



PR.02 14/15

Policy and Resources  
Committee

12<sup>th</sup> June 2014

**Subject: Corporate Health and Safety Update**

Report by:

Chief Operating Officer

Contact Officer:

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Purpose / Summary:

Summary of Performance of the Health and Safety Service throughout the Authority.

**RECOMMENDATION(S): 1) That Members support and note the Corporate health and safety report**

## IMPLICATIONS

**Legal:**

**Health and Safety at Work Act 1974 - See Risk Assessment below**

**Financial: FIN/07/15**

**None.**

**Staffing:**

**None.**

**Equality and Diversity including Human Rights:**

**Not applicable.**

**Risk Assessment:**

**Development of robust health and safety performance management systems ensures that the authority is compliant with health and safety legislation and that staff, visitors and contractor's health, safety and welfare can be assured.**

**Climate Related Risks and Opportunities:**

**None.**

**Title and Location of any Background Papers used in the preparation of this report:**

**Call in and Urgency:**

**Is the decision one which Rule 14 of the Scrutiny Procedure Rules apply?**

**Yes**

**No**

**x**

**Key Decision:**

**Yes**

**No**

**x**

## **Introduction**

This Health and Safety report is for Members, Heads of Service and Staff and it provides the opportunity to inform Members how the Service is developing health and safety throughout the Authority to reduce accidents/ incidents and ill health.

In summary, the purpose of the report is to:

1. Give members and management team reassurance and confidence that health, safety and welfare is being properly managed within the organisation by sharing of information on progress and delivery.
2. Provide an auditable trail of engagement with members and senior management that would contribute to demonstrating compliance to external enforcement agencies.
3. Maintain health, safety and welfare at the front and centre of the organisation as a corporate priority
4. Demonstrate the transparent, proactive management and control of corporate risk, legal compliance and reputation.

## **1 Background - Corporate Health and Safety**

- 1.1 The Health and Safety at Work etc Act 1974 and regulations made under this Act aim to eliminate or reduce accidents and ill health, in a proactive rather than reactive manner. Although the responsibility for health and safety predominately rests with the employer, **all** employees have responsibilities to ensure that they comply with instructions provided by the employer.
- 1.2 Within West Lindsey the responsibility for ensuring health and safety compliance lies ultimately with the Chief Executive but is devolved down to Directors and Heads of Service. In appropriate circumstances this may be devolved further, to other employees, who are competent in health and safety, particularly in specialist work areas.
- 1.3 West Lindsey District Council's Health and Safety Policy lays down our commitment to health and safety, including responsibilities and general arrangements. This will be supplemented by various Directorate/Service procedures as deemed necessary.

## **2 Corporate Health and Safety**

- 2.1 The Health and Safety Co-ordinator's remit is to carry out the corporate health and safety function and also deal with external health and safety enforcement work. (Appendix B)
- 2.2 Since May 2012 a cohort of Safety Champions have been in place to provide assistance and support to Heads of Service, Team Managers, Staff and Members to ensure that health and safety responsibilities are fulfilled and embedded within the organisation. (Appendix A).

- 2.4 The brand 'Keep me Safe, Keep me Well' that was designed and developed by staff continues to promote corporate health, safety and wellbeing.
- 2.5 The "Keep me Safe, Keep me Well" page on the Minerva site was launched and continues to be a platform for sharing health and safety information such as risk assessments and accident investigations.

### **3 Aim of Corporate Health and Safety Service**

- 3.1 The aim of the Service is to ensure that the Authority fulfils its statutory obligations with regard to Health and Safety legislation and that accidents and ill health are reduced or eliminated, to provide a safe working environment for staff, members, visitors and contractors and anyone who may be affected by our activities.

### **4 Work Plan**

This is a summary of the work that has been carried out in the last 12 months.

#### **4.1 Fire Safety**

- Fire Risk Assessments are being reviewed with Property Services
- Evac chairs have been installed and training carried out
- Fire drills are being carried out at all sites and we are working in conjunction with CCTV Service to ensure they are taking control out of hours.
- Further Personal Emergency Evacuation Plans (PEEPs) have been carried for those people who requested them to ensure that they can egress the building safely.
- There is the facility for ensuring the safe evacuation of visitors at the Guildhall (Generic Emergency Evacuation Plan (GEEP))

#### **4.2 Policy and Procedure Reviews**

Reviewed the following policies and procedures in conjunction with the Safety Champions:

- Lone working procedure
- Stress Management Policy
- Smoking Policy
- Asbestos Policy
- Health and Safety Policy

### 4.3 **Safety Champions**

There are two new Safety Champions in Development and Neighbourhoods and Localism.

