Assessing the effectiveness of the Workplace Transport Route Map

Prepared by **Noble Denton Consultants Limited**
for the Health and Safety Executive 2010

Assessing the effectiveness of the Workplace Transport Route Map

Noble Denton Consultants Limited
Thames Central
90 Hatfield Road
Slough
Berks
SL1 1QE

This report describes a study to assess whether the workplace transport 'Route Map' hosted on the Health and Safety Executive web site (http://www.hse.gov.uk/workplacetransport) is an effective tool to help users manage workplace transport risks. The Health and Safety Executive wanted to assess whether the Route Map had fulfilled the needs of stakeholders as originally expressed in the Route Map public consultation and whether or not it currently provides a useful resource for industry.

Telephone interviews with a representative sample of the Route Map users were conducted and the findings revealed that the original consultees' expectations had been adequately met. Furthermore, users broadly found the tool to be useful, with results showing that the tool has the potential to enhance attitudes and act as a trigger for positive change in the management of workplace transport risk.

Recommendations include better marketing of the Route Map across industry, as well as various adjustments to enhance the user's experience of using the tool.

HSE Books

CONTENTS

EXECUTIVE SUMMARY

INTRODUCTION AND OBJECTIVES

This report has been prepared by Noble Denton Consultants (NDC) Limited for the Health and Safety Executive (HSE) as research contract JN3910, and describes a study on 'Assessing the Effectiveness of the Workplace Transport Route Map'.

The 'Route Map' is a web based tool, launched in October 2007, dedicated to providing information about legislation and best practice on workplace transport (WPT) safety management. It serves as a 'one stop shop' to those who need to know about, or who are interested in, managing WPT risks in the UK.

NDC were commissioned by the HSE to conduct an evaluation of the Route Map in order to establish whether it was meeting the needs of industry and acting as a trigger for WPT safety improvements.

In order to achieve this evaluation, the following objectives were set and defined the scope of work:

1.   To establish what the majority of respondents to the Route Map consultation wanted in terms of content and format.

2.   To survey a sample of the Route Map consultation respondents to assess whether the Route Map has been effective in meeting the needs expressed in their responses.

3.   To establish a representative sample of workplace transport stakeholders from a range of industries with a range of workplace transport experience.

4.   To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing enough information that is easy enough to find and of a good enough quality to enable stakeholders to manage foreseeable workplace transport risks.

5.   To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing a trigger for action.

6.   To assess the overall effectiveness of the Route Map and identify any areas where the Route Map clearly falls short.

7.   To provide recommendations for lessons learnt and improvements to the performance of the Route Map.

To address these objectives, three separate industry surveys were conducted between September 2008 and July 2009. The surveys consisted of telephone interviews undertaken with the Route

Map users and quantitative and qualitative information was collected. Responses were then analysed to produce descriptive statistics, along with key comments to illustrate users' views.

DISCUSSION OF FINDINGS

The main study findings illustrated the effectiveness of the Route Map. It generally met the expectations of, and continues to sustain support from, a range of industry stakeholders who were involved in the original consultation exercise that laid the foundation for the Route Map. Furthermore, the overall structure of the Route Map, as well as the quality/quantity of information in the tool is good, with some evidence to suggest that the Route Map enhances users' attitudes towards risk management as well as acting as a trigger for change. Some areas for improvement are necessary, with the main recommendation relating to increasing industry awareness of the Route Map.

RECOMMENDATIONS

Based on the work undertaken, the following recommendations are presented:

1. **Marketing of the Route Map -** greater advertisement of the tool:

    a) Through internal hyperlinks from the rest of the HSE website industry homepages.

    b) On the homepage as a 'featured resource'.

    c) Via HSE e-bulletins.

    d) Externally in key trade publications for the main industries, either as a short advert or as an article detailing its purpose and benefits.

2. **Navigation** - enhance the user's experience through:

    a) Additional use of graphics and pictures where possible, including their use to signpost information.

    b) Conduct technical tests to ensure all hyperlinks to documents and external websites are valid.

    c) Consider inclusion of some filtering tools to allow users to view only the information that is of relevance to their industry or driver group.

3. **Coverage of information for specific industries**: the HSE would need to consider whether it is justified to add more tailored guidance for certain industries, e.g. working with particular vehicles or working on certain sites. It might be useful to review data on accidents and injuries caused by vehicles for each main industry and verifying whether the Route Map adequately covers best practice around these areas.

4.	**Gaps in information**: review the suggestions made for subjects or topics that are currently missing from the Route Map. This includes what employers should do when English is not a driver's first language, guidance on the movement of people rather than just goods, working on muddy/uneven ground, greater acknowledgement of the effect of vibration on the health of drivers, etc.

5.	**Case studies**: consider the inclusion of more case studies to demonstrate best practice and illustrate the impact of poor risk management.

6.	**Checklists and templates**: where possible, integrate more checklists that users can adopt to ensure they have a simple and clean tool to evaluate the effectiveness of their risk management. Consider the potential to have a checklist for the four main sections of the Route Map. Templates will also help users to integrate more robust records into their management systems.

7.	**Practicality of information**: review the section on 'Visiting and agency drivers' and assess how practical the information is for companies to follow. Further review the questions and challenges posed by users in this report regarding current guidance on the Route Map, and make amendments to information as appropriate.

8.	**Medical fitness to drive link to DVLA guide**: consider what improvements can be made within the HSE remit to improve users' experience of the DVLA 'at a glance guide' to simplify medical terminology and user understanding in applying the guidelines.

1. INTRODUCTION

1.1 INTRODUCTION

This report has been prepared by Noble Denton Consultants Limited (NDC) for the Health and Safety Executive (HSE) as research contract JN3910, and describes a study on 'Assessing the Effectiveness of the Workplace Transport Route Map'.

1.2 CONTEXT OF THE STUDY

The HSE has a target to reduce the number of workplace transport (WPT) accidents by 10% by 2010. As part of addressing this aim, it has reviewed existing legislation, and discussed how to simplify the seven sets of regulations that govern the safety management of WPT.

After considering a number of possible alternatives, the HSE opted for the creation of a web based tool in the form of a central electronic portal consolidating various relevant materials and sources for end users, as a key method to help achieve their target.

The 'Route Map' is the term used to describe the web based tool (accessed via: http://www.hse.gov.uk/workplacetransport/) dedicated to providing information about legislation and best practice on WPT safety management. It serves as a 'one stop shop' to those who need to know about, or who are interested in, managing WPT risks in the UK. As the HSE originally stated[1]:

"*The route map describes the basics of what employers need to do to manage the work safely for these areas. It also gives suggestions for practical improvements in these areas. The route map will provide a framework in which employers and workers can understand the role of the existing workplace transport related regulations and guidance. This will provide the basis for an easy system of reference. When the route map is published, it will be accompanied by supporting guidance giving advice on how to meet the requirements it sets out.*"(p. 3)

"*...it is not our intention to duplicate or replace good useful guidance. Instead we will be providing clear links from the route map to the existing guidance and filling in any gaps with new guidance.*" (p. 3).

Between June and September 2006, the HSE conducted a public consultation to gather stakeholder views on the proposed content of the Route Map, and published a summary of the results[2]. Following on from this, the HSE created the web based tool and launched it in October 2007.

NDC were subsequently commissioned by the HSE to conduct an evaluation of the Route Map in order to establish whether it was meeting the needs of its users and acting as a trigger for WPT safety improvements.

1.3 OBJECTIVES

The following objectives were set to define the scope of work:

1.   To establish what the majority of respondents to the Route Map consultation wanted in terms of content and format.

2.   To survey a sample of the Route Map consultation respondents to assess whether the Route Map has been effective in meeting the needs expressed in their responses.

3.   To establish a representative sample of workplace transport stakeholders from a range of industries with a range of workplace transport experience.

4.   To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing enough information, that is easy enough to find and of a good enough quality to enable stakeholders to manage foreseeable workplace transport risks.

5.   To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing a trigger for action.

6.   To assess the overall effectiveness of the Route Map and identify any areas where the Route Map clearly falls short.

7.   To provide recommendations for lessons learnt and improvements to the performance of the Route Map.

1.4   SCOPE OF THIS REPORT

The study is presented in the report as follows:

- Section 2 outlines the findings from Survey 1 (see Objectives 1 and 2).

- Section 3 outlines the findings from Survey 2 (see Objectives 3 and 4).

- Section 4 outlines the findings from Survey 3 (see Objective 5).

- Section 5 aggregates the findings from Survey 2 and 3 to assess the overall effectiveness of the Route Map. This section also provides recommendations for improving the Route Map.

- Section 6 draws together final project conclusions.

- Section 7 provides overall study recommendations.

- Section 8 provides the references used in this report.

- Appendix A provides the question sets used for Surveys 1, 2 and 3.

2. EFFECTIVENESS OF THE ROUTE MAP IN RELATION TO ORIGINAL CONSULTATION RESPONSES

2.1 INTRODUCTION

This section addresses objectives 1 and 2 of the study:

- To establish what the majority of respondents to the Route Map consultation wanted in terms of content and format.

- To survey a sample of the Route Map consultation respondents to assess whether the Route Map has been effective in meeting the needs expressed in their responses.

The following sections outline how these objectives were fulfilled and presents the findings.

2.2 SURVEY 1 METHODOLOGY

The purpose of Survey 1 was to evaluate whether the Route Map was fulfilling stakeholder's requests and expectations, as put forward by stakeholders in the Route Map public consultation.

2.2.1 Survey 1 sample

Between June to September 2006 a public consultation exercise was conducted to build a body of quantitative and qualitative data that the HSE used to inform development of the Route Map. The consultation invited all key workplace transport stakeholders across sectors, as well as members of the public, to provide their feedback on the development of the Route Map. The consultation exercise received significant interest and the Survey 1 sample represents a selection of these respondents.

Of the stakeholders who responded to the consultation, a total of 74 chose not to make their responses confidential. A target of 25 of the 74 stakeholders was set for the Survey 1 sample. This target was set because it reduced the burden on the original respondents as a whole, yet facilitated the collection of sufficient information to yield relatively representative trends in views.

The aim of the Survey 1 sample is to ask original respondents whether or not the Route Map has fulfilled their original expectations for it.

2.2.2 Analysis of original consultation responses

The qualitative data collected during the Route Map public consultation was further assessed by NDC and a keyword analysis was conducted in order to extract dominant themes for the purposes of this study. This allowed questions to be developed around some of the key themes along with some generic questions about stakeholders' views on the Route Map. These questions formed the basis of Survey 1.

2.2.3   Development of Survey 1 questions

The Survey 1 questions, approved by the HSE, were devised and grouped into the following areas (with main sections of the survey reflecting the structure of the Route Map):

- **Organisational details** – collected information to facilitate the classification of participants for sample descriptives, and to allow individuals to be contacted again if required. This information was confidential to NDC.

- **General questions** – asked whether respondents had used the Route Map and whether it had met their expectations.

- **Content of the Route Map** – asked about relevance and adequacy of the information in the Route Map, and asked respondents to make any specific comments about the various sections of the website.

- **Worksite layout and design** – asked about relevance of information in this section and adequacy of case studies in helping respondents manage worksite layout issues.

- **Vehicle selection and maintenance** – asked about relevance and depth of coverage regarding information on vehicle selection and maintenance.

- **Personnel** – this had sections which covered:

    - **Competence** – asked about the relevance and coverage of information relating to vehicle operator competence;
    - **Medical fitness to drive** – asked about the relevance and sufficiency of the information on medical fitness to drive;
    - **Visiting and agency drivers** – asked about the relevance and depth of information regarding visiting and agency drivers.

- **Management responsibilities** – asked about the relevance and coverage of legislation and communication issues.

- **General concluding questions** – asked about implementation of actions, and whether respondents still supported the structure of the website and idea of the Route Map itself, and comments on alternative ways the HSE might have developed the Route Map.

The question set was successfully piloted on five organisations. The survey was formatted as an electronic Microsoft Word response form and set up to allow responses to be inputted via tick or comment boxes.

2.2.4   Conducting the survey

The survey administration period was during September and October 2008. Although survey forms could be administered and/or returned in a number of ways (e.g. via post and email),

respondents were always contacted via telephone in the first instance, and were encouraged to answer the survey over the telephone with the researcher recording responses in real time. Only where this proved impractical was an electronic copy of the survey emailed to the participant for completion and return. On average, the time taken to complete a survey took no more than 15 minutes.

