

## QUARTERLY HEALTH AND SAFETY REPORT (Q3 2023/24)

### 1. RECOMMENDATIONS

- 1.1 HR Cttee is asked to consider the recommendations under 3.8. Smoking Policy.
- 1.2 HR Cttee is asked to acknowledge the changes in operation of the Office Safety panel as identified under section 4.3.
- 1.3 HR Cttee is asked to consider the contents of the accident and incident report in **Appendix 1** and the key findings identified under section 6 and 4.1 reversing and manoeuvring accidents.

### 2. INTRODUCTION

- 2.1 This report highlights the significant work undertaken in the Corporate Health and Safety team and throughout the Council from 1<sup>st</sup> October 2023 – 31<sup>st</sup> December 2023 (Q3).
- 2.2 Feedback from the Safety Panels and Corporate Working Groups and Steering Groups are included under section 4 and 5. The quarterly accident/incident report is included under section 6; this includes key findings and details of all significant incidents.

### 3. HEALTH & SAFETY MATTERS

#### 3.1 Corporate Lone Working Procedures Review

The H&S team have been working with all services across the Council to set up the lone working structure for the Appello lone working system, this structure will be held within the EVO system and identify the route the CCTV control room must follow when raising an emergency call. The CCTV team are now working through creating accounts for all identified users, following completion of the lone working registration form. Unfortunately, there has been a significant delay in creating accounts due to the team undertaking an internal Audit. This audit has now been successfully completed and the team are working through creating accounts for all users. Once accounts have been created for a team, training will be set up by the H&S team. Guidance documents have been created and published on the H&S SharePoint pages (see link below).

[Appello Lone Working System \(sharepoint.com\)](#)

#### 3.2 Risk Assessment & Method Statement Self-Assessment Tool

The Corporate H&S team have created a risk assessment & method statement self-assessment tool which will be sent to all supervisors within the Council. This assessment will provide the H&S team with a better understanding of the Council's compliance against its duties under Regulation 3 of the Management of Health and Safety at Work Regulations 1999.

The H&S team had planned to send this self-assessment out on Monday 29<sup>th</sup> January 2024, however due to supervisors also undertaking the Transformation activity analysis, Beccy Drummond (Assistant Director – Transformation) has requested the self-assessment be sent out in March 2024.

### **3.3 Health and Safety Management Audits**

H&S team will be undertaking an audit of the Transport and Workshop team, the question set has now been agreed and inspection dates have been agreed for 19<sup>th</sup> Feb and 26<sup>th</sup> Feb.

### **3.4 Depot Traffic Management Plans**

George Gale (Corporate Health and Safety Advisor) and Antony Whittle (Corporate Health and Safety Advisor) have undertaken site visits at all 3 depots. Due to the team's workload the deadline for providing this report to senior management has been missed. A full report will be submitted to senior management in Feb 2024. James Loring (Corporate Health and Safety Manager) will also raise the findings from this report to members of the MLD Electrification Steering Group.

### **3.5 Corporate Health and Safety Induction**

As identified on the Corporate Health and Safety Work Programme, the H&S team are to review the current Corporate Health and Safety induction process. Produce a new H&S induction checklist and handbook for line managers and employees. The team have created a number of draft H&S induction checklists which will be sent to relevant supervisors for consultation, in addition we are working with HR to review the current onboarding of new employees, in relation to H&S induction.

### **3.6 Housing Maintenance RAMS (Including Working from Height)**

132 risk assessments and method statements (RAMS) have been identified; this includes task specific working from height RAMS. 42 have been completed and signed off with another 38 awaiting sign off and comment by Housing Maintenance supervisors. Due to the workload pressure placed on Housing Maintenance supervisors the team have found it difficult to get feedback, George Gale has provided additional guidance with a draft risk assessment which contains all significant hazards which could be found within the service, this should help supervisors pick the correct hazards for the specific task, following this, the draft risk assessment will be reviewed by George.

