

Health *and* Safety annual report

2017



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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.

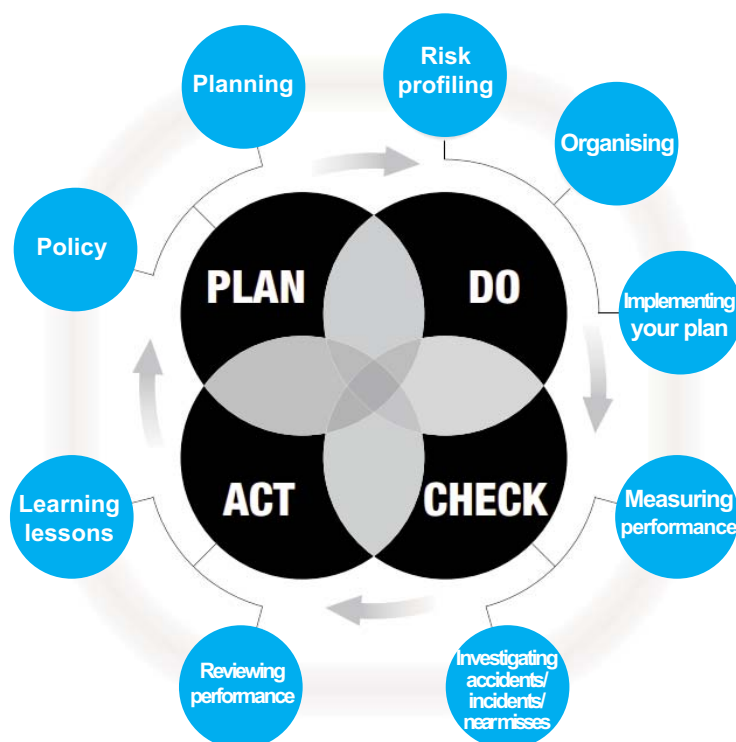
Effective management of health and safety risks helps the council to:

- 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 2016 to 31st March 2017 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.

Our 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.

Plan

Policy

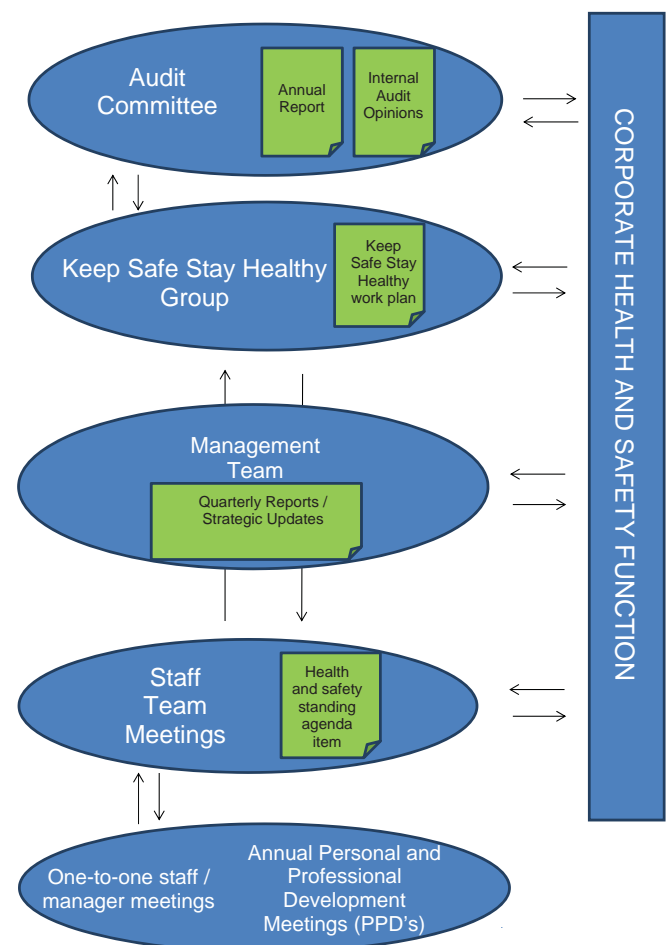
Tewkesbury Borough Council has a health, safety and welfare policy which is updated regularly. There are also a number of other guidance, policy and procedure documents that impact on the health, safety and welfare of employees which are reviewed and updated on a three year rolling programme as contained in the Keep Safe Stay Healthy Plan which are as follows:

- ✓ Accidents and incidents
- ✓ Casual and temporary workers
- ✓ Cemetery and memorial safety management
- ✓ Managing Contractors Safely Policy
- ✓ The control of substances hazardous to health
- ✓ Using display screen equipment safely
- ✓ Fire and emergency evacuation
- ✓ First Aid

- ✓ Health and Safety Induction for new starters
- ✓ 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

Do

Health and safety management arrangements at Tewkesbury Borough Council



The Management Team

Ultimate responsibility for the health, safety and welfare of staff and the public who use council services lies with the Management Team. The Deputy Chief Executive has specific responsibilities for leading on corporate health and safety matters and chairs the Keep Safe Stay Healthy Group.

The Management team receives regular quarterly operational updates and a more in depth report twice a year including a strategic overview.

The Head of Community Services is the council's Corporate Health & Safety Advisor assisted by the Environmental Safety Officer (ESO).

Keep Safe Stay Healthy Group (KSSH)

The objective of the KSSH group is to bring together Management, Staff, Elected Members and Trade Union representatives to:

- (a) consider matters relating to the health and safety of all employees;
- (b) provide a forum on a regular basis for consultation and consideration on matters relating to health, safety and welfare including a pro-active approach in order to develop a programme of work to inform, advise and train;
- (c) report matters to the Management Team.
- (d) report an update on the Work Plan on an annual basis to the Audit Committee (for information only).

The group has also introduced a positive attitude to reducing accidents and poor health encouraging the implementation of a healthy workplace initiative and has engaged in the Workplace Wellbeing Charter. The Workplace Wellbeing Charter is an opportunity for employers to demonstrate their commitment to

the health and wellbeing of their workforce. The positive impact that employment can have on health and wellbeing is now well documented. There is also strong evidence to show that having a healthy workforce can reduce sickness absence, lower staff turnover and boost productivity. The Workplace Wellbeing Charter provides employers with an easy and clear guide on how to make workplaces a supportive and productive environment in which employees can flourish. The entry level has been developed as a baseline for all businesses to achieve and acts as a useful checklist to ensure legal obligations are met. It should not involve significant resources and there are lots of free resources and guidance that can be utilised as well as support from the Gloucestershire Clinical Commissioning Group. The charter focuses on three key areas, leadership, culture and communication, where even small steps can make a big difference to the health of staff.

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 agenda every time they meet to encourage open and constructive dialogue. From time to time the ESO 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 ESO provides advice to all staff 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; the system has been 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 services and current versions can be found posted on the council's intranet. The ESO has attended team meetings to help with the process of identifying risks and on occasion given advice/recommendations with regards to the remedial actions required to control the identified risks. A generic risk assessment has also been introduced for common hazards, risks and standard controls and actions to assist with the annual review of service risk assessments.

Training

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

teams. The training that staff have participated in this year includes the following:

- ✓ Induction training for new starters
- ✓ Display Screen Equipment on line training for staff
- ✓ Display Screen Equipment system training for administrators
- ✓ Stress management training for managers
- ✓ Safeguarding (vulnerable adults and children) on line training

Training initiatives planned for the coming year include:

- ✓ Resilience training (managing personal stress)
- ✓ Managing difficult conversations – two separate training days one for managers and one for staff.
- ✓ Assertiveness and dealing with difficult people
- ✓ Managing contractors safely
- ✓ Leadership for managers in health and safety
- ✓ Safety & Enforcement
- ✓ Asbestos awareness
- ✓ Disciplinary investigations
- ✓ Sickness Absence

Achievements in the last 12 months

The Keep Safe Stay Healthy group have an annual work plan of priorities for action. In the year from April 2016, the following has been achieved:

- ✓ Review of service risk assessments across the council. A generic risk assessment has been introduced for common hazards, risks and standard controls and actions to assist with the task. The generic risk assessment 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 monitoring arrangements reviewed.
- ✓ Flexible and homeworking audit.
- ✓ Personal Protective Equipment arrangements reviewed.
- ✓ Display Screen Equipment arrangements reviewed.
- ✓ Planning of the Wellbeing initiative, plus engagement in the Workplace Wellbeing Charter. The accreditation level awarded for Corporate Health & Safety was Excellence which covered the following commitment standard achievement:

1. Awareness of legal obligations in relation to health and safety
2. Relevant health and safety policies in place
3. A risk assessment programme has been implemented
4. The workplace environment is conducive to health and employee welfare
5. Health and safety training provided for all staff
6. Systems in place for staff to raise and resolve health and safety issues
7. All health and safety policies and workplace activities are regularly monitored for new hazards and improvements are made
8. There are identified health and safety representatives (Trade union/or company representatives)
9. Staff representatives have been involved in the development and/or evaluation of health and safety policies
10. There is a clear emphasis on prevention of ill health across all health and safety policies.
11. All managers have received health and safety management training
12. Regular health and safety meetings are held and recorded

- ✓ Review of the health and safety management of contractors. Outcome: Managing Contractors Safely policy introduced and implemented. Ubico contacts are being monitored by JWT (waste) and internal staff (ground maintenance) and the Leisure Centre contract is being monitored by Property Services and health and safety reports relating to these contracts are taken to the Keep Safe Stay Healthy Group meetings and Management Team meetings on a quarterly basis.
- ✓ Voluntary Litter Pickers (VLP) – A quarterly newsletter was sent out in April 2017 to all VLP which included health and safety Do's and Don'ts Refresher as a quick reminder of some of the health and safety do's and don'ts to follow when litter picking which also forms a part of the health and safety briefing and guidance at the time of induction.
- ✓ Review of the Accident and Incident policy, including the Staff Safety Register.
- ✓ Control of high risk hazards arrangements reviewed. Outcome: The two highest risk services are contracted out which are waste and ground maintenance. The risks involved in the remaining services are relatively low and covered by the generic risk assessment that was introduced to assist with the review of service risk assessments.
- ✓ Review of the HSG65 Monitoring Checklist – see results below:

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'. A review of the HSE checklist which scores against this management system was completed by the ESO in

February and the findings were as follows:

Section Heading	Possible Points	Actual points	0% score
Policy	14	13	93%
Organising Control	8	5	63%
Organising communication	14	9	64%
Organising co-operation	8	6	75%
Organising competence	14	9	64%
Planning and implementing	52	42	81%
Measuring performance	14	13	93%
Auditing and review	16	16	100%
Total points/overall	140	113	81%

- The review shows an improvement from 110 (79%) which was the overall score obtained when this task was first carried in 2016 to 113 (81%) when a review was carried out in 2017. The figures in bold show where the improvements were achieved.
- The Keep Safe Stay Healthy Work Plan includes the required tasks to improve the overall score.
- This exercise will be repeated every six months by the ESO.
- 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 were carried out, including an audit of the overall management of the health and safety function and a follow up audit of the lone working policy requirements. The audit opinion was satisfactory for both and no recommendations were made.

Check

Health and Safety Annual Report

The purpose of this annual report is to provide an 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 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.

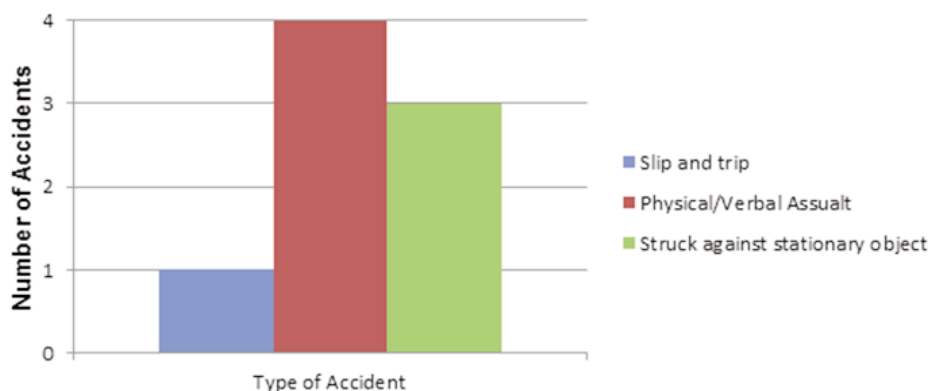
Health and Safety Audit

The ESO will carry out health and safety audits and reviews of policies or activities at the council in accordance with the KSSH Group Action Plan. This will result in actions being recommended by the officer and reported to the Management Team through the channels described above. The ESO 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 and reviews are usually carried out as a response to issues arising from service risk assessments. The audits and reviews identified in the Work Plan are as a response to an identified need or a knowledge gap.

