



RESEARCH FIRST



CANTERBURY REBUILD SAFETY CHARTER

MEMBERS SURVEY 2017



**CANTERBURY REBUILD
SAFETY CHARTER**

RESEARCH REPORT
JUNE 2017

Contents

Members Survey 2017

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Key Findings

Resources

- Newsletters and events were rated as useful Charter resources by the highest proportions of respondents. These resources were also heard of/used by the highest numbers in the sample.
- Analysis by signatory type indicated charter resources were perceived similarly across the groups.
 - There is some indication that support for toolbox talks is higher amongst specialist trade organisations and the usefulness of Charter Champions is seen more amongst residential builders and commercial construction. Leadership guidance and tools were regarded as useful by higher proportions of those in professional services and government organisations/insurers. These differences are not statistically significant.
- Newsletter readership levels are in line with 2015 findings. Most members read all issues, though not all in detail.
 - Improvement areas: amount of content, layout, design and wordiness.
- The majority of respondents did visit the Charter website however frequent use was low; over half visiting less often than once a month.
 - Improvements suggested identified the need for more content and changes to access, layout and design.
- Event attendance has increased; the proportion of members that had not been to any events has dropped between the 2015 and 2017 survey points.
 - Small businesses were more likely to have not attended any events.
 - Respondents predominantly cited event timing as the reason for non-attendance.

Charter Project Officer and Representatives

- The proportion that stated that the Charter Project Officer had visited their worksite has dropped slightly from 16% in 2015 to 10% in 2017.
- Respondents that had received a visit from the Charter Officer and/or had staff attend a workshop/orientation displayed a higher level of engagement and more positive perceptions:
 - A significantly higher proportion had changed their practice based on information provided by the Charter
 - A significantly higher proportion thought the Charter was very useful for improving health and safety
 - A significantly higher proportion strongly agreed that the Charter is good value for money
 - The NPS score was +44 compared with -1 for those who had not engaged with the Charter Project Officer.
 - Respondents that had received a worksite visit or had staff attendance of a Charter workshop/orientation were positive about the experience.



Newsletters are the highest rated and most used resource



Awareness of the **ten commitments** has **declined** since 2015



of respondents stated that they had **changed their practice** based on information provided by the Charter.

Awareness

- Unprompted recall of the Charter commitments was low; three quarters of respondents (74%) could not list any of the ten commitments.
- Awareness of the ten commitments has declined when compared with 2015;
 - Unprompted recall, prompted recall and total recall levels have all dropped.

Perceptions

- Half of respondents (52%) stated that they had changed their practice based on information provided by the Charter.
- 45% identified the Charter as useful for improving health and safety, a slight decline from 53% in 2015 (the difference is not statistically significant).
- 61% agreed the Charter is good value for money, a slight increase from 56% in 2015 (the difference is not statistically significant).
- The Charter's NPS score for 2017 is +9, up slightly from +6 in 2015.
 - Improvements in NPS scores were achieved amongst small and medium businesses.
- NPS scores differed by signatory type. Figures are based on small sample sizes and should be viewed with caution.
 - Results indicated lower NPS scores from specialist trade organisations and endorsees. Much higher results were received from residential builders and government organisations/insurers.

2

Research Design

2.1 Context

The Canterbury Rebuild Safety Charter (the Charter) is a health and safety agreement between the leaders of a number of government organisations and companies leading the Rebuild. The Charter includes a vision, ten aspirational commitments and detailed actions designed to meet those commitments.

The Charter was launched in 2014 and has grown from 51 signatories and endorsees to over 370.

In 2015, the Charter Steering Group undertook a survey of its members (signatories) to understand the perceptions of, and engagement with the Charter. This project repeats the 2015 survey to help understand any progress made by Charter activities since 2015 and includes a number of new questions to highlight areas for future focus.

The 2017 survey also includes endorsees and signatories in the sample frame.

2.2 Method

The survey is a visible contact point for the Charter Steering Group and is as an engagement mechanism with Charter members, a research method that meets both the information needs of the group and the communication needs of the Charter members is important to the overall engagement mechanism.

The data was primarily collected through a telephone survey of all signatories and endorsees (374 members). For this 2017 survey, an online version of the survey was added to run concurrent with the telephone approach. This had two major benefits:

More inclusive approach – Telephone numbers for a small proportion of the sample were not held and a number of respondents were not able to be contacted by phone. Where email addresses were available for this group, the survey was emailed directly with an invitation to participate online. Follow up reminders were also sent to prompt completion

Improved engagement process – an online tool was the preferred engagement mechanism for some respondents. In offering this alternative these members had a more positive experience of the research process.

A total of 210 members completed the survey which represents a robust 56% response rate compared to the population as a whole.

	Total sample frame	Achieved sample	Overall response rate
Endorsees	53	21	40%
Signatories	321	189	59%
Total sample	374	210	56%

2.3 Analysis

Trend analysis with 2015 results has been included where questions have remained the same across both surveys.

The 2015 survey results are based on 141 surveys from 200 signatories; endorsees were not surveyed. The 2017 sample represents the wider reach of the Charter in 2017.

As the population has increased, where percentages remain similar across the two survey periods there has still been an increase in the real numbers of members and endorsees affected.

Overall results are robust and accurate to +/-4% at the 95% confidence level for the total population size of 374 members and endorsees. Results within the subgroups have smaller sample sizes and therefore higher error margins so should be viewed with more caution.

The profile of survey respondents is shown in Appendix 1.

Responses for five point scale questions have been grouped as follows:

1	2	3	4	5
Not useful at all/ Strongly disagree	Not useful/ Disagree	Neutral	Useful/ Agree	Very useful/ Strongly agree
Total Not Useful / Disagree			Total Useful / Agree	

Results have been analysed by signatory type and size of business/organisation. Caution should be applied to comparisons between signatory types due to low base numbers and differences in base numbers across the sample.

Size of business has been defined by full-time equivalents. Small businesses 0-9 FTE, medium 10-49 FTE, large 50+ FTE.

Differences in findings between groups have been tested for statistical significance. Where there are statistical significant differences this has been highlighted in the report.

Not all questions were asked of all respondents. For example, where a member or endorsee stated they thought a resource was either 'not useful' or 'not useful at all' these respondents were asked to provide the reason or reasons why they felt this way. Respondents that thought the resource was useful were not asked the follow up question.

3

Engagement

3.1 Usefulness of Charter Resources

Newsletters and events were rated as useful by the highest proportions of respondents. These resources were also heard of/used by the highest numbers in the sample.

Higher proportions of respondents in 2017 stated that the newsletter is useful, when compared with 2015 results, though the differences are not statistically significant increases.

Higher proportions of respondents in 2017 stated that the newsletter is useful, when compared with 2015 results.

Posters, Charter Champions and Mentoring are seen as comparatively less useful. These resources were also engaged with by lower numbers of respondents.

