

Health *and* Safety annual report 2019



CONTENTS

Introduction	1
Approach to managing risks	1
Plan	2
Policy	2
Do	2
Health and safety managing arrangements	2
Management Team	3
Keep Safe Stay Healthy Group	3
Team and Staff meetings	3
Health and Safety Advice	3
Promotion	3
Risk Assessments	3
Training	4
Achievements in 12 months	4
Wellbeing	5
Check	6
Health and Safety Annual Report	6
Health and Safety Audit	6
Accident and Incident Investigations	6
Ubico, Waste and Grounds Maintenance Report	7
Future Checks	7
Act	12
Health & Safety Work Plan 2017-2018	12



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.

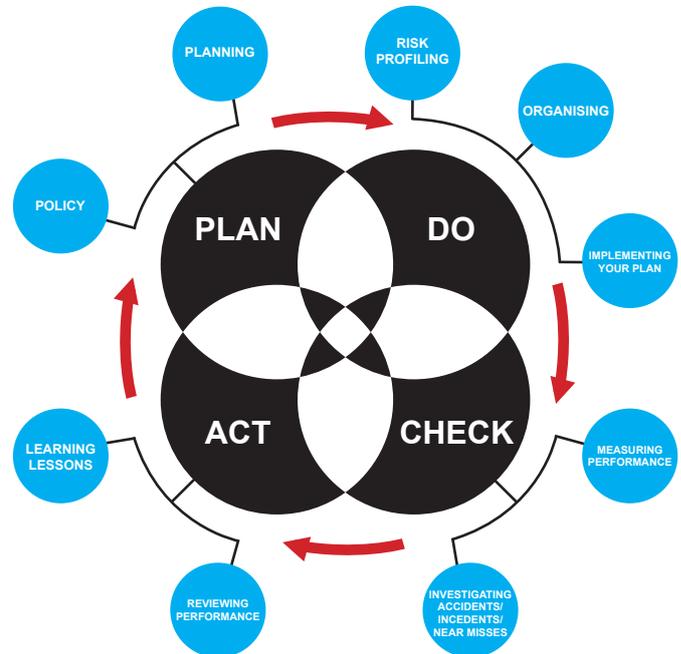
Effective management of health and safety risks helps the council to:

- » 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 partners 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 2018 to 31st March 2019 and looks forward to work proposed in the next year. The aim is to provide information to demonstrate how the council fulfils its legal responsibilities 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 the controls in place against the identified risks.

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	

- ✓ Manual handling
- ✓ Noise at work
- ✓ Personal protective equipment
- ✓ Provision and use of work equipment
- ✓ Safeguarding
- ✓ Staff personal safety
- ✓ Young Workers

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

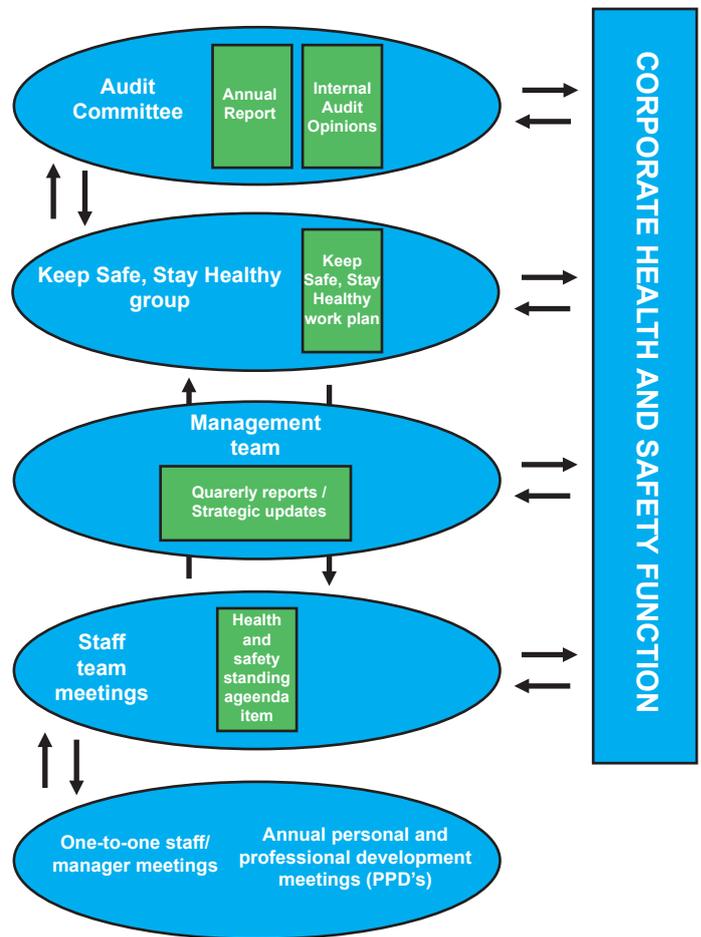
The format of this report follows the ‘Plan, Do, Check, Act’ workflow.

