

**To: FINANCE, RESOURCES AND CUSTOMER SERVICES POLICY BOARD**

**On: 5 JUNE 2019**

---

**Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE**

---

**Heading: ENVIRONMENT & INFRASTRUCTURE HEALTH, SAFETY AND  
WELLBEING PLAN 2019/20**

---

**1. Summary**

- 1.1 The Council's Health, Safety and Wellbeing Strategy 2019-2022 promotes a positive Health and Safety culture to ensure compliance with relevant Health and Safety legislation and support the 'A better future, A better council strategy'.
  - 1.2 Health, safety and wellbeing plans are important service documents which are reviewed and updated on an annual basis to ensure there is sufficient focus on Health and Safety compliance and improvement activity.
  - 1.3 Environment & Infrastructure has reviewed its Health, Safety and Wellbeing plan for the period 2019 / 2020 and identified a range of actions that will be undertaken to support and improve Health & Safety compliance and performance.
  - 1.4 The Plan is attached as Appendix 1 and reports on the Health & Safety performance of Environment & Infrastructure in the previous financial year 2018/19 and sets out the future objectives in an Action Plan for the current financial year 2019 to 2020.
-

## **2. Recommendations**

It is recommended that the Finance, Resources and Customer Services Policy Board:

- 2.1 Approves the Environment & Infrastructure Health and Safety report for 2018/19 and the Action Plan for 2019/20 attached as Appendix 1.
  - 2.2 Note that the attached Health, Safety and Wellbeing Plan for Environment & Infrastructure was also presented to the Infrastructure, Land & Environment Policy Board to approve elements covered within that Board's remit.
- 

## **3. Background**

- 3.1 Environment & Infrastructure Services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. The service has a gross expenditure budget of approximately £73 million and has approximately 1,500 employees. The principal role and purpose of Environment & Infrastructure is to provide key frontline services:
    - Operations and Infrastructure - Waste, StreetScene, Roads, Infrastructure & Transportation, Fleet & Social Transportation.
    - Facilities Management (Hard & Soft Services) – including PPP & Compliance and Building Services.
  - 3.2 Environment & Infrastructure is committed to continually improving health and safety performance in the delivery of its services. The British Standard for Occupational Health and Safety OHSAS 18001:2007 registration has been embedded within the Service, independently audited and successfully retained in 2018/19. The retention of this registration reflects a strong commitment to ensuring robust, health, safety and welfare management arrangements are in place throughout Environment & Infrastructure.
  - 3.3 The actions outlined in the Action Plan for 2019 to 2020 will be monitored on Pentana, the Council's performance management system and regular performance updates will be submitted to the Environment & Infrastructure Leadership Team to ensure key actions are implemented.
- 

## **Implications of the Report**

1. **Financial** - None
2. **HR & Organisational Development** – The report supports the Council's commitment to the health, safety and wellbeing of employees.

3. **Community Planning** –  
Renfrewshire is well – the safety of employees and public are of paramount importance to Renfrewshire Council and the Health and Safety plan is reflective of this.
4. **Legal** - The service will continue to comply with current Health & Safety legislation.
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
  - (a) 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 mitigating 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 Environment & Infrastructure commitment to ensuring effective Health & 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**

None

---

**Author:** Gordon McNeil, Director of Environment & Infrastructure  
**E-mail:** [Gordon.mcneil@renfrewshire.gov.uk](mailto:Gordon.mcneil@renfrewshire.gov.uk)



