

NOTICE OF MEETING

Meeting: HR COMMITTEE

Date and Time: THURSDAY, 16 MARCH 2023, AT 10.00 AM*

Place: BRADBURY ROOM - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA

Enquiries to: Email: andy.rogers@nfdc.gov.uk
Tel: 023 8028 5070

PUBLIC PARTICIPATION:

Members of the public may watch this meeting live on the [Council's website](#).

*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the HR Committee's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to speak should contact the name and number shown above no later than 12.00 noon on Monday, 13 March 2023.

Kate Ryan
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
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This agenda can be viewed online (<https://democracy.newforest.gov.uk>).

It can also be made available on audio tape, in Braille and large print.

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 12 January 2023 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services

prior to the meeting.

3. PUBLIC PARTICIPATION

To note any issues raised during the public participation period.

4. HR UPDATE (Pages 3 - 4)

To receive an update on HR matters since the last HR Committee.

5. EMPLOYEE ENGAGEMENT SURVEY RESULTS (Pages 5 - 8)

To receive a summary of the results of the Employee Engagement Survey conducted in November / December 2023.

6. QUARTERLY HEALTH AND SAFETY REPORT Q3 2022/23 (Pages 9 - 50)

To receive the Quarterly Health and Safety Report.

7. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To:

Councillors

Jill Cleary (Chairman)
Diane Andrews (Vice-Chairman)
Hilary Brand
Mark Clark

Councillors

Keith Craze
Kate Crisell
Michael Harris
Maureen Holding

HR COMMITTEE – 16 MARCH 2023

HR UPDATE

1. RECOMMENDATION

1.1 That the Committee note the contents of this report.

2. BACKGROUND

2.1 This report gives an update on HR matters since the last HR Committee. These matters are in addition to the reactive caseload which includes job evaluations, restructuring advice, grievances, disciplinaries and sickness absence matters.

2.2 We also continue to provide Payroll and HR Advisory services to the National Park Authority.

3. ITRENT

3.1 The mandatory annual upgrade had now been completed. There will be no change to Employee Self-Service. Manager Self-Service will function in the same way, with a different background.

3.2 We are delighted that we now have single sign on in place. This has been a joint project with ICT.

4. LEARNING MANAGEMENT SYSTEM

4.1 We are currently in the middle of a procurement exercise for a new Learning Management System.

4.2 We have been working closely with ICT to consider options and a working group has been established with employees from across the council to ensure that we capture future needs of the system.

4.3 Next steps will include the evaluation of providers and then presentations from final bidders before a decision is made.

4.4 We are aiming to have a new system in place by the end of the Summer.

5. RECRUITMENT

5.1 In the 3rd quarter (Oct – Dec 22) we had 33 vacancies. 25 were filled first time. From 1st January there have been 27 vacancies to 15/02/2023. At 15th February, there were 17 live jobs.

5.2 Of the eight vacancies that were not filled first time, six have now been successfully recruited to. These are:

Housing Performance Assistant
LGV driver Totton
Business Admin Apprentice
HGV Driver - Streetscene
CCTV Operator
Environmental Health Officer

- 5.3 The two remaining vacancies are for two Tenancy Management officers, and these are currently being re-advertised.
- 5.4 The HR Admin team have recently attended LinkedIn training, so that we can better promote the Council as an employer of choice, with regular updates on what makes us great.
- 5.5 We are now promoting the 'Wheels to Work' scheme on our job adverts which may make us more accessible for those without transport.

6. CAREER EVENTS

- 6.1 We attended our first recruitment event since lockdown, this was at the Hythe job centre and focussed on promoting our jobs to those with disabilities. Approximately 40 people attended the event, and our team had some good conversations with a range of job seekers.
- 6.2 We are looking forward to attending the next event in March. This is to be held at Lymington Job Centre.

7. APPRENTICESHIP UPDATE

- 7.1 The annual Apprentice of the Year challenge will this year be held on May 24th. Three of our four new apprentices will take part this year.
- 7.2 Our HR Apprentice has now been with us a couple of months and is really starting to get to know our systems and processes, as well as starting her apprenticeship studies, and she is already making a positive contribution to the team and bringing new ideas.

8. INCLUSIVE LANGUAGE TRAINING

- 8.1 The Inclusive Language training sessions have had really positive feedback from staff and as a result we have arranged for one more to be delivered in March as part of our commitment to Equality and Diversity.

For further information contact:

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HR COMMITTEE – 16 MARCH 2023

EMPLOYEE ENGAGEMENT SURVEY RESULTS

1. RECOMMENDATIONS

- 1.1 That HR Committee note the proposed next steps.

2. INTRODUCTION

- 2.1 As agreed at EMT on 22 September an Employee Engagement Survey was conducted in house.
- 2.2 The survey was carried out using MS Forms and ran for a period of 3 weeks ending on 9th. December. Some allowance was given for paper forms to be sent to ATC.
- 2.3 A total of 323 forms were completed. This equates to just over 41% of the workforce.
- 2.4 This is a considerable improvement on previous employee surveys.

3. BACKGROUND

- 3.1 The survey had been devised using a model employee engagement survey to ensure best industry standard and allow the potential for benchmarking against future surveys if we use the same questions, in time this would allow for a picture to build of how we are doing, and improvements made.
- 3.2 It was broadly constructed in 4 sections, with the responses allowing for easily benchmarked outcomes in comparison future surveys.

Section 1 - Employee Background Data.

Enabled results to be analysed up according to several different criteria. We can split by service area, gender and pay bands.

Section 2 - Experience of Working at NFDC.

The main body of the survey concentrated on how employees feel working for us. Are they happy and motivated? Do they feel valued for the work they do? Do they feel engaged and listened to?

Section 3 - Employee Benefits

An area designed to help inform what employees are looking for. Do staff value the benefits they already receive and what else would they be interested in?

Section 4 – Free Form Text Fields

Important to allow staff to express any other matters and general commentary.

4. NEXT STEPS

4.1 We now need to work through the issues raised. We know that the key to this being a success is to ensure that we consider the key themes and feedback on each of them.

4.2 We had really positive results in some areas for example:
Over 89% agreed or strongly agreed that they understood clearly what was expected of them.
Over 87% felt that in their team, people helped and supported each other.
And over 82% felt that they knew where to get support at work if they felt their mental wellbeing was being impacted.

4.3 Although the results in 4.2 are really positive and good to hear but we can also see that there are other areas that we still need to understand more about.

For example:

39.6% were either neutral or disagreed that they had clear personal objectives that supported their career development

36.4% were either neutral or disagreed that their manager gave them regular feedback on how they are doing

And 45.7% were either neutral or disagreed that they had confidence in the decisions that senior management make.

4.4 In order to progress this further and gain an insight into all the data gathered the following steps will now be taken:

- Firstly all service managers will be given the data for their own areas. They will then work with their own teams to look at the responses and consider targeted ways to make improvements.
- On a corporate basis we will be looking at ways to improve on the overall emerging themes including communication, performance management including 1-2-1's and also the extent that staff answered neutral to the questions. One example is there were lots of comments about staff wanting more information about other service areas and what they are currently working on. We are currently looking at ways to facilitate this.
- We will be setting up a working group which will include representatives from the employee forum to support EMT with their consideration of the survey.
- There will also be an overall action plan which will cover the issues raised and the responses and we will share this with you on our journey as we look at possible improvements. All the information that we gather will assist us by forming the basis of our People Strategy moving forwards.

5. CONCLUSIONS

5.1 The number of employees which took part in the survey is higher than in the past which is really encouraging.

5.2 It is imperative that we don't lose momentum and we continue to keep the survey high on the agenda for considering change and our drive to be an 'Employer of Choice'.

- 5.3 By involving some employees in looking at the cross-cutting issues this should encourage some buy in and support from staff.
- 5.4 An overall action plan can be devised and agreed by EMT for the future.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no direct financial implications at this point.

7. CRIME & DISORDER IMPLICATIONS

- 7.1 None.

8 ENVIRONMENTAL IMPLICATIONS

- 8.1 None.

9. EQUALITY & DIVERSITY IMPLICATIONS

- 9.1 Any actions taken as a result of the survey will be considered in relation to all staff and any EDI taken into account.

10 DATA PROTECTION IMPLICATIONS

- 10.1 The workforce data will only be available on a corporate basis. There will be no breakdown in the service reports and no individuals will be identified.

For further information contact:

Heleana Aylett
HR Service Manager
023 8028 5662

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HR COMMITTEE – 16 MARCH 2023

QUARTERLY HEALTH AND SAFETY REPORT (Q3 2022/23)

1. RECOMMENDATIONS

- 1.1 That HR Committee note the contents of this quarterly report, including the accidents and incidents recorded in Q3, and the merged action plan from the safety panels.
- 1.2 That HR Committee note the Working at Height Policy, which has been circulated at the three Safety Panels for consultation. (It is proposed that once the Policy is signed-off there will be an in-depth review of the procedures and controls in place as one of the H&S Teams projects in 2023/24).

2. INTRODUCTION

- 2.1 This report highlights the significant health, safety, and welfare work across the Council from October to December 2022, Q3. Feedback from the three Safety Panels is covered in section 4, and the accident, incident and near miss statistics are detailed in section 6 with further information in **Appendix 1**.
- 2.2 Q3 accidents, incidents and near misses reported were within normal parameters, down on the last quarter at 38. There were three RIDDOR incidents, two over 7-day injuries and an asbestos break by a contractor. These significant incidents are summarised in section 6.

3. HEALTH & SAFETY MATTERS

3.1 COVID-19 Risk Assessments:

There is no longer a legal requirement to have Covid-19 risk assessments in place and these have now been included within Respiratory Infections risk assessments. When staff return a positive LF test they are expected to spend 5 days away from work while they are at their most infectious in line with Government guidance. It is no longer a corporate requirement for staff to book their desk when they are in the offices. Covid-19 continues to have a diminishing effect on the Council workforce.

3.2 Health and Safety Team Work Programme:

Progress has been made on the COSHH reviews, HAVs monitoring, Housing Risk Assessments and Manual Handling reviews and the Lone Working review continues. The health and safety auditing of the Waste Service and Coastal Service started in Q3. The internal risk assessor training was completed in November.

3.3 Lone Working and Conflict Management Working Group:

The Lone Working & Conflict Management Working Group has met on two occasions with discussions primarily focused on the local lone worker systems in use locally and the possible options for a future corporate system, and staff training.

With the replacement of the Tunstall Telecare system in Housing Services (with the Appello Careline open system) the PNC7 (pin) system is expected to be closed down in April 2023, and a replacement “corporate system” will be required. A demo from Appello on a text based lone worker system is awaited.

It was agreed that there is a need for conflict management training as a priority, with the last training provided face to face before the Covid-19 pandemic. A wide range of staff and teams would need to receive training on the lone worker procedures in place, and also the conflict management skills visiting officers should have. The Corporate H&S Team went back to the original training provider used in 2019 to tailor a bespoke three hour on-line course, one which could be easily rolled out across the Council. The training course was delivered over MS Teams on 25th January and feedback to the course is currently being collated for a summary to be circulated (as agreed) to the working group.

3.4 **Working at Height Policy:**

The need to ensure that planned and reactive roof work undertaken or commissioned by NFDC meets the good practice industry standards is detailed within the circulated Working at Height Policy, (**Appendix 2**) and sets in place a benchmark standard which must be met and can be audited against. The Policy and supporting documents were sent out in January for consultation. There could be a resource implication requiring that for some reactive repair works, e.g. *for those that need a ladder and are higher risk*, the need for a 2nd person to assist is in place.

