



# **Attitudes towards health and safety: a quantitative survey of stakeholder opinion**

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January – February 2004

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

The study looks at the views of citizens, employers and employees. Topics covered include: perceptions of risk both in a general sense and specifically looking at the workplace; understanding of health and safety including the role of compensation and health and safety in the wider society, and drivers of health and safety improvements in the workplace; responsibility for health and safety (perceptions of the employers role, and the responsibilities of others in the workplace); and the Health and Safety Executive's image and customer care, set in the context of perceptions of other similar organisations.

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## **ACKNOWLEDGEMENTS**

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MORI would like to thank Shelagh Molloy, HSE, and Giles Lenton, Radical UK, for their help and advice in the design of the study. We would also like to thank Andrew Ockwell, Ockwell Associates, for the insights gained from his extensive qualitative research. Finally, we would like to thank the members of the general public and the business community for giving up their time to take part in this research.

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## EXECUTIVE SUMMARY

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The vast majority of the working population feel that they work in a safe environment. Health and safety is a middle ranking concern for employees – but in the top two priorities of those tasked with implementing health and safety regulations. While broadly positive about their work environment, employees are more likely to consider the workplace risky than their colleagues who actually have responsibility for health and safety within their organisations.

These employers do, however, consider ‘health and safety’ to be a generic phrase, and do not distinguish successfully between the two distinct types of risks concerned. They understand health and safety to be a set of rules and regulations that relate directly to safety in the workplace, or more broadly to ensure general wellbeing for employees.

Both employers and employees have very similar perceptions of the respective responsibilities of each party for health and safety in the workplace. Over half of employers and employees see the employers as the party with principle responsibility, with employees second. When prompted many more mention the Government, HSE and Local Councils as having health and safety responsibilities – those in the public sector are more likely to mention these bodies than those in the private sector.

Very encouragingly, the data in the survey strongly suggests that employers are taking health and safety issues seriously and that employers are *seen to be doing so*. Between two-thirds and three-quarters of employees say the organisation they work for takes its health and safety responsibilities seriously, provides the right amount of information about health and safety issues, and gives what they perceive as an appropriate amount of training. The importance of rigorous health and safety implementation is supported by the finding that seven in ten of each audience – citizens, employees and employers – agree that health and safety requirements are a corner stone of a civilised society.

The health and safety manager’s view of health and safety landscape is also favourable. The majority of employers say that health and safety requirements benefit their company as a whole (73%), save money in the long-term (64%) and defend them against unjustified compensation claims (57%). Most employers also disagree with the contentions that health and safety requirements hamper their business (78%) and are biased against small businesses (54%). Opinion is divided on the issues of cost, bureaucracy, and encouraging compensation claims.

Understanding of the HSE’s role is consistent across the three audiences, with citizens feeling slightly less knowledgeable than employers and employees. Awareness of the HSE is relatively high compared with organisations of similar status, and its favourability compares well against these comparator organisations. HSE’s own communications are rated highly by employers, although a significant minority would like more tailored communications, specific to their industries, and are interested in making greater use of electronic access or delivery.

Fear of litigation does not come out as a major concern in the survey. Fewer than one in ten employers say liability for compensation are one of the two most important considerations for them when implementing health and safety regulations. All audiences think that the common sense of staff, the promotion of good practice and enforcement of health and safety laws by the HSE are more effective means of encouraging a 'health and safety' culture, than the fear of litigation. The consistently held view that the compensation culture has gone too far probably reflects a combination of exposure to media coverage, and underlying philosophical beliefs about the legitimacy of litigation in general.

Although the picture is very positive for the HSE, there are some causes for concern. Certainly it appears that smaller businesses are less aware of the HSE, receive less communications and find the requirements of health and safety more burdensome. This is unsurprising as in smaller companies many health and safety managers will have many other pressing concerns to deal with on a day to day basis. The challenge for the HSE is seeing if it can embed the same 'health and safety' culture in smaller enterprises as successfully as it has in larger ones.

## **INTRODUCTION**

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### **BACKGROUND AND OBJECTIVES**

This report presents the findings of a research study conducted by the MORI Social Research Institute on behalf of the Health and Safety Executive (HSE). It looks at attitudes towards health and safety issues. There were three audiences for the study – citizens (i.e. general public), employees (i.e. working people) and employers. Each of the three separate surveys included a “core” component, supplemented by additional detailed questions.

The “core” component to each survey looked at:

- What is understood by the term “Health and Safety”;
- Attitudes towards the role of health and safety in society;
- Perceptions of levels of responsibility for health and safety in the workplace;
- Perceived possible improvements to health and safety in the workplace;
- Familiarity with and favourability towards the HSE, and comparator organisations.

The three surveys built on the extensive qualitative research conducted by Andrew Ockwell, of Ockwell Associates, who attended questionnaire design meetings for this study.

### **METHODOLOGY**

Given the tight schedule for the project it was not judged feasible to use a face-to-face or postal methodology and on-line research was ruled out due to the practical difficulties of achieving a representative sample. Each of the projects was carried out using a telephone methodology.

#### **Citizens survey**

For the Citizens survey, questions were placed on the MORI Telephone Omnibus and a nationally representative quota sample of 1,000 adults aged 16 and over was interviewed throughout Great Britain by MORI Telephone Surveys (MTS). Interviews were carried out using CATI (Computer Assisted Telephone Interviewing) between 23 - 25 January 2004. Quotas were set by gender, age, working status, tenure, social class and region and data were weighted to reflect the national population profile for these variables.

#### **Employers survey**

For the Employers survey, MORI interviewed 500 senior members of staff with responsibility for health and safety at businesses throughout Great Britain from 4 to 17 February 2004. In smaller organisations we interviewed the owner, or senior member of

management. In larger organisations the respondents were frequently dedicated health and safety managers.

The sample was stratified by size of business to ensure sufficient interviews were conducted with large- and medium-scale enterprises. The stratification was:

- 300 businesses with under 50 employees;
- 100 businesses with between 50 and 250 employees;
- 100 businesses with over 250 employees.

Quotas were set by industry sector and size of business. Data were weighted by the same variables to the true profile of British businesses.

## Employees survey

For the Employees survey, MORI interviewed a representative sample of 2,002 working adults (aged 16 or over) throughout Great Britain from 30 January to 19 February 2004. Quotas were set by working status within gender, self-employed status, industry sector, age, tenure, and region. Data were weighted by the same variables plus the addition of social class to the known profile of working people (up-to-date figures from *Labour Market Trends* were supplied by the Office for National Statistics).

## REPORT LAYOUT

Following this introduction, the report contains:

- An **Executive Summary** outlining the main themes to emerge in this document;
- A chapter looking at **perceptions of risk** among all three audiences both in a general sense and specifically looking at the workplace;
- A chapter exploring the **understanding of health and safety** including the role of compensation and health and safety in the wider society, and drivers of health and safety improvements in the workplace;
- An in-depth look at **responsibility for health and safety**. Concentrating on the employers and employees surveys, it looks at the perceptions of the employers role, and the responsibilities of others in the workplace;
- The final chapter looks at the **Health and Safety Executive's image** and customer care, set in the context of perceptions of other similar organisations.

## INTERPRETATION OF THE DATA

It should be remembered that a sample, not the entire population of either the general public or the business community, has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. A guide to statistical reliability is appended.



Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of 'don't know' categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value less than half a per cent but above zero.

In this report, reference is made to 'net' figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a 'net agree' figure, this represents the percentage agreeing with a statement, less the percentage disagreeing. For example, if a statement records 40% agreeing and 25% disagreeing, the 'net agree' figure is +15 points.

## PUBLICATION OF THE DATA

As HSE has engaged MORI to provide an objective and representative programme of research, it is important to protect the HSE's interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the data in this report is therefore subject to the advance approval of MORI. This would only be refused on the grounds of inaccuracy or misinterpretation of the findings.

## **PERCEPTIONS OF RISK**

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### **GENERAL CONCERNS**

The main causes of worry in the workplace for employees are: health and safety in the workplace (18%), job security (15%) and pay (14%). All other issues, for example, work life balance are worried about by five per cent or less.

There are generational differences in the range of workplace aspects that employees worry about. For example, as one might expect, younger employees (aged 16-24) are significantly more worried about pay (19%) than older people (aged 50-59), of whom only one in eight say this is a concern (13%). On the other hand, more middle-aged employees worry more about job security (20%, of those aged 35-49), than young employees do (7% of 16-24 year olds). Reflecting the different employment environments, employees in the private sector are more likely to stress job security (17%) than public sector employees (12%).

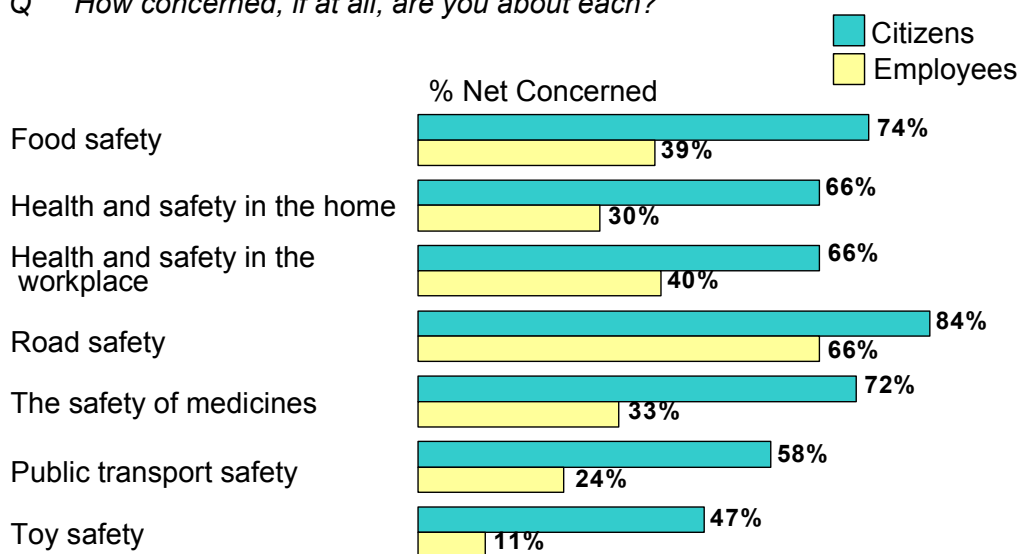
As might be expected, concerns over health and safety vary by industry. For example, those in the manufacturing (26%) and construction (21%) industries, are twice as likely to say this is a concern as those working in the banking sector (10%).

## POSITION OF HEALTH AND SAFETY RELATIVE TO OTHER RISKS

When asked to make a relative assessment of workplace risks, citizens and employees have a similar hierarchy of concerns. Both audiences were most concerned about road safety, with 92% of citizens and 83% of employees mentioning this. Health and safety in the workplace for employees is the second issue they are most concerned about, but for citizens (half of whom are not employed) this is less important and comes fifth. Citizens are more worried about food safety and the safety of medicines.

### General concerns - prompted

Q How concerned, if at all, are you about each?



Base: All citizens (1,000), all employees (2,002)

Source: MORI

Around four in five (82%) of citizens are concerned about health and safety in the work place. However, citizens who know at least a fair amount about the HSE (88%), and who are favourable towards the HSE (87%), are more likely to be concerned about health and safety in the work place than the average.

The level of concern about health and safety among employees is greater among men than women (74% vs 66%), although this is also likely to be a reflection of the different industries men and women predominately work in. Employees in the construction (79%) sector show more concern than those in banking (59%).

When asked to rate health and safety in terms of importance on a scale of 1 to 10 (where 10 is very important), along with other workplace issues, employers place greater importance on health and safety issues than employees. Employers rate health and safety as the second most important work place issue (mean score 8.7), rating job satisfaction as the most important (mean score 9). For employees' on the other hand, health and safety was much further down the scale, they rated issues

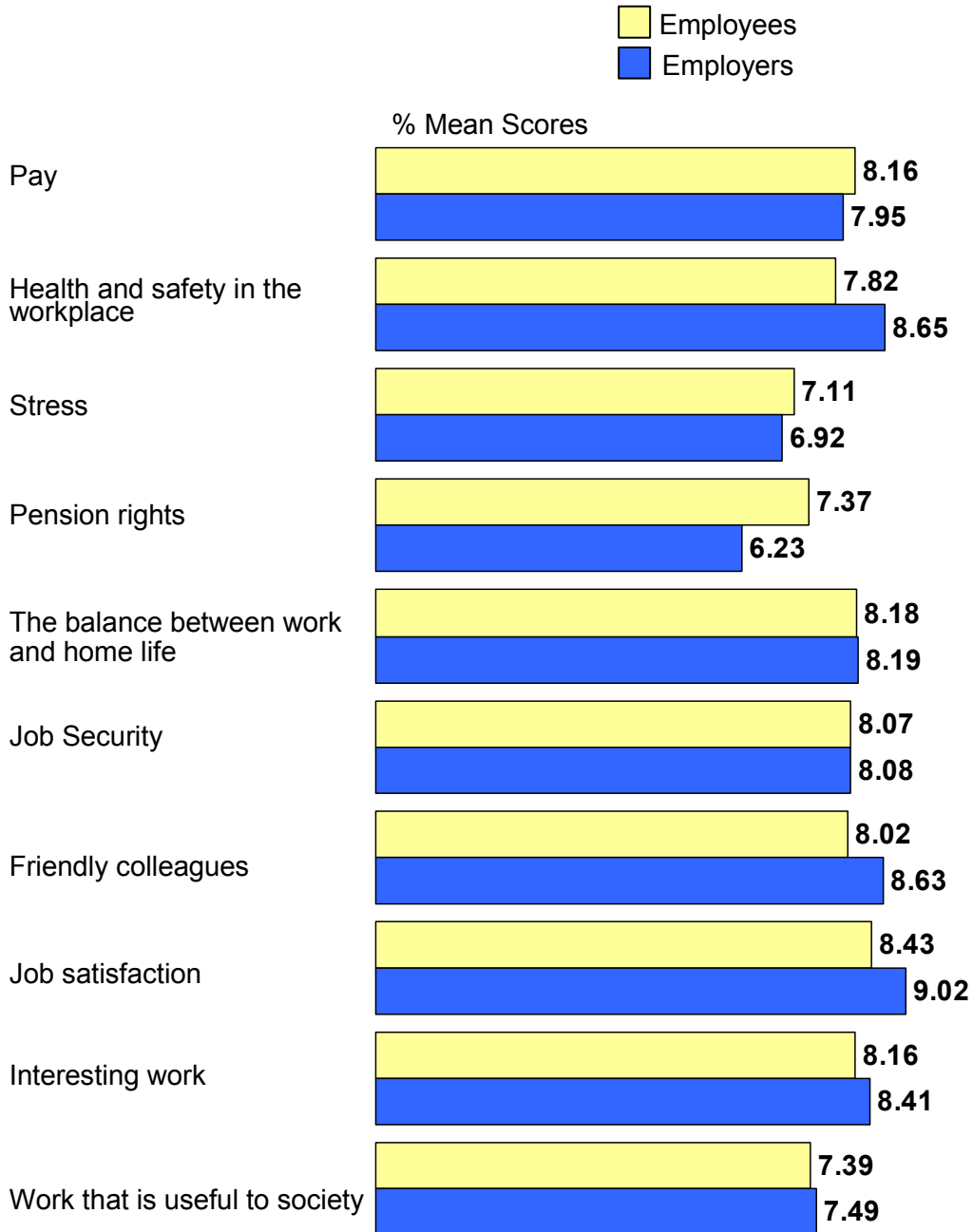
such as job satisfaction, pay and the balance between work and home life more highly; giving health and safety a mean score of 7.8.

Employers with health and safety responsibility in large businesses (with more than 250 employees) attached greater importance to health and safety, giving it a mean score of 9.5, compared to those within small businesses where the mean score was 8.6. This is reflected in the finding that those who spend more than 50% of their work time on health and safety rate it as more important (mean score 9.6) than those for whom health and safety is a minority responsibility (mean score 8.4). Similarly, employers who have had at least a fair amount of health and safety training attach more importance to health and safety (mean score 9.3) than those with little training (mean score almost 7.7).

Older employees attach greater importance to workplace health and safety than younger employees. Nearly half of those aged 60-64 rate health and safety as 10, compared to only three in ten of those aged 25-34. Industry sector also clearly influences perceptions, with those in areas of traditional health and safety regulation more likely to consider it an important aspect than others. For example, those employed in construction rate health and safety as being more important (mean score 8.4), particularly in contrast to those in banking (mean score 6.8).

