

HR COMMITTEE – 11 September 2025

Corporate Health and Safety Quarter 2 Report

Purpose	For Review
Classification	Public
Executive Summary	This Report highlights the significant work undertaken by the Corporate Health and Safety Team in quarter 1 2025 – 2026. This report also includes key feedback from the service safety panels and working groups, which are the Councils primary function for health and safety cooperation and consultation.
Recommendation(s)	<ul style="list-style-type: none">• Review and approve the draft Corporate Infectious Disease Policy• Review and approve the draft Noise at Work Policy• Ensure the Corporate Health and Safety team are consulted on all potential changes and upgrades to Council depots
Reasons for recommendation(s)	Support the legal requirement of the Council as outlined within the Health and Safety at Work etc. Act 1974 and associated legislation and guidance.
Ward(s)	All
Portfolio Holder(s)	Councillor Jill Cleary – Leader of the Council
Strategic Director(s)	Alan Bethune – Strategic Director Corporate Resources & Transformation – Section 151 Officer
Officer Contact	James Loring Corporate Health and Safety Manager 02380 285 332 James.loring@NFDC.gov.uk

Introduction and background

1. This report highlights the significant work undertaken within the Corporate Health and Safety Team and throughout the Council from 1st April 2025 – 30th June 2025 (quarter 1).

Health and Safety Team - Work Programme

2. See Appendix 1 – Corporate Health and Safety Teamwork Plan 2025 - 2026.
3. A corporate electrical safety policy has been drafted by the Health and Safety team however further consultation with ICT and Facilities is required to determine the corporate procedures for Portable Appliance Testing (PAT). Due to the priority work, including the new waste roll out, no further progress has been made on this item.
4. The Health and Safety team have been working with Managers and Supervisor from across the organisation to identify the legal requirements for health surveillance. The law requires employers to provide health surveillance to employees who are exposed to:
 - Noise
 - Vibration
 - Hazardous substances (chemicals, dusts, fumes etc.)
 - Biological agents
 - Asbestos, lead or ionising radiation.

The requirements identified will be shared with health surveillance providers following the successful procurement of a new occupational health and health surveillance contactor.

5. No further progress has been made on developing a draft Health and Safety (H&S) arrangements document for the management of Keyhaven. Responsibility for the site has now been assigned to Brian Byrne (Service Manager – Community Safety and Support), who has requested that the Health and Safety team review the 2024 inspection report and provide updated, SMART (Specific, Measurable, Achievable, Relevant, Time-bound) recommendations. James Loring (Corporate Health and Safety Manager) and George Gale conducted a site visit on Wednesday, 2nd July. A formal report will be submitted to Brian Byrne by Monday, 11th August.
6. The Health and Safety team have also reviewed the 2013 infectious diseases policy, see Appendix 2. This policy requires Managers/Supervisors to:
 - Consider the potential exposure to infectious diseases and blood borne viruses (BBV) as part of their risk assessment process.

- Provide employees with sufficient information and training about the sorts of infections relevant to their work and symptoms that can occur.
- Provide employees who are at greater threat to certain infectious diseases due to their work with inoculations.
- If an employee chooses to reject the offer of vaccinations, keep a signed record.
- Provide employees with suitable and sufficient Personal Protective Equipment (PPE).

HR Committee are asked to review and approve this draft policy.

7. The Health and Safety team have also reviewed the 2013 Noise at Work policy, see appendix 3. This policy requires managers/supervisors to:

- Implement measure to reduce risk from noise exposure to as low a level as reasonably practicable.
- Provide hearing protection if the noise exceeds the lower action level (80dB)
- Areas where noise levels exceed 85dB (or peak sound level of 137dBC) must be designated 'Hearing Protection Zones'.
- Undertake a noise risk assessment wherever it is likely that exposure will occur at or above the Lower Exposure Action Value).
- Undertake a person centric risk assessment for employees who have been identified with a noise or hearing related health condition.
- Provide health surveillance to employees as required.

HR Committee are asked to review and approve this draft policy.

Significant Work Undertaken by H&S team

8. **HSE Visit, Hardley Depot** – on 18th June 2025 the Health and Safety Executive (HSE) visited Hardley Depot to undertake an audit of plan protection products. This audit consisted of:
 - Suitability of the store, compliance with relevant legislation and guidance, emergency procedures etc.

