

To: FINANCE, RESOURCES AND CUSTOMER SERVICES POLICY BOARD

On: 6 JUNE 2018

Report by: DIRECTOR OF ENVIRONMENT & COMMUNITIES

**Heading: ENVIRONMENT & COMMUNITIES ANNUAL HEALTH AND SAFETY
PLAN 2018/19**

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 Environment & Communities in the previous financial year 2017/18 and sets out the future objectives in an Action Plan for the current financial year, 2018 to 2019.
 - 1.2 Prior to 2016/17, the Health & Safety plans were produced on a calendar year basis in order to complement the corporate Health & Safety committee meeting cycle. This approach was revised in 2016 where the plan was set out in financial years to replicate the existing arrangements for all other service and operational plans and will continue in this manner.
 - 1.3 Environment & Communities 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

It is recommended that the Policy Board:

- 2.1 Approves the Environment & Communities Health and Safety report for 2017/18 and the Action Plan for 2018/19.

3. Background

- 3.1 Environment & Communities 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 2017/18. The retention of this registration reflects a strong commitment to ensuring robust, health, safety and welfare management arrangements are in place throughout Environment & Communities.
 - 3.4 The actions outlined in the Action Plan for 2018 to 2019 will be monitored on Pentana, the Council's performance management system and regular performance updates will be submitted to the Environment & Communities 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 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** - 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 & Communities commitment to ensuring effective Health & Safety management.
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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

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ENVIRONMENT & COMMUNITIES
ANNUAL HEALTH AND SAFETY REPORT
2017/18

1.0 Introduction

- 1.1 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, 2017/18. Prior to 2016/17, the plan set out the action plan for the current calendar year, however 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 2018 to 2019. The action plan monitors the performance against key performance indicators in 2017/18 and allows target setting for performance in 2018 to 2019.
- 1.2 The principal role and purpose of Environment & Communities is to provide Public Protection (Community Safety & Regulatory Services in Renfrewshire, including Civil Contingency Services for Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council areas), Amenity Services (waste management and refuse collection), StreetScene (street cleansing, grounds maintenance) Land Services (parks, play areas & cemeteries), Transportation (vehicle maintenance, fleet management and social transport), Roads Services & Transportation Infrastructure, (road management & infrastructure management, road safety, transport strategy, flood prevention and structures & bridges) and Facilities Management (Hard Services including building services & street lighting repairs, repairs & maintenance and compliance and strategic monitoring of PPP contracts) (Soft Services including janitorial, cleaning, catering, caretaking and school crossing patrollers).
- 1.3 Environment & Communities services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. The service contributes to the development of corporate policies and initiatives and the maintenance of effective working relationships with our partners and other organisations to deliver services throughout Renfrewshire. These services are delivered by approximately 1,800 employees employed on a full-time or part-time basis, with a gross expenditure budget of approximately £68 million. These wide ranging and highly visible services are delivered at around 270 Council premises, to over 80,000 households and businesses with more than 800km of roads and transport structure being maintained across Renfrewshire. Environment & Communities 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 and local communities within Renfrewshire.
- 1.4 The BS OHSAS 18001:2007 registration has been embedded within the Service and successfully retained in 2017/18. The retention of this registration reflects a strong commitment to ensuring robust, health, safety and welfare management arrangements are in place throughout Environment & Communities.

2.0 Management of Health and Safety within the Service

Broad Context of Health and Safety Policy

- 2.1 The Director of Environment & Communities has overall responsibility for the application of Environment & Communities Health & Safety Policy. The Senior Leadership Team (SLT) of Environment & Communities also takes a lead and active role in the monitoring and application of the integrated "Quality and Health & Safety" management system. The role of Environment & Communities Health & Safety Coordinator is carried out by the Improvement and Development Coordinator and overseen by the Regulatory and Enforcement Manager.

- 2.2 The Health & Safety Policy continues to reflect and provide a guidance framework for the management of Health & Safety in Environment & Communities.
- 2.3 The objective of Environment & Communities 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 Continued review of the "Quality, Health & Safety" system will be carried out during 2018/19 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

Health & Safety Committee

- 3.1 Environment & Communities 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 & Communities Health & Safety Committee are arranged to align with the quarterly meeting cycle of the Corporate Health & Safety Committee.
- 3.2 The Environment & Communities 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 & Communities 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 Improvement and Development Coordinator and Regulatory and Enforcement Manager meet regularly to ensure that a Health & Safety culture continues to be embedded in Environment & Communities.
- 3.4 The meetings are chaired by the Regulatory and Enforcement 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 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

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, notice boards and plasma screens.
- 3.6 The joint Environment & Communities 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 & Communities. 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. Fortnightly meetings take place with the Environment & Communities 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 & Communities 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 & Communities. In 2017/18, training has been noted to be lower than in previous years, however essential training has been provided in relation to Health & Safety, a summary of which is attached at Appendix A.

