

Corporate Health and Safety Annual Report 2017-18

September 2018

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Introduction

Corporate Health and Safety (CH&S) is a team of professionally qualified Occupational Safety and Health advisors who provide advice, guidance, training and support on occupational safety and health matters throughout the organisation. The team has no powers to regulate or enforce.

The CH&S team consists of

- 1 Team Manager \ Advisor
- 1 Senior Advisor
- 1 Advisor
- 1 Assistant Advisor (professional development role)
- 1 Road Risk Advisor \ driver and plant equipment trainer
- 1 Administration Officer (part time, 3 day week)

Operational H&S support in DCC is provided in service by:-

Facilities Assets and Housing service

- 1 Construction H&S Manager
- 2 Asbestos Specialists
- 1 H&S \ Asbestos Officer

Environment and Highways

- 1 H&S advisor (*vacant at time of writing*)

The CH&S team's role includes:

- The management of DCC's "Health and Safety Management" system.
- The development and review of a CH&S policy.
- Supporting employees at all levels with H&S management.
- Supporting the development of a positive safety culture. Use of behavioural based techniques where appropriate.
- The provision of H&S guidance, worked examples and templates.
- Collection, collation and reporting of accident \ incident data.
- Accident \ incident investigations and follow up reactive work.
- Monitoring \ assessing H&S management in DCC workplaces.
- The provision of H&S training specific to the way DCC operates.
- Administration and maintenance of DCC's Staff Protection Register.
- Fire risk assessment and review for all DCC facilities (other than single domestic dwellings).
- Preparation and delivery of fire safety training.
- Provision of road risk advice.
- Road, driver and plant operator training.
- Responding to reactive work requests.

- Supporting DCC in court (civil claims and potentially criminal defence).
- Preparing reports for and supporting H&S committees. This provides support for elected members and union safety representatives in their role as employer\employee for H&S management.
- Working with the regulators \ acting as an interface between the regulators and DCC.

Assessment of DCC safety standards 2017-2018

The assessments in this document are based on the assurance ratings outlined below

Green	High Assurance	H&S management systems are fully developed and recorded. Significant hazards are identified and managed to minimise risk to an acceptable level. All employees are involved in the development and use of H&S management systems.
Yellow	Medium Assurance	H&S management systems are generally developed and recorded. Significant hazards are generally identified and managed to minimise risk. Employees are generally involved in the development and use of H&S management systems.
Amber	Low Assurance	Some H&S management systems have been developed and recorded. Some significant hazards have been identified and these are sometimes managed to minimise risk. Employees are generally not involved in the development of H&S management.
Red	No Assurance	Few H&S management systems have been developed and recorded. Risk is not properly managed. Employees are not involved in the development and use of H&S management systems.

The assessment is based on first-hand knowledge gained during:

- Monitoring activities
 - Face to face meetings
 - Accident \ incident investigations
 - Reactive work
 - Attendance at H&S committees and local meetings
 - Training feedback
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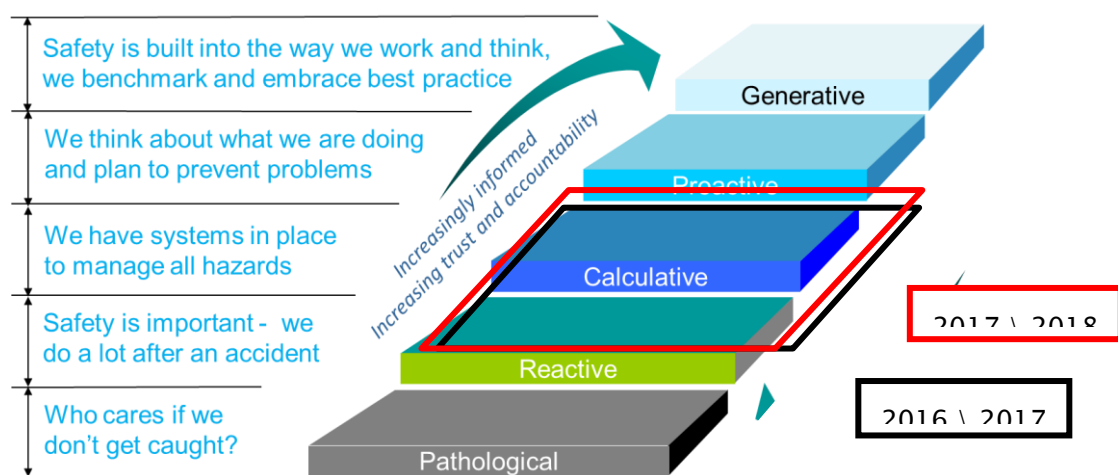
This assessment is informed by a significant level of monitoring, training, investigations, reviews and reactive responses that have taken place during 2017 \ 2018

