

Signaller Training

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This presentation is designed to provide the team trainers with information for cascade training to their colleagues.

Why do we need this training?



- Moral
- Legal
- Cost



Moral

Morally it is wrong to expect staff to carry out operations that they have not been properly trained for. It is everyone's responsibility to ensure people are safe when at work and this includes those who are affected by our actions.

This is why NHSBT has Safe Systems of Work (SSW) and Risk Assessments

Legal Duty

Under The H&S at Work Act 1974 and the Management of H&S at Work Regulations 1999 employers and employees have a duty to:


Ensure that staff and others are not put at risk of injury/harm and that staff are given adequate training and information.

Employees have a duty to cooperate and act in accordance with any training and instructions given – and also to report any issues.

Cost

Reversing accidents from 01/04/16 to 28/02/17 cost the NHSBT £10,500.

Some facts to consider

- Figures produced by the Association of British Insurers suggest that 17% of accidents involve reversing
 - Health and Safety Executive (HSE) indicate that 25% of all deaths involving vehicles at work occur while vehicles are reversing
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Some simple steps to reduce and manage the risk effectively is all that is required to produce excellent results.

Prior to reversing ensure all drivers receive a full briefing and give them time to familiarise themselves with the local layout and site rules.

What is the impact?



The photos above show some of the damage that can be caused by poor reversing – and what we are trying to avoid by this training/SSW

The photo on the left shows a wall that was demolished by a NHSBT vehicle reversing into position for a session. This happened in daylight – as we (NHSBT) caused the damage we have to pay for the repairs.

The cost is taken out of the relevant departments budgets (as an overspend). Why ? to increase ownership, accountability and appreciation of the cost.

In the right photo, the line (grey crack down the middle) was caused when a vehicle was being reversed into the team base and went back too far hitting the wall of the garage. No damage was caused to the vehicle but the wall had to be checked by a structural engineer (to ensure it was safe) and then repaired !

These types of accident are largely AVOIDABLE - especially if a signaller had been correctly used at the time. (note - in future investigations - a natural question asked will be “where was the signaller?”)

If an incident does occur must report on accident form (Datix) and via WNS Assistance (blank claim forms can be found on People First in the Safety Area)

What is the cause?

- 95% of accidents are due to a human factor
- Lack of attention
- Poor observation
- Laziness
- Poor working practices
- Lack of training

These accidents are caused by some kind of failure, this could be a technical failure e.g. Camera or alarm failure. The vast majority are the result of some kind of human factor.

How could we lose our attention and focus?

What could be the cause of poor observation?

Give examples of why laziness could occur?

e.g. Couldn't wait

Wouldn't wait

Give examples of poor work practices

e.g. Not looking where you are going

Failure to use observer or guide

Driving too fast

These lists are not exhaustive

Drivers View



It is often the case that pedestrians have no idea how much a driver of a large vehicle can see through the many mirrors fitted.

This slide is designed to show the limitations these systems have and how easy it is to lose someone who is moving around the vehicle.

A guide provide essential cover for the areas that the driver cannot see. The guide also can vary the areas they cover and so are more flexible.

Driver responsibility

Responsible for the safe movement of the vehicle

Must choose the safest method

Appropriate time

Direct guide or guides

Operate in vehicle safety systems

Maintain contact with guide or guides (open the window to be heard)

Minimise distractions

STOP if in doubt

The driver, being the person qualified to drive the vehicle will be legally responsible for its movements. A signaller is seen as the drivers assistant only. The driver and signaller should discuss the options and the driver should choose the safest method to ensure a safe reverse and the best time for the reverse to happen.

Reversing into an area that has pedestrians moving through it, should be avoided. If you can wait ten minutes for the area to be cleared then this would be a good example of managing the risk.

The driver needs to provide the Signaller/Guide with clear instructions as to the method to be used, the route to be taken and clarify the commands and signals to be used.

In vehicle safety systems are a good aid but should not be wholly relied upon. Cameras cannot cover all areas of danger and can fail. Reversing alarms can be ignored especially in areas where their use is common.

Communication between the guide and the driver are vital and must be maintained throughout the reverse.

Distractions are a major cause of accidents, both the driver and the guide must act to remove distractions.

