

Review of CHaSPI

Prepared by **Greenstreet Berman Limited**
for the Health and Safety Executive 2010

Review of CHaSPI

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The Health and Safety Executive (HSE) requested Greenstreet Berman to undertake a review of the Corporate Health and Safety Performance Index (CHaSPI), to provide basic information on the extent of its use, who uses it and how and ways in which it could be improved. The review was undertaken in three phases from November 2008 to January 2009 and it included: an electronic review of registered users; telephone interviews with registered and non-registered users; and an online survey of registered and non-registered users. Responses to the review were often polarised with many strong opinions expressed about its current and future use. CHaSPI was reported as being mainly used: for benchmarking; as an internal tool to identify strengths and weaknesses; and to report back on organisational health and safety performance. Many users felt that CHaSPI currently had limited impact due to levels of awareness and number of users. Greater future use was envisaged if the benefits of the tool were better promoted.

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EXECUTIVE SUMMARY

Introduction

The Health and Safety Executive (HSE) requested Greenstreet Berman to undertake a review of the Corporate Health and Safety Performance Index (CHaSPI), to provide basic information on the extent of its use; who uses it and how; and ways in which it could be improved.

Approach and methodology

The review was undertaken in three phases from November 2008 to January 2009 and included:

- An electronic review of registered users;
- Telephone interviews with registered and non-registered users; and
- An online survey of registered and non-registered users.

Additional technical work on the CHaSPI site to improve the reporting function was also carried out. Details of this work are not provided in this report.

Overview of results

Responses to the review were often polarised. Many respondents expressed strong opinions concerning its current and future use, with views ranging from *“It is probably the best health and safety Index in the world”* to *“Let it die!”*

Frequency of use of CHaSPI

As of the end of December 2008, there were 642 registered users of CHaSPI – 601 of these had started (with 114 organisations completing) at least one Index.

Around 44% of registered users reported via telephone interview that they used CHaSPI once a year, with 24% using it twice a year. Of online respondents, 66% reported using CHaSPI and 34% reported not using it. This ratio was equally represented among both business and public sector respondents.

How CHaSPI is used

CHaSPI was reported as being mainly used:

- For benchmarking;
- As an internal tool to identify strengths and weaknesses; and
- As an internal tool to report back on organisational health and safety performance.

Just under half of all users reported using CHaSPI in external engagements. External uses included:

- As a selling point in bidding and tendering processes; and
- Using CHaSPI scores in public annual reports.

Comparing CHaSPI with other tools

CHaSPI was broadly reported as being useful and better than some other available tools. Registered users, in general, felt that some other tools were better because they were more comprehensive or more flexible; and in one case allowed questions to be amended for internal purposes.

The future of CHaSPI

Encouraging greater use of CHaSPI

For those that had used CHaSPI, it was considered to have had a very positive impact. However, many users felt that CHaSPI currently had limited impact due to levels of awareness and number of users. Typically, respondents reported being more likely to use CHaSPI if:

- CHaSPI and the benefits of the tool were better promoted;
- There was a bigger push in specific sectors e.g. the hospitality industry;
- Using CHaSPI provided accreditation of some form; and
- Key improvements to CHaSPI were made, for example, inclusion of health issues (e.g. mental health); simplification of benchmarking; external verification through inspection of organisations; increased download speed; and improved navigation of the CHaSPI website.

Awareness of CHaSPI

Although 62% of all online respondents were aware of CHaSPI before the survey, many were not aware of the extent of what CHaSPI had to offer. There was greater awareness among public sector (81%) than business sector respondents (56%). Around half of both registered and non-registered users heard of CHaSPI via HSE. Around a third of telephone survey respondents found out about CHaSPI via a colleague or health and safety advisor.

Key ways to promote CHaSPI suggested by respondents included through trade associations and trade unions; through materials such as flyers, advertisements and articles e.g. the Safety and Health Practitioner; and through demonstrations and presentations at key health and safety events.

Recommendations

Promotion

- Increase awareness of CHaSPI and the functions it has to offer e.g. benchmarking. This should include addressing any misconceptions e.g. that there is a charge to use CHaSPI.
- Consider targeted promotion of CHaSPI e.g. sectors not currently well represented; sectors with the highest health and safety risks; sectors already demonstrating interest; and/or health and safety practitioners and directors/senior managers.

Other options for consideration

- Improve the CHaSPI site e.g. restructure to improve usability, improve download speeds.
- Integrate CHaSPI with HSE's work to promote director leadership of health and safety to provide CHaSPI with a stronger "*strategic front*".

- Identify and examine barriers to using CHaSPI e.g. anonymised reporting and insufficient registered users for effective benchmarking.
- Identify and examine barriers to using CHaSPI within the charity and voluntary sectors.
- Undertake a correlation analysis which would identify any links between participation in CHaSPI and an overall improvement in occupational safety and health.

1 INTRODUCTION

1.1 Background

The Health and Safety Executive (HSE) requested Greenstreet Berman to undertake a review of the Corporate Health and Safety Performance Index (CHaSPI). They were seeking a 'light touch' review of CHaSPI that would provide HSE with the following benefits:

- Evidence regarding use of CHaSPI since its launch;
- Information regarding who has used CHaSPI and in what manner/for what purpose;
- An understanding of how useful CHaSPI has been and its benefits;
- An understanding of how CHaSPI could be improved; and
- Recommendations to provide a basis for HSE to decide on future steps.

1.1.1 What is CHaSPI?

CHaSPI is a free web-based tool, available to all large organisations employing over 250 people – in public, business and charity/voluntary sectors. It is available at www.chaspi.info-exchange.com and can also be accessed via HSE's website. It is managed on behalf of HSE by Greenstreet Berman Ltd.

CHaSPI can be used internally by businesses to help them manage and track their health and safety performance and to bring about any necessary improvements over time. It can also help businesses to benchmark their performance against others within the same sector, using a recognisable set of indicators. The organisation's CHaSPI score is determined from this set of indicators. A rating between zero and 10 is calculated, where zero is the worst possible score and 10 is the best. A business can complete any number of indexes over any period of time.

Detailed information about CHaSPI, how it was developed and how it works can be found in Appendix A to this report.

1.2 Outline methodology

To facilitate and ensure the quality of the research, some technical development was undertaken¹.

1.2.1 Electronic review of CHaSPI

This stage was conducted using only the available data from the CHaSPI site/database. This data was analysed to respond to questions such as:

- What kind and size of organisations are using CHaSPI?
- Which sectors are using CHaSPI?

¹ Technical development of the CHaSPI site was subcontracted to Enable Infomatrix, to make some minor amendments to the administrative elements of CHaSPI. This was to facilitate and ensure the quality of the review. Details of the technical development work were summarised in a separate report to HSE.

- Which individuals (i.e. job roles) within the organisation are using CHaSPI?

Section 2 of this report provides a summary of the electronic review of registered users of CHaSPI. Full details are available in Appendix B of this report.

1.2.2 Telephone interviews

Greenstreet Berman carried out a total of 71 telephone interviews, of which:

- 42 interviews with registered users², including managers, H&S personnel; and
- 29 interviews with non-registered users³, including insurers, investors, trade associations, trade unions and insurance brokers.

Section 3 of this report contains an analysis of the responses to the telephone interviews.

1.2.3 Online survey of organisations

In response to an electronic (online) survey, there were 202 self-selected respondents (both registered and non-registered), across a number of sectors e.g. construction, rail, oil, gas and chemicals, nuclear, manufacturing, and services. Respondents completed a questionnaire designed to ascertain whether they use CHaSPI and/or other similar tools, and if so, how they are used.

An analysis of the responses to the online survey is in Section 4 of this report

1.2.4 Discussion, conclusions and recommendations

Sections 5 and 6 of the report contain the key findings of the review and offer recommendations to HSE on how CHaSPI could be taken forward.

² ‘Registered users’ throughout this report refers to those organisations that have registered to complete CHaSPI.

³ ‘Non-registered users’ throughout this report refers to those organisations that have **not** registered to complete CHaSPI. They might use CHaSPI to find out more about a company’s health and safety performance for investment purposes (e.g. investors), or to judge the treatment of staff (e.g. trade unions).

2 SUMMARY OF ELECTRONIC REVIEW OF REGISTERED USERS

This section provides an overview of the 642 registered users. Further details can be found in Appendix B of this report.

2.1.1 Organisation information

Sector

The majority of organisations registered on CHaSPI were from the business sector (57%, N=366). Thirty seven per cent (N=240) of organisations were from the public sector. Just 6% (N=36) from the voluntary/charity sector.

Registered CHaSPI users covered a broad range of industrial sector classifications, with the most common (14%, N=92) being executive, local or regional government offices and bodies. Twelve per cent (N=74) classified their organisation as being with the construction and materials sector.

Other industrial sector classification included:

- Health (8%, N=52);
- Support services (8%, N= 49);
- Other public services (7%. N=42); and
- Education (6%, N=356).

Location

The vast majority of organisations described themselves as operating only in the UK (88%), with a small proportion (12%) operating both in the UK and overseas.

Forty four per cent of organisations operating in the UK indicated where they were based. The majority of these stated they were based in England (81%), of which a concentration was found within South East England (25%), North West England (23%) and London (12%).

Size of organisation

Seventy seven per cent of all registered users employ between 250 and 4,999 directly. Seventeen per cent employ 5,000 or more.

2.1.2 Listed contacts

As part of the CHaSPI registration process, organisations are required to provide the details for two representatives, who are responsible for the management of their organisation's CHaSPI account.

Primary contacts

Analysis revealed that the majority (81%) of the 'primary' contacts occupy a specific health and safety role. The terms 'health' and/or 'safety' formed part of all the job titles of these individuals. A further 7% mentioned either 'health', 'safety' or 'risk' within their job description.

Secondary contacts

Again, of the organisations providing a secondary contact, a majority (56%) mentioned ‘health’ and/or ‘safety’ in either their job title *or* job description, though a notable proportion (44%) did not.

Analysis of the data also showed that a greater proportion of primary contacts were employed at a management level (58%), compared to that of secondary contacts (44%).

2.1.3 CHaSPI activity

Number of Indexes completed

The majority of organisations listed (93%, N=601 of a total of 642 registered users) had **started** at least one Index. Of these 114 organisations had completed their first Index, 23 had completed their second, 10 had completed their third and two organisations had completed four Indexes (these were both from the business sector). No organisation had completed more than four Indexes at the time of this report.

For more information about Indexes and the scoring system please refer to Appendix A of this report.

Scores

Total scores (N=249)

The **average CHaSPI score** across all of the organisations was found to be **6.4** (where the minimum was 1.9 and the maximum was 9.43 out of a possible 10).⁴ When this was analysed by sector, the business sector showed the highest average score, at 4.66; whilst the public sector was 3.57; and the charity and voluntary sector 3.13.

Most organisations (85%) saw an improvement in their CHaSPI scores between their first and second time of completion.

Published scores only (N=110)

For published scores the average was **6.7** (with the highest being 9.4 and the lowest being 1.9).

⁴ It should be noted that these figures are based on **published and unpublished scores**. Published scores tend to be marginally higher. Through anecdotal comments, it is believed that some organisations do not publish their lower scores, but instead wait until their scores have increased before publishing. For example, when they complete subsequent Indexes, if their health and safety performance has increased, then their score may be higher for that Index. At this point, they may choose to publish thus demonstrating an improvement in their scores.

3 ANALYSIS OF TELEPHONE INTERVIEWS

3.1 Introduction

Seventy one qualitative telephone interviews were undertaken by Greenstreet Berman:

- 42 interviews with **registered** users of CHaSPI including managers, health and safety personnel etc; and
- 29 interviews with **non-registered** users including insurers, investors, trade associations, trade unions and insurance brokers.

The questions sought to understand how CHaSPI was being used; what impact it was having; the use of other health and safety tools; and ways in which CHaSPI might be improved.

3.1.1 Methodology

To arrange the interviews, the interview proforma was emailed to potential participants with a covering note outlining the purpose and aims of the review and giving a timeframe for completion..

The interviewer followed up this email with (up to three) phone calls to arrange an interview date and time. On occasion, the interview was conducted on the spot, but more commonly, the interviewer called back to arrange a convenient time and date. Both versions of the questionnaire can be found in the appendices. The version for registered users is in Appendix C and for non-registered users in Appendix D.

3.2 Organisational and demographic information of all respondents

3.2.1 Job role of respondents

Similar proportions of registered and non-registered respondents were managers. 64% of registered users were at managerial or higher level (e.g. Director, Assistant Director); and 66% of non-registered users were at managerial level.

3.2.2 Organisational information

Sector

The majority of registered users were from the business sector, although over a third came from the public sector. The majority of non-registered users were insurers.

Table 1: Proportions of telephone respondents from different sectors

Registered users	Non-registered users
38% from public sector – mainly councils, government departments and agencies	38% insurance industry
62% from business sector, most commonly within the construction and manufacturing industries, with others including utilities, oil and gas and nuclear	31% represented trade unions and associations (or similar)
	13% investors

Size of organisation

The vast majority of registered users and a smaller majority of non-registered users were from large organisations. Ninety five per cent of registered users were large employers (250+ employees), with many employing between 5,000-25,000 people; and 69% of non-registered users were large employers (250+ employees).

Location of organisation

Registered users were based in a range of locations throughout the country. See Table 2.

Table 2: Location of registered CHaSPI users

Location/region	Percentage of registered users
Nationwide	29%
East of England and South East	17%
London	12%
South West England	14%
East and West Midlands	14%
North West England	7%
Scotland	5%
Channel Islands	2%

The majority of non-registered users were based in London (55%), with 28% located nationwide. Minimal responses for other regions such as the South West, South East and North West were also seen.

3.3 Analysis of responses

3.3.1 Comparison of registered and non-registered responses

The following questions were put to both groups.

Do you see CHaSPI as a HSE tool or independent of HSE?

The majority of registered and non-registered users viewed CHaSPI as being a HSE product.

Table 3: CHaSPI viewed as HSE product or independent of HSE

View	Registered users	Non-registered users
HSE product	71%	68%
Independent of HSE	17%	26%
Independent of HSE yet in some way affiliated	12%	6%

To what extent does the fact HSE runs this tool add weight to it?

Almost entirely positive responses were given by both **registered** and **non-registered** users when asked about the impact of HSE running CHaSPI. This was mainly because HSE is perceived as a recognisable and national body. Comments included:

“It adds a lot of weight as it is clearly endorsed by HSE and therefore attracts people to it.” (Non-registered user)

“Very much so, as it's branded HSE, it gives it credibility as it's HSE endorsed and is more recognised as a national standard of measurement.” (Registered user)

A very small number (3) of negative comments were made by **registered users**. Of these, two felt that individuals would use it regardless of whether or not it was run by the HSE. Another respondent stated that the HSE running CHaSPI added no weight as *“In local government we've got to look at benchmarking anyway.”*

How did you find out about CHaSPI?

Respondents found out about CHaSPI through a number of ways, with similarities for both registered and non-registered users.

Table 4: How respondents heard about CHaSPI

Source	Registered users	Non-registered users
HSE website	52%	45%
Via a colleague or health and safety advisor	36%	20%
Through a pre-qualification questionnaire or at the request of a client	10%	-

What sections of CHaSPI do you find most helpful e.g. public reports, presentations, news section etc?

A range of responses from **registered users** included:

- Eleven registered users said the public reports section;
- Six registered users said the health and safety management section; and
- Three registered users said the benchmarking facility.

Three registered users said that they found the whole tool to be useful and differentiations between sections could not be made e.g. *“There isn't one section that's better than another”*. One respondent noted that the usefulness of CHaSPI was dependant on what they were looking for i.e. areas for improvement.

Of the 15 **non-registered users** who replied, four said they found the benchmarking facility most useful.

Minimal responses were seen for the results sections and for the sector specific reports.

One non-registered user reported feeling that CHaSPI allowed for worker involvement and this was a *“positive thing”*.

What sections of CHaSPI do you find least helpful?

