

CORPORATE ANNUAL HEALTH AND SAFETY REPORT 2019/20

1. Purpose of this report

1.1 This report provides a summary of health and Safety activity of the Council for the period of 1 April 2019 to 31 March 2020 in order to provide assurance of the Council's commitment to the management of health and safety risks and the Council's H&S management system. The report also provides an update on the following:

- The Council's compliance with legislative and regulatory requirements;
- H&S corporate management system summary;
- Accidents and incidents reported;
- Training delivered;
- Occupational health provision;
- Inspections and audits;
- Joint consultation;
- Partnerships;
- Key achievements for the period 1 April 2019 to 31 March 2020;
- Planned activity during 2020/21;
- Risk;
- Conclusions.

2. Background and Corporate Management

2.1 The health, safety and wellbeing (HSW) arrangements within the Council is of paramount importance. The Health, Safety and Emergency Planning Officer within the Council endeavours to continually monitor HSW performance within the authority in order that improvements can be made to ensure legal compliance, financial savings and, most importantly, the safety of staff, customers, volunteers our contractors and others are safeguarded.

2.2 The Health, Safety and Emergency Planning Officer (HSEPO) completed work tasks using two comprehensive H&S and Emergency planning / Business Continuity work plans during 2019/20. A work plan is a workplace strategy aimed at helping to solve problems, boost drive and focus and is commonly implemented for a period of twelve months.

2.3 AssessNET is the Council's main H&S software. The risk assessment module on AssessNET is now the single place for activity risk assessments to be generated, stored and accessed. AssessNET remains the main single

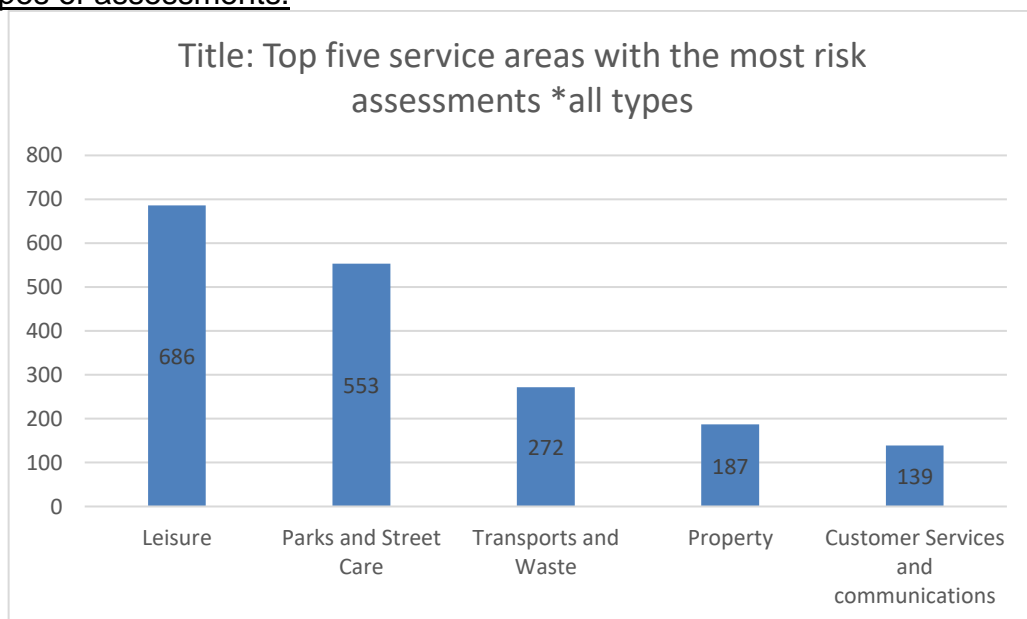
information depository through the AssessNET portal accessed through the Council's intranet page.

2.4 As a result of the first annual risk assessment return, the Council now has a better understanding of the risk assessment profile. There was 2342 risk assessments recorded in total. Bar chart 1 below shows the largest type of assessments at the Council are Activity Risk Assessments. Secondly, Manual handling, third Display Screen Equipment (DSE) assessments (DSE assessments consist of two types of assessments self-assessment and home worker assessments). The fourth highest assessment total was the Control of Substances Hazardous to Health (CoSHH) assessments and the fifthly Vibration assessments.

