

Test Valley Borough Council Corporate Annual Health & Safety Report 2010 -2011

1.0 Introduction

- 1.1 This report covers the year April 2010 to the end of March 2011 and its aim is to demonstrate Test Valley Borough Council's commitment to:
- a. Protecting the health, safety and welfare of its employees, contractors, volunteers, clients, service users and members of the public.
 - b. The on-going effective implementation of the Council's health & safety policy, organisation and arrangements.
 - c. The monitoring and measurement of the Council's health & safety performance, with a view to highlighting areas of good performance and areas for improvement.
 - d. The Government's "Revitalising" and "Securing Compliance Together" strategies.
 - e. The Health and Safety Commission's agenda for the "Effective leadership of Health and Safety".
 - f. Openness and accountability in all the services the Council provides
 - g. Making public the organisation's performance in health & safety matters.

2.0 Risk Exposure and Risk Control

- 2.1 Health and safety is part of the Council's Risk Management Strategy, focussing on the risks of injury and ill-health potentially arising from the range of activities which deliver the Council's services.
- 2.2 The range of health and safety risks identified includes;
- Lone Working
 - Violence and aggression towards staff, from the public
 - Transport and road risk
 - Fire
 - Manual Handling
 - The use of Display Screen Equipment
 - Slips, trips and falls
 - Work related ill health, including work related stress
 - The health & safety management of contractors
- 2.3 Risks are controlled using both active and reactive monitoring of the Council's health and safety performance. Active monitoring includes annual audits which are undertaken by each Service, site inspections and risk assessment, control and reduction. Health and safety training is also provided. Reactive monitoring involves incident recording and investigation.
- 2.4 Management within the organisation is supported by a number of specialists including the Council's health & safety advisor (0.5FTE), the Environmental Services Health & Safety Officer, Occupational Health

specialists, counsellors, ergonomists, professional trainers, consultants and the Hampshire Fire and Rescue Service.

3.0 Employee awareness, involvement and consultation

- 3.1 The Council's Health, Safety and Well Being Forum comprises of Service representatives from, Management, Staff and the Trade Unions. It meets every quarter and is chaired by the Strategic HR Manager.
- 3.2 All new and revised health and safety policies and procedures are presented to this group as part of the formal process of consultation. This group acts as a forum for measuring the Council's performance and as a mechanism for the raising of health and safety issues.
- 3.3 The Council also encourages healthy lifestyles amongst its employees and the Fit4Work team endeavour to facilitate this through the provision of a number of activities which are available at discounted rates to staff. The Council's Management Team allows staff the time to participate in these.
- 3.4 Details of the Council's Health and Safety Policies and Procedures are available to all employees on the organisation's Intranet – TVScreen. In addition all employees receive specific health and safety induction training when joining the organisation.

4.0 Financial Resources

- 4.1 The Environmental Health Business Unit, within the Housing, Health & Communities Service holds a corporate budget for health and safety. This sum is used to fund Council activities such as staff training in health & safety matters and to enable the Council's Safety Advisor to be trained and kept abreast of developments in health & safety law and safety management practice.
- 4.2 The expenditure of this budget for the last 3 years is given in the table below.

Purpose	2008/2009	2009/2010	2010/2011
First Aider training & equipment	£2077.80	£2013.17	£1849.21
Equipment	£295	£339.46	-
Accident recording software	-	-	-
Fire Awareness training	-	£1430	£2140
Risk Assessment training	£496	-	£324.30
RoSPA subscription	£381	£435.50	£423
Dealing with Aggressive people training	-	-	-
Defensive Driving training	£140	-	-
Occ. Health	£240	-	-
Safety Adviser training	£744	£335	£225
Total	£4373.80	£4553.13	£4961.51

