

RSSB: Stakeholder Audit 2015

METHODOLOGY NOTE

ComRes interviewed 655 RSSB stakeholders online between 2nd and 28th September 2015. ComRes is a member of the British Polling Council and abides by its rules.

All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.

To commission a voting intention poll or a public opinion survey please contact Katharine Peacock:

katharine.peacock@comres.co.uk

To register for Pollwatch, a monthly newsletter update on the polls and current affairs, please email: pollwatch@comres.co.uk

RSSB Stakeholder Survey 2015

D1. Is your organisation a member of RSSB, or not?	1
Base: All respondents	
D2. Which of the following, if any, best describes the organisation you work for in your role as an RSSB stakeholder? If you fit into more than one category, please select the one that you most strongly identify with.	2
Base: All respondents	
D3. Which of the following, if any, best describes your level of seniority?	4
Base: All respondents	
D4. Which of the following, if any, best describes your role within your organisation?	5
Base: All respondents	
Q1. How favourable or unfavourable are your impressions of RSSB? Please rate on a scale from 10 to 0, where 10 = very favourable and 0 = very unfavourable. If your impressions are neither favourable nor unfavourable, or if you have no opinion of the organisation please select 5. .	6
Base: All respondents	
Q2. Which of the following, if any, do you believe RSSB undertakes on behalf of the rail industry?	8
Base: All respondents	
Q3_SUM. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? SUMMARY TABLE	10
Base: All respondents	
Q3_SUM. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? SUMMARY TABLE	12
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Risk management (including data collection and analysis of risk).	14
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Improving and managing standards.	15
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Improving and maintaining industry performance and efficiency.	16
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Managing research, development and innovation programmes.	17
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Representing the industry in Europe.	18
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Running supplier assurance and confidential reporting schemes.	19
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Supporting the Rail Technical Strategy.	20
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Managing health and wellbeing programmes.	21
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Managing and developing cross-industry IT systems.	22
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Facilitating safety co-operation and collaboration.	23
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Communications and engagement with stakeholders.	24
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Overall Performance	25
Base: All respondents	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Risk management (including data collection and analysis of risk).	26
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Improving and managing standards.	27
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Improving and maintaining industry performance and efficiency.	28
Base: All respondents who say they are aware RSSB fulfils this function	

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Managing research, development and innovation programmes.	29
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Representing the industry in Europe.	30
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Running supplier assurance and confidential reporting schemes.	31
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Supporting the Rail Technical Strategy.	32
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Managing health and wellbeing programmes.	33
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Managing and developing cross-industry IT systems.	34
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Facilitating safety co-operation and collaboration.	35
Base: All respondents who say they are aware RSSB fulfils this function	
Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas? Overall Performance	36
Base: All respondents who say they are aware RSSB fulfils this function	
Q4_SUM. How would you rate RSSB's performance in each of the following areas? SUMMARY TABLE	37
Base: All respondents	
Q4_SUM. How would you rate RSSB's performance in each of the following areas? SUMMARY TABLE	38
Base: All excluding don't know	
Q4. How would you rate RSSB's performance in each of the following areas? The impact of its work.	39
Base: All respondents	
Q4. How would you rate RSSB's performance in each of the following areas? The technical excellence of its work.	40
Base: All respondents	
Q4. How would you rate RSSB's performance in each of the following areas? The overall effectiveness of its activities.	41
Base: All respondents	
Q4. How would you rate RSSB's performance in each of the following areas? The impact of its work.	42
Base: All excluding don't know	
Q4. How would you rate RSSB's performance in each of the following areas? The technical excellence of its work.	43
Base: All excluding don't know	
Q4. How would you rate RSSB's performance in each of the following areas? The overall effectiveness of its activities.	44
Base: All excluding don't know	
Q5. What, if anything, do you consider to be the main strengths of RSSB?	45
Base: All respondents	
Q6. What, if anything, do you consider to be the main weaknesses of RSSB?	48
Base: All respondents	
Q7. How would you rate RSSB's overall communications and engagement with you?	51
Base: All respondents	
Q8_SUM. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. SUMMARY TABLE	52
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Email.	53
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Face to face meetings.	54
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Telephone call.	55
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Posted information.	56
Base: All respondents	

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Publications.	57
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Twitter.	58
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Events.	59
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Website updates.	60
Base: All respondents	
Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you. Webinars.	61
Base: All respondents	
Q9. Does your company have a need to train staff in any of the following areas?	62
Base: All respondents	
Q10_SUM. Does your company currently supply training for your staff in each of the following areas? SUMMARY TABLE	63
Base: All respondents	
Q10_SUM. Does your company currently supply training for your staff in each of the following areas? SUMMARY TABLE	64
Base: All whose company has a need to train staff in the specific area	
Q10. Does your company currently supply training for your staff in each of the following areas? Railway familiarisation.	65
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Improving human performance in safety critical roles.	66
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Management and strategic thinking.	67
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Encouraging innovation.	68
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Delivering effective research.	69
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Implementing railway standards.	70
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Managing railway safety and risk.	71
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Accident investigation.	72
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Driver training and licencing.	73
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Meeting facilitation.	74
Base: All respondents	
Q10. Does your company currently supply training for your staff in each of the following areas? Railway familiarisation.	75
Base: All whose company has a need to train staff in Railway familiarisation	
Q10. Does your company currently supply training for your staff in each of the following areas? Improving human performance in safety critical roles.	76
Base: All whose company has a need to train staff in Improving human performance in safety critical roles	
Q10. Does your company currently supply training for your staff in each of the following areas? Management and strategic thinking.	77
Base: All whose company has a need to train staff in Management and strategic thinking	
Q10. Does your company currently supply training for your staff in each of the following areas? Encouraging innovation.	78
Base: All whose company has a need to train staff in Encouraging innovation	
Q10. Does your company currently supply training for your staff in each of the following areas? Delivering effective research.	79
Base: All whose company has a need to train staff in Delivering effective research	
Q10. Does your company currently supply training for your staff in each of the following areas? Implementing railway standards.	80
Base: All whose company has a need to train staff in Implementing railway standards	

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas? Managing railway safety and risk	81
Base: All whose company has a need to train staff in Managing railway safety and risk	
Q10. Does your company currently supply training for your staff in each of the following areas? Accident investigation	82
Base: All whose company has a need to train staff in Accident investigation	
Q10. Does your company currently supply training for your staff in each of the following areas? Driver training and licencing.	83
Base: All whose company has a need to train staff in Driver training and licencing	
Q10. Does your company currently supply training for your staff in each of the following areas? Meeting facilitation.	84
Base: All whose company has a need to train staff in Meeting facilitation	
Q11_SUM. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? SUMMARY TABLE	85
Base: All whose company has a need to train staff in the specific area	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Railway familiarisation	86
Base: All whose company has a need to train staff in Railway familiarisation	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Improving human performance in safety critical roles	87
Base: All whose company has a need to train staff in Improving human performance in safety critical roles	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Management and strategic thinking	88
Base: All whose company has a need to train staff in Management and strategic thinking	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Encouraging innovation	89
Base: All whose company has a need to train staff in Encouraging innovation	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Delivering effective research	90
Base: All whose company has a need to train staff in Delivering effective research	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Implementing railway standards	91
Base: All whose company has a need to train staff in Implementing railway standards	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Managing railway safety and risk	92
Base: All whose company has a need to train staff in Managing railway safety and risk	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Accident investigation	93
Base: All whose company has a need to train staff in Accident investigation	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Driver training and licencing	94
Base: All whose company has a need to train staff in Driver training and licencing	
Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company? Meeting facilitation	95
Base: All whose company has a need to train staff in Meeting facilitation	
Q12. Taking everything that we have discussed in this survey into account, and any other experience you have of RSSB, what, if anything, would you like to see from RSSB in the future?	96
Base: All respondents	

RSSB Stakeholder Survey 2015

D1. Is your organisation a member of RSSB, or not?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
My organisation is a member of RSSB	451 69%	451 100%	- -	- -	193 86%	172 83%	72 53%	10 16%	348 72%	81 60%	281 74%	67 66%	76 59%	142 76%	139 71%	339 69%	102 65%	10 100%	227 70%	66 66%	405 73%	46 46%
My organisation is not a member of RSSB	104 16%	- -	104 100%	- -	9 4%	12 6%	24 18%	44 71%	79 16%	17 13%	49 13%	30 29%	16 13%	26 14%	23 12%	78 16%	26 17%	- -	51 16%	16 16%	68 12%	36 36%
Don't know	100 15%	- -	- -	100 100%	22 10%	24 12%	39 29%	8 13%	57 12%	37 27%	52 14%	5 5%	36 28%	18 10%	34 17%	71 15%	29 18%	- -	47 14%	18 18%	83 15%	17 17%

RSSB Stakeholder Survey 2015

D2. Which of the following, if any, best describes the organisation you work for in your role as an RSSB stakeholder? If you fit into more than one category, please select the one that you most strongly identify with.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Passenger train operator	193 29%	166 37%	8 8%	19 19%	193 86%	- -	- -	- -	172 36%	12 9%	147 38%	25 25%	9 7%	60 32%	87 44%	143 29%	48 31%	2 20%	92 28%	30 30%	173 31%	20 20%
Non-passenger train operator	31 5%	27 6%	1 1%	3 3%	31 14%	- -	- -	- -	28 6%	2 1%	20 5%	8 8%	1 1%	9 5%	11 6%	23 5%	7 4%	1 10%	14 4%	5 5%	27 5%	4 4%
Network Rail and other infrastructure managers	162 25%	143 32%	8 8%	11 11%	- -	162 78%	- -	- -	105 22%	46 34%	94 25%	11 11%	45 35%	46 25%	48 24%	122 25%	35 22%	5 50%	77 24%	30 30%	154 28%	8 8%
Supplier to the rail industry	121 18%	61 14%	23 22%	37 37%	- -	- -	121 90%	- -	70 14%	47 35%	55 14%	15 15%	47 37%	33 18%	22 11%	88 18%	32 20%	1 10%	62 19%	12 12%	96 17%	25 25%
Infrastructure contractor	46 7%	29 6%	4 4%	13 13%	- -	46 22%	- -	- -	32 7%	13 10%	23 6%	9 9%	12 9%	13 7%	10 5%	38 8%	7 4%	1 10%	27 8%	8 8%	45 8%	1 1%
ROSCO	14 2%	11 2%	1 1%	2 2%	- -	- -	14 10%	- -	10 2%	3 2%	7 2%	3 3%	2 2%	4 2%	3 2%	13 3%	1 1%	- -	11 3%	1 1%	12 2%	2 2%
Industry body (e.g. ATOC, RDG, RIA, RSG, NSARE)	18 3%	2 *	14 13%	2 2%	- -	- -	- -	18 29%	17 4%	- -	9 2%	8 8%	- -	7 4%	2 1%	10 2%	8 5%	- -	5 2%	5 5%	12 2%	6 6%
Regulatory body (e.g. ORR, RAIB)	10 2%	- -	10 10%	- -	- -	- -	10 16%	6 1%	3 2%	4 1%	2 2%	3 2%	3 2%	1 1%	9 2%	1 1%	- -	7 2%	- -	6 1%	4 4%	
British Transport Police	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Academic	17 3%	6 1%	6 6%	5 5%	- -	- -	- -	17 27%	10 2%	1 1%	6 2%	4 4%	1 1%	3 2%	3 2%	10 2%	7 4%	- -	8 2%	2 2%	10 2%	7 7%
Partner / supplier to RSSB specifically	7 1%	1 *	5 5%	1 1%	- -	- -	- -	7 11%	7 1%	- -	3 1%	4 4%	- -	2 1%	1 1%	6 1%	1 1%	- -	4 1%	- -	2 *	5 5%

RSSB Stakeholder Survey 2015

D2. Which of the following, if any, best describes the organisation you work for in your role as an RSSB stakeholder? If you fit into more than one category, please select the one that you most strongly identify with.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Non-member stakeholder for one or more of RSSB's activities (e.g. pressure group, take part in an RSSB committee)	10 2%	1 *	9 9%	- -	- -	- -	- -	10 16%	9 2%	1 1%	5 1%	4 4%	1 1%	2 1%	3 2%	7 1%	3 2%	- -	5 2%	3 3%	5 1%	5 5%
None of the above	26 4%	4 1%	15 14%	7 7%	- -	- -	- -	- -	18 4%	7 5%	9 2%	9 9%	7 5%	4 2%	5 3%	19 4%	7 4%	- -	13 4%	4 4%	14 3%	12 12%
NETS																						
Net: TOC	224 34%	193 43%	9 9%	22 22%	224 100%	- -	- -	- -	200 41%	14 10%	167 44%	33 32%	10 8%	69 37%	98 50%	166 34%	55 35%	3 30%	106 33%	35 35%	200 36%	24 24%
Net: Infrastructure Manager / Contractor (inc. Network Rail)	208 32%	172 38%	12 12%	24 24%	- -	208 100%	- -	- -	137 28%	59 44%	117 31%	20 20%	57 45%	59 32%	58 30%	160 33%	42 27%	6 60%	104 32%	38 38%	199 36%	9 9%
Net: Supplier / ROSCO	135 21%	72 16%	24 23%	39 39%	- -	- -	135 100%	- -	80 17%	50 37%	62 16%	18 18%	49 38%	37 20%	25 13%	101 21%	33 21%	1 10%	73 22%	13 13%	108 19%	27 27%
Net: Other body / stakeholder	62 9%	10 2%	44 42%	8 8%	- -	- -	- -	62 100%	49 10%	5 4%	27 7%	22 22%	5 4%	17 9%	10 5%	42 9%	20 13%	- -	29 9%	10 10%	35 6%	27 27%

RSSB Stakeholder Survey 2015

D3. Which of the following, if any, best describes your level of seniority?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Board member	38 6%	26 6%	12 12%	- -	13 6%	3 1%	10 7%	7 11%	38 8%	- -	- -	38 37%	- -	- -	- -	28 6%	7 4%	3 30%	18 6%	7 7%	28 5%	10 10%
Director	64 10%	41 9%	18 17%	5 5%	20 9%	17 8%	8 6%	15 24%	64 13%	- -	- -	64 63%	- -	- -	- -	48 10%	15 10%	1 10%	28 9%	13 13%	52 9%	12 12%
Senior Manager	186 28%	142 31%	26 25%	18 18%	69 31%	59 28%	37 27%	17 27%	186 38%	- -	186 49%	- -	- -	186 100%	- -	142 29%	42 27%	2 20%	101 31%	27 27%	160 29%	26 26%
Manager	196 30%	139 31%	23 22%	34 34%	98 44%	58 28%	25 19%	10 16%	196 40%	- -	196 51%	- -	- -	- 100%	196 -	149 31%	45 29%	2 20%	92 28%	31 31%	174 31%	22 22%
Engineer	124 19%	72 16%	16 15%	36 36%	9 4%	54 26%	49 36%	5 8%	- -	124 92%	- -	- -	124 97%	- -	- -	88 18%	34 22%	2 20%	62 19%	17 17%	103 19%	21 21%
Technician	4 1%	4 1%	- -	- -	1 *	3 1%	- -	- -	- -	4 3%	- -	- -	4 3%	- -	- -	4 1%	- -	- -	3 1%	- -	4 1%	- -
Operator	5 1%	3 1%	1 1%	1 1%	3 1%	2 1%	- -	- -	- -	5 4%	- -	- -	- -	- -	- -	3 1%	2 1%	- -	3 1%	1 1%	5 1%	- -
Graduate	2 *	2 *	- -	- -	1 *	- -	1 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	2 *	- -	- -	2 1%	- -	2 *	- -
Other (please specify)	36 5%	22 5%	8 8%	6 6%	10 4%	12 6%	5 4%	8 13%	- -	- -	- -	- -	- -	- -	- -	24 5%	12 8%	- -	16 5%	4 4%	28 5%	8 8%
NETS																						
Net: Senior	484 74%	348 77%	79 76%	57 57%	200 89%	137 66%	80 59%	49 79%	484 100%	- -	382 100%	102 100%	- -	186 100%	196 100%	367 75%	109 69%	8 80%	239 74%	78 78%	414 74%	70 71%
Net: Technical/Junior	135 21%	81 18%	17 16%	37 37%	14 6%	59 28%	50 37%	5 8%	- -	135 100%	- -	- -	128 100%	- -	- -	97 20%	36 23%	2 20%	70 22%	18 18%	114 21%	21 21%
Net: All Managers	382 58%	281 62%	49 47%	52 52%	167 75%	117 56%	62 46%	27 44%	382 79%	- -	382 100%	- -	- -	186 100%	196 100%	291 60%	87 55%	4 40%	193 59%	58 58%	334 60%	48 48%
Net: Director Level	102 16%	67 15%	30 29%	5 5%	33 15%	20 10%	18 13%	22 35%	102 21%	- -	- -	102 100%	- -	- -	- -	76 16%	22 14%	4 40%	46 14%	20 20%	80 14%	22 22%
Net: Technical	128 20%	76 17%	16 15%	36 36%	10 4%	57 27%	49 36%	5 8%	- -	128 95%	- -	- -	128 100%	- -	- -	92 19%	34 22%	2 20%	65 20%	17 17%	107 19%	21 21%

RSSB Stakeholder Survey 2015

D4. Which of the following, if any, best describes your role within your organisation?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Commercial	13 2%	8 2%	4 4%	1 1%	6 3%	2 1%	3 2%	2 3%	13 3%	- -	8 2%	5 5%	- -	5 3%	3 2%	10 2%	3 2%	- -	6 2%	2 2%	9 2%	4 4%
Engineering / design	178 27%	109 24%	28 27%	41 41%	27 12%	49 24%	79 59%	15 24%	91 19%	84 62%	77 20%	14 14%	84 66%	48 26%	29 15%	136 28%	40 25%	2 20%	97 30%	21 21%	148 27%	30 30%
Infrastructure or asset quality and maintenance	33 5%	24 5%	4 4%	5 5%	3 1%	25 12%	4 3%	- -	17 4%	14 10%	14 4%	3 3%	14 11%	10 5%	4 2%	24 5%	7 4%	2 20%	15 5%	7 7%	33 6%	- -
Health and safety	107 16%	81 18%	15 14%	11 11%	52 23%	34 16%	9 7%	9 15%	93 19%	6 4%	73 19%	20 20%	5 4%	35 19%	38 19%	81 17%	25 16%	1 10%	58 18%	13 13%	92 17%	15 15%
Project management	32 5%	22 5%	10 10%	- -	6 3%	14 7%	6 4%	4 6%	29 6%	2 1%	25 7%	4 4%	2 2%	12 6%	13 7%	25 5%	7 4%	- -	17 5%	5 5%	26 5%	6 6%
Communications / marketing / CSR	8 1%	4 1%	1 1%	3 3%	5 2%	- -	2 1%	1 2%	8 2%	- -	5 1%	3 3%	- -	4 2%	1 1%	3 1%	4 3%	1 10%	4 1%	2 2%	4 1%	4 4%
Operations	130 20%	105 23%	12 12%	13 13%	79 35%	41 20%	5 4%	3 5%	117 24%	6 4%	101 26%	16 16%	1 1%	34 18%	67 34%	102 21%	27 17%	1 10%	63 19%	24 24%	124 22%	6 6%
Finance / HR / training	24 4%	19 4%	1 1%	4 4%	14 6%	9 4%	- -	1 2%	21 4%	- -	18 5%	3 3%	- -	6 3%	12 6%	17 3%	6 4%	1 10%	10 3%	4 4%	23 4%	1 1%
Environment management	5 1%	5 1%	- -	- -	4 2%	1 *	- -	- -	5 1%	- -	5 1%	- -	- -	1 1%	4 2%	3 1%	2 1%	- -	1 *	- -	4 1%	1 1%
Sales / customer services	5 1%	2 *	1 1%	2 2%	3 1%	1 *	1 1%	- -	5 1%	- -	4 1%	1 1%	- -	3 2%	1 1%	4 1%	1 1%	- -	2 1%	2 2%	4 1%	1 1%
Innovation	18 3%	8 2%	7 7%	3 3%	1 *	4 2%	9 7%	4 6%	15 3%	2 1%	10 3%	5 5%	2 2%	8 4%	2 1%	10 2%	7 4%	1 10%	4 1%	5 5%	16 3%	2 2%
Control, command or signalling	27 4%	16 4%	2 2%	9 9%	2 1%	14 7%	7 5%	3 5%	13 3%	14 10%	11 3%	2 2%	14 11%	5 3%	6 3%	20 4%	7 4%	- -	18 6%	1 1%	23 4%	4 4%
Other (please specify)	75 11%	48 11%	19 18%	8 8%	22 10%	14 7%	10 7%	20 32%	57 12%	7 5%	31 8%	26 25%	6 5%	15 8%	16 8%	53 11%	21 13%	1 10%	30 9%	14 14%	50 9%	25 25%

RSSB Stakeholder Survey 2015

Q1. How favourable or unfavourable are your impressions of RSSB? Please rate on a scale from 10 to 0, where 10 = very favourable and 0 = very unfavourable. If your impressions are neither favourable nor unfavourable, or if you have no opinion of the organisation please select 5.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
10 = Very favourable	(10) 58 9%	41 9%	8 8%	9 9%	21 9%	22 11%	10 7%	3 5%	43 9%	7 5%	38 10%	5 5%	7 5%	11 6%	27 14%	58 12%	- -	- -	39 12%	6 6%	50 9%	8 8%
9	(9) 67 10%	45 10%	12 12%	10 10%	23 10%	21 10%	16 12%	4 6%	49 10%	18 13%	42 11%	7 7%	17 13%	19 10%	23 12%	67 14%	- -	- -	52 16%	2 2%	57 10%	10 10%
8	(8) 211 32%	147 33%	32 31%	32 32%	67 30%	71 34%	48 36%	17 27%	160 33%	42 31%	127 33%	33 32%	40 31%	61 33%	66 34%	211 43%	- -	- -	127 39%	17 17%	185 33%	26 26%
7	(7) 152 23%	106 24%	26 25%	20 20%	55 25%	46 22%	27 20%	18 29%	115 24%	30 22%	84 22%	31 30%	28 22%	51 27%	33 17%	152 31%	- -	- -	75 23%	22 22%	127 23%	25 25%
6	(6) 67 10%	47 10%	12 12%	8 8%	28 13%	14 7%	12 9%	9 15%	57 12%	7 5%	46 12%	11 11%	7 5%	27 15%	19 10%	- -	67 43%	- -	21 6%	18 18%	60 11%	7 7%
5 = Neither / no opinion	(5) 72 11%	43 10%	11 11%	18 18%	23 10%	22 11%	17 13%	7 11%	38 8%	25 19%	31 8%	7 7%	24 19%	10 5%	21 11%	- -	72 46%	- -	10 3%	21 21%	52 9%	20 20%
4	(4) 18 3%	12 3%	3 3%	3 3%	4 2%	6 3%	4 3%	4 6%	14 3%	4 3%	10 3%	4 4%	3 2%	5 3%	5 3%	- -	18 11%	- -	1 *	11 11%	16 3%	2 2%
3	(3) 7 1%	7 2%	- -	- -	3 1%	3 1%	1 1%	- -	7 1%	- -	3 1%	4 4%	- -	1 1%	2 1%	- -	- -	7 70%	- -	3 3%	6 1%	1 1%
2	(2) 2 *	2 *	- -	- -	- -	2 1%	- -	- -	1 *	1 1%	1 *	- -	1 1%	1 1%	- -	- -	- -	2 20%	- -	- -	2 *	- -
1	(1) - -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
0 = Very unfavourable	(0) 1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	1 10%	- -	- -	1 *	- -
NETS																						
Net: Favourable (7-10)	488 75%	339 75%	78 75%	71 71%	166 74%	160 77%	101 75%	42 68%	367 76%	97 72%	291 76%	76 75%	92 72%	142 76%	149 76%	488 100%	- -	- -	293 90%	47 47%	419 75%	69 70%

