

To: Finance, Resources and Customer Services Policy board

On: 05 June 2019

Report by: Director of Finance and Resources

Heading: Finance & Resources Health and Safety Annual Report and Plan 2019/20

1. Summary

- 1.1 The council's health and safety policy places a responsibility on each service department to prepare an annual report evaluating the management of health and safety within the service.
 - 1.2 The Finance and Resource Service's report for 2018/19 is attached as Appendix 1. The report sets out the health and safety activity within the service in 2018/19 and demonstrates the service's commitment to continuous improvement in health and safety performance. The report summarises the achievements to March 2019 and appended to the report is the service action plan for 2019/20, detailing the actions which the service aims to take to consolidate and improve health and safety practice.
 - 1.3 Finance and Resource Services have a proactive approach to health and safety. This is evidenced by the attainment of accreditation and certification to BS OHSAS 18001:2007 with recommendation that the registration be continued. The standard measures the suitability and effectiveness of the service's occupational health and safety management systems
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2. Recommendations

- 2.1 It is recommended that the Board:
 - i) notes the content of the report at Appendix 1; and
 - ii) approves the plan appended to the report

3. **Background**

- 3.1 The council's health and safety governance arrangements were audited in 2017/18 and opportunities were identified to strengthen the service department's arrangements. New roles and responsibilities were established which involved freeing up the corporate health and safety team to wholly focus on corporate health and safety matters and ensuring that effective health and safety governance was embedded as everyone's business throughout the service. Consequently, the service's own health and safety policy was revised to reflect these changes and was approved by the Board in March this year.
- 3.2 The service health and safety planning group reformed with new terms of reference and membership in January 2019. All areas of the service are represented on the group to ensure effective communication across all teams. The group is chaired on behalf of the service director by the Head of Property Services.
- 3.3 With the new approach being introduced in the service department, this is the first service health and safety annual report to Board since the changes took place. The report therefore focuses on the work undertaken by the Planning Group since January 2019, to reassess the service department's health and safety risk profile.

Implications of the Report

- 1. **Financial** - none
- 2. **HR & Organisational Development** - none
- 3. **Community/Council Planning** - none
- 4. **Legal** - none
- 5. **Property/Assets** - none
- 6. **Information Technology** – none

7. **Equality & Human Rights**

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigation actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – The report supports and demonstrates the Council and Finance and Resources' safety management.

9. **Procurement** – none

10. **Risk** – The report supports the overarching management of risk within Renfrewshire Council.

11. **Privacy Impact** - none

12. **Cosla Policy Position** - none

List of Background Papers

(a) Background Paper - none

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Annual Health and Safety Report

Finance and Resources

Introduction

This annual report is prepared by Finance and Resources in line with the council's corporate health and safety policy and service's health and safety policy. The report evaluates the service's health and safety performance in 2018/19 and sets out the service's health and safety plan for 2019/20.

1. Management of health and safety within the service

1. The council's health and safety governance arrangements were audited in 2017/18 and opportunities were identified to strengthen the service department's arrangements. Consequently, new roles and responsibilities were established which involved freeing up the corporate health and safety team to wholly focus on corporate health and safety matters and ensuring that effective health and safety governance was embedded as everyone's business throughout the service.
2. The service's health and safety policy was therefore revised to reflect these changes and was approved by the Board in March this year.

2. Organisation for health and safety management

1. With 1.1. above in mind, the service health and safety planning group reformed with new terms of reference and membership in January 2019. All areas of the service are represented on the group to ensure effective communication across all teams. The group is chaired on behalf of the service director by the Head of Property Services.

Service Area	Representative	
CBS Adult Services	Louise O'Connor	Service Delivery Officer
CBS – Customer Services & Advice Works	Rhona Barnes	Senior Service Delivery Officer
CBS – Outlying areas	Lynne Mitchell	Team Leader
CBS – Revs & Financial Support	Mary Sweenie	Development Officer
CBS – RH Hub	Craig McEwan	Team Leader
CBS – Schools Support	Sylvia Easton	Senior Service Delivery Officer
Corporate Finance	John McIntyre	Assistant Business Partner
Corporate Governance	Fiona Ross	Senior Solicitor
ICT	Gillian Dickie	Partnering & Commissioning Manager
Internal Audit Services	Karen Locke	Risk Manager
Property Services	Craig Thorpe	Corporate Asset/Energy Manager
Transformation and OD HR	Clare McGivern	Administrative Officer

2. Karen Locke (a nominated service manager) supports the Head of Property Services in their role. Primarily this involves gathering information for health and safety reporting, preparing information (such as accident data and performance data), for meetings of the planning group and committee, and representing the service on the corporate health and safety committee.
3. The service's key health and safety risk profile is shown in the table overleaf.

