

TSSA – Mental Health



- ***Unpacking Sickness absence*** –

Rail lost time 4.8 times higher than UK average

1. 28% “unknown”
2. Anxiety/stress/depression/other psychiatric illness 14%
3. Infectious Diseases (covid no longer recorded separately) 10%

- ***Managing change*** – impacts of industry change; leadership

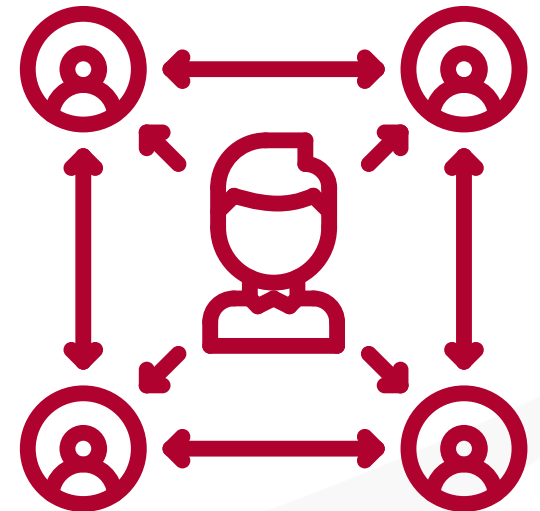
- ***Industry collaboration*** – RWA & Rail Wellbeing Live; Rail Mental Health Charter (self-regulation), Health Wellbeing Index

- ***RSSB resources (other)*** – Reach? Application? Impact?

TSSA – our work

TSSA Wellsafe Strategy - launch early 2024. Themes will include:

- ***Psychological safety*** – workplace culture change; reporting and disclosing health and wellbeing information
- ***Mental Health & Wellbeing*** – sickness absence; community of practice; bargaining standard
- ***People Leadership*** – training for managers; EDI & Belonging; managing change

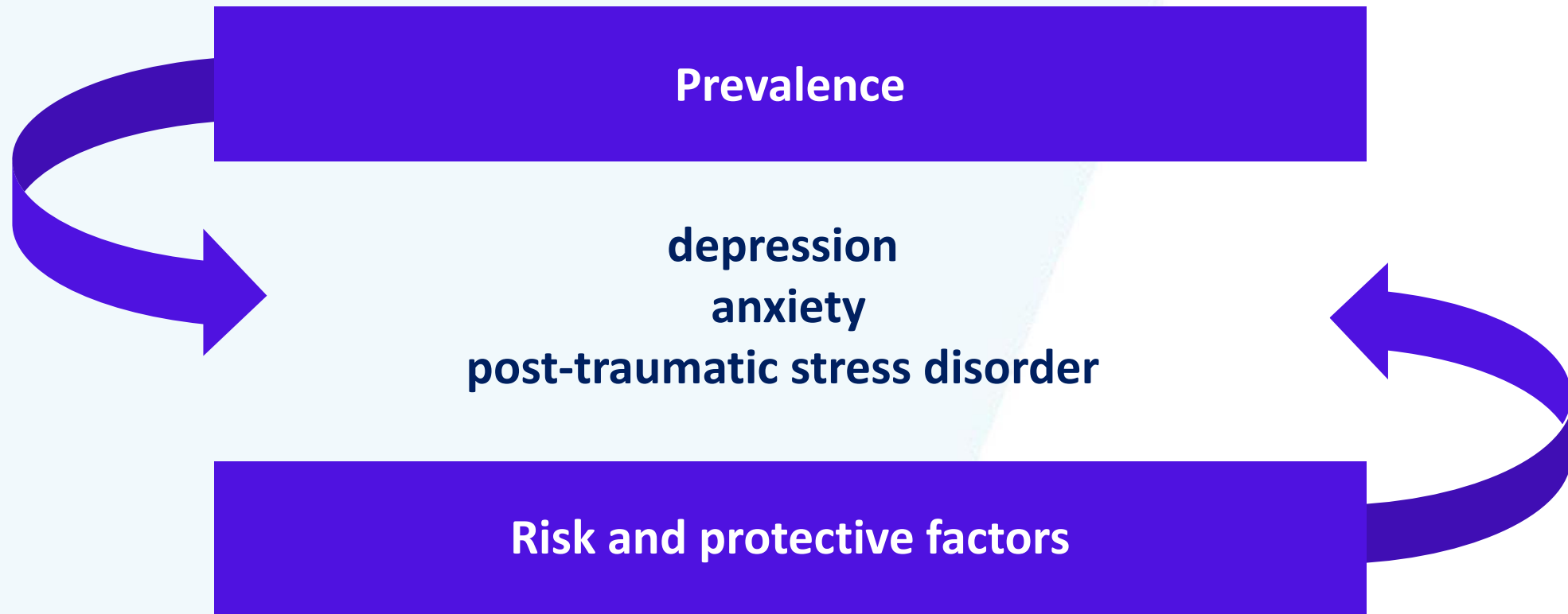


Mental health in rail: prevalence, risk factors and practical tools

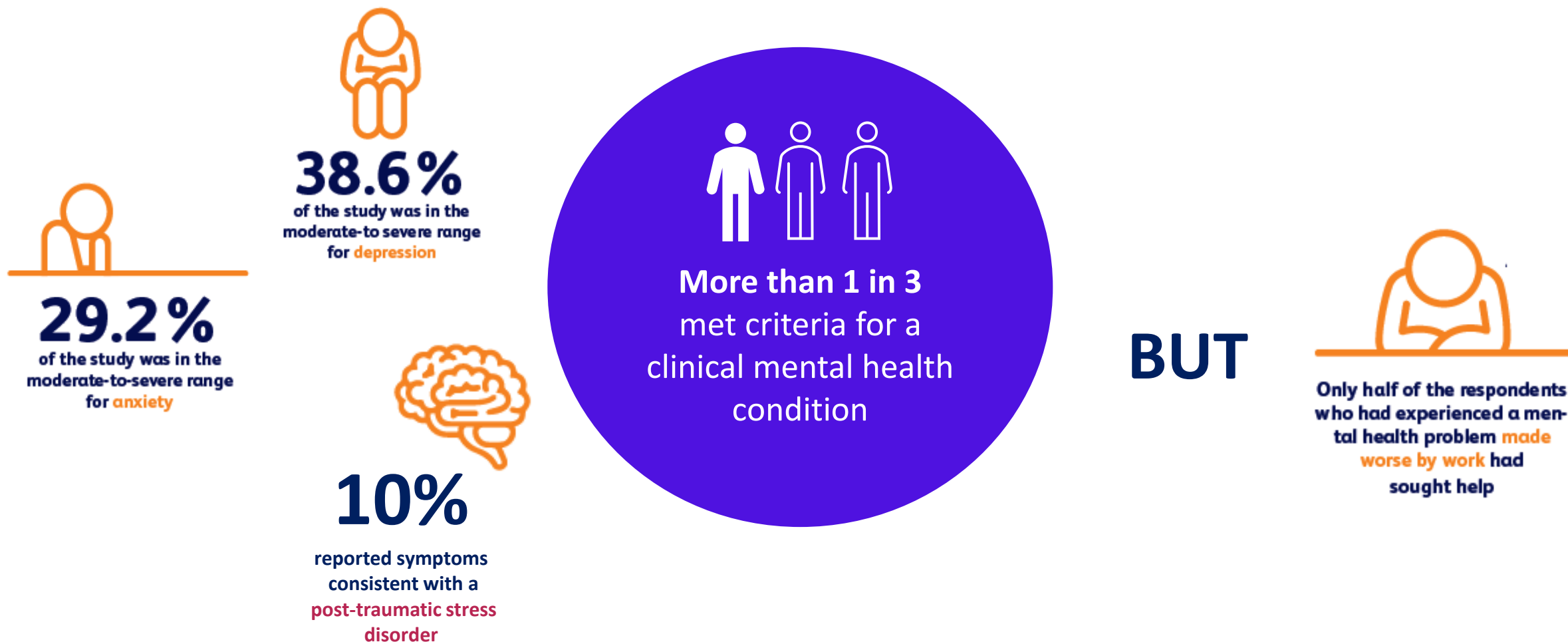
Gemma Lavery

Professional Head of Safety, Health and Wellbeing

Mental health survey (2020)



How was the health of rail employees in 2020?



