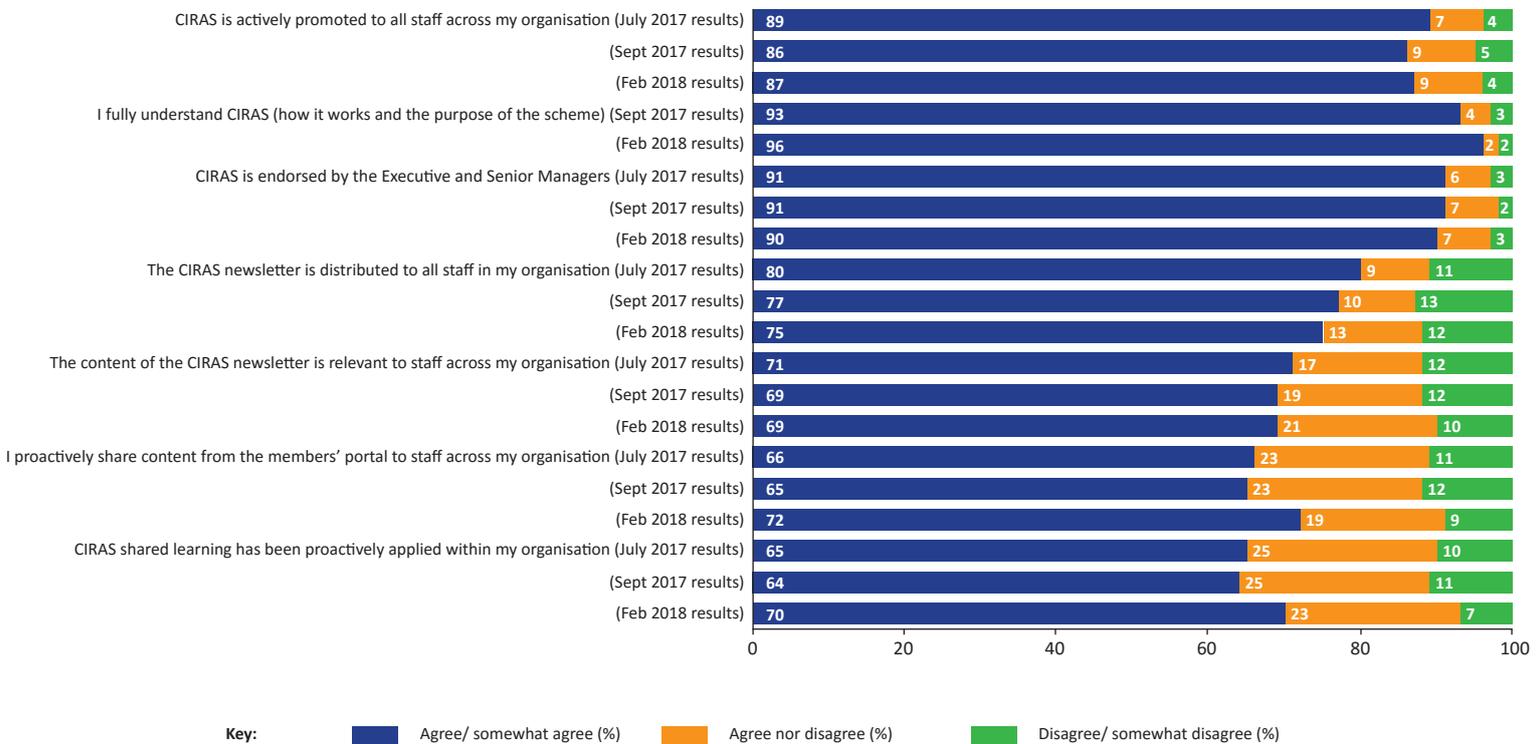


## Scorecard results – report on July 2017, Sept 2017 and Feb 2018

One of CIRAS’s goals is to ensure all members’ staff have access to the service and our reps provide the vital link between us and the frontline. To get feedback about how we promote the scheme, the understanding of our reporting process and whether the shared learning material we publish is relevant to staff, we introduced a regular scorecard that is sent to the CIRAS reps.

The following report provides an overview of the results from the three scorecards issued during 2017-18 and highlights some of the activities we have undertaken in response to the feedback we received.



Overall the results from the scorecards have been positive. The response levels have remained largely consistent and there has been some useful feedback, some which we have already acted on and other areas where we are looking at more longer-term recommendations.

# You said... *We did!*



Quarterly scorecard too frequent

Reduced to six-monthly – ongoing review of best ways to get feedback



Don't receive the newsletter or reporting statistics

Update of mailing and distribution lists – both hard copy and electronic



You would like digital material to promote the scheme

New poster produced – more in pipeline  
Animation produced to share with staff  
Developing material for webinars  
Members' area of website reviewed and updated – work ongoing



You would like guidance on how to access our tools and services

Series of How to Guides being produced – How to respond to a CIRAS report published, further ones being developed



You would like to see sector specific material in the newsletter  
Scheme only relevant to certain sections of your workforce

Content of newsletter reviewed – split into 2 newsletters:  
Frontline Matters – aimed at frontline staff and Membership Matters – aimed at reps and safety professionals



CIRAS does not represent value for money – we have a good safety and reporting culture

Working with our members to ensure they can get value from their membership, through building and developing our CIRAS shared learning community and other products and services



Many of the actions identified above are ongoing, particularly in relation to developing the shared learning community.

### **Key areas we are focusing on are:**

- Ensure the content of Frontline Matters is balanced and covers information that is relevant to all areas of our membership
- Work with our members to identify areas of interest, share examples of good practice and initiatives that are being put in place by our members
- Continue to develop content that can be shared with staff across a range of media, including digital and hardcopy, and at events
- Identify health and safety themes from across our membership so that we can ensure the content of the newsletters, events and on the website is topical and of value.

### **Key themes identified:**

- Health and wellbeing - general and mental health
- Anti-social behaviour
- Weather conditions - issues associated with extreme weather conditions - driving, working in the cold, planning for extreme weather etc.
- Lone working
- Contractors walking into exclusion zones
- Equipment - access to correct PPE/ staff using correct PPE
- Crowding
- General housekeeping
- Performance of contractors/ quality of contractors being supplied/ knowledge and training/ competencies
- Roadside and trackside traffic management
- Staff shortages
- Slips, trips and falls
- Fatigue
- Coordination of risk assessments across sites
- Working at height
- Access and provision of welfare facilities
- Platform Train Interface