

Engaging arboriculture clients

Safety and Health Awareness Days (SHADs)

Prepared by **BOMEL Limited**
for the Health and Safety Executive 2009

Engaging arboriculture clients

Safety and Health Awareness Days (SHADs)

BOMEL Limited
Thames Central
90 Hatfield Road
Slough
Berks SL1 1QE

This research was aimed at adapting and deploying a ‘cultural barometer’ to assist the HSE agriculture team in assessing the impact of an arboriculture client Safety and Health Awareness Day (SHAD) event.

The study took a measure of SHAD attendee’s views prior to their attendance at an arboriculture client SHAD and also took the same pre-intervention measure from a matched ‘control’ group, who did not attend the event.

The study gathered insight into how arboriculture clients contract services, the nature of the contracts, their attitudes to employing competent contractors, the existing measures they have in place for contracting services and their intention to introduce improvement measures.

It was recommended that in order to assess the impact of the arboriculture SHAD, a post-intervention measure is taken with both the target and control group using the same cultural barometer.

This report and the work it describes were funded by the Health and Safety Executive (HSE). Its contents, including any opinions and/or conclusions expressed, are those of the authors alone and do not necessarily reflect HSE policy.

© Crown copyright 2009

First published 2009

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) without the prior written permission of the copyright owner.

Applications for reproduction should be made in writing to:
Licensing Division, Her Majesty's Stationery Office,
St Clements House, 2-16 Colegate, Norwich NR3 1BQ
or by e-mail to hmsolicensing@cabinet-office.x.gsi.gov.uk

3. STUDY FINDINGS

3.1 INTRODUCTION

This section presents the findings from the interviews conducted with both the target and control groups prior to the SHAD event.

3.2 INTERPRETATION OF THE FINDINGS

In order to aid interpretation of the findings, please read and refer to the following definitions:

- **Respondents** – where percentages are displayed out of ‘respondents’ (e.g. 60% - 6 out of 10 respondents) this means that this is a percentage of the total number of people responding to that question.
- **Responses** – where on some occasions percentages are displayed out of ‘responses’ (e.g. 60% - 6 out of 10 responses) this means that this a percentage of the total number of responses given to that question (i.e. 4 people may have provided a total of 10 responses).
- **Majority** – used when the number of respondents or the number of responses answering in a particular way is more than 50% of the total number of respondents or responses answering that question.
- **Large** – used when the number of respondents or the number of responses answering in a particular way is the largest number answering in that way, but is not more than 50% of the total number of respondents or responses answering that question.

3.3 SAMPLE BACKGROUND DETAILS

3.3.1 Number and type of participating organisations

Table 1 presents the number of survey respondents according to group (control or target) and gender.

Table 1 Number of respondents by group and gender

	<i>Target</i>	<i>Control</i>	<i>Total</i>
<i>Male</i>	42	28	70
<i>Female</i>	5	14	19
<i>Total</i>	47	42	89

Table 1 highlights that there were 89 survey respondents in total; 47 in the target group and 42 in the control group. Respondents were predominantly male. It should be noted that there were

Arboriculture client cultural barometer tool

A management information tool developed by
BOMEL Limited

For the agriculture team within the Health and Safety
Executive

Notes to users

- This barometer tool is designed to facilitate data gathering from HSE's target stakeholders in order to understand the extent to which interventions are having an impact.
- It should be used in conjunction with the Toolkit presented in the main barometer report.
- The tool should only be used by designated HSE personnel.
- In accordance with the Data Protection Act (DPA), any personal data collected must remain confidential to HSE and not passed on to any third party. Every effort should be made to anonymise and secure the confidentiality of the identity of people taking part in the research and after an appropriate period of time this data should be destroyed in accordance with DPA requirements.
- Survey participants should be taken through each section of the cultural barometer; questions should be asked in the order presented.
- Text appearing in "blue bold italic font" within this barometer tool is suggested wording to use with participants during the survey, text in "black bold font" are instructions to users.

SUGGESTED INTRODUCTORY SCRIPT

- *Hello, my name is...(INSERT NAME)...and I work for an independent research consultancy called BOMEL and we are conducting a short survey on behalf of the Health and Safety Executive.*
- *TARGET GROUP SCRIPT: We have been given your name and contact details by the HSE as someone who is intending on going to the arboriculture Safety and Health Awareness day on 26th February and wondered if it would be possible to ask you a few pre-event questions that will only take about 15 minutes to complete.*
- *CONTROL GROUP SCRIPT: The objective of the survey is to understand more about the procedures and practices involved in contracting arboriculture services. We want to understand more about how we can provide employers of tree surgeons and arborists with the most useful advice, guidance and support to help maintain high standards of arboriculture activities across the industry. We would really appreciate your insight into these issues which will ultimately result in improved resources for the whole industry.*

