

REPORT OF HEALTH AND SAFETY ADVISER

PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY
HEALTH AND SAFETY ANNUAL REPORT
2012



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1. Introduction. Purpose of report.

This report aims to:

- a. Record and bring to member's attention the issues and activities relating to health and safety management in PCNPA
- b. Demonstrate progress and proposed actions in relation to Outcome 8 of the Authority's Corporate Strategy, which is "The Authority is recognised as meeting good practice standards in terms of governance, providing value for money and listening to the views of residents, visitors and partners". Two of the indicators of success are relevant to this report (numbers 4 and 7)
 - We maintain our position as a good employer
 - The trend in the number of health & safety incidents is reducing.

2 Guiding principles and statutory duties

Good health and safety management is a core component of any successful organisation for a number of reasons outlined below.

- Our place as a public body with the highest aspirations in terms of governance puts the management of safety and the well-being of our staff at the forefront in terms of importance
- The legal framework in both criminal and civil law sets out standards both in statute and common law which we must adhere to as at least a minimum. Not only are criminal and civil actions costly and damaging to our reputation but they are the clearest indication that we have failed to protect our staff
- Staff engagement, health and well-being is increasingly being recognised as a core component for success of any business whether commercial or in public service.

3 National strategies and the wider context

The early days of health and safety post the industrial revolution brought about major improvements in working conditions in this country. Most of these improvements were in terms of machinery guarding and protecting people from physical injury. The last 20 years has seen a very different sort of development in understanding of health and safety. The move to risk assessment based H&S management in the 90s has been followed by greater and greater emphasis on stress, musculo skeletal (wear and tear) and more recently mental health, health and well-being and life balance. In the last couple of years, staff engagement has come to the fore as a means of running a highly successful and efficient business as well as maintaining high standards of health, safety and well-being.

However, good basic management of machinery use and standards of training, guarding and personal protection are still vital because of their capacity to cause injury. Our challenge is to push forward with new developments in H&S whilst continuing to concentrate on the management of the basic risks.

The Health and Safety Executive (HSE) have reviewed their strategy setting out their key themes which are summarised as follows:-.

- We need renewed momentum to improve health and safety performance.
- We need to respond to a wide range of risks – from more small businesses, from new sectors and new technologies, as well as traditional industries and long-standing risks.
- We need to find new ways of engaging workforces in all workplaces of all shapes and sizes, using the knowledge we have gained from the past that properly involved unionised safety representatives achieved better health
- We need leaders who are committed to promulgating a common-sense, practical approach to health and safety in their own organisations and throughout the supply chains they work with,

motivated by the real business benefits, not exemption from regulatory scrutiny.

- We need to regain the value of the brand for what is real health and safety and challenge its devaluation as a synonym for unnecessary bureaucracy and an excuse for not doing things.

