

Report of Human Resources Manager

Subject: Health, Safety & Wellbeing Quarterly Report

1. Incidents & Accidents

All reported Health, Safety and Security Incidents (PCNPA wide), *October 2021 through to September 2022*:

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Premises	2			2	4		1		3		3		15
Near Miss	1				1		1			1			4
Personal Injury	4		2		3	3	4	2	3	5	2	2	30
RIDDOR				1									1
Vehicle & Machinery		1				1				2	1	1	6
Other	1			1									2
Total	8	1	2	4	8	4	6	2	6	8	6	3	58

A total of 58 incidents have been recorded in the last rolling 12 months with 47 incidents reports for 2022.

41 incidents were reported for the whole of 2021 (January to December) and 46 reported incidents in 2020.

The majority of Personal Injuries reported were minor incidents at the Visitor Centres and across the National Park in general, involving members of the public.

4 near misses have been reported and reflect a slight increase in reporting by Officers. This follows a reminder to staff at the last *'Town Hall'* meeting and through the Employee Newsletters.

Further staff communications will go out through 2022 and into next year, with line managers encouraged to engage staff in regular discussion at team meetings. This will further help to embed a health and safety culture in day-to-day operations.

Learnings

To continually drive down the number of 'actual' incidents, whilst increasing the number of near misses recorded, the following changes were implemented:

Premises

The number of alarms being triggers continues to be high, with a small number accidentally triggering by staff. The Authority's Induction Programme for new staff (which is currently being reviewed), will now include instruction on alarm setting for relevant sites.

Personal Injury

Health Assessments are now carried out for Volunteer Managers, to ensure they not only have the skills to lead large groups within the National Park, but also the physical health sufficient to deal with any issues.

Better sign-posting is now being carried out for staff and volunteers on the correct procedure for wheel chair users transferring from their own vehicle to a Beach Wheelchair.

Verbal Abuse

Since the beginning of the year, there have been four cases of 'verbal abuse against staff.

Due to the increase in reporting, training is being organised to support staff on dealing effectively with 'difficult behaviour'. Similar training has been delivered in the past and was well received.

Written tips and guidance to managers and staff on how to deal positively with aggressive behaviour are being produced and a revised policy will be updated to support the training.

Vehicle & Machinery

A toolbox talk was given on '*driving in poor weather / rain*', to remind staff of the risks and need for extra vigilance.

Near Misses

Additional staff are being trained on Carew's Sluice Gate operation, as a result of a single person dependency. This action was taken as an employee with confirmed Covid-19 was called out to assist with a two-person operation. Extra precautions were taken, although had the operation been compromised for any reason, the other employee (necessary to mitigate any potential accident) may have been exposed to Covid-19.

The manager, in this case, weighed up the risk to the individual and members of the public of not opening the sluice gate and took the decision to request the employee attend work.

Incident Reporting System

A project to automate Incident Reporting through Microsoft 365, to enable 'real time' recording, automatic notification and management reporting of all H&S and security incidents, was started in 2022.

Unfortunately, the IT team remain one person down, due to two unsuccessful recruitment exercises. The project is on hold until a new IT Technician is appointed. Recruitment is now underway for either a trainee or experienced technician and our relationship with Pembrokeshire College has been strengthened to improve our pipeline for trainee posts.

RIDDOR

The reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) require the reporting of certain work-related accidents, diseases and dangerous occurrences to the Health and Safety Executive (HSE).

There was one RIDDOR reportable incident during the period, concerning an Officer.

Whilst the Officer was trained and assessed as fully competent in their role, no plan for refresher training, other than mandatory training, was in place.

A plan for refresher training is now in place. Mandatory training is fully up to date, and refresher training has recommenced following a short lapse due to Covid-19

A Personal Injury claim has been lodged against the Authority and is being assessed by the Authority's insurers.

2. Covid-19

As we know, the Government decided all remaining restrictions relating to COVID-19 would be removed and replaced by advisory notice. Whilst the Authority is no longer legally required to conduct a specific coronavirus risk assessment it should consider the risks associated with coronavirus alongside other communicable diseases (for example flu and norovirus) and our employer duties under general health and safety law remain.

The Authority's overarching Covid-19 Risk Assessment has been updated and managers are being asked to update departmental and task specific risk assessments to capture Covid-19 measures (as an Infectious Disease, rather than having separate Covid-19 risk assessments).

Transmission rates continue to be high in Pembrokeshire and whilst extra vigilance needs to be taken as we approach the winter months, the Authority is planning for a full recovery of its operations from 3 January 2023.

HQ staff have been asked to formalise requests for flexible working through the Authority's new policy, in anticipation of the new year. This information will also help formulate better space planning for Llanion with the new strategy and structure, due to be implemented in 2023.

Transmission rates amongst Authority staff remain relatively low, although staff have been encouraged to take up vaccination against both Influenza and Covid-19. Staff who do not qualify for a free government funded Flu job, continue to have the benefit of the Authority paying for this.