3.5 **COSHH Reviews:**

COSHH reviews have taken place across a number of teams and actions/ improvements were highlighted: Grounds Maintenance; Street Scene; Pest Control; Workshops. Over 182 different chemicals reviewed. Further works required for confirming the list of chemicals used within Housing Maintenance from Travis Perkins. Diversey chemical trial has been a success, reduction of chemicals used down to 7. Training for Service COSHH leads outstanding, expected to be completed in Q4.

3.6 **Health and Safety Audits:**

The health and safety auditing of the Waste Service and Coastal Service started in Q3 and are expected to be completed in early Q4. In addition to the Waste Services, Teams to be focused on are medium risk services/functions of the Council that have not been part of audits or review for some time and include: Coastal Service; parts of Planning (Planning Enforcement, Building Control). Housing Development and the Environmental and Regulation audits are likely to slip to 2023/24.

3.7 **Other Health and Safety Policies:**

Other Policies currently in draft and likely to be circulated for consultation at the next round of Safety Panels include:

- Lone Working Policy;
- Occupational Road Risk (Grey-fleet) Policy;
- Risk Management Policy.

4. **TASK AND FINISH GROUPS: CDM, & ASBESTOS MANAGEMENT**

- 4.1 The **Construction Design Management group** had their quarterly meeting in January where the focus was the implementation of the Housing Standard Operating Procedures (SOPs), and the IOSH accredited training for identified staff to attend. Training on the Housing SOPs via toolbox talks will now take place in March. Agreement that the property maintenance works authorisation form should be usable in an electronic format and saved centrally on Forestnet and Sharepoint.

- 4.2 CDM training for those staff previously identified by the group will be sent out in January with the online accredited course to be delivered by First4Safety (target dates for completion in February or March). An Actions Table is in place for the group which has been updated and circulated.
- 4.3 The **Asbestos Management group** met in January and the focus of discussions was the delivery on the imminent training for Housing operatives, and the review of the Estates Asbestos draft SOPs. The Corporate Asbestos Manager provided feedback on the garage block surveys and the Estates & Valuation property surveys, with 100% of the data uploaded to Keystone Asbestos Register. The group KPI's will be reviewed prior to the next quarterly meeting, and in order to keep all members of the group engaged in the progress being made it was suggested that regular monthly updates are provided on the figures. Positive feedback was given on the process for surveying of void properties by Allium. The group welcomed the new Asbestos Management Officer.
- 4.4 The launch of Keystone Mini system for operatives is still outstanding and an update is required from ICT on solutions to the issues identified. Future refurbishment works was discussed with Robert Shaw House being one site which has Asbestos Containing Materials which will need to be managed, works aiming to start in April. The Corporate Asbestos Team will start to undertake RPE checks for housing maintenance staff from 1st February.

5. SAFETY PANEL FEEDBACK

- 5.1 Detailed below are the significant issues discussed at the January Safety Panels. All Action Tables were reviewed prior to the April 2022 meetings for the year ahead and the target dates for some of the projects/actions were reviewed. The details are available for the merged Action Table for the three Safety Panels set out in **Appendix 3**.

5.2 Operations Safety Panel:

Group met on 9th January and draft minutes have been circulated.

Discussion about staff having a corporate H&S induction which could be a digital document accessed online, George Gale to take this forward. Suggestion of having a sub group to review the induction process.

Supervisor workload and stress levels raised. Discussion about the need for additional support and training to be provided to supervisors, to assist with management and IT skills. The HSE Stress Management questionnaire was raised. Continued pressure across many of the teams with resourcing, linked with difficulty to fill vacancies.

Vehicle incidents: no wing mirror strikes in Q3 following a focus on this issue during staff toolbox talks. 26 vehicle incidents in total and situation will continue to be monitored. Agreement that Risk & Insurance Officer should attend the next Safety Panel to give an update on claims issues.

H&S incidents in the quarter: Both RIDDOR incidents discussed, and both involved a lot of lost time. Discussion on what are we doing to manage the existing injury when they return and work on how we move wheeled bins. Risk assessment says two-man job but the handbook says can be done by one person, but now updated. Abusive and threatening tenant incident (Fordingbridge) also raised.

Working at Height Policy link was circulated, and feedback welcomed from the group.

Hand Arm Vibration work: recent HAVs monitoring of trigger times of equipment being used by Grounds Maintenance, hedge cutting during Q3. More time required for grounds maintenance so roll out of monitoring to workshops staff now likely to be in 2023/24.

Fire Safety Policy/ Evacuation Procedure: draft policy was circulated to managers for comments on. Sign-off expected at the next safety panel.

Drivers Handbook: the updated hardcopy handbook has been circulated to the staff in the Waste Service, and will be provided to other teams in January. Digital copy requested for circulation.

5.3 **Office Based Panel:**

No incidents reported in Q3 for office staff/ visitors to the offices.

The need for desk booking was relaxed in Q3, following Covid-19 infections reducing nationally and becoming less virulent.

Annual workplace inspections by Safety Reps to be undertaken in Q4, breakdown of office areas to be inspected by the Safety Reps was circulated in Q3. Results to be reviewed at the April meeting.

ATC fire evacuation discussed, and confirmed staff will not be told the proposed date of the drill.

5.4 **Housing Panel:**

Davis Field garage collapse discussed including the follow-up actions which were being planned. Fortnightly monitoring currently in place. Some resident items still left in the garages. Waiver has been approved for a specialist contractor to undertake works.

Accidents and incidents reviewed: total of 22 incidents reported in Q3 and no days lost during the quarter as well. Leading issue for incidents was slips, trip and falls.

CDM IOSH training invite to surveying staff due to be sent out shortly, part of the CDM Policy and guidance that this training is completed.

Inspecting staff had asked that the issue of the condensation and mould visits be raised at the panel. Inspecting officers are having to return to the same properties to have the same conversations about the need to reduce moisture in the home with tenants, which is proving awkward.

Updated requested on lone working: Working group has continued to meet and conflict management training organised for 25th January. PNC7 expected to no longer be available from April 2023 as part of the transfer to the Appello system.

6. ACCIDENTS, INCIDENTS AND NEAR MISSES (INCLUDING RIDDOR)

6.1 The accidents, Incidents and near misses reported in quarter 3 are detailed in Table 1 below, the numbers in brackets are the 2021/22 quarterly figures.

Table 1. All reported Accidents, Incidents and Near Misses

<u>Table 1.</u>	Q1	Q2	Q3	Q4	Total
Total Reports	79 (57)	45 (47)	38 (43)	(53)	(198)
Non-reportable Accidents	24 (26)	19 (25)	22 (25)	(40)	(116)
RIDDOR	2 (4)	1 (5)	3 (7)	(5)	(21)
Near Miss	54 (27)	25 (17)	13 (11)	(8)	(64)

6.2 The graphical report in **Appendix 1** details the accidents, incidents, near misses in more detail. There was a total of 38 accidents/ incidents/ near misses reported across the Council, down from the Q2 figure (45). In addition to the above figures, in Q3 there were also 23 incidents recorded as a near miss which related to *property vandalism, property arson or evidence of drug use* at public conveniences (reported by Street Scene operatives).

6.3 There were 3 incidents which required reported under RIDDOR to the Health and Safety Executive. The RIDDOR and other significant incidents are detailed in the paragraphs below:

- i. **RIDDOR 1** (reported on 6/10/22): As part of the Barfields House extra care scheme refurbishment works, which includes the installation of a sprinkler system, an Ahmarra Ltd operative broke an AIB panel when undertaking works to replace a cross-corridor fire-door. The asbestos survey on site had been viewed by the individual but was misunderstood, thinking it was the door which contained the asbestos insulation board rather than the side panel to the door which he started to work on. Although this was an individual error, management procedures should have been in place to stop the event happening. Once the management on site were informed of the break appropriate steps were taken to undertake a clean of the area and air test (which passed). The Corporate Asbestos Manager was promptly informed of the incident. Subsequent audits undertaken by the H&S Team have confirmed improvements put in place by the Principal Contractor, Domestic Sprinklers.
- ii. **RIDDOR 2** (10/10/2022): Over 7-day injury. Waste driver/loader attempted to lift a trade waste sack out of a wheeled bin and aggravated an existing shoulder injury that was sustained outside of the workplace. There were no environmental circumstances reported that contributed to the accident. Individual has been referred to occupational health so an assessment can be under-taken, and an individual risk assessment will be formulated for the operative.
- iii. **RIDDOR 3** (4/11/2022): Over 7-day injury. A waste loader was moving a 1100 litre large wheelie bin from the bin store of a block of flats, in taking the bin down a kerb in order to stop a parked vehicle being hit the operative needed to take the weight of the load and hurt his back. Individual was signed off work originally for two weeks. No environmental factors which added to the risk of the incident and wheelie bin was reported as being in good order.
- iv. **Incident 1** (1/11/2022): Davis Field garage collapse: due to high winds on the night of 1st November the communal garage block at Davis Field (1 - 11), New Milton partially collapsed. On the night of the storm gusts of wind were

recorded in excess of 70mph. The structural damage included the collapse of the complete length of rear brick wall and the cracking of the two end walls making them unstable. The wall which collapsed mainly fell onto an area of grass amenity and a footpath behind the garages (some brick debris also fell into the front garden of a council owned house). Building Control initially attended the incident under the provisions of the 'dangerous structures' legislation, but subsequent responsibility fell back to the housing maintenance service. The garages were quickly cordoned off with Heras fencing, and emergency making safe works were completed the following day to the structure. The garage block is incapable of being economically repaired and will be demolished. Five other garage blocks on the estate are constructed in an identical manner, with half brick thick external walls. It is anticipated that additional works will be required to these other garages to strengthen them.

- v. **Incident 2** (25/11/2022): As part of routine work grounds maintenance operatives were undertaking works next to a block of flats in Fordingbridge when a tenant from the flats was verbally abusive and threatening. Tenant took a set of metal loppers and held them above their head threatening to use them as a weapon. When one of the operatives tried to defuse the situation the tenant attempted to kick them. When the situation was finally diffused the grounds maintenance crew quickly left site and reported the incident to their supervisor. Incident formally reported and tenant has been added to the Warning Marker Register for 12 months.
- vi. **Incident 3:** Street Scene staff undertaking normal duties came across a box of used hypodermic needles disposed of in a normal street waste bin in December. This highlighted the risk staff can face and the need for prescribed personal protective equipment to be worn at all times. Communications sent out a message on this risk to staff and externally. A health and safety bulletin was sent out to all operational staff reminding them of the risk from blood borne viruses, and the need for vigilance.

6.4 There were 26 vehicle incidents during the quarter 3 (see Table 2), slightly up on Q2, and these were reviewed as part of the routine quarterly vehicle accident review meeting. Significant issues are reviewed by Insurance Officer, Transport Manager and Health and Safety Advisor. Following the round of toolbox talks on how to reduce wing mirror hits due to the pattern of incidents in Q2, there have been no incidents in Q3.

Table 2. Vehicle Incidents Q3 2022/23

	2019/20	2020/21	2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Waste	40	52	71	25	13	13
Housing Maintenance	7	13	17	4	3	3
Street Scene	10	13	13	1	1	4
Engineering Works	1	0	1	0	0	1
Open Spaces	4	6	10	1	2	3
Transport	1	1	0	0	0	0
Parking Enforcement*	-	-	1	0	0	2
Other	4	2	1	1	0	0
TOTAL	67	87	114	32	19	26

7. PROPOSED HEALTH AND SAFETY KEY PERFORMANCE INDICATORS F.L.A.G.S

- 7.1 The F.L.A.G.S proposal put forward by H&S Manager will be reviewed in Q4 as part of on-going internal discussions. The proposal is for a set of health and safety KPI's be set up under the **F.L.A.G.S.** acronym: **F**ire Safety; **L**egionella/ **L**ifts; **A**sbestos; **G**as Safety; and **S**afety mandatory training. When researched other Hampshire LA's did not have corporate H&S KPI's in place, so there isn't the option to align performance management targets with another local authority. An opportunity to use national targets may be through the Social Housing Regulation Bill requirements which are introduced in April 2023. The Asbestos Management Working Group have started to review data from the Keystone Register, and are to review the KPI targets for 2023/24.

