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**TO: ENVIRONMENT POLICY BOARD**

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**ON: 18 MAY 2016**

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**REPORT BY: DIRECTOR OF COMMUNITY RESOURCES**

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**HEADING: COMMUNITY RESOURCES ANNUAL HEALTH & SAFETY PLAN  
2016/17**

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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 reviews the Health & Safety performance of Community Resources in the previous calendar year, 2015 and sets out the future objectives in an Action Plan for the current financial year, 2016 to 2017.
  - 1.2 In previous years, the Health & Safety plans have been produced on a calendar year in order to complement the corporate Health & Safety committee meeting cycle. This approach has been revised for 2016 to 2017 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 2015 and the Action Plan for 2016 to 2017.
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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 approximately £68 million and has approximately 1800 employees.
  - 3.2 The activities delivered include the safeguarding of public health, protection of the environment and improving communities, whilst ensuring the Health & Safety of our employees is of paramount importance.
  - 3.3 The BS OHSAS 18001:2007 registration has been embedded within the Service and successfully retained in 2015. 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 2016 to 2017 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** - none.
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 its 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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**COMMUNITY RESOURCES**  
**ANNUAL HEALTH AND SAFETY REPORT**  
**2015**

## **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, 2015. 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 2016 to 2017. The action plan monitors the performance against key performance indicators in 2015 and allows target setting for performance in 2016 to 2017.

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 and 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 £68 million and has approximately 1,600 employees. These wide ranging and highly visible services are delivered at over 170 Council premises, over 80,000 households and businesses and 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.

The BS OHSAS 18001:2007 registration has been embedded within the Service and successfully retained in 2015. 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 takes a lead and 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 Improvement and Development Manager.

The Health & Safety Policy continues to reflect and provide a guidance framework for the management of Health & Safety in Community Resources.

The objective of Community Resources 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.

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.

A further review of the “Quality, Health & Safety” system will be carried out during 2016 to 2017 in order to take account of the structural changes required to reflect the significant 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 assuring its relevance to, and implementation by, all employees. The committee meets quarterly and comprises Community Resources Senior Managers together with a representative from the Health and Safety Unit of Corporate Services and Trade Union representatives.

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 planning group meet regularly to ensure that a 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, tool box 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. 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.

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 2015, there has been extensive training provided in relation to Health & Safety, a summary of which is attached at Appendix A. In particular there has been training in the following areas:

- 55 employees attended training in manual handling and postural awareness, Refresher Manual handling training has been planned for Community Resources in 2016.



- Over 150 employees have attended a range of Health & Safety toolbox talks, in relation to COSHH, Risk Assessment and Safe Working Practices.
- 121 employees received training in Driver Certificate of Professional Competence Driver Risk. 147 employees received Driver Handling and Overloading training.
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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 2015. 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 2015 with the service being externally audited in line with the Council wide auditing programme by BSI, the Council's external assessor.

There were two audit visits during 2015 covering service areas throughout Community Resources. There were no non-conformances raised.

In addition to external audits, internal workplace inspections are carried out by relevant Community Resources management/supervisory staff. Corporate Health & Safety workplace audits have also been carried out across all areas covered by Community Resources service during 2015.

The Health & Safety Committee met regularly during 2015 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

