

Corporate Focus - Health and Safety



Paper for information

1. Purpose

1.1 This paper provides our 2019-20 annual update to the Board on Health and Safety.

2. Recommendation

2.1 We recommend that the Board notes the content of this report. It outlines information on Health and Safety progress in reducing identified Health and Safety risk and highlights priorities for the coming year.

3. Contribution to National Park Partnership Plan and/or Our 5-year Plan

3.1 This paper contributes to Our 5-year (Corporate) Plan through our commitment to invest in our staff as well as focusing on continued improvement of our systems and processes to ensure compliance with Health and Safety.

4. Background

4.1. Our Health and Safety Policy, reviewed and relaunched in September 2019, clearly sets out organisational responsibilities. The CEO has overall accountability. The Board's responsibilities are:

- Assure itself that there is a written Health and Safety policy, in which management responsibility for health and safety is clearly allocated at all levels
- Receive and consider health and safety reports enabling evaluation and monitoring of the health and safety performance of the National Park Authority
- Review significant risks faced by the National Park Authority
- Adopt a scrutiniser role to ensure that the National Park Authority continually develops and improves the Safety Management System

5. Key Health & Safety progress in 2019

5.1 Over the year we have improved compliance and reduced risk. The following summarises the progress made in relation to our key priorities over the year.

- Increased communication within the organisation demonstrated through the use of our internal health and safety email inbox, and continued reporting of accident, incident, near miss and hazard with associated close out to prevent/reduce reoccurrence.

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- The Health and Safety Policy was reviewed and relaunched in September 2019 with clear organisational responsibilities at all levels.
- The Fire Safety policy is being finalised. Fire Warden training has been completed and we are developing an annual refresher to ensure that this training is kept up to date.
- We are updating the First Aid Needs Assessments, and this will inform our ongoing review of the First Aid policy, process, and first aider requirements, including training.
- Risk Assessment working group established to agree on policy, process and controls along with suitable and sufficient documentation, review and monitoring.
- Health and Safety training has significantly increased in 2019.
- Four Automated External Defibrillators (AED) have been added to our estate. The Boat Team has two, which means AEDs can be deployed across Loch Lomond. There are also two installed as Public Access Defibrillators (PAD) – one is at our Carrochan headquarters and the other is at the Duncan Mills Memorial Slipway.
- The Your Safe Driving Policy is under review. This has included re-establishing MiDAS training, which is a nationally recognised standard for the assessment and training of minibus drivers.
- Lone Working procedures were improved. We now include equipment testing within the procedures. We also simplified the procedures to increase engagement, and encouraged staff to increase their use of the system when working alone. These measures led to a 30% increase in the use by staff. We continue to consider further improvements to increase use of the system.
- We held quarterly Health and Safety Committee meetings with representatives from different teams across the organisation. We will shortly be reviewing the Committee's Terms of Reference to ensure they remain fit for purpose. All members of the Health and Safety committee have attended the IOSH Managing Safely training to increase knowledge and understanding.

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6. Health and Safety Training

6.1 Health and Safety training was a key theme for us in 2019 in order to ensure staff are equipped with the knowledge and skills needed to carry out their work safely. As a result, Health and Safety training has increased throughout the year.

Staff have completed the following external courses:

Course Title	Number Attended
IOSH Safety for Executives and Directors	13
IOSH Managing Safely	33
Lantra Tree Safety and inspection	8
ADR Awareness Training	7
IOSH Fire Safety Awareness, Fire Warden Duties and Fire Extinguisher Use	33
MiDAS Training	34
DSE Assessor Training	3
BOSS Ladder & Steps Training	35
Managing stress/increase personal resilience	16
Spotting & Managing Mental Health Issues	33
Destress with Mindfulness	14

In addition, staff have completed the following e-learning modules through our ELMS system:

Course Title	Number Attended
Asbestos Awareness	23
Display Screen Equipment	7
Driving Safely	16
Fire Safety	16
Introduction to Health and Safety	17
Legionella Awareness	9
Manual Handling	13
Personal Safety	7

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We expect that this year's Health and Safety Training has helped raise understanding and awareness of Health and Safety, and encouraged a positive culture change in relation to Health and Safety.

7. Reporting of Accidents/Incidents/Near Misses/Hazards

- 7.1 Accident, incident, near miss and hazard (AINH) reporting has continued at a similar level in 2019/20 as was reported in 2018/19.

Year	AINH Reports	Average per month
2018/19	138	11.5
2019/20 (10 months)	124	12.3

- 7.2 In the past AINHs were under reported within the organisation, and we have been working with staff to encourage increased reporting. Therefore, the slight increase in reporting this year is positive as it enables us to better understand and address Health and Safety risks. Based on discussions with staff and anecdotal evidence, we still think reporting rates could improve. The increased training and awareness we have been undertaking will help with this, and we are considering a new AINH policy as well as improvements to AINH paperwork to also assist.
- 7.3 The table below details the number of Accidents/Incidents/Near Misses and Hazards reported until the end of January 2020 as well as the total number reported for 2018/19.¹

Category	2018/19 Year in full	2019/20 (10 months)
Accident	53	68
Incident	29	15
Near Miss	15	12
Hazard	39	27
RIDDOR Reportable	2	2
Total	138	124

¹ **Incident:** An unplanned, undesired event that may cause injury, illness or property damage or some combination of all three. Unplanned and undesired do not mean unable to prevent; these events should have been foreseeable and as such proper planning and assessment should have prevented the incident.