A large number of **registered users** reported that they did not find any part of CHaSPI unhelpful. Similarly, several respondents were unable to comment on the usefulness of the whole tool as they had only used some sections such as reports, benchmarking etc.

Of those that commented on which sections they found least useful, the most common response was benchmarking – two respondents said that it was difficult to use the benchmarking function; two said that some elements of benchmarking did not apply to their organisation (voluntary and charity sector) and that the function was not useful for benchmarking against investors.

One respondent described the ‘under watch’ section and the; serious injury’ rating as *“abysmal”*. And one respondent found the navigation of the site difficult.

The majority of **non-registered users** stated that they could not describe any one section as not being useful. It was also clear that most of these respondents only used CHaSPI to view public reports (which is what would be expected).

Do you use CHaSPI in your external engagements e.g. with insurers, investors, clients etc?

The majority of **registered users** (64%) reported that they did not use CHaSPI in external engagements. However, around 24% of respondents stated that they had used CHaSPI externally. The remainder stated that they planned to use CHaSPI in external engagements in the near future.

For those that used CHaSPI externally, key reasons given included:

- As a selling point in the bidding and tendering process as well as to clients;
- Making their CHaSPI scores publicly available in their annual reports; and
- Promoting CHaSPI to clients and encouraging them to use it.

In one case, a high CHaSPI score was reported as leading to reduced insurance premiums.

Around a quarter of **non-registered users** stated that they did not use CHaSPI in external engagements. Two from the insurance sector said that they had recommended it to organisations that may have health and safety issues.

Non-registered users used CHaSPI externally to:

- Ask policy holders and clients to complete CHaSPI and to quote their scores (insurers); and
- Ensure health and safety with regards to employee wellbeing and employer accountability.

How do you use CHaSPI within your organisation?

The majority of **registered users** reported using it to benchmark against other similar organisations.

Thirteen registered users reported using CHaSPI to compare year on year performance, and to identify improvements, and strengths and weaknesses in health and safety performance.

For **non-registered users**, benchmarking and comparisons with other organisations also proved to be one of the most popular uses. One reported that *they* promote the use of CHaSPI to others.

What changes to CHaSPI, if any, would you like to see?

Registered users gave a broad range of responses:

- Eight said that they would not change anything about CHaSPI;
- Three felt that CHaSPI should be publicised more; and
- Two stated that CHaSPI should be made compulsory.

The need for external verification was also identified as some said that it is conceivable that some organisations may seek to manipulate their score when completing their Index.

On a more technical note, a few registered users felt that completion took too long and that CHaSPI was, in parts, difficult to complete. Navigation of the website and data entry were highlighted in particular.

Responses by **non-registered users** included:

- Raising the profile of CHaSPI and encouraging more people to use it;
- A 'bigger push' in certain sectors (e.g. the hospitality industry); and
- Inclusion of health issues such as mental health and stress.

One respondent said a “*complete reform and an update in the vision of how HSE can use CHaSPI to promote health and safety as part of risk management is required*”. The respondent felt that HSE had failed to take advantage of an opportunity to change its regulatory approach.

More technical suggestions included ease of navigation around the site as well as quicker download time.

Do you use any other health and safety tools that are similar to CHaSPI? If yes, what are they?

Thirty five per cent of **registered users** reported using other health and safety tools similar to CHaSPI including (please refer to glossary of names in Appendix F):

- CHAS
- CHASE
- SHEIIBA
- RUBIAC
- RoSPA’s Quality Safety Audit System
- CIA Responsible Care Assessment
- EON funded benchmarking exercise
- Occupational Health & Safety Advisory Services (OHSAS) 18001
- BARBOUR
- British Safety Council (BSC) five star safety management system
- Environment Management Systems audits
- LRQA Management Systems
- ISO 14001
- HASMAP
- Technical Indexes (TI) Services Online

A number of organisations also reported using internal performance indicators and other in-house benchmarking tools.

Non-registered users also reported using a range of tools, including CHASE, Business Link Health and Safety Performance Indicator, BSC’s five star audit and the Corporate Responsibility (CR) Index.

A number of non-registered users also stated that they used internal performance indicators.

One non-registered user felt organisations may be reluctant to change and abandon their own systems, which can often be commercially driven – the OHSAS 2001 tool was one such example.

Other non-registered users reported that although they used similar tools, they did use data providers such as EIRIS⁵ and PIRC⁶, as well as the data that companies disclose themselves, to find out any information that they require. The reason given for using data providers is that they “*cover the whole market*”, unlike CHaSPI and other similar tools.

⁵ European organisation investigating companies’ ethical, environmental and social policies/performance.

⁶ An independent research and advisory consultancy providing services to institutional investors on corporate governance and corporate social responsibility.

Where did you find out about these other tools?

Registered users found out about other tools in different ways. Users of CHAS, for example, said that they used it because it is recognisable and a national standard.

Other ways in which they found out about CHAS was through clients and the fact that it is used throughout all London authorities.

Other ways in which registered users found out about other products were via networking events, colleagues, and other organisations.

What aspects of this/these tool(s) do you find most and least useful?

Table 5 highlights the advantages and disadvantages of other tools as reported by respondents. As shown in the table, positive comments were around issues such as flexibility, structure and usability. Negative comments typically included too time consuming or costly.

PLEASE NOTE: The tools discussed in this report and listed in the table overleaf have not been evaluated by the authors or by HSE, and all comments are wholly the opinion of respondents to the telephone survey.

Table 5: Comparison of other health and safety tools with CHaSPI⁷

Tool	Reported Advantages		Reported Disadvantages	
	Registered users	Non-registered users	Registered users	Non-registered users
BARBOUR	Good search capability.	-	Doesn't have the same capabilities as CHaSPI.	-
BSC's five star audit	Simplicity of outputs.	Audit tool is very detailed.	Time consuming.	Confidentiality.
CHAS	Benchmarking exercises section is good. <i>"... very well thought out. It's very easy to use and access".</i> Is complementary with CHaSPI.	-	Time consuming.	-
CHASE	Positive comments on structure and usability, with particular reference to the separate sections for managers and employees. Produces good feedback reports. Allows users to change and set questions as they wish.	-	Cost and length of time required to complete.	-

⁷ It should be noted that these tools have not been evaluated by the authors or by HSE and these comments are wholly the opinion of respondents to the telephone survey.

Tool	Reported Advantages		Reported Disadvantages	
	Registered users	Non-registered users	Registered users	Non-registered users
CIA Responsible Care	Has similar questions to CHaSPI, of equal value in this respect.	-	Time consuming.	-
CR Index	-	More strategic approach.	-	-
EEC Safety Suite	More flexible then CHaSPI.	-	-	-
EIRIS	-	Covers the whole market.	-	Not as sophisticated as CHaSPI.
HASMAP	Flexible and descriptive tool. More focused on health and safety, more flexible and bespoke. However it was noted that CHaSPI was a good tool in comparison with this.	-	Too bureaucratic.	-
OHSAS	Good structure.	-	Open to misinterpretation.	-
OHSAS 18001	More comprehensive then CHaSPI, more widely recognised and more user-friendly.	-	-	-

Tool	Reported Advantages		Reported Disadvantages	
	Registered users	Non-registered users	Registered users	Non-registered users
PIRC	-	Covers the whole market.	-	Not as sophisticated as CHaSPI.
RoSPA	Very flexible. <i>“You can design any audit you like”</i> and <i>“It’s adaptable to our organisation”</i> . More <i>“in-depth”</i> than CHaSPI and subsequently more useful.	-	Time consuming	-
SHEIIBA	Benchmarking is good.	Consistency between own and SHEIIBA’s Key Performance Indicators. Gives access to the policies of other organisations which can then be used to make comparisons, including on safety, environmental and management performance information.	<i>“... not as helpful in deciding what you need to do in order to improve”</i> and <i>“it’s limited in what it tells us”</i> .	Does not relate very well to the insurance sector.
SME Indicator	-	Has fewer questions and therefore takes less time to complete. Effort required to complete is more in proportion with what is gained.	-	-

Do you use other tool(s) when engaging with other organisations?

Thirty eight per cent of **registered users** who responded said that they used them when engaging externally with clients. The main reason was:

- Clients and customers requiring accreditation by specific tools (e.g. *“Anybody wishing to undertake any work for the council will have to be assessed to CHAS standard”*), as it may often be a client requirement when tendering for business.

Eighty per cent of **non-registered users** who responded said that they used other tools when engaging with organisations. Reasons given included:

- To encourage organisations with high audit scores to publicise their success and possibly enter for awards competitions; and
- For benchmarking.

Further comments

Registered users

Responses included:

- More people should be encouraged to use CHaSPI, particularly local authorities.
- HSE’s flag on the CHaSPI site may discourage people from using it.
- *“It'd be a shame if the HSE get rid of CHaSPI...”*
- *“... If CHaSPI had as big a database and variety as CHAS has, I think organisations would use it more.”*
- International data should be made available on CHaSPI.
- One respondent described CHaSPI as *“... a really good tool ...”*, but noted the need for external verification.
- One respondent said that following the interview, he would promote CHaSPI more within his organisation.”
- Some respondents felt that CHaSPI would only be useful for smaller organisations, with larger companies possibly using it as an aide to benchmark.
- One respondent was unsure how CHaSPI would benefit them: *“... We're putting information in but not getting anything out of it.”*

Non-registered users

- The number of registered users needs to be greater, particularly amongst local authorities
- *“HSE has failed in terms of publicity. It should have been encouraged to drive up health and safety but sadly the HSE neglected to market it. There really was no effort to promote the real benefit.”*
- Greater awareness and use of CHaSPI necessary – however one respondent felt it was too late to promote CHaSPI as it has been in existence for four years.
- HSE has missed an opportunity and should now *“...let CHaSPI die”* and it could not be revived.

- “...would have used it...if there had been more promotion and explanation”.
- One respondent felt that CHaSPI had improved and as such planned to “... look at CHaSPI again ...”
- Another respondent said they recommend CHaSPI to member organisations who are interested in health and safety.
- The integration of CHaSPI with Director Duties (through the IOD) would give CHaSPI a “strategic front”.
- CHaSPI was more appropriate where traditional concerns about health and safety were present. Within the chemical sector, the focus was more on chemical safety and hazard.

It was also felt that arguments to support the case for CHaSPI were yet to be made. This included:

- Obtaining a critical mass of companies using CHaSPI;
- Making the business case for companies; and
- Making the case for improved shareholder value through participation.

3.3.2 Responses from registered users only (N=42)

Frequency of use of CHaSPI

Table 6 shows the number of times registered users reported using CHaSPI.

Table 6: Regularity of use of CHaSPI

Regularity	Percentage
Have used once	17%
Once a year	44%
Every six months	15%
More than twice a year	24%

What would prompt you to use it more?

Common themes included the need for more similar organisations to use CHaSPI to enable more effective benchmarking – one respondent said that they try to encourage other companies to use CHaSPI.

The issue of 18001-accreditation⁸ was also identified – some respondents reported that they would consider using CHaSPI if this was a requirement.

One respondent suggested that they might be more likely to use CHaSPI if it was more specific. Two respondents said they would only use CHaSPI if they were required to do so by a client, with around eight others stating that they would not use it any more than they do so at present.

One respondent felt CHaSPI was more for audit purposes rather than as a measure of performance.

We notice that you have not published your CHaSPI results. Are there any particular reasons why you have not done so?

Four responses were received. Two said that they were waiting to get their results verified (by a manager or trade union) before publishing. These participants said that they had published previous results but had been unable to publish current results as their “*boss...is too busy*” and “*...we made a policy decision that we would invite trade unions to verify the result but it's been very difficult to tie people down to complete the verification process.*”

Other responses included the fear of the data and results being used against an organisation, with one other simply forgetting to do so at the time.

We notice that you withheld the name of your organisation when you published your CHaSPI results. Are there any particular reasons why you have done so?

Only a small number of users had chosen to publish anonymously at the time of conducting this work. As such it was only possible to interview seven organisations.

The main reason was concern over commercial sensitivity – respondents said that they were unsure of how the information would be used, as well as not wanting any publicity surrounding the issue.

Two respondents said that withholding their company name was simply a mistake and would be rectified.

What are your thoughts or feelings about anonymised publishing?

All respondents replied to this question (N=42). Analysis shows that similar proportions of respondents were for (N=20) and against (N=22) anonymised publishing. Those in favour of anonymised publishing commonly reported benefits or concerns such as:

- A businesses being able to anonymise if they are looking to improve;
- Worried about poor scores; and
- Unsure of how information would be used.

⁸ OHSAS 18001 is the internationally recognised standard for occupational health and safety management. The standard can be adopted by any organization wishing to implement a formal procedure to reduce the risks associated with health and safety at work. The standard is designed to clarify an organisation's impact on health and safety issues as well as help reduce the risk of accidents and any breach in legal requirements (<http://www.british-accreditation.co.uk/OHSAS-18001-certification-services.htm>)

A clear view point in favour was that anonymised reporting encouraged more companies to publish their results: “...[anonymised publishing is the] only way to go forward as people are unlikely to publish their name – then that in fact was a positive”.

Comments against anonymised reporting included:

- Concern that companies are still able to benchmark and compare against other organisations despite not publishing their name.

One respondent suggested that if an organisation does report anonymously then it should not be able to see the name of the organisation(s) that they are benchmarking against. It was also felt that large companies should not anonymise themselves.

Others noted that if an organisation has the commitment to fully complete CHaSPI then it does not make sense to not publish its name.

Do you require other organisations that you work with to use CHaSPI and/or other similar health and safety tools?

The majority of respondents stated that they did not require organisations they work with to use CHaSPI or similar tools. Further to this, one respondent stated that they were planning to introduce requirements for organisations to have CHaSPI registration, with another saying that “*We ask organisations to use CHaSPI, but we don't require that they do.*”

One respondent said that they benchmark their contractors’ performances against each other.

Another respondent said it would be too restrictive to require other organisations to use CHaSPI or similar tools; although some others said that they require certain information (around health and safety) to be provided and also require organisations to show health and safety best practice. Organisations are also required to show evidence of health and safety management in general, although specific information was not provided.

Three respondents stated that requiring other organisations to use CHaSPI and/or similar tools is something they will consider in the future, particularly, as one respondent suggested, “...if an independent body verifies the results”. Another respondent also reported that “...it [CHaSPI] is likely to be something we require our main Service Partners (long term contractors) to take part in especially as it's a HSE venture,” although this is not currently mandatory.

Tools which other organisations require to be used are listed below. The main reason reported as to why they were required was to ensure that suppliers and contractors have the necessary health and safety procedures in place..

- CHAS
- HSG65
- ISO 9000
- OHSAS 18001
- EN 14001
- ISO 14001
- ISO 9001

Do other organisations require you to complete CHaSPI or ask whether you have done so?

The majority of respondents said no. The fact that CHaSPI is not mandatory was identified as a contributing factor and also because CHaSPI is not widely publicised and therefore relatively unknown.

Of those that said they were required to complete CHaSPI, or asked if they used it, one respondent said that the client in question was impressed that they used CHaSPI. Another respondent reported that this is a question on the RoSPA form (Quality Safety Audit tool). Two respondents stated that they have been asked to benchmark or have had audit functions carried out on them.

The types of organisation requiring completion of CHaSPI included public sector organisations including local authorities; housing departments; and government departments such as DWP.

Other organisations named included Business in the Community (BiTC), RoSPA and organisations in the construction industry.

3.3.3 Responses from non-registered users only (N=29)

Seventy two per cent of non-registered respondents reported being aware of CHaSPI before participating in the survey.

Do you think CHaSPI sounds useful?

Of respondents who said that they had not heard of CHaSPI, most thought that it sounded useful (once it had been described by the interviewer). A common view was that CHaSPI would be particularly useful for larger companies. Comments included;

“It looks a good tool. For those where there are significant numbers in a sector it probably is useful to them.”

“Yes it is a useful tool to measure your health and safety performance, but we feel that it would be good for larger and more complex companies.”

Other comments included its usefulness in benchmarking and making comparisons with other organisations as well as being a useful tool for insurers.