- 4.4 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 Pentana, the Council's performance management system and quarterly reports are produced to monitor performance against the key performance indicators detailed in the plan.
- 5.2 There was some slippage noted against the key performance indicators in the plan throughout 2017/18. Due to long term illness and resourcing issues, the performance dipped in 2017/18, particularly in relation to internal audits and risk assessment reviews. This has been noted with training of staff being undertaken to increase performance. The performance report is detailed together with the action plan at Appendix 2.

Active Monitoring

- 5.3 Environment & Communities successfully retained the BS OHSAS 18001:2007 registration during 2017/18 with the service being externally audited in line with the Council wide auditing programme by BSi, the Council's external assessor.
- 5.4 There were two audit visits during 2017/18 covering service areas throughout Environment & Communities and a total of two minor non-conformances were raised:
- Risk Assessments observed by auditor were not reviewed on the date set.
 - Contractors risk assessments were not available at the time of assessment.
- 5.5 A corrective action plan has been drafted with the above actions being undertaken and were completed by 31 May 2018.
- 5.6 Environment & Communities will require to demonstrate that adequate actions have been taken to close this non-conformance or it could potentially affect the audit due to take place in September 2018.
- 5.7 In addition to external audits, internal workplace inspections are due to be carried out by relevant Environment & Communities management/supervisory staff, however, these have not been carried out fully during 2017/18. Corporate Health & Safety workplace audits are also due to be carried out across certain areas covered by Environment & Communities service during 2017/18.
- 5.8 The Environment & Communities Health & Safety Committee met during 2017/18 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 & Communities.
- 5.9 Accident statistics were reported and analysed at the committee and planning groups with subsequent accident prevention programmes being devised, where required.
- ### **HSE Intervention**
- 5.10 As part of a programmed inspection by the Health and Safety Executive (HSE) in November 2017, improvement notices were issued to Environment & Communities in relation to the Household Waste Recycling Centre (HWRCs). The notices related to:

- Improving the welfare facilities for staff at HWRCs
- Undertaking asbestos identification training for all staff at HWRCs

5.11 Following the above intervention, a follow up visit was undertaken by the HSE on 8 March 2018 and the file was closed as all interventions had been complied with.

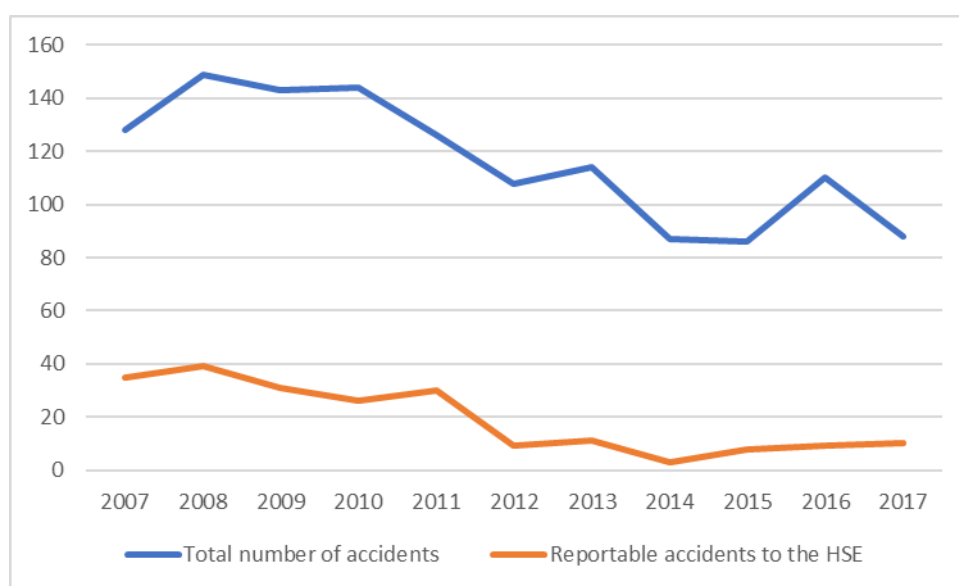
Reactive Monitoring

5.12 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 & Communities

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

Figure 1: Number of accidents in Environment & Communities



- 5.13 There has been an overall decrease in the number of accidents, incidents and occurrences reported in 2017/18, compared to 2016/17. It should however be noted that there were issues with the removal of the Council system (Lotus Notes) which may have led to some incidents not being reported. 12% of accidents were recorded as RIDDOR reportable. Accident trends over 2018/19 will be monitored very closely by the Health and Safety Co-ordinators and quarterly through the Environment & Communities 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.
- 5.14 Accident trends have been analysed in 2017/18 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 2017/18