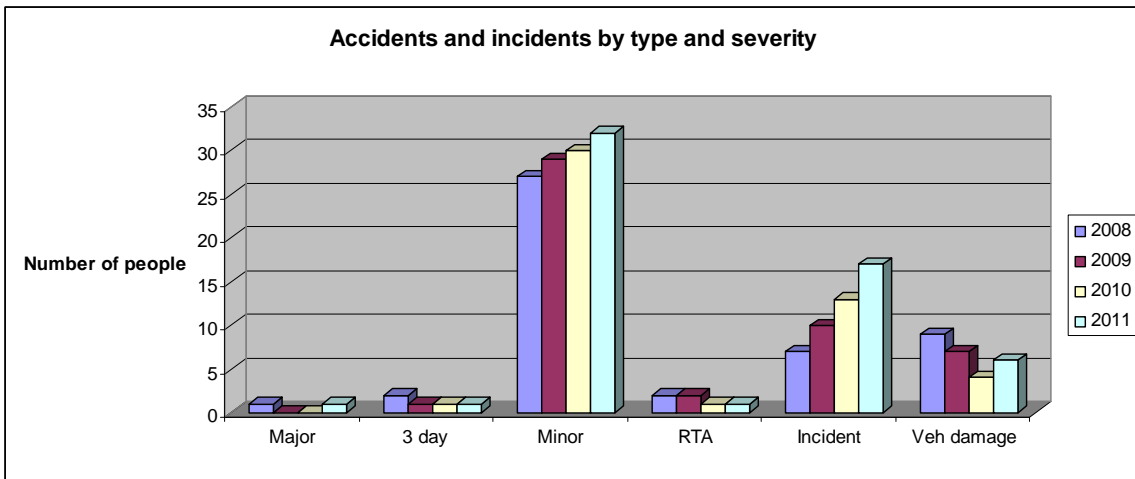
4 What we have done this year 2011-12

- Completion of a complex review of safety in roadside working culminating in the production of 3 new safecards and the briefing of all teams
- A training and awareness day open to all staff in November/December covering the issue of conflict management
- A review of membership of the Health & Safety Group following reorganisation
- Setting up of revised lone worker procedure in conjunction with 'Careline'. Careline is a call monitoring centre owned by Carmarthenshire County Council and run from Llandeilo. This centre is staffed continuously and can raise the alarm if a member of staff does not 'check in' as planned.
- Review of all 'safecards' with amendments and additions as necessary
- Liaison with colleagues in Pembrokeshire County Council with advice and ideas shared on machinery vibration, roadside working and dealing with difficult customers
- In the process of setting up a way of informing staff visiting unknown properties or locations of potential for problems. This project is awaiting the outcome of the review of digitised mapping needs for the authority.

5 What we are measuring (and how information feeds back into future decisions and initiatives)

Accidents and incidents

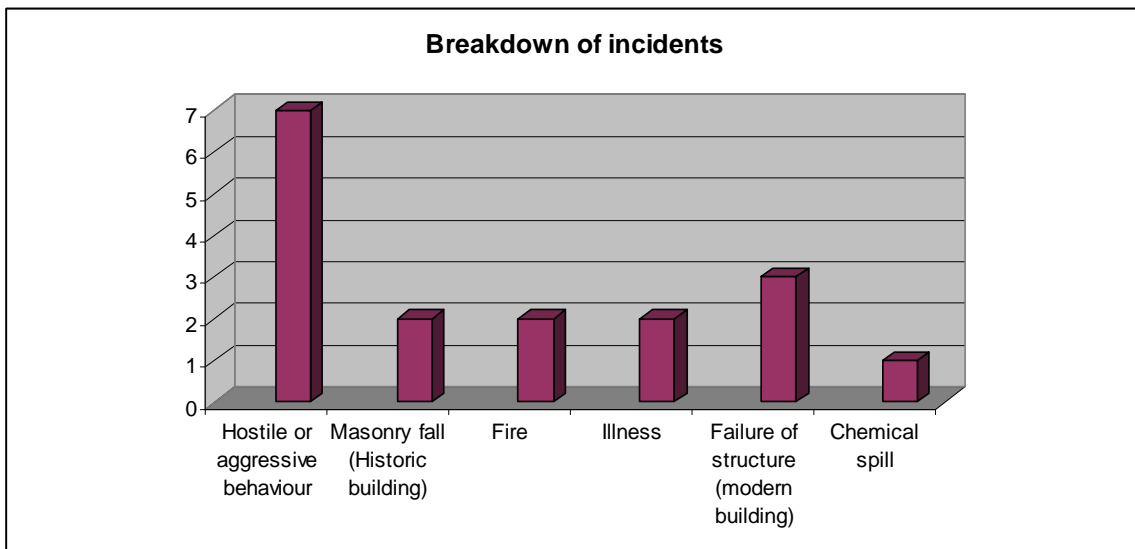
Great emphasis is placed on the reporting of incidents or "near misses". Action following an accident may prevent a second occurrence; action following an incident may completely prevent someone being hurt in the first place. All incident and accident reports are acted upon, in the first instance by the line manager and then the H&S Adviser or Technical Officer may get involved as necessary. Management team also actively monitor on a monthly basis and follow up on particular incidents.



The above graph shows the types of incidents and severity of accidents recorded.