Due to the significant amount of work left on this action it is likely that this action will not be completed by the end of Q4 2023-2024. A further breakdown will be provided to relevant senior managers at the Housing Safety Panel.

### **3.7 Respiratory Protective Equipment**

Following an update RPE report to EMT in January 2024. A draft Corporate RPE Policy has been completed, due to the time of these changes the draft policy will not be taken to the Operational Safety Panel, however consultation will be undertaken outside of this panel meeting. In addition to sharing the full draft policy, the H&S team will also be creating an impact assessment for the department, this document will pull out the most important parts of the policy and identify how it will affect each team.

Housing Maintenance have now procured powered RPE units for all employees who are required to wear RPE as part of their day-to-day duties. These units were constructed, tested, and tagged by the H&S team. Units have now been handed out to the majority of employees, this session also included training in the safe use, maintenance, storage and disposal of the equipment. 2 sessions have been held with another follow up due to take place in February 2024. In addition to these units, Housing Maintenance have also purchased class M vacuum cleaners, with additional

on tool attachments. Kevin Beckett (Warehousing Equipment and Cleaning Coordinator) is currently working on handing out this equipment to all operational staff.

Grounds Maintenance, Streetscene and Engineering Works have also ordered 10 powered respiratory units. Handout of these products will follow the same approach as Housing Maintenance. The H&S team will be providing training to all users when delivered.

Due to the changes identified above, the Corporate Personal Protective Equipment (PPE) Policy must also be reviewed. This will be undertaken in February 2024, all services will be provided with a policy impact assessment.

### **3.8 Corporate Smoking Policy**

A draft Corporate Smoking Policy was taken to all 3 Safety Panels in Q3. The main feedback came from Waste. The current draft policy identifies that employees are not to smoke while in public and wearing NFDC clothing or PPE. Dave Wheeler-Osman (Waste and Recycling Senior Supervisor) identified that this policy is unenforceable as operatives are always wearing NFDC PPE while at work.

Following a further conversation with Heleana Aylett (HR Service Manager), it is recommended the policy is changed to allow operatives to smoke or vape while not undertaking any works which may be impacted, such as works near combustible materials and operatives must not litter while out in public however can smoke while on a break etc. even when in Council uniform.

### **3.9 Eco Online Chemical Manager System**

Eco Online Chemical Manager is our new Management software for the control of substances hazardous to health (COSHH). This software will allow teams to complete, communicate and store COSHH assessments and safety data sheets (SDS). The H&S team have been working on setting up the system in the background and will roll out the full system to Housing Maintenance, Operational Services and Facilities in March 2024.

As part of this roll out Antony Whittle has been working with Operational Services and Facilities to review and upload a number of risk assessments on to the system. Risk assessments, SDS and safe systems of work will be available to all operatives via a mobile device. Operatives do not require a log in to access this information, all information will be available via QR codes. QR codes will be placed in COSHH stores and when appropriate on product labels. Below I have included 2 QR codes, one for Grounds operatives working from Claymeadow Depot and one for Streetscene operatives working from Marsh Lane Depot. The QR codes below will work on all personal and work mobile devices.

New Forest District Council  
**Grounds Claymeadow Depot**

Contact: -  
Telephone: -



New Forest District Council  
**Streetscene Marsh Lane Depot**

Contact: -  
Telephone: -



Eco Online have now provided training on the system to a number of supervisors across Housing Maintenance, Operational Services and Facilities, log in details have also been provided to relevant supervisors. In addition to this training provided by Eco Online the H&S team will also be providing COSHH assessment training to a number of identified 'COSHH Assessors'. The aim is to provide this training by the end of March 2024 in line with the launch of the Eco Online Chemical Manager System.

As part of the review of cleaning products used within Facilities and Streetscene, a new provider has been identified, this being COMAX. Previously Facilities used 57 different cleaning products and streetscene used 37 different cleaning products, all for standard cleaning operations. Following a review of these products with the relevant supervisors and Antony Whittle, the total number of products used across the services has been brought down to 19. Using Eco Online means we can further reduce the workload on supervisors as the system will automatically undertake most of the risk assessments for the products and we can save assessments in multiple locations, therefore further reducing the workload placed on supervisors.