RSSB Stakeholder Survey 2015

Q1. How favourable or unfavourable are your impressions of RSSB? Please rate on a scale from 10 to 0, where 10 = very favourable and 0 = very unfavourable. If your impressions are neither favourable nor unfavourable, or if you have no opinion of the organisation please select 5.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Net: Neither (4-6)	157 24%	102 23%	26 25%	29 29%	55 25%	42 20%	33 24%	20 32%	109 23%	36 27%	87 23%	22 22%	34 27%	42 23%	45 23%	- -	157 100%	- -	32 10%	50 50%	128 23%	29 29%
Net: Unfavourable (0-3)	10 2%	10 2%	- -	- -	3 1%	6 3%	1 1%	- -	8 2%	2 1%	4 1%	4 4%	2 2%	2 1%	2 1%	- -	- -	10 100%	- -	3 3%	9 2%	1 1%
Mean score	7.32	7.32	7.36	7.26	7.35	7.36	7.36	6.98	7.37	7.13	7.45	7.09	7.15	7.33	7.56	8.06	5.31	2.50	7.94	6.34	7.35	7.13
Standard deviation	1.59	1.62	1.47	1.60	1.53	1.74	1.54	1.48	1.54	1.71	1.53	1.55	1.71	1.41	1.63	.96	.67	.97	1.21	1.70	1.59	1.62
Standard error	.06	.08	.14	.16	.10	.12	.13	.19	.07	.15	.08	.15	.15	.10	.12	.04	.05	.31	.07	.17	.07	.16

RSSB Stakeholder Survey 2015

Q2. Which of the following, if any, do you believe RSSB undertakes on behalf of the rail industry?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improving and managing standards	560 85%	384 85%	96 92%	80 80%	190 85%	173 83%	122 90%	56 90%	416 86%	114 84%	329 86%	87 85%	108 84%	169 91%	160 82%	427 88%	126 80%	7 70%	285 88%	86 86%	481 87%	79 80%
Managing research, development and innovation programmes	531 81%	371 82%	89 86%	71 71%	182 81%	171 82%	101 75%	60 97%	401 83%	103 76%	310 81%	91 89%	100 78%	164 88%	146 74%	413 85%	109 69%	9 90%	273 84%	72 72%	453 81%	78 79%
Facilitating safety co-operation and collaboration	493 75%	340 75%	85 82%	68 68%	169 75%	162 78%	92 68%	48 77%	380 79%	87 64%	294 77%	86 84%	82 64%	149 80%	145 74%	384 79%	101 64%	8 80%	248 76%	69 69%	415 75%	78 79%
Risk management (including data collection and analysis of risk)	479 73%	335 74%	78 75%	66 66%	181 81%	150 72%	89 66%	42 68%	367 76%	87 64%	289 76%	78 76%	82 64%	142 76%	147 75%	370 76%	103 66%	6 60%	248 76%	69 69%	411 74%	68 69%
Supporting the Rail Technical Strategy	396 60%	270 60%	78 75%	48 48%	103 46%	138 66%	86 64%	53 85%	290 60%	79 59%	215 56%	75 74%	77 60%	118 63%	97 49%	311 64%	78 50%	7 70%	211 65%	49 49%	329 59%	67 68%
Representing the industry in Europe	335 51%	231 51%	64 62%	40 40%	110 49%	106 51%	70 52%	35 56%	258 53%	62 46%	197 52%	61 60%	60 47%	113 61%	84 43%	265 54%	63 40%	7 70%	185 57%	35 35%	283 51%	52 53%
Improving and maintaining industry performance and efficiency	250 38%	174 39%	40 38%	36 36%	90 40%	72 35%	54 40%	21 34%	183 38%	45 33%	143 37%	40 39%	43 34%	59 32%	84 43%	208 43%	41 26%	1 10%	141 43%	27 27%	218 39%	32 32%
Running supplier assurance and confidential reporting schemes	208 32%	146 32%	44 42%	18 18%	72 32%	57 27%	45 33%	26 42%	161 33%	34 25%	112 29%	49 48%	32 25%	68 37%	44 22%	163 33%	41 26%	4 40%	112 34%	24 24%	172 31%	36 36%
Managing health and wellbeing programmes	173 26%	117 26%	36 35%	20 20%	72 32%	49 24%	25 19%	16 26%	139 29%	22 16%	106 28%	33 32%	20 16%	52 28%	54 28%	141 29%	30 19%	2 20%	92 28%	27 27%	146 26%	27 27%

RSSB Stakeholder Survey 2015

Q2. Which of the following, if any, do you believe RSSB undertakes on behalf of the rail industry?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Managing and developing cross-industry IT systems	154 24%	111 25%	29 28%	14 14%	55 25%	47 23%	24 18%	21 34%	120 25%	24 18%	88 23%	32 31%	23 18%	53 28%	35 18%	123 25%	29 18%	2 20%	89 27%	19 19%	137 25%	17 17%
Auditing compliance with standards	181 28%	117 26%	25 24%	39 39%	64 29%	61 29%	34 25%	12 19%	127 26%	38 28%	98 26%	29 28%	36 28%	39 21%	59 30%	141 29%	39 25%	1 10%	87 27%	28 28%	157 28%	24 24%
Investigating accidents	166 25%	108 24%	20 19%	38 38%	69 31%	54 26%	28 21%	7 11%	116 24%	40 30%	98 26%	18 18%	37 29%	38 20%	60 31%	134 27%	31 20%	1 10%	80 25%	30 30%	135 24%	31 31%
Promoting the rail industry in the media	162 25%	114 25%	26 25%	22 22%	59 26%	53 25%	28 21%	15 24%	126 26%	26 19%	99 26%	27 26%	24 19%	49 26%	50 26%	132 27%	27 17%	3 30%	95 29%	15 15%	140 25%	22 22%
Approving new designs for vehicles and infrastructure	138 21%	92 20%	19 18%	27 27%	49 22%	48 23%	22 16%	12 19%	100 21%	24 18%	80 21%	20 20%	24 19%	33 18%	47 24%	109 22%	27 17%	2 20%	58 18%	24 24%	121 22%	17 17%
None of the above	1 *	- -	- -	1 1%	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	1 *	- -	- -	- -	- -	1 *	- -
NETS																						
Net: All correct	6 1%	2 *	4 4%	- -	1 *	- -	1 1%	3 5%	6 1%	- -	3 1%	3 3%	- -	2 1%	1 1%	3 1%	3 2%	- -	3 1%	1 1%	2 *	4 4%
Net: At least one correct	652 100%	450 100%	104 100%	98 98%	224 100%	205 99%	135 100%	62 100%	483 100%	133 99%	382 100%	101 99%	126 98%	186 100%	196 100%	486 100%	157 100%	9 90%	324 100%	99 99%	553 99%	99 100%
Net: None wrong	271 41%	191 42%	47 45%	33 33%	86 38%	79 38%	68 50%	32 52%	202 42%	56 41%	162 42%	40 39%	54 42%	89 48%	73 37%	188 39%	78 50%	5 50%	135 42%	42 42%	233 42%	38 38%
Net: At least one wrong	383 58%	260 58%	57 55%	66 66%	138 62%	128 62%	67 50%	30 48%	282 58%	78 58%	220 58%	62 61%	73 57%	97 52%	123 63%	299 61%	79 50%	5 50%	190 58%	58 58%	322 58%	61 62%
Net: None correct	3 *	1 *	- -	2 2%	- -	3 1%	- -	- -	1 *	2 1%	- -	1 1%	2 2%	- -	- -	2 *	- -	1 10%	1 *	1 1%	3 1%	- -

RSSB Stakeholder Survey 2015

Q3_SUM. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

SUMMARY TABLE

Base: All respondents

	Total	Improved	Stayed the same	Worsened	Don't know	Mean
Communications and engagement with stakeholders	655 100%	158 24%	279 43%	30 5%	188 29%	2.27
Managing research, development and innovation programmes	655 100%	135 21%	288 44%	38 6%	194 30%	2.21
Facilitating safety co-operation and collaboration	655 100%	130 20%	285 44%	17 3%	223 34%	2.26
Risk management (including data collection and analysis of risk)	655 100%	109 17%	292 45%	11 2%	243 37%	2.24
Improving and managing standards	655 100%	104 16%	347 53%	34 5%	170 26%	2.14
Supporting the Rail Technical Strategy	655 100%	97 15%	234 36%	14 2%	310 47%	2.24
Managing health and wellbeing programmes	655 100%	67 10%	184 28%	10 2%	394 60%	2.22
Improving and maintaining industry performance and efficiency	655 100%	64 10%	259 40%	22 3%	310 47%	2.12
Managing and developing cross-industry IT systems	655 100%	48 7%	178 27%	12 2%	417 64%	2.15
Running supplier assurance and confidential reporting schemes	655 100%	38 6%	224 34%	12 2%	381 58%	2.09

RSSB Stakeholder Survey 2015

Q3_SUM. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

SUMMARY TABLE

Base: All respondents

	Total	Improved	Stayed the same	Worsened	Don't know	Mean
Representing the industry in Europe	655	35	236	16	368	2.07
	100%	5%	36%	2%	56%	
Overall Performance	7205	985	2806	216	3198	2.19
	100%	14%	39%	3%	44%	

RSSB Stakeholder Survey 2015

Q3_SUM. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

SUMMARY TABLE

Base: All respondents who say they are aware RSSB fulfils this function

	Total	Improved	Stayed the same	Worsened	Don't know	Mean
Communications and engagement with stakeholders	655 100%	158 24%	279 43%	30 5%	188 29%	2.27
Managing research, development and innovation programmes	531 100%	129 24%	247 47%	34 6%	121 23%	2.23
Facilitating safety co-operation and collaboration	493 100%	115 23%	233 47%	11 2%	134 27%	2.29
Risk management (including data collection and analysis of risk)	479 100%	97 20%	233 49%	8 2%	141 29%	2.26
Improving and managing standards	560 100%	91 16%	307 55%	32 6%	130 23%	2.14
Supporting the Rail Technical Strategy	396 100%	80 20%	161 41%	10 3%	145 37%	2.28
Managing health and wellbeing programmes	173 100%	46 27%	68 39%	2 1%	57 33%	2.38
Improving and maintaining industry performance and efficiency	250 100%	44 18%	112 45%	2 1%	92 37%	2.27
Managing and developing cross-industry IT systems	154 100%	39 25%	67 44%	2 1%	46 30%	2.34
Running supplier assurance and confidential reporting schemes	208 100%	28 13%	101 49%	8 4%	71 34%	2.15

RSSB Stakeholder Survey 2015

Q3_SUM. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

SUMMARY TABLE

Base: All respondents who say they are aware RSSB fulfils this function

	Total	Improved	Stayed the same	Worsened	Don't know	Mean
Representing the industry in Europe	335	27	161	11	136	2.08
	100%	8%	48%	3%	41%	
Overall Performance	4234	854	1969	150	1261	2.24
	100%	20%	47%	4%	30%	

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Risk management (including data collection and analysis of risk).

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 109 17%	77 17%	17 16%	15 15%	41 18%	36 17%	18 13%	9 15%	92 19%	15 11%	69 18%	23 23%	11 9%	33 18%	36 18%	99 20%	9 6%	1 10%	73 22%	8 8%	96 17%	13 13%
Stayed the same	(2) 292 45%	214 47%	44 42%	34 34%	113 50%	91 44%	51 38%	23 37%	225 46%	52 39%	180 47%	45 44%	51 40%	95 51%	85 43%	230 47%	60 38%	2 20%	149 46%	40 40%	256 46%	36 36%
Worsened	(1) 11 2%	8 2%	3 3%	- -	5 2%	4 2%	- -	2 3%	9 2%	1 1%	6 2%	3 3%	1 1%	6 3%	- -	5 1%	4 3%	2 20%	2 1%	2 2%	11 2%	- -
Don't know	243 37%	152 34%	40 38%	51 51%	65 29%	77 37%	66 49%	28 45%	158 33%	67 50%	127 33%	31 30%	65 51%	52 28%	75 38%	154 32%	84 54%	5 50%	101 31%	50 50%	193 35%	50 51%
Mean score	2.24	2.23	2.22	2.31	2.23	2.24	2.26	2.21	2.25	2.21	2.25	2.28	2.16	2.20	2.30	2.28	2.07	1.80	2.32	2.12	2.23	2.27
Standard deviation	.49	.48	.52	.47	.49	.50	.44	.54	.50	.44	.48	.54	.41	.50	.46	.48	.42	.84	.49	.44	.49	.45
Standard error	.02	.03	.06	.07	.04	.04	.05	.09	.03	.05	.03	.06	.05	.04	.04	.03	.05	.37	.03	.06	.03	.06

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Improving and managing standards.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 104 16%	72 16%	18 17%	14 14%	38 17%	32 15%	21 16%	9 15%	78 16%	20 15%	68 18%	10 10%	20 16%	32 17%	36 18%	99 20%	5 3%	- -	79 24%	6 6%	96 17%	8 8%
Stayed the same	(2) 347 53%	254 56%	52 50%	41 41%	125 56%	110 53%	71 53%	26 42%	270 56%	65 48%	204 53%	66 65%	60 47%	113 61%	91 46%	273 56%	70 45%	4 40%	169 52%	53 53%	303 54%	44 44%
Worsened	(1) 34 5%	25 6%	6 6%	3 3%	12 5%	12 6%	7 5%	3 5%	26 5%	7 5%	21 5%	5 5%	7 5%	14 8%	7 4%	14 3%	17 11%	3 30%	13 4%	5 5%	28 5%	6 6%
Don't know	170 26%	100 22%	28 27%	42 42%	49 22%	54 26%	36 27%	24 39%	110 23%	43 32%	89 23%	21 21%	41 32%	27 15%	62 32%	102 21%	65 41%	3 30%	64 20%	36 36%	129 23%	41 41%
Mean score	2.14	2.13	2.16	2.19	2.15	2.13	2.14	2.16	2.14	2.14	2.16	2.06	2.15	2.11	2.22	2.22	1.87	1.57	2.25	2.02	2.16	2.03
Standard deviation	.51	.51	.54	.51	.51	.52	.52	.55	.51	.53	.53	.43	.54	.53	.53	.49	.47	.53	.54	.42	.52	.49
Standard error	.02	.03	.06	.07	.04	.04	.05	.09	.03	.05	.03	.05	.06	.04	.05	.03	.05	.20	.03	.05	.02	.06

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Improving and maintaining industry performance and efficiency.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 64 10%	48 11%	9 9%	7 7%	26 12%	20 10%	10 7%	7 11%	50 10%	8 6%	44 12%	6 6%	6 5%	23 12%	21 11%	61 13%	3 2%	- -	46 14%	4 4%	59 11%	5 5%
Stayed the same	(2) 259 40%	192 43%	35 34%	32 32%	104 46%	80 38%	54 40%	12 19%	198 41%	51 38%	155 41%	43 42%	48 38%	77 41%	78 40%	203 42%	54 34%	2 20%	141 43%	27 27%	231 42%	28 28%
Worsened	(1) 22 3%	17 4%	4 4%	1 1%	5 2%	11 5%	3 2%	3 5%	16 3%	4 3%	9 2%	7 7%	4 3%	6 3%	3 2%	9 2%	12 8%	1 10%	4 1%	11 11%	20 4%	2 2%
Don't know	310 47%	194 43%	56 54%	60 60%	89 40%	97 47%	68 50%	40 65%	220 45%	72 53%	174 46%	46 45%	70 55%	80 43%	94 48%	215 44%	88 56%	7 70%	134 41%	58 58%	246 44%	64 65%
Mean score	2.12	2.12	2.10	2.15	2.16	2.08	2.10	2.18	2.13	2.06	2.17	1.98	2.03	2.16	2.18	2.19	1.87	1.67	2.22	1.83	2.13	2.09
Standard deviation	.48	.49	.52	.43	.45	.52	.43	.66	.48	.44	.48	.49	.42	.50	.45	.47	.45	.58	.46	.58	.49	.45
Standard error	.03	.03	.07	.07	.04	.05	.05	.14	.03	.05	.03	.06	.05	.05	.04	.03	.05	.33	.03	.09	.03	.08

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Managing research, development and innovation programmes.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 135 21%	102 23%	22 21%	11 11%	50 22%	41 20%	24 18%	13 21%	109 23%	21 16%	83 22%	26 25%	20 16%	46 25%	37 19%	122 25%	13 8%	- -	90 28%	15 15%	119 21%	16 16%
Stayed the same	(2) 288 44%	201 45%	49 47%	38 38%	106 47%	92 44%	55 41%	26 42%	221 46%	54 40%	169 44%	52 51%	52 41%	87 47%	82 42%	227 47%	56 36%	5 50%	145 45%	35 35%	248 45%	40 40%
Worsened	(1) 38 6%	24 5%	12 12%	2 2%	9 4%	13 6%	4 3%	11 18%	32 7%	4 3%	24 6%	8 8%	4 3%	18 10%	6 3%	15 3%	20 13%	3 30%	11 3%	11 11%	34 6%	4 4%
Don't know	194 30%	124 27%	21 20%	49 49%	59 26%	62 30%	52 39%	12 19%	122 25%	56 41%	106 28%	16 16%	52 41%	35 19%	71 36%	124 25%	68 43%	2 20%	79 24%	39 39%	155 28%	39 39%
Mean score	2.21	2.24	2.12	2.18	2.25	2.19	2.24	2.04	2.21	2.22	2.21	2.21	2.21	2.19	2.25	2.29	1.92	1.63	2.32	2.07	2.21	2.20
Standard deviation	.58	.57	.63	.48	.55	.58	.53	.70	.59	.52	.59	.60	.52	.63	.53	.54	.61	.52	.56	.65	.58	.55
Standard error	.03	.03	.07	.07	.04	.05	.06	.10	.03	.06	.04	.06	.06	.05	.05	.03	.06	.18	.04	.08	.03	.07

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Representing the industry in Europe.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 35 5%	21 5%	9 9%	5 5%	8 4%	13 6%	7 5%	4 6%	27 6%	6 4%	22 6%	5 5%	6 5%	12 6%	10 5%	32 7%	3 2%	- -	28 9%	3 3%	30 5%	5 5%
Stayed the same	(2) 236 36%	163 36%	46 44%	27 27%	72 32%	73 35%	56 41%	22 35%	179 37%	47 35%	135 35%	44 43%	45 35%	80 43%	55 28%	186 38%	46 29%	4 40%	126 39%	27 27%	201 36%	35 35%
Worsened	(1) 16 2%	11 2%	4 4%	1 1%	2 1%	8 4%	1 1%	5 8%	12 2%	4 3%	8 2%	4 4%	4 3%	4 2%	4 2%	9 2%	6 4%	1 10%	6 2%	5 5%	14 3%	2 2%
Don't know	368 56%	256 57%	45 43%	67 67%	142 63%	114 55%	71 53%	31 50%	266 55%	78 58%	217 57%	49 48%	73 57%	90 48%	127 65%	261 53%	102 65%	5 50%	165 51%	65 65%	311 56%	57 58%
Mean score	2.07	2.05	2.08	2.12	2.07	2.05	2.09	1.97	2.07	2.04	2.08	2.02	2.04	2.08	2.09	2.10	1.95	1.80	2.14	1.94	2.07	2.07
Standard deviation	.42	.40	.47	.42	.34	.47	.34	.55	.42	.42	.42	.42	.43	.40	.45	.41	.40	.45	.44	.48	.42	.41
Standard error	.02	.03	.06	.07	.04	.05	.04	.10	.03	.06	.03	.06	.06	.04	.05	.03	.05	.20	.03	.08	.03	.06

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Running supplier assurance and confidential reporting schemes.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 38 6%	26 6%	10 10%	2 2%	8 4%	18 9%	6 4%	4 6%	28 6%	9 7%	16 4%	12 12%	8 6%	11 6%	5 3%	37 8%	1 1%	- -	27 8%	6 6%	31 6%	7 7%
Stayed the same	(2) 224 34%	168 37%	29 28%	27 27%	89 40%	71 34%	43 32%	14 23%	175 36%	39 29%	133 35%	42 41%	37 29%	71 38%	62 32%	181 37%	42 27%	1 10%	114 35%	34 34%	197 35%	27 27%
Worsened	(1) 12 2%	10 2%	2 2%	- -	8 4%	1 *	2 1%	1 2%	10 2%	1 1%	8 2%	2 2%	1 1%	5 3%	3 2%	5 1%	5 3%	2 20%	3 1%	1 1%	11 2%	1 1%
Don't know	381 58%	247 55%	63 61%	71 71%	119 53%	118 57%	84 62%	43 69%	271 56%	86 64%	225 59%	46 45%	82 64%	99 53%	126 64%	265 54%	109 69%	7 70%	181 56%	59 59%	317 57%	64 65%
Mean score	2.09	2.08	2.20	2.07	2.00	2.19	2.08	2.16	2.08	2.16	2.05	2.18	2.15	2.07	2.03	2.14	1.92	1.33	2.17	2.12	2.08	2.17
Standard deviation	.42	.41	.51	.26	.39	.42	.39	.50	.41	.43	.39	.47	.42	.43	.34	.41	.35	.58	.43	.40	.41	.45
Standard error	.03	.03	.08	.05	.04	.04	.05	.12	.03	.06	.03	.06	.06	.05	.04	.03	.05	.33	.04	.06	.03	.08

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Supporting the Rail Technical Strategy.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 97 15%	67 15%	17 16%	13 13%	27 12%	35 17%	19 14%	11 18%	80 17%	12 9%	60 16%	20 20%	12 9%	36 19%	24 12%	86 18%	11 7%	- -	65 20%	11 11%	85 15%	12 12%
Stayed the same	(2) 234 36%	165 37%	39 38%	30 30%	73 33%	78 38%	52 39%	22 35%	175 36%	49 36%	129 34%	46 45%	47 37%	69 37%	60 31%	187 38%	44 28%	3 30%	121 37%	32 32%	200 36%	34 34%
Worsened	(1) 14 2%	8 2%	5 5%	1 1%	3 1%	4 2%	1 1%	6 10%	13 3%	1 1%	8 2%	5 5%	1 1%	7 4%	1 1%	3 1%	10 6%	1 10%	3 1%	4 4%	13 2%	1 1%
Don't know	310 47%	211 47%	43 41%	56 56%	121 54%	91 44%	63 47%	23 37%	216 45%	73 54%	185 48%	31 30%	68 53%	74 40%	111 57%	212 43%	92 59%	6 60%	136 42%	53 53%	258 46%	52 53%
Mean score	2.24	2.25	2.20	2.27	2.23	2.26	2.25	2.13	2.25	2.18	2.26	2.21	2.18	2.26	2.27	2.30	2.02	1.75	2.33	2.15	2.24	2.23
Standard deviation	.51	.50	.57	.50	.49	.52	.47	.66	.53	.43	.53	.56	.43	.57	.47	.48	.57	.50	.50	.55	.52	.48
Standard error	.03	.03	.07	.08	.05	.05	.06	.11	.03	.05	.04	.07	.06	.05	.05	.03	.07	.25	.04	.08	.03	.07

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Managing health and wellbeing programmes.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 67 10%	43 10%	16 15%	8 8%	27 12%	24 12%	5 4%	8 13%	55 11%	6 4%	41 11%	14 14%	6 5%	20 11%	21 11%	53 11%	13 8%	1 10%	35 11%	10 10%	58 10%	9 9%
Stayed the same	(2) 184 28%	137 30%	24 23%	23 23%	81 36%	51 25%	30 22%	11 18%	145 30%	30 22%	110 29%	35 34%	28 22%	53 28%	57 29%	145 30%	38 24%	1 10%	103 32%	21 21%	158 28%	26 26%
Worsened	(1) 10 2%	8 2%	2 2%	- -	4 2%	5 2%	- -	1 2%	6 1%	3 2%	4 1%	2 2%	3 2%	2 1%	2 1%	4 1%	5 3%	1 10%	3 1%	5 5%	9 2%	1 1%
Don't know	394 60%	263 58%	62 60%	69 69%	112 50%	128 62%	100 74%	42 68%	278 57%	96 71%	227 59%	51 50%	91 71%	111 60%	116 59%	286 59%	101 64%	7 70%	184 57%	64 64%	331 60%	63 64%
Mean score	2.22	2.19	2.33	2.26	2.21	2.24	2.14	2.35	2.24	2.08	2.24	2.24	2.08	2.24	2.24	2.24	2.14	2.00	2.23	2.14	2.22	2.22
Standard deviation	.50	.49	.57	.44	.49	.56	.36	.59	.49	.48	.48	.51	.49	.49	.48	.47	.55	1.00	.47	.64	.50	.48
Standard error	.03	.04	.09	.08	.05	.06	.06	.13	.03	.08	.04	.07	.08	.06	.05	.03	.07	.58	.04	.11	.03	.08