Accident: Similar to incident however not foreseeable; despite effective planning and assessment the accident occurred.

Near Miss: An event that, while not causing harm, has the potential to cause injury, ill health or property damage.

Hazard: An object, situation or behaviour that has the potential to cause injury, illness or property damage.

RIDDOR Reportable: are those that require a report to be submitted to the Health and Safety Executive (HSE). All RIDDOR reportable entries in 2019/20 are due to staff members being 'unable to perform their full range of work duties' for more than 7 consecutive days.

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7.4 18% of AINH reports (including 12% of 2018/19 reports and 24% of 2019/20 reports) are still open, meaning they still require actions to be completed and implemented to enable the reports to be closed and to prevent reoccurrence. We continue to work with staff to close these in reasonable timeframes.

7.5 The most reported accident, incident, near miss and hazard over the past two years are:

Name	2018/19	2019/20	Comment
Tick Bites	42	55	Tick Bite reporting rose slightly in 2019/20. This is due to some volunteers missing out on the Tool Box Talk. The volunteers were all subsequently trained and supplied with Tick Kits, and we believe that there should be a reduction in tick bites this year.
Slip, trip or fall on same level	13	18	A toolbox talk was provided to Operational Managers to disseminate at monthly meetings. A positive outcome of this is that there was an increase in slip, trip and fall hazards being reported, and these are currently being closed down through controls being put in place to mitigate risk.
Road Traffic Incident	14	14	We will soon be completing an updated Safe Driving Policy which will mean a number of the open Road Traffic Incidents reported for 2019/20 will be closed.
Maintenance/Wear and Tear	-	5	Maintenance/Wear and Tear issues have been identified including drain covers open/broken, roller doors sticking, and office lighting. These are being addressed through our Estates work plans.
Housekeeping	9	4	Housekeeping includes issues such as office temperature, broken equipment and waste management issues. These are all being progressed with relevant teams.

8. Health and Safety Risks & Focus Areas for 2020/21

8.1 We use a detailed risk register to track and analyse our health and safety risks. We also use it to inform our health and safety work plans.

8.2 We currently consider the following to be our top health and safety risks that we want to make progress against in 2020/21:

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Name	Update
Gaps in policies, procedures, and compliance	<p>There are a number of policies and procedures that need to be established or reviewed.² In some cases, this means that tasks are being undertaken without a formal review of the safe method of working.</p> <p>We will continue to progress policy development over the coming year. Health and Safety policy reviews are monitored through the Audit Committee. Reviews are also required when there is identified non-compliance or gaps in the current policies in place. Putting these policies and procedures in place enables us to consider them against HSE or other standards.</p>
Resource constraints	<p>Our resource constraints and delivery pressures mean that it is important for us to continue to work with managers throughout the organisation to ensure Health and Safety is prioritised and a key consideration in our plans and activity. Continued training, a further developed suite of policies, and specific awareness activity will also help increase the buy-in and acceptance of staff in taking the time to put in place new working practices.</p>
Risk assessment completion rates	<p>Risk assessment completion rates have been lower than desired, meaning there are potentially unknown or unmitigated risks. Staff have been undergoing training on completing risk assessments and we are working to increase the number of risk assessments being completed, for example for site visits or for visitor sites.</p>
Violence/conflict etc.	<p>This is a particular risk to the safety of our Ranger team carrying out enforcement activity and there have been other members of staff identified too, through hazard reporting. We consider that the incidence rate is low, but continue to run an annual conflict resolution training session for Rangers and this will include other teams this year. Personal Safety training through ELMS is also being promoted.</p>
Lone Working	<p>Staff working alone or at remote sites are at increased risk. We continue to work through the health and safety committee to increase take up of our lone working system, and to gather feedback from teams on how to continue to improve the policy and provision for lone working.</p>
Water Safety	<p>Water safety at sites throughout the National Park is a risk to our people as well as members of the public. We are working with ROSPA to develop our understanding of how to best manage this risk.</p>

² New policies needed include: Asbestos, Electrical Safety, Manual Handling, Work Equipment (PUWER/LOLER), Contractor Management, Event Management, Fire, Lone/Remote Working, Risk/Compliance. Policies due for review include: Risk Assessment, First Aid, Safe Driving, Accident/Incident, COSHH.

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9. Conclusion

- 9.1 We have made good progress on health and safety outcomes over the past year. This has included a revised and relaunched health and safety policy, increased training, and improved system and equipment provision for our people and the public. Nonetheless, health and safety remains a key focus for us and over the coming year we will take forward action to address a number of priority health and safety risks.

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