

HEALTH AND SAFETY ANNUAL REPORT

1.0 Introduction

- 1.1 The annual Health and Safety report to Standards and Audit is based on quarterly reports to CMG, with the 4th quarterly report – i.e. the report for the whole of the financial year - being submitted to Standards and Audit. This is the report for quarter 4 of the 2019/20 financial year covering the whole year.

2.0 Health and Safety Audits

- 2.1 The Health and Safety audits and risk assessment reviews being undertaken by external consultants RSK Environmental have been completed. When reports are received they are sent to the relevant senior manager for action and comment, and also to CMG.
- 2.2 RSK Environmental are now auditing partners and have so far completed an audit on New Vision Homes. RSK have made initial contact with Serco and Skanska about auditing them, but meetings are on hold at the moment due to the COVID-19 issues. However the RSK consultant will be attempting to set up some Microsoft Teams video meetings with SERCO, in the coming weeks, to try to complete the SERCO audit by the end of May unless face to face meetings are required. The same approach will be taken with Skanska with the aim to complete this audit by the end of June.

3.0 Health and Safety Activities 2019/20

- 3.1 The Senior Health and Safety Officer has been seconded to Elmbridge BC with effect from 1 March 2019 and currently spends two days per week working at Elmbridge.
- 3.2 Health and Safety activities this year include:
- publishing the updated Work Related Stress Policy
 - publishing the updated Fire Safety Policy
 - publishing the updated Electrical Safety Policy
- 3.3 Evacuation procedures were tested at the Civic Offices on 28 May and 25 October 2019 and observed by the Senior Health and Safety Officer. Training needs were identified during the fire drill and a message was put on ewokplus after each reminding staff of the correct procedure.
- 3.4 A genuine fire alarm activation took place at the Civic Offices on 10 June 2019.
- 3.5 Evacuation procedures at other buildings have been tested but not observed by the Senior Health & Safety Officer: The Vyne 27th June 2019 and 13 January 2020, Moorcroft 10 August 2019, St Marys 15th Nov 2019 and Parkview on 18 February 2020.
- 3.6 Risk assessments have been reviewed and updated this financial year for:
- | | | |
|------------------|---------------------------|------------------------------------|
| Brockhill; | Building Control; | Car Park Control Room |
| Christmas Tree; | Civic Offices car park; | Civic Offices first aid provision; |
| Community Meals; | Council-wide office work; | Development Management, Planning |

		Enforcement and Business Support;
Estate Management;	Family Support Programme;	Financial Services;
Green Infrastructure (plus Green Infrastructure – Balsam);	Health & Safety and Insurance;	HG Wells (general, kitchen and work at heights);
Home Independence;	Homelink Handyperson;	Housing Needs;
Housing Standards;	ICT and ICT sites;	Moorcroft;
Neighbourhood Team;	Parking Voucher Officer;	Planning Policy;
Revenues, Benefits and Customer Services;	The Vyne;	use of evacuation chair;
use of lifts to evacuate the Civic Offices;		

- 3.7 It has not been possible to find risk assessments in the Risk Assessment library on SharePoint that have been updated in the 2019/20 financial year for the following activities:

Building Services;	Building Services – Engineering and Housestaff/Security	Family Centres;
Parking CEOs;		

The relevant senior managers have been contacted and asked to move their risk assessments into the correct library on SharePoint.

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

4.0 Accidents

- 4.1 Detailed accident statistics for the period 1 April 2019 to 31 March 2020 are attached in Appendix 1.
- 4.2 There were nine 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). Appendix 1 also lists one accident report for an instance of ill health experienced by an employee. In the whole of last year there were five accidents, and none were reported to the HSE.
- 4.3 There were sixteen accident reports relating to non-employees, none of which were reported to the HSE under RIDDOR. These are detailed in Appendix 1 where it can be seen that thirteen of them are not work related. The Council were advised of five further accidents by way of a claim for compensation where no accident form was received. Appendix 1 also lists two accident reports for instances of ill health experienced by non-employees and one accident that occurred in an area that is leased to the DWP and not under WBC control. In

the whole of last year there were 21 accidents to non-employees and none were reported to the HSE under RIDDOR.

