

REPORT OF HUMAN RESOURCES MANAGER**SUBJECT: HEALTH AND SAFETY UPDATE****Incidents and Accidents – Q1 2020**

Following feedback at the last Audit & Corporate Services Review Committee a summary of actions against each incident is included in the below reporting data:

ID	Summary	Action Taken
Cilrhedyn		
896	Skip fire - Damage to skip and nearby horsebox, as a result of hot ashes being placed in skip.	Process changed so that fire ash is only deposited in skip once a week, allowing to cool down completely. Visual and physical checks to be made when ash is emptied into skip.
Llanion		
897	Intruder Alarm activated at 3.30am at Llanion Park due to over sensitive PIR	PIR sensitivity re-set. Fault resolved.
906	Employee ripped trousers on door handle receiver plate.	Door handle receiver plate fixed. Fault resolved.
915	Employee tripped up stairs jarring back.	No obvious fault with stairs, employee misjudged footing.
Carew		
898	Carew – employee aggravated existing back injury lifting manhole cover whilst carrying out inspection.	Manual Handling Training had been carried out by employee, although no records exist. . On-line refresher training will be sourced for all staff and training records retained.
902	Fire alarm activated 25/1/2020	Third party responded and no fault diagnosed.
904	Fire alarm activated 26/1/2020	Third party attended. Fault diagnosed. Part ordered.
905	Fire alarm activated 28/1/2020	Corroded detector replaced. Fault resolved.
909	Young child slipped on spiral stair case – 19/2/2020	Preventative measures already in place – stairs regularly brushed and hand rails in place to minimise slips and trips. Advisory signage to be considered as part of a wider H&S Visitor Services review.
910	Mature gentleman member of public locked in Castle after closure and sustained small cut to	Member of public entered without paying. Normal 'shout out' and lock down procedures were followed.

	finger on trying to exit.	Staff to be briefed on being more vigilant, especially with more mature visitors who may be hard of hearing.
911	Elderly visitor bumped head on low archway.	Low doors and archways are painted white to prevent accidents. Staff will be briefed to advise all customers of potential dangers.
916	Near miss – push chair caught in pot hole on causeway causing child to nearly come out.	Service repairs now consist of larger aggregate for larger pot holes covered with limestone dust. Fault resolved.
OyP		
899	Employee tripped at night on raised edging to disabled car park. Superficial injury only.	Gravel to be laid as short term measure to prevent further trips and falls. Area will be levelled as part of future car park refurbishments. Work already started prior to coronavirus.
903	Child bumped head on display cabinet in Wriggle exhibition	Corner covers have been attached to all display cabinets. Fault resolved.
907	Alarm activated by kitchen staff 14/2/2020	Issue caused by kitchen staff placing equipment directly below sensor. Equipment moved. Fault resolved.
General		
900	Near miss – Loan Working Mobile Phone misplaced for one day.	New ‘Loan Working’ procedures are in place through a buddy system. Fault resolved. A NP ‘Working Together’ project team are reviewing loan working arrangements to assess feasibility of a loan working device enabled app.
901	Employee slipped whilst carrying out hedging work. Felling lever on equipment slipped due to wear and tear. Only minor cut sustained.	Felling lever replaced and employee reminded to notify any wear and tear on equipment. Fault resolved.
908	Near miss - Employee attended active building site without PPE as agent failed to advise correctly.	Agent advised to notify if site is active and employee advised to carry PPE on every occasion.
912	Back tyre of minibus clipped as a result of damaged tyre. Damage only visible with full inspection.	Safety checks in place. Tyres replaced and fault resolved. Maintenance contract with PCC paused as a result of coronavirus. This will resolve ‘full inspection’ issue in long term.
913	Minor vehicle damage caused by gust of wind catching car door resulting in third party claim on insurance	Minor accident.
914	Aggressive behaviour from member of public at Solva Car Park regarding signage and parking meter.	Member of public advised and issue resolved resulting in apology by member of public.

Corporate Health Standard

Both the Leadership Team and Employee Reps Forum have endorsed the Authority's commitment to adopt Public Health Wales' Corporate Health Standard. The Standard is a quality framework and award system for employers demonstrating good health and wellbeing practices in the workplace.

The criteria against which the Standard operates have been reviewed and a project plan is being drawn up to progress towards the entry level Bronze award.

An Assessment Clinic was due to be held on 26 March 2020 in Swansea but due to coronavirus, meetings have been temporarily suspended. An update will be provided at future meetings, as necessary.

Threatening Behaviour

It was reported in the last set of H&S minutes sent to Committee Members, that concerns had been raised by the DM Team, regarding aggressive and threatening behaviour by some members of the public.

Threatening behaviour is recorded using the existing Accident/Incident reporting process, to determine patterns and what management action should be taken, where appropriate.

Human Resources are developing a training session and tool kit (utilising internal and PCC resources) for all customer facing staff on how to provide good customer service and how to build resilience and deal with difficult customers.

Health and Safety Meeting

Quarterly meeting with managers and staff reps did not take place in Q1 due to coronavirus, although operational health and safety issues have continued to be managed. Next meeting planned for the beginning of May via VC.

Coronavirus

The Authority set up an Emergency Response Team (ERT) at the beginning of the Pandemic. Chaired by the Chief Executive and meeting daily, it includes representatives from across the Authority including HR and Health & Safety. The purpose of the group is to provide a coordinated response to Government advice, mitigate where possible the effects on the Authority's financial and people resources and provide strong leadership to staff.

Briefing notes have been issued regularly to managers and staff to help manage the physical health and safety and welfare issues created by the pandemic.

Many staff have been set up to work from home and an operational working group are planning how seasonal cutting working can be carried out along the coast path in preparation of a potential easing of 'lock-down' measures once announced by Government. Risk Assessments are being put in place to enable this.

Recommendation: Members are asked to NOTE this report

(Further information is available from the Kelland Dickens, Human Resources Manager, on 01646 624825 – email kellandd@pembrokeshirecoast.org.uk)