

Frontline *Matters*

ISSUE 2 May 2018



Mindfulness-Based Stress Reduction

How a new training programme is changing attitudes. Page 3.

How to nap strategically

Tips to fight fatigue if you're a shift-worker

page 5

CIRAS reports

How reports have led to decisive action

pages 6-9

Heat stress

TSA's Prep4Summer campaign

pages 10-11

CIRAS in numbers

Latest figures

pages 12-13

Breaking down the wall of silence

Mental health initiatives in the construction industry

page 14

Speaking up for health and safety

Editor's note

Welcome to the second edition of our relaunched publication *Frontline Matters*.

Thank you for all the positive feedback we have received after the first edition.

It was reassuring to hear that you liked the changes to the design, layout and content.

Keep the comments and suggestions coming!

More than anything else, we want to appeal to our readers, aiming to make *Frontline Matters* an enjoyable and informative read.

We will go on speaking up for health and safety, and making a difference wherever we can.

In this edition, our leading article is on our Mindfulness-Based Stress Reduction (MBSR) training with Abellio and the University of Southampton.

The training is already delivering

concrete health, safety, and customer service benefits. The full results will be reported in due course.

It is great to see MBSR having an impact in the health and safety world, and CIRAS are happy to be taking part in this initiative.

We also have several feature articles for you in this edition. The first one is on strategic napping.

We all get tired sometimes when the quality of our sleep is disturbed. The article provides some practical tips on how we can use napping to feel more rested again.

There is also an exclusive interview with Martin Coyd from Mace on the work he is doing in the construction sector to break down the barriers to talking about mental health.

We have some great examples of CIRAS in action. Your reports can make a huge difference to the everyday lives



Chris Langer
Communications & Scheme
Intelligence Manager

of safety critical workers.

CIRAS has been able to act as the catalyst for an infrastructure change in signalling, as well as for a procedural change at a train operating company.

Keep reporting! We will always assist you if you find it necessary to report confidentially.

If you have any thoughts, comments or suggestions, please contact: editor@ciras.org.uk

Word from the frontline

A selection of comments from people who have made reports to CIRAS

"This is fantastic news to read. The outcome was more than I expected!"

"The procedure has been changed following the CIRAS report. I wish I called them sooner."

"I was impressed with how quickly the response came back!"

"The CIRAS team were excellent throughout. I have recommended the service to friends and colleagues."

"Very happy with the way the case was handled. Even though we did not obtain the result we wanted, I appreciated the effort made by the CIRAS team."

"The new OFF indicator is working really well. My colleagues and I are really pleased with the outcome. Thank you!"

"Easy process and very professional team. Perhaps timeline could have been quicker."

Mindfulness-Based Stress Reduction for safety critical workers

How it is making a difference to bus drivers in London



Photo by Natanael Vieira on Unsplash

CIRAS, Abellio and the University of Southampton have teamed up to deliver an eight-week Mindfulness Based Stress Reduction (MBSR) training course for bus drivers.

We are going right to the frontline of safety with this initiative. Driving a bus full of passengers is a huge responsibility with many safety risks.

“Ultimately, if you want to break habits and change behaviours, you need to start with attitudes.

To the best of our knowledge, this is the first MBSR course specifically designed for bus drivers.

It can also be extended to other transport sectors - train drivers, track workers and station staff could all benefit too.

The course covers coming off auto-pilot, directing one's attention, remaining alert and increasing self-awareness.

The drivers taking part are all practising mindfulness meditations on a daily basis.

All the meditations are anchored in the breathing. For example, the drivers are being taught to pay attention to their bodies, sitting meditation, mindful movement and a three-minute breathing exercise.

Through persistent practice, the course cultivates acceptance, calmness, resilience and empathy.

MBSR has an advantage over conventional behavioural-based safety initiatives. It is predominantly focused on self-awareness, rather than mere compliance.

Ultimately, if you want to break habits and change behaviours, you need to start with attitudes. That's what MBSR offers.

What is it like trying to fit the practice around a busy bus driver's shifts?

One driver, who was actively practising, said “Learning to make time to implement mindfulness into everyday life seemed like an arduous task. However, over the weeks it has become easier to make it a new habit.”

At the time of writing, we are half way through the eight-week course. It is

clear the course is already delivering health and safety benefits for the drivers who are taking part.

Benefits the drivers have reported

Examples of improved alertness:

- Paying better attention to the road. One driver said: “I've noticed that when I go on auto-pilot, I can pull myself back out of it.”
- Scanning the bus stop on the approach for any hazards or dangerous objects.
- Being alert to the time passengers need to get off the bus, particularly if they are elderly or vulnerable.

Examples of calmer driving:

- Several drivers have reported no longer being bothered by other road users cutting them up. They were able to ‘let go’.
- One driver reported that he was now driving in a calmer, safer manner. A passenger commented: “I really like your driving!”
- Another driver reported he was using the horn (out of anger and frustration) far less than he had prior to starting the course.

Examples of calmer responses to some challenging situations:

- A police car drove dangerously in front of a bus and the driver had to brake hard to avoid an accident. He was shaken up and pulled over angry and upset.

Using the three-minute breathing exercise to calm his mind, he was able to return to driving. "I would never have been able to do that before the course," he said.

The police car driver returned to the scene to offer an apology, admitting he had lost his concentration.

“ There are recognised health benefits to doing MBSR. One driver said he had stopped taking strong painkillers for severe migraines.