- Compliance of the pesticides/plant protection products in store and in use (storage requirements, authorisation status, usage in accordance with label).
- Certification of persons engaged in storage and use
- Records of application or supply/distribution of plant protection products/records of equipment inspections including any statutory inspections and professional user calibration records
- Evidence of employer's liability insurance.

James Loring (Corporate Health and Safety Manager) and Antony Whittle (Corporate Health and Safety Advisor) attended the visit with colleagues from Open Spaces. Overall, the visit was very positive, the service was praised for the cleanliness of the stores and the management of chemical using the Eco Online Chemical Manager system. No enforcement action or improvement notices were applied. The HSE did highlight 4 actions and 2 recommendations. All actions are required to be completed by 31st October 2025. The actions identified are:

1. Removal of plant protection products that are no longer valid or authorised. (**complete**)
2. Implement a system to ensure that only authorised plant protection products are used or stored. (**complete**)
3. Conduct an inspection of the bund and carry out any necessary remedial repairs to ensure it can prevent unwanted release. Photo evidence required. (**Pending – completed by 15th August**)
4. Devise and implement a process to regularly check and maintain the bund to ensure the integrity of the bund is not compromised. (**complete**)

At the time of writing this report a formal response to the actions has not been sent to the HSE.

9. **Waste Roll-out** – from Monday 9th June – Friday 20th June the Corporate Health and Safety team undertook regular site inspection of the new waste rounds. As part of these inspections, the team ensured that all health and safety protocols were being followed by the crews, bins were returned to appropriate locations, and all waste was collected as scheduled. Additionally, team members engaged with several crews to gather feedback on the new service. Feedback from residents and crews was very positive. This has also

been evidenced with 0 manual handling or needle stick injuries reported from the use of the wheeled bins.

While significant progress has been made in assessing route risks, further work is needed to ensure all potential hazards are identified and communicated. This includes ensuring that overhead powerline hazards are fully captured and clearly conveyed to all drivers. Additional risks were identified on the rural rounds due to the size of the waste vehicles currently in use. It has been recommended to Waste & Recycling that further assessment and mitigation work be undertaken before the roll-out of Phase 2, which includes several rural routes.

10. **Orbis Red-Alert ID Badges Roll Out** – In June 2025, the Corporate Health and Safety team led the rollout of Orbis Red-Alert ID badges to 50 high-risk lone workers within the Housing and Revenues and Benefits teams. Comprehensive training was provided to all users, and a dedicated Health and Safety SharePoint site was created to support the use of the system.

Following implementation, a small number of employees reported confusion regarding the Amber – Timer function. To minimise the risk of false alarms, the Health and Safety team has decided to temporarily disable this feature. Until further notice, the Orbis Red-Alert ID badges will function solely as a panic alarm system.

11. **CDM Support** – The Corporate Health and Safety team has been actively providing competent advice and guidance to colleagues in Housing and Estates and Valuation on a range of construction projects and frameworks. This includes the Anchor Boiler Replacement framework, Hythe Promenade refurbishment works, and improvements at Marsh Lane and Ringwood Depots.

Early involvement of the Health and Safety team is greatly appreciated and has proven beneficial. However, it has also highlighted some gaps in construction-related knowledge among managers and project leads. Given that construction activities present some of the highest risks faced by the Council, the Health and Safety team will continue to offer advice, guidance, and training to support project managers in managing these risks effectively.

Service Safety Panels

12. **Housing Service Safety Panel** – The Housing Safety Panel was undertaken on 22nd July 2025. All documentation including the minutes from the panel can be found here. The main points raised were:
 - **Vehicle Issues** – various issues have been reported in relation to Housing maintenance fleet vehicles, this includes issues

relating to tow bars and appropriate stickers for vehicles. Speeding and hazard stickers have now been provided for all fleet vehicles. At the previous Safety Panel, it was agreed that all tow bars would be removed due to a number of injury reports being received, unfortunately no progress has been made on this issue. Sophie Tuffin (Service Manager – Housing Maintenance Programmes and Servicing) agreed to look into this further.