## Importance of different aspects of working life

Q Please tell me how important, if at all, each aspect is to you...?



Base: All employees (2,002), employers (500)

Source: MORI

# UNDERSTANDING OF HEALTH AND SAFETY RISKS

## Health risks

When asked what they think are the main *health* risks in their organisation, surprisingly employers as well as employees mentioned several risks which are in fact *safety* risks. It seems both employers and employees think of health and safety as being a generic phrase rather than one which encompasses two distinguishable types of risk.

**Table 1:** Employers and Employees understanding of the health risks  
**Q Employees....** What do you think are the two or three main health risks that you face in your workplace?  
**Q Employers....**What do you think are the two or three main health risks in your organisation?

	% Employers	% Employees
Base: All Employers (500) All Employees (2,002)		
Stress	16	11
Accidents/injuries*	14	5
Lifting/carrying/moving objects*	11	6
Infection/germs/disease	10	13
Chemicals	8	7
Falling/tripping*	7	6
Physical safety*	7	8
Dirt and dust particles	7	4
Use of machinery/electrical equipment*	6	5
Repetitive strain injury	5	8
Food safety practices	5	3
Eye strain	4	8

Source: MORI

\* these are *safety* risks not *health* risks

Although employers and employees generally mention the same health risks, employers mention them with greater frequency which seems to suggest a clearer understanding of health and safety issues. Employers responses are mainly concentrated on issues such as stress (16%) and infection/germs/diseases (10%). Although employees do mention the same risks, they also mention a much broader range of issues, illustrating a lack of detailed knowledge.

## Safety risks

When asked about safety risks in the workplace, both employers and employees are much less likely to confuse health issues with safety issues and to distinguish between the two, in comparison to when asked about health issues. However,

employees do mention more issues which are *health* risks rather than *safety* risks, than employers do.

Employers and employees mention broadly the same issues and again it is the employers who mention these issues more often and give more consistent responses than employees. Employees also mentioned a wide range of issues that were thought to be an issue by less than five per cent, such as theft/robbery (3%) and being stuck in lifts (1%).

**Table 2:** Employers and Employees understanding of the health risks

**Q Employees....** What do you think are the two or three main safety risks that you face in your workplace?

**Q Employers....**What do you think are the two or three main safety risks in your organisation?

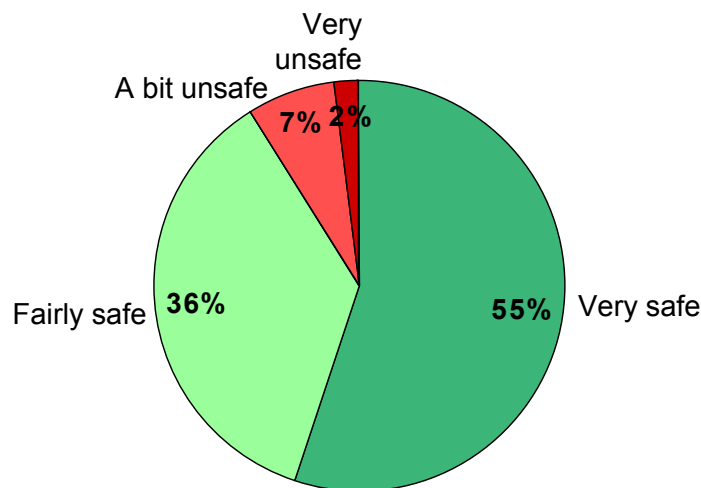
	% Employers	% Employees
Base: All Employers (500) All Employees (2,002)		
Falling/tripping	18	12
Lifting/carrying/moving objects	13	7
Use of machinery/electrical equipment	13	9
Physical safety	12	13
Accidents/injuries	11	8
Road safety	10	7
Fire hazard	9	8
Chemicals	8	5
Wet/slippery floors	7	5
Heights	6	2
Cuts/grazes	5	3
Burns/scalds	5	4
Source: MORI		

## ASSESSMENT OF WORKPLACE RISK

Nine in ten employees feel safe in their workplaces. Over half feel very safe, and a further third say they feel fairly safe. Only nine per cent feel unsafe

### Workplace safety

Q Generally, how safe do you feel in your workplace?



Base: All employees (2,002)

Source: MORI

In relation to health risks, employees think their workplace is more risky than employers do.

When assessing workplace health risks, employees rate their workplace as 4.2 (where 1 means no risk at all and 10 means high degree of risk), while employers give their workplace a mean score of 3.5. Employers were more likely than employees to say that their were no health risks in their organisation (22% and 15%, respectively).

Health and safety managers in large businesses rated health risks in their organisations (mean score 4.4) more highly than employers of both small (mean score 3.4) and medium-sized businesses (mean score 3.9). Employers in distribution/hotels/restaurants give health risks in their organisation the lowest mean score (3.2), and those in construction the highest mean score (4.5), in comparison to the average (3.5).

Both employers and employees rate the safety risks in their workplaces slightly higher than the health risks. Again, employees feel their workplace is more risky in terms of safety (mean score 4.3) than employers do (mean score 3.7).

Employers of large businesses assess safety risks to be more risky (mean score 4.7) than employers of both medium (mean score 3.9) and small businesses (mean score 3.7). The perceived safety risk is higher among employers in the public sector



(4.1), than in the private sector (3.7) and in the charity/voluntary sector (3.6). Employers who spend the majority of their time on health and safety give the safety risks in their organisation a higher rating (4.1), than employers spending less time on health and safety (3.6)

Employees assessment of the safety risks in their workplace are broadly consistent across the sub-groups. Perhaps not surprisingly, the greatest difference is again between industry sectors. For example, employees in construction rate their workplace as more risky in terms of safety (mean score 5.2) than employees in banking (mean score 3.7). Employee assessments of safety risks in other industry sectors all lie close to the mean.

## **UNDERSTANDING OF HEALTH AND SAFETY**

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### **WHAT IS UNDERSTOOD BY HEALTH AND SAFETY**

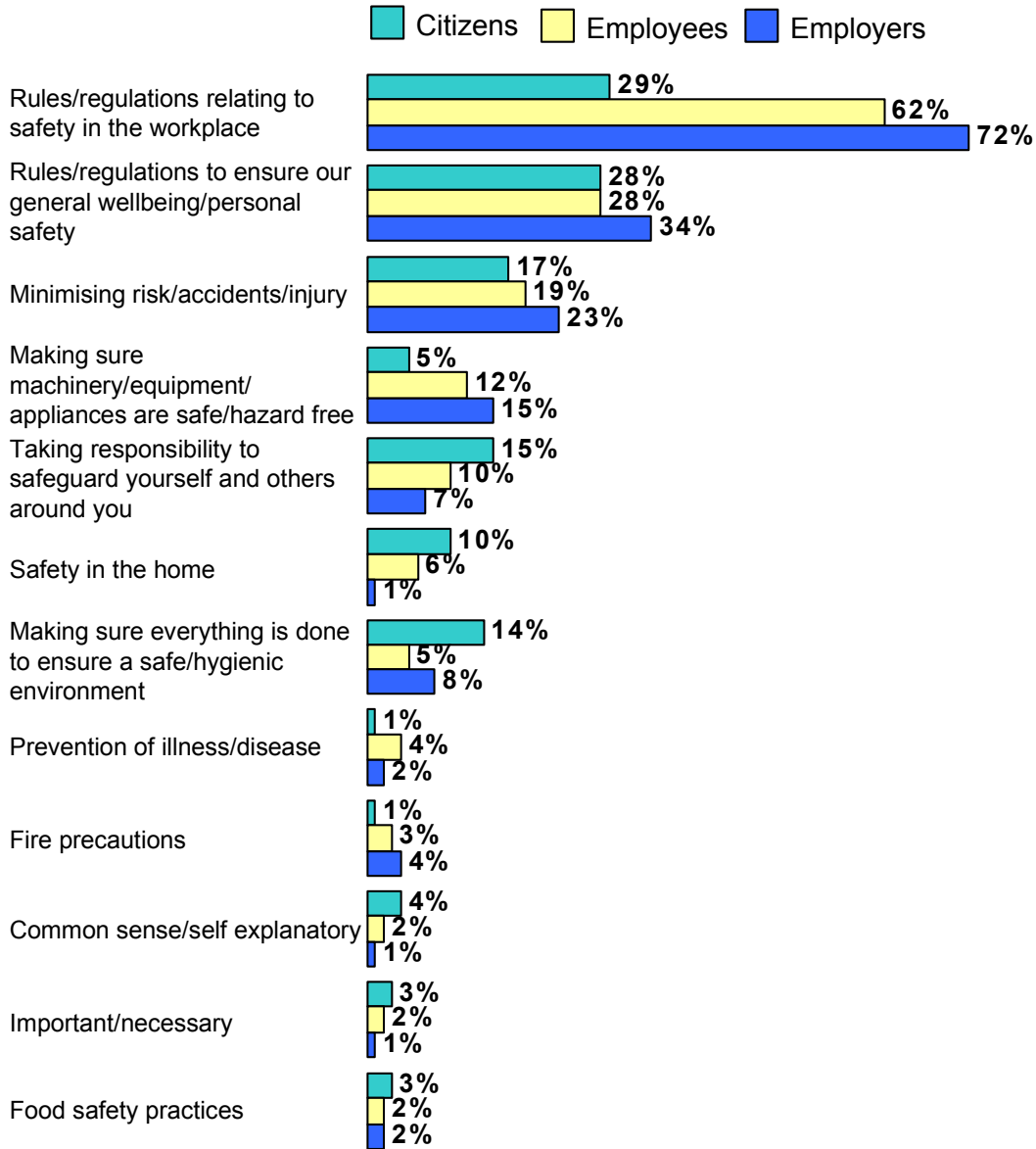
Employers, employees and citizens all show a similar understanding of health and safety, giving the same top three answers: 'rules/regulations relating to safety in the workplace', 'rules/regulations to ensure our general wellbeing/personal safety', and 'minimising risk accidents/injury'. However, employers made more comments than employees and employees made more comments than citizens, suggesting employers and employees have a more in-depth understanding of health and safety than citizens.

Younger employers (aged 16-34) are more likely to describe health and safety with reference to rules and regulations in the work place (84%), compared to middle-aged employers with more workplace experience (67%). Employers of large businesses (88%) are also more likely describe health and safety in this way, whereas employers of small businesses generally put less emphasis on this (71%). The understanding of health and safety as rules and regulations to ensure general wellbeing and personal safety is more common among employers who have had at least a fair amount of health and safety training (39%), compared to those who have had little, if any training (26%).

Employees' descriptions of health and safety are largely similar across the sub-groups. Probably most noteworthy is that employees in small businesses are less likely than those in large organisations to describe health and safety as relating to rules and regulations in the workplace. This description is also more common among men (64%), than women (59%). Women, on the other hand, are more likely than men to understand health and safety as rules and regulations to ensure general wellbeing and personal safety (30% vs 25%).

## Understanding of health and safety

Q *What do you understand by the phrase 'health and safety'?*



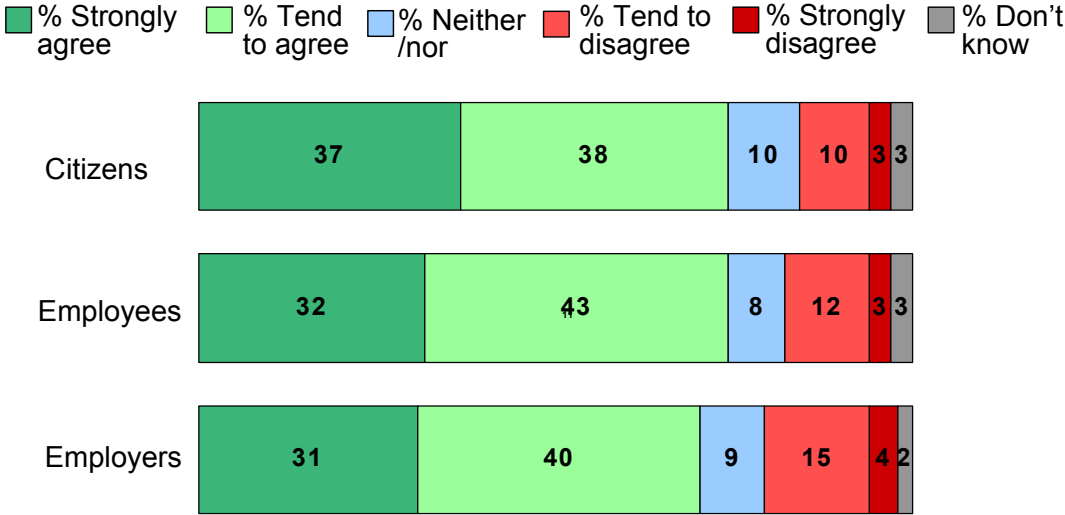
Base: All citizens (1,000), employees (2,002), employers (500)

Source: MORI

# PERCEPTIONS OF HEALTH AND SAFETY AS A CORNERSTONE OF CIVILISED SOCIETY

Agreement that health and safety requirements are a cornerstone of a civilised society is high, and evenly matched, among employers, employees and citizens.

Q Please tell me if you agree or disagree . . . . health and safety requirements are a cornerstone of a civilised society.



Base: All citizens (1,000), all employees (2,002), all employers (500)

Source: MORI

Health and safety managers who have received at least a fair amount of health and safety training are more likely to agree with this (75%), than those who have received not very much training, if any at all (64%). There also exists a higher level of agreement among middle aged employers (aged 35-54) than older (aged 55+) employers (74% vs 63%). Aside from differences in training and age, employer agreement that health and safety is a fundamental part of a civilised is generally consist across sub-groups.

In contrast to employers, the level of agreement among employees is much less consistent; varying by size of business and knowledge and view of HSE. Employees of larger businesses tend to agree more (78%), than those of medium (72%) and smaller (73%) businesses. Agreement is higher among employees who view the HSE favourably (79%), compared to those with an unfavourable view of the HSE (67%).

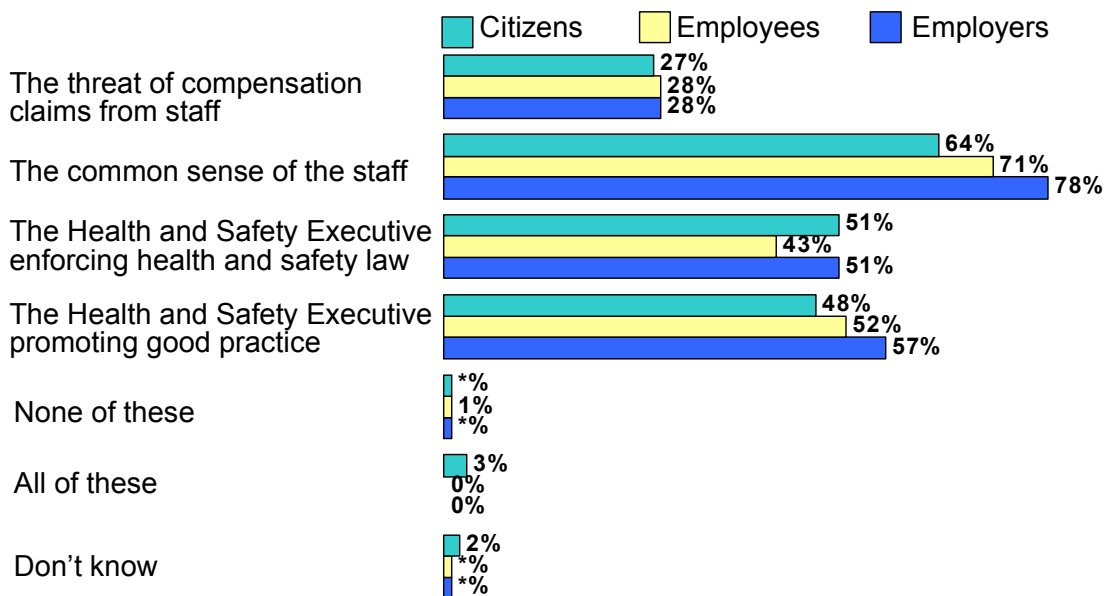
Older citizens (aged 55+) are more likely to agree with the perception that health and safety requirements are a cornerstone of a civilised society (80%), than younger employees (70%). As might be expected, citizens who are favourable to the HSE are more likely to agree with the statement, than those who view the HSE unfavourably (80% and 55%, respectively).

