

TRIM Standard Technical Briefing – supporting notes



Slide 1

This briefing is to provide a more in depth understanding of how we apply Network Rail will manage the psychological risk following a Traumatic Incident. The standard complies with the Health and Safety at Work Act 1974 and is compliant with NICE guidelines on Traumatic Incident Management.



Slide 2

The definition of a Traumatic Incident is:

“A **traumatic event** is an **experience** that causes physical, emotional, psychological distress, or harm. It is an **event** that is perceived and experienced as a threat to one's safety or to the stability of one's world”

Many of the traumatic incidences that occur in Network Rail’s involve our frontline employees who are in safety critical roles who are exposed to high level risks and as a result are more exposed to incidences which may onset Post Traumatic Stress Disorder (PTSD) and/or serious mental health conditions. This standard is primarily to mitigate and manage that risk.

It should also be noted that Network Rail is not forsaking the support of other workplace events that may be traumatic such as bullying and harassment and appropriate support should be given also. In such circumstances, please refer to the bullying and harassment policy, EAP management support, Occupational Health Services who may advise and use of the Trauma Questionnaire also.



Slide 3

The Railways and Other Guided Transport Systems (Safety) Regulations 2006:

➤ This legislation applies where a person who carries out safety critical work has been assessed as competent and fit to carry out that work.

Management of Health and Safety at Work Regulations 1999 Section 3:

- This legislation applies to rail employers need to assess and reduce the risk of harmful levels of workplace stress occurring – this includes trauma following a traumatic incident

Health and Safety at Work Act 1974 Section 2:

- This legislation applies to ensure the health safety and welfare at work of their employees. This includes minimising the risk of stress-related illness or injury to employees

Equality Act 2010:

- This legislation applies where the impact of ongoing work related stress causes ill-health they may be deemed to have a disability under the Equality Act 2010. The Act makes it unlawful for an employer to treat a disabled person less favourably for a reason relating to their disability;



Slide 4

No additional notes



Slide 5

The Assessing the Risk of Stress in the workplace standard can be found on the Standard pages on Connect



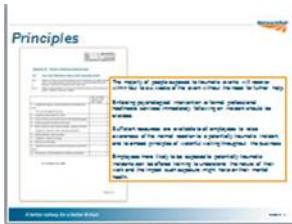
Slide 6

No additional notes



Slide 7

No additional notes



Slide 8

1. The guidance in the standard and the use of the Trauma Questionnaire will support the business in mitigating the risk of PTSD following a Traumatic event.
2. It encourages positive behaviours that exercise a duty of care to our people such as having a conversation following an event, carrying out an assessment and following up.



Slide 9

No additional notes



Slide 10

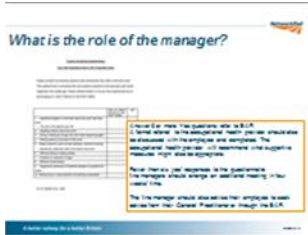
Key points on using the Standard are:

- Defines the role of a ‘responsible person’ who can relieve an employee from duty following a Traumatic Incident.
- The standard provides guidance for managers effective response times following a Traumatic Incident.
- Assesses whether an employee is able to continue to work safely following a Traumatic Incident and if so that they do not work alone
- Provides the guidance on having a conversation following a Traumatic Incident.
- Defines the role of the supporting manager
- Provides the guidance on the first 24 to 96 hours following a Traumatic Incident.
- Advises on other resources that can be utilised to support the employee following a Traumatic Incident.



Slide 11

No additional notes



Slide 12

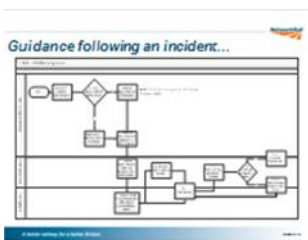
The Trauma Questionnaire was designed by Professor Brewin, Professor of Clinical Psychology who specialises in Psychological Disorders and Traumatic Stress. It focusses on a simple but effective questionnaire which asks 10 short key questions that can be scored to assess whether there is a risk of PTSD.

If an employee answers yes to 6 of the questionnaires they should be referred to EAP and a formal OH assessment should be discussed and completed.

