

**Test Valley Borough Council
Annual Health and Safety Performance Report
2018 - 2019**

1.0 Introduction

Test Valley Borough Council's Corporate Health and Safety Policy requires an annual report on health and safety performance and planning.

The Government's 'Revitalising Health and Safety' strategy document requires all public bodies to summarise their health and safety performance plans in annual reports, and that government (including local government) be exemplars of health and safety best practice.

This report summarises significant health and safety management activities over a twelve month period (April 2018 to March 2019) covering key achievements, council-wide statistics and developments for the year ahead.

The objectives of this report are to demonstrate Test Valley Borough Council's commitment to:

- Making public the council's performance on health and safety, by publishing health and safety performance data;
- The ongoing effective implementation of the council's health and safety policy, organisation and its associated arrangements;
- Monitor and measure health and safety performance, with a view to highlighting areas where the council performs well and also areas for improvement;
- Openness and accountability in all of the council services; and
- Our responsibility for ensuring a safe and healthy environment for service users, members of the public, employees and contractors.

2.0 Executive Summary

The Council's Health and Safety function has delivered on its objectives during the year. A few highlights of the year are listed below:

- The total number of accidents has reduced by 26% year-on-year.
- The total number of all incidents recorded (accidents, near-miss and violent incidents) has reduced by 23%
- A number of safety training courses were run: Fire Warden, Ladder safety, Manual handling and Conflict management.

The Council's continued ability to manage health and safety in a good and proportionate manner reduces the likelihood of non-routine inspections by the Health and Safety Executive (HSE).

3.0 Risk Exposure and Strategies for Control

Health and safety is part of the council's Risk Management Strategy, focussing on the risks of injury and ill-health potentially arising from the range of activities which deliver the Council's services. The range of health and safety risks identified includes;

- Lone working
- Violence and aggression towards staff, from the public
- Transport and road risk
- Electrical safety
- Fire
- Manual handling
- The use of display screen equipment
- Slips, trips and falls
- Work related ill health, including work related stress
- The health and safety management of contractors

The council continues to develop and implement appropriate strategies and systems to identify and record foreseeable risks and reduce them to as low a level as is reasonably practicable. These strategies are subject to periodic review and appropriate remedial measures or adjustments are made as necessary.

3.1 Monitoring

Risks are controlled using both proactive and reactive monitoring of the council's health and safety performance.

Reactive monitoring is triggered by events including injuries, ill health, reports of damage or complaints whereby action is taken to prevent a reoccurrence. (See section 3.4 for a breakdown of incidents)

Proactive monitoring includes audits, risk assessments, site inspections and appropriate health and safety training. A couple of key areas are detailed below.

Annual Health and Safety Questionnaire findings

The annual questionnaire was sent to Heads of Service and all forms were returned confirming that procedures were in place to maintain good health and safety standards.

A number of services had a few outstanding actions:

Action	Service(s)	Action completed?
Risk assessments – Library is incomplete and documented procedures are under review	Estates	Risk assessment review being conducted by H&S officer
Risk assessments – Training conducted for higher risk activities	Estates	Training on some subjects confirmed as overdue but a programme is being prepared
Risk assessments – Training records retained	Leisure (The Lights)	Confirmed as action complete
Risk assessments – Documented procedures available	Housing & Environmental Health	Confirmed as action complete
	Leisure (Parks & Countryside team)	Further work underway by Parks & Countryside team following removal of Lone Worker app
DSE – assessments completed for staff	Leisure (Parks & Countryside team)	Will be completed by end Sept 19
	Housing & Environmental Health	Confirmed as action complete
Driver safety – Driving licence and insurance review	Leisure (Parks & Countryside team)	Will be completed by end Sept 19
	Housing & Environmental Health	Confirmed as action complete

Internal Audit – Home working and flexible working

Although this is not a topic that would immediately be considered a health and safety risk, there are elements to the process that should be considered with the employees' health and safety in mind. These include:

- Risk assessments for lone working.
- Provision and use of work equipment.
- Display screen equipment set-up and assessment.
- Performance monitoring and stress resulting from isolated working.

Although a few concerns were raised, all items on the resulting action plan were completed in a timely manner. The audit mentioned a number of examples of good practice, including:

- An approved lone working policy in place which includes a template questionnaire for documenting the risk assessment and subsequent action plan.
- E-learning training for lone workers available to new employees.
- A good control of making officers aware of members of the public who may present a risk to employees.