- One driver was spoken to rather insultingly, but was able to use the three-minute breathing exercise to de-stress. She was then able to continue her driving in a calmer state, feeling re-energised.
- A passenger began screaming at the driver, accusing him of missing her stop. The passenger had actually made a mistake, as it



A group taking the mindfulness course at Twickenham.

was the stop for another route.

The driver was able to explain once she calmed down, leading to an apology from the passenger.

The driver said he would have previously reacted angrily and had been prone to getting into arguments. Increased self-awareness gave him new options to diffuse such situations.

Beyond the workplace:

- There are recognised health benefits to doing MBSR. One driver said he had stopped taking strong painkillers for severe migraines. He has found the body scan more

effective at relieving his pain and there are none of the side effects.

- One driver commented that his family had been pleasantly surprised by his calmer driving. He was no longer rushing around.
- Another said the course was giving her the skills to effectively manage stress levels, such as when caught up in traffic on the way to work.

We would like to thank the drivers who took part and for sticking with the daily practice at home. Well done!

If you would like any further information about this project, please contact editor@ciras.org.uk

Here are a selection of other comments we received:

"It has helped me a lot. I would recommend the training."

"The training is helping change attitudes."

"I've got more patience now. It's amazing!"

"I was stressed and angry a lot of the time and existing in a haze. Now I'm able to remain more neutral. Ten seconds after a stressful incident occurs, I've forgotten it. I've become more aware of other people's reactions too."

"I would've eventually lost my job in a hostile situation before taking part in this course. It could've resulted in a fight. I just calmed myself down. I remembered my training. I now do meditation with my wife."

How to nap strategically

Are you a shift-worker? Follow these five tips to fight fatigue

The majority of reporters that come through to CIRAS are shift-workers. They are the drivers, maintenance workers, track workers and other staff who keep public transport running.

It is not surprising that they often report feeling fatigued - long shifts, shift design, shift rotations and rest periods play a role here. All these factors are worthy of being reported if they affect operational safety.

“ ... strategic napping can play a positive role in restoring energy.

The education shift-workers receive on managing fatigue may vary from company to company. Could some employers be doing more in this respect?

Shift-workers are more likely than nine-to-five workers to build up a sleep debt.

In fact, research shows that shift-workers who sleep in the daytime will experience lower quality sleep, typically sleeping for a third less than they would at night.

What tends to happen is that they wake up spontaneously after fewer hours of sleep.

In these circumstances, strategic napping can play a positive role in restoring energy.

Even after 40 hours of sleep deprivation, a two-hour nap can maintain performance at 70 per cent of well-rested levels (please note that we are not in any way suggesting you deprive yourself of sleep for 40 hours!).

It is important to realise that taking naps can assist in helping shift-workers perform adequately in sleep-deprived circumstances.

Tips for strategic napping

1. Create the right environment

This may be easier to arrange at home than it is during working hours, you will need somewhere dark and



Photo by Benjamin Voros on Unsplash

comfortable. If lighting and noise prove to be an issue, sleep masks or foam ear plugs may be able to control the effects.

For a good napping experience, minimise any distractions.

2. Time your naps appropriately

Night-time naps are best taken between 1:00am and 6:00am. Daytime naps should ideally be taken between 2:00pm and 4:00pm.

In both cases, these times coincide with natural dips in alertness, making a sleep-like quality easier to maintain.

3. Take your naps early on

The longer we are awake, the more the effects of fatigue will affect us. If you wake up at 6:00am, and start a shift at 10:00pm, you will have been awake for 16 hours before your shift starts.

If your shift is eight hours long, you will have been awake for 24 hours. In this case, it would be smart to take a two-hour nap at 2:00pm. The nap will harmonise better with your circadian rhythms. By the time you start your shift, you will have been awake for only six hours.

4. Make naps as long as possible

Just as for sleep, the longer the better. Seven hours sleep will trump four hours sleep every time and a 20

minute nap will be more effective than a 10 minute one.

“ Many other factors, such as good diet and exercise, are known to have an impact on fatigue levels.

5. For longer naps, choose between a 45 minute or two hour nap

After 45 minutes, the average person will fall from light into deep sleep, which is much more difficult to wake up from.

That post-nap grogginess (sleep inertia) can be avoided if a 45 minute nap is cut off then.

After 100 minutes, most people will be cycling out of the deep sleep phase, so waking up 20 minutes later at the end of a two hour nap is easier.

Further information

CIRAS works closely with our members to help share good practice to tackle this issue.

Many other factors, such as good diet and exercise, are known to have an impact on fatigue levels.

CIRAS has produced a fatigue video to share these factors, please visit www.ciras.org.uk or request a copy by emailing editor@ciras.org.uk

New rosters and more staff at Hoo Junction depot

Organisational changes made as part of continuous improvement drive

Concern

A reporter raised a concern regarding the 12-hour rule on rostering at Hoo Junction depot.

“...working long hours increases fatigue levels, which can lead to incidents.

According to the reporter, staff were completing their normal shift and then covering ground staff duties, resulting in working shifts beyond 12 hours.

The reporter felt that this was not safe and staff potentially lacked the appropriate knowledge to carry out some of the ground staff duties.

Additionally, working long hours increases fatigue levels which can lead to incidents.

The reporter asked if DB Cargo could:

- Review rostering patterns at Hoo Junction?
- Make appropriate arrangements to reduce excessive working hours?
- Consider hiring more ground staff to fulfil the workload?