13. **Office Service Safety Panel** – The Office Safety Panel was undertaken on 22nd July 2025. All documentation including the minutes from the panel can be found here. The main points raised were:
- **Ground floor south wing request for Blinds** – at the previous safety panel employees based in the ground floor south wing requested additional blind due to reports of glare. Chis Dathan (Facilities Buildings Operations Manager) confirmed blinds have now been installed.
 - **First floor south wing hot conditions** – Safety Reps from within Housing raised concerns around the temperature during periods of hot weather in the south wing. Previously ‘window wedges’ had been purchased to prevent open windows from swing and causing an injury, however these have now been lost. Chris Dathan confirmed additional wedges can be purchased. JL and SW advised that teams should find cooler areas during periods hot weather, such as the recent amber warnings. Employees are advised to go to the ground floor east wing.
14. **Operations Service Safety Panel** – The Operational Safety Panel was undertaken on 22nd July 2025. All documentation including the minutes from the panel can be found here. The main points raised were:
- **Risk assessments (additional resource)** – Further discussions have taken place between supervisors across Operational Services and the Corporate Health and Safety team. Supervisors in Grounds Maintenance and Open Spaces have highlighted concerns regarding the time required for administrative tasks. With only two supervisors in these areas—compared to three in Streetscene—they face challenges in completing administrative duties while also being actively engaged on the ground with their teams. To provide additional support, the Corporate Health and Safety team has agreed to hold their weekly team meetings, bi-weekly at Hardley Depot. Following these meetings, the team will be available in the afternoon to assist Grounds Maintenance and Open Spaces with reviewing risk

assessments. Additionally, more face-to-face training sessions will be delivered to further support these teams

- **Active Monitoring** – Streetscene has now reviewed its active monitoring procedures to ensure regular monitoring of all tasks, rather than focusing solely on individual employees. Supervisors have reported positive feedback on the new approach. All other teams within the directorate have been instructed to adopt this method. To support implementation, the Corporate Health and Safety team has provided each team with a task priority breakdown. This will help teams identify their highest-risk tasks and develop a structured schedule for active monitoring. However, no progress has yet been made in Open Spaces, Grounds Maintenance, Workshops & Transport, and Engineering Works. The Corporate Health and Safety team, along with Streetscene supervisors, will continue to offer support. A detailed update is required at the next Operational Safety Panel.
- **Depot Snags** – At the last Operational Safety Panel, several outstanding issues at Hardley Depot were discussed. These included the wash-down area, sun cream stations, hand sanitiser stations, and pedestrian crossing markings. Progress has been made on all items. Sun cream and hand sanitiser stations have now been installed, and a new screen for the wash-down area has been agreed upon (though it has not yet been installed). A proposed plan for updated parking and pedestrian markings has also been shared and discussed; however, no formal agreement is currently in place. It is understood that additional funding has been agreed for all operational depots. The Corporate Health and Safety team have not been involved in any further discussion, it is recommended that the Corporate Health and Safety team are also consulted with as part of any on-going upgrades to ensure early hazard identification, ensure the council complies with its legal and regulatory duties and to avoid additional work following any retrofitting/upgrade works.

15. **Speeding** – recent concerns regarding speeding in Council fleet vehicles were discussed at both the Housing and Operational Safety Panels. Employees were reminded of the importance of adhering to speed limits at all times and the Additional work HR is undertaking to monitor speeding offences across the Council.

Working Groups

16. **Control of Contractors Working Group** – The Control of Contractors Working Group was undertaken on 24th July 2025. All

documents including the minutes can be found here. The following topics were discussed:

- **Place, Operations & Sustainability Control of Contractors SOP** – no further action has been taken, due to other service priorities such as the waste roll out and HSE visit to Hardley depot. It was agreed a final draft will be presented at the next Control of Contractors Working Group
- **Housing & Communities Control of Contractors SOP** – The Cibt CDM Wizard app has now been approved by ICT. Sophie Tuffin will collaborate with George Gale (Corporate Health and Safety Advisor) to review the current draft procedures and begin the implementation phase.
- **CDM Training** – members of the group raised that they require additional 'Client' focused CDM training. Although employees have undertaken the IOSH CDM Awareness course, many felt that this was too broad and were unsure which elements related to the projects they manage. The Corporate Health and Safety team will be holding 'H&S Brief Bites' on CDM awareness in Q2.