USE REMAINING SCRIPT FOR BOTH GROUPS

- *If you would be happy to take part, everything that you say will be treated in the strictest of confidence. Your details will not be made available to any other parties. The results of the survey will be combined to explore the overall trends in opinion about employing arboriculture services.*
- *Would you be willing to take part? (IF INDIVIDUAL SAYS 'NO' AT THIS POINT, THANK THEM FOR THEIR TIME AND THEN POLITELY END THE CALL)*
- *Please stop me at any time if you have any questions or do not wish to continue. You have the right to withdraw at any time without giving a reason. Before we begin, do you have any questions?*
- *By continuing with this interview, I will take it as your full consent to participate.*
- *If you have any queries about this survey following participation, please contact me on...(INSERT CONTACT NUMBER / EMAIL / FAX)...*

Thank you for your assistance with this important study.

	Yes	No	Don't know
26. Are health and safety requirements written into the contract of work between your organisation and the contractor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Do you ask to see evidence of written risk assessments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Do you ask to see evidence of training / Certificates of Competence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Once a contractor has been appointed, do you have a system in place for managing, monitoring and reviewing their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>29a. (If Yes to Question 29) Could you please describe the way arboriculture contractors are managed and supervised?</p> <p><i>Interviewers to establish:</i></p> <ul style="list-style-type: none"> - who is responsible for managing and supervising contractors - what relevant experience and / or qualifications they have to do this - the process for checking work 			
	Yes	No	Don't know
30. If it is felt that the contractor is not working to the required standards of health and safety, is there a system in place for improving their standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. If it is felt that the contractor is not working to the required standards of health and safety, is there a system in place for terminating the contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 4 - INTENTION TO BEHAVE WITH DUE CARE FOR HEALTH AND SAFETY

****SECTION 4 ONLY APPLICABLE IF INTERVIEWEE HAS ANSWERED 'NO' OR 'DON'T KNOW' TO QUESTIONS 26 TO 31****

INTERVIEWER INTRODUCTION TO SECTION 3: I now have a few questions about measures you may or may not take in the future relating to employing and monitoring arboriculture services.

32. In the previous set of questions you indicated there were some areas where you were not undertaking certain measures (<i>refer respondent to example questions</i>). Would it be possible for you to carry out this / these measures when employing arboriculture services in the future?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
33. Why do you think it would OR would not be possible to carry out these activities?		
34. Do you think other people in a similar position to you at other similar organisations would approve of you undertaking these measures?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
35. Why do you think they would OR would not approve of you carrying out these measures?		
36. Do you think members of your immediate family would approve of you undertaking these measures?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
37. Why do you think they would OR would not approve of you carrying out these measures?		
38. Do you intend to implement these measures in the next three months?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
39. If 'No', why do you not intend to implement measures?		

SECTION 5 – INTERVENTION SPECIFIC QUESTIONS

40. Have you ever attended an HSE SHAD event? (<i>If 'no' go to Question 43</i>)	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
41. If 'yes', did you find the day useful overall?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
42. Whether 'yes' or 'no' to Question 41, please state the reason why:		
43. Have you received an invite to attend a forthcoming SHAD event in your area? (<i>If 'no', go straight to Question 48</i>)	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
44. If 'yes' will you be attending?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
45. Whether 'yes' or 'no' to Question 44, please state the reason why:		
46. (<i>If interviewee is attending the SHAD</i>) Please estimate how many man hours (or part hours) it will cost your organisation to attend the event? Please estimate the number of hours for the following aspects:	Considering attending	Hours
	Identifying the most appropriate person to attend	Hours
	Time at the event itself (including travel there and back)	Hours
47. (<i>If interviewee is attending the SHAD</i>) Please estimate the 'hard' cost your organisation attending? (e.g. train tickets, mileage etc.)		£
48. (<i>If interviewee is not attending a SHAD</i>) Would you ever be interested in attending a SHAD?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

Engaging arboriculture clients

Safety and Health Awareness Days (SHADs)

This research was aimed at adapting and deploying a 'cultural barometer' to assist the HSE agriculture team in assessing the impact of an arboriculture client Safety and Health Awareness Day (SHAD) event.

The study took a measure of SHAD attendee's views prior to their attendance at an arboriculture client SHAD and also took the same pre-intervention measure from a matched 'control' group, who did not attend the event.

The study gathered insight into how arboriculture clients contract services, the nature of the contracts, their attitudes to employing competent contractors, the existing measures they have in place for contracting services and their intention to introduce improvement measures.

It was recommended that in order to assess the impact of the arboriculture SHAD, a post-intervention measure is taken with both the target and control group using the same cultural barometer.

This report and the work it describes were funded by the Health and Safety Executive (HSE). Its contents, including any opinions and/or conclusions expressed, are those of the authors alone and do not necessarily reflect HSE policy.