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 managements
- ✓ The control of substances hazardous to health
- ✓ Using display screen equipment/ workstation safety
- ✓ Fire and emergency evacuation
- ✓ First aid
- ✓ Health and safety induction for new starters
- ✓ Legionella
- ✓ Lone working
- ✓ Management of asbestos
- ✓ Managing contractors safely

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 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 including a strategic overview.

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

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).

Health and Safety Advice

The ES Officer 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.

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 ES 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).

Promotion

Health and safety matters are prominent on the council's intranet. 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 ES Officer 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 - 24 new starters
- ✓ Display Screen Equipment on line training for staff - 201 staff/169 FTE
- ✓ Wider Public Safety at Events – 1 member of staff
- ✓ First Aid at Work – 3 members of staff
- ✓ Manual Handling – 25 members of staff
- ✓ AED + Oxygen Therapy – 8 members of staff
- ✓ Legionella Awareness/control – 5 members of staff
- ✓ Fire Safety – 15 members of staff
- ✓ Supporting Mental Health in the Workplace – 1 member of staff

Training initiatives planned for the coming year include:

- ✓ Mental Health First Aid
- ✓ First Aid at Work requalification
- ✓ Stress Management Workshop
- ✓ Mental Health Awareness Workshops
- ✓ AED/Oxygen Training (refresher)

Further training will be provided if a training need is identified by a line manager, in line with PPD requirements 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 2018 to March 2019, the following has been achieved:

- ✓ Review of service risk assessments across the council. A generic risk assessment tool was introduced three 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 ES Officer throughout the year to ensure ongoing compliance with policy and procedure
- ✓ Flexible and homeworking/remote audit review in line with audit recommendations policy and procedure review
- ✓ Health and safety induction policy and procedure reviewed and revised
- ✓ Display screen equipment arrangements reviewed resulting in a new improved and more user friendly course currently being trialled and shortly to be launched
- ✓ COSHH (Control of Substances Hazardous to Health) policy and procedure reviewed and revised
- ✓ 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
- ✓ Developing and launching a Mental Health at Work Plan

The review process for the Wellbeing Charter is due to commence in July 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.

The Wellbeing plan has covered the following in this period:

1. Stress awareness month - 2 nibblet sessions provided for staff
2. National walking month - relaunched lunchtime walks
3. Sun awareness week - educational leaflets displayed on notice boards and intranet
4. Health information week – links provided on intranet and health MOT's undertaken
5. Back care awareness week - Awareness information provided on the Intranet
6. World diabetes day - Awareness literature on Intranet and notice boards plus Gloucestershire Care NHS Diabetes Drop In Session
7. Flu vaccinations
8. Alcohol awareness week - Awareness literature signposting to support networks
9. Healthy eating advice – Slimming club including healthy eating information
10. Stop smoking - Signposting Information on intranet & notice boards

Future Wellbeing events include the following:

1. Dry (alcohol) January - Factual literature and links
2. Mental Health Awareness including mental health first aid training will be provided – see training section above) plus Let's Talk Mental Health nibblet session
3. Substance Misuse – signposted on intranet and notice boards
4. National Walking Month – Provision of maps of walks that can be achieved during lunchtime break plus signposts to local walks for outside work/families
5. Financial Planning and Wealth Management
6. Mid-Career Financial Planning Sessions
7. World Suicide Prevention Day – Signposting and advice

