

# Health *and* Safety annual report

2018



keep  
stay  safe  
healthy

  
Tewkesbury  
Borough Council

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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.

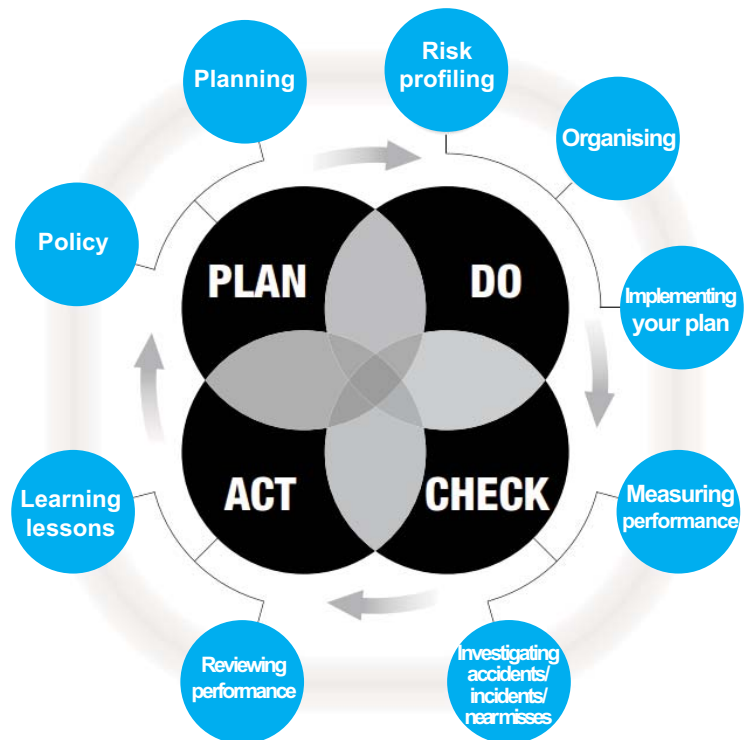
Effective management of health and safety risks helps the council to:

- 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 2017 to 31st March 2018 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:

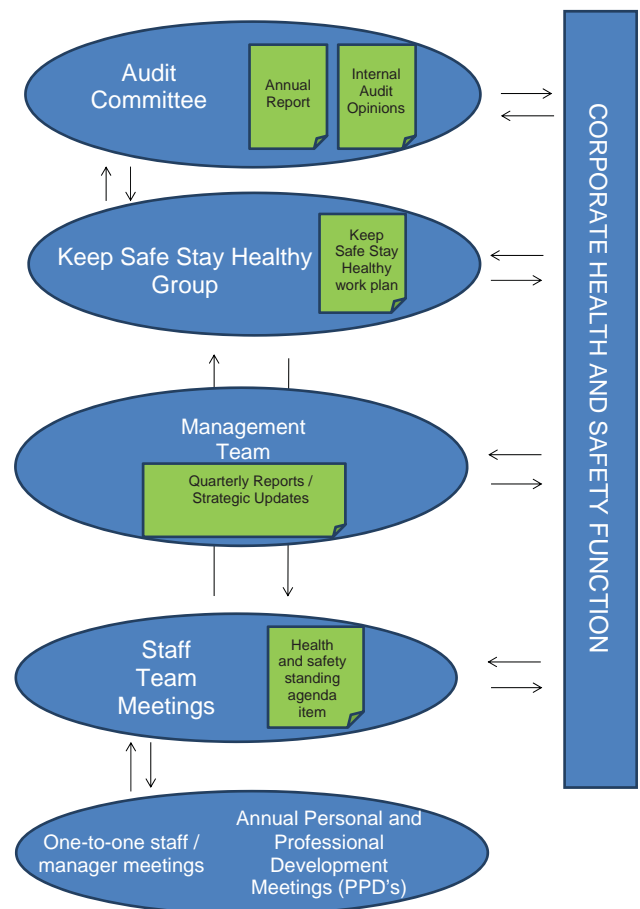
**Table 1 The read across between Plan, Do, Check, Act and other management systems**

