

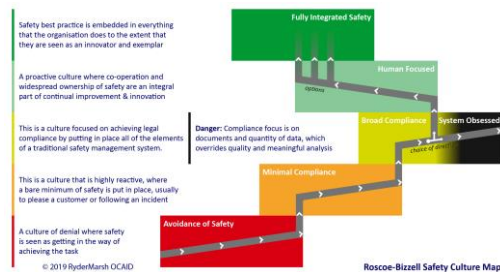


The client

Northumbrian Water Limited is a water company in the United Kingdom, providing mains water and sewerage services in the English counties of Northumberland, Tyne and Wear, Durham and parts of North Yorkshire, and also supplying water as Essex and Suffolk Water. It is a wholly owned subsidiary of Northumbrian Water Group. The group has 3000 staff.

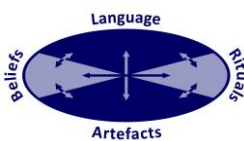
Their challenge

Northumbrian Water were looking for leading edge Cultural Safety consultancy to take the best of the existing training and competency programmes and marry those with the core concepts of BBS. Active training and internal communications functions were to be integrated with the project. The first phase of our project will comprise of an enabling programme where they could build out the capability and skills to design and implement BBS in a business area of choice. Thereafter BBS will be rolled out in a phased plan.



How they are succeeding - Engagement with RyderMarsh

RMO Staff were engaged at the start of a loose and open structured project initiated by the board to begin a process of learning and engagement with behaviour based safety. They were able to work with the somewhat ambiguous and fluid nature of the project. Helping and allowing the company to discover and follow its own path. They did not seek to drive their own particular agenda or programme but were able to make suggestions and provide advice around possible next steps for the project. The training that was delivered by RMS was very well received. The culture assessments have provided a different lens through which to see safety culture in the company.



The outcomes

RMO continue to be engaged by the company in an ad-hoc way reflective of the emergent and reflective nature of the project. There is still a lengthy journey for the company on what I'm now calling people focussed safety.

Dr Jason Woodruff, Head of Health, Safety, Environment and Quality