

## HEALTH AND SAFETY ANNUAL REPORT

### Executive Summary

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.

This report provides the Standards and Audit Committee with a review of health and safety activity during 2017/2018.

This report demonstrates that there are no matters of concern.

### Recommendations

The Committee is requested to:

#### **RESOLVE That**

- (i) the report on Health and Safety be received; and
- (ii) there are no matters of concern.

The Committee has the authority to determine the recommendation(s) set out above.
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**Background Papers:** None.

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### 1.0 Introduction

- 1.1 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 (e.g. contractors or members of the public) who may be affected by the carrying out of work.
- 1.2 This report outlines the main activities and issues arising during the last twelve months, including accident statistics. Overall, 2017/18 was a satisfactory year. Training, awareness and a safe working environment have been maintained. There was an increase in the number of reported accidents to staff and volunteers from 11 to 20. These accidents were mostly of a minor nature - in fact one did not result in any injury – but one was 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).
- 1.3 New guidance and legislation continues to be digested and integrated into the Council's systems of work.

### 2.0 Management Arrangements

- 2.1 Whilst individual members of staff, supervisors and managers all have a responsibility for health and safety, the Senior Health & Safety Officer co-ordinates and oversees the health and safety activities. The Senior Health & Safety Officer is nominated to act as the Appointed Person under health and safety legislation.
- 2.2 The Health and Safety Policy details the duties and responsibilities of staff at all levels up to and including Corporate Management Group, as well as the duties and responsibilities of Members.

### 3.0 Health and Safety Committee

- 3.1 It was agreed by CMG that the Health and Safety Committee would cease to exist on 31 March 2018. Its previous functions will mostly be undertaken by CMG, who will consult with UNISON on matters of health and safety through a standing item on the regular CMG/UNISON meetings.
- 3.2 The Senior Health and Safety Officer will have designated day to day responsibility for health and safety, including advising on performance and improvement. Managers will account to the Senior Health & Safety Officer on matters of Health and Safety. The Senior Health and Safety Officer will set out a programme of things to do, including risk assessments, and report to CMG as to whether or not this has been complied with. If a matter requires investigation, the Senior Health and Safety Officer will liaise with the manager responsible and involve Senior Management/UNISON as required.
- 3.3 A new quarterly Health and Safety report to CMG will include accident statistics and details of aggressive incidents. This can also be discussed at the CMG/UNISON meetings. This report to CMG will cover the year to date, building up to an annual report which will then inform the Standards and Audit Committee.
- 3.4 External consultants, RSK Environmental Ltd, were appointed in March 2018 and will inspect a sample of the Council's higher risk work areas to ensure that they are working safely and in accordance with Council policies. They will also review a sample of existing risk assessments to ensure they are fit for purpose.

3.5 When going to tender to appoint the external health and safety consultants, an option was included to extend to an audit of the risk assessment and premises of the partner organisations based in the Civic Offices, such as NVH, SCC, DWP and Surrey Police. A further option was included to audit partners not based in the Civic Offices such as Amey and Serco.

### **4.0 Health and Safety Activities 2017/18**

4.1 Examples of improvements to Health and Safety arrangements include:

- the following policies were reviewed and updated: First Aid Policy, Lone Working Policy, Use of Chemicals Policy, Handling Aggression at Work Policy, Work at Height Policy and Water Hygiene and Legionella Policy
- staff who manage buildings reviewing and updating the fire risk assessment for each building and storing the document on SharePoint
- section managers reviewing and updating the risk assessments for their team's activities (over and above the corporate risk assessment for office based activities), and storing the documents centrally on SharePoint;
- Evacuation procedures have been tested at the Civic Offices on 18 May 2017 and 11 July 2017 and observed by the Senior Health & Safety Officer. There were also two alarm activations caused by the work of contractors on 29 November 2017 and 18 January 2018. Training needs were identified during the fire drills and a message was put on ewokplus afterwards reminding staff of some points that were observed that were not in line with the evacuation procedure;
- evacuation procedures at other buildings have been tested but not observed by the Senior Health & Safety Officer: The Vyne - 27 January 2017; Parkview – 7 July 2017; St Mary's – 16 June 2017; HG Wells – 5 April 2017 and 2 October 2017.

4.2 Building managers were emailed to remind them to review their fire risk assessments.

4.3 All current Health and Safety documents are available on the Health and Safety pages on ewokplus. The Health and Safety pages on ewokplus have continued to be added to and pages updated where appropriate.

### **5.0 Accidents**

5.1 The procedures for dealing with accidents is that Line Management, the Senior Manager and the Senior Health & Safety Officer, as appropriate, investigate accidents to remove any underlying cause and to prevent them being repeated.

5.2 Detailed accident statistics for the period 1 April 2017 to 31 March 2018 are attached in Appendix 1.

5.3 There were 20 accidents to staff, one of which 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). This is an increase from last year, when there were 11 accidents, and none were reported to the HSE. However, 19 of the 20 accidents were of a minor nature and one did not result in any injury at all.

