



Workplace transport problems data collecting and mining:

Sixth report covering number and nature of calls handled
from 1 August to 31st October 2004

Prepared by **Compliance Information Services**
for the Health and Safety Executive 2005

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A contract between the Health & Safety Executive and the Freight Transport Association (FTA) whereby the Health & Safety Executive (HSE) wishes to make a financial contribution to a research project: Workplace Transport Problems Data Collecting and Mining was signed on 28th August 2003 and took effect from 1st September 2003.

Following installation of all dedicated equipment and detailed training of FTA Transport Advisors the service was officially launched on 28th October 2003.

From that date, FTA Transport Advisors have been on hand to give guidance and advice to vehicle operators, drivers and those responsible for site safety on this major cause of British workplace injury or fatalities.

Access to the new dedicated number for the service (0870 099 0099) is available between 09.00. And 17.00, Monday to Friday.

It has been agreed that reports on calls handled will cover:

Number of calls

Postcodes

Number of vehicles

Number of employees

Nature of business

Nature of the problems

This, the sixth report, covers the period from 1st August to 31st October 2004 and includes a cumulative summary from the commencement of contract to date.

All reports are the subject of six weekly progress discussions between FTA and HSE representatives and contain a cumulative summary to date, covering a breakdown of calls handled and caller profile.

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Executive Summary

This final report chronicles a sustained low volume of calls now being received, first highlighted in the fourth report and discussed at the subsequent progress meetings.

Despite reference to the Workplace Transport Safety Advice Centre being included on FTA's website at www.fta.co.uk at the opening to the Key Issues section, the reduced level of call volumes has continued with 9 calls received on average for the three month period (15 in August, 3 in September and 9 in October).

It was agreed at the previous progress meeting that without further promotion of the service the downward trend was likely to develop and sadly this has proved to be the case.

Notwithstanding the reduced call volumes, we contend that those callers who do make contact welcome and appreciate the ability to discuss their problems and difficulties. The levels of 'repeat business', where callers contact the advice line several times for advice, appear to support this view.

We no longer experience the situation where callers are unable or unwilling to provide all the background data being requested of them and once again all the necessary data has been collected for the 27 calls handled in the three month period.

Caller profile continues in the main to be Safety Representatives and Safety Managers with again, little evidence of any "testing" calls being made. Callers continue to seek specific guidance and advice outside the traditional role provided.

Introduction

Call handling continues to confirm that the procedures and equipment put in place work well. We had previously assumed that as greater awareness spread and existing callers felt more comfortable, call volumes would increase. Whilst the figures outlined in the 3rd report generally sustained the general increase outline in the previous report the drop in March seemed a little unusual. Whilst we considered this to be an unexplained “one off” decline it is now clear that it was indicative of what has turned out to be a sustained trend of reduced usage as became apparent in the 3rd, 4th and 5th reports.

Experience to date

Notwithstanding the reduced call volumes we still contend that those callers who do make contact continue to welcome and appreciate the ability to discuss their problems and difficulties.

Looking back throughout the contract there is evidence of ‘repeat business’, where callers contact the advice line several times for advice. Over 15% of calls were made by organisations that had previously used the advice line. 10% of callers have contacted the advice line more than once, with one caller making contact a total of six times.

It seems well established that we are an independent body from HSE and this undoubtedly contributes to the sustained turnaround of data collection.

Calls handled

Calls handled are detailed in Appendices 1, 2 and 3 in the format set up for report writing with our CRM system.

A total of 27 calls were handled during August, September and October, broken down into the following areas:

August to October		Cumulative	
Loading/Load Safety	7	Vehicle safety	39
Legislation	6	Fork lift/Works trucks	29
Dangerous goods	3	Loading/Load safety	28
Site engineering/layout	3	Vehicle movement	24
Vehicle movement	2	Dangerous goods	18
Risk assessment	2	HSE miscellaneous	12
Vehicle safety	2	Risk assessment	12
HSE miscellaneous	1	Site engineering/layout	12
Fork lift/Works trucks	1	Training	9
		Legislation	9
		Slips trips and falls	8
		Warehousing/storage	4
		Accident reports/records	3
		Lifting operations	2
		Maintenance	1
		Cumulative total	210

