	How many people have completed appointed person training, or basic first aid at work skills, courses in each of the last three years?
Q5	How many appointed person or basic first aid at work skills courses have you run in each of the last three years?
Q6	Can you identify from your records how many of your trainees were from small and medium sized employers (i.e., less than 50 employees)?

## 2.0 RESULTS

**2.1 Survey returns:** Out of a total of 1299 companies for which contact details were available on the FAAMS database the staff at WirthlinEurope were able to contact 1240 (95%). The remaining 59 (5%) organisations either failed to respond or were listed as out of business. Of the companies that were contacted 396 (32%) completed and returned the survey. Another 245 (20%) firms agreed to complete the survey but did not do so after 3 contacts. Of those that completed the questionnaire 260 (66%) were willing to be contacted by HSE in future should further enquiries be required. All those companies that responded to the survey provided full sets of data for each of these years with the exception of question 6 (*Can you identify from your records how many of your trainees were from small and medium sized employers i.e., less than 50 employees?*). Data on SMEs was provided by only 33% of the training companies because the others did not record the size of the companies that they had as clients.

**2.2 Changes in the annual numbers trained:** The total number of first aid certificate trained, refresher course trained, or 'appointed persons' trained for each of the three years is summarised in Figure 1. These results showed that for each year there was an annual increase in the number of people trained and courses run. The more limited data set for question 6 also suggested that there had been an increase in the number of people trained and in the number who were employees of SMEs.

**2.3 Number of First Aiders Trained and Courses Run:** The total number of people trained by each organisation was summed for the 3-year period and presented either as;

- The total number of people trained by each company completing the survey (Figure 2 A)
- The number of companies that trained a given number of people during this period (Figure 5A),
- The proportion of organisations that trained a given number of people during this period (Figure 8A)

A total of 161,195 people received first aid training and 18,023 courses were run during this period. The distribution plots showed that most (~80%) of these organisations trained <500 people during the 3-year period. Of the remainder, one respondent had trained ~20,000 people. The frequency plots (Figure 5A and 8A) were bimodal and suggested a subset of organisations that trained between 500 to 7500 people during this period.

The total number of first aid courses provided by each organisation was also summed for the 3-years and presented as

- The total number of courses delivered by each company completing the survey (Figure 2B)
- The number of companies that delivered a given number courses during this period (Figure 5B)
- The proportion of organisations that delivered a given number of courses during this period (Figure 8C).

98% of the organisations ran <250 courses and a few large providers ran between 250 and 1500 courses during this period.

**2.4 Number of First Aiders Receiving Refresher Training:** The total number of people receiving refresher training by these organisations was summed for the 3-year period and presented as

- The total number of people trained by each company completing the survey (Figure 3)
- The number of companies that trained a given number of people during this period (Figure 6)
- The proportion of organisations that trained a given number of people during this period (Figure 8B)

The total for this category of training was 49,913, representing about one third the size of the population taking the initial first aid at work course during the same time period. The group taking the refresher course were still first aid trained and so formed part of the first aid trained population. Figure 8B shows that during this period that 86% of these organisations gave refresher training to less than 250 people with 14% training between 250 and 2000. The frequency plots (Figures 6 and 8B) were bimodal and suggested a subset of organisations training large numbers.

The organisations were not asked to report the number of refresher training courses that they ran

**2.5 Number of Appointed Persons and Appointed Persons Training Courses:** The total number of people trained by each organisation was summed for the 3-year period and presented as

- The total number of appointed persons trained by each company completing the survey (Figure 4A)
- The number of companies that trained a given number of appointed people during this period (Figure 7A),
- The proportion of organisations that trained a given number of appointed persons during this period (Figure 8A)

A total of 293,560 people received appointed person training and 30,794 courses were run during this period. The frequency plots (Figure 7A + 8A) show that 65% of these organisations trained <500 people and 35% trained between >500 to 20,000 people during this period. These plots were bimodal and suggested that a larger proportion of these organisations were training larger numbers of appointed persons compared to First Aid Certificate training.

The total number of appointed persons courses provided by each organisation was summed for the 3-year period and presented

- The total number of courses delivered by each company completing the survey (Figure 4B)
- The number of companies that delivered a given number courses during this period (Figure 7B)
- The proportion of organisations that delivered a given number of courses during this period (Figure 8C).

93% of the organisation ran <250 courses and the remainder ran between 250 and 1500 courses.

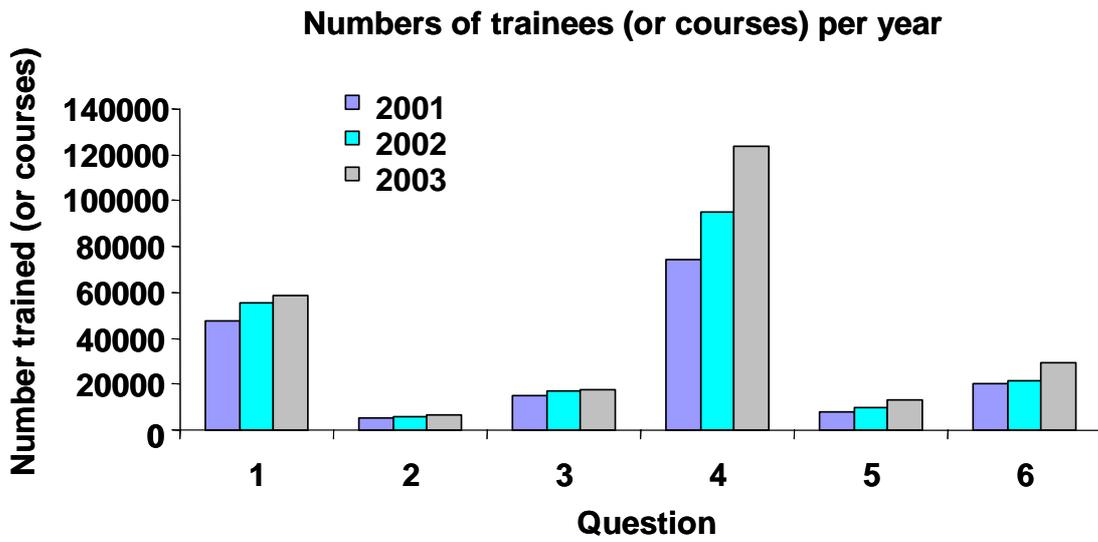
**2.6 Number of trainees from SMEs:** Of the 396 organisations responding to the survey only 33% were able to provide data on this question. Together they had trained 70,815 people from SME's. This is likely to be an underestimate since the other companies provided no data, as they did not routinely record the size of the workforce of their client companies.