2.5 Bar Chart 1. The top five risk assessments by type for the whole Council.



2.6 Bar Chart 2. The top five service areas with the most risk assessments for all types of assessments.

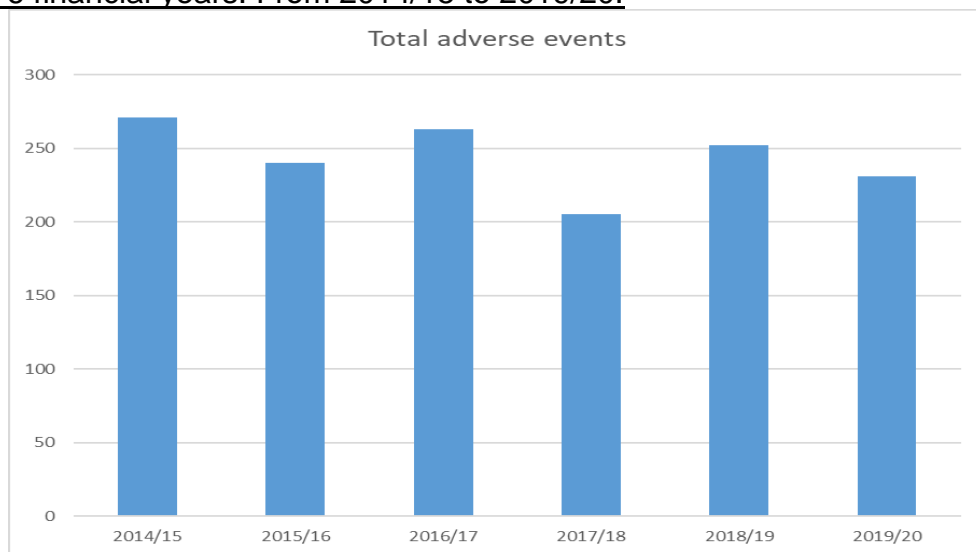


- 2.7 When both Leisure Services and Parks and Street Care risk assessments are combined together they total 1239 or 53% of Council H&S risk assessments. The five service areas listed combined together totals 1837, or 78% of Council H&S risk assessments. The remaining 22% of risk assessments amounts to all other remaining service areas not listed, in total 505 assessments.
- 2.8 The HSEPO maintains and updates Corporate Health and Safety Policies and Guidance. The Corporate Policies and Guidance documents are used by management and wider workforce to aid them in meeting Council and individual H&S responsibilities.

3. Accidents and Incidents Reported

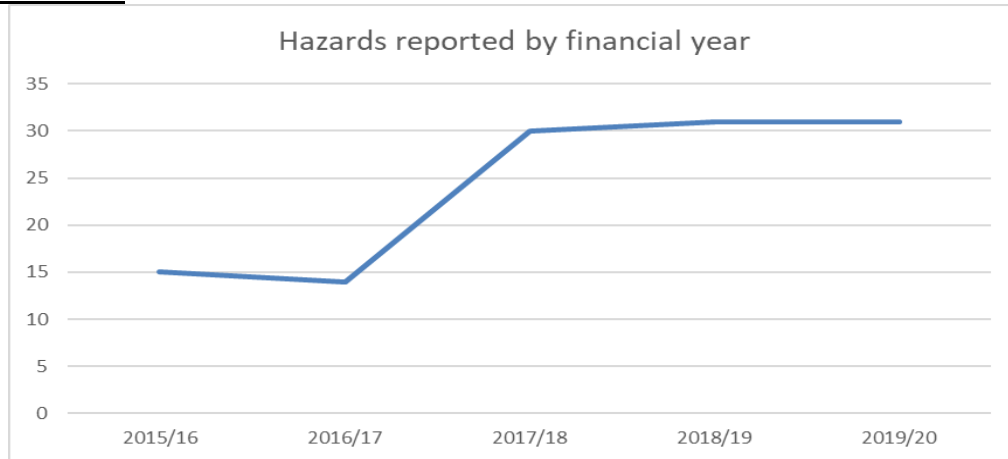
- 3.1 AssessNET is the Council’s main H&S software for recording accidents and incidents. The software enables an improved and immediate identification of any loss, liability or damage that may lead to a claim against the Council, together with any information or explanation required.
- 3.2 The HSEPO has continued to collate, prepare and submit accident statistics and other safety reports for management to measure safety performance. A number of accidents, incidents and hazards reported has highlighted a need to review the approach to statutory and other workplace inspections. In addition, after analysis of manual handling related accidents. There will be a review of manual handling risk assessments and supporting the facilitation of training.
- 3.3 Information on accidents, incidents and ill health can aid the review of risk assessments, helping to develop solutions to potential risks. These records can also help to prevent future injuries and ill health and develop better training materials and mitigate costs from accidental loss.

