

**To:           INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD**

**On:            04 NOVEMBER 2020**

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

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**Heading:     ENVIRONMENT & INFRASTRUCTURE HEALTH, SAFETY AND  
                  WELLBEING PLAN 2020/21**

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## **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 2020 / 2021 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 2019/20 and sets out the future objectives in an Action Plan for the current financial year 2020 to 2021.
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## **2. Recommendations**

It is recommended that the Environment & Infrastructure Policy Board:

- 2.1 Approves the Environment & Infrastructure Health and Safety report for 2019/20 and the Action Plan for 2020/21 attached as Appendix 1.
- 2.2 Note that the attached Health, Safety and Wellbeing Plan for Environment & Infrastructure is also being presented to the Finance, Resources and Customer Services Policy Board to approve elements covered within that Board's remit.

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## **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 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 2019/20. 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 2020 to 2021 will be regularly monitored with updates provided to the Environment & Infrastructure 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**
  - (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
13. **Climate Risk** – none

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**List of Background Papers** – None

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**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 2020 / 2021 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 2019/20 and sets out the future objectives in an Action Plan for the current financial year 2020 to 2021.
- 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 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 91,000 households and businesses with more than 849km of roads and transport structure being maintained across Renfrewshire. The Health, Safety and wellbeing of our staff, contractors and visitors is of paramount importance.
- 1.7 Since March 2020 – The COVID-19 pandemic has had a significant impact on how E&I organise, manage and deliver quality services. This has led to significant changes on what duties our staff have had to perform. Examples include but not limited to – assisting other services, working in blended teams, new roles such as food provision / distribution, prescription service or Neighbourhood Hubs etc. The result has been that Health, Safety & Welfare

matters have become very demand / reactive based to suit the large range of activities being undertaken. This 'as required' approach has been essential to keep our workforce safe and to meet the guidance issued by the Scottish Government, Health Protection Scotland and the NHS. The reactive nature of our current way working is likely to have a significant impact on timescales for programmed or scheduled development and improvements in Health, Safety & Welfare matters.

- 1.8 The service has worked closely with colleagues from within the Council's health & safety team and regulatory services to ensure that all workplaces and working practices meet the requirements for health & safety in relation to Covid-19. This is an ongoing process as new guidance is introduced or existing guidance changes or is updated. Communications with the workforce plays an important part of this process to ensure they are provided with the latest information.

## **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. 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 2020/21 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.
- 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 previously been instrumental in the successful retention of BS OHSAS 18001:2007 registration. However, during 2020, these external audits were postponed due to COVID19 restrictions. In addition to the quarterly meetings outlined above, the Service Coordination Team and Corporate Health and Safety team 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 Service Coordination Manager or delegate 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 currently communicated to employees using various internal channels such as strategic meetings, operations meetings, trade union meetings, tool box talks, e-mail, and notice boards.
- 3.6 The Environment & Infrastructure Health & Safety Committee 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. 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 Separate service subgroup meetings also take place involving Union and staff representatives to discuss and resolve specific service-related concerns, including Health & Safety issues.
- 3.8 The department has use of the text facility which allows text messages to be sent to staff who have agreed to provide their personal mobile numbers for this purpose. This continues to be developed to include as many staff as possible in what is a quick and effective way of communicating important information.

#### **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.

##### **Training**

- 4.3 Training is integral to the approach to Health & Safety within Environment & Infrastructure. In 2019/20, health and safety training has been noted to be lower than in previous years. Environment & Infrastructure are currently reviewing development needs at all staff levels.
- 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 a regular basis and quarterly reports are produced to monitor performance against the key actions detailed in the plan.

##### **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. During 2020, external audits were postponed due to COVID19 restrictions.
- 5.3 A Corporate programme of planned workplace inspections for 2020 – 2021 is currently being developed in line with COVID19 guidelines.
- 5.4 The Environment & Infrastructure Health & Safety Committee met during 2019/20 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.