8. HEALTH AND SAFETY TRAINING

- 8.1 The Health and Safety Team provide 4 mandatory e-learning courses for all staff through the Seminar software system: Office Safety; Fire Safety; Manual Handling; and Display Screen Equipment. Additionally, there is Driving on Council Business, and COSHH training for relevant staff. Staff are required to undertake refresher training for the four mandatory courses every two years.
- 8.2 Over Q3 the Health and Safety Team delivered a 3-hour Risk Assessor training presentation which is offered to managers, supervisors, and H&S Reps over MS Teams. Delivered to 50 members of staff. It is hoped that this training can be delivered long term in an e-learning module as a refresher.
- 8.3 The project group reviewing the options for a corporate Learning Management System is ongoing with a member of the H&S Team part of the group.
- 8.4 Table 3 Health and Safety Training courses in Q3 by the Housing Service.

Date	Course	Attendees	No of attendees
05/10/2022	IOSH Working Safely	Mobile Cleaning Team	2
06/10/2022	Cable Avoidance Tool	Operatives	3 (wash up session, all 56 Ops now trained)
01/11/2022	IOSH Supervising Safely	Supervisors	6
03/11/2022	IOSH Managing Safely (20-hour course)	Managers and Surveyors	7
14/11/2022	Asbestos Task Annual Refresher	Operatives	7
14/11/2022	Asbestos Awareness Annual Refresher	Operatives	3
22/12/2022	WAH & Ladder User	Operatives & Operative Supervisors, Inspectors.	5

9. FINANCIAL IMPLICATIONS

- 9.1 None. No significant changes to the current practices being considered.

10. CRIME & DISORDER IMPLICATIONS

10.1 There are none.

11. ENVIRONMENTAL IMPLICATIONS

11.1 There are none.

12. EQUALITY & DIVERSITY IMPLICATIONS

12.1 No new requirements or issues identified.

13. DATA PROTECTION IMPLICATIONS

13.1 No new requirements or issues identified.

14. PORTFOLIO HOLDER COMMENTS

Not sought, report is not being taken to Cabinet. Report will be taken to HR Committee.

For further information contact:

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Corporate Health & Safety Manager
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Background Papers:

"None".

New Forest District Council Accident and Near Miss Report

Quarter 3 October - December 2022

Table 1. Quarter 3 employee & contractor accident and near miss report for ALL NFDC services:

	Q1	Q2	Q3	Q4	Year Total
Total reports received	80 (53)	47 (39)	38 (40)	(53)	(185)
Non-reportable accidents	24 (23)	21 (26)	22 (25)	(40)	(114)
RIDDOR	2 (4)	1 (4)	3 (6)	(5)	(21)
Near Miss reports (<i>inc property and vehicle damage with no injury</i>)	*54 (26)	25 (9)	13 (9)	(8)	(63)

(*Note: since Q2 2022/23 *property damage/ vandalism* figures taken out of the near miss category). Figures in brackets from last year (2021/22).

Graph 1. Accident/ incidents by quarter

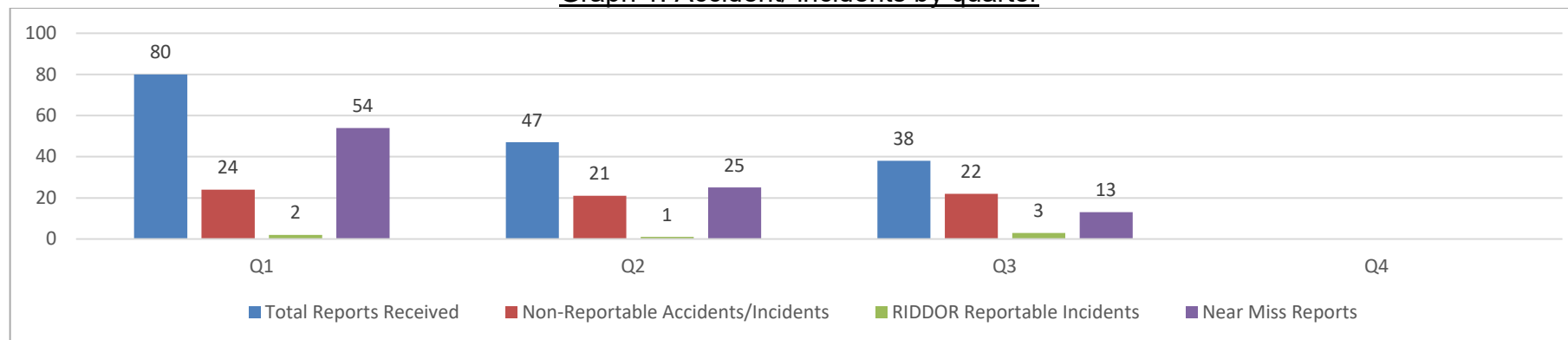


Table 2. Accident Reports Received by Department

	Apr-June 22	July – Sep 22	Oct – Dec 22	Jan – Mar 23	Year end
Waste	17 (6)	5 (9)	9 (10)	(6)	(30)
StreetScene	0 (0)	3 (17)	1 (10)	(15)	(65)
Open Spaces (inc Pest Control)	2 (6)	3 (3)	6 (4)	(2)	(15)
Transport & Workshops	0 (2)	0 (0)	0 (0)	(0)	(2)
Car Parks & Enforcement	1 (0)	0 (0)	0		
Engineering Works	0 (0)	0 (1)	1 (0)		
Housing Maintenance	4 (8)	12 (4)	6 (8)		
Housing Estates Mgmt, CCTV and Community Safety	0 (6)	0 (2)	1 (1)		
Housing Options, Rents, Support & Private Sector	2 (2)	0 (2)	1 (1)		
Housing Strategy & Development	0	1 (0)	0 (0)		
HR	0 (1)	0 (0)	0 (0)		
Customer Services	0 (1)	0 (0)	0 (0)		
Facilities	0	1 (0)	0 (0)		

19

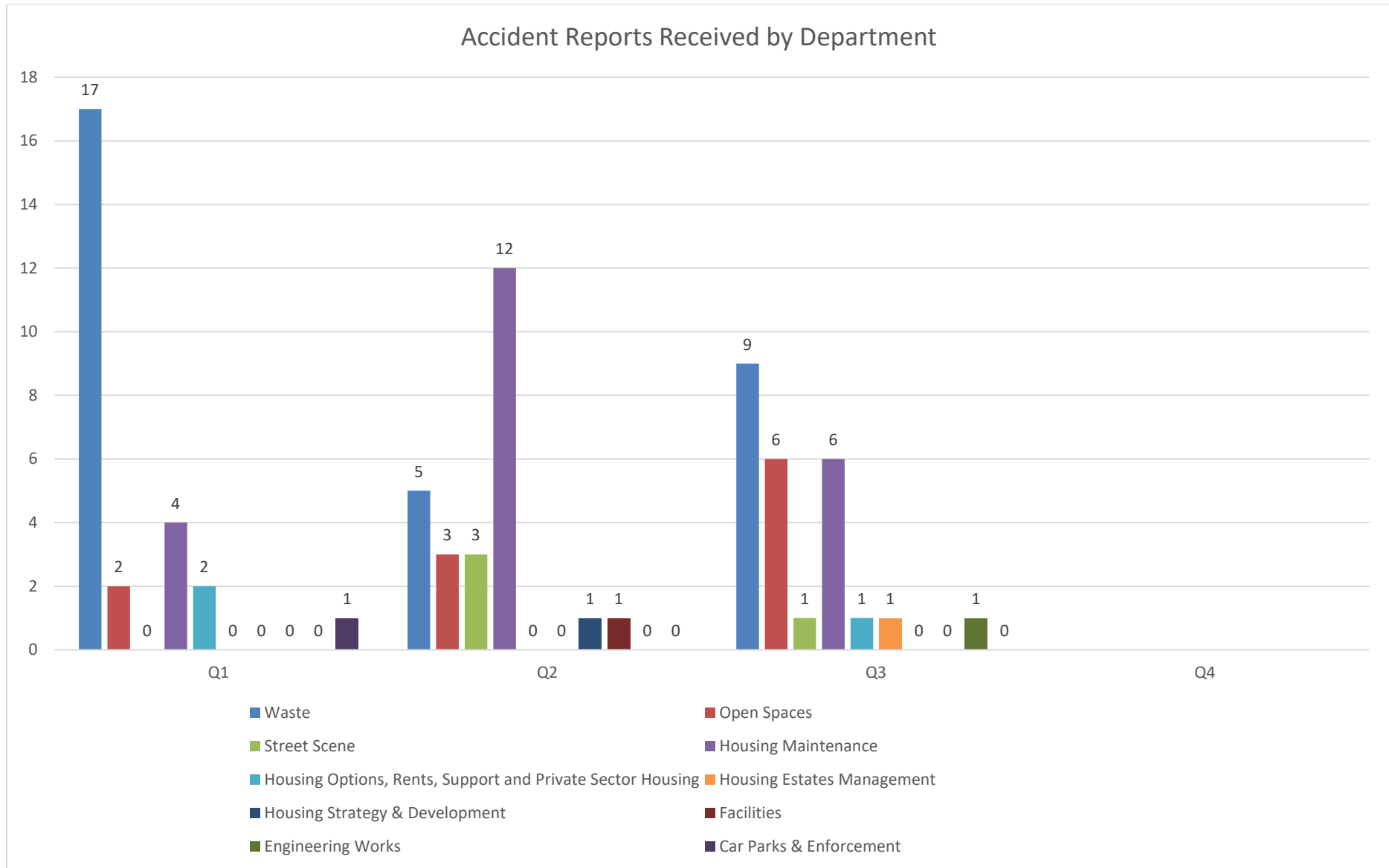


Table 3. Near Miss/No injury Reports Received by Department

	Apr-June 22	July – Sep 22	Oct – Dec 22	Jan – Mar 23	Year end
Waste	1 (0)	3 (0)	0 (0)		
StreetScene	46 (23)	20 (6)	8 (7)		
Open Spaces (inc Pest Control)	1 (1)	0 (0)	0 (0)		
Engineering Works	0	0	1 (0)		
Transport & Workshops	0 (0)	0 (0)	0 (0)		
Housing Maintenance	2	2	3		
Housing Estates Mgmt, CCTV and Community Safety	3	0	0		
Housing Options, Rents, Support and Private Sector Housing	1	0	1		

