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**To: Environment Policy Board**

**On: 13 May 2015**

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**Report by: Director of Community Resources**

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**Heading: Community Resources Annual Health & Safety Report 2014 and  
Action Plan 2015/16**

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**1. Summary**

- 1.1 The Council's Health & Safety Policy and Plan requires that all Services produce an annual Health & Safety Plan. The Plan is attached at Appendix 1 and reports on the Health & Safety performance of Community Resources in the previous calendar year, 2014 and sets out future objectives in an Action Plan for the current financial year, 2015/16
- 1.2 In previous years, the Health & Safety plans have been produced on a calendar year basis in order to complement the corporate Health & Safety committee meeting cycle. This approach has been revised for 2015/16 where the plan will be set out in financial years to replicate the existing arrangements for all other service and operational plans.
- 1.3 Community Resources has continued to enhance the arrangements in place for the management of Health & Safety and will look to ensure continuous improvement in relation to Health & Safety performance.
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## **2. Recommendations**

- 2.1 It is recommended that the Environment Policy Board approves the Community Resources Health & Safety Report for 2014 and the Action Plan for 2015/16.

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## **3. Background**

- 3.1 Community Resources 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 £68 million and has approximately 1,600 employees.
- 3.2 The activities delivered include safeguarding public health, protection of the environment and improving communities, whilst ensuring the Health & Safety of our employees is of paramount importance.
- 3.3 BS OHSAS 18001:2007 registration has been embedded within the Service and successfully retained in 2014. The retention of this registration reflects a strong commitment to ensuring robust, health, safety and welfare management arrangements are in place throughout Community Resources.
- 3.4 The actions outlined in the Action Plan for 2015/16 will be monitored on Covalent, the Council's performance management system and regular performance updates will be submitted to the Community Resources Senior Leadership Team to ensure key actions are implemented.

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## **Implications of the Report**

1. **Financial** - Continuing to improve health and safety performance will reduce accidents.
2. **HR & Organisational Development** - The report supports the Council's commitment to the health, safety and well-being of employees.
3. **Community Planning**

**Community Care, Health & Well-being** – Facilitating the health, safety and well being of our employees by ensuring that appropriate policies and procedures are developed and adhered to, and that all legal requirements for health and safety are fulfilled.

**Jobs and the Economy** – The Council recognises employees as it's most valuable asset and provides training and support for employees to ensure the organisation is viewed as a valued employer in the area.

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** - 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.
8. **Health & Safety** - The report supports and demonstrates Community Resources 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.

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List of Background Papers - none

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## **Appendix 1**

# **COMMUNITY RESOURCES ANNUAL HEALTH AND SAFETY REPORT 2014 AND ACTION PLAN 2015/16**

## **1.0 Introduction**

The Council's Health & Safety Policy and Plan requires that all Services produce an annual Health & Safety Plan. The Plan reviews the Health & Safety performance of the Service in the previous calendar year, 2014. In previous years the plan has set out the action plan for the current calendar year, however in order to bring the Health & Safety Plan in to line with other service and operational plans the action plan will be for the current financial year 2015/16. The action plan monitors the performance against key performance indicators in 2014 and allows target setting for performance in 2015/16.

The principal role and purpose of Community Resources is to provide Public Protection (consumer protection, environmental strategy and community safety), Amenity Services (roads, streetscene, waste management, refuse collection, transport), Facilities Management (soft fm – integrated janitorial, cleaning & catering and hard fm – building services and reactive maintenance within the corporate landlord). These services are provided directly to the public of Renfrewshire and indirectly through other Services and partners of the Council.

Community Resources has a gross expenditure budget of over £65 million and has approximately 1,500 employees. These wide ranging and highly visible services are delivered at over 140 Council premises, over 80,000 households and businesses and over 800km of maintained roads across Renfrewshire. Community Resources also provides statutory enforcement and related advisory/educational activities. These activities ensure the safeguarding of public health, and the protection of the environment, consumers, workers & local communities within Renfrewshire.

BS OHSAS 18001:2007 registration has been embedded within the Service and successfully retained in 2014. The retention of this registration reflects a strong commitment to ensuring robust, health, safety and welfare management arrangements are in place throughout Community Resources.