Service area	Key Service H&S Risks						
	Musculo-skeletal	Stress	Work at Height	Lone Working	Occupational Driving	Violence & Aggression	Slips, trips, falls
CBS Customer Services & Advice Works	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> Public	<input checked="" type="checkbox"/>
CBS Outlying areas, adult servs and operations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
CBS – Revs & Financial Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
CBS – RH Hub	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CBS – Schools Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Corporate Finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					
Corporate Governance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ICT	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Internal Audit Services	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Property Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transformation & OD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3. Training undertaken 2018/19

1. During 2018/19 a total number of 35 FAR employees undertook health and safety-related courses, mainly in fire warden training, violence and aggression training and the Scottish Mental Health First Aid course. This compares with a total number on 37 FAR colleagues in 2017/18 who attended courses mainly in fire warden training, violence and aggression training, CPR, and Mindfulness courses.
2. In addition to the above, 58 FAR staff undertook Display Screen Equipment awareness training via iLearn – the online learning platform used in the council.

3. Annual statistics 2018/19

1. Accidents and incidents

The table to the right shows the stats for 2018/19 with figures for the same types of incidents in 2017/18 shown in the final column for comparison. The totals are for all accidents and incidents reported in the relevant year. These figures show a marked drop in incidents, however it must be noted that the drop may not relate to incidents themselves but rather the recording of incidents, with the transition of the Adverse Incident Recording Database (AIRD) on the former Lotus notes platform, to the new AIRD on Business World. This is a matter that will be kept under close review by the service's health and safety planning group.





Accident/ incident type	Nos. for 2018/19	Nos. for type in 2017/18
Lifting, carrying, standing up	2	(3)
Slip, stumble or fall	3	(14)
Shock, fright, violence, aggression	3	(18)
Other (bomb scare)	1	(0)
Other (break-in)	1	(0)
Other (struck by object)	1	(3)
TOTAL 2018-19	10	(40)

2. Employers liability claims for employees working in Finance and Resources

During 2018/19 one employers liability claim was received in relation to a slip, trip, fall incident outside Renfrewshire House. The claim remains open at the time of preparing this report.





5. Plan - Do - Check - Act

1. Reviewing our health and safety objectives – in considering the service objectives and development of the health and safety plan, the service health and safety planning group has taken account of:

-  the key risk profile;
-  trends around accidents and incidents;
-  trends around employers liability claims; and,
-  other priorities raised by individual members of the planning group.

2. The service health and safety plan for 2019/20 is appended and this shows the details of the actions planned for the coming year and where possible, key targets or performance indicators.

Appendix 1: FAR Health and Safety Plan 2019/20

1. The Finance and Resources service department is very diverse in terms of activities, with employees spread across many different sites.
2. The service risk profile highlights the following priorities:
 -  11 of 11 service areas have identified **musculoskeletal disorders** as a relevant risk factor
 -  10 of 11 service areas have identified **lone working** as a relevant risk factor
 -  09 of 11 service areas have identified **stress** as a relevant risk factor
 -  09 of 11 service areas have identified **violence and aggressions** as a relevant risk factor
3. Given that the risk factors mentioned above are relevant to the majority of service areas, it is agreed that these will be the priority risks for focused action.
4. In addition to the four risks identified, through analysis of recent health and safety incidents, **slips, trips and falls** have been a common theme and for this reason this will also be a priority for action. The four priority risks along with slips, trips and falls are also priorities as corporate health and safety risks and so any action undertaken by the service will feed into corporate improvements and KPIs.
5. Other priorities raised by planning group members – property services plan to undertake specific refresher training for staff on asbestos management.