**ENVIRONMENT & INFRASTRUCTURE  
ANNUAL HEALTH, SAFETY AND WELLBEING PLAN**

## **1.0 Introduction**

- 1.1 The Council's Health, Safety and Wellbeing Strategy 2019-2022 promotes a positive Health and Safety culture to ensure compliance with relevant Health and Safety legislation and support the 'A better future, A better council strategy'.
- 1.2 The intention of the Council's Health, Safety and Wellbeing Strategy is to:
  - Reinforce effective health, safety and wellbeing management across the Council;
  - Refocus and engage with those who undertake or influence health, safety and wellbeing management which support more robust governance;
  - Ensure legal compliance and, where appropriate meet industry standards and good practice; and
  - Ensure that effective health, safety and wellbeing risk management is embedded in the organisation and thereby aid in the reduction in the number of incidents and the potential for harm to workers and the public.
- 1.3 Environment & Infrastructure has reviewed its Health, Safety and Wellbeing plan for the period 2019 / 2020 and identified a range of actions that will be undertaken to improve Health & Safety compliance and performance.
- 1.4 The Plan is attached as Appendix 1 and reports on the Health & Safety performance of Environment & Infrastructure in the previous financial year 2018/19 and sets out the future objectives in an Action Plan for the current financial year 2019 to 2020.
- 1.5 Environment & Infrastructure Services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. The service has a gross expenditure budget of approximately £73 million and has approximately 1,500 employees. The principal role and purpose of Environment & Infrastructure is to provide key frontline services:
  - Operations and Infrastructure - Waste, StreetScene, Roads, Infrastructure & Transportation, Fleet & Social Transportation.
  - Facilities Management (Hard & Soft Services) – including PPP & Compliance and Building Services.
- 1.6 These wide ranging and highly visible services are delivered at 270 Council premises, to over 89,000 households and businesses with more than 846km of roads and transport structure being maintained across Renfrewshire. The Health, Safety and wellbeing of our staff, contractors and visitors is of paramount importance.

## **2.0 Management of Health and Safety within the Service**

### **Broad Context of Health and Safety Policy**

- 2.1 The Director of Environment & Infrastructure has overall responsibility for the application of Environment & Infrastructure Health & Safety Policy. The Leadership Team of Environment & Infrastructure also takes a lead and active role in the monitoring and application of the integrated “Quality and Health & Safety” management system.
- 2.2 The Health & Safety Policy continues to reflect and provide a guidance framework for the management of Health & Safety in Environment & Infrastructure.
- 2.3 The objective of Environment & Infrastructure is to ensure that health, safety and welfare is an integral part of its business and all service areas continually seek to develop a positive culture and attitude amongst its staff to achieve this.
- 2.4 The integrated “Quality, Health & Safety” management system has been further developed as part of the continuous improvement of our management system to reflect structure changes, service improvements and enhanced service delivery arrangements.
- 2.5 The BS OHSAS 18001:2007 registration has been embedded within the Service and successfully retained in 2018/19. The retention of this registration reflects a strong commitment to ensuring robust, health, safety and welfare management arrangements are in place throughout Environment & Infrastructure.
- 2.6 Continued review of the “Quality, Health & Safety” system will be carried out during 2019/20 to take account of the structural changes required to reflect the changes which have occurred within the service in recent times.

## **3.0 Organisation for Implementing Health & Safety Management**

### **Health & Safety Committee**

- 3.1 Environment & Infrastructure is represented on the Corporate Health & Safety Committee and seeks to play a positive part in the quarterly meetings of the Committee. A programme of meetings of the Environment & Infrastructure Health & Safety Committee are arranged to align with the quarterly meeting cycle of the Corporate Health & Safety Committee.
- 3.2 The Environment & Infrastructure Health & Safety Committee will continue to keep the Health & Safety Policy up to date and assuring its relevance to, and implementation by, all employees. The committee meets quarterly and comprises Environment & Infrastructure Senior Managers together with a representative from the Corporate Health and Safety Team and Trade Union representatives.
- 3.3 The committee provides a forum for discussion and sharing of ideas in the development of the Quality, Health & Safety Management system. The group has

been instrumental in the successful retention of BS OHSAS 18001:2007 registration. In addition to the quarterly meetings outlined above, the Senior Planning and Policy Development Officer and Facilities Manager meet regularly to ensure that a Health & Safety culture continues to be embedded in Environment & Infrastructure Services.