- a) Incidents of vehicle damage peaked in 2007. An ongoing programme of driver awareness training and follow ups after such incidents has contributed to a general reduction in numbers since 2007 although the number has risen from 4 in 2010 to 6 in 2011.
- b) An increase in minor injuries and incidents is likely to be a consequence of awareness raising and a better understanding of the need to report all incidents. Many injuries reported as minor are very slight and might under other circumstances go unreported.

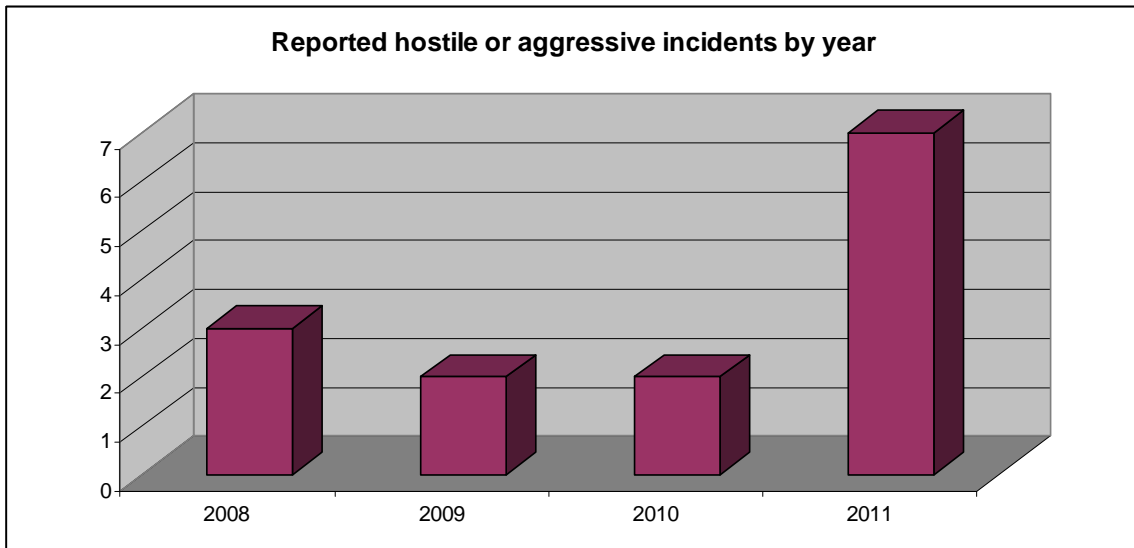
Given the increase in reported incidents, a breakdown of the reasons for these is shown below.



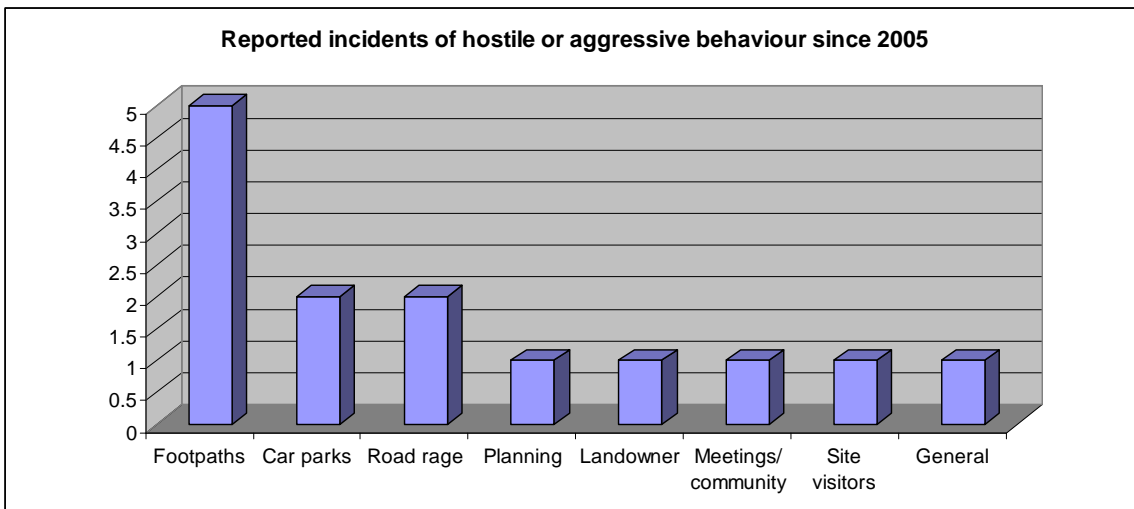
- i) The reports of masonry falls have resulted in a detailed survey and ongoing works at Carew Castle. The two incidents of fire involved a