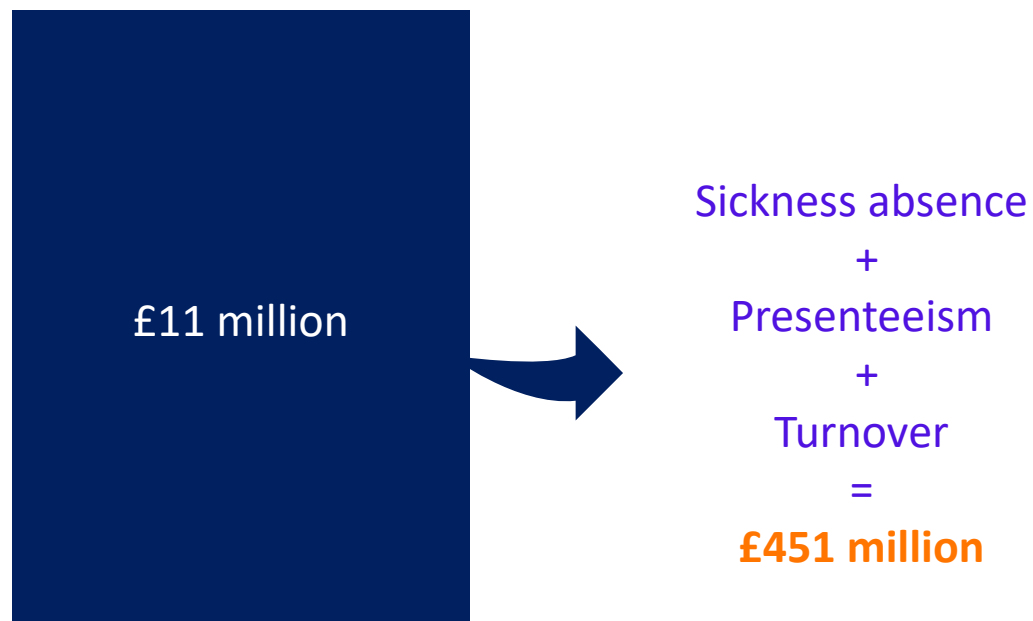
Mental health survey (2020)

Putting data into context

Employees were **six times more likely** to be absent due to a **health problem caused, or made worse by work**, than a workplace accident



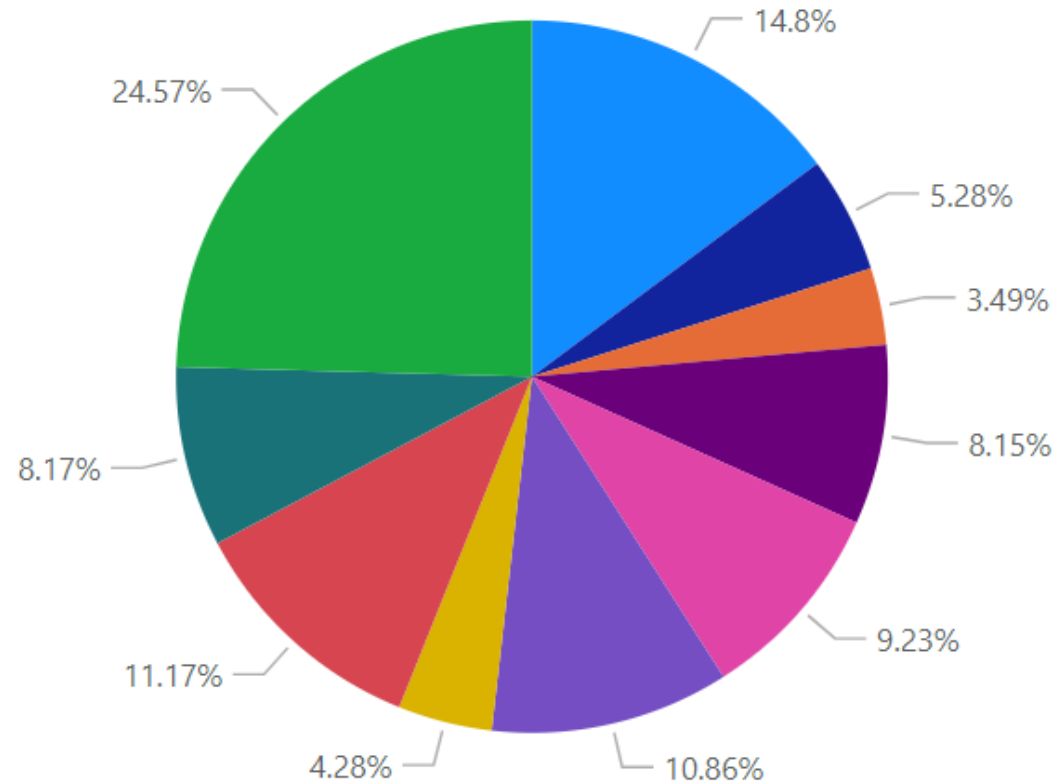
How much does mental health related sickness absence cost the industry per year?



Health and wellbeing dashboards project

Employee reported top 10 reasons for sickness absence

Classifying and coding Causes of Sickness Absence - Level 1



- Anxiety/stress/depression/other psychiatric illnesses
- Back Problems
- Chest & respiratory problems
- Cold, Cough, Flu - Influenza
- Gastrointestinal problems
- Infectious diseases
- Injury, fracture
- Other known causes
- Other musculoskeletal problems
- Unknown causes / Not specified

Mental health survey (2020)

Key factors for improving mental wellbeing

Protective factors at work:

Working in rail industry over



Positive working life
e.g. feeling that one's work is useful

Positive social environment



Risk factors at work:



Bullying and harassment



Exposure to a fatality



Identifying as having a disability



Work intensity

Working in rail industry under



Physical health problems



Poor workplace ergonomics



Single and divorced marital status



Poor physical environment



Identifying as bisexual



Zero hours contracts

What are we doing with this data?



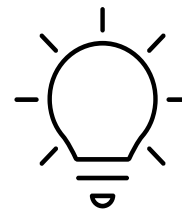
Supporting risk
prioritisation for
the industry

Industry
group work

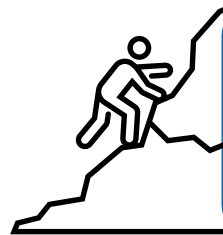
Research
project
with 3
companies



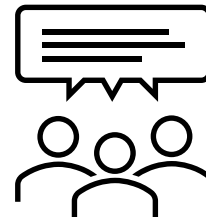
Why a mental health charter?