DB Cargo's response

A review was conducted of 12-hour exceedances and there is no record (to date) of ground staff in the Kent area calling in to the Duty Manager to report a 12-hour exceedance.

This is evidenced within *Figtree*, the DB Cargo Incident Record Database.

We never roster beyond 12 hours, we have and demand strict compliance against this.

DB Cargo UK has recently undergone an organisational change and from 2 July 2017, we have been operating under our new business model. Part of that process is ongoing under



© DB Cargo

our 'Continuous Improvement' methodology.

Historically, ground staff have been rostered in crew-plan. They are now migrating to Business Resource Planner (BRP), DB Cargo UK's internal resource planner. This is now available for both Train Operators and ground staff.

BRP has unique functionality where length and rest between working turns are monitored and prevented by the system, thus providing both a fatigue and risk index for each shift.

This index will be displayed on the individual's roster in the form of a traffic light visual indicator.

BRP also prevents staff from being rostered to turns they do not sign.

We also have a 'Working Time Directive' to control staff working over 48 hours over a referenced period.

In response to the reporter's questions:

We are currently building an 11-line new roster for implementation 01.01.18.

We will continue to monitor our arrangements in line with the policy.

“Historically, ground staff have been rostered in crew-plan, but are now migrating to Business Resource planner (BRP)...

We are currently recruiting three Mobile Operators for North Kent, two in the training school now and one with a qualified start date of 08.01.18.

Put it into practice!

- Fatigue is often the subject of CIRAS reports. If it affects your ability to do your job safely, report it.
- Your reports can have an impact on rostering. Voice your concerns.

Safety advice for manual handling risk assessments updated

Key information not communicated to contractors

Concern

A reporter raised concerns about manual handling risk assessments for troughing that had not been communicated to contractors.

The reporter commented that Network Rail released safety bulletin NRRA/15/02 earlier this year following a troughing incident. It stated amended risk assessments, for troughing, would be conducted and communicated to all contractors.

“...staff carrying out troughing duties could be potentially working unsafely...”

However, the reporter stated that these risk assessments have not been shared.

The reporter was concerned that staff carrying out troughing duties could be potentially working unsafely, which could lead to injuries.

The reporter asked if Network Rail could:

- Clarify whether the troughing risk assessments have been carried out?
- Communicate these risk assessments to all contractors?

Network Rail's response

Network Rail (NR) would like to thank the reporter for bringing this to our attention.

Both NR and the Office of Rail and Road (ORR) sponsored detailed manual handling risk assessments of the operations involved in installing troughing.

The main recommendations were to prohibit manual handling for the heaviest troughing and to encourage the adoption of lighter weight materials.



Steel-reinforced, pre-cast, concrete cable troughing. © Network Rail

Level 2 Standard for the Specification for Cable Troughing NR/L2/TEL/00013 issue 4, June 2016, has been amended.

This will allow lighter weight products to be offered that will present a reduced risk of musculoskeletal injury when manually handled (available to all contractors).

As part of improving manual handling of troughing, NR and its suppliers have been working together to produce half-weight, half-length concrete troughs and concrete lids.

“ ...NR and its suppliers have been working together to produce half-weight, half-length concrete troughs and concrete lids.

A table of weights of common products has been produced that identifies the inherent manual handling risks, based on the weight and frequency of lifting.

This prohibits the manual handling of the heaviest products.

NR does not provide its risk assessments to contractors.

The contractors have a legal duty to produce their own suitable and sufficient assessment of risks.



Polymer troughing for protecting and containing cables at the lineside. © Network Rail

Information required to complete these assessments can be obtained from the product approval certificates which are available to all contractors.

Actions taken as a result of this report:

NR will publish updated Safety Advice NRRA/15/02, ensuring that the advice includes where the key information is located to allow the contractors to carry out a suitable and sufficient manual handling risk assessment.

NR aims to have this published by the end of April 2018.

Put it into practice!

- Not having the correct information to hand can cause injuries.
- If you are unable to work safely because you don't have all the information you require, report it.
- Share the information in this response with any of your colleagues who may need to be aware.

New LED OFF indicator installed for better visibility

CIRAS report leads to station improvements at Preston

Concern

A reporter raised a concern about the poor visibility of the OFF indicator for train dispatch on platform 3 at Preston station.

Both the lighting and the positioning of the indicator were issues here.

The indicator was said to be old, small, dim and positioned high up on a gantry.

This made it difficult to see from the back of the train and impossible to see when sunny.

This issue had been previously reported to Network Rail and nothing had been done.

The reporter was concerned that a train could be dispatched against a red signal, causing a potential incident, and asked Network Rail and Virgin Trains to work together to:

- Move the indicator to a different location where it is more visible?
- Replace the indicator with a newer, brighter model?

Virgin Train's response

We would like to thank the reporter for highlighting this issue.

The Local Virgin Trains Safety Manager and the Local Network Rail Operations Manager have inspected the current indicator and have decided on the following:

- A new LED indicator will replace the current one to provide better visibility.
- A further control measure - shrouding - is being considered to keep the indicator protected from the sun as much as possible.
- The local team will monitor the visibility of the indicator when the above control measures have been implemented.



© Network Rail. Before (left) image of the old indicator and after (right) image of a LED type indicator

Network Rail's response

Network Rail would like to thank the reporter for raising their concerns on this issue.

“The indicator was replaced to an LED type (with extended hood) in March 2018.

The indicator referred to is a Category 5 readability, with a required maximum reading distance of 65 metres.

