

**Test Valley Borough Council  
Annual Health and Safety Performance Report  
2017 - 2018**

## **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 2017 to March 2018) 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; 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:

- There were a total number of 50 accidents and this figure remains unchanged on the previous year.
- Two of the previously installed Automated External Defibrillators (AEDs) have been re-sited to an external position, making them publicly available. Their position and security access code have been logged with the South Central Ambulance Service.
- A successful visit from the Health and Safety Executive as part of their project on Hand Arm Vibration (HAVs).

- The implementation of a lone worker support system (Dedicated fobs, Smart phone app or dial-up system) allowing for instant assistance in an emergency.

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
- 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
- Violence and aggression towards staff, from the public
- 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.

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### Intervention visit from the Health and Safety Executive (HSE)

The HSE visited a number of Local Authorities during 2017/2018 to review the procedures in place for the use of vibrating tools and equipment.

Test Valley's Environmental Service received such a visit in October 2017 and the attending officer was satisfied with the policies, monitoring and health surveillance that is in place.

### 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, some subject training is overdue and document procedures are under review	<b>Estates</b> (Buildings team)	An external consultant has been appointed to work on these issues.
Risk assessments – Training conducted for higher risk activities	<b>Estates</b> (Engineering & Transport team)	Confirmed complete Jul 18
Risk assessments – Expectant mother assessment to be completed	<b>Legal &amp; Democratic</b>	Confirmed complete May 18
Risk assessments – All due for review	<b>Planning &amp; Building</b>	Confirmed complete May 18
DSE – assessments been completed for staff	<b>Leisure</b> (Parks & Countryside team) <b>Estates</b> (Engineering & Transport team) <b>Housing &amp; Environmental Health</b> <b>Planning &amp; Building</b>	Not yet complete due to office move around Confirmed complete Jul 18 Confirmed complete May 18 Confirmed complete May 18
DSE – Issues raised from completed assessments	<b>Revenues &amp; CSU</b>	Confirmed complete Jul 18
Driver safety – Driving licence and insurance review	<b>Leisure</b> (Community safety team) <b>IT</b> <b>Legal &amp; Democratic</b> <b>Planning &amp; Building</b>	Completed Feb 2018 Confirmed complete Jul 18 Confirmed complete May 18 Confirmed complete May 18

### **Internal Audit – Lone working**

This audit covered the systems and controls in place for employees working alone. The areas reviewed included:

- Risk assessments for lone working.
- Procedures for officers working alone out of hours.
- Lone working training for officers and their managers.
- The identification of potential violent and aggressive customers.
- Performance monitoring of lone workers.
- Provision of emergency contact devices to identify the location of lone workers.

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.

A follow-up audit is scheduled for completion during 2018/19.

### **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 Officer.

## **3.2 Corporate Training**

- The council has continued to provide training for new first aiders and refresher training, where appropriate.
- DSE assessor and risk assessor training was conducted this year for service representatives.
- Fire warden training was given to all Premises Assistants.
- An e-learning induction course is available for new starters to complete and is also available as a refresher for established employees.
- E-learning courses are also available for fire awareness, personal safety and DSE workstation assessment.
- 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.

### 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 advisor 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**

<b>Purpose</b>	<b>2015/2016</b>	<b>2016/2017</b>	<b>2017/2018</b>
First Aider training and equipment	£2609.21	£2026.55	£2304.83
Equipment	£3125.00	£6877.70	£1068.18
Safety Representative training	3697.07	£1920.59	£1292.00
Subscriptions	£435	£540.40	-
<b>Total</b>	<b>£6866.28</b>	<b>£11365.24</b>	<b>£4665.01</b>

### 3.4 Accident/Incident Data

For the period 2017/18, there were a total of 86 incidents. Of this total, 5 were accidents reportable to the HSE, 26 were verbal abuse/violent incidents and 55 were non-reportable incidents (these included 10 near misses).

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

#### **Overview of incidents**

<b>Type of incident</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Total number of non-reportable accidents	51	46	45
Total number of accidents reported to the HSE	3	4	5
Total number of verbal abuse / violent incidents	19	23	26
Total number of near miss incidents	8	15	10

- 3.4.1 The total number of incidents reported has decreased by 2 on the previous year.
- 3.4.2 Of the reportable incidents that were notifiable to the HSE, 4 were due to accidents whereby a member of the public was transported directly to receive emergency medical attention and the 5<sup>th</sup> was due to the length of absence from work rather than the severity of any injury. See section 3.4.5 for further detail of reportable accidents.
- 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.

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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. The majority of incidents were verbal or aggressive behaviour but there were two incidents that involved minor physical contact.

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

### Overview of incidents by service

Service	Non Reportable		Reportable		Abusive/Violent		Near Misses	
	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18
Chief Executives (incl. HR)	0	1	0	0	0	0	0	0
Community & Leisure*	9	12	0	4	2	1	1	2
Customer Services**	0		0	0	3	5	0	0
Environmental	34	26	2	1	4	2	13	5
Estates & Economic Development ***	4	4	1	0	7	10	1	1
Finance	0	0	0	0	0	0	0	0
Housing & Environ. Health	0	1	1	0	6	6	0	1
IT	1	0	0	0	0	0	0	0
Legal & Democratic	1	0	0	0	0	0	0	0
Planning & Building	0	1	0	0	1	2	0	0
Revenues	0	0	0	0	0	0	0	1

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

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

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

3.4.5 The table below provides an overview of the accidents involving members of the public that were reported to the Health and Safety Executive.

Accident location	Accident overview
The Lights	A lady fell and broke a hip bone after over-reaching whilst playing table tennis.
Charlton play park	A child fractured their wrist after falling over in a trench in the sand that they had themselves created.
Romsey play park	A lady playing with her child slipped off a carousel injuring her ankle.
Romsey skate park	A child fell off their scooter and suffered a cut above their eye.

#### **4.0 Reviewing Performance**

There have been a number of corporate health and safety achievements over the last year including:

- The external installation of two defibrillators at council owned buildings
- The implementation of lone worker devices (fobs, smart phone apps and dial-up systems) to allow for remote monitoring and if necessary, rapid response by the emergency services
- The provision of a new First aid training company
- The creation of new starter information packs highlighting key safety information and advising on available health and safety training and when it should be completed.
- The annual health and safety audit questionnaire was completed by all services
- Violence and aggression towards staff at work has been a key topic at the quarterly Health, Safety and Wellbeing meetings. Feedback has been sought from all services and relevant training will be offered during 2018/19.

#### **5.0 Key Actions for 2018/19**

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.
- A further review of the Health & Safety intranet page due to the forthcoming change to the Council's file management system.
- Revision and implementation of a driving policy, including a driver's handbook for lease car and grey fleet drivers.
- Evaluation and revision of e-learning packages.
- Working with Human Resources to review the policy on Drug and Alcohol Misuse.
  
- Due to an increasing property portfolio within Estates and Economic Development Service, coupled with the requirement to deal with increasingly stringent safety demands relating to construction and maintenance, a proposal is going to be brought forward for the introduction of a new of Health and Safety Officer (Construction and Maintenance). This will be a specialist service-specific position that will reside within EED Service.