STANDARDS AND AUDIT COMMITTEE - 3 JULY 2014

HEALTH AND SAFETY ANNUAL REPORT

Executive Summary

The Health and Safety at Work Act 1974 and subsequent legislation places a general duty on the Council to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees and others such as the general public who use the Council’s facilities and may be affected by the carrying out of the work the Council does.

This report provides the Standards and Audit Committee with a review of health and safety activity during 2013/2014,

This report demonstrates that there are no matters of concern.

Recommendations

The Corporate Management Group is requested to:

RESOLVE That the report on Health and Safety be received.

REPORT ENDS

Background Papers:

None.

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1.0 Introduction

1.1 The Health and Safety at Work Act 1974 and subsequent legislation places a general duty on the Council to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees and others (e.g. contractors or members of the public) who may be affected by the carrying out of work.

1.2 This report outlines the main activities and issues arising during the last twelve months, including accident statistics. Overall 2013/14 was a satisfactory year. Training, awareness and a safe working environment have been maintained. There was a decrease in the number of reported accidents to staff, volunteers and contractors, from 28 to 13. These accidents were of a minor nature, and none required to be reported to the Health and Safety Executive (HSE) in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

1.3 New guidance and legislation continues to be digested and integrated into the Council’s systems of work.

2.0 Management Arrangements

2.1 Whilst individual members of staff, supervisors and managers all have a responsibility for health and safety, the Senior Health & Safety Officer co-ordinates and oversees the health and safety activities. The Senior Health & Safety Officer is nominated to act as the Appointed Person under health and safety legislation.

2.2 The Health and Safety Policy details the duties and responsibilities of staff at all levels up to and including Corporate Management Group, as well as the duties and responsibilities of Members.

2.3 There is a Health and Safety Committee including staff, Unison, CMG and HR representation. Partner organisations Freedom Leisure and New Vision Homes as well as the Thameswey group have been invited to attend. Surrey Police and Surrey County Council have also been invited as users of the Civic Offices.

3.0 Health and Safety Committee

3.1 The Health and Safety Committee aims to meet bimonthly, but occasionally there are circumstances when this is not possible to achieve. During the 2013/2014 year the Health and Safety Committee met 4 times on 22 May 2013, 16 July 2013, 24 September 2013 and 5 February 2014.

3.2 Minutes of the Health and Safety Committee meetings are available on Shikari.

4.0 Health and Safety Activities 2013/14

4.1 Examples of improvements to Health and Safety arrangements include:

- The Health and Safety Policy was reviewed and updated.
- A Handling Aggression at Work Policy has been drafted but not yet finalised.
- Staff who manage buildings reviewing and updating the fire risk assessment for each building and storing the document centrally on the Corporate Y drive.
- Section managers reviewing and updating the risk assessments for their team’s activities, and storing the documents centrally on the Corporate Y drive.
• Evacuation procedures have been tested at the Civic Offices on 19 August 2013 and observed by the Senior Health & Safety Officer. Several training needs were identified during the January evacuation and a message was put on ewok afterwards reminding staff of some points that were observed to not follow the evacuation procedure.

• Evacuation procedures at other buildings have been tested but not observed by the Senior Health & Safety Officer: The Vyne 5 August 2013 and 17 March 2014 (these were both actual activations caused by a faulty heater and by a contractor working respectively); Parkview 18 June 2013; St Marys 2 January 2014; Moorcroft 17 May 2013 and 30 October 2013.

• The Health and Safety pages on Ewok have been rewritten and published on ewokplus, with extra content added and pages updated where appropriate.

4.2 Shikari has been used to remind Business Managers to check that risk assessments have been reviewed for all activities in their Business Area and to notify building managers to review their fire risk assessments.

4.3 In addition to this, the Senior Health and Safety Officer compiled a chart listing the dates when all risk assessments were last updated. Where any were more than 12 months prior, the managers were contacted and requested to review and update their risk assessment as a matter of urgency.

4.4 All current Health and Safety documents are available on the Health and Safety pages on E-Wok.

5.0 Accidents

5.1 The procedures for dealing with accidents is that Line Management, Business Manager, and the Senior Health & Safety Officer, as appropriate, investigate accidents to remove any underlying cause and to prevent them being repeated.

5.2 All 13 accidents to staff were of a minor nature, none of which required to be reported to the Health and Safety Executive (HSE) in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). This is a decrease from last year, when there were 28 accidents, none of which were reported to the HSE.

5.3 There were 5 accidents to non-employees, 1 of which was reported to the HSE under RIDDOR. Of these 5 accidents, 1 involved a Contractor, but it did not require to be reported to the HSE. Last year there were 12 accidents to non-employees, 2 of which were reported to the HSE under RIDDOR. Two accidents occurred to Contractors, 1 of which was reported to the HSE.