5.0 Monitoring and Reviewing Performance

5.1 Corporate Achievements

- The Shared Workplace Policy has been produced to cover occupation by Hampshire County Council within Test Valley Borough Council premises. This sets out clearly where relative health and safety responsibilities lie.
- The list of potentially violent persons and the procedure for dealing with violent incidents has been reviewed and changes implemented following further advice from the Legal & Democratic Services.
- Stress Risk Assessments are undertaken and reviewed annually. Any issues that cannot be resolved by the manager are referred to Human Resources. As the need to undertake these assessments has been established for a number of years it is recommended that an audit of the effectiveness of the stress risk assessment process is carried out to establish whether this has reduced absence through work related stress.
- The Hand Arm Vibration Policy has been reviewed and updated.
- Review and update of the Engagement of Contractors policy and procedure and inclusion in the Procurement Policy.
- Occupational Health Screening for Environmental Services staff.
- The Safety Policy and the Health and Safety Manual have been updated along with the revision of the terms of Reference for the Health, Safety & Well Being Forum.
- Legionella microbiological testing undertaken by the Health Protection Agency of the showers at the Saxon Field Sports Centre, Romsey Sport Centre and the Andover Leisure Centre.
- Display Screen Equipment Self Assessment form is now available as an eform.
- Internal Audit Report on corporate health & safety.

5.2 Internal Audit Report on health & safety – February 2011

5.2.1 The objective of this audit was to examine the systems and controls in place to manage Health and Safety risks to TVBC officers and the public.

5.2.2 The key findings from the Audit were as follows;

Overall good policies & procedures are in place with management aware of their Health and Safety responsibilities towards officers and the public. Risk assessments are generally detailed and up to date with the exception of DSE assessments for occasional home workers,

accidents are reported and monitoring is carried out by officers at the Health Safety and Wellbeing Forum.

- Appropriate policies are in place for the management of contractors. It is recommended that to ensure consistency that the issuing of TVBC Health and Safety policies, retention of contractors' risk assessments/H&S policies and review of contractors' public liability insurance cover is undertaken.
- Occupational Health services are to be used proactively to monitor officers' ongoing health in higher risk areas, so having the opportunity to take preventative action, particularly where officers are exposed to hazardous substances including asbestos.
- Legionnaires prevention testing and maintenance is being conducted in line with the guidance from the Health and Safety Executive, the TVBC Health and Safety manual and the independent Legionella risk assessor's report.
- Overall fire safety practices are generally sound, with regular testing and maintenance.
- The bomb threat procedure is being developed and documented.
- The training of Members on Health and Safety is recommended and some risk assessors' refresher training is required.
- The Document Retention Policy (DRP) should stipulate sufficient storage periods for some documents,
- Procedures are in place to ensure that existing staff, which are required to drive on Council business, have a driving licence, up to date MOT certificate and appropriate insurance cover. It is recommended that there is a procedure to ensure that new staff provide this information upon appointment.

5.2.3 As a result of the audit in total 12 areas were identified as requiring action to be agreed with management. A number of the issues have been addressed as given in paragraph 5.1 and all the areas requiring action from the Corporate Safety Advisor have been completed.

5.3 **Corporate Training provided**

- Induction training is ongoing and takes place every Tuesday, this normally being the second day of employment with the Council and feedback has generally been positive. The formal workshop is still available to those staff whose manager considers the extra training will be beneficial and as a refresher to existing staff.
- Environmental Services carry out their own health and safety training on a regular basis.
- All Services have or will view the Health and Safety DVD. This should be carried out annually and recorded to show that regular health and safety refresher training takes place.
- Extra training has been carried out on fire awareness for all employees.

- Display Screen Equipment refresher training has been provided.
- Risk Assessor training has been provided
- The Council has continued to provide training for new First Aiders and refresher training, where appropriate.

