

QUARTERLY HEALTH AND SAFETY REPORT (Q4)

1. RECOMMENDATIONS

- 1.1 To note the contents of this quarterly report and be aware of the accidents and incidents recorded in Q4.
- 1.2 To note the updated Accident and Incident Reporting & Investigations Policy, the changes to the previous Policy are not significant but now better capture work practices in place.

2. INTRODUCTION

- 2.1 This report provides an update on key health, safety and welfare issues during quarter 4. It was a busy period with the continued response to Covid-19 pandemic with several updates on Government guidance, and the removal of all Covid-19 legislation and directed measures on 1st April 2022. There is no longer a legal requirement to have Covid-19 risk assessments, however, some of these risk assessments have now been adapted with a focus on Respiratory Infections. This report highlights the significant health, safety, and welfare work across the Council from January to March 2022. Feedback from the three Safety Panels is covered.
- 2.2 Q4 accidents, incidents and near misses reported are at the top end of normal parameters, up on the last quarter (and 2020/21). Five accidents were reported under RIDDOR, and are summarised in para. 5.3 to 5.9. All three safety panels met to review incidents and to review the group action tables.
- 2.3 The updated Accident and Incident Reporting & Investigations Policy is attached at appendix 3. This report has been discussed at the three Safety Panels. Although the Policy has been thoroughly updated, there are no significant changes to the practices of how accidents and incidents are reported and investigated.
- 2.4 On 25th February 2022 the Government announced/ published the Covid-19 Response: Living with Covid-19 guidance which detailed that from 31st March England would start to get back to normal and treat Covid-19 like other respiratory diseases e.g. *seasonal flu*. In February the Covid-19 procedures and advice to managers was reviewed and following the update guidance from Government on 1st April our Covid-19 guidance and risk assessments were removed or replaced.
- 2.5 Lone Working review is ongoing and will continue in Q1. The current Policy states “In most circumstances employees should have access to the lone worker mobile pin system via the use of a council mobile phone ... With increasing use of smarter working, employee location will need to be known and so during the day most services will use a sign in and out board/ Outlook diary of some form”. The internal PNC7 system has been reviewed and the registered staff using it is very low. Currently there is no performance management information sent out to managers to demonstrate the usage, of the PNC7 system, within Services/ Teams. A Lone Worker hardware solution Orbis Red Alert ID badge system is to be trialled by visiting officers in the Tenancy Account Team in the Housing Service. More detailed feedback will be given in the Q1 Health and Safety report in 2022.

- 2.6 Health and Safety Policies which are being reviewed include: Display Screen Equipment; Personal Protective Equipment; Corporate Legionella Management; Lone Working; & Occupational Road Risk.

3. TASK AND FINISH GROUPS: CDM, & ASBESTOS MANAGEMENT

- 3.1 The Construction Design Management (CDM) group met in January and April to review current construction projects and feedback on actions. Target for end of April for all members of the group to feedback on CDM training gap analysis, so that the corporate training needs can be identified and taken forward. Standard Operating Procedures in draft for the Housing Service which are being reviewed before circulation to all members for review within their own Service areas.
- 3.2 Asbestos Management Group: the groups April meeting was postponed to May due to the expected attendance being low. Members are to feedback on training needs within Services. The Corporate Asbestos Manager is now in post in the Asbestos Team (within Housing Service) and will take over some of the responsibilities for organising the Asbestos Management Group and work plan/ actions going forward.
- 3.3 Asbestos removal works at Compton and Sarum House are ongoing with the decant of residents from the first block on 11th April, with works for the asbestos removal starting from 19th April. AA Woods as the Principal Contractor has taken on the site and will be organising the asbestos removal works over 6 weeks, with the re-instatement of fire-stopping to follow the asbestos removals. Consultants Ramboll Ltd have been leading on the CDM Pre-construction Plan elements and will also be providing the resource of an Asbestos Consultant to inspect and review the works. The removal work requires a licensed removal contractor and a ASB5 notification will be made to the HSE. Analytical works are being undertaken by framework contractor Allium.

4. SAFETY PANEL FEEDBACK

- 4.1 See Appendix 2 for the merged Action Table for the three Safety Panels. Actions Tables were reviewed prior to the April meetings for Housing and Office Based Safety Panels. The Actions Table review for Operational Services will take place in May.
- 4.2 Operations Panel: The Drivers Handbook is nearing the final draft with three outstanding areas to be completed: driver medicals, the proposal is to align with the national legal standards; defect reporting; & use of mobile devices in vehicles . In Q4 there was a noted increase of damage to property - damage to public conveniences. Currently 30-40 damage reports at NFDC locations, a significant increase in damage for March 2022. Operatives being exposed to increased risk, and incidents will continue to be reported internally and to the Police (attain crime numbers for serious incidences). Discussion about use of CCTV to position cameras to manage and deter incidents. Government Respiratory Infections guidance from 1 April has led to changes in the Advice to Managers guide and the flow chart, identify scenarios and action resulting from reading the flow chart. Guidance is 5 days absence for positive test. Operationally staff unable to work from home so LFT kits available and issued when needed. Operatives are *under the weather* symptoms and well enough to work, we have a supply of tests. The Service Safety Plans for 2022/2023 have been circulated for comment.