greenhouse at Castell Henllys and a chip pan fire in the franchised café at Oriel y Parc.

- ii) Given the emphasis placed on monitoring hostile and aggressive incidents, the following graphs show the level of reporting and work areas affected. The large increase in reported incidents last year is considered to result from a greater level of reporting arising from the Authority's interest in this area of risk rather than an increase in the number of incidents.



The next graph sets out the types of work activity leading to incidents of hostile or aggressive behaviour.

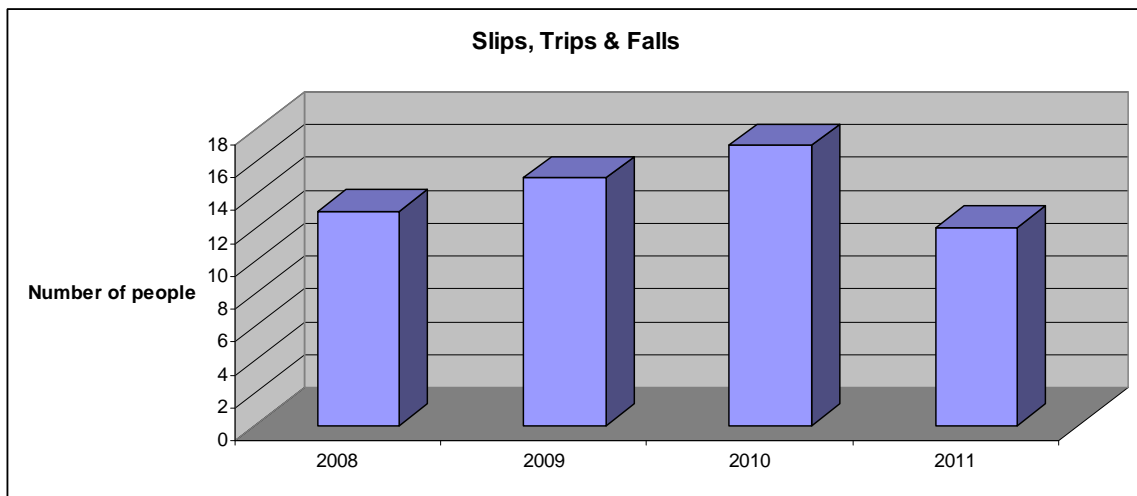


From the above graph, it is clear that hostile behaviour affects a wide spectrum of our activities and an initiative is underway to try to ensure that if one section has had a problem at a particular location, others can be alerted.