Freedom Leisure

5.4 There were 7 employee accidents at the Leisure Centre and 5 employee accidents at the Pool, 1 of which was required to be reported under RIDDOR as the employee was off work for more than 7 days.

5.5 At the Leisure Centre there was 1 accident to a non-employee and a further 153 accidents reported that did not occur as a result of Freedom’s work activity. Amongst these were 95 accidents that arose from participating in sport or activity e.g. footballers kicking each other instead of the ball. There were 13 slips, trips and falls, 5 of which occurred in the Playstore and Crèche. This is due to the fact that children tend to report every injury, no matter how minor. No accidents to non-employees required to be reported under RIDDOR.
5.6 At the Pool in the Park, there were 22 accidents to non-employees of which 3 were required to be reported under RIDDOR.

5.7 The Pool reported a further 239 accidents that did not arise from Freedom’s work activity, including 89 that occurred whilst swimming or entering/exiting the pool, 49 that occurred in the flumes or on the steps leading to the flumes and 24 that occurred whilst participating in sport or activities.

5.8 A further 51 accidents (32 reported at the Pool and 19 at the Leisure Centre) were reported as having occurred in Woking Park, including the slope up to the Pool, the skate park, the children’s play area and the car park. Freedom Leisure is not responsible for these areas, but the public sometimes go to the Pool and Leisure Centre seeking first aid treatment.

5.9 However, this has to be considered in context – the Pool and Leisure Centre had 679,540 visitors last year. The 430 customers sustaining accidents are a small percentage (0.063%) of total visitors.

New Vision Homes

5.10 New Vision Homes have provided statistics showing that there were 6 accidents (it is not broken down to employees and non-employees), 2 of which were RIDDOR reportable and 3 near miss reports.

Biffa

5.11 There were 8 minor accidents to employees but there were no accidents involving non-employees.

Serco

5.12 Accident statistics for Serco are for the financial year but last year’s figures relate to the 2012 calendar year. There were 10 accidents with no lost time and 1 lost-time accident.

Thameswey Group

5.13 The Thameswey Group had 8 accidents to employees during this period.

<table>
<thead>
<tr>
<th>Table 1</th>
<th>Employee</th>
<th>Non employee</th>
<th>RIDDOR Reportable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary Accident Statistics</td>
<td>This year</td>
<td>Last year</td>
<td>This year</td>
</tr>
<tr>
<td>Woking Borough Council</td>
<td>13</td>
<td>28</td>
<td>5</td>
</tr>
<tr>
<td>Freedom Leisure</td>
<td>7</td>
<td>7</td>
<td>155</td>
</tr>
<tr>
<td>Leisure Centre</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pool in the Park</td>
<td>5</td>
<td>9</td>
<td>261</td>
</tr>
<tr>
<td>Woking Park (reported to Freedom Leisure)</td>
<td>0</td>
<td>0</td>
<td>56</td>
</tr>
<tr>
<td>New Vision Homes</td>
<td>6 (inc non-employees)</td>
<td>4</td>
<td>Included in employees</td>
</tr>
</tbody>
</table>
6.0 The procedures for dealing with WBC accidents is that the line manager, Business Manager, and where appropriate the Senior Health and Safety Officer investigate accidents to remove any underlying cause and to aim to prevent them being repeated.

7.0 Incidents

7.1 There were 4 near miss reports relating to incidents where no injuries occurred, including incidents at the Civic Offices, HG Wells, Moorcroft Meals Service kitchen and at the Party in the Park.

7.2 Reports of violence, abuse or threats to staff continue to be monitored. The appropriate Business Manager consults with the Revenues, Benefits and Customer Services Manager to decide if the incident is sufficiently serious to warrant adding a warning marker on the Contact Manager system (if the aggressor’s name and address is known). In the majority of such cases, the aggressor is advised of this in writing to comply with the Data Protection Act.

7.3 There were 21 aggressive incident reports completed during the year, relating to 18 incidents. This is double the number last year, when there were 9 aggressive incident reports completed during the year, relating to 8 incidents. It is not known if there has been an increase in aggression by the public, better reporting or a better understanding of what constitutes aggression to staff.

7.4 Five of the incidents involved Civil Enforcement Officers and 6 were in the One Stop Shop.

7.5 Following the 18 incidents reported, 7 people received letters advising that their behaviour was not acceptable and that a marker had been placed against their records. Of these 7 people, 2 were reported to the police. A further 3 people were reported to the police.

7.6 There were 4 occasions where the aggressor’s name was not known so they could not be written to nor could a marker be added against the person’s name on Contact Manager.

7.7 Woking Borough Council received 2 reports in confidence from other agencies, e.g. Job Centre of persons they have marked as “PV” (potentially violent) due to incidents that have occurred to their staff.