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Managing and developing cross-industry IT systems.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 48 7%	37 8%	6 6%	5 5%	21 9%	15 7%	6 4%	3 5%	42 9%	4 3%	26 7%	16 16%	4 3%	16 9%	10 5%	44 9%	4 3%	- -	37 11%	2 2%	43 8%	5 5%
Stayed the same	(2) 178 27%	129 29%	28 27%	21 21%	63 28%	61 29%	27 20%	17 27%	138 29%	30 22%	106 28%	32 31%	29 23%	57 31%	49 25%	139 28%	38 24%	1 10%	90 28%	27 27%	153 28%	25 25%
Worsened	(1) 12 2%	10 2%	2 2%	- -	9 4%	2 1%	- -	1 2%	10 2%	2 1%	7 2%	3 3%	2 2%	3 2%	4 2%	3 1%	8 5%	1 10%	1 *	4 4%	11 2%	1 1%
Don't know	417 64%	275 61%	68 65%	74 74%	131 58%	130 63%	102 76%	41 66%	294 61%	99 73%	243 64%	51 50%	93 73%	110 59%	133 68%	302 62%	107 68%	8 80%	197 61%	67 67%	349 63%	68 69%
Mean score	2.15	2.15	2.11	2.19	2.13	2.17	2.18	2.10	2.17	2.06	2.14	2.25	2.06	2.17	2.10	2.22	1.92	1.50	2.28	1.94	2.15	2.13
Standard deviation	.48	.49	.46	.40	.56	.44	.39	.44	.50	.41	.47	.56	.42	.47	.47	.45	.49	.71	.47	.43	.49	.43
Standard error	.03	.04	.08	.08	.06	.05	.07	.10	.04	.07	.04	.08	.07	.05	.06	.03	.07	.50	.04	.07	.03	.08

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Facilitating safety co-operation and collaboration.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 130 20%	99 22%	16 15%	15 15%	55 25%	44 21%	15 11%	12 19%	110 23%	16 12%	81 21%	29 28%	14 11%	41 22%	40 20%	114 23%	16 10%	- -	85 26%	13 13%	115 21%	15 15%
Stayed the same	(2) 285 44%	206 46%	45 43%	34 34%	101 45%	88 42%	60 44%	23 37%	217 45%	56 41%	168 44%	49 48%	52 41%	88 47%	80 41%	224 46%	56 36%	5 50%	142 44%	42 42%	249 45%	36 36%
Worsened	(1) 17 3%	10 2%	5 5%	2 2%	5 2%	8 4%	1 1%	3 5%	12 2%	3 2%	10 3%	2 2%	3 2%	5 3%	5 3%	6 1%	9 6%	2 20%	2 1%	7 7%	17 3%	- -
Don't know	223 34%	136 30%	38 37%	49 49%	63 28%	68 33%	59 44%	24 39%	145 30%	60 44%	123 32%	22 22%	59 46%	52 28%	71 36%	144 30%	76 48%	3 30%	96 30%	38 38%	175 31%	48 48%
Mean score	2.26	2.28	2.17	2.25	2.31	2.26	2.18	2.24	2.29	2.17	2.27	2.34	2.16	2.27	2.28	2.31	2.09	1.71	2.36	2.10	2.26	2.29
Standard deviation	.52	.52	.54	.52	.53	.55	.42	.59	.53	.48	.53	.53	.47	.52	.53	.50	.55	.49	.50	.56	.53	.46
Standard error	.03	.03	.07	.07	.04	.05	.05	.10	.03	.05	.03	.06	.06	.05	.05	.03	.06	.18	.03	.07	.03	.06

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Communications and engagement with stakeholders.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Improved	(3) 158 24%	109 24%	28 27%	21 21%	57 25%	47 23%	27 20%	19 31%	126 26%	26 19%	91 24%	35 34%	23 18%	55 30%	36 18%	133 27%	23 15%	2 20%	119 37%	7 7%	136 24%	22 22%
Stayed the same	(2) 279 43%	200 44%	47 45%	32 32%	104 46%	83 40%	55 41%	26 42%	218 45%	48 36%	175 46%	43 42%	46 36%	90 48%	85 43%	221 45%	55 35%	3 30%	130 40%	43 43%	245 44%	34 34%
Worsened	(1) 30 5%	20 4%	7 7%	3 3%	6 3%	12 6%	6 4%	5 8%	22 5%	7 5%	16 4%	6 6%	7 5%	11 6%	5 3%	13 3%	16 10%	1 10%	5 2%	15 15%	24 4%	6 6%
Don't know	188 29%	122 27%	22 21%	44 44%	57 25%	66 32%	47 35%	12 19%	118 24%	54 40%	100 26%	18 18%	52 41%	30 16%	70 36%	121 25%	63 40%	4 40%	71 22%	35 35%	151 27%	37 37%
Mean score	2.27	2.27	2.26	2.32	2.31	2.25	2.24	2.28	2.28	2.23	2.27	2.35	2.21	2.28	2.25	2.33	2.07	2.17	2.45	1.88	2.28	2.26
Standard deviation	.57	.57	.60	.58	.53	.60	.57	.64	.57	.60	.56	.61	.60	.59	.52	.54	.64	.75	.54	.57	.57	.63
Standard error	.03	.03	.07	.08	.04	.05	.06	.09	.03	.07	.03	.07	.07	.05	.05	.03	.07	.31	.03	.07	.03	.08

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Overall Performance

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	7205 100%	4961 100%	1144 100%	1100 100%	2464 100%	2288 100%	1485 100%	682 100%	5324 100%	1485 100%	4202 100%	1122 100%	1408 100%	2046 100%	2156 100%	5368 100%	1727 100%	110 100%	3575 100%	1100 100%	6116 100%	1089 100%
Improved	(3) 985 14%	701 14%	168 15%	116 11%	358 15%	325 14%	158 11%	99 15%	797 15%	143 10%	601 14%	196 17%	130 9%	325 16%	276 13%	880 16%	101 6%	4 4%	684 19%	85 8%	868 14%	117 11%
Stayed the same	(2) 2806 39%	2029 41%	438 38%	339 31%	1031 42%	878 38%	554 37%	222 33%	2161 41%	521 35%	1664 40%	497 44%	495 35%	880 43%	784 36%	2216 41%	559 32%	31 28%	1430 40%	381 35%	2441 40%	365 34%
Worsened	(1) 216 3%	151 3%	52 5%	13 1%	68 3%	80 3%	25 2%	41 6%	168 3%	37 2%	121 3%	47 4%	37 3%	81 4%	40 2%	86 2%	112 6%	18 16%	53 1%	70 6%	192 3%	24 2%
Don't know	3198 44%	2080 42%	486 42%	632 57%	1007 41%	1005 44%	748 50%	320 47%	2198 41%	784 53%	1816 43%	382 34%	746 53%	760 37%	1056 49%	2186 41%	955 55%	57 52%	1408 39%	564 51%	2615 43%	583 54%
Mean score	2.19	2.19	2.18	2.22	2.20	2.19	2.18	2.16	2.20	2.15	2.20	2.20	2.14	2.19	2.21	2.25	1.99	1.74	2.29	2.03	2.19	2.18
Standard deviation	.51	.51	.55	.48	.50	.53	.46	.60	.52	.48	.51	.54	.48	.53	.49	.49	.53	.59	.51	.54	.52	.50
Standard error	.01	.01	.02	.02	.01	.01	.02	.03	.01	.02	.01	.02	.02	.01	.01	.01	.02	.08	.01	.02	.01	.02

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Risk management (including data collection and analysis of risk).

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	479 100%	335 100%	78 100%	66 100%	181 100%	150 100%	89 100%	42 100%	367 100%	87 100%	289 100%	78 100%	82 100%	142 100%	147 100%	370 100%	103 100%	6 100%	248 100%	69 100%	411 100%	68 100%
Improved	(3) 97 20%	68 20%	17 22%	12 18%	38 21%	30 20%	15 17%	9 21%	82 22%	13 15%	60 21%	22 28%	10 12%	27 19%	33 22%	87 24%	9 9%	1 17%	67 27%	8 12%	84 20%	13 19%
Stayed the same	(2) 233 49%	170 51%	40 51%	23 35%	99 55%	68 45%	37 42%	20 48%	188 51%	34 39%	151 52%	37 47%	33 40%	80 56%	71 48%	189 51%	43 42%	1 17%	123 50%	31 45%	205 50%	28 41%
Worsened	(1) 8 2%	7 2%	1 1%	- -	4 2%	3 2%	- -	1 2%	7 2%	- -	4 1%	3 4%	- -	4 3%	- -	3 1%	3 3%	2 33%	1 *	1 1%	8 2%	- -
Don't know	141 29%	90 27%	20 26%	31 47%	40 22%	49 33%	37 42%	12 29%	90 25%	40 46%	74 26%	16 21%	39 48%	31 22%	43 29%	91 25%	48 47%	2 33%	57 23%	29 42%	114 28%	27 40%
Mean score	2.26	2.25	2.28	2.34	2.24	2.27	2.29	2.27	2.27	2.28	2.26	2.31	2.23	2.21	2.32	2.30	2.11	1.75	2.35	2.18	2.26	2.32
Standard deviation	.49	.50	.49	.48	.49	.51	.46	.52	.50	.45	.48	.56	.43	.49	.47	.48	.46	.96	.49	.45	.50	.47
Standard error	.03	.03	.06	.08	.04	.05	.06	.10	.03	.07	.03	.07	.07	.05	.05	.03	.06	.48	.04	.07	.03	.07

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Improving and managing standards.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	560 100%	384 100%	96 100%	80 100%	190 100%	173 100%	122 100%	56 100%	416 100%	114 100%	329 100%	87 100%	108 100%	169 100%	160 100%	427 100%	126 100%	7 100%	285 100%	86 100%	481 100%	79 100%
Improved	(3) 91 16%	61 16%	17 18%	13 16%	32 17%	30 17%	18 15%	9 16%	68 16%	17 15%	60 18%	8 9%	17 16%	29 17%	31 19%	87 20%	4 3%	- -	70 25%	5 6%	86 18%	5 6%
Stayed the same	(2) 307 55%	224 58%	50 52%	33 41%	111 58%	93 54%	66 54%	24 43%	241 58%	57 50%	182 55%	59 68%	53 49%	106 63%	76 48%	246 58%	57 45%	4 57%	152 53%	49 57%	268 56%	39 49%
Worsened	(1) 32 6%	23 6%	6 6%	3 4%	11 6%	11 6%	7 6%	3 5%	24 6%	7 6%	20 6%	4 5%	7 6%	14 8%	6 4%	14 3%	17 13%	1 14%	13 5%	5 6%	27 6%	5 6%
Don't know	130 23%	76 20%	23 24%	31 39%	36 19%	39 23%	31 25%	20 36%	83 20%	33 29%	67 20%	16 18%	31 29%	20 12%	47 29%	80 19%	48 38%	2 29%	50 18%	27 31%	100 21%	30 38%
Mean score	2.14	2.12	2.15	2.20	2.14	2.14	2.12	2.17	2.13	2.12	2.15	2.06	2.13	2.10	2.22	2.21	1.83	1.80	2.24	2.00	2.15	2.00
Standard deviation	.52	.51	.54	.54	.51	.54	.51	.56	.51	.53	.53	.41	.55	.53	.53	.50	.49	.45	.54	.42	.52	.46
Standard error	.02	.03	.06	.08	.04	.05	.05	.09	.03	.06	.03	.05	.06	.04	.05	.03	.06	.20	.04	.05	.03	.07

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Improving and maintaining industry performance and efficiency.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	250 100%	174 100%	40 100%	36 100%	90 100%	72 100%	54 100%	21 100%	183 100%	45 100%	143 100%	40 100%	43 100%	59 100%	84 100%	208 100%	41 100%	1 100%	141 100%	27 100%	218 100%	32 100%
Improved	(3) 44 18%	33 19%	6 15%	5 14%	16 18%	16 22%	7 13%	5 24%	34 19%	4 9%	29 20%	5 13%	3 7%	14 24%	15 18%	41 20%	3 7%	-	32 23%	3 11%	44 20%	-
Stayed the same	(2) 112 45%	82 47%	20 50%	10 28%	45 50%	30 42%	26 48%	5 24%	89 49%	18 40%	67 47%	22 55%	18 42%	31 53%	36 43%	95 46%	16 39%	1 100%	66 47%	9 33%	99 45%	13 41%
Worsened	(1) 2 1%	2 1%	-	-	1 1%	1 1%	-	-	2 1%	-	-	2 5%	-	-	-	1 *	1 2%	-	-	2 7%	2 1%	-
Don't know	92 37%	57 33%	14 35%	21 58%	28 31%	25 35%	21 39%	11 52%	58 32%	23 51%	47 33%	11 28%	22 51%	14 24%	33 39%	71 34%	21 51%	-	43 30%	13 48%	73 33%	19 59%
Mean score	2.27	2.26	2.23	2.33	2.24	2.32	2.21	2.50	2.26	2.18	2.30	2.10	2.14	2.31	2.29	2.29	2.10	2.00	2.33	2.07	2.29	2.00
Standard deviation	.47	.48	.43	.49	.47	.52	.42	.53	.47	.39	.46	.49	.36	.47	.46	.47	.45	-	.47	.62	.48	-
Standard error	.04	.04	.08	.13	.06	.08	.07	.17	.04	.08	.05	.09	.08	.07	.06	.04	.10	-	.05	.16	.04	-

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Managing research, development and innovation programmes.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	531 100%	371 100%	89 100%	71 100%	182 100%	171 100%	101 100%	60 100%	401 100%	103 100%	310 100%	91 100%	100 100%	164 100%	146 100%	413 100%	109 100%	9 100%	273 100%	72 100%	453 100%	78 100%
Improved	(3) 129 24%	97 26%	22 25%	10 14%	47 26%	39 23%	23 23%	13 22%	103 26%	21 20%	79 25%	24 26%	20 20%	43 26%	36 25%	116 28%	13 12%	- -	85 31%	15 21%	113 25%	16 21%
Stayed the same	(2) 247 47%	171 46%	45 51%	31 44%	92 51%	79 46%	44 44%	25 42%	191 48%	45 44%	142 46%	49 54%	44 44%	78 48%	64 44%	199 48%	43 39%	5 56%	125 46%	30 42%	212 47%	35 45%
Worsened	(1) 34 6%	22 6%	11 12%	1 1%	8 4%	11 6%	4 4%	10 17%	29 7%	3 3%	22 7%	7 8%	3 3%	17 10%	5 3%	15 4%	16 15%	3 33%	10 4%	8 11%	30 7%	4 5%
Don't know	121 23%	81 22%	11 12%	29 41%	35 19%	42 25%	30 30%	12 20%	78 19%	34 33%	67 22%	11 12%	33 33%	26 16%	41 28%	83 20%	37 34%	1 11%	53 19%	19 26%	98 22%	23 29%
Mean score	2.23	2.26	2.14	2.21	2.27	2.22	2.27	2.06	2.23	2.26	2.23	2.21	2.25	2.19	2.30	2.31	1.96	1.63	2.34	2.13	2.23	2.22
Standard deviation	.59	.59	.64	.47	.55	.59	.56	.70	.60	.53	.60	.59	.53	.63	.55	.55	.64	.52	.56	.65	.59	.57
Standard error	.03	.03	.07	.07	.05	.05	.07	.10	.03	.06	.04	.07	.07	.05	.05	.03	.08	.18	.04	.09	.03	.08

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Representing the industry in Europe.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	335 100%	231 100%	64 100%	40 100%	110 100%	106 100%	70 100%	35 100%	258 100%	62 100%	197 100%	61 100%	60 100%	113 100%	84 100%	265 100%	63 100%	7 100%	185 100%	35 100%	283 100%	52 100%
Improved	(3) 27 8%	18 8%	6 9%	3 8%	8 7%	10 9%	5 7%	3 9%	23 9%	3 5%	19 10%	4 7%	3 5%	11 10%	8 10%	27 10%	- -	- -	22 12%	1 3%	23 8%	4 8%
Stayed the same	(2) 161 48%	107 46%	40 63%	14 35%	47 43%	47 44%	39 56%	18 51%	126 49%	30 48%	94 48%	32 52%	28 47%	62 55%	32 38%	131 49%	27 43%	3 43%	91 49%	12 34%	134 47%	27 52%
Worsened	(1) 11 3%	8 3%	3 5%	- -	2 2%	5 5%	1 1%	3 9%	9 3%	2 3%	6 3%	3 5%	2 3%	4 4%	2 2%	7 3%	3 5%	1 14%	5 3%	3 9%	9 3%	2 4%
Don't know	136 41%	98 42%	15 23%	23 58%	53 48%	44 42%	25 36%	11 31%	100 39%	27 44%	78 40%	22 36%	27 45%	36 32%	42 50%	100 38%	33 52%	3 43%	67 36%	19 54%	117 41%	19 37%
Mean score	2.08	2.08	2.06	2.18	2.11	2.08	2.09	2.00	2.09	2.03	2.11	2.03	2.03	2.09	2.14	2.12	1.90	1.75	2.14	1.88	2.08	2.06
Standard deviation	.43	.44	.43	.39	.41	.49	.36	.51	.44	.38	.45	.43	.39	.43	.47	.44	.31	.50	.46	.50	.43	.43
Standard error	.03	.04	.06	.10	.05	.06	.05	.10	.04	.06	.04	.07	.07	.05	.07	.03	.06	.25	.04	.13	.03	.07

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Running supplier assurance and confidential reporting schemes.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	208 100%	146 100%	44 100%	18 100%	72 100%	57 100%	45 100%	26 100%	161 100%	34 100%	112 100%	49 100%	32 100%	68 100%	44 100%	163 100%	41 100%	4 100%	112 100%	24 100%	172 100%	36 100%
Improved	(3) 28 13%	19 13%	8 18%	1 6%	6 8%	11 19%	6 13%	4 15%	22 14%	6 18%	12 11%	10 20%	6 19%	8 12%	4 9%	28 17%	- -	- -	19 17%	5 21%	22 13%	6 17%
Stayed the same	(2) 101 49%	73 50%	21 48%	7 39%	42 58%	22 39%	25 56%	9 35%	84 52%	14 41%	58 52%	26 53%	13 41%	37 54%	21 48%	86 53%	15 37%	- -	54 48%	11 46%	88 51%	13 36%
Worsened	(1) 8 4%	7 5%	1 2%	- -	5 7%	1 2%	1 2%	1 4%	7 4%	- -	6 5%	1 2%	- -	3 4%	3 7%	4 2%	2 5%	2 50%	2 2%	- -	7 4%	1 3%
Don't know	71 34%	47 32%	14 32%	10 56%	19 26%	23 40%	13 29%	12 46%	48 30%	14 41%	36 32%	12 24%	13 41%	20 29%	16 36%	45 28%	24 59%	2 50%	37 33%	8 33%	55 32%	16 44%
Mean score	2.15	2.12	2.23	2.13	2.02	2.29	2.16	2.21	2.13	2.30	2.08	2.24	2.32	2.10	2.04	2.20	1.88	1.00	2.23	2.31	2.13	2.25
Standard deviation	.49	.50	.50	.35	.46	.52	.45	.58	.49	.47	.48	.49	.48	.47	.51	.48	.33	-	.48	.48	.48	.55
Standard error	.04	.05	.09	.13	.06	.09	.08	.15	.05	.11	.06	.08	.11	.07	.10	.04	.08	-	.06	.12	.04	.12

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Supporting the Rail Technical Strategy.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	396 100%	270 100%	78 100%	48 100%	103 100%	138 100%	86 100%	53 100%	290 100%	79 100%	215 100%	75 100%	77 100%	118 100%	97 100%	311 100%	78 100%	7 100%	211 100%	49 100%	329 100%	67 100%
Improved	(3) 80 20%	57 21%	15 19%	8 17%	21 20%	28 20%	17 20%	10 19%	66 23%	9 11%	48 22%	18 24%	9 12%	31 26%	17 18%	70 23%	10 13%	- -	53 25%	8 16%	71 22%	9 13%
Stayed the same	(2) 161 41%	111 41%	32 41%	18 38%	47 46%	54 39%	31 36%	22 42%	123 42%	31 39%	83 39%	40 53%	30 39%	50 42%	33 34%	135 43%	23 29%	3 43%	84 40%	21 43%	131 40%	30 45%
Worsened	(1) 10 3%	4 1%	5 6%	1 2%	- -	4 3%	1 1%	5 9%	9 3%	1 1%	7 3%	2 3%	1 1%	6 5%	1 1%	2 1%	7 9%	1 14%	3 1%	3 6%	9 3%	1 1%
Don't know	145 37%	98 36%	26 33%	21 44%	35 34%	52 38%	37 43%	16 30%	92 32%	38 48%	77 36%	15 20%	37 48%	31 26%	46 47%	104 33%	38 49%	3 43%	71 34%	17 35%	118 36%	27 40%
Mean score	2.28	2.31	2.19	2.26	2.31	2.28	2.33	2.14	2.29	2.20	2.30	2.27	2.20	2.29	2.31	2.33	2.08	1.75	2.36	2.16	2.29	2.20
Standard deviation	.53	.51	.60	.53	.47	.55	.52	.63	.55	.46	.56	.52	.46	.59	.51	.49	.66	.50	.52	.57	.54	.46
Standard error	.03	.04	.08	.10	.06	.06	.07	.10	.04	.07	.05	.07	.07	.06	.07	.03	.10	.25	.04	.10	.04	.07

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Managing health and wellbeing programmes.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	173 100%	117 100%	36 100%	20 100%	72 100%	49 100%	25 100%	16 100%	139 100%	22 100%	106 100%	33 100%	20 100%	52 100%	54 100%	141 100%	30 100%	2 100%	92 100%	27 100%	146 100%	27 100%
Improved	(3) 46 27%	30 26%	11 31%	5 25%	23 32%	13 27%	4 16%	5 31%	37 27%	4 18%	30 28%	7 21%	4 20%	15 29%	15 28%	36 26%	9 30%	1 50%	24 26%	5 19%	40 27%	6 22%
Stayed the same	(2) 68 39%	51 44%	12 33%	5 25%	29 40%	19 39%	9 36%	5 31%	55 40%	9 41%	40 38%	15 45%	8 40%	19 37%	21 39%	62 44%	6 20%	-	40 43%	7 26%	60 41%	8 30%
Worsened	(1) 2 1%	1 1%	1 3%	-	1 1%	-	-	1 6%	2 1%	-	-	2 6%	-	-	-	-	1 3%	1 50%	-	2 7%	1 1%	1 4%
Don't know	57 33%	35 30%	12 33%	10 50%	19 26%	17 35%	12 48%	5 31%	45 32%	9 41%	36 34%	9 27%	8 40%	18 35%	18 33%	43 30%	14 47%	-	28 30%	13 48%	45 31%	12 44%
Mean score	2.38	2.35	2.42	2.50	2.42	2.41	2.31	2.36	2.37	2.31	2.43	2.21	2.33	2.44	2.42	2.37	2.50	2.00	2.38	2.21	2.39	2.33
Standard deviation	.52	.51	.58	.53	.53	.50	.48	.67	.53	.48	.50	.59	.49	.50	.50	.48	.63	1.41	.49	.70	.51	.62
Standard error	.05	.06	.12	.17	.07	.09	.13	.20	.05	.13	.06	.12	.14	.09	.08	.05	.16	1.00	.06	.19	.05	.16

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Managing and developing cross-industry IT systems.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	154 100%	111 100%	29 100%	14 100%	55 100%	47 100%	24 100%	21 100%	120 100%	24 100%	88 100%	32 100%	23 100%	53 100%	35 100%	123 100%	29 100%	2 100%	89 100%	19 100%	137 100%	17 100%
Improved	(3) 39 25%	30 27%	5 17%	4 29%	18 33%	9 19%	6 25%	3 14%	34 28%	3 13%	22 25%	12 38%	3 13%	14 26%	8 23%	35 28%	4 14%	-	30 34%	1 5%	34 25%	5 29%
Stayed the same	(2) 67 44%	49 44%	14 48%	4 29%	22 40%	23 49%	9 38%	11 52%	53 44%	11 46%	40 45%	13 41%	11 48%	25 47%	15 43%	54 44%	13 45%	-	35 39%	9 47%	59 43%	8 47%
Worsened	(1) 2 1%	2 2%	-	-	2 4%	-	-	-	1 1%	1 4%	-	1 3%	1 4%	-	-	-	1 3%	1 50%	-	1 5%	2 1%	-
Don't know	46 30%	30 27%	10 34%	6 43%	13 24%	15 32%	9 38%	7 33%	32 27%	9 38%	26 30%	6 19%	8 35%	14 26%	12 34%	34 28%	11 38%	1 50%	24 27%	8 42%	42 31%	4 24%
Mean score	2.34	2.35	2.26	2.50	2.38	2.28	2.40	2.21	2.38	2.13	2.35	2.42	2.13	2.36	2.35	2.39	2.17	1.00	2.46	2.00	2.34	2.38
Standard deviation	.51	.53	.45	.53	.58	.46	.51	.43	.51	.52	.48	.58	.52	.49	.49	.49	.51	-	.50	.45	.52	.51
Standard error	.05	.06	.10	.19	.09	.08	.13	.11	.05	.13	.06	.11	.13	.08	.10	.05	.12	-	.06	.13	.05	.14

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Facilitating safety co-operation and collaboration.

