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**St Albans**  
**City & District Council**

**ANNUAL HEALTH AND SAFETY REPORT  
FOR THE PERIOD 1<sup>ST</sup> OCTOBER 2016 – 30TH SEPTEMBER  
2017**

**Prepared by**

Bukky Cordle, Corporate Health and Safety Officer  
Maria Stagg, Regulatory Services Manager

Community Services  
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Next Review due: October 2018

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HEALTH AND SAFETY MANAGEMENT FRAMEWORK 2016/2017

## **1. INTRODUCTION**

One of the key commitments of St Albans City and District Council (the Council) is: "Keeping the District clean, green, healthy and safe". It recognises the importance that everyone in our community places upon safety and health and is core to every service we provide.

As an employer and a public authority we have legislative obligations to satisfy and high standards are expected of us. The Council seeks to continually improve in this area, going beyond the minimum requirements of compliance. We aim to do this with all relevant legislation to provide an environment where people feel safe, healthy and happy to work and live.

We acknowledge the significance of health and safety to all our lives. To ensure the topic is regularly considered at a strategic level, the Council's Corporate & Departmental Risk Register contains the following risk: "Failure to ensure the safety of staff, visitors, contractors and public."

Health and Safety is also a standing agenda item weekly at Chief Executive's Board (CEXB).

## **2. PURPOSE AND SCOPE**

The purpose of this report is to comment on significant developments affecting the management of health and safety within the Council. It is based on the output of proactive and reactive monitoring strategies, setting new priorities for the forthcoming year.

This report covers the period 1<sup>st</sup> October 2016 to 31<sup>st</sup> September 2017.

The scope of this review encompasses all Council services and premises, with a significant part of compiling the report based on information extracted from 17 departmental reports. This report however, does not extend into examining the relationships with or systems of other public services that we host (i.e. the Credit Union, Citizens Advice Bureau, Aldwych Housing Group & Oaklands College or the Police).

## **3. EXECUTIVE SUMMARY**

The role of Corporate Health and Safety officer was successfully recruited to through internal secondment in August 2016. The secondee has developed in the role and the consistency this has provided has enabled the Health and Safety work program to continue.

Following a fatality at Westminster Lodge Leisure centre swimming pool on 4th December 2015, the Council formally attended the coroner's inquest hearing as an interested party. The hearings were held on 29 September 2016, 6 January and 17 August 2017. The inquest is now concluded.

Following a fee for intervention served on the Council back in 2013 in relation to the waste management contract, a follow up visit was carried out by HSE in March 2017. Initial feedback was provided by HSE during the visit, along with some agreed action points. These have been actioned and reported back to HSE. No further recommendations had been given by HSE at the time of writing this report.

An internal audit progress monitoring sheet was submitted by the Internal Audit team. It went before the Audit Committee in January 2017. The audit was closed following this meeting.

An evacuation of the building due to an incident which triggered a smoke alarm in the police kitchen took place. This led to the review and update of our evacuation procedures.

#### **Key Achievements are set out below:**

1. Development of Health and Safety Management Framework
2. Completion of the final progress update to the Internal Audit Committee.
3. Spot checks of Departmental Health and Safety Management documentation.
4. Delivery of DSE training in the Housing department
5. Delivery of Emergency First Aid at Work training in the Housing Support team.
6. Delivery of Conflict Management and Communication training for several departments.
7. Delivery of the Working at Height training
8. Review of the fire warden and door marshals provision
9. Piloted online IOSH Training
10. Delivery of H&S Management Training courses
11. Annual Review and update of first aider provision
12. Review and update of Health and Safety report.
13. Refresh of first aider training
14. Review of the Council offices evacuation procedures
15. Training of Fire Wardens and Door Marshals

#### **Key Elements of Work Programme 2017/18:**

1. Continue to monitor and encourage use of the centralised document storage system for risk assessments, safe systems of work and other H&S documentation

2. Work with IT and HR to develop the internal staff STAN portal to manage the Council's Health and Safety training commitments as an employer.
3. Work with IT and HR to develop Health and Safety eLearning modules
4. Develop fire safety awareness training for Councillors
5. Completion of outstanding action plan items from 2015/16

#### **4. SAFETY POLICY DOCUMENT**

The Council's Safety Policy is provided to all employees at recruitment. Staff formally acknowledge their understanding of personal health and safety responsibilities via the council's performance appraisal system. The policy is available publically on the Council's website and for staff via the intranet. This was last updated in September 2017.

Each year, the Council Safety Policy is reviewed by the Council's Safety Committee and Chief Executive Board.