20

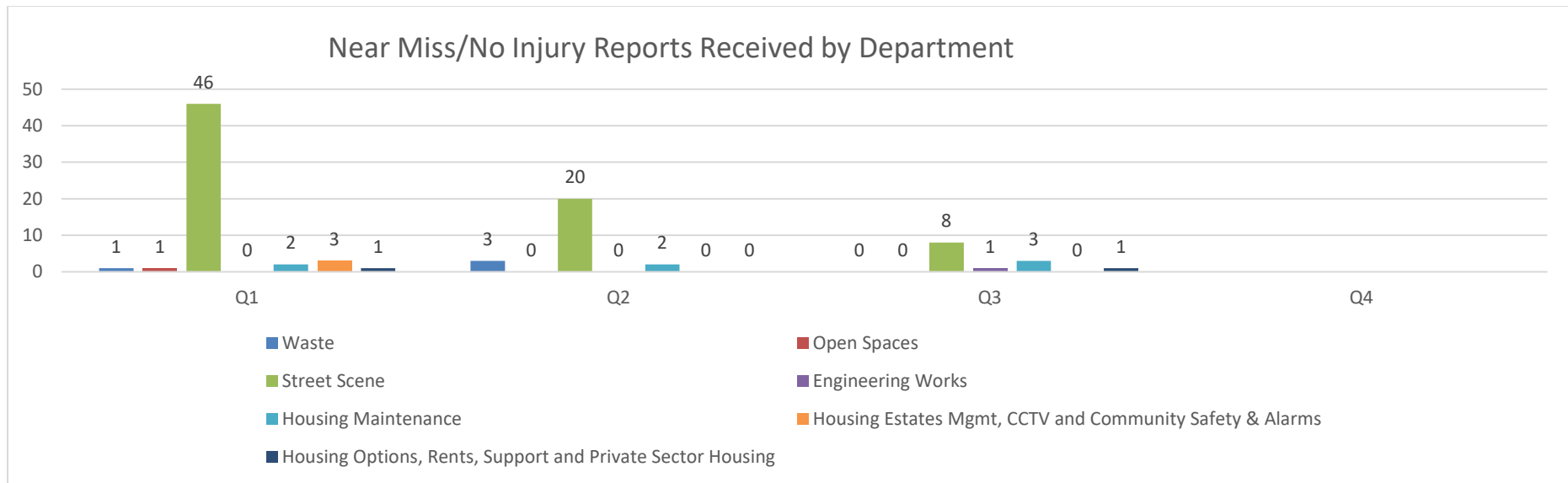


Table 4. Accident Reports Received by Role

	Apr-June 22	July – Sep 22	Oct – Dec 22	Jan – Mar 23	Year end
HGV Driver	9	1	3		
Refuse Operative	7	4	6		
Grounds Maintenance Operative	2	3	5		
Street Scene Operative	0	3	1		
Engineering Works Operative	0	0	1		
Enforcement Officer	1	0	0		
Supervisor	1	1	1		
Multi-Skilled Operative	4	2	2		
Housing Officer	2	0	2		
Cleaner	0	3	0		
Gas Engineer	0	1	1		
Electrician	0	0	1		
Roofer	0	0	1		
Storeman	0	1	0		
Contractor	0	3	1		

Table 5. Lost time due to accidents

	Q1	Q2	Q3	Q4	Year total
Accident related lost time (days)	120	38	104*		

(*at least one occurrence of sickness still outstanding)

22

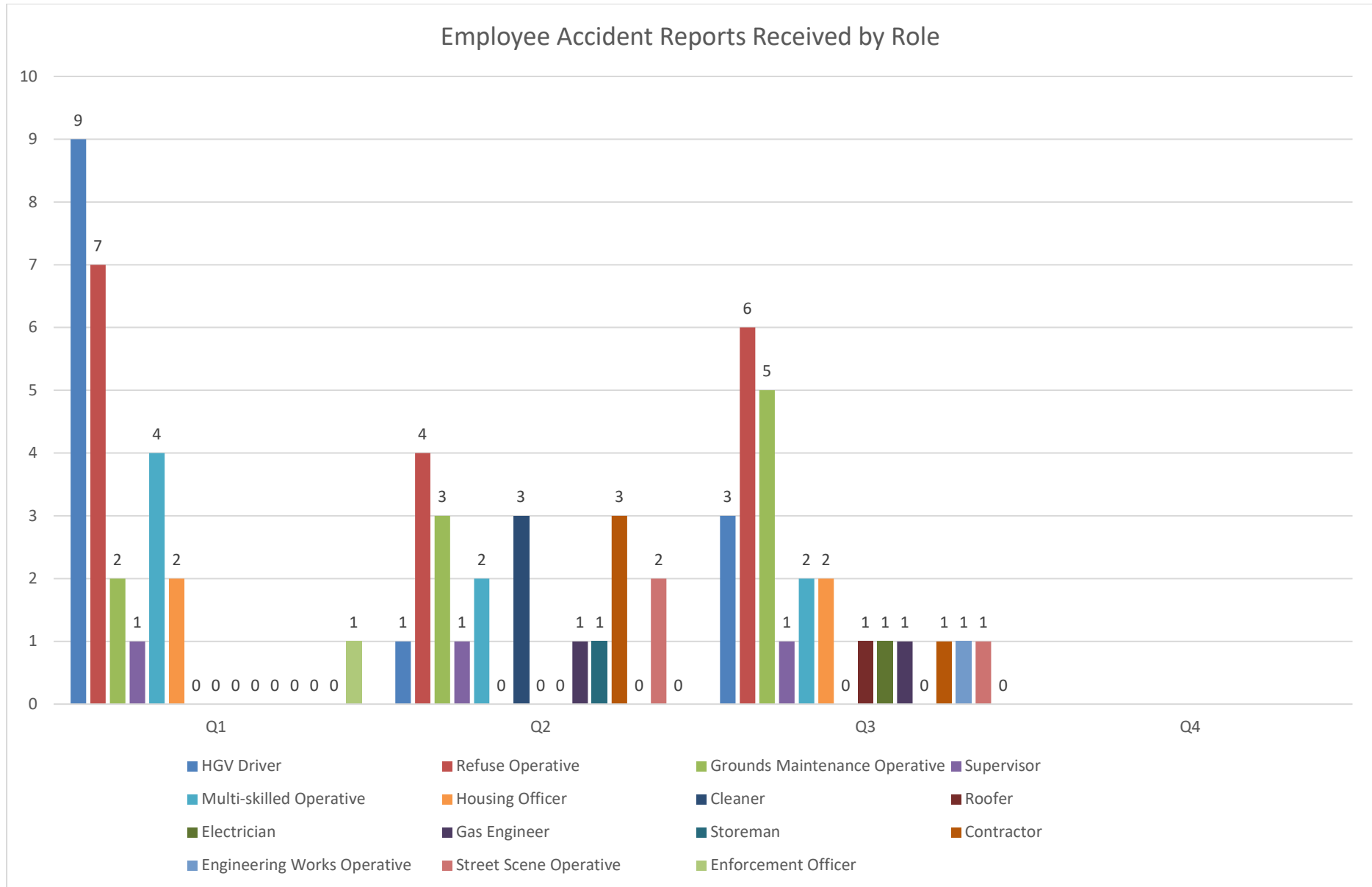


Table 6. Breakdown by Cause

	Apr-June 22	July – Sep 22	Oct – Dec 22	Jan – Mar 23	Year end
Manual Handling	8 (4)	4 (2)	3		
Slips, Trips	6 (8)	1 (4)	5		
Falls	2 (0)	0 (1)	0		
Hit by moving/flying object	1 (2)	2 (3)	4		
Bumping into something stationary	0 (2)	0 (0)	0		
Abusive/threatening behaviour	3 (3)	2 (3)	3		
Contact with electricity	0 (0)	1 (0)	0		
In contact with moving equipment/machinery/vehicle	0 (3)	1 (1)	0		
Exposed to fire/explosion	7 (4)	2 (1)	0		
Contact with sharp object	8 (10)	6 (4)	3		
Contact with harmful substance	6 (5)	0 (4)	1		
Injured by animal	1 (0)	1 (2)	1		
Other i.e natural causes	1 (1)	3 (7)	0		
Previous injury/illness	0 (0)	0 (0)	0		
Vehicle incident	3 (4)	0 (0)	4		
Near Miss	40 (3)	24 (5)	14		

Note: Q1 Injury cause statistics include member of public accident reports received by Housing Services

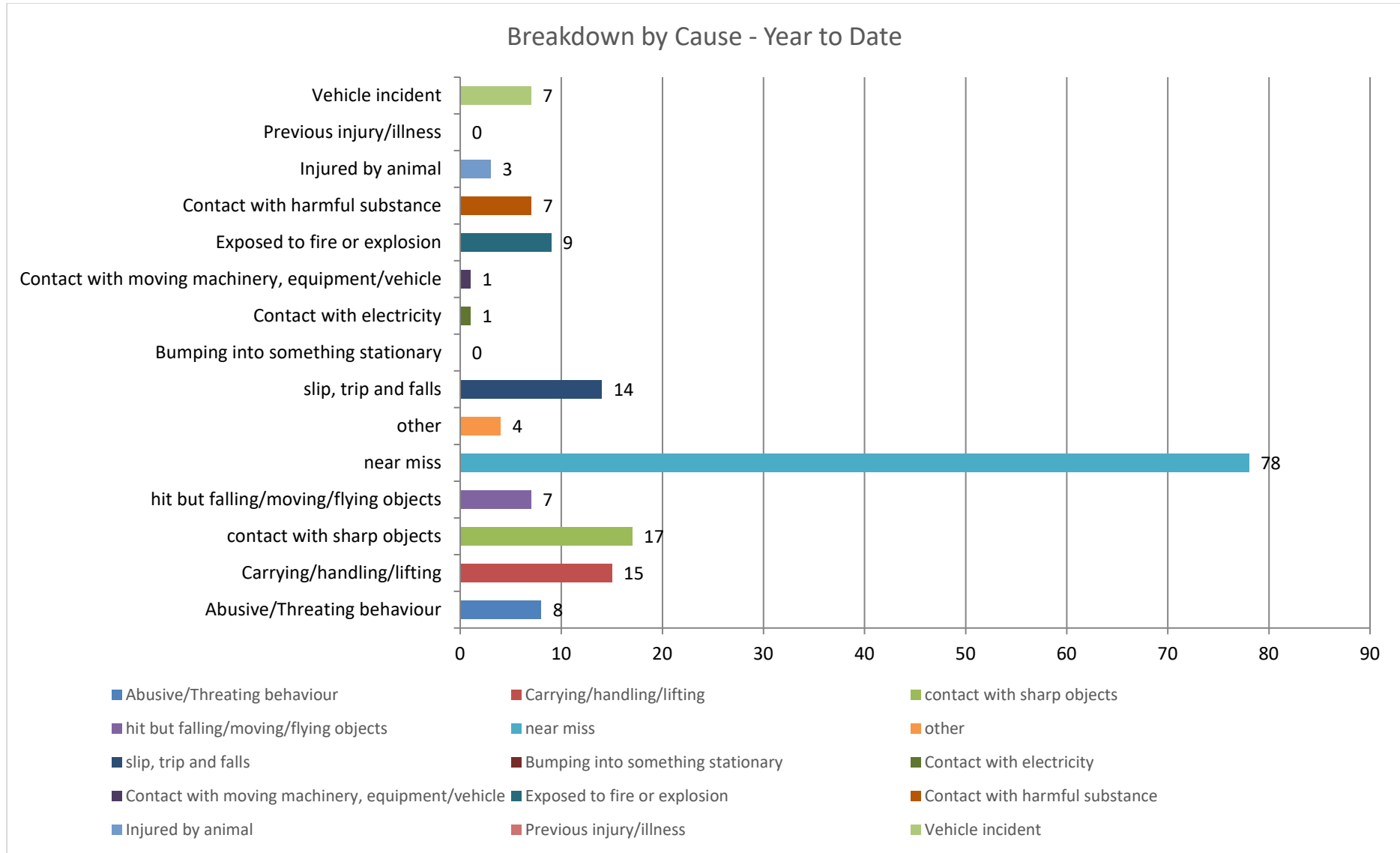


Table 7. Breakdown by Injury

	Apr-June 22	Jul – Sept 22	Oct – Dec 22	Jan – Mar 2023	Totals
Superficial i.e bruising	2 (5)	1 (2)	4		
Sprains/Strains	13 (12)	4 (4)	6		
Rash/Dermatitis	0 (0)	0 (0)	0		
Cuts	5 (6)	6 (6)	3		
Fracture	2 (0)	0 (1)	0		
Head Injuries	0 (0)	0 (0)	0		
Eye Injuries	0 (0)	0 (0)	2		
Bite/Sting	1 (0)	1 (2)	1		
Damage to vehicle/property	33 (2)	1 (8)	1		
Verbal Abuse	3 (3)	2 (3)	3		
Other	2 (1)	1 (1)	1		
Near Miss/No Injury	25 (23)	31 (4)	17		