**2.7 Enquiries and complaints:** HSL dealt with enquiries from a total of 34 (2%) training companies during the survey period. The large majority of these were related to questions about completion of the survey. Only 3 (0.2%) complaints were received about the survey itself. Several calls were from individuals who suggested ways to improve the survey work. A summary of the main points raised in these enquiries is listed in Table 1.

Table 1: Summary of enquiries received during the survey period

Nature of enquiry	Number received	Complaint / suggested improvement
<b>Enquiry / request for help</b>	19	<ul style="list-style-type: none"> <li>• Confusion about what data HSE required for the refresher training</li> <li>• Confused why HSE did not want data on number of refresher courses run (as per question on certificate courses)</li> <li>• Confused about question 6 and why HSE expected the companies to record information about the size of the companies that they trained the staff for.</li> </ul>
<b>Complaint about survey</b>	2	<ul style="list-style-type: none"> <li>• Complained about the design of the questionnaire and that the number of refresher courses should be recorded separately.</li> <li>• Complained that HSE should already have collected this data when companies previously sent them the details of their courses.</li> </ul>
<b>Number of questionnaires distributed</b>	1240	
<b>Enquiries received</b>	21 (1.6%)	
<b>Complaints received</b>	2 (0.15%)	

**Fig 1**



**Survey questions**

- 1= number of first aiders trained;
- 2 = number of first aid training courses
- 3 = number completing refresher training;
- 4= number of appointed persons trained;
- 5 = number of appointed persons training courses;
- 6 = number of people trained from SME's (<50 employees)