Plan, Do, Check, Act	Conventional health and safety management	Process safety
<b>Plan</b>	Determine your policy/plan for implementation	Define and communicate acceptable performance and resources needed
<b>Do</b>	Profile risks/organise for health and safety/implement your plan	Identify and assess risks/identify controls/record and maintain process safety knowledge
<b>Check</b>	Measure performance (monitor before events, investigate after events)	Implement and manage control measures
<b>Act</b>	Review performance/act on lessons learned	Measure and review performance/learn from measurements and

- ✓ Health and Safety Induction for new starters
- ✓ Legionella
- ✓ Lone working
- ✓ Management of asbestos
- ✓ Managing Contractors Safely
- ✓ Manual handling
- ✓ Noise at work
- ✓ Personal protective equipment
- ✓ Provision and use of work equipment
- ✓ Safeguarding
- ✓ Staff personal safety
- ✓ Young workers

**Do**

Health and safety management arrangements at Tewkesbury Borough Council



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
- ✓ The control of substances hazardous to health
- ✓ Using display screen equipment/workstation safely
- ✓ Fire and emergency evacuation
- ✓ First Aid

## The Management Team

Ultimate responsibility for the health, safety and welfare of staff and the public who use council services lies with the Chief Executive and 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) Ensure issues are reported to the Management Team;
- (d) Oversee the creation of the Work Plan on an annual basis, for presentation to the Audit Committee (for information only).

## 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 is available for use which covers 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
- ✓ Resilience Training (reflecting on stress and resilience in practice)
- ✓ Safety enforcement
- ✓ Asbestos awareness
- ✓ Routine and operational playground inspection
- ✓ First aid courses
- ✓ 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
- ✓ Disciplinary investigations
- ✓ Sickness Absence

Training initiatives planned for the coming year include:

- ✓ Manual handling
- ✓ Stress training (niblet sessions)
- ✓ Safety & Enforcement
- ✓ First aid courses
- ✓ Enviro crime
- ✓ Wider Public Safety at Events

- ✓ Further asbestos training

Further training will be provided if a training need is identified by a manager or the KSSH group.

## 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 2017 - March 2018, the following has been achieved:

- ✓ Review of service risk assessments across the council. A generic risk assessment tool was introduced two years ago to assist with the task. The assessment tool contains the common hazards, risks and standard controls that need to be undertaken relating to the risk. The assessment tool helps to focus even more on how to mitigate the more unique hazards identified that are specific to a particular service.
- ✓ Lone working monitoring arrangements ongoing. Periodical spot checks carried out by ESO throughout the year to ensure ongoing compliance with policy and procedure.
- ✓ Flexible and homeworking audit recommendations reviewed.
- ✓ Personal Protective Equipment review relating to audit recommendations.
- ✓ Display Screen Equipment arrangements reviewed and recommendations being implemented.
- ✓ Planning and implementation of the Wellbeing programme, plus engagement in the Workplace Wellbeing Charter. The accreditation level awarded for Corporate Health & Safety was Excellence in July 2017 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

The Wellbeing Charter is due to be reviewed in 2019 by Health at Work which will include a review of evidence, the interviewing of key members of staff and a tour of the site.

- ✓ Voluntary Litter Pickers (VLP) – An induction is carried out for all new volunteer litter pickers. The induction covers all health and safety aspects of litter picking, plus details of insurance cover.
- ✓ Review of all council health and safety policies / procedures on a 3yr rolling programme. To date the overarching Health, Safety and Welfare policy has been reviewed, plus the Lone working policy / procedure, the Personal Protective

Equipment policy and the Accident & Incident Reporting policy. The next policy to be reviewed is the Manual Handling policy and training has also been arranged to cover the policy requirements.