Antony Whittle has been working hard with operational services, all ground maintenance and pest control products have been placed on the system and have a live risk assessment and safe system of work. Work is continuing with Workshops.

When undertaking pesticide spraying, Grounds Maintenance employees are required to log their exposure, this includes recording what chemical, amount used and contact time. Currently this is done on paper, 2 copies are made, one NFDC will hold and the other the employee will hold. NFDC have a requirement to hold this information for 40 years. Grounds Maintenance have now purchased an additional unit to the Eco Online Chemical Manager Subscription, this being the exposure module. All records will be held and completed via the Eco Online software, which is also available to employees via a mobile device. When an employee leaves the organisation a download of the records will be made, one being provided to the employee and the other records will be held on the employees personal file for the relevant retention period (40 years). This system can also be utilised to record our expose to HAVs (hand arm vibration) and noise.

### 3.9.1 **Eco Online (Housing Maintenance)**

As identified within the Corporate Health and Safety Work Programme housing have 60 products registered on Eco Online. As part of the service, Eco Online will source the most up to date SDS for the products added to the system.

Unfortunately, Eco Online have not been able to source 16 SDS. This means the system will not automatically complete part of a COSHH assessment. Assessments will need to be undertaken manually on the system using the SDS we have from Travis Perkins.

#### **4. SAFETY PANELS**

##### **4.1 Operational Safety Panel**

###### Action Table Review

It has been agreed to review the current action table used in the Operational Working group. The action table will move to MS teams.

###### Workload/Stress

A further discussion was raised in regards to workload and stress. Members identified that a number of employees have raised concerns in relation to increased workloads and concerns around operational change. Although the organisation has mental health first aiders throughout the organisation additional communication to operational staff should be undertaken. The service is also undergoing a lot of change, this includes the implementation of mobile devices, itrent on mobile devices, Bartec (in cab tech), Eco Online, Appello Lone working etc. These changes have raised concerns and anxiety with operatives who are not confident with IT systems. Chris Noble (Assistant Director – Place Operations) agreed to discuss with HR and come up with a package for operatives.

###### Reversing and Manoeuvring Accidents

James Clarke (Insurance & Risk Officer) provided the following statistics for reversing and manoeuvring accidents between Jan 22 – Jan 23:

- 36 reversing and manoeuvring incidents costing £55,583.
- Waste = £46,016
- Housing = £2,629
- Streetscene = £6,938

It has been identified that teams take a different approach following a report of a vehicle incident. Some teams provide additional training after 1 incident, some after 3 incidents and some teams do not provide additional training. In order to have a consistent approach throughout the organisation the H&S team have recommended a new Fleet Operational Working group, this would include employees from operational services and Housing and would review a number of topics relating to the operational fleet. An email has been sent to relevant managers about starting the group, with the chair of the group being Chris Noble. Chris Noble has agreed to follow up with James Loring in Q4.

##### **4.2 Housing Safety Panel**

Booked for 23/02/2024.

##### **4.3 Office Safety Panel**

###### Office Security Arrangements

Samantha Wills took draft security arrangements for corporate offices to EMT in 2023, no further updates have been provided at Office Safety Panel. Target date has now

been missed for this action. The Corporate Health and Safety team are currently working on generic risk assessments for working in offices and the interview rooms.

### Fire Safety Arrangements

Fire arrangements have been completed for corporate offices and depots however a review is required (see section 6. Working Groups & Steering Group for further details). It has been reported that fire drills have been completed at all offices and depots however no formal feedback reports have been submitted to the H&S team.

### Operation of the Office Safety Panel

Following a review of the Corporate Health and Safety Panels, the Office Safety Panel has been paused until further notice. James Loring will bring a report to EMT to provide an overview of draft corporate health and safety communication and consultation arrangements, this will include a new H&S panel. In the meantime, the Office Safety Panel will reconvene when consultation is required.

