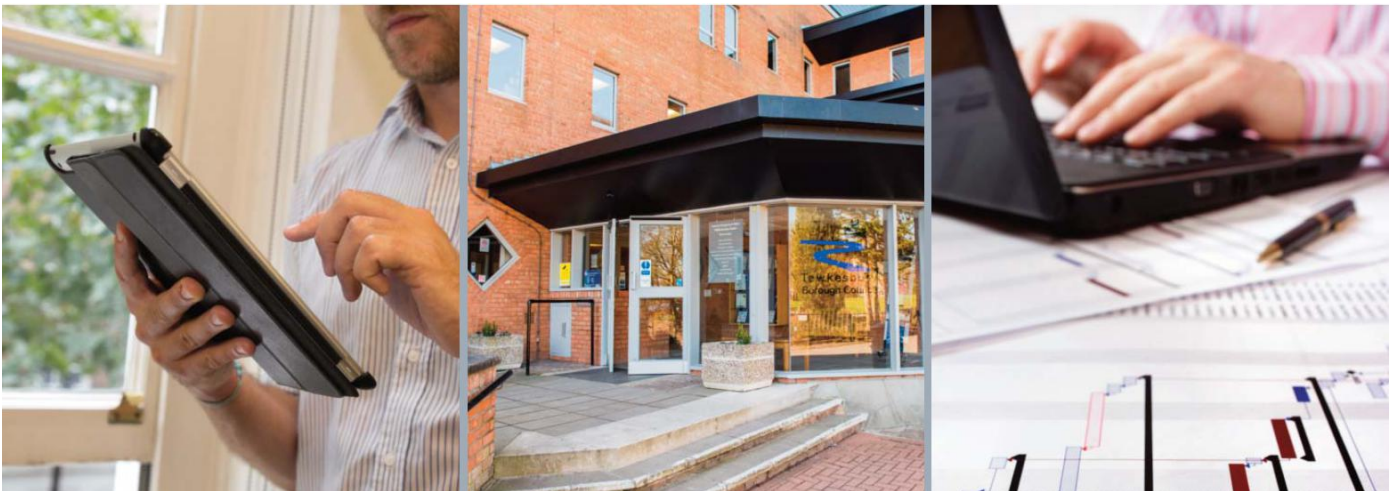


Health and Safety annual report

2016



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1 INTRODUCTION

Tewkesbury Borough Council is committed to maintaining a healthy and safe place of work for all its employees, as well as taking all reasonable steps to ensure that the public and the environment (which may be affected by its work) are exposed to the lowest practicable level of risk.

Effective management of health and safety risks helps the council to:

- Maximise the well-being and performance of its employees.
- Stop people getting injured, ill or killed by their work.
- Prevent reputational damage in the eyes of customers, suppliers, other stakeholders and the wider community.
- Encourage better relationships with partnerships and contractors, and ensure that the activities of contractors do not pose a health and safety risk for the council or its employees, visitors or customers.
- Minimise the likelihood of prosecution and consequent penalties.

Best practice recommends that organisations produce and publish an annual health and safety report. As such, this report summarises Tewkesbury Borough Council's health and safety performance during the year 1st April 2015 to 31st March 2016 and looks forward to work proposed in the next year. The aim is to provide relevant information on what the council is doing to protect its employees, volunteers, contractors, service users and members of the public and to show the processes in place to identify a wide range of health and safety risks and to comply with statutory requirements.