## **2.0 Management of health and safety within the Service**

### **2.1 Broad context of health and safety policy**

The Director of Community Resources has overall responsibility for the application of Community Resources Health & Safety Policy. The Senior Leadership Team (SLT) of Community Resources also leads and has an active role in the monitoring and application of the integrated "Quality and Health & Safety" management system. The role of Community Resources Health & Safety Coordinator is carried out by the Consumer Protection Manager.

The Health & Safety Policy reflects and provides a guidance framework for the management of Health & Safety in Community Resources. The over-riding objective is to ensure that health, safety and welfare is an integral part of business and all service areas continually seek to develop a positive culture and attitude amongst its staff to achieve this.

An integrated "Quality, Health & Safety" management system has been developed as part of the continuous improvement of Community Resources our management system and is regularly updated to reflect structure changes, service improvements and enhanced service delivery arrangements.

A further review of the “Quality, Health & Safety” system will be carried out during 2015/16 in order to take account of the structural changes which have occurred within the service in recent times.

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

#### **3.1 Health & Safety Committee**

Community Resources 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 Community Resources Health & Safety Committee are arranged to match the quarterly meeting cycle of the Corporate Health & Safety Committee.

The Community Resources Health & Safety Committee will continue to keep the Health & Safety Policy up to date and ensure its relevance to, and implementation by, all employees. The committee meets quarterly and comprises Community Resources Senior Managers together with a representative from the Finance & Resource Services’ Health and Safety Unit and Trade Union representatives.

The committee provides a forum for the discussion and sharing of ideas related to the development of the Quality, Health & Safety Management system. The group has also been instrumental in the successful retention of BS OHSAS 18001:2007 registration. In addition to the quarterly meetings outlined above, a planning group meet regularly to ensure that a positive Health & Safety culture continues to be embedded in Community Resources.

The meetings are chaired by our Health and Safety Coordinator 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 deliberations of 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

#### **3.2 Consultation mechanisms**

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, toolbox talks, e-mail, notice boards and plasma screens.

The joint Community Resources 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 Community Resources. This ensures that information is exchanged and disseminated to all employees. Effective 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.

This is complemented by joint working arrangements which have been introduced for employee and Trade Union consultation. Fortnightly meetings take place with Senior Managers and Trade Union representatives where key Health & Safety issues are discussed.

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**

##### **4.1 Setting of health and safety objectives**

The Community Resources 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.

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 Covalent, the Council's performance management system.

##### **4.2 Training**

Training is considered to be integral to the approach to Health & Safety within Community Resources. In 2014 there has been extensive training provided in relation to Health & Safety, a summary of which is attached at Appendix 1. In particular there has been training in the following areas:

- 148 employees attended training in manual handling and postural awareness, which is a significant increase from 70 employees in 2012,
- Over 250 employees have attended a range of Health & Safety toolbox talks, in relation to COSHH, Risk Assessment and Stress Awareness
- 94 employees received training in dealing with incidents relating to violence and aggression,



All training is recorded in Q-pulse, 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 Covalent, the Council's performance management system and quarterly reports are produced to monitor performance against the key performance indicators detailed in the plan.

There was sustained good performance against the key performance indicators in the plan throughout 2014. The performance report is detailed together with the action plan at Appendix 2.

### **5.2 Active monitoring**

Community Resources successfully retained the BS OHSAS 18001:2007 registration during 2014 with the service being externally audited in line with the Council wide auditing programme by NQA, the Council's external assessor.

There were 2 audit visits during 2014 covering service areas throughout Community Resources. There were 3 non-conformances and 3 opportunities for improvement. Action plans were prepared after each visit and all observations have been addressed.

In addition to external audits, internal workplace inspections are carried out by relevant Community Resources management/supervisory staff. Corporate health and safety workplace audits have also been carried out across all areas covered by Community Resources during 2014.

The Health & Safety Committee met regularly during 2014 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 Community Resources.

Accident statistics were reported and analysed at the committee and planning groups with subsequent accident prevention programmes being devised.