5.4 **Results of Service Audits for 2010/11**

5.4.1 The audit questionnaire was issued early in January 2011.

The following topics are covered by the questionnaire:

- Health and Safety policy
- Staff understanding of health and safety responsibilities
- Awareness of H&S Manual
- Risk Assessments
- Trained Risk Assessors/DSE Assessors
- DSE Assessments and eye test procedure
- Violence to staff
- Lone working
- Accident Reporting
- Hazardous substance risk assessment
- Awareness of Occupation Health via Personnel
- Management of contractors
- Electrical safety
- Fire procedures
- Risk assessments for young persons and expectant/new mothers
- Personal protective equipment
- Equipment maintenance, servicing etc.
- Hepatitis
- Stress
- Asbestos
- Mobile phone guidance
- First aid
- Driving at Work
- Managers Hand book and staff handbook
- Awareness of form for reporting health and safety issues to managers
- Health and Safety Information on TVScreen, notice boards
- Health and safety standing item on agenda of team meetings
- Annual Health & Safety refresher training

5.4.2 **Service response to audit questionnaire**

The response was positive. Those Services with no outstanding issues have not been reported upon directly, only those where certain activities have been identified as needing attention.

Chief Executive's/Human Resources

Stress risk assessment and health and safety refresher training is to be carried out.

Environmental Services

This Service has considerably more health and safety issues than the rest of the Services, due to the nature of its activities and therefore the need to manage health & safety is particularly important. This Service now has its own full time health and safety adviser who meets with the Corporate Safety Advisor on a regular basis. The health and safety DVD has been viewed by most staff and a full training programme was planned for the spring 2011. A review of the lone working/home visits arrangements are required and Risk assessment review and production are ongoing.

Customers Services

Three members of staff are to be trained to be risk assessors and the Health & Safety DVD is to be viewed at a staff meeting.

IT

Manual handling training was reviewed at the Service meeting in January and the Health & Safety DVD was viewed at the Service meeting during Quarter 1 of 2011.

Housing, Health and Communities

A positive response but with some risk assessments remain to be completed, with the control measures identified brought to the attention of some staff. The Health and Safety DVD was viewed at the last All Staff Service meeting.

Leisure and Well Being

Manual handling training may be required, some DSE assessments are still outstanding and the lone working arrangements are to be reviewed. Advice has been taken on the policy for managing contractors, risk assessments for the under 18s, health and safety handbooks and health and safety training needs.

Planning Policy and Transport

Some risk assessments remain to be completed.

Planning and Building

Advice has been taken on the location of health and safety manual, general health and safety information and staff and manager handbooks on TVScreen. Manual handling refresher training, asbestos awareness training and the regularity of fire procedure refreshers are also in hand.

Estates & Economic Development

The production and review of Risk assessments are ongoing and at a staff meeting the control measures identified will be brought to the attention of relevant staff. The Health & Safety DVD will be viewed again at a staff meeting.

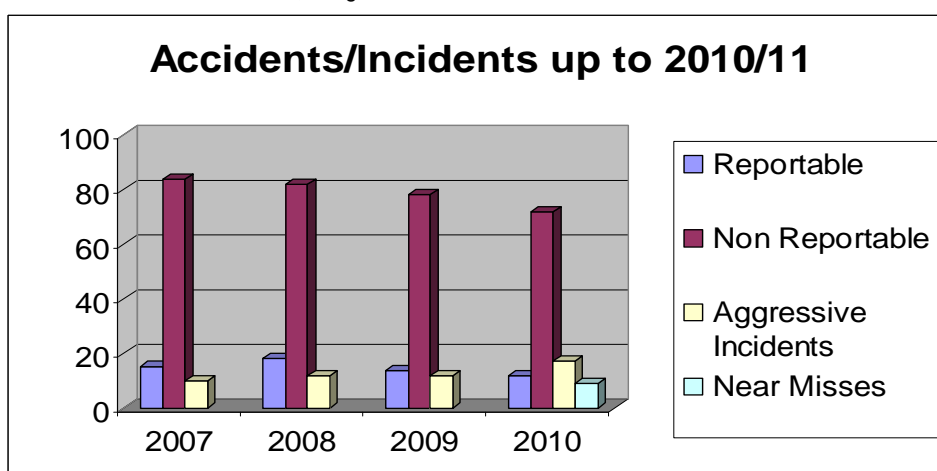
Finance

Some eye tests are outstanding but this is being addressed. An H&S Management of Contractors Audit form for the external auditors is to be completed. Arrangements have been made for the H&S film to be shown at a service meeting.