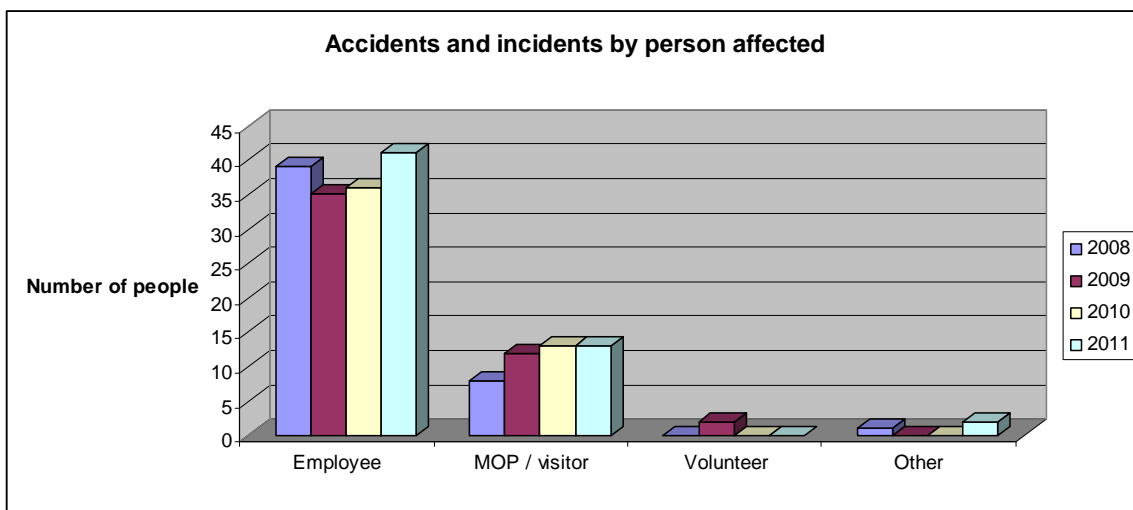
iii) Slips, trips and falls are highlighted as a perennial problem in organisations and these types of incident can contribute significantly to lost time in the workplace.

The following graph shows total slips trips and falls. In 2012, all but one of these were minor incidents which did not result in lost time.

The one exception was the only major accident of the year involving a child at one of our sites who fell and broke his wrist. No fault was attributed to PCNPA as it did not arise from a work activity nor was it due to any fault at the site.



The general upward trend in minor injuries shown on the graph has also been analysed. Of 32 this year, 20 involved employees and 12 Members of the public and visitors. It has however been impossible to categorise these as there is no particular trend or area of concern. The fact that there are so many different causes makes it very difficult to focus in on a particular area of work. It is essentially the same reason why HSE are struggling to reduce national incident levels which have remained at broadly the same level for a number of years.



This graph shows the spread of incidents and accidents between our own employees and others affected in some way by our activities.

6 Training events and feedback

Conflict management

An event on conflict management was arranged to raise awareness and to help equip staff with skills to deal with hostile or aggressive behaviour.

Whilst our organisation is not in the front line for dealing with aggressive customers, we do encounter issues from time to time especially when our activities in conserving the landscape cut across the personal wishes and aspirations of some of our residents. These encounters can leave staff shaken and upset.

The purpose of this event was to learn how to avoid getting into situations when possible, to de-escalate or, if necessary get away and to have a better understanding of the effect such an experience can have and how to move on or seek help if needed.

This event took place on the 30th November and 1st December 2011 at Llanion Park with individual staff attending one or more sessions on either day.

Driver awareness

The round of driver awareness courses started last year was completed this year and evaluation of the effectiveness of this is summarised further on in this report.

Machinery and equipment

Courses have been run during the year covering the following areas

- Abrasive wheels – 5 candidates
- Dumper truck – 3 candidates
- Compact tractor – 4 candidates
- Telehandler – 3 candidates
- 4X4 off-road driving – 2 candidates
- Ride on roller – 6 candidates
- Ride on mower (rotary & flail) – 8 candidates
- Counterbalance forklift – 3 candidates

The supervisor at Cilrhedyn Woodland Centre attended a course in Bristol dealing specifically with the management of staff at a facility such as ours. This was very good use of resources as it provided reassurance that, with some minor tweaks we are running the centre in line with best practice.