Simplify complex topics



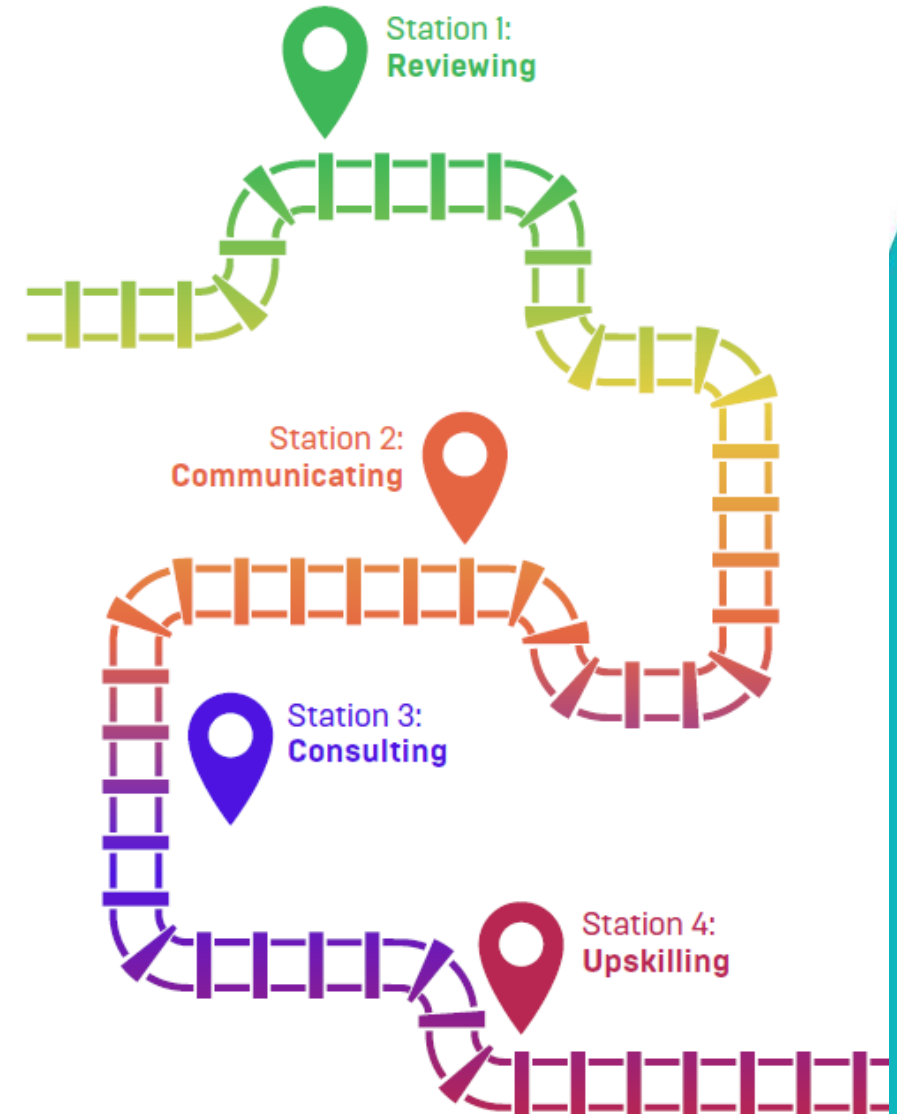
Access and share industry good practice



Enhance collaboration

Some tools

Protecting staff's mental health undergoing change



Mental health for line managers

Guidance



Line Manager's Resource:
Promoting Good Mental Wellbeing

Training

Core	Line manager role	First response skills
<p>Awareness of/knowledge about mental health</p>  <p>Communication skills, eg having conversations about mental health and handling disclosure</p> 	<p>Supporting mental wellbeing through managing workplace risks</p>  <p>Managing absence and return to work</p> 	<p>Responding appropriately to signs and symptoms</p>  

Trauma

Guidance for Responding to
Potentially Traumatic Incidents
in Rail
Trauma Management
Recommendations



Guidance for Responding to Potentially
Traumatic Incidents in Rail
The Trauma
Management Toolbox

Version 2



Policy and Services

Guidance for Developing Mental Health Policies in Rail

Issue 1,
September 2020



Commissioning Mental Health Services in Rail



Other resources

Red videos

RSSB events and podcast

Rail Wellbeing Live

Thank you!

Joana.Faustino@rssb.co.uk

Faye.Bacon@rssb.co.uk

Overview of Mainline Risk Profiling Output

RIHSAC Presentation

16/10/2023



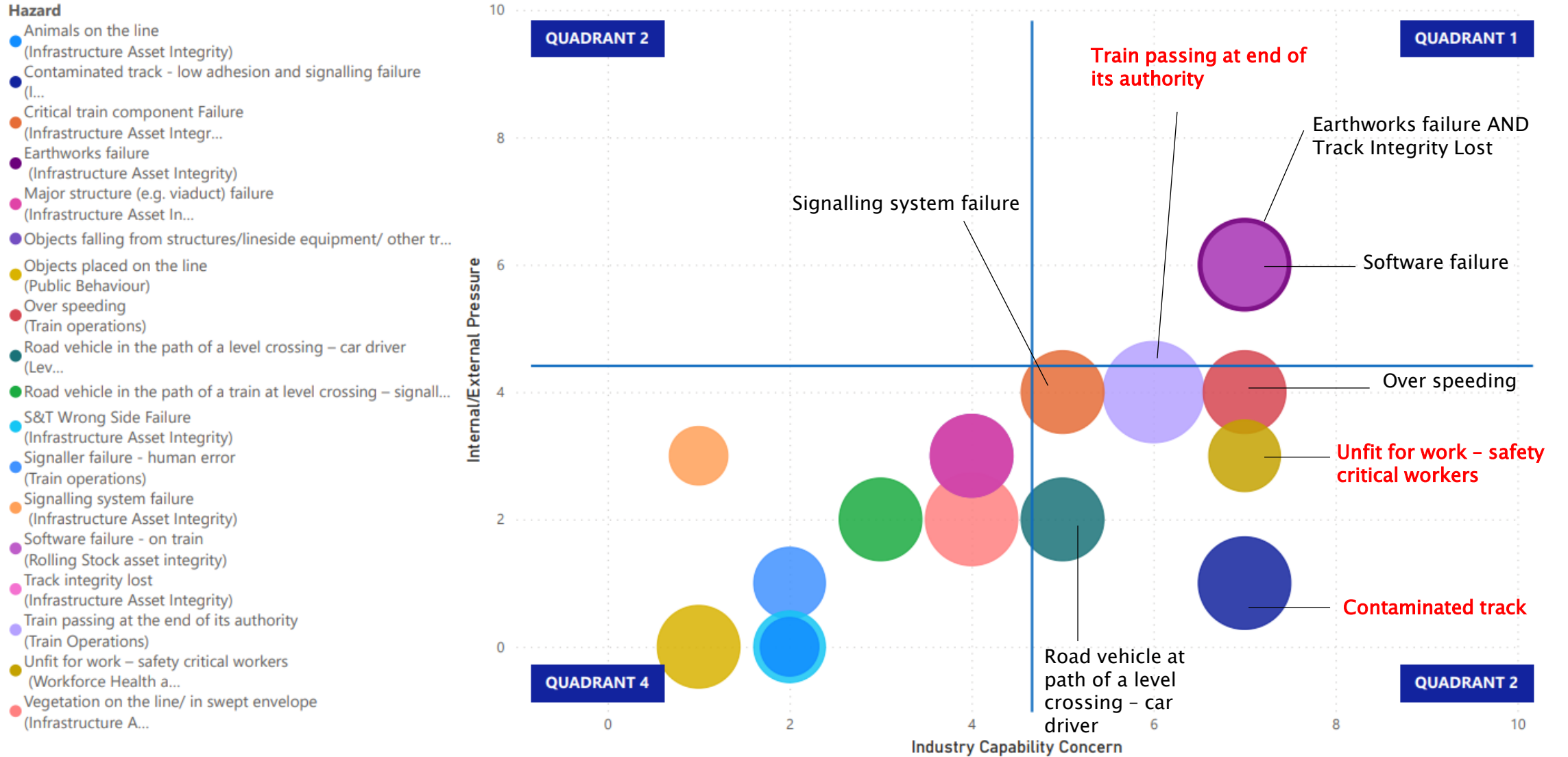
The graphic features several wavy lines in teal, orange, and red. Two white circles with colored borders (one blue, one red) are placed on the lines. The teal line is the highest, followed by the orange line, and then the red line. The circles are positioned at different points along these lines, with the blue-bordered circle on the orange line and the red-bordered circle on the red line.