Due to the positioning of train dispatch equipment (i.e. Train Ready to Start button), it is likely that the train dispatch staff are attempting to read the indicator from more than 65 metres.

Actions taken as a result of this report:

The indicator was replaced to an LED type (with extended hood) in March 2018.

This type will provide a brighter indication and is the most practical resolution of the issue.

Platform staff will be informed of the specified 65 metres or less distance

that the indicator is designed to be seen from.

Dispatch working practices will be reviewed with respect to position from which the indicator is viewed.

In the long-term, it might make sense to reposition the OFF indicator to a better position. However, there are limited options for re-positioning the indicator.

The cost would be high, but this will be considered with any future signalling renewal projects.

Providing an additional indicator would require design work and is not reasonably practicable, unless it becomes part of another signalling renewal scheme in the area.

Put it into practice!

- You can make a report about a company you don't actually work for. We can contact all the parties relevant for a response.
- As demonstrated here, a single report can lead to an infrastructure change!

Procedure for assisting vulnerable people in the driver's cab changed

Risks addressed by Virgin Trains East Coast (VTEC)

Concern

A reporter raised a concern regarding the procedures around High Speed Train (HST) drivers assisting individuals who may be feeling suicidal.

According to the reporter, it has been observed that some potentially suicidal individuals, are being picked up from unmanned parts of the railway.

They are then allowed into the cab of high speed trains and receive medical support at the next stop.

“...some individuals, who are feeling suicidal, are being picked up from unmanned parts of the railway.”

This has been requested and authorised by control.

The reporter felt that this procedure comes with many risks:

- Drivers may be at risk of assault or confrontation.
- A person in this mental state could cause distraction to the driver.
- The driver cab doors are not part of the trains interlocking system. A suicidal individual could potentially open the doors to exit the train whilst moving.

Could Virgin Trains East Coast (VTEC):

- Review the decision to allow suicidal individuals into the driver's cab?
- Consider allowing these individuals on board with guards and other train staff, rather than into the driver's cab?

VTEC's response

VTEC would like to thank the reporter for raising this concern.

The decision to allow a vulnerable or suicidal person into the driving cab of a VTEC train is a decision that a driver makes during this type of incident.



This is not mandatory and drivers are not pressurised to do this. In this situation, control arranges for the person to be met by the emergency services on arrival at the next station.

This action removes several potential risks to both train crew and passengers trapped on trains within the area of the incident.

“VTEC feel that it would be morally wrong to remove the right of a driver, or train manager, who would like to help a vulnerable person.”

The safety and welfare of a vulnerable or suicidal person is a priority. The urgency to block running lines and arrange for the emergency services to attend remains unchanged, in accordance with rules and procedures.

VTEC Management will consult with the relevant Health and Safety representatives (drivers and train managers) to consider views on whether vulnerable persons may be placed in non-driving areas (such as the train manager's office), so they can be conveyed to the next station.

The British Transport Police (BTP) were consulted for figures regarding assaults and or incidents, where vulnerable persons had been conveyed in driving cabs to the next station, and no records existed.

Based on this information, VTEC feel that the potential risk is very low. Whilst there is always a very slight chance of confrontation, or acts of aggression, drivers are best placed to assess the situation.

VTEC feel that it would be morally wrong to remove the right of a driver, or train manager, who would like to help a vulnerable person.

By removing a vulnerable person from the infrastructure, and taking them to the safety of the next station, they can be helped on arrival by the emergency services.

A procedure will be created for control teams and drivers stating that: “where a vulnerable person is placed into the driving cab for the purposes of conveying them to a place of safety (i.e. the next station), then a maximum speed of 40 miles per hour will apply.”

This procedure is consistent with industry standards and Rule Book/traction procedures.

Put it into practice!

- Never be afraid of raising a sensitive issue if it may affect operational safety.
- This can lead to important dialogue on safety matters.
- Your report may help procedures be amended where appropriate.

How to avoid heat stress this summer

Tips from the Track Safety Alliance (TSA) Prep4Summer campaign



We all know summer is coming. But how prepared is your organisation for the heat?

In general, we are much better at dealing with what we expect to see in the UK – typically, that means lots of rain!

“Heat stress occurs when the body’s means of controlling its internal temperature starts to fail.

You might not think that ‘heat stress’ would be a major issue in the UK.

After all, we are not known for our hot and sunny climate.

Some industry sectors take a very proactive stance in addressing the main issues before they become a problem.

In this article, we take a closer look at the advice provided by the Track Safety Alliance’s (TSA) Prep4 Summer campaign on the railway’s infrastructure.

When working in temperatures in the mid-20s degrees Celsius (°C) and beyond, the body can start to feel the effects, especially when wearing essential Personal Protective Equipment (PPE).

What is heat stress?

Heat stress occurs when the body’s means of controlling its internal temperature starts to fail.

As well as air temperature, factors such as work rate, humidity and clothing worn while working may lead to heat stress.



How does the body react to heat?

The body reacts to heat by increasing the blood flow to the skin’s surface, and by sweating.

This results in cooling, as sweat evaporates from the body’s surface, and heat is carried to the surface of the body from within by the increased blood flow.

Heat can also be lost by radiation and convection from the body’s surface.

“The body reacts to heat by increasing the blood flow to the skin’s surface, and by sweating.