How could it be best promoted to you?

Suggestions included through:

- Trade unions;
- Trade associations;
- Marketing materials such as flyers and advertisements;
- Articles in magazines such as the Safety and Health Practitioner;
- Practical demonstrations; and
- Annual health and safety events.

What would prompt you to use it?

Respondents said that they may be more likely to use CHaSPI if:

- The “...benefits could be laid out...”;
- The value of the output was more equal to the level of effort involved;
- Awareness was raised of the importance of benchmarking with other non-registered organisations; and

- Insurers had a greater understanding of how policy holders use CHaSPI.

One respondent suggested that organisations may be prompted to use CHaSPI if it were free, as “...CHaSPI could potentially help maintain a level of health and safety, but it would need to be easy, quick, editable, and be free from software problems and taking up storage space on your PC”⁹. It was also felt that (further) endorsement by HSE could add value.

What would you like to see more of?

One area of concern was that companies should not be allowed to “...pick and choose what they fill in ...” and that there should be more categories of organisations. Also that CHaSPI should be used in conjunction with other tools, in particular SHEIIBA and BiTC.

Other suggestions included increasing the use and awareness of CHaSPI and informing potential users of its benefits.

3.4 Summary of telephone interviews

3.4.1 Demographics of respondents

The majority of respondents (both registered and non-registered users) were of a senior level within their organisation (manager or higher).

With regards to sector, around two thirds of registered users were from the business sector; and non-registered users typically came from insurance companies or trade unions/associations.

The vast majority of registered users represented large employers (as CHaSPI is aimed at large organisations). This proportion was lower for non-registered users but remained a majority.

3.4.2 Key themes

Awareness and understanding of CHaSPI

Around 80% of both registered and non-registered users viewed CHaSPI as being a HSE product or in some way affiliated with HSE. This was felt to add weight to the credibility of CHaSPI, due to HSE being considered a recognisable and national body, offering a national standard of measurement.

Around 50% of all users had become aware of CHaSPI through the HSE website, with a further 36% of registered users and 20% of non-registered users finding out about CHaSPI through a colleague or health and safety advisor.

The need to raise awareness of CHaSPI (and its strengths and benefits) was a major concern for both registered and non-registered users. Suggestions included:

- Through trade unions and trade associations;

⁹ To note that CHaSPI is free and does not take up storage on PCs. This comment highlights the possible need to raise awareness of this fact.

- Via materials such as flyers, advertisements and magazines; and
- Through demonstrations and health and safety events.

Use of CHaSPI

Forty four per cent of registered users used CHaSPI once a year and 24% more than twice a year.

The most useful (and used) element of CHaSPI was reported to be the benchmarking facility, although some users felt that this element would benefit from an increased number of registered users. Additionally, registered users found the following useful:

- Measuring own health and safety performance;
- Public reporting section; and
- Health and safety management section.

Sixty four per cent of registered users and around 25% of non-registered users reported that they did not use CHaSPI to engage with external organisations. Of those that did use CHaSPI externally, uses included:

- As a selling point in bidding and tendering (registered users);
- Using CHaSPI scores in public annual reports (registered users);
- Promoting CHaSPI to clients to encourage them to register (registered users);
- Requesting CHaSPI scores to ascertain health and safety performance (insurers); and
- Ensuring that employee wellbeing and employer accountability is apparent (non-registered users).

Use of tools similar to CHaSPI

A minority of users reported using tools other than CHaSPI, reporting a number of advantages and disadvantages – no consensus was reached on this among respondents. Other tools included:

- BARBOUR
- CHAS
- CHASE
- OHSAS 18001
- SHEIIBA
- RoSPA's Quality Safety Audit

4 ANALYSIS OF ONLINE SURVEY

4.1 Introduction

An electronic (online) survey was conducted of both registered and non-registered users of CHaSPI. There were 202 responses in total from a range of industries (e.g. construction, rail, oil, gas and chemicals, nuclear, manufacturing and services). The aim of the survey was to find out whether respondents had used CHaSPI; how CHaSPI was used; and how CHaSPI compared with other similar tools.

Users were accessed through speaking to health and safety managers and through circulars/promotion from organisations such as HSE, IOSH, RoSPA, Safety and Health Practitioner Magazine, CBI and various trade associations.

The survey ran from 1 December 2008 to 21 January 2009.

4.2 Organisational and demographic information of all respondents

4.2.1 Type of user

Table 7 below shows that the majority of CHaSPI users were health and safety professionals (54%). Twenty nine per cent were registered users of CHaSPI.

It is not possible to identify if any overlap exists between registered users of CHaSPI and health and safety professionals i.e. some of the respondents may fall within both groups. As such the survey results cannot distinguish between registered and non-registered users as was possible with the telephone survey.

When cross-tabulating the data it was found that of the health and safety professionals:

- 62% were from the business sector;
- 32% were from public sector;
- 14% were from construction; and
- 12% were from regional or local government.

Of the (self-reported) registered users:

- 55% were from the business sector;
- Around 40% were from public sector; and
- 25% were from the construction industry.

Table 7: Number of respondents according to type of user

Type of user ¹⁰	Number	Percentage
H&S professional	109	54%
Registered CHaSPI user	59	29%
Other ¹¹	29	14%
Trade Union	5	3%
TOTAL	202	100%

4.2.2 Organisational information

Organisation sector

The majority of respondents came from the business sector, with a third from the public sector. Minimal responses were obtained from the voluntary/charity sector and business sector subsidiary.

Table 8: Breakdown of respondents by sector

Sector	Number	Percentage
Business	124	61%
Public	67	33%
Voluntary/charity sector	8	4%
Business sector subsidiary	3	2%
TOTAL	202	100%

Organisation type

As highlighted in Table 9 below, the largest group of respondents came from the construction sector (15%).

¹⁰ No investors or insurers responded to the survey.

¹¹ No other information was provided on what constituted 'other'.

Table 9: Number and percentage of respondents by type of industry

Type of industry	Number	Percentage
Construction	30	15%
Other ¹²	25	12%
Regional or Local Government	21	10 %
Oil & Gas	14	7%
Healthcare & Medical	12	6%
Mechanical Electrical & Process Engineering	11	5%
Chemicals	7	4%
Food & Drink	7	4%
Central Government	7	4%
Business (& Consumer) Services	6	3%
Automotive	5	3%
Education & Training	5	3%
Education	5	3%
Defence	5	3%
Health	4	2%
Clothing, Footwear & Fashion	3	2%
Ports & Logistics	3	2%
Security	3	2%
Agriculture, Horticulture & Fisheries	2	1%
Electronics & IT Hardware	2	1%
Financial Services	2	1%

¹² No further information was provided as to what 'other' was.

Type of industry	Number	Percentage
Household Goods, Furniture & Furnishings	2	1%
Metallurgical Process Plant	2	1%
Metals & Minerals	2	1%
Power	2	1%
Regulator or Agency	2	1%
Charity	2	1%
Aerospace (Civil)	1	<1%
Biotechnology & Pharmaceuticals	1	<1%
Communications	1	<1%
Creative & Media	1	<1%
Leisure & Tourism	1	<1%
Marine	1	<1%
Railways	1	<1%
Software & Computer Services Business to Business (B2B)	1	<1%
Water	1	<1%
Emergency Services	1	<1%
Justice	1	<1%
TOTAL¹³	202	100%

Size of organisation

Over 45% of respondents stated that they worked in organisations with over 1,000 employees.

¹³ Sectors listed as options on the CHaSPI drop-down list, but with no representation at the time of writing this report included: Airports; Environment; Giftware, Jewellery & Tableware; Mining; Sports & leisure Infrastructure; Textiles, Interior Textiles & Carpets; Social Care; Prison Services; Tourism and Leisure; Voluntary Organisation; Trade Union; and Religious.

- The most common sector represented within this size of organisation, was Regional or Local Government which accounted for around 16%.
- Healthcare & Medical accounted for around 11% of this group (being the next most common sector for this size of organisation).

The second most common organisation size (by number of employees) participating in the survey employed between 250-499 individuals (19%). Here the Construction industry was the most common, accounting for over 25% of total responses for this organisation size.

Table 10: Size of responding organisations by number of employees

Size	Number	Percentage
0-49	19	9.4%
50-99	13	6.4%
100-249	22	10.9%
250-499	39	19.3%
500-999	17	8.4%
1000+	92	45.5%
TOTAL	202	100%

Country

The vast majority of respondents as highlighted in Table 11 below were from Great Britain (95%). Nominal responses were seen for Northern Ireland, Europe and outside Europe.

Table 11: Number of respondents by country

Country	Number	Percentage
Great Britain	192	95%
Outside Europe	5	2.5%
Northern Ireland	4	2%
Europe (Not GB/NI)	1	0.5%
TOTAL	202	100%

4.3 Analysis of responses

4.3.1 Awareness of CHaSPI

The majority of respondents (62%) stated that they **had** heard of CHaSPI prior to completing the survey. Nonetheless 36% stated that they **had not** heard of it.

Table 12: Awareness of CHaSPI prior to the electronic survey

Awareness of CHaSPI	Number	Percentage
Knew about CHaSPI	126	62%
Did not know about CHaSPI	72	36%
No response	4	2%
TOTAL	202	100%

In relation to sector:

- 81% of all public sector respondents had heard of CHaSPI; and
- 56% of business sector respondents had heard of CHaSPI.

It should be noted however, that of the business sector respondents, around 80% of those from the construction industry knew about CHaSPI prior to the survey. Clearly therefore, there is variation in awareness levels by sub-sector.

Where did you hear about CHaSPI?

Table 13 indicates that the HSE website was the most common method by which respondents heard about CHaSPI. The second most common way was through a HSE paper/journal.

- **HSE website:** 58% were from the business sector and around 40% from the public sector. Around 50% were health and safety professionals and around 50% were registered users.
- **HSE journal/article:** over 60% were from the business sector.

Other responses included:

- *“The NPSA 7 Steps to Patient Safety”*
- *“Pre-Qualification Document”*
- *“NTU SHEM Diploma at MANCAT 2006”*
- *“Loughborough University research project”*

Table 13: How respondents heard about CHaSPI

Where did you hear about CHaSPI	Number	Percentage
HSE website	64	38%
HSE paper/journal	24	14%
Word of mouth	18	11%
Presentation by HSE	14	8%
From HSE inspectors	13	8%
Don't remember	12	7%
Presentation by someone else	8	5%
From a non-HSE inspector	6	4%
From a non-HSE article	6	4%
From the IOSH website	2	1%
TOTAL RESPONSES	167	100%

4.3.2 Use of CHaSPI

There were 123 responses to this question¹⁴. The following proportions were roughly the same for public and business sector respondents.

- 34% reported not having used CHaSPI; and
- 66% reported having used CHaSPI:
 - The most popular uses were for benchmarking and auditing; followed by
 - The results/reporting facility.

More information on what CHaSPI has been used for are outlined in Table 14 below.

Those that reported using CHaSPI, were mostly from the construction industry, followed by regional or local government, healthcare and medical.

Table 14: Responses recorded against what elements of CHaSPI are used

Elements of CHaSPI used	Number	Percentage
Benchmarking facility	53	65%
Completing CHaSPI	50	62%
Results/reporting	21	26%
Downloading/accessing useful information	17	21%
News section	11	14%

One user reported not using CHaSPI because: *“I would have registered with CHaSPI if I could understand how it worked and review information and output before it became public – it’s a complex system and if errors were made there would continuously be a record of incorrect information”*.

Why don’t you use CHaSPI at the moment?

There were 35 responses to this question, the majority of which stated that they planned to, but had not yet got round to using CHaSPI.

¹⁴ Please note that absolute percentage will be lower as the total population size was 202.

Table 15: Reasons why CHaSPI is not currently used

Reason for not currently using CHaSPI	Number of responses	Percentage
I planned to but have not yet done so	22	49%
Other	10	22%
I don't think it would be of any use to me	6	13%
I don't know	3	7%
There are better tools available	2	4%
I plan to now that I know more about it	2	4%
TOTAL	45	100%

'Other' reasons given included:

- *"We are currently appraising the various options that we could use to benchmark our organisation's performance";*
- *"Utilise industry sector performance indicator through ENA";*
- *"No specific reason to use it - elected to gain external certification of OHSAS18001 which results in a H&S management system that aligns with how we actually work";*
- *"We are below the 250 person criterion";*
- *"Previous H&S registered but unable to access as do not know password!";*
- *"Need to learn more about the tool";*
- *"My previous organisation refused permission";*
- *"It is a business tool, I have one site among many";*
- *"Most clients are small businesses";*
- *"Internal Tools / Sector Tools".*

4.3.3 Benefits of CHaSPI

Of the 45 who responded, 15 said that to date they had observed no benefits. Respondents typically stated that they had not completed CHaSPI or have only recently registered and have therefore not come across any benefits to date.

Five respondents stated that they had found CHaSPI to be extremely beneficial. Reasons given included that it had enabled their organisations to focus upon areas for improvement; focus on resources; and to look outside their own industry for examples of best practice.

Fifteen respondents remarked on the benchmarking function – in particular being able to compare performance with similar organisations. One respondent stated that this element of CHaSPI “...helps focus our standards against others in the sector”.

Other benefits of CHaSPI included:

- Formalising the measurement and monitoring of health and safety;
- Highlighting the positive aspects of health and safety management systems;
- Enabling greater appreciation of health and safety responsibility from the directorate; and
- Providing a structured set of questions for auditing performance to a recognised standard.

4.3.4 Usefulness of CHaSPI

How useful do you find CHaSPI?

Table 16 shows that the majority of respondents found CHaSPI useful.

Of those who said that they found CHaSPI very useful, 38% were from the public sector, with the remainder from the business sector.

Of those who described CHaSPI as quite useful, 35% were from the public sector, 47% from the business sector and 18% from business sector subsidiaries.

Table 16: Responses to how useful is CHaSPI

How useful do you find CHaSPI	Number	Percentage
Useful	30	71%
Not very useful	8	19%
Not at all useful	4	10%
TOTAL	42	100%

What is it you find useful about CHaSPI?

Eight (of 34) respondents stated that the benchmarking function was particularly good. However one NHS respondent felt that there were insufficient users for them to be able to benchmark effectively.

Two respondents said that CHaSPI was used to highlight areas in which the company could improve, “driving H&S performance in areas that we are not performing in.” as well as providing a baseline. Two respondents reported that they found CHaSPI to be straightforward and easy to use. One respondent said, “It is probably the best H&S Index in the world”.

What do you like most about CHaSPI?

Of 33 responses, there were 12 positive comments regarding benchmarking. These included:

- Eight comments regarding the ease of benchmarking. CHaSPI was also described as being user friendly and easy to follow in specific sections. Furthermore, CHaSPI provides a good overview of health and safety.
- The usefulness of comparing against similar organisations and judging against national standards. One respondent said: *“As a safety professional I encourage new users to benchmark their company by contributing to the site”*.
- CHaSPI was particularly useful when comparing organisations within the public sector.

Other positive comments included:

- Provides performance data sheets;
- Identifies areas for improvement;
- Structured questions; and
- Accessibility (being online helps to attract participants).

Most useful information downloaded from CHaSPI

Table 17 shows that health and safety professional information was the most commonly downloaded kind of information (19%). Fourteen per cent of respondents said they download information about CHaSPI, and 14% downloaded their own reports.

Table 17: Information downloaded from CHaSPI

Information downloaded	Number	Percentage
H&S professional information	21	19%
Information about CHaSPI	16	14%
Own reports	16	14%
Public sector information	12	11%
Calculations sheet	12	11%
Business sector information	10	9%
CHaSPI annual reports	10	9%
HSE A-Z quick search/glossary	4	4%
Presentations	4	4%
Other user information	3	3%
Investor information	2	2%
Voluntary/charity sector information	1	1%
TOTAL RESPONSES	111	100%

What do you use CHaSPI for?

There were 135 responses to this question. The most common response was benchmarking against other organisations in the same sector (45%), followed by monitoring an organisation’s health and safety performance (33%). Nominal responses were seen for the remaining categories. See Table 18 for more information.

