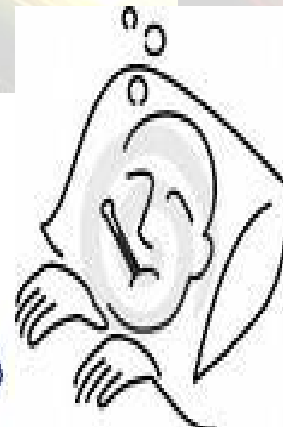




# Andrew Howard

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# UNDER PRESSURE: THE DRIVER AND STRESS

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# Stress

- Fight

or

- Flee

# Stress

Medical and societal

# Stress isn't chickenfeed

- A total of 12.8 million working days were lost to stress, depression and anxiety in 2003/04.
- 78% of drivers say they often feel stressed, angry or excited when behind the wheel, but 97% agree it is important to stay calm.

# If it gets really bad..

- Time off
- Driver may turn to alcohol or illegal drugs
- Told not to drive due to medicinal drugs
- Suicide
- And

# A driver under stress

Almost certainly won't tell the boss about it, so you won't know about:

- His feeling stressed
- Evenings with the bottle
- The “happy pills”
- That the days off aren't flu or something similar

# Stress

And road safety

# State of mind in motorway accidents

<b>Motorway Accidents State of mind</b>	<b>Heavy Goods Driver %</b>	<b>Car Driver %</b>	<b>Total %</b>
<b>Pre occupied</b>	<b>5</b>	<b>7</b>	<b>6</b>
<b>Distracted</b>	<b>5</b>	<b>3</b>	<b>4</b>
<b>Bored</b>	<b>8</b>	<b>7</b>	<b>8</b>
<b>Sleepy</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>Anxious</b>	<b>5</b>	<b>7</b>	<b>6</b>
<b>Depressed</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Confused</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>In a hurry</b>	<b>7</b>	<b>5</b>	<b>6</b>

# State of mind in urban accidents

<b>State of mind</b>	<b>%</b>
<b>Relaxed</b>	<b>23</b>
<b>Particularly contented</b>	<b>15</b>
<b>Tired/fatigued</b>	<b>11</b>
<b>Other distractions (unspecified)</b>	<b>9</b>
<b>Problems on mind</b>	<b>3</b>
<b>Late for an appointment</b>	<b>3</b>
<b>Angry/annoyed</b>	<b>3</b>
<b>Difficulty in concentrating</b>	<b>2</b>
<b>Depressed</b>	<b>2</b>
<b>In-vehicle distractions</b>	<b>1</b>

# State of mind in rural accidents

<b>State of mind</b>	<b>Dual Carriageway %</b>	<b>Single Carriageway %</b>
<b>Relaxed</b>	<b>49.1</b>	<b>49.0</b>
<b>Contented</b>	<b>50.4</b>	<b>48.6.</b>
<b>Happy</b>	<b>23.5</b>	<b>27.4</b>
<b>Distracted</b>	<b>7.3</b>	<b>5.4</b>
<b>Tired/Fatigued</b>	<b>5.6</b>	<b>4.8</b>
<b>Annoyed/Angry/ Frustrated</b>	<b>4.1</b>	<b>3.4</b>
<b>In a hurry</b>	<b>3.0</b>	<b>3.8</b>
<b>Bored</b>	<b>3.6</b>	<b>2.4</b>
<b>Depressed or Sad</b>	<b>1.3</b>	<b>1.0</b>

# Stress

And how it fits into driving theory

# What is driving?

- Controlling the vehicle
- Reading the road
- Anticipating other road users
- Finding your way
- Getting there on time
  
- Speed limit?

# Add a little stress.....

- Controlling the vehicle
- Reading the road
- Anticipating other road users
- Getting there on time
- Taking the right route
  
- The speed limit
  
- **What I've got to do, what I've just done**
- **The car phone**
- **Financial, family, other work, etc.**