Caller breakdown

Callers have broken down into the following business sectors:

August to October		Cumulative	
Tpt, storage and communication	16	Tpt, storage and communication	88
Other	4	Manufacturing	45
Manufacturing	3	Other	24
Private Households	1	Construction	19
Real estate	1	Public admin.	11
Public admin.	1	Wholesale and retail trade	9
Wholesale and retail trade	1	Private households	4
		Other comm., soc. and pers. serv.	2
		Education	2
		Agriculture	1
		Electricity, gas and water	1
		Extra-territorial bodies	1
		Health and social work	1
		Mining	1
		Real estate	1
		Cumulative total	210

Trends

Clearly the significantly reduced volumes makes assessment of short-term trends more of an exercise in mathematics rather than any substantive indication of callers concerns. However, there is a slight increase in the number of Legislation queries, compared to earlier reports. This appears to be due to publicity surrounding the forthcoming introduction of the Working Time Directive for road transport, with five of the six calls covering working time and drivers' hours rules.

Cumulatively, the most common areas for query are closely transport-related, with Vehicle safety, Fork lift/Works Trucks, and Loading/Load safety forming the 'top three'. Vehicle safety represents 19% of calls handled, with Fork lift/Works trucks and Loading/Load safety representing 14% and 13% respectively.

The most significant business sector to use the advice line is Transport, storage and communication, representing 42% of the cumulative calls handled. Manufacturing represents 21% of calls handled, with the Construction sector making up 9%.

Abandoned calls and service levels

As far as we are able to tell from our ACD (Automatic Call Distribution) reports we have had no 'abandoned calls' in August, September and October, which is only to be expected given the low call volumes. Average waiting time averaged out at 30 seconds, a higher figure than the previous report due to holidays/sickness and the continued training of a new Transport Advisor which brings our complement up to the optimum level of four.

APPENDIX 1

THE WORKPLACE TRANSPORT SAFETY ADVICE CENTRE

CALLS RECEIVED - AUGUST 2004

Call Number	Postcode	No. Of Vehicles	No. Of Employees	Nature of Business	Regarding	Nature of Problem
1	SK17 9PS	0	30	Manufacturing	Loading/Load Safety	Requested BS for webbing restraints - advised as BS5759 - available from BSI
2	DL4 1PF	15	35	Wholesale and retail trade	Loading/Load Safety	Caller concerned about being asked to carry and exchange fruit machines using an estate car - advised on load restraint and manual handling considerations
3	SE18 4LD	10	25	Other	HSE Miscellaneous	Film Production company will be using a crane in Trafalgar Square parked partly on road - advised on requirements for signing and coning off work area on public highway referred to the standards in the Safety at Street works code
4	WN5 0LB	40	250	Transport, storage + communication	Vehicle movement	Advised on licence requirements for drivers who shunt vehicles in yard - no driver licence required however PUWER requirement for adequate training and instruction i.e. proper training with test of competence documented - licence is evidence of training
5	EX9 7HS	1	30	Manufacturing	Dangerous goods	Size of eyewash bottles - advised not set - adequate would be answer
6	MK7 8BN	150	850	Transport, storage + communication	Site engineering/Layout	Amount of room required for parking trailers
7	DL10 7NP	30	500	Transport, storage + communication	Legislation	Advised speed limits and weight bands for vehicles operating under Special Types General Order 2003 - number given in INDG 379 leaflet
8	PE3 7HA	30	500	Other	Fork Lift/Works Trucks	Advised on risk assessment for FLT Driver who wears hearing aid - discussed hazards in work area - can hear horns etc. - well trained and disciplined - colleagues made aware of problems - thorough risk assessment
9	NG18 4AL	30	300	Transport, storage + communication	Vehicle movement	Separating pedestrian and vehicle movements on site. Advised right of way does not apply- vehicle drivers must at all times ensure they are not a danger. Faxed Managing Vehicles Safely in Workplace. Repeat Caller