2.2.5 Survey analysis

Following completion of the surveys, responses were imported into an Access database (in preparation for analysis) and any completed in hard copy were entered into the same database. NDC was then able to analyse the responses using its proprietary developed Consultation Response Analysis Tool (see Figure 1 for a diagram of the user interface).
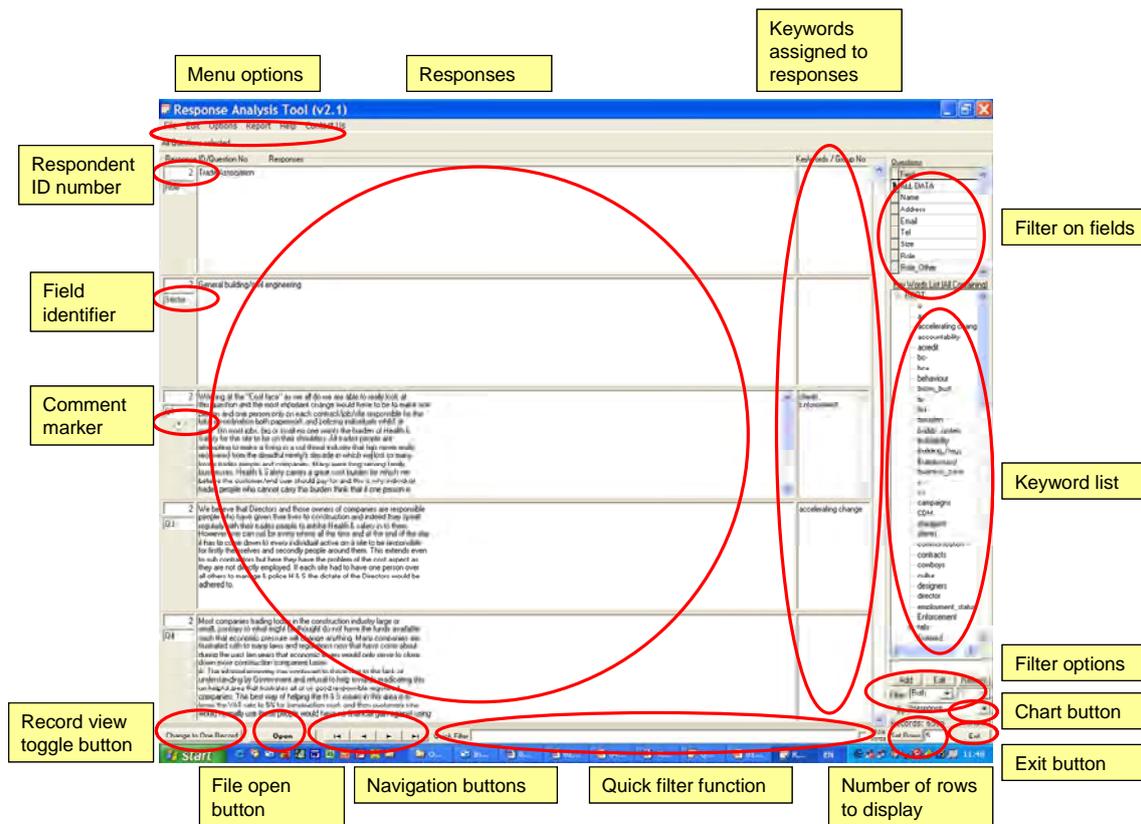
Figure 1   Consultation Response Analysis Tool user interface

Figure 1 highlights illustrates how free text responses to survey questions can be analysed and 'keywords' assigned to highlight key themes running through the answers. Such themes can then be quantified and graphs can be produced. Responses to closed questions (consisting of fixed responses such as yes/no/don't know) can also be processed and linked to Microsoft Excel for the generation of graphs that can be linked directly to Microsoft Word reports.

This tool was used to analyse responses from all three surveys administered in this study.

2.3   SURVEY 1 FINDINGS

2.3.1   Survey 1 sample

Out of the 25 target sample, 19 respondents participated in Survey 1.   Reasons for non-participation included the individual having left the organisation or not having the time to participate. Of the 19 that did respond, Figure 2 highlights a range of different job roles, with many people classifying themselves as health and safety (H&S) professionals, including junior and senior positions.
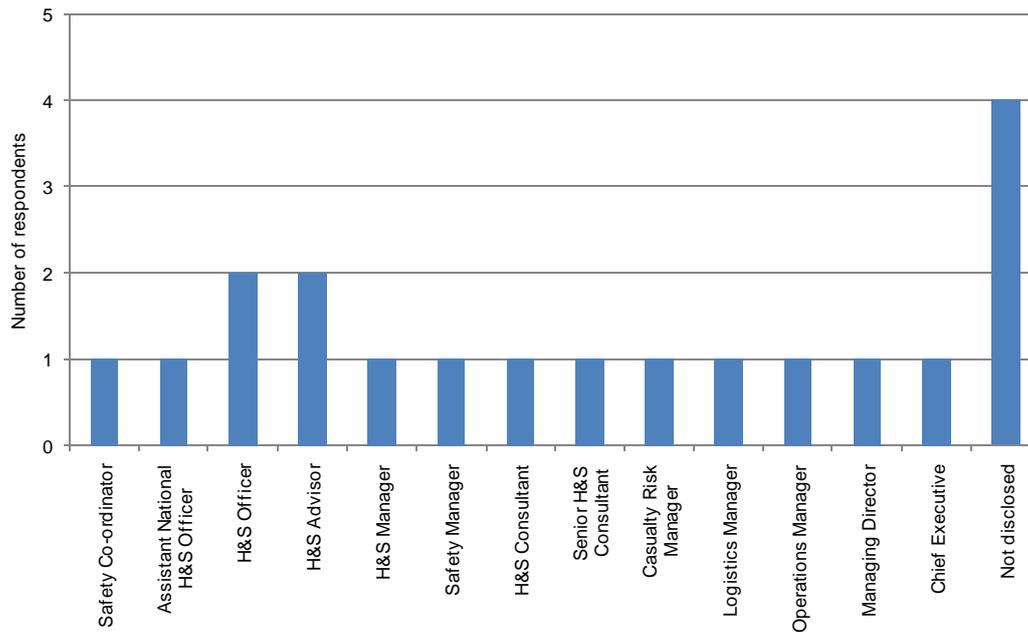
Figure 2   Number of respondents in Survey 1 by job role

In terms of business sector, respondents identified themselves as (with the number of respondents in each represented in brackets): trade union (3), trade association (3), manufacturing (2), beverage production (1), construction consultancy (1), insurance (1), local government (1), logistics (1), packaging (1), research (1), training (1), waste management (1) and not disclosed (2).

2.3.2   Usage and expectations of the Route Map

Since its launch in October 2007, seven respondents had used the Route Map, but the majority (12) had not. Some stakeholders said they had not used it because more industry specific information was used instead and others said WPT management systems were already in place before the Route Map was launched.

The majority of respondents (15) said that the Route Map had met their expectations and some commented that it was actually more helpful than they had anticipated. One person felt it had not met expectations and suggested that it had not been marketed well enough and had lost impetus. Three people were unsure whether or not it had met expectations.

6

Only five respondents felt their knowledge of the individual sections in the Route Map was good enough to answer detailed questions. The remaining 14 did not think they knew the Route Map well enough to answer specific questions.

2.3.3 Relevance and practicality of the Route Map

The 14 respondents who said they did not know the Route Map well enough to answer specific questions were asked how much of the information contained in the Route Map they felt was relevant to their organisation. Nearly all respondents indicated that 'most' or 'half' of the information was relevant. Nobody indicated that 'none' of the information was relevant The same 14 respondents were asked whether they felt the Route Map was practical enough to deal with common WPT issues and all 14 felt that it was.

2.3.4 Feedback on sections of the Route Map

The 14 respondents who said they did not know the Route Map well enough to answer specific questions were asked for their general views about the different sections of the website. The five individuals who felt able to answer more detailed questions (see Section 2.3.2), were asked about the relevance of information in each of the main sections, and the usefulness of that information. (*NB. one additional respondent also felt able to answer some of the more detailed questions when asked*). Responses for both groups have been combined and are presented in the following sections.

Worksite layout and design
Four respondents felt half or more of the information contained within this section was relevant. They also felt the case studies adequately dealt with common worksite layout issues. More generally, it was felt that this section contained sufficient information on managing site layout, although some of it may need to be tailored by individual users. Some improvements included providing more detailed information (i.e. existing information is a little vague), more information relating to 'brown field sites', and a definition for the term 'banksman'.

Vehicle selection and maintenance
Four respondents felt half or more of the information contained within this section was relevant. Five respondents agreed that the Route Map provided enough detail to address common vehicle selection and maintenance problems encountered. More generally, positive comments included approval that this section acknowledged commercial issues and a comment that the senior management in one respondent's company was using this section. Respondents' suggestions for improvements included:

- A greater need for trade unions to be consulted on equipment and vehicle use

- Acknowledgement that manufacturers have a very strong influence to play on how production vehicles look and run, thus affecting selection criteria of vehicles

- HSE to work with vehicle manufacturers to improve safety

- Due to this area being a large topic, the inspection checklist could be expanded

- Clearer guidance needed on what companies are obliged to do in relation to vehicle maintenance because the legislation in this area is not as robust as other areas

Driver competence

Five respondents indicated that most of the information on driver competency was relevant. They also all agreed that the Route Map adequately covered minimum standards of driving competency (useful for benchmarking). More generally, positive comments suggested this section was useful and clear. Links to the DVLA website were positively received, as was the information presented on drug testing. Suggestions for improvements included:

- Provide some general guidance on how to monitor offsite drivers given its peripatetic nature

- Clarify information on where a licence is required

- Give guidance on how to assess migrant drivers' understanding of instructions

- Indicate how much training should be given and the frequency of re-training

- Detail how to enforce competence and raise standards of competence

Medical fitness to drive

Five respondents indicated that most of the information in this section was relevant. They also felt that the Route Map sufficiently covered specific details on medical standards for driving. More generally, positive comments included that it was beneficial that the views of enforcing bodies had been included. Improvements included providing more guidance on regular screening for workers aged 45 years and over and making reference to the HSE's 'HSG-6' forklift truck guidance.

Visiting and agency drivers

Four respondents said that most of the contents of this section of the Route Map were relevant and two felt that only a little of the information was relevant. Three respondents felt Route Map provided enough practical detail to manage visiting/agency drivers and two did not. Four respondents agreed that the Route Map gave enough detail to allow them to manage common communication problems (e.g. with trade unions, suppliers, contractors). Positive comments indicated that this is a difficult area to cover, but the Route Map provides good advice. Suggestions for improvements included acknowledging that numerous levels of sub-contracting can make management of visiting/agency drivers difficult and more guidance on assessing the adequacy of inductions, particularly for non-English speakers, would be helpful.

Management responsibilities

Six respondents said they felt that most of the management responsibilities section was relevant to their organisation. Furthermore, four of these also felt that the Route Map provided enough reference to legislation/guidance on managing workers. More generally, positive comments indicated that there was overall good coverage in this section. Furthermore, one respondent had used it to implement risk assessments, and another respondent had sent information in this section to his transport manager. Suggestions for improvements included:

- Provide guidance on the use of 'borderline' vehicles (those that are not fully maintained)

- Acknowledge that drivers should have a right to refuse to drive a vehicle if they are not happy with it

- Provide more information on managing contractors

2.3.5 The Route Map leading to change

Out of the 19 survey respondents, seven said their organisation had implemented something contained within the Route Map (the remaining 12 had not implemented anything). The types of changes included:

- New site layout, traffic routes, parking, storage

- Risk assessments, maintenance schedules, regular MOT/insurance/licence checks

- Developed policy on handling, selection, safe refuge, communications and separating pedestrians from vehicles

- Medical checks for fork lift drivers and reassessing routes on site

- Checklists, vetting risk assessments and improving training

Furthermore, five of the seven respondents who had implemented a change, believed that the benefits had outweighed the costs.

2.3.6 Concluding comments on the Route Map

Overwhelmingly, all 19 survey respondents said they still supported the structure of the Route Map (i.e. the four main sections of Personnel, Site Layout and Maintenance, Management Responsibilities and Vehicle Selection and Maintenance). Stakeholders commented that they thought the site headings were logical and the website is accessible and navigation easy, particularly to non-HSE specialists (such as operations managers).

Furthermore, 17 out of the 19 respondents said they still supported the Route Map approach (rather than other approaches considered at the time of the consultation exercise). However, 10 respondents felt that HSE could have done more to develop the Route Map. Suggestions included:

- *"Better marketing of the Route Map, to also include a wider audience (i.e. corporate level)"*

- *"Further development of standards and requirements"*

- *"Have more 'clean practical solutions'"*

- *"Include information on: working at height on tankers; guidance on 'boundary between site and highway'; more advice on 'carriers and receivers'; further information on processes for safe checks of vehicles and equipment; detail the relationships in the contractual chain to help identify where 'dialogue' is needed (i.e. forestry sector)"*

- *"Advice which is seen to be unpractical: 'avoiding reversing' is not a practical solution; guidance on sheeting wagons is not practical for transient construction sites; the use of variable speed limits causes more problems than fixed speed limits"*

- *"The use of generic statistics may misdirect people to focus on an issue when there is no issue for a particular vehicle (i.e. are falls from height more often encountered on certain vehicles?), therefore the use of tailored statistics might be more appropriate"*

- *"Some of the web links do not work e.g. links to FTA, routes and lay down area did not function"*

- *"Have inspectors conduct workshops to go through case studies"*

2.4   SURVEY 1 SUMMARY OF FINDINGS

Survey 1 aimed to evaluate whether the Route Map had met the original expectations of the Route Map consultees.   A survey involving 19 of the original consultation respondents indicated:

- Seven out of 19 respondents had used the Route Map since its launch.

- The majority of respondents (15) said that the Route Map had met their expectations.