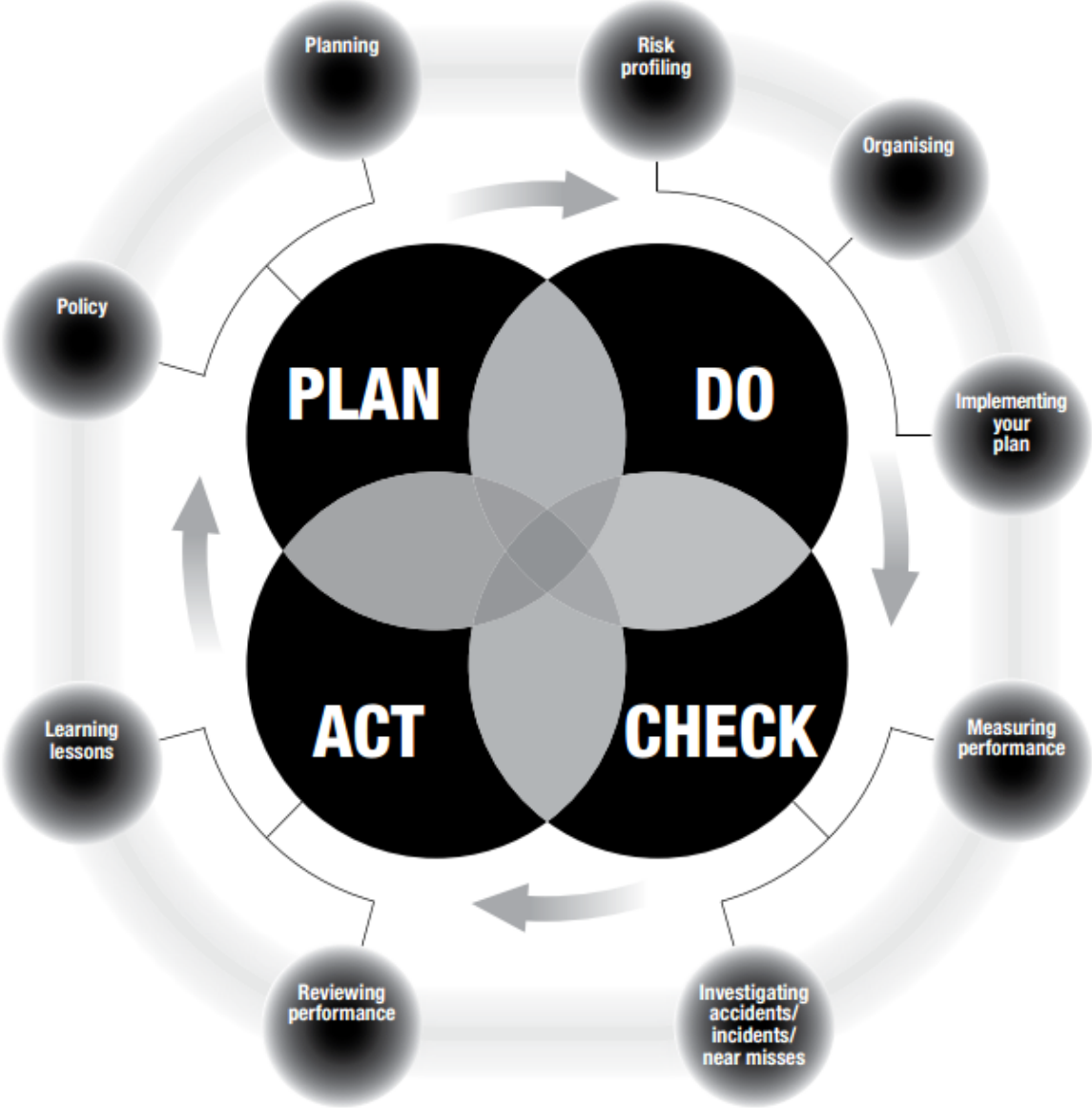
The report provides an overview of key performance statistics along with commentary on key aspects of health and safety.

This is the first health and safety annual report by Tewkesbury Borough Council. We would welcome feedback on whether you found this report useful, what you did and did not like about it, the format and the content. We will then use this information to inform any future reports.

David Steels
Environmental Health Manager

Environmental Safety Officer

2 TEWKESBURY BOROUGH COUNCIL’S APPROACH TO MANAGING HEALTH AND SAFETY RISKS



(Extract from “Managing for Health and Safety”, HSE, 2013)

The council’s health and safety management system includes the key elements of the Health and Safety Executive’s (HSE) guidance document HSG65 ‘Managing for Health and Safety’. The document advocates a ‘Plan, Do, Check, Act’ approach to managing health and safety within organisations.

Plan, Do, Check, Act achieves a balance between the systems and behavioural aspects of management. It also treats health and safety management as an integral part of good management generally, rather than as a stand-alone system. The following table gives a summary of the actions involved in delivering the system effectively:

Table 1 The read-across between Plan, Do, Check, Act and other management systems

Plan, Do, Check, Act	Conventional health and safety management	Process safety
Plan	Determine your policy/Plan for implementation	Define and communicate acceptable performance and resources needed
Do	Profile risks/Organise for health and safety/Implement your plan	Identify and assess risks/Identify controls/Record and maintain process safety knowledge
		Implement and manage control measures
Check	Measure performance (monitor before events, investigate after events)	Measure and review performance/Learn from measurements and findings of investigations
Act	Review performance/Act on lessons learned	

Extract from “Managing for Health and Safety” (HSE, 2013)

The format of this report follows the 'Plan, Do, Check, Act' workflow.