Guide

- Size of the circle = level of inherent threat (i.e. the bigger the circle, the higher the threat)
- The horizontal axis represents the concerns we have about industry capability (e.g. if the circle is far to the right, it would suggest that currently we are not very confident in the industry's ability to manage this risk)
- The vertical axis represents internal and external pressure (e.g. if the circle appears high up in the chart, it suggests that there is a lot of pressure internally and/or externally to manage this risk).
- **Red bold** = significant increase in risk profile compared to previous year
- **Green bold** = significant decrease in risk profile compared to previous year

Mainline Risk Profile

Train Accident

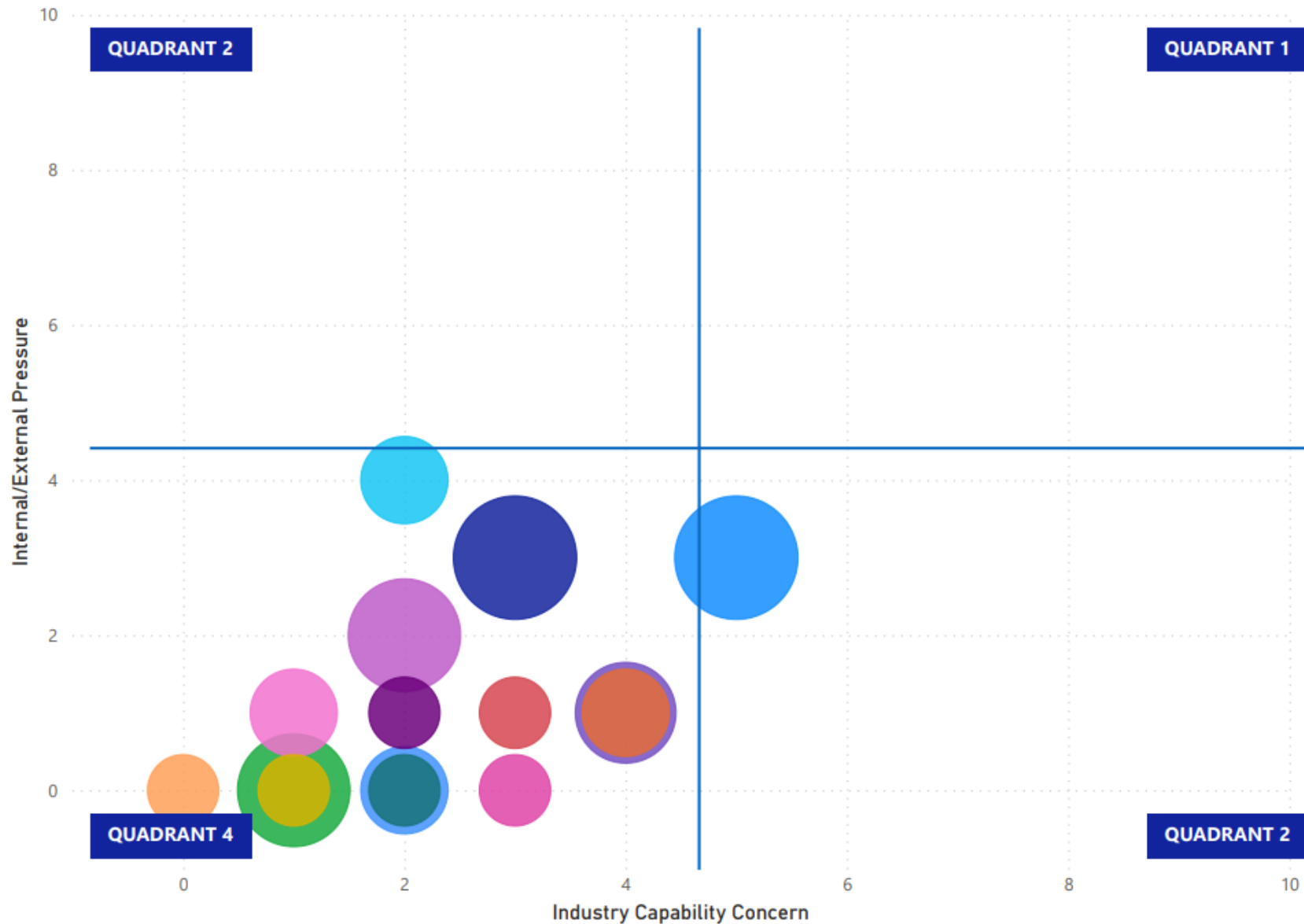


Mainline Risk Profile

Workforce

Hazard

- [Road vehicle safety] (Occupational Road Risk Management)
- Assault (Work-related Violence and Trauma)
- Contact with/ crushed/ falling/ struck/ trapped by objects (...)
- Excessive exposure to hazardous substance (including Asbe...)
- Excessive exposure to vibration (Workforce Safety)
- Exposure to live electric (Workforce Safety)
- Falls from height (Workforce Safety)
- Fire/ explosion – infrastructure (Infrastructure Asset Integrity)
- Fire/explosion – train (Rolling Stock Asset Integrity)
- Manual handling (Workforce Safety)
- Stress (Workforce Safety)
- Use of on-track plant and machine including movement (...)
- Vegetation close to/ in contact with traction power (to be r...)
- Workers on or near the line (Workforce Safety)
- Workforce - other injuries/fatalities (Workforce Safety)