3.4 The meetings are chaired by the Facilities Manager and consider:

- (a) Accidents - statistics, trends, investigations and other information to identify causes and provide so far as is practicable for their prevention.
- (b) Workplace inspections (internal) and audits (Corporate and external)
- (c) The planning, performance management and review of our approach to Health & Safety
- (d) The monitoring and implementation of the Health & Safety action plan
- (e) The identification, assessment and recording of risks
- (f) Actions arising from the Corporate Health & Safety committee
- (g) Actions arising from the corporate and service Risk Management and planning arrangements, and
- (h) New developments in Health & Safety arising from legislation and Government and Council policy

#### **Consultation Mechanisms**

3.5 Information on Health & Safety issues is communicated to employees using various internal channels such as strategic meetings, operations meetings, trade union meetings, workload reviews, performance reviews, tool box talks, e-mail, and notice boards.

3.6 The joint Environment & Infrastructure Health & Safety Committee provides a forum for the exchange of views and consultations on Health & Safety issues between management and Trade Unions representing employees who work within Environment & Infrastructure. This ensures that information is exchanged and disseminated to all employees. The communication with employee groups is essential and allows for better awareness and practice of Health & Safety; the management of risk; the prevention of accidents and ill health, and the maintenance of safe working practices.

3.7 This is complemented by joint working arrangements which have been introduced for employee and Trade Union consultation. Regular meetings take place with the Environment & Infrastructure Directorate and Trade Union representatives where key Health & Safety issues may also be discussed.



- 3.8 Separate service subgroup meetings also take place involving Union and staff representatives to discuss and resolve specific service related concerns, including Health & Safety issues.

## **4.0 Planning and Setting Standards**

### **Setting of Health and Safety Objectives**

- 4.1 The Environment & Infrastructure Health & Safety Committee reviews and assesses a number of matters, including:

- Developments in the regulation of health and safety in the workplace and in working practices,
- The identification of areas of work where there is a need for improvement that may entail the implementation of works or investment in equipment, and
- The need for training and raising awareness in relation to health & safety.

- 4.2 The Q-pulse management system assists with monitoring of Health & Safety performance. In addition, the Action Plan contained in the annual plan is monitored on Pentana, the Council's performance management system.

### **Training**

- 4.3 Training is integral to the approach to Health & Safety within Environment & Infrastructure. In 2018/19, health and safety training has been noted to be lower than in previous years. A full review of Training and Development within Environment & Infrastructure started in March 2019 to determine core skills and development needs.
- 4.4 All training is recorded in Q-pulse system, with Service Managers having access to the system to allow performance monitoring of training programmes that have been developed.

## **5.0 Measuring Performance**

- 5.1 The action plan from the current annual Health & Safety plan is monitored on Pentana, the Council's performance management system and quarterly reports are produced to monitor performance against the key performance indicators detailed in the plan. The performance report is detailed together with the action plan at Appendix 2.

### **Active Monitoring**

- 5.2 Environment & Infrastructure successfully retained the BS OHSAS 18001:2007 registration during 2018/19 with the service being externally audited in line with the Council wide auditing programme by BSi, the Council's external assessor.
- 5.3 The previous BSI audit was carried out in Sept 2018 and BSI are due to be carrying out their next H&S Audit between 3<sup>rd</sup>- 6<sup>th</sup> June 2019.

- 5.4 A Corporate programme of planned workplace inspections for 2019 – 2020 is currently being developed.
- 5.5 The Environment & Infrastructure Health & Safety Committee met during 2018/19 facilitating the monitoring of health and safety performance throughout the year to ensure there is regular and focussed monitoring of the key Health & Safety activities within Environment & Infrastructure.
- 5.6 Seven key themes have been identified in Corporate Health, Safety and Wellbeing Strategy 2019-2022 and Environment & Infrastructure will actively work with Corporate Health & Safety in these key activities between 2019 and 2022.
- Violence and Aggression
  - Mental Health
  - Hand Arm Vibration Syndrome (HAVS)
  - Fire Safety
  - Musculoskeletal
  - Managing Contractors
  - Audits and Inspections
- 5.7 Accident statistics were reported and analysed at the committee and planning groups with subsequent accident prevention programmes being devised, where required.