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	493 100%	340 100%	85 100%	68 100%	169 100%	162 100%	92 100%	48 100%	380 100%	87 100%	294 100%	86 100%	82 100%	149 100%	145 100%	384 100%	101 100%	8 100%	248 100%	69 100%	415 100%	78 100%
Improved	(3) 115 23%	88 26%	16 19%	11 16%	51 30%	40 25%	11 12%	10 21%	100 26%	11 13%	71 24%	29 34%	10 12%	38 26%	33 23%	104 27%	11 11%	- -	74 30%	12 17%	103 25%	12 15%
Stayed the same	(2) 233 47%	163 48%	42 49%	28 41%	75 44%	76 47%	50 54%	20 42%	183 48%	40 46%	142 48%	41 48%	37 45%	76 51%	66 46%	186 48%	43 43%	4 50%	113 46%	29 42%	199 48%	34 44%
Worsened	(1) 11 2%	6 2%	4 5%	1 1%	4 2%	4 2%	- -	3 6%	9 2%	1 1%	7 2%	2 2%	1 1%	4 3%	3 2%	5 1%	4 4%	2 25%	2 1%	5 7%	11 3%	- -
Don't know	134 27%	83 24%	23 27%	28 41%	39 23%	42 26%	31 34%	15 31%	88 23%	35 40%	74 25%	14 16%	34 41%	31 21%	43 30%	89 23%	43 43%	2 25%	59 24%	23 33%	102 25%	32 41%
Mean score	2.29	2.32	2.19	2.25	2.36	2.30	2.18	2.21	2.31	2.19	2.29	2.38	2.19	2.29	2.29	2.34	2.12	1.67	2.38	2.15	2.29	2.26
Standard deviation	.52	.51	.54	.49	.54	.53	.39	.60	.53	.44	.52	.54	.45	.52	.52	.51	.50	.52	.51	.60	.53	.44
Standard error	.03	.03	.07	.08	.05	.05	.05	.10	.03	.06	.04	.06	.06	.05	.05	.03	.07	.21	.04	.09	.03	.07

RSSB Stakeholder Survey 2015

Q3. Do you feel that RSSB's performance as an industry body has improved or worsened over the last 12 months in each of the following areas?

Overall Performance

Base: All respondents who say they are aware RSSB fulfils this function

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None
Total	4234 100%	2930 100%	743 100%	561 100%	1448 100%	1333 100%	843 100%	440 100%	3199 100%	792 100%	2465 100%	734 100%	755 100%	1273 100%	1192 100%	3293 100%	878 100%	63 100%	2209 100%	577 100%	3601 100%	633 100%
Improved	(3) 854 20%	610 21%	151 20%	93 17%	317 22%	273 20%	139 16%	90 20%	695 22%	117 15%	521 21%	174 24%	108 14%	285 22%	236 20%	764 23%	86 10%	4 6%	595 27%	70 12%	756 21%	98 15%
Stayed the same	(2) 1969 47%	1401 48%	363 49%	205 37%	713 49%	594 45%	391 46%	185 42%	1551 48%	337 43%	1174 48%	377 51%	321 43%	654 51%	520 44%	1604 49%	341 39%	24 38%	1013 46%	251 44%	1700 47%	269 42%
Worsened	(1) 150 4%	102 3%	39 5%	9 2%	44 3%	52 4%	20 2%	32 7%	121 4%	22 3%	88 4%	33 4%	22 3%	63 5%	25 2%	64 2%	71 8%	15 24%	41 2%	45 8%	130 4%	20 3%
Don't know	1261 30%	817 28%	190 26%	254 45%	374 26%	414 31%	293 35%	133 30%	832 26%	316 40%	682 28%	150 20%	304 40%	271 21%	411 34%	861 26%	380 43%	20 32%	560 25%	211 37%	1015 28%	246 39%
Mean score	2.24	2.24	2.20	2.27	2.25	2.24	2.22	2.19	2.24	2.20	2.24	2.24	2.19	2.22	2.27	2.29	2.03	1.74	2.34	2.07	2.24	2.20
Standard deviation	.53	.53	.55	.51	.52	.54	.49	.60	.53	.50	.53	.54	.50	.55	.51	.51	.56	.62	.52	.56	.53	.51
Standard error	.01	.01	.02	.03	.02	.02	.02	.03	.01	.02	.01	.02	.02	.02	.02	.01	.03	.09	.01	.03	.01	.03

RSSB Stakeholder Survey 2015

Q4_SUM. How would you rate RSSB's performance in each of the following areas?

SUMMARY TABLE

Base: All respondents

	Total							NETS		
		1 = Very poor	2	3	4	5 = Very good	Don't know	Net: Poor 1-2	Net: Good 4-5	Mean
The technical excellence of its work	655 100%	4 1%	15 2%	112 17%	238 36%	191 29%	95 15%	19 3%	429 65%	4.07
The overall effectiveness of its activities	655 100%	5 1%	41 6%	200 31%	239 36%	71 11%	99 15%	46 7%	310 47%	3.59
The impact of its work	655 100%	7 1%	49 7%	212 32%	212 32%	78 12%	97 15%	56 9%	290 44%	3.55

RSSB Stakeholder Survey 2015

Q4_SUM. How would you rate RSSB's performance in each of the following areas?

SUMMARY TABLE

Base: All excluding don't know

	Total						NETS		
		1 = Very poor	2	3	4	5 = Very good	Net: Poor 1-2	Net: Good 4-5	Mean
The technical excellence of its work	560 100%	4 1%	15 3%	112 20%	238 43%	191 34%	19 3%	429 77%	4.07
The overall effectiveness of its activities	556 100%	5 1%	41 7%	200 36%	239 43%	71 13%	46 8%	310 56%	3.59
The impact of its work	558 100%	7 1%	49 9%	212 38%	212 38%	78 14%	56 10%	290 52%	3.55

RSSB Stakeholder Survey 2015

Q4. How would you rate RSSB's performance in each of the following areas?

The impact of its work.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
1 = Very poor	(1) 7 1%	7 2%	- -	- -	2 1%	5 2%	- -	- -	5 1%	1 1%	4 1%	1 1%	1 1%	1 1%	3 2%	- -	5 3%	2 20%	- -	2 2%	7 1%	- -
2	(2) 49 7%	34 8%	10 10%	5 5%	15 7%	18 9%	10 7%	6 10%	40 8%	8 6%	26 7%	14 14%	8 6%	18 10%	8 4%	21 4%	22 14%	6 60%	8 2%	22 22%	43 8%	6 6%
3	(3) 212 32%	151 33%	31 30%	30 30%	70 31%	62 30%	44 33%	26 42%	163 34%	44 33%	122 32%	41 40%	42 33%	73 39%	49 25%	153 31%	58 37%	1 10%	92 28%	44 44%	178 32%	34 34%
4	(4) 212 32%	145 32%	38 37%	29 29%	80 36%	63 30%	44 33%	15 24%	159 33%	46 34%	134 35%	25 25%	43 34%	61 33%	73 37%	194 40%	18 11%	- -	132 41%	11 11%	187 34%	25 25%
5 = Very good	(5) 78 12%	54 12%	11 11%	13 13%	26 12%	28 13%	16 12%	6 10%	58 12%	12 9%	49 13%	9 9%	11 9%	16 9%	33 17%	71 15%	7 4%	- -	65 20%	3 3%	72 13%	6 6%
Don't know	97 15%	60 13%	14 13%	23 23%	31 14%	32 15%	21 16%	9 15%	59 12%	24 18%	47 12%	12 12%	23 18%	17 9%	30 15%	49 10%	47 30%	1 10%	28 9%	18 18%	69 12%	28 28%
NETS																						
Net: Poor 1-2	56 9%	41 9%	10 10%	5 5%	17 8%	23 11%	10 7%	6 10%	45 9%	9 7%	30 8%	15 15%	9 7%	19 10%	11 6%	21 4%	27 17%	8 80%	8 2%	24 24%	50 9%	6 6%
Net: Good 4-5	290 44%	199 44%	49 47%	42 42%	106 47%	91 44%	60 44%	21 34%	217 45%	58 43%	183 48%	34 33%	54 42%	77 41%	106 54%	265 54%	25 16%	- -	197 61%	14 14%	259 47%	31 31%
Mean score	3.55	3.52	3.56	3.65	3.59	3.52	3.58	3.40	3.53	3.54	3.59	3.30	3.52	3.43	3.75	3.72	3.00	1.89	3.86	2.89	3.56	3.44
Standard deviation	.88	.90	.85	.84	.86	.97	.84	.84	.88	.82	.87	.89	.82	.83	.89	.79	.90	.60	.79	.80	.90	.77
Standard error	.04	.05	.09	.10	.06	.07	.08	.12	.04	.08	.05	.09	.08	.06	.07	.04	.09	.20	.05	.09	.04	.09

RSSB Stakeholder Survey 2015

Q4. How would you rate RSSB's performance in each of the following areas?

The technical excellence of its work.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
1 = Very poor	(1) 4 1%	2 *	- -	2 2%	1 *	2 1%	1 1%	- -	2 *	2 1%	2 1%	- -	2 2%	1 1%	1 1%	2 *	1 1%	1 10%	1 *	1 1%	4 1%	- -
2	(2) 15 2%	13 3%	1 1%	1 1%	5 2%	3 1%	4 3%	3 5%	12 2%	3 2%	10 3%	2 2%	3 2%	4 2%	6 3%	5 1%	8 5%	2 20%	4 1%	2 2%	14 3%	1 1%
3	(3) 112 17%	78 17%	19 18%	15 15%	39 17%	33 16%	24 18%	11 18%	88 18%	20 15%	70 18%	18 18%	19 15%	37 20%	33 17%	60 12%	46 29%	6 60%	38 12%	33 33%	94 17%	18 18%
4	(4) 238 36%	165 37%	41 39%	32 32%	72 32%	76 37%	58 43%	21 34%	169 35%	63 47%	135 35%	34 33%	61 48%	76 41%	59 30%	213 44%	25 16%	- -	138 42%	22 22%	205 37%	33 33%
5 = Very good	(5) 191 29%	139 31%	31 30%	21 21%	67 30%	67 32%	32 24%	17 27%	154 32%	25 19%	114 30%	40 39%	23 18%	52 28%	62 32%	168 34%	23 15%	- -	129 40%	16 16%	168 30%	23 23%
Don't know	95 15%	54 12%	12 12%	29 29%	40 18%	27 13%	16 12%	10 16%	59 12%	22 16%	51 13%	8 8%	20 16%	16 9%	35 18%	40 8%	54 34%	1 10%	15 5%	26 26%	71 13%	24 24%
NETS																						
Net: Poor 1-2	19 3%	15 3%	1 1%	3 3%	6 3%	5 2%	5 4%	3 5%	14 3%	5 4%	12 3%	2 2%	5 4%	5 3%	7 4%	7 1%	9 6%	3 30%	5 2%	3 3%	18 3%	1 1%
Net: Good 4-5	429 65%	304 67%	72 69%	53 53%	139 62%	143 69%	90 67%	38 61%	323 67%	88 65%	249 65%	74 73%	84 66%	128 69%	121 62%	381 78%	48 31%	- -	267 82%	38 38%	373 67%	56 57%
Mean score	4.07	4.07	4.11	3.97	4.08	4.12	3.97	4.00	4.08	3.94	4.05	4.19	3.93	4.02	4.09	4.21	3.59	2.56	4.26	3.68	4.07	4.04
Standard deviation	.84	.85	.76	.91	.85	.84	.83	.89	.85	.82	.85	.82	.82	.82	.89	.74	.95	.73	.74	.89	.85	.78
Standard error	.04	.04	.08	.11	.06	.06	.08	.12	.04	.08	.05	.08	.08	.06	.07	.04	.09	.24	.04	.10	.04	.09

RSSB Stakeholder Survey 2015

Q4. How would you rate RSSB's performance in each of the following areas?

The overall effectiveness of its activities.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
1 = Very poor	(1) 5 1%	4 1%	- -	1 1%	1 *	4 2%	- -	- -	3 1%	2 1%	3 1%	- -	2 2%	2 1%	1 1%	1 *	2 1%	2 20%	1 *	2 2%	5 1%	- -
2	(2) 41 6%	32 7%	7 7%	2 2%	16 7%	12 6%	9 7%	4 6%	34 7%	5 4%	24 6%	10 10%	5 4%	14 8%	10 5%	11 2%	23 15%	7 70%	8 2%	16 16%	35 6%	6 6%
3	(3) 200 31%	135 30%	38 37%	27 27%	65 29%	65 31%	37 27%	25 40%	158 33%	38 28%	118 31%	40 39%	36 28%	72 39%	46 23%	142 29%	58 37%	- -	85 26%	40 40%	164 29%	36 36%
4	(4) 239 36%	171 38%	33 32%	35 35%	86 38%	67 32%	56 41%	18 29%	173 36%	57 42%	140 37%	33 32%	54 42%	71 38%	69 35%	220 45%	19 12%	- -	151 46%	16 16%	216 39%	23 23%
5 = Very good	(5) 71 11%	51 11%	10 10%	10 10%	24 11%	27 13%	13 10%	5 8%	54 11%	11 8%	46 12%	8 8%	9 7%	10 5%	36 18%	68 14%	3 2%	- -	58 18%	3 3%	63 11%	8 8%
Don't know	99 15%	58 13%	16 15%	25 25%	32 14%	33 16%	20 15%	10 16%	62 13%	22 16%	51 13%	11 11%	22 17%	17 9%	34 17%	46 9%	52 33%	1 10%	22 7%	23 23%	73 13%	26 26%
NETS																						
Net: Poor 1-2	46 7%	36 8%	7 7%	3 3%	17 8%	16 8%	9 7%	4 6%	37 8%	7 5%	27 7%	10 10%	7 5%	16 9%	11 6%	12 2%	25 16%	9 90%	9 3%	18 18%	40 7%	6 6%
Net: Good 4-5	310 47%	222 49%	43 41%	45 45%	110 49%	94 45%	69 51%	23 37%	227 47%	68 50%	186 49%	41 40%	63 49%	81 44%	105 54%	288 59%	22 14%	- -	209 64%	19 19%	279 50%	31 31%
Mean score	3.59	3.59	3.52	3.68	3.60	3.58	3.63	3.46	3.57	3.62	3.61	3.43	3.59	3.43	3.80	3.78	2.98	1.78	3.85	3.03	3.61	3.45
Standard deviation	.84	.85	.80	.79	.83	.91	.79	.78	.84	.79	.85	.80	.79	.78	.88	.74	.77	.44	.77	.83	.84	.80
Standard error	.04	.04	.09	.09	.06	.07	.07	.11	.04	.07	.05	.08	.08	.06	.07	.04	.08	.15	.04	.09	.04	.09

RSSB Stakeholder Survey 2015

Q4. How would you rate RSSB's performance in each of the following areas?

The impact of its work.

Base: All excluding don't know

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	558 100%	391 100%	90 100%	77 100%	193 100%	176 100%	114 100%	53 100%	425 100%	111 100%	335 100%	90 100%	105 100%	169 100%	166 100%	439 100%	110 100%	9 100%	297 100%	82 100%	487 100%	71 100%
1 = Very poor	(1) 7 1%	7 2%	- -	- -	2 1%	5 3%	- -	- -	5 1%	1 1%	4 1%	1 1%	1 1%	1 1%	3 2%	- -	5 5%	2 22%	- -	2 2%	7 1%	- -
2	(2) 49 9%	34 9%	10 11%	5 6%	15 8%	18 10%	10 9%	6 11%	40 9%	8 7%	26 8%	14 16%	8 8%	18 11%	8 5%	21 5%	22 20%	6 67%	8 3%	22 27%	43 9%	6 8%
3	(3) 212 38%	151 39%	31 34%	30 39%	70 36%	62 35%	44 39%	26 49%	163 38%	44 40%	122 36%	41 46%	42 40%	73 43%	49 30%	153 35%	58 53%	1 11%	92 31%	44 54%	178 37%	34 48%
4	(4) 212 38%	145 37%	38 42%	29 38%	80 41%	63 36%	44 39%	15 28%	159 37%	46 41%	134 40%	25 28%	43 41%	61 36%	73 44%	194 44%	18 16%	- -	132 44%	11 13%	187 38%	25 35%
5 = Very good	(5) 78 14%	54 14%	11 12%	13 17%	26 13%	28 16%	16 14%	6 11%	58 14%	12 11%	49 15%	9 10%	11 10%	16 9%	33 20%	71 16%	7 6%	- -	65 22%	3 4%	72 15%	6 8%
NETS																						
Net: Poor 1-2	56 10%	41 10%	10 11%	5 6%	17 9%	23 13%	10 9%	6 11%	45 11%	9 8%	30 9%	15 17%	9 9%	19 11%	11 7%	21 5%	27 25%	8 89%	8 3%	24 29%	50 10%	6 8%
Net: Good 4-5	290 52%	199 51%	49 54%	42 55%	106 55%	91 52%	60 53%	21 40%	217 51%	58 52%	183 55%	34 38%	54 51%	77 46%	106 64%	265 60%	25 23%	- -	197 66%	14 17%	259 53%	31 44%
Mean score	3.55	3.52	3.56	3.65	3.59	3.52	3.58	3.40	3.53	3.54	3.59	3.30	3.52	3.43	3.75	3.72	3.00	1.89	3.86	2.89	3.56	3.44
Standard deviation	.88	.90	.85	.84	.86	.97	.84	.84	.88	.82	.87	.89	.82	.83	.89	.79	.90	.60	.79	.80	.90	.77
Standard error	.04	.05	.09	.10	.06	.07	.08	.12	.04	.08	.05	.09	.08	.06	.07	.04	.09	.20	.05	.09	.04	.09

RSSB Stakeholder Survey 2015

Q4. How would you rate RSSB's performance in each of the following areas?

The technical excellence of its work.

Base: All excluding don't know

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	560 100%	397 100%	92 100%	71 100%	184 100%	181 100%	119 100%	52 100%	425 100%	113 100%	331 100%	94 100%	108 100%	170 100%	161 100%	448 100%	103 100%	9 100%	310 100%	74 100%	485 100%	75 100%
1 = Very poor	(1) 4 1%	2 1%	- -	2 3%	1 1%	2 1%	1 1%	- -	2 *	2 2%	2 1%	- -	2 2%	1 1%	1 1%	2 *	1 1%	1 11%	1 *	1 1%	4 1%	- -
2	(2) 15 3%	13 3%	1 1%	1 1%	5 3%	3 2%	4 3%	3 6%	12 3%	3 3%	10 3%	2 2%	3 3%	4 2%	6 4%	5 1%	8 8%	2 22%	4 1%	2 3%	14 3%	1 1%
3	(3) 112 20%	78 20%	19 21%	15 21%	39 21%	33 18%	24 20%	11 21%	88 21%	20 18%	70 21%	18 19%	19 18%	37 22%	33 20%	60 13%	46 45%	6 67%	38 12%	33 45%	94 19%	18 24%
4	(4) 238 43%	165 42%	41 45%	32 45%	72 39%	76 42%	58 49%	21 40%	169 40%	63 56%	135 41%	34 36%	61 56%	76 45%	59 37%	213 48%	25 24%	- -	138 45%	22 30%	205 42%	33 44%
5 = Very good	(5) 191 34%	139 35%	31 34%	21 30%	67 36%	67 37%	32 27%	17 33%	154 36%	25 22%	114 34%	40 43%	23 21%	52 31%	62 39%	168 38%	23 22%	- -	129 42%	16 22%	168 35%	23 31%
NETS																						
Net: Poor 1-2	19 3%	15 4%	1 1%	3 4%	6 3%	5 3%	5 4%	3 6%	14 3%	5 4%	12 4%	2 2%	5 5%	5 3%	7 4%	7 2%	9 9%	3 33%	5 2%	3 4%	18 4%	1 1%
Net: Good 4-5	429 77%	304 77%	72 78%	53 75%	139 76%	143 79%	90 76%	38 73%	323 76%	88 78%	249 75%	74 79%	84 78%	128 75%	121 75%	381 85%	48 47%	- -	267 86%	38 51%	373 77%	56 75%
Mean score	4.07	4.07	4.11	3.97	4.08	4.12	3.97	4.00	4.08	3.94	4.05	4.19	3.93	4.02	4.09	4.21	3.59	2.56	4.26	3.68	4.07	4.04
Standard deviation	.84	.85	.76	.91	.85	.84	.83	.89	.85	.82	.85	.82	.82	.82	.89	.74	.95	.73	.74	.89	.85	.78
Standard error	.04	.04	.08	.11	.06	.06	.08	.12	.04	.08	.05	.08	.08	.06	.07	.04	.09	.24	.04	.10	.04	.09

RSSB Stakeholder Survey 2015

Q4. How would you rate RSSB's performance in each of the following areas?

The overall effectiveness of its activities.