- ✓ 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 is completed twice a year. It was completed by the ESO in February 2017 and the overall score at this time was 81% as reported in the 2017 annual report. This exercise was repeated in November 2017 and the overall score increased to 90%.

Section Heading	Possible Points	Actual points	0% score
Policy	14	14	100%
Organising Control	8	6	75%
Organising communication	14	12	86%
Organising co-operation	8	7	87.5%
Organising competence	14	12	86%
Planning and implementing	52	45	87%
Measuring performance	14	13	93%
Auditing and review	16	16	100%
<b>Total points/overall</b>	<b>140</b>	<b>126</b>	<b>90%</b>

The Keep Safe Stay Healthy Work Plan includes the required tasks to improve the overall score.

## 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.

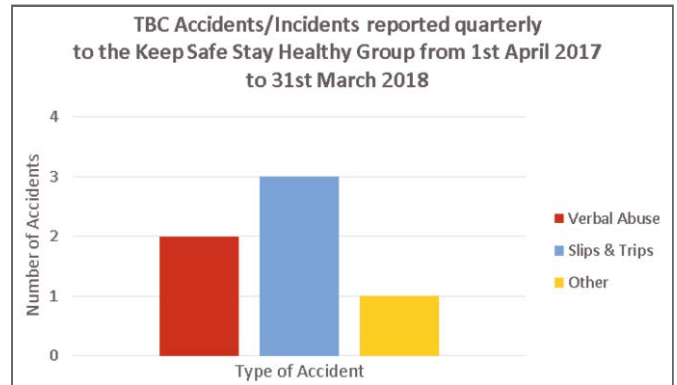
### Health and Safety Audit

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.

The following section covers TBC accident and incident reports plus an update of the Leisure Centre contract and the two highest risk services under contract which are waste and ground maintenance.



### April 2017 to March 2018 - TBC - 6 reported Accidents/Incidents as shown in graph above the causes were as follows:

Verbal assault – 2 incidents

Slips and trips – 3 accidents

Other - A member of the public attending a housing interview required hospital treatment.

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

### Tewkesbury Leisure Centre Contract (Contractor: Places for People)

A quarterly report is provided by the contractor to Asset management who monitor this contract and report to the Management Team and Keep Safe Stay Healthy group. The report provided by the contractor covers the performance, operations and health and safety.

There was one RIDDOR (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 to the HSE. The RIDDOR related to a member of staff who sustained



a fractured elbow. Remedial actions were taken to ensure this did not reoccur. No further RIDDORs were reported for the rest of the year. In Q4 the report stated as a company (Places for People) there had not been any staff RIDDOR incidents reported in the previous 4 months. This includes 110 sites and around 8000 employees.

All other accident/incidents reported were minor relating to the wet environment inherent to the service.

Training undertaken relating to health and safety is as follows:

- Health and Wellbeing Workshops
- Health & Safety Seminars
- Training appertaining to role e.g. lifeguard training, fitness instructor training, swimming instructor training which included teacher training for children with disabilities. Disability session attendance have shown an increase this year.
- Technical and Environmental Workshop
- Working in confined spaces

### **Ubico (Waste, Street Cleansing and Grounds Maintenance Services)**

The waste and street cleansing contract is managed by the Joint Waste Team who provides TBC with a health and safety report on a quarterly basis.

Ubico have reviewed the way they report the health and safety statistics for all partners to improve reporting. The format of the new reports shows the statistics for both the Tewkesbury contract and Ubico as a whole to enable comparison across the contracts.

Near miss reporting – In Q1 it was recognised by Ubico and the JWT that an improvement in near miss reporting was required as there were only two near misses reported in this quarter. Training was provided in August 2017 which proved successful as

near miss reporting began to rise as captured in the graph below. The graph also clearly shows a reduction in accidents which indicates the near miss reporting improvement is achieving its purpose. The near miss cards have been redesigned with a feedback section which must be completed and returned to the reporter so they are aware what action has been taken.