Fig 2A

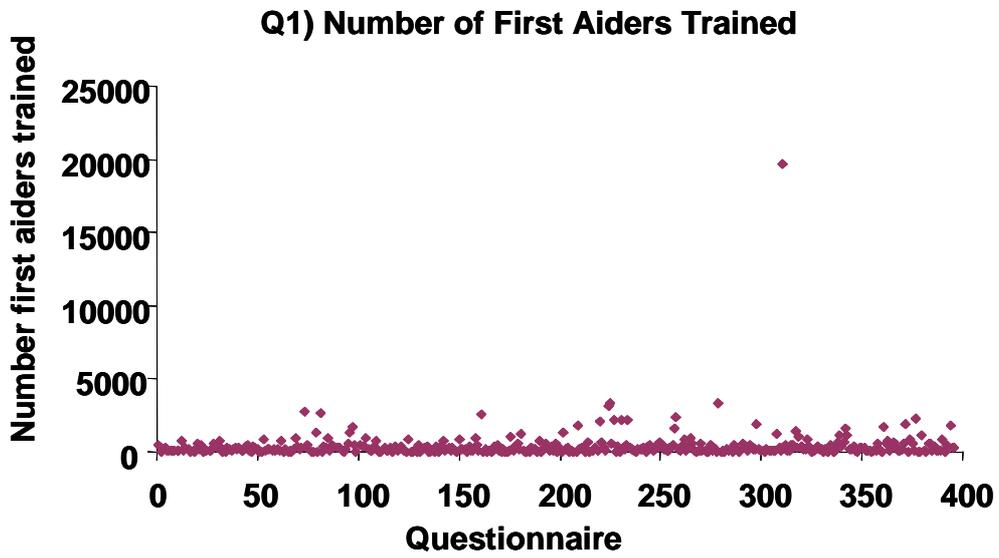


Fig 2B

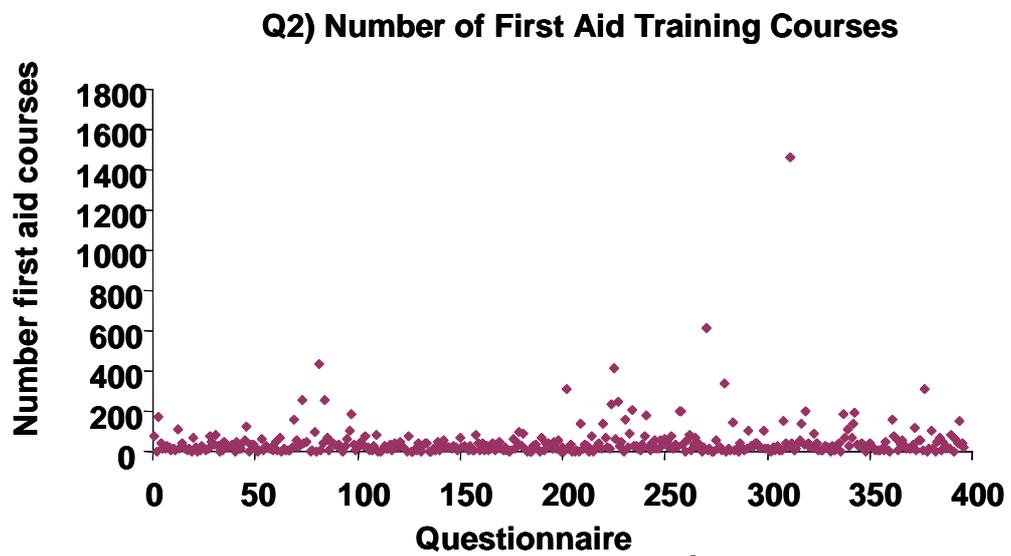


Fig 3

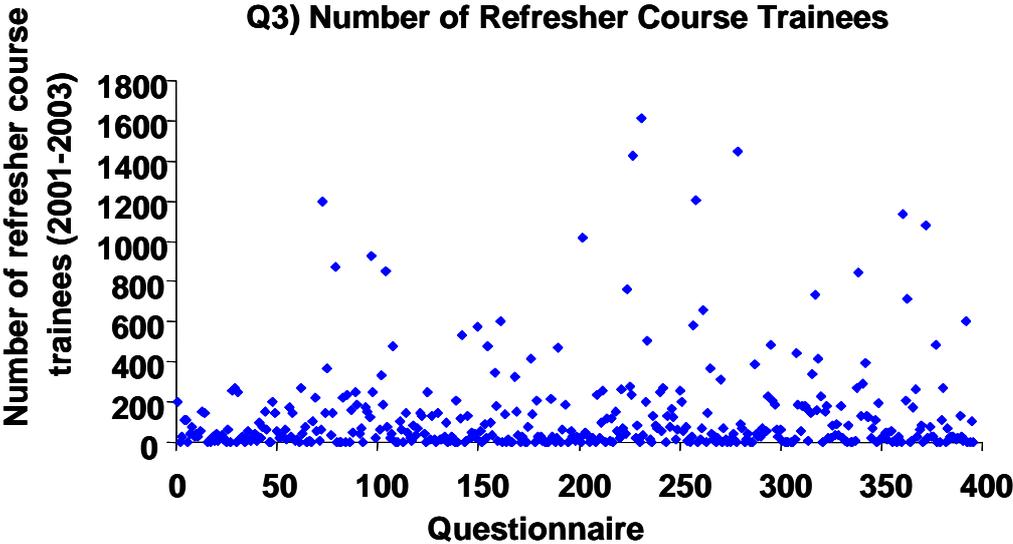


Fig 4A

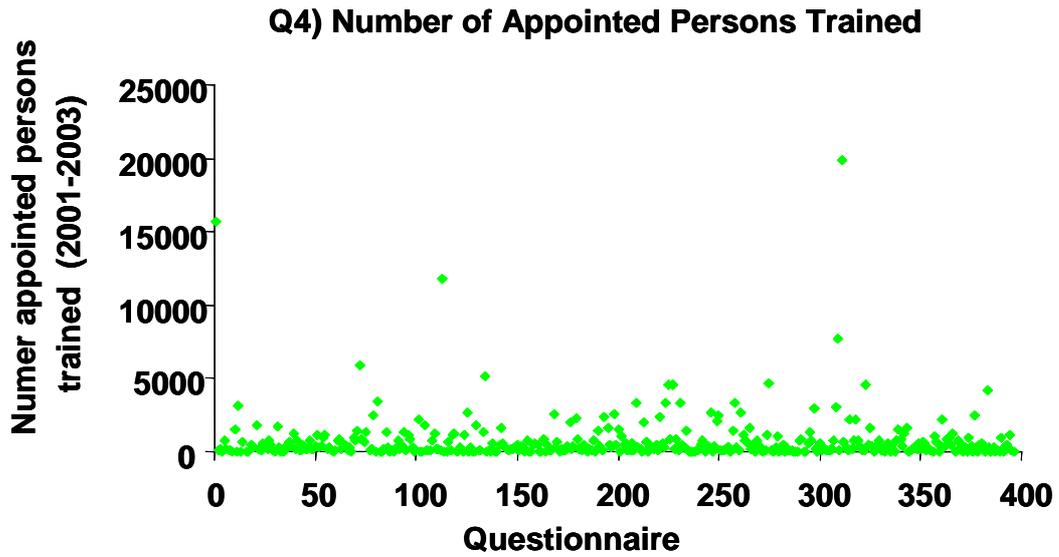
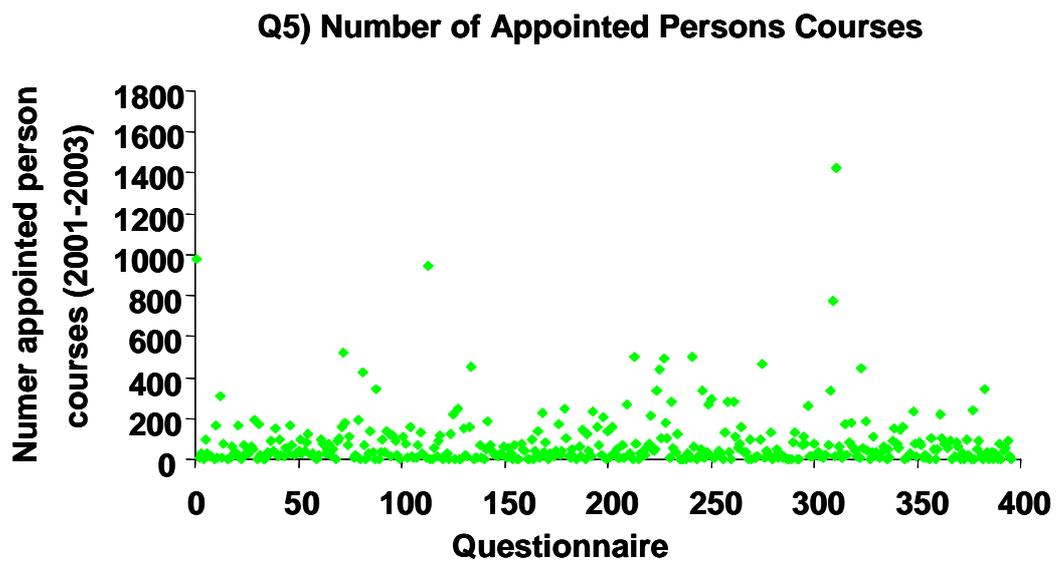
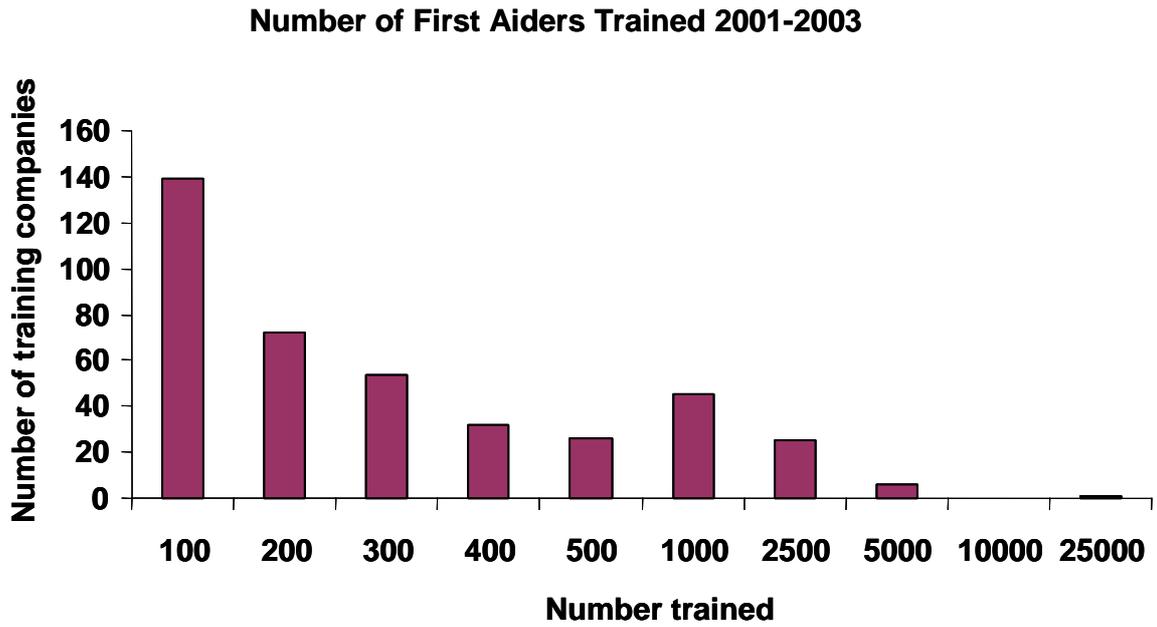