Posters show a rise in perceptions of usefulness though overall are less useful than other resources.

Perceptions of other resources are consistent across the survey years.

Size of business did not have a significant impact on perceptions of usefulness.

Figure 3.1.1: Usefulness of Charter Resources – Total Sample

	Useful 2015	Useful 2017	Not useful at all	Not useful	Neutral	Useful	Very useful	Number of respondents
Newsletter	62%	73%	4%	6%	17%	47%	26%	189
Events	74%	72%	2%	6%	20%	39%	34%	178
Website	61%	66%	3%	6%	25%	48%	18%	176
Toolbox talks	62%	66%	1%	5%	28%	39%	27%	165
Leadership guidance and tools	NA	60%	1%	9%	30%	38%	21%	149
Charter Orientations/Workshops	NA	55%	3%	10%	32%	33%	22%	134
Charter assessment tool and performance plans	51%	50%	7%	14%	29%	38%	12%	147
Posters	36%	45%	7%	15%	34%	30%	15%	152
Charter Champions	NA	44%	4%	13%	40%	20%	24%	126
Mentoring	NA	38%	6%	17%	39%	23%	15%	109

*NA – resource not asked about in 2015

Figure 3.1.2: Usefulness of Charter Resources – Size of Business

	Small	Medium	Large	Total sample
Newsletter	63%	76%	79%	73%
Events	70%	72%	75%	72%
Website	67%	74%	59%	66%
Toolbox talks	59%	75%	64%	66%
Leadership guidance and tools	52%	61%	65%	60%
Charter Orientations/Workshops	54%	59%	52%	55%
Charter assessment tool and performance plans	41%	62%	47%	50%
Posters	40%	44%	50%	45%
Charter Champions	38%	57%	36%	44%
Mentoring	44%	40%	29%	38%

Respondents that had used a resource but thought it was not useful were asked to provide the reasons why. There were low levels of response for this question so results are provided as numbers of respondents rather than percentage.

Figure 3.1.3: Reasons resources are not seen as useful¹

Newsletter	Number of respondents
Inadequate/insufficient content	4
Doesn't tell me anything I don't know	3
Not a good mechanism for delivering this information	2
Resource not suitable/applicable for our business	2
Not enough support/training for this resource	1
Something else (please specify)	4
Total respondents	16

1. Only respondents stating the resource was not useful were asked to give reasons. Those stating they had not used the resource have been excluded. Total respondents refers to the number of members providing a response. Respondents could give more than one reason.

Events	Number of respondents
Resource not suitable/applicable for our business	3
Inadequate/insufficient content	2
Doesn't tell me anything I don't know	1
Use other internal/external resources instead	1
Something else (please specify)	3
Total respondents	10

Website	Number of respondents
Doesn't tell me anything I don't know	4
Poor design/ difficult to navigate	4
Something else (please specify)	2
Total respondents	10

Toolbox talks	Number of respondents
Resource not suitable/applicable for our business	4
Not enough support/training for this resource	2
Other	3
Total respondents	8

Leadership guidance and tools	Number of respondents
Resource not suitable/applicable for our business	7
Doesn't tell me anything I don't know	3
Not enough support/training for this resource	2
Total respondents	12

Charter Orientations/Workshops	Number of respondents
Resource not suitable/applicable for our business	3
Doesn't tell me anything I don't know	2
Too general/ Not specific enough	1
Something else (please specify)	4
Total respondents	10

Charter assessment tool and performance plans	Number of respondents
Use other internal/external resources instead	7
Not enough support/training for this resource	5
Too general/ Not specific enough	3
Doesn't tell me anything I don't know	3
Inadequate/insufficient content	2
Resource not suitable/applicable for our business	2
Something else (please specify)	2
Total respondents	21

Posters	Number of respondents
Not a good mechanism for delivering this information	17
Doesn't tell me anything I don't know	5
Inadequate/insufficient content	2
Not enough support/training for this resource	2
Resource not suitable/applicable for our business	2
Something else (please specify)	2
Total respondents	28

Charter Champions	Number of respondents
Resource not suitable/applicable for our business	3
Overly complicated	3
Doesn't tell me anything I don't know	1
Use other internal/external resources instead	1
Total respondents	8

Mentoring	Number of respondents
Use other internal/external resources instead	6
Resource not suitable/applicable for our business	5
Doesn't tell me anything I don't know	3
Not enough support/training for this resource	2
Not a good mechanism for delivering this information	1
Too general/ Not specific enough	1
Something else (please specify)	1
Total respondents	14

3.2 The Newsletter

Only a small proportion of respondents that were aware of the newsletter stated that they do not read it (7%). The highest proportion read all issues, though not all in detail.

Readership levels are in line with 2015 survey findings.

Also in line with 2015, small businesses are the least likely to read all issues in detail though overall readership levels are not significantly different.

- 8% of small businesses stated they read all issues in detail, compared with 31% of medium and 21% of large businesses.
 - In 2015 7% of small businesses stated they read all issues in detail, compared with 28% of medium and 33% of large businesses. The differences are not statistically significant.
- 10% of small business do not read the newsletter, compared with 4% of medium and 6% of large businesses.
 - In 2015 7% of small, 7% of medium and 2% of large businesses did not read the newsletter. Figures remain low and the differences are not statistically significant.

When asked how the newsletter could be improved, 31 respondents provided content suggestions or asked for more content. Improvements to layout, design and wordiness were also highlighted.

Figure 3.2.1: Newsletter Readership

	% 2015	% 2017	Number of respondents 2017
Read all issues in detail	26%	21%	39
Read all issues but scan at least some issues	44%	43%	82
Read some issues but not all	26%	29%	55
Don't read it	5%	7%	13
Total respondents	133	189	189

Figure 3.2.2: Improvements to the Newsletter²

	%	Number of respondents
More content/ content suggestions	18%	31
Good as is/ nothing	17%	30
Improve layout/ design	9%	16
Less content/ words	9%	16
Doesn't apply to their industry/ company	4%	7
More additional resources (links, videos etc)	3%	5
More ways of accessing it (printing, social media etc)	2%	4
Frequency	2%	3
Don't know	41%	72
Total respondents		176

2. Only asked of respondents that identified they read the newsletter. Respondents could provide more than one improvement.

3.3 The Website

The majority of respondents did visit the Charter website however, frequent use was low with over half visiting less often than once a month.

Frequent use has declined since 2015 with higher proportions visiting less than once of month and not at all. The difference here is statistically significant.

Frequent use has declined since 2015 with higher proportions visiting less than once of month and not at all.

Patterns of use are similar across business sizes though small businesses were slightly less likely to be frequent visitors and more likely to not visit at all.

Respondents were predominantly visiting to access tools and resources or to look for updates.

