



Corporate Focus – Health & Safety

Agenda Item 12

National Park Authority Board Meeting

11 March 2024

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1. Purpose

1.1. This paper provides our 2023/24 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 continue to make good progress; building on last year's work, embedding health and safety within the business and continued advancement in:

- Policy review and development
- Provision of Health and Safety information and guidance to employees
- Business and Employee engagement
- Reporting and investigation of incidents.

1.3. Our plans for the coming year are detailed in section 8 and, alongside continued policy review and development, will focus upon internal monitoring of health and safety arrangements, effectiveness and compliance.

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 2023/24 Health and Safety Priorities

5.1. Our Health and Safety plan for 2023/24 focused on three main priorities. The table below sets these out and our progress on each.

2023/24 Action	Progress
Policy Development and Documentation: All listed policies in this section are aligned and scheduled as per our 5-year (Corporate) Policy Review Plan.	Partially Complete <ul style="list-style-type: none">• Young Persons: Policy, Guidance and Risk Assessment complete• Personal Protective Equipment: Policy and Checklist complete• Incident Reporting: Amended Policy and HS1 form available but on-hold until development of new on-line incident submission completed• Control of Noise at Work: Amended Policy ready for release• Control of Arm Vibration Syndrome: Started and on-track

	<ul style="list-style-type: none"> • Whole Body Vibration: Started and on-track • Control of Substances Hazardous to Health (COSHH): Started and on-track • Health and Safety: Started and on-track
<p>Risk Assessments in place for statutory requirements: We will ensure we have the capability and arrangements in place to undertake detailed specific risk assessment, for various statutory assessment types</p>	<p>Partially Complete</p> <p>Review of the remaining (above listed) policies will allow a full understanding of any possible gaps to be addressed, however, expectation following initial review is that the current generic risk assessments allow control of the present level of risk, and if a higher level of risk were ever to emerge then we have the capability to address it. To be confirmed.</p>
<p>Health Surveillance: We will understand our requirements and ensure effective arrangements are in place</p>	<p>Partially Complete</p> <p>Review of the remaining (above listed) policies will allow a full understanding of any possible gaps to be addressed, however, expectation following initial review is that the current reactive monitoring arrangements are suitable for ensuring employee safety. To be confirmed.</p>

5.2. Other Key Achievements in 2023/24

We continued to engage and develop improvement activities throughout the year:

5.2.1. Continuation of Compliance Check - internal performance monitoring

Our Compliance Check activity continued through 2023/24, with 3 undertaken and one scheduled for March 2024.

Teams/ Sites	2023
Carrochan - Head Office	JUNE
Duncan Mills Slipway and Ranger Office	AUG
Peatland Action	DEC
Place Projects	<due Mar 24>

Our results to date are:

Total Number of Findings	126	In Progress	25
Open	12	Closed	89

Aspect	Results				Action Allocated to				
	Non-Compliance	Open	Closed	In Progress	Ranger Service	Estates	Land Operations	Health & Safety	Peatland Action
Workplace & Welfare	38	5	25	8	18	10	9	1	
Employee Support	23		23		11	2		8	2
Fire Safety	15		9	6	5	7	2	1	
Management of Risk	14	2	9	3	4	1	1	6	2
Use of Vehicles	11		9	2	4			5	2
Harmful Substances	6		5	1	4			2	
Harbours & Slipways	5		4	1	5				
Electrical Safety	3	1	2		1	2			
Lifting Operations	3	1		2			1	2	
First Aid	3	1	2		1		1		1
Working at Height	2			2	1			1	
Legionella	1	1				1			
Contractor Management	1	1				1			
Focal Points	1		1					1	
TOTALS	126	12	89	25	54	24	14	27	7

All 'Open' and 'In Progress' actions continue to be monitored: there are no 'Open' High Priority items.