The overall assessment of DCC's implementation of H&S systems is **medium** assurance.

The overall assessment of employee involvement in H&S is **medium** assurance

This assessment is qualified in that it is made with information from workplaces that the CH&S team has had any involvement with.

DCC is also assessed by CH&S as being an organisation that sits between the “calculative \ proactive” zones on the model below. Ideally we would aspire to being a “generative” organisation but pragmatism suggests that sitting fully in the “proactive” zone is a realistic target.



Adapted from a Latitude Productions Ltd. presentation

Summary of activity during 2017 – 2018

1. CH&S team performance, quarterly indicators
 2. Accident \ incident statistics 2017 \ 2018
 3. Accident \ incident statistics Q1 2018
 4. HSE investigations
 5. Developing a positive safety culture
 6. CH&S Planned work 2016\2017
 7. Reactive work
 8. Taking it forward into 2017 – 2018
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- CH&S team performance indicators

	Target	Actual
Number of courses, including short courses delivered (safety)	48	83
Number of courses delivered (driver \ plant)	72	120
Number of monitoring activities (safety & driving)	96	151
Number of monitoring activities and FRA reviews (fire)	48	85
Incidence rate less than target. (HSE measure)*	457	285

Cost of HSE interventions less than	£0	£0
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*Incidence rate = RIDDOR reports (Reporting of Injuries Diseases and Dangerous Occurrences Regulations) divided by the number of employees times 100,000. The resultant number can be inflated by RIDDOR events involving members of the public including school pupils. The target figure of 457 was the average of the six North Wales LA's in 2016

- Accident\incident (A\I) information summary April 2017 to March 2018. Full details provided in appendix 2.

Our reported accident / incident statistics for the year show an increase in "all incident reports" from the previous year, 1186 to 1546.

- 360 relate to employees (339 last year)
- 557 relate to service users (366 last year)
- 230 school pupils (394 last year)
- 337 relate to members of the public (182 last year)
- 41 none injury (48 last year)
- 12 agency staff (11 last year)
- 1 not specified (2 last year)
- 1 work experience (1 last year)
- 2 aggressor (1 last year)
- 5 Contractor (none recorded last year)

The number of RIDDOR reportable incidents has reduced from 16 last year to 10 this year. None of these incidents received any interest from the regulator.

- 9 of the incidents were "over 7 day" incidents (an employee is not capable of carrying out their normal duties for 7 days or more following a work related accident).
- 1 record resulted from a major injury. An employee was struck in the face by a springing branch whilst using a chain saw. The employee became unconscious and was taken to A&E
- A\I summary Q1 2018.
 - 4 RIDDOR incidents. 3 were over 7 day incidents. 1 was a pupil slip\trip\fall when playing sport

