

Agenda Item 14
Report PRI9/20-15

Report to	Policy and Resources Committee
Date	26 September 2019
By	Human Resources Manager and Occupational Safety and Health Adviser
Title of Report (Note)	Annual Health and Safety Report for the Year 2018/19

Recommendation: The Committee is recommended to

- 1) Note the report**
- 2) Commend the continuing improvements in the overall management of Occupational Safety and Health at South Downs National Park Authority.**
- 3) Endorse the proposals for further priorities and actions.**

1. Summary

- 1.1 This report is the key vehicle through which the Policy and Resources Committee and thereby South Downs National Park Authority (SDNPA), will receive suitable assurances that Occupational Safety and Health (OSH) Management is being performed satisfactorily and is continuously improving.
- 1.2 This report includes:
- An overall appraisal of health and safety performance for the SDNPA through the previous year.
 - A summary of visits and outcomes undertaken by Jon Wayte, Peak District National Park Authority's Occupational Safety and Health Adviser (PDNPA OSHA) during the previous year.
 - A summary of further training delivered to further improve overall competency for the management of OSH.
 - The organisation's approach to health and wellbeing and an analysis of sickness absence data.
 - The health and safety of volunteers.
 - The outcome of the external health and safety audit resulting in positive changes to the overall resource for OSH through the part-time engagement of a local Health and Safety Adviser.
 - The health and safety culture of the organisation.
 - References to efficiency cost savings in sharing the development of safety management tools and information with other NPAs through the services of the Jon Wayte.
 - Recommendations for continuing and future priorities and actions in 2019/20.

2. Background

- 2.1 This is the seventh Annual Health and Safety Report prepared for the Policy and Resources Committee (previously prepared for the Governance Committee). Links to previous reports can be found at the end of this document under background documents.

- 2.2 An agreement drawn up with the Peak District National Park Authority (PDNPA) to work with their Health and Safety Adviser, Jon Wayte, in 2012 was renewed in April 2017. Jon Wayte also provides health and safety services to a number of other National Park Authorities. This has ensured that we receive advice that is relevant to the way that we work and that we can share good practice with other National Park Authorities.
- 2.3 The agreement with the PDNPA for the services of Jon Wayte has been adjusted and renewed from April 2019. This will ensure SDNPA continues to receive the benefits of sharing OSH information and management solutions with other NPAs. The adjustments to this agreement recognises the additional local resource that is now available through the engagement of a part-time SDNPA Health and Safety Adviser, Bruno Aveiro. Bruno has successfully completed his NEBOSH (National Examination Board in Occupational Safety and Health) qualification and formally started his role on 1 April 2019.
- 2.4 This new arrangement promises to be very efficient in ensuring work is not duplicated while providing sufficient local resource to address both immediate and more strategic OSH issues.

3. Health and Safety Performance

- 3.1 The day-to-day routine management of health and safety matters is performed by staff and supervised by managers. Through a planned programme of audit and inspection visits to principal workplaces and through routine meetings with staff and the Health and Safety Committee, Jon Wayte and Bruno Aveiro make judgements of how well that happens. During these visits opportunities arise to recognise and endorse good practice, respond to instances where some improvements are necessary and to further coach staff, enhancing their competence. At the Health and Safety Committee meetings matters such as: incident, accident and near-miss reports, follow-up actions are considered, new guidance and policies agreed and performance of various safety management issues discussed.
- 3.2 During 2018/19 Jon Wayte has completed four 2-day visits to SDNPA (12/13 June 2018, 26/27 September 2018, 11/12 December 2018 and 26/27 March 2019). This has included: attending Health & Safety Committee meetings, holding meetings with key stakeholders for specific OSH issues and visiting work-sites. During 2018/19 a number of visits have been to see and advise on all new area offices both during conversion and on occupation. Jon Wayte attended the P&R Committee on 27th September 2018 to co-present the Annual Report for 2017/18.
- 3.3 Where possible Senior Management Team members have accompanied Jon Wayte on these visits. Future opportunities for joint visits with the Bruno Aveiro and with Jon Wayte will be sought.
- 3.4 There have, for 2018/19, been no serious matters requiring immediate action by Jon Wayte or escalation to SMT for their action.
- 3.5 Under the new arrangement a programme of routine visits, audits and inspections will be performed by the Bruno Aveiro with a continuing focus on visiting staff 'at work'. Jon Wayte will visit annually to present the Annual Report at P&R Committee and to carry out a selective inspection with Bruno Aveiro. In addition, Jon Wayte will take part in key meetings and events via conference telephone/video calls, as necessary.
- 3.6 Routine workplace visits typically take account of:
- Safety related documentation. Good documentation is an essential component part of any safety management system. Use of and compliance with these documented systems is key to our overall success in implementing, maintaining and demonstrating good safety management. Key documents include: safety policies and associated procedures, safe working method statements and risk assessments, incident reports/records and follow-up/action reports. Risk assessments have been reviewed and updated during the year and new risk assessments introduced. These documents, including many risk assessments and core safety policies are becoming more consistent across a number of NPAs allowing much more efficient and timely review, replacement and referral.