First Aid

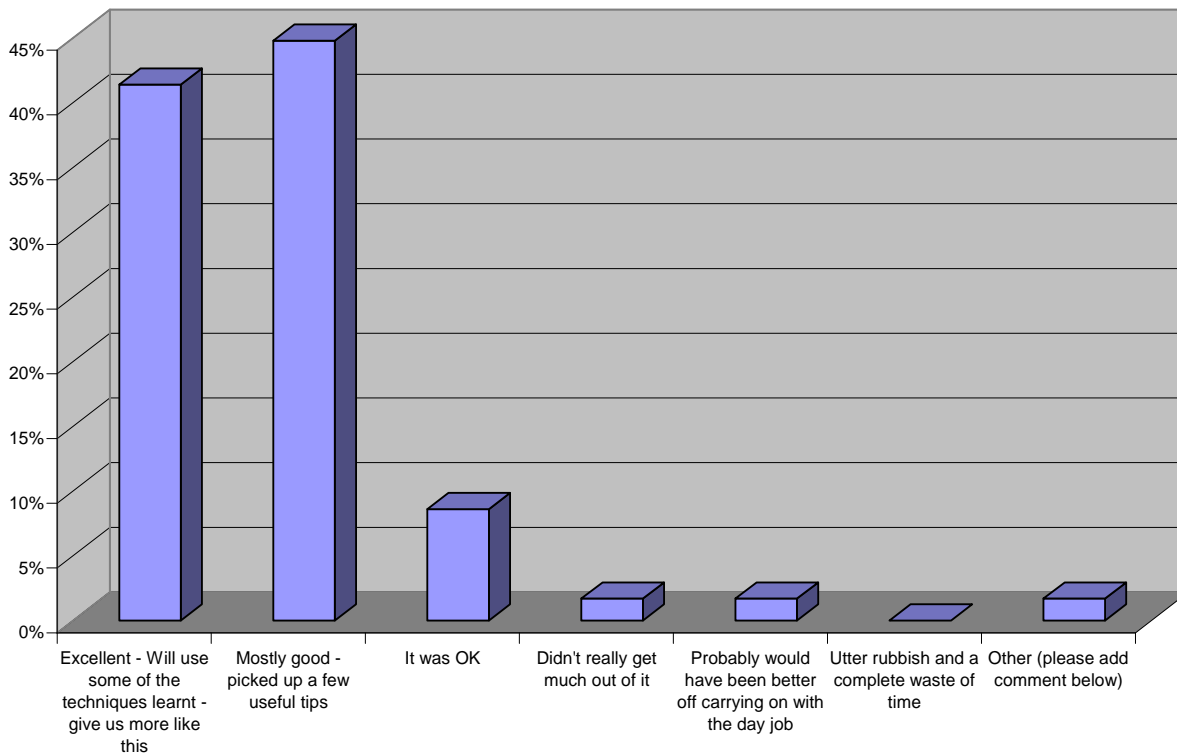
FIRST AID TRAINING 2011 - 2012	No people
Full first aid at work certificate	2
First aid at work requalification	2
Annual refresher course	8
One day emergency first aid course	14

FEEDBACK FROM TRAINING EVENTS

Web based survey software was used to evaluate the conflict management training immediately after the event and both this and the driver awareness training a few months later.

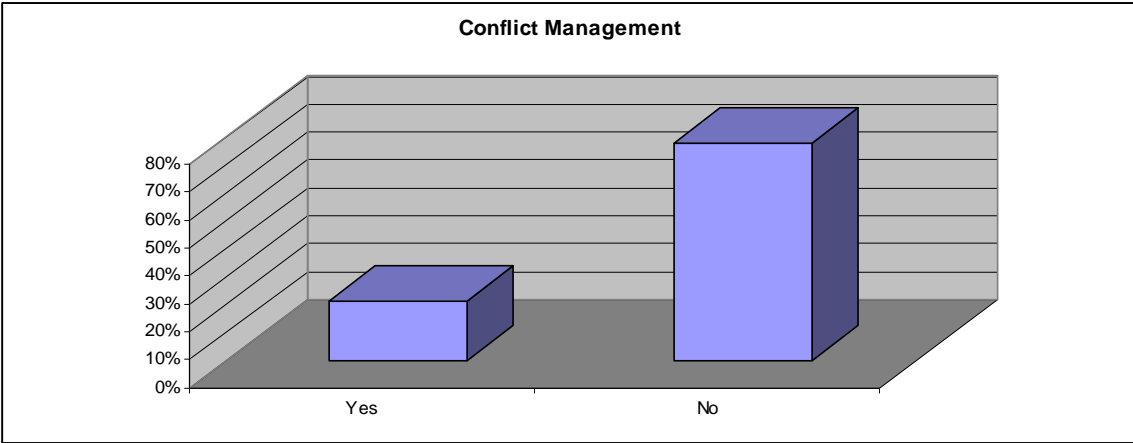
CONFLICT MANAGEMENT

WHICH OF THE FOLLOWING REFLECTS YOUR THOUGHTS ON THE DAY



The graph above shows the initial response to the training day. The graph below shows the response a few months later.