- 4.3 Office Based Panel:** Only one incident reported in Q4, an erratic customer who visited the reception area of ATC over 2 days causing disruption – Police attended and individual informed only to visit reception with a pre-arranged appointment. Fire Safety evacuation procedures review: training has taken place in April for the fire wardens at ATC.
- 4.4 Housing Panel:** The Lone Working Policy review discussed, trial of Orbis Red Alert ID badges to take place in Q1. Feedback from one of the Safety Reps on reporting violence/ verbal abuse highlighted that the incident forms do not have a direct mechanism for raising individuals for the *Warning Marker Register* – action for H&S Team (review e-form). Near miss incident of AIB found in void property: action identified as Asbestos Surveyors Allium to get access into the voids early in the process. Concerns were raised about access to LFD test kits with some Teams having had staff off work in recent weeks with Covid-19 which had put pressure on service delivery, made more difficult due to staff running out of test kits. Confirmation that a stock of LFD kits had been received from Hampshire CC, and these would be available to Critical Workers.

5. ACCIDENTS, INCIDENTS AND NEAR MISSES

- 5.1** The accidents and near misses reported in quarter 4 are detailed in Table 1 below, the far right hand column % change details how 2021/22 compares to 2020/21.

| Table 1. | Q1 | Q2 | Q3 | Q4 | Total | % change |
|--------------------------|---------|---------|---------|---------|-----------|----------|
| Total Reports | 59 (28) | 47 (69) | 43 (68) | 53 (40) | 202 (205) | -1.47% |
| Non-reportable Accidents | 26 (11) | 25 (34) | 25 (35) | 40 (18) | 116 (98) | +15.52% |
| RIDDOR | 4 (3) | 5 (3) | 7 (6) | 5 (1) | 21 (13) | +38.1% |
| Near Miss | 27 (14) | 17 (32) | 11 (27) | 8 (21) | 63 (94) | -33.08% |

- 5.2** The graphical report in Appendix 1 details the accidents, incidents, near misses in more detail. There was a total of 53 accidents/ incidents/ near misses reported across the Council, up from Q3 (43) and up on last year's Q4 figures (40). Although near miss reports have reduced there is an assumption that some verbal abuse incidents, which were previously reported in near misses, have now been included as non-reportable accidents.
- 5.3** Reportable incidents: there were 5 incidents which were reported under Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013 (RIDDOR) to the Health and Safety Executive, which included a historic injury at work (from 2019). These incidents are detailed in the paragraphs below.
- 5.4 RIDDOR 1** (reported on 10/2/22): 7-day injury, historical incident from 12/7/2019. Gas engineer undertaking a boiler replacement in tenanted property where the boiler was in an awkward position creating a manual handling risk (two man lift not possible). Individual strained neck while undertaking the work and completed the task, but neck strain resulted in 7-day absence. Incident came to light during a training session H&S Advisor attended with operatives. HR Hub software is being reviewed to provide managers with a RIDDOR reminder where staff recorded off work for 7 days for a work-related injury code.

- 5.5 RIDDOR 2 (10/2/22):** 7 days off work. Multi-trade work being undertaken by individual required repairs to plasterboard ceiling in tenanted property. While trying to hold a 2m x 1m plasterboard in place and reach for his battery powered screwdriver there was a pop in his right shoulder. Pain and stiffness in shoulder during the day, and later diagnosed as a torn rotator cuff in right shoulder at walk in centre. Review of risk assessment and need for better communications to ensure two operative jobs are clearly flagged.
- 5.6 RIDDOR 3 (7/3/22):** 7 days off work. Member of staff in the gas team was exiting their van carrying some small items and when stepping down jarred their back. By the time the engineer arrived at the next job the pain to his lower left side of back had worsened and unable to continue. GP signed individual off for 7 days to rest his back. No known musculoskeletal issues with the individual. No specific cause for incident.
- 5.7 RIDDOR 4 (18/3/22):** Fracture to member of the public. Soon after a gas engineer had undertaken repairs to the tenants boiler there was a water leak from the boiler onto the kitchen floor. The elderly lady attempted to mop up the water and in so doing slipped in the process resulting in a broken ankle which required treatment at hospital. Allegation that repair was not undertaken correctly, and Gas Manager has led on the investigation due to the implications of standards of work undertaken.
- 5.8 RIDDOR 5 (31/3/2022):** 7 days off work. Housing Maintenance painter tripped on the stairs when carrying an empty paint scuttle banging their knee and twisting their ankle. Due to discomfort medical advice was sought on the evening and following an x-ray a bone chip injury was identified by the fracture clinic. No damage on the stairs and suitable footwear was worn and confirmed as laced correctly.
- 5.9** There were 34 vehicle incidents during the quarter, which were reviewed on 5th April as part of the routine quarterly vehicle accident review meeting (see Table 2). Significant issues are reviewed by Insurance Officer, Transport Manager and Health and Safety Advisor. Reversing manoeuvres was the cause of most incidents in the previous quarter and additional staff training is being organised through the Council insurers.

