

“Take calculated risks.
That is quite different
from being rash.”
General George S Patton

Staff News



We are pleased to announce that Darren Mullan has just passed his MBA with the Open University. Darren now joins the ranks of Mike Robertson, Chris Rees, Al Chegini and John Baker who have all completed MBAs in the last two years.



Brian Campbell, Kirsten Mitchell and Claire Snell are all studying hard to pass the Institute of Risk Management exams over the next two years. Success will lead to their professional qualification as Associate Members of the IRM.

We are approaching the end of our annual recruitment campaign and look forward to introducing the new members of our team in the next issue.

Good Times, Bard Times

The Kensington Roof Gardens provided an unusual setting for our client event on 25th June.

Literature often provides amusing and instructive insight into why people take risks, so we decided to give the evening a Shakespearian theme.

A talented [troupe of actors](#) presented risk-related scenes from some of the bard's plays, including Romeo & Juliet, Henry V and A Midsummer Night's Dream. They also amused the "crowd" with some

excellent impromptu skits whilst minstrels and street entertainers helped invoke an enjoyable Elizabethan atmosphere.



Understanding Societal Concern

A quick scan of the daily papers shows that public perceptions of risk are driven by much more than the chance of an unwanted outcome; concerns such as those over the MMR vaccine and CJD are recent high profile examples.

The significance of public perception is now such that policy makers have shifted their focus from "educating the public" about risk to incorporating the public's concerns into their decisions. This has been enshrined in the HSE's "Reducing Risk, Protecting People" document, which emphasises the need to account for societal concern in a safety risk decision-making framework.

Following a call for research ideas from the HSE, Risk Solutions developed a model for it to provide a measure of societal concern. The model has been designed for use in focus groups to evaluate their specific concerns. Repeat testing over time can then inform overall trends in societal concern as well as variations between different "publics". The model is structured to highlight the root causes of societal concern and can therefore inform appropriate risk management and risk communication strategies to address specific issues.



Queen's Golden Jubilee Weekend

Risk Solutions was appointed to conduct a wide-ranging risk management review of the arrangements for the Golden Jubilee Weekend celebrations in central London.

Over a five-month period we developed a detailed log of risk issues and closed them out with the appropriate agencies including the event organisers, local authorities, public transport providers and emergency services. This was complemented by a top-down review of how the activities were planned, key assumptions and how contingency plans were developed and tested.

The weekend celebrations were a great success with the months of meticulous planning by all the agencies involved helping to ensure that the event was both safe and enjoyable for the enormous crowds it attracted.



Buckingham Palace bathed in Risk Solutions' corporate colours

Reducing Assaults on Railway Staff

As a nation we have rising expectations of customer service and are more likely to allow frustrations to boil over into verbal or physical assaults. The TUC's report "Violent Times" showed that 1 in 5 workers is likely to be assaulted or abused each year and that enforcement and public service staff were most vulnerable. Public transport is ranked fourth in terms of the probability of being victim of an assault and first in terms of the probability of being victim to a threat.

The HSE is concerned about the rising trend and set a target to reduce the number of assaults on railway staff by 10%. In its 2001/02 Railway Group Safety Plan the industry committed itself to achieving this reduction by March 2004 and Railway Safety commissioned a consortium, led by Risk Solutions, to investigate the problem and produce detailed recommendations. With our partners, MORI and Crime Concern, we have reviewed best practice within the UK rail industry and other related sectors (air transport, health and retail) and developed a framework to assess, for particular train operators, which mix of countermeasures would be most effective.