- Physical conditions and work activities – including: work spaces, access and egress (safety and fire), building conditions, work equipment and the use of PPE (personal protective equipment).
- Risk assessments – a continuing improvement in the completion, use and a thorough review of risk assessments has been evident through 2018/19. The process of risk assessment review has driven a general improvement in the understanding of risk. Risk assessment for key issues including Manual Handling, has been consolidated during the previous year. Use of risk assessment formats used at other National Parks has made future review simpler and helped to ensure that these assessments are current, valid and consistent with the standards adopted elsewhere. All reviewed risk assessments are available on the intranet. The SDNPA Health and Safety Adviser will continue to focus on risk assessments and the use of controls identified by these assessments, as key evidence that safety is being properly considered and well managed.
- Resources and competencies – closely allied to the production and use of risk assessments is the understanding and use of these resources. There has been significant continued development of the Health and Safety Committee through 2018/19, which provides a developing, enhanced resource. The constitution reflects the structure of the organisation with representatives from all directorates. Representatives have received IOSH ((Institute of Occupational Safety and Health) training in their expanded role which is clearly defined and incorporated in a reviewed Health and Safety Policy. The Committee has a more structured forward work-plan which is supported by and consistent with work carried out by both Bruno Aveiro and Jon Wayte. Sub groups have been formed to meet in between the quarterly meetings to ensure that actions are moved on quickly, for example to review Working at Heights and Health and Wellbeing. All representatives are also focussing on improving communication channels with the teams they represent, by including a standing health and safety item on team meeting agendas.
- Incident reports, near-misses and follow-up action –reporting of incidents and near misses continues to improve. An analysis of incidents recorded in 2018/19 can be found in **Appendix I**.

3.7 In summary, the evidence of inspections and reports to the Health and Safety Committee suggests that health and safety is managed well and continuously improving at SDNPA and the Policy and Resources Committee can receive positive assurance of that by this report.

4. Training, information and supervision

4.1 The provision of safety training and information continues to be a key priority for consolidating and improving OSH management across the Authority.

4.2 The main focus through 2018/19 has been to develop further the provision of a wide range of safety training using the e-learning portal ELMS. All staff are required to complete the following courses where relevant to their role, which are bespoke to SDNPA and signpost staff to all relevant SDNPA health and safety documentation and policies:

- Introduction to Health and Safety – all staff
- Managing Health and Safety –all managers
- Fire safety – all staff
- Manual Handling – all staff
- Personal Safety – all staff
- Driving Safely – all staff
- Asbestos awareness – where relevant to role
- Working at height – where relevant to role

4.3 In October 2018, 12 employees attended a Manual Handling Training the Trainer City & Guilds accredited course. We now have an internal team who have the technical knowledge, training skills and course material to design, develop and deliver effective manual handling training. The team have now trained all staff using a blended learning approach; staff

are required to complete an ELMS module to cover the theoretical aspects which is then followed by an interactive 2 hour workshop delivered by our internal trainers.

- 4.4 This is a good example of how our ELMS system can complement and support practical training. We have also used this approach to train staff in Working at Height by using an ELMS module followed by tool box talks.
- 4.5 Towards the end of 2018, we focussed on mental health training. 16 employees across the organisation have been trained as Mental Health First Aiders. All managers and directors have attended mental health awareness training and half day workshops have been organised for staff.
- 4.6 We have introduced a series of outdoor first aid refresher training, which we repeat for staff on site annually and is more relevant to the roles of the area teams.

5. Health and Wellbeing

- 5.1 HR proactively monitor the recording of sickness absence and contact managers regularly to ensure that accurate recording has taken place.
- 5.2 Sickness data for 2018/19 can be found in **Appendix 2**, with a comparison of our sickness levels with other National Park Authorities and the public sector.
- 5.3 Detailed absence statistics are reviewed by the Health and Safety Committee and reported to OMT every 6 months and this will help inform the health and wellbeing support that the organisation may need.
- 5.4 Pre-employment medical screening and other occupational health services are carried out by Portsmouth Hospital NHS Trust. Pre-employment screening ensures that any necessary and reasonable adjustments can be made prior to an employee starting with the organisation, for example the supply of specialist work station equipment.
- 5.5 The Health Cash Plan introduced to all staff and members in 2016 supports the organisations approach to supporting health and wellbeing internally. It offers a wide range of health and wellbeing benefits and access to an employee assistance programme. It is well-received by staff, with 60% of the organisation are using this benefit.
- 5.6 Significant progress has been made this year in supporting health and well-being internally, particularly in the area of mental health. Our Mental Health First Aiders meet quarterly and promote mental health initiatives. As mentioned in section 4 above, we have also trained our directors, managers and staff in mental health awareness.
- 5.7 There is now a dedicated Health and Wellbeing page on the intranet with links to health and wellbeing resources.
- 5.8 A wide range of lunchtime and after work activities have been organised, including football, yoga, HIIT, running clubs and walks.
- 5.9 Health and Wellbeing training courses are available through ELMS for all staff and cover a wide range of topics, e.g. e-mail stress, bullying and harassment, drug and alcohol awareness, stress management, healthy lifestyles, couch to 5k, building personal resilience.