3.4 Bar chart 3. Total number of Accident and Incident (Adverse Events) for the last 6 financial years. From 2014/15 to 2019/20.



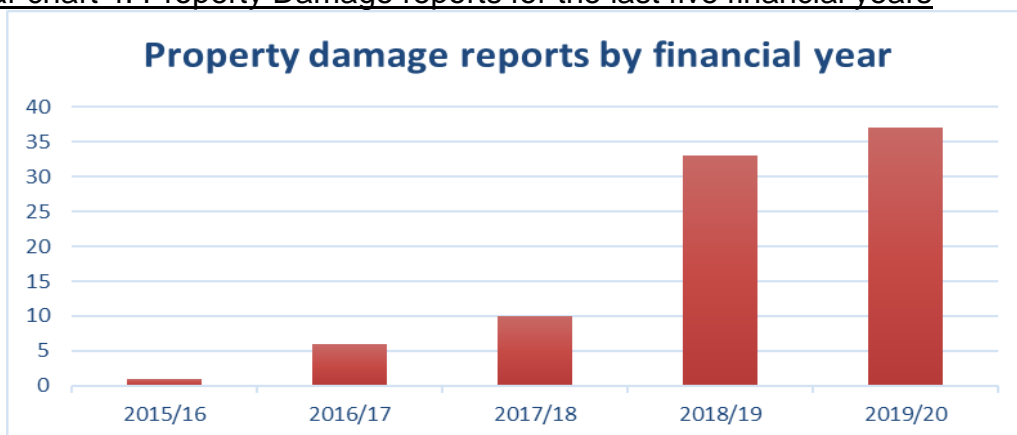
3.5 The last six years of accident and incident reporting has maintained a fairly consistent level of reporting with no real significant increases or dips identified in the levels of reporting. For 2014/15; 2015/16; 2016/17; 2017/18; 2018/19 and 2019/20 saw 271; 240; 263; 205; 252, and 231 adverse events reported respectively.

3.6 Line chart 2. Shows the number of Hazard reports reported between 2015/16 to 2019/20.



3.7 The number of hazards reported initially doubled when AssessNET was first introduced (January 2018). The last two years have seen marginal increases in the levels of reporting. The year-on-year breakdown is as follows: 2015/16, 2016/17, 2017/18; 2018/19 to 2019/20 were 15, 14, 30, 31 and 31 respectively. A high level of hazard reports can be viewed as reflecting a healthy improving reporting culture. A healthy reporting culture has high levels of hazard and near miss reporting. These are the adverse events that the Council wants to be identified to help prevent someone getting hurt or property being damaged. It is believed that the increase in reporting is not a reflection of a worsening position, more a better reflection of reporting events that were possibly not reported historically via the previous paper based system.

