

Corporate Health, Safety & Emergency Planning

Annual Report 2013/2014

The Council recognises that there are legal, moral and economic reasons why health and safety should be managed. The integration of health and safety management into the general management process achieves a higher standard of health and safety performance which in turn supports the overall risk management and protects our staff, assets and the wider community within Torbay.

This Annual Report demonstrates the Council's commitment to the continual development and improvement of health and safety management systems and provides statistical information on accidents and emergency events and summarises some of the activities during the past year to achieve these aims. Additionally it establishes a number of objectives for 2014/2015.

The Corporate Health and Safety and Emergency Planning teams work closely together providing each other with support and complimentary competencies. Working in cooperation with external agencies they provide an internal cross cutting resource which aspires to the prevention and protection of the Council's staff, other assets, the wider community and environment through the provision of a framework of strategic and operational plans, guidance and training which meet national standards.

Accidents

The total accidents reported have seen a further 14% decrease on last year's report as can be seen in the attached appendix one. This further decrease is compounded by the reduced number of school and corporate staff across the Council. A major step forward in the electronic reporting of accidents has been taken within the Council with the introduction of the online reporting system within schools. It is envisaged that electronic reporting will be rolled out to the rest of the Council by the end of the year. Special thanks go to IT for their assistance in developing the Accident Recording System.

Audits

The health and safety team has received further audits from the Devon Audit Partnership who looked at the general management and performance of the health and safety department and the Chartered Institute of Environmental Health covering the quality and competence in the delivery of the CIEH training modules. Both audits were positive and showed improvements in health and safety with further recommendations being implemented to support the continued improvement of the service.

Key Performance Indicators

During the past year the health and safety team has developed some initial KPIs for Directors, Executive Heads and themselves to improve the health and safety performance across the Council's operations. The KPIs were consulted on and approved by the Senior Leadership Team in October 2013. The first round of bi-annual monitoring has been undertaken with mixed results as can be seen in appendix two. The full year's results will provide a clearer outline for further development of the KPIs to promote continuous improvement of health and safety.

performance within the Council and those services which are being commissioned in behalf of the Council.

Training

The Health and Safety team reviewed the number of courses provided corporately to ensure that the courses on offer met the Council's minimum legal requirements. In the event 26 face to face courses were planned with 8 being cancelled due to a lack of delegates. There were 6 additional courses provided to individual schools or departments on request. In total 162 delegates attended the various courses on offer.

The Health and Safety team were granted a licence to run the First Aid at Work course by the Chartered Institute of Environmental Health in 2013; the first course was completed with a 100% pass rate. First aid at work courses are funded corporately with an average financial cost avoidance of £250 per head not counting officer time.

The I-learn system is continually being improved with 5 mandatory and a further 3 optional Health and Safety courses available. Further courses will be added in the future as and when there is sufficient capacity in the team to develop the course materials. During 2013/14 Business Units completed 2822 I-learn health and safety courses. See appendix three.

The Loss of admin support within the Health and Safety team will affect the number of face to face courses available in the forthcoming year with only essential courses being delivered. It is expected that any gaps will be backfilled with an increase in the number of I-Learn modules being developed.

Stress

There were 105 incidents of stress related illness reported during the year of which 55 per cent indicated that they were work related. This is a marked increase on the previous year and is a concern to this department and Human Resources who are jointly developing initiatives to support staff and their health and wellbeing. It should be noted that reports from schools are included in this figure, where referrals are made action is taken to ensure the necessary support and assistance is provided. See appendix four.

Policy & Guidance

The Corporate Health and Safety policy was revised in August 2013 and published in September. A new driver's policy with guidance has been developed and is currently undergoing consultation.

The Organising Events guidance documents have been reviewed and updated by the Corporate Events team and ourselves. Training is being developed with a view to delivering it to Small Event Organisers on behalf of the Public Safety Adviser Group. Further time has been spent advising Voluntary Groups particularly within Parks and Gardens area on risk assessment and safe working practices.

Radon

Further monitoring of the Radon gas levels in the lower levels of the town hall has been undertaken and the monitors returned to the Health Protection Agency, verbal

reports show the results to be within the safe guidelines and will be published when written confirmation is received.

Continued Professional Development

The Health and Safety team undertakes professional development training to ensure that their knowledge and understanding of the legal and scientific requirements of health are maintained at current standards.

Both members of the team have undertaken reinforcement training for first aid at work and Emergency Planning College training for multi agency event safety advisory groups.