Improvements suggested identified the need for more content and changes to access, layout and design.

Figure 3.3.1: Website Traffic

	% 2015	% 2017	Number of respondents 2017
Once a week or more often	5%	5%	9
Between once a week and once a month	55%	27%	47
Less often than once per month	35%	55%	96
Do not visit the website	5%	14%	24
Total respondents	130	176	176

Figure 3.3.2: Reasons for website use³

	%	Number of respondents 2017
Tools/ Resources	36%	55
Updates	28%	42
Specific information	24%	37
General information	18%	27
Events/Workshops/ Training	12%	18
List of members	4%	6
Don't use it	1%	2
Don't know	2%	3
Total respondents	100%	152

³ Only asked of those aware of the website

Figure 3.3.3: Improvements to the Website⁴

	%	Number of respondents 2017
Good as is/ nothing	17%	26
More information/ content	11%	16
Make it easier to access/ use	5%	8
Better layout/ design	5%	7
More resources (videos etc)	3%	4
Don't know	62%	94
Total respondents	100%	152



4. Only asked of those aware of the website

3.4 Charter Events

The proportion of members that had not been to any events has dropped between the two survey points, this difference is statistically significant. However, the proportions attending all events remains consistent.

Small businesses were more likely to have not attended any events. Respondents predominantly cited event timing as the reason for non-attendance.

Figure 3.4.1: Event Attendance

	% 2015	% 2017	Number of respondents 2017
I have not been to any events	25%	8%	14
I have been to one or some events (since signing the Charter)	60%	77%	137
I have been to all of the Charter events (since signing the Charter)	15%	15%	27
Total respondents	140	178	178

Figure 3.4.2: Reasons for Non-Attendance⁵

	Small	Medium	Large	Number of respondents	%
The event was at a bad time for me	6	2	1	9	64%
The location of the event/s was inconvenient	1	2	1	4	29%
Somebody else in the business attended	1	0	2	3	21%
Did not know about the event/s	1	0	0	1	7%
Number of respondents	9	2	3	14	100%

⁵ Only asked of those not attending any events

4

Charter Project Officer and Representatives

4.1 Charter Project Officer

Respondents were asked whether the Charter Project Officer had visited their worksite recently, or if staff had attended a Charter workshop/orientation led by the Project Officer.

The proportion that stated that the Charter Project Officer had visited their worksite has dropped slightly from 16% in 2015 to 10% in 2017⁶.

Experience of worksite visits and workshop attendance were broadly consistent across the business sizes.

The 21 respondents that had received a worksite visit were positive about the experience; 9 stated that it was useful and 11 stated that it was very useful. The timing and frequency of visits was indicated as a potential improvement area.

The 36 respondents that had staff attendance of a Charter workshop/orientation were also positive; 14 felt it was useful and 14 very useful.

Improvements to content and making workshops industry specific were noted as potential areas to develop.

Figure 4.1.1: Charter Project Officer Visits

	%	Number of respondents
Yes - worksite visit	10%	21
Yes - workshop/orientation	17%	36
No	71%	149
Don't know	5%	11
Total respondents	100%	210

Figure 4.1.2: Usefulness of Charter Project Officer Visits

	Useful	Not useful at all	Not useful	Neutral	Useful	Very useful
Usefulness of worksite visit %	95%	0%	0%	5%	43%	52%
n	20	0	0	1	9	11
Usefulness of workshop/orientation %	78%	0%	0%	22%	39%	39%
n	28	0	0	8	14	14

6. Note: workshop attendance was not measured in 2015.

Figure 4.1.3: Suggested Improvement Areas⁷

Worksite visits	Number of respondents	Workshops/orientations	Number of respondents
Good as is/ nothing	4	Good as is/ nothing	8
When visits occur (time, frequency etc)	4	Content (videos, examples)	8
Visit more workplaces/ sites	2	Topics about specific industries	5
Other	3	More time/ longer	2
Don't know	8	Don't know	14
	21		36

4.2 Charter Representatives

The perceived usefulness of two roles for Charter representatives at the workplace has increased slightly between 2015 and 2016.

Figure 4.2.1: Perceived Usefulness of Charter Representatives roles

	Useful 2015	Useful 2017	Not useful at all	Not useful	Neutral	Useful	Very useful	Number of respondents 2017
Meeting with workers on site to talk about health and safety	50%	58%	9%	16%	17%	31%	27%	210
Supporting your organisation (and other Charter signatories) with its Charter performance	51%	57%	5%	11%	27%	38%	19%	210

7. Asked of all respondents that had received a worksite visit/ had staff attend a workshop/orientation

5

Charter Awareness

5.1 Recall of Charter Commitments

Unprompted recall of the Charter commitments was low; three quarters of respondents (74%) could not list any of the ten.

A further 8% (16 respondents) did not recall any of the commitments even after they were listed for them.

Awareness of the ten commitments has declined from the position in 2015; unprompted recall, prompted recall and total recall levels have all dropped. The drops in total recall are all statistically significant when the samples are compared.

Respondents from small businesses displayed lower awareness levels. The results from respondents from medium and large businesses were similar to each other.

	Unprompted Recall 2015	Unprompted Recall 2017	Prompted Recall 2015	Prompted Recall 2017	Total Recall 2015	Total Recall 2017
Leadership – Leaders demonstrate a visible commitment to H&S	21%	18%	77%	69%	98%	82%
Engagement and consultation – We have systems in place to encourage and support worker engagement in H&S	9%	10%	81%	67%	90%	73%
Reporting – We have robust, proactive and accurate H&S reporting	7%	10%	84%	67%	91%	73%
Upstream & Downstream Duties - We design, manufacture and procure with regard to risk to the end user.	NA	2%	NA	55%	NA	54%
Critical Risks – All critical risk activities are identified, managed and mitigated	18%	10%	78%	74%	96%	80%
Managing Site Safety Risks - We identify, assess, manage and communicate all risks on site. This includes: PPE.	15%	12%	82%	73%	96%	80%
Site Induction – Everyone is made aware of risks so they can look after themselves and keep others safe.	9%	7%	87%	77%	96%	79%
Training – All our workers receive H&S training	13%	10%	81%	76%	94%	82%
Impairment – The safety of workers isn't compromised by anyone under the influence of drugs, alcohol or fatigue	15%	6%	77%	69%	92%	70%
Health and Wellbeing – We actively promote the health and well-being of workers.	14%	12%	82%	73%	96%	80%

6

Perceptions of The Charter

6.1 Influencing Practice

Across the whole sample of members, half of respondents (52%) stated that they had changed their practice based on information provided by the Charter. A higher proportion of medium sized businesses stated they had changed practices (the proportion is significantly higher statistically when compared with small and large businesses)

- 43% of small businesses stated they had changed practices;
- 65% of medium businesses stated they had changed practices; and
- 47% of large businesses stated they had changed practices.

