

## Slips and Trips Stakeholder Group

### Minutes of a meeting held on 15th October 2008 Rose Room HSE, Rose Court

#### In attendance:

Elizabeth Gibby	HSE (Chair)
Eddie Bailey	HSE
Mark Thomas	HSE
Helena Allum	HSE
Helen Baker-Latham	HSE
Kate Sweeney	HSE
Stephen Wright	HSE
Dave Joyce	CWU
Andrea Przystupa	UNITE
Paul Lehane	Bromley LA
Luise Vassie	IOSH
Amanda Walkett	CBRE
Dave Bennett	ASLEF
Geoff Northey	Altro
Susan Rowland	Northern Foods
Roy Bedford	ARCO
Liz Johnsen	ARCO
Nigel Lodge	Trillium
Neil Moss	Somerfield
Doug Russell	USDAW
Linsey Elliston	Tesco
Mike Cox	Sainsbury's
Jennifer Mitchell	Unison
Ron Cater	BT
Jan Worthy	NHS Employers
Keith Scott	Royal Mail Group
Steve Sumner	Local Government as Employers

**Apologies** had been received from: Abby Millar (Argos), Annabel Berdy (BRC), Lisa Meredith (M&S), Tracey Colbert (KFC), Mark Hathaway (McDonalds), Richard Trist (British Safety Council), Jon Lawrence (QBE), Lynsey Groom (FSB), Keith Grant (Devon CC), Briony Krikorian (ABI), Laurence Kamm (LBBD), Graeme Anderson (HBOS), Chris Redgewell (First Group), Paul Roberts (DH), Sarah Bull (LACoRS), John Phillips (Norwich Union), Robert Paterson (Oil and Gas UK), Malcolm Haran (DWP).

#### Welcome, introductions and minutes of the last meeting

1. **Elizabeth Gibby** welcomed everyone to the meeting. She announced that both she and Eddie Bailey would be leaving HSE on the 23<sup>rd</sup> October for posts in other Government Departments; and that Helena Allum would be returning to

operational duties at the end of 2008. She welcomed Helen Baker-Latham who had recently joined the Programme team. The minutes were agreed.

### **Fit3 Survey results**

2. **Kate Sweeney** presented the main findings on slips and trips from the Fit3 employer and worker surveys that had been run annually for three years from 2005. Their aim was to gauge changing attitudes and behaviours in relation to risk control. In summary, both employers and workers had become less likely to be fully satisfied with the level of control at their workplaces and that employers were taking more action to reduce risk. Workers were more likely to see or notice a slips/trip hazard in the third survey than in the first. Together all the results pointed to a raised profile for slips and trips. There was some suggestion of a 'bounce back' in the employer findings which highlighted the importance of continuing to keep the issue in the forefront of their minds, eg through communications activities.
3. More information about the surveys and statistics more generally could be found at [www.hse.gov.uk/statistics](http://www.hse.gov.uk/statistics). Looking ahead, discussions were underway to develop a new series of surveys, likely to commence in 2010/11.

### **Royal Mail Group's approach to slips and trips**

4. **Keith Scott**, Royal Mail Group Head of Health and Safety, gave a presentation on his company's approach to slips and trips. The Group comprised three main business areas employing 180,000 employees, with postal deliveries of 83m items to 27m addresses each day. He showed some examples of some typical hazards faced by postal workers both in sorting offices and out on the street. Slips, trips and falls were a major contributor to RMG's injury figures and there had been a number of past initiatives to raise their profile and to introduce risk control measures. A new safety director (Letters) and a number of safety managers had recently been recruited to add fresh impetus in raising hazard perception and in driving down down injury figures. In particular, RMG would be reviewing the recommendations from the 2006 HSL report, their PPE policy, and would be concentrating more on behavioural safety solutions with more visible leadership and better enforcement of standards. Worker engagement and developing a better safety culture would be keys to success.
5. **Dave Joyce** added that the introduction of policies and procedures on footwear procurement and job and finish were militating against effective management of slips and trips and would need to be addressed.
6. **Elizabeth Gibby** thanked Keith for his interesting presentation and suggested he return in a year to give the Group an update on progress.

### **Update on the slips and trips e-learning package (STEP)**

7. **Helena Allum** reminded the Group of the background and approach being taken in the development of the package, that, in addition to a general package, it would be targeted initially at the food manufacturing, catering, education and health sectors with further sectors likely to be covered later. The package was pitched at

three levels: introductory, intermediate and advanced so that there was content in the package for all. Feedback from evaluation exercises had been positive, with concerns generally centering on navigation and usability.

8. Helena ran through parts of the package, showing the interactivity and navigation of the site, especially the risk assessment walk through module. A soft launch of the package was scheduled to take place at the beginning of December allowing access to small group, including the Stakeholder Group, to enable any small changes to be made in advance of its main launch on 5<sup>th</sup> January 2009. **[NB – these dates are currently under review and it is likely that the launch will now coincide with phase 2 of the Shattered Lives publicity campaign in February]**. A holding page had been set up on HSE's website allowing people to register their interest in the package and to date 850 organisations/individuals had done so, with potential outreach to over 600k employees. A marketing plan had been developed, with articles planned for a range of key trade journals, together with taster DVDs. Helena thanked the Group for its continuing support for the package and asked that members helped with alerting their networks to its impending availability. She would e-mail members with details.