Tips to avoid heat stress

- Hydrate yourself! Remember to drink plenty of water (1.5-2 litres a day)
- Use sunscreen on exposed skin to protect it
- Watch your workload. Be careful not to overdo it as heat can lead to increased fatigue
- If you can, share the load on-site or in the office
- Wear cooling workwear
- Wear suitable hi-visibility clothing
- Rest in the shade if possible
- Monitor your sleep. It may be affected by the heat and returning from holidays

Hydration



Why?

Your body is nearly two-thirds water, so it is really important that you consume enough fluid to stay hydrated and healthy. It’s all too easy to forget this.

If you don’t get enough fluid, you may feel tired, get headaches and not perform at your best.


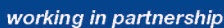

Listen to your body’s needs.

How much?

This can depend on factors such as weather, physical exercise and your age.

However, European recommendations suggest 1.6 litres of fluid per day for women, and 2 litres of fluid per day for men.

HEAT EXHAUSTION	HEAT STROKE
SYMPTOMS <ul style="list-style-type: none"> Faint or Dizzy Headache Profuse Sweating Irritability Weak, Rapid Pulse Shallow Breathing Pale, Cool, Clammy Skin Nausea or Vomiting Muscle Cramps 	SYMPTOMS <ul style="list-style-type: none"> Absence of Sweating Pulsating Headache Hot, Red, Dry Skin High Body Temp: Above 103°F Nausea or Vomiting Strong, Rapid Pulse Confusion Convulsions May Lose Consciousness
TREATMENT <ol style="list-style-type: none"> Have casualty lie down in a cool shaded area or air conditioned area. Drink water if casualty is conscious. Use caution when casualty stands up, apply cold compress. 	TREATMENT <ol style="list-style-type: none"> DIAL 999 / 112 Take action to cool casualty by any means. Please casualty in a cool area. Wrap in wet towel, sponge casualty with cool water.

Heat stress info cards. © TSA

PROTECT YOUR EMPLOYEES FROM HEAT STRESS			
Prep4Summer Health and Wellbeing		COOLING AIDS Cooling Towels, Cooling Crowns, Cooling Brow Pads, Cooling Vests, Ice Pack.	FREQUENT BREAKS Allow yourself time to cool off.
TSA Track Safety Alliance <i>Bringing rail safety together.</i>		AVOID EXPOSING WORKERS TO HIGH TEMP & HUMIDITY ENVIRONMENTS for prolonged amounts of time.	STAY HYDRATED You need to replenish fluids lost by sweating.





Choosing your drink

Be aware of what you are drinking.

Although all drinks provide water and some also contain essential vitamins and minerals, they may also provide energy which will contribute to your daily calorie intake.

Drinks such as energy drinks are not good for rehydrating your body.

They may provide a short-term energy boost, but will not give you the amount of water your body needs in order to rehydrate.

“Shaded rest allows for a workforce to rest, hydrate and cool down.”

Shaded rest

The Met Office recorded the highest temperature of 38.5°C in England back in 2003.

Find a spot in the shade when the temperature starts to creep up.

- Shaded rest is essential during peak summer. It is a responsibility of both employer and employee
- Shaded rest allows for a workforce to rest, hydrate and cool down
- Clothing to help with summer heat can be as simple as a cooling towel or cooling vest.

The TSA and partners are launching an awareness campaign to share best practice.

This will ensure workers have the knowledge and understanding to recognise the symptoms of heat stress and alleviate its effects.

Heat stress reports made to CIRAS

CIRAS starts to take health and safety reports on the effects of heat from around May onwards.

Often the reports are about uncomfortable working conditions due to the heat.

For example, a frequent topic over the years has been the air-conditioning on trains and buses, and also in signalling and control centres.

Greenhouse effect

A train driver reported ineffective air conditioning systems that only blow out hot air.

This left drivers feeling hot, bothered, and fatigued whilst driving.

During the summer in the UK, with temperatures reaching almost 30°C, the large, glass windows on the units created a 'greenhouse effect' in the cab.

Although the driving cabs had side windows, once opened it was difficult

for the drivers to hear the safety systems inside the cab.

This could have led to important safety information being lost.

10 hours in 40°C

A bus driver reported a lack of air conditioning in the drivers' cabs.

Buses were fitted with air conditioning units but this was not working sufficiently on older models.

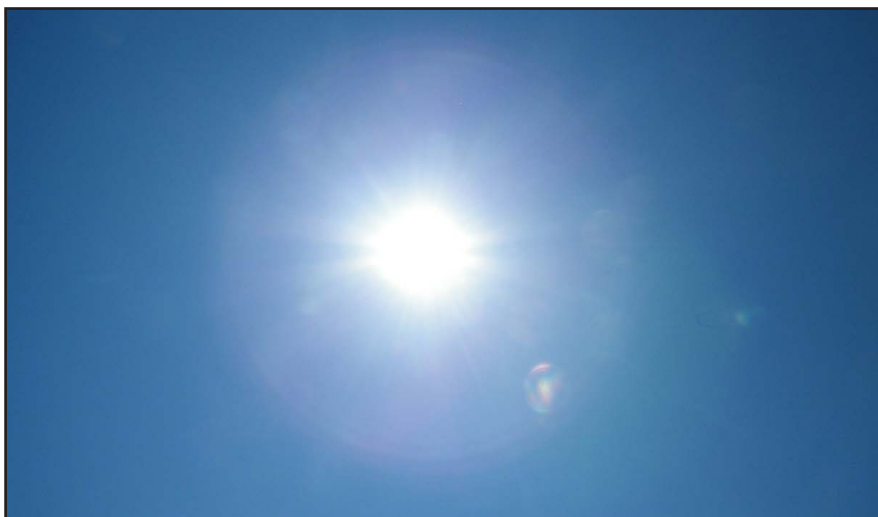
During the summer months, temperatures could exceed 40°C in the drivers' cabs.