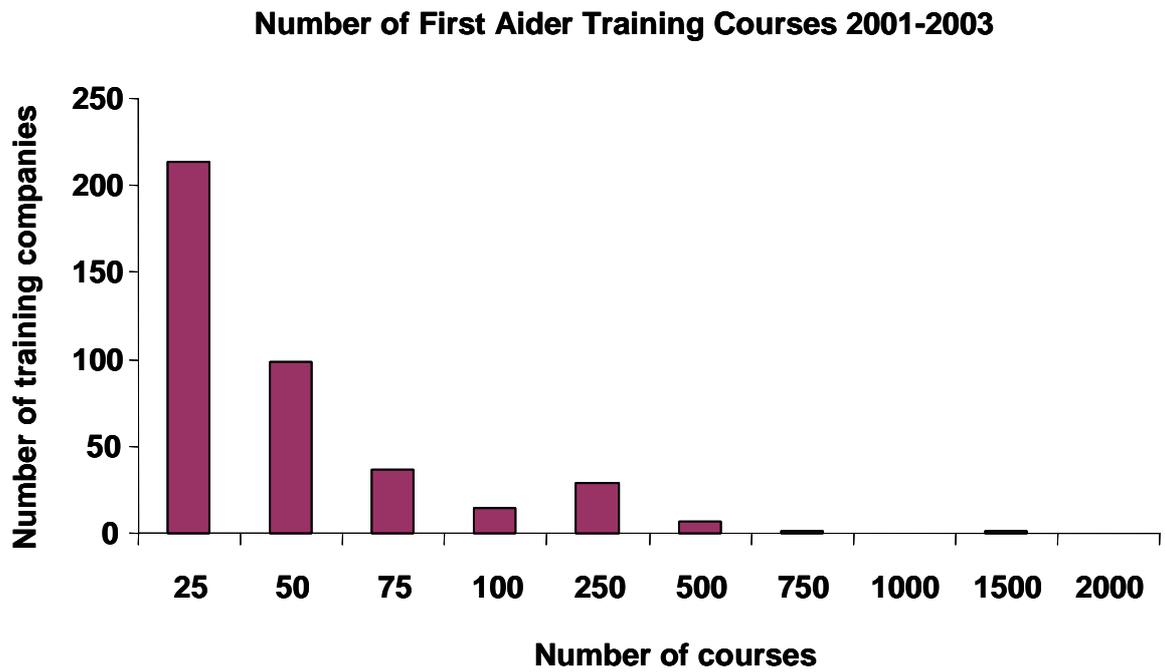
Fig 4B



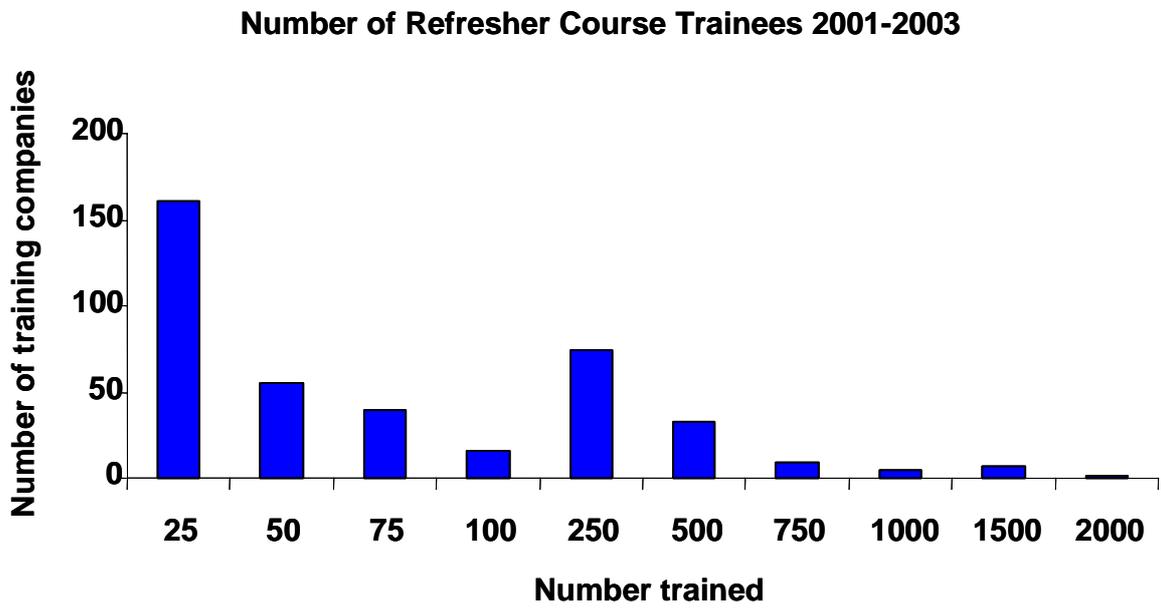
**Fig 5A**



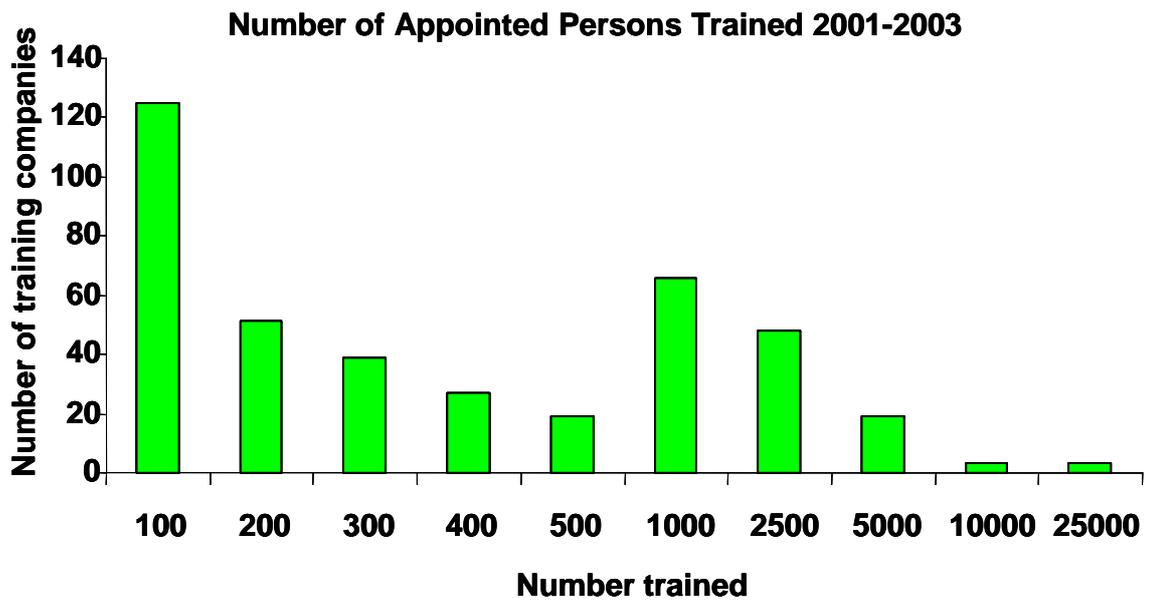
**Fig 5B**



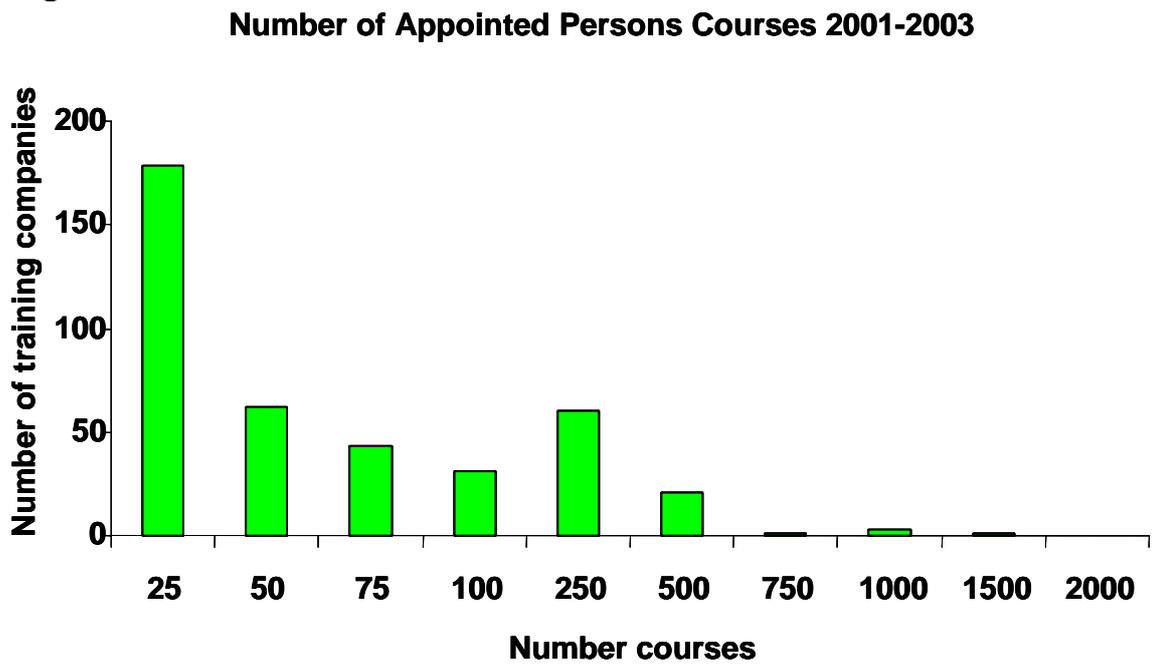
**Fig 6**



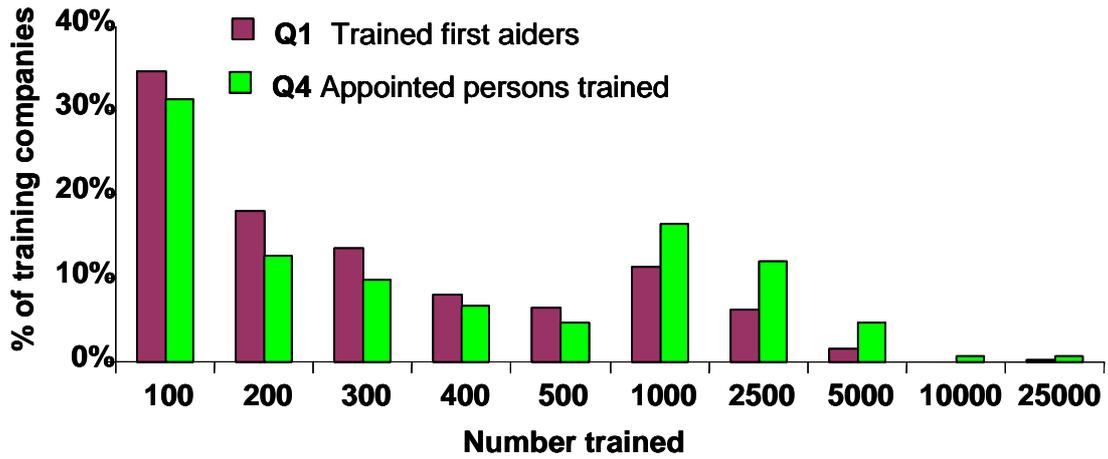
**Fig 7A**



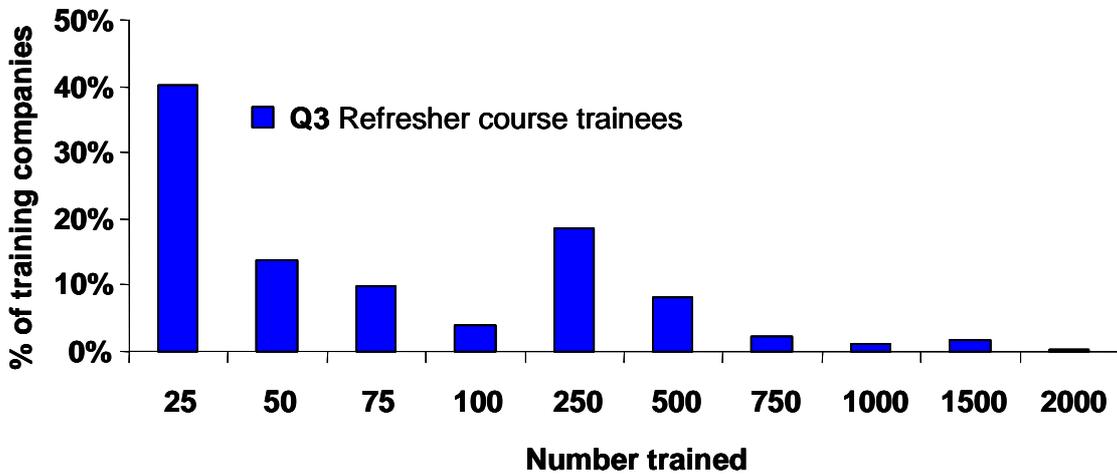
**Fig 7B**



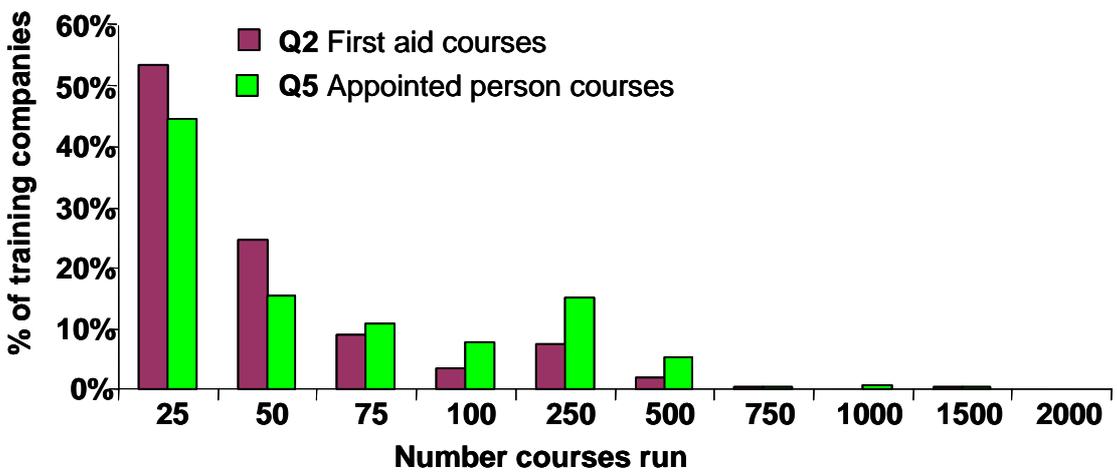
**Fig 8A Number Trained 2001-2003**



**Fig 8B Number Trained 2001-2003**



**Fig 8C Number of Courses 2001-2003**



## **2.8 Problems encountered with the survey design, survey control, and survey execution:**

These observations were based upon feedback from the companies surveyed and upon the results of an evaluation meeting with WirthlinEurope held after the survey.

**2.8.1 Study design:** During preparation for survey control, consideration was given about whether the study should be carried out using a small (representative) sample of these organisations. However, it was not possible to select a representative sample (i.e., of size and type of training organisation) because only basic information was retained by FAAMS for each organisation. Another difficulty was that the FAAMS team were obliged to keep contact email addresses for these organisations on separate spreadsheets. For these reasons it was decided that the survey would be distributed to all of the companies in Great Britain that were registered with HSE.

**2.8.2 Survey control:** Approval for survey control was delayed because of there were potential cost implications resulting from the large number of businesses to be surveyed. To minimise the impact of the survey the number of questions was limited to 6 and the number of contacts with each company was kept to a maximum of three. Feedback during the survey period suggested that many of these organisations (particularly small colleges and firms) kept only paper records and found it difficult to collect the required information quickly. The firms that responded quickly to the survey generally kept the information electronically.