Base: All excluding don't know

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	556 100%	393 100%	88 100%	75 100%	192 100%	175 100%	115 100%	52 100%	422 100%	113 100%	331 100%	91 100%	106 100%	169 100%	162 100%	442 100%	105 100%	9 100%	303 100%	77 100%	483 100%	73 100%
1 = Very poor	(1) 5 1%	4 1%	- -	1 1%	1 1%	4 2%	- -	- -	3 1%	2 2%	3 1%	- -	2 2%	2 1%	1 1%	1 *	2 2%	2 22%	1 *	2 3%	5 1%	- -
2	(2) 41 7%	32 8%	7 8%	2 3%	16 8%	12 7%	9 8%	4 8%	34 8%	5 4%	24 7%	10 11%	5 5%	14 8%	10 6%	11 2%	23 22%	7 78%	8 3%	16 21%	35 7%	6 8%
3	(3) 200 36%	135 34%	38 43%	27 36%	65 34%	65 37%	37 32%	25 48%	158 37%	38 34%	118 36%	40 44%	36 34%	72 43%	46 28%	142 32%	58 55%	- -	85 28%	40 52%	164 34%	36 49%
4	(4) 239 43%	171 44%	33 38%	35 47%	86 45%	67 38%	56 49%	18 35%	173 41%	57 50%	140 42%	33 36%	54 51%	71 42%	69 43%	220 50%	19 18%	- -	151 50%	16 21%	216 45%	23 32%
5 = Very good	(5) 71 13%	51 13%	10 11%	10 13%	24 13%	27 15%	13 11%	5 10%	54 13%	11 10%	46 14%	8 9%	9 8%	10 6%	36 22%	68 15%	3 3%	- -	58 19%	3 4%	63 13%	8 11%
NETS																						
Net: Poor 1-2	46 8%	36 9%	7 8%	3 4%	17 9%	16 9%	9 8%	4 8%	37 9%	7 6%	27 8%	10 11%	7 7%	16 9%	11 7%	12 3%	25 24%	9 100%	9 3%	18 23%	40 8%	6 8%
Net: Good 4-5	310 56%	222 56%	43 49%	45 60%	110 57%	94 54%	69 60%	23 44%	227 54%	68 60%	186 56%	41 45%	63 59%	81 48%	105 65%	288 65%	22 21%	- -	209 69%	19 25%	279 58%	31 42%
Mean score	3.59	3.59	3.52	3.68	3.60	3.58	3.63	3.46	3.57	3.62	3.61	3.43	3.59	3.43	3.80	3.78	2.98	1.78	3.85	3.03	3.61	3.45
Standard deviation	.84	.85	.80	.79	.83	.91	.79	.78	.84	.79	.85	.80	.79	.78	.88	.74	.77	.44	.77	.83	.84	.80
Standard error	.04	.04	.09	.09	.06	.07	.07	.11	.04	.07	.05	.08	.08	.06	.07	.04	.08	.15	.04	.09	.04	.09

RSSB Stakeholder Survey 2015

Q5. What, if anything, do you consider to be the main strengths of RSSB?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Cross-industry/stakeholder engagement/ co-ordination	110 17%	80 18%	23 22%	7 7%	39 17%	32 15%	19 14%	16 26%	92 19%	13 10%	60 16%	32 31%	12 9%	36 19%	24 12%	89 18%	20 13%	1 10%	67 21%	9 9%	97 17%	13 13%
Expertise/recognised experts	96 15%	62 14%	30 29%	4 4%	32 14%	25 12%	18 13%	17 27%	76 16%	19 14%	50 13%	26 25%	18 14%	35 19%	15 8%	75 15%	21 13%	- -	51 16%	10 10%	80 14%	16 16%
Sets standard for the rail industry	65 10%	44 10%	9 9%	12 12%	23 10%	22 11%	15 11%	4 6%	47 10%	14 10%	37 10%	10 10%	13 10%	19 10%	18 9%	52 11%	11 7%	2 20%	34 10%	14 14%	58 10%	7 7%
Produce useful/well balanced/informative statistics/reports/data	63 10%	42 9%	11 11%	10 10%	18 8%	27 13%	9 7%	6 10%	48 10%	14 10%	38 10%	10 10%	14 11%	18 10%	20 10%	56 11%	5 3%	2 20%	41 13%	4 4%	55 10%	8 8%
Knowledgeable staff/people/understand the business/experienced	59 9%	41 9%	16 15%	2 2%	15 7%	19 9%	13 10%	11 18%	50 10%	5 4%	33 9%	17 17%	4 3%	23 12%	10 5%	51 10%	8 5%	- -	35 11%	4 4%	52 9%	7 7%
Research initiatives/innovation/future thinking	53 8%	36 8%	9 9%	8 8%	18 8%	15 7%	14 10%	6 10%	40 8%	7 5%	29 8%	11 11%	7 5%	18 10%	11 6%	50 10%	3 2%	- -	30 9%	6 6%	51 9%	2 2%
Independent	46 7%	33 7%	11 11%	2 2%	8 4%	25 12%	5 4%	3 5%	37 8%	9 7%	24 6%	13 13%	9 7%	12 6%	12 6%	36 7%	8 5%	2 20%	18 6%	9 9%	36 6%	10 10%
Represents the rail industry	45 7%	35 8%	7 7%	3 3%	10 4%	17 8%	9 7%	6 10%	36 7%	6 4%	28 7%	8 8%	6 5%	16 9%	12 6%	35 7%	7 4%	3 30%	25 8%	6 6%	43 8%	2 2%
Risk reduction/risk management/ensuring safety	43 7%	34 8%	7 7%	2 2%	14 6%	13 6%	10 7%	4 6%	37 8%	5 4%	24 6%	13 13%	5 4%	14 8%	10 5%	35 7%	7 4%	1 10%	24 7%	5 5%	35 6%	8 8%
Sharing best practice/Improvement/benefit to industry	43 7%	35 8%	6 6%	2 2%	20 9%	13 6%	6 4%	4 6%	39 8%	4 3%	26 7%	13 13%	4 3%	16 9%	10 5%	38 8%	5 3%	- -	22 7%	6 6%	36 6%	7 7%

RSSB Stakeholder Survey 2015

Q5. What, if anything, do you consider to be the main strengths of RSSB?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Good reputation/well respected	26 4%	19 4%	1 1%	6 6%	12 5%	6 3%	4 3%	2 3%	21 4%	3 2%	18 5%	3 3%	3 2%	9 5%	9 5%	19 4%	7 4%	-	11 3%	3 3%	24 4%	2 2%
Helpful/approachable/understanding/friendly	22 3%	13 3%	6 6%	3 3%	9 4%	4 2%	3 2%	5 8%	18 4%	3 2%	15 4%	3 3%	3 2%	9 5%	6 3%	20 4%	2 1%	-	13 4%	4 4%	16 3%	6 6%
Professional	18 3%	11 2%	3 3%	4 4%	3 1%	6 3%	5 4%	4 6%	12 2%	5 4%	10 3%	2 2%	5 4%	7 4%	3 2%	17 3%	1 1%	-	9 3%	2 2%	17 3%	1 1%
Provides good advice/positive response to enquiries	17 3%	14 3%	2 2%	1 1%	9 4%	5 2%	1 1%	2 3%	16 3%	-	13 3%	3 3%	-	7 4%	6 3%	16 3%	1 1%	-	11 3%	1 1%	14 3%	3 3%
Effective management	15 2%	12 3%	2 2%	1 1%	4 2%	3 1%	4 3%	3 5%	11 2%	3 2%	6 2%	5 5%	3 2%	5 3%	1 1%	9 2%	6 4%	-	9 3%	2 2%	11 2%	4 4%
Carry out vital/beneficial role	14 2%	9 2%	3 3%	2 2%	6 3%	2 1%	2 1%	2 3%	13 3%	1 1%	7 2%	6 6%	1 1%	4 2%	3 2%	11 2%	3 2%	-	5 2%	4 4%	13 2%	1 1%
Good website	12 2%	11 2%	1 1%	-	5 2%	3 1%	3 2%	1 2%	9 2%	3 2%	8 2%	1 1%	3 2%	4 2%	4 2%	9 2%	3 2%	-	7 2%	1 1%	11 2%	1 1%
The people/excellent people	12 2%	8 2%	3 3%	1 1%	5 2%	2 1%	1 1%	4 6%	11 2%	1 1%	7 2%	4 4%	1 1%	3 2%	4 2%	10 2%	2 1%	-	8 2%	1 1%	10 2%	2 2%
International standing/represent UK in Europe	10 2%	6 1%	2 2%	2 2%	1 *	5 2%	1 1%	1 2%	7 1%	3 2%	6 2%	1 1%	3 2%	3 2%	3 2%	10 2%	-	-	5 2%	-	6 1%	4 4%
Passing on knowledge/Leadership	10 2%	6 1%	2 2%	2 2%	2 1%	5 2%	1 1%	1 2%	8 2%	2 1%	8 2%	-	2 2%	5 3%	3 2%	10 2%	-	-	6 2%	2 2%	9 2%	1 1%
Well resourced/Funded	10 2%	6 1%	3 3%	1 1%	4 2%	2 1%	2 1%	-	10 2%	-	8 2%	2 2%	-	6 3%	2 1%	9 2%	1 1%	-	7 2%	2 2%	10 2%	-
Clear goals	10 2%	8 2%	2 2%	-	-	7 3%	1 1%	1 2%	9 2%	1 1%	5 1%	4 4%	1 1%	2 1%	3 2%	9 2%	1 1%	-	5 2%	1 1%	9 2%	1 1%

RSSB Stakeholder Survey 2015

Q5. What, if anything, do you consider to be the main strengths of RSSB?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Open/transparent	8 1%	3 1%	3 3%	2 2%	- -	2 1%	1 1%	3 5%	3 1%	3 2%	2 1%	1 1%	3 2%	2 1%	- -	8 2%	- -	- -	7 2%	- -	5 1%	3 3%
Good programmes/events	8 1%	5 1%	1 1%	2 2%	2 1%	2 1%	2 1%	1 2%	5 1%	3 2%	3 1%	2 2%	3 2%	2 1%	1 1%	7 1%	1 1%	- -	5 2%	- -	6 1%	2 2%
Accident investigation	7 1%	5 1%	1 1%	1 1%	5 2%	2 1%	- -	- -	6 1%	1 1%	6 2%	- -	1 1%	1 1%	5 3%	6 1%	1 1%	- -	3 1%	3 3%	7 1%	- -
Well organised	6 1%	3 1%	2 2%	1 1%	3 1%	1 *	1 1%	1 2%	5 1%	1 1%	5 1%	- -	1 1%	3 2%	2 1%	5 1%	1 1%	- -	4 1%	- -	6 1%	- -
Efficient systems	5 1%	5 1%	- -	- -	2 1%	1 *	2 1%	- -	5 1%	- -	5 1%	- -	- -	2 1%	3 2%	3 1%	2 1%	- -	3 1%	- -	4 1%	1 1%
Other	4 1%	4 1%	- -	- -	2 1%	2 1%	- -	- -	3 1%	1 1%	1 *	2 2%	1 1%	1 1%	- -	2 *	2 1%	- -	2 1%	1 1%	4 1%	- -
Don't know	261 40%	177 39%	27 26%	57 57%	91 41%	82 39%	64 47%	13 21%	172 36%	72 53%	152 40%	20 20%	68 53%	54 29%	98 50%	168 34%	88 56%	5 50%	106 33%	49 49%	216 39%	45 45%

RSSB Stakeholder Survey 2015

Q6. What, if anything, do you consider to be the main weaknesses of RSSB?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Slow to act/long time scales/projects take long time	76 12%	53 12%	20 19%	3 3%	23 10%	24 12%	14 10%	12 19%	64 13%	9 7%	40 10%	24 24%	9 7%	30 16%	10 5%	47 10%	27 17%	2 20%	37 11%	15 15%	66 12%	10 10%
Low profile/not promoted well/not getting message across	65 10%	47 10%	9 9%	9 9%	26 12%	22 11%	8 6%	7 11%	55 11%	9 7%	41 11%	14 14%	9 7%	20 11%	21 11%	56 11%	9 6%	- -	18 6%	14 14%	55 10%	10 10%
Communication issues	53 8%	38 8%	10 10%	5 5%	25 11%	11 5%	8 6%	8 13%	43 9%	8 6%	29 8%	14 14%	8 6%	13 7%	16 8%	43 9%	10 6%	- -	16 5%	14 14%	45 8%	8 8%
Lack of engagement/needs to engage more	47 7%	32 7%	8 8%	7 7%	18 8%	13 6%	7 5%	5 8%	39 8%	7 5%	26 7%	13 13%	7 5%	10 5%	16 8%	32 7%	10 6%	5 50%	18 6%	13 13%	43 8%	4 4%
Research projects not relevant/not converted into practical use	40 6%	29 6%	11 11%	- -	17 8%	10 5%	7 5%	5 8%	35 7%	4 3%	24 6%	11 11%	4 3%	16 9%	8 4%	25 5%	14 9%	1 10%	20 6%	4 4%	35 6%	5 5%
Bureaucratic	39 6%	27 6%	11 11%	1 1%	11 5%	12 6%	5 4%	11 18%	32 7%	5 4%	25 7%	7 7%	5 4%	18 10%	7 4%	22 5%	13 8%	4 40%	17 5%	5 5%	36 6%	3 3%
Lacks transparency	30 5%	22 5%	6 6%	2 2%	7 3%	14 7%	1 1%	7 11%	23 5%	4 3%	14 4%	9 9%	4 3%	9 5%	5 3%	21 4%	9 6%	- -	11 3%	8 8%	26 5%	4 4%
Lack of overall strategy/focus	24 4%	16 4%	8 8%	- -	6 3%	8 4%	2 1%	7 11%	22 5%	2 1%	12 3%	10 10%	2 2%	6 3%	6 3%	15 3%	8 5%	1 10%	11 3%	2 2%	19 3%	5 5%
Slow to respond to queries/provide requested information	23 4%	12 3%	10 10%	1 1%	5 2%	6 3%	4 3%	7 11%	21 4%	2 1%	11 3%	10 10%	2 2%	9 5%	2 1%	16 3%	6 4%	1 10%	10 3%	5 5%	17 3%	6 6%
Out of touch/out of date thinking	21 3%	14 3%	4 4%	3 3%	5 2%	7 3%	7 5%	1 2%	17 4%	4 3%	14 4%	3 3%	4 3%	12 6%	2 1%	15 3%	5 3%	1 10%	13 4%	5 5%	18 3%	3 3%

RSSB Stakeholder Survey 2015

Q6. What, if anything, do you consider to be the main weaknesses of RSSB?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Lack of relevant experience/ knowledge/skills	21 3%	15 3%	4 4%	2 2%	6 3%	6 3%	5 4%	4 6%	14 3%	6 4%	9 2%	5 5%	6 5%	7 4%	2 1%	15 3%	4 3%	2 20%	9 3%	3 3%	16 3%	5 5%
Poor website	20 3%	16 4%	1 1%	3 3%	11 5%	5 2%	4 3%	- -	15 3%	5 4%	15 4%	- -	4 3%	6 3%	9 5%	15 3%	5 3%	- -	11 3%	2 2%	16 3%	4 4%
Information provided not relevant/ insufficient	19 3%	19 4%	- -	- -	11 5%	6 3%	1 1%	1 2%	14 3%	3 2%	9 2%	5 5%	3 2%	5 3%	4 2%	13 3%	4 3%	2 20%	8 2%	4 4%	17 3%	2 2%
Lack of authority/ teeth/reluctant to take authority	18 3%	14 3%	2 2%	2 2%	2 1%	9 4%	3 2%	2 3%	15 3%	3 2%	9 2%	6 6%	3 2%	7 4%	2 1%	14 3%	4 3%	- -	10 3%	4 4%	16 3%	2 2%
Standards development	18 3%	9 2%	6 6%	3 3%	6 3%	4 2%	4 3%	1 2%	10 2%	7 5%	9 2%	1 1%	7 5%	5 3%	4 2%	12 2%	6 4%	- -	10 3%	2 2%	17 3%	1 1%
Research weak/not value for money	16 2%	13 3%	2 2%	1 1%	8 4%	3 1%	3 2%	2 3%	15 3%	1 1%	11 3%	4 4%	1 1%	7 4%	4 2%	9 2%	7 4%	- -	7 2%	- -	15 3%	1 1%
Over complicated (documentation)/lack of clarity	16 2%	11 2%	3 3%	2 2%	6 3%	4 2%	2 1%	3 5%	10 2%	4 3%	8 2%	2 2%	4 3%	6 3%	2 1%	12 2%	4 3%	- -	9 3%	- -	13 2%	3 3%
Not fully independent	11 2%	9 2%	2 2%	- -	3 1%	4 2%	2 1%	2 3%	9 2%	2 1%	8 2%	1 1%	1 1%	4 2%	4 2%	6 1%	5 3%	- -	4 1%	3 3%	9 2%	2 2%
Poor management	10 2%	5 1%	4 4%	1 1%	3 1%	1 *	1 1%	3 5%	9 2%	1 1%	4 1%	5 5%	1 1%	3 2%	1 1%	2 *	8 5%	- -	4 1%	5 5%	8 1%	2 2%
Takes on unrealistic commitments/struggles with workload	8 1%	4 1%	2 2%	2 2%	2 1%	2 1%	1 1%	3 5%	7 1%	1 1%	4 1%	3 3%	1 1%	2 1%	2 1%	6 1%	2 1%	- -	5 2%	- -	6 1%	2 2%
London centric	8 1%	3 1%	3 3%	2 2%	3 1%	2 1%	2 1%	1 2%	8 2%	- -	6 2%	2 2%	- -	3 2%	3 2%	7 1%	1 1%	- -	5 2%	1 1%	7 1%	1 1%

RSSB Stakeholder Survey 2015

Q6. What, if anything, do you consider to be the main weaknesses of RSSB?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Removed from operations/a little remote	6 1%	6 1%	- -	- -	2 1%	3 1%	1 1%	- -	5 1%	1 1%	3 1%	2 2%	1 1%	3 2%	- -	6 1%	- -	- -	3 1%	- -	6 1%	- -
Funding issues	3 *	3 1%	- -	- -	1 *	2 1%	- -	- -	2 *	1 1%	2 1%	- -	1 1%	1 1%	1 1%	3 1%	- -	- -	- -	- -	3 1%	- -
None	7 1%	7 2%	- -	- -	3 1%	2 1%	1 1%	1 2%	4 1%	2 1%	4 1%	- -	2 2%	2 1%	2 1%	7 1%	- -	- -	6 2%	- -	6 1%	1 1%
Other	11 2%	8 2%	1 1%	2 2%	5 2%	1 *	4 3%	1 2%	7 1%	2 1%	7 2%	- -	1 1%	6 3%	1 1%	9 2%	2 1%	- -	6 2%	2 2%	10 2%	1 1%
Don't know	306 47%	203 45%	36 35%	67 67%	105 47%	99 48%	76 56%	12 19%	205 42%	80 59%	185 48%	20 20%	75 59%	70 38%	115 59%	233 48%	73 46%	- -	166 51%	37 37%	255 46%	51 52%

RSSB Stakeholder Survey 2015

Q7. How would you rate RSSB's overall communications and engagement with you?

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
1 = Very poor	(1) 15 2%	7 2%	2 2%	6 6%	9 4%	3 1%	1 1%	2 3%	11 2%	3 2%	8 2%	3 3%	2 2%	4 2%	4 2%	7 1%	7 4%	1 10%	- -	15 15%	15 3%	- -
2	(2) 85 13%	59 13%	14 13%	12 12%	26 12%	35 17%	12 9%	8 13%	67 14%	15 11%	50 13%	17 17%	15 12%	23 12%	27 14%	40 8%	43 27%	2 20%	- -	85 85%	72 13%	13 13%
3	(3) 208 32%	142 31%	36 35%	30 30%	75 33%	59 28%	44 33%	23 37%	158 33%	37 27%	122 32%	36 35%	36 28%	55 30%	67 34%	143 29%	59 38%	6 60%	- -	- -	171 31%	37 37%
4	(4) 221 34%	152 34%	39 38%	30 30%	72 32%	65 31%	51 38%	22 35%	163 34%	49 36%	131 34%	32 31%	46 36%	68 37%	63 32%	196 40%	25 16%	- -	221 68%	- -	191 34%	30 30%
5 = Very good	(5) 104 16%	75 17%	12 12%	17 17%	34 15%	39 19%	22 16%	7 11%	76 16%	21 16%	62 16%	14 14%	19 15%	33 18%	29 15%	97 20%	7 4%	- -	104 32%	- -	92 17%	12 12%
Don't know	22 3%	16 4%	1 1%	5 5%	8 4%	7 3%	5 4%	- -	9 2%	10 7%	9 2%	- -	10 8%	3 2%	6 3%	5 1%	16 10%	1 10%	- -	- -	15 3%	7 7%
NETS																						
Net: Poor 1-2	100 15%	66 15%	16 15%	18 18%	35 16%	38 18%	13 10%	10 16%	78 16%	18 13%	58 15%	20 20%	17 13%	27 15%	31 16%	47 10%	50 32%	3 30%	- -	100 100%	87 16%	13 13%
Net: Good 4-5	325 50%	227 50%	51 49%	47 47%	106 47%	104 50%	73 54%	29 47%	239 49%	70 52%	193 51%	46 45%	65 51%	101 54%	92 47%	293 60%	32 20%	- -	325 100%	- -	283 51%	42 42%
Mean score	3.50	3.53	3.44	3.42	3.44	3.51	3.62	3.39	3.48	3.56	3.51	3.36	3.55	3.56	3.45	3.70	2.87	2.56	4.32	1.85	3.50	3.45
Standard deviation	1.00	.98	.94	1.12	1.03	1.04	.90	.96	1.00	.99	.99	1.01	.97	1.00	.98	.93	.93	.73	.47	.36	1.01	.89
Standard error	.04	.05	.09	.11	.07	.07	.08	.12	.05	.09	.05	.10	.09	.07	.07	.04	.08	.24	.03	.04	.04	.09

RSSB Stakeholder Survey 2015

Q8_SUM. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

SUMMARY TABLE

Base: All respondents

	Total	Too much	About the right amount	Too little	Don't know	Mean
Email	655 100%	10 2%	444 68%	129 20%	72 11%	1.80
Face to face meetings	655 100%	8 1%	280 43%	155 24%	212 32%	1.67
Telephone call	655 100%	4 1%	186 28%	131 20%	334 51%	1.60
Posted information	655 100%	8 1%	240 37%	112 17%	295 45%	1.71
Publications	655 100%	5 1%	415 63%	93 14%	142 22%	1.83
Twitter	655 100%	6 1%	56 9%	31 5%	562 86%	1.73
Events	655 100%	7 1%	319 49%	136 21%	193 29%	1.72
Website updates	655 100%	8 1%	381 58%	90 14%	176 27%	1.83
Webinars	655 100%	4 1%	113 17%	134 20%	404 62%	1.48

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Email.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 10 2%	4 1%	- -	6 6%	3 1%	- -	3 2%	2 3%	7 1%	3 2%	4 1%	3 3%	3 2%	3 2%	1 1%	7 1%	2 1%	1 10%	8 2%	1 1%	7 1%	3 3%
About the right amount	(2) 444 68%	311 69%	81 78%	52 52%	149 67%	138 66%	90 67%	48 77%	329 68%	88 65%	263 69%	66 65%	83 65%	132 71%	131 67%	357 73%	82 52%	5 50%	279 86%	30 30%	371 67%	73 74%
Too little	(1) 129 20%	96 21%	16 15%	17 17%	52 23%	45 22%	22 16%	7 11%	108 22%	18 13%	83 22%	25 25%	16 13%	36 19%	47 24%	90 18%	37 24%	2 20%	25 8%	48 48%	120 22%	9 9%
Don't know	72 11%	40 9%	7 7%	25 25%	20 9%	25 12%	20 15%	5 8%	40 8%	26 19%	32 8%	8 8%	26 20%	15 8%	17 9%	34 7%	36 23%	2 20%	13 4%	21 21%	58 10%	14 14%
Mean score	1.80	1.78	1.84	1.85	1.76	1.75	1.83	1.91	1.77	1.86	1.77	1.77	1.87	1.81	1.74	1.82	1.71	1.88	1.95	1.41	1.77	1.93
Standard deviation	.44	.44	.37	.54	.46	.43	.44	.39	.46	.42	.45	.50	.41	.44	.45	.43	.49	.64	.32	.52	.45	.37
Standard error	.02	.02	.04	.06	.03	.03	.04	.05	.02	.04	.02	.05	.04	.03	.03	.02	.04	.23	.02	.06	.02	.04

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Face to face meetings.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 8 1%	6 1%	2 2%	- -	4 2%	2 1%	1 1%	1 2%	8 2%	- -	4 1%	4 4%	- -	2 1%	2 1%	5 1%	3 2%	- -	4 1%	2 2%	7 1%	1 1%
About the right amount	(2) 280 43%	203 45%	51 49%	26 26%	92 41%	94 45%	48 36%	39 63%	217 45%	49 36%	166 43%	51 50%	47 37%	95 51%	71 36%	233 48%	42 27%	5 50%	175 54%	21 21%	225 40%	55 56%
Too little	(1) 155 24%	110 24%	25 24%	20 20%	61 27%	40 19%	34 25%	13 21%	131 27%	17 13%	96 25%	35 34%	15 12%	52 28%	44 22%	109 22%	44 28%	2 20%	52 16%	41 41%	145 26%	10 10%
Don't know	212 32%	132 29%	26 25%	54 54%	67 30%	72 35%	52 39%	9 15%	128 26%	69 51%	116 30%	12 12%	66 52%	37 20%	79 40%	141 29%	68 43%	3 30%	94 29%	36 36%	179 32%	33 33%
Mean score	1.67	1.67	1.71	1.57	1.64	1.72	1.60	1.77	1.65	1.74	1.65	1.66	1.76	1.66	1.64	1.70	1.54	1.71	1.79	1.39	1.63	1.86
Standard deviation	.51	.51	.51	.50	.53	.48	.52	.47	.52	.44	.51	.56	.43	.50	.52	.49	.57	.49	.45	.55	.52	.39
Standard error	.02	.03	.06	.07	.04	.04	.06	.06	.03	.05	.03	.06	.05	.04	.05	.03	.06	.18	.03	.07	.03	.05

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Telephone call.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 4 1%	3 1%	1 1%	- -	2 1%	1 *	1 1%	- -	3 1%	1 1%	2 1%	1 1%	1 1%	1 1%	1 1%	3 1%	1 1%	- -	1 *	1 1%	3 1%	1 1%
About the right amount	(2) 186 28%	133 29%	32 31%	21 21%	58 26%	66 32%	33 24%	24 39%	141 29%	35 26%	108 28%	33 32%	34 27%	58 31%	50 26%	151 31%	33 21%	2 20%	117 36%	14 14%	150 27%	36 36%
Too little	(1) 131 20%	95 21%	25 24%	11 11%	52 23%	34 16%	25 19%	13 21%	114 24%	11 8%	77 20%	37 36%	9 7%	49 26%	28 14%	97 20%	30 19%	4 40%	52 16%	27 27%	122 22%	9 9%
Don't know	334 51%	220 49%	46 44%	68 68%	112 50%	107 51%	76 56%	25 40%	226 47%	88 65%	195 51%	31 30%	84 66%	78 42%	117 60%	237 49%	93 59%	4 40%	155 48%	58 58%	281 51%	53 54%
Mean score	1.60	1.60	1.59	1.66	1.55	1.67	1.59	1.65	1.57	1.79	1.60	1.49	1.82	1.56	1.66	1.63	1.55	1.33	1.70	1.38	1.57	1.83
Standard deviation	.51	.52	.53	.48	.53	.49	.53	.48	.52	.46	.51	.53	.45	.52	.50	.51	.53	.52	.47	.54	.52	.44
Standard error	.03	.03	.07	.09	.05	.05	.07	.08	.03	.07	.04	.06	.07	.05	.06	.03	.07	.21	.04	.08	.03	.06

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Posted information.