## **5. WORKING GROUPS & STEERING GROUPS**

### **5.1 CDM Working Group**

Booked for 23/02/2024 [CDM Working Group \(sharepoint.com\)](#)

### **5.2 Asbestos Working Group**

Booked for 28/02/2024 [HealthandSafetyTeamSite - Asbestos Working Group – KPI Report Q3.pdf - All Documents \(sharepoint.com\)](#)

### **5.3 Housing Operational Working Group**

Booked for 01/03/2024 [Housing Operational Working Group \(sharepoint.com\)](#)

### **5.4 Fire Steering Group**

The group agreed for the frequency of this meeting to be changed from quarterly to 6 monthly. When required suitable communication and consultation will be held with Hampshire Fire and Rescue Service (HFARS).

Gary Shawyer (HFARS) and James Loring agreed it would be useful for HFARS to undertake an audit of NFDC fire evacuation policy and procedures, following an unplanned evacuation of ATC. The scope of this audit will include corporate offices and depots and will be undertaken following the review of the corporate fire strategy and the review of the corporate offices and depots fire safety arrangements. All documentation is currently being reviewed by the Corporate Health and Safety team, further updates will be provided to EMT shortly.

## **6. ACCIDENT/INCIDENT REPORT Q3**

6.1 Please see **Appendix 1** for the full quarter 3 accident/incident report. Below I have included the key findings from the report and the significant incidents reported in quarter 3. Table 1 includes all reported accident/incidents in Q3 2023/2024. The numbers in () include the last financial years statistics.

(Table1)

	Q1	Q2	Q3	Q4
Total Reports Received	66 (79)	68 (47)	80 (38)	(57)
Non-reportable accidents	32 (24)	36 (21)	44 (22)	(29)
RIDDOR Reportable	2 (2)	2 (1)	5 (3)	(4)
Near Miss Reports	32 (53)	30 (25)	31 (13)	(24)

- 6.2 Total of 354 days have been lost this financial year; this is an increase of 210 days from the last quarter. 65 days lost were reported in Housing, 145 days lost were reported by Operational Services.
- 6.3 5 incidents were required to be reported under RIDDOR 2013 this quarter, this is an increase of 2 compared to the previous financial year. Details are included below.
- 6.4 Reduction in the total number of reports submitted by waste (7).
- 6.5 Abusive/threatening behaviour reports have had a large increase this quarter. A number of teams have confirmed this is becoming more common when working with members of the public.
- 6.6 **RIDDOR 1** (reported to HSE on 14/11/2023) – Injured Person (IP) was undertaking hedge cutting duties in new Milton. During the work the IP slipped on the grass embankment and jarred their knee which aggravated a pre-existing condition. The employee was wearing suitable PPE. Grounds Maintenance crews have been reminded about being vigilant in their working environment. A review of the associated risk assessments and safe working procedures has also been undertaken.
- 6.7 **RIDDOR 2** (reported to HSE 16/10/2023) – IP was carrying out general grounds maintenance works including driving the ride-on mower. Upon completing their work they returned the mower to the work van. After safely stowing the mower, the operative walked to an area of ground under their maintenance which was accessible via a stile to assess litter that was seen on the site. In stepping off of the stile the operative placed their foot on a section of uneven ground causing them to stumble but not fall and they felt their ankle turn. The operative drove back to the yard. Once back the operative began to experience some more pain. The employee attended hospital the following day, it was discovered following x-ray that the operative had fractured his ankle. Toolbox talks have been provided to all operatives and risk assessments and safe systems of work reviewed. No additional measures identified.
- 6.8 **RIDDOR 3** (09/10/2023) – while undertaking garden waste sack collection from a resident's property, in walking towards the property the operative tripped on a section of raised drive edging causing them to stumble and fall. In attempting to stop themselves they put out their arms and landed heavily on their left forearm. The operative had an x-ray and it was discovered that they had fractured their left arm. Toolbox talks have been provided to all operatives about assessing the environment when making assisted waste collections from resident's properties.
- 6.9 **RIDDOR 4** (11/12/2023) – while trying to replace a close board fence panel, wind twisted the panel, and it pulled the back of the IP. A full accident investigation was undertaken and identified the following recommendations:
- Review of all staff within housing maintenance who carry out manual handling duties to see who has had practical training.