**2.8.3 FAAM database:** There were significant delays in extracting the address details from the database because access to this is controlled by REFIT. The FAAMS unit were not able to extract the information and retained other details such as contact emails in separate spreadsheets. This increased the work for the FAAMS unit and prevented effective communication with the First Aid training companies.

### **2.8.4 Questionnaire design:**

Several problems were encountered in the design of the questionnaire.

- A problem raised by several of the firms was confusion about recording numbers for certificate training vs refresher training.
- There was confusion about why in questions 1+2 the respondents were asked to give numbers (by year) of people trained and the number of training courses but they were only asked about the number of people completing refresher training and not the number of courses.
- A few people were concerned that trainees could be counted twice within the three-year period if they received their training at the beginning (2001) and completed the refresher course before the end of the 3 years.
- A small number of respondents completed question 6 (*Can you identify from your records how many of your trainees were from small and medium sized employers (i.e., less than 50 employees?)*) Respondents said that retaining information on the size of client companies was of no value to themselves.
- A number of respondents expressed concern that they already provided this information to HSE and were surprised that it was not collected on a systematic basis.

**2.8.5: Distribution of the questionnaires:** Despite the potential advantage of distributing the questionnaire by email (current addresses were available for ~500 companies) a significant number (~50%) of the attached questionnaires failed to get through because of antiviral and anti-spam firewalls. Postal and faxed questionnaires fared better but required the use of prepaid envelopes or free phone numbers. Email messages may have value in following up non-returned questionnaires but were not a useful tool to distribute the questionnaire. Web based questionnaires are unlikely to succeed because some companies have limited access to the Internet. The experience of WirthlinEurope is that survey response rates are dependent upon the benefit of participation to the participant (either personal or organisational). Given the willingness of many of these companies (~250) to complete the survey but who then failed to do so it is possible that further contact would have increased the response rate.

### **3.0 CONCLUSIONS**

A survey of first aid training companies was completed and data on the number of people trained and courses run was obtained from 396 organisations out of a total of 1240. This survey did not include the large national training organisations.

The results showed a year on year increase to the numbers of people completing certificate First Aid training courses from 2001 – 2003. During the same period ~1.8 fold more people received basic training as appointed persons. Altogether during this period 504,668 people received, certificate training, refresher certificate training, or training as appointed persons. The total number of courses for all categories of training during this period was 48,817. Only ~20% of organisations delivered first aid certificate (or refresher) training to more than 250 people during this period. In contrast ~35% of companies trained more than 250 people as appointed persons.