## DRIVERS OF WORKPLACE HEALTH AND SAFETY IMPROVEMENTS

All three audiences think that staff common sense is the most likely means of improving workplace health and safety. While around three-quarters of employers and employees mention this, just under two-thirds of citizens do. Employers and employees place greater emphasis on the promotion of good practice by the HSE, than health and safety law enforcement. The opposite is true for citizens.

### Improvements to workplace health and safety

Q Which, if any, of the items on the list do you think are most likely to help improve health and safety in the workplace?



Base: All citizens (1,000), employees (2,002), employers (500)

Source: MORI

Employers in the private sector are more likely to think the common sense of staff will improve health and safety (80%), than those in the public sector (67%). Two thirds of employers who report spending the majority of their working time on health and safety issues, believe health and safety can be most improved by the common sense of staff. This rises to four in five among employers who spend less time on health and safety think this.

Female employees are more likely than men to think that staff common sense is sufficient to improve health and safety (75% and 68%, respectively).

When thinking about the views of citizens, younger people (aged 16-34) are the least likely to think that the common sense of staff could improve health and safety – less than three in five agree with this, in contrast to seven in ten middle aged (aged 35-54) citizens.

Employers who think health and safety could be improved in the workplace by the HSE enforcing laws tend to have received more health and safety training. Half (54%) of those receiving at least a fair amount of training think this would have a positive effect, compared to 46% of those who have received not very much if any training. This idea of law enforcement is least popular among

employers involved with the construction industry (39%), particularly in comparison with public sector employers (62%) and employers in the banking sector (59%).

Citizens who hold a more positive view of the HSE are generally more confident that laws enforced by the HSE would benefit health and safety in the workplace. Six in ten of those favourable to the HSE think law enforcement by the HSE would improve health and safety, in contrast to less than two in five citizens who are unfavourable towards HSE.

Employees who are negative towards the HSE are also less likely to back the idea that laws enforced by the HSE would help improve health and safety. Almost half of employees favourable towards the HSE, think the HSE enforcing health and safety laws would produce an improvement, compared to less than a third of those unfavourable towards the HSE. In comparison to employees of large businesses (45%), small business employees (39%) are less likely to see the benefits of the enforcement of health and safety law.

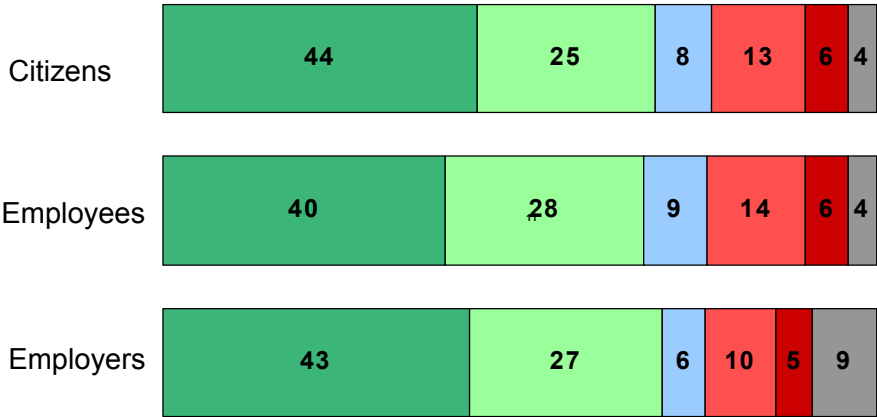
# ROLE OF COMPENSATION

Respondents have a mixed view of the role of compensation within the workplace. They believe claims are too common place, but are not convinced that health and safety regulations have contributed to the current litigious climate.

There is a general consensus among employers, employees and citizens that compensation claims have gone too far – seven in ten of each audience agree. However, as might be expected, comparison between the groups shows employers (+55 net agree) are the most likely to think claims have gone too far, and employees are the least likely to think this (+48 net agree).

Q Please tell me if you agree or disagree . . . health and safety compensation claims have gone too far.

■ % Strongly agree  
 ■ % Tend to agree  
 ■ % Neither /nor  
 ■ % Tend to disagree  
 ■ % Strongly disagree  
 ■ % Don't know



Base: All citizens (1,000), all employees (2,002), all employers (500)

Source: MORI

Nearly four in five employers who are mostly concerned with health and safety issues think such claims have gone too far, however, those spending less time on health and safety are less likely to agree with this (69%). There is also a marked difference in opinion between employers of different ages too – three in five younger employers (aged 16-34), compared with four in five older employers (aged 55+) think compensation claims have gone too far.

Citizens who believe compensation claims have gone too far are predominately older and are more likely to be in social grade AB.

While employers say that there are too many health and safety compensation claims, they are divided as to whether or not health and safety regulations have encouraged this state of affairs. Two in five agree that health and safety requirements encourage claims, 45% disagree. Those in large organisations are significantly less likely to believe health and safety have contributed to the ‘claim culture’.

## RESPONSIBILITY FOR HEALTH AND SAFETY

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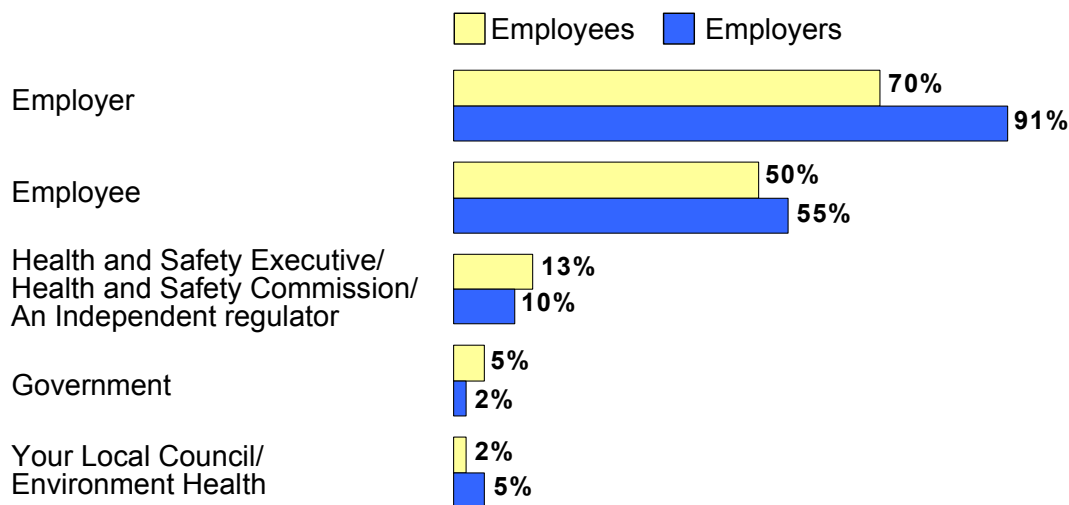
### PERCEPTIONS OF RESPONSIBILITY FOR WORKPLACE HEALTH AND SAFETY

#### Spontaneous

Employees and employers share common perceptions of responsibility for managing workplace risks. Both spontaneously identify health and safety issues as being the primary responsibility of the employer, and half also feel the individual employee is liable for controlling risks. One in eight employees and one in ten employers spontaneously mention the HSE as having responsibility.

#### Responsibility for workplace risks - unprompted

Q *Who, if anyone, do you think is responsible for controlling health and safety risks in the workplace?*



Base: All employees (2,002), all employers (500)

Source: MORI

Women (73%), part-time workers (75%), and those self-employed (77%) are more likely to assume the employer has responsibility for addressing workplace risks. There is also considerable variation in perceptions depending on the type of organisation a worker is employed by. As company size increases, so does the proportion of employees who consider health and safety issues the responsibility of the employee, or the HSE.

These differences in perceptions by company size, also hold true for employers. Those working in small organisations (employing less than fifty people) are more likely to assume that they, the employer, have responsibility for controlling



workplace risks, and are significantly less likely to say the employee has responsibility (54%, compared with 76% in medium-sized businesses, and 73% in large organisations). Possibly reflecting company size, those in the private sector are also more likely to say the employer is liable.

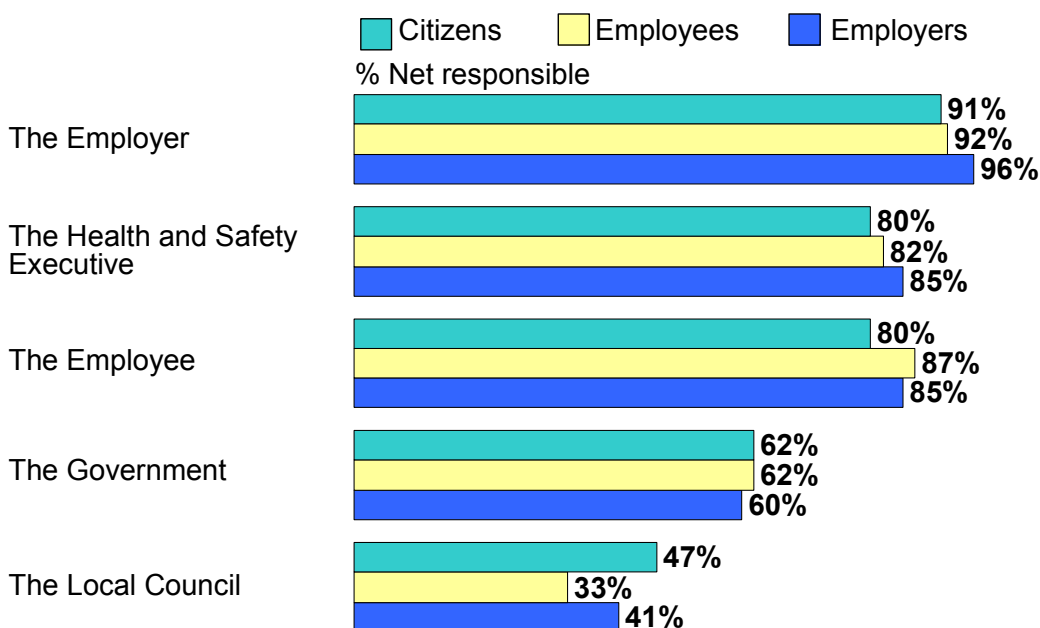
## Prompted

Having established respondents unprompted perceptions, we then asked how much responsibility, if any, a range of bodies had in controlling workplace health and safety risks. The chart below shows the 'net responsibility' figures (that is, the proportion saying the body is responsible, less the proportion saying they are not responsible).

The three audiences have broadly similar prompted perceptions of who is responsible for workplace risk. What is most notable, is that the HSE, the Government and the Local Council are all significantly more likely to be considered responsible when respondents are prompted, but as seen above, they are not top of mind responses. Reflecting their greater level of contact, employers are more likely to mention the Local Council than employees. Similarly, citizens are less likely to mention the employee's own responsibility, which illustrates the inclusion of non-workers in this element of the study, who are less aware of workplace realities than members of the other two audiences (45% of the adult British population do not work).

### Responsibility for workplace risks - prompted

Q How much, if any, responsibility does . . . . have?



Base: All citizens (1,000), all employees (2,002), all employers (500)

Source: MORI

Looking at each organisation in turn, at least nine in ten respondents from any subgroup, in each survey, consider the employer as having a great deal or a fair amount of responsibility for health and safety issues. Nine in ten of citizens and employees believe employees have a 'great deal' or 'fair amount' of responsibility. Employers in small businesses are less likely than those in larger organisations to feel that employees are responsible.

Around nine in ten of each audience say the HSE has a great deal or fair amount of responsibility for controlling workplace risks. This perception is relatively consistent among citizens and employees, with those working for large organisations (employing more than 250 people) significantly more likely to cite the HSE, than those working in small companies. This pattern does not hold true for employers. While perception does not vary by the amount of time the employer spends on health and safety, it does vary significantly depending on the amount of health and safety training they say they have received. 94% of those with a 'great deal' or 'fair amount' of training name the HSE as having a lot of responsibility for controlling work place risks; only 86% of those with little or no training do so.

Possibly reflecting a lack of experience or little detailed knowledge, younger employees and health and safety managers are more likely than older people to say that the Government is responsible. There are also consistent geographical patterns of response, with citizens, employees and employers from the North of England, or Scotland, more likely than those in Southern England to say the Government is responsible. Those in the public or charity sectors (as employers or employees) are also more likely to consider control of workplace risk a Government issue.

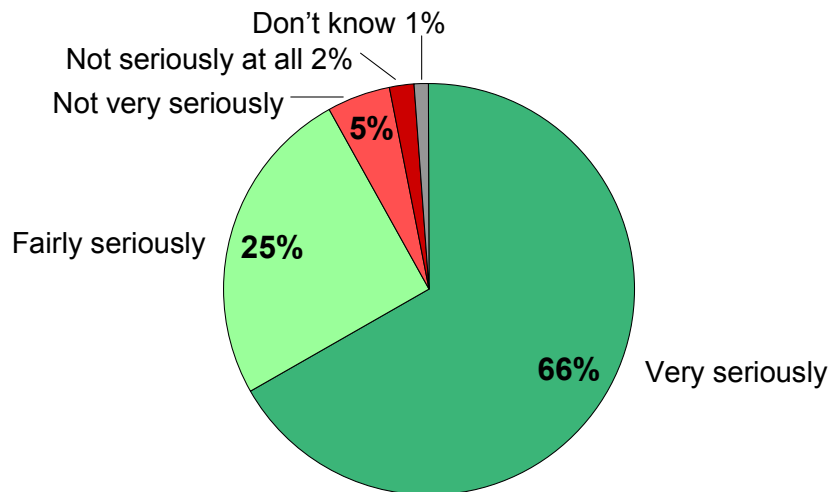
Seven in ten employers, and citizens, believe that the Local Council has a great deal, or fair amount, of responsibility for controlling workplace health and safety risks. This falls to 64% among employees. Those working in the public or charity sectors are more likely to view the local council as having responsibility, than those employed by a private company. While the data needs to be treated with caution because of the very small base size, employers whose business is in agriculture, fishing and forestry sectors are significantly less likely than other businesses to see the Local Council as responsible for health and safety in the workplace.

## EMPLOYEES PERCEPTIONS OF THE EMPLOYERS ROLE

Nine in ten employees feel that their employer takes health and safety seriously - with two-thirds saying it is taken very seriously.

### Employer attitudes towards health and safety

Q How seriously does your employer take health and safety issues?



Base: All employees (2,002)

Source: MORI

Perception of one's employers attitude to health and safety correlates directly with the size of organisation you are employed by. Seven in ten (71%) of those employed by large organisations say their employer takes health and safety very seriously – this drops to 63% among those employed by medium sized businesses, and 58% among those in small businesses. Women, and part-time workers, are more likely than their counterparts to say their employer addresses these issues seriously.

**Table 3:** Employer attitudes towards health and safety

Q How seriously does your employer take health and safety issues?

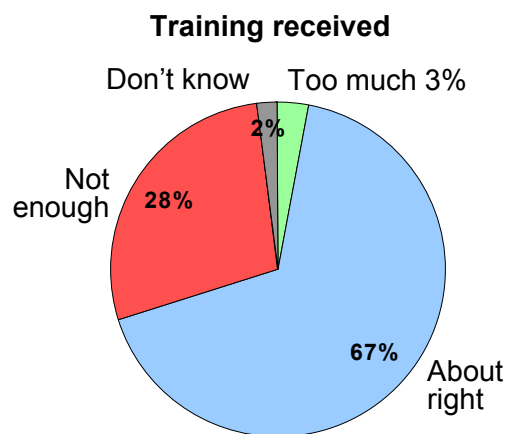
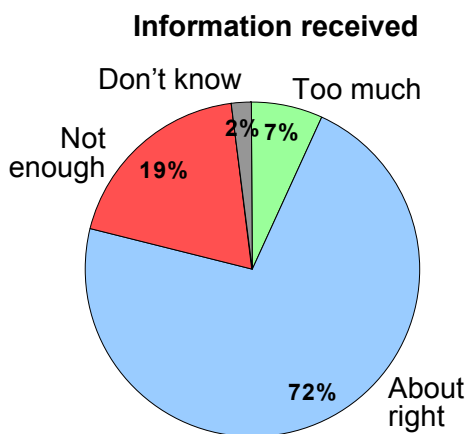
	Working in businesses with under 50 employees	Working in business with 50-250 employees	Working in businesses with over 250 employees
Base: All employees	(601)	(288)	(1,025)
	%	%	%
Take it very seriously	58	63	71
Take it fairly seriously	27	29	23
Not take it very seriously	7	5	4
Not take health and safety seriously at all	4	3	1
Don't know	3	1	*

Employees are generally content with the amount of health and safety information and training they receive. Seven in ten say the amount of information they receive is 'about right', and two-thirds feel their training is also 'about right'.