- Immediate training as an urgent matter for all staff who are highlighted by the review as not having had practical manual handling training.
- Update key mandatory training carried out prior to jobs being carried out without direct supervision.
- Update to risk assessment to state the task requires two to attend for lifting fence panels.
- Update in changes to be communicated to planners and surveyors to enable jobs to be planned correctly.
- Toolbox talks on manual handling to be carried out and communicated following changes to risk assessment.
- Review feasibility of having an internal manual handling trainer who can provide training to employees without having to wait for external trainer availability.

The full accident investigation report was sent to Robb Lee, Russell Palmer, Ritchie Thomson, Richard Knott and James Clarke. The full accident investigation report can be made available on request.

6.10 **RIDDOR 5** (29/11/2023) – while undertaking recycling waste collection. The IP was loading into the rear of the vehicle, when doing so pulled their shoulder. CCTV of the collection was reviewed however no specific time of injury or issue with the collection was identified. On average bags weigh around 6kg as they only contain limited recycling. The incident resulted in the IP taking more than 7 days off due to the incident.

6.11 Please see the vehicle accident stats below as provided by James Clarke.

Team	Q1	Q2	Q3
Waste	15 (23)	12 (13)	22 (13)
Housing Maintenance	1 (3)	1 (3)	1 (3)
Streetscene	4 (4)	2 (1)	2 (4)
Grounds Maintenance	0 (3)	4 (2)	0 (3)
Engineering Works	1 (0)	0 (0)	0 (1)
Transport	1 (0)	0 (0)	0 (0)
Parking Enforcement	1 (0)	0 (0)	0 (2)
Other	0 (0)	0 (0)	0 (0)

## 7. HEALTH AND SAFETY TRAINING

7.1 The Corporate Health and Safety Team have not provided any specific training course this quarter.

## 8. FINANCIAL IMPLICATIONS

8.1 No implications identified as part of this report.

## **9. CRIME & DISORDER IMPLICATIONS**

9.1 None.

## **10. ENVIROMENTAL IMPLICATIONS**

10.1 No new requirements or issues identified.

## **11. EQUALITY & DIVERSITY IMPLICATIONS**

11.1 No implications.

## **12. DATA PROTECTION IMPLICATIONS**

12.1 Not identified

## **13. EMT COMMENTS**

13.1 Smoking Policy – EMT agreed the feedback provided. EMT asked for specific smoking areas to be clarified at all Council Offices and Depots.

13.2 Incident Reports – EMT acknowledged the significant increase in accident/incidents, including the significant days lost this quarter. EMT asked for a further root cause analysis to be reported to relevant services, including potential trends identified. Although this is discussed at the Safety Panels, where a trend has been identified it should be appropriately reported to operatives.

13.3 Eco Online Chemical Manager – EMT asked for consideration to be given to the environmental impact of the use of chemicals. The H&S team will work with Roxanne King (Climate Change Manager) on potential changes that can be made in future.

13.4 Reversing and Vehicle Incidents – EMT agreed with the significant impact of reversing incidents and supported the Fleet Management Working Group approach.

13.5 Office Safety Panel – EMT acknowledged the pausing of the current Office Safety Panel until a further report can be taken to EMT to identify new health and safety management arrangements. When required the members of the safety panel will meet to discuss any urgent matters.

## **14. APPENDIX**

1 – Corporate Accident/Incident Report Q3 2023/2024

### **For further information contact:**

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### **Background Papers:**

“None”