5.5 Number of Incidents*

	2008/09	2009/10	2010/11
Total number of incidents reported to the Health & Safety Executive	18	14	12
Total number of non-reportable incidents	82	78	81
Total number of abusive/violent incidents	12	21	17

*Incidents includes accidents, dangerous occurrences & cases of abuse/violence



Accidents by Service 2010/2011 (2009/2010 figures)					
Service	Non reportable	Reportable	Abusive/Violent	Near misses*	
Finance	0 (1)	0 (0)	0 (1)	0	
Chief Executives (incl. HR)	1 (0)	0 (0)	0 (0)	0	
Leisure & Well being**	11 (5)	1 (3)	1 (1)	1	
Customer Services***	4 (1)	0 (0)	0 (2)	0	
Planning Policy & Transport	2 (3)	1 (0)	7 (9)	0	
Estates & Economic Development	5 (8)	1 (1)	0 (0)	0	
Housing, Health & Communities	2 (5)	2 (0)	2 (5)	0	
IT	0 (0)	0 (0)	0 (0)	0	
Legal & Democratic	0 (3)	0 (0)	0 (0)	1	
Planning & Building	2 (2)	1 (0)	0 (0)	0	
Revenues	1 (0)	1 (1)	5 (1)	2	
Environmental Services	Refuse/Cleansing	16 (20)	1 (5)	1 (1)	4
	Street Scene	25 (24)	4 (4)	1 (1)	0
	Vehicle/Playground	2 (6)	0 (0)	0 (0)	0
	Administration	1 (0)	0 (0)	0 (0)	1

* First year of reporting near misses in the Annual Report

** includes incidents to the public at TVBC owned leisure facilities & at the Lights

*** includes incidents to the public

5.5.1 In this year a manager from the Leisure & Wellbeing Service discovered that Incident Report forms from one of the Sport Centres had not been sent the Corporate Safety Advisor. This situation had been ongoing for some time. A total of 56 incidents were identified and it appeared that 96% of the total number of incidents were sport or play related. The Centre staff are now following the correct procedure and these historic incident statistics have not been included in the tables above.

5.5.2 It is important that all incidents and near misses are reported to enable trends to be identified and control measures put in place as required.

6.0 **Key Challenges for 2011/2012**

- ✓ Continued review of Health and Safety Manual
- ✓ Induction/refresher training
- ✓ Hampshire Safety Officers Group Inter Authority Audit of the health & safety management of contractors.
- ✓ Review and updating of the "Staying Safe" guidance for staff, in conjunction with Lone Worker training.
- ✓ Implementation of the anticipated requirement for Eye Tests for drivers on Council business.
- ✓ Implementation of the recommendations of the Zurich Risk Assessment Report.
- ✓ Continued review of the Violence to staff procedure to ensure compliance with the Data Protection Act and the Human Rights Act.

7.0 **Conclusion**

7.1 This year the first case brought under the Corporate Manslaughter and Corporate Homicide Act 2007 with the employer being found guilty and fined £385,000. This reinforces the need for management to continue to play a vital role in compliance with health and safety and ensure an active role in the management of significant risks to their staff.

Management of risk is very much a line-management function with accountability. Risk assessments are required to identify activities with the potential to cause harm and appropriate control measures should be put in place to protect staff, contractors, visitors, public etc. Written risk assessments and accident investigation are invaluable evidence should our insurers, HSE or the Courts require proof of our compliance with health and safety legislation. A comprehensive audit trail is imperative for defending any potential claims. Management of health and safety should be an integral and cost effective part of management. It requires commitment from all levels of management and staff to be successful.