#### **5. STRUCTURE FOR DELIVERY OF THE POLICY**

The Safety Policy sets out the structure for implementing the policy and achieving its objectives. All members of staff are allocated responsibilities. All levels of management have duties defined in respect of their areas of control and influence, with ultimate responsibility resting with the Chief Executive.

Cabinet Councillors have been trained in their responsibilities under Health and Safety at Work legislation, to give them senior oversight.

Internal auditors report any health and safety recommendations to the Chief Executive. More recently these have become standing agenda items, monitored at the Council's Safety Committee.

Access to competent Health & Safety advice (a requirement of The Management of Health and Safety at Work Regulations 1999) is provided by Regulatory Services. The role of the Corporate Health and Safety officer has now been recruited to via an internal secondment. The secondment was extended until end of December 2017. The success of this role will be evaluated by the Regulatory services Manager. A decision on whether to continue this role will need to be made by the end of February 2018. This could be as one full time equivalent job role, or an alternative method of delivery. This role will remain a coordination, monitoring and support role to managers at all levels until this evaluation is completed.

The Council is not averse to commissioning competent health and safety consultants or other specialists to assist with specific projects. This resource has been used during 2016/17 to carry out the Leisure Services Safety Audit and provide on-site support. It has been used to undertake the annual Health and Safety check on the Waste Management contractor. This work was carried out by Quality Leisure Management (QLM).

The Housing department also makes use of Fire Risk Assessors, Legionella Specialists, T&J Fire and LABC (Local Authority Building Control) to carry out our assessments and assist with more complex areas and projects.

All blocks of flats have a fire risk assessment in place. Fire safety works that have been carried out have reduced the risk significantly. Further fire risk assessments are ongoing as we are constantly looking to reduce the risk further and move all blocks to tolerable.

Table 1

| <b><u>Risk rating</u></b> | General needs | Sheltered | Mobile Homes | Temp |
|---------------------------|---------------|-----------|--------------|------|
| Trivial                   | 0             | 0         | 0            | 2    |
| Tolerable                 | 97            | 3         | 4            | 9    |
| Moderate                  | 160           | 2         | 0            | 0    |
| Substantial               | 0             | 0         | 0            | 0    |
| Intolerable               | 0             | 0         | 0            | 0    |

Each Head of Service is responsible for implementing the Council's Safety Policy (which includes the Corporate Safety Statement, Rules and Procedures). They are supported by a number of Safety Coordinators. Their role is to provide a local point of contact for staff to raise any issues, and assist with reviewing and updating DSE and other risk assessments. They also conduct six monthly workplace inspections and take part in periodic safety meetings.

The Council uses several contract partner organisations to deliver its services including waste management, sport and leisure facilities and grounds maintenance. Designated council officers are responsible for overseeing the Health and Safety performance of these contractors and working with them to encourage high standards. The Council may retain a non-delegable duty of care (and thus a liability) to service users despite contracting out the delivery to third parties.

Action taken to review and update the content of the departmental H&S reports and documentation has been effective. It has resulted in improved quality and consistency of content, and greater compliance with meeting the submission deadlines. Following an audit of departmental risk assessments, a mentoring system is now in place to help employees in writing consistent risk assessments and applying the scoring correctly.

## **6. CONSULTATION AND COMMUNICATION**

Departmental reports indicate health and safety has become a fixed agenda item for management meetings at all levels including at Chief Executive Board.

Meetings run by relevant council officers with contractor partners also focus on Health and Safety matters.

Health and Safety is also discussed at an individual level during 1 to 1 meetings with line managers.

The Council's Safety Committee considers accident data from contractors, and as a standing agenda item, at each meeting. Reviewing accident data from contractors ensures senior oversight and identification of emerging trends.

The Council's Safety Committee now invites individual Council contractors to its bi-annual meetings. At each meeting a contractor gives a presentation on how they manage health and safety in their organisation. We do this to give senior oversight of the contractor's health and safety management framework and to share identified good practice.

The Safety Committee met twice during the period 1<sup>st</sup> October 2016 to 30<sup>th</sup> September 2017 (meeting on 16<sup>th</sup> November 2016 and 16<sup>th</sup> May 2017) and the Safety Coordinators met twice in 2016 and twice in 2017.

Following a recent review the number of Safety Coordinators has been reduced to 21 persons to reflect the new departmental structure effective July 2017.