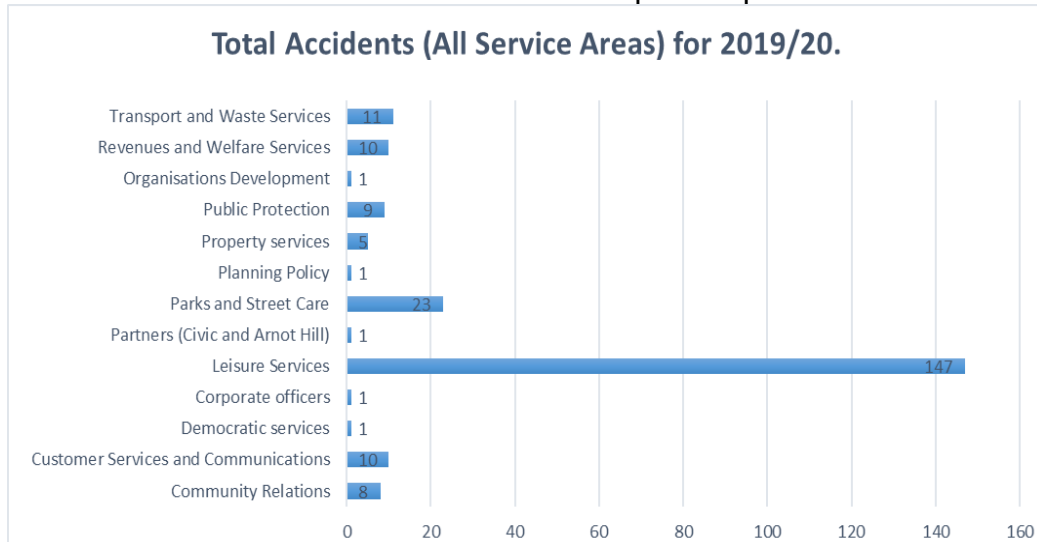
3.8 Bar chart 4. Property Damage reports for the last five financial years



3.9 It is believed that the level of property damage reports is not a reflection of a worsening position or that Council is seeing more damage to property or property being damaged by Council activities, nor that we have a more

accident prone workforce. Between 2015/16 to 2019/20 the cumulative year totals for property damage reports were 1, 6, 10, 34 and 37 respectively. The statistics are seen as an improving level of reporting by officers that is similar to the increase in hazards reported. It is therefore considered to be a better reflection of reality in comparison to under reporting in past years.

3.10 **Total Accidents service area breakdown (All service areas) for 2019/20**
 There was 227 total accident and incident reports reported in 2019/20.



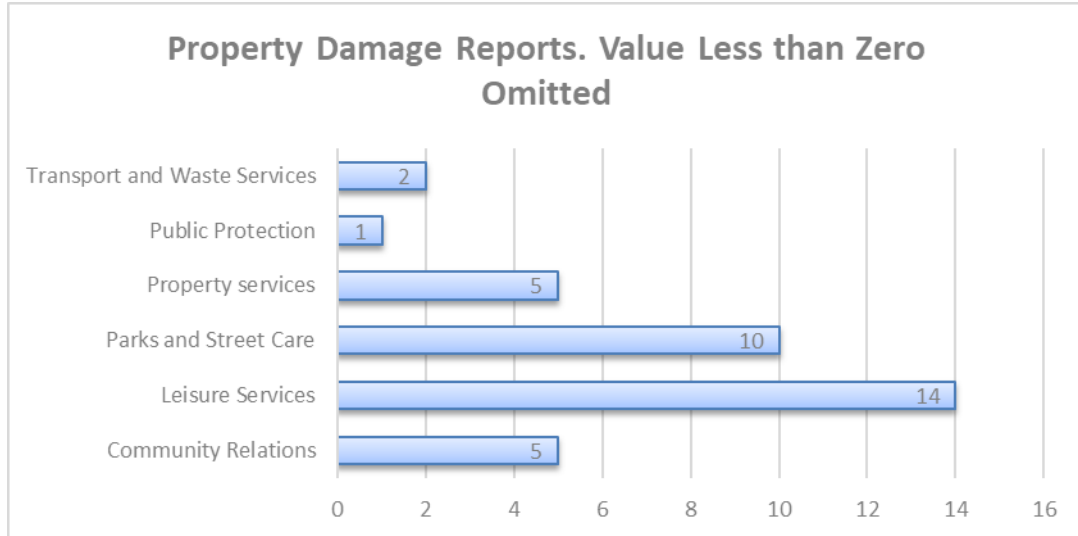
3.11 The accident statistic that clearly stands out is the 147 accident reports for Leisure services across the five centres. This value is broken down by 138 customer accidents and 9 involving employees. To provide some context to this level of reporting, Leisure Services over the past seven financial years has seen an overall decline in all accidents reported. This positive trend has mirrored a growing level of customer attending the centres over the same period. For example in 2019/20 Leisure Services as a whole welcomed 1,033,691 customers, these visits resulted in only 147 accidents. That equates to less than 0.01% of visitors having an accident. That is a very low accident rate.