17. **Asbestos Working Group** – The Asbestos Working Group was undertaken on 29th July 2025. All documents including the minutes can be found here. The following topics were discussed:

- **Asbestos Task Inspections** – as part of the 2025–2026 KPIs, Dan Bull (Asbestos Management Officer) has been tasked with completing 12 inspections of asbestos-related work. Four inspections were carried out in Q1, with a fifth conducted on 28th July. During this inspection, Dan identified concerns regarding the cleaning and storage of the H-vac unit. He also noted that bagged asbestos waste was not being transported in a dedicated asbestos vehicles. The Corporate Asbestos Team and the Corporate Health and Safety Team will hold further discussions to address the issues raised around H-vac cleaning and storage.
- **Transportation of Bagged Asbestos Waste** – Russell Palmer (Maintenance Delivery Manager) confirmed that new storage boxes have been installed in flatbed vehicles for the transportation of bagged asbestos waste. However, as noted in the previous bulletin point, Dan Bull observed that this process was not being followed on-site. He also received calls from task-trained operatives who were unsure how to transport asbestos waste, as their vehicles lacked appropriate containers. Additional communications will be issued to operatives, advising them to contact Russell Palmer if a

flatbed vehicle with suitable asbestos waste storage is required.

18. **Housing Operational Working Group** – The last Housing Operational Working Group was held on 6th August 2025. All documents including the minutes can be [found here](#).

Accident/Incident Quarter 1 Report 2025 - 2026

19. Appendix 4 contains the annual accident/incident report for quarter 1 2025 – 2026. Key headlines from the report include:
- Total of 69 reports were received in Q1 2025 – 2026, this is a 26.6 % decrease from the previous financial year.
 - 0 RIDDOR reportable incidents were reported in Q1 2025 – 2026.
 - A total of 17 days were lost due to incident/accident at work in Q1, this is a decrease of 86.65% compared to Q1 2024 – 2025.
 - The top reported cause for employee incidents/accidents was verbal abuse (14), this continues the trend we have been seeing for the last financial year.
 - Since the waste roll out in June 2025, 0 manual handling or cut incidents have been reported by crews working in phase 1 rollout areas (report taken 09/07/2025).
 - Waste & Recycling were the top reporting team with 16 reports received.
 - Total of 6 contractor related incidents/accidents were reported in Q1, 5 of which were near miss incidents.

Significant Incidents Q1 2025 - 2026

20. **#10 - Housing Maintenance Employee, Physical Assault** – CCTV control room received a call from a tenant to report their boiler was not functioning correctly. An out of hour gas engineer was deployed to the property. When assessing the boiler, it was found that the pressure had been dropping repeatedly and the gas engineer did not want to risk a leak or over pressuring the system, therefore made the decision to isolate and for a further investigation to be carried out the following day (during normal working hours). This information was passed to the tenant as the gas engineer was isolating the boiler (reaching down under a cabinet). While attempting to isolate the boiler the tenant became abusive and physical grabbed the gas engineer to pull them away from the

boiler. The gas engineer attempted to leave the property but felt they were unable to do so. A verbal argument ensued, the gas engineer reported that the tenant attempted to physical grab the gas engineers a number of times before they were able to leave the property. The gas engineer was able to remove themselves from the property and return to their work vehicle. The tenant followed the engineer outside and filmed them, open the vehicle door and continued to be verbally abusive. The gas engineer was able to close and lock the vehicle door, they were then able to safely leave the area. A manager's investigation was undertaken, 11 actions were identified. Actions include:

- Review training provided to staff to diffuse stressful situations, such as conflict management training.
- Tenant to be added to the Councils WMR.
- Review wellbeing support provided to employees following an incident.
- Provide additional toolbox talks to all employees.