5.2.2. Unplanned Development of Policies and Documentation

In addition to the scheduled policy review several other policies and procedures were either created or revised as a result of operational requirements:

New Policy and documentation:

- Construction, Design and Management (CDM) Policy and supporting suite of documentation
- Vessel Safety Management System
- Employee Gym Policy and supporting Risk Assessment and Induction procedure

Reviewed and amended:

- First Aid Policy: with new First Aiders and amended procedures introduced for Carrochan
- Work at Height Policy amended with Guidance provided and activity focussed Ladder Training for Ranger Service
- Lone Working Policy & Guidance

5.2.3. Employee Engagement and Support Activity

Continuing from the work and approach undertaken last year to support and engage staff across the organisation several activities were undertaken. For example:

- Active engagement with internal teams providing Health and Safety assessment and guidance, including:

- Site Visits with Rangers and Facilities
 - Face-to-Face staff H&S Induction, with improved supporting materials; including Managers Induction and Training
 - Induction and engagement with Hosted Groups – SEPA and Countryside Trust
 - Continued engagement and support to internal teams: Project Team/ Visitor Experience/ Legal.
- Continue to actively work on improved staff information sharing and communications such as:
 - Support and development of our Health and Safety Committee
 - H&S Committee outputs shared with staff
 - Targeted email communications on:
 - Highway Code Changes
 - Violence & Aggression
 - Stay Safe in Hot Weather
 - Staff Christmas safety message and quiz
 - Our fresh approach to promoting and supporting staff wellbeing included the following:
 - We enlisted the expertise of a wellness coach who worked with us throughout 2023, undertaking sessions with our Operational Managers and running additional sessions for staff who were interested in attending. Alongside the in person sessions we offered an online program that had pre-recorded resources on self-care, mindfulness, and coaching.
 - Access to Neurequity a cloud-based Mental Health and Wellbeing education solution that provides the tools and techniques, to help you care for your own mental health and practice self-care.

6. Incident Reporting and Investigation

6.1. Summary of Reports

We have continued to encourage staff to report health and safety incidents and this year the submissions for 2023/24 (to end of January) show a significant increase.

Yearly comparison of incident submissions

Reporting Year	Incidents Submitted
2022/23	43
2023/24	62

A breakdown of the types of incidents that have been reported over the past two years is outlined in the tables below and the significant increase is through reporting of ‘Incidents of Note’ affecting both staff and members of the public.

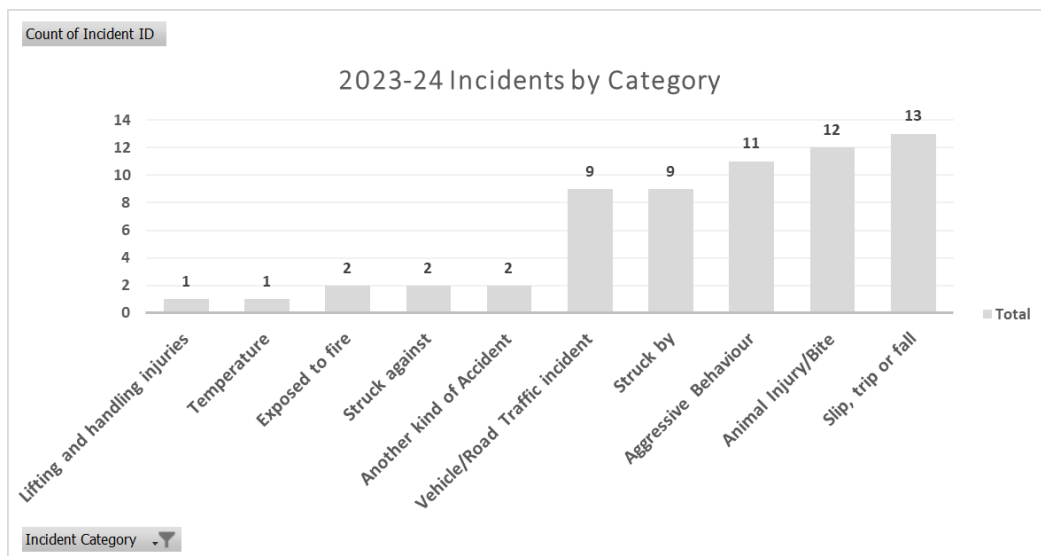
Yearly comparison of incidents by Type

Incident Type	2022/23	2023/24
Accident	12	11
Near Miss	4	5
Incident of Note	27	46
TOTAL	43	62
RIDDOR	1	
MAIB		1

