

## Site Measurement Aid

Information sheet from Seven steps > Step 7 > Key tool



### What measures should I use?

**Type 1** Monitor your number of:

- Accidents, incidents and ill-health cases.
- Near misses (lucky escapes from accidents).
- Days lost through injury or work-related illnesses.

And your:

- Business performance using Key Performance Indicators (KPIs). See Box 1.

**Type 2** Consult your workforce (supervisors and workers):

- Are they engaged and motivated to behave in a healthy and safe way?
- Do they hold positive attitudes about health and safety?

### Box 1 – Example KPIs:

- Win rate (of new clients/contracts)
- Repeat business
- Insurance policy excesses/reduced premiums
- Claim frequency
- Registrations with health and safety bodies
- Membership to principle contractor (PC) approval lists
- Safety awards/commendations from PCs
- External accreditation (eg by SSIP, BSI)
- Customer satisfaction

### How do I get these measures up and running?

- Set up spreadsheet to record these figures (eg in Microsoft Excel) or draw up a chart that you can pin up in your office or on a site notice board.
- See Template 1a for an example (in Further Tools).
- Walk around your site(s) a number of times each week or month. Make a note of what you 'see', 'hear' and 'sense' from this.
- Observe your workers whilst they are carrying out tasks (best to start with those that you think are most risky to their health and safety). You or your supervisors could periodically watch them for 15 minutes at a time.
- Ask your workers how they would respond to items on the *Health and Safety Diagnostic Tool* (HSDT) in Step 1 and check they are motivated to behave safely ('Did you get a briefing on how to carry out the task safely?', 'What did you get from it?').
- Set health and safety objectives for your managers/supervisors (eg to carry out a certain number of toolbox talks and/or observations each week).
- You could send out a paper-based/electronic questionnaire to gauge worker attitudes.



## When should I take these measurements?

### **Start now!**

- **KPI measures.** Add in any historic data that you have on e.g. number of accidents, sickness absence.
- **Site walkabouts/observations.** Aim for a certain number (e.g. 3) each week/month.
- **Conversations with your workers.** Aim to do this on a daily basis. You could focus on one project one day and another the next day.
- **HSDT/staff surveys.** Once every 6 months or once a year.
- **Periodic reviews with managers** of their objectives (frequent to start with eg once a month, then once every 3/6 months)

### **Immediately after an event**

When an incident happens, if a worker is off sick, or your workers report near misses.

## How do I track our progress?

- Display results graphically and share these with your workforce (eg pin them up on their notice boards each month).
- Monitor trends and share these with your workers in toolbox talks. Discuss possible reasons for these – ask for their views too.
- Make a note of your observations and findings from talking to workers. Get your supervisors to do the same eg by using a logbook.
- Act on these results. Ask your workers for their views on how to make improvements, include these in action plans and tell workers what you plan to do.
- Observe your supervisors giving toolbox talks. Help them to improve and occasionally refresh the content.
- Ask workers whether they have noticed any changes on site, what they think about these and how useful they find communication methods like toolbox talks.

**Remember, change takes time. You might not see the benefits of your Leadership and Worker Involvement Programme immediately. Don't be put off by an initial increase in accidents, incidents and near misses – this is commonplace as workers become comfortable reporting them.**

For further information see [www.hse.gov.uk/construction](http://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.**

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