

DOC 'duty of care' Diagnostics

Background

It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time. This may account for over 20 fatalities and 250 serious injuries every week. Some employers believe, incorrectly, that provided they comply with certain road traffic law requirements, e.g. company vehicles have a valid MOT certificate, and that drivers hold a valid licence, this is enough to ensure the safety of their employees, and others, when they are on the road. However, health and safety law applies to on-the-road work activities as to all work activities, and the risks should be effectively managed within a health and safety management system.

The Health and Safety at Work etc Act 1974 requires employers to ensure, so far as is reasonably practicable, the health and safety of all employees while at work. They also have a responsibility to ensure that others are not put at risk by work-related driving activities. (Self-employed people have a similar responsibility to that of employers). Under the Management of Health and Safety at Work Regulations 1999, employers have a responsibility to manage health and safety effectively. They need to carry out an assessment of the risks to the health and safety of their employees, while they are at work, and to other people who may be affected by their work activities. The Regulations require you to periodically review your risk assessment so that it remains appropriate.

In addition to Health and Safety legislation, the Corporate Manslaughter and Homicide Act 2007 makes it much harder for company directors and senior management to hide behind complex management structures. Failure to meet the required standards may now result in criminal prosecution, unlimited fines and remedial or publicity orders.

In order to manage risk effectively, employers need a robust assessment tool to identify weaknesses and traditionally, these assessments are done in-car. However, the cost of doing this for every member of staff who drives in the course of their work is often prohibitive, which is why we have invested in the development of an online solution for both assessment and remedial education.

Product overview

DOC Diagnostics can be broken down into two main sections – ASSESSMENT and EDUCATION. The key to effective remediation is identifying and understanding candidates' weaknesses; this is dealt with by our four-stage assessment. Depending on the results of the assessment, our system provides a risk profile for each candidate and determines which of our 19 online education modules should be set as compulsory. Giving immediate access to remediation has proven an effective way to help candidates lower their risk in specific areas and from a Health and Safety compliance standpoint, it eradicates that critical time between identification of need and provision of remedial education. Of course, upon closer inspection of individual risk profiles, you may decide to use additional interventions such as classroom sessions and, as a last resort, in-car training.

Implementation

DOC Diagnostics is a very versatile tool and can be rolled-out in many different ways. We would recommend the following to maintain continuity and minimise the chance of existing and emerging risks going undetected.

- **Recruitment screening** – by making DOC part of the application process, candidates will see early-on that you are serious about road safety and will probably develop a better attitude to their driving as a result. You will also be able to identify any areas of weakness before making the decision to employ the candidate.
- **Routine** – our attitudes, knowledge and skills are constantly changing and unfortunately, not always improving! By using DOC at pre-defined intervals (for example, annually) you will be able to identify trends of improvement and decline; plus anomalies which may indicate something more serious.
- **Post incident/concern** – if a concern is raised about a particular member of staff, or they are involved in a collision or near miss, you should ask them to go through DOC. The data will be useful and you'll be sending a clear message to staff that their road risk is being monitored.

Methodology

In order to produce a risk profile which is both accurate and thorough, we assess each candidate from four distinct angles. Each of these can be customised (at additional cost).

1. **Driver history** – this section asks eight basic questions; it is the easiest to customise by adding additional questions because these do not affect the risk profile. *Approximate completion time: 5 minutes.*
2. **Knowledge** – 20 random questions pulled from the Highway Code; candidates get feedback after each question. *Approximate completion time: 10 minutes.*
3. **Attitude** – asked to think about their driving over the past 12 months, candidates then are then shown 22 statements and must answer how much they agree or disagree on a 1-7 scale. *Approximate completion time: 10 minutes.*
4. **Skill** – using the latest 3D graphics and HD video, candidates are shown nine clips on a variety of roads. They will either be asked to either click the mouse when a hazard develops, select all the hazards when the video stops or answer a multiple-choice question about what they've just seen. *Approximate completion time: 15 minutes.*

Accessibility

DOC Diagnostics can be accessed from any computer or device which meets the attached technical specification. All data is encrypted and our servers are some of the most secure in the UK; we've had to go through MoD level security clearance for other products and been fully approved. We are able to export data to OLM systems, but usually our administration platform is robust enough to cope with most requirements.

Education

Whatever their risk profile looks like, all 19 remedial education modules listed below are made available to candidates upon completion of the assessment; the only difference will be which modules are marked for compulsory completion. This allows you to encourage candidates to complete non-compulsory modules as part of their CPD. There is a short test at the end of each module to ensure they have been worked through thoroughly – each module will take between 10 and 20 minutes to complete and the results are sent to the admin system to form part of the candidate's audit trail.

- 1.** Safety margins
- 2.** Motorways
- 3.** Conditions
- 4.** Environment
- 5.** Road signs
- 6.** Vulnerable road users
- 7.** Eye scanning
- 8.** Journey planning
- 9.** Anxiety
- 10.** Thrill seeking
- 11.** Frustrations
- 12.** Fatigue
- 13.** Attitude and alertness
- 14.** Anticipation and awareness
- 15.** Overtaking
- 16.** Collisions and breakdowns
- 17.** Hazard detection
- 18.** Risk management
- 19.** Distractions

We are continually working on new modules and these are added to the system at no additional cost to existing clients. There is the opportunity for organisations to commission bespoke modules, which can be added to their account.



Above: Driving simulation using a combination of HD video and 3D graphics.

Fatigue

Assessment | Question 3 / 15

Of all crashes on motorways approximately how many can be attributed to fatigue?

Mark one answer

A. 10%

B. 15% ✗

C. 20% ✔

D. 50%

Check Continue

This high percentage can be linked to the monotony of motorway driving. The number of crashes could be higher as some may have been reported as one of the other contributing factors such as driver error, or weather conditions. Try to stay alert and keep concentrating. Be aware of the signs of tiredness setting in.



Below: Interactive modules use 3D graphics to enhance the learning process.

Above: Short tests after each education module ensures the remediation has been effective.



Night time

Could you have caught an earlier flight? Leaving the office at the busiest time of the day has made timing of your journey unpredictable.

Click the forward arrow to continue