- Five respondents felt their knowledge of the Route Map was good enough to answer detailed questions and 14 felt they could only answer general questions.

- Of these 14 respondents, nearly all of them felt that 'most' or 'half' of the information in the Route Map was relevant.

- The same 14 respondents felt the Route Map was practical enough to deal with common WPT issues.

- Most of the respondents who answered the questions felt that each section in the Route Map was relevant to their organisation.

- In general, feedback about each of the sections of the Route Map was positive, although respondents also put suggestions for specific improvements forward.

- Out of the 19 survey respondents, seven said their organisation had implemented something contained within the Route Map.

- All 19 survey respondents said they still supported the structure of the Route Map and 17 of these also still supported the overall approach taken to the Route Map.

- Around half (10) of the respondents made suggestions for what else the HSE could have done to develop the Route Map.

3. EFFECTIVENESS OF THE INFORMATION CONTAINED WITHIN THE ROUTE MAP

3.1 INTRODUCTION

Objectives 3 and 4 are addressed in this section:

- To establish a representative sample of WPT stakeholders from a range of industries with a range of WPT experience.

- To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing enough information, that is easy enough to find and of a good enough quality to enable stakeholders to manage foreseeable WPT risks.

The following section outlines how these objectives were fulfilled and presents the findings.

3.2 SURVEY 2 METHODOLOGY

After having analysed the responses from consultees to evaluate whether the Route Map covered their original needs (Survey 1), the next stage was to widen the sampling. The aim of Survey 2 was to develop and administer a set of survey questions to collect information about users' experiences of the Route Map, for example, its accessibility, layout, and content (essentially the quantity and quality of information). The survey was administered from November 2008 to May 2009.

3.2.1 Development of survey 2 content

The survey questions were devised and grouped into the following areas:

- **Pre-survey questions** – asked about the level of awareness about the Route Map.

- **Organisational details** – collected information to facilitate the classification of participants for sample descriptives, and to allow individuals to be contacted again if required. This information was confidential to NDC.

- **Ease of locating information** – asked about access and navigation around the Route Map.

- **Quantity of information** – asked whether there is sufficient information contained in the Route Map to address general WPT issues.

- **Quality of information** – asked whether the information presented in the following categories of the website is detailed enough:

  - Worksite layout
  - Vehicle selection and maintenance

- ➢   Driver competence
- ➢   Medical fitness to drive
- ➢   Visiting and agency drivers

- **The Route Map as a trigger for action** – asked how long respondents have been aware of the Route Map.

A pilot of the survey with 10 organisations was carried out and subsequent modifications were made to the survey, before being used in the telephone interviews. As in Survey 1, this survey was formatted as an electronic Microsoft Word response form.

3.2.2   Conducting the survey

The sample for this phase of the work was supplied by Experian plc and consisted of the names, addresses and key contacts for organisations across all main industries, and of all sizes based on employee numbers. Contacts were restricted to companies who were likely to have WPT. Companies were contacted by telephone, and the person responsible for managing WPT was asked for his/her involvement in the study. A target of 100 respondents agreed as a suitable sample size for gaining representative views about the Route Map.

As in Survey 1, the main method of survey administration was via telephone interviews. When respondents were first contacted, the researcher tried to assess whether it was appropriate for the respondent to complete the survey. If a respondent was not aware of the Route Map, they were asked whether they would like to review the website and then subsequently be contacted again to go through the survey questions. A lag time of at least two weeks was given for such cases before contact was re-established. This was to ensure respondents could familiarise themselves with the web site and answer the survey questions.

Once surveys had been completed, they were processed in the same way as Survey 1, with the data imported into Access for subsequent analysis using the NDC Consultation Response Analysis Tool.

3.3 SURVEY 2 FINDINGS

3.3.1 Survey 2 sample

After contacting over 100 people from the contact list, a total of 95 individuals agreed to participate in this phase of the research. As represented in Figure 3 the majority were safety managers/advisors (72% - 68 out of 95), with the remaining participants classifying themselves as operations managers (11% - 10 out of 95), trade union representatives (3% - 3 out of 95), and trade association representatives (2% - 2 out of 95). A further 12 classified themselves as 'other' (e.g. transportation managers, directors, or compliance officers).
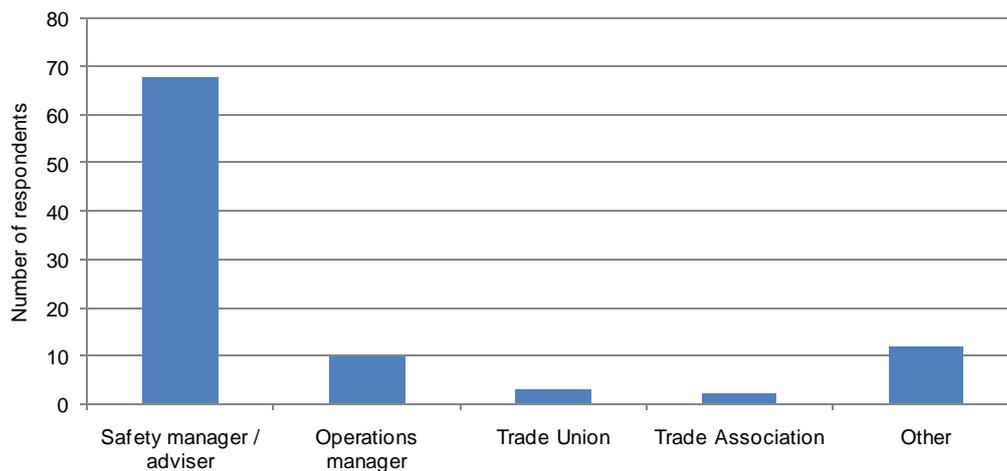

Figure 3 Number of respondents in Survey 2 by job role

A large proportion of respondents rated their level of experience in managing WPT as 'very experienced' (43% - 41 out of 95), or of 'moderate experience' (40% - 38 out of 95). A small proportion felt they had 'little' experience (15% - 14 out of 95).

The companies that the respondents represented are presented in Figure 4, which indicates that 'general building/civils construction' (22% - 21 out of 95) was the most represented type of company, followed by 'freight by road' companies (15% - 14 out of 95).

Nearly half of all respondents (47% – 45 out of 95) belonged to companies with a workforce between 50 to 249 employees, and a number of other respondents (41% - 39 out of 95) belonged to companies with more than 250 employees. The remaining respondents belonged to companies with less than 50 employees.
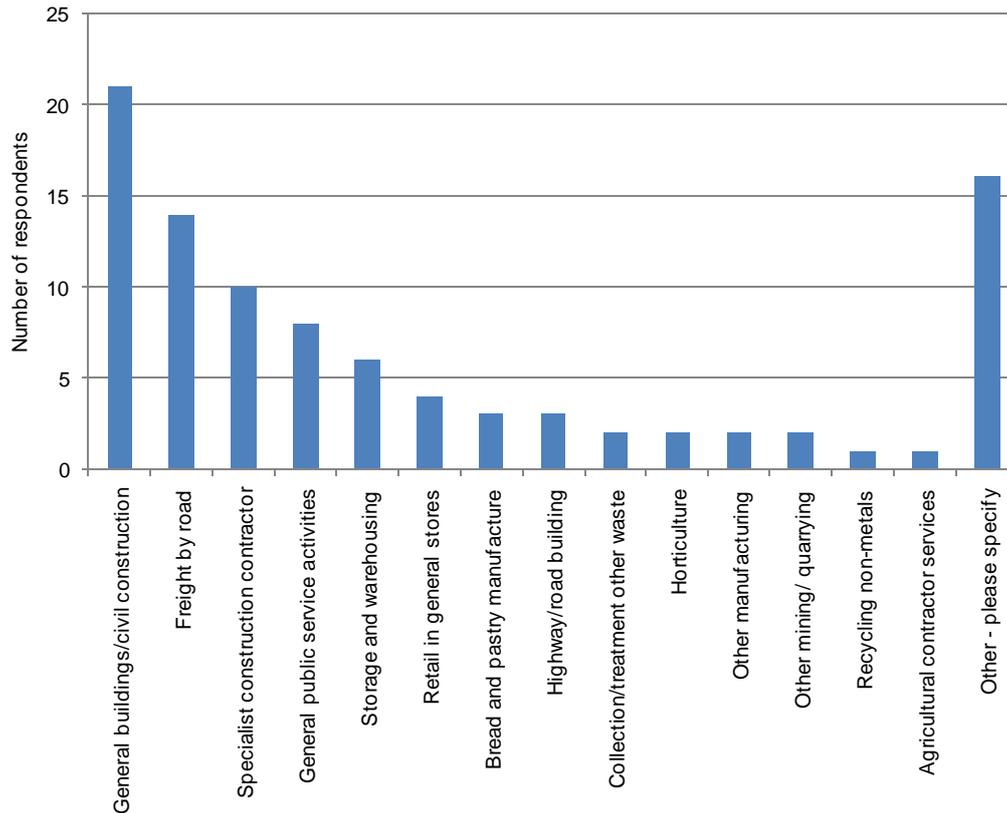
Figure 4   The number of respondents in Survey 2 by company type

3.3.2   Ease of locating the Route Map

Information sources

Respondents were asked about the method through which they had first located the Route Map. A total of 43% (41 out of 95) discovered the Route Map as a direct result of this research study. Around 25% (24 out of 95) had been directly notified by HSE. There was also a number (13% - 12 out of 95) who had found out about the Route Map simply through browsing the HSE website, with the remaining respondents discovering it through general web browsing, trade unions, or 'word of mouth'.

Locating the Route Map

Respondents were also asked how easy it was to find the Route Map, and the findings were as follows:

- 73% (69 out of 95) felt finding the Route Map for the first time was 'very easy'

- 21% (20 out of 95) felt it was 'easy'

- 4% (4 out of 95) felt it was 'difficult'

Comments regarding finding the Route Map (for the first time) were mixed. Illustrative comments included:

- "*Even by searching on 'transport' the Route Map comes up straightaway.*"

- "*Name is not obvious thing to type in. HSE search takes you to closed consultation first, not web tool* [the Route Map].*"

- "*Normally I go to HSE website and go straight to construction area – no route to the Route Map from there. I assumed that there would be.*"

- "*I was once directed to it. Otherwise, needs to be advertised more, and easier to find. I've been browsing the HSE website for a long time and never came across it!*".

Navigation around the Route Map

Respondents were asked how they found navigating around the Route Map and the majority of respondents felt that navigation was either 'very easy' (57% - 54 out of 95) or 'easy' (39% - 37 out of 95). Only two people claimed it was 'difficult'.

Explanatory comments received included:

- "*You are only ever a couple of clicks away from your required field.*"

- "*HSE website has improved dramatically in the last year - more user-friendly.*"

- "*The site is laid out in a straightforward way and is easy to follow.*"

- "*You don't have to drill down too deep to get something that's useful – this is good. But some of the links to PDFs, especially external ones, click on them and you get a blank page.*"

- "*So many options you can lose your path; link after link after link.*"

Content and structure on opening pages

Respondents were asked if they felt that the content/structure of the Route Map was obvious enough from the opening page. Nearly all respondents (96% - 91 out of 95) agreed that it was obvious.

Some explanatory comments received included:

- "*The four main themes are very self-explanatory and what lies beneath seems to reflect titles.*"

- "*Not simple to see what's there. Need a search tool/box or drop down list from each category before going in, e.g. section on agency drivers is hard to find.*"

3.3.3 Quantity of information

Respondents were asked about how well the Route Map addressed the WPT issues that they have to manage. As highlighted in Figure 5 respondents answered positively, with the majority choosing the 'all' or 'most' response (aggregated together accounting for 80% - 76 out of 95).
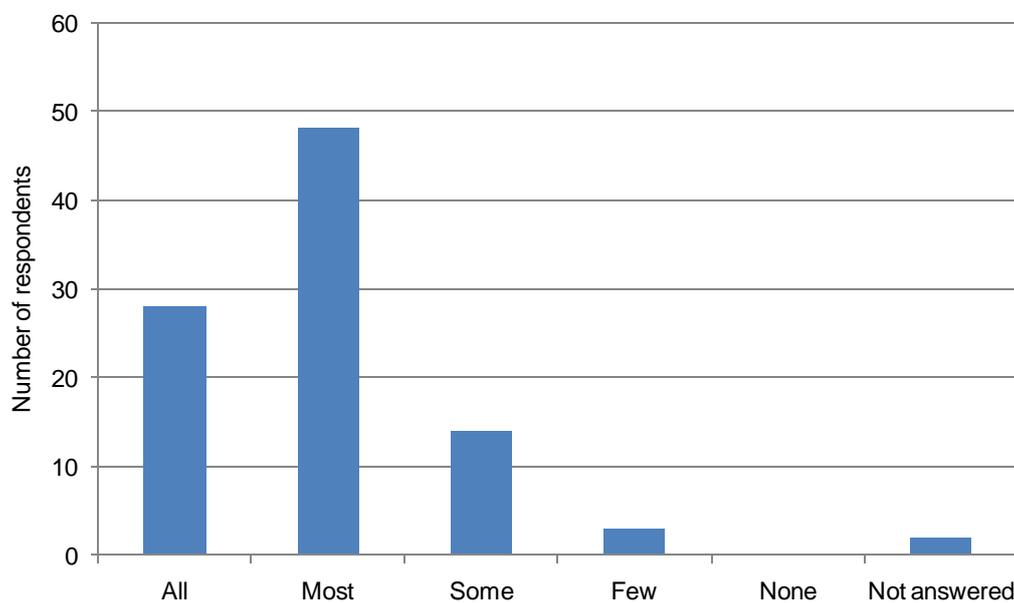
Figure 5   Responses to the question: "How many of the issues that you need to address to manage your WPT risks does the Route Map address?"