#### **HSE Intervention**

- 5.8 There have been no HSE Interventions involving Environment & Infrastructure during 2018 / 2019.

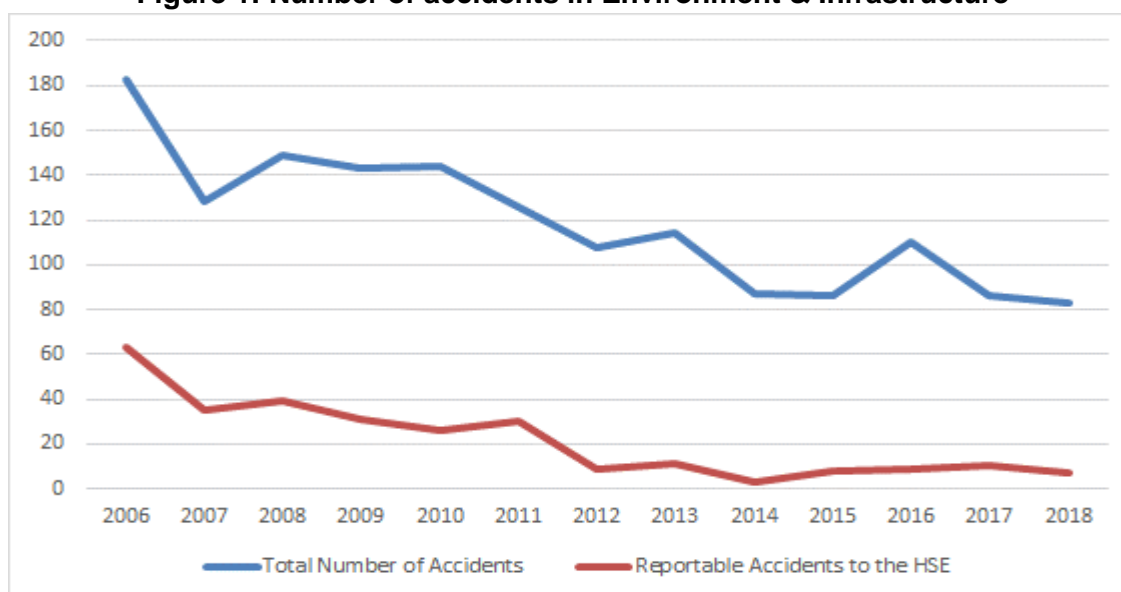
#### **Reactive Monitoring**

- 5.9 The number of accidents that have occurred in recent years is detailed in the following table and graph:

**Table 1: Table detailing number of accidents in Environment & Infrastructure**

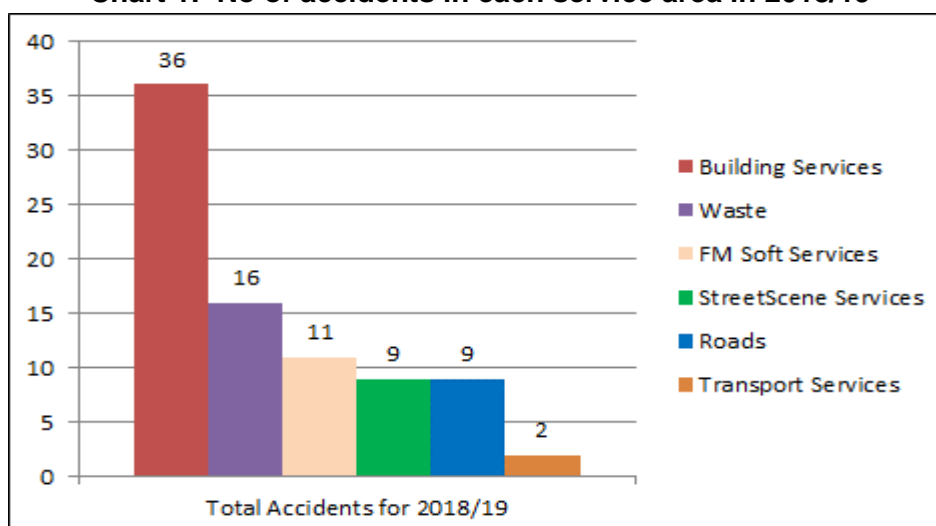
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total Number of Accidents	128	149	143	144	126	108	114	87	86	110	86	83
Reportable Accidents to the HSE	35	39	31	26	30	9	11	3	8	9	10	7