21. **#54 – Housing Maintenance Employee– Contact with Electricity** – During excavation works to install a new gate post, an employee commenced breaking out a concrete foundation using a mechanical breaker. In the course of this activity, the employee struck an electrical cable embedded within the concrete, resulting in a thermal explosion and arc flash. This incident caused a minor burn injury to the employee. Prior to commencing the work, the employee utilised a Cable Avoidance Tool (CAT scanner), which successfully detected the presence of buried services. Despite this, the employee proceeded with the task, reportedly under the impression that there was an expectation to continue regardless of the identified risk. Following the incident, the employee returned to the depot but subsequently began to feel unwell and independently sought medical attention at a hospital. The employee returned to work the following day. This incident is currently under investigation by the employee's supervisor in conjunction with a representative from the Corporate Health and Safety team.
22. **#65 – Contractor Incident – Housing Planned Works - Asbestos Disturbance** – while conducting asbestos re-inspections, Dan Bull identified that Asbestos Insulating Board (AIB) panels had been removed at Marryat Court without notification to the Corporate Asbestos team. Further investigation revealed that the Housing Planned Maintenance window replacement contractor had removed the AIB as part of their programme. Given the nature of the material, this work should have been carried out by a licensed

asbestos contractor. The contractor involved does not hold a licence and therefore should not have undertaken this work. Additionally, no waste consignment notes have been located or provided to the Corporate Asbestos team. This incident is currently under investigation by the Corporate Asbestos team and George Gale (Corporate Health and Safety Advisor). A Contractor Incident Notification Protocol (CINP) has been completed; however, the contractor continues to operate as normal while the investigation is ongoing. This incident has not been reported to the HSE under RIDDOR 2013. Responsibility for such reporting lies with the contractor.

23. **#69 – Contractor Incident – Housing Planned Works - Drilled Gas Pipe** – during kitchen refurbishment works, a contractor drilled into a concealed gas pipe, resulting in a gas leak. The subsequent investigation identified poor health and safety practices, specifically the contractor’s failure to use a stud detector prior to drilling. The Contractor Incident Notification Protocol (CINP) was followed, leading to a formal letter being issued to the contractor, requiring evidence that additional toolbox talks had been delivered to operatives. The contractor has since provided the required evidence, and the CINP process has been formally closed.

Vehicle Incidents

24. Simon Cooper (Transport & Depot Manager) completes the quarterly vehicle stats for the Council. Vehicle incident stats are presented at the Operational Safety Panel. See Image 1 and image 2.

Image 1

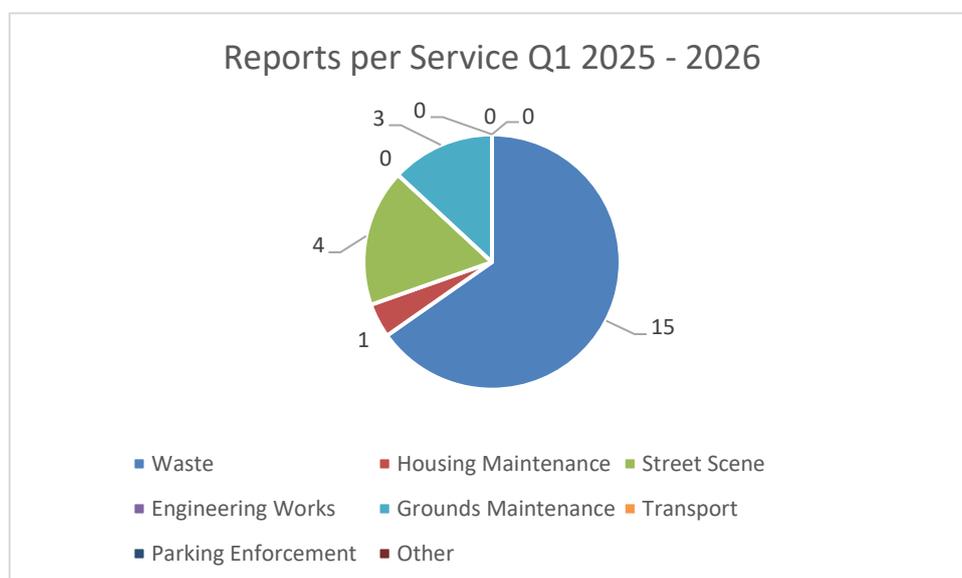
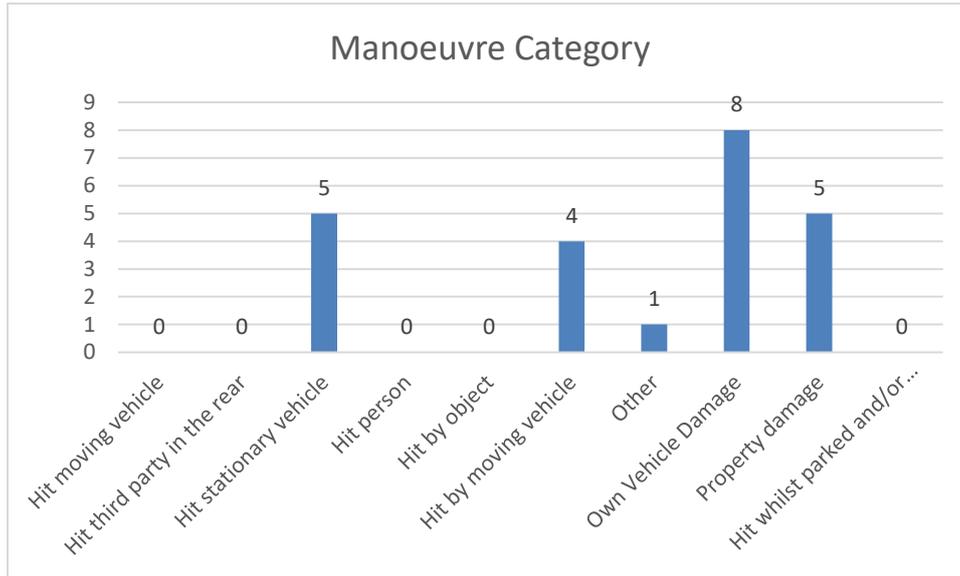