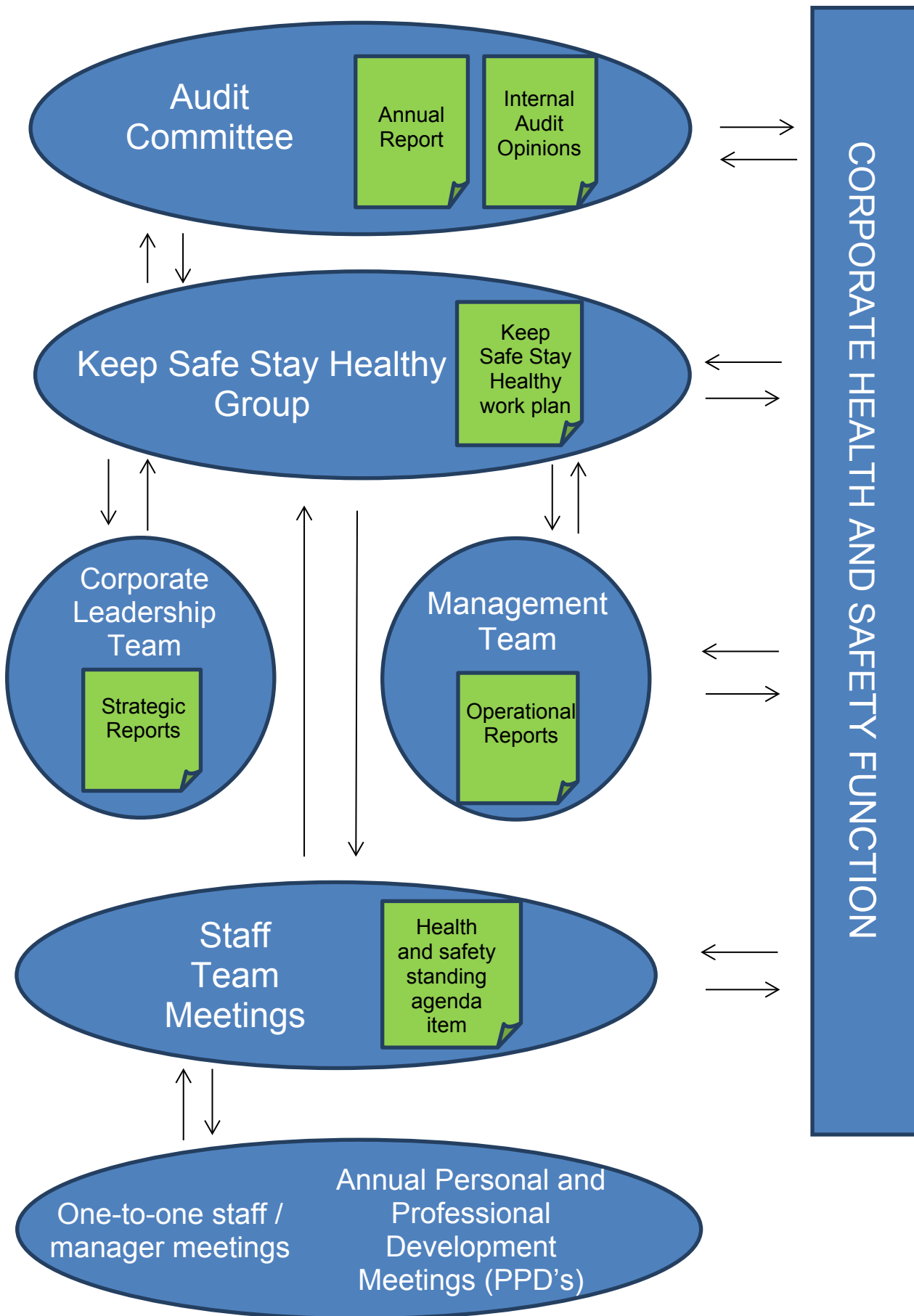
3 PLAN

Policy

Tewkesbury Borough Council has a health, safety and welfare policy which is updated regularly. There are also a number of other guidance, policy and procedure documents that impact on the health, safety and welfare of employees as follows:

- ✓ Accidents and incidents
- ✓ Casual and temporary workers
- ✓ The control of substances hazardous to health
- ✓ Using display screen equipment safely
- ✓ Fire and emergency evacuation
- ✓ Legionella
- ✓ Lone working
- ✓ Management of asbestos
- ✓ Manual handling
- ✓ Noise at work
- ✓ Personal protective equipment
- ✓ Provision and use of work equipment
- ✓ Staff personal safety
- ✓ Young workers

Health and safety management arrangements at Tewkesbury Borough Council



Corporate Leadership Team (CLT)

Ultimate responsibility for the health, safety and welfare of staff and the public who use council services lies with the Corporate Leadership Team (CLT). A health and safety 'health check' has recently been developed in cooperation with the Chief Executive to assess overall compliance with corporate policies and legislation, based on the scoring mechanism outlined in HSG65. This check is reported to CLT quarterly and provides a snapshot of how well the authority is complying and if extra interventions are necessary. This mechanism gives CLT the appropriate high-level strategic overview they need to enable them to take appropriate action.