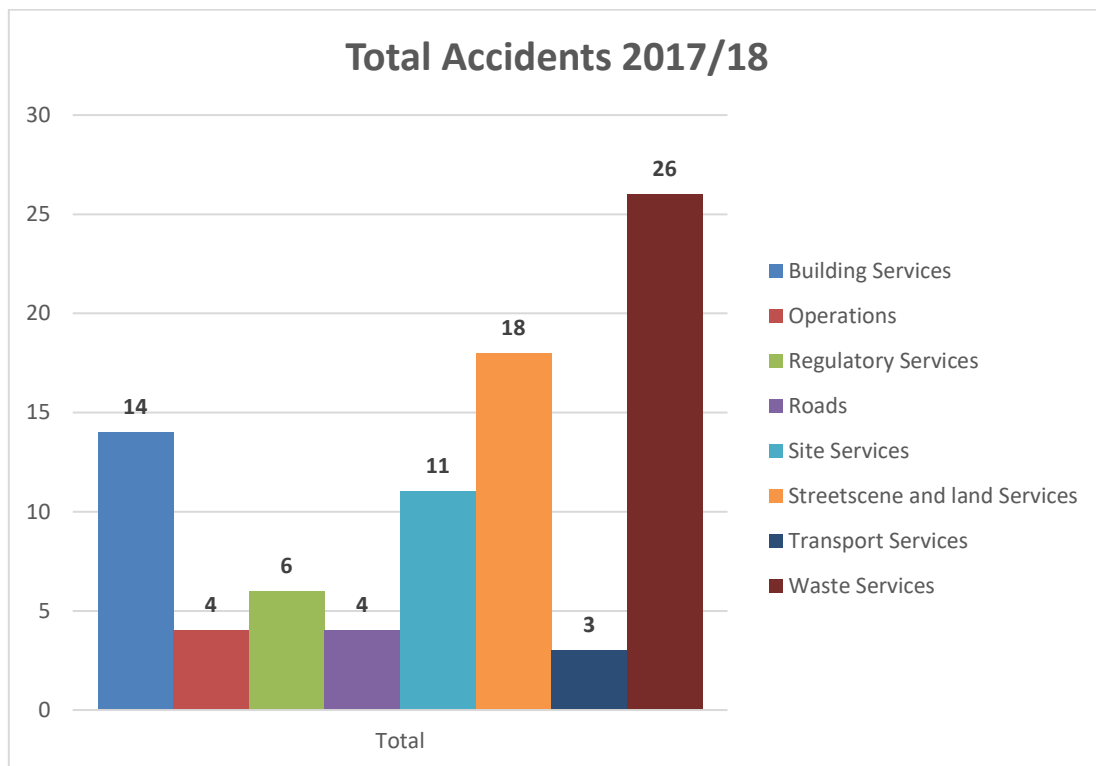
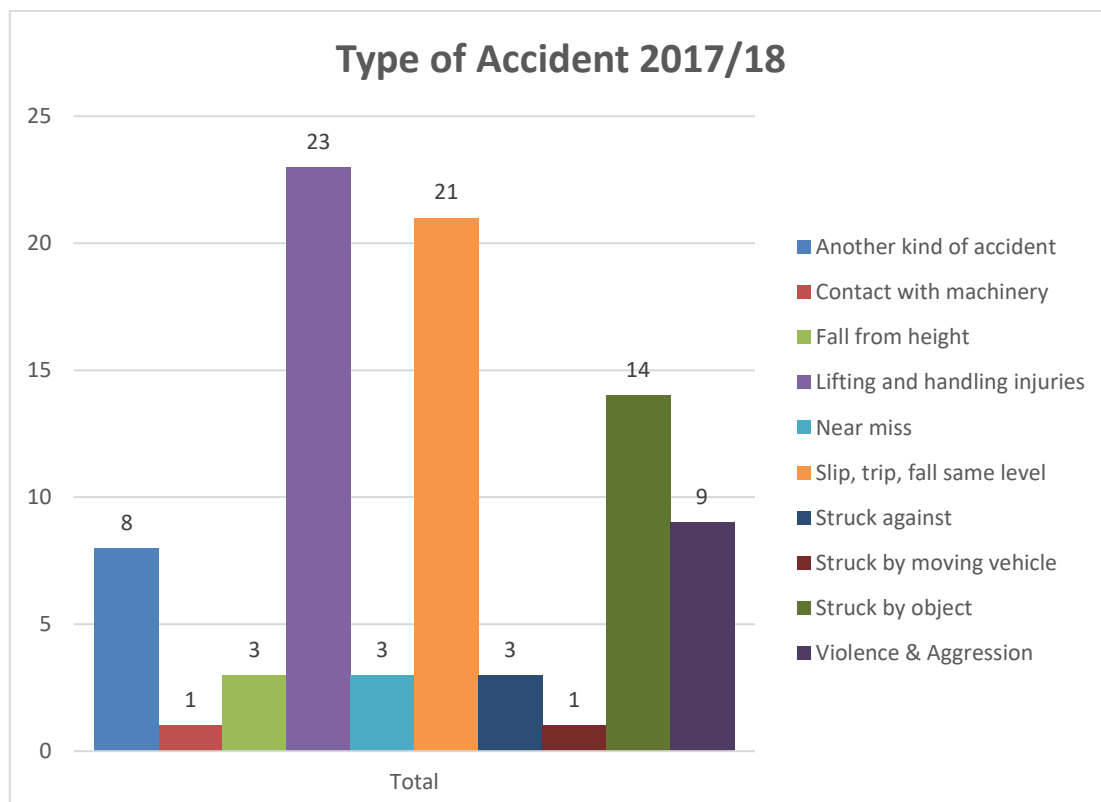