A number of positive explanatory comments praised the Route Map:

- "*It competently and clearly presents information I can use. I wish I had come across this earlier.*"

- "*I have come across information on a lot of these issues before from a variety of sources, but not all in one place like this. This is like a jigsaw that someone has now put together.*"

- "*Couldn't think of anything missing. Clear, concise and helpful.*"

17

Suggestions for improvement included:

- *"Make the Route Map more specific and relevant to the different industries (cited by respondent from construction industry)"*

- *"Provide links to approved training organisations"*

- *"Clarify what pedestrian walkways should look like"*

- *"Acknowledge the need for dynamic risk assessments – to deal with risk issues as and when they arise"*

- *"Give guidance on moving people (not just goods)"*

- *"Supply information on working on transient sites"*

- *"Detail how lifting equipment (including tail lifts, cranes) should be used"*

- *"Provide more practical templates, questionnaires and checklists"*

- *"Acknowledge that a communications strategy may need to be in another language"*

- *"Create a filter tool for type of vehicle, size of business, etc to ease location of relevant information"*

- *"Give guidance about top loaded vehicles (including sheeting or cleaning excess material off cab) rather than just focusing on general haulage operations and vehicles"*

A few respondents also mentioned that there was too much information to sort through, and equally a few respondents suggested there was not enough detail. Respondents were further asked whether there is enough information in the Route Map on common WPT issues that they need to deal with.

- The majority (88% - 84 of 95) agreed there was sufficient information

- Only three individuals disagreed

- Seven individuals were unsure

Positive comments included:

- *"I thought the format was easy and straightforward enough that I could use it to do some training. Good - it points you in right direction and guides you. Hits the nail on the head regarding our issues. Biggest problem for us is vehicles plus forklift trucks at*

the same time in the transit yard, also being close to the offices. All info was reassuring to us about how we're dealing with that."

- "*Yes, and also backed up with the hyperlinks. Provides credible source we can then quote. Contractors say to us 'why do we have to do this and that, you're more strict than other companies'. The Route Map says what the foundation is of what we are asking for - backs us up. We can direct them to it. It is also simply worded and easy to understand.*"

3.3.4 Quality of information

Worksite layout

Respondents were asked if they felt that the Route Map provides sufficient information to allow them to deal with common worksite layout issues.

- The majority agreed (91% - 86 out of 95).

- Five individuals disagreed.

- Four were unsure.

Numerous positive comments were made such as:

- "*A good spread. Could always have more! I liked it. When you clicked on it – you find out how this scenario could be made safer - really useful. Gives you moment of 'ah' - I see what you mean! Very good to illustrate.*"

- "*I think the fact that it gave additional information about accidents and their impact (possible accident scenarios) – I thought it was great.*"

When specifically questioned what changes could improve the Route Map section on 'Worksite layout', the majority of respondent did not suggest any improvements (i.e. they felt this section was adequate). Explanatory comments included:

- "*Make use of more graphics (2 respondents)*"

- "*Acknowledge that when planning routes people should be encouraged to stick to main routes (rather than taking 'sat. nav.' short cuts)*"

- "*Prioritise the issues that companies should tackle*"

- "*Add information about hospital sites*"

- "*Make use of more case studies (including a case study for each type of difficult site)*"

- "*Create an interactive case study section where your own site can be modelled and solutions provided*"

- *"Acknowledge the specific environment and issues related to small yards with low volume of vehicles"*

- *"Indicate that when an area is built for unloading it needs to be level and firm"*

- *"Supply guidance on delivery locations/points that belong to clients (people's homes, small shops, general public, high street locations)"*

- *"Include information on bonded warehouses"*

- *"Provide more checklists for operating on national trailer parks"*

- *"Give guidance on operating on old sites with multiple uses and dealing with muddy/uneven ground"*

- *"Acknowledge that when planning routes, works and works scheduling need to be taken into account"*

Vehicle selection and maintenance

Out of those who had consulted this section (84 respondents):

- 85% (71 out of 84) felt that there was enough detail in this section for their needs

- Four disagreed

- Nine felt unsure

Positive comments included:

- "*Good presentation – useful to help vehicle fleet buyer consider safety features as well as cost/performance/reliability, etc.*"

- "*This was very good. We had a visit from council who pointed out dangers of forklift trucks that really opened our eyes. The Route Map has the same messages. I printed off this bit of the Route Map actually, and circulated it to all our yard staff. This bit also gives us good tips on the kinds of safety features we should be asking about when we hire our forklift trucks.*"

When questioned specifically about possible improvements to the vehicle and maintenance section of the website, suggestions included:

- *"Incorporate information on tail lifts/curtains"*

- *"Provide more practical guidance (especially in construction scenarios)"*

- *"Use more graphics"*

- *"Advise on how to safely enter a refrigerated trailer in the absence of handrails"*

- *"Provide guidance on recycling tyres and the use of bio-fuels"*

- *"Acknowledge when flashing lights and horn use may be appropriate"*

- *"Construct a dedicated section for mobile plants"*

- *"Supply further information on the importance of timetabling and organising maintenance (including checks)"*

- *"Incorporate guidance on tanker access and general operations"*

- *"Detail guidance on safe use of mobiles and hands free kits"*

- *"Acknowledge the need for worker consultation in vehicle selection"*

- *"Make the information on mobile plants easier to find"*

- *"Provide guidance on the use of forklift truck cages to raise staff"*

- *"Give more focus to the non-freight transport sector – mini busses, road sweeping vehicles/dustcarts"*

- *"Include templates that can be tailored (rather than just inspection checklists)"*

- *"Supply links to other websites (i.e. RHA)"*

- *"Incorporate more information on accessing the back of vehicles for loading/unloading"*

- *"Provide example checklists for inspections"*

- *"Acknowledge the influence of industry/manufacturers on a company's decision regarding vehicle selection"*

Driver competence
A total of 89 respondents had accessed this section.

- 79% (70 out of 89) agreed that this section was useful in staff selection/training

- Five respondents disagreed

- 14 were unsure

Positive comments included:

- *"The sections on medical fitness and recruitment are particularly good."*

- *"Definitely, the selection stuff is particularly of use. If we get an issue (usually for employees of subcontractors), we can refer back to the Route Map and know what questions to ask. It backs up my guys - gives them confidence regarding the sort of questions they should be asking employees regarding their ability to do the job."*

When directly asked about possible changes to improve this section, respondents proposed:

- *"Include more information about trailers"*

- *"Reduce the wordiness for the benefit of non-professionals"*

- *"Provide more examples"*

- *"Have a checklist for recruitment"*

- *"Include information about timescales for training/refresher training"*

- *"Give guidance on foreign training qualifications/competencies and how they map on to UK standards"*

- *"Acknowledge that there should be regular checks of drivers' licenses"*

- *"Give greater recognition of the union view rather than just management's view"*

- *"Detail who should be responsible for organising schedules/plans and checking standards"*

- *"Include information on what training is needed for securing loads/loading vehicles"*

- *"Provide more training videos"*

- *"Try to be more 'fact based' rather than just using rhetorical questions"*

- *"Section needs to be more practical especially for short-term drivers such as agency staff (including training requirements)"*

- *"Reduce the information on recruitment"*

- *"Provide more information on specific licenses - CPCS, forklift, elevated working platforms, and the driver certificate of professional competence"*

- *"Give more information on safe operation at the rear end of a vehicle"*

- *"Perhaps a dedicated section on 'Driver competence' is warranted"*

Medical fitness to drive

Out of the 80 respondents who had viewed this section:

- 86% (69 out of 80) felt there was sufficient reference to details on medical standards for driving

- 11 respondents were unsure

- Not one person disagreed

Positive comments made included:

- *"It was quite informative. There are things that you take for granted such as drivers being under the influence of alcohol or drugs, or ill health, should not be driving forklifts. So the Route Map brings up pertinent issues that you might need to be aware of and tells you what you need to do in these situations. I also like how it shows that health and safety is not just a process but has an impact on real lives."*

- *"Very informative and very useful. Brought it all together - you get lots of speculation and rumour from different sources. This helped give me a clearer picture and direction to combat the mixed messages from other bodies. HSE is a trusted source - accurate and relevant."*

Respondents made the following recommendations in relation to improvement of the 'Medical fitness to drive' section:

- *"Improve the readability of the 'at a glance guide' as it is too specialist/specific (created for medical practitioners), and improve the font/layout"*

- *"Be clearer about HSE's stance on smoking in vehicles"*

- *"Create a filter to facilitate retrieving only relevant information for group 1 drivers for instance"*

- *"Give guidance on vehicle design and egress methods"*

- *"Acknowledge vehicle vibration and its impact on workers who drive"*

- *"Suggest how to go about discovering a worker's medical condition especially when they do not volunteer information on their health status (two respondents)"*

- *"Provide a form written for employers rather than stick to the questionnaires in this section"*

- *"Give guidance on what questions can and can't be asked of workers"*

- *"Provide a template for a health questionnaire to reduce the need to go through all the information in the section"*

- *"Supply information on assessing special needs"*

- *"Give more concrete guidance rather than the use of 'may' or 'could'"*

Three respondents also mentioned that they would not rely on the Route Map for assessing medical fitness – but would rather default to occupational health specialists instead.

Visiting and agency drivers

Only 56 respondents had accessed this section of the website.

- 68% (38 out of 56) agreed that there is sufficient practical detail in this section

- Three respondents disagreed

- 15 were unsure

A few respondents made positive comments:

- "*Good to see this stuff. It confirms what we already do.*"

- "*Provided a good summary of what we need to look at*".

When directly asked to give suggestions about improvement to this section, respondents commented as follows:

- *"Make the information in this section easier to find (three respondents)"*

- *"Rename section title from 'Visitors' to 'Visiting and Agency Drivers' to prevent confusion with regular visitors to the workplace"*

- *"Acknowledge that sometimes it is impractical for the same information to be given to agency workers, as given to permanent works"*

- *"Provide a simple template for contractors to complete before they start work"*

- *"Include a statement to say that one should only allow agency drivers onsite who have been able to demonstrate experience or adequate training"*

- *"Acknowledge that subcontracting can prevent proper management of visiting/agency drivers since it is sometimes difficult to enforce rules or check visiting drivers"*

- *"Realise that financial pressures may preclude adequate training provision to agency drivers particularly if they are on a short-term assignment"*

- *"Acknowledge that time demands mean that in practice only key information may only be relayed to a visiting driver (two respondents)"*

- *"Reduce the information in this section - much of it is not relevant (cited by a small company)"*

- *"Improve the detail regarding visiting waste delivery drivers, by stating how to check for competency"*

- *"Realise that the use of the term 'contractor' is confusing as it is not recognised by the storage, warehouse, and freight-by-road industry"*

3.4   SURVEY 2 SUMMARY OF FINDINGS

The purpose of this phase of the research was to obtain respondents' views about the layout and content (quality and quantity of information) of the Route Map. From the 95 respondents who participated in this phase of the research, key findings were:

- Nearly half of the respondents had no prior knowledge of the Route Map at the point when they were first contacted by the researcher and asked to participate in the study.

- Navigating around the Route Map was rated to be easy/very easy by nearly all respondents.

- Nearly all respondents felt the content and structure of the Route Map was evident from the opening pages.

- Around 80% of respondents felt that the Route Map covered all/most of the WPT issues that they encountered in their roles.

- Some suggested some tailoring of the content to specific industries, whilst some other suggestions included desires for links to training organisations, and guidance on transporting people (rather than just goods).

- The section on *'Worksite layout'* was perceived to have sufficient information by 91% of respondents, and recommendations for improvement included greater use of graphics and more case studies; guidance on deliveries to client premises; and guidance on operating on old sites with muddy/uneven terrain.

- The section on *'Vehicle selection and maintenance'* was deemed to have adequate coverage of issues by 85% of respondents, with suggestions to include information about timetabling/organising of maintenance, and a greater need for the Route Map to acknowledge that manufacturers may have a stronger influence on vehicle selection.

- The section on *'Driver competence'* was found to be useful for selection/training purposes by 79% of respondents, with ideas put forward that the section should

include timescales for when to conduct training or retraining; incorporation of training videos; and that current guidance on training agency staff may be impractical.

- The section on *'Medical fitness to drive'* elicited a total of 86% respondents who agreed it made sufficient reference to medical standards for driving, with some criticism about the 'at a glance guide' (on the DVLA website); vibration and its impact on health should be recognised; and more guidance on employers' rights about questioning workers' health status.