The Deputy Chief Executive has specific responsibilities for leading on corporate health and safety matters.

Officer Management Team

A regular report is presented to the Management Team meeting on operational issues that may need the attention or action of Group Managers to ensure full compliance.

The Group Manager, Environmental and Housing Services has specific responsibilities for the coordination of health and safety matters.

The Environmental Health Manager has responsibilities for the management of the corporate health and safety function at the council.

Keep Safe Stay Healthy Group

The council's former Health and Safety Working Group was superseded almost two years ago by the Keep Safe Stay Healthy Group. The new group was formed to continue the good work on monitoring progress on the council's Health and Safety Action Plan and accident statistics, but also to introduce a positive attitude to reducing accidents and poor health by encouraging the implementation of healthy workplace initiatives. The group operates under its own Terms of Reference and nominated health and safety representatives from across the council, an Executive Committee Member and trades union representatives meet quarterly.

A summary of the group's successful outcomes from the past year are shown later in the report.

Team and Staff Meetings

Teams across the council are required to include health and safety as a standard item on their agendas every time they meet to encourage open and constructive dialogue. From time to time the Environmental Safety Officer will also attend these meetings to provide guidance on how the health and safety policies should be implemented. In addition, team leaders are asked to cover health and safety matters during individual staff meetings (including the annual Personal and Professional Development performance appraisal meetings).

Health and Safety Advice

The Environmental Safety Officer provides advice to all staff and contractors working for and on behalf of the organisation on all health and safety matters, and plays a leading role in controlling risks, running initiatives, monitoring action plans and overall compliance.

Promotion

Health and safety matters are prominent on the council's intranet; last year the system was improved to make it easier to access policies and risk assessments. Health, safety and wellbeing matters are reported through other internal channels such as the monthly News4U staff newspaper and the health and safety information boards available throughout the council office building. Health and safety matters have also been the subject of discussion at regular council-wide staff briefing sessions.

Risk Assessments

Health and safety risk assessments have been carried out for all departments and current versions can be found posted on the council's intranet. The Environmental Safety Officer has attended team meetings to help with the process of identifying risks and on occasion given advice with regards to the remedial actions required to control the identified risks.

Training

Health and safety training is encouraged and the pooled council training budget helps to overcome any funding challenges faced by the individual council teams.

In the previous year, there have been two training events focussing solely on health and safety matters with invites being sent to all staff:

- ✓ Training on the importance of and how to complete health and safety risk assessments (September 2015)
- ✓ Training on how to work alone safely and how to comply with the council's Lone Working Policy (September 2015)

In addition to the above, staff have participated in routine training sessions, which either wholly or partly incorporate health and safety training or awareness:

- ✓ Induction training
- ✓ Online training to complete display screen equipment assessments
- ✓ Safeguarding children online training

Training initiatives planned for the coming year include:

- ✓ Resilience training (managing personal stress)
- ✓ First aid and defibrillation refresher

- ✓ Managing difficult conversations
- ✓ Personal safety and breakaway skills
- ✓ Assertiveness and dealing with difficult people
- ✓ Managing contractors
- ✓ Leadership training for managers in health and safety
- ✓ Cardinus workstation assessments
- ✓ Staff training to deal with bullying or harassment complaints

Achievements in the previous 12 months

The Keep Safe Stay Healthy group have an annual work plan of priorities for action. In the year from April 2015, the following has been achieved:

- ✓ Reviews of how we manage asbestos, legionella, electrical and fire risks in council owned properties.
- ✓ Completion of risk assessments across all services. (A generic risk assessment has been produced for common hazards, risks and standard controls and actions. This should make it easier for all sections to follow a 'template' for common hazards such as display screen equipment and working alone. This will then help to focus even more on how to mitigate the more unique hazards identified that are specific to a particular service).
- ✓ Lone working arrangements reviewed and recommendations actioned including a staff safety register policy and procedure review.
- ✓ Personal protective equipment arrangements reviewed and recommendations actioned.
- ✓ Display screen equipment arrangements reviewed and recommendations actioned.
- ✓ Staff health and safety advice and information reviewed and relocated to the new intranet.
- ✓ Planning and introduction of a staff wellbeing initiative.
- ✓ Review of health and safety management reporting procedures.
- ✓ Revision of health and safety induction document for new staff.