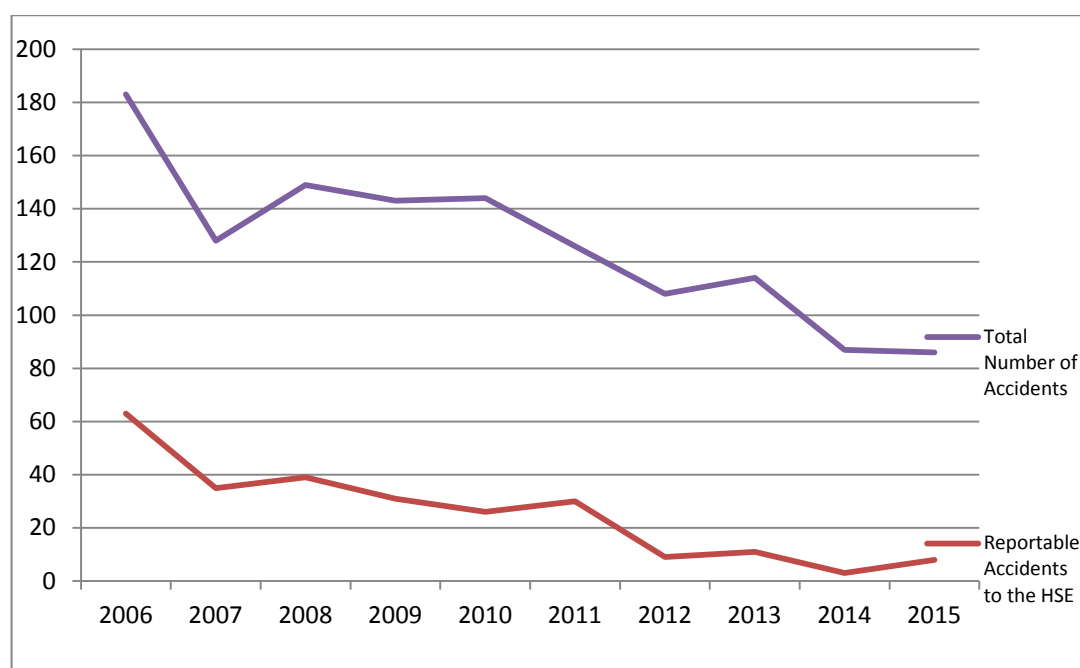
The number of accidents that have occurred in recent years is detailed in the following graph and table:

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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total Number of Accidents	183	128	149	143	144	126	108	114	87	86
Reportable Accidents to the HSE	63	35	39	31	26	30	9	11	3	8

Note: Roads and Transportation (2014) and Building Services (2015) are now included in the accident statistics for Community Resources.

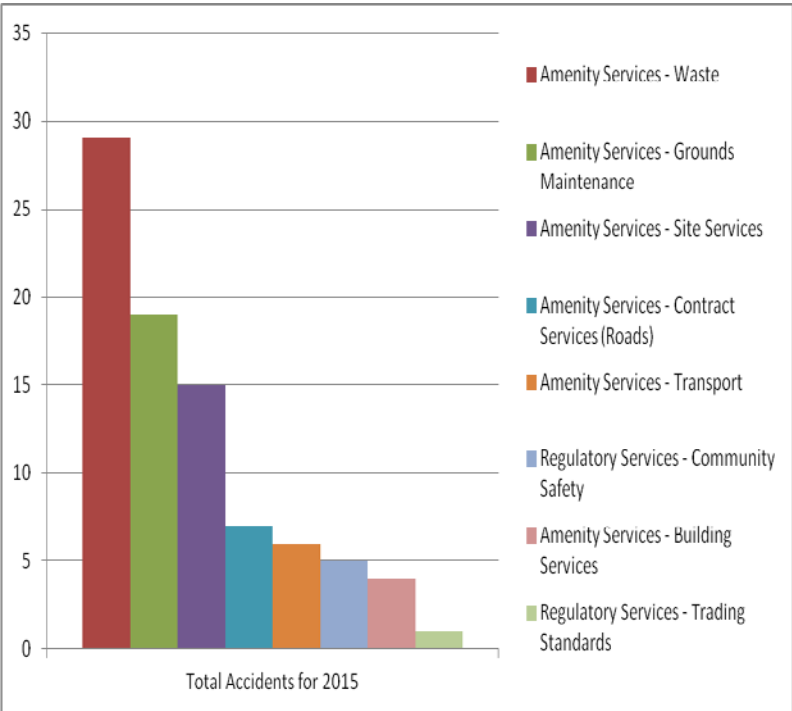
**Figure 1: Number of accidents in Community Resources**