If there is any doubt about safety or communication is broken between the driver and the guide.... STOP

Things affecting vision



Rain, mist, bright sunshine and vibration will blur a drivers view



Some mirrors can magnify views causing distance to become difficult to judge

Part of the design of mirrors is that they magnify views, they are designed with a curved surface to maximise the view they produce. A product of this is to cause distance to be difficult to judge. Clarity of view in mirrors can be very problematic. Take time to clear mirrors.

Large vehicle tend to vibrate due to the low engine revs, this causes the mirror to shake and reduce visibility. Be aware of this and ensure you keep in a safe position.

Guides Responsibility

- **To maintain visual and audible contact with the driver**
- **Wear hi viz**
- **Ensure signals are correct and clear**
- **Maintain vehicle clearance from all objects**
- **Ensure reversing area is clear from obstruction, trip hazards and overhead dangers, particular care needs to be taken when vehicles have low body work**
- **Keep pedestrians from reversing area and route**
- **Minimise distractions**

Guides are only of help if they can communicate efficiently with the driver. A guide needs to be clear in their role and confident with their responsibilities. Maintaining visual contact with the driver will ensure they do not place themselves in danger.

Signals need to be the recognized signals to avoid confusion, they need to be clear and given in plenty of time.

Clearance from hazards is vital. Do not allow vehicles close to obstacles before warning the driver and agreeing how close is an acceptable distance. Sometimes it is necessary to “get close” if this is the case the team work between the driver and the guide is crucial and communication, control and avoiding distraction are essential.

Always wear Hi Visibility clothing when acting as a guide to a vehicle that is maneuvering.

Positioning of the Guide

- First priority must always be your SAFETY
- See and be seen
- Ensure you cover blind spots
- Far enough away from the moving vehicle to be safe should you trip
- Within mirror view of the driver (if you can see the driver, they can see you)

KEEP IN VIEW!



Vehicle design dictates that the left side of a vehicle has the most blind spots, it makes good sense for the guide to place themselves to cover this area. But there is no perfect answer as to where to stand - apart from where it is safest.

Guides must keep well away from the vehicle so that you can see and be seen whilst staying safe. Be aware of trip hazards on uneven surfaces and the risk of falling beneath a reversing vehicle.

If in doubt- STOP - ask the driver for advice, work as a team. It is a team effort that will give best end results!

Before the vehicle moves, take the time to look carefully at all of the risks around you. Are there bright lights that make the driver's vision difficult in the mirrors? Are the mirrors misted with rain or dirty? Are there overhead obstructions that the driver might miss? Stop pedestrians who might walk across unwittingly?

If you're not acting as signaller - stay well away so you don't distract - but what can you learn by watching others?

1 signaller per manoeuvre.

Using signals to communicate

- Precise signals are unambiguous
- Universally- used signals are clear to all, and understood by all parties, especially temporary staff
- Large accurate arm movements are more easily understood
- Only use the agreed correct signals

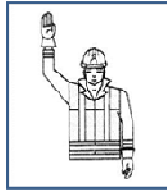
When acting as a guide you are using a recognised system of communication. It is important that you use signals that are recognised as industry standard. Training will ensure you are familiar with them and practice will make you confident.

Be BOLD and LOUD when communicating.

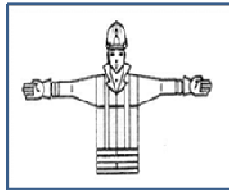
Explain the need for consistent, clear signals

Emphasis backing up hand signals with voice commands

Health and Safety Executive (HSE) Signals



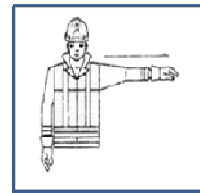
Stop



Start



Danger



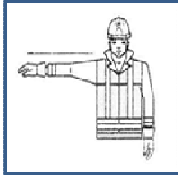
Left

The slide is entitled “HSE Standard Signals” to emphasise the message that these are standardised national signals, and that we need to maintain consistency and uniformity.

HSE Guidance emphasises the importance of us all using signals that are uniformly known and recognised so that there is simplicity in uniformity.

These signals need to be given correctly, clearly and in plenty of time.

Health and Safety Executive (HSE) Signals



Right



**Move
Forwards**



**Move
Backwards**



Horizontal Distance

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Summary

- Safety is always your first priority
 - Check for obstruction and plan the route
 - Keep clear of vehicles, traffic and buildings
 - Always wear Hi-Viz – be seen clearly
 - Active vision all round – remember the distraction issues
 - Use precise correct, clear signals
 - If in doubt – STOP operations
 - Team work – look after each other
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