Wellbeing

As mentioned above, next year the Keep Safe Stay Healthy group will be taking a proactive approach to reducing workplace sickness, ill health and accident reduction by implementing and encouraging healthy workplace initiatives. Officers have put together a staff wellbeing programme based on a British Heart Foundation scheme and using guidance from the

Gloucestershire Workplace Challenge. The Workplace Challenge is a national programme from the County Sports Partnership Network funded by Sport England, which aims to engage workplaces in sport and physical activity. Activities planned for staff for this year are included in the Work Plan shown in Section 6 below.

5 CHECK

Health and Safety Annual Report

In the past, health and safety related policies were reported to the appropriate committees; officers and elected Members considered operational health and safety matters during the quarterly health and safety liaison meetings. The purpose of the annual report is not to replace these existing reporting mechanisms, but to provide a more open and transparent way of reporting the work carried out and progress with all matters relating to health and safety in accordance with good practice from the HSE. The report will also be considered by the Audit Committee. The report is intended to be both a reflection on the performance and activities from the previous year, but also a projection of the planning, organising, checks and actions for the future.

Health and Safety Audit

The Environmental Safety Officer will carry out health and safety audits of policies or activities at the council in accordance with the Keep Safe Stay Healthy Group Action Plan. This will result in actions being recommended by the officer and reported through the channels described above. The Environmental Safety Officer will usually be engaged in helping to deliver these actions, especially if this involves drafting or rewriting policies or procedures and any subsequent awareness raising. Health and safety audits are usually carried out as a response to issues arising from service risk assessments. The audits identified in the Work Plan are as a response to an identified need or a knowledge gap. In the last year, the following health and safety audits have been carried out:

- ✓ Service risk assessments, which led to a review of lone working arrangements.
- ✓ Ubico contract monitoring arrangements.
- ✓ Health and safety management in the Property department.
- ✓ Legionella.
- ✓ Asbestos.
- ✓ Fire safety.
- ✓ Electrical safety.
- ✓ Personal protective equipment.
- ✓ Display screen equipment.

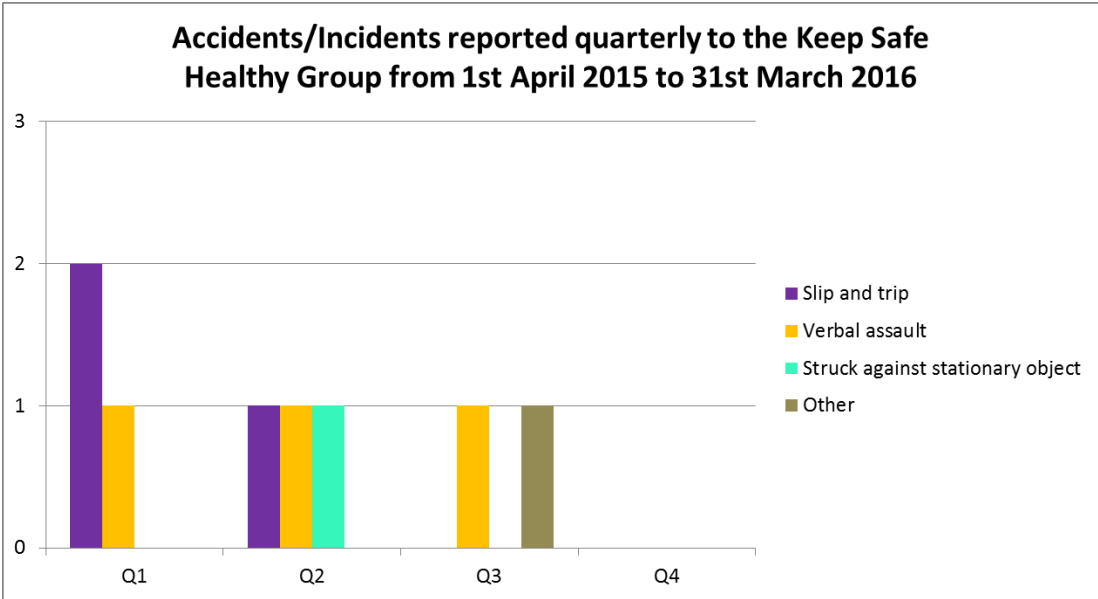
Health and safety audits will continue and the work proposed is shown in the Work Plan, detailed in Section 6 below. Note that further health and safety audits may be carried out if there is an identified need during the year.