## 7. INCIDENT STATISTICS (2017 = 1<sup>st</sup> October 2016 – September 2017)

| Year                   | 2017      | 2016      | 2015      | 2014      |
|------------------------|-----------|-----------|-----------|-----------|
| Staff Accidents        | 13        | 10        | 12        | 21        |
| Public Accidents       | 10        | 11        | 12        | 15        |
| <b>Total Accidents</b> | <b>23</b> | <b>21</b> | <b>24</b> | <b>36</b> |
| RIDDOR?                | 4         | 2         | 1         | 11        |
| Dangerous Occurrences  | 0         | 0         | 1         | 2         |
| Near Miss              | 3         | 2         | 1         | 2         |

### Analysis

| Accident type      | Staff | Public | Dangerous occurrence | Locations  |
|--------------------|-------|--------|----------------------|--|
| Slips/ trips/falls |       | 6      |                      | Council office, outside of Verulamium museum<br>Council housing, council footpath, Suffolk close |

|                       |   |   |  |  |
|-----------------------|---|---|--|--|
| Muscular/Skeletal     | 2 |   |  | Council office, Council housing                      |
| Laceration/Cut        |   | 3 |  | Council office area, Clarence park, council housing  |
| Bruising/inflammation | 3 | 1 |  | Office area civic centre, Council housing-Grosvenor, |
| Fracture              | 0 |   |  |  |
| Electric shock        |   | 1 |  | Council housing-Ridgeview Lodge                      |
| Concussion            | 1 |   |  | Town Hall  |
| Other                 | 5 |   |  | Council housing area                                 |

In addition to the above, there were 3 near misses, 2 staff related (potential fall caused by obstruction and potential scooter mobility accident). Also, 1, from a member of the public, was reported by a Charter Market trader, however it did not result in a fall or injury.

Accident Analysis of contractors (NB: Information supplied by Safety Committee Members – this is separate to the above figures)

These are accidents arising from contractors operations over the preceding 12 months. The provision of this information has allowed the Council's Safety Committee to have oversight and identify any emerging trends.

Table A: Waste Management (Veolia)

| <b>Accident type/Injury sustained</b>  | <b>Percentage of total accidents/crew</b> | <b>Crew involved</b>  | <b>Any further action?</b>   |
|--|---|-----------------------|--|
| 1 Vehicle collision-No injury  | 14%                                       | Dry recycling crew    | Operative error- Veolia liability  |
| 1 Cut from broken glass<br>2 Finger trapped in wheel bin<br>3 vehicle collision-no injury-property damaged               | 43%                                       | Domestic Refuse crew  | Cut dressed and resident warned. Operative error-NFA<br>Operative error, damaged covered by Veolia insurance, driver left. |
| 1 Shoulder hit by tail gate of mechanical broom.<br>2 Vehicle collision-No injury<br>3 Altercation with member of public | 43%                                       | Street cleansing crew | NFA<br>NFA<br>Referred to police   |
|  | 0%  | Food Waste crew       |  |
|  | 0%  | Supervisors           |  |

Table B: Car Parks Management (NCP)

| <b>Accident type/Injury sustained</b>            | <b>Number</b> | <b>Car Park Locations</b> | <b>Any further action?</b> |
|--|---------------|---------------------------|----------------------------|
| Customer drove over directional signs. No injury | 1             | Drovers way               | Barrier arm repaired       |

|  |          |   |                                |
|--|----------|---|--------------------------------|
| Slips/trips/falls. Customer slipped on ramp and fell: injury                 | 1        | Drovers Way Car Park                          | Ambulance called/              |
| Customer drove through the barrier No injury                                 | 1        | Drovers Way Car Park                          | Barrier arm repaired           |
| Customer drove and hit barrier column; No injury                             | 1        | Russell Avenue                                | Barrier column awaiting repair |
| Customer drove into barrier column. No injury                                | 1        | Premier parking – Ground floor Russell Avenue | Repair to column               |
| Slips/trips/falls. Customer slipped and fell breaking her glasses. No injury | 1        | Drovers Way Car Park                          | NFA                            |
| A customer crashed through the barrier and hit a pillar                      | 1        | Drovers Way Car Park                          | Repairs                        |
| <b>TOTAL</b>   | <b>7</b> |   |                                |

Table C: Parking Enforcement (NSL)

| <b>Accident type/Injury sustained</b>  | <b>Number</b> | <b>Locations</b> | <b>Any further action?</b>                       |
|--|---------------|------------------|--|
| RTA/bruising and trapped nerve on foot | 1             | NA               | Currently still being investigated by the Police |

Table D: 1Life/SLM (Leisure Contractors)

| October 2016 – Sep 2017 | Total Accidents & Incidents |        |
|-------------------------|-----------------------------|--------|
|                         |                             | Riddor |
| <b>SLM</b>              | <b>338</b>                  | 0      |
| <b>1Life</b>            | <b>207</b>                  | 20     |
| Total                   | 545                         | 20     |