When cross-tabulating this data with the question “Do you ever use CHaSPI?”, positive results were seen for the above categories. For example, of registered users responding to the survey:

- 75% used CHaSPI for benchmarking (50% business sector, 40% public sector);
- 56% used CHaSPI to monitor their organisation’s health and safety performance; and
- 14% used it to find out about the latest news.

Table 18: How CHaSPI is used

What do you use CHaSPI for?	Number	Percentage of all responses	Percentage of registered users
Benchmarking against other organisations in my sector	61	45%	74%
Monitoring the H&S performance of my organisation	45	33%	56%
Finding out about the latest news	11	8%	14%
Benchmarking against other subsidiary organisations belonging to the umbrella company I work for	7	5%	9%
Engaging with clients	5	4%	6%
Monitoring the H&S performance of my team	3	2%	4%
Monitoring the H&S performance of my department	2	2%	3%
Engaging with insurers, investors	2	2%	3%
TOTAL	136	100%	81%

Is there anything you don't like or find difficult about using CHaSPI?

Nineteen responses were received. See Table 19 for more information. Comments included:

- The questions are too long and laborious, demanding a lot of work which provided limited value to the organisation;
- CHaSPI has a limited scope;
- Instructions are not clear;
- Not being able to get back into previous records – needing to re-enter all data for the following year, rather than being able to just update existing data;
- Not enough similar organisations using CHaSPI; and
- Disproportion between the amount of information put in to CHaSPI and the output derived.

Table 19: Reported difficulties with using CHaSPI

Features disliked on CHaSPI	Number	Percentage
Finding my way around CHaSPI – navigation	4	21%
Speed of downloading reports	4	21%
Benchmarking	4	21%
Clarity of language	3	16%
The layout	2	11%
Registration	2	11%
TOTAL	19	100%

4.3.5 How to encourage greater use of CHaSPI in the future

Three respondents stated that CHaSPI should have more information available on what it does, how it can be used, what the benefits of using it might be etc. Two respondents said that CHaSPI needs to be publicised more widely in order to give it a higher profile. Other respondents said they would be encouraged to use CHaSPI if it was used by clients, competitors or by others in their sector.

One respondent commented that there should only be one accepted system for health and safety verification; although was not sure that CHaSPI should be the dominant standard.

Other comments included:

- *“If password could be reset (I get the e-mail saying I’m registered but cannot gain access to SCRA figures)”*;
- *“If it was displayed prominently on the home page and if it was felt that no enforcement action would result from the answers given”*;
- *“Development of the tools for the inclusion of small businesses”*;
- *“A laptop/PDA based template to facilitate uploads”*; and
- *“A paper template that may be used to develop responses for later entry”*.

Are there any changes or improvements you would like to see to CHaSPI?

Of 30 respondents, 10 stated that they would make no changes or improvements to CHaSPI at present.

Suggestions from others included:

- Raising the profile of CHaSPI:
 - *“...CHaSPI would benefit from a greater external profile...”*;

- *“...if the tool was used by more multi-national companies and those in our sector there may be more interest in using it”;*
- *“I would like to see more contractors completing the information”;* and
- *“If HSE were to promote with corporate managers in particular in the NHS it may become easier to implement. Struggle at the moment to get the buy in from senior management.”*
- Make benchmarking easier. In particular larger organisations need to *“...compare among themselves and benchmark against the industry – that application would encourage much more usage”*.
- Increasing the speed in which reports are downloaded.
- Being able to access and update previously entered data rather than starting again – it was felt that this would *“...encourage companies to update annually”*.
- A better interpretation of requirements, for example, with explanations of ill-health (accident and work-related) being provided.

4.3.6 Use of other health and safety tools

Do you use any other similar health and safety tools?

Of 176 responses:

- 43% said they use other health and safety tools:
 - 68% were from the business sector (42% of all business sector respondents used other health and safety tools);
 - 28% were from the public sector (31% of all public sector respondents used other health and safety tools); and
- 57% said that they did not use other tools:
 - 56% were from the business sector; and
 - 37% were from the public sector.

Around 66% of respondents who stated that they used CHaSPI also used other similar health and safety tools.

What are the other health and safety tools

Of 35 responses, the most common tool was CHAS (51%). Of those who use CHAS, 59% were from the construction industry and 82% from the business sector.

Table 20: Number of respondents using other health and safety tools

Other health and safety tools	Number	Percentage
CHAS	18	35%
Health and Safety Diagnostic Tool by BSC	6	12%
BiTC	4	8%
Business Link's SME Indicator (Health and Safety Performance Indicator for SMEs)	4	8%
SHEIIBA by Corporate Benchmarking Ltd	2	4%
Other ¹⁵	18	35% (2% each)
TOTAL	52	100%

Of those naming other tools, seven respondents stated that they use in-house/internal health and safety packages. Three respondents also named the OHSAS 18001 scheme.

How do you find these tools?

The majority (69%) of respondents said they thought other tools were about the same as CHaSPI . Of those who stated that the other tools were better than CHaSPI, these included in-house tools, OHSAS 18001, BiTC and the SME Indicator. Those who found other tools a little better, named CHAS and internal tools as preferred options.

¹⁵ 'Other' is comprised of a list of tools mentioned by one person each (2% per tool). These included: BSI; GAT – Governance Audit Tool; Achilles Verify Industry Audit/benchmark; Corporate Systems, 3rd party certification; Ulysses; Covalent Performance monitoring computer system programme; BARBOUR Index; Regional benchmarking tool; Solution Host; Proprietary and bespoke benchmark tools incl. QSA, BSC 5 star audit, client protocol etc; IChemE SHE Self Assessment Toolkit; E-risk; Rivo; Association of Oil & Gas Producers (OGP); HSE Stress Assessment Tool; Croners H&S guide; SME Indicator & Safe Contractors Scheme; and ISRS7 by DNV.

Table 21: Comparison between CHaSPI and other H&S tools

How do you find these tools?	Number	Percentage
Much better than CHaSPI	6	13%
A little better than CHaSPI	6	13%
About the same as CHaSPI	33	69%
A little worse than CHaSPI	2	4%
Much worse than CHaSPI	1	2%
TOTAL	48	100%

Other comments about these tools were that they had a bespoke approach rather than a ‘one size fits all’ approach. One respondent who used internal tools said that they were better for benchmarking against organisations in their own sector.

Specific comments included:

- BiTC was described by one respondent as being broader than CHaSPI, as it covered issues such as human rights and the environment.
- OHSAS 18001 was described as an easily defined system.
- CHAS was described as being able to provide more regular feedback than CHaSPI.
- One respondent said the SME Indicator was more for their sector, but (unlike CHaSPI) did not have a scoring system and so could not be used as a measurement tool.

Are there any tools which are similar to CHaSPI, which you have heard of but don’t use?

The majority (80%) said no. The remaining 20% said that they had heard of other tools but did not use them. When asked to name these tools, the most common response was the Health and Safety Diagnostic Tool by the BSC (35%).

Table 22: Names of other known but unused tools

What is it/are they called?	Number	Percentage
Health and Safety Diagnostic Tool by BSC	9	35%
SHEIIBA by Corporate Benchmarking Ltd	5	19%
CHAS	3	12%
BiTC	2	8%

What is it/are they called?	Number	Percentage
KPIzone by Construction Excellence in association with BERR	2	8%
Business Links Health and Safety Performance Indicator	1	4%
ISRS7 by DNV	1	4%
Health and Safety Audit Accreditation Scheme by NHBC	1	4%
Construction Line	1	4%
EEF Benchmarking Tool	1	4%
TOTAL	26	100%

How did you find out about them?

Most commonly respondents had heard of these tools through word of mouth (30%), or through a presentation by an individual who was not from HSE (21%).

Table 23: How respondents were made aware of other health and safety tools

How did you find out about them?	Number	Percentage
Word of mouth	10	30%
Presentation by someone else	7	21%
Article in paper/journal by HSE	3	9%
HSE website	3	9%
Browsing the Internet	3	9%
Don't remember	3	9%
Paper/journal by someone else	2	6%
Another website	2	6%
TOTAL	33	100%

When asked why they don't use other tools which they were aware of, the following responses were given:

- Cost and time constraints.
- Not comprehensive enough or sufficiently focused on health and safety performance.
- Only relevant to the UK – a view echoed by another respondent who noted, “...*being international we have to blend in other countries requirements and would rather use base information for the development of our H&S management systems - we don't want to be directed by a tick list approach...*”
- Not sufficiently tailored to their industry.

Other comments included:

- “*Used the HSE tool first, their system was off line [sic] several times when I attempted to use it*”;
- “*CHaSPI was referred to in the GoPop drive within the overall Revitalising H&S project*”; and
- “*Subcontractors do but we don't employ them directly to avoid multiple/contradictory results and because of cost/time relative to size of organisation and nature of our work*”.

Is there anything else you want to say about CHaSPI or the other tools you have used?

All comments made at this stage had already been raised earlier in the survey responses. Key points included:

- More advertising of CHaSPI is needed, particularly at a senior management level;
- CHaSPI would be of greater value if it was used by more organisations;
- Registration takes too long;
- More use of user prompts to ensure data entered is current and relevant.
- CHaSPI could be a “... *real alternative to H&S questionnaires, CHAS etc*”; and
- HSE “*would benefit more from influencing widely accepted benchmarking tools rather than developing its own*”, as organisations will only ever participate in a few benchmarking schemes and “*CHaSPI may struggle in a crowded market place*”.

4.4 Summary of online survey results

4.4.1 Demographics of respondents

Type of respondent

The majority of survey respondents were either health and safety professionals or registered CHaSPI users. Due to the nature of the question, it is not possible to identify what, if any, the overlap may be between these two groups of respondents i.e. some of these respondents may fall into both groups.

Organisation sector

Over 60% of survey respondents came from the business sector, with 33% of respondents from the public sector. Responses were obtained from a wide range of industries, with the largest group from construction (15%) and regional or local government agencies (10%).

Size of organisation

Forty six per cent of respondents reported working in organisations with over 1,000+ employees. Almost 20% of respondents reported working in organisations employing 250-499 staff.

Just over 25% reported working for small to medium sized organisations (under 250 staff). It should be noted that although CHaSPI is aimed at organisations employing over 250 people many of these respondents are likely to be non-registered users.

Country

The vast majority of respondents were from Great Britain (95%), with nominal responses received from Northern Ireland, Europe and Outside Europe.

4.4.2 Key themes

Awareness of CHaSPI

The majority of all respondents (62%) stated that they had heard of CHaSPI prior to completing the survey. Nonetheless a fairly large proportion (36%) stated that they had not heard of it. There was also greater awareness among public sector respondents of CHaSPI (81%) than among business sector respondents (56%).

The most common means of finding out about CHaSPI were:

- HSE website (38%); and
- HSE papers or articles (14%).

Use of CHaSPI

Of 123 responses, 66% reported that they had used CHaSPI, with the remaining 34% reporting that they had not used CHaSPI. These figures were broadly the same for both public and business sector respondents.

Of those that had not yet used CHaSPI, the majority (71%) reported that they planned to, with just 17% stating that it would be of no use to them and 8% preferring other available tools.

Benefits of CHaSPI

Comments varied from “*seeing no benefits to date*” (15 of 45 respondents) to noting that CHaSPI was extremely beneficial because it had:

- Enabled their organisations to focus upon areas for improvement;
- Enabled their organisations to focus on resources; and
- Enabled them to look outside their own industry for examples of best practice.

Usefulness of CHaSPI

The majority of respondents (72%, N=42) stated that they found CHaSPI useful. However 29% stated they did not.

In relation to what was liked the most about CHaSPI, the following responses were given:

- Benchmarking/comparison with other organisations;

- Easy to use/accessible and provides structured questions;
- Provides performance data sheets;
- Identifies areas for improvement/good auditing function; and
- Provides a good overview of health and safety.

In relation to what was not liked, the following responses were given:

- Questions are too long and instructions are not clear;
- CHaSPI has limited scope;
- Impossible to return to previous records, so it is necessary to start from scratch each time a new Index is started; and
- Insufficient similar organisations registered with CHaSPI, which reduces the effectiveness of benchmarking.

Encouraging greater use of CHaSPI in the future

Respondents provided many comments on what would encourage them to use CHaSPI more, including that there should be more information available on what it does, how it can be used, what the benefits of using it might be etc; as well as being publicised more widely to help give it a higher profile.

Of 30 responses concerning possible improvements or changes to CHaSPI, a third of respondents stated that there were no changes or improvements that they would like to see at present. A number of other comments included:

- Raising the profile of CHaSPI;
- Making benchmarking easier;
- Increasing the speed of downloading documents;
- Being able to access previously entered data; and
- A better interpretation of requirements e.g. an explanation of ill-health..

Use of other health and safety tools

Of 176 responses, 43% stated that they did use other health and safety tools and 57% reported that they did not:

- Of those who stated that they **did** use other health and safety tools, 68% were from the business sector and 28% from the public sector.

Around 66% of respondents who stated that they used CHaSPI also used other similar health and safety tools.

Overall, the most commonly cited tool was CHAS, although a number of other tools were identified. The majority of respondents who replied felt that other tools were 'about the same as CHaSPI' (69%).

When asked about how respondents found out about these tools, the most common response was 'word of mouth' (30%) followed by 'presentation by someone' i.e. not a HSE staff member (21%).

5 DISCUSSION AND CONCLUSIONS

5.1 Overview of participation in the review

5.1.1 Number of respondents

71 organisations were surveyed via telephone interview. These included 42 interviews with registered users, including managers, H&S personnel; and 29 were with non-registered users, including insurers, investors, trade associations, trade unions and insurance brokers. There were also 202 self-selected respondents to the online survey.

5.1.2 Type of respondent

The majority of respondents surveyed in this review were at a managerial or higher level, with a majority familiar with health and safety. Overall there appeared to be relatively equal participation of business and public sector organisations, though there was a significantly lower representation of charity and voluntary sector organisations. This can be accounted for, in a small way, by the relatively limited participation of organisations registering from this sector in CHaSPI. However, other barriers to charity and voluntary sector organisation participation were not identified and may merit further investigation.

5.2 Use of CHASPI

5.2.1 How widespread is the use of CHaSPI?

As of the end of December 2008, there were 642 registered users of CHaSPI. Of those surveyed, the majority found CHaSPI to be valuable. Around 40% of organisations surveyed reported using CHaSPI once a year, with another 25% using it twice a year.

Of online respondents, around two thirds reported using CHaSPI. This ratio was represented equally among both business and public sector respondents.

5.2.2 What would encourage a greater use of CHaSPI?

It was felt by the majority of respondents that CHaSPI had a low profile and was not widely publicised. Furthermore, most respondents were not aware of the various functions that CHaSPI had to offer, whilst some were not even aware that it was available for free.

Typically, organisations reported being more likely to use CHaSPI if:

- The profile of CHaSPI were raised;
- Other similar organisations also used CHaSPI, as this would improve benchmarking;
- CHaSPI were to be made more specific and focused;
- Benefits were more clearly laid out;
- The speed of downloading documents and reports was increased;
- Previously entered data could be re-accessed; and
- CHaSPI were to help gain accreditation of some form.

Currently, around 50% of both registered and non-registered users of CHaSPI had heard of CHaSPI via the HSE website or through a HSE representative. Over 30% of telephone survey respondents found out about CHaSPI via a colleague or a health and safety advisor. Around 10% were asked to use CHaSPI by a client. With online respondents, over 30% had first heard of CHaSPI via ‘word of mouth’ and 20% via a presentation they had attended.

How to promote CHaSPI

Key ways to promote CHaSPI suggested by respondents included:

- Through trade unions and trade associations;
- Using materials, such as flyers and advertisements;
- Writing articles e.g. for the Safety and Health Practitioner;
- Practical demonstrations and presentations; and
- Featuring at key events e.g. annual health and safety events.

Around 30% of online respondents had not heard of CHaSPI prior to the survey. The telephone survey indicated that a larger proportion of public sector respondents had heard of CHaSPI (80%), than business sector respondents (56%).