The council’s internal audit service provides a useful mechanism for undertaking impartial and thorough checks, highlighting any areas of non-conformity and operates independently from the service delivery areas under scrutiny. This year, two audits are proposed to be carried out by the internal audit service, including an audit of the overall management of the health and safety function and a follow up audit on the lone worker policy.

Accident and Incident Reporting

All accidents/incidents and near misses are reported under the council's procedures. This enables appropriate remedial action to be identified and preventative measures to be put in place. The investigating of accidents/incidents and near misses, in the first instance, is the responsibility of the line manager, which enables swift and direct action to be taken. Where necessary, advice and assistance can be sought from the Environmental Safety Officer during this procedure.

The graph below shows the TBC Accidents/Incidents by category each quarter for the period 2015-2016



Q1 – April to June 2015

There were two minor slips and trips involving officers out on site. There was one verbal assault on an officer whilst carrying out enforcement duties.

Q2 – July to September 2015

There was one minor slip and trip involving an officer out on site. There was one verbal assault on an officer whilst carrying out enforcement duties. One officer was struck against a stationery object when retrieving a file in a storeroom.

Q3 – October to December 2015

There was one verbal assault involving an officer when carrying out an interview with a member of the public. There was one incident involving a member of the public suffering chest pains during an interview with an officer.

Q4 – January to March 2016

No accidents/incidents or near misses reported within this period.

Cascades Leisure Centre

At the Cascades Leisure Centre minor slips and trips due to the wet environment were reported to the Keep Safe Stay Healthy Group during the year. Two incidents were reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, which involved injuries resulting in members of the public attending hospital (striking a stationary object when slipping - one occurred in the pool and one in the changing room).

UBICO (Waste, Street Cleansing and Grounds Maintenance Services)

On April 2015, the council formed the local authority owned company Ubico Ltd, which is jointly owned by Tewkesbury Borough Council, Cheltenham Borough and Cotswold District council. Alongside waste and recycling collections, the company also provides street cleansing and grounds maintenance services for the borough. The Environmental Services team transferred to Ubico to deliver the services under contract, enabling the council to retain control over the way these services are delivered. Contract monitoring is being delivered by a mixture of in-house resources (ground maintenance) and a contract with the County Council Joint Waste Team (Waste and Recycling Services).

Staff members involved in waste collection are trained and competent in manual handling and bin lift operation and work in accordance with industry approved risk assessments and safe systems of working. They are also trained to assist with other collections, which allows greater flexibility to accommodate the seasonal peaks and troughs in the volume of waste presented.

Street and grounds maintenance staff are trained and competent in manual handling and work to industry approved risk assessments and safe systems of working. Individuals within the team hold the National Proficiency Test Certification in the use of chemicals and dangerous machinery, such as chainsaws.

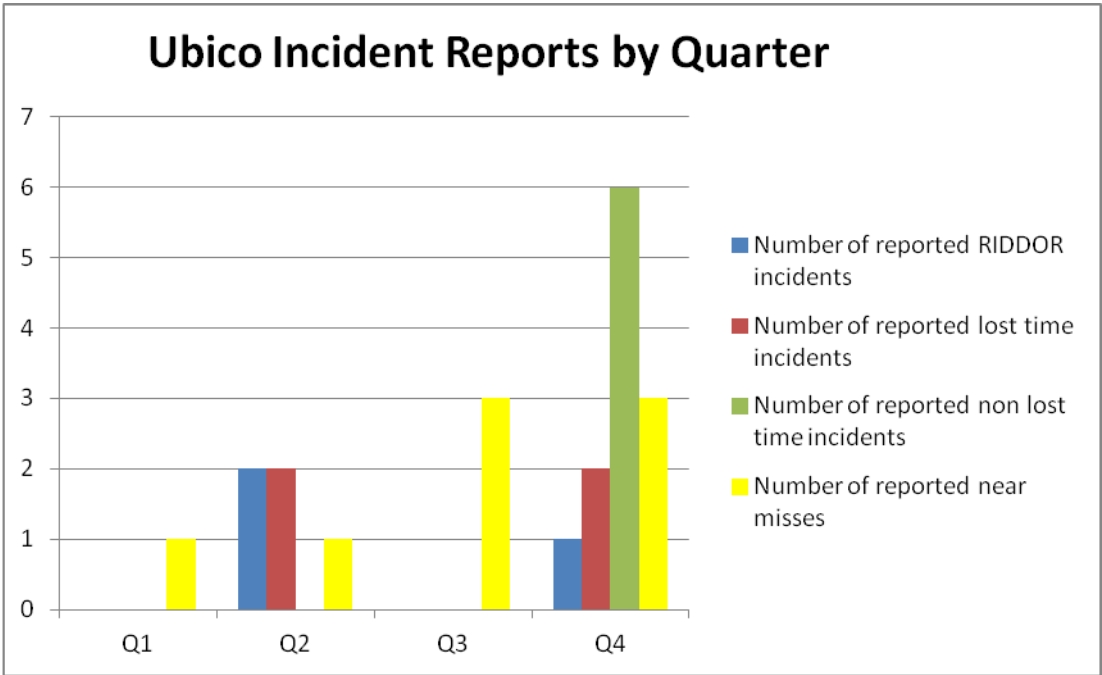
To ensure the safety of employees and members of the public, supervisors carry out regular, un-announced quality checks to ensure that teams are working safely and to a high standard.