Table 2. Vehicle Incidents 2021/22

| Service/ Team | April - June | July – Sept | Oct - Dec | Jan - March | Totals |
|---------------------|----------------|----------------|----------------|----------------|-----------------|
| Waste | 16 (13) | 23 (14) | 9 (11) | 23 (14) | 71 (52) |
| Housing Maintenance | 6 (3) | 6 (1) | 2 (2) | 3 (7) | 17 (13) |
| Street Scene | 4 (5) | 2 (5) | 3 (1) | 4 (2) | 13 (13) |
| Engineering Works | 0 (0) | 0 (0) | 0 (0) | 1 (0) | 1 (0) |
| Open Spaces | 4 (3) | 3 (0) | 0 (2) | 3 (1) | 10 (6) |
| Transport | 0 (0) | 0 (0) | 0 (1) | 0 (0) | 0 (1) |
| Parking Enforcement | 0 - | 1 - | 0 - | 0 - | 1 - |
| Other | 1 (2) | 0 (0) | 0 (0) | 0 (0) | 1 (2) |
| Total | 31 (26) | 35 (20) | 14 (17) | 34 (24) | 114 (87) |

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

- 6.1** Following on from the Q3 report and F.L.A.G.S proposal the H&S Manager has had further internal discussions. Proposal for the set of health and safety KPI's be set up

under the **F.L.A.G.S.** acronym will not be taken forward at this time but will be kept under review going forward.

7. HEALTH AND SAFETY TRAINING

- 7.1** 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. Seminar ICT software training recently provided for those developing modules.
- 7.2** In Q4 there was a request from Housing Maintenance for a presentation/ toolbox talk to be developed on *Reporting of Accidents and Incidents* to tie in with the recent Policy update and to ensure supervisors are aware of the requirements of 7 days absences (following a work-related incident) under RIDDOR requirements. This presentation is now completed and available for delivery.
- 7.3** In Q4 internal manual handling guidance was developed to assist managers and supervisors undertaking risk assessments, based on the HSE MAC tool. Following consultation with staff the first training session was delivered in early April.
- 7.4** The Health and Safety Team are in the process of drafting a 3-hour Risk Assessor training presentation, which could become an e-learning module at a later date, to assist those in Services who have responsibility for completing and updating risk assessments.
- 7.2** In February & March 58 Housing Maintenance staff attended Manual Handling training.

8. FINANCIAL IMPLICATIONS

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

9. CRIME & DISORDER IMPLICATIONS

- 9.1** There are none.

10. ENVIRONMENTAL IMPLICATIONS

- 10.1** There are none.

11. EQUALITY & DIVERSITY IMPLICATIONS

- 11.1** No new requirements or issues identified.

12. DATA PROTECTION IMPLICATIONS

- 12.1** No new requirements or issues identified.

13. EMT COMMENTS

- 13.1** EMT requested that additional guidance be circulated to managers on the controls which need to be in place for staff who are lone workers. The use of the telephony based internal PNC7 system can be used, or an alternative system e.g. a duty officer who logs staff going out on external visits and will log them back in. Corporate Health and Safety Manager will circulate new guidance to Heads of Service which will then be cascaded down to managers to action, where they have staff who are classed as lone workers.
- 13.2** Although there was no pattern to the 5 RIDDOR reported incidents in Q4 EMT expressed concern about the increased numbers in 2021/22, and also concern about the employee injury from 2019 being reported late. The Corporate Health and Safety Manager confirmed that a new notification had been added to the HR Hub employee sickness reporting system, so that managers now receive a reminder for a 7-day absence (due to a workplace injury) needing to be reported to the H&S Team.
- 13.3** EMT noted that the new Learning Management System which is on the ICT work programme for 2022/23 will replace the older Seminar system used for health and safety e-learning modules. The new e-learning system which will provide additional reporting capacity allowing the Corporate Health and Safety Manager to provide data on percentages of staff safety training completed.

14. EMPLOYEE SIDE COMMENTS

None received

15. Appendix:

1. Accident & Incident reporting and Accident Investigations Policy;

For further information contact:

Spencer Scott
Corporate Health & Safety Manager
023 8028 5435
Spencer.scott@nfdc.gov.uk

Background Papers:

"None".