5.4 There were 9 accident reports relating to non-employees, none of which were reported to the HSE under RIDDOR. These are detailed in Appendix 1 which gives details of other accident reports relating to ill health not connected with the Council's work. Last year there were 2 accidents to non-employees and none were reported to the HSE under RIDDOR.

### Freedom Leisure

- 5.5 Accident statistics for Freedom Leisure are shown in Appendix 2. There were 4 employee accidents at the Leisure Centre, none of which were required to be reported under RIDDOR. One of these accidents was sport related. There were 7 employee accidents at the Pool in the Park, none of which were required to be reported under RIDDOR. One of these accidents was sport/swimming related.
- 5.6 At the Leisure Centre there were 323 accidents to non-employees. Amongst these were 112 accidents where the cause is listed as a sporting injury. No accidents to non-employees were required to be reported under RIDDOR.
- 5.7 At the Pool in the Park, there were 114 accidents to non-employees of which none were required to be reported under RIDDOR. Twenty three accidents are attributable to swimming.
- 5.8 Of these accidents, 40 (14 reported at the Pool and 26 at the Leisure Centre) were reported as having occurred outside of Freedom's premises, which may include accidents in Woking Park, the slope up to the Pool, the skate park, the children's play area and the car park. Freedom Leisure is not responsible for these areas, but the public sometimes go to the Pool and Leisure Centre seeking first aid treatment.
- 5.9 However, this has to be considered in context – the Pool and Leisure Centre had 752,061 visitors last year (432,118 at the Leisure Centre and 319,943 at the Pool).

### New Vision Homes

- 5.10 New Vision Homes have provided statistics showing that there were 5 accidents to staff and 14 to non employees, none of which were RIDDOR reportable.

### Biffa

- 5.11 The Council has been unable to obtain any data for Biffa for the period up to 9 September 2017. Neither of the previous two Managers employed between April 2017 and 9 September 2017 are now employed by Biffa or Amey. However, the former Contact Manager has checked the Minutes for their Operational Meetings; on 9 March 2017 there had been 588 days since the last lost time incident. No issues are reported in the final two meetings held on 15 June or 9 August 2017.

### Amey

- 5.12 Amey have been our waste contractor since 10 September 2017 as part of the Joint Waste Solutions contract. They had 9 accidents to staff, of which 7 were no lost time injuries, 1 was not work related and one was RIDDOR reportable. There were no accidents to non employees.

### Serco

- 5.13 There were 10 accidents to staff, none of which were RIDDOR reportable and one accident to non-employees.

### Thameswey Group

- 5.14 There were 4 accidents to staff, none of which were RIDDOR reportable and no accidents to non-employees.

## Health and Safety Annual Report

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	20	11	9	2	1	0
Freedom Leisure Centre	4	7	323	288	0	1
Pool in the Park	7	6	121	142	0	0
Woking Park/Skate Park etc. (reported to Freedom Leisure)	N/a	N/a	40	29	0	0
New Vision Homes	5	13	14	5	0	1
BIFFA ( until 9 September 2017 )	0	4	0	0	0	0
Amey ( from 10 September 2017 )	9	N/a	0	N/a	1	N/a
SERCO	10	12	1	0	0	0
Thameswey Group	4	4	0	0	0	0

6.0 The procedures for dealing with WBC accidents is that the line manager, Senior Manager, and where appropriate the Senior Health and Safety Officer investigate accidents to remove any underlying cause and to aim to prevent them being repeated.

### 7.0 Incidents

7.1 No near miss reports were received.

7.2 Reports of violence, abuse or threats to staff continue to be monitored. The appropriate Senior Manager consults with the Revenues, Benefits and Customer Services Manager to decide if the incident is sufficiently serious to warrant adding a warning marker on the Contact Manager system (if the aggressor's name and address is known). In the majority of such cases, the aggressor is advised of this in writing to comply with the Data Protection Act. Exceptions to this include where writing to the aggressor would inflame the situation or where the aggressor has mental health issues that caused the aggressive incident.

7.3 There were 8 aggressive incident reports completed during the year, relating to 3 incidents. This is significantly lower than last year, when there were 17 aggressive incident reports completed during the year for 12 incidents.

7.4 All of the incidents took place in the One Stop Shop.

7.5 Following the 3 incidents reported, 3 people were sent a letter advising that their behaviour was not acceptable and that a marker had been placed against their records. No incidents were reported to the Police.

7.6 There were 3 reports received in confidence from other agencies of persons they have marked as "PV" (potentially violent) due to incidents that have occurred to their staff.