8. National Eye Health Week – RNIB information
9. Make a Difference Day – Volunteering opportunities
10. Pre-Retirement Planning Session
11. Men's Health Awareness Month – Prostate cancer and other cancers
12. Mental Health awareness - Staff briefing and mental health awareness training

✓ 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 following policies have been reviewed:

- » Overarching Health, Safety and Welfare policy
- » Lone working policy/procedure
- » Personal Protective Equipment policy
- » Accident & Incident Reporting policy
- » Manual Handling policy
- » Managing Contractors policy
- » COSHH (Control of substances hazardous to health) policy

Review of the HSG65 Monitoring Checklist – see results on following page:

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. The figures in red are where improvements were made from last year. The overall score last year in this period was 126 (90%). The overall score this year has increased to 133 (95%).

Section Heading	Possible Points	Actual Points	% Score
Policy	14	13	92.86%
Organising control	8	7	87.5%
Organising communication	14	12	85.71%
Organising co-operation	8	7	87.5%
Organising competence	14	13	92.86%
Planning and implementing	52	52	100%
Measuring performance	14	14	100%
Auditing and reviewing	16	15	93.75%
Total points/overall Reviewed on the 6/03/19	140	133	95%

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 ES Officer 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.

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

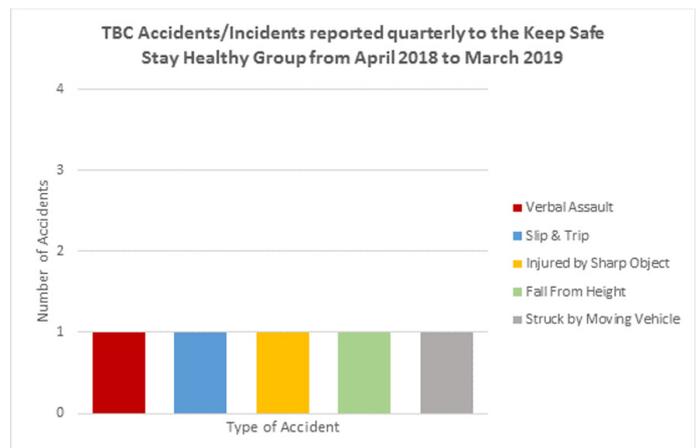
Check

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 ES Officer 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.



April 2018 to March 2019 - TBC

5 reported Accidents/Incidents as shown in graph above including causes. No RIDDOR reports (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. All accidents/incidents were investigated and applicable remedial actions put in place to avoid recurrence.

Tewkesbury Leisure Centre Contract (Contractor: Places for People)

A quarterly report is provided by the contractor to Asset management who manage and monitor this contract. The report is also sent to the ES officer to enable the accident and incidents statistics to be reported quarterly 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 no RIDDOR reports in the time frame of this report.

In Q2 there was a major incident in the gym when an elderly customer suffered a heart attack whilst using the facilities. Staff provided medical assistance until he was transported to hospital. The actions of the staff involved were highly commended by the family and also by the surgeon's at Cheltenham hospital. This incident was not required to be reported under RIDDOR as the incident was not due to the equipment/environment or failings in the organisation or management of an activity.

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

Training

- » Health and safety seminars
- » Technical & Environmental Workshops
- » Working in confined spaces
- » Training appertaining to role e.g. lifeguard training, fitness instructor training, swimming instructor training

Food

Hygiene 5 star rating achieved in this period.

Events

The leisure centre hosted the Tewkesbury Triathlon and Tewkesbury Half Marathon.

UBICO (Waste, Street Cleansing and Grounds Maintenance Services) contract report

The waste and street cleansing contract is managed and monitored by the Joint Waste Team and the ground maintenance contract is managed and monitored by the Head of Community Services assisted by the TBC Grounds Maintenance Project Officer who jointly provide TBC with a health and safety report on a quarterly basis. The following information summarises the most pertinent points contained within the quarterly reports:

Crew checks are carried out by supervisors and JWT/TBC Grounds Maintenance Project Officer each month to ensure correct PPE is being worn and safe systems of work are being complied with.