6. Health and Safety of Volunteers

- 6.1 This was the first year in which the SDNPA Volunteer Policy was in place, which includes health and safety guidance for volunteers and confirms the health and safety responsibilities of those who manage them. Volunteer Development Officer, Daniel Greenwood and Learning, Outreach and Volunteering Lead, Amanda Elmes have also conducted sessions for staff in how to manage challenging behaviour when working with volunteers. Staff are encouraged to report incidents and to discuss any concerns they may have had in ensuring the health and safety of volunteers. Processes have also put in place to deal with incidents fairly and consistently when they arise. For example, there had been a number of incidents reported where volunteers had not been observing safe working distances. SDNPA staff have now been challenging and reporting this behaviour, improving working practices and this has led to an elimination of such breaches of health and safety.

- 6.2 A manual handling policy has been agreed which will cover the training requirements of volunteers undertaking tasks which involve manual handling.
- 6.3 An ELMS module on Personal Safety has been created for volunteers who are lone working.

7. External health and safety audit

- 7.1 In September 2018, an external health and safety audit was carried out by our insurers, Zurich. The review confirmed that our risk management systems were acceptable with evidence of good practice. All the recommendations made by the auditor have been or are in the process of being implemented. The auditor also specifically commented on the proactive approach of the Health and Safety Committee.
- 7.2 The most significant recommendation was to review our internal health and safety resource and has resulted in the subsequent engagement of the SDNPA Health and Safety Adviser, Bruno Aveiro.

8. Health and safety culture

- 8.1 SDNPA has a positive health and safety culture, which is supported by the following:

- SMT have accompanied Jon Wayte in his site audits.
- All committee meetings are attended by an OMT level manager and there is a health and safety standing item on the OMT agenda following the committee meetings. At these meetings OMT have considered and been fully supportive any recommendations made by the H&S Committee.
- Regular health and safety communication and reminders is sent to staff via Update and meeting minutes are publicised on the intranet.
- The constitution of the committee fairly represents the structure of the organisation allow all staff to feedback any issues through their reps to the committee. Staff outside the committee have been involved in the working groups that have evolved from the committee, e.g. the health and wellbeing group.
- One third of the training budget was invested in health and safety training.
- We now have open sessions of the H&S committee, where staff can spectate and participate with any relevant questions.

9. Efficiency / cost savings

- 9.1 All new policies, procedures, risk assessments and training materials are shared between all NPAs advised by the OSHA. This allows for significant efficiency savings in the production and delivery of these developments and ensures greater consistency of approach and execution of safety management. In effect these contribute to the adoption of 'best practice for NPAs' in various OSH matters.
- 9.2 ELMS has contributed to significant cost savings. We are able to provide basic training to all staff, supported by internal briefings by trained competent internal staff. This is a more efficient way of ensuring good health and safety knowledge without the need for expensive face to face training courses by external providers. The Manual Handling Train the Trainer Course in particular has made a substantial cost saving.

10. Priorities and actions for 2019/20

- 10.1 The SDNPA Health and Safety Adviser will continue to perform an annual inspection programme, visiting all key premises and aiming to spend time observing staff 'at work'. Some visits will be accompanied by a member(s) of SMT. New work premises will be visited as soon as practicable after they become operational.
- 10.2 Other priorities and actions for 2019/20 include:
- Raising levels of near miss reporting.
 - Review and communication of the health and safety policy and terms of reference of the committee to all
 - The review and continuation of the health and safety forward plan.