Table E: John O'Conner (Grounds Contractor)

| <b>Accident type/Injury sustained</b>                 | <b>Number</b> | <b>Locations</b> | <b>Any further action?</b> |
|---|---------------|------------------|----------------------------|
| Bruising to fingers caused by colleague dropping load | 1             | Depot            | Internal investigation NFA |

Table F: Roalco Accident Records 3.01.17 - 20.10.17

| <b>Office Date</b>  | <b>Injury &amp; Medical Support &amp; Time off work</b>                       | <b>Name</b> | <b>Description</b>   | <b>Remedy Required</b>   | <b>Precautionary Provision</b>   | <b>Injury code</b>            |
|---------------------|---|-------------|--|--|--|-------------------------------|
| Herts SADC 11.07.17 | Puncture to left thumb with drill bit Plaster from On Site First Aid          |             | Drill bit snapped and drill bit hit and punctured thumb  | More care required   | Recognises rushing work  | <b>CUT</b><br><b>Puncture</b> |
| Herts SADC 11.07.17 | Cut with saw to forearm - Plaster & bandage from On Site First Aid            |             | Saw slipped and cut forearm  | Fix materials securely when attempting to cut them   | Plan and control work safely   | <b>CUT</b>                    |
| Herts SADC 17.10.17 | Potential Slip Trip or Fall of Public or Tenant                               |             | Roalco staff renovating party wall. Did not plan and resource segregation of the work area & public safety | Site Specific property pack that addresses all planning issues and details resources of Safe Work System | Site Specific induction with team to ensure RAMS deal with all relevant issues, and ongoing site inspections | <b>NM</b><br><b>SSW</b>       |
| <b>0</b>            | <b>Medical / A &amp; E Continuing Treatment</b>                               |             |  | <b>Time off 7 days Plus RIDDOR</b>   |  |                               |
| <b>0</b>            | <b>Medical / A &amp; E Continuing Treatment</b>                               |             |  | <b>Time off 5 days ie Near RIDDOR</b>  |  |                               |
| <b>0</b>            | <b>Medical / A and E Treatment</b>  |             |  | <b>Time off work max ½ day</b>   |  |                               |
| <b>2</b>            | <b>Minor incident treated on site</b>   |             |  | <b>No time off work on site first aid</b>  |  |                               |
| <b>1</b>            | <b>Near Miss incidents where significant risk was not suitably controlled</b> |             |  |  |  |                               |

### Statistics at Neighbouring Authorities

Details from some of our neighbouring Local Authorities have been obtained. These provide a bench mark for our own health and safety statistics. This is limited to a degree, but where large differences are seen, further investigation can show where the issues are.

### Accident Incident Rates

Calculating accident incident rates helps to class different size organisations together to give a more meaningful comparison. This report focuses only on staff accident incident rates.

The following calculation is used:

$$\text{Number of defined accidents (x1000) / Average number employed}$$

Anonymised accident incident rates for six of our neighbouring HCC authorities are:

Herts Comparator #1: Accident Incident Rate: 22

St Albans Accident Incident Rate: 24

Herts Comparator #2: Incident Rate: 38

Herts Comparator #3: Accident Incident Rate: 36

Herts Comparator #4: Accident Incident Rate: 70

Herts Comparator #5: Accident Incident Rate: 78

### Personal Injury Claims

In 2016/17 a total of 5 reports were made to the Council in relation to bodily injury, although some of the actual incidents occurred prior to the reporting time frame. Injuries mainly pertained to slips, trips, falls and electrical. All were referred to the Council's insurers.

## **8. HEALTH AND SAFETY TRAINING FOR STAFF**

In response to action plans, consultation with the safety coordinators and the ongoing review on training needs, the following training was organised:

| <b>Course</b>                                | <b>Date</b>                | <b>Attendance</b> |
|--|----------------------------|-------------------|
| Fire Warden and Door Marshal training        | January & February 2017    | 18                |
| First Aider training                         | April/May and October 2017 | 2                 |
| Nebosh                                       | March 2017                 | 1                 |
|  |                            |                   |
| IOSH Managing Safety                         | July 2016                  | 3                 |
|  |                            |                   |
| Display Screen Equipment (DSE) training      | September 2017             | 6                 |
| Working at Height and Ladder Safety training | October 2016               | 21                |

## **9. SUMMARY ON STATUS OF H&S ACTION PLANS (Corporate Health and Safety Review)**

The annual internal audit (completed in March 2015), highlighted a significant number of predominantly administrative shortfalls (some potentially serious). This resulted in a Management Action Plan of 23 items (some of which are duplicate findings of other action plans). All the actions have been completed and a follow up audit is being conducted at the time of writing this report.

