

This matter is being dealt with  
by **E. Beishaw**  
Extension **1521**  
Direct Line **(0191) 5531521**  
Your ref  
Our ref **9/D2**  
Date **25/04/03**

**City of**  
**SUNDERLAND**

**Development and**  
**Regeneration**  
**Directorate**

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Mr. J. Prewer  
Director  
Safety Direct International Ltd  
16 Trengrouse Avenue  
Torpoint  
Cornwall  
PL11 2DN

Dear Mr Prewer,

**ST MARY'S CAR PARK, FOOTBRIDGE AND SHOPPING ARCADE**

It is now three years since the Council first started applying Non – Slip 21 and I wish to inform you of the effectiveness of the treatment during that period.

Before 1999, the number of accident claims received from slip, trip or fall incidents at St Mary's car park, the footbridge across the carriageway and the shopping arcade was a serious cause for concern. Typical annual footfall figures of between 4 – 5,000,000 were producing unacceptable levels of personal injury claims. The most compensation claims received in any one year totalled 25 with numerous other accidents that occurred that went unreported.

The frequency of claims appeared to be closely linked to periods of inclement weather. Rainwater was being brought into these areas on pedestrian's footwear which made walking on the glazed tiling extremely hazardous. Given the climate in this region it was a problem that needed resolving quickly and effectively either through the provision of an anti skid treatment or as a last resort replace all the existing tiles with a more slip resistance type.

Since the treatment of these areas with Non – Slip 21, now over some three years ago, I am pleased to inform you that through the regular quarterly monitoring regime combined with strict adherence to your floor maintenance procedures I have not received one claim during this period. This is indeed a major achievement given the prior number of incidents.

The Council is committed to our responsibilities regarding health and safety and is always striving to reduce or eliminate risk wherever possible. It is acknowledged that this particular treatment has had far reaching benefits both from a risk management and financial viewpoint.



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