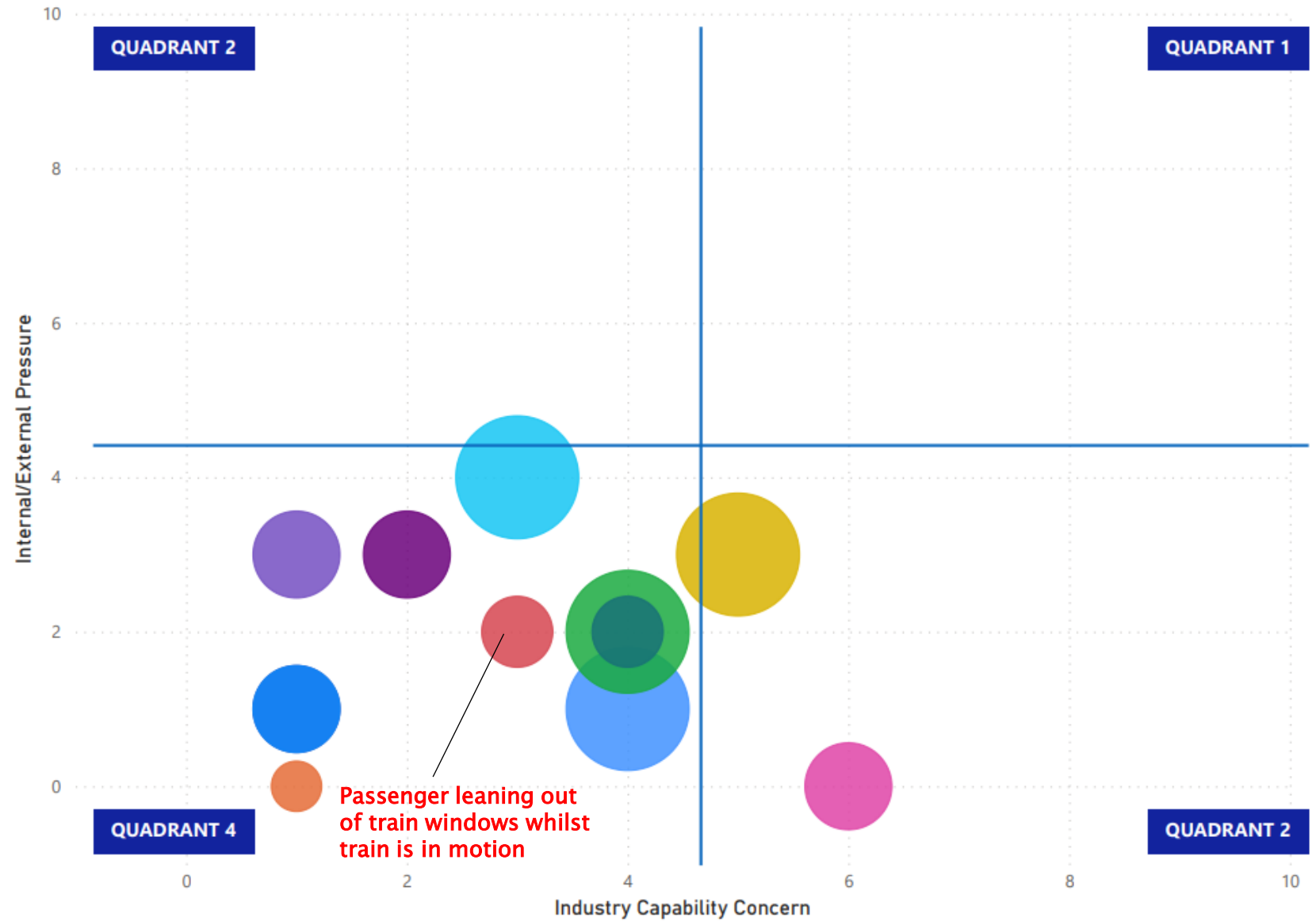


Mainline Risk Profile

Passenger/Public

Hazard

- Crowding – station (Station Operations)
- [Passenger/public - other fatalities/injuries] (Station Operati...)
- Crowding - on train (Train Operations)
- Excessive exposure to hazardous substances (Station Opera...)
- Exposure to live electric - station (Station Operations)
- Fire/ explosion at station (Infrastructure Asset Integrity)
- Member of public in the path of a train at a level crossing –...
- Passenger leaning out of train windows whilst train is in mo...
- Passenger self-evacuation on to live running lines and con...
- PTI (Station Operations)
- Suicide/Attempted suicide [person taking their own life/no...
- Unauthorised access to train, track and lineside – trespass ...



**Railway Industry Health and Safety Advisory Committee (RIHSAC)
Provisional Forward Programme (as of October 2023)**

	Subject	Lead	13 Mar 2023	12 June 2023	16 Oct 2023
1.	UK Health and Safety Regulators' Network Subgroup on Innovation – purpose and workbank	Jen Ablitt, ORR	✓		
2.	Safety by design update – update on ORRs work in this area since it was last reported on in early 2017	Ian Raxton, ORR	✓		
3.	ORR's annual health and safety report – early thoughts for discussion	Ian Prosser, ORR	✓		
4.	Depot safety – an overview of some work Rail Partners has been doing and details about a forthcoming depot conference	Mark Gaynor, Railway Partners	✓		
5.	Pam Warren report: recap and reflections post publication of 2021 report for ORR – <i>Pam Warren: Is safety really part of the rail industry's DNA?</i>	Pam Warren / Ian Prosser, ORR		✓	
6.	Emerging themes in ORR's annual health and safety report	Ian Prosser, ORR		✓	
7.	RAIB 2022 annual report	Andrew Hall, RAIB		✓	
8.	RSSB annual report – early sight of the key themes.	Marcus Dacre/Robert Sigrist, RSSB		✓	
9.	Health – present the review of the Rail Wellbeing Alliance (RWA) and ORR's priorities.	Gemma Lavery, RSSB Jen Ablitt / Andrea Wheale, ORR			✓

**Railway Industry Health and Safety Advisory Committee (RIHSAC)
Provisional Forward Programme (as of October 2023)**

	Subject	Lead	13 Mar 2023	12 June 2023	16 Oct 2023
10.	Mental health risk management / including prevention (for both industry and passengers)	Union reps – Jonathan Havard, RMT / Nadine Rae, TSSA			✓
11.	RSSB’s tools on health and mental health risk management	Ali Chegini / Gemma Lavery, RSSB			✓
12.	Outcomes of the ORR risk profiling – mainline	Kristina Barbet, ORR			✓

Standing items – Emerging and confirmed themes in ORR’s annual health and safety report (March and June meetings), RAIB annual report (June), RSSB annual report (June), Outcomes of the ORR risk profiling (October meeting)

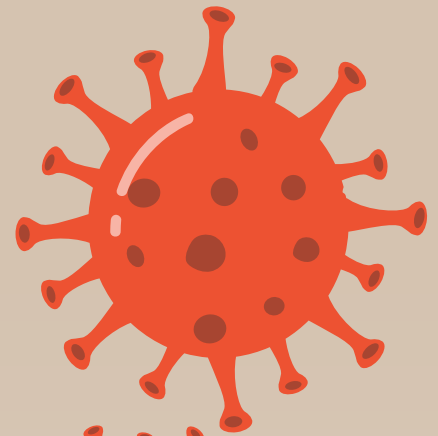
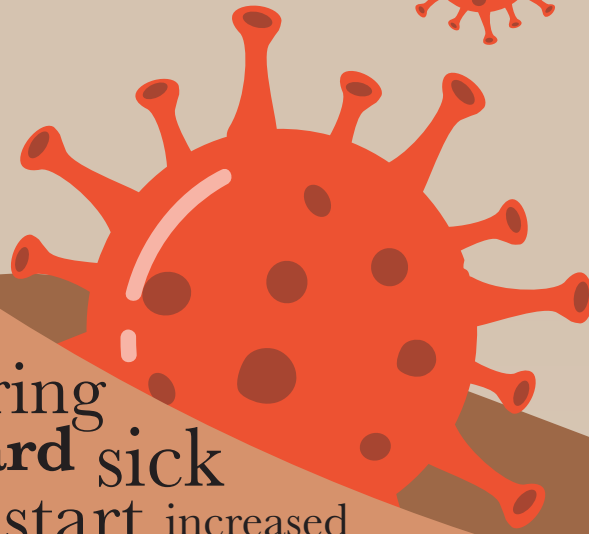
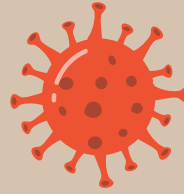
**Railway Industry Health and Safety Advisory Committee (RIHSAC)
Provisional Forward Programme (as of October 2023)**

	Subject	Lead	19 Feb 2024	XX June 2024	XX Oct 2024
1.	ORR's annual health and safety report – early thoughts for discussion	Ian Prosser, ORR	✓		
2.	Good Practice in Regulation: Better Regulation Framework and NAO report on the principles of effective regulation	ORR/David Porter	✓		
3.	Sandilands: <ul style="list-style-type: none"> • lessons learnt • Prior Role Review • tram policy updates • future activities 	John Cartledge / ORR	✓(TBC)		
4.	? Rail Transformation Programme and safety assurance – update since November 2022	Simon French	?(TBC)		
5.	How the industry handles track plant	TBC – ?Network Rail / Tom Wake (ORR)	?(TBC)		
6.	? Outcomes of the risk profiling exercise – non mainline	Garry Stimpson / Kristina Barbet	?(TBC)		
7.	Emerging themes in ORR's annual health and safety report 2024	Ian Prosser, ORR		✓	
8.	RAIB 2024 annual report	RAIB		✓	

**Railway Industry Health and Safety Advisory Committee (RIHSAC)
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	Subject	Lead	19 Feb 2024	XX June 2024	XX Oct 2024
9.	RSSB annual report 2024 – early sight of the key themes	RSSB		✓	
10.	Carmont working group – High Speed Trains/rolling stock issues	TBC		✓	
11.	Future management of weather related risks – Network Rail and TOCs’ perspectives	TBC – ?Network Rail/TOCs			?(TBC)
12.	?Passenger concerns – research done by Transport Focus	?Andrew Smith, Transport Focus			
13.	EU law bill – what has been post or retained	Jen Ablitt	?(TBC)		

Covid-19 pandemic and the impact on Mental Health



wearing
has **hard** sick
caused start increased
place **depression** suffered
especially little impact normal
much masks management day take
see **struggle** tough company
trains isolated stressful still
effect managers life anxiety feel people
worried Covid pandemic time
quite stress us catching lockdown
keep pay lack ok **health** yes
mental home badly going
risk care worse affected leave
support **negatively** job deal
helped lots family colleagues change
pressure months
long passengers really
office **issues**

**Don't let your work harm your health,
don't suffer in silence – join RMT**

About the survey



At the end of 2021, RMT surveyed members asking a series of questions relating to their employers' provision of Mental Health support services, how effective they found these services and how the Covid-19 pandemic had affected their mental health.