7.8 Woking Borough Council received notification of 1 aggressive incident involving a Biffa employee who was bitten by a dog.
8.0 Other

8.1 Staff who use computers as part of their work are required to complete Display Screen Equipment self-assessments (e-form). These are sent to their managers to identify any health issues arising from their use of computers.

8.2 Where staff experience discomfort they feel could be attributable to working posture and use of computers, they raise this either directly to the Senior Health & Safety Officer, via their Manager. The Senior Health & Safety Officer has been trained to advise on this matter and gives advice on posture and adjusts workstation layouts in accordance with the recommendations of the Health and Safety (Display Screen Equipment) Regulations 1992.

9.0 Health & Safety Training

9.1 Health and safety forms an important part of new staff induction, initially through line management and in more depth at formal induction sessions and ongoing needs are monitored through one-to-ones and Personal Development (training) Plans. All staff receive a Health and Safety induction on their first day, following their welcome meeting with Corporate Management Group.

9.2 Section 3 of the Health and Safety at Work Act 1974 places a duty on the Council as an employer to protect the health and safety of non-employees. Additionally, as the Council is responsible for premises, Section 4 of the Health and Safety at Work Act 1974 places a duty on the Council to ensure the health and safety of people who have the premises made available to them as a place of work. Woking Borough Council makes the building available to staff of other organisations to work in; therefore, the Council has to ensure that people working in its buildings are safe.

9.3 In order to help the Council achieve this, all staff from other organisations who are based in the Civic Offices or who visit regularly and require a photo ID card receive a Health and Safety induction before a photo ID card is issued. Once a photo ID card is issued, the holder can move around the Civic Offices without needed to be escorted by a member of Council staff.

9.4 Inductions are held every Monday morning (although inductions for Police Officers/PCSOs/Special Constables and Street Angels are often done outside office hours) and take approximately 45 minutes

9.5 Training this year included:

- Induction training for all staff on their first day - 77 staff.
- Induction training for all staff from other organisations who are based in the Civic Offices including:
  - New Vision Homes (9)
  - Police Officers/Police Community Support Officers/ Special Constables/Police civilian staff (11)
  - Skanska (12)
  - Street Angels (12)
  - Surrey County Council (28)
  - Thameswey group (4)
  - Others (9)
• First Aid training courses including:
  o Full First Aid at Work course (3 days) - 6 people
  o First aid requalification courses (2 days) - 12 people
  o Emergency First Aid course (1 day) - 3 people
  o Defibrillator training – 11 people

• Fire safety training:
  o Initial Fire Warden training for 14 new Fire Wardens at the Civic Offices
  o Refresher Fire Warden training for 14 Fire Wardens at the Civic Offices
  o 15 members of staff were trained by an external company in the practical use of
    fire extinguishers
  o 12 members of staff were trained in the use of the evacuation chairs.

9.6 Managers are encouraged to borrow Health and Safety training DVDs to show during
team meetings to promote discussion, however, only a very small number of teams have
taken the opportunity to do so.

10.0 Planned Work for 2014/15

10.1 The Health and Safety work during 2014/15 will include:

• Finalise the proposed Handling Aggression at Work Policy.
• The Senior Health & Safety Officer together with HR will review the fire aid
  qualification requirements for all posts, in order to standardise them.
• Refresher training for Fire Wardens.
• Refresher training for managers and Business Managers in the actions to take if there
  are no Fire Wardens present at the time of a fire alarm.
• Initial training for any new Civic Offices Fire Wardens followed by practical training in
  the use of fire extinguishers.
• Continuing to review Risk Assessments and updating where necessary.
• Continuing to review Fire Risk Assessments and updating where necessary.
• Visits to and inspections of premises and observation of activities.
• Continuing to add, update and improve health and safety information available on
  eWOK.
• Further advice and training on health and safety.
• Responding to specific matters as they arise.

11.0 Summary

11.1 Woking Borough Council continues to be a safe place to work and the Authority’s partners
are working safely as well.

12.0 Implications

Financial

12.1 Costs associated with training and maintaining a safe working environment are provided
for within existing funds.
Human Resource/Training and Development

12.2 Training is crucial to maintaining a good health and safety record and avoiding accidents. As well as the training matters referred to in this report there remains a significant commitment to continuing this in the future and health and safety, particularly maintaining awareness, is a key part of the Corporate Learning and Development Plan.

Community Safety

12.3 This aspect of Health and Safety specifically relates to the Council’s duties as an organisation, an employer and with the safety of the community using Council premises. Other aspects of community health and safety, including food hygiene are dealt with in Environmental Health.

Risk Management

12.4 The steps taken to identify and mitigate against health and safety risks are contained within the report.

Sustainability

12.5 No impact.

Equalities

12.6 Equalities information is not recorded on accident statistics. However, none of the reported accidents are considered to be a result of equality issues.

13.0 Consultations

13.1 The report has been considered by the Health and Safety Committee.

REPORT ENDS