Needles and medical sharps have been causing an issue in the recycling bins for approximately 18 months. Sources of the needles include drug use, medical sharps and diabetic blood testing & insulin kits. The recycling facility where the material is sorted is a manual picking line and employees are required to halt the sorting equipment when the needles are found on the conveyor belt. When needles are identified the recyclable material has to be disposed of rather than recycled. The council has carried out numerous awareness raising campaigns using local agencies, pharmacies, doctors' surgeries and drug use centres to reduce the problem. The council has also isolated a small area of properties where the needles have been sourced from and temporarily halted collections from there, disposing of the recycling rather than sending it for sorting. These collections have now recommenced. Despite the council's efforts and good cooperation with the contractor, the council's processing fee has increased significantly due to the needles present.

Tewkesbury Borough Council and its contractor Ubico are represented on the Gloucestershire Waste Safety and Health (GWASH) partnership alongside the other Council's in Gloucestershire and the HSE. In recognition of a countywide problem of cars driving dangerously around collection crews, a press release was issued highlighting the problem. Coverage included social media and Gloucestershire wide press; an article also appeared in Tewkesbury Borough News.

Ubico Health and Safety Performance 2015-16

The graph below shows the Ubico health and safety incident reports by category each quarter for the period 2015-2016.



Accident and Incident Reports

Q1 - April to June 2015

There were no significant health and safety incidents and no reportable incidents during this period.

There was one near miss report relating to a loader having to jump out of the path of a speeding car.

Q2 - July to September 2015

There were a total of two work related incidents during the period. These were lost time incidents, both of which were reportable under RIDDOR for a work related absence greater than seven days. There were 42 days lost through ill health arising from these incidents.

The RIDDOR reportable incidents both related to slips and trips. One member of the Waste and Recycling team tripped on a loose shoe lace whilst walking backwards with a bin and fractured his wrist and another sprained an ankle on an uneven grass verge.

There was one near miss report relating to a loader having to avoid a car, which mounted the pavement.

Q3 – October to December 2015

There were zero work related incidents and no RIDDOR reportable incidents. There were three near miss reports. Two related to third party vehicles in close proximity to a stationary collection vehicle and one was a vehicle stuck on a verge.

Q4 – January to March 2016

There were 8 work related incidents.

There were two lost time incidents one of which was reportable under RIDDOR. These incidents resulted in 33 days lost through ill health arising. The first lost time incident was an employee who twisted their ankle whilst pulling out a large recycling bin. The second, which was a RIDDOR reportable incident, was an employee that slipped on cardboard whilst attempting to move an exempt customer bin and landed on his chest causing fracture to his ribs.

The non-lost time incidents all related to slips and trips.

There were three near miss reports. One related to a raised drain cover in the depot yard and two reports related to third party vehicles in close proximity to a stationary collection vehicle.

Prior to 2015

In November 2014, a member of the public was struck and killed by a council-operated bin lorry, whilst reversing along a country track in Norton. This tragic incident was investigated by the HSE, the Police and also through the council's internal mechanisms. Officers have continued to

work on numerous matters during 2015/16 relating to the health and safety issues of the incident, including the following:

- Continuing the investigation into the circumstances of the accident.
- Assisting the HSE and other investigators with their formal investigations.
- Compliance with recommendations and formal instructions given by the HSE.

At the time of writing this report, the matter is still the subject of investigations and therefore cannot be fully reported.

Future Changes

The newly built Tewkesbury Leisure Centre opened in May 2016 and will be managed and operated by a contractor. There are parallels with the management of the council's waste and grounds maintenance services as the activities can potentially put members of the public at risk and the council must oversee the contracts to ensure that health and safety requirements are met.

Consequently, the role of health and safety management at the council is slowly changing from direct control of direct hazard and risk management, to an increasing degree of contract management for services delivered on the council's behalf. This means that the nature of the Annual Report, Work Plan and performance data is likely to change over time to reflect this new direction in front-line service delivery.