The questions were a mixture of multiple choice, an opportunity for respondents to comment and questions that allowed for respondents to both give multiple choice answers and to comment.

Over 4000 RMT members responded to the survey.

Mental Health

In a question about **measures employers have in place to protect the mental health of their staff**, 80% of respondents said they were aware of their employer's mental health policies – which they said were a mixture of employee assistance programmes, counselling, confidential phone lines, mental health champions and mental health awareness training.

41% of members said they thought that the processes their employer had in place to protect the mental health and wellbeing of their staff **were poor/terrible.**

32% thought their employer's procedures **were average.**

One member wrote of the impact of the pandemic:

"It's affected me pretty badly to be honest and coming out of lockdown seems to of made my mindset worse towards people with how we are being treated as front line staff."

Another explained:

"It has been very stressful with constant roster changes etc and confidence knocked in large crowds now social distancing doesn't exist. Constant concern about what I may be taking home to spread to family and friends."

A bus driver wrote:

"the recent abuse bus drivers are receiving verbally and physically just trying to do your daily work, leaves you feeling vulnerable and suspicious when people board your bus."



A maritime member commented:

"Working offshore with poor internet and not being able to contact family and having the internet cut off has been hard; also not being allowed off the boat when in port has led to feeling very much like being in prison being onboard for 3 months and not allowed to leave is not good for mental health."

Coronavirus

Members were evenly split when questioned about their **employer's response to the coronavirus pandemic.**

32% said their employer's response was **excellent/good.**

32% said their employer's response was **poor/terrible.**

36% of members said their employer's response was **average.**

Differences in how staff were valued...

One member said that train drivers **were working in bubbles and were tested** whereas as the **train managers were not.** There's definitely a noticeable difference in how we are valued.

PPE A member wrote that during the onset of coronavirus in 2020, **measures were extremely slow** to be brought in to protect traincrew. Masks were at first discouraged and then subsequently various insufficiently protective masks have been supplied by the company. **Not having correct PPE caused anxiety.** I have ordered my own at my own expense to ensure my safety on board.

In relation to the **Government's handling of the coronavirus pandemic**

66% of RMT members ticked boxes indicating that they thought the **Government's response** to the coronavirus crises was **average/poor/terrible.**

A member commented:

"After the news about the party at number 10, a week before my very close relative died, I am just totally disgusted with the behaviour of the government full stop, especially having worked through it all. They've no clue about working class people and sacrifices that were made – completely heartless."

Another member wrote of the Government's double standards:

"Absolutely shocking. We would not be in this position if the government had treated it seriously in the first instance two years ago. They've lined their pockets whilst we have pay freezes. The wealth gap is increasing further. We've followed the poorly explained "guidance" (a term I shall use loosely) as best as we could."

Fears about the impact of the pandemic on jobs

It was very noticeable from the survey results that **many members feared for their job security.**

One respondent wrote that the impact of the pandemic will be that:

"there will no longer be a job for me affecting anxiety levels".

Another wrote that he was doing...

"very badly along with the threat of redundancy which has been put back time and again".

Conclusion

RMT front line workers played a vital role during the pandemic of keeping the country moving – yet now they are rewarded with the **threat of job cuts** and **attacks on their terms and conditions**. The results to this survey show that these issues are damaging their mental health.

To address this we need to organise, both to address the immediate issues of stress and mental health problems, and the broader one of attacks on terms and conditions. As RMT National Executive Committee explained when it met to discuss the survey results:

“We recognise that when employers threaten job cuts, this will impact the mental health of our members. As the full impact of the coronavirus pandemic is felt in the coming months, we will see unprecedented attacks on jobs and terms and conditions and we will do everything necessary to fight such attacks and their impact on the mental health of our members.”

What to do if you or your colleagues are suffering from mental health problems...

Stress

If you are suffering from stress you should request a stress risk assessment (your RMT safety rep is entitled to be involved in the assessment process).

If you are a RMT safety rep and aware that a problem causing stress for an individual member is also problematic for other members, then ask your line manager for a team stress risk assessment. Meet with your employer to discuss the problems shown by the assessment to cause high stress levels – and to agree suitable ways of addressing these issues.



Mental health

The RMT National Executive Committee have committed to engage with various mental health charities, including MIND and in Scotland, SAMH, who members can contact for help if in needed in relation to health, support or advice as regards mental health issues.

For more information, please see RMT's guide ***Campaigning for Mental Wellbeing at Work*** which you can download at <https://bit.ly/3INEAAp> or by scanning the QR code opposite.



To join RMT or for more information

call our **FREephone** Helpline: 0800 376 3706
or the switchboard number: 020 7387 4771
and ask for the Membership Department.