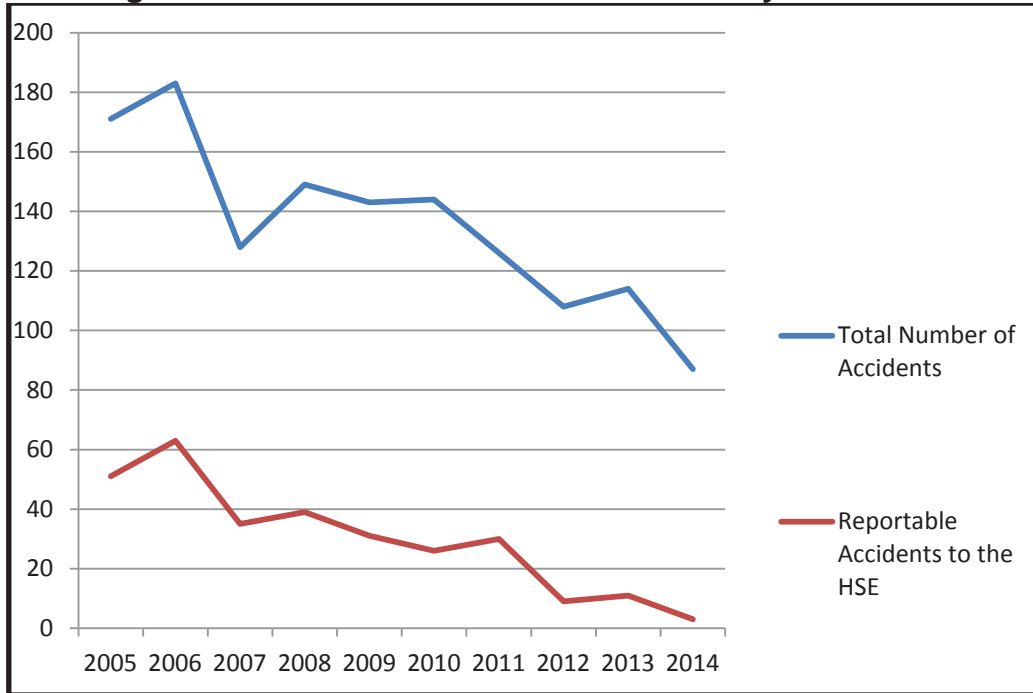
### **5.3 Re-active monitoring**

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

**Table 1: Table detailing number of accidents in Community Resources**

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Total Number of Accidents	171	183	128	149	143	144	126	108	114	87
Reportable Accidents to the HSE	51	63	35	39	31	26	30	9	11	3

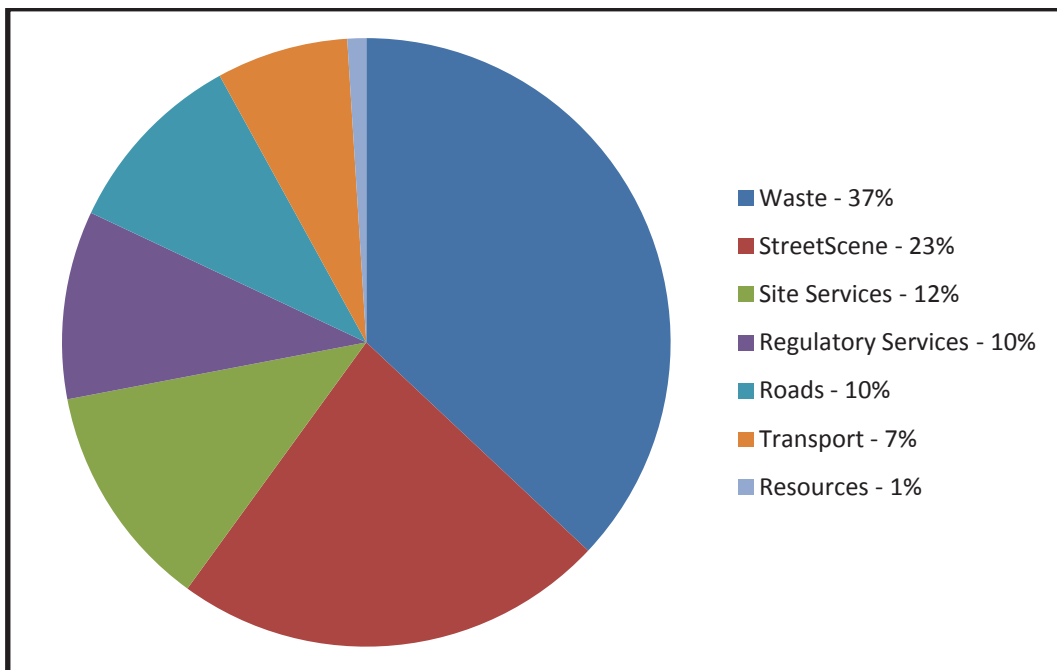
**Figure 1: Number of accidents in Community Resources**