Results are shown by signatory type in figure 6.1. Base numbers for each signatory type are low and results and comparisons between sectors should be viewed and made with caution. The results indicate that residential builders were more likely to make changes.

Key changes made identified across the sample included general health and safety improvements, changes to record keeping and implementing events, meetings and workshops.

Figure 6.1.1: Proportion Changing Practice as a Result of the Charter – by signatory type

	%	Number of respondents
Specialist Trade Organisations (Total)	58%	25
Professional Services (Total)	51%	20
Residential Builders (Total)	74%	28
Commercial Construction (Total)	45%	13
Endorsee	24%	5
Government Organisations & Insurers	60%	6
Horizontal Infrastructure Organisations	20%	2
Other	56%	5
Labour on Hire Organisations	29%	2
Project Management Offices	75%	3
Total sample	52%	109

Figure 6.1.2: Proportion Changing Practice as a Result of the Charter – by signatory size/type – number of respondents

	Number had changed practices	Number had made no changes	Don't know	Total number of respondents
Commercial Construction (large)	4	9	0	13
Commercial Construction (medium)	5	3	0	8
Commercial Construction (small)	4	3	1	8
Professional Services (large)	5	7	0	12
Professional Services (medium)	8	4	0	12
Professional Services (small)	7	7	1	15
Residential Builders (large)	2	0	0	2
Residential Builders (medium)	16	3	0	19
Residential Builders (small)	10	7	0	17
Specialist Trade Organisations (large)	6	3	0	9
Specialist Trade Organisations (medium)	13	4	1	18
Specialist Trade Organisations (small)	6	10	0	16

6.1.3: Key changes made as a result of the Charter

	%	Number of respondents
General health and safety improvements	31%	34
Better record keeping/ documentation	23%	25
Events/ meetings/ workshops	23%	25
Put in specific policies/ plans (fatigue, drug or alcohol etc)	19%	20
Better communication with staff	15%	16
Staff training	12%	13
More worker engagement	10%	11
Improved leadership	8%	9
Don't know	2%	2
Total respondents	100%	108

6.2 Usefulness for Improving Health and Safety

Findings indicate that perceptions of the usefulness of the Charter for improving health and safety have dropped slightly from the 2015 results.

Higher proportions identified the Charter as 'not useful at all' and whilst the same percentage saw it as 'very useful', the percentage seeing it as useful overall has dropped from 53% to 45%. The overall drop from 53% to 45% is not statistically significant but the rise in the proportion stating the Charter is not at all useful is statistically significant.

Large business were less likely to identify the Charter as being useful for improving health and safety.

Those identifying the Charter as useful highlighted:

- Good or helpful information; and
- The ability to raise awareness around issues.

Key reasons for not perceiving the Charter as useful included:

- Already having the processes in place or using alternative resources; and
- The Charter not being applicable to their company/industry (this was particularly noted by the Professional Services sector).

When asked what else the Charter could do to support organisations key factors indicated included:

- More personal support;
- Worksite visits; and
- Reviews and audits of members' systems.

Figure 6.2.1: Usefulness of the Charter for Improving Health and Safety

	% 2015	%2017	Number of respondents 2017
Useful	53%	45%	95
Not useful at all	6%	15%	31
Not useful	11%	10%	22
Neutral	30%	30%	62
Useful	37%	30%	62
Very useful	16%	16%	33
Total respondents	141	210	210

Figure 6.2.2: Usefulness of the Charter for Improving Health and Safety – by signatory type

Perceptions of usefulness are also shown by signatory type. Again, a level of caution should be used when viewing these results due to small and incomparable base sizes.

	Specialist Trade Organisations	Professional Services	Residential Builders	Commercial Construction	Endorsee	Government Organisations & Insurers	Horizontal Infrastructure Organisations	Other	Labour on Hire Organisations	Project Management Offices	Total sample
Total Useful	42%	49%	68%	38%	38%	40%	0%	56%	43%	25%	45%
Not useful at all	12%	18%	13%	10%	24%	10%	30%	0%	14%	25%	15%
Not useful	7%	21%	3%	7%	14%	0%	10%	33%	14%	0%	10%
Neutral	40%	13%	16%	45%	24%	50%	60%	11%	29%	50%	30%
Useful	28%	33%	39%	21%	29%	20%	0%	44%	43%	25%	30%
Very useful	14%	15%	29%	17%	10%	20%	0%	11%	0%	0%	16%
Number of respondents	43	39	38	29	21	10	10	9	7	4	210

Figure 6.2.3: Usefulness of the Charter for Improving Health and Safety – by signatory size/type – number of respondents

	Total Useful	Not useful at all	Not useful	Neutral	Useful	Very useful	Number
Commercial Construction (large)	4	2	0	7	2	2	13
Commercial Construction (medium)	4	1	0	3	3	1	8
Commercial Construction (small)	3	0	2	3	1	2	8
Professional Services (large)	4	4	3	1	3	1	12
Professional Services (medium)	7	1	2	2	3	4	12
Professional Services (small)	8	2	3	2	7	1	15
Residential Builders (large)	2	0	0	0	2	0	2
Residential Builders (medium)	13	3	1	2	5	8	19
Residential Builders (small)	11	2	0	4	8	3	17
Specialist Trade Organisations (large)	4	1	1	3	1	3	9
Specialist Trade Organisations (medium)	10	1	1	6	8	2	18
Specialist Trade Organisations (small)	4	3	1	8	3	1	16
Total respondents	95	31	22	62	62	33	210

Figure 6.2.4: Reasons behind usefulness ratings

	%	Number of respondents
Positive		
Good/ helpful information	20%	42
Raised awareness about issues	16%	33
The resources/ tools	6%	12
Meetings/ events/ workshops	5%	10
Can benchmark/ track progress	4%	8
Networking/ peer support	3%	7
Easy to learn/ use	1%	3
Great communication	1%	3
Good value/ cost	1%	2
Negative		
Already have processes in place/ use other resources	35%	74
Not applicable to company/ industry	9%	18
Not using the Charter at all/ well enough	2%	4

Figure 6.2.5: What else could the Charter do to support you to improve health and safety in your organisation

	%	Number of respondents
More personal support	10%	21
Worksite visits	7%	14
Reviews/ Audits of members systems	5%	11
More communication	4%	9
Workshops/ events/ meeting suggestions	4%	8
More specific information	4%	8
Don't use the Charter at all or to full extent	4%	8
Target training/ events at workers	2%	5
More resources/ make resources more available	2%	5
Updates	1%	2
Other	11%	22
Nothing	21%	44
Don't know	29%	60
Total respondents	100%	207

6.3 Value for Money

Nearly two thirds of respondents overall (61%) agreed that the Charter was good value for money. This is a slight increase from 56% in 2015 and there was a positive increase in the proportion 'strongly agreeing' with the statement.