**Figure 1: Number of accidents in Environment & Infrastructure**



- 5.10 There has been an overall decrease in the number of accidents, incidents and occurrences reported in 2018/19, compared to 2017/18 and showing a continued year on year downward trend. 8% of accidents were recorded as RIDDOR reportable. Accident trends over 2019/20 will be monitored by the Health and Safety Co-ordinators and quarterly through the Environment & Infrastructure Health and Safety Committee meeting to determine if any actions need to be taken to ensure the safety of our employees and members of the public.
- 5.11 Accident trends have been analysed in 2018/19 and the breakdown of figures for each type of accident and service area is provided in the charts below:

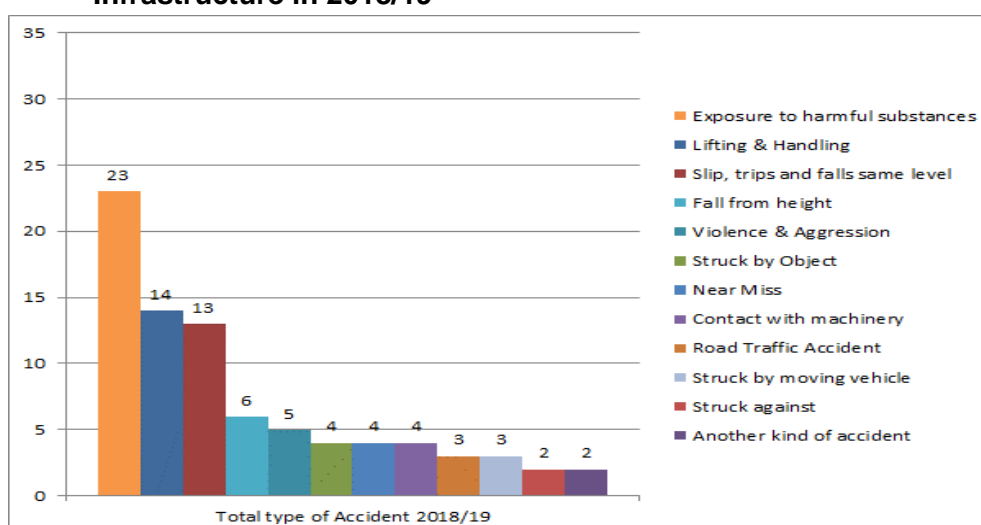
**Chart 1: No of accidents in each service area in 2018/19**



NOTE: 21 reported accidents in Building Services relate to one incident in 20 August 2018 due to potential exposure to harmful substance which proved to be an inaccurate testing programme conducted by an external contractor. Staff are issued with appropriate PPE and

subject to refresher Asbestos awareness training to mitigate the risk and how to deal with a potential risk situation.

**Chart 2: Total number of each type of accident in Environment & Infrastructure in 2018/19**



5.12 The analysis of the accident figures identified that exposure to harmful substance, lifting and handling and slips, trips and falls from same level were the most significant type of accident across Environment & Infrastructure in 2018/19.