This led to an unpleasant and uncomfortable working environment for drivers.

They were spending up to 10 hours a day in the cab.

This could impact the drivers health and lead to a road traffic incident.

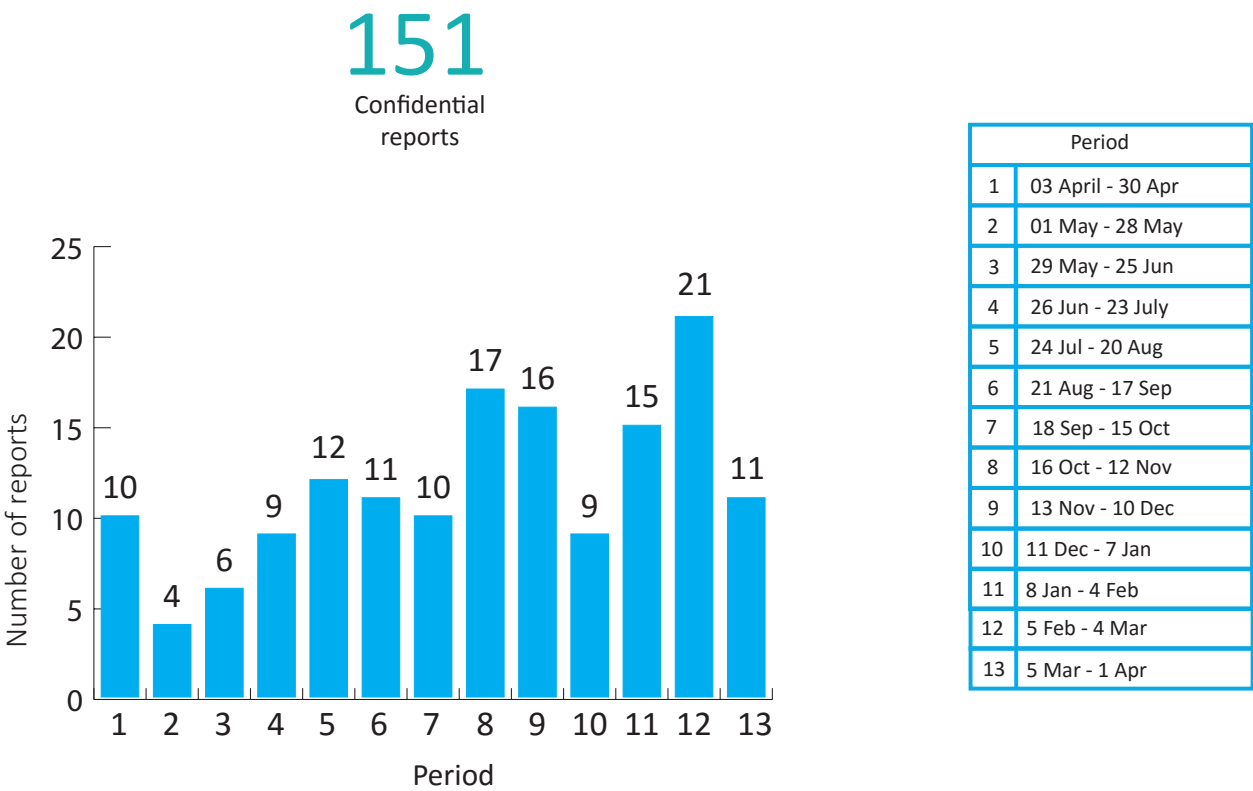
If you have similar concerns, do your best to raise them as early as possible before it becomes an issue!



CIRAS in numbers (financial year 2017/18)

Confidential reports and sector breakdown

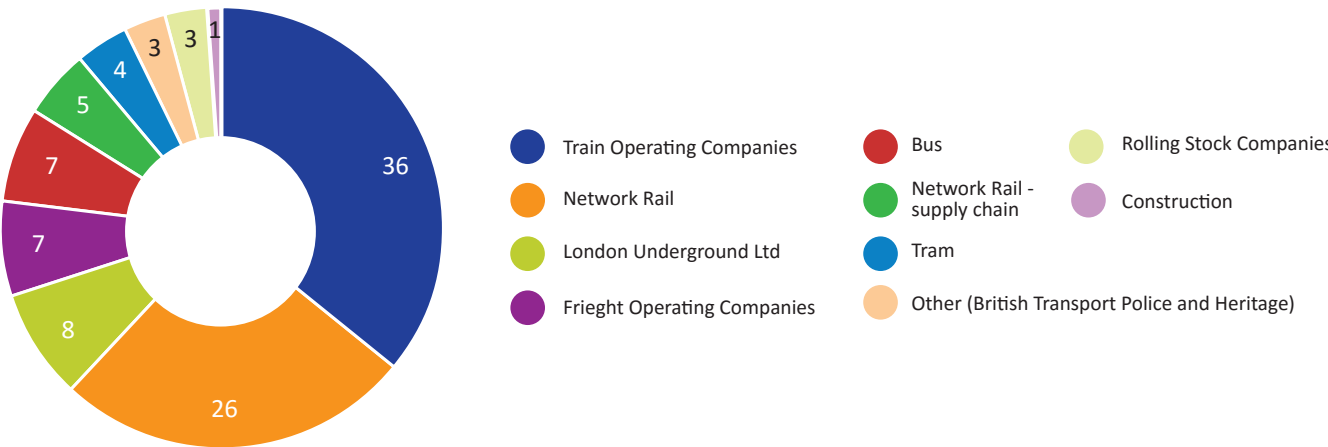
Confidential reports processed



In the past year, CIRAS has received in the region of 600 contacts. Of these contacts, 151 became health and safety reports reported to companies across a range of sectors, others were redirected to other reporting channels.