Drivers carry out mandatory vehicle checks and complete daily defects sheets before leaving the depot plus supervisors in this period have also carried out checks of 50% of the vehicles at the gate to ensure compliance is being achieved. Grounds maintenance checks also include equipment checks to ensure they are fit for purpose.

Cameras on the vehicles are being utilised when investigating accidents/ incidents such as cars mounting pavements plus vehicle and crew incidents/accidents and near misses. Camera footage is also being used during training sessions and is used if required to provide evidence to the police.

Safety Standard - In this period Ubico updated all risk assessments, safe systems of work in order to attain the Occupational Health and Safety standard ISO45001 which was achieved at the end of Q4. Developed by leading trade and international standards bodies, it provides a framework for organisations to instigate proper and effective management of health & safety in the workplace.

Training covered in this period was as follows:

- » One supervisor completed the Transport Manager Course
- » One driver completed the safe driver assessor course
- » Three members of staff completed sweeper training.
- » All crews have received training to carry out vehicle checks and vehicle defect reporting
- » Training has been provided for supervisory staff in relation to the downloading of CCTV footage for the purposes of inspections and investigations
- » Reversing assistant training has been given to all collection crew staff
- » A member of the grounds maintenance team received true surgery training including emergency procedures
- » All ground maintenance employees received refresher training on all risk assessments and safe systems of work
- » PA1 (Pesticide Spraying course) was completed by grounds maintenance staff

Tool Box Talks and Briefings:

The Ubico health and safety partner Publica, circulates monthly briefings to all clients and stakeholders which are used to train the staff on a monthly basis. The briefings and Tool Box talks up to the end of Q4 were as follows:

- » Near miss reporting
- » Bowel cancer awareness
- » Use of seatbelts
- » Sun safety
- » Hand arm vibration/carpal tunnel syndrome
- » Coping in the heat
- » COSHH (Control of Substances Hazardous to Health)
- » Safety in public spaces

- » General site safety
- » Reversing assistant training
- » Flu vaccines
- » World Mental Health Day
- » PPE (personal protective equipment)
- » Drug Misuse
- » Drink Driving
- » Killing in the waste industry
- » National obesity awareness week
- » Over weight vehicles
- » National heart month
- » Manual handling
- » Healthy eating

Audits

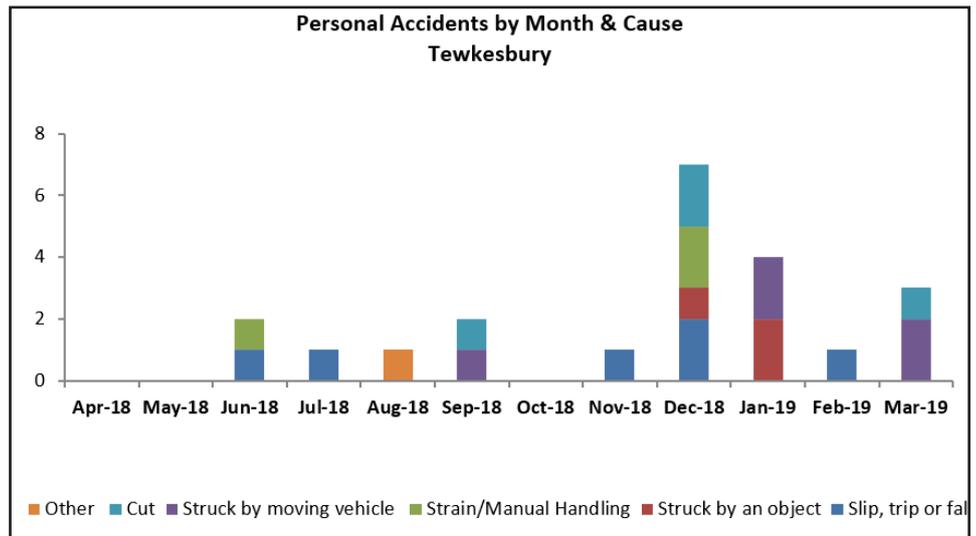
Fleet audits are carried out every 12 weeks by Ubico.