6 ACT

Health & Safety Work Plan 2016-2017

Actions planned to be delivered in the next 12 months are as follows:

Topic	Expected Outcomes	Target completion date	Additional information
Further review of lone working policy monitoring arrangements	To ensure good practice guidance has been acted upon and suitably effective arrangements are in place for all services	July 2016	Training on lone working good practice was carried out in October 2015 and the Environmental Safety Officer (ESO) has attended service team meetings to discuss implementation.
Flexible working arrangements and home working	To ensure the risks that have been identified through the flexible working application process have been addressed and that work stations are being set up correctly.	October 2016	To include display screen equipment arrangements, laptop use and hot-desking arrangements.
Full completion of all risk assessments	To ensure the risk assessments have been fully completed by all services and that mitigating actions are in place for all the risks that have been identified.	August 2016	All services have recently updated their risk assessments and many have provided evidence that they have suitable and effective controls in place. Risk assessment training was delivered in October 2015. The ESO is helping teams to comply by advising at team meetings and risk assessment training provided October 2015.
Control of high risk hazards	To ensure high risk hazards have been identified and suitably effective controls have been implemented To ensure that training and guidance have been effective.	January 2017	To commence when all risk assessments are fully complete. Training and advice has been provided by ESO to enable services to complete this task

Topic	Expected Outcomes	Target completion date	Additional information
Review of the accident and incident reporting arrangements and use of the staff safety register	To ensure compliance with relevant policies and procedures.	February 2017	The review will take place when all team meetings have been attended. A summary of the advice given will also be placed on the intranet at this time.
Review of the health and safety management of contractors	To ensure procedures being implemented are in line with-good practice (HSE document reference HSG159).	March 2017	Initial proposal to draft and include in contractors' toolkit a "managing contractors' health and safety" checklist. Staff training is also likely once policy and procedure have been reviewed and implemented.
Health and safety training plan	To deliver health and safety training to staff on the following subjects: <ul style="list-style-type: none"> • Resilience • First aid and defibrillation refresher • Managing difficult conversations • Personal safety and breakaway skills • Assertiveness and dealing with difficult people • Managing contractors • Leadership training for managers in health and safety • Cardinus workstation assessments • First points of contact for dealing with 	March 2017	Training is an excellent way to develop a positive health and safety culture, where safe and healthy working becomes second nature to everyone. To meet the legal duty to protect the health and safety and welfare of employees. Further training will be provided if identified by the Keep Safe Stay Healthy group.

Topic	Expected Outcomes	Target completion date	Additional information
	bullying or harassment complaints		
Health, Safety & Welfare Policy and terms of reference to be updated	Revision to reflect revised reporting mechanisms as contained in the Annual Report.	March 2017	
Draft a Management of Contractors Policy / Procedure	To ensure effective health and safety arrangements for managing contractors	December 2016	Procedure note will follow HSE good practice (HSE document reference HSG159).
Staff wellbeing programmes	It is planned that the programme will include the following activities: <ul style="list-style-type: none"> • Healthy eating club • Workplace challenges • Lunchtime walks • Office themed days • Sports and activities 	Commencement date June 2016	The programme is completely optional but open to all employees and partners in the building. The programme uptake will be monitored and reported to the Keep Safe Stay Healthy Group
Personal protective equipment monitoring	Checks on procurement rules and stock replacement of personal protective equipment. Information to help officers will be placed on the intranet.	January 2017	Policy has been reviewed recently.
Refine health and safety aspects of contract monitoring of Ubico contract and leisure centre	To have similar reporting mechanisms for the waste and grounds maintenance services and leisure centre in line with national good practice.	June 2016	Reports to be submitted to Keep Safe Stay Healthy group on a quarterly basis to include findings and actions from risk assessments for each service, accidents, incidents and near misses and any other

Topic	Expected Outcomes	Target completion date	Additional information
contract (PSP Leisure)	To ensure compliance to Managing Contractors policy		health and safety related issues.
Environmental Safety Officer attending team meetings	Each meeting is attended twice a year to assist and advise on health and safety issues.	Each meeting attended twice a year	Three team meetings attended to date. Supporting information on subjects asked about to be placed on intranet.
Monitoring of the health and safety management system	Carry out a 'health check' checklist assessment every six months to ensure management systems are compliant to the HSE's HSG65 guidance and good practice	Ongoing	<p>The checklist covers the following areas:</p> <ul style="list-style-type: none"> • Policy • Organising control • Organising communication • Organising co-operation • Organising competence • Planning and implementing • Measuring performance • Auditing and reviewing performance