5.5 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

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

**HSE Intervention**

5.7 There has been 1 no HSE Intervention involving Environment & Infrastructure during 2019 / 2020.

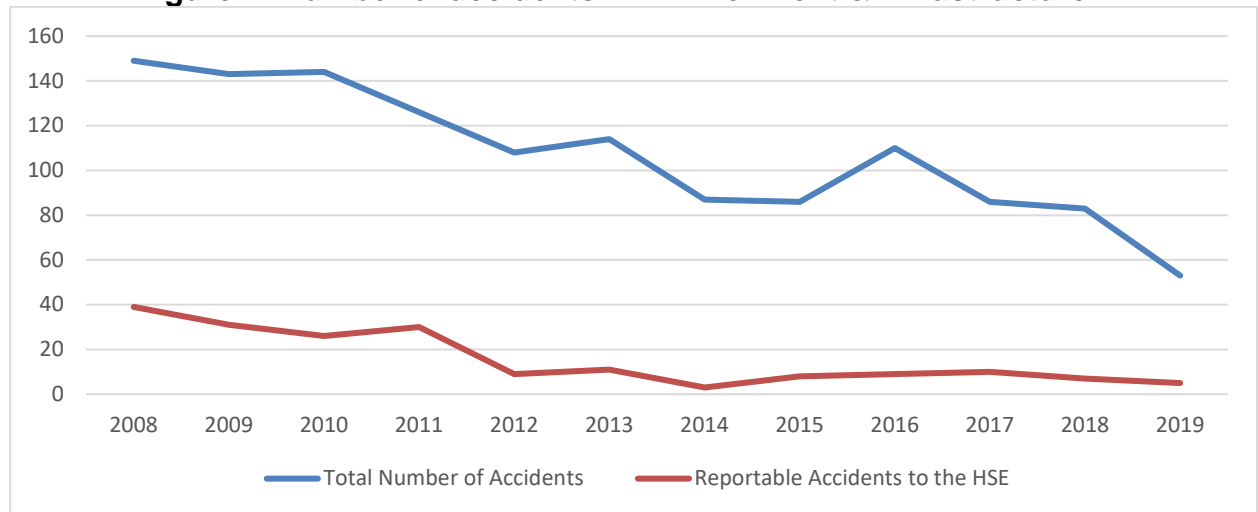
**Reactive Monitoring**

5.8 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**

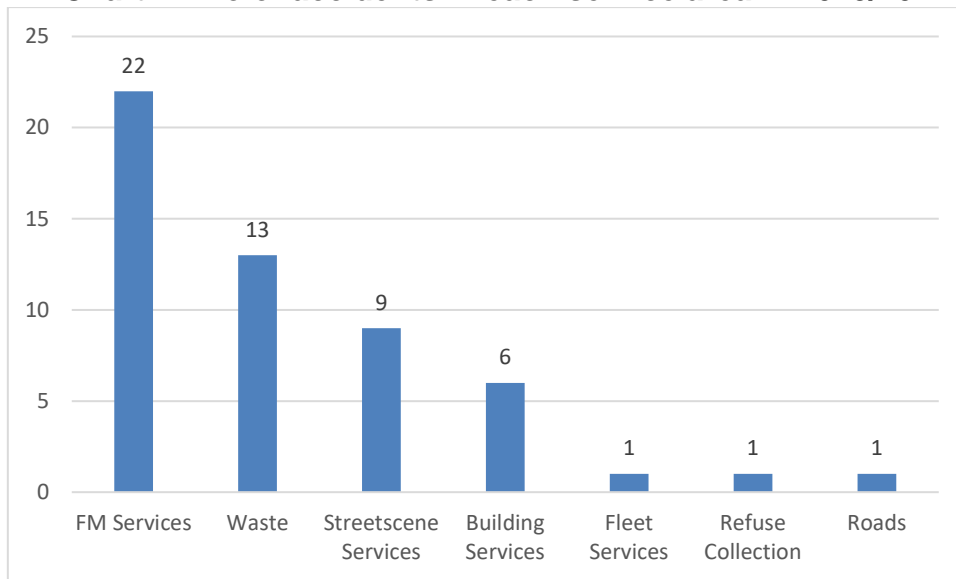
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total Number of Accidents	149	143	144	126	108	114	87	86	110	86	83	53
Reportable Accidents to the HSE	39	31	26	30	9	11	3	8	9	10	7	5