www.rmt.org.uk

Review of Rail Wellbeing Alliance

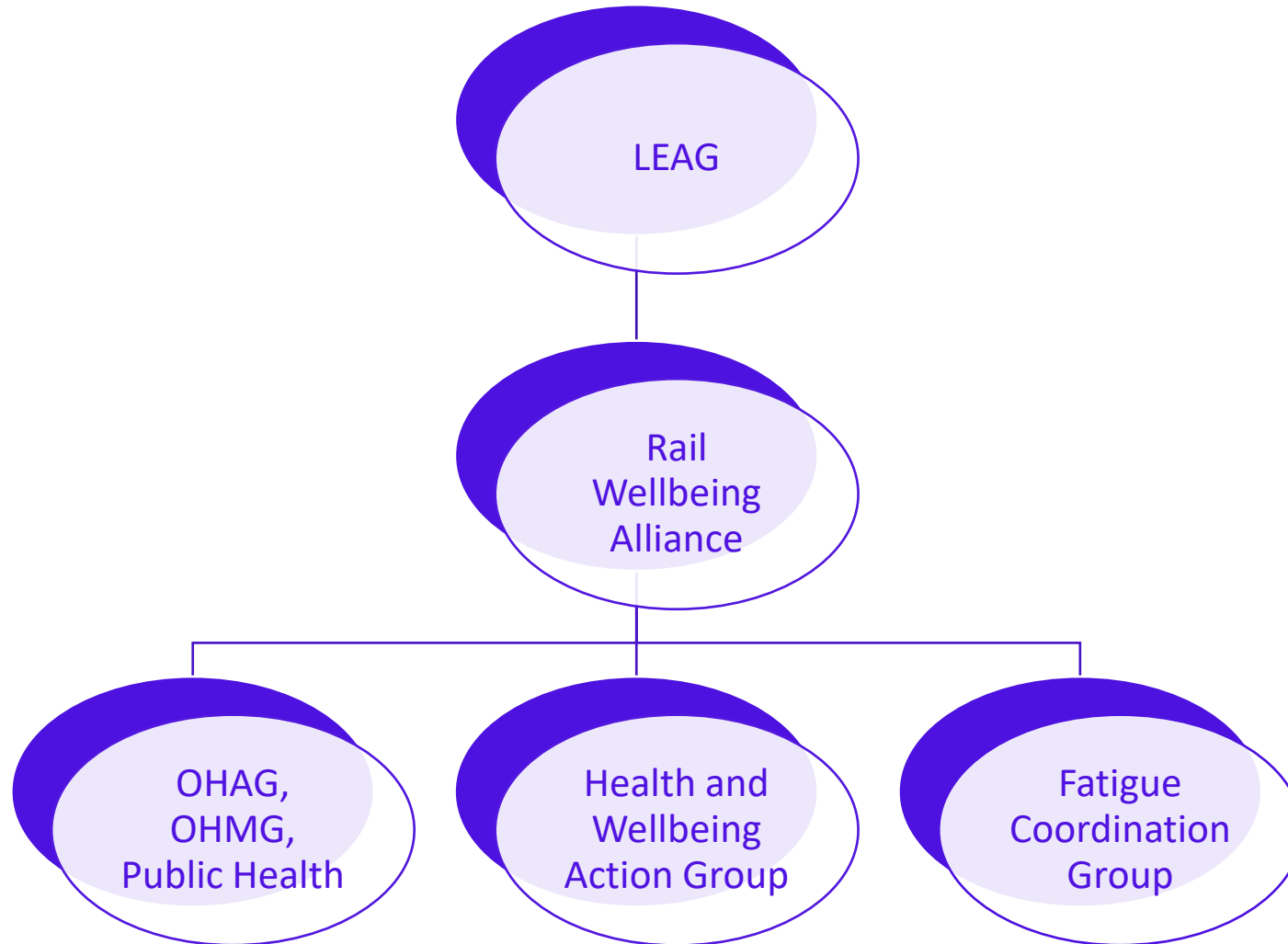
Gemma Lavery

Rail Wellbeing Alliance

- In place in current format since 2020
- New Chair appointed in January 2023
- Review commissioned in April 2023
- Agreement October 2023?



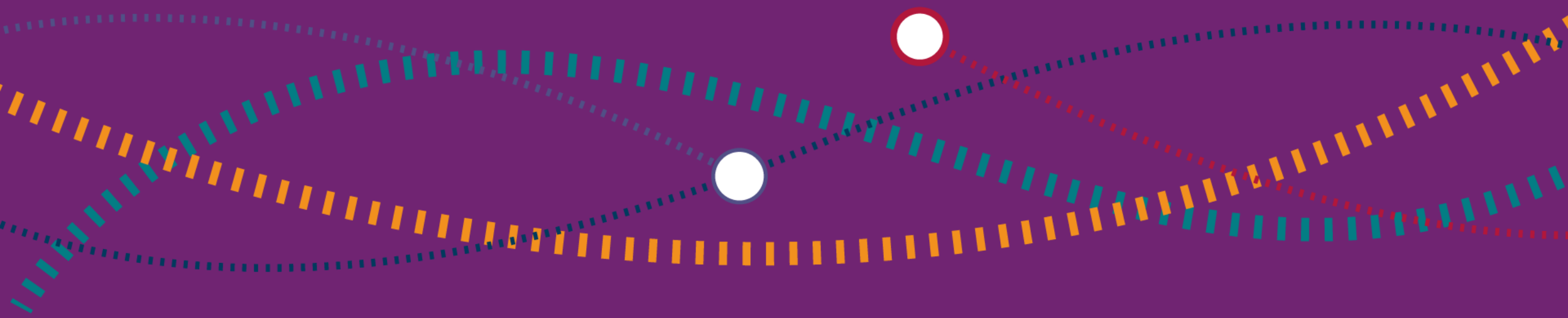
Proposed new structure



ORR Priorities on Health

Andrea Wheale – HM PI of Railways – Occupational Health Lead

16th October 2023



Strategic Risk Chapter (SRC) - Chapter 9: Occupational Health

(updated 2020)

Vision:

Excellence in health risk culture, management and risk control, with worker health treated equally with worker safety at both company and industry level



Strategic Risk Chapter (SRC) - Chapter 9: Occupational Health

ORR priorities on occupational health:

- **Further action** by rail employers on the **most prevalent** causes of work-related ill health
 - MSDs - Hand arm vibration syndrome (HAVS)
 - Mental health
- **Industry can and should** do more to tackle **less visible** health hazards
 - Long latency occupational lung diseases – linked to dust and fumes where serious ill health not evident for many years
- At a **company level** need to see **more consistent legal compliance on worker health**
 - Driven by evidence-based health risk assessments
 - Demonstrable focus on designing out health risks so that there is less reliance on personal protective equipment
- Across the industry ORR expects to see **leadership and commitment**
 - Rail companies to sharing of key health data to inform better health risk assessment and modelling
 - Wider adoption of common health performance indicators for benchmarking, in order to drive continuous improvement on health

SRC - Chapter 9: Occupational Health updated in 2020

ORR Strategy:

- **Target our planned inspection and assurance** on risks from hand arm vibration (HAV) and long latency occupational lung disease...
- **Prioritise our reactive inspection** on health in line with our mandatory investigation policy...
- Continue to **champion industry efforts on better mental health** and apply HSE's investigation criteria to prioritise follow up of complaints of work-related stress
- **Seek evidence** that rail employers are routinely applying the hierarchy of risk control and health by design principles, increasingly measured by RM3 across the industry
- **Support consistency** in our inspection and enforcement on health by training our inspection staff, and publishing guidance where is a clear need ...

SRC - Chapter 9: Occupational Health updated in 2020

ORR Strategy:

- **Review**, and where needed, develop our policy position in developing areas of health
- Work with industry to **improve the quality of occupational disease data reported** to us under RIDDOR and published on our data portal
- Provide **targeted input to key industry health leadership groups** to maintain momentum in sustaining recent progress at sector level, supporting and challenging industry on progress towards reporting of common health data and metrics to inform evidence-based health risk assessment
- **Support, monitor and challenge industry efforts** to improve the consistency of medical examinations under the train driver licensing regime

ORR Strategy - Occupational Health

- ORRs focus - those areas of health covered by **health and safety law**.
 - work-related (or occupational) ill health conditions caused or made worse by work.
 - exposures to dust, fume, asbestos, noise, vibration, musculoskeletal risk or work-related stress
 - fitness for work including drug and alcohol management
 - medical fitness assessments.
- Inevitably some **overlap** with the **wider aspects of worker health**
 - Wellbeing
 - Lifestyle management- smoking, obesity, and worker engagement.
- **But they DO NOT fall within ORR's regulatory role**
 - BUT we continue to encourage duty holders to invest in supporting better health outcomes through worker engagement and strong cultures, as set out in RM3
 - ORR continues its focused attention by challenging individual duty holders and the wider sector to tackle the **historic imbalance between worker safety and worker health**.

ORR Strategy - Occupational Health

Challenges to better occupational health management:

ORR continues its focused attention by challenging individual duty holders and the wider sector to tackle the

historic imbalance between worker safety and worker health.

BUT

- Organisational and structural changes within the industry could distract attention and progress
- Mainline - lack of rail-specific clinical support, expertise and guidance to 3rd party OH providers (OHPs) presents challenges to the consistent and efficient delivery of medical fitness for work assessments and wider occupational health management
- Mainline – reluctance to report key health data, in contrast to the better- established safety reporting system could undermine efforts to target interventions on health and wellbeing, and to report on common health performance indicators

ORR Strategy - Occupational Health

Challenges to better occupational health management :