Note: Q1 Injury statistics include member of public accident reports received by Housing Services

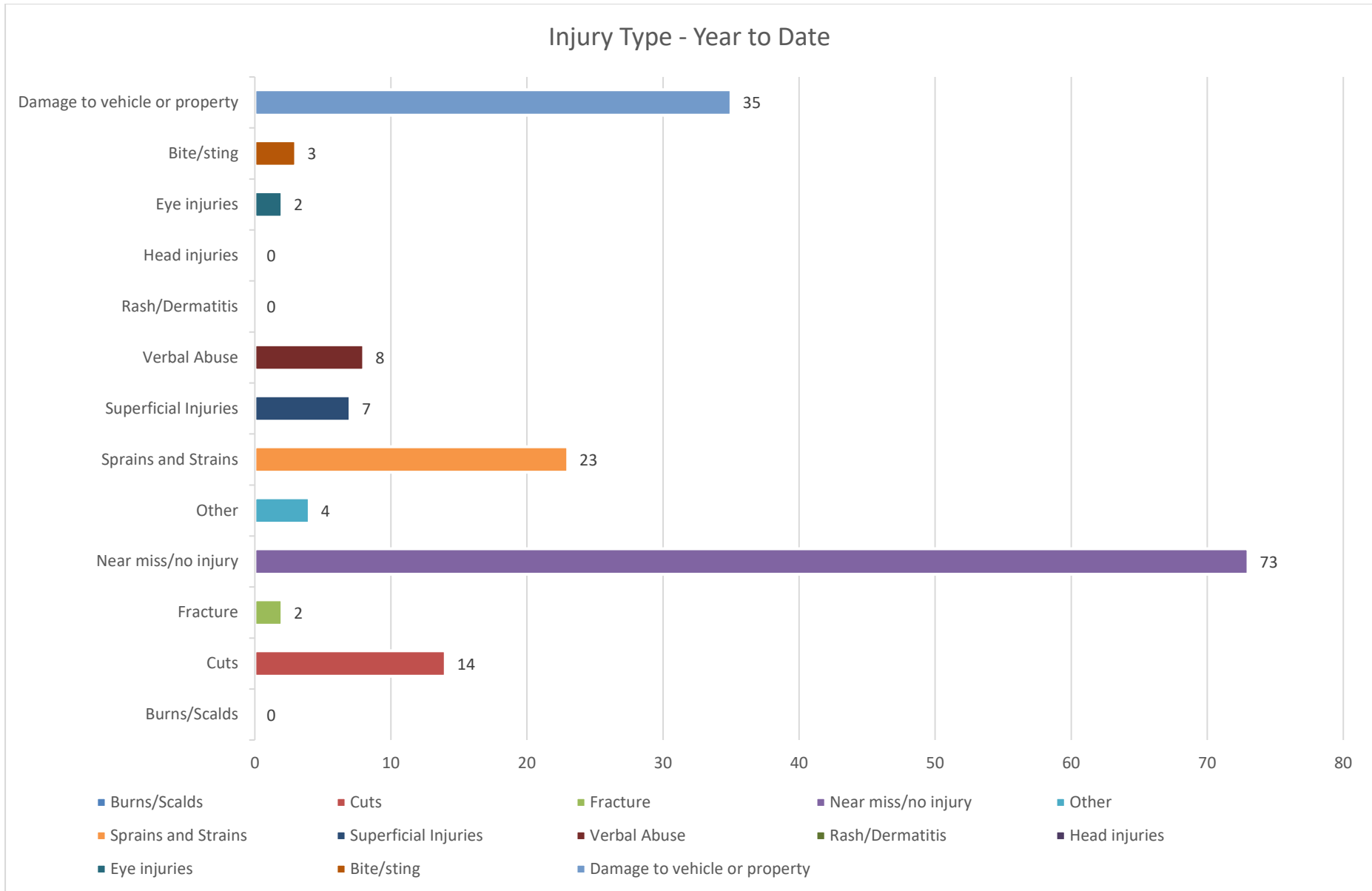
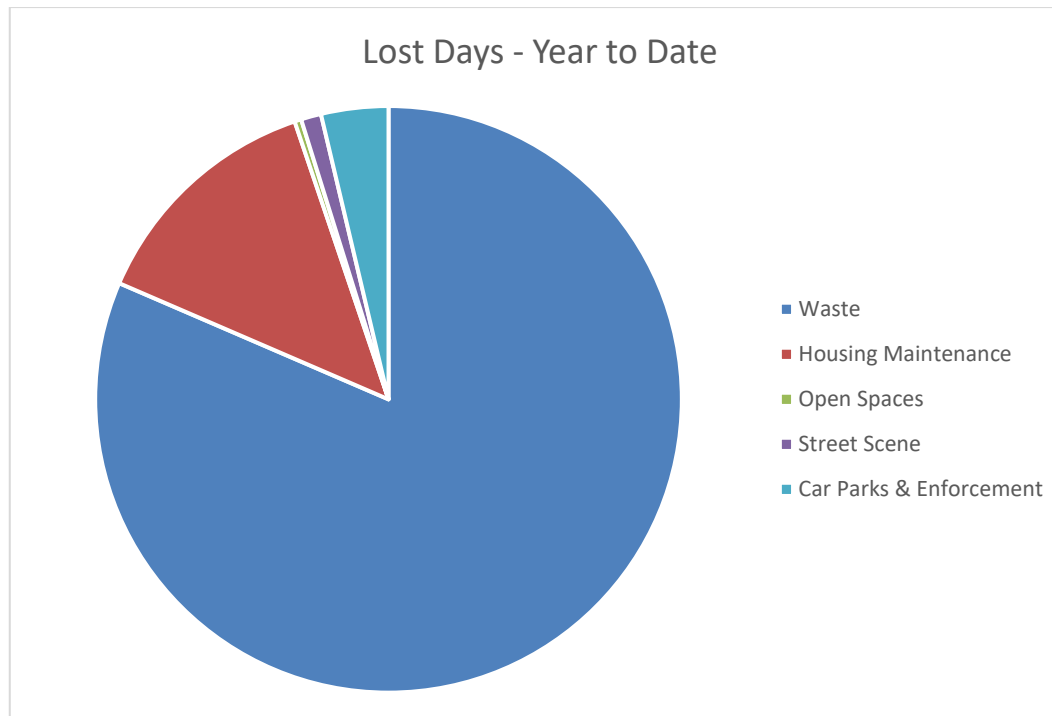


Table 8. Accident Related Lost Days by Department

	Apr-June 22	July – Sep 22	Oct – Dec 22	Jan – Mar 23	Year end
Waste	84* (23)	33 (17)	103 (48)	(3)	(91)
StreetScene	0 (0)	2 (0)	1 (0)	(0)	(0)
Open Spaces	0 (0)	1 (8)	0 (0)	(0)	(8)
Pest Control	0 (0)	0 (0)	0 (0)	(0)	(0)
Transport	0 (0)	0 (0)	0 (0)	(0)	(0)
Car Parks & Enforcement	10 (0)	0 (0)	0 (0)		
Housing Maintenance	26* (44)	2* (12)	0 (78)		



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Corporate Working at Height Policy

January 2023



Document history

Name of policy	Working at Height Policy
Purpose of policy	New Forest District Council (NFDC) is committed to providing healthy and productive working environment, safe from hazards. This policy and subsequent arrangements detail NFDC's commitment to achieving and maintaining compliance with its duties under the Work at Height Regulations 2005 and the Management of Health and Safety at Work Regulations 1999.
Policy applies to	This corporate policy and arrangements apply to all staff who work at height and those who manage them.
Update Frequency	Bi-Annual
Latest update	January 2023
Update overview	05/2022 - General Update, Formatting Update. 10/2022 – Content split into multiple documents.

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1. Policy

1.1 Introduction

New Forest District Council (NFDC) has a duty to ensure compliance with the Work at Height Regulations 2005, The Health and Safety at Work etc. Act 1974 and other associated legislation for all employees working at height and managing those who work at height. NFDC also has a duty to ensure so far as is reasonably practicable, the health, safety and welfare of its staff and agency staff or contractors working on their behalf that carry out work at height under their direct control. This policy sets out clear responsibilities to ensure both the compliance with the legislation and best practice is adhered to.

1.1.1 What is Work at Height

Work at height means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury.

For example, you are working at height if you:

- are working on a ladder or a flat roof;
- could fall through a fragile surface;
- could fall into an opening in a floor or a hole in the ground.

Take a sensible approach when considering precautions for work at height. There may be some low-risk situations where common sense tells you no particular precautions are necessary, and the law recognises this.

1.2 Scope

This policy applies to:

- All NFDC employees who have been identified as someone who works at Height;
- All NFDC managers who manage employees who have been identified as persons who work at height;
- All NFDC Employees who are part time workers who work at Height;
- Any Agency or Contract workers who are working at Height on behalf of New Forest District Council;
- Any volunteers working on behalf of New Forest District Council who are working at height on behalf of New Forest District Council.
- Any Contractors who are going to be carrying out work on behalf of New Forest District Council which involves working at Height.

The law applies to workers if using a:

- Step / Long Ladder;
- Hop up / Step Stool;
- Mobile Elevating Work Platform (MEWP Scissor and Boom);
- Scaffolding;
- Access Tower;
- Roof Work / Fragile Surface;
- Near an open access / hole in ground without edge protection;
- Suspended Access Equipment;
- Harness and Rope work;
- Working from vehicles including accessing vehicles;
- Cliff inspections.

1.3 The Standard Operating Procedures for Working at Height

In order for the Council to meet its legal duties as identified under Working at Height Regulations 2005. All services who undertake working at height must ensure they maintain relevant, up to date and accurate risk assessments, safe systems of work, training, and supervision suitable for the service specific tasks being carried out, these must be communicated clearly with all staff carrying out aforementioned work and adequate training provided as required by the risk assessment. Management understands that the responsibility for these falls upon them, however, any member of staff carrying out work at height must raise any concerns, questions, or hazards to their line manager to ensure all aspects of the task are adequately controlled.

All controls implemented must as a minimum meet the requirements set out in the legislation, this policy and best practice. They are to take the form of standard operating procedures, including guidance for responsible managers and employees working in each service.

2. Legislative and regulatory context

2.1 The legislation and regulations that apply.

This section highlights the key pieces of legislation that applies, and the general requirements NFDC is required to follow.

2.1.1 The Health and Safety at Work etc. Act 1974

The Health and Safety at Work etc Act 1974 is the primary piece of legislation covering occupational health and safety in Great Britain. This piece of legislation sets out the general duties which employers have towards employees and members of the public, employees have to themselves and to each other and certain self-employed have towards themselves and others. New Forest District Council acknowledges and accepts its responsibilities under The Health and Safety at Work etc. Act 1974, and will ensure to control all risks to its employees, contractors and those who may be affected by the work they undertake are controlled to as low as is reasonably practicable.

2.1.2 Management of Health and Safety at Work Regulations 1999

Management of Health and Safety at Work Regulations 1999 is a piece of legislation covering the management of occupational health and safety in the workplace in Great Britain. This piece of legislation sets out the general duties which employers have relating to the expectations to risk assess, implement arrangements for planning, control, monitoring, and use of preventative and protective measures, provide instruction and training and consultation on working at height to their direct employees and persons working at height for NFDC under their direct control. NFDC acknowledges and accepts its responsibilities under the Management of Health and Safety at Work Regulations 1999 and will ensure to implement all the necessary controls and management methods to minimise the risks to its employees, and those undertaking work at height on behalf of NFDC are controlled to as low as is reasonably practicable.