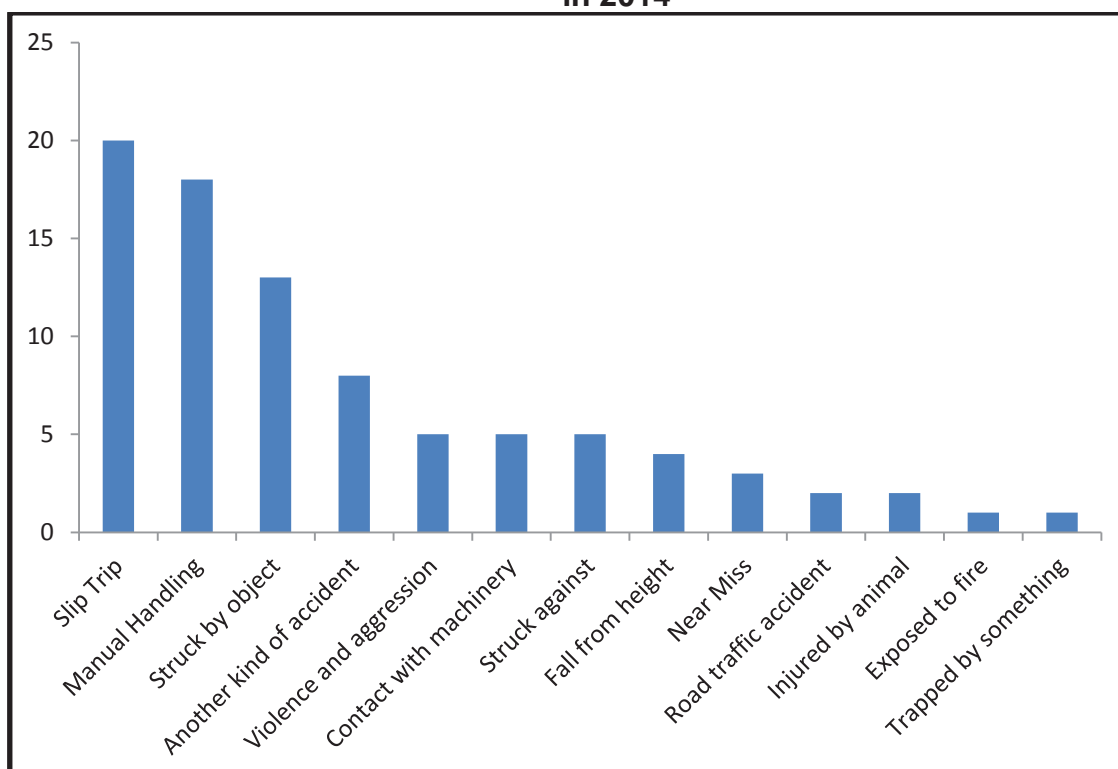
There was a significant decrease in the number of accidents reported in 2014, when compared to 2013. There also continues to be a year on year decrease in the number of RIDDOR reportable accidents, which can be attributed to the proactive approach to accident prevention programmes.

Accident trends have been analysed in 2014 and the breakdown of figures for each type of accident and service area is provided in the charts below:

**Chart 1: % of accidents in each service area in 2014**



**Chart 2: Total number of each type of accident in Community Resources in 2014**



Analysis of accident figures shows that slip/trips was the most significant type of accident across Community Resources in 2014. This is a change from recent years when manual handling has been the single biggest cause of accidents, however a significant reduction has been achieved in this area, largely due to improved training and awareness and improvement actions taken as a result of analysis of previous accident reports.

During 2014, struck by object was identified as a cause for concern, in particular in the Waste Services area. The issue was identified as bins being suddenly thrown from the vehicle and striking the operatives. There were defects identified on the garden waste vehicles and these have since been remedied. In addition, awareness sessions have been carried out with the operatives to ensure they comply with the safe working practice in terms of position when emptying bins.