- Raising further the profile and awareness of Occupational Safety and Health, particularly in respect of those matters most relevant to NPA activities.
- Adopting common levels of control (across NPAs) for priority OSH concerns such as for lone working, personal safety, outdoor work and for the use of tools and equipment
- Adoption and use of benchmarks for NPAs including for training/competence, levels of incident/near-miss reporting and for risk assessments
- IOSH (Institute of Occupational Safety and Health) training for all managers and new health and safety reps.
- Continuing to promote health and wellbeing
- Training for staff in bullying and harassment and dealing with conflict for public facing staff
- Health screening for staff
- A review of the organisations approach to stress management
- Improve lone working safety by searching for new technologies/devices available

II. Other Implications

Implication	Yes*/No
Will further decisions be required by another committee/full authority?	No
Does the proposal raise any Resource implications?	No
How does the proposal represent Value for Money?	The current shared health and safety services with Peak District NPA provides excellent value for money, in comparison with using another local authority or external consultant. It allows for significant efficiency savings in the production and delivery of these developments.
Are there any Social Value implications arising from the proposal?	There are no social value implications in this paper
Has due regard been taken of the South Downs National Park Authority's equality duty as contained within the Equality Act 2010?	The Authority focuses on protecting the health, safety and welfare of <i>all</i> staff, members and volunteers. Reasonable adjustments are made to provide a safe working environment for all, through regular DSE assessments, provision of necessary work place equipment and dynamic risk assessments. Reasonable adjustments will be made for individuals with disabilities with advice from occupational health.
Are there any Human Rights implications arising from the proposal?	There are no human rights implications in this paper
Are there any Crime & Disorder implications arising from the proposal?	There are no Crime & Disorder implications in this paper
Are there any Health & Safety implications arising from the proposal?	The health and safety work that has been carried out and our future health and safety plans take into account the latest health and safety legislation.
Are there any Sustainability implications based on the 5 principles set out in the SDNPA Sustainability Strategy:	There are no sustainability implications in this paper

12. Risks Associated with the Proposed Decision

There are no risks arising directly from this paper although an annual health and safety report to Policy and Resources Committee with recommendations is a mitigation against our health and safety risk in our corporate risk register.

Vicky Patterson
HUMAN RESOURCES MANAGER

Jon Wayte
OCCUPATIONAL SAFETY AND HEALTH ADVISER FOR SDNPA AND PDNPA.

Contact Officer:	Vicky Paterson – Human Resources Manager
Tel:	01730 819224
email:	Vicky.paterson@southdowns.gov.uk
Appendices	<ol style="list-style-type: none">1. Data Analysis for incidents 2018/192. Data Analysis for sickness absence 2018/19
SDNPA Consultees	Chief Executive; Director of Countryside Policy and Management; Director of Planning; Chief Finance Officer; Monitoring Officer; Legal Services, Head of Business Services
External Consultees	Jon Wayte, Safety Officer for SDNPA and Safety Adviser for PDNPA.
Background Documents	<p>2013/14 Health & Safety Report submitted to the Governance Committee by the HR Manager in June 2014 (Report GOV17/14, page 121).</p> <p>2014/15 Health & Safety Report submitted to the Governance Committee by the HR Manager in July 2015 (Report GOV20/15, page 207).</p> <p>2015/16 Health & Safety Report submitted to the Governance Committee by the HR Manager in Sept 2016 (Report GOV24/16, page 91)</p> <p>2016/17 Health & Safety Report submitted to the Policy and Resources Committee by the HR Manager in Sept 2017 (Report PR18/17 page 167 Agenda item 14)</p> <p>2017/18 Health & Safety Report submitted to the Policy and Resources Committee by the HR Manager in Sept 2018 (Report PR38/18 page 21 Agenda item 10)</p>

Agenda Item 14 Report PR19/20-15 Appendix I
Data analysis for incidents 2018-19

South Downs National Park Authority has not been affected by a great number of accidents over the years when compared with the number of working hours. The majority of incidents reported have been near misses and minor injuries.

This year we had one RIDDOR incident (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reported. An Assistant Ranger lost his footing and the blades of hedge cutter he was operating cut his finger. It was reportable through RIDDOR as it was a work related injury, resulting in an absence of more than 7 days. The accident has been fully investigated and it was identified that all organisational safety procedures were followed, the correct Personal Protective Equipment was worn and a risk assessment for the usage of that equipment was carried out. No further measures could have been implemented that would have prevented this accident or reduced its severity.

There was a significant number of verbal abuse and harassment cases, all caused by members of the public. Since then, measures have been put in place to mitigate the exposure of SDNPA staff to these situations. A map with problematic sites has been created and kept up to date, allowing enforcement officers and planning teams to identify these sites before carrying out their duties and avoid lone working.

Training in Dealing with Conflict and Aggressive situations will be rolled out in the Autumn of 2019 to all public facing staff.

