

## HEALTH AND SAFETY ANNUAL REPORT – 2021/22

### 1.0 Introduction

1.1 This annual Health and Safety report to the Standards and Audit Committee outlines the Council's Health and Safety Activities for the 2021/22 financial year.

### 2.0 Health and Safety Activities 2021/22

2.1 The Senior Health and Safety Officer was seconded to Elmbridge BC with effect from March 2019 and during 2021/22, spent two days per week working at Elmbridge and three days a week at Woking. This secondment has now come to an end.

2.2 Health and Safety activities this year were reduced accordingly and no health and safety policies were updated or introduced during the year.

2.3 The bespoke induction video that was filmed in the Civic Offices was completed and has been shown at all inductions since June 2021. The induction video shows footage of someone walking the fire evacuation routes from the Civic Offices, which makes it easier for new starters to understand the evacuation procedure. The video is more in-depth than the previous off-the-shelf DVDs used for induction.

2.4 Another advantage of the induction video is that it enables anyone from HR to run an induction, not just the Health & Safety and Insurance team. The previous DVDs that were used for induction had to be supplemented by verbal information about fire evacuation, first aid, location of welfare facilities etc, but this information is now included in the induction video.

2.5 Evacuation procedures were not tested at the Civic Offices during the year. This is because it was felt that an evacuation followed by staff congregating at the fire assembly point could cause social distancing to be compromised so the Council's Covid19 Risk Assessment had a provision for discontinuing regular Fire Drills during the periods of lockdown.

2.6 Many of the Fire Wardens for the Civic Offices were either solely or partly working from home. In the absence of some of the permanent Fire Wardens, additional staff were given training so they could act as "stand in" Fire Wardens for the days of the week that they were working in the Civic Offices. The Council is in the process of altering the fire evacuation procedure.

2.7 Evacuation procedures at other buildings have been tested but not observed by the Senior Health & Safety Officer:

- Brockhill - 14 July 2021, evacuation of all persons in the communal areas and corridors as they have a stay put policy for flats.
- Moorcroft – full evacuation on 26 May 2021 when the fire alarm was activated by a fire in the kitchen and a drill on 21 February 2022.
- Parkview - 10 June 2021
- St Marys – 27 January 2022
- The Vyne – 2 June 2021.

2.8 A number of risk assessments for Covid 19 secure activities were undertaken or reviewed during the year.

2.9 Risk assessments have been reviewed and updated during this financial year and stored in the Risk Assessment library in SharePoint for the following teams and functions:

- Building Control;
- Christmas Tree in Jubilee Square;
- Civic Offices car park;
- Civic Offices first aid provision;
- Community Meals;
- Council-wide office work;
- Family Services ( inc Family Support and Family Centres );
- Financial Services;
- Green Infrastructure;
- Green Infrastructure volunteering
- Health & Safety and Insurance;
- Homelink Handypersons
- Health & Wellbeing ( including Homelink, Social Prescribing, Independent Support, Brockhill and Careline );
- Housing Needs ( includes Options & Solutions );
- Housing Standards;
- Housing Asset Management
- ICT and ICT sites;
- Moorcroft;
- Parking CEOs;
- Parking Voucher Officer;
- Planning Policy;
- Property Services
- Revenues, Benefits and Customer Services;
- St Marys;
- The Vyne
- use of evacuation chairs in the Civic Offices
- use of lifts to evacuate the Civic Offices;
- Women's Support Centre

All relevant managers have been contacted to ensure that any further risk assessments are kept in the centralised Risk Assessment library on SharePoint.

2.10 All current Health and Safety documents are available on the Health and Safety pages on ewokplus.

### **3.0 Accidents and Near Misses**

3.1 Detailed accident statistics for the period 1 April 2021 to 31 March 2022 are attached in Appendix 1.

3.2 There were four accidents to employees, none of which resulted in any injuries or required to be reported to the Health and Safety Executive (HSE) in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). In the whole of the previous year there were two accidents to employees, neither of which were reported to the HSE.

3.3 There were three accidents to members of the public, one of which was reported to the HSE under RIDDOR as the injured person was taken directly to hospital for treatment.

3.4 One accident report form was received which related to a non-employee who was taken ill whilst on Council premises. This episode of ill health resulted in the non-employee being taken directly to hospital for treatment, but because the ill health did not arise out of the Council's work activities, it did not need to be reported to the HSE.

3.5 These accidents are detailed in Appendix 1. In the whole of the previous year there were six accidents to non-employees and none were reported to the HSE under RIDDOR.

3.6 One near miss report was received. The circumstances were that a person sounded the lift alarm and stated the lift had dropped and that she could see smoke coming out of the panel.