Men are more likely than female workers to say they do not receive enough information or training. Possibly reflecting their short period of time in the workplace, those aged under twenty-five are also marginally more likely to feel they need to know more about health and safety. Those working in large organisations are less likely than others to feel they lack information or training, whereas those in non-managerial roles are more likely to say they do not get enough information about health and safety.

### Information and training

- Q *Do you think the amount of information you receive from your current employer about health and safety issues is . . . ?*
- Q *Do you think the amount of health and safety training you receive from your current employer is . . . ?*



Base: All employees (2,002)

Source: MORI

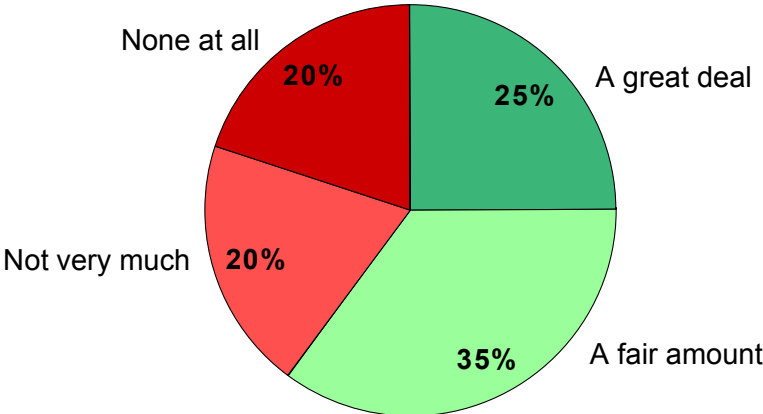
Although caution is advised because of the small base size, employers in the banking sector (34%) are the most likely to feel more information is needed, compared to 14% of employers in the public sector.

# EMPLOYERS PERCEPTIONS OF THEIR ROLE IN DELIVERING HEALTH AND SAFETY

Three in five of those with responsibility for health and safety within their workplace have had a great deal or fair amount of health and safety training. One in five have had no training.

## Employer health and safety training

Q How much, if any, health and safety training have you received?



Base: All employers (500)

Source: MORI

There are clear relationships between the amount of training a respondent has received, the size of the organisation where they work, and the amount of their time is dedicated to health and safety issues. All of those employed by large organisations have received at least some training. Nine in ten (88%) of those who spend more than half their time on health and safety issues have received a great deal, or a fair amount, of training. In contrast, only 53% of those spending less than half their time on health and safety are as well trained.

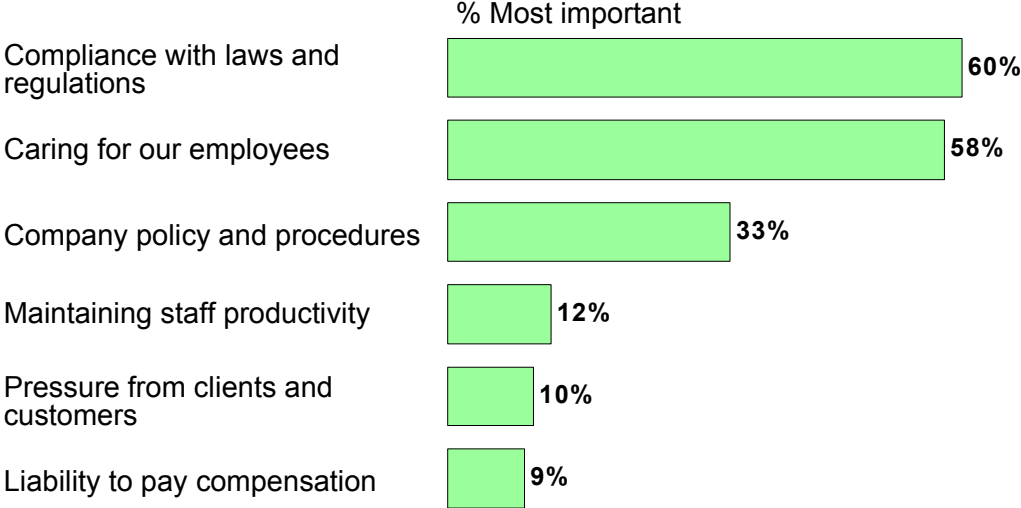
Reflecting the nature of the different industry sector workplaces, those responsible for health and safety in the public sector are significantly more likely to have received training, than those in banking, finance and insurance. Those employed in risky workplace environments are only marginally more likely than others to have received training.

Employers were read of list of six different things that they may take into account when considering how to implement health and safety in the workplace, and asked to say which two are most important to them, as an employer. By a clear margin, the two most important considerations are legal compliance (60%) and caring for employees (58%). A third also mentioned following company policy and procedures. Only one in eleven said the fear of compensation liability was one of their most important considerations.

While compliance with laws and regulations is the top concern for all those responsible for health and safety in their workplace, those in medium sized and large organisations place greater emphasis on this, whereas those in smaller companies give a broader range of responses. Three-quarters of employers in medium (75%) and large (73%) businesses say legal requirements are the most important considerations; only 59% of those in small businesses say this. Large and medium-sized employers are also more likely to mention caring for their employees as a key consideration. In contrast, those in smaller organisations are more likely to mention the need to follow company procedure.

### Health and safety considerations for employers

Q Which two are the most important considerations for you as an employer?



Base: All employers (500)

Source: MORI

Those with responsibility for health and safety in their workplaces were asked their opinion of a range of positive and negative statements about the potential impact of health and safety requirements. Taking the findings at a macro level, they suggest that employers have a relatively favourable view of the health and safety 'landscape';

they agree with the three positive statements  
 disagree with two of the negative statements  
 and opinion is divided on a further three negative statements.

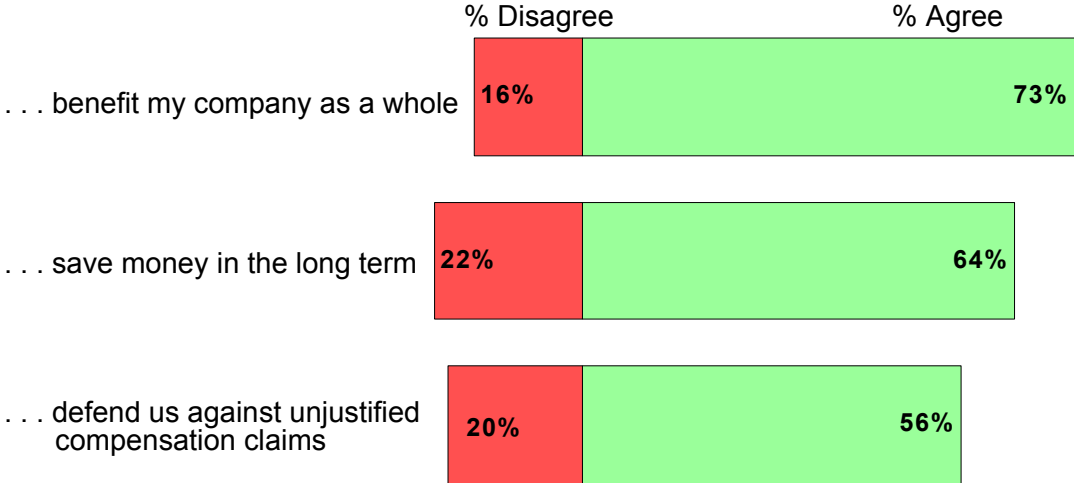
Almost three-quarters (73%) agree that health and safety requirements bring benefits to the whole of their organisations. Only one in seven (16%) disagree that there are universal benefits to their businesses. Older respondents (aged over 55) are less convinced than younger respondents that the whole company benefits from health and safety requirements. While based on small samples, those in

manufacturing and construction are less likely than others to agree that there are widespread benefits. Similarly, health and safety managers in small businesses are less convinced. Those in a dedicated health and safety role, spending more than half their time on these requirements, are more likely than others to agree that all in their organisations benefit from their efforts.

Almost two-thirds (64%) believe health and safety requirements produce long term savings for their organisations – a fifth (22%) disagree. Medium and large sized organisations are more positive than smaller companies, being significantly more likely to agree that health and safety compliance saves them money. Eight per cent of those responsible for health and safety in smaller businesses strongly disagree. Again reflecting the perceived burden of health and safety requirements, those in private sector (who tend to be smaller businesses) are less likely to agree than public sector respondents that health and safety regulations save them money in the long term.

### Perceived positive impact of health and safety requirements

Q Please tell me to what extent you agree or disagree that Health and Safety requirements . . . . ?



Base: All employers (500)

Source: MORI

A majority (56%) of employers believe that health and safety requirements do provide them with some defence against unjustified compensation claims – one in five disagree (20%). Those who are knowledgeable about HSE, and those spending most of their time on health and safety issues, are more likely to feel that compliance with health and safety requirements helps defend their organisations from unjustified claims.

Over three-quarters (78%) of employers disagree that health and safety requirements seriously hamper their business. Those working in small and medium sized organisations are significantly more likely to agree that compliance with health and safety regulations is a burden, than those in large companies. There is also clearly a relationship between perceived necessity of the requirements and the



sense that they hamper business operations. Those who have assessed their workplaces as not very risky are far more likely than others to say that health and safety requirements hamper their business.

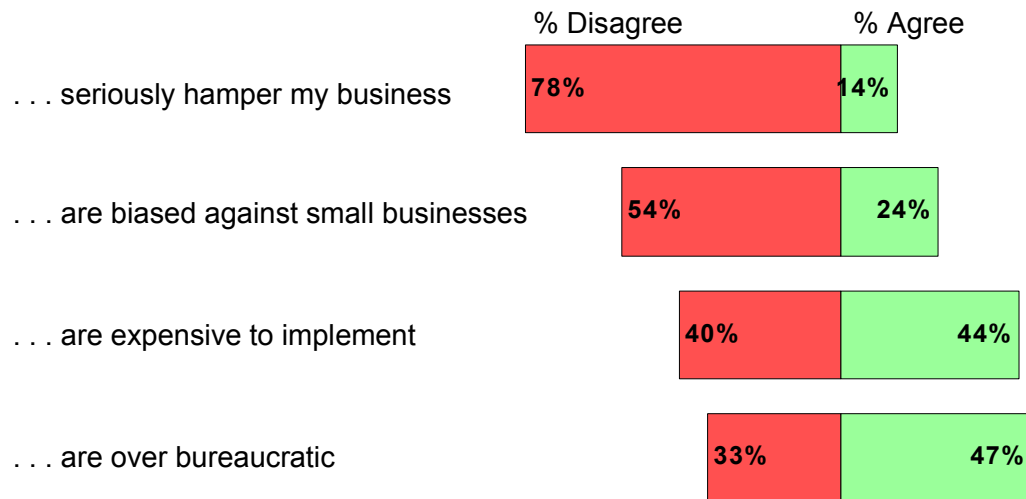
Over half (54%) disagree that health and safety requirements are biased against small business, and a quarter (24%) agree with the statement. Only 13% of those implementing health and safety in large companies believe that there is bias in the regulations against small companies. This rises to 18% among those in medium sized organisations, and 25% among those in the small companies themselves.

Opinion is more evenly divided when considering the cost of introducing and maintaining health and safety standards, and whether or not the process of doing so is bureaucratic. Similar proportions agree (44%), and disagree (40%) that implementing health and safety requirements is expensive. Again, those in small and medium sized business are more likely to agree than those in large companies (45%, 50% and 32%, respectively). Those who believe they operate in a non-risky environment are significantly more likely than others to believe implementation is expensive.

Just under half of business respondents believe that health and safety requirements are overly bureaucratic. This perception varies by gender and age, with male health and safety managers more likely than female managers to think the bureaucracy is excessive, and older business respondents more likely to agree than younger ones. Reflecting the earlier findings, those in small business are more likely than others to feel health and safety requirements are too bureaucratic. Although based on a small sample of respondents, those in the construction industry are more likely than others to feel the bureaucracy of regulations are excessively bureaucratic.

## Perceived negative impact of health and safety requirements

Q Please tell me to what extent you agree or disagree that Health and Safety requirements . . . . ?



Base: All employers (500)

Source: MORI



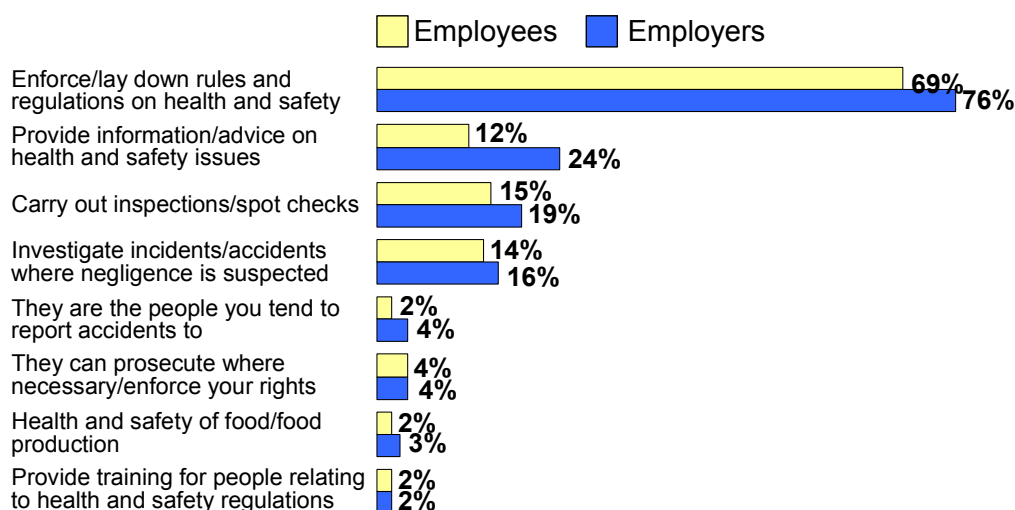
## UNDERSTANDING OF HSE'S ROLE

Overall, employers and employees have very similar spontaneous perceptions of the actual role of the HSE. Around three-quarters think it sets out and enforces rules and regulations on health and safety issues. A minority of both employers and employees thinks the HSE provides information on health and safety issues, carries out inspections and spot checks and investigates incidents and accidents where negligence is suspected. Less than one in ten of employees and employers think it performs other functions.

Although the views of employees and employers match closely, employers are significantly more likely to think that the HSE sets out enforces rules on health and safety, provides information health and safety issues, carries out inspections and that the HSE are the people you report accidents to.

### Understanding of HSE role

Q You mentioned that you have heard of the HSE, the Health and Safety Executive. From what you know, what do you think the HSE does?



Base: All who have heard of HSE, employees (1,770), employers (485)

Source: MORI

Among employers, it is businesses with under 50 employees (the vast majority of businesses in Britain), that appear to have less understanding of the HSE's role

than their larger counterparts. Smaller businesses are less likely than larger ones to think the HSE enforces regulations and provides information on health and safety issues, but more likely to mention its inspection role.

**Table 4:** Employers understanding of the HSE's role

**Q** From what you know, what do you think the HSE does?

	Businesses with under 50 employees	Businesses with 50-250 employees	Businesses with over 250 employees
Base: All businesses that have heard of the HSE	(286) %	(98) %	(101) %
Enforce/lay down rules and regulations on health and safety	76	84	87
Provide information/advice on health and safety issues	24	50	38
Carry out inspections/spot checks	20	5	12

Source: MORI

The same pattern is also evident to some extent among employees: those who say they work in an enterprise with under 50 employees are less likely (65%) than those working in large organisations (72%) to say the HSE enforces health and safety rules.

Health and Safety managers in the public sector are significantly more likely than those in the private sector to think the HSE has a regulatory and enforcement role (86% vs 74%). In contrast, more private sector health and safety managers think it provides information and advice on health and safety issues (26%) compared with their public sector counterparts (13%). Unsurprisingly, those who claim to know the HSE very well or a fair amount are much more likely to think the HSE sets out and enforces health and safety rules, as well as providing information about the subject, than those who know a little or nothing about the HSE. Likewise, those who have received a great deal or a fair amount of health and safety training are more likely to know the HSE sets out and enforces health and safety rules (82%) than those who have received little training (68%).

Among employees, levels of understanding of the HSE's role are fairly consistent across sub-groups. Female workers are less likely than men to be aware of HSE as a regulator, and the same is true of part-time workers compared with those working full-time (this likely reflects the fact that most part-time workers are women). Perhaps unsurprisingly it is those at the very beginning and the very end of their working lives who are less likely to think the HSE enforces health and safety rules than those in the 25-59 age bracket.