5.2.3 Who uses CHaSPI?

The majority of organisations using CHaSPI were from the business sector with around a third from the public sector. Less than a tenth were from the voluntary sector.

Although all users reported operating in the UK (which is a requirement of CHaSPI), just over 10% reported operating overseas also, and there had been some interest from overseas organisations. Again, as CHaSPI is aimed at large organisations, it should not be surprising that 99% of all CHaSPI users were found to employ more than 250 people. Four organisations (the remaining 1%) reported employing less than 250 staff.

The majority of individuals actually using CHaSPI from within registered organisations, were either directors or had a health and safety remit as part of their role (i.e. they had ‘health and safety’ in their job title and/or job description).

5.2.4 How is CHaSPI used?

CHaSPI was reported as being mainly used for benchmarking; as an internal audit tool to identify strengths and weaknesses; and to report back on organisational performance in relation to health and safety. The main reported reason for not using CHaSPI in other ways was that users were not aware of how else it could be used.

Over half of all users reported not using CHaSPI in external engagements i.e. they only use it internally. However, those that did report using it externally said they use it as a selling point in the bidding and tendering process with clients, or by using their scores in their public annual reports. One registered user reported their high CHaSPI score as leading to reduced insurance premiums.

How could it be improved?

CHaSPI was broadly reported as being useful and better than some other available tools. For example some felt one other tool was limited in helping to identify improvements for an organisation; and another was reported as not having a benchmarking function.

However, it was felt that some other tools were better as they are either more comprehensive or more flexible, with one tool allowing questions to be amended for internal purposes. The Business Link Health and Safety Performance Indicator was also reported as being better in terms of time taken to complete, as less information was required.

Key requirements for improvements identified by respondents included:

- Better promotion/raising the profile of CHaSPI;
- A bigger push in specific sectors e.g. the hospitality industry;
- Inclusion of more health issues, in particular mental health and stress;
- External verification of scores e.g. through inspection of some organisations; and
- Better website navigation.

5.2.5 What is the impact of CHaSPI?

Around half of all respondents found out about CHaSPI from a HSE source. This means that around half found out about CHaSPI from a non-HSE source suggesting that the knowledge of CHaSPI has filtered into general public awareness.

For those that use CHaSPI, it was reported to have had a positive impact. It was felt that CHaSPI could have a greater impact around the country however if awareness were raised of its existence and functionality.

“HSE has failed in terms of publicity. It should have been encouraged to drive up health and safety but sadly the HSE neglected to market it. There really was no effort to promote the real benefit.”

Index scores were shown to improve over time indicating that using CHaSPI can help to increase health and safety performance. It is not known whether this is alone or in combination with other factors and/or tools.

5.2.6 How useful is CHaSPI?

CHaSPI was generally reported as being a “good tool” via the telephone surveys, with a number stating that there were no changes or improvements to CHaSPI that they would like to see at present. In support of this, over two thirds of online respondents thought that CHaSPI was useful.

Positive comments

Online respondents reported that they found CHaSPI easy to use and helpful in driving forward improvements in poorer areas of performance, as well as helping to establish a baseline of performance.

The findings from the telephone and online survey indicated great value was attributed particularly to the:

- Benchmarking function;
- Public reports; and
- Individual organisation data sheets.

A quarter of telephone respondents stated that they had found CHaSPI to be useful in engaging external clients. This was through using it as a selling point to potential clients, making their scores public and promoting its use to new and existing clients.

Negative comments

Anonymised reporting – while felt to be useful for those not wishing to publish their name – was said to have a negative impact on benchmarking. One suggestion was to disable the benchmarking facility for those not wishing to publish their names, as a means to discourage anonymised reporting. It was also felt that while useful, the benchmarking facility could benefit from an increased number of users and in the absence of this, falls down somewhat in its effectiveness.

Some individuals felt that the physical structure of CHaSPI made it difficult to use e.g. finding their way around CHaSPI. It was also felt that some of the reports took too long to download, thus causing frustration when using CHaSPI. Some users also reported frustration with not having access to previously entered data and therefore being required to re-enter data when completing a second Index, rather than amending old data.

Some respondents also felt that while the benchmarking facility was of great use, there were specific amendments that could be made to improve usability.

5.3 Main conclusions

Overall, CHaSPI was viewed as a useful tool which should be continued. However a number of concerns raised suggested that there were some improvements that could be made to increase the effectiveness of CHaSPI. These included:

- Raising awareness of CHaSPI within targeted sectors;
- Raising awareness of the benefits and functions of CHaSPI i.e. the different sections and what they can be used for;
- Improving the structure and user-interface of the CHaSPI site to make it easier and quicker to use; and
- Integrating CHaSPI with the Directors' Duties.

It would be very useful to look in more detail at what some of the barriers to using CHaSPI might be e.g. publishing reports either named or anonymously.

6 RECOMMENDATIONS

The authors of this report make the following recommendations based on the results of the review.

Promotion

- Raise awareness of what CHaSPI can offer and its different functions e.g. benchmarking. This would include addressing any misconceptions e.g. that there is charge to use CHaSPI
- Consider targeted promotion of:
 - Those sectors that are not currently well represented;
 - Those sectors with the highest health and safety risks;
 - Those sectors that are already demonstrating interest as these may be the easiest to win over and thus provide a better return on investment; and
 - Health and safety practitioners and/or those with a health and safety remit as part of their job and directors/senior managers.
- When promoting CHaSPI, to promote it as a HSE tool as this is perceived as a strong and positive factor providing greater credibility.

Improving structure and usability of site

Improve usability of the CHaSPI site such as:

- Restructuring the user-interface of the CHaSPI site to make it easier to use e.g. improving the search facility, or enabling access to previous Index responses when starting a new Index, rather than starting anew each time¹⁶;
- Improving speed of downloading of reports and other information; and
- Offering a simpler version of the benchmarking facility.

Other options for consideration

- Look into the possibility of integrating CHaSPI with Director Duties (through the Institute of Directors (IoD)) to provide CHaSPI with a stronger “*strategic front*”.
- Identify and examine possible barriers to using CHaSPI e.g. anonymised reporting, not enough registered users¹⁷ for effective benchmarking.
- Undertake a correlation analysis which would identify any links between participation in CHaSPI and an overall improvement in occupational safety and health.
- Make the business case for companies by clearly articulating the benefits of CHaSPI.
- Identify significant barriers which may limit charity and voluntary sector organisation participation in CHaSPI; identify measures that can be put in place to assist them; and identify what additional support, if any, may be needed to encourage greater participation.

¹⁶ Previously entered information is not made available when starting a new Index which was felt to increase the amount of time to complete an Index, as information cannot be just updated.

¹⁷ In relation to filtering results, such as within industry sectors.

7 APPENDIX A: HISTORY AND USE OF CHASPI

7.1 What is CHaSPI?

7.1.1 History of CHaSPI

CHaSPI was launched by HSE on 20 July 2005. Since then, over 600 businesses have registered to use it. Many of these are high profile organisations, including FTSE 100 companies, local authorities, NHS organisations and Governmental bodies.

CHaSPI is a free web-based tool, available to all large organisations employing over 250 people – in public, business and charity/voluntary sectors. It is available at www.chaspi.info-exchange.com and can also be accessed via HSE's website. It is managed on behalf of HSE by Greenstreet Berman Ltd.

From the outset, CHaSPI has had strong support from Ministers and the Chair of the former HSC..

"We see good health and safety management as part of good management in general. CHaSPI can help this and it promotes the Commission's strategy of working with and through others. We see CHaSPI as a long term measure, so it is gratifying to see the steady increase in organisations whose results already appear on the website."

Bill Callaghan, HSC Chair, 2005

7.1.2 How CHaSPI works

CHaSPI is an online framework for reporting and benchmarking occupational health and safety. It considers five key areas, or indicators:

- Health and Safety Management;
- Occupational Health;
- Injury Rates;
- Serious Incidents Rates; and
- Employee Sickness Absence Rates.

CHaSPI provides an indicator of performance and helps improve occupational health and safety management.

CHaSPI results are created through a series of questions (within the five areas above) selected to provide a strategic overview of an organisation's occupational health and safety performance. Each section is given a score out of 10 (where 10 is the best possible score) which then contribute to the organisation's overall CHaSPI score.

Once all these questions have been completed, the organisation has completed their first Index. They can go on to do this as many times as they wish, although at the time of writing this report no organisation had completed more than four Indexes.

The term 'completed' is used in relation to the CHaSPI website and refers to organisations finishing an Index (by completing a set of questions enabling them to audit their health and safety performance). On completing an Index, the organisation is given a score out of 10.

The organisation can then choose to ‘publish’ or ‘sign-off’ their results, which means to make their score public on the CHaSPI site. A new facility was introduced in 2008, which allows registered users to publish ‘anonymously’. This means that they can publish their score and **some** information about their organisation, without actually publishing their organisations’ name. Users typically do this when they are unhappy with their score and do not want to be named until they have obtained a higher score at a later date.

If an organisation publishes its results, they will be publishing their overall scores for each of the five sections, as well as their total score out of 10. All other information remains confidential.

7.1.3 How CHaSPI can be used

Businesses

CHaSPI can be used internally by businesses to help them manage and track their health and safety performance and to bring about any necessary improvements over time. It can also help businesses to benchmark their performance against others within the same sector, using a recognisable set of indicators. The organisation’s CHaSPI score is determined from this set of indicators. A rating between zero and 10 is calculated, where zero is the worst possible score and 10 is the best. A business can complete any number of Indexes over any period of time.

CHaSPI is also of value to external stakeholders, particularly investors, in that it may assist them in assessing how well an organisation is managing health and safety risks and responsibilities e.g. to employees.. CHaSPI also helps external stakeholders by establishing a good-practice framework for disclosing comparative health and safety performance at an organisational level.

CHaSPI was developed in line with HSE’s strategy to promote greater corporate responsibility and accountability for health and safety, and in this respect can aid transparent public reporting and comparison with other industry benchmarks.

CHaSPI can also help Boards and Directors to get a measure of health and safety performance, and to become more actively involved in health and safety issues. If, for example, an organisation is not performing well on health and safety, it can use its CHaSPI results and benchmarking information to help focus Directors’ attention on ensuring the development of measures necessary to bring about any improvements.

CHaSPI can help develop an effective business case which demonstrates how good health and safety performance can improve productivity and help maintain a competitive business edge.

Investors

Research has shown that organisations with good risk management have lower share price volatility – this includes management of health and safety risks. Poor health and safety performance can damage the reputation of businesses.

Investors can use CHaSPI to gather consistent information about organisations’ health and safety performance and can factor this into their investment decisions with more accuracy.

Health and safety professionals

CHaSPI allows health and safety professionals to assist organisations to more easily and effectively manage their health and safety performance. CHaSPI can be used to track performance and targets over time and can help to draw the attention of Directors, Boards and senior management to health and safety matters in a clear and accessible way.

CHaSPI can also be easily used to demonstrate health and safety performance at training events within organisations or to other health and safety professionals.

Trade unions

CHaSPI provides a clear and independent assessment of an organisation's health and safety performance in order to highlight areas for improvement.

It can also be used by trade unions to help ensure the health and safety of all workers in a comprehensive and inclusive manner, including volunteer workers.

7.1.4 Links with Director Leadership

In October 2007, HSE and the Institute of Directors published new joint guidance for directors on health and safety leadership (INDG417). The guidance sets out an agenda for the effective leadership of health and safety and advises that a key aspect of effective leadership is the ability to assess and benchmark an organisation's health and safety performance.

CHaSPI enables an organisation's leaders, and its investors and other stakeholders, to do just this. Guidance and further support material can be accessed at www.hse.gov.uk/leadership/index.htm.

8 APPENDIX B: ELECTRONIC REVIEW OF REGISTERED USERS

8.1 Introduction

The analysis undertaken in this section of the report has been based on 642 individual organisations registered on CHaSPI. The data was extracted from the CHaSPI database on 23 December 2008, and is accurate to that date.

The key topics examined were:

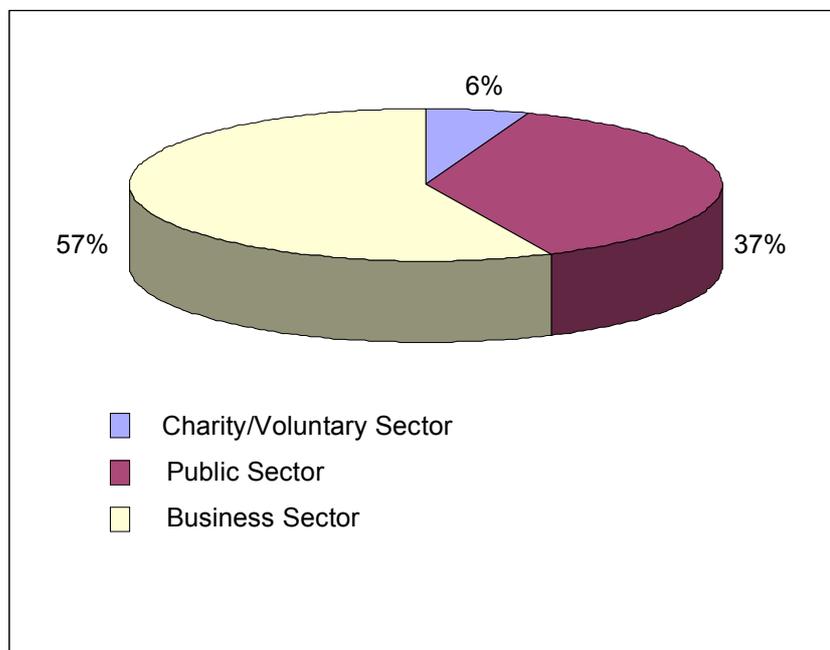
- The type of organisations using CHaSPI;
- Size/sector of organisations;
- Where the organisations are based; and
- Which individuals (i.e. job roles) are using CHaSPI within organisations.

8.2 Type of organisation registered with CHaSPI

8.2.1 Overall sector breakdown of registered users

CHaSPI users can be broken down into three sector types – business, public and voluntary/charity sector – with business users being in the majority. The percentage of users per sector is shown in the chart below.

Figure 1: Registered CHaSPI users by sector



8.2.2 Industrial sector classifications of CHaSPI users

In total, 45 different industrial sectors were covered by the organisations using CHaSPI. It is worth highlighting that:

- The most common sector classification was ‘executive, local or regional government offices and bodies’, with **14% of all registered organisations** (N=92) operating within this category, with a mixture of organisational size in terms of the number of employees was observed among those in this sector classification. This classification accounted for 38% of organisations operating within the public sector.
- The second most common industrial sector classification was ‘construction and materials’ accounting for **12% of all registered organisations** (N=74). Fifty one per cent (N=38) of organisations classified within the constructions and materials sector employed between 250 and 499 employees.

Figure 2 below shows the sectors that make up between five and 10% of all CHaSPI users. These include health (N=52, 8% of all users); support Services (N=49, 8%), other public services (N=42, 7%); education (N=36, 6%); and charities and voluntary organisations (N=34, 5%).

