

Audiovisual

The Call Outtakes

Content ★★★★★ Presentation ★★★☆☆ Value ★★★★★

OUTTAKES had an enormous impact with its Ken Woodward films, such as Think what if, not if only. The films featured Ken's personal story of the effects on him, his colleagues and his family of a life-changing serious accident at work.

The Call is based on a different but equally real scenario: a steeple-jacking contractor's fatal fall at a power station and the impact this had, most notably on the husband and wife co-directors of the company, and on the worker's colleagues.

The DVD includes five different edits of the information, all of which are seen through the eyes of those most directly involved. The main feature lasts about 12 minutes and tells the story from the initial phone call saying that "Brian has fallen" through to the aftermath, which includes the funeral and the subsequent HSE investigation and prosecution.

Derrick Farthing, a former safety, health and environment director at power company E.ON, also provides commentary.

There is a short version of the film, as well as perspectives from the victim's family and friends; a manager's point of view; and finally a piece on the way forward. All of this adds up to about 45 minutes.

The quality is superb — gritty, emotional and totally engaging. There is a strong emphasis throughout on what it feels like to be in this situation, and there are some remarkable personal insights. For example, where co-director June Turney explains how she decided she had to resign from her company simply because she could no longer face answering the phone.

What didn't work quite so well for me were the various edits. There is substantial overlap between the different sections, and yet each includes unique footage that isn't



in any of the others. Thus in order to see everything, you get a lot of repetition, and you are constantly thinking, "Have I heard this before or not?"

The programme raises some fundamental challenges about managing safety. For example, how can things go so wrong when all the right systems, procedures and training are in place? When someone is injured, is the owner or manager effectively guilty until proven innocent? How is it that people who

have witnessed the death at work of a colleague don't necessarily change their behaviour despite what they have seen?

The film puts forward some answers in terms of the need for constant appraisal before and during high-risk work, but ultimately leaves the questions up in the air at the end of the film, which provides a great springboard for a discussion with any group that views

the programme.

Training notes are not included with the DVD but are available on the Outtakes website; these explain the target audience, the content and the key learning points for each different section. I would definitely recommend this product.

Kate Smith

The Call is available from Outtakes priced £290 plus VAT, www.outtakes.co.uk, tel 020 8293 9888, email info@outtakes.co.uk