The Safety Champions are carrying out the following duties to assist and support the Heads of Service and Team Managers:

- Attending quarterly meetings and providing feedback
- Carrying out quarterly workplace inspections
- Investigating accidents/ incidents as required
- Being involved in reviewing policies and procedures
- Reviewing risk assessments with Managers
- Dealing with complaints and day to day issues in Services
- Embedding health and safety throughout the Authority

### 4.4 **Health and Safety Champions Committee**

The Safety Champions Committee meet quarterly as defined in the terms and conditions. The cohort of Champions:

- Participate and share information and learn from others experience
- Deal with local health and safety issues
- Are represented in all Services
- Assist the Health and Safety Co-ordinator.

They are also a contact point for health and safety in each Service. The minutes from the meetings are posted on the Keep me Safe Keep me Well page on Minerva and copies printed and posted in sites where the staff may not always have access to the computer e.g. Trinity Arts Centre and the Depots.

### 4.5 **ICT Developments**

Keep Me Safe Keep Me Well site on Minerva is continually developing and the Safety Champions and Business Improvement are continuing to help to shape the page. The site contains space for the Safety Champions to:

- complete work place inspections
- input accidents
- log accident/ incident investigation information
- receive accident/incident forms directly so the Safety Champions and Head of Service can carry out accident investigations

Enable Managers and Staff to:

- place confidential concerns
- look at health and safety information and risk assessments
- log accidents, incidents

The risk assessment library is available for all to view and use, regular Health and Safety Newsletters are put on the site from the Health and Safety Executive. These can be printed off for those who do not have regular access to the computer system.

The Difficult Customer Information is also accessible on this page which contains details of customers which may pose a risk to Council staff.

#### **4.6 Health and Safety Training**

The following training has been delivered:

Evac Chair training - there are now four key trainers within the organisation and they are able to train others to enable the safe egress of all in the event of an emergency. A number of other employees are being trained in the safe use of the Evac Chair.

Project Griffin - Encouraging partnership working to deter, detect and counter terrorist activity and crime. It seeks to enlist the help and support of individuals engaging directly with the public or groups responsible for the safety and security of buildings, businesses, districts or neighbourhoods.

### **5 Accidents**

5.1 There have been changes in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. The main changes are in the following areas:

- The classification of 'major injuries' to workers has been replaced with a shorter list of 'specified injuries'
- The existing schedule detailing 47 types of industrial disease replaced with eight categories of reportable work-related illness
- Fewer types of 'dangerous occurrence' require reporting

This will not alter the current ways to report incidents at work, the principles of what must be recorded remain largely unchanged.

5.2 The Health and Safety Executive's classification of accidents is defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations as follows:

Fatalities – and includes death within one year of the original incident causing the injury

Specified injury – fractures, amputations, hospitalisation, etc.

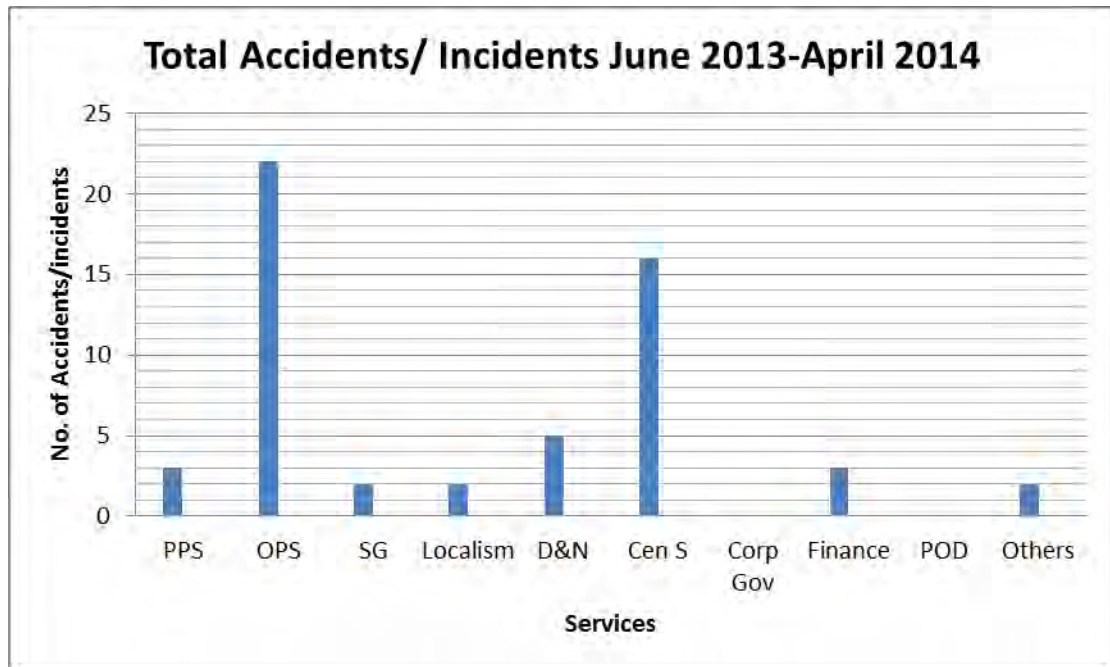
Over 7 days – where the injured party is off work or not able to do their usual tasks for more than 7 days