7.2 The relationship of the Safety Advisor with Heads of Service, Business Unit Managers and staff remains positive. The report by Lord Young on health and safety has received a mixed response from health and safety practitioners and it will be interesting to watch the final outcome. Here at Test Valley it is believed that managers and supervisors take

their health and safety responsibilities seriously and their attitude with regard to risk assessment and the implementation of appropriate control measures to reduce the risks, as far as reasonably practicable, thus allowing the Council's activities to be undertaken in a safe manner. This has been reinforced by the recent internal audit of health and safety and the appreciation of the Corporate Safety Advisor's input following a successful outcome over a particular safety issue.

- 7.3 In October 2007 the HSE produced a publication, "**Leading health and safety at work**". This document stipulates the **4 Principles** with which an organisation needs to fulfil in order to achieve good health & safety management. Therefore ANNEX 1 lists the Principles and identifies those actions which should continue to be undertaken by the Council to ensure good health and safety management within the organisation in the year 2011/2012.

ANNEX 1

Principle	Areas of focus	Actions to be taken	Milestones	Officer
1. Plan the direction of health & safety	Health and safety should appear regularly on the agenda of board meetings	Health and safety to be reported to Corporate Management Team & General Purposes Committee annually	October 2011	Environmental Health Manager
	Visible and active leadership from the top	Continued involvement of the Corporate Director as the Council's Health & Safety champion	Ongoing	Corporate Director
2. Deliver health & safety	Health and safety arrangements are adequately resourced. Risk Assessments are carried out	All Services responsible for ensuring that Risk Assessments are up to date and reviewed at least annually and always when there is a change in working practices.	Annual review	Heads of Service
		All Services to complete Annual Audits	Feb 2012	Heads of Service
		Services to complete outstanding actions from Audits with all Services to be responsible for implementing /funding the control measures identified	April 2012	Heads of Service
		Refresher Induction Training for existing staff	Estimates for H&S Aug-Oct 2011	Heads of Service
		Policies are implemented across the organisation	Ongoing	Corporate Safety Advisor
			Ongoing	Heads of Service

		<p>Implementation of Measures identified in the Internal Audit Report – Feb 2011</p> <p>Implementation of the recommendations made in the Zurich Risk Assessment Report</p>	<p>Target times detailed in report</p> <p>Timings as detailed in the report</p>	<p>Responsible Officers as detailed in report</p> <p>Responsible Officers as detailed in report</p>
<p>The health and safety arrangements of partners, key suppliers and contractors should be assessed</p>	<p>Where partners, suppliers or contractors are engaged then the Service responsible follows the procedure given in the Council's Health & Safety Manual. This needs to be available for the Inter Authority Audit- "Managing Contractors"</p>	<p>November 2011</p>	<p>Heads of Service who engage contractors</p>	
<p>The provision of health & safety training to some members of the board can promote understanding and knowledge of the key issues</p>	<p>Briefing session to be provided, upon request, to Corporate Management Team</p>	<p>On going</p>	<p>Senior Management Team</p>	
<p>The impact of changes such as new procedures, work processes or any major health and safety failure is reported to the board as soon as possible</p>	<p>(Actions as for Principle 2) plus The development of health surveillance, where identified through Risk Assessment</p>	<p>On going</p>	<p>Senior Management Team Heads of Service</p>	
<p>3. Monitor health & safety</p>				

<p>4. Review health and safety</p>	<p>Performance on health and safety is increasingly being recorded in the organisation's annual reports to stakeholders Good health and safety performance can be celebrated at all levels</p>	<p>Publication of Corporate health and safety report on the Council's website</p>	<p>Oct 2011</p>	<p>Environmental Health Manager</p>
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