Training – All crews received manual handling training in Q1 and again in Q4. In addition all crews and drivers received training on the new safe systems of work for the new vehicle fleet and the revised route risk assessments as part of the service change. Street cleansing staff, operatives and supervisors received accredited Highways training.

Vehicle cameras on the new vehicles are being utilised for incidents such as cars mounting pavements plus vehicle and crew incidents. Camera footage is also being used during training sessions and can be used if required to provide evidence to the police.

Crew checks are now based on employees rather than by round to ensure that all employees are covered which is a better approach as some employees change rounds. Ubico carries out 25 crew checks per month which is an increase on the previous target. Crew checks are also undertaken by the JWT.

Toolbox talks are held on a regular basis which are informal group discussions that focus on a particular safety issue which helps to promote a positive safety culture. Toolbox talks in the period of this report have covered slips, trips and falls, vehicle fires, awareness of children at play, near miss reporting, vehicle access and egress, manual handling, stress and mental wellbeing, violence and aggression, alcohol and winter preparedness.

Staff briefings circulated to the staff throughout the year have included issues relating to reversing, mobile phone use, drug and alcohol testing (tests were carried out on all new staff and a random selection of staff with a 100% pass rate), litter, smoking, stress and wellbeing, violence and aggression, focus on PPE in the winter months and the need for food caddy lids to be closed after emptying.

Health and safety matters are regularly discussed at Environmental Services Partnership Board meetings and countywide Gloucestershire Waste and Safety meetings.

In Q3 the HSE carried out an inspection of the bulking facility contracted by Tewkesbury Borough Council for the bulking and transfer of mixed dry recyclables and the HRC at Swindon Rd. There were some minor improvements required.

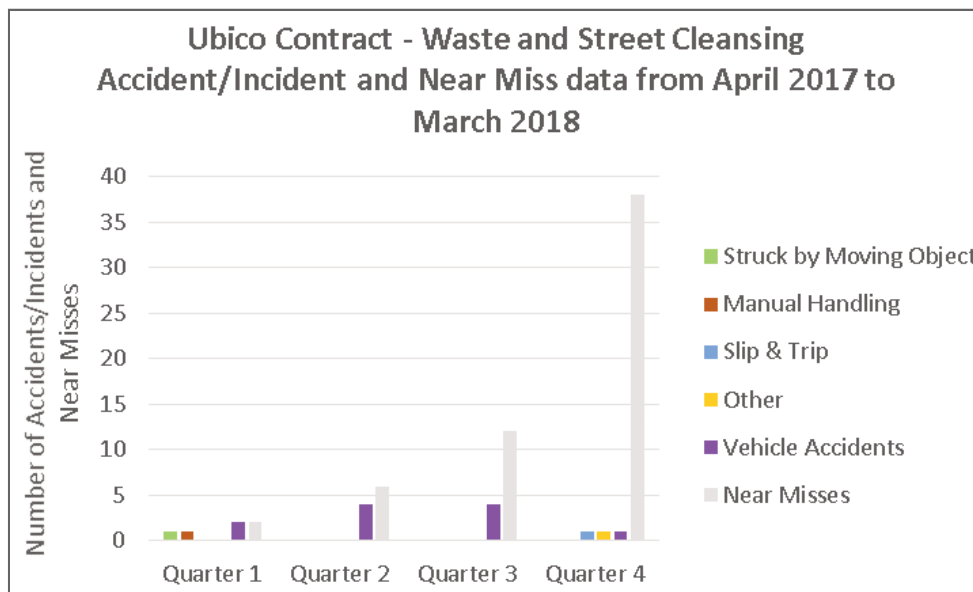
In Q3 Ubico reviewed all risk assessments. New safe systems of work resulting from the findings of the risk assessments for street cleansing activities and ground maintenance are in progress and the outcome of this should be known in Q1 and Q2. (July to September '18)

Once again the weather proved quite testing in the winter months and a number of collections were cancelled due to poor weather conditions.