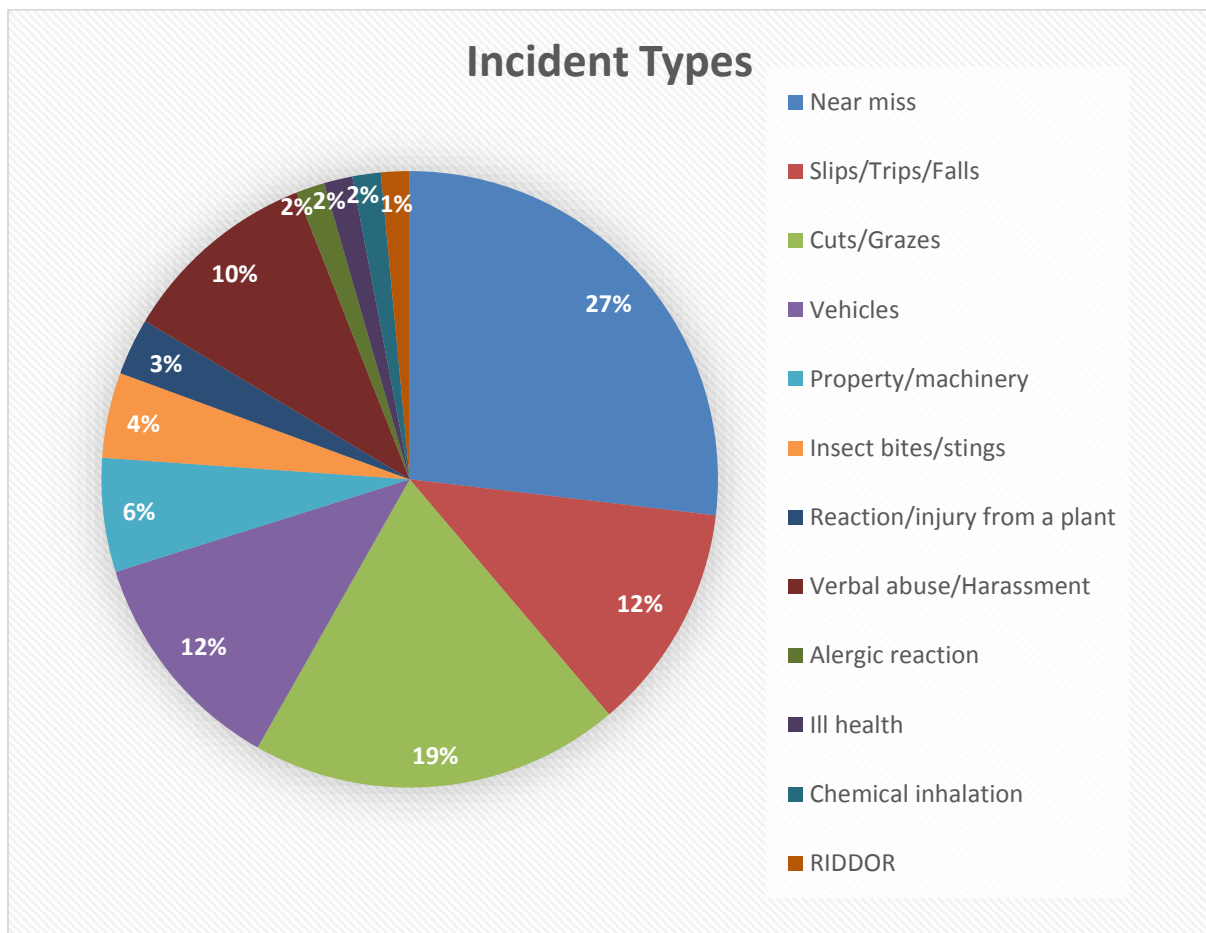


Fig 1. Incident percentage by type 2018/19, including staff, volunteers and members of the public

Some HSE models suggest that for every accident, there are approximately 90 near misses. With this in mind we consider that the amount of near misses reported is rather low when compared with the number of accidents. A great effort by all safety reps and senior management team has been put into encouraging all staff to report any near misses through team meetings and via internal communication

methods. Although not a legal requirement, reporting near misses can provide valuable information and trends to help prevent future accidents by identifying and addressing the hazards reported.