2.1.3 The Work at Height Regulations 2005

The Work at Height Regulations 2005 is a specific piece of legislation that applies to any and all work at height that occurs within Great Britain. It sets out the responsibilities and requirements to control the risks associated with any work at height occurring under an employer or controller of work. The key points are to avoid work at height where reasonably practicable and plan any development or equipment to avoid or minimise the risks associated with working at height, where working at height cannot be avoided then fall prevention must be factored in with the inclusion of mitigation of the distance and consequences of any fall where the risk cannot be eliminated. NFDC acknowledges and accepts its responsibilities under the Work at Height Regulations 2005 and will ensure to implement all the necessary controls and management methods to minimise the risks to its employees, and

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those undertaking work at height on NFDC behalf, using NFDC equipment or on NFDC property are controlled to as low as is reasonably practicable. This responsibility also includes the requirement of reviewing contractors risk assessments prior to their work at height commencing to ensure they are suitable and adequate.

3. Roles and Responsibilities

3.1 The Executive Management Team Duties

The Executive Management team have the duty to:

- Provide sufficient financial support to enable the Services to provide the correct level of support.
- Ensure a clear process is in place for the control and management of work at height.

3.2 The Service Managers Duties

The Service Managers have the responsibility to:

- ensure adequate provision of resources is provided to the teams carrying out working from height activities
- ensure suitable and sufficient is in place, to allow operatives to undertake working from height activities effectively and safely
- ensure statutory inspections are undertaken on all equipment used for working at height
- ensure all employees under their control are competent to undertake their role

3.3 The Line Management Duties

The Line Manger is responsible for ensuring that:

- suitable risk assessment is carried out for all working from height activities
- Ensure adequate training, competency and qualifications are in place prior to the commencement of work.
- Ensure all equipment for working at height is suitably maintained and inspected.
- that the resources are correctly allocated to the tasks.
- Ensure adequate levels of supervisor vision are provided to all working from height activates

3.4 The Employee Duties

Employees have general legal duties to:

- take reasonable care of themselves and others who may be affected by their actions
- co-operate with their employer to enable their health and safety duties
- Follow instructions and the requirements to be complied with as outlined within relevant risk assessments, safe systems of work, toolbox talks etc.

3.5 Contractor Duties

Any contractors carrying out work are required to:

- follow the NFDC Working at Height Policy or maintain a higher standard of work.
- Provide risk assessments prior to the commencement of work.
- Ensure all equipment for working at height is suitably maintained and inspected.
- Report all incidents that result in a contractor falling from height to the relevant client representative

3.6 Health and Safety Team

The Health and Safety Team are to:

- Provide competent advice and guidance to teams who work at height.
- Assist in on going improvement through auditing of processes and procedures to provide feedback to enable measurable improvements to New Forest District Council processes.
- Carry out investigations into accidents and incidents as necessary, record findings and root causes and provide recommendations for consideration by management

4. Application of Policy

4.1 Policy Application

The policy applies to all work that involves work in any place, position, or location where, if there were no precautions in place, a person could fall a distance liable to cause personal injury.

For example, a few of the roles that would apply are:

- Civic Building Maintenance Staff;
- Housing staff who carry out painting, decorating, repairs etc;
- Gas and Electrical Engineers;
- Grounds Staff and many others;
- Contractors carrying out work on behalf of NFDC.

4.2 Consultation with employees under the policy

There is an expectation of collaboration between management and employees over any hazards raised in risk assessment, working at height is a factor that is included and the controls that are implemented must be considered in a practical way and focus must be put upon.

- Helping spot and understanding the risks;
- Making sure health and safety controls are practical;
- Increasing the level of commitment to working in a healthy way.

It is important that the consultation is a two-way communication where not only is information shared with employees but the employer listens to the feedback provided. NFDC will do this via existing **Safety Panels** and the safety representatives enabling staff to raise issues or concerns through these methods. ([Safety Panel Link](#))

5. Identification and Assessment

5.1 Identification of Risks

There are many forms of risk associated with working from height. This varies from the use of equipment, environmental conditions, physical conditions, needs of the task and more. One that is easily identified as a risk is roof work. This is because it poses a considerable risk and falls from roofs, through fragile roofs and fragile roof lights are one of the most common causes of workplace death and significant injury. As well as in construction, these accidents can also occur on roofs of many different types of buildings when roof repair work or cleaning is being carried out. As an example of a few of the risks in this situation the following list reflects items that are likely to be fragile:

- roof lights;
- liner panels on built-up sheeted roofs;
- non-reinforced fibre cement sheets;
- corroded metal sheets;
- glass (including wired glass);
- rotted chipboard;
- slates and tiles.

When identifying the risk, it is important to be practical and pragmatic in your approach. Working on a low step stool in a carpeted area is of lower risk than working from the top of a step ladder over a concrete floor. However, depending on the additional controls the higher elevation work could be safer if inadequate controls are in place for the lower elevation task.

Discussing the risk and following good risk assessment process by including the individual involved in the task is key to ensuring the risks are all adequately identified.

5.2 Assessment

The Law requires that all working at height activities must have a suitable and sufficient risk assessment undertaken and be planned out to an adequate level for the task occurring. All risk assessments and plans must be consulted and communicated out to relevant employees.

All risk assessments must be reviewed annually or if there is reason to believe it is no longer valid/ there has been a significant change.

Some examples of the factors you need to consider when planning and undertaking work at height. You must:

- **take account of weather conditions that could compromise worker safety;**
- **check that the place (e.g., a roof) where work at height is to be undertaken is safe. Each place where people will work at height needs to be checked every time, before use;**
- **stop materials or objects from falling or, if it is not reasonably practicable to prevent objects falling, take suitable and sufficient measures to make sure no one can be injured, e.g., use exclusion zones to keep people away or mesh on scaffold to stop materials such as bricks falling off;**
- **store materials and objects safely so they won't cause injury if they are disturbed or collapse.**

5.3 Emergencies and Rescue Plans

As part of the risk assessment process there is a requirement for a plan to be generated for certain activities where an emergency may occur and or a rescue needs to be carried out. For example, a set procedure for evacuation, exiting a mobile elevated work platform or when suspended from a harness.

Think about foreseeable situations and make sure all employees involved in the process know the emergency procedures. Do not just rely entirely on the emergency services for rescue in your plan. Emergencies and rescue plans must be recorded within the relevant risk assessments and safe systems of work.

5.4 Managing the Issues

When it comes to managing the risks and controlling them it is important to follow the hierarchy of controls. The following 8 steps are an example of the hierarchy of control process.

1. Avoid working at height completely

Where possible, use a plant equipment at ground level rather than a roof, or change the equipment altogether. For example, using a long reach system to avoid the use of a ladder when cleaning CCTV camera covers.

2. Prevent falls using a safe place to carry out work

If you can't avoid working at height, then designate a 'safe place' where work can be carried out with minimal risks. Additional protective equipment should not be necessary as preventative measures are already in place in this space. For example: A balcony or parapet.

3. Prevent falls using collective equipment

Install a permanent system that offers a passive solution for multiple workers, such as a physical barrier. This will allow them to concentrate on the job itself rather than the safety system.

4. Use personal protective equipment (PPE): Fall restraint

Fall restraint systems usually include an anchor point and lanyard which prevent workers from reaching a hazard. For example, the man safe systems in place on the NFDC civil buildings roofs.

5. Minimise the distance the worker could fall

If a fall cannot be avoided, then use collective equipment, such as airbags, to reduce the impact of the fall.

6. Minimise the impact of a fall

Use netting to soften the impact of the fall.

7. Use PPE: Fall arrest

Fall arrest systems should only be used as a last resort and you will need to undergo training to use these. If a worker falls, fall arrest equipment stops the fall before they hit the surface.

8. Minimise risk by undergoing training

Training should focus on safe working practices, as well as on the correct use of relevant equipment.

Always consider measures that protect everyone who is at risk (collective protection) before measures that protect only the individual (personal protection).

Collective protection is equipment that does not require the person working at height to act to be effective, for example a permanent or temporary guard rail.

Personal protection is equipment that requires the individual to act to be effective. An example is putting on a safety harness correctly and connecting it, via an energy-absorbing lanyard, to a suitable anchor point.

The step-by-step diagram in Appendix 10.1 (Figure 1) should be used alongside all other advice in this policy. You do not always need to implement every measure in Appendix 10.1 (Figure 1). For example, when working on a fully boarded and guarded scaffold that is already up, not being altered or taken down, workers would not need to wear personal fall arrest equipment as well.

5.5 Additional Equipment Needs

This is an important factor as the equipment used needs to be both suitable and sufficient for the task. For example, the use of a short step ladder to enable access to a boiler. If only used for access and never carrying or removing the boiler from the wall a short step ladder may only need to accommodate the weight of the engineer carrying out the work. However, should the step ladder be used to lift the boiler down or the replacement one up the additional weight of the boiler itself needs to be factored in. In many cases this could result in a failure of the stool and a resulting injury due to the work that is occurring not having factored in the **weight limit of the equipment**.

Suitability for items such as harnesses, fall arrest lanyards and blister packs need to also take into consideration weight of user, duration of use, inspection regime, storage, and many other factors. Ensuring the correct equipment is available and used is a key factor in the management of work at height.

5.6 Supervision

All working from height activities must be **adequately supervised**. The level of supervision is dependent on the risks associated with the task. High risk works, such as roof works, require constant supervision, therefore high risk working from height tasks should be 2 to attend as a minimum.

Medium risk work, such as stairwell painting, requires direct supervision through the initial presence of the manager/supervisor for the set up on site and during the key points of the task and regular checks carried out to ensure safe working practices are being followed.

Low risk work, such as light fitting replacement, requires basic supervision through as a minimum, regular checks as part of services internal health and safety monitoring arrangements.

6. Good Practice

6.1 Good Practice

New Forest District Council has a duty to ensure that all reasonably practicable steps are taken to prevent anyone falling whilst at work.

All managers must ensure that:

- **all work at height is properly planned and organised,**
- **all work at height takes account of weather conditions that could endanger health and safety,**
- **those involved in work at height are trained and competent**
- **the place where work at height is done is safe,**
- **equipment for work at height is appropriately inspected,**
- **the risks from fragile surfaces are properly controlled,**
- **the risks from falling objects are properly controlled.**

All managers and employees must do everything possible to prevent anything falling that could cause injury. Where it is not reasonably practicable then everyone must ensure that no one is injured by anything falling. They must also ensure that nothing is thrown or tipped from a height or stored in such a way that its movement is likely to injure anyone. Where there is a risk of injury from being struck by an object or person, the danger zone should be clearly indicated, and unauthorised persons excluded from the area.

6.1.1 Planning

No work should be carried out at height if it is safe and reasonably practicable to do it in any other way. All work must be carefully planned, appropriately supervised, and carried out in as safe a way as is reasonably practicable. There must be plans for emergency and rescue. A risk assessment must be carried out before the work commences.

Supervision comes in various levels and dependent on the risk there are specific levels required.

High risk work, such as roof work, requires constant supervision through the continual presence of the manager/supervisor throughout.

Medium risk work, such as stairwell painting, requires direct supervision through the initial presence of the manager/supervisor for the set up on site and during the key points of the task and regular checks carried out to ensure safe working practices are being followed.

Low risk work, such as light fitting replacement, requires basic supervision through as a minimum, regular checks as part of services internal health and safety monitoring arrangements.

With all scaffolding work that may impact on public access the relevant authority must be notified in advance of work and where it may impinge on a public road or highway a licence from that relevant authority must be gained prior to commencement of work.