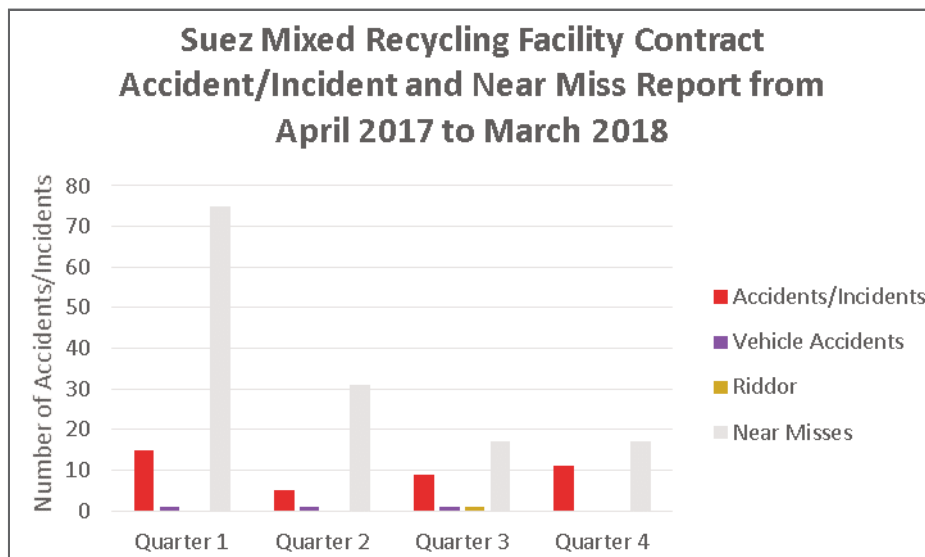
**April 2017 to March 2018 - Waste & Street Cleansing contract - Reported Accidents/Incidents and Near Misses as shown in graph below** - 4 work related accidents/incidents, 1 struck by moving object, 1 slip and trip 1 manual handling and 1 other relating to a loader bitten by a dog. 11 vehicle accidents were also reported in this period. No accident/incidents reported under RIDDOR. 58 near misses reported which included crew operatives nearly struck by moving vehicles, access issues and vehicle maintenance issues.

**Mixed Recycling Facility (MRF) Contract Report 2017-2018**

Suez Resource and Recovery Ltd. took over the Materials Recycling Facility contract from Grundon on 14 April 2017. The Suez recycling facility is located in Avonmouth and therefore collection vehicles no longer deliver direct to the recycling facility.



The Gloucestershire Joint Waste Team (JWT) manages and monitors the contract on behalf of Tewkesbury Borough Council. This includes covering health and safety management within the contracted services.



**Mixed Recycling & Facility contract - Reported Accidents/Incidents & Near Misses as detailed in the graph above** - 40 accidents/incidents reported, 3 vehicle accidents/incidents, 1 RIDDOR and 140 near misses.

40 accidents/incidents – The majority of the accidents/incidents reported which resulted in cuts and abrasions were sustained on the picking line plus manual handling injuries. Remedial actions have been undertaken including the monitoring of personal protective equipment (PPE) use. 3 vehicle incidents were also reported in this period.

**RIDDOR**

1 Slip and Trip – Remedial actions undertaken.

**140 Near Misses** – The majority of the near misses reported were related to PPE issues and site alarm activations. Other near misses reported related to the

loading of material, kit and equipment failure, fires, spillage and contamination. Remedial actions have been undertaken including an ongoing company initiative relating to fire risk.

**Ubico Ground Maintenance Contract 2017-2018**

As reported last year a significant improvement was needed in this area therefore to assist with this requirement a Grounds Maintenance Project Officer was appointed by the council in July '18 to monitor the Ubico Ground Maintenance contract.