## 10. PRIORITIES FOR 2017/18 (WORK PLAN)

The following table summarises the key items of work relating to health and safety that are to be progressed before the end of the financial year in April 2018.

The table below indicates who is responsible for the actions and the timescales for completion. Progress towards successful completion of the work plan will be monitored by the Corporate Health & Safety Officer. Regular status reports are provided to the Head of Community Services and the Chief Executive.

### 2017/2018 WORK PLAN

| Action Ref Number & Origin | Action / Recommendation   | Responsibility                       | Target Completion Date | Current Status?  |
|----------------------------|---|--------------------------------------|------------------------|--|
|                            | Continue to monitor and encourage the utilisation of the centralised document storage systems for risk assessments, Safe System of Work SSOW's and other H&S documentation. | Corporate Health & Safety Officer    | Annually               | Annually   |
|                            | Develop My employee portal to manage the councils Health and safety training commitments as an employer   | Corporate Health and safety, HR & IT | End 2018               | In Progress  |
|                            | Consider setting some corporate key performance indicators and including them in a further review of the content of departmental & annual reports to include :              | Corporate Health & Safety Manager    | Annually               | Complete in part.<br><br>Following consultation with HR point 1 and 2 not practical to |

|  |   |  |                |  |
|--|---|--|----------------|--|
|  | <ul style="list-style-type: none"> <li>• health related aspects such as absence due to ill health and accidents,</li> <li>• performance of occupational health provider – number of referrals</li> <li>• driving for work incidents (RTC's),</li> <li>• H&amp;S performance of key contract partners e.g. refuse &amp; recycling service providers</li> </ul> |  |                | <p>progress.</p> <p>To be updated in next year's report</p> <p>Completed</p> |
|  | Develop fire safety awareness training for Councillors  | Corporate Health and safety Officer and the Chief Executives and Policy department                     | April 2018     | In progress  |
|  | Investigate and consider developing a Health and Safety e-learning module to complement the existing fire safety Module   | Corporate Health and Safety Officer, HR & IT and Health and Safety Coordinator's e-learning sub group. | September 2018 | In progress  |
|  | Develop and Include CDM Regulations into future Safety Policy   | Corporate Health and Safety Officer, Procurement and Housing and Legal                                 | September 2018 | In progress  |

APPENDIX 1

| The framework below is to bring together and confirm review/reporting arrangements for the main items of health and safety work |  |                    |       |     |      |      |     |      |     |     |     |     |     |     |
|---|--|--------------------|-------|-----|------|------|-----|------|-----|-----|-----|-----|-----|-----|
|   | Health and Safety Management framework |                    |       |     |      |      |     |      |     |     |     |     |     |     |
| Task  | Responsible Dept                       | Responsible Person | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar |
| Annual Health and Safety report to CEXB   | CS (Reg Services)                      | Corp H & S officer |       |     |      |      |     |      |     |     |     |     |     |     |
| Review safety policy  | CS (Reg Services)                      | Corp H & S officer |       |     |      |      |     |      |     |     |     |     |     |     |
| Review FAQs   | CS (Reg Services)                      | Corp H & S officer |       |     |      |      |     |      |     |     |     |     |     |     |
| Review and update corporate policy documents  | CS (Reg Services)                      | Corp H & S officer |       |     |      |      |     |      |     |     |     |     |     |     |
| Review and update list of Health and Safety Co-ordinators   | CS (Reg Services)                      | Corp H & S officer |       |     |      |      |     |      |     |     |     |     |     |     |
| Review and update list of 1st Aiders  | CS (Reg Services)                      | Corp H & S officer |       |     |      |      |     |      |     |     |     |     |     |     |



|  |     |                     |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|-----|---------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|
| <b>review and update ladder register (if applicable)</b> | All | Service manager     |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Twice year dept inspection</b>                        | All | H & S Co-ordinators |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Review of DSE assessments</b>                         | All | H & S Co-ordinators |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |     |                     |  |  |  |  |  |  |  |  |  |  |  |  |  |

**Signed and endorsed by:**

**Amanda Foley  
Chief Executive**



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**Joe Tavernier  
Head of Community Services**



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**Maria Stagg  
Regulatory Services Manager**



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**Bukky Cordle  
Corporate Health & Safety Officer**



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