3. Regular Safety Monitoring

At the last Committee Meeting, Members were provided with assurances regarding regular and statutory monitoring taking place across PCNPA. An update is provided below, detailing the next date of assessment.

Two areas are currently 'in fault' awaiting maintenance. More detailed information can be provided, if required.

		Date of next assessment / service / test						
Item		Carew	Castell Henllys	Cilrhedyn	Llanion	Milton	OyP	Withybu sh
Site Risk Assessment		Oct 23	Jan 23	Jul 23	Oct 23	Jan 23	Oct 23	Jul 23
M & E Servicing and Testing								
Fire								
Alarm systems		Mar 23	Mar 23	Apr 23	Mar 23		Jan 23	Mar 23
Emergency Lighting		Mar 23	Mar 23	Oct 23	Mar 23		Jan 23	Mar 23
Extinguisher and fire suppression		Oct 23	Sep 23	Oct 23	Aug 23	Oct 23	Jun 23	Aug 23
Electrical								
Fixed Installations	Electrical	Aug 25	Aug 25	Oct 25	May 24	Nov 23	Dec 23	Feb 23

Portable Appliance (PAT)	Nov 22	Mar 23	Oct 22	Nov 22	Oct 22	Oct 22	Aug 23
Lightening conductor testing				Jun 23		Jun 23	
PV systems				Nov 22		In fault	
Water – Legionella Testing							
Hot & cold water systems, Air Handling etc)	Jan 23	Sep 23	Sep 23	Sep 23		Mar 23	Sep 23
Heating, Ventilation & Air conditioning							
Gas boilers				Nov 22		Oct 22	
Oil boilers & storage tanks		Jan 223					
Biomass boilers		Jan 23	Dec 22	Oct 23			
Heat pumps	Apr 23					Oct 22	
LPG systems & storage tanks	Jan 23	Sep 24					
Solar Hot Water				In fault		Oct 22	
LEV (Local Exhaust Ventilation) §	Jul 23		Sep 23				
Other							
Security & Access systems	Oct 23	Mar 23	Apr 23	Mar 23		Nov 22	Mar 23
CCTV	Oct 23	Sep 23	Mar 23	Aug 23		Jan 23	
Lifts & Lifting equipment			Oct 22	Jan 23	Feb 23	Feb 23	May 23
Fall restraint systems	Feb 23					Sep 23	
Sewage plants	Feb 23		Jul 23				
Automatic doors				Mar 23		Feb 23	May 23

§ Testing done under insurance policy with Zurich

4. First Aid

To comply with the requirements of the Health and Safety (First Aid) Regulations 1981 (as amended), guidance on First Aid Box contents has been well received by managers and the centralised audit by HR completed to ensure 'out of date' contents are no longer an occurrence.

All defibrillators have been compliance checked. Two defibrillators (Oriely Parc and Carew) are on the NHS Wales Defibrillator Register. Castell Henllys and Llanion will be entered by 1 November 2022. All defibs will also be entered on the National UK register.

5. HAVS – Hand and Arm Vibration Syndrome

The Policy presented to NPA for review and approval has been incorporated into the Authority.

Steady progress has been made to record the vibration measurements for all vibrating equipment currently used by the Authority.

Due to the volume of work involved, budget approval was given for a dedicated resource to complete this project.

As the project has taken longer than expected, measures have already been put in place for staff where vibration limits risk being breached, due to individual health factors.

6. Health and Safety Group

A copy of the group minutes is attached. The next meeting is set for 15 December 2022.

7. Health and Safety Audits

Human Resources continue to undertake Health and Safety Audits across premises and specific to individual risks. The following audits have been undertaken and policy and procedure changes made where appropriate:

- Fire Safety
- First Aid
- HAVS
- Safeguarding, including DBS (Disclosure and Barring Service)
- Manual Handling

The Authority's auditors, taa, are auditing the Authority's Safeguarding procedures in October 2022 to assess compliance.

Procedures have been significantly tightened, although it is anticipated that taa may recommend regular reporting to the Leadership Team and Committee, to close the performance loop.

8. Training

Due to training restrictions during Covid-19, a significant training drive has taken place to ensure staff remain trained and compliant. Training delivered includes the following:

- Abrasive Wheel Machines
- Brush cutter
- Emergency First Aid at Work
- Intermediate Tree Inspection.
- MIDAS Minibus
- Off-road Vehicle Operating
- Ped Mower
- Remote Control Mower
- Remove First Aid
- Ride on Mower
- Trailer Training
- Safeguarding and Child Protection
- Safer Recruitment
- Control of Substances Hazardous to Health (e-learning)
- Food Safety (e-learning)
- Manual Handling (e-learning)

The introduction of ELMS, an on-line training package, has improved the costs and speed of training, ensuring that staff remain compliant even when classroom training is not possible.