Base: All respondents

	MEMBER OF RSSB				ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING		
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 8 1%	5 1%	3 3%	- -	5 2%	- -	- -	3 5%	7 1%	- -	6 2%	1 1%	- -	2 1%	4 2%	4 1%	4 3%	- -	3 1%	1 1%	7 1%	1 1%
About the right amount	(2) 240 37%	171 38%	42 40%	27 27%	81 36%	65 31%	59 44%	28 45%	179 37%	48 36%	137 36%	42 41%	46 36%	72 39%	65 33%	191 39%	46 29%	3 30%	151 46%	21 21%	201 36%	39 39%
Too little	(1) 112 17%	85 19%	15 14%	12 12%	50 22%	37 18%	13 10%	5 8%	91 19%	17 13%	70 18%	21 21%	14 11%	33 18%	37 19%	86 18%	25 16%	1 10%	31 10%	36 36%	103 19%	9 9%
Don't know	295 45%	190 42%	44 42%	61 61%	88 39%	106 51%	63 47%	26 42%	207 43%	70 52%	169 44%	38 37%	68 53%	79 42%	90 46%	207 42%	82 52%	6 60%	140 43%	42 42%	245 44%	50 51%
Mean score	1.71	1.69	1.80	1.69	1.67	1.64	1.82	1.94	1.70	1.74	1.70	1.69	1.77	1.71	1.69	1.71	1.72	1.75	1.85	1.40	1.69	1.84
Standard deviation	.50	.50	.51	.47	.55	.48	.39	.47	.51	.44	.52	.50	.43	.50	.54	.49	.56	.50	.40	.53	.51	.43
Standard error	.03	.03	.07	.07	.05	.05	.05	.08	.03	.05	.04	.06	.06	.05	.05	.03	.06	.25	.03	.07	.03	.06

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Publications.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 5 1%	5 1%	- -	- -	2 1%	3 1%	- -	- -	4 1%	1 1%	2 1%	2 2%	1 1%	1 1%	1 1%	2 *	2 1%	1 10%	1 *	1 1%	4 1%	1 1%
About the right amount	(2) 415 63%	294 65%	69 66%	52 52%	164 73%	125 60%	72 53%	39 63%	315 65%	80 59%	255 67%	60 59%	77 60%	131 70%	124 63%	338 69%	72 46%	5 50%	250 77%	37 37%	358 64%	57 58%
Too little	(1) 93 14%	63 14%	14 13%	16 16%	28 13%	31 15%	23 17%	8 13%	69 14%	20 15%	53 14%	16 16%	17 13%	23 12%	30 15%	65 13%	26 17%	2 20%	26 8%	28 28%	85 15%	8 8%
Don't know	142 22%	89 20%	21 20%	32 32%	30 13%	49 24%	40 30%	15 24%	96 20%	34 25%	72 19%	24 24%	33 26%	31 17%	41 21%	83 17%	57 36%	2 20%	48 15%	34 34%	109 20%	33 33%
Mean score	1.83	1.84	1.83	1.76	1.87	1.82	1.76	1.83	1.83	1.81	1.84	1.82	1.83	1.86	1.81	1.84	1.76	1.88	1.91	1.59	1.82	1.89
Standard deviation	.40	.40	.38	.43	.37	.43	.43	.38	.40	.42	.39	.45	.40	.37	.41	.38	.47	.64	.30	.53	.41	.36
Standard error	.02	.02	.04	.05	.03	.03	.04	.06	.02	.04	.02	.05	.04	.03	.03	.02	.05	.23	.02	.06	.02	.04

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Twitter.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 6 1%	5 1%	1 1%	- -	3 1%	- -	- -	1 2%	4 1%	2 1%	1 *	3 3%	2 2%	1 1%	- -	5 1%	1 1%	- -	1 *	2 2%	4 1%	2 2%
About the right amount	(2) 56 9%	42 9%	7 7%	7 7%	20 9%	21 10%	8 6%	5 8%	38 8%	9 7%	33 9%	5 5%	9 7%	14 8%	19 10%	50 10%	6 4%	- -	40 12%	1 1%	48 9%	8 8%
Too little	(1) 31 5%	24 5%	1 1%	6 6%	12 5%	11 5%	5 4%	2 3%	25 5%	5 4%	20 5%	5 5%	4 3%	8 4%	12 6%	24 5%	7 4%	- -	9 3%	11 11%	29 5%	2 2%
Don't know	562 86%	380 84%	95 91%	87 87%	189 84%	176 85%	122 90%	54 87%	417 86%	119 88%	328 86%	89 87%	113 88%	163 88%	165 84%	409 84%	143 91%	10 100%	275 85%	86 86%	475 85%	87 88%
Mean score	1.73	1.73	2.00	1.54	1.74	1.66	1.62	1.88	1.69	1.81	1.65	1.85	1.87	1.70	1.61	1.76	1.57	-	1.84	1.36	1.69	2.00
Standard deviation	.57	.58	.50	.52	.61	.48	.51	.64	.58	.66	.52	.80	.64	.56	.50	.56	.65	-	.42	.74	.56	.60
Standard error	.06	.07	.17	.14	.10	.09	.14	.23	.07	.16	.07	.22	.17	.12	.09	.06	.17	-	.06	.20	.06	.17

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Events.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 7 1%	5 1%	1 1%	1 1%	3 1%	2 1%	- -	2 3%	5 1%	2 1%	1 *	4 4%	2 2%	- -	1 1%	4 1%	3 2%	- -	2 1%	1 1%	6 1%	1 1%
About the right amount	(2) 319 49%	228 51%	55 53%	36 36%	104 46%	99 48%	67 50%	37 60%	249 51%	55 41%	186 49%	63 62%	53 41%	106 57%	80 41%	257 53%	58 37%	4 40%	203 62%	23 23%	264 47%	55 56%
Too little	(1) 136 21%	101 22%	22 21%	13 13%	51 23%	44 21%	27 20%	8 13%	109 23%	22 16%	91 24%	18 18%	19 15%	42 23%	49 25%	107 22%	26 17%	3 30%	46 14%	32 32%	130 23%	6 6%
Don't know	193 29%	117 26%	26 25%	50 50%	66 29%	63 30%	41 30%	15 24%	121 25%	56 41%	104 27%	17 17%	54 42%	38 20%	66 34%	120 25%	70 45%	3 30%	74 23%	44 44%	156 28%	37 37%
Mean score	1.72	1.71	1.73	1.76	1.70	1.71	1.71	1.87	1.71	1.75	1.68	1.84	1.77	1.72	1.63	1.72	1.74	1.57	1.82	1.45	1.69	1.92
Standard deviation	.48	.49	.47	.48	.50	.48	.45	.45	.48	.49	.48	.48	.48	.45	.50	.47	.52	.53	.40	.54	.49	.33
Standard error	.02	.03	.05	.07	.04	.04	.05	.07	.03	.06	.03	.05	.06	.04	.04	.02	.06	.20	.03	.07	.02	.04

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Website updates.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 8 1%	7 2%	1 1%	- -	2 1%	4 2%	- -	1 2%	6 1%	2 1%	4 1%	2 2%	2 2%	2 1%	2 1%	6 1%	2 1%	- -	2 1%	2 2%	7 1%	1 1%
About the right amount	(2) 381 58%	262 58%	63 61%	56 56%	141 63%	114 55%	76 56%	35 56%	285 59%	79 59%	231 60%	54 53%	77 60%	114 61%	117 60%	313 64%	66 42%	2 20%	241 74%	30 30%	332 60%	49 49%
Too little	(1) 90 14%	73 16%	10 10%	7 7%	36 16%	31 15%	19 14%	3 5%	69 14%	16 12%	54 14%	15 15%	13 10%	21 11%	33 17%	67 14%	18 11%	5 50%	23 7%	28 28%	83 15%	7 7%
Don't know	176 27%	109 24%	30 29%	37 37%	45 20%	59 28%	40 30%	23 37%	124 26%	38 28%	93 24%	31 30%	36 28%	49 26%	44 22%	102 21%	71 45%	3 30%	59 18%	40 40%	134 24%	42 42%
Mean score	1.83	1.81	1.88	1.89	1.81	1.82	1.80	1.95	1.83	1.86	1.83	1.82	1.88	1.86	1.80	1.84	1.81	1.29	1.92	1.57	1.82	1.89
Standard deviation	.42	.44	.37	.32	.42	.45	.40	.32	.42	.41	.41	.46	.39	.39	.44	.41	.45	.49	.30	.56	.43	.36
Standard error	.02	.02	.04	.04	.03	.04	.04	.05	.02	.04	.02	.05	.04	.03	.04	.02	.05	.18	.02	.07	.02	.05

RSSB Stakeholder Survey 2015

Q8. RSSB uses a number of methods to communicate with its stakeholders. For each of these methods, please indicate whether you think RSSB uses the method too much, too little or the right amount to communicate with you.

Webinars.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None	
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Too much	(3) 4 1%	3 1%	1 1%	- -	2 1%	1 *	- -	1 2%	3 1%	1 1%	2 1%	1 1%	1 1%	1 1%	1 1%	3 1%	1 1%	- -	- -	1 1%	3 1%	1 1%
About the right amount	(2) 113 17%	71 16%	20 19%	22 22%	35 16%	34 16%	20 15%	17 27%	84 17%	19 14%	60 16%	24 24%	18 14%	24 13%	36 18%	94 19%	19 12%	- -	75 23%	8 8%	94 17%	19 19%
Too little	(1) 134 20%	108 24%	12 12%	14 14%	41 18%	52 25%	30 22%	8 13%	101 21%	26 19%	80 21%	21 21%	21 16%	47 25%	33 17%	104 21%	27 17%	3 30%	65 20%	24 24%	123 22%	11 11%
Don't know	404 62%	269 60%	71 68%	64 64%	146 65%	121 58%	85 63%	36 58%	296 61%	89 66%	240 63%	56 55%	88 69%	114 61%	126 64%	287 59%	110 70%	7 70%	185 57%	67 67%	336 60%	68 69%
Mean score	1.48	1.42	1.67	1.61	1.50	1.41	1.40	1.73	1.48	1.46	1.45	1.57	1.50	1.36	1.54	1.50	1.45	1.00	1.54	1.30	1.45	1.68
Standard deviation	.53	.53	.54	.49	.55	.52	.49	.53	.53	.55	.53	.54	.55	.51	.53	.53	.54	-	.50	.53	.53	.54
Standard error	.03	.04	.09	.08	.06	.06	.07	.10	.04	.08	.04	.08	.09	.06	.06	.04	.08	-	.04	.09	.04	.10

RSSB Stakeholder Survey 2015

Q9. Does your company have a need to train staff in any of the following areas?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Managing railway safety and risk	434 66%	331 73%	41 39%	62 62%	167 75%	164 79%	83 61%	13 21%	324 67%	93 69%	265 69%	59 58%	88 69%	124 67%	141 72%	333 68%	93 59%	8 80%	217 67%	71 71%	434 78%	- -
Implementing railway standards	359 55%	276 61%	35 34%	48 48%	132 59%	137 66%	70 52%	12 19%	261 54%	79 59%	212 55%	49 48%	75 59%	101 54%	111 57%	271 56%	81 52%	7 70%	178 55%	58 58%	359 65%	- -
Improving human performance in safety critical roles	357 55%	283 63%	32 31%	42 42%	163 73%	135 65%	42 31%	12 19%	280 58%	60 44%	222 58%	58 57%	55 43%	102 55%	120 61%	277 57%	75 48%	5 50%	180 55%	58 58%	357 64%	- -
Accident investigation	320 49%	265 59%	22 21%	33 33%	159 71%	123 59%	29 21%	5 8%	250 52%	57 42%	207 54%	43 42%	51 40%	93 50%	114 58%	248 51%	67 43%	5 50%	159 49%	50 50%	320 58%	- -
Management and strategic thinking	301 46%	232 51%	34 33%	35 35%	105 47%	123 59%	46 34%	18 29%	229 47%	60 44%	177 46%	52 51%	56 44%	92 49%	85 43%	240 49%	56 36%	5 50%	139 43%	55 55%	301 54%	- -
Railway familiarisation	300 46%	226 50%	35 34%	39 39%	99 44%	126 61%	53 39%	16 26%	222 46%	66 49%	183 48%	39 38%	63 49%	83 45%	100 51%	228 47%	67 43%	5 50%	147 45%	51 51%	300 54%	- -
Encouraging innovation	285 44%	222 49%	25 24%	38 38%	95 42%	119 57%	51 38%	13 21%	211 44%	69 51%	171 45%	40 39%	65 51%	90 48%	81 41%	222 45%	55 35%	8 80%	137 42%	49 49%	285 51%	- -
Driver training and licencing	177 27%	140 31%	14 13%	23 23%	124 55%	37 18%	10 7%	3 5%	156 32%	17 13%	131 34%	25 25%	13 10%	50 27%	81 41%	130 27%	45 29%	2 20%	84 26%	29 29%	177 32%	- -
Delivering effective research	159 24%	119 26%	16 15%	24 24%	33 15%	82 39%	31 23%	10 16%	112 23%	39 29%	95 25%	17 17%	39 30%	51 27%	44 22%	122 25%	34 22%	3 30%	74 23%	25 25%	159 29%	- -
Meeting facilitation	144 22%	117 26%	13 13%	14 14%	47 21%	72 35%	13 10%	9 15%	108 22%	29 21%	87 23%	21 21%	28 22%	41 22%	46 23%	114 23%	26 17%	4 40%	68 21%	24 24%	144 26%	- -
None of the above	99 15%	46 10%	36 35%	17 17%	24 11%	9 4%	27 20%	27 44%	70 14%	21 16%	48 13%	22 22%	21 16%	26 14%	22 11%	69 14%	29 18%	1 10%	42 13%	13 13%	- -	99 100%

RSSB Stakeholder Survey 2015

Q10_SUM. Does your company currently supply training for your staff in each of the following areas?

SUMMARY TABLE

Base: All respondents

						NETS
	Total	Yes, using internal training resources	Yes, using external training resources	No, we do not currently provide training	Don't know	Net: Yes
Railway familiarisation	655 100%	400 61%	117 18%	86 13%	96 15%	473 72%
Managing railway safety and risk	655 100%	351 54%	191 29%	109 17%	96 15%	450 69%
Accident investigation	655 100%	261 40%	184 28%	145 22%	125 19%	385 59%
Management and strategic thinking	655 100%	222 34%	207 32%	118 18%	161 25%	376 57%
Improving human performance in safety critical roles	655 100%	283 43%	137 21%	147 22%	150 23%	358 55%
Implementing railway standards	655 100%	323 49%	70 11%	176 27%	125 19%	354 54%
Meeting facilitation	655 100%	188 29%	94 14%	183 28%	213 33%	259 40%
Driver training and licencing	655 100%	213 33%	63 10%	246 38%	155 24%	254 39%
Encouraging innovation	655 100%	195 30%	76 12%	219 33%	194 30%	242 37%
Delivering effective research	655 100%	88 13%	44 7%	266 41%	274 42%	115 18%

RSSB Stakeholder Survey 2015

Q10_SUM. Does your company currently supply training for your staff in each of the following areas?