Reports processed by sector (%)*

*some reports may be sent to more than one sector



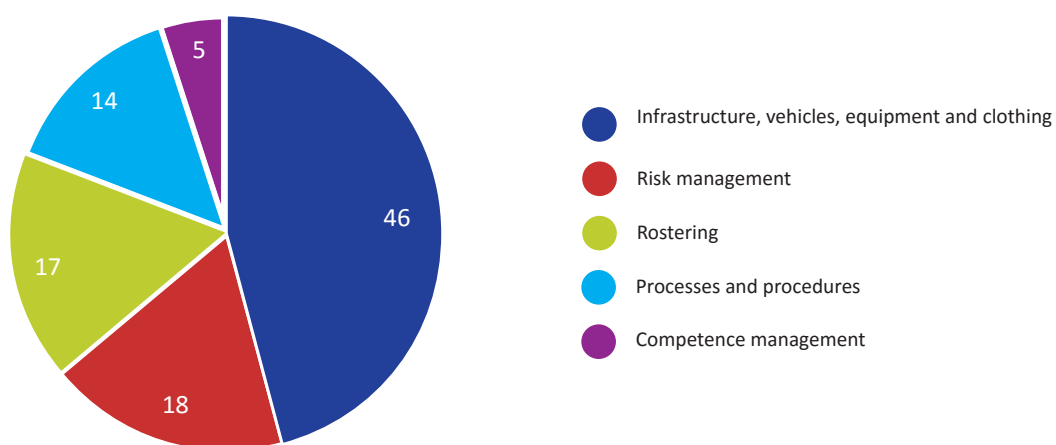
Reports for TOCs (train operating companies) made up 36 per cent of the total, whilst Network Rail reports made up 26 per cent. Reports for FOCs (freight operating companies), and for Network Rail’s supply chain, each represented seven per cent of the total. LUL (London Underground) reports stood at just 5 per cent of the total.

Top five reporting themes

1.  Rules and procedures
2.  Equipment
3.  Unsafe practices
4.  Health and wellbeing
5.  Fatigue

These are the top five themes that have been reported. Other themes include the work environment, safety culture, communications and training and briefing.

Perceived root cause (%)



In terms of what was thought to cause the issues reported, these are the factors cited. Infrastructure, vehicles, equipment and clothing accounted for 46 per cent of the root causes, risk management accounted for 18 per cent, and rostering accounted for 17 per cent.

Breaking down the wall of silence

Martin Coyd speaks exclusively about the mental health initiatives in the construction industry



We interviewed Mace Operations Director (Health, Safety and Wellbeing), Martin Coyd, about the mental health challenges facing the construction industry.

“ We have a golden opportunity, perhaps just once in this generation, to all pull together...

How did you get interested in the subject of mental health?

The suicide of Terry Newton, Rugby League warrior and legend, shocked my sport into action.

I was asked to train for a mental health role with Harlequins RL Academy (where I was a volunteer) and had a ‘lightbulb moment’ when I realised there was complete silence on the matter of mental health in our industry.

Have any experiences shaped your views on the subject?

Every single day, invariably positive, sometimes confrontational, sometimes tough.

My experience in the past seven years is that everyone has been impacted, everyone has a story. We are just beginning to tell them.

What kinds of mental health issues do people suffer from in the construction industry?

Many, complex and multiple. No two people are alike, we are simply unique. Our industry is tough in every way.

Hard work, difficult working conditions, limited job security, harsh environment, (sometimes) low pay, long hours. It is a wonderful place too.

We shape and enhance our communities.

Do you have any figures to back this up?

The Office for National Statistics (ONS) statistics from March 2017 were shocking.

Our industry is the highest risk, 3.7 times higher than the UK average. 454 suicides in 2016, that’s two every working day.

Campaign Against Living Miserably (CALM) are telling us that 84 men a week are committing suicide, and men make up 81% of suicides of people of working age.

What mental health initiatives are you involved in at Mace?

We are part of the Building Mental Health Framework, which is a three tier system.

This gives companies the freedom to operate in a way, within a budget and at a speed which suits them, whilst being part of a national framework where we can all pull together and make a real difference.

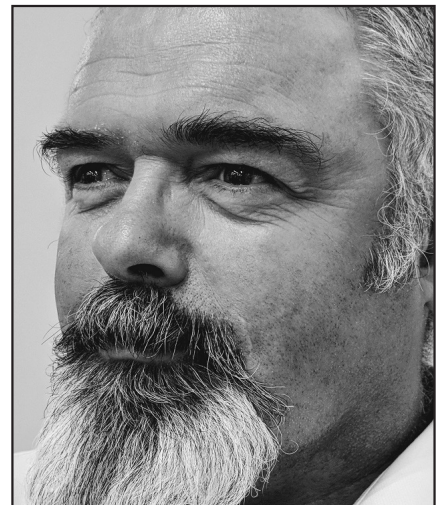
Is it difficult to get people talking about the subject? What are the barriers?