6. Action plan for 2019/20

Risk statement	Risk controls expected to be implemented	Focused actions for 2019/20	Responsibility
If the potential for <u>musculoskeletal disorders</u> is not sufficiently addressed there is an increased risk to staff wellbeing and increasing absence levels	<ul style="list-style-type: none"> ▪ DSE assessments should be undertaken as a matter of course every 18 months ▪ DSE assessments should be undertaken specifically and timely for any new starts, anyone moving desks or anyone with a material change of circumstances 	<ul style="list-style-type: none"> ▪ To undertake an audit within all teams to identify any staff who are due/ overdue DSE assessments (Target 100% teams) ▪ To ensure any overdue DSE assessments are carried out online by staff (Target 90% relevant FAR staff) 	<ul style="list-style-type: none"> ▪ All FAR Heads of Service ▪ All FAR Heads of Service
If the risks associated with <u>lone working</u> are not sufficiently addressed there is an increased risk to staff safety and the potential for physical or psychological harm	<ul style="list-style-type: none"> ▪ Corporate and local procedures to be followed to ensure staff safety and to assist with early identification where staff make be exposed to harm or ill-health 	<ul style="list-style-type: none"> ▪ To identify lone workers across all teams (Target 100% teams) ▪ To ensure all risk assessments are updated for identified lone workers (Target 90% relevant FAR staff) 	<ul style="list-style-type: none"> ▪ All FAR Heads of Service ▪ All FAR Heads of Service
If <u>stress in the workplace</u> is not sufficiently identified and addressed there is an increased risk to staff wellbeing and increased risk of absence	<ul style="list-style-type: none"> ▪ Appropriate access to and use of stress in the workplace risk assessments and team stress risk assessments, and application of the corporate supporting attendance policy 	<ul style="list-style-type: none"> ▪ To identify any actions that the service needs to undertake in order to support the revised corporate stress in the workplace strategy. 	<ul style="list-style-type: none"> ▪ FAR Health & Safety Planning Group
If potential exposure to <u>violence and aggression</u> is not sufficiently addressed there is an increased risk to staff safety and the potential for physical or psychological harm	<ul style="list-style-type: none"> ▪ Implementation of the corporate policy on violence and aggression ▪ Implementation of corporate training (including for example breakaway techniques) 	<ul style="list-style-type: none"> ▪ To promote awareness of this risk across all teams (Target 100% teams) ▪ To assess training requirements, linking in with corporate health and safety colleagues 	<ul style="list-style-type: none"> ▪ All FAR Heads of Service ▪ FAR Health & Safety Planning Group
As evidenced by accident data, the risk of <u>slips, trips and falls</u> needs to be addressed otherwise there could be avoidable incidents, with injury to staff and there is an increased risk to staff safety and related absences	<ul style="list-style-type: none"> ▪ Apply health and safety flashes such as 'stairwell safety' ▪ Be personally alert to wet or uneven surfaces ▪ Wear appropriate footwear 	<ul style="list-style-type: none"> ▪ To review in more detail the 2018/19 slip, trip and fall data to ensure all lessons have been learned and undertake any appropriate actions ▪ Corporate rep on planning group to give presentation on proactive inspection for slip, trip, fall risks ▪ Group members to undertake proactive inspections 	<ul style="list-style-type: none"> ▪ FAR Health & Safety Planning Group ▪ Corporate H&S Rep ▪ Planning Group
If the presence of <u>asbestos</u> in any relevant properties is not effectively identified and managed there is an increased risk to staff (and public) safety, an increased risk of claims against the council and HSE intervention.	<ul style="list-style-type: none"> ▪ Asbestos management surveys, carried out in accordance with HSG 264, have been undertaken in all public buildings, information is available on CAMIS. ▪ Further surveying is carried out prior to any refurbishment or demolition. ▪ All contractors must be given asbestos information prior to commencing any repairs. 	<ul style="list-style-type: none"> ▪ Periodic re-inspections will be carried out to check the condition of previously identified asbestos. ▪ Asbestos awareness refresher training to be arranged for relevant staff within Property Services. 	<ul style="list-style-type: none"> ▪ Property Services Asbestos Officers