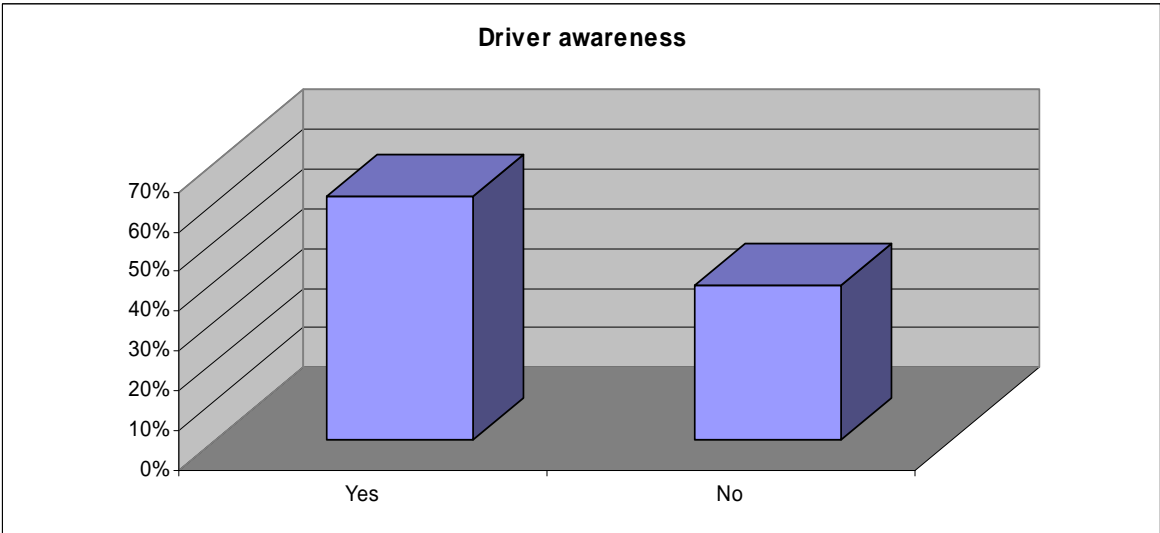
Has there been a time, either personally or in work, when you have acted or responded differently to a situation because of something you picked up during the training day?



Comparing the graph above with the response below on driver awareness it would appear that the driver awareness training was far more effective with over 60% of respondents saying that they have altered their driving habits as a result of the training. An analysis of the comments given by respondents tells a slightly different story in that most have not had reason to practice their skills in conflict management whereas we are all practising our driving skills daily. This highlights the difficulty of providing training and maintaining skill levels for events which do not happen very often.

DRIVER AWARENESS.

Is any aspect of your driving different as a result of the training undertaken?



7 Monitoring

Monitoring is carried out on both a proactive and reactive basis. Reactive monitoring may stem from an accident or incident report or from a complaint or comment from a member of the public or other third party. Both the Technical Officer and Health and Safety Advisor carry out monitoring while out and about on site.