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 ESO during this procedure.

**TBC Accidents/Incidents reported quarterly
to the Keep Safe Healthy Group from 1st
April 2016 to 31st March 2017**



Struck against a stationary object – 3 accidents – minor accident/incidents involving members of staff.

Physical/Verbal assault – 4 involving members of staff.

Slip and trip - 1 member of the public – RIDDOR reportable (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013). These Regulations require employers, the self-employed and those in control of premises to report specified workplace incidents.

All accidents/incidents were investigated and remedial actions were undertaken to control the risks.

There were no accidents/incidents reported in quarter 2, 3 and 4.

Tewkesbury Leisure Centre

Cascades Leisure Centre has now been demolished and Tewkesbury Leisure Centre was built to replace it on TBC land which opened in May 2016 and is managed and operated by a contractor. The contract is managed by Property Services who report to the KSSH group. The report provided by the contractor contains all minor accidents/incidents mostly due to the wet environment inherent to the service. There

were no reported accident/incidents under RIDDOR for this contract during this year.

UBICO (Waste, Street Cleansing and Grounds Maintenance Services)

New Collection Fleet

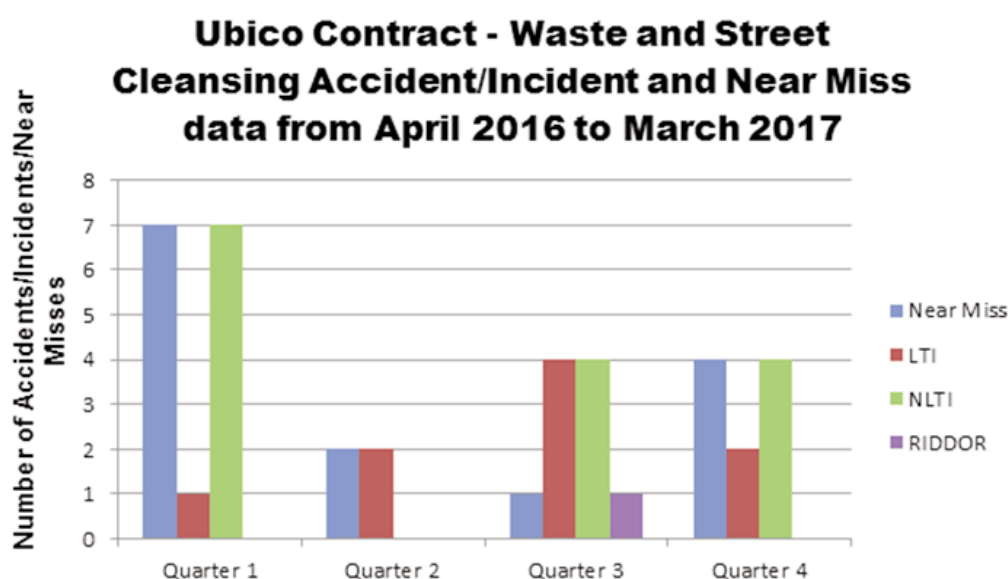
The new fleet for waste, recycling, food waste, street cleansing and grounds maintenance was installed in April 2017. The new fleet has state of the art equipment for improving health and safety related issues. Trackers enable supervisors to locate the crews when issues arise and to assist with unannounced inspections to take place. 360° CCTV cameras substantiate claims of road rage, bad or dangerous driving as well as safe handling of bins. Dennis Connect live transmission technology sends the workshop real time issues when kit or equipment is not working properly enabling the workshop to be informed of defects prior to the vehicle returning to the depot, therefore improving the down time or repair time of vehicles.

The new fleet includes an additional vehicle to carry out collections along hard to access and difficult to reach properties. This vehicle is more manoeuvrable which reduces the number of long reverses.

Vehicle maintenance, safety and operator training has been provided by all the fleet manufacturers.

Route risk assessments.

New collection routes were implemented when the new fleet was installed. The routes were risk assessed by a trained driver. All crews carrying out the routes have access to the assessments in their respective cabs in the form of paper files and were fully briefed by trained supervisors regarding the contents of the assessments prior to the new routes commencing.