Figure 2: Industrial sectors accounting for five to 10 per cent of registered users

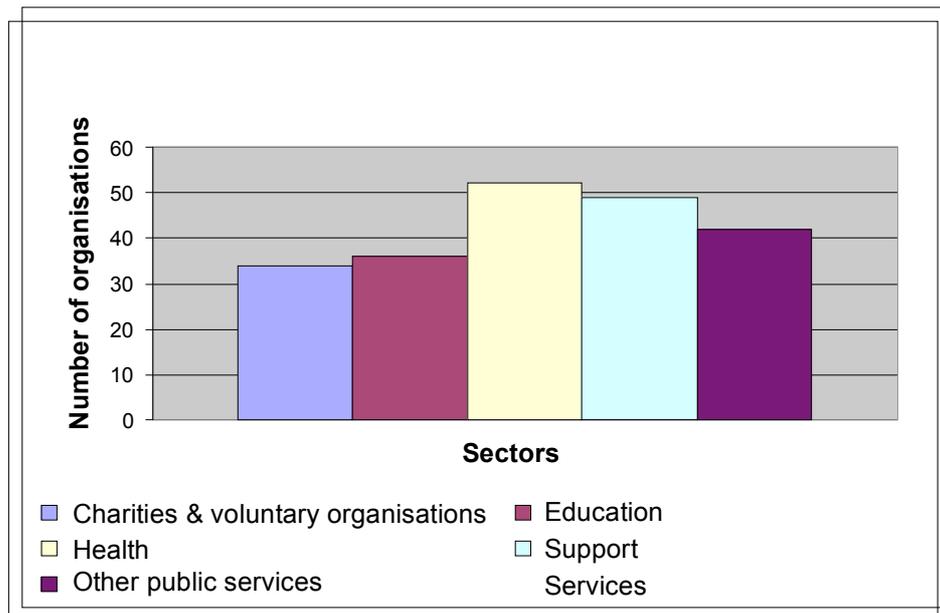


Table 24 below identifies those sectors making up less than 5% of registered CHaSPI users. For example, food producers made up 4% of users (N=26); and automobiles and parts made up 3% of users (N=18).

Table 24: Organisational sectors of registered CHaSPI users

Organisational sector	Number of users	Percentage of users
Food Producers	26	4%
Automobiles & Parts	18	3%
General Industrials	17	3%
Electricity	16	3%
Gas, Water & Multi-utilities	15	2%
Industrial Transportation	15	2%
Industrial Engineering	12	2%
Justice, public order & safety	12	2%
Electronic & Electrical Equipment	11	2%
Aerospace & Defence	10	2%
General Retailers	10	2%
Forestry & Paper	9	1%
Media	8	1%
Banks	7	1%
Real estate	7	1%
Household Goods, Non-life Insurance, Travel & Leisure	6	<1%
Oil Equipment, Services & Distribution, General Financial, Software & Computer	6	<1%
Services	5	<1%
Chemicals, Health Care Equipment & Services	4	<1%

Organisational sector	Number of users	Percentage of users
Fixed Line Telecommunications, Personal Goods, Other state owned organisations, Social Services, Pharmaceuticals & Biotechnology	3	<1%
Industrial Metals, Mining, Oil & Gas Producers,	2	<1%
Food & Drug Retailers, Leisure Goods, Life Insurance, Membership organisations, Other, Technology Hardware & Equipment	1	<1%

8.2.3 Operating scope of CHaSPI users (where their business operates)

The majority of users (88%, N=564) indicated that the operating scope of their organisations was UK only; and 12% (N=78) of users reporting that their organisation's operating scope includes overseas work as well as within the UK.

Further analysis of this information revealed, as might be expected, that a far greater proportion of business sector organisations had an operating scope abroad when compared with those within the public sector (83% of all organisations operating in the UK and abroad were from the business sector).

Table 25: Number of CHaSPI users operating by sector in the UK and abroad

Sector	UK only	UK and abroad
Business	53% (N=301)	83% (N=65)
Public	41% (N=231)	12% (N=9)
Charity/voluntary	6% (N=32)	5% (N=4)
TOTAL	100% (N=564)	100% (N=78)

8.2.4 Organisation operation

Organisation base by location

The majority of organisations indicated broadly they were based:

- In the UK (35%, N=218), but did not provide further information as to where in the UK; or

- In the UK and overseas (22%, N=141), but again did not specify any further.

Approximately 44% of organisations (N=283) provided more specific information as to where in the UK they were based. Of these, the overwhelming majority were within England, with two other organisations operating from a main office in Northern Ireland.¹⁸

Organisation base by sector

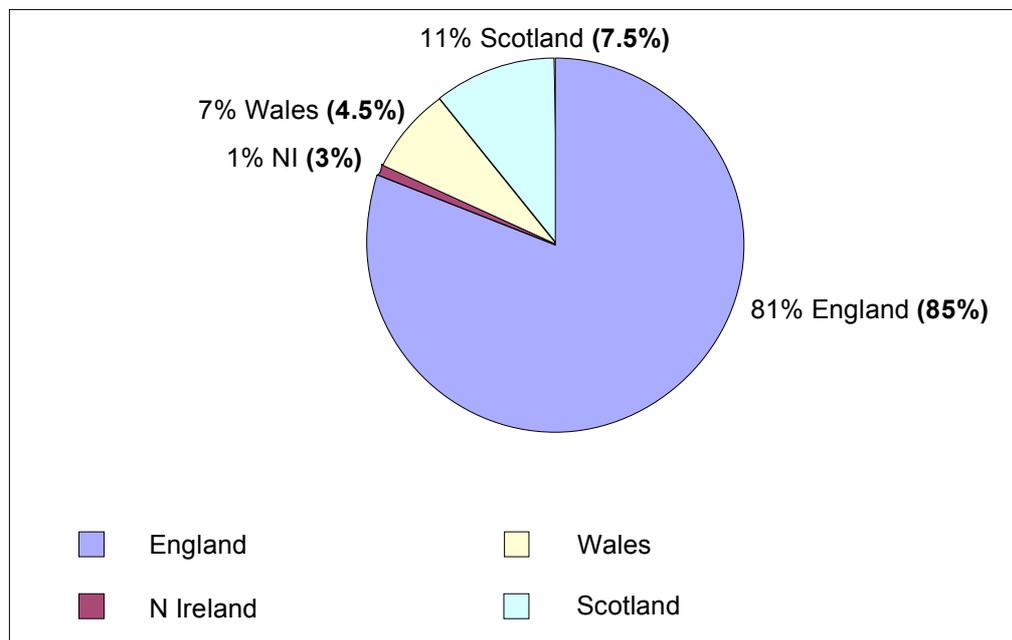
Of the 218 organisations operating within the UK only but not specifying any further information:

- Seventy per cent (N=153) were from the business sector;
- Twenty five per cent (N=54) were from the public sector; and
- Five per cent (N=11) were from the charity/voluntary sector.

Organisation base within the UK

Figure 3 below shows the distribution of organisations across England, Northern Ireland, Scotland and Wales. **The figures in bold represent the proportions of large business in those regions as a whole.** This gives a picture of representation of organisations per region on CHaSPI. There is a slight higher representation of businesses in England and Northern Ireland; and a lower representation of businesses in Wales and Scotland.

Figure 3: Percentage of registered CHaSPI users operating within the UK

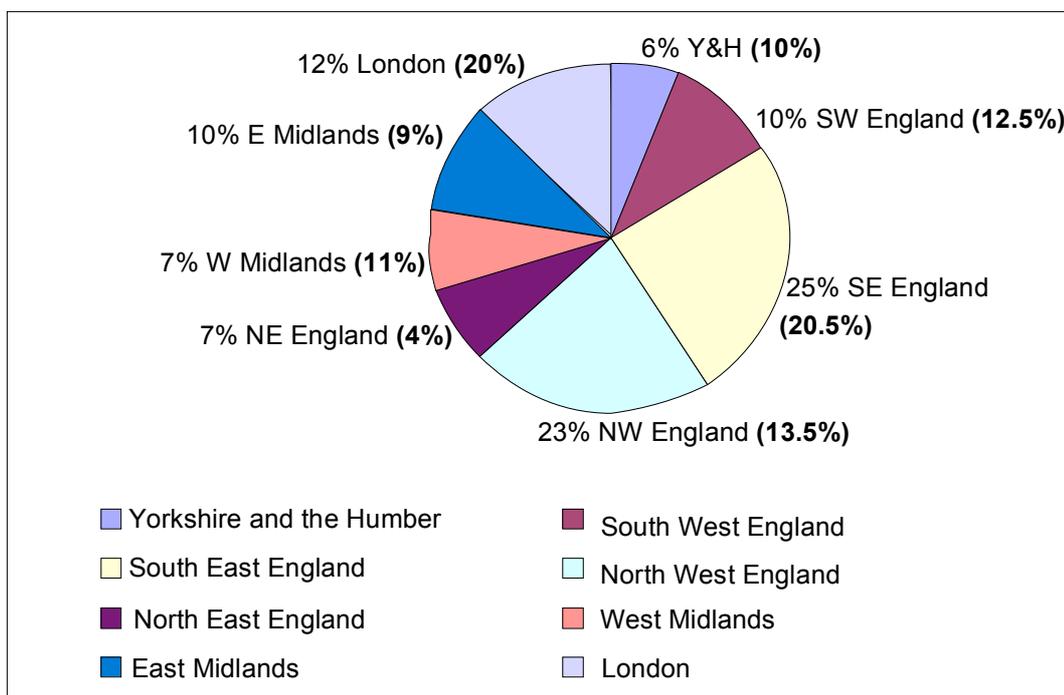


¹⁸ It was interesting to note that the two organisations from Northern Ireland both reported having less than 250 direct employees. One was public sector and the other was business sector.

Of those organisations based in England, the largest proportion was found to be within South East England (25%, N=49), with the smallest proportion from Yorkshire and the Humber (6%, N=13). Figure 4 provides more insight into the distribution of registered CHaSPI organisations that identified where within England they were based.

The figures in bold represent the distribution of large organisations in the UK as a whole, to provide an indication of their representation among registered CHaSPI users. Of particular note is the lower representation of businesses in the north west of England and the higher representation of businesses in London.

Figure 4: Percentage of registered users operating within various regions



8.3 Number of employees

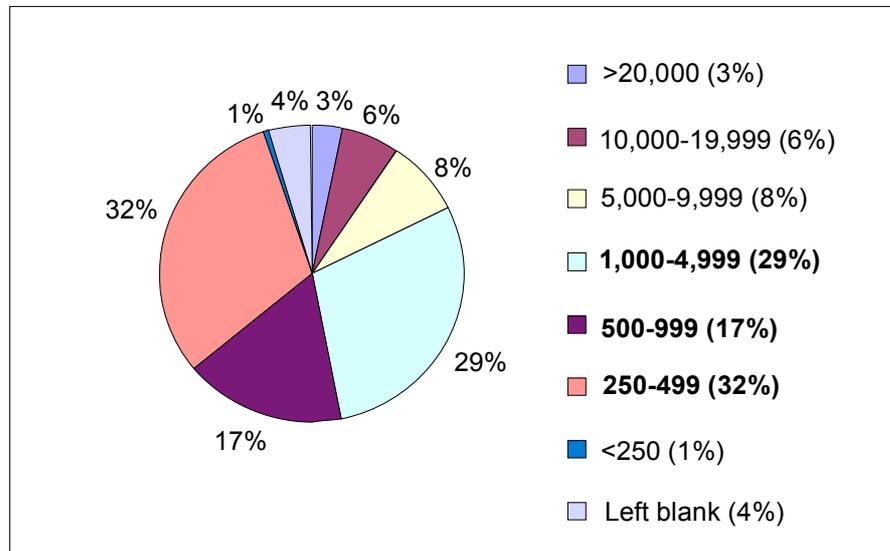
In total, 77% of all registered users reported employing between 250 and 4,999 individuals directly (classified as large organisations). This information is broken down in Figure 5:

- Thirty two per cent employing between 250 and 499 employees;
- Seventeen per cent employing between 500 and 999 employees; and
- Twenty nine per cent employing between 1,000 and 4,999 employees.

A further 3% reported directly employing 20,000 or more. Four organisations consisted of less than 250 direct employees (1%), despite CHaSPI being aimed at large organisations.

Figure 5 below shows more information about the sizes of organisations registered with CHaSPI.

Figure 5: Organisational size of registered CHaSPI users

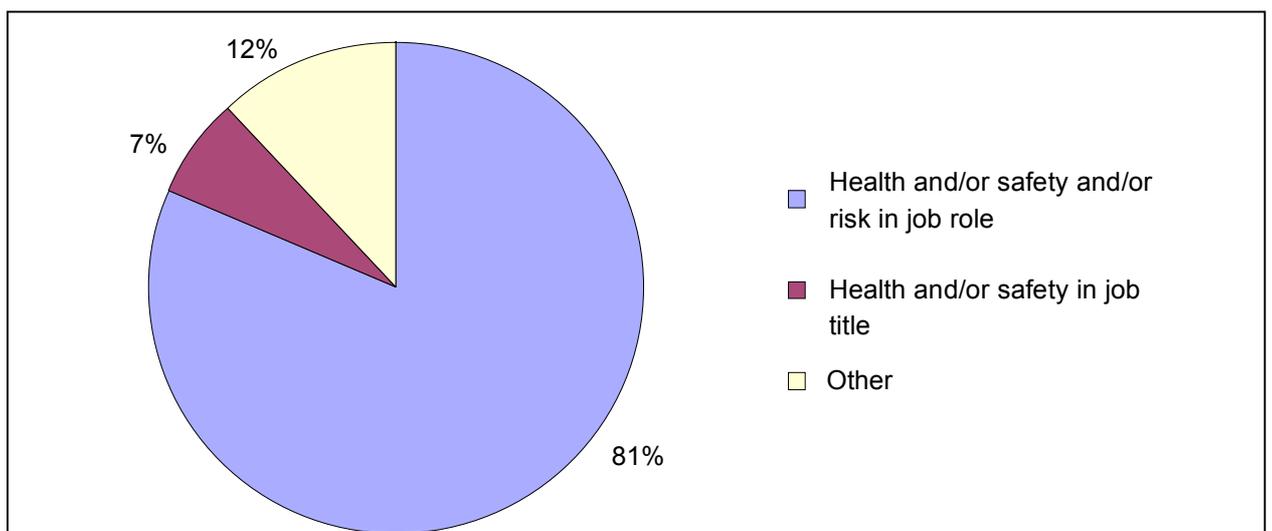


8.4 Registered users of CHaSPI

8.4.1 Examining the primary contacts

Analysis revealed that the majority (81%, N=521) of primary contacts using CHaSPI occupy a specific health and safety job role. The terms ‘health’ and/or ‘safety’ formed part of all the job titles of these individuals. A further 7% (N=43) mentioned either ‘health’, ‘safety’ or ‘risk’ within their job description. The remaining 12% (N=77) did not mention any of the aforementioned terms within either their job title or job description. The majority of these were company directors, with some managers (particularly facilities managers) and secretaries.

Figure 6: Primary users with health and/or safety as part of their job role



8.4.2 Examining the secondary contacts

Of the organisations providing a second contact, 56% (N=338) mentioned 'health' and/or 'safety' in either their job title *or* job description. Of these, 33% (N=112) occupied a managerial or assistant managerial/director position.

Of the 44% not mentioning health and safety in either their job title or description identified themselves at managerial or assistant managerial/director roles, whilst 13% were occupied within an administration, or secretarial assistant role.

Table 26 illustrates the percentage of primary and secondary contacts occupying a managerial role (this includes directors and managers at all levels). It shows that a greater proportion of primary contacts were employed within a management role (58%, N=369), compared with that of secondary contacts (44%, N=264).