5.13 The following areas were identified as the most significant types of accident across Environment & Infrastructure and details are provided into what preventative steps have been taken to reduce the number of accidents in these areas:

- Exposure to harmful substances – 28% of all recorded accidents recorded in Environment & Infrastructure in 2018/19 were attributed to exposure to harmful substances. HSE conducted a site visit and investigation in February 2019 within Building Services to review training and managing contractors HSE provided a positive report based on our training and procedures. It is noted that due to the nature of the services delivered and risk of asbestos within Council properties this will always be a significant factor in accident reporting, however, this will continue to be a focus for refresher training in 2019/20.
- Manual Handling – 17% of all accidents in Environment & Infrastructure in 2018/19 were attributed to lifting and handling injuries. This is a 10% decrease from 2017/18. It is noted that due to the nature of the services delivered this will always be a significant factor in accident reporting, however, this should be a focus for refresher training and tool box talks in 2018/19.
- Slip/Trips – Slip/Trips accounted for 16% of accidents within Environment & Infrastructure in 2018/19. Incident reviews are carried out after each accident and any required training or awareness is provided. All employees are

provided with the correct Personal Protective Equipment (PPE) to carry out their tasks and regular update given during toolbox talks.

### **Accident Reporting and Investigation**

- 5.14 Environment & Infrastructure has fully implemented use of the Corporate Accident/Incident Recording system on Business World in February 2019. Local arrangements are in place to accommodate staff who do not have access to a PC. Support is provided to Service Managers in recording and investigating accidents as required.
- 5.15 Training was provided in the use of Business World accident reporting system, for Supervisors and Managers.

## **6. Review of Health and Safety Management**

- 6.1 The Environment & Infrastructure Health and Safety Committee will continue to review Health & Safety management issues across the service.
- 6.2 A review of the Quality and Health and Safety management system will be carried out in 2019/20 to reflect the operational and structural changes required by the departmental and Council reviews.
- 6.3 Supporting attendance is a key priority for Environment & Infrastructure. Arrangements are in place to utilise the services of the Council's Occupational Health provider. The main elements of the service utilised by Environment & Infrastructure have been:
- Early intervention programme,
  - Employee counselling service,
  - Treating employees referred to the service,
  - Physiotherapy, and
  - Cognitive behavioural therapy for employees.
- 6.4 Service managers are provided with regular updates providing the number of employees who did not attend occupational health appointments. The updates are distributed by the Health & Safety co-ordinator to ensure service managers monitor the use of this valuable resource and to maximise attendance at appointments.



# Environment & Infrastructure Health and Safety Plan 2019-2020




## Health and Safety Objective

### 01: Audits and Inspections - Managing non-conformities resulting from internal audits and BS OHSAS 18001:2007 audits

Related PI Code	Description	Performance			Status	Latest Note
CR.SERV.05b	% of actions, resulting from Health and Safety audits, carried out on schedule (including Environment & Infrastructure audits, BSI audits and Corporate H&S audits)		Value	Target		<p>100% of external audits were carried out on schedule. There was one BSI OHSAS 18001 Health and Safety audits.</p> <p>Internal audits are based on a three year audit programme and conducted as an Integrated Quality, Health and Safety Management audit by auditors from Policy and Performance Team who are independent to the Service areas.</p> <p>All actions that were raised through audits are currently being worked on or are complete.</p>
		2017/18	100%	100%		
		2018/19	100%	100%		


Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.16.01.01	Continue to ensure BS OHSAS 18001:2007 standard is retained by Environment & Infrastructure	31 March 2020		This is an on-going action, assessed by external BSI auditors every 6 months. Next Surveillance audit in June 2019
Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.16.01.03	Ensure Environment & Infrastructures is prepared for the transition from OHSAS18001:2007 to ISO45001:2018	31 March 2021		The new 45001 was released in March 2018. Organisations already certified to OHSAS

				18001 will have three years to comply with the new ISO 45001 standard.
--	--	--	--	--

Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.15.05.01	Monitor the implementation of the annual corporate health and safety inspection programme for Environment & Infrastructure	31-Mar-2020		Progress will be monitored at quarterly Environment & Infrastructure Health & Safety meetings with Corporate Health & Safety management, service managers and trade union reps.