**April 2016 to March 2017 - Waste & Street
Cleansing contract - Reported Accidents/Incidents -**

24 work related accidents/incidents and 1 accident/incident reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) and 14 near misses. Of the 24 work related accidents/incidents 9 were lost time (LTI) and 15 were no lost time (NLTi).

24 Accident/incident causes as follows:

Verbal Abuse - 6
Struck by moving object/vehicle - 5
Vehicle entrapment - 2
Slips and trips - 7
Manual handling - 3
Other - 1 - trapped nerve by a loader when entering cab.

RIDDOR - 1 – cause - slip & trip

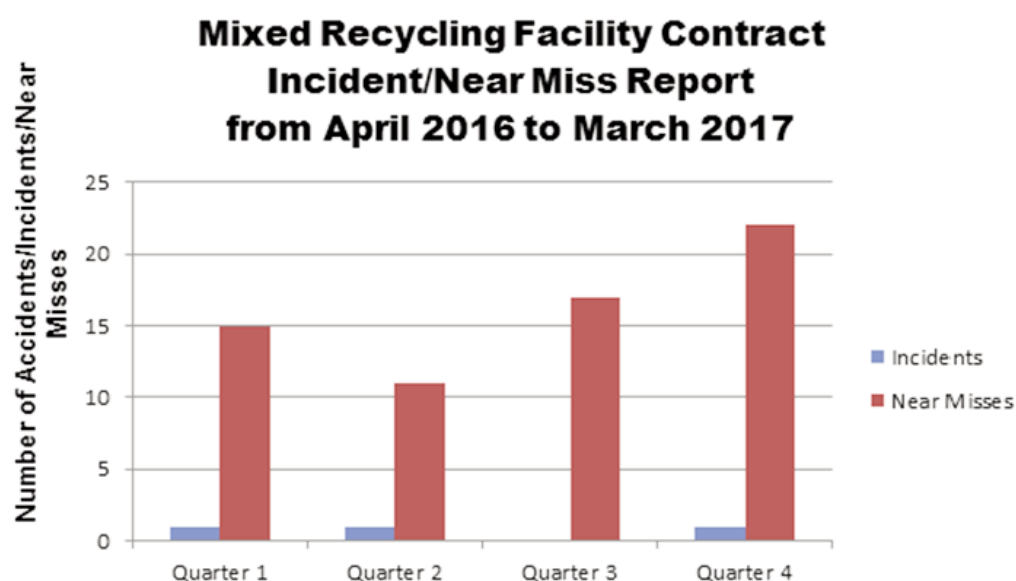
14 near miss causes as follows:

12 - crew nearly struck by moving object/vehicle
1 - dog biting the trouser leg of a loader
1 - crew working in inclement weather conditions which could have resulted in an accident/incident.

Mixed Recycling Facility (MRF) Contract

The MRF contract is managed by the Joint Waste Team who provide a health and safety report for the Keep Safe Stay Healthy Group on a quarterly basis. During the three year contract with Grundon, there were over 40 instances of needles found on the picking line. In 2016-17, following much work carried out by the JWT, the council, Grundon, Ubico and other

partners this has been significantly reduced to 6 incidents. Grundon managed every occurrence in accordance with their tool box talks and processes to manage needles and their staff safety. This process resulted in no injuries caused to staff at the MRF. Grundon have used the process carried out by the council and JWT in advising their other clients to assist them in reducing the number of needle incidents in the recycling.



April 2016 – March 2017 – Mixed Recycling & Facility contract - Reported Accidents/Incidents & Near Misses - 3 incidents reported and 65 near misses.

3 Incidents - causes as follows:

- 1 - small fire
- 1 - leaning partition wall
- 1 - vehicle failure

65 Near misses - causes as follows:

- 6 – needle stick incidents reported on picking line
- 2 - walkways being impeded
- 1 - small fire
- 13 - users not complying with site rules
- 3 - PPE not being worn
- 33 - kit or equipment failings
- 2 - Inclement weather conditions on site
- 1 - Incorrect loading
- 4 - spillages

Contract change

From the 14 April 2017, Suez Resource and Recovery Ltd. took over the contract from Grundon. They satisfied the council's requirements during the tendering process and their method statements were deemed suitable and safe for this contract.

