

CASE STUDY

WSP | HSW Pulse survey – August 2025

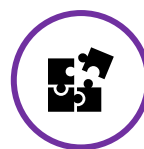
Introduction

During our Tender for the SPaTS3 framework we committed to 'Our Framework Manager (FM) will conduct a six-monthly 'Pulse' survey within WO teams. This will gather HS&W data, best practice and case studies to aid our communications and Hearts and Minds maturity development.' As part of this commitment we have carried out a baseline survey across SPaTS2 WO teams including supplier partners. To review learning, and improve engagement and two-way communication.



Overview

The idea of the initial baseline survey was to get a better understanding of HSW engagement and communication. From the supplier partners as well as direct WSP staff. And review the output to see what we can improve to raise the bar regarding HSW for SPaTS3. The key issue is due to the nature of SPaTS tasks, some of the supplier partners are not usually captured by National Highways engagement streams so things like the work the SCSLG have done on the Nine Significant Risks for example have not been fully integrated.



Challenges

Due to this activity happening in the months following framework award it was essential not to get lost in the 'noise' of email traffic, and to ensure it will be available to all who work on WSP SPaTS framework tasks not just WSP and key supplier partners

- To get maximum engagement and response including our supplier partners
- Ensure the survey question set would provide the data we wanted to analyse
- Wouldn't be overly onerous alongside other priorities



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SPaTS3 Health, Safety & Wellbeing Pulse Survey



Action Taken

We developed a survey which focused on 6 areas

- Discussing HSW concerns
- Sharing best practice and innovations
- Integration with National Highways' Home Safe & Well Approach
- Engagement and satisfaction
- Sharing with supplier partners
- Wider sharing of case studies

The survey was then sent out to WO teams from the SPaTS2 framework

The data was then reviewed, to allow this to feed into our framework Home, Safe and Well plan and upcoming Hearts and Minds workshops and framework action plan.




Results

The output summary can be seen below, which demonstrate positive reinforcement of our HSW culture across the framework. And WO teams are engaged, and 2-way communication has been adopted across the framework.

'Project teams consistently share health and safety best practices by embedding safety moments in meetings and documenting these discussions. Wellbeing is prioritised through regular check-ins and workload management.'

What we did identify was a lack of understanding of the work of the SCSLG and how it relates to SPaTS, and alignment to Home Safe & Well approach.

We had initially planned to carry out a programme of bitesize learning initiatives, the first being around risk management, through the feedback, we have developed a module focused on the Nine Significant Risks & significant risk thinking – to give all on the framework an appreciation of the concept and how to apply it in practice when related to SPaTS tasks. This has been developed and is planned for delivery in September and will be recorded so new starters to the framework can complete the module.



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home
safe
and well

