



CILT Bus & Coach – Mental Health, Driver Stress and Wellbeing 2020 Report



Mental Health, Driver Stress and Wellbeing

2020 has seen the introduction of a snapshot survey, in which BusMark members can feedback on a key topic of concern each quarter.

This first quarter addressed the vital area of Mental Health, Driver Stress and Wellbeing, and the findings helped direct conversation at the recent BusMark meeting.

These quarterly snapshot surveys will help inform the respective club meeting programmes, and all BusMark members are encouraged to participate.....we will aim for no more than 12-14 primary questions.

The other topics will be Staff Recruitment, Retention & Diversity / Professional Development, Training & Accreditation/ Future Role of AI & Robotics, although emerging or changing factors may determine a change to the proposed topics line up, as we progress through the year.

This new snapshot survey format is a direct result of member request and will enhance the value of Busmark membership, *if members participate.....as they say, “the more you put in, the more you get out”*.



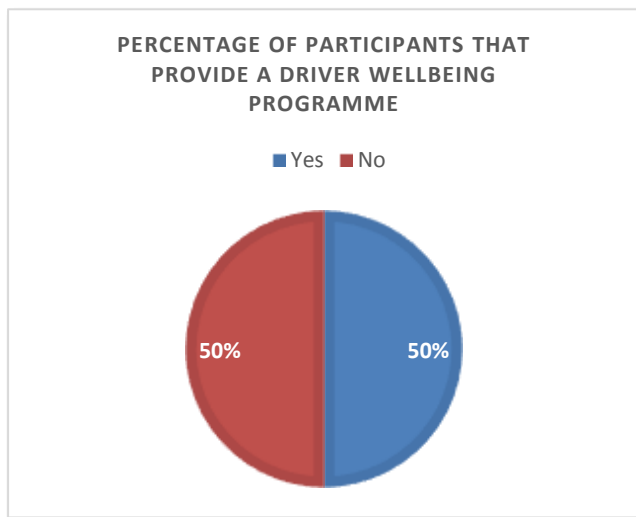
Questions to our members...

1. What was your % turnover of drivers in 2019?
2. What was your average number of days lost, in 2019, due to stress, fatigue or sickness per driver?
3. Do you provide a driver wellbeing programme, as part of new driver induction training?
4. Do you provide a driver wellbeing programme, as part of existing staff training?
5. If you answered YES, to the previous question, how regularly is this training delivered?
6. If you do provide a driver wellbeing programme, does this include *Stress Awareness Coping Strategies, Driver Fatigue and How it can be Reduced or Healthy Eating and Diet Advice*?
7. Does your company have a Work Related Road Safety (WRRS) policy and does this policy include driver fatigue awareness?
8. Does your company conduct alcohol / drug testing, on drivers, in the workplace?
9. Do you provide counselling, to drivers, following a Road Traffic Accident (RTA) and is this provided automatically or on a scale of the RTA severity?
10. If this is on a scale, how do you rate the severity of the RTA?
11. If counselling is provided, within what timescale, is this offered, following the RTA?
12. Do you provide Post-Traumatic Stress Disorder (PTSD) symptoms training for *Registered First Aiders, Supervisory Staff or Management Staff*?
13. Do you operate a 'Risk Register' for drivers?
14. If you answered YES, to the previous question, does your Risk Score include telematics-generated data and at what frequency are drivers debriefed on their Risk Score?
15. Do you provide 'Customer Service & Dispute Resolution' as part of new staff induction training?
16. Do you provide 'Customer Service & Dispute Resolution' as part of existing staff training?
17. If you answered YES, to the previous question, how regularly is this training delivered?
18. Do you conduct driver 'back to work' interviews, following a period of sickness/absence?
19. If you answered YES, to the previous question, what minimum length of absence would trigger a 'back to work, interview'?

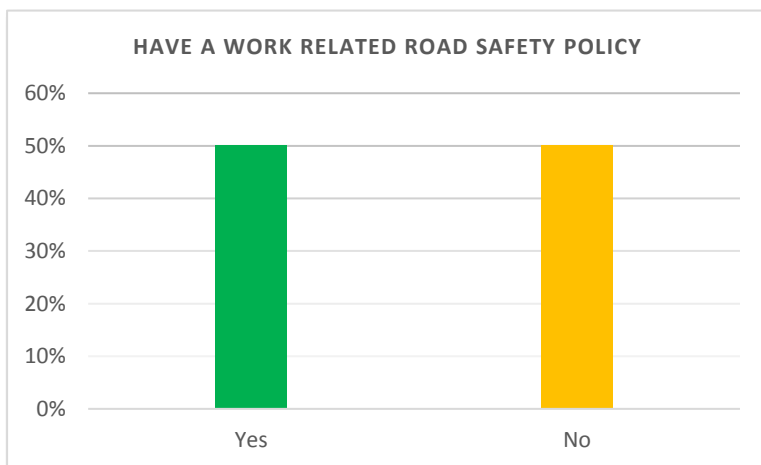


Key findings...

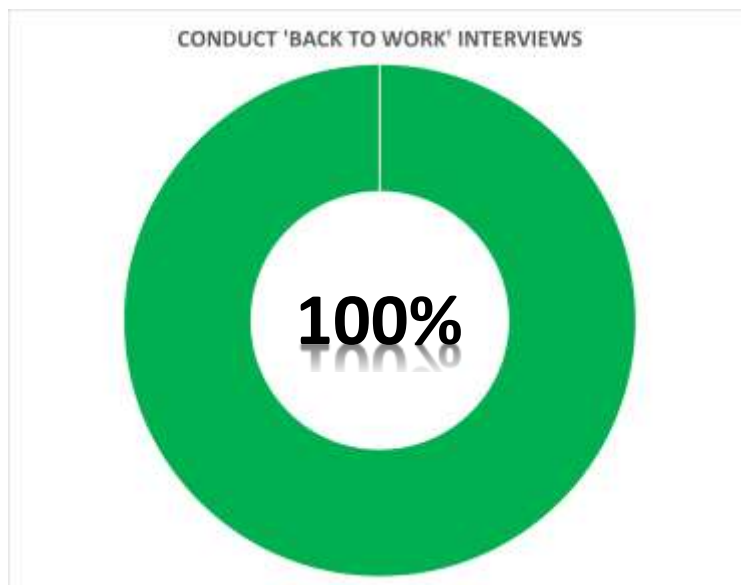
- An average of 6 days were lost from work per driver through stress, sickness and fatigue
- 50% of members provide a driver wellbeing programme , usually via Driver CPC modules, although no inclusion of stress awareness – coping strategies



- 50% had a specific Work Related Road Safety policy, but only one included coverage of driver fatigue



- **100% conduct alcohol/drug testing on drivers in the workplace**
- **50% provide support to drivers following a Road Traffic Accident (although classification of severity varies)**
- **Post-Traumatic Stress Disorder (PTSD) awareness training is not provided**
- **50% operate a driver 'Risk Register' , often in conjunction with telematics-generated data**
- **100% conduct 'back to work' interviews following a period of sickness/absence**



- **50% of respondents provide 'Customer Service and Dispute Resolution' training**



Summary...

In summary, the survey has shown that BusMark companies, whilst providing employee support within this critical area, have yet to embrace the 'drill-down' components of stress awareness coping strategies, and Post-Traumatic Stress Disorder (PTSD) awareness training.

However, with organisations such as Mind, who offer Workplace Wellbeing Services training, we are confident that we will see a growth in the provision of these employee support mechanisms in the coming months.

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