Gloucestershire Waste Safety and Health (GWASH) meetings

Every quarter the countywide collections and disposal authorities (JWT plus Stroud and Gloucester City) meet with the contractors and the HSE to discuss campaigns plus incidents and accidents and the controls required to reduce the likelihood of recurrence.

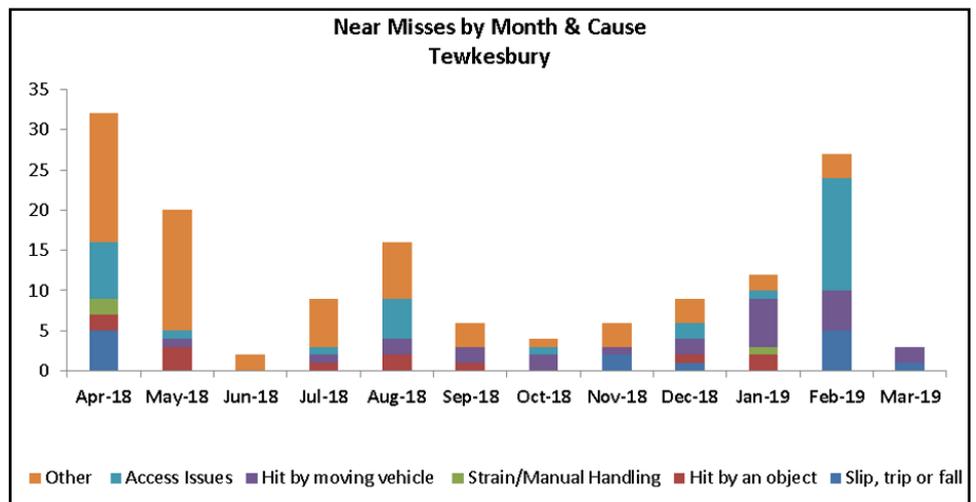
April 2018 to March 2019 – Waste, Street Cleansing and Ground Maintenance contracts accident/incident statistics as shown in graph.

In total 22 accidents/incidents were reported in this period plus 2 RIDDORs which related to a loader who tripped over a kerb and fractured an arm and a loader who sustained a strained back when moving a heavy bin. The total number of collections made in this period was 4,524,000.



April 2018 to March 2019 - Waste & Street Cleansing contract and ground maintenance contract reported near misses as detailed in graph.