### 8.0 Health & Safety Training

- 8.1 Health and Safety forms an important part of new staff induction, initially through line management and in more depth at formal induction sessions; ongoing needs are monitored through one-to-ones and Personal Development (training) Plans. All staff receive a Health and Safety induction on their first day, following their welcome meeting with Corporate Management Group.
- 8.2 Section 3 of the Health and Safety at Work Act 1974 places a duty on the Council as an employer to protect the health and safety of non-employees. Additionally, as the Council are responsible for premises, Section 4 of the Health and Safety at Work Act 1974 places a duty on the Council to ensure the health and safety of people who have the premises made available to them as a place of work. The Council makes the building available to staff of other organisations to work in, therefore has to ensure that people working in its buildings are safe.
- 8.3 In order to help the Council achieve this, all staff from other organisations who 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.
- 8.4 Inductions are held every Monday morning (although inductions for Street Angels are held outside office hours) and take approximately 45 minutes.
- 8.5 Training this year included:
- Induction training for all staff on their first day - 117 staff and work experience students.
  - Induction training for all staff from other organisations who are based in the Civic Offices including:
    - DWP ( 31 )
    - New Vision Homes ( 8 )
    - Police Officers/Community Support Officers/civilian staff ( 3 )
    - Skanska and their contractors (12 )
    - Street Angels ( 5 )
    - Surrey County Council ( 34 )
    - Thameswey group ( 5 )
    - Others (15 )
  - First Aid training courses including:
    - Full First Aid at Work course (3 days) and First Aid requalification course (2 days) - 8 people
    - Emergency First Aid at Work course (1 day) - 7 people
    - Defibrillator training – 16 people
  - Fire safety training:
    - initial Fire Warden training for 5 new Fire Wardens at the Civic Offices
    - refresher training for 23 Fire Wardens at the Civic Offices
    - Fire Warden training for 12 Managers at the Civic Offices in what to do in the absence of Fire Wardens
    - evacuation chair training – 34 people
    - Trainer the Trainer training for the evacuation chairs – 4 people
- 8.6 The Council has an online health and safety training system that was initially purchased as an online Display Screen Equipment training and self assessment product. In 2017 the

number of courses available was expanded. Some of the more specialised courses e.g. Asbestos Awareness have been trialled by a small number of staff.

8.7 There are plans to make seven more courses ( in addition to the Display Screen Equipment course ) available to all staff and some specialised courses available to relevant staff. The courses are:

- All staff to complete:
  - “Feelrite” ( stress awareness )
  - “Firerite” ( fire safety )
  - “Handlerite” ( manual handling
  - “Mobilerite” ( mobile working awareness
  - “OHSa” ( office health and safety awareness )
  - “Personal Travel Safety”
  - “Slips, Trips and Falls”
- Line managers to complete:
  - “OHSALM” ( office health and safety awareness for line managers”
  - “Risk Assessment”
- Other staff where relevant to complete:
  - “Asbestos Awareness”
  - “Conflict Resolution”
  - “COSHH”
  - “First Aid”
  - “Food Safety”
  - “Homeworkers”
  - “New and Expectant Mothers”
  - “Working at Height”

8.8 Employees will complete these modules over a rolling three year period, which is approximately one course every 3-4 months. Line Managers will undertake their two additional courses annually.

8.9 This is to be programmed in in 2018/19 to fit around other training courses being offered to all staff, e.g. Safeguarding, GDPR and Customer Care, to avoid overloading staff with training.

8.10 CMG will attend (or study online) the one day IOSH Safety for Executives and Directors course. All managers who report to CMG and other staff who manage contracts will be required to attend a three day IOSH Managing Safely Course.

### 9.0 Planned Work for 2018/19

The Health and Safety work during 2018/19 will include the following:

- Liaising with the external Health and Safety consultants RSK Environment Ltd to enable them to undertake their audits and inspections
- finalise a policy that was sent to CMG but additional work was required ( Manual Handling Policy );
- finalise one policy that was sent to the Health and Safety Committee but additional work was required – Employment of Contractors Policy;



- review and update the, Driving at Work Policy, Asbestos Policy, Display Screen Equipment Policy, Lone Working Policy, Manual Handling Policy and Work Related Stress Policy;
- refresher training for managers and senior managers in the actions to take if there are no Fire Wardens present at the time of a fire alarm;
- continuing to review Risk Assessments and updating where necessary, including the risk assessment for general office based tasks, First Aid provision and use of lifts to evacuate disabled people from the Civic Offices;
- reviewing the Fire Emergency Plan for the Civic Offices;
- assisting the external consultants in their inspections and audits;
- continuing to add, update and improve health and safety information available on ewokplus;
- further advice and training on health and safety; and
- responding to specific matters as they arise.

### 10.0 Summary

10.1 Working Borough Council continues to be a safe place to work and its partners are working safely as well.

### 11.0 Implications

#### Financial

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

#### Human Resource/Training and Development

11.2 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.

#### Community Safety

11.3 This aspect of Health and Safety specifically relates to the Council's duties as an organisation, an employer and with the safety of the community using Council premises. Other aspects of community health and safety, including food hygiene are dealt with in Environmental Health.

#### Risk Management

11.4 The steps taken to identify and mitigate against health and safety risks are contained within the report.

#### Sustainability

11.5 No impact.

#### Equalities

11.6 Equalities information is not recorded on accident statistics. However, none of the reported accidents are considered to be a result of equality issues.

**12.0 Consultations**

12.1 The report has been considered by CMG.

REPORT ENDS

**APPENDICES**

Appendix 1 – WBC accident statistics

Appendix 2 – Freedom Leisure accident statistics – Leisure Centre and Pool in the Park