The participants were mostly unable to provide information on the size of their client companies and so the data collected may be a significant underestimate of the people from SMEs receiving first aid training.

Overall the survey was completed quickly and with very few complaints from the participants. Improvements to the design and delivery of the survey questionnaire were identified. The survey could have been carried out more speedily and perhaps with an improved response rate if the FAAMS unit was provided with better control over the FAAMS database

Several of the companies that contacted the helpdesk said that they would be willing to provide advice and input for future surveys of their work. They commented that HSE does not often pay enough attention to their opinion and experience and that much of this data could have been collected previously if they had been asked to do this as part of the course registration process.

## **4.0 RECOMMENDATION**

- To identify more efficient ways to collect information on the number of people receiving First Aid training and 'Appointed Person' training in consultation with First Aid Training organisations

## 5.0 APPENDICES

### Appendix I

#### Specifications for contract

Project Number: 790031

Quality Director: D Laybourne

Email: dlaybourne@wirthlineurope.com

- You would supply us with contact details of approximately 1,500 companies who provide first aid training for other organisations
- Details would include a telephone number for each organisation and a generic company email address for 300-500 companies (names of specific individuals would not be provided)
- We would be required to contact each organisation up to a maximum of three times in order to administer the questionnaire you supplied in outline on 3 December i.e. to establish:
  - The correct person to talk to
  - The number of individuals for whom they have provided training within a specified period
  - Whether they will give their permission for their specific name and email address to be passed on to the HSE
- An explanatory email would be sent to the 300-500 generic addresses in advance of the telephone calls
- It is expected that at least two calls would be required to actually obtain the required information – i.e. an initial call to establish participation followed by a further call to collect the information once the respondent has had an opportunity to collate it
- We would facilitate this process by developing a simple pro forma which could be emailed to potential respondents for completion
- Output would be in the form of an updated Excel file or similar

With regard to timing, I would suggest that the following schedule would be appropriate:

<b>Week commencing</b>	<b>Activity</b>
22 March	Finalise data collection instrument Receive sample for HSL
29 March	Questionnaire and explanatory note emailed to sample with email addresses Start phone calls to sample without email addresses
5 April	Start phone calls to sample with email addresses
12 April – 26 April	Phone calls on-going and completed
3 May	Data entry completed
10 May	Data files available

Appendix II: Survey questionnaires

**Health and Safety Executive (HSE)**                      **jn: 790031**  
**First Aid Research**

<b>Name:</b>	
<b>Job title:</b>	
<b>Company name:</b>	
<b>Company address:</b>	
<b>Telephone:</b>	
<b>Fax:</b>	
<b>e-mail:</b>	
<b>Interviewer name:</b>	

Please use leading zeros for each question as illustrated below:

**Example:**

<p>Q1      How many <b>people</b> successfully completed your first aid at work certificate courses during 2000 -2001?</p> <p style="text-align: right;"><i>Please use leading zeroes</i></p>	
2000 - 2001	<input type="text" value="0"/> <input type="text" value="0"/> <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="5"/>

Q1 and Q2 below are for **everyone** to answer:

<p>Q1      How many <b>people</b> have successfully completed your first aid at work certificate courses in each of the last three years?</p> <p><b>PLEASE USE LEADING ZEROES</b></p>	
2000 - 2001	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2001 - 2002	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2002 - 2003	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

<p>Q2      How many first aid at work <b>certificate courses</b> have you run in each of the last three years? <b>PLEASE USE LEADING ZEROES</b></p>	
2000 - 2001	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2001 - 2002	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2002 - 2003	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

If in addition to delivering certificate courses if **you also provide refresher courses** please answer Q3 overleaf.

<p>Q3      How many <b>people</b> have completed your first aid at work <b>refresher courses</b> in each of the last three years? <b>PLEASE USE LEADING ZEROES</b></p>	
--	--

	2000 - 2001		<input type="text"/>					
	2001 - 2002		<input type="text"/>					
	2002 - 2003		<input type="text"/>					

If you also provide **basic first aid courses and training for appointed persons** please answer Q4 and Q5.

**Note on the term “appointed person”:**

An appointed person is someone the employer chooses to:

- Take charge when someone is injured or falls ill at work, this would include calling an ambulance if required;
- Look after the first aid equipment, e.g. restocking the first aid box.

There is no requirement in the legislation that appointed persons be trained in first aid skills and HSE does not approve such courses. However, HSE would like some idea of the extent of demand by employers for appointed person or basic first aid at work skills course.

Q4	How many <b>people</b> have completed appointed person training, or basic first aid at work skills, courses in each of the last three years? PLEASE USE LEADING ZEROES							
	2000 - 2001		<input type="text"/>					
	2001 - 2002		<input type="text"/>					
	2002 - 2003		<input type="text"/>					

Q5	How many appointed person or basis first aid at work skills <b>courses</b> have you run in each of the last three years? PLEASE USE LEADING ZEROES							
	2000 - 2001		<input type="text"/>					
	2001 - 2002		<input type="text"/>					
	2002 - 2003		<input type="text"/>					

The following are general questions for **everyone** to answer:

Q6	Can you identify from your records how many of your trainees were from small and medium sized employers (i.e., less than 50 employees)? PLEASE USE LEADING ZEROES							
	2000 - 2001		<input type="text"/>					
	2001 - 2002		<input type="text"/>					
	2002 - 2003		<input type="text"/>					

Q7	Please provide your e-mail address below if you would like HSE to let you know about developments in First Aid Training							
----	---	--	--	--	--	--	--	--


Thank you for taking the time to fill in this questionnaire. Your responses will be passed on to The Health And Safety Executive who will treat them in the strictest confidence.

If you do not want your responses linked to your organisation, please put a cross in this box:	
	<input type="checkbox"/>

Please return this questionnaire to us by one of the methods listed below. We will give you a call in a couple of days if we don't hear from you in the meantime.

<b>Fax:</b>	01663 762 362	<b>FAO:</b>
-------------	---------------	-------------

<b>E-mail:</b>	
----------------	--

<b>Post:</b>	
--------------	--

<b>Contact No:</b>	
--------------------	--

Thank you for your help. If you have any questions about the survey please contact Gareth Evans at the Health and Safety Laboratory on 0114 289 2689, or email [gareth.hsl.evans@hsl.gov.Great Britain](mailto:gareth.hsl.evans@hsl.gov.Great Britain).