- The section on *'Visiting and agency drivers'* had 68% of respondents who felt it had sufficient practical detail, with ideas for improvement to the section relating to the use of forms for agency drivers to complete; making access to this section more obvious; and a need to recognise that demands on a company's or safety specialist's time may prevent information being shared with visiting drivers.

4. EFFECTIVENESS OF THE ROUTE MAP AS A TRIGGER FOR ACTION

4.1 INTRODUCTION

Objective 5 is addressed in this section:

- To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing a trigger for action.

The following sections outline how this objective was achieved and details the findings.

4.2 SURVEY 3 METHODOLOGY

The approach for this survey was largely similar to the previous two surveys.

4.2.1 Development of Survey 3 questions

The survey questions were devised and grouped into the following areas:

- **Familiarity with the Route Map** – asked about the level of awareness about the Route Map.

- **Changes to the management of WPT** – asked about attitudes toward managing WPT as a direct influence of the Route Map.

- **Future plans** – asked respondents whether they had plans to change the way they manage WPT, and the Route Map's influence on such action. This section also asked for any other ideas for improving the Route Map in general.

A pilot of the survey was conducted on 10 companies to validate the survey.

4.2.2 Conducting the survey

The survey was administered by telephone from November 2008 through to July 2009. From the original 95 sampled in Survey 2, some did not want to participate in Survey 3. This was mainly due to time and workload constraints, or in cases where individuals were given a lag time after the completion of Survey 2, the researchers had difficulty re-establishing contact (e.g. respondent had moved companies or company no longer existed).

The survey was formatted in the same way as the previous surveys. Participants for Survey 3 were all individuals who had participated in Survey 2. During the telephone interview and at the end of Survey 2, respondents were asked if they or their organisation had been aware of the Route Map for more than 3 months. If the answer was affirmative, researchers administered Survey 3 immediately following Survey 2. If however, the respondent had been aware of the website for **less** than 3 months at the point of completing Survey 2, the researcher offered the

opportunity for respondents to be re-contacted after several weeks. This was to ensure validity in responses to Survey 3 since the questions were asking about the impact of the Route Map, and therefore individuals needed to have been in a position to comment accordingly.

The same approach was taken to analyse the data as in the previous surveys.

4.3   SURVEY 3 FINDINGS

4.3.1   Survey 3 sample

As illustrated in Figure 6, the Survey 3 sample consisted of 47 respondents (around half of these who completed Survey 2) who mainly classified themselves as 'safety managers/advisors' (79% - 37 out of 47). The remaining participants were managers (operations or office), trade association or trade union representatives, or directors (managing or construction).
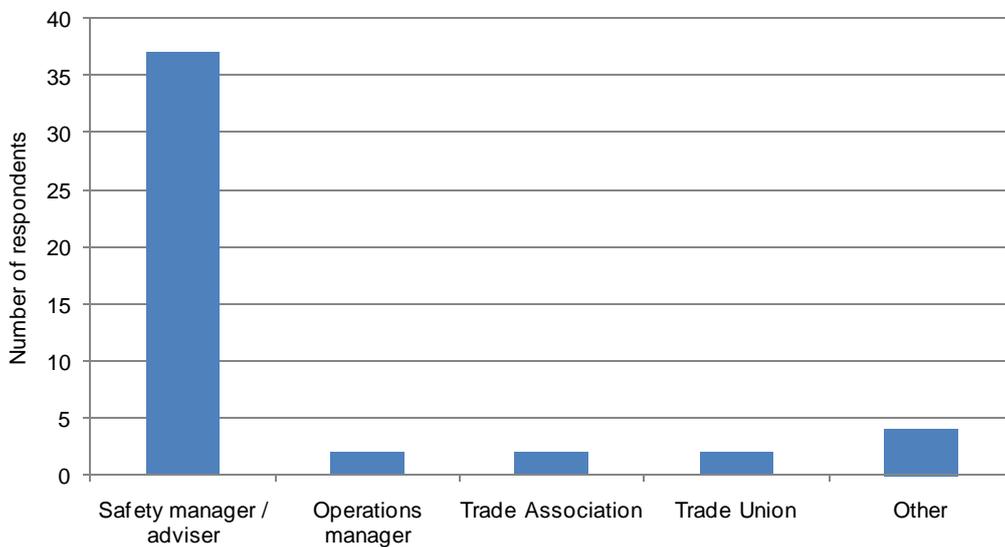

Figure 6   Number of respondents in Survey 3 by job role

Respondents were asked to self-rate their level of experience in managing WPT risk. Most were 'very experienced' (53% - 25 out of 47) or had 'moderate' experience (28% - 13 out of 47). Few had 'little' WPT management experience (15% - 7 out of 47).

The company profile of the sample in this phase of research is illustrated in Figure 7. This shows that a number of respondents were from companies in the construction sector (e.g. general buildings, civils construction, specialist construction contractors).
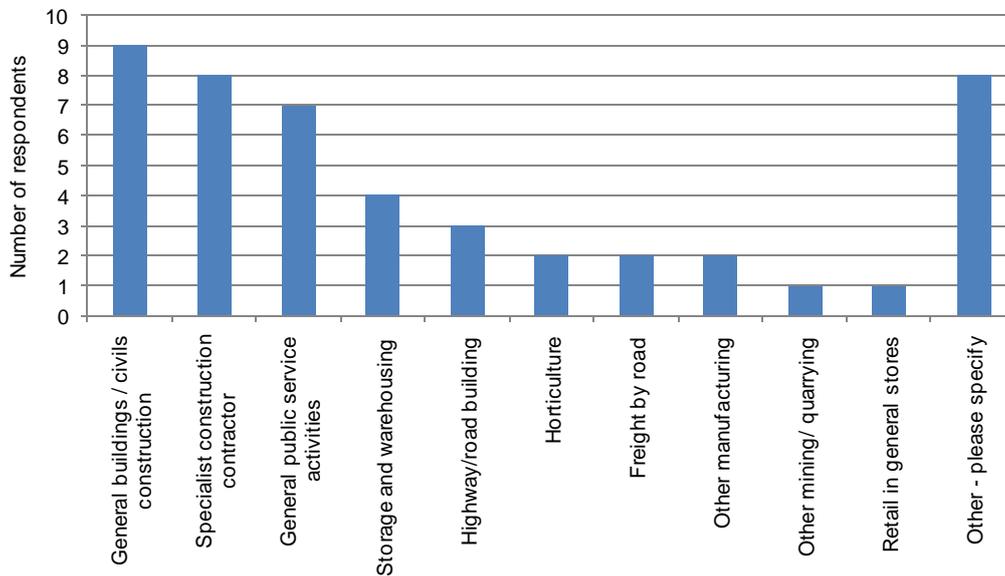

Figure 7 The number of respondents in Survey 3 by company type

In terms of size of organisation, over half of the companies (53% - 25 out of 47) that respondents represented had more than 250 workers. A further 38% (18 out of 47) had between 50 to 249 workers. The remaining respondents were from companies that had less than 50 workers.

4.3.2 Familiarity with the Route Map

The average number of months that respondents had stated they had been familiar with the Route Map was nearly 10 months (ranging from 2 to 24 months), which indicates that respondents should have been able make accurate assessments about the impact of the Route Map on their management of WPT risks.

4.3.3 Changes to management of WPT

Attitude change

Respondents were asked whether their attitudes to managing WPT risk had changed since they became aware of the Route Map. The findings were as follows:

- Over half said 'yes' (55% - 26 out of 47)

- The remainder said 'no' (45% - 21 out of 47)

Of those whose attitudes had **changed**, respondents talked about various actions they had taken as a result of consulting the Route Map (e.g. reviewing driver training, assessing worksite layouts, segregating vehicle routes from pedestrians). A few respondents also mentioned that the Route Map was a good starting point, gave them a more structured approach to tackling

WPT risks, enhanced their awareness of potential risks, and enabled learnings from best practice. Some illustrative comments given were:

- *"The Route Map has given an overview of the possible dangers. For instance, before the yard was just seen as a yard, but now we see it as a high-risk environment. It's brought the risks to mind."*

- "*We manage it* [WPT] *more professionally now; it was a little amateurish before.*"

Those who said their attitudes remained **unchanged** subsequent to consulting the Route Map claimed that their standards and systems were already well developed and/or that their attitudes to WPT risk were already very strong. Other comments included:

- "*Not so much changed* [in attitude]*, but the Route Map has certainly clarified my awareness. And it's a useful website to pass on to customers if they are looking for advice. It's comprehensive.*"

- "*We do take workplace transport seriously. We continually monitor it, and there was nothing radically different to what we were doing before the Route Map, but I guess it's a good reminder of what we should look at.*"

Taking action
Beyond attitude changes, respondents were asked whether they had taken any action since becoming aware of the Route Map. The majority of respondents indicated that they had taken action (72% - 34 out of 47).

For those who had taken action, comments included the various different initiatives undertaken and these included:

- Enhancing work instructions (i.e. on coupling/uncoupling trailers)

- Worksite layout changes:

  - layout of yards

  - levelling of yard surfaces

  - signposts

  - speed limits

  - traffic routes

  - controlled entry

  - fitting pedestrian guard rails

- zebra crossings

- pedestrian and vehicle segregation

- installing one-way system

- Amended/applied risk assessments

- Upgrading of vehicles

- Enforcing forklift truck seat belt use and the wearing of high visibility jackets

- Rewriting of transport policies/procedures

- Creating site coordinators/vehicle marshals

- Adopting the use of vehicle accident safety packs

- Development of vehicle management plans

- Improvement in driver health assessments

- Planning of training courses for drivers

- Comprehensive induction forms for drivers

- Passed the Route Map link to relevant colleagues (e.g. transport managers, worksite manager).

One comment received indicated:

"...*We did download and use the Site Inspection - Workplace Transport Checklist. We used it in one of our meetings and it was a good aide-memoir. It allowed issues to be debated and it was interesting to see not all people saw things as safe/unsafe. It was seen as good as it was authoritative as it comes from the HSE, and people took more notice as a result. Now the HSE provides us with everything we need, rather than needing to go to several different third parties.*"

Influence of the Route Map
The respondents who had taken action were further asked whether the changes they had made were influenced or informed by the Route Map. A total of 82% (28 out of 34) agreed that the Route Map had influenced their changes.

Respondents explained how the Route Map influenced their changes, as follows:

- It promoted ideas (five respondents)

- It acted as another source of information (three respondents)

- Used it as an authoritative source to gain support for action

- Provided adequate coverage of issues

- Provided the structure and method for process

- Encouraged review of existing policies

- Informed the decision making process

- Clarified legal requirements

- Prompted action on issues that were not being tackled

Financial value of changes

When respondents were asked if the changes that they had implemented were good value for money, 76% (26 out of 34) agreed. The remaining respondents felt unable to provide a monetary judgement on the changes that they had made.

Explanatory comments focused on cost savings based on fewer accidents because of safer operations (four respondents) and improved operational efficiency (three respondents).

Changes which were not informed by the Route Map

Respondents who had made changes which were **not** informed/influenced by the Route Map suggested that they were shaped by:

- Internal company standards/improvement processes (two respondents)

- Other sources such as road traffic haulage associations or safe driving organisations (two respondents)

- Legislation

- Other documents on the HSE website

- Transfer of best practice from good sites to weaker sites

Taking no action

Respondents who did not take any action at all since becoming aware of the Route Map indicated that they have had no WPT issues to address and/or that they have done all they needed to do on managing risks at this point in time.

Plans in managing WPT risks before exposure to the Route Map

When asked about whether they had plans to change the way they managed WPT before they knew about the Route Map:

- Around half of the respondents said 'yes' (47% - 22 out of 47)

- Around half said 'no' (45% - 21 out of 47)

- The remaining four respondents did not provide an answer

Explanatory comments from those who **had** plans to change the way they approached WPT risk management (before knowledge of the Route Map's existence) indicated that sources of information consulted included:

- Different websites (inclusive the HSE website)

- Company internal standards

- Consulting of external bodies (e.g. National Federation of Builders)

- Using internal specialists (e.g. safety advisors, transport managers) and external consultants

- Retrieving the latest legislative guidelines

- Networking with other contractors

- HSE documents

- Industry journals

- Consultation with the workforce

Planned activities included:

- Development of training to assess drivers (three respondents)

- Tackling traffic and pedestrian issues (three respondents)

- Devising WPT awareness raising campaigns (two respondents)

- Creation of a drugs and alcohol policy

- Examining the impact of transport plans

- Creating pedestrian walkways

- Producing guidelines on forklift truck use

- Conducting risk assessments

- Reporting of near misses guidelines

- Eye testing

In comparison, a number of those who had not changed their approach to managing WPT risks, explained that they believed their existing approach was adequate (six respondents), whilst a few others confirmed that they had not paid attention to actively managing WPT risks (three respondents).

