



Corporate Focus – Health & Safety

Agenda Item 12

National Park Authority Board Meeting
13 March 2023

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1. Purpose

- 1.1. This paper provides our 2022/23 annual update to the Board on Health and Safety. It outlines our progress in reducing identified Health and Safety risk, and highlights priorities for the coming year.
- 1.2. We consider that we made very good progress over the course of 2022/23, as the report sets out. This includes:
 - Completion of the priority actions identified for the year
 - Significant engagement across the organisation on training, projects, and awareness
 - Continued reporting and investigation of incidents, with lessons and improvements being taken forward where applicable.
- 1.3. Our plans for the coming year include continuing our policy review cycle, further improving our risk management, and undertaking relevant health surveillance.

2. Recommendation

2.1. We recommend that the Board notes the content of this report.

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 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. Progress on 2022/23 Health and Safety Priorities

5.1. Our Health and Safety plan for 2022/23 focused on three main priorities. The table below sets these out and our progress on each.

2022/23 Action	Progress
Focused Audits: to carry out a series of focused audits that will help us ensure that staff across the organisation are implementing Health and Safety	Complete We introduced a Compliance Check programme which is a proactive process to monitor performance against the requirements and standards set out in legislation, approved codes of practice, industry best practice and our health

<p>requirements effectively and consistently.</p>	<p>& safety arrangements. It is intended to highlight opportunities for learning and improvement.</p> <p>The 2022/23 Compliance Check activity started in July and was completed at four sites: our Loch Chon Campsite, Alexandria Workshop Units 4/5, the Callander Office, and the Balmaha Visitor Centre.</p> <p>The key area for improvement identified is focused on the Management of Risk. While the 2022/23 Risk Assessment Review, and the additional work done, implemented an improved foundation for the approach to risk assessments (along with a reviewed suite of core generic risk assessments) there is still a need for us to produce specific specialised risk assessments such as COSHH, Manual Handling, etc. This will be a key focus area for 2023/24.</p> <p>Now that the Compliance Check programme is established it will continue with further sites in 2023/24 and then on a rolling basis in the future.</p>
<p>Safety Training recording: To develop our new HR system so that we have timely and accurate recording and reporting of training for all safety critical posts to ensure compliance with statutory and best practice requirements.</p> <p>In addition to this, we will review our general Health and Safety induction to ensure that it is still fit for purpose for our new ways of working (e.g., hybrid working).</p>	<p>Complete</p> <p>We transferred all training records and expiry dates to our new HR system. A Training Matrix, which captures all posts and the mandatory/statutory training requirements, is being developed and expected to be live shortly. Current management of training needs sits with line managers, and through our health & safety monitoring we have confirmed that this is being appropriately actioned.</p> <p>In addition, we reviewed the Health and Safety induction, and the main change was the roll out of the on-line DSE self-assessment and training through Cardinus software application to ensure compliance with the Display Screen Regulations. We have also identified further improvements which will be addressed through 2023/24.</p>
<p>Risk Assessment Review: to review and develop all categories of risk assessment aiming for a full suite of up to date and fit for purpose risk assessments</p>	<p>Partially Complete</p> <p>We completed the Risk Assessment review project and created a SharePoint site holding core operational risk assessments, which were all reviewed. The Risk Assessment Policy was also updated to reflect the new approach and</p>

	<p>new Guidance, detailing use of risk assessments, was created.</p> <p>Work continues on the development of Site and Visitor risk assessments. Phase 1 sites (Loch Lomond) are complete and Phase 2 sites (out with Loch Lomond) are due to be finalised by April 2023.</p>
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5.2. Other Key Achievements in 2022/23

In addition to the priorities we set for the year, we also undertook a number of other improvement activities to better support Health and Safety.

5.2.1. Completion of Internal Audit Actions

We completed all the actions coming out of the November 2021 internal audit of our health and safety arrangements undertaken by Audit Glasgow.

5.2.2. New DSE Self-Assessment and Training Tool

We established a new DSE self-assessment and training tool. This is provided through the Cardinus software application and is for use by all staff. The process ensures all new and existing staff are supported to be compliant with the Display Screen Regulations by providing advice on work station set-up and helping managers support those staff that require specialist equipment and set-ups.

5.2.3. Health and Safety Policies and Documentation

We introduced several new areas of policy and documentation, including:

- Event Health and Safety Management Policy
- Health & Safety Committee Terms of Reference
- Water Safety Policy

We also reviewed and amended the following policies and guidance:

- Health & Safety Policy
- Risk Assessment Policy and Guidance
- Display Screen Equipment (DSE) Policy
- Lone Working Policy and Guidance
- Automated External Defibrillator (AED) Policy

5.2.4. Employee Engagement and Support Activity

There were several areas that we supported a health and safety focus for staff and organisational activities. For example:

- We arranged on site **Construction, Design and Management (CDM) staff training**, supported by an external trainer, and delivered to appropriate staff to ensure an understanding of the CDM Regulations.
- In collaboration with the Ranger Service, we hosted a 2 Day on-site workshop, run by the **Visitor Safety Group** which involves representatives from many outdoor organisations. The workshop focussed on Water Safety.
- We actively engaged with **internal teams** providing Health and Safety assessment and guidance, including:
 - Project Team work on Bracklinn Bridge and Luss Pier safety improvements
 - Visitor Experience events including Go Swim and the Cycling Word Championships
 - Legal Team with respect to ensuring our site safety interests remain at the forefront of the Glenoglehead court case
- We are actively working to **improve information to staff** through the use of our Park Central intranet site and SharePoint, along with email communications to provide targeted awareness on particular activities, i.e., Safety while Driving, Working in the Sun and outputs from the Health & Safety Committee.