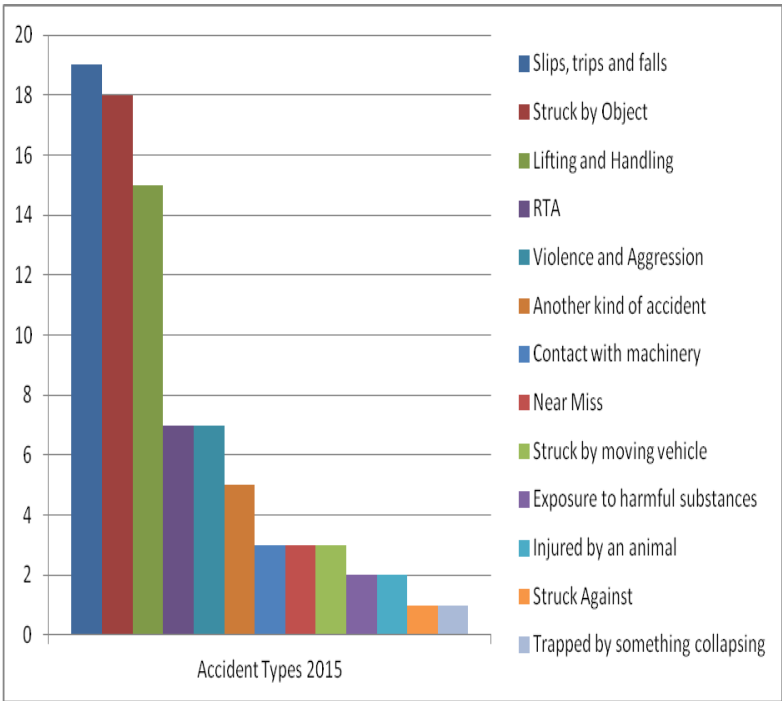
There was a slight decrease in the number of accidents reported in 2015, when compared to 2014. There continues to be a year on year decrease in the number of reportable accidents, which can be attributed to the proactive approach to accident prevention programmes.

Accident trends have been analysed in 2015 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 2015**



**Chart 2: Total number of each type of accident in Community Resources in 2015**



The analysis of the accident figures identified that slip/trips was the most significant type of accident across Community Resources in 2015. In recent years 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 previous accident reports.

During 2015, 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 into what preventative steps have been taken to reduce the number of accidents in these areas:

- Slip/Trips – Slip/Trips accounted for 22% of accidents in Community Resources in 2015. Incident reviews are carried out after each accident and any required training or awareness is provided. All employees are provided with the correct PPE to carry out their tasks.
- Manual handling – 17% of all accidents in Community Resources in 2015 were attributed to manual handling. This is a 13% 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.

#### **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. 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 2016 to reflect the operational and structural changes required by the departmental and Council reviews.

#### **6.2 Glasgow Bin Lorry Fatal Accident Inquiry**

A report relative to the potential implications for the Council in carrying out certain functions as a local authority, following the release of the determination of the fatal accident inquiry, was considered and approved by the Leadership Board on 17 February 2016. The Leadership Board acknowledged that a short term multi-

disciplinary task team had been set up, to consider the findings of the Inquiry and develop an action plan which will address the recommendations made by the Sheriff in so far as it relates to our function as a Local Authority.

All existing drivers of heavy goods vehicles and public service vehicles will undergo an interview with the Council's occupational health provider to confirm fitness to drive.

- The short term task team have been making progress in the specific areas noted below:-
- implications for HR policies and procedures associated with recruitment and employment health checks,
- training for employees and risk assessments for waste collection routes,
- implications of any legislative changes such as increased vehicle specification and the consequent cost and operational issues for the Council,
- the potential impact on the wider Council LGV and PCV fleet and any associated implications for policies and operating procedures,
- the implications for private sector operators of heavy goods vehicles operating in and around town centres and the role that the Council may play with respect to managing risk (recognising that the Council has a statutory duty to ensure that arrangements are in place for the removal of trade waste),
- implications for procurement of employees or services

The short term task group will continue to meet throughout the year and will provide regular progress updates to the Community Resources Health & Safety Committee.