3.12 There are many factors that have contributed towards Leisure Services H&S accident and incident reporting standards. There have been years of interventions, advice and support from the HSEPO, others factors include local management prioritising resource to H&S arrangements, AssessNET software improvements, Leisure Services risk management reserve investments, refurbishments that have improved H&S standards, external audit recommendations, improving contractor control, external accreditations and safety awards and improvements to the quality of accident and incident investigations. Leisure Services released staff to attend internally facilitated H&S training. They have also benefitted historically from attending external facilitated specialist training such as the National Pool Management Qualification and Pool Plant Operators training. Leisure have comprehensive arrangements in place for training lifeguards through the National Pool Lifeguard Qualification. In summary, the investment in staff training and local management putting that training into practice has clearly had wider positive

H&S impacts. Of course, these standards have to be maintained and continually improved.

3.13 **Breakdown of Property Damage reports for 2019/20**

There was 37 Property Damage reports reported in 2019/20. The breakdown is shown below.



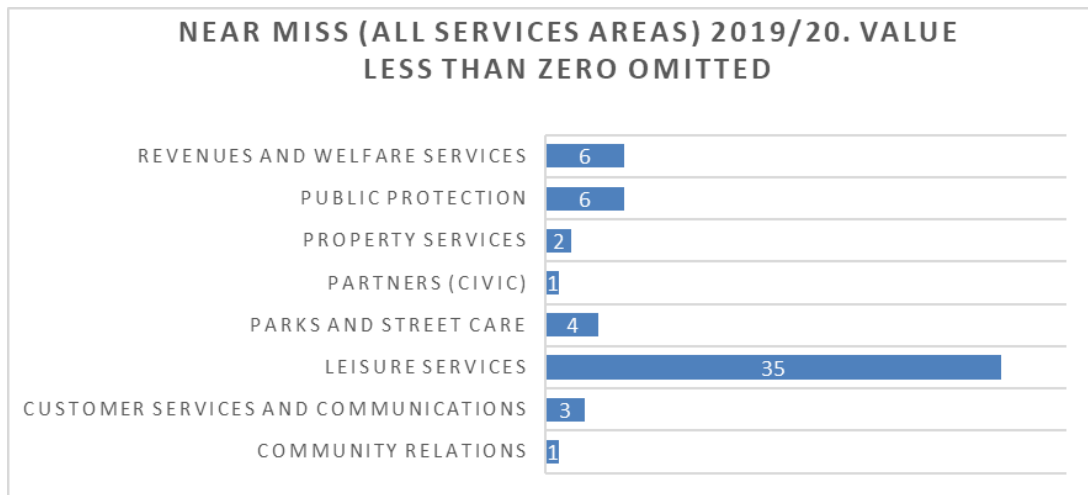
3.14 In summary, the property damage reports included:

- 7 Accidental damage / loss incidents;
- 1 Accidental Fire;
- 2 Arson attacks;
- 1 Faulty equipment incident;
- 2 Impact incidents;
- 1 Loss of Power event;
- 2 Storm damage incidents;
- 7 Theft and Attempted theft incidents;
- 1 Water damage incident;
- 10 Vandalism / Malicious Damage incidents.

3.15 **Total Near Miss reports for 2019/20**

Definition of a Near Miss. A **Near miss** is an event that, while not causing harm, has/had the potential to cause injury or ill health

There was 58 Near Miss reports reported in 2019/20. See bar chart below.



- 3.16 The property damage incidents of note was an arson attack on the Arnot Hill Park play area in May 2019, this resulted in £34,000 in replacement costs. In addition, the former Mapperley rail tunnel and Gedling Country Park were notable hot spots for high cost property damage reports. The accident fire event involved the loss of a Waste Freighter on the A60, this was a high cost event. The water damage incident involved costs associated with investigating the leak and repair works at a leisure centre. In addition, storm damage caused by Storm Ciara in February 2020 was also a particular event of note.