BUT

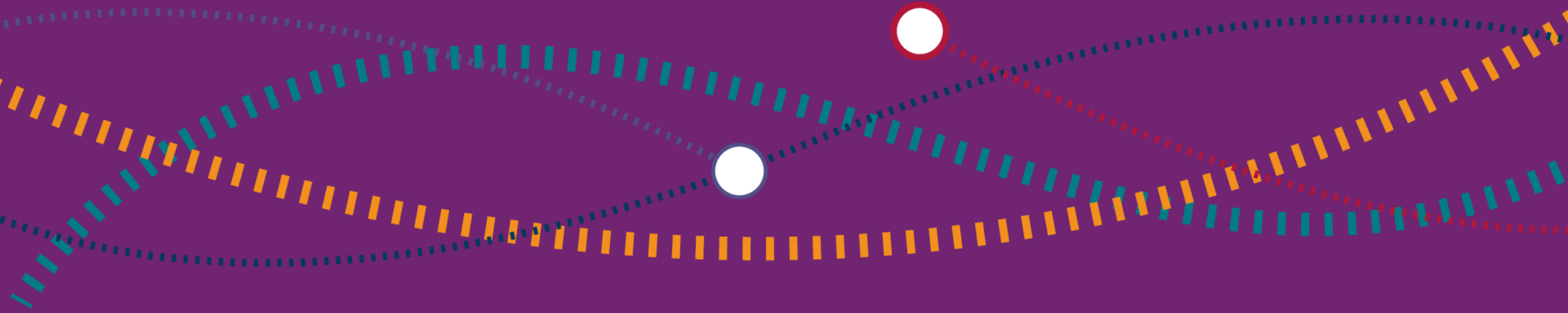
- Without better health data, industry may continue its current focus on the immediate drivers of sickness absence (MSDs and mental health) but fail to build understanding of, and risk assessment capability for, less visible and/or emerging harm from long latency disease
- The rail industry is delivering real progress in occupational health and wellbeing at local level but does not yet have the resources, expertise, training and other industrywide structures needed to realise the potential health and business benefits across the sector
- Without cross-industry agreement recent progress may stall on key structural challenges such as delivering consistent and efficient OH service provision; and better evidence-based risk assessment and modelling, informed by reliable health data

ANY QUESTIONS?



ORR's contribution to RSSB's Rail Health and Wellbeing Dashboard

Tom Hague



Overview

- RSSB aiming to build a health and wellbeing management system for the rail industry. The project seeks to treat health like safety, using quantitative metrics for better decision-making and accountability.
- RSSB collecting data on a quarterly basis, ORR first reported in the June 2023 collection.
- Data for RSSB's Sickness Absence Recording Tool (SART) is collected from HR.
- The data is then processed by RSSB and uploaded onto their Rail Health and Wellbeing Dashboard.

LEVEL 1 CODE	LEVEL 1 DESCRIPTION (CLICK ON THE LINK TO GO TO THE RELEVANT LEVEL 2 CODE AND
11	Anxiety/stress/depression/other psychiatric illnesses
12	Back Problems
13	Other musculoskeletal problems - (exclude back problems-include neck problems)
14	Cold/Cough/Flu - Influenza
15	Asthma
16	Chest & respiratory problems - (exclude nose & throat problems, asthma, cold, cough, flu)
17	Headache / migraine
18	Benign and malignant tumours, cancers
19	Blood disorders (e.g. anaemia)
20	Heart, cardiac & circulatory problems
21	Burns, poisoning, frostbite, hypothermia
22	Ear, nose, throat (ENT)
23	Dental and oral problems
24	Eye problems
25	Endocrine / glandular problems (e.g. diabetes, thyroid, metabolic problems)
26	Gastrointestinal problems (e.g. abdominal pain, gastroenteritis, vomiting, diarrhoea) - exclude dental and oral problems
27	Genitourinary & gynaecological disorders - exclude pregnancy related disorders
28	Infectious diseases
29	Injury, fracture
30	Nervous system disorders - exclude pregnancy related disorders
31	Pregnancy related disorders
32	Skin disorders
33	Substance abuse - incl alcoholism & drug
34	Other known causes (nec) - not elsewhere classified in SA scheme
35	Unknown causes / Not specified

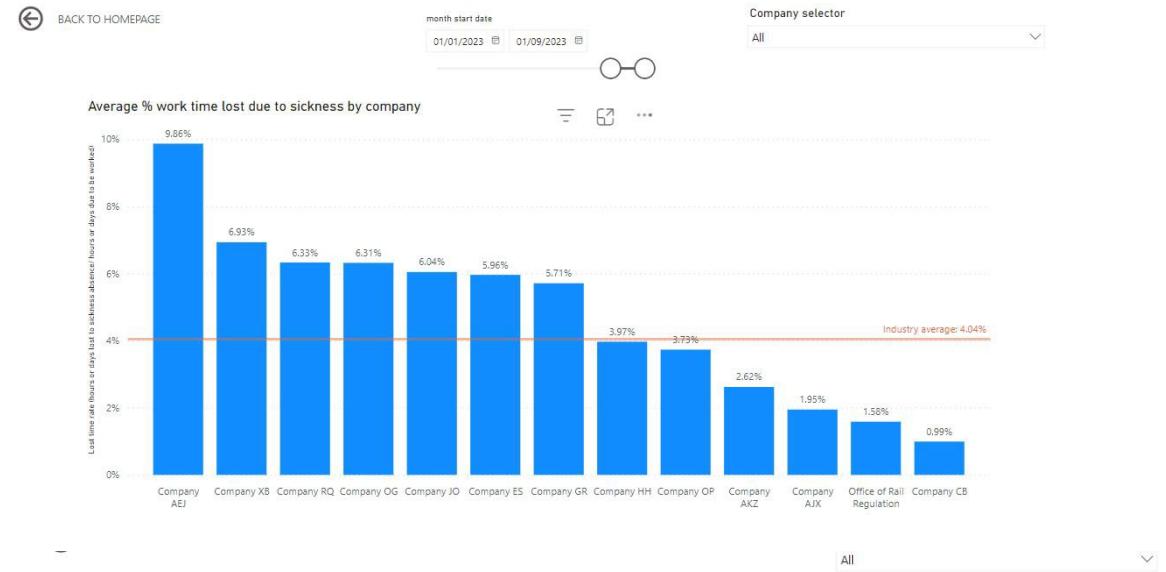
Why involvement in the project is useful for ORR

- Involvement in the project is useful because RSSB's Rail Health and Wellbeing Dashboard helps highlight the progress made by industry on something that is a key priority for ORR.
- It is important with our role as the rail regulator, as the project shows that we have supported the initiative for better Health and Wellbeing in the railway industry by providing our own data.
- Our involvement may also encourage other organisations within the industry to participate.

The screenshot displays the 'Health and Wellbeing Performance Management System' interface. The main heading is 'Workforce Health and Wellbeing Benchmarking'. A navigation instruction states: 'Please click on the buttons below to navigate to your tables and figures. There may be a short delay for components to load.' The dashboard is divided into two main sections: 'Industry View' and 'Individual companies' view'. The 'Industry View' section contains eight data points: Industry monthly lost time rate, Sickness cost per employee per company, Annual ongoing long-term sickness absence spells per 100 employee, Top 10 industry self-reported sickness absence reasons, Normalised HWI by health condition, COVID provisional indicator, Workforce undertaking safety critical work, and D & A tests passed as negative. The 'Individual companies' view' section contains twelve data points: Individual companies' lost time rate per month, Average percent work time lost due to sickness by company, Sickness cost per employee per company, Long-term sickness absence spells per 100 employee, Self-reported sickness absences with industry avg., Sickness absences as assigned by occupational health, Sickness absence data quality gap analysis, Compliance with statutory health surveillance programmes, Hand-Arm Vibration Syndrome health surveillance compliance rate, Respirable sensitisers/asthmagens health surveillance compliance rate, Respirable crystalline silica health surveillance compliance rate, Noise health surveillance compliance rate, Noise screened employees assessed for the different HSE categories, HWI, Health Surveillance data quality gap analysis, COVID provisional indicator, EAP percentage usage (calls/headcount), and Percent of D & A tests negative for safety critical workers. Other indicators data quality gap analysis is also listed at the bottom of the individual companies' view.

What does the data tell us?

- By feeding our data on sickness absence into the project since June 2023, we can see how we rank against other rail industry companies.
- For example, the graph displaying 2023 data for average work time lost due to sickness tells us that ORR performs very well in this area, with the loss being just 1.58%, which is well below the industry average of 4.04%.
- Further review of the data seeks to compare the relative cost of loss time per employee per company. Once again, ORR perform exceptionally well in this area with the cost being £389.83 – one of the lowest of all reporting companies.



cost is obtained by multiplying the number of days by the average industry day rate of £264. Click [here](#) for more information