Ubico Ground Maintenance Contract

This area is under review by the Head of Community Services as significant improvement is needed in this area.

Conclusion.

Good progress has been made this year on the annual work plan. Appended to this report is the proposed work plan for the coming year which will be discussed regularly at the KSSH Group meetings.

Health & Safety Work Plan 2017-2018

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

Topic	Expected Outcomes	Target completion date	Additional information
1. Review of all council health and safety policies	To ensure all policies and procedures are fit for purpose and in line with current legislation/regulation requirements	3yr rolling programme	ESO to commence with overarching Health and Safety Welfare Policy – August 2017
2. Review of completed 2016 service risk assessments	To ensure service risk assessments have been fully completed in line with the generic risk assessment requirements and associated policies and service specific risk controls are compliant to health and safety regulations	September 2017	Follow up review of completed service risk assessments
3. Review of completed 2017 service risk assessments	To ensure service risk assessments have been fully completed in line with the generic risk assessment requirements and associated policies and service specific risk controls are compliant to health and safety regulations	March 2018	The introduction of the generic risk assessment in 2016 will assist with required completion date of this task
4. Further review of the health and safety	To ensure procedures being implemented are in line with-good practice (HSE document reference HSG159) and	April 2018	Managing Contractors Safely policy has been implemented and sets out the required standards to

Topic	Expected Outcomes	Target completion date	Additional information
management of contractors	comply with the standards set out in the Managing Contractors Safely policy.		meet health and safety regulation requirements
5. Health and safety training plan	<p>To deliver health and safety training to staff on the following subjects:</p> <ul style="list-style-type: none"> • Resilience • First aid and defibrillation refresher • Managing difficult conversations • Assertiveness and dealing with difficult people • Managing contractors safely • Leadership training for managers in health and safety • First points of contact for dealing with bullying or harassment complaints • Asbestos Training • Safety & Enforcement • Sickness Absence • Disciplinary investigations 	March 2018	<p>Health and safety training prevents accidents and ill health caused by work and is an excellent way to develop a positive health and safety culture, where safe and healthy working becomes second nature to everyone.</p> <p>Further training will be provided if a training need is identified by the Keep Safe Stay Healthy Group throughout the year</p>
6. Review of the	To ensure staff and council service	February '18	The Staff Safety Register procedure is fit for

Topic	Expected Outcomes	Target completion date	Additional information
Staff Safety Register	providers have awareness of possible risks and to ensure the register is being utilised		purpose and includes examples for inclusion Locality Partnership for potential sharing also being addressed by the Management Team

Topic	Expected Outcomes	Target completion date	Additional information
<p>7 Wellbeing initiative/Workplace Wellbeing Charter</p>	<p>The planned Wellbeing initiative puts TBC in the Achievement category if the initiative continues as planned. It is planned that the programme will include the following activities:</p> <ul style="list-style-type: none"> Healthy eating and weight loss club Workplace challenges Lunchtime walks Office themed days Sports and activities 	<p>Ongoing</p>	<p>The programme is completely optional but open to all employees and partners in the building.</p> <p>The programme uptake will be monitored and reported to the Keep Safe Stay Healthy Group</p>

Topic	Expected Outcomes	Target completion date	Additional information
8 Refine health and safety aspects of contract monitoring of the Ubico contract.	To ensure compliance to Managing Contractors policy standards and health and safety regulations.	January 2018	<p>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 health and safety related issues.</p> <p>The health and safety monitoring of grounds maintenance is being addressed as part of the overall monitoring of the ground maintenance contract and forms a part of phase 2 of the overall environmental health review”.</p>
9 Environmental Safety Officer attending team meetings	Each meeting is attended twice a year to assist and advise on health and safety issues.	Ongoing	Health and safety topics covered by the ESO at team meetings will relate to review and audit findings that are contained within the Keep Safe Stay Healthy Group Work Plan.

Topic	Expected Outcomes	Target completion date	Additional information
10 Monitoring of the Health & Safety Management System HSG65 Checklist	<p>To ensure the Keep Safe Stay Healthy Work Plan includes the required tasks to improve the overall score.</p> <p>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 HSE checklist scores against this management system.</p>	Undertaken twice a year Aug & Feb	<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