4. Training Delivered

- 4.1 The HSEPO delivered the H&S training plan for 2019/20. In addition to the planned activities there was additional sessions delivered at the request of local management. The training was either delivered by the HSEPO or commissioned from external providers. Where external training was arranged, providers were accredited and qualified to deliver the specialist courses and where necessary the course was tailored to the Council's needs. In terms of H&S competence of officers, to ensure the Council has competent staff to identify and manage risk, it is important that competence is evidenced at all levels throughout the Council. This is in part achieved through the provision of H&S training and development.
- 4.2 Both the manager's and employee duties to attend training is clearly outlined within the Council's H&S Policy. The Policy stipulates management duties to provide sufficient information, instruction, training and supervision, to this end to enable all employees to avoid accidents and hazards at work. The Policy clearly outlines that all employees have to attend all health and safety training sessions arranged on their behalf. It is generally understood in the workplace that employees will commonly avoid systems they do not know how to use, no matter how intuitive they may be, so training is a must and more often than not it is a statutory duty. However, in terms of the level of attendance at H&S training, there was several examples of late cancellations or non-attendance. The attendance at training needs to be improved and will continue to be monitored.

4.3 Course facilitated by the HSEPO during 2019/20 (including emergency planning training)

<u>Course type</u>	Total employees /Councillors trained
<u>Course type (Internal training) – 7</u>	
Needlestick (Sharps) awareness course.	12
Employee H&S Awareness course – mandatory for all employees (2 courses delivered)	45
Risk Assessment (incl. AssessNET) training for managers and supervisors.	16
Client officer and construction management training (contractor)	10
Control of Substances hazardous to health training for managers and supervisors.	6
Display Screen Equipment assessor training (for Managers and Supervisors)	10
<i>Total Internal training sessions attended</i>	99
<u>Course type (external training) – 11</u>	
Display screen equipment (DSE) risk management course, HSL	1
Violence and aggression (four sessions)	50
First aid (three sessions)	13
Level 3 award in Legionella Control for Responsible Persons	15
Legionella awareness (for nominated persons) Level 2 course.	9
Confined space training (Low risk)	4
<i>Total External training sessions attended</i>	92
<u>Emergency Planning Training - 6</u>	
Multi-agency Operational Response Training (MORT)	1
Emergency planning briefing session, for senior managers	6
Resilience Direct Administrator training	1
Elected member - emergency planning briefing	4
Evacuation and Shelter awareness training	5
LRF Cyber Workshop	1
<i>Total Emergency planning sessions attended</i>	18
<i>Combined training grand total of all training types</i>	209

5. Occupational Health Provision

5.1 H&S occupational health management and surveillance has continued to be managed and delivered by the HSEPO. A Personal Assistant to SLT provided temporary assistance in arranging and supporting the administration of health surveillance clinics and other administration duties, this support ended in January 2020.

5.2 The annual Health Fair is an important occupational health promotion. These events provide strong welfare interventions, which are also known to have links to reducing workplace sickness and ill health absence. The Health Fair 2019/20 was delivered on 15th January 2020. It was a very successful event.

The event was only possible with the support from Leisure Services and Community Relation Service colleagues.

- 5.3 The provision of occupational health is currently under contract with Orchard Health, they provide occupational health surveillance services. In addition, several occupational health interventions were completed by the HSEPO to support employees and managers.
- 5.4 Eyesight tests and the provision of corrective aids are a requirement of the Display Screen Equipment Regulations. The Council's external supplier of eye test vouchers is Specsavers. The vouchers on redemption cover the cost of the eye test and dependant on circumstance may pay a contribution towards the cost of corrective eye wear.
- 5.5 The Specsavers eye test vouchers include two types of Vouchers. A computer Visual Display Units (VDU) vouchers and the Driver's eye care vouchers. Driver's vouchers were issued to any Council officer that use any Council fleet vehicle as part of their duties. The levels of vouchers can naturally vary due to personal circumstances such as an employee eye condition, officer discomfort and possible changes in vision, optometrists and other sources. The number of vouchers issued are known to be lower than expected as some officers choose not to attend Specsavers and use other opticians that the Council does not provide financial support for.