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

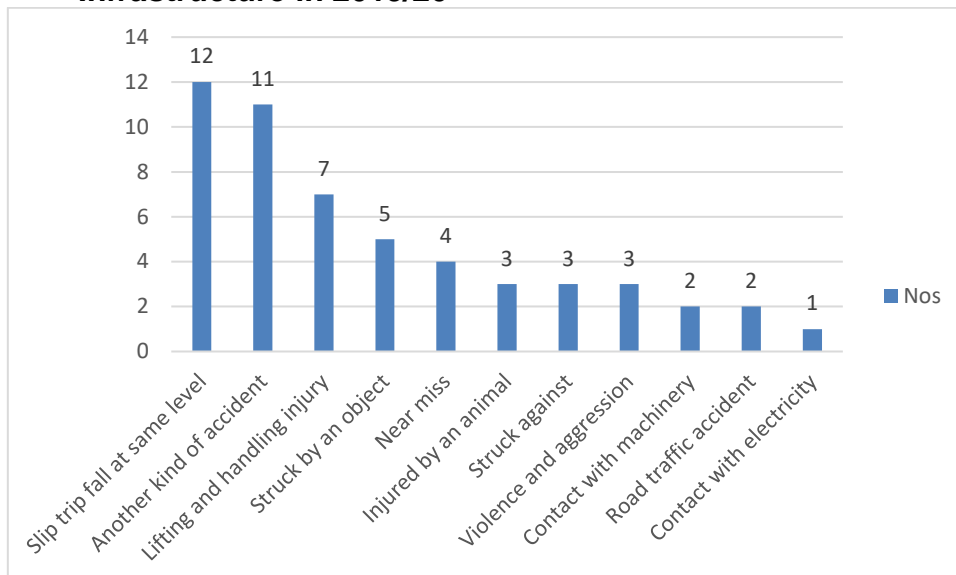


- 5.9 There has been an overall decrease in the number of accidents, incidents and occurrences reported in 2019/20, compared to 2018/19 and showing a continued year on year downward trend. 17% of accidents were recorded as RIDDOR reportable. Accident trends over 2020/21 will be monitored by the Health 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.
- 5.10 Accident trends have been analysed in 2019/20 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 2019/20**



**Chart 2: Total number of each type of accident in Environment & Infrastructure in 2019/20**



- 5.11 The analysis of the accident figures identified that lifting and handling and slips, trips and falls from same level were the most significant type of accident across Environment & Infrastructure in 2019/20.

- 5.12 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:
- Manual Handling – 11 accidents in Environment & Infrastructure in 2019/20 were attributed to lifting and handling injuries.
  - Slip/Trips – Slip/Trips accounted for 12 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**

- 5.13 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.
- 5.14 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 2020/21 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 2020-2021

Action	Due Date												
Continue to ensure BS OHSAS 18001:2007 standard is retained by Environment & Infrastructure and ascertain if transition is required to meet the new replacement standard of ISO45001:2018	March 2021												
Monitor the implementation of the annual corporate health and safety inspection programme for Environment & Infrastructure	March 2021												
Encourage staff to complete Health, Safety & Welfare modules on iLearn and attend training courses as required. For example, Personal Safety / Violence and Aggression, Mental Health First Aid, First Aid (General), Wellbeing, General risk assessment training, prevention of accidents etc.	March 2021												
Ensure that there are sufficient Fire Wardens & first aid at work provision throughout E&I.	March 2021												
Secure a reduction in the number of accidents in the workplace and the resulting days lost due to accidents  <table border="1" data-bbox="338 750 925 981"> <tbody> <tr> <td>2014/15</td> <td>87</td> </tr> <tr> <td>2015/16</td> <td>86</td> </tr> <tr> <td>2016/17</td> <td>110</td> </tr> <tr> <td>2017/18</td> <td>86</td> </tr> <tr> <td>2018/19</td> <td>83</td> </tr> <tr> <td>2019/20</td> <td>61</td> </tr> </tbody> </table> (Number of recorded workplace accidents for Environment & Infrastructure employees (RIDDOR, Major and Minor))	2014/15	87	2015/16	86	2016/17	110	2017/18	86	2018/19	83	2019/20	61	March 2021
2014/15	87												
2015/16	86												
2016/17	110												
2017/18	86												
2018/19	83												
2019/20	61												
Monitor and review the number of workplace accidents to deliver a downward trend in the number of accidents	March 2021												
Monitor post action recommendations and ensure they are robust and fully completed for RIDDOR and major accidents	March 2021												
Training – Ensure health and safety training is appropriately delivered and recorded	March 2021												
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	March 2021												
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. <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>	March 2022												