In general, employees who say they know the HSE well, are more likely than those who know a little or nothing about it, to think it has a broad remit; enforcing health and safety rules, carrying out inspections and spot checks, investigating incidents or accidents where negligence is suspected and providing information and advice on health and safety issues.



## FAMILIARITY WITH AND FAVOURABILITY TOWARDS HSE

For each of the three audiences – citizens, employees and employers – we asked how familiar they were with, and favourable towards, organisations of similar status to the HSE.

Familiarity with the HSE is lowest among citizens of the three audiences, which is unsurprising, as those not in employment would have less reason to know of it than other groups, and indeed those not working are more likely to say they know a little or nothing about it (50%) than full-time workers (42%). Knowledge of the HSE is highest among employers, which is again unsurprising, as responsibility for implementing health and safety laws rests with employers, and particularly, health and safety managers.

**Table 5:** Familiarity with the HSE by audience

**Q** Please tell me how well you feel you know the HSE; whether you know it very well, know a fair amount about it, know just a little about it, have heard of it but no nothing about it, or have never heard of it.

	Citizens	Employees	Employers
Base: All	(1,000)	(2,002)	(500)
	%	%	%
Know very well/fair amount	36	45	64
Know a little/know nothing	48	41	32
Never heard of	17	13	4
Source: MORI			

Those who had heard of the HSE were then asked how favourable they were towards it. As the table below shows, the majority in each audience are favourable towards the HSE, with less than one in ten unfavourable. Favourability is lowest among citizens (which will be partly a function of lower awareness of the HSE), and, encouragingly, highest among employers, who arguably bear most of the burden of health and safety responsibilities and whom the HSE has most contact with.

**Table 6:** Favourability with the HSE by audience

**Q** And, how favourable or unfavourable is your overall impression of.....HSE, the Health and Safety Executive

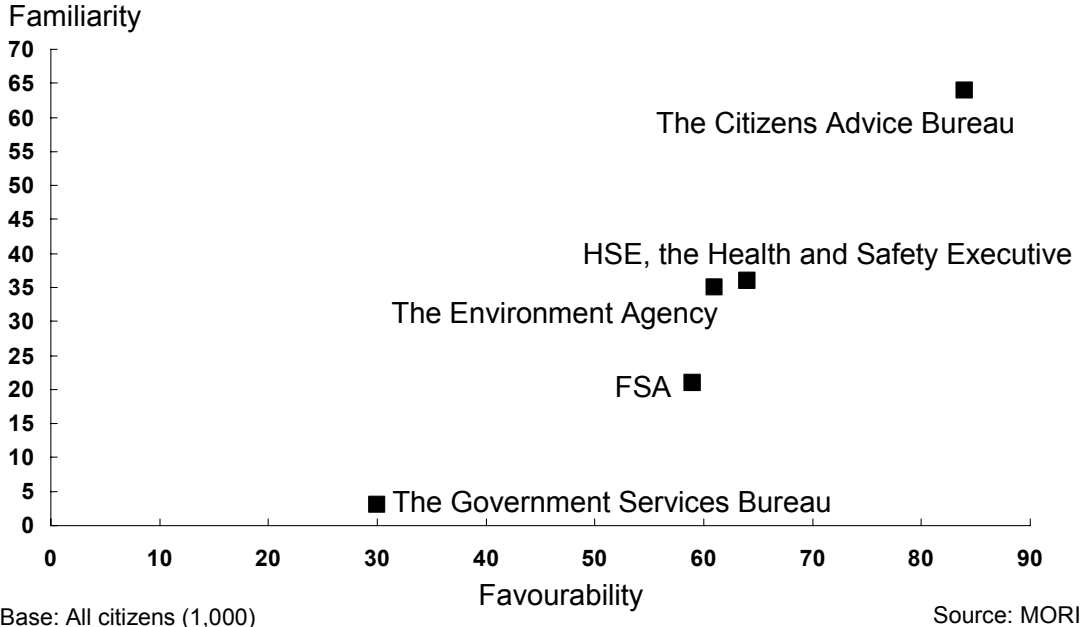
	Citizens	Employees	Employers
Base: All those who have heard of the HSE	(838)	(1,770)	(485)
	%	%	%
Favourable	63	72	82
Unfavourable	7	5	4
Net favourable	+56	+67	+78
Source: MORI			

For all three audiences, the levels of favourability towards the HSE are consistent across sub-groups.

MORI's corporate image research over the last 35 years has consistently shown that perceptions of organisations, whether in the public or private sector, are closely correlated with the familiarity of the respondents with it. In general, the more people know about your organisation, the more favourable they tend to be towards it. A similar pattern is observed in this study.

In the Citizens survey, perhaps unsurprisingly, people were much more familiar with Citizens Advice Bureaux than the other institutions (HSE, the Environment Agency, the FSA, and the (fictitious) Government Services Bureau). As can be seen from the chart below, compared with these four organisations, the HSE is well known by the general public, with only Citizens Advice Bureaux better known *and better regarded*.

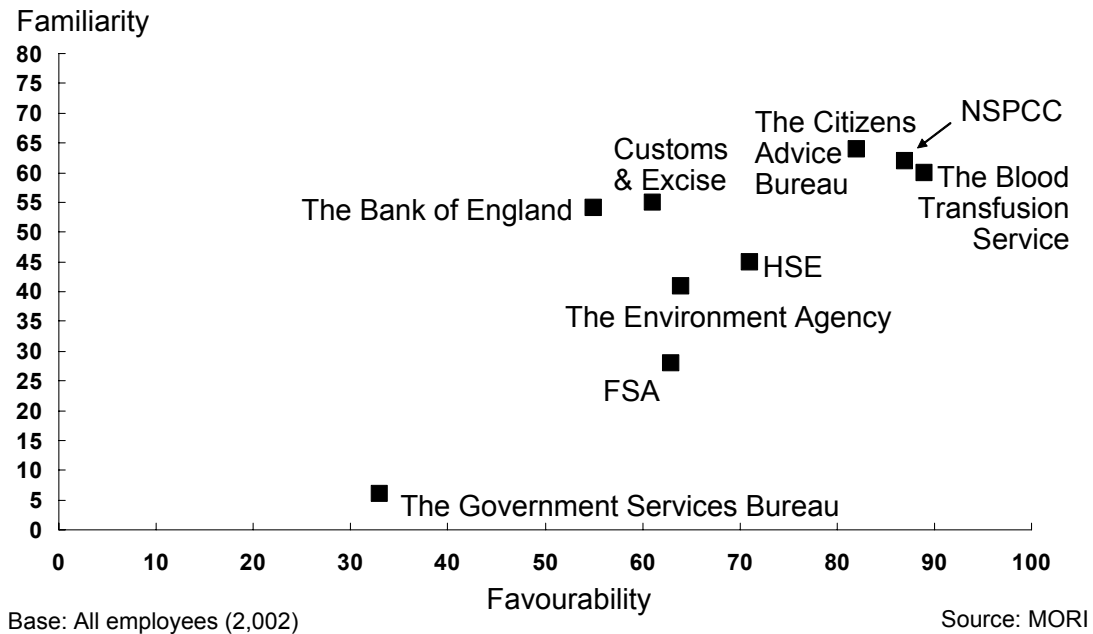
### Citizens' image of HSE



A very similar pattern emerges for the employees. The HSE is rated less favourably than Citizens Advice Bureaux, the NSPCC and The Blood Transfusion Service, but people are also less familiar with it. Although familiarity with the Bank of England and Customs and Excise is higher among employees than with the HSE, opinions of them are more negative than is the case with the HSE.

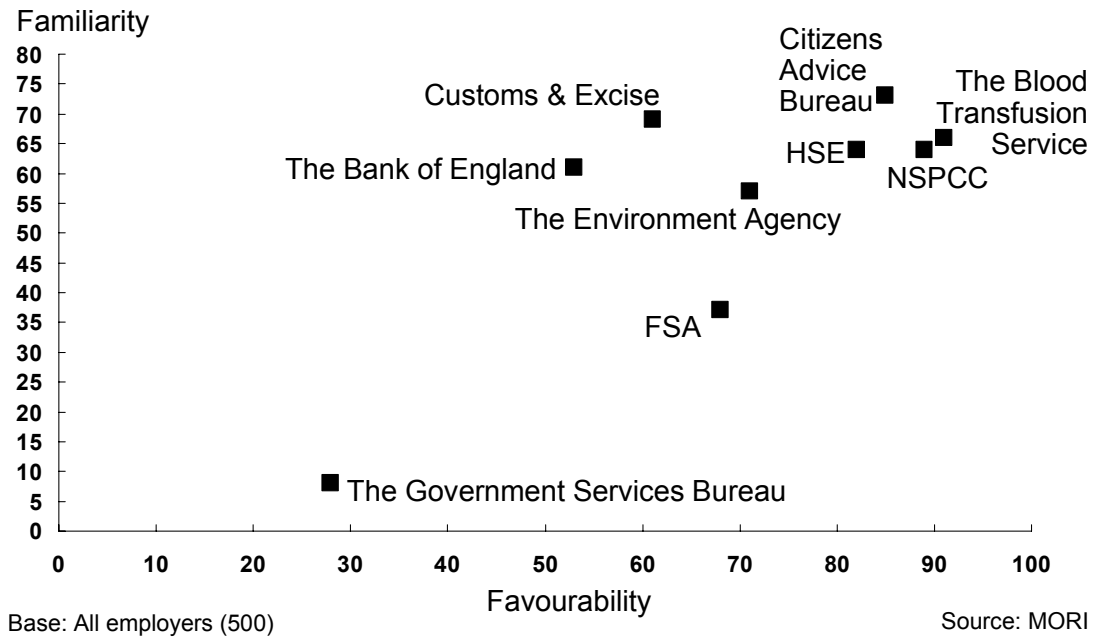


## Employees' image of HSE



The HSE performs best among employers, where it is much nearer the Citizens Advice Bureaux, the NSPCC, the Blood Transfusion Service in terms of familiarity and favourability than among the employees. Again the HSE outperforms the Bank of England, the Environment Agency and Customs, all of which are as well known as the HSE but less favourably regarded.

# Employers' image of HSE

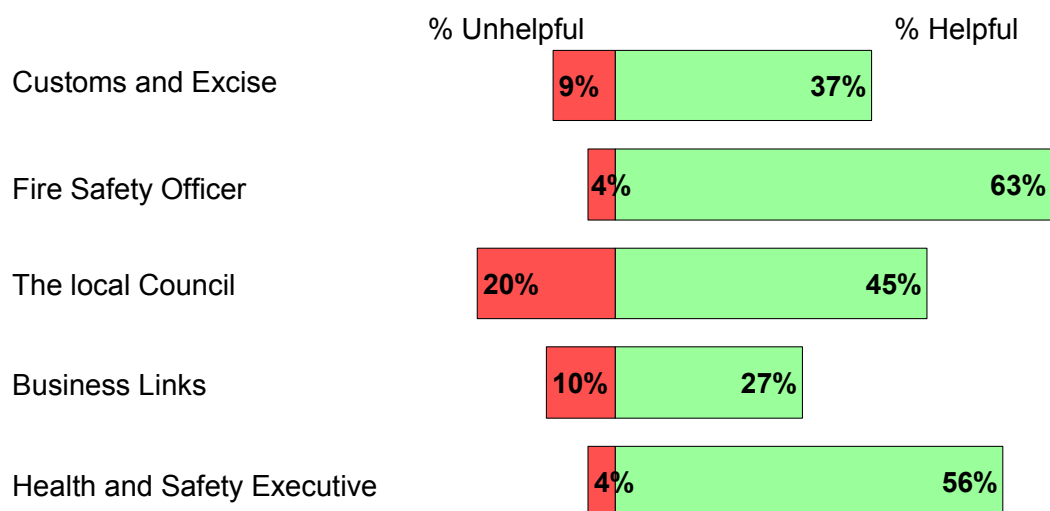


## CONTACT WITH HSE

When asked to rate the helpfulness of organisations they might typically come into contact with in the course of their jobs, those responsible for health and safety within their workplace rate Fire Safety Officers as most helpful (63%), followed by the HSE (56%). Very few (4%) felt that either organisation was unhelpful. Fire Safety Officers and the HSE achieved much higher ratings than Customs and Excise, Business Links and the local council (whom less than half of businesses rated as helpful).

### Helpfulness of organisations

Q Please tell me how helpful or unhelpful you find each organisation.



Base: All employers (500)

Source: MORI

However, part of the explanation for the ratings will be that significant numbers of employers will *not have had contact* with some of the organisations during the course of their job. If we re-calculate the figures to show opinion among those reporting contact, a slightly different picture emerges:

**Table 7:** Ratings of helpfulness of various organisations by those having contact during course of their job

**Q** Thinking about some different organisations you may have contact with during the course of your job, please tell me how helpful or unhelpful you find each organisation

	Helpful	Unhelpful	Net Helpful
Base: All businesses having contact with each organisation during the course of their jobs	%	%	%
Fire Safety Officer	93	6	+87
HSE, the Health and Safety Executive	92	7	+85
Customs and Excise	77	17	+60
Business Links	69	25	+44
The Local Council	69	30	+39

Source: MORI

Here we see that at least seven out of ten of businesses having contact with each organisation rate it as helpful. Fire Safety Officers and the HSE are rated as particularly helpful, with over nine out of ten saying they are helpful and less than one in ten unhelpful. The Local Council, as it often tends to be, is rated as least helpful, with 30% saying it is unhelpful.

The HSE is more frequently rated as helpful by large and medium scale enterprises (50 employees or over), than by smaller businesses. However, this is accounted for by the large proportion of businesses with under 50 employees who say they do not have contact with the HSE (41%), as the proportions rating the HSE as unhelpful is consistent by size of business (2-4%).

The two other main significant differences among the sub-groups are by the amount of time spent on health and safety and how much health and safety training has been received. Health and Safety managers who say they spend more than 50% of their time on health and safety are more likely to rate the HSE as helpful (72%) than those who spend less time on the issue (52%). Again this is accounted for by *lack of contact* as the proportions rating the HSE as unhelpful is similar (2% vs 5%). Likewise those who say they have had a great deal or a fair amount of health and safety training are more likely to rate the HSE as helpful (67%) than those who have not received very much or none at all (40%). Again this is accounted for by those who have received little or no health and safety training having less contact with the HSE.

Overall, of those health and safety managers who say they have contact with the HSE, most have contact with HSE staff only occasionally. One in eight have contact at least once a month, with a very small proportion (2%) reporting weekly contact. The majority have contact with HSE staff either annually or less often, with 44% reporting annual contact and 35% contact less than once a year.



**Table 8: Levels of contact with HSE by sub-group****Q** How often, if at all, do you have contact with HSE staff?

	At least once a month	At least once a year	Less often
Base: All businesses who have contact with HSE	%	%	%
Less than 50 employees	9	45	36
More than 250 employees	40	39	16
Private sector	10	46	37
Public sector	24	36	26
Less than 50% of time spent on health and safety	8	40	41
More than 50% of time spent on health and safety	24	53	19
Great deal/fair amount of health and safety training received	15	48	28
Not very much/no health and safety training received	5	35	51
High level of health risks in organisation	8	44	38
Low level of health risks in organisation	15	41	37

Source: MORI

As can be seen above, the starkest differences by sub-group are by size of organisation, private/public sector and amount of time spent on health and safety. The differences by the level of risk are not statistically significant. In general, it appears that organisations likely to have less of a dedicated health and safety function will have less contact with the HSE, than larger organisations where the health and safety manager spends most of his/her time on health and safety issues.

## PROVISION OF INFORMATION

As we have already seen, only a quarter of employers spontaneously think of the HSE as an information provider. However, when prompted to think about this aspect of the HSE's activities in greater detail, they are broadly satisfied with current provision. They would welcome more tailored information, and greater use of direct mail, leaflets and electronically delivered information.

Overall, how businesses actually receive information from the HSE closely reflects their *preferences*. This is an encouraging finding for the HSE and suggests they are communicating to one of their key audiences through the appropriate channels. Almost half (46%) of employers receive information from the HSE through direct mail, with around a third (31%) receiving it on request. Around a quarter use the HSE website to access information. More personal methods are less used with 13% saying they get information from HSE staff and 12% getting information over the telephone. Other methods such as via other organisations or specialist sources are much less used.