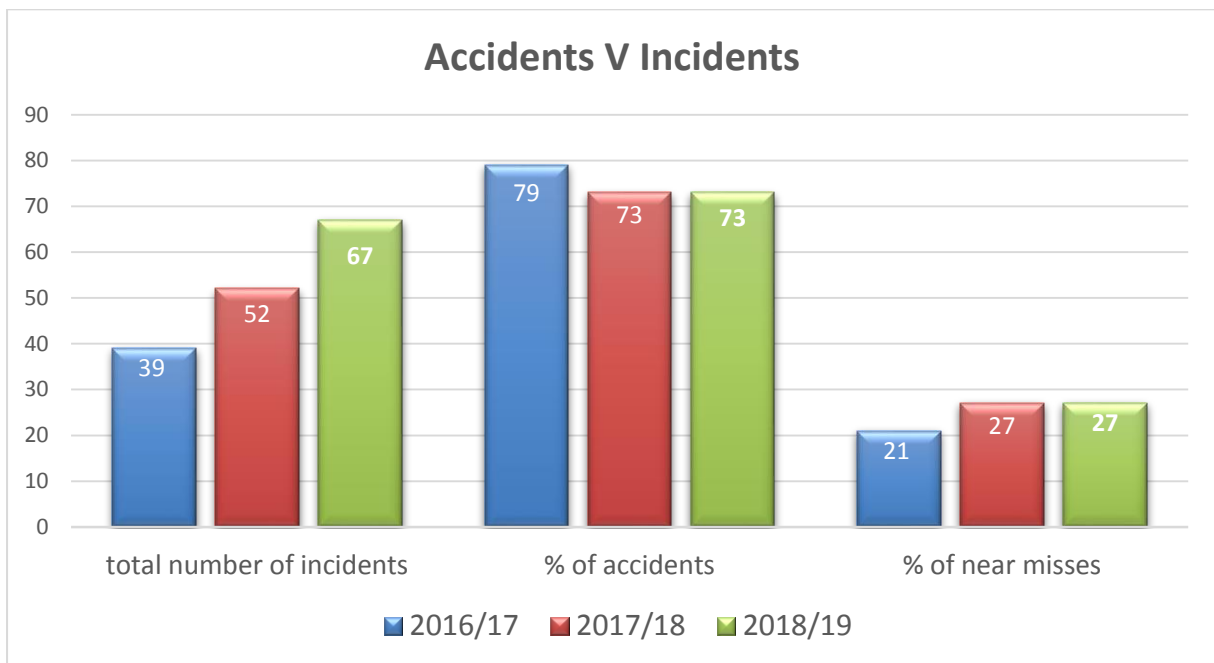


Fig 2. Accidents Vs Incidents for the last 3 years

The areas where most incidents have been reported are Eastern Downs and South Downs Centre – Midhurst and the group of people mostly affected was employees.

The only member of public case registered was not caused by any SDNPA activities nor at any of our premises. A SDNPA staff member provided first aid to a member of the public outside our premises.