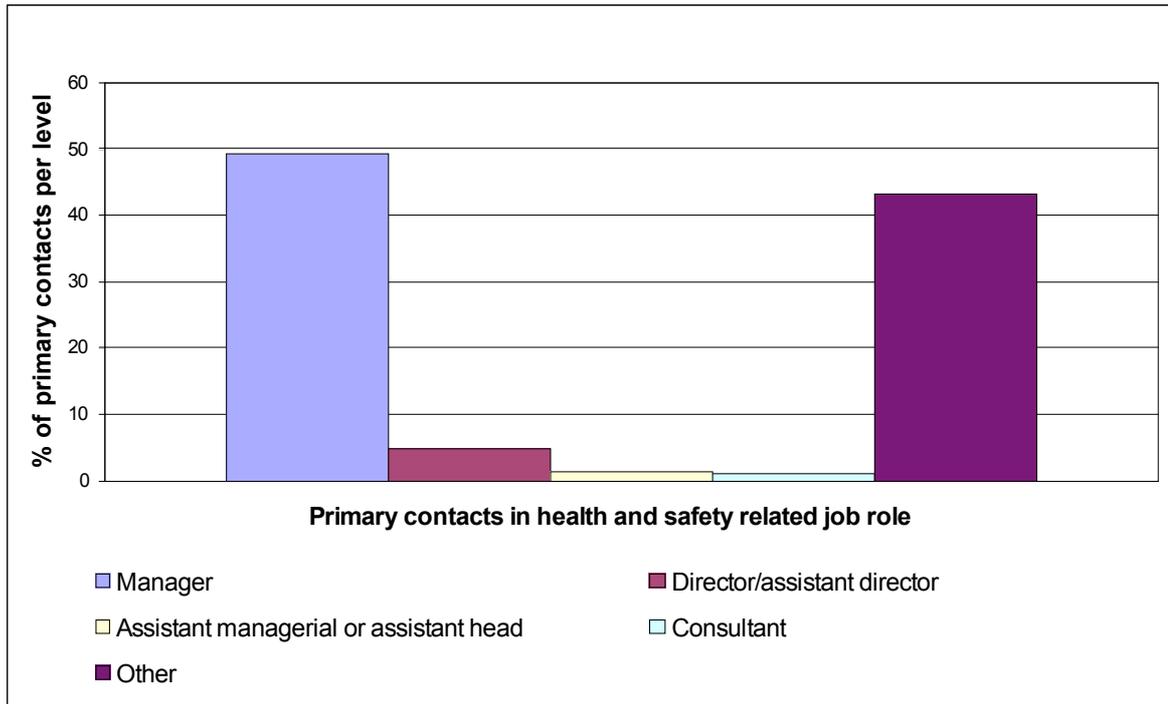
Table 26: Key contacts' seniority levels

	Primary contact	Secondary contact
Number	369	264
Percentage	58%	44%

Primary contact level of job

Figure 7 below illustrates the distribution across different employment levels of the 521 primary contacts with health and/or safety as part of their job title. It shows that almost 54% of the primary contacts using CHaSPI were directors, assistant directors or managers. It should be noted that slightly less than 45% were categorised as 'other'. These comprised mainly of health and safety advisors, representatives and officers.

Figure 7: Graph to show percentage of primary contacts per seniority level



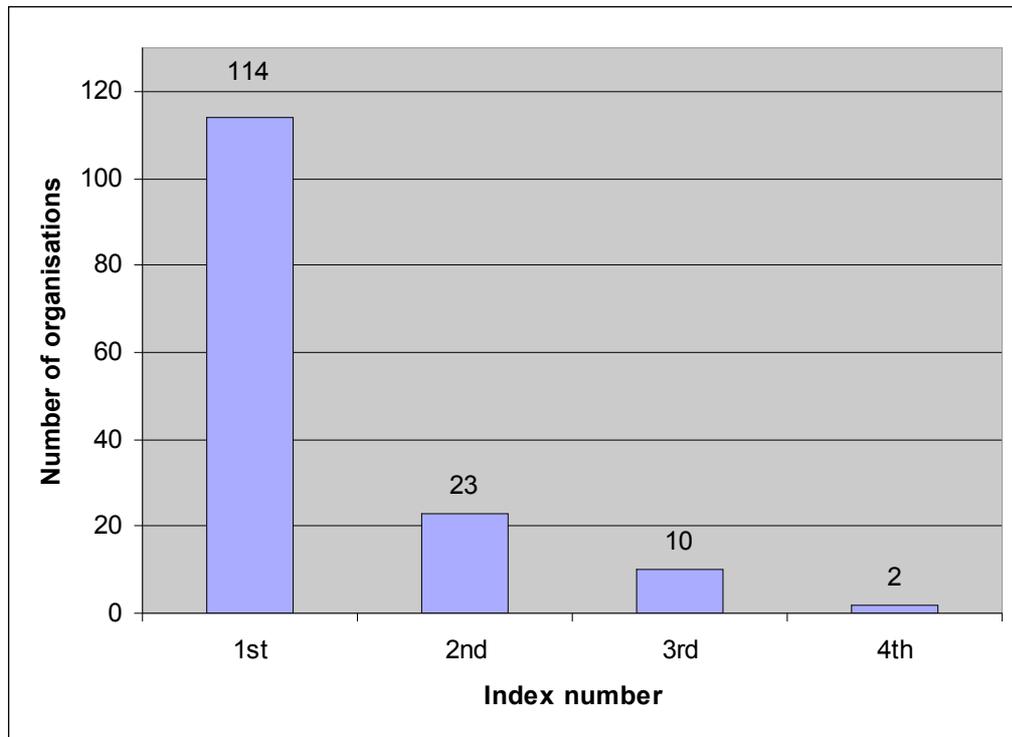
8.5 Index completion

8.5.1 Number of Indexes completed

Figure 8 shows that the majority of organisations listed (N=601, 93%) had **started** at least one Index. Of these **114** organisations had completed their first Index, **23** had completed their second, **10** had completed their third and **two** organisations had completed four Indexes. These were both from the business sector. No organisation had completed more than four Indexes at the time of this report.

With regards to organisations within the charity/voluntary sector, two organisations completed two Indexes, with the remaining organisations within this sector completing one Index each. Other second Index ‘completers’ were from the public and business sectors.

Figure 8: Number of organisations completing one, two, three and four Indexes



8.5.2 Index score

Average scores

Total scores (N=249)

The average CHaSPI score across all of the organisations was **6.4** (where the minimum was 1.9 and the maximum was 9.43 out of a possible 10).¹⁹

Most organisations (85%) saw an improvement in their CHaSPI scores between their first and second time of completion.

Published scores only (N=110)

The total score is much lower than the published scores for which the average was **6.7** (with the highest **being 9.4** and the lowest being 1.9).

¹⁹ It should be noted that these figures are based on **published and unpublished scores**. Published scores tend to be marginally higher. Through anecdotal comments, it is believed that some organisations do not publish their lower scores, but instead wait until their scores have increased before publishing. For example, when they complete subsequent Indexes, if their health and safety performance has increased, then their score may be higher for that Index. At this point, they may choose to publish thus demonstrating an improvement in their scores.

Change in scoring over time

With regards to improved outcome scores, 85% (N=23) of organisations saw an improvement in their CHaSPI scores between their first and second time of completion. Seventy three per cent (N=8) of these companies saw an additional improvement when they completed their third Index. The one organisation that completed (and signed off²⁰) and obtained a score for the fourth Index also improved on all three of their earlier scores.

²⁰ The other company creating a fourth Index had not yet signed off at the time of analysis and did not therefore appear in this report. Their signed-off scores did improve over time with each Index.

9 APPENDIX C: REGISTERED USERS TELEPHONE PROFORMA

Please note that this was the version sent to interviewees prior to interview. The interviewer version contained additional prompts including question routing e.g. depending on a 'yes' or 'no' answer, the interviewer was routed to different questions as relevant.

REVIEW OF CHASPI – THE CORPORATE HEALTH AND SAFETY PERFORMANCE INDEX

This interview is being carried out as part of a Health and Safety Executive (HSE) review of an online tool called CHaSPI (the Corporate Health and Safety Performance Index) (<http://www.chaspi.info-exchange.com/>).

Overall aims

The aims of this review are to:

- Test the extent of the use of CHaSPI since its launch in 2005;
- Determine how widespread the use of CHaSPI is;
- Identify who uses CHaSPI;
- Determine the ways in which CHaSPI is used;
- Determine the impact of CHaSPI; and
- Identify improvements to CHaSPI and make recommendations to HSE on its future use.

What we ask you to do

As a registered user of CHaSPI, we would like to conduct a (maximum) 30 minute telephone interview with you (or a colleague if you prefer) on behalf of your organisation. We will call in a few days to arrange a time and date that is convenient for you.

It would be helpful if you could spare some time before then, to have a look at the questions to ascertain who would be best from your organisation to participate in the interview. If there is someone else better suited than you, please let me have their contact details. The interview should be completed by **19th December**.

Anonymity

Please be assured that any responses and comments made in this telephone interview will be treated with the utmost confidence and the names of individuals and organisations will be anonymised.

Contacts

If you have any queries about this survey please call Nina Williams on 020 7874 1572 or email her at nina.williams@greenstreet.co.uk. If you have any queries for HSE, please email norma.lunt@hse.gsi.gov.uk.

REVIEW OF CHASPI

1. Name	
2. Organisation	
3. Job title	
4. Sector	
5. Size of organisation	
6. Location in the UK	

7. How often do you use CHaSPI?

- a. What would prompt you to use it more?
- b. We notice that you have not published your CHaSPI results. Are there any particular reasons why you have not done so?
- c. We notice that you withheld the name of your organisation when you published your CHaSPI results. Are there any particular reasons why you have done so?

8. Do you see CHaSPI as a HSE tool or independent of HSE?

- a. To what extent does the fact HSE runs this tool add weight to it?

9. How did you find out about CHaSPI?

10. What benefits, if any, has CHaSPI brought to your organisation?

11. What section(s) of CHaSPI do you find most helpful e.g. public reports, presentations, news section etc?

12. What sections of CHaSPI do you find least helpful?

13. Do you use CHaSPI in your external engagements e.g. with insurers, investors, clients etc?

- a. If yes, how do you use it?

14. Do you require other organisations that you work with to use CHaSPI and/or other similar health and safety tools?

- a. If you do, which tools are these?

15. Do other organisations require you to complete CHaSPI or ask whether you have done so?

- a. What kinds of organisations have these been?

16. How do you use CHaSPI within your organisation?

17. What changes to CHaSPI, if any, would you like to see?

- a. What are your thoughts or feelings about anonymised reporting?

18. Do you use any other health and safety tools that are similar to CHaSPI? If yes, what are they?

19. Why do you use this/these other tool(s)?

- a. Where did you find out about it/them?
- b. What aspects of this/these tool(s) do you find most useful?
- c. What aspects of the tool(s) do you find least useful?
- d. How do you use this/these tools within your organisation?
- e. Do you use the tool(s) to engage externally e.g. with insurers, investors, clients etc?
 - i. If yes, how do you use it/them?

20. How do these other tool(s) compare with CHaSPI?

21. Is there anything else you want to add?

Thank you for participating in this survey. The anonymised results will be posted on the CHaSPI website when they are available.

If you would like more information on CHaSPI please go to www.chaspi.info-exchange.com.

10 APPENDIX D: NON-REGISTERED USERS TELEPHONE PROFORMA

Please note that this was the version sent to interviewees prior to interview. The interviewer version contained additional prompts including question routing e.g. depending on a 'yes' or 'no' answer, the interviewer was routed to different questions as relevant.

REVIEW OF CHASPI – THE CORPORATE HEALTH AND SAFETY PERFORMANCE INDEX

This interview is being carried out as part of a Health and Safety Executive (HSE) review of an online tool called CHaSPI (the Corporate Health and Safety Performance Index) (<http://www.chaspi.info-exchange.com/>).

Overall aims

The aims of this review are to:

- Test the extent of the use of CHaSPI since its launch in 2005;
- Determine how widespread the use of CHaSPI is;
- Identify who uses CHaSPI;
- Determine the ways in which CHaSPI is used;
- Determine the impact of CHaSPI; and
- Identify improvements to CHaSPI and make recommendations to HSE on its future use.

What we ask you to do

I would like to conduct a (maximum) 20 minute telephone interview with you (or a colleague if you prefer) on behalf of your organisation to cover the key aims as outlined above. I will call in a few days to arrange a time and date that is convenient for you.

It would be helpful if you could spare some time before then, to have a look at the questions to ascertain who would be best from your organisation to participate in the interview. If there is someone else better suited than you please let me have their contact details. The interview should be completed by **14th December**.

Anonymity

Please be assured that any responses and comments made in this telephone interview will be treated with the utmost confidence and the names of individuals and organisations will be anonymised.

Contacts

If you have any queries about this survey please call Nina Williams on 020 7874 1572 or email her at nina.williams@greestreet.co.uk. If you have any queries for HSE, please email norma.lunt@hse.gsi.gov.uk.

REVIEW OF CHASPI

1. Name	
2. Organisation	
3. Job title	
4. Sector	
5. Size of organisation	
6. Location in the UK	

7. Have you heard of CHaSPI?

If no:

- a. Does it sound useful to you?
- b. How could it best be promoted to you?
- c. What would prompt you to use it?

If yes:

- d. Do you see CHaSPI as a HSE tool or independent of HSE?
 - i. To what extent does the fact HSE runs this tool add weight to it?
- e. How did you find out about CHaSPI?
- f. What sections of CHaSPI do you find most helpful e.g. public reports, presentations, news section etc?
- g. What sections of CHaSPI do you find least helpful?
- h. Do you use CHaSPI when engaging with other organisations?
 - i. If yes, how do you use it?
- i. How do you use CHaSPI within your organisation?
- j. What changes to CHaSPI would you like to see?

8. Do you use any other health and safety tools that are similar to CHaSPI? If yes, what are they?

- k. How did you find out about it/ them?
- l. What aspects of this/these tools do you find most helpful?
- m. What aspects of this/these tools do you find least helpful?
- n. Do you use the tool(s) when engaging with other organisations?
 - i. If yes, how do you use it/them?
- o. What would you like to see more of?
- p. How do you use this/these tools within your organisation?

9. If you have used CHaSPI, how do these other tools *compare* with CHaSPI?

10. Why do you use them?

11. Is there anything else you want to add?

Thank you for participating in this survey. The anonymised results will be posted on the CHaSPI website when they are available.

If you would like more information on CHaSPI please go to www.chaspi.info-exchange.com.

11 APPENDIX E: ONLINE SURVEY QUESTIONS

INTRODUCTION: REVIEW OF CHASPI – THE CORPORATE HEALTH AND SAFETY PERFORMANCE INDEX

This survey is being carried out as part of a Health and Safety Executive (HSE) review of an online tool called CHaSPI (Corporate Health and Safety Performance Index) (<http://www.chaspi.info-exchange.com/>).

Overall aims

The aims of this review are to:

- Test the extent of the use of CHaSPI since its launch in 2005;
- Determine how widespread the use of CHaSPI is;
- Identify who uses CHaSPI;
- Determine the ways in which CHaSPI is used;
- Determine the impact of CHaSPI; and
- Identify improvements to CHaSPI and make recommendations to HSE on its future use.

This will involve asking you about your use of CHaSPI and/or other similar tools.

What we ask you to do

You are asked to complete this short online survey. It should not take you more than 15 minutes to complete.

Anonymity

You are asked to provide some basic information about yourself including the size and type of organisation you work for and also your email address. This information is gathered purely to ensure the validity of your response and will not be used to identify you.

When the data is analysed, all responses will be treated with the utmost confidentiality and the names of individuals and organisations will be anonymised.

Contacts

If you have any queries about this questionnaire please call Nina Williams on 020 7874 1572 or email her at nina.williams@greenstreet.co.uk. If you have any queries for HSE, please email norma.lunt@hse.gsi.gov.uk.

REVIEW OF CHASPI – ONLINE SURVEY QUESTIONS

Section 1: About you

We are asking for this information purely to verify the validity of responses and to help with analysis of responses. None of the information gathered in this section will be used to identify anyone or passed on to any third party. All your responses will be anonymised.

1. Name (non-mandatory)	Free text
2. Organisation (non-mandatory)	Free text
3. Job title (non-mandatory)	Free text
4. Email address (mandatory)	Free text
5. Sector (mandatory, select one)	<ul style="list-style-type: none"> 1) Public sector 2) Private²¹ sector 3) Private sector subsidiary 4) Voluntary/charitable sector
6. Type of organisation (mandatory, select one)	<ul style="list-style-type: none"> 1) Aerospace (Civil) 2) Agriculture, Horticulture & Fisheries 3) Airports 4) Automotive 5) Biotechnology & Pharmaceuticals 6) Business (& Consumer) Services 7) Chemicals 8) Clothing, Footwear & Fashion 9) Communications 10) Construction 11) Creative & Media 12) Education & Training 13) Electronics & IT Hardware 14) Environment 15) Financial Services 16) Food & Drink 17) Giftware, Jewellery & Tableware 18) Healthcare & Medical

²¹ 'Private' equates with 'business' sector as used in the CHaSPI tool and as discussed throughout the report.