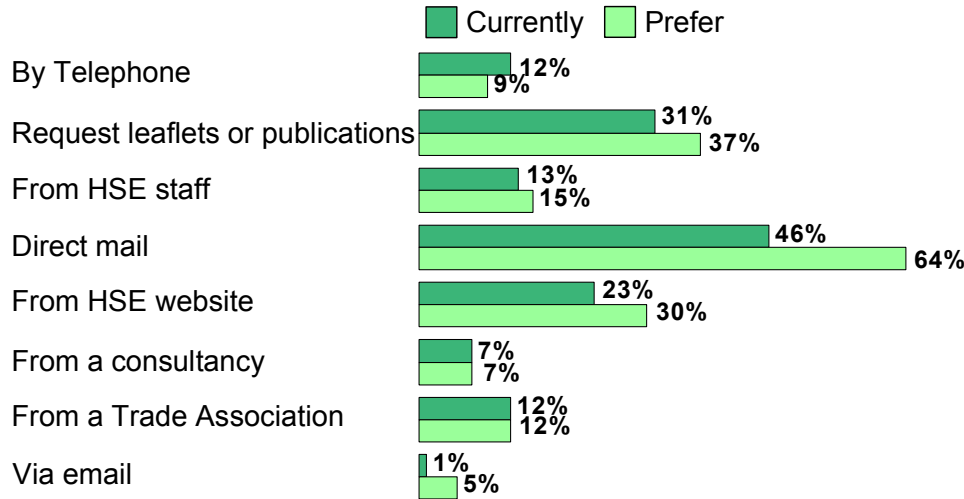
In terms of *preferences*, clearly direct mail and direct requesting are still the two channels most favoured. This is a common finding in MORI's experience, with the provision of leaflets consistently mentioned as one of the top two preferred methods of receiving information from a public service.

Although there is no demand for an increase in the more personal methods of contact (from HSE staff and telephone), there is a significant demand for more information to be provided electronically (email or website). Almost a third (30%) would like to access information through the HSE website, compared with under a quarter (23%) who currently do so. One in twenty would also like information by email, whilst almost none currently access information by this method. This suggests the HSE should concentrate investment in its communications on its website and email resources, whilst maintaining current levels of provision of other channels.

## Actual and preferred information sources

Q How, if at all, do you currently receive information from the HSE?

Q And how, if at all, would you prefer to receive information from the HSE?



Base: All employers (500)

Source: MORI

The pattern of current sources of information outlined above is consistent across subgroups. Employers with over 50 or more employees are more likely to request leaflets and publications from the HSE or access the HSE website than smaller enterprises. However, this is partly because one in five smaller enterprises say they do not receive information from the HSE, compared with under one in ten businesses with 50 or over employees.

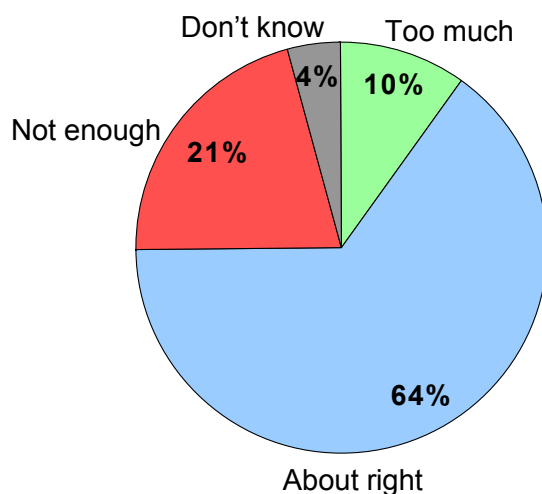
For preferred sources of information the same patterns are evident. Size of business appears to have most influence on the type of information required. Two-thirds of smaller enterprises prefer to receive information by direct mail, compared with under half of medium or large businesses. Conversely, using the internet is much more popular among larger businesses, with around two-thirds preferring this, compared with 28% of smaller businesses.

On the whole, HSE's level of information provision is good, with the majority (64%) of employers considering it about right, and only 10% too much. However, one in five businesses want to receive more information.



## Information provision

Q Do you think the amount of information you receive from the Health and Safety Executive about the laws and regulations it has responsibility for is . . . . ?



Base: All employers who currently receive information from the HSE (402)

Source: MORI

Unsurprisingly, it is those employers who say they know a little or nothing about the HSE who are more likely to say HSE's information provision is not enough (39%) than those who say they know the HSE very well or a fair amount (17%). Perhaps more worryingly for the HSE, health and safety managers who consider their workplace to have high health risks are more likely to say they do not get enough information (18%) compared with workplaces with low health risks (5%). The fact that 30% of employers where health risks are low consider they get too much information from the HSE is an indication of how difficult it is to get the balance right.

Looking at aspects of information provision, the HSE performs well on ease of comprehension and level of detail. The majority think HSE information is easy to understand (71%) and about right in terms of detail (62%). On perhaps the most difficult area for the HSE to be successful – tailoring information for businesses, ratings are less impressive – even so, half think that the information is well tailored for their business, compared with 42% who disagree.

**Table 9:** Aspects of HSE information provision

Q And do you find information from the HSE....

Base: All businesses receiving information from the HSE (402)	%
Easy	71
Difficult	21
Too detailed	14
About right	62
Too general	14

Well tailored for your type of business	50
Not well tailored for your type of business	42
Source: MORI	

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Attitudes are relatively consistent across sub-groups. On ease of comprehension, there is a significant difference between those who spend less than 50% of their time on health and safety (24% who find HSE information difficult to understand) and those who spend more than 50% of their time on the issue (11% who find it difficult).

Employers who are more likely to think HSE information is not well tailored for their type of business are:

**Smaller employers** (under 50 employees) – 43% say information is not well tailored, compared with 27% of large employers;

**Those that spend under half their time on health and safety issues** – 44% say information is not well tailored, compared with 32% of those who spend most of their time on health and safety;

**Risky workplaces** – managers in workplaces with (self-assessed) high levels of health risks are more likely to consider information not well tailored (46%), compared with those in not very risky workplaces (19%).

## APPENDICES

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### STATISTICAL RELIABILITY

The respondents to these surveys are only samples of the total 'populations' of the general public, and of the business community. This means that we cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the 'true' values). We can, however, predict the variation between the sample results and the 'true' values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the 'true' value will fall within a specified range. The table below illustrates the predicted range for different sample sizes and percentage results at the '95% confidence interval'.

**Table 10:** Overall statistical reliability

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
400	3	5	5
500	3	4	4
800	2	3	4
1,000	2	3	3
1,500	2	2	3
2,002	1	2	2

Source: MORI

For example, with a sample of 1,000 where 30% give a particular answer, the chances are 19 in 20 that the 'true' value (which would have been obtained if the whole population had been interviewed) will fall within the range of plus or minus 3 percentage points from the sample result.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be 'real', or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one – i.e. if it is 'statistically significant', we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume the '95% confidence interval', the differences between the two sample results must be greater than the values given in the table below:

**Table 11:** Statistical reliability between subgroups

Size of sample on which survey result is based	Approximate applicable to levels	sampling percentages at or near these	tolerances
	10% or 90%	30% or 70%	50%
	±	±	±
250 vs 250	5	8	9
250 vs 500	5	7	8
500 vs 500	4	6	6
500 vs 1,000	3	5	5
500 vs 2,002	3	5	5
1,000 vs 1,000	3	4	4
1,000 vs 2,002	2	4	4

Source: MORI

## SOCIAL CLASS DEFINITIONS

The table below contains a brief list of social class definitions as used by the Institute of Practitioners of Advertising. These groups are standard on all surveys carried out by MORI.

- A Professionals such as doctors, surgeons, solicitors or dentists; chartered people like architects; fully qualified people with a large degree of responsibility such as senior editors, senior civil servants, town clerks, senior business executives and managers, and high ranking grades of the Services.
- B People with very responsible jobs such as university lecturers, hospital matrons, head of local government departments, middle management in business, qualified scientists, bank managers, police inspectors, and upper grades of the Services.
- C1 All others doing non-manual jobs; nurses, technicians, pharmacists, salesmen, publicans, people in clerical positions, police sergeants/constables, and middle ranks of the Services.
- C2 Skilled manual workers/craftsmen who have served apprentices; foremen, manual workers with special qualifications such as long distance lorry drivers, security officers, and lower grades of the Services.
- D Semi-skilled and unskilled manual workers, including labourers and mates of occupations in the C2 grade and people serving apprenticeships; machine minders, farm labourers, bus and railway conductors, laboratory assistants, postmen, door-to-door and van salesmen.
- E Those on the lowest levels of subsistence including pensioners, casual workers, and others with minimum levels of income.

## SAMPLE PROFILES

**Table 12:** Sample profile of citizens survey

	Number of people Unweighted	Unweighted %	Weighted %
Total	1,000	100	100
Gender			
Male	456	46	49
Female	544	54	51
Age			
16-34	304	30	33
35-54	380	38	35
55+	316	32	32
Social class			
AB	233	23	24
C1	298	30	27
C2	205	21	21
DE	264	26	28
Working status			
Full-time	461	46	45
Part-time	144	14	10
Not working	395	40	45
Region			
North	249	25	25
Midlands	241	24	26
South	364	36	35
Wales	48	5	5
Scotland	98	10	9

Source: MORI

**Table 13: Sample profile of employees survey**

	Number people Unweighted	of Unweighted %	Weighted %
Total	2,002	100	100
Gender			
Male	983	49	55
Female	1,019	51	45
Age			
16-34	616	31	37
35-59	1,280	64	57
60+	106	5	6
Social class			
Managerial (AB)	608	30	27
Non-managerial (C1C2DE)	1,394	70	73
Working status			
Full-time	1,548	77	75
Part-time	454	23	25
Self-employed			
Yes	259	13	12
No	1,743	87	88
Sector			
Agriculture, fishing, forestry	21	1	1
Energy/water	25	1	1
Manufacturing	235	12	14
Construction	167	8	8
Distribution/hotels/restaurant s	307	15	20
Transport/storage/communic ations	149	7	7
Banking/finance/insurance	256	13	16
Public Sector	735	37	27
Other	107	5	6

Source: MORI

**Table 14: Sample profile of employers survey**

	Number of people Unweighted	Unweighted %	Weighted %
Total	500	100	100
Gender			
Male	335	67	64
Female	165	33	36
Age			
16-34	109	22	23
35-54	291	58	55
55+	98	20	22
Company size			
Small (under 50 employees)	298	60	95
Medium (50-250 employees)	100	20	1
Large (251+ employees)	102	20	4
Sector			
Agriculture, fishing, forestry	20	4	4
Energy/water	1	*	*
Manufacturing	66	13	13
Construction	40	8	8
Distribution/hotels/restaurants	161	32	32
Transport/storage/communications	22	4	5
Banking/finance/insurance	75	15	17
Public Sector	63	13	11
Other	52	10	11
Source: MORI			



# SECTOR DEFINITIONS

The studies have been analysed by industry sector, based on the following xx categories:

- Agriculture, fishing and forestry
- Energy and water
- Manufacturing
- Construction
- Distribution, hotels and restaurants
- Transport, storage and communications
- Banking, finance and insurance
- Public Sector
- Other

These are based on the following SIC Codes:

Industry sector	SIC codes (Division)
Agriculture, fishing and forestry	01, 02, 05
Energy and water	10, 11, 12, 13, 14, 40, 41
Manufacturing	15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37
Construction	45
Distribution, hotels and restaurants	50, 51, 52, 55
Transport, storage and communications	60, 61, 62, 63, 64
Banking, finance and insurance	65, 66, 67, 70, 71, 72, 73, 74
Public Sector	75, 80, 85
Other	90, 91, 92, 93

## CITIZENS SURVEY MARKED-UP QUESTIONNAIRE

HSE: Citizens' Survey 2004  
Final Results, 20 February 2004

MORI interviewed a representative sample of 1,000 British adults aged 16+ by telephone.

Data are weighted by gender, age, class, region, work status and tenure to the known profile of Great Britain.

Fieldwork took place between 23 January – 25 January, 2004

Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated

Results are based on all respondents unless otherwise stated

An asterisk (\*) represents a value of less than one half or one percent, but not zero

Poll conducted on behalf of the Health and Safety Executive (HSE)

Q1- I am going to read out a number of different things that concern some people.

Q7 How concerned, if at all, are you about each?

		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Q1.	Food safety	% 60	27	10	3	*
Q2.	Health and safety in the home	% 51	32	13	4	*
Q3.	Health and safety in the workplace	% 53	29	9	7	2
Q4.	Road safety	% 68	24	6	2	1
Q5.	The safety of medicines	% 62	24	10	4	*
Q6.	Public transport safety	% 45	33	14	6	2
Q7.	Toy safety	% 47	25	14	11	2

Q8 What do you understand by the phrase 'health and safety'?

	%
Rules/regulations relating to safety in the workplace	29
Rules/regulations to ensure our general wellbeing/personal safety	28
Minimising risk/accidents/injury	17
Taking responsibility to safeguard yourself and others around you	15
Making sure everything is done to ensure a safe/hygienic environment	14
Safety in the home	10
Making sure	5

machinery/equipment/appliances are safe/hazard free	
Common sense/self explanatory	4
Important/necessary	3
Food safety practices	3
Safety/protection of children	2
Safety/storage of medicines	2
Product safety	2
Fire precautions	1
Prevention of illness/disease	1
Road safety	1
Not to lift/guidelines of how to lift heavy objects	1
Hospitals/NHS hygiene/treatment and patient care	1
Red tape/bureaucracy	1
Safety/protection of elderly people	1
Litigation	*
Other	7
Don't know	4
Nothing	*

Q9- Q13 I am going to read out the names of a number of different organisations. For each, please tell me how well you feel you know it; whether you know it very well, know a fair amount about it, know just a little about it, have heard of it but know nothing about it, or have never heard of it.

		Know very well	Know a fair amount	Know just a little	Heard of but know nothing about	Never heard of
Q8.	FSA, the Food Safety Agency	% 6	15	31	27	21
Q9.	HSE, the Health and Safety Executive	% 14	22	24	24	17
Q10.	The Government Services Bureau	% 1	3	10	17	70
Q11.	The Citizens Advice Bureau	% 28	36	24	9	4
Q12.	The Environment Agency	% 12	23	30	24	11

Q14 - Q18 And, how favourable or unfavourable is your overall opinion or impression of ... Is that very or mainly?

	Base: All those who have heard of each organisation	Base	Very favourable	Mainly favourable	Neither/nor	Mainly unfavourable	Very unfavourable
Q 13.	FSA, the Food Safety Agency	(790)	% 22	37	33	7	1
Q 14.	HSE, the Health and Safety Executive	(838)	% 24	39	29	5	2
Q 15.	The Government Services Bureau	(298)	% 7	23	57	11	2
Q 16.	The Citizens Advice Bureau	(967)	% 47	38	14	2	*
Q 17.	The Environment Agency	(889)	% 19	42	30	7	2

Q19 I am going to read out the names of four people or organisations who might have responsibility for controlling health and safety risks in the workplace. For each, please tell me how much, if any, responsibility you believe they have; a great deal of responsibility, a fair amount, not very much or none at all.

		A great deal	A fair amount	Not very much	None at all	Don't know
Q 18.	The Government	% 46	33	13	4	4
Q 19.	The employer	% 77	17	2	1	2
Q 20.	The employee	% 54	35	8	1	2
Q 21.	The Government Services Bureau	% 14	19	12	5	50
Q 22.	The Local Council	% 30	41	20	4	5
Q 23.	The Health and Safety Executive	% 59	27	5	1	8

Q 24. I am now going to read out four things that could help improve health and safety. Which, if any, of the items on the list do you think are most likely to help improve health and safety in the workplace?

	%
The common sense of the staff	64
The Health and Safety Executive enforcing health	51

and safety laws	
The Health and Safety Executive promoting good practice	48
The threat of compensation claims from staff	27
Other	1
None of these	*
All of these	3
Don't know	2

Q26 I am going to read out some statements. For each, please tell if you agree or disagree with each. Is that strongly or tend to?

Q27

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Q25.	Health and Safety requirements are a cornerstone of a civilised society	37	38	10	10	3	3
Q26.	Health and Safety compensation claims have gone too far	44	25	8	13	6	4

## Demographics

QA Gender

	%
Male	49
Female	51

QB What was your age on your last birthday?