4.3.4　Future plans

Plans to make changes to managing risk
When asked about prospective plans:

- 72% (34 out of 47) indicated that they have plans to make changes to the way they manage WPT risks in the future

- 23% (11 out of 47) did not have such plans

- The remaining two respondents did not offer a response

Of those who **had** plans, respondents were asked to explain what activities they were planning on addressing. Comments elicited centred around:

- One-way systems (three respondents)

- Driver health assessment (three respondents)

- Validating driver competence (three respondents)

- Pedestrian walkways (two respondents)

- Focusing on reducing slips, trips and falls during loading/unloading (two respondents)

- Work platforms and shunters

- Levelling yard surface

- Signage

- Traffic calming measures

- General traffic management

- Site inductions

- Disseminating information to colleagues

- Standardisation (capturing best practice)

- Driver health promotion

- Driver recruitment

- Driver training

- Risk assessments

- Eye testing

In contrast, of those who did **not have** plans to change the way they managed WPT, nearly all respondents stated that they had no immediate actions, but that they would address issues as and when they arise.

Plans informed by the Route Map

Respondents were asked whether their changes to managing WPT risks would be informed by the Route Map. Of the 34 respondents who stated that they would be making future changes, a total of 32 agreed that they would be consulting the Route Map when making these changes.

A number of respondents made the point that they would continue to use the tool as an authoritative source (four respondents), but others felt that they would use the tool **in combination** with other sources (e.g. visits from enforcements officers, other occupational health specialists and associations). Comments were also made about the use of the Route Map as a means to gain support from managers to drive health and safety changes in WPT.

Four individuals who stated that the Route Map would **not** inform their changes commented that information on the website was not detailed enough for their needs, or that they would continue to rely on their trade association and internal specialists as guides.

Suggestions to improve the Route Map

Respondents were asked whether HSE could do anything further to improve the tool beyond what respondents had already suggested in previous questions. Nearly all respondents made a comment, with a number who felt that the Route Map was adequate in its current form (12 respondents) benefitting from good coverage, easy access, and being user-friendly, up-to-date, and useful.

Six respondents commented on the need for better publicity of the tool via industry specific homepages, for instance. As one person expressed:

"*Not sure how well advertised it is. Might be worth e-bulletins, or an article in the safety magazines talking about it. I was surprised about how good it is - all the information needed in the one location. Although, people just need to be aware of it in the first place.*"

Furthermore, in terms of new developments such as updated news or legislation, one respondent mentioned the use of RSS links (Rich Site Summary - a format for delivering regularly changing web content) or email. Another proposed archived news or accident stories that clearly demonstrate how injury/death might have been prevented.

Three respondents suggested greater use of pictures and photographs to signpost and to illustrate the impact of accidents. Another person recommended the use of video clips or short films (useful for tool box talks). Three respondents also mentioned the need for more case studies, with one stating:

"*You could add a facility to share case studies and good practice - sharing of good practice site. Can give cash to company to say their case is on the site. Maybe have a disclaimer from HSE saying they make no comment on whether the studies included are good or bad.*"

A respondent from a waste management company also wanted to see a case study specific to his industry. Other comments included:

- *"Create of a 'downloadable process' facilitating the flow from one section to the next"*

- *"Include a transport managers' discussion forum to look at new developments"*

- *"Detail guidelines for 'grey fleets' (workers driving their own vehicles for work)"*

- *"Production of a basic fact sheet covering key essentials (i.e. introduction) or a 'have you considered...' list"*

- *"Give more consideration around the end user – especially regarding vehicle types"*

- *"Add in guidance notes (similar to ones that HSE have for asbestos) – best practice documents for delivering to different environments (e.g. schools premises, manufacturing plants, construction sites)"*

- *"Reduce the quantity of information, write in clear English, with more explicit guidance"*

- *"Create a self-audit questionnaire to cover all four main sections of the Route Map"*

One person from the construction industry also made the following comment:

"*The Route Map doesn't really suit the construction industry very well; it's more suited to supermarkets and warehouse storage. They tend to go for fix and forget solutions. For us and construction, what is fixed today is changed tomorrow. Our industry is specific, we don't have elevators and trolleys and fixed bays, we use forklifts and we're out in the open where it can be sunny one day, or raining the next day so it's muddy/uneven, and we operate on different sites, so variable aspects that need to be controlled and managed.*"

Another respondent (from a freight carrier organisation) challenged the practicalities of implementing guidance from the Route Map:

"*The Route Map doesn't acknowledge the particular difficulties faced by time-critical industries when applying standards. Workplace pressure is significant factor. The Route Map must recognise this and tailor their approach accordingly. The Route Map must also associate itself with other legislation; needs to reflect real world situation. Also, the dilemma is what to spend your limited resources on. There are levels of risk that must be accepted.*"

A final comment made was that the Route Map appears only suitable for health and safety specialists rather than 'shop floor' workers who might need to consult information on the website.

4.4 SURVEY 3 SUMMARY OF FINDINGS

The aim of this phase of the research was to evaluate whether the Route Map had been an effective trigger for action. Based on the responses from the 47 participating individuals, the main findings were:

- Around half of the sample believed that their attitudes to managing WPT risk had changed, in relation to enhanced awareness of potential risks, and a more structured approach to managing risks.

- The remaining half of the sample thought their attitudes had remained largely the same because they believed that they were already very conscious about managing risks and that their company standards and systems were already well developed.

- Around a third of the sample had taken action since becoming aware of the Route Map, with 82% of these respondents declaring that their actions had been informed/influenced by the Route Map.

- Moreover, around three quarters of those who had implemented actions based on the Route Map felt the actions had been good value for money because of fewer accidents and improved operational efficiency.

- Those that had taken action, and not informed/influenced by the Route Map, relied on internal company standards/improvement processes and other organisations.

- Around half of the sample confirmed that they had future plans to change the way they managed WPT (before they knew about the Route Map) and relied on a range of different sources such as the HSE website, trade associations, internal and external specialists and industry journals.

- Around three quarters of respondents had plans to make changes to the way they manage WPT risks in the future such as implementing one-way systems, validating driver competence and focusing on pedestrian walkways.

- The majority of respondents who indicated that they would be making a change in the way they managed WPT risks confirmed that they would consult the Route Map to implement those changes because it is an authoritative source. However, some respondents acknowledged they would use the Route Map in tandem with other sources such as occupational health specialists or associations.

- Around 12 respondents commented that the Route Map was adequate in its current form benefitting from good coverage, easy access and being up-to-date.

- Suggestions to improve the Route Map included better publicity, more use of pictures/photographs and case studies, a basic fact sheet covering key topics and guidance for each of the four sections of the tool, and best practice documents for delivering to certain environments such as schools and construction sites.

5.   OVERALL EFFECTIVENESS OF THE ROUTE MAP

5.1   INTRODUCTION

This section addresses objective 6:

- To assess the overall effectiveness of the Route Map and identify any areas where the Route Map clearly falls short.

5.2   ORIGINAL AIMS FOR THE ROUTE MAP

The aim of this study was to assess the quantity and quality of information contained within the Route Map and assess its effectiveness as a trigger for action. Final outcome indicators such as incidents and accidents will be assessed by the HSE[1] over time, as follows:

"*The impact of the Route Map will be assessed over time by monitoring reports of fatalities, injuries and near misses, which are submitted by duty holders.*" (para 55, p. 29).

This section therefore aggregates the salient findings from Surveys 1, 2 and 3. To assess the effectiveness of the web tool, it is helpful to recall the original purpose of the Route Map as reported by the HSE[2]:

"*...to provide easy to find and follow directions to information describing the basics of what employers need to do to manage their workplace transport operations safely. It will also direct the seeker to suggestions for practical improvements in these areas. The Route Map will provide a framework in which employers and workers can understand the role of the existing workplace transport related regulations and guidance. It will provide the basis for an easy system of reference. It is not our intention to duplicate or replace good useful guidance. Instead, we will be providing clear links from the route map to the existing guidance and only producing new guidance where important gaps are identified.*"

Additionally, the HSE state[1]: "*The workplace transport the route map will apply to all sectors of industry.*" (p. 3)

This next section takes each element of this overarching aim and considers to what extent the aim has been addressed using evidence obtained in Surveys 1, 2, and 3.

5.3   SURVEY FINDINGS AGAINST THE ROUTE MAP AIMS

5.3.1   Finding the Route Map

"*To provide easy to <u>find</u> and follow directions to information describing the basics of what employers need to do to manage their workplace transport operations safely*".

When the researchers contacted individuals to participate in this study, it became evident early on that many people lacked awareness that the Route Map existed. When they were directed to the website, a small minority did then realise they had accessed it before but that they did not

know it was called the 'Route Map'. Nonetheless, as Survey 2 results found, 41 out of 95 respondents did not know about the Route Map at all. Moreover, only 24 out of 95 people had officially found out about the site through the HSE. Insufficient marketing was also highlighted as an issue in Survey 1.

It is clear that users need to know that the Route Map exists in the first place before attempting to find it or consult its contents. Assuming that the lack of awareness of the Route Map by respondents in this study can be generalised to industry, it is clear that opportunities to better market the tool are justified, with a strong push from the HSE to improve awareness.

5.3.2   Navigation around the Route Map

"To provide easy to find and <u>follow directions to information</u> describing the basics of what employers need to do to manage their workplace transport operations safely" and

"...We will be <u>providing clear links</u> from the route map to the existing guidance..."

The main structure of the Route Map (i.e. the four main sections) and general navigation around the website was very positively received by nearly all respondents. This would indicate that a user should be able to retrieve information of interest with relative ease. However, a few isolated comments did indicate various pieces of information were 'buried' away, although there were no consistent remarks targeting specific topics, apart from the information referring to visiting and agency drivers, with issues relating to labelling and visibility on the website. Others recommended the use of more graphics to break up text heavy sections or as a means to further improve signposting of information. Furthermore, technical improvements suggested included the use of filters that allow only relevant information to one industry or driver group to be shown. A few respondents also indicated that some hyperlinks to external documents/sites did not work.

5.3.3   Coverage of topics

Generic versus industry specific information
"To provide easy to find and follow directions to information <u>describing the basics of what employers need to do</u> to manage their workplace transport operations safely".

The majority believed that the topics covered are adequate to address general WPT issues that users might encounter in their work. Exploring these topics in detail, Table 1 summarises how respondents perceived the information contained in each of the sections of the Route Map.

Table 1   Agreement regarding information sufficiency for main topic areas of the Route Map

Topic area	*Agree – sufficient information*	*Disagree – insufficient information*	*Not sure*
Worksite layout	91%	5%	4%
Vehicle selection & maintenance	85%	5%	11%
Driver competence	79%	6%	16%
Medical fitness to drive	86%	-	14%

Topic area	Agree – sufficient information	Disagree – insufficient information	Not sure
Visiting and agency drivers	68%	5%	27%

Table 1 highlights that encouragingly, only a small proportion (i.e. no more than 6%) feel that any section has insufficient level of detail. 'Worksite layout' is perceived to be the best section. In contrast, the section on 'Visiting and agency drivers' attains the smallest proportion of favourable responses, with only 68% agreeing that the information in this section is sufficient (see Section 5.3.4 for further details).

Adding new material to the Route Map
"...we will be providing clear links from the route map to the existing guidance and only producing new guidance where important gaps are identified."

The study sought to solicit ideas from respondents about topics that were missing from the Route Map and areas that could be improved. As a consequence, numerous suggestions were made which have been described comprehensively in Sections 2, 3 and 4 of this report. For example, this includes dealing with drivers whose first language may not be English; best practice on moving people (rather than just goods); guidance on working on uneven and muddy terrain (e.g. construction sites) where it is impractical to level the ground; and emphasis on the effect of vibration on the health of drivers and how it can be minimised. Similar points were made by a few respondents about other suggestions, but on the whole there was no overwhelming evidence for any major shortcoming in the information contained in the tool.

It is clear that there is a need for the HSE to balance the maintenance of a tool that is generic enough to aid a range of users from numerous industries yet be sufficiently detailed enough to guide users in aspects that may be unique to a particular industry as discussed earlier. Consideration of this is likely to be influenced by numerous factors including HSE resources, assessment of continued feedback from users, and the level of support given to users from their industry trade associations.

The 'Site Inspection - Workplace Transport Checklist' was praised as an effective tool by users. Some respondents also mentioned the need for further checklists and templates to facilitate their work, with one suggestion relating to a checklist that addresses each of the four main sections of the Route Map.

One final area to consider in terms of further information, or rather the way information is presented, is the use of case studies. Evidence suggests that users appreciate the opportunity to learn from best practice case studies.

5.3.4   Practicality of information

"It will also direct the seeker to suggestions for practical improvements in these areas."

There was a relatively low level of favourable agreement on the sufficiency of the 'Visiting and agency drivers' section. This was due to the large proportion (15 out of 56 respondents) that were not sure whether this section was sufficient or not. Reviewing their specific comments, five respondents claimed that the guidance given by the Route Map in this section was

impractical. For example, the time and costs spent on inductions and training where drivers may only be on very short-term contracts, or the excessive time spent on checking the backgrounds of all agency drivers by large operating companies. In another words, they felt that although there was enough information in the Route Map, applying this information was not practical. This explanation is supported by Survey 1 results (acknowledging the low sample size) where two out of five respondents felt that the 'Visiting and agency drivers' section was not practical enough.

In general terms (i.e. for the Route Map overall), it would appear that the tool provides practical information for users. A few isolated comments challenging the application of some of the guidance given by the Route Map are worthy of note however. Specifics include:

- How, in practice, can you monitor drivers working on another site?

- How can you avoid reversing? Sometimes it is just necessary.