SUMMARY TABLE

Base: All whose company has a need to train staff in the specific area

						NETS
	Total	Yes, using internal training resources	Yes, using external training resources	No, we do not currently provide training	Don't know	Net: Yes
Managing railway safety and risk	434 100%	259 60%	155 36%	48 11%	51 12%	335 77%
Accident investigation	320 100%	185 58%	137 43%	26 8%	25 8%	269 84%
Railway familiarisation	300 100%	205 68%	70 23%	23 8%	32 11%	245 82%
Improving human performance in safety critical roles	357 100%	192 54%	102 29%	53 15%	59 17%	245 69%
Implementing railway standards	359 100%	203 57%	48 13%	75 21%	62 17%	222 62%
Management and strategic thinking	301 100%	112 37%	117 39%	42 14%	62 21%	197 65%
Driver training and licencing	177 100%	126 71%	35 20%	13 7%	15 8%	149 84%
Encouraging innovation	285 100%	99 35%	46 16%	84 29%	75 26%	126 44%
Meeting facilitation	144 100%	55 38%	31 22%	30 21%	42 29%	72 50%
Delivering effective research	159 100%	38 24%	20 13%	38 24%	70 44%	51 32%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Railway familiarisation.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	400 61%	299 66%	45 43%	56 56%	159 71%	134 64%	78 58%	19 31%	303 63%	82 61%	248 65%	55 54%	78 61%	120 65%	128 65%	311 64%	84 54%	5 50%	210 65%	56 56%	355 64%	45 45%
Yes, using external training resources	117 18%	82 18%	16 15%	19 19%	23 10%	50 24%	30 22%	9 15%	78 16%	34 25%	62 16%	16 16%	32 25%	29 16%	33 17%	88 18%	26 17%	3 30%	60 18%	21 21%	105 19%	12 12%
No, we do not currently provide training	86 13%	35 8%	37 36%	14 14%	16 7%	7 3%	20 15%	31 50%	66 14%	10 7%	43 11%	23 23%	10 8%	27 15%	16 8%	64 13%	22 14%	- -	37 11%	16 16%	57 10%	29 29%
Don't know	96 15%	63 14%	10 10%	23 23%	33 15%	38 18%	18 13%	4 6%	60 12%	28 21%	50 13%	10 10%	26 20%	18 10%	32 16%	59 12%	34 22%	3 30%	40 12%	14 14%	78 14%	18 18%
NETS																						
Net: Yes	473 72%	353 78%	57 55%	63 63%	175 78%	163 78%	97 72%	27 44%	358 74%	97 72%	289 76%	69 68%	92 72%	141 76%	148 76%	365 75%	101 64%	7 70%	248 76%	70 70%	421 76%	52 53%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Improving human performance in safety critical roles.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	283 43%	221 49%	27 26%	35 35%	111 50%	110 53%	45 33%	12 19%	213 44%	53 39%	172 45%	41 40%	48 38%	76 41%	96 49%	214 44%	65 41%	4 40%	139 43%	48 48%	255 46%	28 28%
Yes, using external training resources	137 21%	107 24%	11 11%	19 19%	61 27%	43 21%	25 19%	5 8%	109 23%	24 18%	85 22%	24 24%	23 18%	48 26%	37 19%	112 23%	22 14%	3 30%	67 21%	20 20%	127 23%	10 10%
No, we do not currently provide training	147 22%	72 16%	53 51%	22 22%	35 16%	15 7%	48 36%	35 56%	110 23%	25 19%	77 20%	33 32%	25 20%	47 25%	30 15%	117 24%	30 19%	- -	73 22%	24 24%	107 19%	40 40%
Don't know	150 23%	99 22%	18 17%	33 33%	42 19%	63 30%	27 20%	12 19%	99 20%	45 33%	90 24%	9 9%	44 34%	37 20%	53 27%	94 19%	52 33%	4 40%	73 22%	19 19%	124 22%	26 26%
NETS																						
Net: Yes	358 55%	280 62%	33 32%	45 45%	147 66%	130 63%	60 44%	15 24%	275 57%	65 48%	215 56%	60 59%	59 46%	102 55%	113 58%	277 57%	75 48%	6 60%	179 55%	57 57%	325 58%	33 33%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Management and strategic thinking.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	222 34%	162 36%	32 31%	28 28%	60 27%	87 42%	44 33%	23 37%	161 33%	47 35%	129 34%	32 31%	43 34%	60 32%	69 35%	166 34%	52 33%	4 40%	107 33%	39 39%	187 34%	35 35%
Yes, using external training resources	207 32%	161 36%	23 22%	23 23%	86 38%	65 31%	37 27%	10 16%	170 35%	34 25%	125 33%	45 44%	33 26%	76 41%	49 25%	153 31%	51 32%	3 30%	92 28%	37 37%	189 34%	18 18%
No, we do not currently provide training	118 18%	59 13%	39 38%	20 20%	35 16%	19 9%	31 23%	25 40%	92 19%	20 15%	66 17%	26 25%	20 16%	35 19%	31 16%	93 19%	24 15%	1 10%	61 19%	19 19%	90 16%	28 28%
Don't know	161 25%	106 24%	19 18%	36 36%	55 25%	63 30%	31 23%	8 13%	100 21%	48 36%	93 24%	7 7%	46 36%	30 16%	63 32%	112 23%	46 29%	3 30%	83 26%	20 20%	134 24%	27 27%
NETS																						
Net: Yes	376 57%	286 63%	46 44%	44 44%	134 60%	126 61%	73 54%	29 47%	292 60%	67 50%	223 58%	69 68%	62 48%	121 65%	102 52%	283 58%	87 55%	6 60%	181 56%	61 61%	332 60%	44 44%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Encouraging innovation.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	195 30%	140 31%	28 27%	27 27%	56 25%	61 29%	54 40%	17 27%	136 28%	45 33%	99 26%	37 36%	42 33%	50 27%	49 25%	141 29%	50 32%	4 40%	93 29%	27 27%	164 29%	31 31%
Yes, using external training resources	76 12%	57 13%	9 9%	10 10%	24 11%	28 13%	14 10%	5 8%	60 12%	14 10%	45 12%	15 15%	14 11%	19 10%	26 13%	56 11%	19 12%	1 10%	37 11%	12 12%	72 13%	4 4%
No, we do not currently provide training	219 33%	133 29%	53 51%	33 33%	84 38%	40 19%	48 36%	36 58%	182 38%	28 21%	136 36%	46 45%	28 22%	86 46%	50 26%	171 35%	45 29%	3 30%	117 36%	37 37%	180 32%	39 39%
Don't know	194 30%	142 31%	19 18%	33 33%	67 30%	90 43%	27 20%	5 8%	128 26%	54 40%	119 31%	9 9%	50 39%	38 20%	81 41%	139 28%	52 33%	3 30%	90 28%	29 29%	166 30%	28 28%
NETS																						
Net: Yes	242 37%	176 39%	32 31%	34 34%	73 33%	78 38%	60 44%	21 34%	174 36%	53 39%	127 33%	47 46%	50 39%	62 33%	65 33%	178 36%	60 38%	4 40%	118 36%	34 34%	210 38%	32 32%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Delivering effective research.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	88 13%	52 12%	19 18%	17 17%	16 7%	21 10%	28 21%	18 29%	59 12%	21 16%	37 10%	22 22%	19 15%	14 8%	23 12%	61 13%	25 16%	2 20%	37 11%	17 17%	69 12%	19 19%
Yes, using external training resources	44 7%	31 7%	7 7%	6 6%	10 4%	16 8%	10 7%	4 6%	27 6%	15 11%	22 6%	5 5%	15 12%	10 5%	12 6%	33 7%	10 6%	1 10%	21 6%	9 9%	36 6%	8 8%
No, we do not currently provide training	266 41%	174 39%	61 59%	31 31%	107 48%	45 22%	64 47%	37 60%	219 45%	39 29%	156 41%	63 62%	38 30%	98 53%	58 30%	204 42%	58 37%	4 40%	134 41%	37 37%	226 41%	40 40%
Don't know	274 42%	204 45%	23 22%	47 47%	95 42%	130 63%	38 28%	4 6%	189 39%	67 50%	174 46%	15 15%	63 49%	65 35%	109 56%	200 41%	70 45%	4 40%	140 43%	41 41%	238 43%	36 36%
NETS																						
Net: Yes	115 18%	73 16%	20 19%	22 22%	22 10%	33 16%	33 24%	21 34%	76 16%	29 21%	52 14%	24 24%	27 21%	23 12%	29 15%	84 17%	29 18%	2 20%	51 16%	22 22%	92 17%	23 23%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Implementing railway standards.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	323 49%	244 54%	29 28%	50 50%	126 56%	111 53%	69 51%	9 15%	244 50%	64 47%	197 52%	47 46%	58 45%	95 51%	102 52%	249 51%	71 45%	3 30%	160 49%	48 48%	284 51%	39 39%
Yes, using external training resources	70 11%	53 12%	6 6%	11 11%	24 11%	25 12%	15 11%	3 5%	50 10%	17 13%	44 12%	6 6%	16 13%	20 11%	24 12%	56 11%	13 8%	1 10%	34 10%	15 15%	67 12%	3 3%
No, we do not currently provide training	176 27%	98 22%	57 55%	21 21%	52 23%	29 14%	39 29%	42 68%	137 28%	27 20%	99 26%	38 37%	27 21%	59 32%	40 20%	133 27%	41 26%	2 20%	92 28%	28 28%	139 25%	37 37%
Don't know	125 19%	86 19%	14 13%	25 25%	36 16%	59 28%	19 14%	8 13%	81 17%	36 27%	69 18%	12 12%	35 27%	24 13%	45 23%	79 16%	41 26%	5 50%	56 17%	17 17%	103 19%	22 22%
NETS																						
Net: Yes	354 54%	267 59%	33 32%	54 54%	136 61%	120 58%	77 57%	12 19%	266 55%	72 53%	214 56%	52 51%	66 52%	103 55%	111 57%	276 57%	75 48%	3 30%	177 54%	55 55%	314 56%	40 40%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Managing railway safety and risk.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	351 54%	266 59%	38 37%	47 47%	138 62%	121 58%	69 51%	16 26%	262 54%	71 53%	212 55%	50 49%	66 52%	97 52%	115 59%	275 56%	70 45%	6 60%	179 55%	57 57%	307 55%	44 44%
Yes, using external training resources	191 29%	147 33%	21 20%	23 23%	71 32%	69 33%	36 27%	7 11%	141 29%	43 32%	112 29%	29 28%	43 34%	57 31%	55 28%	149 31%	37 24%	5 50%	96 30%	31 31%	177 32%	14 14%
No, we do not currently provide training	109 17%	46 10%	47 45%	16 16%	20 9%	14 7%	30 22%	34 55%	87 18%	15 11%	61 16%	26 25%	15 12%	37 20%	24 12%	77 16%	32 20%	- -	53 16%	15 15%	78 14%	31 31%
Don't know	96 15%	65 14%	8 8%	23 23%	30 13%	39 19%	16 12%	7 11%	59 12%	30 22%	50 13%	9 9%	28 22%	19 10%	31 16%	60 12%	33 21%	3 30%	44 14%	12 12%	78 14%	18 18%
NETS																						
Net: Yes	450 69%	340 75%	49 47%	61 61%	174 78%	155 75%	89 66%	21 34%	338 70%	90 67%	271 71%	67 66%	85 66%	130 70%	141 72%	351 72%	92 59%	7 70%	228 70%	73 73%	400 72%	50 51%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Accident investigation.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	261 40%	206 46%	29 28%	26 26%	118 53%	93 45%	35 26%	14 23%	213 44%	36 27%	174 46%	39 38%	30 23%	84 45%	90 46%	204 42%	52 33%	5 50%	135 42%	43 43%	240 43%	21 21%
Yes, using external training resources	184 28%	150 33%	16 15%	18 18%	99 44%	56 27%	21 16%	5 8%	148 31%	32 24%	124 32%	24 24%	31 24%	58 31%	66 34%	143 29%	38 24%	3 30%	92 28%	29 29%	176 32%	8 8%
No, we do not currently provide training	145 22%	60 13%	55 53%	30 30%	13 6%	17 8%	59 44%	39 63%	104 21%	31 23%	70 18%	34 33%	31 24%	40 22%	30 15%	108 22%	36 23%	1 10%	69 21%	22 22%	104 19%	41 41%
Don't know	125 19%	82 18%	11 11%	32 32%	25 11%	60 29%	28 21%	6 10%	70 14%	45 33%	59 15%	11 11%	45 35%	27 15%	32 16%	77 16%	45 29%	3 30%	57 18%	18 18%	95 17%	30 30%
NETS																						
Net: Yes	385 59%	309 69%	38 37%	38 38%	186 83%	131 63%	48 36%	17 27%	310 64%	59 44%	253 66%	57 56%	52 41%	119 64%	134 68%	303 62%	76 48%	6 60%	199 61%	60 60%	357 64%	28 28%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Driver training and licencing.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	213 33%	173 38%	14 13%	26 26%	167 75%	28 13%	10 7%	5 8%	181 37%	23 17%	148 39%	33 32%	19 15%	60 32%	88 45%	164 34%	48 31%	1 10%	116 36%	33 33%	189 34%	24 24%
Yes, using external training resources	63 10%	51 11%	5 5%	7 7%	24 11%	26 13%	8 6%	1 2%	52 11%	11 8%	41 11%	11 11%	10 8%	18 10%	23 12%	53 11%	9 6%	1 10%	30 9%	11 11%	57 10%	6 6%
No, we do not currently provide training	246 38%	134 30%	74 71%	38 38%	17 8%	77 37%	84 62%	52 84%	177 37%	52 39%	123 32%	54 53%	50 39%	77 41%	46 23%	185 38%	56 36%	5 50%	123 38%	36 36%	194 35%	52 53%
Don't know	155 24%	113 25%	11 11%	31 31%	28 13%	83 40%	34 25%	5 8%	92 19%	53 39%	84 22%	8 8%	53 41%	35 19%	49 25%	104 21%	48 31%	3 30%	70 22%	23 23%	136 24%	19 19%
NETS																						
Net: Yes	254 39%	204 45%	19 18%	31 31%	179 80%	48 23%	17 13%	5 8%	215 44%	30 22%	175 46%	40 39%	25 20%	74 40%	101 52%	199 41%	53 34%	2 20%	132 41%	41 41%	226 41%	28 28%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Meeting facilitation.

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Yes, using internal training resources	188 29%	141 31%	27 26%	20 20%	58 26%	72 35%	38 28%	15 24%	145 30%	35 26%	122 32%	23 23%	32 25%	63 34%	59 30%	141 29%	44 28%	3 30%	97 30%	31 31%	161 29%	27 27%
Yes, using external training resources	94 14%	75 17%	11 11%	8 8%	29 13%	44 21%	16 12%	2 3%	72 15%	19 14%	57 15%	15 15%	18 14%	33 18%	24 12%	73 15%	20 13%	1 10%	46 14%	13 13%	90 16%	4 4%
No, we do not currently provide training	183 28%	105 23%	48 46%	30 30%	60 27%	27 13%	48 36%	36 58%	146 30%	26 19%	94 25%	52 51%	26 20%	55 30%	39 20%	142 29%	38 24%	3 30%	93 29%	32 32%	146 26%	37 37%
Don't know	213 33%	146 32%	22 21%	45 45%	80 36%	76 37%	40 30%	10 16%	138 29%	60 44%	123 32%	15 15%	57 45%	42 23%	81 41%	146 30%	63 40%	4 40%	97 30%	28 28%	179 32%	34 34%
NETS																						
Net: Yes	259 40%	200 44%	34 33%	25 25%	84 38%	105 50%	47 35%	16 26%	200 41%	49 36%	165 43%	35 34%	45 35%	89 48%	76 39%	200 41%	56 36%	3 30%	135 42%	40 40%	231 42%	28 28%

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Railway familiarisation.

Base: All whose company has a need to train staff in Railway familiarisation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	300 100%	226 100%	35 100%	39 100%	99 100%	126 100%	53 100%	16 100%	222 100%	66 100%	183 100%	39 100%	63 100%	83 100%	100 100%	228 100%	67 100%	5 100%	147 100%	51 100%	300 100%	-
Yes, using internal training resources	205 68%	159 70%	22 63%	24 62%	77 78%	86 68%	31 58%	7 44%	152 68%	46 70%	128 70%	24 62%	43 68%	61 73%	67 67%	163 71%	39 58%	3 60%	106 72%	31 61%	205 68%	-
Yes, using external training resources	70 23%	50 22%	9 26%	11 28%	13 13%	35 28%	15 28%	5 31%	45 20%	23 35%	34 19%	11 28%	22 35%	14 17%	20 20%	51 22%	17 25%	2 40%	36 24%	12 24%	70 23%	-
No, we do not currently provide training	23 8%	13 6%	5 14%	5 13%	5 5%	4 3%	8 15%	4 25%	19 9%	3 5%	14 8%	5 13%	3 5%	7 8%	7 7%	15 7%	8 12%	-	9 6%	8 16%	23 8%	-
Don't know	32 11%	24 11%	2 6%	6 15%	8 8%	19 15%	5 9%	-	21 9%	8 12%	20 11%	1 3%	8 13%	6 7%	14 14%	19 8%	12 18%	1 20%	10 7%	6 12%	32 11%	-
NETS																						
Net: Yes	245 82%	189 84%	28 80%	28 72%	86 87%	103 82%	40 75%	12 75%	182 82%	55 83%	149 81%	33 85%	52 83%	70 84%	79 79%	194 85%	47 70%	4 80%	128 87%	37 73%	245 82%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Improving human performance in safety critical roles.

Base: All whose company has a need to train staff in Improving human performance in safety critical roles

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	357 100%	283 100%	32 100%	42 100%	163 100%	135 100%	42 100%	12 100%	280 100%	60 100%	222 100%	58 100%	55 100%	102 100%	120 100%	277 100%	75 100%	5 100%	180 100%	58 100%	357 100%	-
Yes, using internal training resources	192 54%	159 56%	16 50%	17 40%	87 53%	79 59%	20 48%	5 42%	153 55%	31 52%	124 56%	29 50%	27 49%	51 50%	73 61%	145 52%	44 59%	3 60%	95 53%	35 60%	192 54%	-
Yes, using external training resources	102 29%	86 30%	6 19%	10 24%	48 29%	38 28%	14 33%	1 8%	81 29%	18 30%	61 27%	20 34%	17 31%	37 36%	24 20%	84 30%	16 21%	2 40%	48 27%	16 28%	102 29%	-
No, we do not currently provide training	53 15%	37 13%	9 28%	7 17%	28 17%	8 6%	10 24%	5 42%	40 14%	9 15%	28 13%	12 21%	9 16%	15 15%	13 11%	46 17%	7 9%	-	28 16%	8 14%	53 15%	-
Don't know	59 17%	41 14%	5 16%	13 31%	21 13%	29 21%	5 12%	2 17%	43 15%	11 18%	41 18%	2 3%	11 20%	18 18%	23 19%	40 14%	18 24%	1 20%	29 16%	8 14%	59 17%	-
NETS																						
Net: Yes	245 69%	205 72%	18 56%	22 52%	114 70%	98 73%	27 64%	5 42%	197 70%	40 67%	153 69%	44 76%	35 64%	69 68%	84 70%	191 69%	50 67%	4 80%	123 68%	42 72%	245 69%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Management and strategic thinking.

Base: All whose company has a need to train staff in Management and strategic thinking

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	301 100%	232 100%	34 100%	35 100%	105 100%	123 100%	46 100%	18 100%	229 100%	60 100%	177 100%	52 100%	56 100%	92 100%	85 100%	240 100%	56 100%	5 100%	139 100%	55 100%	301 100%	-
Yes, using internal training resources	112 37%	86 37%	14 41%	12 34%	28 27%	57 46%	19 41%	6 33%	81 35%	26 43%	65 37%	16 31%	23 41%	31 34%	34 40%	83 35%	26 46%	3 60%	49 35%	22 40%	112 37%	-
Yes, using external training resources	117 39%	93 40%	12 35%	12 34%	42 40%	46 37%	18 39%	5 28%	94 41%	21 35%	68 38%	26 50%	20 36%	48 52%	20 24%	94 39%	21 38%	2 40%	52 37%	24 44%	117 39%	-
No, we do not currently provide training	42 14%	31 13%	6 18%	5 14%	21 20%	11 9%	6 13%	4 22%	34 15%	7 12%	23 13%	11 21%	7 13%	10 11%	13 15%	34 14%	7 13%	1 20%	20 14%	11 20%	42 14%	-
Don't know	62 21%	46 20%	7 21%	9 26%	20 19%	27 22%	9 20%	4 22%	42 18%	16 27%	39 22%	3 6%	16 29%	14 15%	25 29%	51 21%	11 20%	-	30 22%	7 13%	62 21%	-
NETS																						
Net: Yes	197 65%	155 67%	21 62%	21 60%	64 61%	85 69%	31 67%	10 56%	153 67%	37 62%	115 65%	38 73%	33 59%	68 74%	47 55%	155 65%	38 68%	4 80%	89 64%	37 67%	197 65%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Encouraging innovation.

Base: All whose company has a need to train staff in Encouraging innovation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	285 100%	222 100%	25 100%	38 100%	95 100%	119 100%	51 100%	13 100%	211 100%	69 100%	171 100%	40 100%	65 100%	90 100%	81 100%	222 100%	55 100%	8 100%	137 100%	49 100%	285 100%	-
Yes, using internal training resources	99 35%	77 35%	7 28%	15 39%	22 23%	42 35%	29 57%	3 23%	66 31%	32 46%	47 27%	19 48%	30 46%	25 28%	22 27%	76 34%	20 36%	3 38%	46 34%	12 24%	99 35%	-
Yes, using external training resources	46 16%	35 16%	4 16%	7 18%	13 14%	21 18%	7 14%	1 8%	34 16%	11 16%	25 15%	9 23%	11 17%	12 13%	13 16%	35 16%	10 18%	1 13%	20 15%	10 20%	46 16%	-
No, we do not currently provide training	84 29%	66 30%	9 36%	9 24%	43 45%	22 18%	12 24%	7 54%	76 36%	7 10%	64 37%	12 30%	7 11%	40 44%	24 30%	66 30%	16 29%	2 25%	43 31%	18 37%	84 29%	-
Don't know	75 26%	59 27%	7 28%	9 24%	21 22%	44 37%	7 14%	2 15%	48 23%	24 35%	45 26%	3 8%	22 34%	18 20%	27 33%	58 26%	14 25%	3 38%	35 26%	13 27%	75 26%	-
NETS																						
Net: Yes	126 44%	97 44%	9 36%	20 53%	31 33%	53 45%	32 63%	4 31%	87 41%	38 55%	62 36%	25 63%	36 55%	32 36%	30 37%	98 44%	25 45%	3 38%	59 43%	18 37%	126 44%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Delivering effective research.

Base: All whose company has a need to train staff in Delivering effective research

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	159 100%	119 100%	16 100%	24 100%	33 100%	82 100%	31 100%	10 100%	112 100%	39 100%	95 100%	17 100%	39 100%	51 100%	44 100%	122 100%	34 100%	3 100%	74 100%	25 100%	159 100%	-
Yes, using internal training resources	38 24%	22 18%	8 50%	8 33%	5 15%	13 16%	13 42%	5 50%	25 22%	12 31%	14 15%	11 65%	12 31%	5 10%	9 20%	26 21%	10 29%	2 67%	16 22%	4 16%	38 24%	-
Yes, using external training resources	20 13%	15 13%	3 19%	2 8%	1 3%	10 12%	7 23%	1 10%	13 12%	7 18%	11 12%	2 12%	7 18%	5 10%	6 14%	16 13%	3 9%	1 33%	12 16%	4 16%	20 13%	-
No, we do not currently provide training	38 24%	28 24%	6 38%	4 17%	14 42%	13 16%	7 23%	4 40%	28 25%	7 18%	26 27%	2 12%	7 18%	18 35%	8 18%	29 24%	9 26%	-	18 24%	7 28%	38 24%	-
Don't know	70 44%	58 49%	2 13%	10 42%	14 42%	48 59%	7 23%	-	49 44%	17 44%	46 48%	3 18%	17 44%	23 45%	23 52%	55 45%	14 41%	1 33%	31 42%	10 40%	70 44%	-
NETS																						
Net: Yes	51 32%	33 28%	8 50%	10 42%	5 15%	21 26%	17 55%	6 60%	35 31%	15 38%	23 24%	12 71%	15 38%	10 20%	13 30%	38 31%	11 32%	2 67%	25 34%	8 32%	51 32%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Implementing railway standards.

Base: All whose company has a need to train staff in Implementing railway standards

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	359 100%	276 100%	35 100%	48 100%	132 100%	137 100%	70 100%	12 100%	261 100%	79 100%	212 100%	49 100%	75 100%	101 100%	111 100%	271 100%	81 100%	7 100%	178 100%	58 100%	359 100%	-
Yes, using internal training resources	203 57%	156 57%	17 49%	30 63%	78 59%	80 58%	38 54%	3 25%	151 58%	41 52%	120 57%	31 63%	37 49%	54 53%	66 59%	154 57%	46 57%	3 43%	96 54%	30 52%	203 57%	-
Yes, using external training resources	48 13%	39 14%	3 9%	6 13%	12 9%	20 15%	14 20%	1 8%	35 13%	12 15%	31 15%	4 8%	12 16%	14 14%	17 15%	40 15%	7 9%	1 14%	23 13%	11 19%	48 13%	-
No, we do not currently provide training	75 21%	57 21%	12 34%	6 13%	33 25%	15 11%	18 26%	5 42%	56 21%	16 20%	47 22%	9 18%	16 21%	28 28%	19 17%	61 23%	14 17%	-	48 27%	11 19%	75 21%	-
Don't know	62 17%	47 17%	5 14%	10 21%	18 14%	34 25%	7 10%	3 25%	40 15%	17 22%	34 16%	6 12%	17 23%	13 13%	21 19%	38 14%	20 25%	4 57%	24 13%	11 19%	62 17%	-
NETS																						
Net: Yes	222 62%	172 62%	18 51%	32 67%	81 61%	88 64%	45 64%	4 33%	165 63%	46 58%	131 62%	34 69%	42 56%	60 59%	71 64%	172 63%	47 58%	3 43%	106 60%	36 62%	222 62%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Managing railway safety and risk.

Base: All whose company has a need to train staff in Managing railway safety and risk

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	434 100%	331 100%	41 100%	62 100%	167 100%	164 100%	83 100%	13 100%	324 100%	93 100%	265 100%	59 100%	88 100%	124 100%	141 100%	333 100%	93 100%	8 100%	217 100%	71 100%	434 100%	- -
Yes, using internal training resources	259 60%	203 61%	21 51%	35 56%	105 63%	98 60%	46 55%	6 46%	199 61%	49 53%	161 61%	38 64%	45 51%	72 58%	89 63%	205 62%	49 53%	5 63%	136 63%	41 58%	259 60%	- -
Yes, using external training resources	155 36%	124 37%	14 34%	17 27%	59 35%	62 38%	26 31%	4 31%	116 36%	36 39%	92 35%	24 41%	36 41%	47 38%	45 32%	120 36%	31 33%	4 50%	79 36%	28 39%	155 36%	- -
No, we do not currently provide training	48 11%	30 9%	11 27%	7 11%	17 10%	10 6%	16 19%	4 31%	37 11%	10 11%	31 12%	6 10%	10 11%	18 15%	13 9%	38 11%	10 11%	- -	23 11%	7 10%	48 11%	- -
Don't know	51 12%	37 11%	3 7%	11 18%	17 10%	26 16%	6 7%	1 8%	29 9%	18 19%	27 10%	2 3%	17 19%	9 7%	18 13%	33 10%	16 17%	2 25%	20 9%	8 11%	51 12%	- -
NETS																						
Net: Yes	335 77%	264 80%	27 66%	44 71%	133 80%	128 78%	61 73%	8 62%	258 80%	65 70%	207 78%	51 86%	61 69%	97 78%	110 78%	262 79%	67 72%	6 75%	174 80%	56 79%	335 77%	- -

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Accident investigation.

Base: All whose company has a need to train staff in Accident investigation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	320 100%	265 100%	22 100%	33 100%	159 100%	123 100%	29 100%	5 100%	250 100%	57 100%	207 100%	43 100%	51 100%	93 100%	114 100%	248 100%	67 100%	5 100%	159 100%	50 100%	320 100%	-
Yes, using internal training resources	185 58%	153 58%	15 68%	17 52%	92 58%	70 57%	18 62%	4 80%	152 61%	26 46%	128 62%	24 56%	21 41%	60 65%	68 60%	142 57%	39 58%	4 80%	95 60%	30 60%	185 58%	-
Yes, using external training resources	137 43%	118 45%	11 50%	8 24%	79 50%	43 35%	11 38%	2 40%	109 44%	26 46%	90 43%	19 44%	25 49%	41 44%	49 43%	111 45%	23 34%	3 60%	67 42%	22 44%	137 43%	-
No, we do not currently provide training	26 8%	20 8%	2 9%	4 12%	10 6%	9 7%	5 17%	-	19 8%	6 11%	13 6%	6 14%	6 12%	6 6%	7 6%	19 8%	7 10%	-	13 8%	3 6%	26 8%	-
Don't know	25 8%	18 7%	-	7 21%	5 3%	18 15%	2 7%	-	15 6%	7 12%	15 7%	-	7 14%	6 6%	9 8%	16 6%	9 13%	-	10 6%	4 8%	25 8%	-
NETS																						
Net: Yes	269 84%	227 86%	20 91%	22 67%	144 91%	96 78%	22 76%	5 100%	216 86%	44 77%	179 86%	37 86%	38 75%	81 87%	98 86%	213 86%	51 76%	5 100%	136 86%	43 86%	269 84%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Driver training and licencing.