Minor – all others

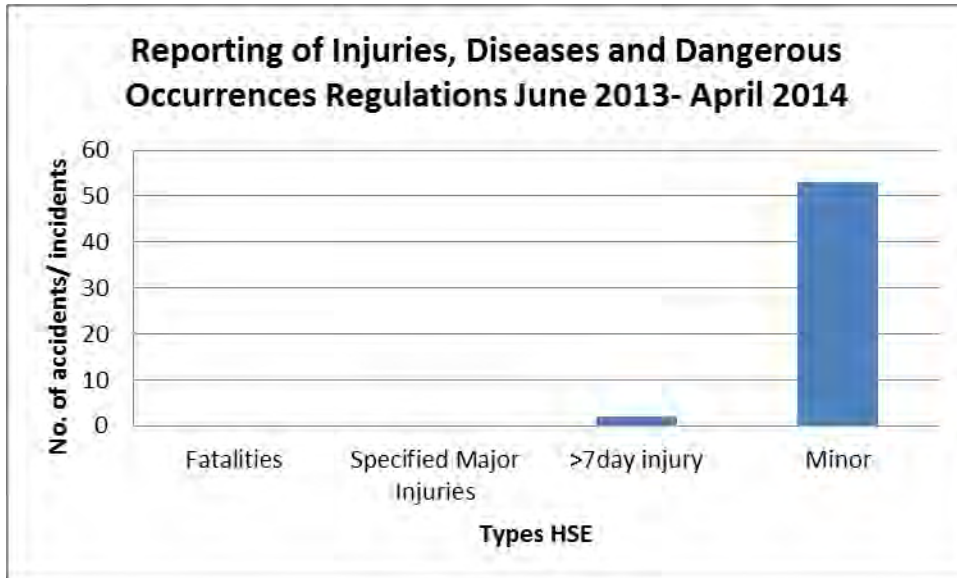
All workplace accidents are recorded on Minerva and investigated by the Safety Champions and/or the Health and Safety Co-ordinator assisting the Managers. Those accidents reportable under Reporting of Injuries and Dangerous Occurrences Regulations are reported to the Health and Safety Executive. Accident figures are also being reported to:

- The Safety Champions Group
- East Midlands Councils and the Operational Service accidents are also reported to the Lincolnshire Waste Group