Image 2



Corporate Health and Safety Team Changes

25. On 31st July Antony Whittle (Corporate Health and Safety Advisor) left the organisation after 19 years at NFDC. Antony was a highly respected member of the team and will be greatly missed. Thankfully the team have successfully recruited Gavin Ison to the role of Corporate Health and Safety Advisor. Gavin will join the team in early September and will be a great addition to the Council.
26. This has enabled the team to review its current management model. At present, a Corporate Health and Safety Advisor is assigned to one high-risk service (Operational Services and Housing Maintenance). While this ensures that key Council services receive competent advice and guidance, it also results in significant gaps in coverage across other services. Additionally, it does not fully utilise the skill sets of each advisor. To address this, the team will be trialling a Health and Safety enquiry management system in August. This system will operate similarly to the ICT Service Desk, requiring employees to log advice requests or safety concerns through a centralised point. Each enquiry will then be assigned to the appropriate team member. Service Managers and Supervisors will be kept informed and actively consulted throughout the trial period.

Corporate plan priorities

27. All recommendations fall under the corporate values (LEAF), specifically within the Learning and Ambition categories.

Options appraisal

28. All recommendations have been made to ensure the Council complies with its legal duties as set out in the relevant legislation.

Consultation undertaken

29. Not identified as part of this report.

Financial and resource implications

30. Not identified as part of this report.

Legal implications

31. None Identified

Risk assessment

32. A formal risk assessment is not required at this level. All significant risks are identified as part of this report.

Environmental / Climate and nature implications

33. None identified.

Equalities implications

34. None identified.

Crime and disorder implications

35. None identified.

Data protection / Information governance / ICT implications

36. None identified.

Appendices

List appendices here:-

Appendix 1 – Corporate Health and Safety Teamwork Plan 2025 – 2026

Appendix 2 – Draft H&SP19 Infectious Diseases Policy

Appendix 2A Draft Confirmation of Declined Vaccination Offer

Appendix 2B – Draft Letter Template – Hepatitis B

Appendix 2C – Draft Letter Template – Information for General Practitioners

Background Papers:

None identified

Appendix 2D – Draft Letter Template
– Tetanus

Appendix 3 – DRAFT H&SP13 - Noise at
Work Policy

Appendix 3A – DRAFT Noise Risk Assessment
Template

Appendix 4 – Quarter 1 Accident/Incident
Report 2025 – 2026