	%
16-24	14
25-34	19
35-44	18
45-54	16
55-64	13
65+	20

QC Work status

%

Working – full time (30+ hrs)	45
- part time (8-29 hrs)	10
Unemployed – seeking work	2
- not seeking work	3
Not working – retired	24
- looking after house/children	6
Student	7
Other	3

QD Self-employed

Base: All working (605)	%
Yes, self-employed	13
No, not self-employed	87

QE Class

	%
A	5
B	19
C1	27
C2	21
D	14
E	14

QF Is the home you are living in....**READ OUT**

	%
Being bought on a mortgage	43
Owned outright by household	28
Rented from Local Authority	11
Rented from a Housing Association/Trust	6
Rented from private landlord	11
Other	1

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## EMPLOYEES SURVEY MARKED-UP QUESTIONNAIRE

HSE: Employees' Survey 2004  
Final Results, 20 February 2004

MORI interviewed a representative sample of 2,002 British workers aged 16+ by telephone.

Data are weighted by gender within working status, sector, age, class, region, self-employment and tenure to the known profile of the labour force in Great Britain.

Fieldwork took place between 30 January – 19 February, 2004

Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated

Results are based on all respondents unless otherwise stated

An asterisk (\*) represents a value of less than one half or one percent, but not zero

Poll conducted on behalf of the Health and Safety Executive (HSE)

### QA Working status

	%
Working – full time (30+ hrs)	75
- part time (8-29 hrs)	23
- part-time (under 8 hrs)	2
Unemployed – seeking work	
- not seeking work	
Not working – retired	
- looking after house/children	
- invalid/disabled	
Student	
Other	

### QB Self-employed

	%
Yes, self-employed	12
No, not self-employed	88

### QC And please tell me what kind of organisation you work for?

	%
Agriculture, fishing and forestry	1
Energy and water	1
Manufacturing	14
Construction	8
Distribution, hotels and restaurants	20



Transport, storage and communications	7
Banking, finance and insurance	16
Public sector	27
Other	6

Q 27. Thinking about your workplace, which two or three things do you worry most about?

	%
Health and safety in the workplace	18
Job security	15
Pay	14
Stress	8
The balance between work and home life	5
Doing the job right due to heavy workload	4
Unfriendly colleagues	3
Little/no job satisfaction	3
Meeting targets/deadlines	3
Job prospects	2
Travelling/getting to work	2
Long/unusual hours	2
Boring work	2
Pension rights	2
My own health/personal safety	2
Customer satisfaction	2
Lack of funding/resources	1
Bad/uncommitted management	1
Lack of staff/staff retention	1
Security of premises	1
Getting to work on time	1
Weather conditions	1
Location	1
Inadequate facilities	1
Staff morale	1
Doing work that is harmful to society	*
Getting cover when someone is off work ill	*
Lack of space	*
Road safety/conditions	*

Equality issues	*
Staff training/adequate training	*
Lack of equipment/up to date equipment	*
Office politics	*
Fire	*
Quality of goods	*
Cash flow	*
Noise/noise pollution	*
Other	9
None of these	31
Don't know	4

Q2- I am going to read out a number of different things that concern some people.  
Q8 How concerned, if at all, are you about each?

		Very concern ed	Fairly concern ed	Not very concern ed	Not at all concern ed	Don' t kno w *
Q 28.	Food safety	% 36	33	16	14	*
Q 29.	Health and safety in the home	% 32	33	20	15	*
Q 30.	Health and safety in the workplace	% 39	31	15	15	0
Q 31.	Road safety	% 48	35	10	7	*
Q 32.	The safety of medicines	% 39	27	17	16	1
Q 33.	Public transport safety	% 28	33	20	17	3
Q 34.	Toy safety	% 30	24	18	25	2

Q9- I am going to read out a number of different aspects of working life. Using a  
Q18 scale of 1 to 10, where 1 means not at all important, and 10 means very important, please tell me how important, if at all, each aspect is to you personally?

Not at all important										Very important		Don't know
←									→			
1	2	3	4	5	6	7	8	9	10	Don't know		

	%	%	%	%	%	%	%	%	%	%	%
Q35. Pay	2	*	1	2	6	6	15	23	10	36	*
Q36. Health and safety in the workplace	3	2	2	3	8	7	11	19	10	35	*
Q37. Stress	4	3	3	3	14	8	12	19	10	23	1
Q38. Pension rights	5	2	2	3	10	8	11	19	9	28	1
Q39. The balance between work and home life	1	1	1	1	10	5	11	19	12	38	1
Q40. Job security	2	1	1	2	8	5	11	17	14	38	*
Q41. Friendly colleagues	1	1	1	1	8	5	14	26	13	30	*
Q42. Job satisfaction	2	1	1	*	3	3	11	25	18	36	*
Q43. Interesting work	1	1	1	1	5	6	13	29	14	29	*
Q44. Work that is useful to society	1	1	2	3	13	9	15	23	10	21	*

Q 45. What do you understand by the phrase 'health and safety'? Anything else?

	%
Rules/regulations relating to safety in the workplace	62
Rules/regulations to ensure our general wellbeing/personal safety	28
Minimising risk/accidents/injury	19
Making machinery/equipment/appliances safe/hazard free	12
Taking responsibility to safeguard yourself and others around you	10
Safety in the home	6
Making sure everything is done to ensure a safe/hygienic environment	5
Prevention of illness/disease	4
Fire precautions	3
Common sense/self explanatory	2
Important/necessary	2
Food safety practices	2
Safety/protection of children	1
Not to lift/guidelines of how to lift heavy objects	1
Red tape/bureaucracy	1
Safety/storage of medicines	*
Product safety	*
Road safety	*
Hospitals/NHS hygiene/treatment and patient care	*

Safety/protection of elderly people	*
Litigation	*
Other	6
Don't know	3
Nothing	*

Q 46. Generally, how safe do you feel in your workplace? Would you say you feel ...

	%
... very unsafe	2
... a bit unsafe	7
... fairly safe	36
... very safe	55
Don't know	*

Q 47. What do you think are the two or three main health risks that you face in your workplace? Anything else?

	%
Infection/germs/diseases	13
Stress	11
Physical safety	8
Eye strain	8
Repetitive strain injury	8
Chemicals	7
Falling/tipping	6
Lifting/carrying/moving objects	6
Use of machinery/electrical equipment	5
Accidents/injuries	5
Air pollution	5
Dirt and dust particles	4
Road safety	4
Wet/slippery floors	4
Air conditioning/ventilation	3
Posture due to sitting at computer all day	3
Fire hazard	3
Cuts/grazes	3
Fatigue	3
Food safety practices	3
Burns/scalds	2
Faulty machinery/electrical equipment	2
Noise pollution	2
General hygiene	2
Leads/cables/wires lying around	1
Lack of space/small area	1
Heights	1
People not using correct/misuse of equipment	1

Lighting	1
Exposure to weather conditions	1
Falling objects	1
Stairs/staircases	1
Room temperature	1
Risks from forklifts/lorries/cranes	1
Smoking/people smoking	1
Sharp equipment	1
Cleanliness of toilets	1
Over storage/items not stocked/stored properly	1
Radiation	1
Negligence/incompetence of colleagues/other people	1
Ergonomics of workstations etc.	1
Poor maintenance of building	1
Buildings are old	*
Theft/robbery	*
Threat of terrorism	*
Safety/cleanliness of kitchen	*
Lack of security	*
Spilling drinks/coffee tea etc.	*
Lifts/being stuck in lifts	*
Other	5
Don't know	4
Nothing	16

Q 48. Using a scale of 1 to 10, where 1 means no risk at all, and 10 means a high degree of risk, how would you rate the health risks in your workplace?

	No risk at all							High degree of risk			
	←							→			
	1	2	3	4	5	6	7	8	9	10	Don't know
%	15	17	15	10	15	7	8	8	2	2	1

Q 49. What do you think are the two or three main safety risks that you face in your workplace? Anything else?

	%
Physical safety	13
Falling/tipping	12
Use of machinery/electrical equipment	9
Accidents/injuries	8
Fire hazard	8
Lifting/carrying/moving objects	7
Road safety	7
Chemicals	5
Faulty machinery/electrical equipment	5
Wet/slippery floors	5
Leads/cables/wires lying around	4
Burns/scalds	4
Stairs/staircases	4
Infection/germs/diseases	3
Stress	3
Eye strain	3
Cuts/grazes	3
Theft/robbery	3
Falling objects	3
Risks from forklifts/lorries/cranes	3
Posture due to sitting at computer all day	2
Heights	2
Air pollution	2
Food safety practices	2
Negligence/incompetence of colleagues/other people	2
Dirt and dust particles	1
Air conditioning/ventilation	1
Lack of space/small area	1
Repetitive strain injury	1
Fatigue	1
People not using correct/misuse of equipment	1
Lighting	1
Noise pollution	1
Exposure to weather	1

conditions	
Threat of terrorism	1
General hygiene	1
Room temperature	1
Lack of security	1
Spilling drinks/coffee tea etc.	1
Lifts/being stuck in lifts	1
Smoking/people smoking	1
Over storage/items not stocked/stored properly	1
Ergonomics of workstations etc.	1
Poor maintenance of building	1
Buildings are old	*
Safety/cleanliness of kitchen	*
Sharp equipment	*
Cleanliness of toilets	*
Radiation	*
Administering of medication	*
Other	6
Don't know	3
Nothing	15

Q 50. Using a scale of 1 to 10, where 1 means no risk at all, and 10 means a high degree of risk, how would you rate the safety risks in your workplace?

	No risk at all							High degree of risk				
	←							→				
	1	2	3	4	5	6	7	8	9	10	Don't know	
%	14	16	15	10	14	7	9	9	2	3	1	

Q 51. Still thinking about your workplace, how seriously does your employer take health and safety issues? Does your employer ...

... not take health and safety seriously at all	2
... not take it very seriously	5
... take it fairly seriously	25
... take it very seriously	66
Don't know	1

Q 52. Do you think the amount of information you receive from your current employer about health and safety issues is ...?

	%
Too much	7
About right	72
Or not enough	19
Don't know	2

---

Q 53. Do you think the amount of health and safety training you receive from your current employer is ...?

	%
Too much	3
About right	67
Or not enough	28
Don't know	2

---

Q 54. Who, if anyone, do you think is responsible for controlling health and safety risks in the workplace? Anyone else? RESPONSES OF 1% IN COMPUTER TABLES

	%
Employer	70
Employee	50
Health and Safety Executive/ Health and Safety Commission/ An Independent regulator	13
Everybody	7
Government	5
Health and safety officer(s)	4
Your Local Council	2
The manager(s)	2
Other	3
No one	*
Don't know	1

---



Q29 I am going to read out the names of a number of different organisations. For each, please tell me how well you feel you know it; whether you know it very well, know a fair amount about it, know just a little about it, have heard of it but know nothing about it, or have never heard of it.

			Know very well	Know a fair amount	Know just a little	Heard of but know nothing about it	Never heard of it
Q 55.	FSA, the Food Safety Agency	%	10	18	31	26	17
Q 56.	HSE, the Health and Safety Executive	%	20	25	24	17	13
Q 57.	The Government Services Bureau		2	4	10	18	66
Q 58.	The Bank of England	%	26	28	29	15	1
Q 59.	The Blood Transfusion Service	%	29	31	24	12	5
Q 60.	The Citizens Advice Bureau	%	28	36	24	9	2
Q 61.	Customs & Excise	%	25	30	29	12	3
Q 62.	The Environment Agency	%	16	25	32	20	7
Q 63.	The NSPCC, the National Society for the Prevention of Cruelty to Children	%	27	35	28	8	2

Q38 And, how favourable or unfavourable is your overall opinion or impression of ... Is that very or mainly?  
Q46

	Base: All those who have heard of each organisation	Base	Very favourable	Mainly favourable	Neither / nor	Mainly unfavourable	Very unfavourable	Don't know
Q 64.	FSA, the Food Safety Agency	(1,703)	% 23	40	22	6	1	7
Q 65.	HSE, the Health and Safety Executive	(1,770)	% 28	44	18	4	1	6
Q 66.	The Government Services Bureau	(689)	% 5	28	35	6	4	22

Q 67.	The Bank of England	(1,97 6)	15	40	30	5	2	9
Q 68.	The Blood Transfusion Service	(1,92 5)	63	26	7	1	*	3
Q 69.	Customs & Excise	(1,94 6)	19	42	23	7	4	5
Q 70.	The NSPCC, the National Society for the Prevention of Cruelty to Children	(1,96 1)	55	32	8	2	1	2
Q 71.	The Citizens Advice Bureau	(1,96 4)	% 43	39	11	3	1	3
Q 72.	The Environment Agency	(1,87 3)	% 21	43	22	6	1	7

Q 73. You mentioned that you have heard of the HSE, the Health and Safety Executive. From what you know, what do you think the HSE does?

(This data is currently based on all respondents. We will be re-basing it on all who have heard of the HSE and there may be slight change to the figures).

	%
Enforce/lay down rules and regulations on health and safety	60
Carry out inspections/spot checks	13
Investigate incidents/accidents where negligence is suspected	12
Provide information/advice on health and safety issues	10
They can prosecute where necessary/enforce your rights	3
They are the people you tend to report accidents to	2
They can close companies if they violate the HSE laws/regulations	1
Provide training for people relating to health and safety regulations	2
Health and safety of food/food production	2
Other	6
None/nothing/not a lot	2
Don't know	7

Q48 - Q53 I am going to read out the names of five people or organisations who might have responsibility for controlling health and safety risks in the workplace. For each, please tell me how much, if any, responsibility you believe they have?

		A great deal	A fair amount	Not very much	None at all	Don't know
Q 74.	The Government	45	35	14	4	3
Q 75.	Your employer	78	18	3	1	1
Q 76.	You, the employee	56	37	5	1	1
Q	The Government	12	24	13	8	43

77.	Services Bureau					
Q	Your Local Council	% 26	39	25	7	4
78.						
Q	The Health and Safety Executive	% 60	29	5	2	4
79.						

Q 80. I am now going to read out four things that could help improve health and safety. Which, if any, of the items on the list do you think are most likely to help improve health and safety in the workplace?

	%
The common sense of the staff	71
The Health and Safety Executive promoting good practice	52
The Health and Safety Executive enforcing health and safety laws	43
The threat of compensation claims from staff	28
Employer should take the relevant precautions	1
Training/education of health and safety issues	*
Staff awareness	*
Health and safety inspections/spot checks	*
Other	1
None of these	1
Don't know	*

Q55 I am going to read out some statements. For each, please tell me if you agree or disagree with each? Is that strongly or tend to?

Q56

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
Q 81.	Health and Safety requirements are a cornerstone of a civilised society	32	43	8	12	3	3
Q 82.	Health and Safety compensation claims have gone too far	40	28	9	14	6	4

#### Demographics

We would now like to ask you a few questions that will help us analyse the findings from this survey.

QD Gender

	%
Male	
Female	

QE What was your age on your last birthday?

	%
16-24	15
25-34	22
35-49	38
50-59	19
60-64	4
65+	2

QF Class

	%
A	6
B	21
C1	30
C2	24
D	19
E	*

QG To which of these groups do you consider you belong to?

		%
WHITE	British	85
	Irish	1
	Any other white background	5
MIXED	White and Black Caribbean	1
	White and Asian	*
	Any other mixed background	1
ASIAN OR ASIAN BRITISH	Indian	2
	Pakistani	*
	Bangladeshi	*
	Any other Asian background	1
BLACK OR BLACK BRITISH	Caribbean	1
	African	1
	Any other black background	*
CHINESE OR OTHER ETHNIC GROUP	Chinese	1
	Any other background	*
	Refused	1

QH Do you work in the private or public sector, or for a charity/voluntary sector?  
By public sector, I mean central or local government, the NHS, schools, police, armed services etc.

	%
Private sector	64
Public sector	33
Charity/voluntary sector	3
Don't know	1
Refused	*

QI As far as you know, roughly how many people are there in the organisation you work for? Please include anyone who works for the organisation, even if they work in a different location or plant to you.

%

0 - 4	10
5 - 9	5
10 - 49	16
50 - 99	7
100 - 249	9
250+	49
Don't know	4
Refused	*

---

QJ Is this establishment one of a different number of workplaces in the UK belonging to the same organisation, a single independent establishment, or the sole UK establishment belonging to a foreign organisation?

	%
One of a different number of workplaces in the UK belonging to the same organisation	58
A single independent organisation	36
The sole UK establishment belonging to a foreign organisation	5
Refused	2

QK How many establishments, including this one, are there within this organisation in the UK?

Base: All those in one of a different number of workplaces in the UK (1,187)

	%
1-10	29
11-50	16
51-100	6
101-250	7
Over 250	33
Refused	9

QL Is this establishment the controlling Head Office of the organisation you work for?

Base: All those in one of a different number of workplaces in the UK (1,187)

	%
Yes	29
No	71

QM Does your household....