Minor

- 81 relate to employees
 - 98 relate to service users
 - 65 school pupils
 - 97 relate to members of the public
 - 9 none injury
 - 5 agency staff
 - 0 not specified
 - 0 work experience
 - 0 aggressor
 - 1 Contractor
- Developing a positive safety culture.
 - The drive to advance a positive safety culture has continued. This is being driven through a combination of training and support for staff.
 - “Managing Safely in DCC” has seen a total of 108 delegates attend the in-house courses.
 - H&S training has been provided to our Direct Labour Organisation (DLO) operatives in housing, built environment officers, numerous social care teams and schools.
 - A significant number of subject specific short courses have also been run e.g. confined spaces awareness, COSHH awareness, manual handling, working at height, ladder safety and fire safety
 - A monitoring and assessment programme is used as a means of measuring how H&S is managed in our workplaces. The 2017–2018 programme saw CH&S carry out assessments in all DCC controlled schools.
 - A self-assessment and gap analysis tool is used to get people thinking about how H&S is managed in their work environment. In 2017–2018 the tool was used at the service level. The overall outcome indicates medium assurance

Assurance rating applied to services and schools 2017 \ 2018 based on self-assessment feedback and CH&S opinion

	Self-assessment	CH&S assessment
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Business Improvement and Modernisation		
Community Support Services		
Education and Children's Services (not including schools)		
Facilities Assets and Housing		
Finance		
Highways and Environment		
Legal HR and Democratic Services		
Planning and Public protection		
Education (Schools)		*

*Internal audit report of July 2018 gave low assurance based on independence of schools

- CH&S Planned work carried out in 2017\2018. The CH&S team's planned activities are developed using information acquired from the hazard and gap analysis, training feedback, reactive work, HSE initiatives and other sources that highlight any given subject. A sample is indicated below.

Radon monitoring carried out in DCC social housing	*
Secondary schools– D&T, Science, PE, educational visits,	
Primary schools – PE, educational visits, outdoor play, science and technology	
Cefndy Healthcare, general H&S support plus new powder coating and curing, **DSEAR assessment	
Lone worker, assessment of management processes in place	
Hand arm vibration (HAV) monitoring programme	* ***
Ongoing review of fire risk assessments	
Management of fire safety	
Fleet vehicle management and driver competence	
Level of H&S knowledge identified during training and monitoring visits	

* WIP = Work in progress

** DSEAR = Dangerous substances and explosive atmosphere regulations

*** HSE investigation following diagnosis of employee with HAV syndrome

- Training delivery.

A significant level of H&S training was delivered in house by the CH&S throughout 2017 \ 2018. The range is summarised below

- H & S Awareness & Fire Safety in Care Homes
- H & S Awareness & Risk Assessment
- HAV Awareness
- Independent Care Homes - H&S Awareness
- Lock Off / Isolation Training
- Lone Worker Safety Awareness
- Lone Working & Risk Assessment
- Managing safely in DCC
- Manual Handling of objects
- COSHH awareness
- New Head Teachers
- Newly Qualified Teachers
- Preparing for work Placement (schools)
- Risk Assessment Workshop
- CDM
- Confined spaces awareness
- Work at height awareness
- School Governors
- School Site Managers/Caretakers
- School Staff H&S Awareness
- Sensible Risk Management - Case Law
- Student Welcome (CSS)

Road risk

- 4 X 4 & ATV Training
- Driver Awareness - Classroom Based
- Drivers CPC
- Fleet Drivers Assessments
- Mini Bus Assessments Schools/Youth
- Plant & Miscellaneous
- Road risk / Driver Training
- Vocational Driver Training

Fire safety

- Fire Safety awareness
- Safe use of fire extinguishers
- Fire warden

- CH&S Reactive work is generated from Accident \ Incident reports, E-mails, monitoring programs, phone calls and face to face contacts. This work stream provides direct access at the operational team and individual level. The activities emanating from reactive requests often lead onto the

provision of thorough training, advice and guidance relating to a given issue. A sample is indicated on the following page.

