

Site Measurement Aid - Supporting Template B



Information sheet from Seven steps > Step 7 > Key tool

Measuring the quantity and quality of worker engagement

Quantity – Ways to measure the frequency of worker engagement:

Worker engagement	Month 1	Month 2	Month 3
Number of site walkabouts by management.			
Number of toolbox talks.			
Number of changes made as a result of worker feedback.			
Tracking the number of accidents, incidents and near misses that your workers report.			
Number of suggestions cards received (if using these).			
Proportion of risk assessments with worker input.			
Number of actions in health and safety meetings that stem from worker feedback.			

Quality - Criteria for assessing the standard of worker engagement:

The descriptions below will help you to assess the quality of comments and suggestions from your workers. Ideally you will see a shift from lower level feedback, which focuses on basic risks such as improving PPE used (some may not even be health and safety issues) that your supervisors can deal with, to higher level feedback in which workers are suggesting improvements to site conditions or new ways of working.

Lower level feedback	Higher level feedback
Basic risk control / non-health and safety eg missing toilet rolls or cleanliness of canteen.	Reducing/eliminating risks; controlling risks at source eg condition of access routes to scaffold.
Feedback leads to immediate action on this site eg correct use of PPE.	Feedback leads to adoption of improved method of working on all sites.
Requires hardware implementation. Changes do not need a designer.	Changes made will influence future design decisions.
Can be dealt with by supervisor.	Needs to be escalated to Director level to take action.

Taken together, the information you collect on the quantity and quality of worker engagement will give you a good idea of how engaged your workers really are. You could track the results over time and use the information to improve worker engagement. For example, if workers are telling you about canteen conditions on site, prompt them to talk about other issues or risks (eg falls from height) in toolbox talks or informal chats. The *ABC Analysis* in Step 2 of this toolkit could help with this.

For further information see www.hse.gov.uk/construction

The Leadership and Worker Involvement toolkit is aimed particularly at small and medium sized businesses and is designed to help improve your health and safety and bring additional benefits to your business performance and productivity.