Respondents from large businesses were less positive about value for money: 65% of respondents from small and medium businesses agreed that the Charter was good value for money but only 53% of large businesses agreed.

Figure 6.3.1: Value for Money

	2016%	2017%	Number of respondents 2017
Total Agree	56%	61%	121
Strongly disagree	3%	7%	14
Disagree	11%	6%	12
Neutral	30%	26%	51
Agree	33%	30%	60
Strongly agree	23%	31%	61
NET	141	198	198

Figure 6.3.2: Value for Money by signatory type

Perceptions of value for money are shown by signatory type. Again, a level of caution should be used when viewing these results due to small and incomparable base sizes.

	Specialist Trade Organisations	Professional Services	Residential Builders	Commercial Construction	Endorsee	Government Organisations & Insurers	Horizontal Infrastructure Organisations	Other	Labour on Hire Organisations	Project Management Offices	Total sample
Total Agree	66%	57%	72%	54%	58%	50%	56%	75%	33%	75%	61%
Strongly disagree	10%	8%	6%	7%	5%	10%	0%	0%	17%	0%	7%
Disagree	7%	0%	3%	7%	0%	10%	22%	13%	17%	25%	6%
Neutral	17%	35%	19%	32%	37%	30%	22%	13%	33%	0%	26%
Agree	39%	27%	31%	18%	32%	30%	33%	50%	17%	25%	30%
Strongly agree	27%	30%	42%	36%	26%	20%	22%	25%	17%	50%	31%
Total respondents	41	37	36	28	19	10	9	8	6	4	198

Figure 6.3.3: Value for money – by signatory size/type – number of respondents

	Total Agree	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Number
Commercial Construction (large)	6	2	1	4	2	4	13
Commercial Construction (medium)	6	0	0	2	3	3	8
Commercial Construction (small)	3	0	1	3	0	3	7
Professional Services (large)	5	2	0	5	4	1	12
Professional Services (medium)	7	0	0	5	3	4	12
Professional Services (small)	9	1	0	3	3	6	13
Residential Builders (large)	1	0	0	1	1	0	2
Residential Builders (medium)	14	1	1	2	6	8	18
Residential Builders (small)	11	1	0	4	4	7	16
Specialist Trade Organisations (large)	5	1	2	0	2	3	8
Specialist Trade Organisations (medium)	12	2	0	3	8	4	17
Specialist Trade Organisations (small)	10	1	1	4	6	4	16
Total respondents	121	14	12	51	60	61	198

6.4 Other External Support for Health and Safety

Two thirds of respondents (65%) indicated that their organisation employs other external support for their health and safety practice. The proportion was the same across the business sizes.

External support predominantly came from external, independent contractors or Site Safe.

The numbers of respondents identifying each source are shown in the table below.

Figure 6.4.1: Other Sources of External Support

	Small	Medium	Large	Total Sample
External/independent auditors/consultants (not named)	6	13	25	44
Site Safe	15	18	8	41
Hazard Co	9	3	1	13
ACC	2	3	5	10
WorkSafe	1	3	5	9
Lucas Safety	2	5	1	8
Safe and Sound	2	3	1	6
Site Wise	3	3	0	6
Phoenix H&S	4	0	0	4
OHS	1	3	0	4
Health and Safety Systems	2	1	0	3
EQC	3	0	0	3
Chamber of Commerce	1	1	1	3
Don't know	2	0	0	2
Triex	1	0	1	2
People Safe	0	1	1	2
Other	10	13	15	38
Total respondents	45	48	44	137

7

Promoting the Charter

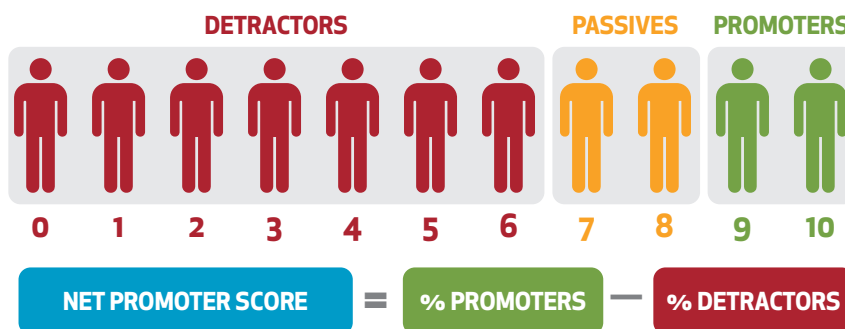
7.1 Net Promoter Score

The Net Promoter Score (NPS) is used to provide a measure of the strength of loyalty of members.

The method measures how likely the respondent would be to recommend the Charter to other organisations involved in the rebuild of Canterbury.

Those who rate the provider as a 9 or 10 are considered promoters. Those who rate the provider between 0 and 6 are considered detractors and scores of 7 or 8 are considered as passive.

The ratio of the NPS is expressed as a number from -100 to +100 with any score above zero considered a positive outcome.



The Charter's NPS score for 2017 is **+9**, up slightly from +6 in 2015.

Figure 7.1.1: Net Promoter Score

	% 2015	% 2017	Number of respondents 2017
Detractors	29%	31%	63
Passives	35%	30%	61
Promoters	35%	40%	82
NPS	+6	+9	206

In line with 2015 findings, large businesses provided a higher NPS than small and medium businesses. However, the NPS figure given by large businesses is lower than the 2015 score.

Improvements in NPS scores were achieved amongst small and medium businesses:

- Large businesses 2017: **+16**, 2015: **+28**
- Medium businesses 2017: **+8**, 2015: **-15**
- Small businesses 2017: **+3**, 2015: **-6**

Endorsees gave a lower NPS (-5) than members (+9)

Figure 7.1.2: Reasons behind NPS Scores

		%	Number of respondents
Positive reasons	Good overall	26%	55
	Good information/ good place to get information from	16%	33
	Would recommend depending on company/ needs	14%	30
	Promotes health and safety/ awareness	12%	26
	Consistency/ everyone on board	7%	14
	Social support/ networking	4%	9
	The cost/ cheap	4%	9
	Improves the industry as a whole	3%	7
	The events/ workshops	1%	3
	Can help get work	1%	3
	Total positive responses	76%	159
Negative reasons	Use external sources/ have policies in place already	7%	15
	Not applicable to business/ industry	4%	9
	Did nothing for the organisation	4%	9
	Don't use it	3%	7
	Not necessary any more/ rebuild over or slowing down	2%	4
	Wouldn't come to mind	1%	2
	Other negative mentions	2%	5
	Total negative responses	23%	49
	Don't know	1%	3
	Total respondents	100%	210

7.2 Encouraging membership

Roughly half of the sample (44%) stated they encouraged contractors and/ or subcontractors to become Charter members. Small businesses were less likely to encourage membership (though the differences are not statistically significant).