	%
Own the property in which you live outright	18
Is it being bought on a mortgage	62
Rented from the Council	7
Rented privately	9
Rented from a housing	2



association	
Is it tied accommodation	1
Or something else?	1

**QN** I am going to read out a list of educational or professional qualifications. Please tell me which, if any, is the highest educational or professional qualification you have obtained.

	%
GCSE/O-level/CSE	25
Vocational quals (=NVQ 1 + 2)	14
A-level or equivalent	14
Bachelor degree or equivalent	21
Masters/PhD or equivalent	7
No formal qualifications	12
Other	6
Don't know	1
Refused	1

QO Which, if any, of the following daily newspapers do you read? .

	%
Daily Express	7
Daily Mail	19
Daily Mirror	12
Daily Sport	1
Daily Telegraph	8
The Evening Standard	5
Financial Times	5
The Guardian	8
The Independent	6
Metro	6
The Star	5
The Sun	17
The Times	8
Daily local newspaper	12
Weekly local newspaper	10
Ethnic press (Eastern Eye, Asian Voice, The Voice, Caribbean Times, Sing Tao)	1
Other	3
None of these	27
Don't know	1
Refused	1

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QP Which, if any, of the following Sunday newspapers do you read?

	%
News of the World	19
Scotland on Sunday	1
Sunday Express	6
Sunday Mail	12
Sunday Mirror	8
Sunday Post	2
Sunday Telegraph	5
The Independent on Sunday	3
The Mail on Sunday	9
The Observer	5
The Sunday People	4
The Sunday Times	14
The Star	1
Wales Sunday	*
Sunday Business	*
Other	1
None of these	35

Don't know	1
Refused	*

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# EMPLOYERS SURVEY MARKED-UP QUESTIONNAIRE

HSE: Employers Questionnaire  
Final – 23 February 2004

MORI interviewed 500 businesses across Great Britain.  
Fieldwork was conducted by telephone between 4-17 February 2004.  
The sample is stratified, with 300 interviews among small businesses (less than 50 employees), 100 interviews with medium-sized businesses (50-250 employees) and 100 interviews with large businesses (with over 250 employees).  
Data are weighted by industry sector and company size.  
All questions are based on the full sample unless otherwise stated.  
Where percentages do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of 'Don't know/not stated' responses. An asterisk (\*) denotes a value of less than half of one per cent, but greater than zero.

## SCREENING QUESTIONS:

QA We need to speak to the person with overall responsibility for health and safety issues for the company. Who in your organisation would that be?

	%
Respondent	100
Other	0

---

QB What is your job title?

	%
Owner/partner	32
Managing Director/MD	8
Other director	7
Health and Safety Manager	9
Production Manager	1
Personnel Manager	1
Foreman	0
Manager (unspecified)	16
Office Manager	5
Other	30

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QC What proportion of your time is spent on health and safety?

	%
0-25	67
26-50	10
51-75	5
76-100	14

Don't know

4

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QD RECORD SECTOR FROM SAMPLE

	%
Agriculture, fishing and forestry	4
Energy and water	*
Manufacturing	13
Construction	8
Distribution, hotels and restaurants	32
Transport, storage and communications	5
Banking, finance and insurance	17
Public sector	11
Other	11

QE As far as you know, roughly how many people are there in the organisation you work for? Please include anyone who works for the organisation, even if they work in a different location or plant to you.

	%
0 - 4	37
5 - 9	16
10 - 49	18
50 - 99	3
100 – 249	3
250+	21
Don't know	1

Q1- Q10 I am going to read out a number of different aspects of working life. Using a scale of 1 to 10, where 1 means not at all important, and 10 means very important, please tell me how important, if at all, each aspect is to you in your business?

		Not at all important						Very important			
		←						→			
		%	%	%	%	%	%	%	%	%	
Q1	Pay	2	1	0	1	7	5	14	29	8	29
Q2	Health and safety in the workplace	1	1	1	3	6	3	5	13	12	54
Q3	Stress	4	3	5	5	15	7	11	16	8	23
Q4	Pension rights	9	6	3	2	15	8	13	15	6	15

Q5	The balance between work and home life	1	*	*	1	12	4	11	18	15	36
Q6	Job security	4	1	2	2	6	3	10	20	14	38
Q7	Friendly colleagues	1	*	1	*	3	2	11	24	14	41
Q8	Job satisfaction	1	0	0	*	2	1	6	22	19	50
Q9	Interesting work	1	*	1	*	5	3	12	25	16	36
Q10	Work that is useful to society	1	1	2	3	13	9	15	22	7	25

Q I am going to read out a number of different aspects of working life. Using a scale of 1 to 10, where 1 means not at all important, and 10 means very important, please tell me how important, if at all, each aspect is to you in your business?

	Mean score
Job satisfaction	9.02
Health and safety in the workplace	8.65
Friendly colleagues	8.63
Interesting work	8.41
The balance between work and home life	8.19
Job security	8.08
Pay	7.95
Work that is useful to society	7.49
Stress	6.92
Pension rights	6.23

Q11 What do you understand by the phrase 'health and safety'? Any thing else?

	%
Rules/Regulations relating to safety in the workplace	72
Rules/Regulations to ensure our general wellbeing/Personal safety	34
Minimising risk/Accidents/injury	23
Making sure machinery/Equipment/Appliances are safe/Hazard free	15
Taking responsibility to safeguard yourself & others around you	7
Making sure everything is done to ensure a safe/hygienic environment	8
Fire precautions	4
Prevention of illness/Disease	2
Food safety practices	2
Safety in the home	1
Red tape/Bureaucracy	1



Safety/Protection of children	1
Common sense/Self explanatory	1
Product safety	1
Important/Necessary	1
Safety/Storage of medicines	1
Litigation	1
Road safety	*
Not to lift/Guidelines of how to lift heavy objects	*
Other	8
Don't know	2

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Q12 What do you think are the two or three main health risks in your organisation? Any thing else?

(Answers below 2% not shown)

	%
Stress	16
Accidents/injuries	14
Lifting/carrying/moving objects	11
Infection/germs/disease	10
Chemicals	8
Falling/tripping	7
Physical safety	7
Dirt and dust particles	7
Use of machinery/electrical equipment	6
Repetitive strain injury	5
Food safety practices	5
Posture due to sitting at computer all day	5
Road safety	4
Eye strain	4
Faulty machinery/electrical equipment	4
Cuts/grazes	3
Fatigue	3
Air pollution	3
Burns/scalds	3
Smoking/people smoking	3
Noise pollution	2
Fire hazard	2
Heights	2
Risks from forklifts/lorries/cranes	2
Ergonomics of workstations etc	2
Sharp equipment	2
Negligence/incompetence of colleagues/other people	2
Other	5
Nothing	17
Don't know	3

Q13 Using a scale of 1 to 10, where 1 means no risk at all, and 10 means a high degree of risk, how would you rate the health risks in your organisation?

	No risk at all							High degree of risk			Mean
	←							→			
	1	2	3	4	5	6	7	8	9	10	
%	22	21	17	10	13	5	5	4	2	1	3.46

Q14 What do you think are the two or three main safety risks face in your organisation?  
Anything else?

(Answers below 2% not shown)

	%
Falling/tripping	18
Lifting/carrying/moving objects	13
Use of machinery/electrical equipment	13
Physical safety	12
Accidents/injuries	11
Road safety	10
Fire hazard	9
Chemicals	8
Wet/slippery floors	7
Heights	6
Cuts/grazes	5
Burns/scalds	5
Faulty machinery/electrical equipment	5
Negligence/incompetence of colleagues/other people	4
Stairs/staircases	4
Stress	3
Leads/cables/wires lying around	3
People not using the correct/mis-use of equipment	3
General hygiene	3
Eye strain	3
Sharp equipment	3
Risks from forklifts/lorries/cranes	2
Repetitive strain injury	2
Infection/germs/disease	2
Falling objects	2
Other	9
Nothing	10
Don't know	3

Q15 Using a scale of 1 to 10, where 1 means no risk at all, and 10 means a high degree of risk, how would you rate the safety risks in your organisation?

	No risk at all							High risk	degree of		Mean
	←							→			
	1	2	3	4	5	6	7	8	9	10	
%	18	21	14	11	18	5	3	5	2	2	3.73

Q16 Who, if anyone, do you think is responsible for controlling health and safety risks in the workplace? Anyone else?

	%
Employer	91
Employee	55
Health and Safety Executive/ Health and Safety Commission/ An Independent regulator	10
Your Local Council / Environmental Health	5
Government	2
Customers/public/visitors	3
Other	2
No one	0
Don't know	0

Q17 I am going to read out the names of a number of different organisations. For each, please tell me how well you feel you know it; whether you know it very well, know a fair amount about it, know just a little about it, have heard of it but know nothing about it, or have never heard of it.

			Know very well	Know a fair amount	Know just a little	Heard of but know nothing about it	Never heard of it
Q17	FSA, the Food Safety Agency	%	17	20	28	20	16
Q18	HSE, the Health and Safety Executive	%	38	26	23	9	4
Q19.	The Government Services Bureau	%	3	5	13	20	59
Q20.	The Bank of England	%	34	27	27	12	*
Q21.	The Blood Transfusion Service	%	37	28	25	8	2
Q22.	The Citizens Advice Bureau	%	36	37	19	7	1
Q23.	Customs & Excise	%	41	28	24	6	*
Q24.	The Environment Agency	%	28	29	28	12	3
Q25.	The NSPCC, the National Society for the Prevention of Cruelty to Children	%	34	30	25	10	1

Q26 And, how favourable or unfavourable is your overall opinion or impression of ..?

Q34

Base: All who have at least heard of each organisation

			Very favourable	Mainly favourable	Neither/nor	Mainly unfavourable	Very unfavourable	Base:
Q26	FSA, the Food Safety Agency	%	31	37	20	4	*	(438)
Q27	HSE, the Health and Safety Executive	%	34	48	11	2	2	(485)
Q28	The Government Services Bureau	%	3	25	37	4	4	(206)
Q29	The Bank of England	%	12	41	33	6	*	(498)

Q30	The Blood Transfusion Service	%	68	22	6	0	0	(491)
Q31	The Citizens Advice Bureau	%	52	33	10	2	1	(497)
Q32	Customs & Excise	%	24	38	26	4	5	(497)
Q33	The Environment Agency	%	31	40	16	6	*	(486)
Q34	The NSPCC, the National Society for the Prevention of Cruelty to Children	%	59	30	6	1	*	(496)

Q35 You mentioned that you have heard of the HSE, the Health and Safety Executive. From what you know, what do you think the HSE does?

Base: All who have heard of the HSE (485)

	%
Enforce/Lay down rules and regulations on health & safety	76
Carry out inspections/Spot checks	19
Investigate incidents/Accidents where negligence is suspected	16
Provide information/Advice on health and safety issues	24
They can prosecute where necessary/Enforce your rights	4
They are the people you report accidents to	4
They can close companies if they violate the HSE laws/Regulations	1
Provide training for people relating to health & safety regulations	2
Health & safety of food/Food production	3
Other	9
None/Nothing/Not a lot	1
Don't know	2

Q36 I am going to read out the names of five people or organisations who might have responsibility for controlling health and safety risks in the workplace. For each, please tell me how much, if any, responsibility you believe they have?

		A great deal	A fair amount	Not very much	None at all	Don't know
Q36	The Government	42	36	15	3	3
Q37	You, the employer	84	14	2	0	*
Q38	Your employees	53	37	4	1	4
Q39	Your Local Council	26	44	22	7	2



Q40	The Health and Safety Executive	%	57	34	5	1	3
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Q41 I am now going to read out four things that could help improve health and safety. Which, if any, of the items on the list do you think are most likely to help improve health and safety in the workplace?

	%
The common sense of the staff	78
The Health and Safety Executive promoting good practice	57
The Health and Safety Executive enforcing health and safety laws	51
The threat of compensation claims from staff	28
Other	2
None	*
Don't know	*

Q42 Thinking about some different organisations you may have contact with during the course of your job, please tell me how helpful or unhelpful you find each organisation.

		Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Do not have contact
Q42	Customs and Excise	% 13	24	5	4	51
Q43	Fire Safety Officer	% 43	20	3	1	33
Q44	The local Council	% 13	32	13	7	34
Q45	Business Links	% 12	15	6	4	61
Q46	Health and Safety Executive	% 29	27	2	2	39

Q47 How often, if at all, do you have contact with HSE staff?

Base: All who have had contact with HSE (351)

	%
At least once a week	2
At least once a month	10
At least once a year	44
Less often	35
Never	8

Q48 Generally, how helpful or unhelpful do you find HSE staff ... ?

Base: All who have had contact with HSE (351)

	%
Very helpful	45
Fairly helpful	40
Not very helpful	2
Not at all helpful	1
Don't know / Can't remember	12

Q49 How, if at all, do you currently receive information from the HSE?

Q50 And how, if at all, would you prefer to receive information from the HSE?

	Q49 %	Q50 %
By Telephone	12	9
Request leaflets or publications	31	37
From HSE staff	13	15
Direct mail	46	64
From HSE website	23	30
From a consultancy	7	7
From a Trade Association	12	12
Other	3	2
Via e-mail	1	5
Via head office	1	1
Internal/In-house information	*	*
Instinct	0	0
Pelegon	0	0
CIB	0	0
CITB (Construction Industry Training Board)	0	0
Fire Protection Association	0	0
VOCAM	0	0
Croner	*	*
Jordan	0	0
Safety Care	0	*
BSC	0	0
Don't receive information from HSE/None of these	18	0
Don't know	4	2

Q51 Do you think the amount of information you receive from the Health and Safety Executive about the laws and regulations it has responsibility for is ... ?

Base: All who receive information from HSE (402)

	%
Too much	10
About right	64
Or not enough	21
Don't know	4

Q52 And do you find information from the HSE ...

Q54 Base: All who receive information from HSE (402)

	%
Q52 Easy	71
Or difficult to understand	21
Don't know	8
Q53 Too detailed	14
About right	62
Or too general	14
Don't know	8
Q54 Well-tailored	50
Or not well-tailored for your type of business	42
Don't know	7

Q55 I am going to read out a list of different things that employers may take into account when considering how to implement health and safety in their workplace. Which two are the most important considerations for you as an employer?

	%
Compliance with laws and regulations	60
Caring for our employees	58
Company policy and procedures	33
Maintaining staff productivity	12
Pressure from clients and customers	10
Liability to pay compensation	9
Other	1
None of these	2
Don't know	2

Q56 Please tell me to what extent you agree or disagree that Health and Safety requirements...? Is that strongly or tend to?

Q63

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Q56	...seriously hamper my business	5	9	6	40	38	1
Q57	...save money in the long term	31	33	11	14	8	4
Q58	...are biased against small businesses	9	15	12	35	19	8
Q59	...benefit my company as a whole	38	35	10	11	5	2
Q60	...encourages compensation claims	16	24	10	30	15	5
Q61	...are expensive to implement	18	26	10	27	13	6
Q62	...defend us against unjustified compensation claims	22	34	11	13	7	11
Q63	...are over bureaucratic	19	28	14	24	9	5

Q63 I am going to read out some statements. For each, please tell me if you agree or disagree with each? Is that strongly or tend to?

Q64

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Q63	Health and Safety requirements are a cornerstone of a civilised society	% 31	40	9	15	4	2
Q64	Health and Safety compensation claims have gone too far	% 43	27	6	10	5	9

## Demographics

We would now like to ask you a few questions that will help us analyse the findings from this survey.

QF Gender

	%
Male	64
Female	36

QG What was your age on your last birthday?

	%
16-24	3
25-34	20
35-44	30
45-54	25
55-59	13
60-64	6
65+	4

QH To which of these groups do you consider you belong to?

		%
WHITE	British	85
	Irish	1
	Any other white background	5
MIXED	White and Black Caribbean	0
	White and Black African	0
	White and Asian	0
	Any other mixed background	*
ASIAN OR ASIAN BRITISH	Indian	1
	Pakistani	1
	Bangladeshi	1
	Any other Asian background	*
BLACK OR BLACK BRITISH	Caribbean	1
	African	2
	Any other black background	0
CHINESE OR OTHER ETHNIC GROUP	Chinese	0
	Any other background	1
	Refused	1

QI Do you work in the private or public sector, or for a charity/voluntary sector?  
By public sector, I mean central or local government, the NHS, schools, police, armed services etc.

	%
Private sector	83
Public sector	13
Charity/voluntary sector	3
Don't know	0

QJ How much, if any, health and safety training have you received?  
%

A great deal	25
A fair amount	35
Not very much	20
None at all	20
Don't know/can't remember	0

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