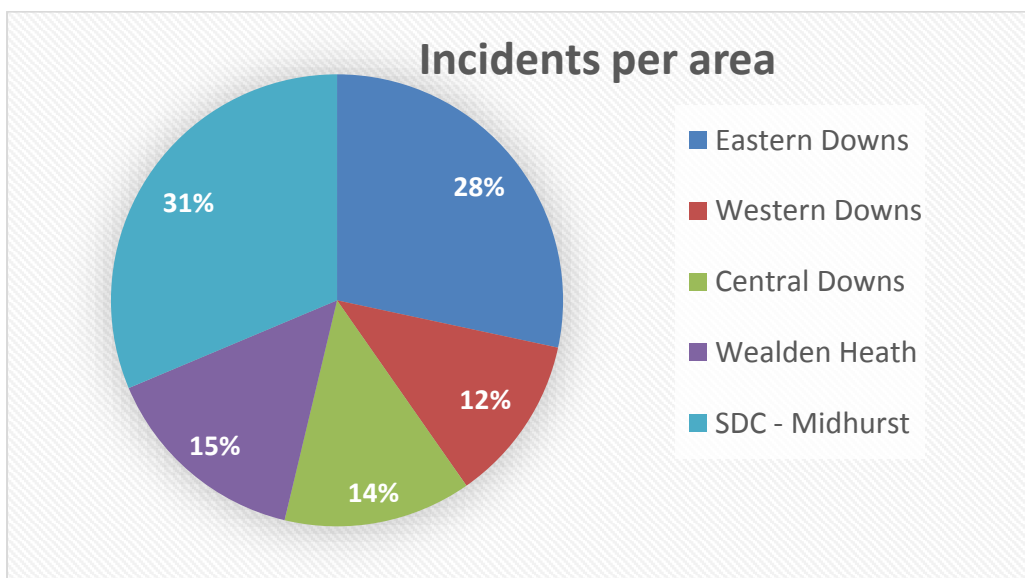


Fig 3. Percentage Incidents reported per area

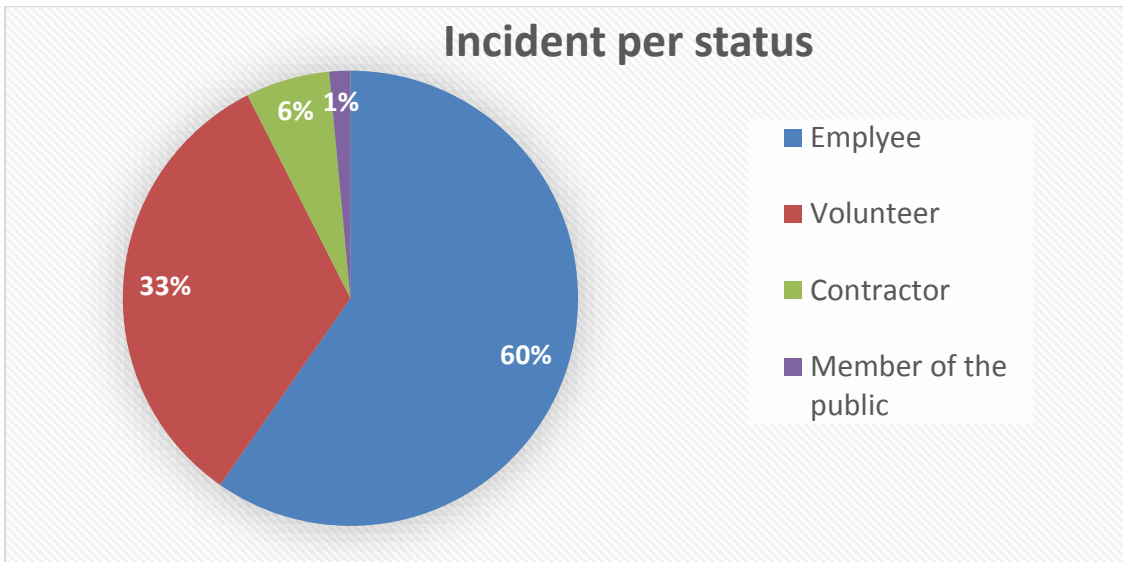


Fig 4. Percentage of incidents per status

The joint effort from Health and Safety reps, internal and external OSH resources and managers has been crucial to minimize the occurrence of incidents within SDNPA. New ELMS courses have been created such as Asbestos awareness and manual handling including an in house practical session. Due to the frequency of incidents involving vehicles (12%), SDNPA now has a mandatory defensive driving training for new drivers, volunteers and repetitive offenders, ensuring the safety of its drivers, passengers and general public. Our commitment was not only put into employees but also our volunteers where risk assessments, policies and procedures have been revised and a new induction file has been created to promote a safety culture from start for all volunteers.

Data analysis for sickness absence 2018-19

Sickness levels and reasons for absence for SDNPA have remained consistent over the last few years.

In 2018/19 the average number of sick days per FTE employee per annum was 3, a decrease from 4.6 days in 2017/18 and below the average of 4.26 days at other National Park Authorities. Public sector data for 2018/19 isn't currently available but in 2017/18 the average was 5.6 days and SDNPA have been consistently below both NPA and public sector sickness levels (see figure 1 below) in previous years.

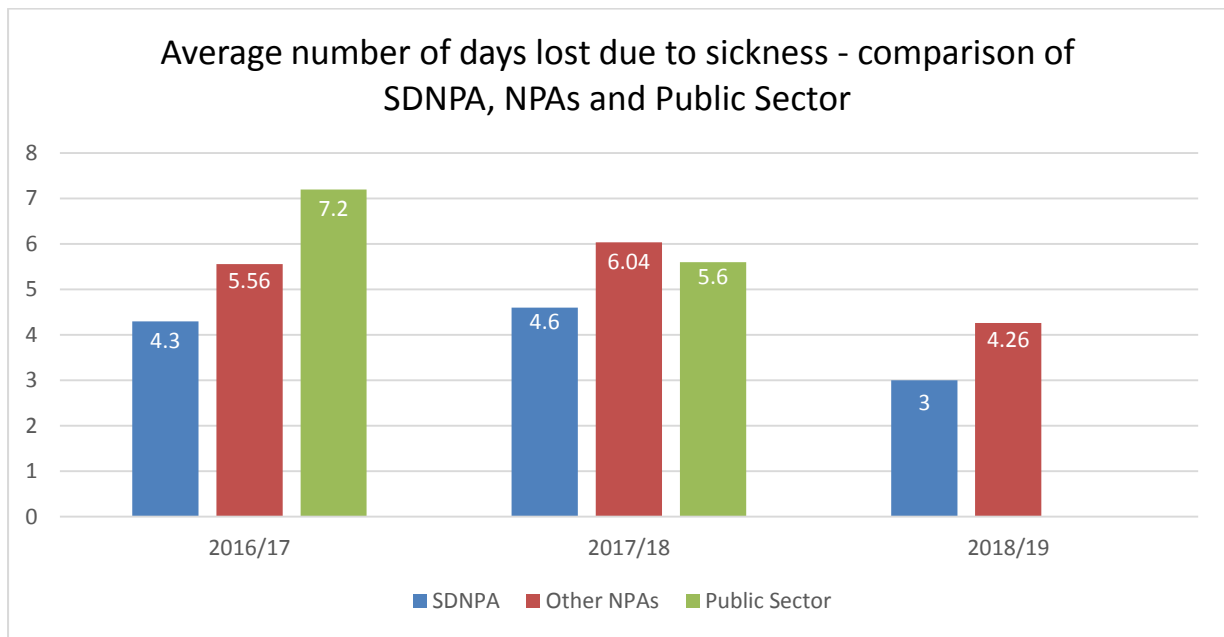


Figure 1

Figure 2 and 3 below show the reasons for absence at SDNPA in 2018/19.

