

## 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 25<sup>th</sup> 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 2<sup>nd</sup> 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 1<sup>st</sup> 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 9<sup>th</sup> 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 25<sup>th</sup> 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)	<b>38</b> (43)	(53)	(198)
Non-reportable Accidents	24 (26)	19 (25)	<b>22</b> (25)	(40)	(116)
RIDDOR	2 (4)	1 (5)	<b>3</b> (7)	(5)	(21)
Near Miss	54 (27)	25 (17)	<b>13</b> (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 1<sup>st</sup> 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	<b>13</b>
Housing Maintenance	7	13	17	4	3	<b>3</b>
Street Scene	10	13	13	1	1	<b>4</b>
Engineering Works	1	0	1	0	0	<b>1</b>
Open Spaces	4	6	10	1	2	<b>3</b>
Transport	1	1	0	0	0	<b>0</b>
Parking Enforcement*	-	-	1	0	0	<b>2</b>
Other	4	2	1	1	0	<b>0</b>
<b>TOTAL</b>	<b>67</b>	<b>87</b>	<b>114</b>	<b>32</b>	<b>19</b>	<b>26</b>

## 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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**Background Papers:**

"None".