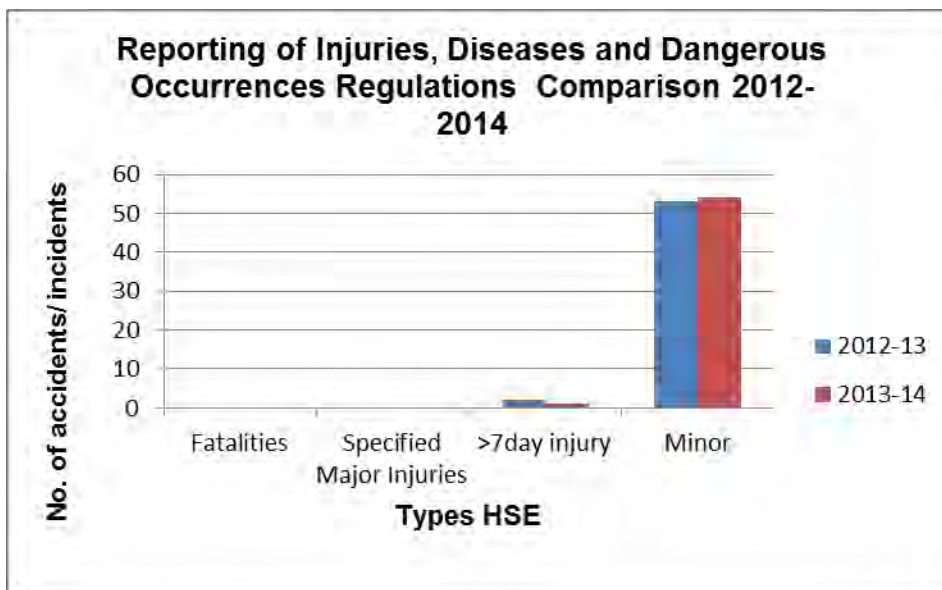
## Accidents



**Fig 1** Total number of accidents within the Services June 2013 – April 2014



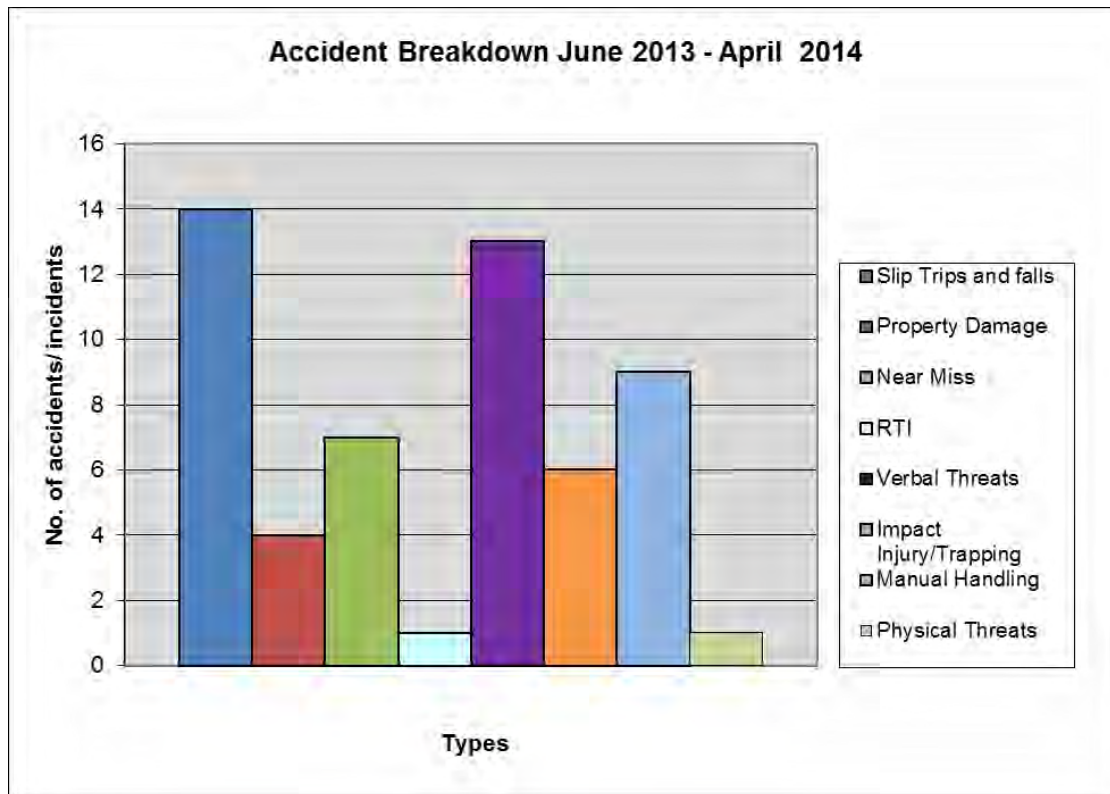
**Fig 2** Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 accidents reported to Health and Safety Executive.



**Fig 3 comparison** Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 accidents reported to Health and Safety Executive.

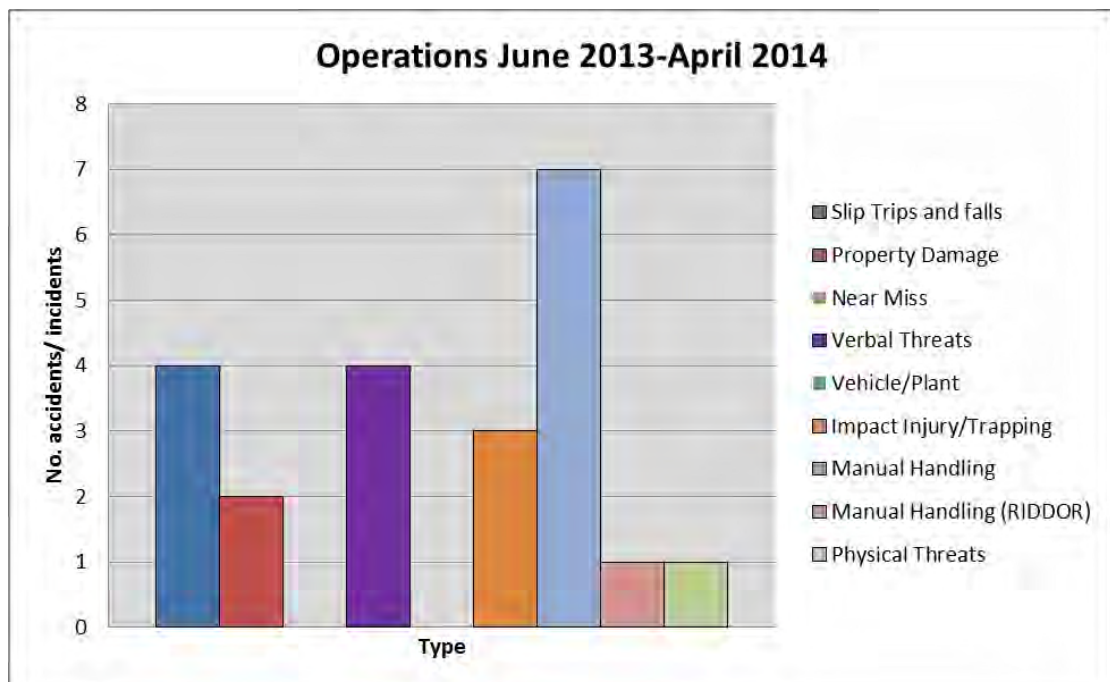


The accident figures have been broken down into the categories (Fig 3)