	19) Household Goods, Furniture & Furnishings 20) Leisure & Tourism 21) Marine 22) Mechanical Electrical & Process Engineering 23) Metallurgical Process Plant 24) Metals & Minerals 25) Mining 26) Oil & Gas 27) Ports & Logistics 28) Power 29) Railways 30) Security 31) Software & Computer Services Business to Business 32) Sports & leisure Infrastructure 33) Textiles, Interior Textiles & Carpets 34) Water 35) Health 36) Social Care 37) Education 38) Regional or Local Government 39) Central Government 40) Emergency Services 41) Justice 42) Prison Services 43) Defence 44) Tourism and Leisure 45) Regulator or Agency 46) Charity 47) Voluntary Organisation 48) Trade Union 49) Religious 50) Other
7. Size of organisation (mandatory, select one)	1) 0-49 2) 50-99 3) 100-249 4) 250-499 5) 500-999 6) 1,000 +

8. Type of user (mandatory, select one)	1) Registered user of CHaSPI 2) Trade union 3) H&S professional 4) Investor 5) Insurer 6) Other
9. Country (mandatory, select one)	1) Great Britain 2) Northern Ireland 3) Europe (not GB/NI) 4) Outside Europe

Section 2: Awareness of CHaSPI

10. Had you heard of CHaSPI prior to this survey? (mandatory, select one)	1) Yes (continue to next question) 2) No (go to Note 1)
11. Where did you hear about CHaSPI? (mandatory, select multiple)	1) Word of mouth 2) From HSE inspectors 3) From other inspectors 4) Presentation by HSE 5) Presentation by someone else 6) Paper/journal by HSE 7) Paper/journal by someone else 8) HSE's website 9) Another website (please specify) [<i>Freetext</i>] 10) Browsing Internet (e.g. Google) 11) Don't remember 12) Other (please provide more information) – freetext

(Continue to Section 3)

Section 3: Use of CHaSPI

12. Do you ever use CHaSPI? (mandatory, select one)	<ol style="list-style-type: none"> 1) Yes (Continue to next question) 2) No (go to Q14)
13. Which elements of CHaSPI do you use? (mandatory, select multiple)	<ol style="list-style-type: none"> 1) News section 2) Results facility 3) Benchmarking facility 4) Downloading/accessing useful information 5) Completing CHaSPI
14. If you download information from CHaSPI website, what do you find most helpful? (mandatory, select multiple)	<ol style="list-style-type: none"> 1) Information about CHaSPI 2) Investor information 3) H&S professional information 4) Other user information 5) Business sector information 6) Public sector information 7) Voluntary/charity sector information 8) Calculation sheets 9) HSE A-Z quick search/glossary 10) Presentations 11) Own reports 12) CHaSPI Annual Reports
15. What do you use CHaSPI for? (mandatory, select multiple)	<ol style="list-style-type: none"> 1) Benchmarking against other organisations in my sector 2) Benchmarking against other subsidiary organisations belonging to the umbrella company I work for 3) Monitoring the H&S performance of my organisation 4) Monitoring the H&S performance of my department 5) Monitoring the H&S performance of my team 6) Finding out about latest news 7) Engaging with clients 8) Engaging with insurers, investors 9) Other (please insert) – freetext

(Continue to section 4)

Section 3: Use of CHaSPI

16. Why don't you use CHaSPI at the moment?	<ol style="list-style-type: none"> 1) There are better tools available 2) I planned to, but have not yet done so 3) I plan to now that I know more about it 4) I don't think it would be of any use to me 5) I don't know 6) Any other reason, please specify
17. What benefits, if any, has CHaSPI brought to your organisation?	Freetext
18. What would encourage you to use CHaSPI in the future?	Freetext (Go to Note 2)

(Go to Section 5)

Section 4: Improvements to CHaSPI

This section will ask you some questions about how useful you find CHaSPI and the ways in which you think it could be improved.

19. How useful do you find CHaSPI? (mandatory, select only one)	<ol style="list-style-type: none"> 1) Very useful 2) Quite useful 3) Not very useful 4) Not at all useful 5) If 3 or 4, please specify why [<i>Freetext</i>]
20. What do you like most about CHaSPI? (mandatory)	Freetext
21. Is there anything you don't like or find difficult about using CHaSPI? (mandatory, select multiple)	<ol style="list-style-type: none"> 1) The layout 2) The size of the font 3) Clarity of language 4) The colours on the screen 5) Finding my way around CHaSPI – navigation 6) Speed of downloading reports 7) Registration 8) Benchmarking 9) Other (please insert) – freetext

22. Are there any changes or improvements you would like to see to CHaSPI? (non-mandatory)	Freetext
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(Continue to Section 5)

Section 5: Use of other H&S tools (All mandatory)

This section seeks to find out more about other H&S tools that you use instead of, or in addition to CHaSPI.

23. Do you use any other similar health and safety tools? (select one)	1) Yes (continue to next question) 2) No (go to Note 2)
24. What is it/are they called?	1) BiTC 2) Business Link's SME Indicator 3) Other <i>Freetext</i>
25. How do you find these tools?	1) Much better than CHaSPI 2) A little better than CHaSPI 3) About the same as CHaSPI 4) A little worse than CHaSPI 5) Much worse than CHaSPI 6) If 1 or 2, please specify why [<i>Freetext</i>] (go to Q26)
Note 1: CHaSPI is a health and safety performance index for organisations with more than 250 employees, operating in the UK within any business, public or charity/volunteer sector. The development of the Index has been funded by the UK's Health & Safety Executive (HSE) and it aims to help in the assessment of how well an organisation manages its health and safety risks and responsibilities towards its workers, the public and other stakeholders. (Go to next question)	
26. Are there any tools similar to CHaSPI, which you have heard of but don't use? (select one)	1) Yes (continue to next question) 2) No (go to Note 2)
27. What is it/are they called?	1) BITC 2) Businesslink's SME Indicator 3) Other <i>Freetext</i>

28. How did you find out about it/them? (select multiple)	1) Word of mouth 2) From HSE inspectors 3) From other inspectors 4) Presentation by HSE 5) Presentation by someone else 6) Article in a paper/journal by HSE 7) Paper/journal by someone else 8) HSE's website 9) Another website (please specify) [Freetext] 10) Browsing the Internet (e.g. Google) 11) Don't remember 12) Other (please provide more information) – freetext
29. Why don't you use it/them?	Freetext

(Continue to Section 6)

Section 6: Further comments

30. Is there anything else you want to say about CHaSPI or the other tools you have used? If so, please insert into the space provided.	Freetext
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(Continue to Section 7)

Section 7: Thank you!

(Note 2)

You have now completed all relevant sections. Thank you for taking the time to participate in this survey. The results of the survey will be posted on the CHaSPI website when available.

For more information on the Corporate Health and Safety Performance Index (CHaSPI), or to register with CHaSPI, please click here. (Link to <http://www.chaspi.info-exchange.com/>)

Finally, as part of our quality control, we may need to contact you by email to verify/clarify your answers. Are you content for us to do so?

- 1) Yes
- 2) No

12 APPENDIX F: GLOSSARY

Term	Meaning
BARBOUR	Provider of professional information services across the health, safety, environment and construction sectors: www.barbour.info
BERR	Government department – Department for Business, Enterprise and Regulatory Reform : www.berr.gov.uk
BiTC	Business in the Community – a movement of member companies committed to mobilising business for good through their corporate responsibility agenda: www.bitc.org.uk
BSC	British Safety Council (BSC) is an occupational health, safety and environmental organisation. Founded in 1957, it now has a turnover of more than £9 million. Its mission is to support a healthier, safer and more sustainable society. BSC produce a tool referred to by respondents as their ‘five star audit’ or the ‘health and safety diagnostic tool’, which aims to support a healthier, safer and more sustainable society: www.britsafe.org
BSI	British Standards Institute provides organisations from all sectors with best practice solutions and standards that represent and support the needs of business and society in the UK and worldwide: www.bsi-global.com
Business Link	See ‘SME Indicator’
CBI	Confederation of British Industry is a lobbying organisation for UK business: www.cbi.org.uk
CHAS	The Contractors Health and Safety Assessment Scheme is run jointly by Local Authorities and other organisations : www.chas.gov.uk
CHASE	Complete Health and Safety Evaluation – originally designed for health and safety, the CHASE system is designed around good management practices and is provided by HASTAM (Health and Safety Technology and Management Ltd): www.hastam.co.uk/software/chase.htm
CHaSPI	Corporate Health and Safety Performance Index – funded by the Health and Safety Executive, managed and maintained by Greenstreet Berman and Enable Infomatrix
CIA	Chemical Industry Association represents chemical businesses throughout the UK: www.cia.org.uk

Term	Meaning
Construction Line	UK register of pre-qualified construction services: http://www.constructionline.co.uk/static/buyers/logos.html
CR Index	Corporate Responsibility Index: see the BiTC entry in this table – BiTC produce and manage this Index
Croners H&S guide	This practical guide provides up-to-date information on all the important health and safety issues, from accident reporting to work equipment: www.croner.co.uk
Curriculum Online	This was a website and catalogue providing teaching professionals with access to digital learning resources that could be bought using eLCs – e-learning credits (the catalogue is no longer maintained because ring-fenced funding via eLCs ceased at the end of August 2008 and it became impossible to use eLCs to purchase digital resources): www.curriculumonline.gov.uk
DWP	Government department – Department of Work and Pensions: www.dwp.gov.uk
EEC Safety Suite	European Education Consultants – registered Curriculum Online providers who provide an online health and safety management suite: www.eeclive.co.uk
EEF	EEF Ltd is the industry body for engineering and manufacturing employers and provide a benchmarking tool to their members: www.eef.org.uk
EN 14001	See ‘ISO 14001’
E-Risk	Online web portal contains online training materials that have been developed for use by those who are working or are training to work in health and safety enforcement: www.erisk.org.uk
GAT	General term meaning ‘Government Audit Tool’ of which there are a number of different types
HASMAP	Health and Safety Management Performance which is based on HSG65 – see ‘HSG65’ for more information
HaSPI	See ‘SME Indicator’
HSE	Government department – Health and Safety Executive: www.hse.gov.uk
HSE Stress Assessment Tool	See ‘Management Standards’

Term	Meaning
HSG65	Health and Safety Guidance provided by HSE and available from HSE books: www.hsebooks.com/Books/
IChemE	Institution of Chemical Engineers, provides an SHE (safety, health and environment) self-assessment toolkit to its members: www.icheme.org
IHS	IHS (formerly Technical Indexes) is a supplier of BSi British Standards, Standards, Regulations, Product and Supplier Information to seven core industries worldwide including construction and engineering; aerospace and aviation; government and defence; health, safety and environment; food and drink; energy; and rail and transport: uk.ihs.com
Index	CHaSPI results are created through a series of questions selected to provide a strategic overview of an organisation's occupational health and safety performance. Each section is given a score out of 10 (where 10 is the best possible score) which then contribute to the organisation's overall CHaSPI score. Once all these questions have been completed, the organisation has completed their first Index. They can go on to do this as many times as they wish, although at the time of writing this report no organisation had completed more than four Indexes.
IoD	Institute of Directors: www.iod.co.uk
IOSH	Institution of Occupational Safety and Health is a body for health and safety professionals: www.iosh.co.uk
ISRS	International Safety Rating System was devised to measure an organisation's effectiveness in safety management by independently auditing the level of safety applied to 20 elements and giving organisations an overall safety rating scored out of 10
ISO	International Organization for Standardization including specifically ISO 14001 (environmental management), ISO 9000 (quality management) and ISO 9001 (quality management systems): www.iso.org
ISO 14001	International standard relating to environmental management – see ISO for more information
ISO 9000	Family of international standards for quality management – see ISO for more information
ISO 9001	International standard relating to quality management systems – see ISO for more information

Term	Meaning
ISRS7 by DNV	ISRS7 was developed as a Joint Industry Project between DNV and partners from the nuclear, chemical and petrochemicals industries worldwide. It is a system for measuring, improving and demonstrating safety, environmental and business performance: www.dnv.co.uk
KPIzone by Construction Excellence in association with BERR	KPIzone provides organisations of any size and from all major sectors of the construction industry with an easy way of measuring and benchmarking performance against national data: www.kpizone.com
LRQA	Lloyds Register Quality Assurance – supplier of management system certification to international standards including ISO: www.lrqa.co.uk
Management Standards	HSE have produced a set of Stress Management Standards designed to look specifically at reducing stress and therefore possible instances of mental ill-health: www.hse.gov.uk/stress
NHBC Health and Safety Audit and Accreditation Scheme	NHBC’s Health and Safety Audit and Accreditation Scheme tests systems, benchmarks against industry standards, and accredits a company's health and safety management system so that the level of effectiveness to third parties can be demonstrated. The audit is recognised by the Association of British Insurers (ABI) as part of their ‘Making the Market work’ scheme: www.nhbc.co.uk
Non-registered users (of CHaSPI)	‘Non-registered users’ throughout this report refers to those organisations that have <u>not</u> registered to complete CHaSPI. They might use CHaSPI to find out more about a company’s health and safety performance for investment purposes (e.g. investors), or to make a judgement about how well staff are treated (e.g. trade unions).
OHSAS	Occupational Health and Safety Management Systems – see ‘OHSAS 18001’
OHSAS 18001	OHSAS 18001 was created by a number of the national standards bodies across the world, certification bodies and specialist consultancies. A main driver for this was to try to remove confusion in the workplace from the proliferation of certifiable occupational health and safety specifications.
Registered users (of CHaSPI)	‘Registered users’ throughout this report refers to those organisations that have registered to complete CHaSPI.

Term	Meaning
Rivo	Rivo Software aims to help manage Health and Safety, and Environmental risk and compliance. Safeguard replicates existing business processes in order to increase visibility, reduce the administrative burden, and further de-risk organisations: www.rivosoftware.com
RoSPA's Quality Safety Audit	The Royal Society for the Prevention of Accidents is a registered charity established more than 90 years ago. It aims to campaign for change, influence opinion, contribute to debate, educate and inform. RoSPA's Quality Safety Audit (QSA) provides a complete health and safety management audit system and is based on the principles of HSG65 and BS8800. It has also been updated to include all parts of the guidance document OHSAS 18001: www.rosipa.com
RUBIAC	Rubber Industry Advisory Committee – a group facilitated by HSE with information on the HSE website: www.hse.gov.uk/rubber
Safe Contractors Scheme	SafeContractor is an accreditation scheme that assesses the health and safety competency of contractors and service providers: www.safecontractor.com
SHEIIBA	Safety, Health and Environmental Intra Industry Benchmarking Association provides an environment for intra company health and safety practice-sharing and performance-comparing: www.sheiiba.com
SME Indicator	Health and Safety Performance Indicator for SMEs (small to medium sized enterprises) managed by Business Link – this is also erroneously referred to as HaSPI: www.businesslink.gov.uk/bdotg/action/haspi
Solution Host	Solution Host is a Business Service Provider, established in 2000, to offer hosted and managed business applications over the internet, and standalone intranet server applications for installation within networks: www.solutionhost.co.uk
Technical Indexes (TI) services online	See 'IHS'

Review of CHaSPI

The Health and Safety Executive (HSE) requested Greenstreet Berman to undertake a review of the Corporate Health and Safety Performance Index (CHaSPI), to provide basic information on the extent of its use, who uses it and how and ways in which it could be improved. The review was undertaken in three phases from November 2008 to January 2009 and it included: an electronic review of registered users; telephone interviews with registered and non-registered users; and an online survey of registered and non registered users. Responses to the review were often polarised with many strong opinions expressed about its current and future use. CHaSPI was reported as being mainly used: for benchmarking; as an internal tool to identify strengths and weaknesses; and to report back on organisational health and safety performance. Many users felt that CHaSPI currently had limited impact due to levels of awareness and number of users. Greater future use was envisaged if the benefits of the tool were better promoted.

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