Base: All whose company has a need to train staff in Driver training and licencing

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	177 100%	140 100%	14 100%	23 100%	124 100%	37 100%	10 100%	3 100%	156 100%	17 100%	131 100%	25 100%	13 100%	50 100%	81 100%	130 100%	45 100%	2 100%	84 100%	29 100%	177 100%	-
Yes, using internal training resources	126 71%	102 73%	7 50%	17 74%	105 85%	13 35%	6 60%	-	114 73%	9 53%	98 75%	16 64%	6 46%	35 70%	63 78%	94 72%	32 71%	-	67 80%	19 66%	126 71%	-
Yes, using external training resources	35 20%	28 20%	3 21%	4 17%	17 14%	13 35%	4 40%	-	30 19%	5 29%	23 18%	7 28%	4 31%	8 16%	15 19%	29 22%	5 11%	1 50%	16 19%	7 24%	35 20%	-
No, we do not currently provide training	13 7%	8 6%	4 29%	1 4%	6 5%	2 5%	1 10%	3 100%	11 7%	1 6%	8 6%	3 12%	1 8%	3 6%	5 6%	9 7%	3 7%	1 50%	5 6%	1 3%	13 7%	-
Don't know	15 8%	13 9%	-	2 9%	4 3%	11 30%	-	-	12 8%	3 18%	12 9%	-	3 23%	7 14%	5 6%	9 7%	6 13%	-	5 6%	3 10%	15 8%	-
NETS																						
Net: Yes	149 84%	119 85%	10 71%	20 87%	114 92%	24 65%	9 90%	-	133 85%	13 76%	111 85%	22 88%	9 69%	40 80%	71 88%	112 86%	36 80%	1 50%	74 88%	25 86%	149 84%	-

RSSB Stakeholder Survey 2015

Q10. Does your company currently supply training for your staff in each of the following areas?

Meeting facilitation.

Base: All whose company has a need to train staff in Meeting facilitation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	144 100%	117 100%	13 100%	14 100%	47 100%	72 100%	13 100%	9 100%	108 100%	29 100%	87 100%	21 100%	28 100%	41 100%	46 100%	114 100%	26 100%	4 100%	68 100%	24 100%	144 100%	-
Yes, using internal training resources	55 38%	45 38%	4 31%	6 43%	12 26%	32 44%	8 62%	2 22%	43 40%	11 38%	34 39%	9 43%	10 36%	17 41%	17 37%	44 39%	8 31%	3 75%	28 41%	10 42%	55 38%	-
Yes, using external training resources	31 22%	23 20%	5 38%	3 21%	9 19%	17 24%	4 31%	1 11%	26 24%	4 14%	22 25%	4 19%	4 14%	12 29%	10 22%	26 23%	4 15%	1 25%	12 18%	6 25%	31 22%	-
No, we do not currently provide training	30 21%	22 19%	4 31%	4 29%	11 23%	9 13%	3 23%	5 56%	23 21%	6 21%	15 17%	8 38%	6 21%	8 20%	7 15%	25 22%	5 19%	-	18 26%	6 25%	30 21%	-
Don't know	42 29%	37 32%	2 15%	3 21%	16 34%	22 31%	2 15%	2 22%	27 25%	11 38%	25 29%	2 10%	11 39%	8 20%	17 37%	29 25%	12 46%	1 25%	15 22%	5 21%	42 29%	-
NETS																						
Net: Yes	72 50%	58 50%	7 54%	7 50%	20 43%	41 57%	8 62%	2 22%	58 54%	12 41%	47 54%	11 52%	11 39%	25 61%	22 48%	60 53%	9 35%	3 75%	35 51%	13 54%	72 50%	-

RSSB Stakeholder Survey 2015

Q11_SUM. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

SUMMARY TABLE

Base: All whose company has a need to train staff in the specific area

	Total	Yes	No
Managing railway safety and risk	434 100%	274 63%	160 37%
Implementing railway standards	359 100%	216 60%	143 40%
Improving human performance in safety critical roles	357 100%	209 59%	148 41%
Accident investigation	320 100%	179 56%	141 44%
Encouraging innovation	285 100%	116 41%	169 59%
Management and strategic thinking	301 100%	108 36%	193 64%
Railway familiarisation	300 100%	107 36%	193 64%
Delivering effective research	159 100%	78 49%	81 51%
Driver training and licencing	177 100%	55 31%	122 69%
Meeting facilitation	144 100%	34 24%	110 76%

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Railway familiarisation

Base: All whose company has a need to train staff in Railway familiarisation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	300 100%	226 100%	35 100%	39 100%	99 100%	126 100%	53 100%	16 100%	222 100%	66 100%	183 100%	39 100%	63 100%	83 100%	100 100%	228 100%	67 100%	5 100%	147 100%	51 100%	300 100%	-
Yes	107 36%	76 34%	15 43%	16 41%	23 23%	52 41%	25 47%	6 38%	79 36%	25 38%	64 35%	15 38%	24 38%	30 36%	34 34%	86 38%	20 30%	1 20%	57 39%	17 33%	107 36%	-
No	193 64%	150 66%	20 57%	23 59%	76 77%	74 59%	28 53%	10 63%	143 64%	41 62%	119 65%	24 62%	39 62%	53 64%	66 66%	142 62%	47 70%	4 80%	90 61%	34 67%	193 64%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Improving human performance in safety critical roles

Base: All whose company has a need to train staff in Improving human performance in safety critical roles

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	357 100%	283 100%	32 100%	42 100%	163 100%	135 100%	42 100%	12 100%	280 100%	60 100%	222 100%	58 100%	55 100%	102 100%	120 100%	277 100%	75 100%	5 100%	180 100%	58 100%	357 100%	-
Yes	209 59%	171 60%	13 41%	25 60%	107 66%	69 51%	26 62%	4 33%	169 60%	28 47%	134 60%	35 60%	24 44%	62 61%	72 60%	165 60%	43 57%	1 20%	107 59%	33 57%	209 59%	-
No	148 41%	112 40%	19 59%	17 40%	56 34%	66 49%	16 38%	8 67%	111 40%	32 53%	88 40%	23 40%	31 56%	40 39%	48 40%	112 40%	32 43%	4 80%	73 41%	25 43%	148 41%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Management and strategic thinking

Base: All whose company has a need to train staff in Management and strategic thinking

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	301 100%	232 100%	34 100%	35 100%	105 100%	123 100%	46 100%	18 100%	229 100%	60 100%	177 100%	52 100%	56 100%	92 100%	85 100%	240 100%	56 100%	5 100%	139 100%	55 100%	301 100%	-
Yes	108 36%	85 37%	12 35%	11 31%	48 46%	35 28%	17 37%	7 39%	80 35%	21 35%	66 37%	14 27%	20 36%	37 40%	29 34%	93 39%	14 25%	1 20%	53 38%	20 36%	108 36%	-
No	193 64%	147 63%	22 65%	24 69%	57 54%	88 72%	29 63%	11 61%	149 65%	39 65%	111 63%	38 73%	36 64%	55 60%	56 66%	147 61%	42 75%	4 80%	86 62%	35 64%	193 64%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Encouraging innovation

Base: All whose company has a need to train staff in Encouraging innovation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	285 100%	222 100%	25 100%	38 100%	95 100%	119 100%	51 100%	13 100%	211 100%	69 100%	171 100%	40 100%	65 100%	90 100%	81 100%	222 100%	55 100%	8 100%	137 100%	49 100%	285 100%	-
Yes	116 41%	87 39%	11 44%	18 47%	40 42%	48 40%	20 39%	7 54%	89 42%	23 33%	72 42%	17 43%	22 34%	42 47%	30 37%	95 43%	19 35%	2 25%	57 42%	23 47%	116 41%	-
No	169 59%	135 61%	14 56%	20 53%	55 58%	71 60%	31 61%	6 46%	122 58%	46 67%	99 58%	23 58%	43 66%	48 53%	51 63%	127 57%	36 65%	6 75%	80 58%	26 53%	169 59%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Delivering effective research

Base: All whose company has a need to train staff in Delivering effective research

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	159 100%	119 100%	16 100%	24 100%	33 100%	82 100%	31 100%	10 100%	112 100%	39 100%	95 100%	17 100%	39 100%	51 100%	44 100%	122 100%	34 100%	3 100%	74 100%	25 100%	159 100%	-
Yes	78 49%	61 51%	7 44%	10 42%	18 55%	42 51%	16 52%	1 10%	59 53%	17 44%	51 54%	8 47%	17 44%	28 55%	23 52%	66 54%	12 35%	-	37 50%	13 52%	78 49%	-
No	81 51%	58 49%	9 56%	14 58%	15 45%	40 49%	15 48%	9 90%	53 47%	22 56%	44 46%	9 53%	22 56%	23 45%	21 48%	56 46%	22 65%	3 100%	37 50%	12 48%	81 51%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Implementing railway standards

Base: All whose company has a need to train staff in Implementing railway standards

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	359 100%	276 100%	35 100%	48 100%	132 100%	137 100%	70 100%	12 100%	261 100%	79 100%	212 100%	49 100%	75 100%	101 100%	111 100%	271 100%	81 100%	7 100%	178 100%	58 100%	359 100%	-
Yes	216 60%	166 60%	21 60%	29 60%	71 54%	84 61%	49 70%	7 58%	155 59%	50 63%	127 60%	28 57%	48 64%	62 61%	65 59%	170 63%	45 56%	1 14%	116 65%	34 59%	216 60%	-
No	143 40%	110 40%	14 40%	19 40%	61 46%	53 39%	21 30%	5 42%	106 41%	29 37%	85 40%	21 43%	27 36%	39 39%	46 41%	101 37%	36 44%	6 86%	62 35%	24 41%	143 40%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Managing railway safety and risk

Base: All whose company has a need to train staff in Managing railway safety and risk

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	434 100%	331 100%	41 100%	62 100%	167 100%	164 100%	83 100%	13 100%	324 100%	93 100%	265 100%	59 100%	88 100%	124 100%	141 100%	333 100%	93 100%	8 100%	217 100%	71 100%	434 100%	-
Yes	274 63%	216 65%	21 51%	37 60%	95 57%	113 69%	53 64%	8 62%	204 63%	59 63%	158 60%	46 78%	55 63%	80 65%	78 55%	223 67%	49 53%	2 25%	149 69%	44 62%	274 63%	-
No	160 37%	115 35%	20 49%	25 40%	72 43%	51 31%	30 36%	5 38%	120 37%	34 37%	107 40%	13 22%	33 38%	44 35%	63 45%	110 33%	44 47%	6 75%	68 31%	27 38%	160 37%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Accident investigation

Base: All whose company has a need to train staff in Accident investigation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	320 100%	265 100%	22 100%	33 100%	159 100%	123 100%	29 100%	5 100%	250 100%	57 100%	207 100%	43 100%	51 100%	93 100%	114 100%	248 100%	67 100%	5 100%	159 100%	50 100%	320 100%	-
Yes	179 56%	146 55%	12 55%	21 64%	91 57%	65 53%	18 62%	2 40%	141 56%	30 53%	113 55%	28 65%	25 49%	50 54%	63 55%	140 56%	38 57%	1 20%	94 59%	34 68%	179 56%	-
No	141 44%	119 45%	10 45%	12 36%	68 43%	58 47%	11 38%	3 60%	109 44%	27 47%	94 45%	15 35%	26 51%	43 46%	51 45%	108 44%	29 43%	4 80%	65 41%	16 32%	141 44%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Driver training and licencing

Base: All whose company has a need to train staff in Driver training and licencing

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	177 100%	140 100%	14 100%	23 100%	124 100%	37 100%	10 100%	3 100%	156 100%	17 100%	131 100%	25 100%	13 100%	50 100%	81 100%	130 100%	45 100%	2 100%	84 100%	29 100%	177 100%	-
Yes	55 31%	42 30%	3 21%	10 43%	32 26%	15 41%	5 50%	2 67%	50 32%	4 24%	45 34%	5 20%	3 23%	17 34%	28 35%	42 32%	12 27%	1 50%	31 37%	8 28%	55 31%	-
No	122 69%	98 70%	11 79%	13 57%	92 74%	22 59%	5 50%	1 33%	106 68%	13 76%	86 66%	20 80%	10 77%	33 66%	53 65%	88 68%	33 73%	1 50%	53 63%	21 72%	122 69%	-

RSSB Stakeholder Survey 2015

Q11. In which of the following areas, if any, would you consider using RSSB to provide training services for your company?

Meeting facilitation

Base: All whose company has a need to train staff in Meeting facilitation

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/Contractor (inc. Network Rail)	Supplier/ROSCO	Other body/stakeholder	Senior	Technical/Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	144 100%	117 100%	13 100%	14 100%	47 100%	72 100%	13 100%	9 100%	108 100%	29 100%	87 100%	21 100%	28 100%	41 100%	46 100%	114 100%	26 100%	4 100%	68 100%	24 100%	144 100%	- -
Yes	34 24%	27 23%	4 31%	3 21%	8 17%	17 24%	5 38%	4 44%	21 19%	10 34%	15 17%	6 29%	10 36%	5 12%	10 22%	29 25%	5 19%	- -	19 28%	6 25%	34 24%	- -
No	110 76%	90 77%	9 69%	11 79%	39 83%	55 76%	8 62%	5 56%	87 81%	19 66%	72 83%	15 71%	18 64%	36 88%	36 78%	85 75%	21 81%	4 100%	49 72%	18 75%	110 76%	- -

RSSB Stakeholder Survey 2015

Q12. Taking everything that we have discussed in this survey into account, and any other experience you have of RSSB, what, if anything, would you like to see from RSSB in the future?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Better communication/engagement	63 10%	50 11%	4 4%	9 9%	27 12%	22 11%	7 5%	4 6%	51 11%	7 5%	39 10%	12 12%	6 5%	21 11%	18 9%	44 9%	17 11%	2 20%	21 6%	18 18%	60 11%	3 3%
Work more closely with stakeholders/ improve dialogue	45 7%	33 7%	8 8%	4 4%	18 8%	11 5%	7 5%	7 11%	38 8%	3 2%	26 7%	12 12%	2 2%	17 9%	9 5%	32 7%	11 7%	2 20%	19 6%	10 10%	38 7%	7 7%
Raise profile/improve visibility/better promotion	43 7%	31 7%	7 7%	5 5%	15 7%	11 5%	11 8%	3 5%	33 7%	8 6%	23 6%	10 10%	8 6%	14 8%	9 5%	32 7%	10 6%	1 10%	19 6%	9 9%	37 7%	6 6%
Better dissemination of knowledge/ information	43 7%	33 7%	7 7%	3 3%	16 7%	14 7%	8 6%	4 6%	32 7%	9 7%	24 6%	8 8%	9 7%	16 9%	8 4%	28 6%	14 9%	1 10%	26 8%	6 6%	39 7%	4 4%
More involvement in the field/practical involvement	27 4%	21 5%	4 4%	2 2%	11 5%	7 3%	5 4%	4 6%	23 5%	2 1%	17 4%	6 6%	2 2%	10 5%	7 4%	19 4%	8 5%	- -	11 3%	7 7%	23 4%	4 4%
More relevant research	24 4%	12 3%	9 9%	3 3%	4 2%	6 3%	4 3%	7 11%	19 4%	4 3%	9 2%	10 10%	4 3%	5 3%	4 2%	16 3%	7 4%	1 10%	13 4%	6 6%	19 3%	5 5%
Risk assessment improvements	23 4%	14 3%	5 5%	4 4%	9 4%	7 3%	1 1%	4 6%	19 4%	1 1%	11 3%	8 8%	1 1%	8 4%	3 2%	12 2%	11 7%	- -	5 2%	8 8%	19 3%	4 4%
Focus on technology/innovation	21 3%	14 3%	6 6%	1 1%	5 2%	10 5%	- -	5 8%	17 4%	3 2%	11 3%	6 6%	3 2%	9 5%	2 1%	14 3%	7 4%	- -	11 3%	5 5%	19 3%	2 2%
More of the same/nothing else/same as now	21 3%	20 4%	1 1%	- -	13 6%	4 2%	2 1%	2 3%	15 3%	5 4%	12 3%	3 3%	4 3%	5 3%	7 4%	20 4%	1 1%	- -	16 5%	- -	19 3%	2 2%
Workshops/learning forums	20 3%	15 3%	1 1%	4 4%	14 6%	4 2%	1 1%	1 2%	18 4%	- -	16 4%	2 2%	- -	6 3%	10 5%	18 4%	2 1%	- -	9 3%	5 5%	20 4%	- -

RSSB Stakeholder Survey 2015

Q12. Taking everything that we have discussed in this survey into account, and any other experience you have of RSSB, what, if anything, would you like to see from RSSB in the future?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Un favourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
Faster response/quicker delivery	20 3%	15 3%	5 5%	- -	9 4%	4 2%	4 3%	2 3%	18 4%	2 1%	12 3%	6 6%	2 2%	8 4%	4 2%	14 3%	5 3%	1 10%	10 3%	1 1%	18 3%	2 2%
Improved leadership/take more of a leading role	20 3%	16 4%	1 1%	3 3%	5 2%	8 4%	4 3%	3 5%	15 3%	4 3%	7 2%	8 8%	4 3%	4 2%	3 2%	15 3%	4 3%	1 10%	10 3%	5 5%	19 3%	1 1%
Improve website	18 3%	15 3%	2 2%	1 1%	8 4%	8 4%	2 1%	- -	11 2%	7 5%	11 3%	- -	6 5%	4 2%	7 4%	14 3%	4 3%	- -	8 2%	3 3%	18 3%	- -
Clear strategy/focus on key issues	14 2%	8 2%	4 4%	2 2%	5 2%	4 2%	2 1%	2 3%	14 3%	- -	11 3%	3 3%	- -	8 4%	3 2%	9 2%	4 3%	1 10%	8 2%	4 4%	13 2%	1 1%
Understanding of real world	14 2%	10 2%	2 2%	2 2%	6 3%	3 1%	2 1%	3 5%	13 3%	1 1%	7 2%	6 6%	1 1%	6 3%	1 1%	8 2%	4 3%	2 20%	6 2%	3 3%	12 2%	2 2%
Improved data gathering/use of data	13 2%	9 2%	3 3%	1 1%	2 1%	5 2%	3 2%	1 2%	11 2%	2 1%	9 2%	2 2%	2 2%	5 3%	4 2%	9 2%	4 3%	- -	10 3%	3 3%	12 2%	1 1%
More pro-active/be more challenging	13 2%	12 3%	1 1%	- -	3 1%	7 3%	1 1%	1 2%	12 2%	- -	10 3%	2 2%	- -	4 2%	6 3%	9 2%	3 2%	1 10%	3 1%	3 3%	9 2%	4 4%
Clear definition of role	13 2%	9 2%	4 4%	- -	6 3%	3 1%	- -	4 6%	12 2%	- -	9 2%	3 3%	- -	9 5%	- -	10 2%	3 2%	- -	8 2%	2 2%	11 2%	2 2%
More transparency/openness	9 1%	4 1%	4 4%	1 1%	2 1%	2 1%	1 1%	4 6%	6 1%	1 1%	5 1%	1 1%	1 1%	2 1%	3 2%	4 1%	4 3%	1 10%	4 1%	1 1%	8 1%	1 1%
Finding partners	9 1%	6 1%	2 2%	1 1%	2 1%	3 1%	1 1%	3 5%	9 2%	- -	6 2%	3 3%	- -	3 2%	3 2%	6 1%	3 2%	- -	4 1%	3 3%	8 1%	1 1%
Maintain impartiality	9 1%	5 1%	3 3%	1 1%	3 1%	1 *	2 1%	2 3%	6 1%	3 2%	3 1%	3 3%	3 2%	3 2%	- -	7 1%	2 1%	- -	3 1%	1 1%	8 1%	1 1%
Give better value for money	8 1%	3 1%	2 2%	3 3%	3 1%	1 *	1 1%	3 5%	6 1%	1 1%	5 1%	1 1%	1 1%	4 2%	1 1%	5 1%	3 2%	- -	3 1%	1 1%	7 1%	1 1%

RSSB Stakeholder Survey 2015

Q12. Taking everything that we have discussed in this survey into account, and any other experience you have of RSSB, what, if anything, would you like to see from RSSB in the future?

Base: All respondents

	MEMBER OF RSSB			ORGANISATION TYPE				SENIORITY						FAVOURABILITY TOWARDS RSSB			RSSB'S COMMUNICATIONS		NEED FOR TRAINING			
	Total	Member	Non-Member	Don't know	TOC	Infra-Manager/ Contractor (inc. Network Rail)	Supplier/ ROSCO	Other body/ stakeholder	Senior	Technical/ Junior	All Managers	Director Level	Technical	Senior Managers	Managers	Favourable	Neither	Unfavourable	Good	Poor	Yes	None
Total	655 100%	451 100%	104 100%	100 100%	224 100%	208 100%	135 100%	62 100%	484 100%	135 100%	382 100%	102 100%	128 100%	186 100%	196 100%	488 100%	157 100%	10 100%	325 100%	100 100%	556 100%	99 100%
More responsible	8 1%	5 1%	3 3%	- -	4 2%	1 *	1 1%	1 2%	6 1%	1 1%	3 1%	3 3%	1 1%	3 2%	- -	4 1%	4 3%	- -	3 1%	1 1%	5 1%	3 3%
Better/more experienced/mot expect staff/people	5 1%	2 *	3 3%	- -	- -	2 1%	- -	3 5%	5 1%	- -	5 1%	- -	- -	2 1%	3 2%	4 1%	1 1%	- -	1 *	2 2%	4 1%	1 1%
Better project management	5 1%	3 1%	2 2%	- -	- -	2 1%	1 1%	2 3%	3 1%	1 1%	2 1%	1 1%	1 1%	1 1%	1 1%	3 1%	2 1%	- -	1 *	1 1%	5 1%	- -
More involvement with smaller organisations	4 1%	2 *	1 1%	1 1%	1 *	2 1%	- -	1 2%	4 1%	- -	3 1%	1 1%	- -	1 1%	2 1%	3 1%	1 1%	- -	1 *	1 1%	4 1%	- -
Less bureaucracy	4 1%	1 *	3 3%	- -	- -	1 *	1 1%	2 3%	4 1%	- -	3 1%	1 1%	- -	3 2%	- -	2 *	2 1%	- -	2 1%	- -	3 1%	1 1%
Less London centric	4 1%	1 *	2 2%	1 1%	1 *	2 1%	- -	1 2%	3 1%	- -	1 *	2 2%	- -	1 1%	- -	3 1%	1 1%	- -	2 1%	- -	4 1%	- -
Respond to emails	3 *	2 *	1 1%	- -	2 1%	- -	1 1%	- -	2 *	- -	2 1%	- -	- -	1 1%	1 1%	2 *	1 1%	- -	2 1%	1 1%	2 *	1 1%
Other	14 2%	11 2%	1 1%	2 2%	7 3%	4 2%	3 2%	- -	13 3%	1 1%	10 3%	3 3%	1 1%	3 2%	7 4%	9 2%	5 3%	- -	2 1%	1 1%	11 2%	3 3%
Don't know	369 56%	247 55%	55 53%	67 67%	114 51%	125 60%	88 65%	29 47%	256 53%	95 70%	217 57%	39 38%	91 71%	93 50%	124 63%	283 58%	83 53%	3 30%	192 59%	50 50%	305 55%	64 65%