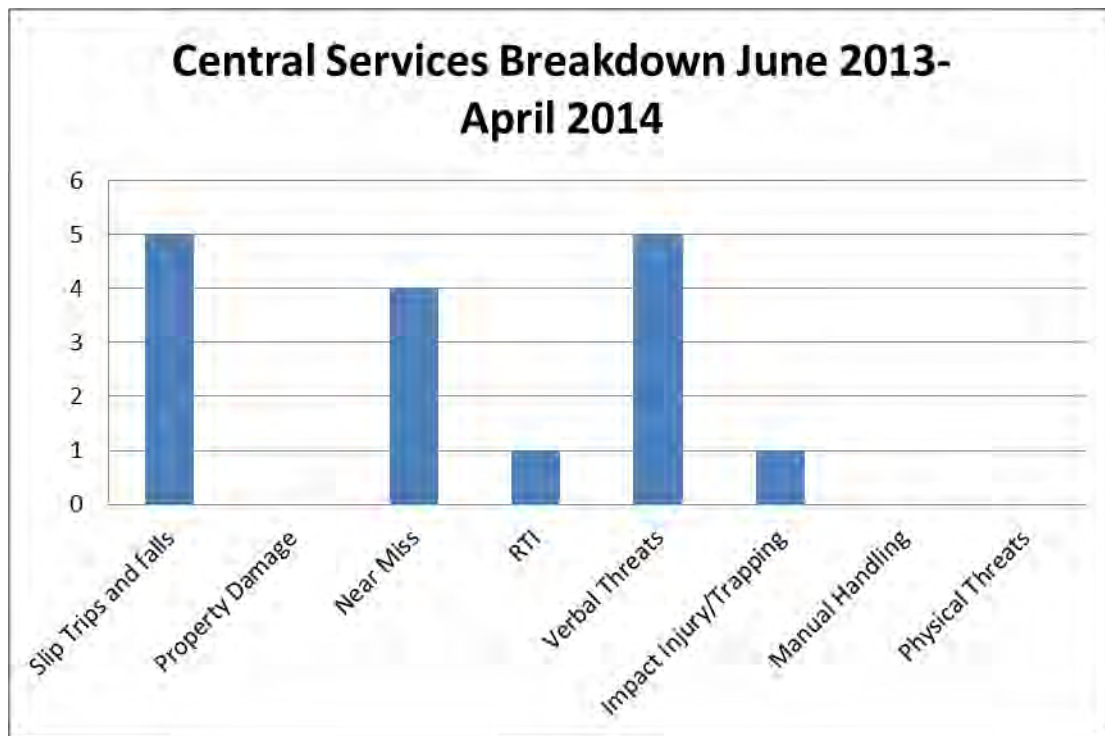
**Fig 4** Accident breakdown into categories

The highest number of accidents occurred in Operational Services and Central Services which have been broken down (Fig 5 and 6)



**Fig 5** Operational Service breakdown into categories

A number of incidents have occurred whilst manual handling although extensive training is taking place with the Operational staff.



**Fig 6** Central Services breakdown into categories

A number of verbal threats occurred in Central Services, extra training is going to be provided for the employees.

**Comparison 2012-13-2013-14 Fig 7-8**

	2012-13	2013-14	
<b>No. of Corporate accidents/ incidents per year</b>	<b>55</b>	<b>55</b>	<b>Info includes accidents, incidents and near misses. The increased figure reflects an improved reporting mechanism which may be due to the provision of Safety Champions and improved awareness of the need to report incidents.</b>
<b>No. of Corporate accidents/ incidents resulting in time off from the workplace</b>	<b>3</b>	<b>1</b>	<b>Ideally if sufficient practice and procedures are in place the number of accidents/ incidents will be minimal. All accidents/incidents are investigated and procedures amended if necessary.</b>