6.1.2 Equipment

All equipment for the prevention of falls occurring should be provided to the site or individual operative in a good condition and be included in a regular testing and inspection process to ensure, so far as is reasonably practicable their correct and safe function. In some cases, the equipment may not entirely eliminate the risk of fall a fall occurring, however, everything possible must be done to minimise the distance and effect of a fall if it was to occur.

When selecting equipment for work at height, managers must:

- use the most suitable equipment, these items must comply with the relevant BS standards. However, just because an item is compliant does not ensure its suitability. Additional factors such as weight limit, size, loading, location, environment also need to be considered.
 - Scaffold (BS EN 12811-1:2003),

- Access Towers (BS EN1004),
- MEWPs (BS 8460:2017 / BS EN 280:2013),
- Work Platforms (BS 2482),
- Step up stools (BS EN 131) it is important to check the weight limit,
- Ladders (BS EN 131).
- give collective protection measures, e.g., guard rails, priority over personal protection measures, e.g., safety harnesses, wherever reasonably practicable,
- take account of the working conditions and the risk to the safety of all those at the place where the work equipment is to be used.

Equipment for preventing falls occurring should be incorporated into the design process for the construction, maintenance, and management of a site/property, so far as is reasonably practicable. If these safety measures/precautions do not eliminate the risk of fall a fall occurring, then everything possible should be done to minimise the distance and effect of a fall.

When selecting equipment for work at height, managers must:

- use the most suitable equipment,
- give collective protection measures, e.g., guard rails, priority over personal protection measures, e.g., safety harnesses, wherever reasonably practicable,
- take account of the working conditions and the risk to the safety of all those at the place where the work equipment is to be used.

All structures be that temporary or otherwise must factor in suitable safety measures that comply with the requirements of the Work at Height Regulations 2005.

All equipment and safety measures must comply with the requirements of the Work at Height Regulations.

6.1.3 Weather

All work at height must be postponed or cancelled while weather conditions threaten to endanger health or safety.

This does not only mean inclement weather, but this also applies to any weather conditions that could cause a hazard. Primarily working at height during windy conditions, it does not take a lot of wind to make working at height potentially unsafe. Management must consider this and ensure clear guidance is given to staff as part of the risk assessment process.

The Council will communicate when inclement weather impacts broader council work, while this comes from a higher level of management, this does not reduce or remove the responsibility of individual managers to review the weather and maintain adequate supervision of staff to enable them to stop jobs due to weather conditions that impact the tasks occurring. For example, the wind conditions that would impact the waste collection services far exceeds that of which would prevent safe working at height. As such there should be no reliance on waiting for the decision from above to stop work at height in unsuitable conditions.

6.1.4 Training

Anyone involved in working at height must be suitably trained and competent or, if being trained, is supervised by a competent person. Dependent on the task suitable training must be carried out. This training could be in the form of a formal qualification or for low-risk activities then training through toolbox talks, inductions and suitable supervision may be suitable. Specific consideration for the required training must be carried out when any work at height is assessed.

6.1.5 Work Site

All managers and employees must ensure that any place where work is done at height, including means of access, is safe and has features to prevent a fall, unless this would mean that it is not reasonably practicable for the worker to carry out the work safely, considering the demands of the task, equipment and working environment. In addition, suitable provision of controls to prevent third parties, members of the public, tenants, contractors, or other employees to be put at risk by the work at height. Segregation is

one of the most effective measures, but there are other options should work need to be carried out in closer proximity. The use of netting for example for scaffolding to prevent items being able to be dropped.

6.1.6 Structures

Taking into account paragraph 6.1.2 above. Suitable controls must be implemented that consider the factors of working at height into the design, construction process and future maintenance processes.

6.1.7 Safety Features

Taking into account paragraphs 6.1.2, 6.1.5 and 6.1.6 above any safety features installed to a structure, vehicle or equipment must be designed and fitted in line with its correct usage and manufacturers (where applicable) instructions. These may be guard rails, physical barriers, netting, “man safe” systems or other methods to provide safe and secure access to a working at height area.

6.1.8 Inspections

As far as is reasonably practicable each individual place at which work is to be done at height should be checked by a suitably competent person on every occasion before use. This includes surfaces, parapets, permanent rails etc.

Temporary access scaffolding of all types, including tower scaffolds, should be checked after it has been assembled or installed and as often as is necessary after that time to ensure safety. In particular this should ensure that any deterioration can be detected and remedied in good time. Where the equipment is a mobile scaffold an inspection at the site is sufficient without re-inspection every time it is moved.

All other equipment such as guard rails, harnesses, and fixings etc must be inspected at the time of installation of the system, before each use, and at regular intervals by a competent and trained person.

Any equipment which has come from another business, and before any equipment leaves the business, managers must make sure that it is accompanied by an indication, clear to everyone involved, that the last inspection required by regulations has been carried out.

The person inspecting a platform must prepare a formal report before leaving site and give it to the person for whom the inspection was done within 24 hours. The report must stay on site until the work is completed and retained for a further 3 months for inspection. All other records of inspection must be retained until the next inspection has been carried out.

6.1.9 Fragile Surfaces

Managers must ensure that no one working under their control goes onto or near a fragile surface unless that is the only reasonably practicable way to carry out the work safely, having regard to the demands of the task, equipment and working environment.

If anyone does have to work on or near a fragile surface, they and their managers should ensure that suitable signage, platforms, coverings, guard rails etc are provided and used to minimise the risk. If any risk of a fall remains, they should ensure that all steps are taken to minimise the distance and effect of a fall.

When work is carried out on Housing Properties, Civil buildings, or any other properties that the council is responsible for the work authorisation process must be followed prior to work commencing. As part of the work authorisation process an adequate provision of controls must be implemented to both protect the fragile surfaces, those who may be impacted by the work or damage to the fragile surface and those carrying out work. This can only be controlled through detailed risk assessment and safe working practices.

7. Training and Competence

7.1 Training options

Roof workers and all other people that need to work at height need the appropriate knowledge, skills, and experience to work safely, or be under the supervision of someone who has it.

They need to be able to recognise the risks, understand the appropriate systems of work and be competent in the skills to carry them out such as installing and wearing harness systems, installing edge protection, and operating a mobile access platform.

Training and certification are needed to achieve these competencies, and all workers involved in these specific operations are required to undergo the training before they are able to carry out the tasks, and also formal refresher training as required. It is not sufficient to hope that workers will “pick up safety on the job”.

Everyone who uses ladders and stepladders as part of their work must be given training in their safe use and maintenance. Training should also include periodic toolbox talks by way of a refresher.

7.1.1 Ladder Training

There is no formal training requirement for the use of ladders, however, ensuring the employee is competent and capable for the work at height is the minimum expectation. Operatives who undertake higher risk working at height activities must attend an accredited working from height training course. It is the responsibility for each service to identify a training course and provider as part of their service H&S training matrix. For services or staff that do infrequent and extremely short duration ladder work at low height (for example loft space access) the minimum of a toolbox talk, and induction process should be carried out.

7.1.2 Scaffolding Training

There is no formal training requirement for the use of scaffolding, however, ensuring the employee is competent and capable for the work at height is the minimum expectation. Training is one of the best ways to ensure competency. As part of this includes competency to design a scaffold as they must be erected following a set design and only constructed, altered, or dismantled in a safe manner by a competent individual. [National Access and Scaffolding Confederation \(NASC\) Safety Guidance SG4 'Preventing falls in scaffolding operations'](#) is a HSE recognised source of guidance. External Scaffolding contractors usually erect scaffolds, however, there is the requirement of our employees to be able to inspect the scaffolding prior to use to ensure it is in safe condition. As such awareness training to enable this must be carried out.

7.1.3 Scaffold Tower Training

Specific training such as PASMA must be completed to enable someone to be able to erect and inspect scaffold towers. Once erected anyone who is competent to work at height may use the tower, however, any changes or dismantling of the tower can only be carried out by someone qualified and competent to do so.

7.1.4 Mobile Elevated Work Platform Training

Specific training is required to be able to operate a MEWP, this training must include harness training in line with best practice. An inspection, maintenance and examination routine must be maintained on any MEWP equipment, competency to do this is also an important factor.

7.1.5 Harness Training

For any work at height that involves fall restraint, fall prevention or suspended work, training in the use of harnesses is required.

7.2 The determination of competence to work at height

You should make sure that people with sufficient skills, knowledge and experience are employed to perform the task, or, if they are being trained, that they work under the supervision of somebody competent to do it.

In the case of low-risk, short duration tasks (short duration means tasks that take less than 30 minutes) involving ladders, competence requirements may be no more than making sure employees receive instruction on how to use the equipment safely (e.g., how to tie a ladder properly) and appropriate training. Training often takes place on the job; it does not always take place in a classroom. Alternatives such as toolbox talks, and induction procedures can be considered if justified.

8. Procedures

8.1 Procedures Document

[Working At Height Procedures](#)

9. Links and Useful information

9.1 HSE Links

[Working at height: A brief guide \(hse.gov.uk\)](#)

[Step-by-step guide to control risk of work at height - HSE](#)

[The law relating to working at height - HSE](#)

[Fragile roofs: Safe working practices GEIS5 \(hse.gov.uk\)](#)

[Roof work What you need to know as a busy builder CIS60 \(hse.gov.uk\)](#)

9.2 Non-HSE Links

[Useful links relevant to working at height - HSE](#)

[LA455 - The Ladder Association](#)

[Edge Protection Federation | \(epf-uk.org\)](#)

[Working at Height Training, Guidance & Support - Faset \(Fall Arrest Safety\)](#)

[NASC - National Access & Scaffolding Confederation](#)

[Home - No Falls Foundation](#)

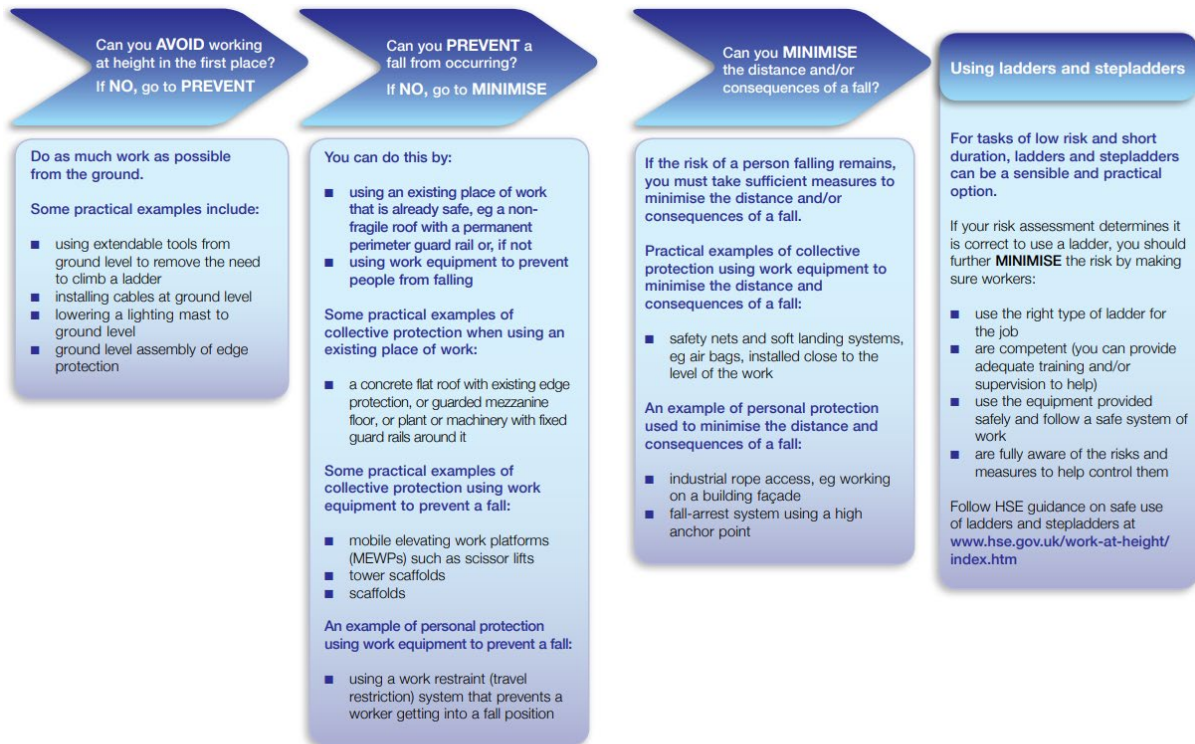
[Home - PASMA](#)