No. It’s easy. People just need permission in a ‘safe’ environment, one where they can be signposted to support and help.

The barriers are fear, stigma and discrimination. People who think good thoughts, say good things and do good deeds can make this happen.

Is the work you are doing in this area having an impact?

I believe so. My experience is that people everywhere are waiting for



opportunities to get involved, improve our culture, our workplaces, our environment and help our industry to be an even better place. We just need some easy pointers and permission to get going.

If a construction worker is suffering from poor mental health, what would you suggest they do?

Talk to someone, right now. The ‘offload’ is step one, expressing how you feel and getting a weight off your mind. It’s surprising how many people can be helped by just listening.

After that there are multiple ways of learning, accessing help, contributing and making a difference to the lives of millions.

Is there anything else you’d like to tell our readers?

We have a golden opportunity, perhaps just once in this generation, to all pull together, ask your mate how she or he is going and just showing that you care.

I believe that by improving our understanding and skills in mental health, we will take a significant step forward in Safety Performance.

Do you have any **concerns** about health and safety?

Have you tried internal reporting channels, or don't feel that you can?

Provide your contact details in the space below. Any information you provide will be treated as confidential.

We ask you to provide your name and contact details so we can get in touch to discuss your concerns. Once your report is processed, your report form will be destroyed.

Name:

Job title:

Employer:

Phone:

Mobile:

Describe your concern:

Convenient time to call:

What happens next?

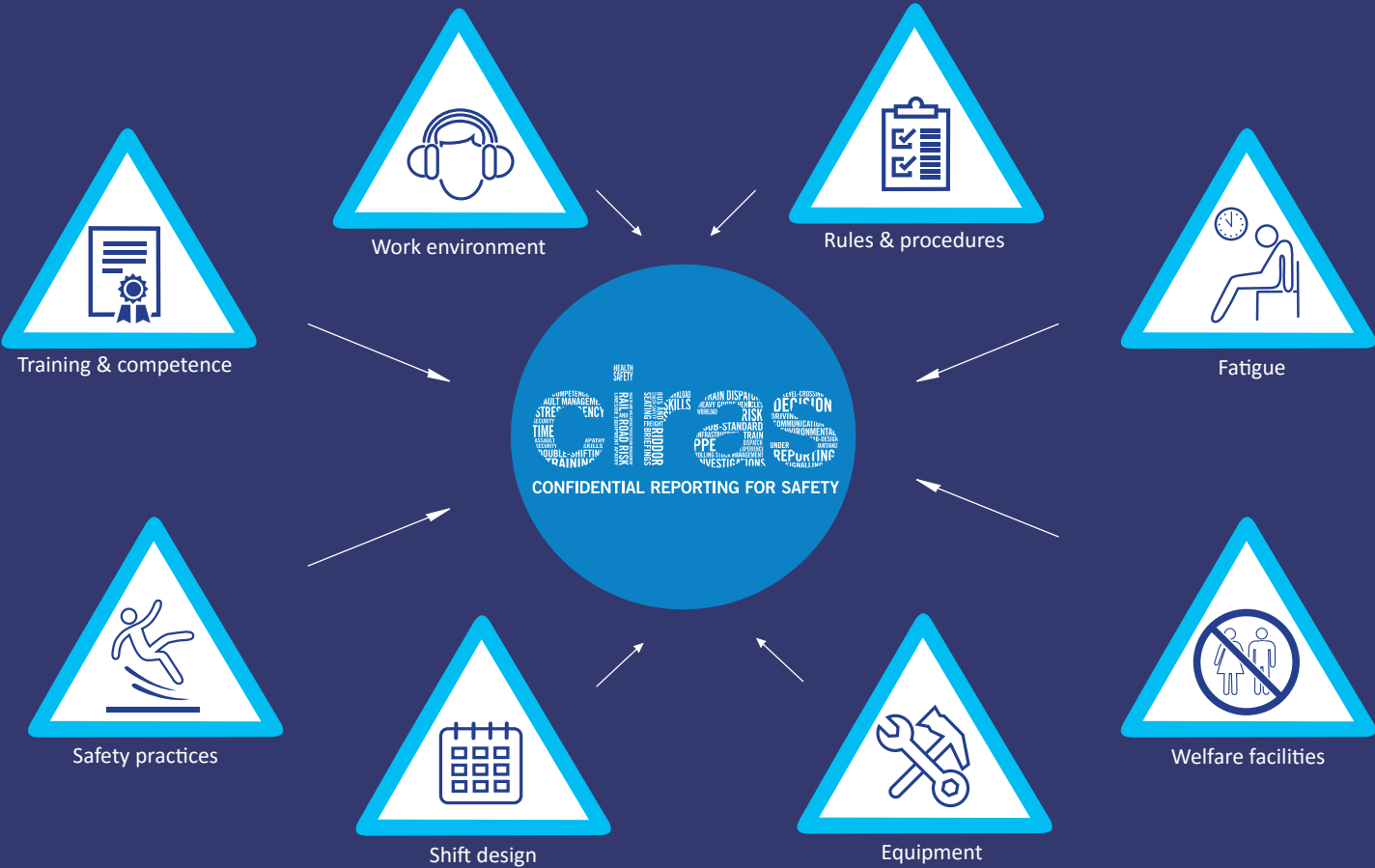
- We will contact you to discuss your health and safety concerns
- A report will be written on your behalf
- We remove any information that might identify you
- We send the report to the company for a response
- Once we receive the response we will then provide you with a copy

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