Freedom Leisure

- 4.4 Accident statistics for Freedom Leisure are shown in Appendix 2. There were six employee accidents at the Leisure Centre, eight at the Pool in the Park and four employee accidents at the Sportsbox. One accident to an employee at the Pool in the Park was required to be reported under RIDDOR.
- 4.5 At the Leisure Centre there were 193 accidents to non-employees. Amongst these were 131 accidents where the cause is listed as a sporting injury. No accidents to non-employees were required to be reported under RIDDOR.
- 4.6 At the Pool in the Park, there were 81 accidents to non-employees. Amongst these were 63 accidents where the cause is listed as sport related. No accidents to non-employees were required to be reported under RIDDOR.
- 4.7 One of the four employee accidents at the Sportsbox occurred outside of Freedom's premises. There were 15 accidents to non-employees. None were required to be reported under RIDDOR.
- 4.8 Of these accidents, 22 (11 reported at the Leisure Centre, 10 at the Pool and one at the Sportsbox) 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 parks. Freedom Leisure are not responsible for these areas, but the public sometimes go to the Pool, Leisure Centre and the Sportsbox seeking first aid treatment. Disregarding the accidents that occurred outside of Freedom's premises, there were 182 accidents to non-employees at the Leisure Centre, and 71 accidents to non-employees at the Pool and 14 accidents to non-employees at the Sportsbox.
- 4.9 To put these figures in context, in this period of time there were 333,365 visitors to the Leisure Centre, 282,970 visitors to the Pool and 66,008 visitors to the SportsBox.

New Vision Homes

- 4.10 There were four accidents to staff, none of which were RIDDOR reportable. There were eighteen accidents to non-employees, one of which was RIDDOR reportable.

Amey

- 4.11 There were 18 accidents to staff, none of which was RIDDOR reportable. There were no accidents to non-employees.

Brookwood Cemetery

- 4.12 There were three accidents to staff members and one accident to a non-employee, none of which were RIDDOR reportable.

Serco

- 4.13 There were 15 accidents to staff, two of which were RIDDOR reportable. There were no accidents to non-employees.

Thameswey Group

4.14 There were no accidents to staff members or non-employees.

Table 1	Employee		Non-employee		RIDDOR Reportable	
Summary Accident Statistics	This year	Last year total	This year	Last year total	This year	Last year total
Woking Borough Council	9	5	16	21	1	0
Amey	18	17	0	0	0	1
Brookwood Cemetery	3	2	1	0	0	0
Freedom Leisure - Leisure Centre	6	2	182	256	0	0
- Pool in the Park	8	9	71	53	1	0
- Sportsbox	4	1	15	13	0	0
Woking Park/Skate Park etc. (reported to Freedom Leisure)	1	0	21	23	0	0
New Vision Homes	4	2	18	8	1	0
SERCO	15	19	0	1	2	0
Thameswey Group	0	1	0	0	0	0

5.0 Incidents

5.1 No near miss reports were received.

5.2 There were seventeen aggressive incident reports received, relating to fourteen incidents. In the whole of last year there were 26 aggressive incident reports completed during the year for 15 incidents.

5.3 Three of the incidents took place in the One Stop Shop, seven on the phone (six verbal and one by text message) and the remaining four took place outside of WBC premises. One incident in the One Stop Shop and one of the on street incidents were assaults.

5.4 Following the fourteen incidents reported, eight people were sent a letter advising that their behaviour was not acceptable and that a marker had been placed against their records. Whilst the name of the aggressors was not known in one of the on street incidents, they were in a liveried vehicle and a letter was sent to the firm who own the vehicle. Seven incidents were reported to the Police.

6.0 Health & Safety Training

6.1 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.

6.2 Inductions are held every Monday morning (although inductions for Street Angels are usually held outside office hours) and take approximately 45 minutes.

6.3 Training undertaken this financial year includes:

- Induction training for all staff on their first day - 135 staff and work experience students.
- Induction training for all staff from other organisations who are based in the Civic Offices including:
 - Brookwood Cemetery – 1 person
 - DWP – 2 people
 - New Vision Homes – 12 people
 - Skanska and their contractors - 19 people
 - Street Angels – 7 people
 - Surrey County Council - 21 people
 - Surrey Police front counter staff – 14 people
 - Thameswey Group – 2 people
 - Others - 23 people
- First Aid training courses including:
 - Emergency First Aid at Work course (1 day) – 4 people
 - First Aid at Work (3 day initial training or 2 day requalification) – 4 people
- Fire safety training:
 - initial Fire Warden training for 5 new Fire Wardens at the Civic Offices
 - Fire safety training for 2 staff at Centres.
 - Practical fire extinguisher training for 9 people

6.4 The Assessrite (Display Screen Equipment) online course and self-assessment should be completed annually by all staff who use a computer for more than 20% of the time. A total of 251 current staff have completed this during the past 12 months (it should be repeated every 12 months) and 209 people had not completed this in 2019/20. However, 74 people have completed it between the end of quarter 3 and the time of writing.