The top 3 reasons for sickness absence have been coughs and colds, digestive/stomach and back and neck. The sickness absence due to back and neck problems relates to one individual who had time off to recover from surgery.

Although coughs/colds and stomach illness is increasingly common now over the winter months, the committee did investigate this issue and feedback indicated that many staff would come into work when they were unwell, therefore increasing the risk of spreading germs to others. This was raised with OMT to ensure that managers encouraged staff not to return to work until fully fit.

The fourth reason for sickness absence was a case of non-work related stress. The individual was supported on their return to work and encouraged to use the counselling service through Simply Health.

25 days absence were recorded as "other", where the manager has not recorded a reason for the sickness absence as it did not fit into the existing categories. We have now reviewed and expanded our sickness categories to enable more accurate recording.

Reasons for Sickness Absence

Type of sickness	Number of days per annum	
Back and neck	86.5 ¹	
chest/respiratory	9	
cough/cold	128.5	
digestive/stomach	58	
ear, eye, nose and mouth	8.5	
Genito-urinary	11.5	
headache/migraine	15	
Heat Exhaustion	3	
Musculo-skeletal	8.5	
non-work related injury	5.5	
other	25	
Pregnancy	3.5	
Mental Health - other	0	
Anxiety	0	
Depression	15	
non work related stress	25.5	
work related stress	0.5	
work related injury (RIDDOR)	10	
Total	413.5	

Figure 2

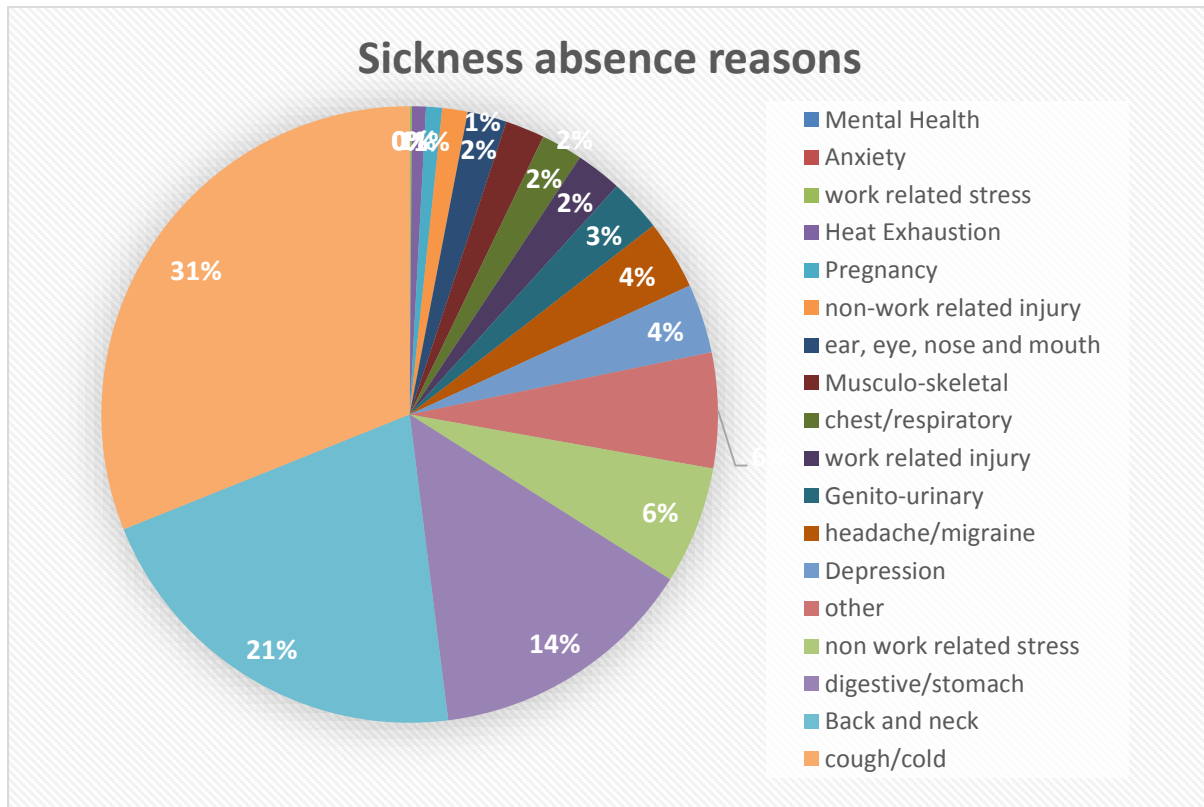


Figure 3

¹Relates to 1 individual.