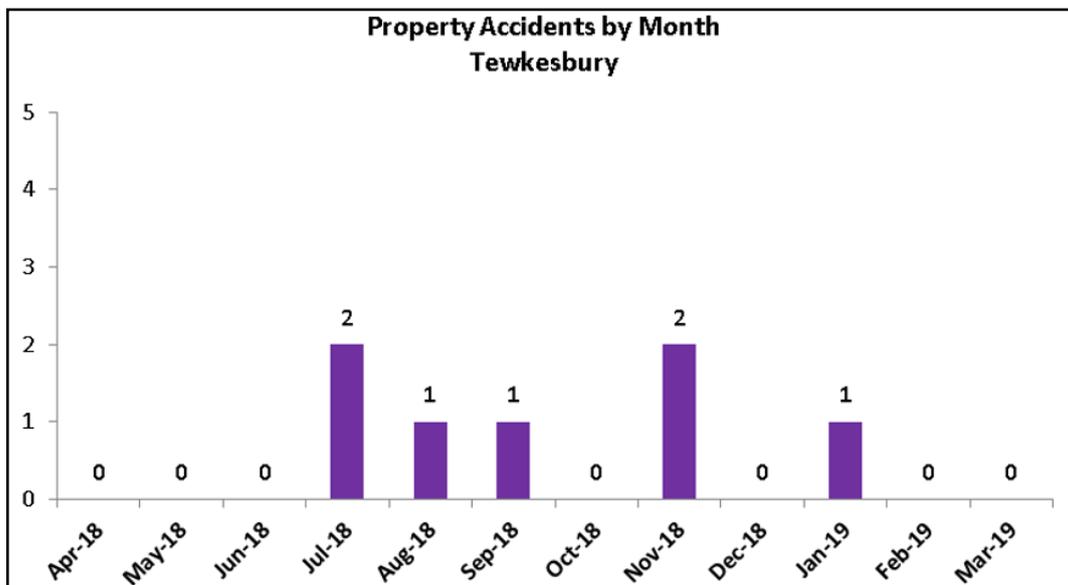
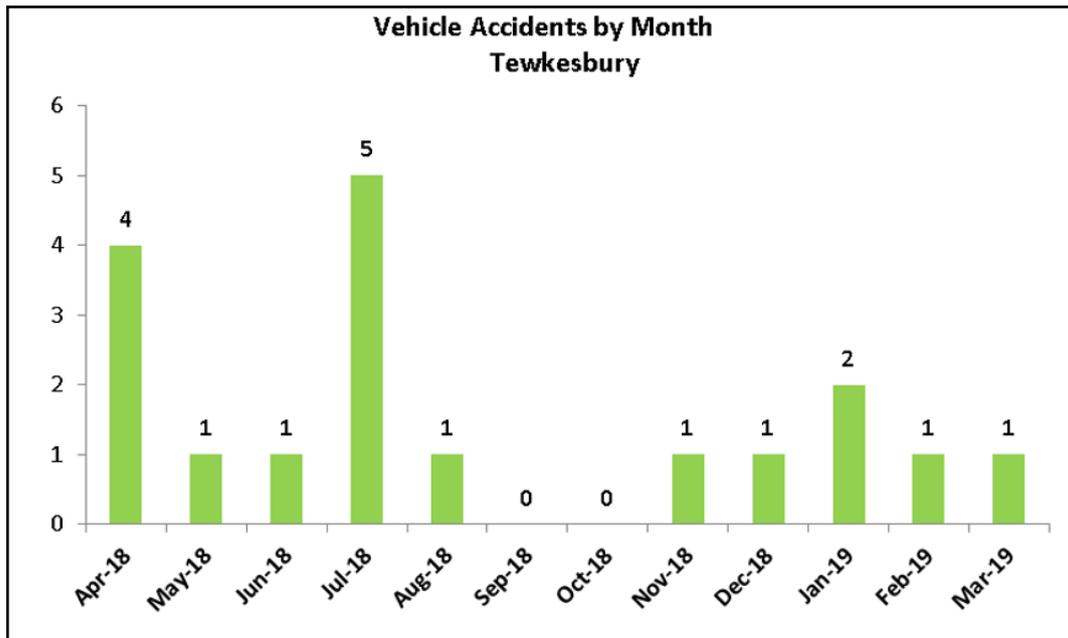
Spikes in April '18 and February '19 mainly due to crew or access issues due to adverse weather conditions. Other causes as shown in graph which are specified in quarterly reports covered the following:



- » Physical/Verbal assault
- » Injured by sharp object
- » Contact with electricity
- » Fall from height
- » Exposure to biological agent
- » Exposure to harmful substance
- » Contact with hot or cold surface
- » Contact with equipment/machinery
- » Not following correct procedure

Near miss reporting has continued to be encouraged by Ubico in this period and the JWT throughout the year which is reflected in the statistics shown in the graphs above.

Ubico monitor the incidents and accidents and near misses to enable trends to be identified which are actioned accordingly including applicable training provision.



TBC and the JWT requested more detailed information regarding vehicle and property accidents/incidents as shown in the graphs above which has been provided by Ubico from Q2 onwards. All accidents/incidents have been investigated and applicable remedial actions have been undertaken by Ubico.

The GPS vehicle tracker system has been set up to send the waste and recycling supervisors plus operations manager an email when vehicles enter high risk areas as contained in route risk assessments such as schools and places with access restrictions.

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.

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 service. The JWT provide quarterly reports that are submitted at quarterly KSSH group meetings and Management Team meetings.