The lift was taken out of service and a lift engineer attended the same day but could not find evidence of anything burning or having burnt. The lift was tested, reset and put back into service.

### Amey

- 3.7 There were six accidents to staff, none of which were RIDDOR reportable. There were no accidents to non-employees.

### Brookwood Cemetery

- 3.8 There were five accidents to staff members, none of which were RIDDOR reportable. There was one accident to a non-employee and it was RIDDOR reportable.

### Freedom Leisure

- 3.9 Accident statistics for Freedom Leisure are shown in Appendix 2. There were a total of seven accidents involving employees - two at the Leisure Centre, three at the Pool in the Park, one at the Sports Box and one at the new Eastwood Leisure Centre that opened in October 2021. No accidents to Freedom employees were required to be reported to the Health & Safety Executive ( HSE ) under RIDDOR.
- 3.10 Members of the public sometimes go to the Pool in the Park and the Leisure Centre seeking first aid treatment for accidents which actually occurred in areas that are not responsibility of Freedom Leisure, such as Woking Park, the slope up to the Pool in the Park, the skate park, the children's play area and the car parks. These incidents are recorded as accidents and included in the accident statistics below.
- 3.11 At the Leisure Centre there were 186 accidents to non-employees, of which 110 are described as sport-related injuries and 10 occurred outside of Freedom Leisure's premises. No accidents to non-employees were required to be reported to the HSE under RIDDOR.
- 3.12 At the Pool in the Park, there were 78 accidents to non-employees, of which 11 are described as sport-related injuries and 9 occurred outside of Freedom Leisure's premises. No accidents to non-employees were required to be reported to the HSE under RIDDOR.
- 3.13 At the Sports Box, there were 24 accidents to non-employees of which 21 are described as sport-related injuries. No accidents to non-employees were required to be reported to the HSE under RIDDOR.
- 3.14 The new Eastwood Leisure Centre opened in October 2021 and there were 19 accidents to non-employees of which 18 are described as sport-related injuries. No accidents to non-employees were required to be reported to the HSE under RIDDOR.
- 3.15 To put these figures in context, in this period of time there were 249,160 visitors to the Leisure Centre, 195,856 visitors to the Pool, 96,783 visitors to the Sports Box and 68,028 visitors to the Eastwood Leisure Centre.
- 3.16 When comparing the number of accidents to those of 2020/21, it must be remembered that these premises were closed for part of the year due to lockdown so there much fewer visitors using the facilities. During 2020/21, there were 68,673 visitors to the Leisure Centre, 13,206 visitors to the Pool and 5,378 visitors to the SportsBox.

### New Vision Homes

## Health and Safety Annual Report

- 3.17 There were two employee accidents. There were nine accidents involving non-employees, four of which involved members of the public and five accidents involved contractors. None of these accidents were RIDDOR reportable.

### Serco

- 3.18 There were eleven accidents to staff, one of which was RIDDOR reportable. There was one accident to a non-employee, which was not RIDDOR reportable.

### Thamesway Group

- 3.19 There were no accidents to employees or non-employees.

Table 1	Employee		Non-employee		RIDDOR Reportable	
	This year	Last year	This year	Last year	This year	Last year
Summary Accident Statistics						
Woking Borough Council	4	2	3	6	1	0
Amey	6	7	0	0	0	0
Brookwood Cemetery	5	5	1	0	1	0
Freedom Leisure - Leisure Centre	2	2	176	19	0	0
- Pool in the Park	3	0	69	1	0	0
- Sportsbox	1	0	24	3	0	0
- Eastwood LC <i>from October 2021</i>	1	N/a	19	N/a	0	N/a
Woking Park/Skate Park etc. <i>( reported to Freedom Leisure )</i>	0	0	19	1	0	0
New Vision Homes	2	0	9	4	0	0
SERCO	11	15	1	0	1	2
Thamesway Group	0	1	0	0	0	0

## 4.0 Aggressive Incidents

- 4.1 There were six aggressive incident reports received, relating to five separate incidents. In the whole of last year, two aggressive incident reports were completed relating to two separate incidents.
- 4.2 Two of the incidents took place in Council premises, one in Guildford Magistrates Court, one on the road plus one incident on the phone.
- 4.3 Two of the incidents involved a physical assault, one of which was reported to the Police. One incident involved a theft from Council premises and was reported to the Police.

- 4.4 One person was sent a letter advising that their behaviour was not acceptable and that a marker had been placed against their records to warn other staff who might have cause to deal with the person concerned.
- 4.5 No warnings were received from outside organisations about people who had been aggressive.