# Driving Clusters

- Community orientation
- Order orientation
- Self orientation
  
- Youth orientation
- Unconcerned

# Add a little stress.....

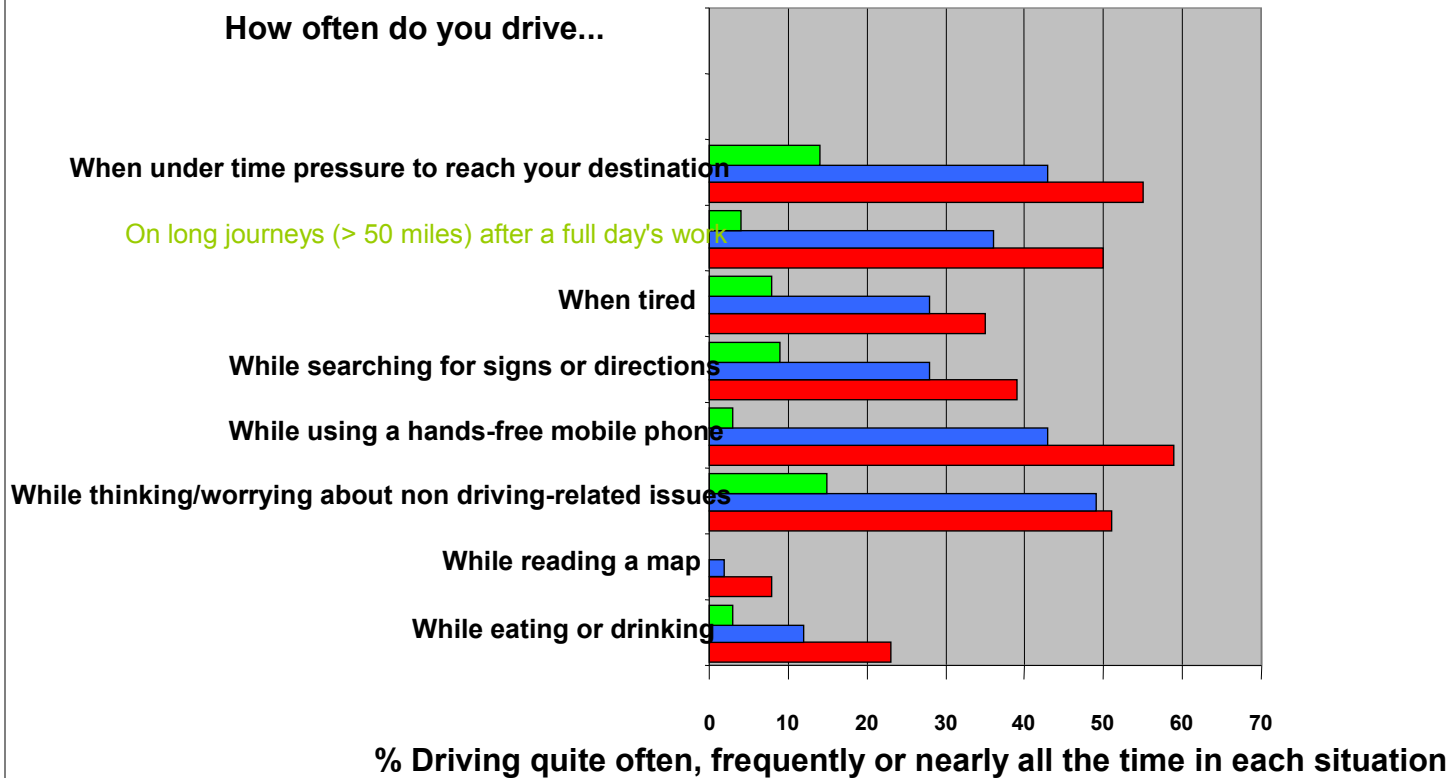
- It isn't only time
- It isn't only work
- It isn't only management

# Stress

Talking to people

■ Company: over 80% work miles ■ Company: under 80% work miles ■ Private only

### How often do you drive...



# Employed “dedicated” drivers

- Hadn't heard of safety policy
- Interviewed, licence check, nothing else
- Heavy workload
- Drive further
- More of a rush
- Tended not to have breaks
- Unrealistic schedule

# Self employed “dedicated “ drivers

- Very few
- No policy/risk assessment
- Profitability key – don't want vehicle off road
- Aware of importance of reputation/reliability
- Day based on client's needs

# Employed “tradesmen”

- Work for all sizes of company
- Knew a bit about policy. Safe driver programmes in place. Licence checks
- Trusted more – even more so with “rank”
- Generally no time pressure – ran own schedules
- Fatigue could be a problem.

# Self employed “tradesmen”

- No time pressure on jobs – just “quotes”
- Health and safety “a nightmare”
- When there were employees, checks were in place.
- Tiredness did not cause concern
- Looked after “their” van. Perhaps.

# Managers

- Bigger companies had better policies – used contracts etc.
- Smaller companies could use more personal approach
- Various induction and assessment processes
- Little concern about time pressure. Fatigue a shift working issue

# Managers and drivers

Do they see things the same?

# Managers and drivers

- Managers

- It is not enough to have the documents in place – you have to communicate the safety message
- Annual licence check

- Drivers

- Unaware of safety policy
- Unaware of licence check

# Drivers and managers

- **Managers**

- Time pressure not imposed
  
- New induction system for drivers and vehicles

- **Drivers**

- No time for breaks
- If we're running late we're told to speed up
  
- Induction?

# Managers on senior managers

- “change in senior management’s attitude toward work related road risk would unfortunately only result from a tragic event in the company”

# What can be done (1)

To identify and tackle driver stress:

- Make achievable demands on employees; allow for unexpected hold-ups in scheduling and journey planning.
- Put systems in place to respond to any concerns expressed by employees, e.g. have regular confidential meetings between staff and their line managers to identify any work or home problems that might affect their driving.

# What can be done (2)

- Put systems in place to encourage managers to support their staff.
- Inform employees about available support, e.g. counselling and how to access it.
- Encourage positive behaviour to avoid conflict and ensure fairness.
- Consult employees on any change and communicate change clearly.
- Remember the scuttlebutt

# Often forgotten

- Management talk safety but don't want to encourage safety
- Peer pressure between employees
- The curse of route planning software
- Personal life determining driving habits

# Phones and stress

Are we better saying:

– Switch it off

or

– Lead us not into temptation

# A final thought

- Do you ever think about the people who drive to visit your company/location?

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