- Small 37% encouraged;
- Medium 47% encouraged; and
- Large 48% encouraged.

This overall figure of 44% is indicative of a drop from 72% in 2015. However the 2015 figure was derived from a sample of 46 respondents compared with 206 respondents in 2017, so the comparison is unlikely to be robust.

Key reasons behind encouraging other organisations to join included shared company values and upskilling. Reasons organisations have not encouraged membership focused on a perceived lack of relevance.

Figure 7.2.1: Reasons behind encouraging or not encouraging membership

		%	Number of respondents
Reasons for why	Share company values/ be on same page	11%	23
	Good for them/ upskilling	10%	21
	For safety	7%	14
	Good resource	5%	11
	Improve the industry overall	4%	9
	Networking/ support	3%	6
	It is a requirement to work	3%	6
	Would recommend if using them/ working in Christchurch only	2%	4
	Good for the organisation (reputation, reduce risk etc)	1%	3
	Other reasons for why	2%	5
	Total reasons why	44%	90
Reasons for why not	Not relevant to company / don't use them	18%	37
	Have not thought about it	8%	16
	Don't use Charter/ see no benefit in it	7%	15
	Use other health and safety services/ methods	5%	11
	Can't look after everyone/ they can look after themselves	4%	9
	Not required	4%	8
	Already members/ meet requirements	2%	5
	Other reasons for why not	1%	3
	Total reasons why not	50%	102
	Don't know	7%	14
	Total respondents	100%	206

8

Appendix One: Endorsee Perceptions

21 representatives from 53 endorsee organisations participated in the survey so findings are a solid reflection of the views in this group.

Considerable care should be taken in comparing the results from endorsees and signatories due to the significant differences in sample size.

There are no significant differences between endorsees and signatories in the reported results.

Figure 8.1: Usefulness of resources

	Endorsee %	Endorsee n	Signatory	Total sample
Newsletter	76%	13	73%	73%
Events	81%	13	72%	72%
Website	69%	11	66%	66%
Toolbox talks	60%	9	67%	66%
Leadership guidance and tools	59%	10	60%	60%
Charter Orientations/Workshops	45%	5	56%	55%
Charter assessment tool and performance plans	45%	5	51%	50%
Posters	43%	6	45%	45%
Charter Champions	27%	3	45%	44%
Mentoring	0%	0	40%	38%

Figure 8.2: Newsletter Readership

	Signatory		Endorsee		Total sample
Read all issues in detail	22%	38	6%	1	21%
Read all issues but scan at least some issues	43%	74	47%	8	43%
Read some issues but not all	28%	48	41%	7	29%
Don't read it	7%	12	6%	1	7%
Total	100%	172	100%	17	100%

Figure 8.3: Website visits

	Signatory		Endorsee		Total sample
Once a week or more often	6%	9	0%	0	5%
Between once a week and once a month	27%	43	25%	4	27%
Less often than once per month	54%	87	56%	9	55%
Do not visit the website	13%	21	19%	3	14%
Total	100%	160	100%	16	100%

Figure 8.4: Event attendance

	Signatory		Endorsee		Total sample
I have not been to any events	9%	14	0%	0	8%
I have been to one or some events (since signing the Charter)	75%	121	100%	16	77%
I have been to all of the Charter events (since signing the Charter)	17%	27	0%	0	15%
Total	100%	162	100%	16	100%

Figure 8.5: Usefulness of Charter representative tasks

		% Useful	N	Total sample
Meeting with workers on site to talk about health and safety	Signatory	59%	111	189
	Endorsee	48%	10	21
	Total sample	58%	121	210
Supporting your organisation (and other Charter signatories) with its Charter performance	Signatory	58%	109	189
	Endorsee	48%	10	21
	Total sample	57%	119	210

Figure 8.6: Total Recall of Charter Commitments

	Endorsee %	Endorsee n	Signatory	Total sample
Leadership – Leaders demonstrate a visible commitment to H&S	76%	16	83%	82%
Engagement and consultation – We have systems in place to encourage and support worker engagement in H&S	76%	16	73%	73%
Reporting – We have robust, proactive and accurate H&S reporting	67%	14	74%	73%
Upstream & Downstream Duties - We design, manufacture and procure with regard to risk to the end user.	62%	13	53%	54%
Critical Risks – All critical risk activities are identified, managed and mitigated	71%	15	80%	80%
Managing Site Safety Risks – We identify, assess, manage and communicate all risks on site. This includes: PPE	71%	15	81%	80%
Site Induction – Everyone is made aware of risks so they can look after themselves and keep others safe .	67%	14	80%	79%
Training – All our workers receive H&S training	76%	16	83%	82%
Impairment – The safety of workers isn't compromised by anyone under the influence of drugs, alcohol or fatigue	62%	13	71%	70%
Health and Wellbeing – We actively promote the health and well-being of workers.	71%	15	81%	80%
No awareness	19%	4	7%	8%

Figure 8.7: Usefulness of the Charter for improving health and safety in the organisation

	Endorsee %	Endorsee n	Signatory	Total sample
MTU	38%	8	46%	45%
Not useful at all	24%	5	14%	15%
Not useful	14%	3	10%	10%
Neutral	24%	5	30%	30%
Useful	29%	6	30%	30%
Very useful	10%	2	16%	16%

Figure 8.8: Value for money

	Endorsee %	Endorsee n	Signatory	Total sample
Total agree Charter membership is good value for money	58%	11	61%	61%
Strongly disagree	5%	1	7%	7%
Disagree	0%	0	7%	6%
Neutral	37%	7	25%	26%
Agree	32%	6	30%	30%
Strongly agree	26%	5	31%	31%

Figure 8.9: Net Promoter Score

	Endorsee	Signatory	Total sample
Detractors	35%	30%	31%
Passives	35%	29%	30%
Promoters	30%	41%	40%
NPS	-5	9	9

9

Appendix Two: Charter Officer Engagement

50 respondents stated that they had received a visit from the Charter Officer and/or had staff attend a workshop/orientation representatives, 149 confirmed that they had not had this Charter Officer engagement.

Again, considerable care should be taken in comparing the results from due to the significant differences in sample size.

Significant differences between results are highlighted in the text following tables where these exist.