## Accident Breakdown Comparison 2012-2014

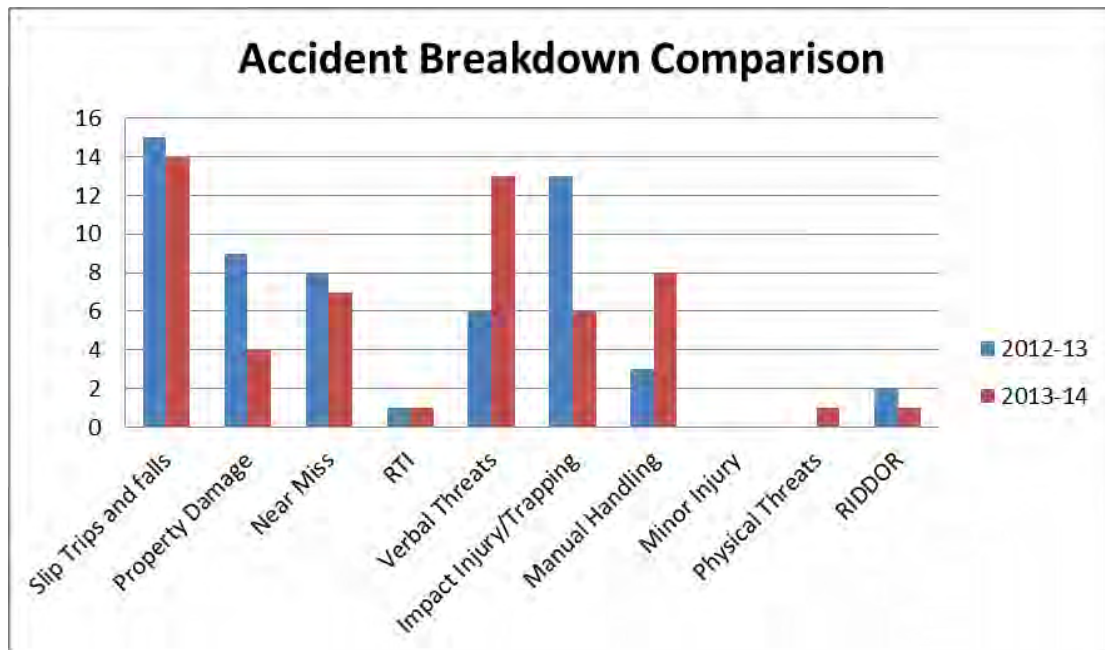


Fig 7

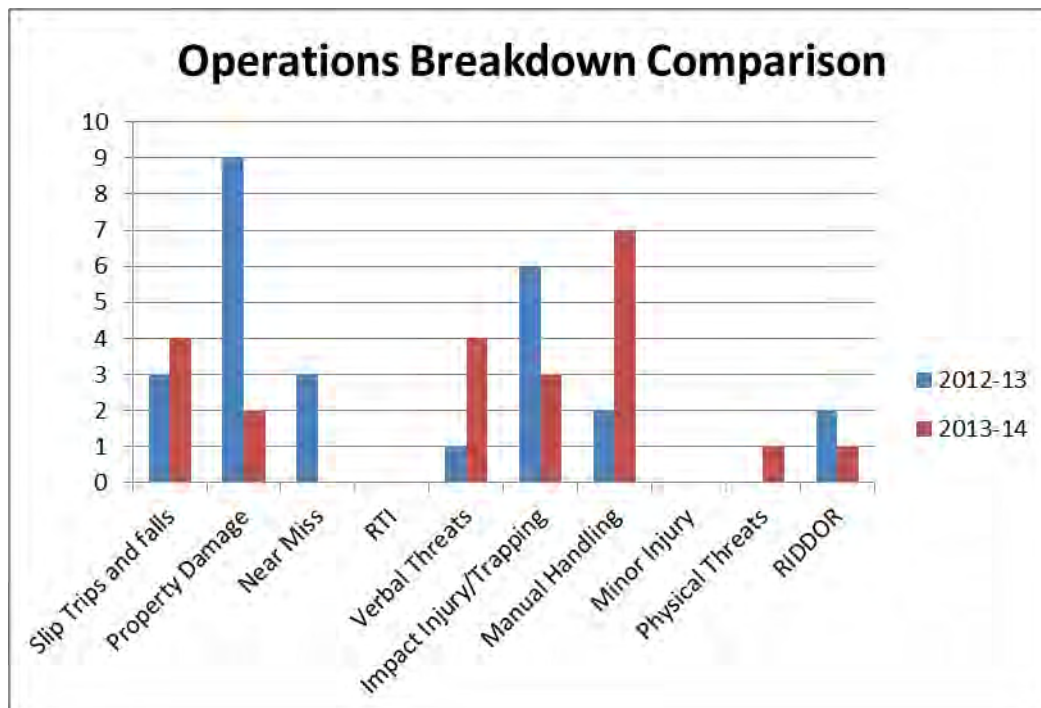


Fig 8

## 6 Stress

6.1 Stress figures will be reported in the POD sickness report.

6.2 All Services have completed a stress risk assessment (SRA) and action plans have been formulated using the Health and Safety Executive Management Standards. The main areas highlighted in the stress risk assessments were:

- Change
- Demands
- Support

These areas of concern were also mirrored in the recent staff survey carried out by Human Resources in Spring 2013.

A Stress Steering Group is being set up to address actions from the Stress Risk Assessments and to devise an action plan.