[Wahsa | Work at Height Safety Association](#)

[Apply for a scaffolding licence | Hampshire County Council \(hants.gov.uk\)](#)

10. Appendix

10.1 Figure 1

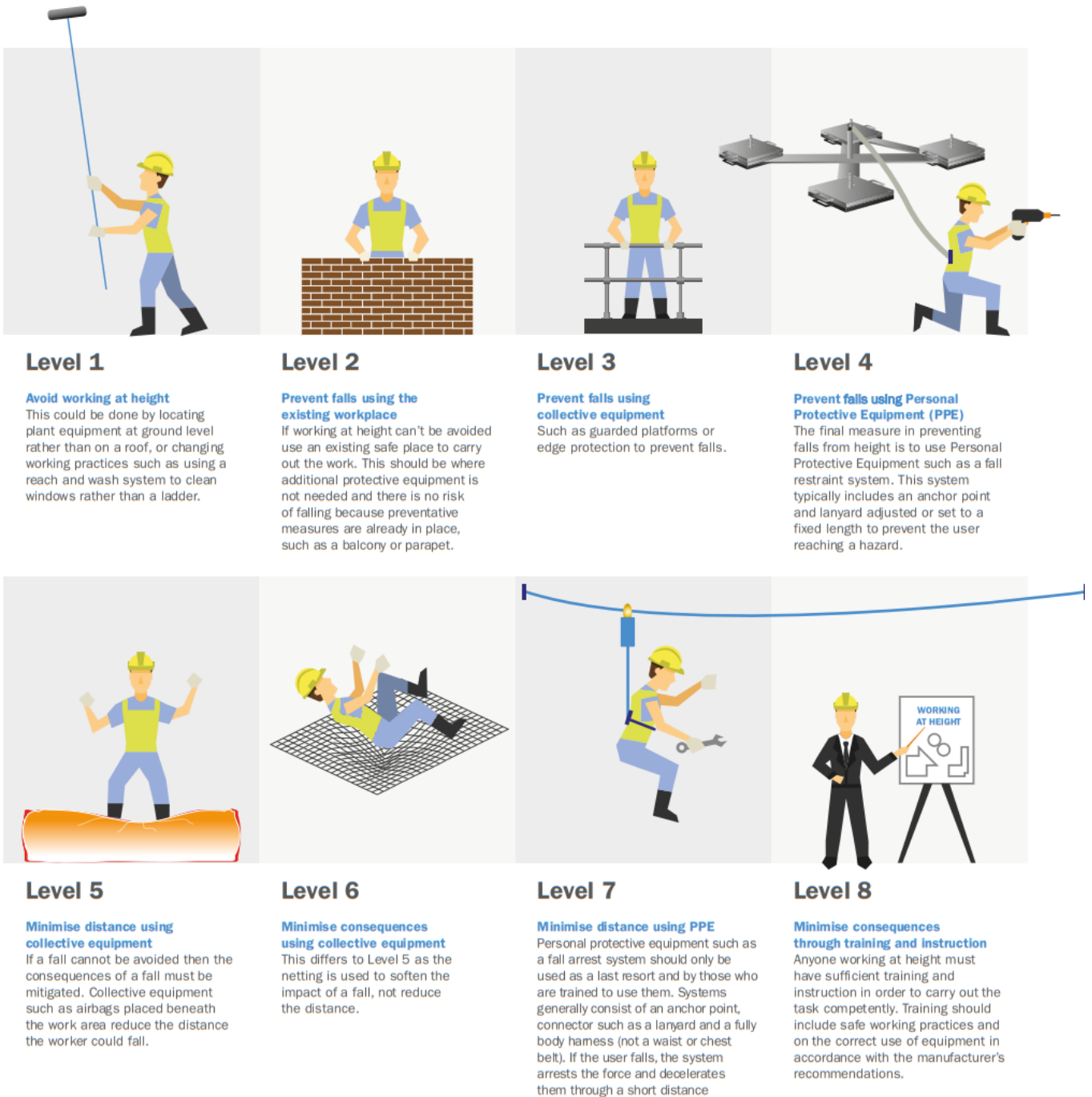


For each step, consider what is reasonably practicable and use 'collective protection' before 'personal protection'

10.2 Definitions

Term	Definition
Work at Height	work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury.
Suitable and Sufficient risk assessment	Shows that; <ul style="list-style-type: none"> • a proper check was made • you asked who might be affected • you dealt with all the obvious significant risks, taking into account the number of people who could be involved • the precautions are reasonable, and the remaining risk is low you involved your workers or their representatives in the process
Competent	A person with sufficient training, experience, knowledge and skill to undertake the task
Supervision	The act or function of overseeing something or somebody
MEWP	Mobile elevating work platform including, access platforms, scissor lifts, boom lifts and cherry pickers.
Fragile Surfaces	A surface which will not safely support the weight of a person and any materials they may be carrying

10.3 Infographic for Hierarchy of Control



10.4 Working at Height Guidance

[Working at Height Guidance](#)

APPENDIX 3

Merged Safety Panels Action Table Q3 2022/2023 v1



Ref	Items for Action (Office Based)	Owner	Starting Date	Target Date / RAG	Actions/Decision/Comments (<i>once completed item to be archived</i>)
ATC1	Create implement and communicate new security arrangements for all corporate buildings and depots. Provide additional training to employees identified within the arrangements covering Dispute Management/ Conflict Management. Implementation phase in June 2022.	SW	Nov 2021	June 2022	Incident Response Procedure Draft Policy was to be re-circulated. Focus on incidents in reception area and interview rooms of ATC.
ATC2	Create, implement, and communicate new fire safety arrangements for corporate buildings and depots. Provide additional training to all employees, fire marshal's and SIOs in relation to the new fire evacuation procedures. Fire drill to be undertaken to embed new procedures.	SW/AS	Nov 2021	May 2022	New Fire Alarm Panel installed in CCTV team area (basement) of ATC. Staff training provided to volunteer Fire Wardens, with final training in September/ October. 40+ staff trained as Fire Marshall's. Fire Evacuation drill delayed to early 2023.
ATC3	H&S reps to undertake <i>annual workplace inspections</i> of ATC and LTH. Provide feedback at the Office Safety Panel.	Safety Reps/ H&S Team.	Annually.	Jan 2023	Inspections started in Q4, no significant issues identified so far.
ATC5	LTH remedials: following the request for an updated risk assessment for the LTH offices (by tenants onsite), an inspection was undertaken and a number of issues were identified which require actioning including: <ul style="list-style-type: none"> <u>Electrics:</u> there were a number of category 2 items identified (in the February '22 electrical inspection report) which require actions to be taken to resolve the hazards; 	SW/ Facilities	May 2022	Aug 22.	Actions completed: Fire Alarm Zonal Chart updated. Electrical remedials actioned. New Legionella report to reviewed in 2023.

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	<ul style="list-style-type: none"> <u>Fire Safety</u>: the fire alarm zonal chart is not accurate and needs replacing (Axis to visit), & review of evacuation plan is required; <u>Legionella</u>: the last external survey report detailed 3 items which need to be actioned, 1 medium risk. 				
Ref	Items for Action (Housing)	Owner	Starting Date	Target Date / RAG	Actions/Decision/Comments (<i>once completed item to be archived</i>)
HSP2	Review all risk assessments and safe systems of work within Housing. Identify any risk gaps and implement new risk assessments where gaps have been identified. Update all documents into the new corporate H&S templates	RT/BB/RK/JL	07/04/2020	September 2022	Complete: Estates Management, CCTV & C.S Service risk assessment have been completed and reviewed by Safety reps, have been added to SharePoint and to be communicated. No further action on RKs RA reviews.
				September 2022	3/01/2023 – Majority of the risk assessment reviews have been undertaken, however some are outstanding. <i>Target date updated however due to the additional work pressures caused by the need to focus on tackling condensation and mould complaints during the winter period, repairs supervisors not able to complete reviews.</i>
HSP5	Implement new standard operating procedure (SOPs) for the control of contractors, including all associated documentation and templates. Present to all members of the Housing Safety Panel	RT/JL	01/12/2021	August 2022	CDM (Construction Design Management) working group has now met, Housing circulated the standard operating procedures for the control of contractors. Online CDM Training to be completed in February within housing.

HSP9	Undertake a <i>manual handling</i> risk assessment gap analysis for all tasks undertaken by operatives in Housing Maintenance. Where gaps have been identified create, consult, and implement task specific manual handling risk assessments.	RT/JL	13/01/2021	March 2022	Role specific manual handling training will be provided to all operatives by Judith Ward from Waste Wise. Completed.
				June 2022	Supervisor training on manual handling risk assessment and the use of the MAC (Manual Handling Assessment Chart) tool. Training on 8/4/2022. Completed.
				September 2022	Update 3/01/2023 – a critical delay has been identified. Supervisors from Responsive & Repairs are unable to review assigned risk assessments due to the increase work in tackling condensation and mould visits over the winter period. 6 RA's outstanding.
HSP10	Corporate H&S team to produce e-learning training for lone working and the use of the <i>Warning Marker Register</i> .	JL	13/09/2021	July 2022	Update 21/09/2022 – WMR Policy updated and circulated for consultation. PowerPoint training presentation to be used at Team meetings and for toolbox talks, to start in Q4. Seminar system not felt to be the correct option for this training as support ends in March 2023.
Target dates for some of the Operational Services Actions are under review.					
OPS1	Drivers (Fleet) Handbook to be revised and re-issued to all relevant staff.	CN	April 2021	Originally Oct 2021	Final version hardcopy has been issued to Waste staff at the depots. At the January Safety Panel requested that a digital copy be circulated.

OPS3	Street Scene Health and Safety Handbook to be produced, similar to the existing Waste and Recycling version, to be issued to all relevant staff.	AW/SP/TW	April 2021	April 2023	Update April 2022: New target date set by Panel. Handbook has to be started from scratch so is significant piece of work. Target unlikely to be met.
OSP4	Operations Service Safety Plans: service specific actions for 2022/2023 to be drafted and reviewed and approved at April Safety Panel.	CN/ IP	Annually.	Annually	All three Safety Plans circulated for comment in April 2022, feedback requested. Completed for 2022/23.
OSP5	Health Surveillance: ensure best practice is being adhered to in identification of staff at risk, frequency of testing/ medicals, monitoring of results.	AW/GG/SS	April 2022	October 2023	Preparatory work started with H&S Team and HR leading. Policy under review covers all Services of NFDC. Slow progress. Original target missed. Likely to roll over to 2023/24.
OSP10	H&S Audit of the Waste Service before end of Q2.	AW.	April 2022	October 2023	H&S Audit format updated in July by H&S Team. Audit started in December and to be completed in February 2023. Staff H&S Questionnaire (MS Teams) has been circulated.
OSP11	Waste and Recycling H&S Handbook: to be revised and re-issued to all relevant staff.	CM, DWO.	April 2022	October 2023	Ongoing.

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