- The use of variable speed limits can in practice create more problems than using fixed speed limits.

- Advice on sheeting wagons is challenging for those working on transient construction sites.

- The application of standards can be very testing for those involved in time-critical industries where there is pressure to adhere to strict time schedules.

These issues were raised, and should be considered by the HSE to assess whether the current guidance could be amended to make it more practical for users.

5.3.5 The Route Map audiences

"*The Route Map will provide a framework in which employers and <u>workers</u> can understand the role of the existing workplace transport related regulations and guidance.*"

Overall, there were no real concerns levelled at the ability to comprehend the contents of the Route Map for the health and safety specialists and those in management positions. One comment was received that questioned whether the Route Map could be understood by workers (in this case a farmer) in the absence of the health and safety specialist. However, given such low incidence of such comments, it would be appropriate to conclude that the information in the Route Map is pitched at the right level for the audience. The one exception is the 'Medical fitness to drive' section. Although the issue is not related to the guidance existing on the Route Map *per se*, it is the link to external information – specifically the DVLA 'at a glance' document that is thought to be a problem (http://www.dvla.gov.uk/medical/ataglance.aspx). Feedback indicated that users may find this document unnecessarily cumbersome because it has been written for medical practitioners and contains medical jargon. Criticisms were also levelled against the format and layout of the 53-page document.

There may be little in practical terms that can be done to address this challenge without significant investment of time and effort on part of the HSE to produce a simplified guide. Such

effort would also need to take into account the twice-yearly update of these guidelines by the Secretary of State's Honorary Medical Advisory Panels.

5.3.6   The Route Map as a reference source

"It will provide the basis for an <u>easy system of reference</u>."

As mentioned earlier (Section 5.3.1), users need to be aware of the Route Map in order that they can regularly access it to assist them in applying best practice, ensure they adhere to legislation, and ultimately help them to build a positive safety culture. Once users are aware of the Route Map, it would appear they find it easy to navigate which is helped by its structure. It is understandable that an 'easy' experience is likely to encourage users to access the tool on a regular basis.

As a measure of its effectiveness as a reference source, it is possible to make a statement about the Route Map by considering its prospective application by users. The study found that 34 out of 47 respondents would be taking some form of action in managing WPT risk in the future, with a majority of these respondents referring to the Route Map to carry out those actions. Bearing in mind that it is not mandatory for companies to consult the Route Map, this finding demonstrates that not only were respondents' experiences of using the Route Map positive, but that their experience was positive enough to draw them back to use the Route Map in the future. If intentions accurately predict behaviour, then the effectiveness of the Route Map as a reference source can be claimed.

Two further reasons why respondents may feel compelled to continue to use the Route Map is because of its reported authoritativeness of information and the fact it acts as a central resource about WPT health and safety.

Authoritativeness of the Route Map
A few respondents commented that they felt the Route Map (through its virtue of being produced by the HSE) is a reliable source. Therefore, by implementing the guidance from the Route Map, it is likely that companies will feel assured that they are making robust attempts to manage risk.

Central resource for WPT health and safety
The aim of the Route Map to act as a 'one-stop shop' for users involved in managing WPT risks is one of the tool's fundamental benefits. A few respondents did point out that they valued all the disparate guidance, legislation, and best practice located in the one place. Although equally, some respondents did state that they would not rely only on the Route Map to guide their actions, but would continue to consult other sources, such as trade associations, consultants, etc.

5.3.7   Concluding remarks

Extrapolating the results of this study to industry, it is likely that once people know about the Route Map, the **attitude** to managing risks involving vehicles at work will be enhanced in around half of all users. In is noteworthy to compare the situation before and after the existence of the Route Map. It was found that around half of respondents (21 out of 47) had no intention to make further changes to improve WPT risk. However, after they were made aware of the

Route Map, around 13 out of 47 are mobilised to take action. As such, it can be inferred that the Route Map has helped nudge up the level of safety awareness and practice.

Furthermore, in gaining awareness about the Route Map, most users (28 out of 34 respondents) are likely to take action as a direct result of suggestions/guidance presented in the tool.

As a final measure of effectiveness, users should feel that any changes they have implemented because of the Route Map have led to improvements that have fundamentally been cost-effective (whether defined as financial savings, improved efficiency, etc). The results of this study found that of the seven respondents in Survey 1 who made changes, five were of the opinion that the resulting benefits had outweighed the costs. In Survey 3, 26 out of 34 respondents believed changes had been good value for money by reducing accident risks and increasing operational efficiency.

6. CONCLUSIONS

In relation to the initial objectives, the following conclusions can be drawn from the work undertaken in this project:

Objective 1: **To establish what the majority of respondents to the Route Map consultation wanted in terms of content and format.**

A number of key themes were derived from an analysis of the comments received from the original Route Map consultation, which were subsequently integrated into the creation of Survey 1 to address objective 2.

Objective 2: **To survey a sample of the Route Map consultation respondents to assess whether the Route Map has been effective in meeting the needs expressed in their responses.**

Overall, it was found that out of 19 respondents participating in Survey 1, nearly all felt the Route Map met their expectations; all felt that at least half of the information in the Route Map is relevant to them; all respondents said they supported the structure of the tool; and most were in support of the Route Map approach.

Objective 3: **To establish a representative sample of workplace transport stakeholders from a range of industries with a range of workplace transport experience.**

A relevant list of companies based in the UK whose operations involved some element of workplace transport was retrieved from Experian plc. This list was used to contact potential respondents, with the final sample consisting of safety managers/advisors, trade union and association representatives, and senior managers with a large proportion very experienced or moderately experienced in managing workplace transport.

Objective 4: **To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing enough information that is easy enough to find and of a good enough quality to enable stakeholders to manage foreseeable workplace transport risks.**

From the 95 participating respondents in Survey 2, once they had had an opportunity to review the tool (there was wide-ranging evidence of low awareness about the Route Map's existence), views were generally positive with the majority of users agreeing that there is sufficient information in most sections of the Route Map, with a clear overall main structure to ease navigation.

Objective 5: **To survey the representative sample of stakeholders to assess the effectiveness of the Route Map in providing a trigger for action.**

A total of 47 respondents from the original 95 participated in Survey 3, with findings revealing that attitudes toward managing workplace transport risks had improved in around half of users,

with the majority taking action as a result of consulting the Route Map and agreeing that they would be making future changes which would be informed by the tool.

Objective 6: **To assess the overall effectiveness of the Route Map and identify any areas where the Route Map clearly falls short.**

Aggregating the main findings from Surveys 1, 2 and 3 suggest that overall the Route Map is an effective tool in promoting action and fulfilling the HSE's original objective for the tool: to be a central source for regulation and guidance on workplace transport risk management.

Objective 7: **To provide recommendations for lessons learnt and improvements to the performance of the Route Map.**

A number of recommendations have been made based on the findings from this study, with one of the most significant suggestions being stronger marketing by the HSE to raise awareness of the Route Map's existence. Based on the feedback from users in this study, it appears that once people do find out about its existence, most users find the tool helpful.

In summary, considering these conclusions, the effectiveness of the Route Map has been demonstrated. It has generally met the expectations of, and continues to sustain support from, a sample of consultees who were involved in the original consultation exercise that laid the foundation for the Route Map. Moreover, the structure as well as the quality/quantity of information in the tool is adequate. There is also some evidence to suggest that the Route Map enhances users' attitudes and actions towards risk management. Some areas for improvement are necessary, with the main recommendation relating to increasing industry awareness of the Route Map.

7. RECOMMENDATIONS

Based on the work undertaken, this final section details information to fulfil objective 7:

- To provide recommendations for lessons learnt and improvements to the performance of the Route Map.

Based on the feedback from industry survey participants and aggregation of all the findings, the following recommendations can be made:

1. **Marketing of the Route Map -** greater advertisement of the tool:

   a) Through internal hyperlinks from the rest of the HSE website industry homepages.

   b) On the homepage as a 'featured resource'.

   c) Via HSE e-bulletins.

   d) Externally in key trade publications for the main industries, either as a short advert or as an article detailing its purpose and benefits.

2. **Navigation** - enhance the user's experience through:

   a) Additional use of graphics and pictures where possible, including their use to signpost information.

   b) Conduct technical tests to ensure all hyperlinks to documents and external websites are valid.

   c) Consider inclusion of some filtering tools to allow users to view only the information that is of relevance to their industry or driver group.

3. **Coverage of information for specific industries**: the HSE would need to consider whether it is justified to add more tailored guidance for certain industries, e.g. working with particular vehicles or working on certain sites. It might be useful to review data on accidents and injuries caused by vehicles for each main industry and verifying whether the Route Map adequately covers best practice around these areas.

4. **Gaps in information**: review the suggestions made for subjects or topics that are currently missing from the Route Map. This includes what employers should do when English is not a drivers' first language, guidance on the movement of people rather than just goods, working on muddy/uneven ground, greater acknowledgement of the effect of vibration on the health of drivers, etc.

5.   **Case studies**: consider the inclusion of more case studies to demonstrate best practice and illustrate the impact of poor risk management.

6.   **Checklists and templates**: where possible, integrate more checklists that users can adopt to ensure they have a simple and clean tool to evaluate the effectiveness of their risk management. Consider the potential to have a checklist for the four main sections of the Route Map. Templates will also help users to integrate more robust records into their management systems.

7.   **Practicality of information**: review the section on 'Visiting and agency drivers' and assess how practical the information is for companies to follow. Further review the questions and challenges posed by users in this report regarding current guidance on the Route Map, and make amendments to information as appropriate.

8.   **Medical fitness to drive link to DVLA guide**: consider what improvements can be made within the HSE remit to improve users' experience of the DVLA 'at a glance guide' to simplify medical terminology and user understanding in applying the guidelines.

8. REFERENCES

[1] HSE. (2006). Proposals for managing workplace transport risk – a route map. Consultative Document. Health and Safety Executive. Retrieved August 3, 2009 from http://consultations.hse.gov.uk/inovem/gf2.ti/f/2658/93637.1/pdf/-/routemap.pdf

[2] HSE. (2007). *Summary of public consultation findings*. Health and Safety Executive. Retrieved August 6, 2009 from http://www.hse.gov.uk/consult/condocs/routemap.pdf

APPENDIX A

QUESTION SETS FOR SURVEYS 1, 2 AND 3

Route Map Evaluation 1st Survey

Confidentiality: Explain to participant that all responses provided will remain confidential and will be merged with other responses in order to assess trends. It will, therefore, not be possible to trace findings back to individuals or companies.		
Please provide some background information about yourself and your organisation (**Note, much of this information is already know for individuals who responded to the consultation. Enter any known information here prior to the call. Add any additional information as required**).		
Title:	**Forename:**	**Surname:**
Organisation:		
Email address:	**Telephone Number:**	**Size:** Please select
Role: Please select	If you have answered 'Other' to Role or Sector, please enter a category that best defines the role or sector that your organisation operates in.	**Role (details of 'Other'):**
Sector: Please select		**Sector (details of 'Other'):**

Route Map Evaluation 1st Survey

QUESTION FOR INTERVIEWER			
Are you speaking to the person who responded to the Route Map consultation?			
Yes	☐	No	☐
If 'No', go to Question 1			
If 'Yes', go to Question 2			

Question 1. For NON-Consultation Respondent			
Would you by willing to have a look at Route Map and then be contacted at a later date to take part in this survey? http://www.hse.gov.uk/workplacetransport/index.htm			
Yes	☐	No	☐
If 'Yes', say you will call back in a few weeks time. If 'No', thank person for their time.			

For Consultation Respondent: General			
Question 2. – Have you taken a look at the Route Map since it was launched (October 2007)			
Yes	☐	No	☐
If 'No', go to Question 3			
If 'Yes', go to Question 5			

Question 3. – Can you explain why you have not taken a look at the Route Map?			
Question 4. – Would you by willing to have a look at Route Map and then be contacted at a later date to take part in this survey? http://www.hse.gov.uk/workplacetransport/index.htm			
Yes	☐	No	☐
If 'Yes', make arrangements to call back. If 'No', thank person for their time.			