Comparison of incidents showing affected party

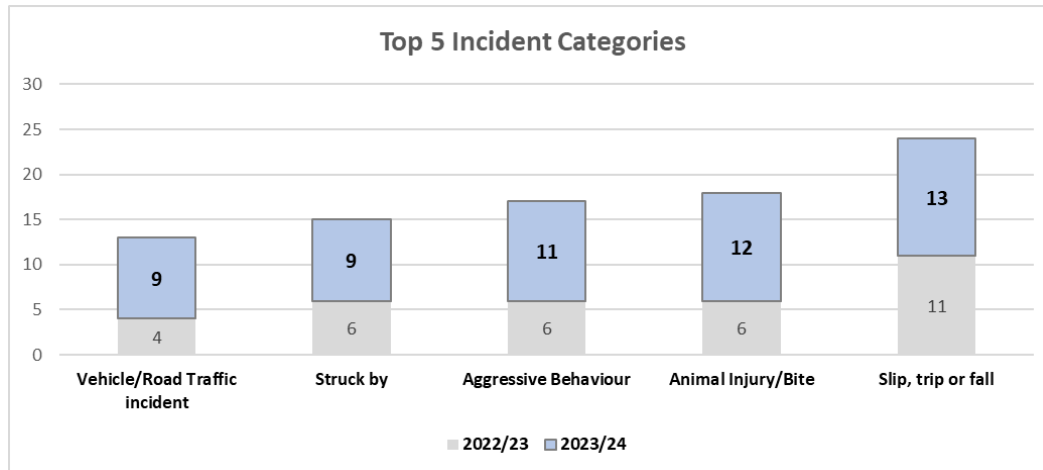
Incident Type	Staff		Member of Public	
	2022/23	2023/24	2022/23	2023/24
Accident	9	9	3	2
Near Miss	3	4	1	1
Incident of Note	13	21	14	25
TOTAL	25	34	18	28
RIDDOR			1	
MAIB		1		

A full breakdown of the category of incidents reported in 2023/24 (to end of January) is outlined in the graph below.



When compared to the previous years the profile for the **top 5 injury categories** remains the same, but with increased reporting across all category types.

Yearly (2022-23 vs 2023-24) Comparison of Top 5 Incident Categories



Close examination of all submitted incidents show no significant cause or contributing factor and that the increase in numbers is attributable to increased staff submissions.

We continue to closely review and assess all submitted incidents, looking for improvement opportunities and where necessary provide suitable targeted support to staff.

6.2. Incident Investigations

Of the 62 submitted incidents (to end of January 2024), 4 were deemed to require further detailed investigation:

- Two were 'Slip, Trip or Fall, Accidents that resulted in a serious injury: one to a member of the public and one to a member of staff. Both were unfortunate loss-of-control slips without requiring corrective actions. However, the staff incident, which was a reportable incident to the Marine Accident Investigation Branch (MAIB) did result in an improvement opportunity that will position additional hand-hold points within vessels, this is on-track for completion by April.
- One was an Aggressive Behaviour incident, directed at staff by a member of the public, at Balmaha Visitor Centre that required the intervention of the National Park Authority seconded Police Officer.

- One was an internal concern raised over the possibility of staff undertaking tasks they did not have the skills to do. This led to a full review and a positive conclusion to confirm correct arrangements were in place.

7. Risks

- 7.1. Our identified key risk is failure of our organisational approach to health and safety.
- 7.2. Over the previous two years we have continued our approach to review and where necessary implement changes in our workplace health and safety arrangements.
- 7.3. It is essential that these changes are being maintained and that we have consistently embedded these within our organisational behaviours.
- 7.4. We have addressed this in our Health and Safety priorities for 2024/25 through an increased focused on internal monitoring arrangements.

8. Next Steps

- 8.1. Our key health and safety priorities for 2024/25 are outlined in the table below.

Focus Area	Planned Action
Policy Development and Documentation	<p>The review and development of policy is aligned to our 5-year (Corporate) Policy Review Plan and will continue through 2024/25. This plan is reviewed twice a year by the Audit and Risk Committee.</p> <p>The following Health and Safety policies will be reviewed this year:</p> <ul style="list-style-type: none"> • Manual Handling • Provision and Use of Work Equipment (PUWER) • Lifting Operations and Lifting Equipment (LOLER) • Health and Safety
Compliance Check Programme	Continue our compliance check programme with a focus on identification of issues within functional teams, and implementation of improvements.
Health and Safety Arrangements	Using data from continual monitoring activity, such as Incident Reviews, employee engagement, and the Compliance Check programme, look to ensure all health and safety arrangements are embedded and effective.

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