Figure 9.1: Usefulness of Charter Resources

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Newsletter	83%	69%	73%
Events	85%	68%	72%
Website	69%	68%	66%
Toolbox talks	73%	64%	66%
Leadership guidance and tools	65%	58%	60%
Charter Orientations/Workshops	71%	48%	55%
Charter assessment tool and performance plans	62%	48%	50%
Posters	59%	40%	45%
Charter Champions	64%	35%	44%
Mentoring	55%	30%	38%

Figure 9.2: Newsletter Readership

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Read all issues in detail	29%	17%	21%
Read all issues but scan at least some issues	44%	42%	43%
Read some issues but not all	25%	33%	29%
Don't read it	2%	8%	7%

Figure 9.3: Website visits

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Once a week or more often	13%	3%	5%
Between once a week and once a month	38%	24%	27%
Less often than once per month	46%	57%	55%
Do not visit the website	4%	17%	14%

Figure 9.4: Event Attendance

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
I have not been to any events	0%	10%	8%
I have been to one or some events (since signing the Charter)	75%	78%	77%
I have been to all of the Charter events (since signing the Charter)	25%	12%	15%

Figure 9.5: Total Recall of Charter Commitments

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Leadership	94%	77%	82%
Engagement and consultation	82%	70%	73%
Reporting	78%	71%	73%
Upstream & Downstream Duties	58%	52%	54%
Critical Risks	84%	78%	80%
Managing Site Safety Risks	84%	79%	80%
Site Induction	82%	78%	79%
Training	86%	79%	82%
Impairment	74%	70%	70%
Health and Wellbeing	80%	79%	80%

Figure 9.6: Influencing Practice

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Have changed practice as a result of the Charter	68% ↑	46% ↓	52%

A significantly higher proportion of those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation had changed their practice based on information provided by the Charter.

Figure 9.7: Usefulness of the Charter for improving health and safety in the organisation

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Total Useful	58%	40%	45%
Not useful at all	4% ↓	19% ↑	15%
Not useful	6%	11%	10%
Neutral	32%	30%	30%
Useful	26%	30%	30%
Very useful	32% ↑	10% ↓	16%

A significantly higher proportion of those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation thought the Charter was very useful for Improving health and safety and a significantly lower proportion thought it was not useful at all.

Figure 9.8: Value for Money

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Total agreed	76%	55%	61%
Strongly disagree	2%	9%	7%
Disagree	6%	7%	6%
Neutral	16%	30%	26%
Agree	26%	31%	30%
Strongly agree	50% ↑	24% ↓	31%

A significantly higher proportion of those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation strongly agreed that the Charter is good value for money.

Figure 9.9: Net Promoter Score

	Received visit and/or had staff attend a workshop/orientation	No visit or workshop/orientation	Total sample
Detractors	18%	34%	31%
Passives	20%	33%	30%
Promoters	62% ↑	33% ↓	40%
NPS	+44	-1	+9

The Net Promoter Score for those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation is much higher, demonstrating the value of this type of engagement. A significantly higher proportion identified as promoters when compared with those who had not received a visit or sent staff to a workshop/orientation.

Appendix Three: Perceptions by Signatory Type

Results in this section are presented by signatory type. Sample sizes for each type are low so results have been shown by number of respondents and percentages. The percentages are for reference only and considerable care should be taken in comparing the results between types.

Significant differences between results are highlighted in the text and tables where these exist.

Figure 10.1: Usefulness of Charter Resources

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Newsletter	26	68%	26	74%	26	74%	19	68%	13	76%	8	89%	5	63%	6	75%	5	71%	4	100%	138	73%
Events	23	64%	22	69%	27	79%	20	80%	13	81%	6	67%	4	57%	5	63%	5	71%	4	100%	129	72%
Website	20	61%	26	76%	23	70%	18	64%	11	69%	6	75%	2	29%	4	50%	4	67%	3	100%	117	66%
Toolbox talks	26	81%	18	51%	20	65%	17	81%	9	60%	4	44%	2	40%	5	71%	5	83%	3	75%	109	66%
Leadership guidance and tools	15	58%	23	74%	12	41%	12	63%	10	59%	6	86%	3	60%	4	57%	2	40%	2	67%	89	60%
Charter Orientations/ Workshops	12	46%	12	44%	20	69%	13	68%	5	45%	3	60%	2	40%	3	75%	3	50%	1	50%	74	55%
Charter assessment tool and performance plans	15	54%	15	54%	16	52%	12	57%	5	45%	3	33%	2	50%	2	40%	2	33%	2	50%	74	50%
Posters	15	48%	6	21%	12	43%	13	59%	6	43%	3	60%	3	43%	4	67%	3	43%	3	75%	68	45%
Charter Champions	11	46%	9	39%	15	60%	10	63%	3	27%	0	0%	3	50%	2	33%	1	17%	1	33%	55	44%
Mentoring	6	29%	11	48%	14	56%	5	36%	0	0%	0	0%	1	25%	1	25%	1	20%	2	67%	41	38%

Figure 10.2: Newsletter Readership

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Read all issues in detail	8	21%	5	14%	5	14%	9	32%	1	6%	3	33%	2	25%	3	38%	3	43%	0	0%	39	21%
Read all issues but scan at least some issues	16	42%	18	51%	17	49%	10	36%	8	47%	3	33%	2	25%	4	50%	2	29%	2	50%	82	43%
Read some issues but not all	10	26%	9	26%	11	31%	7	25%	7	41%	3	33%	3	38%	1	13%	2	29%	2	50%	55	29%
Don't read it	4	11%	3	9%	2	6%	2	7%	1	6%	0	0%	1	13%	0	0%	0	0%	0	0%	13	7%
Total respondents	38	100%	35	100%	35	100%	28	100%	17	100%	9	100%	8	100%	8	100%	7	100%	4	100%	189	100%

Figure 10.3: Website visits

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Once a week or more often	1	3%	1	3%	1	3%	4	14%	0	0%	1	13%	0	0%	1	13%	0	0%	0	0%	9	5%
Between once a week and once a month	14	42%	6	18%	9	27%	7	25%	4	25%	2	25%	0	0%	1	13%	4	67%	0	0%	47	27%
Less often than once per month	14	42%	21	62%	18	55%	14	50%	9	56%	5	63%	4	57%	6	75%	2	33%	3	100%	96	55%
Do not visit the website	4	12%	6	18%	5	15%	3	11%	3	19%	0	0%	3	43%	0	0%	0	0%	0	0%	24	14%
Total respondents	33	100%	34	100%	33	100%	28	100%	16	100%	8	100%	7	100%	8	100%	6	100%	3	100%	176	100%

Figure 10.4: Event Attendance

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
I have not been to any events	3	8%	3	9%	2	6%	2	8%	0	0%	1	11%	0	0%	3	38%	0	0%	0	0%	14	8%
I have been to one or some events (since signing the Charter)	26	72%	27	84%	25	74%	17	68%	16	100%	7	78%	6	86%	4	50%	7	100%	2	50%	137	77%
I have been to all of the Charter events (since signing the Charter)	7	19%	2	6%	7	21%	6	24%	0	0%	1	11%	1	14%	1	13%	0	0%	2	50%	27	15%
Total respondents	36	100%	32	100%	34	100%	25	100%	16	100%	9	100%	7	100%	8	100%	7	100%	4	100%	178	100%