**HSE'S REQUEST FOR INFORMATION ON FIRST-AID  
AT WORK TRAINEES AND COURSES**

**Q Why does HSE want this information?**

A HSE wants to ensure that first aid at work provision in every workplace is the most appropriate and effective and has the confidence of employers and employees. This is why HSE has, as you probably know, embarked on a programme evaluating the effectiveness of the current legislative arrangements. They have just completed a three month discussion period seeking public views on the future regulation of first aid at work. To complete their information base HSE needs to identify the numbers of trained first aiders in Great Britain. Although HSE approves the organisations that train first aiders and those organisations must advise HSE when they intend to run courses, there is no legal obligation to provide statistics on the numbers passing through the courses.

A further reason this information is needed is that HSE has recently become aware of research findings that suggest people with first aid training, having been trained to manage injuries and illness in the workplace, may actually contribute to preventing other workplace accidents and could contribute in some way to improving understanding of risk management. The information gained will help HSE to determine whether to explore this area further.

**ISSUES THAT MAY BE RAISED BY THE FIRST AID TRAINING ORGANISATION**

**Q Do I have to provide this information?**

A No, but this information will be vital in assisting HSE to develop their proposals for the future of first aid at work in GB.

**Q What will HSE use the information for?**

A Only for the purposes already explained.

**Q Will the information I provide remain confidential?**

A Yes. The data will be collected and presented in such a way that it will not be possible to identify individual training organisations. However, the collated statistics will be placed in the public domain as part of discussion/proposals on the future regulation of first aid at work.

**Q Will training organisations be required to collect and provide this information on a regular basis to HSE?**

A No. HSE has no plans to require the routine provision of this statistical information.

**Q My training organisation provides other first aid courses in addition to First Aid at Work Certificate (and Refresher) or Appointed Person (or basic first aid at work skills). Am I being asked to give information on these other courses?**

A No. The information is **solely about first aid at work** to meet the requirements of the Health and Safety (First-Aid) Regulations 1981.

## Appendix IV

### TECHNICAL RISK ASSESSMENT. -ACTION PLAN

#### HSE Survey of First Aid Trainers

**Non-availability of staff to carry out the work: The risk of this is low:** The work has been sub contracted to WirthlinEurope a telemarketing company in Stockport. From this perspective all HSL will be doing is to obtain evidence and assurance that Wirthlin can provide adequate cover of staff to do the work.

**Non-availability of equipment: This does not apply.** However the project will be delayed if HSE do not make the contact database available by the 2nd week of March.

**Poor response to the survey: The risk of this is high:** However this area of the project is the responsibility of WirthlinEurope. Together we have designed a simple questionnaire and strategy for emailing and telephoning to ensure that we can obtain the best response from these companies. For this survey it is also in the interest of the training companies to participate.

**Failure on the part of the Sub Contractor: Risk Low:** HSL has used the services of WirthlinEurope on several occasions and the results have always been successful. The use of this company is more likely to result in cost effective and timely delivery of this data than if we attempted to do the work from HSL.

**Delays in completion of the project: This risk of this is high.** There are 1500 training companies to contact. Delays may result if the contact information collected by HSE is out of date. However we have agreed that progress with contacting these companies will be reviewed throughout the survey period by HSL and that if problems arise they will be identified to the HSE customer and either additional funding provided or a cut off point set.



Health & Safety Executive

Health and Safety Executive  
Better Working Environment Division  
(BWED 3)  
6SW Rose Court  
2 Southwark Bridge  
SE1 9HS  
26 March 2004

## FIRST AID TRAINING RESEARCH

Over the course of the next few weeks, HSE will be asking every training organisation which runs HSE-approved first aid at work certificate courses how many people have completed the course successfully over the previous three years, and how many such courses they held in that time. Additionally, we would like to get a measure of how many students completed a refresher course in approved first-aid training during the period. The additional questions relate to basic first aid courses, and training for appointed persons, which are not approved by HSE.

We require some reasonable ballpark figures to complement our programme deciding the future regulation of first-aid at work in Great Britain. Enriched information will also help us determine whether to further explore the additional health and safety contributions that first aiders may be making in the workplace.

To facilitate this process, HSE have asked WirthlinEurope, an independent market research company, to carry out the survey on their behalf. This will involve a short questionnaire, which can be completed over the phone or sent via e-mail, post or fax. A representative from WirthlinEurope will contact you over the next few days to gather the information.

Please be assured that this is a once-only exercise and that any company data provided will not be used for other purposes and will be held in compliance with the Data Protection Act. All data will be presented in aggregated form only and non-attributed.

If you wish to discuss this further or if anything else is still unclear contact Gareth Evans or Shamim Rahman on tel. 0114 289 2689 / 2933 at the Health & Safety Laboratory, Broad Lane, Sheffield S3 7HQ.

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Mullooly', written in a cursive style.

**DAVID MULLOOLY**  
**HSE Occupational Health Support**

**Appendix VI: Gantt chart of planned work**

ID	Task Name	Duration	Start	Finish	Mar'04				Apr'04				May'04				
					16	23	01	08	15	22	29	05	12	19	26	03	10
1	HSE SURVEY OF FIRST AID TRAINING COMPANIES	50 days	Mon 02/03/04	Mon 17/05/04													
2	Telephone and email list from HSE to HSL	0 days	Mon 08/03/04	Mon 08/03/04			◆ 08/03										
3	Planning meeting between HSL / HSE & Wirthlin	1 day	Tue 18/03/04	Tue 18/03/04													
4	Finalise data collection instrument	5 days	Mon 22/03/04	Fri 26/03/04													
5	Questionnaire and explanatory note emailed to sample	5 days	Mon 29/03/04	Fri 02/04/04													
6	Start phone calls to sample with email addresses	5 days	Mon 05/04/04	Fri 09/04/04													
7	Phone calls on-going and completed	11 days	Mon 12/04/04	Mon 26/04/04													
8	Data entry completed	5 days	Tue 27/04/04	Mon 03/05/04													
9	Data files available to HSL	5 days	Tue 04/05/04	Mon 10/05/04													
10	Data sent to HSE customer	0 days	Mon 17/05/04	Mon 17/05/04													◆ 17
11	HSL : WIRTHLIN CONTACT TO REVIEW I PROGRES	0 days	Mon 05/04/04	Mon 05/04/04							↓						
12	HSL : WIRTHLIN CONTACT TO REVIEW II PROGRES	0 days	Mon 26/04/04	Mon 26/04/04													↓ 26/04





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