Fewer than 6 yes responses, the manager should carry out the questionnaire in four weeks from the date of the incident

The Line manager should also advise the employee to advise their GP of the incident and seek appropriate medical advice from them.

Appropriate meeting etiquette should be considered when taking an employee through the trauma screening – such as finding an appropriate quiet space.



Slide 13

A flow chart is provided to support managers through the process.

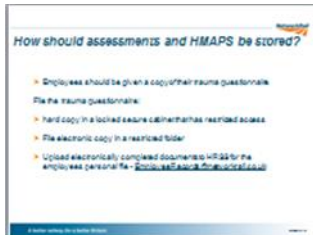


Slide 14

The standard also introduces the subject of watchful waiting. This is a behavioural change to managing Trauma in Network Rail. It is to be adopted by both Line Manager and employees.

(Employees will include the person who has experienced the Trauma and also peers and colleagues who are aware that their colleague has experienced a Traumatic incident)

Watchful waiting is a term based on the principle of waiting to see if an employee's symptoms improve on their own or progress. Watchful waiting is the recommended course of action during the first month following a traumatic incident and works in conjunction with the Trauma screening Questionnaire



Slide 18

It is important that the employee is fully involved in the process and should be given a copy of their questionnaire after 'each' assessment is carried out.

The screening questionnaire is a confidential document and careful consideration should be given to the sensitivity and nature of the assessment, therefore it should be filed away appropriately as follows:



Slide 19

In addition the Samaritans and SANE charities offer a confidential helpline which may help support an employee. NHS run psychological therapy intervention services call IAPT these are available by self-referral or through a GP/doctor.

SANE: 0300 304 7000 from 6pm - 11pm every evening

Samaritans: 116 123 (UK) · 116 123 (ROI)

(There may also be other local services within an employee's residential area.)

*** If required, the following references have additional guidance and information relating to Trauma support and regulations**

HSE: www.hse.gov.uk/research/crr_pdf/1998/crr98170.pdf

Approach, Guidance (HSG218) www.hse.gov.uk/stress

Mind: <http://www.mind.org.uk/workplace/mental-health-at-work/>

<http://www.mind.org.uk/information-support/types-of-mental-health-problems/post-traumatic-stress-disorder-ptsd/#.V6I0tNIm6aM>

CIPD: https://www.cipd.co.uk/binaries/work-related-stress_2010-what-the-law-says.pdf

<http://www.cipd.co.uk/pm/peoplemanagement/b/weblog/archive/2013/01/29/how-to-cope-with-survivor-syndrome-2009-05.aspx>

TRADE UNIONS: https://www.tuc.org.uk/h_and_s/stress.cfm

NICE: <https://www.nice.org.uk/guidance/cg26/chapter/1-guidance?unlid=175061258201641701420>

Safety Regulations 2006 and Safety at Work Regulations 1999:

<http://www.legislation.gov.uk/uksi/1999/3242/contents/made>

http://www.legislation.gov.uk/uksi/2006/599/pdfs/uksi_20060599_en.pdf

<http://www.legislation.gov.uk/uksi/2006/1057/contents/made>

ORR: <http://orr.gov.uk/what-and-how-we-regulate/health-and-safety/guidance-and-research/occupational-health-guidance/work-related-stress>

<http://orr.gov.uk/what-and-how-we-regulate/health-and-safety/guidance-and-research/occupational-health-guidance>

<http://orr.gov.uk/site-search?query=PTSD>

Further guidance can be found using the above technical bodies name for reference*

Further Reading:

Psychological Hazards measurements review

www.hse.gov.uk/research/crr_pdf/2001/crr01356.pdf

CIPD Articles on Trauma Management

<http://www.cipd.co.uk/pm/peoplemanagement/b/weblog/archive/2013/01/29/1251a-2001-01.aspx>

https://www.cipd.co.uk/binaries/developing-resilience_2011-evidence-based.pdf

Trauma and Violence

www.hse.gov.uk/violence/toolkit/postincident.htm

Royal College of Psychiatrists

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/copingaftertraumaticevent.aspx>