Workplace Inspections

The council's Health, Safety and Wellbeing Group members have been tasked with performing regular inspections of their respective working areas. Regular inspections of the operational depots at Portway and Bourne House are conducted on a monthly basis by the Health and Safety Manager.

3.2 Corporate Training

- The council has continued to provide training for new first aiders and refresher training, where appropriate.
- Fire warden training was given to all service fire wardens.
- Conflict management training was facilitated through Human Resources with courses covering face-to-face and/or telephone aggression.
- HR have researched an alternative e-learning provider and a new series of courses have been rolled out during the early 2019/20 financial year. The new system allows for the completion of focus courses to be monitored. The first Health & Safety course under focus has been Fire Safety.
- An E-learning induction course is available for new starters to complete.
- The Environmental Service carries out its own specific health and safety training on a regular basis.
- Health and safety training in specialist areas is arranged on request – This included Manual Handling and Ladder Safety during 2018/19

3.3 Financial Resources

The annual budget is used to fund council activities such as staff training in health and safety matters and to enable the council's safety manager to be trained and kept abreast of developments in health and safety law and safety management practice.

The expenditure of this budget for the last 3 years is given in the table below:

Expenditure on Health and Safety

Purpose	2016/2017	2017/2018	2018/2019
First Aider training and equipment	£2026.55	£2304.83	£1941.15
Equipment	£6877.70	£1068.18	-
Other safety related training	£1920.59	£1292.00	£2874.00
Subscriptions	£540.40	-	£115.00
Total	£11365.24	£4665.01	£4930.15

3.4 Accident/Incident Data

For the period 2018/19, there were a total of 66 incidents. Of this total, 2 were accidents reportable to the HSE, 22 were verbal abuse/violent incidents and 42 were non-reportable incidents (these included 7 near misses).

Comparisons for the last 3 years are given in the table below:

Overview of incidents

Type of incident	2016/17	2017/18	2018/19
Total number of non-reportable accidents	46	45	35
Total number of accidents reported to the HSE	4	5	2
Total number of verbal abuse / violent incidents	23	26	22
Total number of near miss incidents	15	10	7

- 3.4.1 The total number of incidents reported has decreased by 20 on the previous year.
- 3.4.2 Both of the reportable incidents that were notifiable to the HSE were due to accidents that resulted in an employee being absent from work for more than 7 days.
- 3.4.3. As would be expected, there are more accidents within the Environmental Service due to the hazards and risks associated with the work that is undertaken.
- 3.4.4 The greatest number of abusive incidents occurred within the Estates and Economic Development Service and was mainly directed at the parking Civil Enforcement Officers. None of the incidents were physical in nature.

A full breakdown by service is given in the table below:

Overview of incidents by service

Service	Non Reportable		Reportable		Abusive/Violent		Near Misses	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
Chief Executives (incl. HR)	1	0	0	0	0	0	0	1
Community & Leisure*	12	4	4	0	1	1	2	1
Environmental	26	24	1	2	2	3	5	3
Estates & Economic Development **	4	5	0	0	10	9	1	0
Finance	0	0	0	0	0	0	0	0

Service	Non Reportable		Reportable		Abusive/Violent		Near Misses	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
Housing & Environ. Health	1	1	0	0	6	3	1	1
IT	0	0	0	0	0	0	0	0
Legal & Democratic	0	0	0	0	0	0	0	0
Planning & Building	1	1	0	0	2	0	0	1
Planning Policy	0	0	0	0	0	0	0	0
Revenues (incl. CSU***)	0	0	0	0	5	6	1	0

* Includes incidents to the public at TVBC owned leisure facilities and at The Lights

** Includes incidents to the public at TVBC owned properties e.g. the Guildhall and tenants within TVBC run buildings e.g. Beech Hurst

*** Includes incidents to the public whilst in the reception areas

4.0 **Key Challenges for 2019/20**

Focuses for the current year include:

- Ensuring that health and safety remains a focus for all and that staff use the resources available to them.
- Amendments to the Council's Driving at work policy and introduction of a Driver safety handbook
- A revision of the Health & Safety intranet page due to the forthcoming change to the Council's file management system.
- Ensuring an area dedicated to health and safety content is available on the E-learning page.
- Making use of the resources available through our insurers i.e. 3rd party audits and reviews, to ensure that the Council is reducing risk and working to 'best practice'