**Action: Helena Allum; and  
SG members**

### **Shattered Lives campaign update**

9. **Eddie Bailey** reminded the Stakeholder Group that the objectives of the Shattered Lives publicity campaign in March 2008 had been to raise awareness and to increase the numbers of employers in key target sectors to take preventive action on slips and trips. The campaign approach had centered on national press, local radio and on-line advertising, together with proactive PR through trade journals, direct mailing and stakeholder engagement activities. Interim evaluation pointed to a highly successful campaign, with 800,000 visitors to the website, praise from the advertising industry and high recollection rates of the advertisement by the target audiences. The full evaluation would be ready by the end of the year but the interim findings gave enough confidence in the campaign for plans, now well advanced, to run a second round of publicity activity in February/March 2009 with a greater emphasis on encouraging employers to take action. The STEP would be a key new resource. Eddie asked that members bear in mind the second phase of the publicity campaign and consider linking any plans they had on slips and trips to it.

### **Round table update of key developments**

10. **Luise Vassie** - wave 3 of the survey of IOSH members of their attitudes and activity on slips and trips would start soon.

11. **Jennifer Mitchell** - Unison was spreading information to safety representatives about STEP and was pleased that health and education were two of its target sectors. Unison would be hosting an event on the package in March and other events were being planned.

12. **Steve Sumner** - LGE would actively promote STEP and that a community of interest site would be launched for those in LAs interested in health and safety more generally.
13. **Ron Cater** - BT was changing its footwear policy in moving away from steel toe caps to a more composite shoe/boot and that feedback from trials had been favourable.
14. **Sue Rowland** - Northern Foods had recently conducted a survey of three of its sites looking at flooring issues and would be turning its attention to footwear, the aim being to develop and share best practice.
15. **Liz Johnson** - ARCO had launched its product information that now contained more information about slip resistant footwear.
16. **Mike Cox** – Sainsbury had conducted a review of its entrances and the matting provided, were now examining floors in food preparation areas and were trialling new footwear.
17. **Paul Lehane** – London Borough EHOs were targeting major food retailers through a partnership approach.
18. **Geoff Northey** – Shattered Lives had featured in Altro's safety programme and an exhibition they were organising to coincide with European Safety Week would include slips and trips.
19. **Doug Russell** – the launch of STEP would coincide nicely with an intervention being planned, with USDAW involvement – in bacon factories.
20. **Jan Worthy** – NHS Employers would be actively publicising STEP.
21. **Dave Bennett** – the rail industry was now aware of the Shattered Lives campaign but ORR needs to be more drawn in, eg in spreading messages on STEP.
22. **FGW representative** – FGW were more actively examining slip/trip accident causation and three new safety advisers had been recruited to help with risk assessments etc. A poster campaign was underway at Reading station about safe use of escalators.
23. **Andrea Przystupa** – Unite would be raising awareness of STEP with safety representatives and suggested that disks be made available in training colleges.
24. **Neil Moss** – Somerfield were introducing 'soak socks' and absorbent powders into stores to deal with spillages. Their target was to reduce slips and trips by 10% over the next 12 months.
25. **Nigel Lodge** – Trillium had been running courses for managers on slips and trips and now had the 'Kenny' micro-roughness meter (to be used with the Slips Assessment Tool) ; and had held meeting with flooring suppliers to discuss improved specification

26. **Linsey Elliston** – Tesco had been running awareness campaign on slips and trips, looking at site specific accidents and comparison with like-for-like stores. New risk teams would be launching new control measures, new flooring must pass tougher slip tests and footwear was under review.

27. **Amanda Walkett** – CBRE was in the process of altering its reporting processes following a review of accidents; and would be supporting European Week of Health and Safety.

#### **Update from the Slips and trips programme team**

28. **Mark Thomas** said that he was working on events with Royal Mail, care homes and in food manufacturing. On research, an evaluation of the NHS roadshows had shown that the events had inspired a good range of initiatives within NHS Trusts. And a meeting was being held soon of a Flooring working group comprising architects, suppliers, users and HSL, the likely outcome of which would be some form of e-based tool to help with flooring procurement decisions. **Helena** alerted members to a 'stop slips in kitchens' event in November for food retailers where some places still remained.

29. There was no other business. **Elizabeth Gibby** expressed her thanks for everyone's contribution and to the speakers for their presentations. She mentioned that a consultation exercise would soon be taking place on HSE's future strategy and encouraged members to get involved; and that the annual statistics launch would be on 29<sup>th</sup> October.

30. The date of the next meeting of the Stakeholder Group would be decided in due course but would likely be in six months time. A discussion could then take place as to the best venue for following meetings given HSE's impending move out of Rose Court.