Reactive activity	Assessment Pre support	Current Assessment
Rhyl library – incorporation of one stop shop activities		
Rhyl library unsocial customer behaviour		***WIP
Denbigh multi-storey car park – ability to manage fire safety, unauthorised access and vandalism		***WIP
DCC exposure due to fatality at Horseshoe fall Llangollen		
Monitoring of expose to Hand Arm vibration		
Defending a HSE investigation into a HAV injury		
Defending HSE investigation into unreported injury at a school		
Challenge on sun care policies in schools– development of up to date guidance		
Ysgol Glan Clwyd – poor environment in new food technology room		
Russell house office and reception – staff security		
Countryside staff lone worker management		
Ysgol Tir Morfa. Estyn challenge regarding forest school perimeter and safeguarding and lack of plug socket covers		
Prestatyn high – farm animals kept at school		
Planning and Public Protection, Built Environment team – CDM* management		
CSS** falls procedure		
Denbigh library move to Eirianfa centre during refurbishment e.g. paying in Kiosk / cash handling systems		
Plas Cefndy Fire Exit door children using and gaining access into Cefndy Healthcare Manufacturing site (Moving FLT's etc.)		
Rhuddlan Library – Inadequate fire exit route for disabled users and parents with pushchairs		
Awelon Care Home – Regular night time intruder into the grounds causing unease to staff		
Ysgol Mair – New school build effect on fire evacuation strategies – Review and adapt		
Dinas Bran – Loss of school bus service / implications to pupils accessing public transport / increased numbers outside the school and in the town		
St Brigids School – Change of bus service route from main site to main road (Increased number of children having to cross road directly outside the school)		
Street scene – Following chainsaw accident. Lack of maintenance and inventories of work equipment		*** WIP
Public Rights of Way – following insurance claim. Work around H&S systems and Risk Assessments.		

Prestatyn Leisure Centre – Following updated national guidance, investigation into safety systems of indoor climbing wall.		
Russell House indicative light monitoring following complaints regarding bright lighting.		
Street lighting – review of manual handling procedures and techniques		*** WIP
Countryside lone worker management		***WIP
Talking Point project lone worker management		

*CDM = Construction Design and Management Regulations

**CSS = customer Support Services

***WIP = work in progress

Taking it forward into 2018 – 2019

- Work plan for 2018 – 2019
The CH&S team work plan picks up on the significant areas needing support that have been identified during previous activities.

Hand arm vibration (HAV) monitoring programme	Currently in street scene and street lighting. The plan is to hand over control of the process to line managers in these areas
H&S self- assessment at operational team level	Repeat of the process carried out in 2013 as part of the HSE strong leadership program
Schools	School cleaning. Kitchen safety. Traffic management. Follow up reviews of 2017 monitoring. Follow up of RPO visits
Fire risk assessment reviews	Rolling programme 1 full time employee
Professional driver certificate of professional competence (CPC) training. D1 assessments and plant machinery training	Rolling programme 1 full time employee
H&S training programme	Continued focus on managing safely in DCC, lone working, risk assessment and subject specific short awareness sessions. Introduction of 1 day working safely in DCC. Delivery of “Managing HAV in your workplace” for managers and supervisors.

	Delivery of "HAV awareness" for hands on employees
H&S committees and local meetings	An opportunity for management and employee representatives to discuss H&S in a number of forums. Supported by CH&S
Service management team meetings (Each service at least one team meeting)	Provides an opportunity to discuss service H&S standards
Face fit testing.	Face fit testing training and procurement of test equipment Identify users of respiratory protective equipment, test equipment fit and provide awareness training
Development of action tracking process	Working with ICT
Continuing development of targeted guidance	Bilingual targeted information as opposed to a general sweep
Continuing professional development and succession planning	All advisors required to maintain professional currency. Assistant advisor following professional development program Develop staff to fill management role

Due to the nature and unpredictability of reactive work a significant proportion of available person hours are left open to accommodate this work stream.

CH&S approximate time allocation to work streams excluding dedicated admin officer role

- H&S training (development and delivery) 15%
- Driver and plant training 15%
- Fire assessments 15%
- Monitoring 20%
- Reactive work 25%
- Back office and admin 10%

Safety management is a continuous improvement process, it is not something we do once and move onto the next thing. Although DCC has a relatively good safety record we must remain vigilant and focussed on keeping people safe in our workplaces.

Gerry Lapington.

Chartered Safety and Health Practitioner

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