6. Incident Reporting and Investigation

6.1. Summary of Reports

Over the past few years we have made concerted efforts to heighten staff awareness of Health and Safety, including the importance of reporting. This has resulted in an increase in incident reports being submitted. The submissions for 2022/23 (to end of January) are similar to the previous year and shows that an improvement in submission levels is being maintained which is positive.

Yearly Comparison of Incident Submissions

Reporting Year	Incidents Submitted
2020/21	11
2021/22	43
2022/23 (part year to 31/01)	37

A breakdown of the types of incidents that have been reported over the past 2 years is outlined in the table below.

Yearly Comparison of Incidents by Type

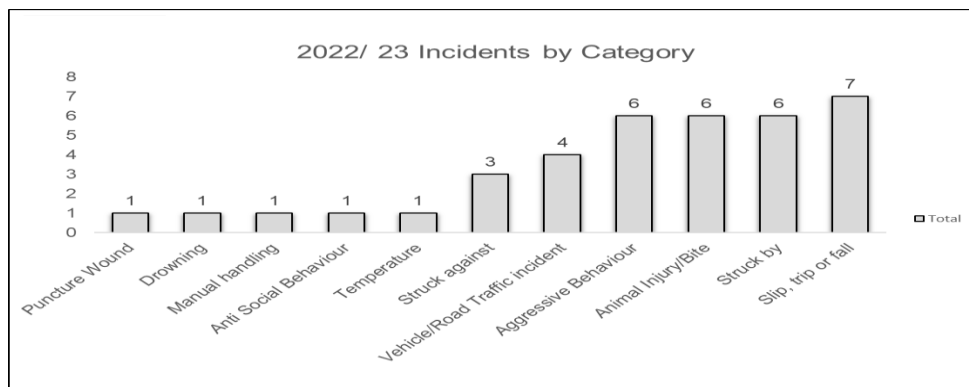
Incident Type	2021/22	2022/23 (part year to 31/01)
Accident	10	9
Near Miss	14	3
Incident	19	25
TOTAL	43	37
RIDDOR Reportable	1	1

As can be seen from the table below the majority of incident reports submitted affected members of the public¹ and relate primarily to minor injury categories that we have no influence over and no means of addressing (e.g., accidental injury within the National Park through fault by the injured party) but where our staff have been asked to provide support or aid.

Comparison of 2022/23 Incidents showing affected party

Incident Type	Staff	Member of Public
Accident	6	3
Near Miss	2	1
Incident	6	19
TOTAL	14	23
RIDDOR Reportable	0	1

A full breakdown of the category of incidents reported in 2022/23 (to end of January) is outlined in the graph below.



¹ These events have been recategorised as type 'Incident', rather than as an 'Accident' or 'Near Miss' which explains the difference in profile of incidents as shown.

When compared to the previous year the profile for the top 5 injury types remains similar – see table below. Examination of the detail shows no significant cause or contributing factor towards the minor changes.

Yearly Comparison of Top 5 Incident Categories

Incident Category	2021/22	2022/23 (part year to 31/01)
Slip, trip or fall	4	7
Aggressive Behaviour	7	6
Struck by	2	6
Animal Injury/Bite	8	6
Vehicle/Road Traffic incident	7	4

We continue to closely monitor all submitted incidents and where necessary provide suitable targeted support to staff.

6.2. Incident Investigations

When incident reports are submitted they are fully reviewed and considered for learning opportunities. When necessary, detailed investigations are undertaken by the Health and Safety Officer. Over the past year this has been carried out on 3 occasions which resulted in no further action for 2 of the incidents. For one electric vehicle safe driving incident, recommendations for improvement were issued and are currently being addressed.

7. Risks

7.1. Our key risk remains in risk management and our approach to undertaking specific assessments. We have addressed this in our Health and Safety priorities for 2023/24 and we will continue to make this a priority until we are confident that we are compliant with statutory requirements as defined within legislation.

8. Next Steps

8.1. As we continue to work towards providing a safe environment for staff and visitors our key health and safety priorities for 2023/24 are outlined in the table below.

Focus Area	Planned Action
<p>Policy Development and Documentation</p>	<p>The review and development of policy is aligned to our 5-year (Corporate) Policy Review Plan and will continue through 2023/24. This plan is reviewed twice a year by the Audit and Risk Committee. The following Health and Safety policies will be reviewed this year:</p> <ul style="list-style-type: none"> Accident & Near-Miss and Investigation Reporting Control of Arm Vibration Syndrome Whole Body Vibration Control of Noise at Work Control of Substances Hazardous to Health (COSHH) Health and Safety Personal Protective Equipment Young Persons <p>We will also supplement policy with Guidance documentation where appropriate to provide enhanced information to staff.</p>
<p>Risk Assessments in place for statutory requirements</p>	<p>Beyond the use of core risk assessments, we will ensure we have the capability and arrangements in place to undertake detailed specific risk assessment, for various statutory assessment types (e.g., Manual Handling, COSHH, etc.)</p>
<p>Health Surveillance</p>	<p>We will understand our requirements and ensure effective arrangements for control of exposure to Hand Arm Syndrome (HAVS) and Whole-Body Vibration (WBV) is in place.</p>

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