### 5.0 Health & Safety Training

- 5.1 All Council staff plus staff from other organisations that are based in the Civic Offices or who visit regularly and require a photo ID card receive a Health and Safety induction before a photo ID card is issued. Once a photo ID card is issued, the holder can move around the Civic Offices without needed to be escorted by a member of Council staff.
- 5.2 Inductions are held at the Civic Offices every Monday morning (although inductions for Street Angels are usually held outside office hours) and take approximately 45 minutes. As detailed in section 2.4, a bespoke induction video was introduced in June 2021.
- 5.3 Training undertaken this financial year includes:
- Induction training for all WBC staff on their first day - 72 staff and work experience students.
  - Induction training for all staff from other organisations who are based in the Civic Offices including:
    - DWP – three people
    - New Vision Homes – three people
    - Skanska and their contractors - five people
    - Surrey County Council - 26 people
    - Surrey Police civilian counter staff – seven people
    - Others - 18 people
  - First Aid training courses including:
    - Emergency First Aid at Work course (1 day) – 47 people
    - First Aid at Work ( 3-day initial training or 2-day requalification ) – 21 people
    - Paediatric First Aid – 8 people
- 5.4 Staff are required to undertake health and safety eLearning which is provided by a training portal called WorkRite. All staff are required to undertake the following courses:

- Fire Awareness
- Manual Handling Awareness
- Mental Health Awareness
- Personal Travel Safety
- Slips, Trips & Falls

The vast majority of staff use a computer and work in an office to some degree, therefore most staff will also be required to undertake:

- Display Screen Equipment For Agile Workers
- Office Health & Safety

There are courses undertaken by staff where appropriate to their role, including:

- Asbestos Awareness
- Conflict Resolution
- COSHH

- Driver Awareness ( mandatory for all staff with a leased car, car allowance or who drive for work purposes )
- First Aid ( mandatory for all staff with a first aid qualification )
- Food Safety 1 ( mandatory for all Community Meals Service staff )
- Food Safety 2 ( mandatory for all Community Meals Service staff )
- Legionella Essentials
- New & Expectant Mothers ( to be taken by the New & Expectant Mother AND her line manager )
- Risk Assessment ( mandatory for all managers )
- Working At Height

5.5 Due to the Covid-19 pandemic and subsequent change to more flexible working patterns, many staff were allocated the Homeworkers online training course. This course has now been incorporated into the new Display Screen Equipment For Agile Workers course.

5.6 **A summary of the number of eLearning courses completed is attached as Appendix 3.** Where the number of staff is referred to, that relates to current staff as at the time of writing and does not include those who left before this report was written. This is because when staff leave, their log in to the WorkRite training portal is deactivated and deactivated accounts are not included in the reports that can be run on courses completed. Therefore, the actual number of staff who completed an eLearning course during 2021/22 might be higher than the number listed in the summary.

5.7 Three reminders are sent automatically to all those with an outstanding online course.

5.8 These e-learning courses help us to ensure that staff receive refresher health and safety training. It would be greatly welcomed if CLT would support this by making it clear that this training is mandatory and advising Senior Managers that their staff are required to complete the training when it is scheduled.

### 6.0 Planned Work for 2022/23

6.1 The Health and Safety work in 2022/23 will include the following:

- Reviewing and updating all safety policies.
  - The first to be reviewed will be the overarching Health and Safety Policy, followed by the Fire Safety Policy and then the other policies will be reviewed in the order of the oldest policy first.
- Purchasing a sub-titled version of the health and safety induction, so that it is available for any new starters with hearing impairments
- continuing to add, update and improve health and safety information available on ewokplus;

### 7.0 Implications

#### Financial and Risk

7.1 Costs associated with training and maintaining a safe working environment are provided for within existing funds.

#### Equalities and Human Resource

- 7.2 Training is crucial to maintaining a good health and safety record and avoiding accidents. As well as the training matters referred to in this report there remains a significant commitment to continuing this in the future and health and safety, particularly maintaining awareness, is a key part of the Corporate Learning and Development Plan.

### Legal

- 7.3 The Health and Safety at Work etc. Act 1974 and subsequent legislation places a general duty on the Council to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees and others such as the general public who use the Council's facilities and may be affected by the carrying out of the work the Council does.

## **8.0 Corporate Plan**

- 8.1 The report meets the Corporate Plan objectives of strengthening partnerships and effective use of resources.

## **9.0 Engagement and Consultation**

- 9.1 The Senior Health and Safety Officer engages with Amey, Brookwood Cemetery, Freedom Leisure, New Vision Homes, Serco and Thamesway in compiling the annual report.

### **APPENDICES**

- Appendix 1 - 2021/22 accident statistics WBC
- Appendix 2 - 2021/22 accident stats for Freedom Leisure
- Appendix 3 - summary of eLearning courses