The following areas were identified as the most significant types of accident across Community Resources and details are provided about the preventative steps taken to reduce the number of accidents in these areas:

- Slip/Trips – Slip/Trips accounted for 23% of accidents in Community Resources in 2014. 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 to carry out their tasks.
- Manual handling – 20% of all accidents in Community Resources in 2014 were attributed to manual handling. This is a 10% reduction from 2013. Whilst due to the nature of the services delivered this area will always be a significant factor in accident reporting, it is positive to note the significant reduction. Toolbox talks and training on manual handling will continue to be provided to ensure the service minimises accidents attributable to this cause.

## **5.4 Accident Reporting and Investigation**

Community Resources has fully implemented use of the Corporate Accident/Incident Recording Database (AIRD) with local arrangements in place to accommodate staff within Site Services who do not have access to a PC. Work has also progressed to roll out the provision of IT equipment across Community Resources where possible. Support is provided to Service Managers in recording and investigating accidents as required.

Training is available in the use of the AIRD database for Supervisors and Managers who are using the system for the first time and checklists have been developed to assist with this. Where issues have been identified in relation to specific accident forms, these have been taken up with the Service Managers responsible, to ensure the accident forms are completed accurately and effectively.

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

- 6.1 The Community Resources Health and Safety Committee will continue to review Health & Safety management issues across the service.

A review of the Quality and Health and Safety management system will be carried out in 2015 to reflect the operational and structural changes required following departmental and Council reviews.

- 6.2 Supporting attendance is a key priority for Community Resources. Arrangements are in place to utilise the services of the Council's Occupational Health provider. The main elements of the service utilised by Community Resources have been:

- Early intervention programme,
- Employee counselling service,
- Treating employees referred to the service,
- Physiotherapy, and
- Cognitive behavioural therapy for employees.

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 are able to monitor the use of this valuable resource and to maximise attendance at appointments.

## **APPENDIX 1**


### **Provision of Training for January – December 2014**


<b><u>Section 2</u></b>	<b>1<sup>st</sup> ¼</b>	<b>2<sup>nd</sup> ¼</b>	<b>3<sup>rd</sup> ¼</b>	<b>4<sup>th</sup> ¼</b>
Health and safety training courses available on request	Jan – Mar	Apr – June	July – Sept	Oct – Dec
COSHH awareness	0			
<b><u>Section 3</u></b>				
Any other appropriate health and safety training courses, or bespoke courses				
Elementary Food Hygiene (Refresher)	27	21	18	25
First Aid at Work – 2 Day Refresher	4	11	8	3
Manual Handling Toolbox Talk	15	6	8	26
Reverse Assistance Training	15	5	6	0
COSHH (toolbox talk)	15	7	6	2
Risk Assessment (toolbox talk)	15	4	6	2
Scottish Air Quality Seminar	1	2	0	0
Accident/Incident Reporting Tool Box Talk	21	0	6	0
2360 Excavator Training	0	0	0	2
Fire Warden Training	0	0	1	0
Driving Assessment Cat C	0	3	0	0
Induction Seasonal Staff	24	0	0	0
Induction (toolbox talk)	18	13	0	0
Violence and Aggression Tool box talk	6	2	0	0
Child Protection	1	0	0	5
Adult Protection	31	0	0	0
PA1 PAGA Spraying Cert	2	0	0	0
0216 Pesticides	2	0	0	0
Pool Plant Operation	8	0	0	0
Monitoring Signing Lighting and Guarding	7	0	0	0
Cycle Training	3	0	0	0
Display Screen Risk Assessment	1	2	0	0
RISPA Update	3	0	0	0
Collision Reduction and Safer Highways	0	1	0	0
Post Experience Collision Prevention and Reduction	0	1	0	0
FSA Cross Contamination Workshop	0	1	0	0
Cooling Tower Training	0	1	0	0
Animal Health and Illegal Importation of Cats and Dogs	0	1	0	0
Product Safety Training	0	2	0	0
Ride on Mower Training	0	4	0	0
Plant/Machine Maintenance Toolbox	0	17	0	4
Quality of Working Life Risk Assessment	0	1	0	0
Reverse Assessment and Bin Lift Training	0	2	0	0
Employee Codes of Practice Toolbox	0	8	0	0
Stress Awareness Toolbox	0	2	0	0
Safe use of forward Tipping Dumper	0	0	3	0
Driver Handbook and Digital Taco Training	0	0	20	0
First Person on the Scene Intermediate	0	0	1	0