Chart 2: Total number of each type of accident in Environment & Communities in 2017/18



- 5.15 The analysis of the accident figures identified that both lifting and handling and slips, trips and falls from same level were the most significant type of accident across Environment & Communities in 2017/18. This was the same trend as in 2016/17 despite a focus from the Service.
- 5.16 The following areas were identified as the most significant types of accident across Environment & Communities and details are provided into what preventative steps have been taken to reduce the number of accidents in these areas:
- Manual Handling – 27% of all accidents in Environment & Communities in 2017/18 were attributed to lifting and handling injuries. This is a 7% increase from 2016/17. 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 24% of accidents within Environment & Communities in 2017/8. 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

- 5.17 Environment & Communities 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.
- 5.18 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.
- 5.19 During 2017/18, the Health and Safety system was due to transfer to a new system (Business World), however, due to delays in the project, this was not implemented. Unfortunately, the Lotus Notes system that runs the AIRD system was removed for many staff that required to update accidents and incidents. This took time to rectify and may have had an impact on the number of accidents reported.

6. Review of Health and Safety Management

- 6.1 The Environment & Communities 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 2018/19 to reflect the operational and structural changes required by the departmental and Council reviews.
- 6.3 Supporting attendance is a key priority for Environment & Communities. Arrangements are in place to utilise the services of the Council's Occupational Health provider. The main elements of the service utilised by Environment & Communities

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.

APPENDIX A**Provision of Training for 01 April 2017 to 31 March 2018**

Appropriate health and safety training courses, or bespoke courses				
	Q1	Q2	Q3	Q4
Elementary Food Hygiene	8	0	14	21
DCPC – Realities of Transport	0	0	13	0
Driving Assessment Cat C	1	0	0	1
Induction Seasonal Staff	70	1	2	0
Managing conflict	0	0	0	25
Reverse Assessment and Bin Lift Training	2	0	0	0
Working at Heights	0	11	0	0
Ladder Safety	0	0	48	0
Asbestos Awareness	0	0	5	8

It is noted that the level of training delivered in 2017/18 was lower than expected and this has been raised with Managers and Senior Managers to ensure appropriate training is undertaken.