6.3 The interventions that have been implemented to try and reduce absence due to stress are as follows:

- The Stress Policy has been revised.
- Staff and Partner Health and Wellbeing event has been held
- Stress is on the agenda of the Safety Champion Group and Team meetings
- Agile working review has included impact and mitigation of stress due changes
- Staff Health and Wellbeing Programme is being developed
- Mindfulness training building on emotional resilience

6.4 The iCount programme is a workforce health and wellbeing programme funded by LCC. Funding is still being used working on the comments received from staff of what they would like to see happen as part of the project. A small steering group was formed consisting of Safety Champions, Health and Wellbeing Manager, Health Trainer and communications.

6.5 The initiatives that were developed were to support improvements in general health and wellbeing. Stress and mental health was identified as an area to target. In addition to this the project line managers attended a training course aimed at raising awareness of stress related illness and how to identify and support staff who may be experiencing stress. The training gave 31 managers the skill to support staff and develop emotional resilience within their teams. The training sessions were held in July at Guildhall.

The activities that have taken place to date:

- Free fruit month (also issued free water bottles)
- Stop smoking support
- Football kit provided
- Exercise taster sessions

- Healthy living talks
- Winter flu vaccination - 55 vaccinations administered
- Manager training – workplace resilience, stress management
- Body MOT's

## 6.6 Next Steps

Mental Health – mindfulness training that looks at:

- Roles and responsibilities
- Patterns of reactivity to stress
- Coping with stress: Using mindfulness to respond instead of react
- Lifestyle choices – How best to look after oneself

FitBugs Challenge:

- Walk Beijing to London - Starting March 3<sup>rd</sup> - 7 teams entered
- Prizes for most steps and best improvements

Return of Body MOT's:

- New people and also follow ups for those who had them previously to review progress.

Future Funding – approx 6k remaining working with Health and Safety Champion group

## 7 Other Workload

### 7.1 Working Where the Work is Project

Being involved in the Project Team for Working Where the Work Is to provide health and safety advice and co-ordinating the information gathered through the Safety Champions Group. The Group has been able to share information on dealing with local solutions and this work is continuing to be ongoing.

### 7.2 Partnership Meetings:

- External meetings with Lincolnshire Area Safety Advisors Group, Property Group and the Waste Group to share information

### 7.3 Policy and Procedure review

The following policies and procedures are in need of review:

- Personal Protective Equipment Policy
- Control of Substances Hazardous to Health (COSHH) policy
- Contractor policy
- Risk Assessment procedure

- A Driving policy is being devised

#### 7.4 Managing Safety Champions Performance

Meetings held regularly with Heads of Service to reiterate their health and safety responsibilities and that the Safety Champions are there to assist.

Meetings with Safety Champions are held regularly to evaluate their performance against the roles and responsibilities and to get their ideas on improving the Service

#### 8.0 Future training requirement

- Difficult customer training
- First Aider training is ongoing with employees who have the first aider qualification renewing every 3 years
- Asbestos refresher training should be carried out annually
- Evac chair training will be ongoing
- Fire marshal training
- Accident investigation training for Safety Champions

#### 9 Work Plan 2013-2014

9.1 Appendix C is the work plan of activities that will be undertaken and co-ordinated by the Corporate Health and Safety Co-ordinator in the next twelve months.

#### 10 Conclusion

##### 10.1 Learning from the accidents/incidents

There has been an increase in the verbal threats against employees, this has resulted in a review of the difficult customer procedure risk assessment and difficult customer training for front line staff is being sourced.

The information following a number of near misses and accidents in the CXPAs workstation area was fed into the Agile Working Group and led to office moves.

Following a verbal bomb threat the Bomb Procedure is being reviewed.

Following accidents in Operations a review of the method statements and risk assessments for:

- Installing dog bins
- Market stall erection/dismantling
- Reversing vehicles

10.2 Keep Me Safe Keep Me Well page is continually being developed.

Progress has been made this year in developing the Minerva page, Keep me Safe Keep me Well as well as information being cascaded through the Safety Champions. Working with the Safety Champions to raise awareness of health and safety through the Authority and encouraging everyone to take responsibility. Good working relationships are being built with all levels of the Authority, meeting with Heads of Service and Team Managers emphasising the Managers and Safety Champions roles and responsibilities.

10.3 With all the changes within the Organisation, using some of the iCount funding is helping to reduce stress by giving staff the tools to improve emotional resilience.

10.4 The Safety Champions still feel they are able to fulfil their roles and responsibilities and some of the challenges that may be encountered next year are security within the building, difficult customers, managing remoteness of staff, implementing new procedures and changing attitudes.

10.5 The awareness of health and safety should continue to be a priority and the good work of the Safety Champions be encouraged.

## **11 Recommendation**

**That Members support and note the Corporate health and safety report.**

## **Appendix A**

### **Roles and Responsibilities for Safety Champions**

The meeting will be chaired by the Director of Communities and Localism. Minutes will be placed on Minerva and reported to Joint Staff Consultative Committee. An annual performance report will be produced for JSCC, CMT, WMT and Policy and Resources Committee.