A request has been made by TBC and the JWT to separate out the reporting of the services provided by Ubico including ground maintenance which was done in part in Q3 in the commentary contained within the report. The report made reference to the areas in which they work to include waste and recycling (including transfer station), street cleansing and grounds maintenance. The report stated an

assessment of grounds maintenance staff qualifications had been undertaken with particular regard to tree works to enable training to be arranged in accordance to the outcome of the assessment.

The report in Q4 stated that new safe systems of work are in progress for street cleansing and grounds maintenance and should be available for review in Q1 or Q2 reports.

### **Conclusion.**

Good progress has been made again this year and an improvement to the overall percentage score of the council's health and safety management system (as detailed in the achievement section of this report) should be noted and commended. The proposed planned actions contained in the 2016-2017 annual work plan have also been achieved. Appended to this report is the proposed work plan for the coming year which will be discussed, actioned and reviewed at the quarterly Keep Safe Stay Healthy group meetings.

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	To date the overarching Health, Safety & Welfare policy has been reviewed and revised plus the following policies/procedures: Accident/Incident, Lone Working, the Staff Safety Register and the Personal Protective Equipment Policy/Procedure. A plan is being devised to cover all policies under this 3yr programme and the next policy within this programme to be reviewed is the Manual Handling Policy and training has also been arranged in line with the policy requirements. The Flexible working policy/remote working and home working policy is also under review
2 Review of completed 2018 service risk assessments	To ensure service risk assessments have been fully completed in line with the generic risk assessment requirements and associated policies	January 2019	Follow up review of completed service risk assessments. The introduction of the generic risk assessment document in 2016 will assist with required completion date of this task
3 Lone working ongoing review	To ensure lone working arrangements within the council are compliant to the Lone working policy and procedure	March 2019	Periodical spot checks to be carried out by ESO throughout the year to ensure ongoing compliance to the Lone Working policy/procedure is achieved

Topic	Expected outcomes	Target completion date	Additional information
4 Display Screen Equipment (DSE) Workstation requirement	Compliance to DSE regulations when working in the office and when working remotely including working from home. Full staff engagement of the online training and risk assessment DSE system. System fully updated and fit for purpose	December 2018	A review of the Cardinus system (DSE on line training and risk assessment package) is being undertaken by ESO and further training arranged for administrators and users
5 Health and safety training plan	To deliver health and safety training to staff on the following subjects: <ul style="list-style-type: none"> <li>• Manual handling</li> <li>• Stress training (niblet sessions)</li> <li>• Safety &amp; Enforcement</li> <li>• First aid courses</li> <li>• Enviro crime</li> <li>• Wider Public Safety at Events</li> <li>• Further asbestos training</li> </ul>	April 2019	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. Further training will be provided if a training need is identified by service managers or the Keep Safe Stay Healthy Group throughout the year
6 Review of health & Safety audit recommendations carried out in 2017	To ensure audit recommendations have been actioned and implemented	August 2019	The review recommendations relating to the Flexible/Remote/Homeworking and Personal Protective Equipment audit has been carried out and further steps taken to address the outstanding issues
7 Wellbeing initiative/Workplace Wellbeing Charter	The implementation of the Wellbeing Programme and continued review of the Wellbeing Workplace Charter to achieve the 'Excellence' accreditation level when next reviewed in 2019 which was obtained in 2017	Ongoing	A Wellbeing Programme is contained within the KSSH plan. The plan also contains the tasks required to achieve the 'Excellence' accreditation level that was obtained in 2017 which is due for review in 2019

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 2019	Reports to be submitted to the 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
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
10 Monitoring of the Health & Safety Management System HSG65 Checklist	To ensure the Keep Safe Stay Healthy Work Plan includes the required tasks to improve the overall score. 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	Undertaken twice a year	The checklist covers the following areas: <ul style="list-style-type: none"> <li>• Policy</li> <li>• Organising control</li> <li>• Organising communication</li> <li>• Organising co-operation</li> <li>• Organising competence</li> <li>• Planning and implementing</li> <li>• Measuring performance</li> <li>• Auditing and reviewing performance</li> </ul>