THE WORKPLACE TRANSPORT SAFETY ADVICE CENTRE

CALLS RECEIVED - AUGUST 2004

Call Number	Postcode	No. Of Vehicles	No. Of Employees	Nature of Business	Regarding	Nature of Problem
10	AB11 9DB	50	400	Public administration, defence + social security	Dangerous goods	Carriage of compressed nitrogen cylinders - number found in Fleet News
11	S35 2PY	60	250	Other	Risk Assessment	Trade Association seeking info on Managing Occupational Road Risk - phone number found on HSE web site
12	PR4 8BX	0	1	Private households with employed persons	Legislation	Lady concerned with amount of hours her partner is doing delivering cars for an auction house - up to 18 hours a day - advised re HASAW 74 duty of care and other driving hours rules as a standard to be expected - referred to Driving at Work Publication
13	KT19	20	150	Transport, storage + communication	Vehicle Safety	Wanted Advice on drivers who did not hold a licence for the class of vehicle moving 7.5t and 18t vehicles on site - advised re PUWER 'adequate training and instruction' phone number found on HSE web site.
14	LS1 2JV	0	35	Real estate, renting + business activities	Loading/Load Safety	Law Firm working on a project - advised on risk assessing and managing grain store loading operations. Number found on FTA web site
15	TN17 3PN	20	450	Transport, storage + communication	Vehicle Safety	Vehicle with faulty speed limiter can complete the journey on which it became faulty but cannot be used until repaired - phone number off FTA web site

APPENDIX 2

THE WORKPLACE TRANSPORT SAFETY ADVICE CENTRE

CALLS RECEIVED - SEPTEMBER 2004

Call Number	Postcode	No. Of Vehicles	No. Of Employees	Nature of Business	Regarding	Nature of Problem
1	PO2 8FA	0	12	Other	Loading/Load Safety	H&S Consultancy looking for specific guidance on loading and unloading on site - advised nothing specific available as guidance would vary from site to site - went through some bullet points, number found on INDG379 on HSE web site
2	FK7 7RW	50	250	Transport, storage + communication	Loading/Load Safety	Advised re potential use of cages on forks of FLT to access loads on vehicles - not recommended - previous caller
3	CF3 0EF	0	100	Manufacturing	Dangerous goods	Consignor responsibilities for the carriage of dangerous goods subject to ADR, product mentioned had no UN number and therefore not subject to ADR - number passed to them by another user of this service

APPENDIX 3

THE WORKPLACE TRANSPORT SAFETY ADVICE CENTRE

CALLS RECEIVED - OCTOBER 2004

Call Number	Postcode	No. Of Vehicles	No. Of Employees	Nature of Business	Regarding	Nature of Problem
1	G82 5HG	70	1,200	Transport, storage + communication	Legislation	Advised re introduction timetable for Road Transport Directive on Working Time
2	CV32 7JN	1	1	Transport, storage + communication	Legislation	Driver called - wanted information on how he could make a complaint ref. health and safety standards - advised via local inspector, and would assure can be anonymous
3	SK6 2RE	150	800	Transport, storage + communication	Site engineering/Layout	Advised on adequate training and instruction for shunt drivers and risk assessing vehicle movements
4	WA2 9AF	200	800	Transport, storage + communication	Legislation	Advised on possible penalties / outcomes for tachograph infringements
5	RG7 3TW	50	300	Transport, storage + communication	Site engineering/Layout	Advised on parking bay width for semi-trailers - 3.5m recommended min - risk assessment / safe working practice if less space available
6	ME16	90	650	Transport, storage + communication	Loading/Load Safety	Advised how to obtain "Managing Road Risk". This is not new legislation but up to date guidance. Also - Safety of Loads on Vehicles.
7	M7 9UE	85	130	Transport, storage + communication	Legislation	Advised newspaper distribution company on current position with Road Transport directive on Working Time and expected position with regard to 'occasional drivers'
8	CV32 7JN	0	1	Transport, storage + communication	Loading/Load Safety	Advised on 'piggy backing' empty trailers - nothing in law to prevent - carried trailer is treated as a load and must be secure etc
9	BS37 5JX	6	30	Transport, storage + communication	Risk Assessment	Timber merchant - advised on risk assessing need to carry fire extinguishers in vehicles



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