6.3 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 A****Provision of Training for January – December 2015**

Appropriate health and safety training courses, or bespoke courses				
Elementary Food Hygiene	29	32	10	22
First Aid at Work – 2 Day Refresher	17		3	
Manual Handling Toolbox Talk	37	1	12	
Personal Hygiene Toolbox			12	
COSHH (toolbox talk)	46	4		
Risk Assessment (toolbox talk)	13	1	6	
Manual Handling and Postural Awareness	5			
Accident/Incident Reporting Tool Box Talk	13		18	
DCPC – Law CRS 5850/383	1			3
DCPC – Driver Risk	25	32	27	37
DCPC – Fire Fighting & First Aid		3		3
DCPD – Manual Handling		5		3
DCPC –Digital Tacograph				3
Fire Prevention Toolbox	13			
Driving Assessment Cat C		1	2	2
Induction Seasonal Staff	5	17	6	
Violence and Aggression Tool box talk		1		
Food Safety Manual Tool box talk			11	
Isuzu 7.5T Easy Shift Training		4		
Reverse Assessment and Bin Lift Training		5	3	4
Driver Handling NS Overloading Training	95			52
Vehicle Tail Lift Training (Transport)		1		
CSCS Operative Health and Safety Training	3			
Driver Assessment Cat B	1	1	8	
Chainsaw Safe Working Practices Toolbox	6			
Electrical Safety	1			
Play Area Risk Rating Toolbox	3			
Health and Safety Update	1			
Aqua Wash Training & Certificate		3		
Lift Truck Operator Training		1	1	
City & Guilds Level 2 Principles of Safe Handling		1		
TBT Safe Systems of Work (book issued)		25	12	
Risk Assessment / Safe Working Practices			8	
Fire Panel Training				6
Dogs That Fight and Bite Training				2

# Community Resources Health and Safety Plan 2016-2017


Health and Safety Objective						
O1 : Managing non-conformities resulting from internal audits and BS OHSAS 18001:2007 audits						
Related PI Code	Description	Performance		Status	Latest Note	
CR.HS.01	% of health and safety audits due to be carried out by Community Resources, undertaken on schedule (both internal and 3rd party)		Value	Target		
		2013/14	100%	100%		
		2014/15	100%	100%		
		2015/16	100%	100%		
		2016/17		100%		
Related PI Code	Description	Performance		Status	Latest Note	
CR.HS.02	% of actions, resulting from Health and Safety audits, carried out on schedule (including Community Resources audits, BSI audits and Corporate H&S audits)		Value	Target		
		2013/14	90%	85%		
		2014/15	90%	90%		
		2015/16	100%	100%		
		2016/17		100%		
Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note	
CR.HS.15.01.01 (Revised)	Continue to ensure BS OHSAS 18001:2007 standard is retained by Community Resources	31-Mar-2017				


Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
CR.HS.15.01.02	Undertake a programme of internal audits and workplace inspections and ensure non-conformances and areas for improvement identified are resolved within appropriate timescales	31-Mar-2017			.

Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
New action	Ensure Community Resources is prepared for the transition from OHSAS18001:2007 to ISO45001:2018	31-Mar-2017			





## Health and Safety Objective

### O2: Monitor and review risk assessment programmes

Related PI Code	Description	Performance		Status	Latest Note
CR.HS.05	% of Community Resources risk assessments reviewed, as scheduled		Value		
		2013/14	92%		
		2014/15	93%		
		2015/16	95%		
		2016/17	96%		
			Target		
			90%		
			90%		
			95%		
			96%		

Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
New Action	Continue to improve Health & Safety by working with Services to develop, improve and implement Risk Assessments and Safe Working Practices.	31-Mar-2017			



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 PI Code	Description	Performance			Status	Latest Note
			Value	Target		
		2013/14	114			
		2014/15	87			
		2015/16	86			
		2016/17				
New PI	Number of recorded accidents (RIDDOR, Major and Minor)					
Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note	
CR.HS.15.03.02 (Revised)	Monitor and review the number of workplace accidents to deliver a downward trend in the number of accidents.	31-Mar-2017				
Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note	
New Action	Monitor post action recommendations are robust and fully completed for RIDDOR and Major Accidents.	31-Mar-2017				
Health and Safety Objective						
04: Ensure health and safety training is appropriately delivered and recorded						
Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note	
CR.HS.15.04.02 (Revised)	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-2017				
Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note	
New Action	Ensure employees receive health & safety induction training	31-Mar-2017		