6. Inspections and Audits

- 6.1 The HSEPO completed planned and unannounced periodic inspections in 2019/20. These activities identified both good and improvement areas. For example, the HSEPO on identifying unsafe plant and working practices provided advice on addressing the issues and recommended remedial action. In extreme circumstances, the work activities were suspended or escalated to management.
- 6.2 The HSEPO assisted with five internal audits conducted by the Council's internal auditors. In addition, the Council uses an external contractor to audit all five centres in Leisure Services. The resource previously directed to audit the leisure centres is now utilised by the HSEPO to conduct audits in other service areas audited on a reduced cycle such as civic-based service areas.
- 6.3 The HSEPO completed seven internal H&S audits in 2019/20. The Covid-19 emergency, delayed the completion of the last H&S audit report of the year.
- 6.4 H&S audit grading has five grade descriptors available. They range from Excellent to Poor standard descriptors. The HSEPO sets the bar high on purpose for achieving excellent grades to drive higher standards.
- 6.5 The H&S Audit Grade descriptors for each grade are shown below as well as the colour coded system used.

Excellent
Good standard
Satisfactory standard
Unsatisfactory
Poor

6.6 The below table shows the service area and departments audited during 2019/20 and the rating achieved.

Service area / department audited	Rating
Customer services, Communications & IT (All departments)	Unsatisfactory
PASC – Cemeteries Department	Unsatisfactory
Public Protection - Neighbourhood Warden team	Unsatisfactory
Property services - Building services	Unsatisfactory
PASC - Pet Cremation	Unsatisfactory
Community Relations (All departments)	Good standard
Revenues and Welfare (All departments)	Unsatisfactory

6.7 The Council has now adopted a more stringent methodology for audit scores and as a result this has provided a higher number of results classified as unsatisfactory. In addition, Customer services and Communications was the first audit to go through the new iAuditor software questionnaire process. Please also refer to Appendix 3 for risk rating assurance assessments and direction of change between 2014/15 to 2019/20.

6.8 H&S audits in past years have been conducted on a largely risk-based approach. Generally, service areas based in the civic centre have been assessed as low risk. However, it is clear from the audit results, that the balance of the audit cycle was not quite right.

7. Joint Consultation

7.1 Three Corporate Health and Safety (CHAS) Group meetings were held in quarters 1, 2 and 3, with the exception of quarter 4 due to resourcing the Covid-19 emergency response effort. A briefing note was issued by the HSEPO for every quarter in 2019/20.

7.2 CHAS meetings are important consultation sessions with the workforce via CHAS representatives and the UNION safety representative. Every department has a CHAS representative that attends and represents their service.

8. Partnerships

- 8.1 The HSEPO is currently the secretary for the Nottinghamshire Risk Management Group (NRMG). The NRMG is a group of H&S practitioners from across Nottinghamshire, two Derbyshire local authorities areas and two other non-local authority organisations. This is a valuable group for networking and sharing good practice and learning. The NRMG members also provide mutual aid request assistance.
- 8.2 To enable continued competent advice to the Council, the HSEPO maintained his H&S professional membership with the Institute of Occupational Safety and Health (IOSH). During 2019-20 the HSEPO was progressing towards attaining Chartered status. The HSEPO also maintained his full membership of the International Institute of Risk and Safety Management (IIRSM); with designatory letters of MIIRSM. The Council is a Corporate Member of The Royal Society for the Prevention of Accidents (RoSPA).

9. Summary of Key Achievements

- 9.1 Achieved the highest officer attendance at the annual health promotion (Health fair 2019/20).
- 9.2 The Council has invested £117,500 into H&S risk mitigation measures (between 2015/16 and 2019/20), of which £23,000 was committed in 2019/20.
- 9.3 The Volunteer Policy was approved during 2019/20. This work was expedited to support the Covid-19 Humanitarian assistance 'Giving for Gedling' response.
- 9.4 The HSEPO through his working relationships internally and externally lead the project to procure an emergency high volume pump and trailer for flood emergencies for Colwick quays. The HSEPO worked with colleagues to develop the pump specification, procure, arrangements for training and instructions for deployment and established ongoing servicing. This also included the activation protocols between the Environment Agency, County Council and our emergency team. The procedures include river level gauge monitoring and understanding when the asset is activated, deployed and when it is stood-down.
- 9.5 The HSEPO attended a Display Screen Equipment risk management course at the Health and Safety Laboratory in September 2019. This provided a valuable opportunity to review DSE assessment processes and templates. Bringing these documents up to current best practice standards.