Question 5. – Have you actually used the Route Map?					
Yes	☐	No	☐	Unsure	☐
Please explain your answer					

Route Map Evaluation 1st Survey

<div style="border:1px solid black; height:40px;"></div>

Question 6. – In general, has the Route Map met your expectations?					
Yes	☐	No	☐	Unsure	☐

Please explain your answer

Question 7. – Do you feel that you know Route Map well enough to answer questions on the detail in specific sections of the Route Map e.g. sections on 'Personnel', 'Work Site Layout and Maintenance', 'Management Responsibilities' and 'Vehicle Selection and Maintenance'?			
Yes	☐	No	☐

If 'No', ask questions 8, 9 and 10, THEN go to Question 25

If 'Yes', go to Question 11

General Content of Route Map

Question 8. – How much of the information contained in Route Map is relevant to your organisation?							
Most of it	☐	Around half	☐	A little	☐	None	☐

Please explain your answer

Question 9. – Do you feel that the Route Map provides adequate information for you to deal with common workplace transport problems?					
Yes	☐	No	☐	Unsure	☐

Please explain your answer

Question 10. – Do you have any specific comments to make about the content of the Route Map on any of the following? (Use the following prompts)

Route Map on Work Site Layout -

Route Map on Vehicle Selection and Maintenance -

Route Map on Driver Competence -

Route Map on Medical Fitness to Drive -

Route Map on Visiting and Agency Drivers -

Route Map on Management Responsibilities -

Any other -

Route Map Evaluation 1st Survey

Work Site Layout and Design							
Question 11. – How much of the information on work site layout contained in Route Map is relevant to your organisation?							
Most of it	☐	Around half	☐	A little	☐	None	☐
Please explain your answer							
Question 12. – Do you feel that the Route Map provides adequate case studies which deal with common work site layout problems?							
Yes	☐	No	☐	Unsure	☐		
Please explain your answer							

Vehicle Selection and Maintenance							
Question 13. - How much of the information on vehicle selection and maintenance contained in Route Map is relevant to your organisation?							
Most of it	☐	Around half	☐	A little	☐	None	☐
Please explain your answer							
Question 14. - Does the Route Map provide you with enough detail to address common vehicle selection and maintenance problems that you may have?							
Yes	☐	No	☐	Unsure	☐		
Please explain your answer							

Route Map Evaluation 1st Survey

Personnel – Competence

Question 15. How much of the information on driver competence contained in Route Map is relevant to your organisation? http://www.hse.gov.uk/workplacetransport/personnel/index.htm

Most of it	☐	Around half	☐	A little	☐	None	☐

Please explain your answer

Question 16. – Does the route map adequately cover minimum standards of driver competency that could be used for benchmarking?

Yes	☐	No	☐	Unsure	☐

Please explain your answer

Personnel – Medical Fitness to Drive

Question 17. – How much of the information on medical fitness to drive contained in Route Map is relevant to your organisation?

http://www.hse.gov.uk/workplacetransport/personnel/medicalfitness.htm

Most of it	☐	Around half	☐	A little	☐	None	☐

Please explain your answer

Question 18. – Does the Route Map provide sufficient reference to specific details on medical standards for driving e.g. illnesses/medication that may affect a driver?

Yes	☐	No	☐	Unsure	☐

Please explain your answer

Personnel – Visiting and Agency Drivers

Question 19. – How much of the information on visiting and agency drivers contained in Route Map is relevant to your organisation?

http://www.hse.gov.uk/workplacetransport/personnel/managingcontractors.htm

Most of it	☐	Around half	☐	A little	☐	None	☐

Please explain your answer

Route Map Evaluation 1st Survey

Question 20. – Does the Route Map provide you with enough practical detail to address common problems with visiting and agency drivers that you may have?					
Yes	☐	No	☐	Unsure	☐
Please explain your answer					

Management Responsibilities

Question 21. - How much of the information on management responsibilities contained in Route Map is relevant to your organisation? http://www.hse.gov.uk/workplacetransport/management/index.htm							
Most of it	☐	Around half	☐	A little	☐	None	☐
Please explain your answer							

Question 22. – Does the Route Map provide sufficient reference to legislation / guidance on managing workers?					
Yes	☐	No	☐	Unsure	☐
Please explain your answer					

Question 23. - How much of the information on communications contained in Route Map is relevant to your organisation? http://www.hse.gov.uk/workplacetransport/management/communication.htm							
Most of it	☐	Around half	☐	A little	☐	None	☐
Please explain your answer							

Question 24. – Does the Route Map provide you with enough detail to address common communication problems that you may have e.g. with trade unions, suppliers or contractors?					
Yes	☐	No	☐	Unsure	☐
Please explain your answer					

Route Map Evaluation 1st Survey

General to Finish					

Question 25. – Has your organisation implemented anything contained in the Route Map?

Yes	☐	No	☐	Unsure	☐

If 'Yes', what was this?

Question 26. – If 'Yes' to Question 25, did the benefits outweigh the costs?

Yes	☐	No	☐	Unsure	☐

Please explain your answer

Question 27. – Do you still support the structure of the Route Map in light of what has been delivered i.e. the topic being broken down into the 4 main sections of Personnel, Site, Management and Vehicles?

Yes	☐	No	☐	Unsure	☐

Please explain your answer

Question 28. – Do you still support the Route Map approach in light of what has been delivered?

Yes	☐	No	☐	Unsure	☐

Please explain your answer

Question 29. – Is there anything else you think HSE could have done in their approach to developing the Route Map?

Yes	☐	No	☐	Unsure	☐

Please explain your answer

Route Map Evaluation 2nd Survey

Brief Explanation of Study
The Health and Safety Executive is looking at the effectiveness of the its Route Map for managing Workplace Transport health and safety. The Route Map is a web based tool which contains a range of information and links to help companies manage their Workplace Transport risks and it was launched in October 2007. A random sample of companies from across industry are being contacted to find out how useful they have found the Route Map to be. We would appreciate if you could take 20 minutes or so to complete this short questionnaire. It is best if you complete the form electronically and return it to davidjamieson@bomelconsult.com   Questions 1-5 are not applicable to the electronic survey.   **Please go to Page 2 to start the survey (Background Information).**

Pre-survey Questions			
Question 1. – Not applicable to the electronic survey.			
Yes	☐	No	☐
Question 2. – Not applicable to the electronic survey.			
Question 3. - Not applicable to the electronic survey.			
Yes	☐	No	☐
Question 4. – Not applicable to the electronic survey.			
Yes	☐	No	☐
Question 5. – Not applicable to the electronic survey.			
Yes	☐	No	☐

Route Map Evaluation 2nd Survey

Background Information

<table>
<tr><td colspan="4">Confidentiality: All responses provided will remain confidential and will be merged with other responses in order to assess trends. It will, therefore, not be possible to trace findings back to individuals or companies.</td></tr>
<tr><td colspan="4">Please provide some background information about yourself and your organisation.

Please type in the shaded boxes or select an answer where indicated.</td></tr>
<tr><td colspan="4">Date:</td></tr>
<tr><td>Title:</td><td colspan="2">Forename:</td><td>Surname:</td></tr>
<tr><td colspan="4">Organisation:</td></tr>
<tr><td colspan="2">Email address:</td><td>Telephone Number:</td><td>Size:
 Please select</td></tr>
<tr><td colspan="2">Role:
 Please select</td><td rowspan="2">If you have answered 'Other' to Role or Sector, please enter a category that best defines the role or sector that your organisation operates in.</td><td>Role (details of 'Other'):</td></tr>
<tr><td colspan="2">Sector:
 Please select</td><td>Sector (details of 'Other'):</td></tr>
<tr><td colspan="4">Experience of managing/using workplace transport (choose one of the following):
NOTE: <u>We are concerned with vehicles NOT on the public highway.</u>
<u>Please check one box only.</u></td></tr>
<tr><td>Very experienced (e.g. large fleet of vehicles)</td><td>☐</td><td>Moderate experience (e.g. small fleet and some occasional use vehicles)   ☐</td><td>Little experience (e.g. only occasional use of vehicles)   ☐</td></tr>
</table>

Route Map Evaluation 2nd Survey

Start of Survey – Please type in the shaded boxes and select only one check box per question.

Ease of Locating Information					
Question 6. – How did you locate the Route Map for the first time?					
Please Select					
Details of 'Other'					
Question 7. – Was finding the Route Map for the first time:					
Very easy	☐	Easy	☐	Difficult	☐	Very difficult	☐
Please explain your answer					
Question 8. – How do you find navigation around the Route Map?					
Very easy	☐	Easy	☐	Difficult	☐	Very difficult	☐
Please explain your answer					
Question 9. – Are the contents and structure of the Route Map obvious from the opening pages?					
Yes	☐	No	☐	Unsure	☐
Please explain your answer					

Quantity of Information									
Question 10. – How many of the issues that you need to address to manage your workplace transport risks does the Route Map address?									
All	☐	Most	☐	Some	☐	Few	☐	None	☐
Please explain your answer									
Question 11. – Is there enough information on the common workplace transport issues that you have to deal with?									
Yes	☐	No	☐	Unsure	☐
Please explain your answer									

Route Map Evaluation 2nd Survey

Quality of Information

Question 12. – **Worksite Layout:** Do you feel that the Route Map provides adequate information to help you to deal with common work site layout issues?

Yes	☐	No	☐	Unsure	☐	Not looked at Section	☐

Please explain your answer:

In addition:

Was there enough information in this Section?

What would you change to improve this Section?

Question 13. – **Vehicle Selection and Maintenance:** Does the Route Map provide you with enough detail to address common vehicle selection and maintenance issues?

Yes	☐	No	☐	Unsure	☐	Not looked at Section	☐

Please explain your answer:

In addition:

Was there enough information in this Section?

What would you change to improve this Section?

Question 14. – **Driver Competence:** Does the route map adequately cover minimum standards of driver competence that could be used for benchmarking e.g. was the information useful to you to help with staff selection / training?

Yes	☐	No	☐	Unsure	☐	Not looked at Section	☐

Please explain your answer:

In addition:

Was there enough information in this Section?

What would you change to improve this Section?

Question 15. – **Medical Fitness to Drive:** Does the Route Map provide sufficient reference to specific details on medical standards for driving e.g. illnesses/medication that may affect a driver?

Yes	☐	No	☐	Unsure	☐	Not looked at Section	☐

Please explain your answer:

In addition:

Was there enough information in this Section?

What would you change to improve this Section?

Route Map Evaluation 2nd Survey

Question 16. – **Visiting and Agency Drivers:** Does the Route Map provide you with enough practical detail to safely manage visiting and agency drivers?						
Yes	☐	No	☐	Unsure	☐	Not looked at Section ☐
Please explain your answer:						
In addition:						
Was there enough information in this Section?						
What would you change to improve this Section?						

We are now interested in how the Route Map may have affected the way in which your organisation approaches the topic of workplace transport. First of all, we need to find out how long you have been familiar with the Route Map. **Go to Question 17.**

Route Map as a Trigger for Action			
Question 17. Did you or your organisation become aware of the Route Map more than 3 months ago?			
Yes	☐	No	☐
If 'NO', PLEASE STOP HERE. You will be contacted at a later date to complete the final part of the survey. Please return what you have completed to davidjamieson@bomelconsult.com			

If 'YES', you can proceed to the next part of the Survey. Please go to Question 18.

Route Map Evaluation 3rd Survey

We would now like to ask you some questions to do with how the information in the Route Map may have affected your approach to addressing workplace transport issues. We are interested in whether or not you have looked for information on the Route Map and if this has influenced your actions in any way.

Start of Survey

Pre Route Map
Question 18. First of all, how many months have you been familiar with the Route Map since its launch in October 2007?
months

Changes to Management of WPT			
Question 19. – Has your attitude to managing WPT risk changed since you became aware of the Route Map?			
Yes	☐	No	☐
Please explain:			
Question 20. - Have you taken any action to change how you manage WPT risk since you became aware of the Route Map?			
Yes	☐	No	☐
Please explain, e.g. what actions did you take or why have you taken no actions?			
If 'No', go to Question 25			
If 'Yes', go to Question 21			

Question 21. – Did the Route Map influence or inform the changes you have made?			
Yes	☐	No	☐
If 'No', go to Question 24			
If 'Yes', go to Question 22			
Question 22. – In what way did the Route Map inform the changes that you made?			
Please explain your answer, e.g., did the Route Map give you ideas for change?			
Question 23. – Do you think that the changes have been good value for money?			
Yes	☐	No	☐
Please explain your answer:			
NOW GO TO Question 25			

Route Map Evaluation 3rd Survey

Question 24. – If the Route Map did not inform any changes you have made, what made you make these changes?
Please explain your answer:

Question 25. – Did you have any plans to change the way that you managed workplace transport BEFORE you became aware of the Route Map?			
Yes	☐	No	☐
Please explain your answer, e.g., what were your plans, how were these informed?			

Future plans

Question 26. – Do you plan to make any changes to the way you manage WPT risks in the future?			
Yes	☐	No	☐
Please explain:			
Question 27. – If 'Yes', do you think these changes will be informed by the Route Map?			
Yes	☐	No	☐
Please explain:			
Question 28. – Is there anything more that HSE could do to improve the Route Map that you have not already mentioned?			
Please explain:			

THANK YOU FOR TAKING THE TIME TO TAKE PART IN THIS SURVEY.

Please now e-mail the completed survey to davidjamieson@bomelconsult.com

Assessing the effectiveness of the Workplace Transport Route Map

This report describes a study to assess whether the workplace transport 'Route Map' hosted on the Health and Safety Executive web site (http://www. hse.gov.uk/workplacetransport) is an effective tool to help users manage workplace transport risks. The Health and Safety Executive wanted to assess whether the Route Map had fulfilled the needs of stakeholders as originally expressed in the Route Map public consultation and whether or not it currently provides a useful resource for industry.

Telephone interviews with a representative sample of the Route Map users were conducted and the findings revealed that the original consultees' expectations had been adequately met. Furthermore, users broadly found the tool to be useful, with results showing that the tool has the potential to enhance attitudes and act as a trigger for positive change in the management of workplace transport risk.

Recommendations include better marketing of the Route Map across industry, as well as various adjustments to enhance the user's experience of using the tool.

www.hse.gov.uk