6.5 All staff have been sent email notification to start the following online training courses: “Firerite” (fire safety) , “OHSA” Office Health and Safety Awareness, which should be completed annually. In addition, all staff are required to complete “Handlerite” (manual handling) and “Slips Trips and Falls” every three years.

6.6 Managers and senior managers have been notified to complete the Office Health and Safety Awareness for Line Managers (OHSALM) course annually instead of “OHSA” Office Health and Safety Awareness. They are also required to complete “Risk Assessment” annually.

6.7 Relevant staff have been notified to start other courses including “Homeworkers”, “Asbestos Awareness”, “Work at Height”, “Driver Awareness”, “Food Safety 1 and Food Safety 2”, “First Aid”, “COSHH” (chemical substances) and “Conflict Resolution”.

6.8 “Firerite” online fire safety training – in this current cycle, 309 current staff have completed it and 153 people had not completed this by 31 March.

6.9 Office Health and Safety Awareness (OHSA) online training – in the 2019/20 financial year, 216 current staff have completed it and 158 people who were assigned it had not completed

it by 31 March. Managers and Senior Managers are assigned the "Office Health and Safety Awareness for Line Managers" (OHSALM) variant and do not need to do both.

- 6.10 Office Health and Safety Awareness for Line Managers (OHSALM) online training – Senior Managers who had attended the IOSH "Managing Safely" course in January 2019 were excused from the online OHSALM training for 2018/2019. The annual reminder was sent out at the beginning of October 2019. In the 2019/20 financial year, 43 current staff have completed it and 34 people who were assigned this course had not completed it by 31 March.
- 6.11 Handlerite manual handling online training - since November 2017 when this course was released, 349 current staff have completed it and 123 people who were assigned this course had not completed it by 31 March.
- 6.12 Slips, trips and falls online training - since July when this course was released, 337 current staff have completed it and 130 people who were assigned this course had not completed it by 31 March.
- 6.13 Homeworkers online training – in the current cycle, 94 current staff had completed this course by the end of March. However, due to the Covid-19 pandemic causing many staff to work from home, all staff were then allocated this course. The WorkRite system shows all staff currently allocated the course and cannot show just those who were allocated the course before the pandemic.
- 6.14 Asbestos Awareness online training – in the current cycle, 48 current staff had completed it and 11 people who were assigned this course had not completed this by 31 March.
- 6.15 Work at Height online training – in the current cycle 55 people have completed it and 4 people who were assigned this course had not completed this by 31 March.
- 6.16 COSHH online training – in the current cycle, 35 current staff had completed it and 5 people who were assigned this course had not completed this by 31 March.
- 6.17 Food Safety 1 online training is undertaken by relevant people in the Meals Service and in Centres. In the current cycle, 38 current staff have completed it and 4 staff who had been assigned it had not completed it by 31 March.
- 6.18 Food Safety 2 online training is undertaken by relevant people in the Meals Service and in Centres. In the current cycle, 33 current staff have completed it and 8 staff who had been assigned it had not completed it by 31 March.
- 6.19 First Aid online training was sent to people who hold either the three day "First Aid at Work" or the one day "Emergency First Aid at Work" qualifications in January – 54 current staff have completed it and 4 staff who had been assigned this course had not completed it by 31 March.
- 6.20 Driver Awareness online training is undertaken by relevant staff – in the current cycle, 90 current staff have completed it and 129 staff who had been assigned this course had not completed it by 31 March..
- 6.21 A Legionella online training course was released this year and was made available to relevant staff - 13 current staff have completed it and 13 staff who had been assigned this course had not completed it by 31 March.
- 6.22 Three reminders are sent automatically to all those with an outstanding online course.

- 6.23 After the quarter 2 report, the Chief Executive asked for more information about the WorkRite courses to be given to himself and the Head of Legal and Democratic Services. This was emailed to the Chief Executive and the Head of Legal and Democratic Services on 2 January 2020.
- 6.24 These e-learning courses help the Council to ensure that staff receive refresher health and safety training. It would be greatly welcomed if CMG 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.

7.0 Planned Work for 2020/21

7.1 The Health and Safety work in 2020/21 will include the following:

- Finalising the updating of the Handling Aggression at Work Policy.
- Reviewing and updating:
 - Driving On Council Business Policy
 - First Aid Policy
 - Work at Height Policy
 - Manual Handling Policy
 - Gas Safety Policy
 - Asbestos Policy
- reviewing all remaining policies to see if they require updating (as per previous Internal Audit requirement)
- continuing to add, update and improve health and safety information available on ewokplus;

8.0 Implications

Financial

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

Human Resource/Training and Development

- 8.2 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

- 8.3 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

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

Sustainability

8.5 No impact.

Equalities

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

REPORT ENDS