Stray Dog Procedures	0	0	22	0
Induction Multilift XR26T55	0	0	1	0
Chikara & Mascot Pesticide Training	0	0	4	0
Protection Against Terrorism	0	0	1	0
PA1 Safe use of Pesticides test	0	0	10	0
Health Safety and Welfare – Site & General Safety	0	0	1	27
Pressure Washer Training (Graffiti)	0	0	0	3
Vehicle Tail Lift Training (Transport)	0	0	0	78

## Community Resources Action Plan 2015-2016


Health and Safety Objective	
01- Managing non-conformities resulting from internal audits and BS OHSAS 18001:2007 audits	

Linked PI Code and Title	Description	Values			Status
		Year	Value	Target	
CRHS1301 % of CR Health & Safety Audits undertaken (both internal and 3rd party)	% of Community Resources Health & Safety Audits undertaken (both internal and 3rd party)	2015		100%	
		2014	100%	100%	
		2013	100%	100%	
		2012	100%	100%	

Linked PI Code and Title	Description	Values			Status
		Year	Value	Target	
CRHS1302 % of actions, resulting from ES H&S audits, carried out on time  CRHS1303 Undertaking programme of internal audits and workplace inspections	% of actions, resulting from Community Resources Health and Safety audits, carried out on time  Ensure Non-conformances and areas for improvement identified at audits are resolved within appropriate timescales	2013			
		2015		95%	
		2014	90%	90%	
		2013	90%	85%	
		2012	80%	75%	

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CR-HS-13-01-01 BS OHSAS 18001:2007 standard	Ensure BS OHSAS 18001:2007 standard is retained by Community Resources	Community Resources Health & Safety Co-ordinator	31 March 2016	

<b>Health and Safety Objective</b>
<b>02 - Monitor and review risk assessment programmes</b>

Linked PI Code and Title	Description	Values	Status	
CRHS1304 % of risk assessments reviewed on time	% of risk assessments reviewed on time			
		Value		Target
		2015		95%
		2014		90%
		2013		90%
2012	90%	80%		

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CRHS13-04-01 Manual handling activities	Ensure manual handling activities have been identified and suitably risk assessed.	Community Resources Health & Safety Co-ordinator	31 March 2016	

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CRHS13-04-02 Fire risk assessments	Continued co-operation with Corporate Landlord in relation to implementation of Fire Risk Assessments	Community Resources Health & Safety Co-ordinator	31 March 2016	



Health and Safety Objective				
03 – Secure a Reduction in the number of Accidents in the workplace and the resulting days lost due to accidents				

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CR-HS-13-05-01 An annual health and safety report and plan is developed for the service.	Monitoring and improving the performance indicators and actions highlighted in the annual report	Community Resources Health & Safety Co-ordinator	31 March 2016	

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CR-HS-13-05-02 Secure a reduction in the number of workplace accidents	Monitor and review the number of workplace accidents to deliver a three year downward trend in the number of accidents in the workplace	Community Resources Health & Safety Co-ordinator	31 March 2016	

Health and Safety Objective				
04 - Ensure Health & Safety Training is appropriately delivered and recorded				

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CR-HS-13-06-01 Manual Handling Training	Ensure appropriate attendance at manual handling training courses to minimise number of accidents attributed to manual handling	Community Resources Health & Safety Co-ordinator	31 March 2016	

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CR-HS-10-06-02 Toolbox Talks are carried out	Monitor and Provide toolbox talks for employees on specific activities to ensure safe working practices are followed	Community Resources Health & Safety Co-ordinator	31 March 2016	

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CR-HS-13-06-03 Additional health and safety training	Ensure all Health & Safety training is adequately recorded and updated as required and a programmed of refresher training is prepared.	Community Resources Health & Safety Co-ordinator	31 March 2016	

**Health and Safety Objective**

**05 - Undertake a health and safety inspection programme**

Related Action Code	Related Action Description	Assigned To	Due Date	Latest Note
CR-HS-13-07-01 Annual health and safety inspection	Monitor the implementation of the annual corporate health and safety inspection programme for Community Resources.	Community Resources Health & Safety Co-ordinator	31 March 2016	