Members will:-

1. Attend Group meetings on behalf of the respective service area and be responsible for providing feedback to respective Heads of Service/ Team Managers after each meeting and for disseminating information throughout respective Service area(s).
2. To promote safe working practices and assist in ensuring that services adhere to corporate health and safety requirements.
3. To deal with requests for health and safety advice, in consultation with the Corporate Health and Safety Co-ordinator as appropriate.
4. Assist the Heads of Service/Team Managers to investigate any incidents/accidents that occur in accordance with current incident/ accident reporting procedures.
5. Provide a verbal update at each Group meeting regarding any incidents/accidents and share learning points from associated investigations with the Group
6. Assist the Corporate Health and Safety Co-ordinator with development of new policies and procedures and with the reviewing of corporate risk assessments.
7. Assist Heads of Service/ Team Managers to review service specific risk assessments or procedures and present them to the Group for consultation and discussion.
8. Assist Heads of Service/Team Managers to undertake self-assessment Health and Safety audits of their service area in accordance with the audit action plan
9. Undertake training in order to effectively fulfil the role.
10. Contribute to the development of the annual Health and Safety plans and performance reports produced by the Corporate Health and Safety Co-ordinator.
11. Monitor the delivery of improvements contained within audit action plans produced by Heads of Service or the Corporate Health and Safety Co-ordinator following service self-assessments or audits.



12. Collate data and monitor performance indicators established for the purpose of driving improvement of the Corporate Health and Safety Service.

June 2012

## **Appendix B**

### **Corporate Health and Safety Co-ordinator**

The Co-ordinator will support the Safety Representatives, Managers, Team Leaders and staff in fulfilling their responsibilities under the Health and Safety at Work Act.

This includes the support and co-ordination of the Safety Representatives with regard to their specific Health and Safety responsibilities.

#### **Advice and Information**

- To assist Safety Representatives and Service Managers to undertake self-assessments of Health and Safety compliance within service areas and to monitor their improvement plans developed as part of the self-assessment process.
- To develop an electronic library of guidance, policies and general information regarding health and safety to enable staff and managers to self-help.
- To provide expert advice and information to managers and staff.
- To support Safety Representatives and managers in carrying out accident/incident investigations and apply lessons learnt.
- To carry out customer satisfaction surveys and analysis of responses in order to continuously improve the service.

#### **Policy/Procedures**

- To keep an up to date register of all Risk Assessments and ensure that they are reviewed at least annually.
- To update the Corporate Health and Safety Manual periodically with new legislation /guidance.
- Horizon scanning, to ensure that new and emerging changes in national legislation and policy are considered and addressed.
- To review Fire Risk Assessments as required.
- To carry out a programme of risk based audits of service areas with Safety Representatives.
- To keep Safety Representatives updated with new legislation and policy changes.

#### **Reports/Governance**

- To provide quarterly accident statistics to the East Midlands Regional Safety Network.
- To report all accidents and dangerous occurrences to the Incident Contact Centre, in line with the RIDDOR Regulations
- To brief and support the chair of the Health and Safety representatives group on a quarterly basis.
- To facilitate training for the representatives and develop roles and responsibilities within the terms of reference for this group.

- To support the Safety Representatives group in the creation and implementation of an annual service plan.
- To produce an annual Corporate Safety Report and an annual performance report for consideration by JSCC and Organisational and Resources Committee
- To report quarterly minutes of the Safety Representatives Group to JSCC.
- To report service performance indicators to JSCC and Organisational and Resources Committee on a regular basis
- To report internal audits through Audit Sub Committee as required
- To ensure co-ordination of health and safety requirements align with corporate business continuity and emergency planning arrangements (on fire and first aid)

### **Training**

- To review and where necessary organise first aid and fire safety training.
- To facilitate Health and Safety training in line with legislative changes.
- To support delivery or deliver training highlighted as part of the appraisal process.

## Appendix C

Work Plan 2014 – 15

<b>Action</b>	<b>Action by</b>	<b>Target</b>	<b>Timescale</b>
Produce work plan	Health and Safety Co-ordinator	To have a structure to work to for follow for 2014-15	July 2014
Stress risk assessment reviews	All services	Services to review stress risk assessments and check up to date	
Stress Group	HR and HSC	To address actions of the SRA and devise an action plan	June 2014
Review Health and Safety Policies	Health and Safety Co-ordinator	Review and check up to date	May 2015
Performance management for Safety Champions	Development of Minerva	Annual Evaluation of the Safety Champions roles and responsibilities	July 2014
Development of Minerva	Development of Minerva and Safety Champions	On-going and annual review	June 2014
Review training	Regulatory Team Manager and Health and Safety Co-ordinator	Review training that would be paid and organised by Health and safety budget	June 2014