The following information summarises the most pertinent points contained within the quarterly reports:

Tool box talks are carried out on a monthly basis relating to key issues which stem from the company’s health and safety policies plus as a result of an accident/incident or near miss investigation outcomes. Suez has a target of 5 near miss reports per person and also is targeting supervisors with Safety in Mind conversations with the workforce.

A Suez business systems audit identified that the Avonmouth MRF was the best in the country in relation to their health and safety arrangements compared to all other MRF sites operated by the company.

Mixed Recycling & Facility contract - Accidents/Incidents & Near Misses reported in this period as detailed in the graph.

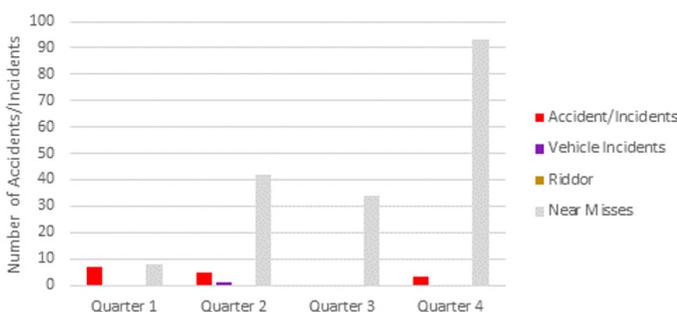
- » 15 accidents/incidents
- » no RIDDORS
- » 177 near misses
- » 1 vehicle accident

The majority of the accidents /incidents reported which resulted in cuts and abrasions were sustained on the picking line, plus slips and trips due to poor housekeeping plus workers not following correct procedure. All accidents/incidents were promptly investigated and applicable controls but in place to avoid recurrence.

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 2018-2019 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.

**Suez Mixed Recycling Facility Contract
Accident/Incident and Near Miss Report from April
2018 to March 2019**



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	March 2020	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, Personal Protective Equipment policy/procedure, Managing Contractors policy and procedure (training provision included in review), Manual Handling policy (training provision included in review), COSHH (Control of Substances Hazardous to Health) and further review of Homeworking/remote working policy and procedure is currently being undertaken. The next two policies that are planned to be reviewed are the Asbestos and Legionella policies/procedures.
2. Review of completed 2018 service risk assessments	To ensure all service risk assessments are reviewed on an annual basis and when changes occur.	March 2022	This task will be incorporated into item 3.

Topic	Expected Outcomes	Target completion date	Additional information
3. Health & safety audits/reviews/ safety inspections in line with generic risk assessment and health and safety legislation/ regulation	To ensure all hazards/risks have been identified applicable to a service and to ensure all controls applicable to the identified risk has been implemented and are being monitored ongoing.	March 2022	Health and safety audits to be undertaken over a 3yr rolling programme commencing with E.H team in the month of October 2019 and then continuing to audit all other services in order of risk.
4. Display screen equipment (DSE) workstation requirement	Compliance to DSE regulations when working in the office and when working remotely including working from home. An online training and risk assessment package that is fit for purpose and achieves full staff engagement.	December 2019	Display screen equipment workstation on line training and risk assessment package has been reviewed resulting in a new and improved course being trialled to assess its suitability before being launched.
5. Health and safety training plan	To deliver health and safety training to staff on the following subject » Mental health first aid » First aid at work requalification. » Stress management workshop » Mental health awareness workshops » AED/oxygen training (refresher)	Septemeber 2019	Further training will be provided if a training need is identified by service managers and the KSSH group throughout the year. HR are also gathering information from PPD's and creating a training matrix.

Topic	Expected Outcomes	Target completion date	Additional information
6. 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	December 2019	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 currently under review.
7. Review contract monitoring arrangements of health and safety in regard to the environmental services provided by Ubico Ltd.	To ensure compliance to Managing Contractors policy standards and health and safety legislation/ regulations.	March 2020	Reports to be submitted to the Management Team and 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 statistics including causes and trend analysis and any other health and safety related issues.
8. 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 next review due September 2019.	The checklist covers the following areas: » Policy » Organising control » Organising communication » Organising co-operation » Organising competence » Planning and implementing » Measuring performance » Auditing and reviewing performance