Environment & Communities Health and Safety Plan 2017-2018





Health and Safety Objective


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

Related PI Code	Description	Performance			Status	Latest Note
CR.SERV.05a	% of health and safety audits due to be carried out by Environment & Communities, undertaken on schedule (both internal and 3rd party)					<p>100% of external audits were carried out on schedule and 43% of internal audits were completed based on risk assessment.</p> <p>There were 3 internal audits completed and 2 external BSi OHSAS 18001 Health and Safety audits. Due to resource issues and the low risk of the service area a decision had been taken to close 5 of the internal audits and these would be revisited throughout the three year audit programme. 3 internal audits were identified as a medium risk and a decision was made to add these internal audits to 2018/2019 Environment & Communities internal audit programme.</p>
			Value	Target		
		2014/15	100%	100%		
		2015/16	100%	100%		
		2016/17	75%	100%		
		2017/18	43%	100%		

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 & Communities audits, BSI audits and Corporate H&S audits)		Value	Target		All actions that were raised through audits are currently being worked on or are complete.
		2014/15	90%	90%		
		2015/16	100%	100%		
		2016/17	100%	100%		
		2017/18	100%	100%		


Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
CR.HS.16.01.01	Continue to ensure BS OHSAS 18001:2007 standard is retained by Environment & Communities	31 March 2018	<div><div>100%</div></div>		This is an on-going action, assessed by external auditors every 6 months.


Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
CR.HS.16.01.02	Undertake a programme of internal audits and workplace inspections and ensure non-conformances and areas for improvement identified are resolved within appropriate timescales	31 March 2018	<div><div>40%</div></div>		100% of external audits were completed on schedule. 40% of other internal audits were carried out within appropriate timescales. Due to resource issues and the low risk of the service area a decision has been taken to close 60% of internal audits. These have been prioritised to be completed first in the new 2018/2019 audit programme.

Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
CR.HS.16.01.03	Ensure Environment & Communities is prepared for the transition from OHSAS18001:2007 to ISO45001:2018	31 March 2021	<div><div>50%</div></div>		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.

Health and Safety Objective


02: Monitor and review risk assessment programmes

Related PI Code	Description	Performance			Status	Latest Note
			Value	Target		
CR.SERV.11	% of Environment & Communities risk assessments reviewed, as scheduled	2014/15	93%	90%		A full risk assessment review has taken place and a new format for risk assessments has been developed. This review has resulted in a delay in reviewing some risk assessments which will now take place in the next few months.
		2015/16	95%	95%		
		2016/17	80%	96%		
		2017/18	52%	96%		


Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
CR.HS.16.02.01	Continue to improve health and safety by working with services to develop, improve and implement risk assessments and safe working practices	31 March 2018	<div>100%</div>		Health and Safety Reps continue to work with all Services in Environment & Communities by implementing risk assessments and safe working practices.


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		
CR.SERV.05c	Number of recorded workplace accidents for Environment & Communities employees (RIDDOR, Major and Minor)	2014/15	87			The trend for accidents in 2017 decreased slightly from 2016. The accident trends over 2018 will be monitored very closely by the Health and Safety Co-ordinators and quarterly through the Environment & Communities Health and Safety Committee meeting to determine if any actions need to be taken to
		2015/16	86			
		2016/17	110			
		2017/18	86			


				ensure the safety of our employees and members of the public.
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Related Action Code	Related Action Description	Due Date	Progress	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-2018	<div><div>100%</div></div>		The trend in accidents over 2017 has shown a decrease from 2016, however, there has been some ongoing technical issues with the accident database (AIRD) and the Health and Safety Co-ordinators are working closely with Service Managers, IT and Corporate Health and Safety to try and capture as accurate an accident trend possible. Accident trends will continue to be monitored very closely by the Health and Safety Co-ordinators and quarterly through the Environment and Communities 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.


Related Action Code	Related Action Description	Due Date	Progress	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-2018	<div><div>100%</div></div>		All RIDDOR reportable accidents and recommendations are checked to ensure completed. The Environment & Communities H&S Committee will look to continue to strengthen this in 2018 by ensuring all Managers and Supervisors follow up actions.

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.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-2018	<div><div>75%</div></div>		A non-conformance was highlighted for safe working practices at Linwood Moss. This work is on-going to ensure Environment & Communities is aware of new working practices, changes in legislation and reviewing accident trends.

Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
CR.HS.16.04.02	Ensure employees receive health and safety induction training	31-Mar-2018	<div><div>100%</div></div>		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: Undertake a health and safety inspection programme**

Related Action Code	Related Action Description	Due Date	Progress	Status	Latest Note
CR.HS.15.05.01	Monitor the implementation of the annual corporate health and safety inspection programme for Environment & Communities	31-Mar-2018	<div><div>100%</div></div>		Progress will be monitored at quarterly Environment & Communities Health & Safety meetings with Corporate Health & Safety management, service managers and trade union reps.