Figure 10.5: Total Recall of Charter Commitments

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Leadership	37	86%	27	69%	34	89%	24	83%	16	76%	9	90%	7	70%	8	89%	6	86%	4	100%	172	82%
Engagement and consultation	32	74%	19	49%↓	30	79%	24	83%	16	76%	9	90%	7	70%	6	67%	7	100%	4	100%	154	73%
Reporting	34	79%	20	51%↓	29	76%	22	76%	14	67%	9	90%	7	70%	7	78%	7	100%	4	100%	153	73%
Upstream & Downstream Duties	20	47%	13	33%	23	61%	19	66%	13	62%	6	60%	5	50%	5	56%	5	71%	4	100%	113	54%
Critical Risks	37	86%	22	56%↓	34	89%	25	86%	15	71%	9	90%	8	80%	7	78%	6	86%	4	100%	167	80%
Managing Site Safety Risks	37	86%	27	69%	33	87%	24	83%	15	71%	10	100%	6	60%	7	78%	6	86%	4	100%	169	80%
Site Induction	35	81%	26	67%	32	84%	24	83%	14	67%	10	100%	7	70%	8	89%	6	86%	4	100%	166	79%
Training	37	86%	24	62%↓	35	92%	25	86%	16	76%	9	90%	7	70%	8	89%	7	100%	4	100%	172	82%
Impairment	33	77%	20	51%	27	71%	23	79%	13	62%	8	80%	6	60%	7	78%	7	100%	4	100%	148	70%
Health and Wellbeing	38	88%	26	67%	30	79%	24	83%	15	71%	9	90%	7	70%	8	89%	7	100%	4	100%	168	80%
No awareness	2	5%	7	18%	1	3%	2	7%	4	19%	0	0%	1	10%	0	0%	0	0%	0	0%	17	8%
Total respondents	43	100%	39	100%	38	100%	29	100%	21	100%	10	100%	10	100%	9	100%	7	100%	4	100%	210	100%

Recall of some commitments amongst Professional Services signatories was lower than other groups. These commitments are highlighted in red in the table above.

Figure 10.6: Influencing Practice

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Have changed practice as a result of the Charter	25	58%	20	51%	28	74%	13	45%	5	24%	6	60%	2	20%	5	56%	2	29%	3	75%	109	52%

Figure 10.7: Usefulness of the Charter for improving health and safety in the organisation

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Total Useful	18	42%	19	49%	26	68%	11	38%	8	38%	4	40%	0	0%	5	56%	3	43%	1	25%	95	45%
Not useful at all	5	12%	7	18%	5	13%	3	10%	5	24%	1	10%	3	30%	0	0%	1	14%	1	25%	31	15%
Not useful	3	7%	8	21%	1	3%	2	7%	3	14%	0	0%	1	10%	3	33%	1	14%	0	0%	22	10%
Neutral	17	40%	5	13%	6	16%	13	45%	5	24%	5	50%	6	60%	1	11%	2	29%	2	50%	62	30%
Useful	12	28%	13	33%	15	39%	6	21%	6	29%	2	20%	0	0%	4	44%	3	43%	1	25%	62	30%
Very useful	6	14%	6	15%	11	29%	5	17%	2	10%	2	20%	0	0%	1	11%	0	0%	0	0%	33	16%
Total respondents	43	100%	39	100%	38	100%	29	100%	21	100%	10	100%	10	100%	9	100%	7	100%	4	100%	210	100%

Figure 10.8: Value for Money

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Total agreed	27	66%	21	57%	26	72%	15	54%	11	58%	5	50%	5	56%	6	75%	2	33%	3	75%	121	61%
Strongly disagree	4	10%	3	8%	2	6%	2	7%	1	5%	1	10%	0	0%	0	0%	1	17%	0	0%	14	7%
Disagree	3	7%	0	0%	1	3%	2	7%	0	0%	1	10%	2	22%	1	13%	1	17%	1	25%	12	6%
Neutral	7	17%	13	35%	7	19%	9	32%	7	37%	3	30%	2	22%	1	13%	2	33%	0	0%	51	26%
Agree	16	39%	10	27%	11	31%	5	18%	6	32%	3	30%	3	33%	4	50%	1	17%	1	25%	60	30%
Strongly agree	11	27%	11	30%	15	42%	10	36%	5	26%	2	20%	2	22%	2	25%	1	17%	2	50%	61	31%
Total respondents	41	100%	37	100%	36	100%	28	100%	19	100%	10	100%	9	100%	8	100%	6	100%	4	100%	198	100%

Figure 10.9: Net Promoter Score

	Specialist Trade Organisations		Professional Services		Residential Builders		Commercial Construction		Endorsee		Government Organisations & Insurers		Horizontal Infrastructure Organisations		Other		Labour on Hire Organisations		Project Management Offices		Total sample	
Detractors	14	33%	11	28%	12	32%	9	31%	7	35%	2	20%	3	33%	2	22%	2	29%	1	25%	63	31%
Passives	16	38%	14	36%	6	16%	7	24%	7	35%	3	30%	2	22%	4	44%	2	29%	0	0%	61	30%
Promoters	12	29%	14	36%	19	51%	13	45%	6	30%	5	50%	4	44%	3	33%	3	43%	3	75%	82	40%
NPS		-5		8		19		14		-5		30		11		11		14		50		9

Appendix Four: Sample Profile

Figure 11.1: Relationship to the Charter

	%	Number of respondents
Signatory	90%	189
Endorsee	10%	21
Total respondents	100%	210

Figure 11.2: Charter Use

	%	Number of respondents
Using the Charter for your organisation only	67%	140
Using the Charter for contractors and/or subcontractors only	2%	4
Using the Charter for both	31%	66
Total respondents	100%	210

Figure 11.3: FTEs

	%	Number of respondents
0	1%	2
1 - 5	19%	40
6 - 9	13%	28
10 - 19	17%	35
20 - 49	18%	37
50 - 99	11%	23
100+	21%	45
Total respondents	100%	210

Figure 11.4: Size of business

	%	Number of respondents
Small	33%	70
Medium	34%	72
Large	32%	68
Total respondents	100%	210

Figure 11.5: Signatory type

	% of sample	Number of respondents	Actual number of signatories	Proportion of signatories represented in the sample
Specialist Trade Organisations	20%	43	61	70%
Professional Services	19%	39	71	55%
Residential Builders	18%	38	57	67%
Commercial Construction	14%	29	53	55%
Endorsee	10%	21	53	40%
Government Organisations & Insurers	5%	10	22	45%
Horizontal Infrastructure Organisations	5%	10	19	53%
Other	4%	9	19	47%
Labour on Hire Organisations	3%	7	13	54%
Project Management Offices	2%	4	6	67%
Total	100%	210	374	56%



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