Manual Handling training for all staff is being rolled out, with an expectation that staff complete this by the end of 2022.

9. Staff Sickness Absence

All reported Staff Sickness Absence – PCNPA wide:

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Short term	51.5	58	51.5	37.5	37	104	62.5	88	44	89.2	57.3	35	715.5
Long Term	39	22	4	20	40	23	38	41	57	37	43	52	416
Total	90.5	80	55.5	57.5	77	127	100.5	129	101	126.2	1003.3	87	1131

A total of 1131 days were lost due to sickness in the last rolling 12 months. 764 days were lost due to sickness absence in 2021 and 986 days in 2020.

Covid-19 accounts for 88 days sickness during the period. 67 days are attributable to Stomach problems and 67 attributable to stress and mental health – both of which are recorded within the long-term absence figures.

Managers continue to undertake ‘back to work’ meetings following all sickness absences and especially when local stress issues are identified. They are also coached to implement individual employee action plans. The Authority’s retained Occupational Health and Counselling Services continued to be used proactively to support staff.

10. Annual Health & Safety Report

Committee Members were due to be presented with the Authority’s Annual Health & Safety Report. However, due to a number of factors outside of Human Resources, the report, which details the annual plan and progress against the plan, will be issued at the following meeting.

A list of the subject headings for the Annual Report is shown at Appendix A. Members are asked to comment on their appropriateness.

11. Department Updates

Health, Safety and Wellbeing actions taken during the period include the following:

11.1 Castell Henllys

Incidents / Emergency Call Outs

The site was closed 18 July 2022 due to high temperatures.

Covid-19

The Covid-19 Risk Assessment was revisited in September 2022, and as a result, the Perspex protective screen in Reception was removed. Sanitiser points remain in place.

Defibrillator

Machine and battery testing was carried out. Human Resources will ensure that all Authority Defibrillators are on the NHS Wales Defibrillator Database from 1 November 2022.

Fire Safety

FAS undertook their bi-annual inspection of alarms, smoke / heat detectors, lights and extinguishers on 16 September 2022.

11.2 Oriel y Parc

Covid-19

Sanitiser points remain in place within the site at Oriel y Parc. Masks and gloves are still available for staff to use for Covid-19 safety, but at their own discretion.

11.3 Carew

Covid-19

Sneeze Screens and sanitiser points remain in place in the Castle and shop. Masks and gloves are still available for staff to use for Covid-19 safety, but at their own discretion.

11.4 Discovery

Covid-19

The Education team have scaled down procedures (to pre-Covid-19) in several areas, including minibus travel. All services offered, including the full schools programme have resumed.

11.5 Llanion HQ

Covid-19

Maximum room occupancy levels continue to apply with many staff working in a hybrid way. Planning is underway to re-open fully on 3 January 2023.

11.6 Countryside Management

Covid-19

Wardens continue to work in line with staff guidance issued in May 2022 and are working in set teams of 2 (bubbles) and have staggered start and finished times to reduce contact at depots when picking up and dropping off kit.

FAS completed their six-monthly test of alarms, emergency lighting, fire exits, extinguishers etc. in September 2022 at Cilrhedyn.

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)

Health and Safety Annual Report for 2021 / 22

1. OVERVIEW

Health and Safety Management, Structure, Manager, Employee, H&S Group Responsibilities. H&S Group Terms of Reference review (*as requested by Committee*).

2. INCIDENTS / ACCIDENTS AND NEAR MISSES

Statistics, trends, learning and commentary. This includes Aggressive behaviour and incidents reported to HSE through RIDDOR and learnings.

3. MUSCULOSKELETAL REPORT

Included Manual Handling

4. TRAINING AND DEVELOPMENT

Training carried out and plan for 2022 / 23

5. COVID-19

Action over the period and plans for 2022 / 23

6. H&S POLICY REVIEW

Audit of Existing Policies, newly approved policies and developments for 2022/23

7. FIRE SAFETY UPDATE

8. FIRST AID UPDATE

Including Defribs

9. HAVS

Including management of Machinery

10. NOISE AND RESPIRATORY MANAGEMENT

11. PPE AUDIT

Equipment provided and any gaps

12. FOOD SAFETY

Carew Café. Monitoring of kitchen fridge.

13. STAFF WELFARE

Includes Bullying and Harassment, Stress Management, Occupational Health Update and Health Surveillance for staff.

14. CONTROL OF CONTRACTORS

15. COSHH

16. MANAGEMENT OF RISK

Stats, Numbers and areas covered in Risk Assessments, e.g. working from height, chainsaw use, driving etc.

17. STATUTORY MONITORING

Includes Water safety / legionella / PAT testing etc.

18. VEHICLE MANAGEMENT

19. IMPROVEMENTS IDENTIFIED FOR ACTION PLAN IN 2022 / 23

20. HSE / LEGISLATIVE UPDATE AND TIMETABLE