#### Health and Safety Objective


#### 02: Risk Assessments - Monitor and review risk assessment programmes


Related PI Code	Description	Performance			Status	Latest Note
CR.SERV.11	% of Environment & Infrastructure risk assessments reviewed, as scheduled		Value	Target		<p>A full risk assessment review took place in February 2019 in readiness for the migration from Lotus Notes to Business World System. A new ICT system for recording risk assessments is under development within Business World. There has been a delay in the testing/implementation of this system and will require significant work to migrate risk assessments which will now take place in the next few months.</p> <p>Health and Safety Reps continue to work with all Services in Environment &amp; Infrastructure by implementing risk assessments and safe working practices.</p>
		2017/18	52%	96%		
		2018/19	94%	96%		




## Health and Safety Objective


### 03: Accident Reporting - Secure a reduction in the number of accidents in the workplace and the resulting days lost due to accidents


Related PI Code	Description	Performance		Status	Latest Note
CR.SERV.05c	Number of recorded workplace accidents for Environment & Infrastructure employees (RIDDOR, Major and Minor)		Value		The trend for accidents in 2018/19 decreased slightly from 2017/18. The accident trends over 2019/20 will be monitored very closely by the Health and Safety Co-ordinators and quarterly through the Environment & Infrastructure Health and Safety Committee meeting to determine if any actions need to be taken to ensure the safety of our employees and members of the public.
		2014/15	87		
		2015/16	86		
		2016/17	110		
		2017/18	86		
		2018/19	83		

Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.16.03.01	Monitor and review the number of workplace accidents to deliver a downward trend in the number of accidents	31-Mar-2020		The trend in accidents over 2018/19 has continued to show a decrease from previous years.


Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.16.03.02	Monitor post action recommendations and ensure they are robust and fully completed for RIDDOR and major accidents	31-Mar-2020		All RIDDOR reportable accidents and recommendations are checked to ensure completed. The Environment & Infrastructure H&S Committee will look to continue to strengthen this in 2019/20 by ensuring all Managers and Supervisors follow up actions.

**Health and Safety Objective****04: Training - Ensure health and safety training is appropriately delivered and recorded**

Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.16.04.01	Monitor new working practices, legislation changes, internal and external accident trends and provide training for employees on specific activities to ensure safe working practices are followed	31-Mar-2020		A full review of Training and Development was started in March 2019 to determine the core skills required for each service area.

Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.16.04.02	Ensure employees receive health and safety induction training	31-Mar-2020		All new employees receive Health and Safety induction training. This is particularly relevant to seasonal staff with training being undertaken when they start and on-going as part of toolbox talks.

**Health and Safety Objective****05: Key Themes from Corporate Health Safety and Wellbeing Strategy – Work with Corporate team to ensure key themes are delivered**

Related Action Code	Related Action Description	Due Date	Status	Latest Note
CR.HS.19.01.01	<p>Seven key themes have been identified in Corporate Health, Safety and Wellbeing Strategy 2019-2022 and Environment &amp; Infrastructure will actively work with Corporate Health &amp; Safety in these key activities between 2019 and 2022.</p> <ul style="list-style-type: none"><li>• Violence and Aggression</li><li>• Mental Health</li><li>• Hand Arm Vibration Syndrome (HAVS)</li><li>• Fire Safety</li><li>• Musculoskeletal</li><li>• Managing Contractors</li><li>• Audits and Inspections</li></ul>	31-Mar-2022		Progress will be monitored at quarterly Environment & Infrastructure Health & Safety meetings with Corporate Health & Safety management, service managers and trade union reps.