- 9.6 The Community Relations service area H&S audit report demonstrated that H&S had become firmly embedded as a priority within the service. Effective H&S management required prioritised resource. Following past learning in asbestos and legionella control, the Service Manager put H&S as the heart of personal development of the team and the delivery of high risk functions. This has clearly delivered positive results.
- 9.7 In addition, progress has been made at Killisick Community Centre, where a Children's Centre is based, with Nottinghamshire County Council and Nottinghamshire Healthcare Trust referring to it as one of the best managed sites in the County for H&S.
- 9.8 The HSEPO reviewed and updated the following corporate H&S Guidance in 2019/20:
1. Display Screen Equipment.
 2. Legionella.
 3. Client officer and Construction management.
 4. COSHH.
- 9.9 Two lone working reviews were completed by the HSEPO.
- 9.10 A review of Occupational health surveillance clinic feedback findings was completed by the HSEPO
- 9.11 H&S audits saw the introduction of iAuditor software. This now provides a consistent benchmarking tool and a percentage score for H&S audit scores.

10. Planned Activity for 2020/21

- 10.1 Due to significant emergency planning and business continuity commitments, the HSEPO work plan objectives will be much reduced in 2020/21. This will include:
- A review of the H&S Policy and the H&S management system,
 - Accident and incident investigations as well statutory reporting to the HSE,
 - H&S training delivery,
 - Audits, inspections and site visits to support Council functions,
 - Occupational health delivery and sourcing a new provider,
 - Corporate Guidance and instruction delivery,
 - H&S Software management (AssessNET and Lone working software),
- 10.2 All service areas and departments will be required to complete an Annual Statistical return and declaration for their departmental risk assessments.
- 10.3 To support the audit of the internal Health and Safety function to be conducted by the Council's internal auditors and answer follow-up enquiries to the previous audits.

11. Risk

- 11.1 The Corporate Risk Register specifically includes 'Failure to Protect Staff, including Health and Safety'. Which was amber at year end with a target risk rating of green. This was predominately to implement emergency evacuation templates and at the end of 2019/20 to implement 'Covid Secure' risk assessments for re-occupation of Council premises and reinstatement of services. Officers are engaged in assessing all of the potential risks, any ineffective systems, processes and equipment that can present danger to individuals or groups of employees. This is particularly relevant for service delivery and the associated health and safety and financial impacts. Officers will determine how these can be mitigated and managed.
- 11.2 The HSEPO will continue to identify risk. Once the risk is identified, it will be prioritised for action and managed accordingly. These risks will be managed through the Risk Management Strategy and Framework, departmental risk register and work plans. Several risks were identified in 2019/20. Recommendations have and are to be made to the Senior Leadership Team to address these known and emerging risks.
- 11.3 In 2019/20, a large amount of resource was directed to Brexit emergency preparedness, as well as several significant emergency response and recovery events including flooding in June, August and November 2019 along with Storm Ciara and Storm Dennis in February 2020 and latterly the Covid-19 significant emergency response. HSEPO was the lead officer for implementing the flood relief community and hardship grants and implementing the flood impact assessments. It is important to highlight, that one of the significant risks for the Council is the unpredictable nature of emergency incidents and the reactive nature of H&S requests. These types of emergencies remain a key risk in being able to achieve the H&S planned objectives of 2020/21.
- 11.4 Health and safety arrangements, such as internal and external facilitated training sessions will be planned and delivered in new Covid secure ways.
- 11.5 Failure of employees to attend H&S training increases the risk to the Council. It is therefore important that attendance is monitored and action taken if it does not improve.

12. Conclusions

- 12.1 In summary 2019/20 was overall a successful year for maintaining the H&S management system with the available resource available. The unpredictable reactive nature of the role was undoubtedly a key factor in maintaining standards and making continual improvements to the H&S management system. These and other factors were monitored closely and where necessary escalated to SLT.
- 12.2 Please refer to Appendix 3 for risk rating assurance assessments, these position assessments provide year on year status comparators and the current year's direction of change.