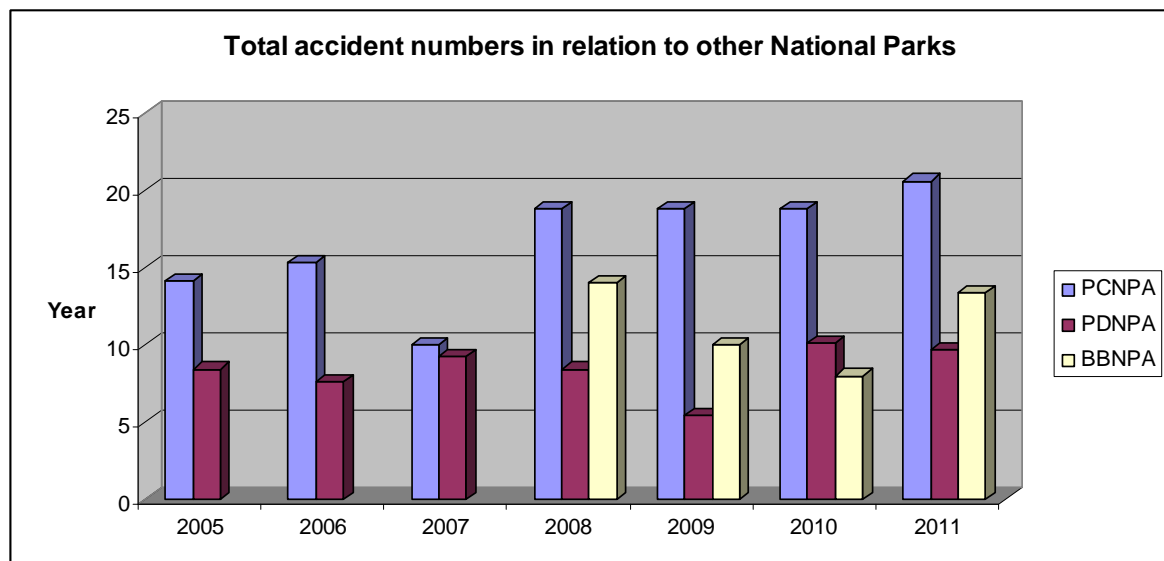
8 How we compare with others: Brecon Beacons , Snowdonia and Peak District NPAs, , national stats

In July 2012, visits were made to Brecon and Snowdonia NPAs. The purpose of these visits was to find out their approach to health and safety management generally and to some specific issues. In addition it was interesting to see what their priorities and current areas of work are.

It was interesting to contrast the three different approaches. BBNPA employs a health and safety consultant and is currently looking at the issue of legionella. At SNPA their Personnel Manager has an initial H and S certificate and the current priority there is the GPS tracking of vehicles. PCNPA employs a H&S Adviser part-time and this last year the priorities have been conflict management, driver awareness and roadside working.

Looking at published accident and incident figures for other NPAs it is interesting to note one reporting 4 accidents or incidents in a year and another 100. PCNPA lies roughly midway between the two but this highlights the difficulty of making comparisons or drawing conclusions due to the massive disparity in reporting practices between organisations.

The graph below shows accident reports at The Peak District and Brecon Beacons NPAs compared to our own. As ever it is difficult to make proper comparisons: non-injury incidents and vehicle damage incidents have been removed to get a better comparator. In spite of this we are showing a consistent and significantly higher rate of reported incidents than the others. We hope that further discussion with a number of the NPAs will enable us to refine the figures in future with the aim of becoming confident that we are comparing like with like and reporting similar things in a similar way.



In terms of national statistics, we can compare with reported over three day injuries to the HSE under RIDDOR, (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

UK figure 710 reports per 100,000 workers

Wales 820 reports per 100,000 workers

PCNPA 666 reports per 100,000 workers

However this is based on a single incident at PCNPA multiplied up for comparison and so is statistically flawed. In addition, research has indicated that only about 30% of 3 day incidents are actually reported to HSE so the national figure could be 3 times higher in reality.

9 What we are doing 2012-13

- i. Routine work including monitoring
- ii. Acting on incidents and accidents
- iii. A review of all display screen users
- iv. Review of site risk assessments at all our key sites
- v. Report on tree safety and options for monitoring tree on our sites.
- vi. Set up process to allow information about potential 'difficult people' situations to be available across teams.
- vii. Continue to communicate the H&S message through The H&S group and sub-group, electronic media, site visits etc.
- viii. Ongoing reviews of safecards and periodic reviews of policies and procedures as required.
- ix. Starting to use the new personnel software as a tool for disseminating the H&S message and for setting up workflows
- x. Building relationships with other NPAs to develop a network for sharing information and statistics