Emergency Planning

Partnership Working

The Emergency Planning team collaborates with other emergency responders through the Devon, Cornwall and Isles of Scilly Local Resilience Forum (DCIoS LRF). The Council is represented on the following workstreams:

- DCIoS LRF meetings (once a month)
- LRF Chief Officers Group (quarterly)
- Risk Assessment Working Group
- Severe Weather Group
- Humanitarian Assistance, Evacuation & Shelter
- Coastal Pollution
- Mass Fatalities
- Fuel Shortage
- Telecomms Resilience
- Warning and Informing
- Local Health Resilience Group
- Site Clearance
- Recovery

Emergency Planning is also represented at the following meetings:

- Torbay Flood Steering Group
- Public Safety Advisory Group
- Port Security Group
- South West Emergency Responders Forum

Contingency Plans

The following plans have been progressed over the past year:

- Major Emergency & Business Recovery Plan
- 75% of Business Continuity Plans have been completed (up 15% on last year)
- The majority of existing Business Continuity Plans have been reviewed / updated
- Telecomms Resilience reviewed following changes to BT contingency arrangements.
- Report to the Mayor - Options for mitigating a loss of power.

Training and Exercises

Training and Exercises attended by Torbay Council staff are as follows:

- Torbay Public Health Transition Workshop
- Environmental Health Tabletop Exercise
- Tactical Coordinating Centre (Silver) Familiarisation
- Mini Tabletop Exercises for On Call Managers
- One to One briefing / training for On Call Managers
- Multi-Agency Gold Incident Command course
- Scientific and Technical Advice Cell training
- Exercise Short Sermon – Response to a radiological release in Plymouth
- Exercise Short Sermon – Recovery from a radiological release in Plymouth
- Exercise Autun – Testing local health / NHS emergency management
- Loggist Training x 2 (Facilitated by Gerry Cadogan)
- Public Safety Advisory Group training – (Public Safety at Events)
- Emergency Cascade Exercise
- Exercise Opus – Mass Fatalities Exercise
- Joint Emergency Services Interoperability Programme

Incident Response & Recovery

There were a number of notable incidents and events during the past year where the Emergency Planning team has had a role in assessing and coordinating the Council's Response. Incidents and Events during 2013/14 included:

- Response to Severe Weather events (Oct, Dec 2013, Jan, Feb 2014)
- Recovery from Severe Weather events (Feb, March 2013.....ongoing)
- House Fire in Dunmere Road
- Ongoing Industrial Action by Firefighters

Work plan for 2014/15

During the forthcoming year the health and safety team will:

- Complete the roll out of the Council's online accident reporting system to all departments within the council's area of responsibility with the provision of necessary training.
- Continue to develop the Council's health and safety KPIs to ensure continuous improvement of health and safety performance.
- Ensure that Executive Heads appoint appropriate numbers of nominated persons to undertake risk assessments and display screen risk assessments in their departments and provide training to them.

The emergency planning team's main objectives are to:

- Produce an Evacuation and Shelter Plan (Rest Centres).
- Recruit and Train staff as Local Authority Liaison Officers.
- Recruit and Train staff as Rest Centre Managers and Supervisors.
- Engage with Voluntary Organisations to supplement resource requirements at Rest Centres.
- Review procedures for accessing data on vulnerable people during emergencies
- Continue to review / amend the Major Emergency & Business Recovery Plan
- Review the Council's Strategic Guidance for Responding to a Flu Pandemic.
- Coordinate the Council's participation in a National Pandemic Influenza Exercise.
- Test a select number of Corporate Business Continuity Plans.
- Organize a 2 day Tactical Emergency Management course for members of SLT.
- Develop a web-based tool to enable efficient and secure (accredited to Official Sensitive level) exchange of information during both routine planning and response to emergencies.
- Support the development of Community Flood Plans (Pathfinder Project)

Appendix One

Total Accidents 2004 to 2013										
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Q1	527	489	278	282	268	336	272	280	330	215
Q2	454	436	203	204	224	286	235	241	241	178
Q3	586	389	238	332	290	339	267	347	286	211
Q4	512	200	306	340	284	386	323	435	172	281
Total	2079	1514	1025	1158	1075	1347	1100	1303	1029	885 ▼
Accidents by Person Specification										
Employees	592	560	565	537	415	457	385	387	328	353
Contractors	28	14	4	1	5	4	4	0	0	8
Pupils	618	450	387	538	565	546	495	610	479	421
MOP	812	480	64	57	85	160	203	294	215	101
Property	29	10	5	25	5	180	13	12	7	2
Total	2079	1514	1025	1158	1075	1347	1100	1303	1029	885 ▼
Accidents reported to the Health and Safety Executive										
Employees	10	34	23	24	17	20	10	8	15	4
Contractors	0	2	0	0	0	0	1	0	1	0
Pupils	5	25	18	17	35	12	9	3	0	3
MOP	1	0	0	1	3	2	3	6	0	0
Property	0	1	0	0	1	0	2	0	0	0
Total	16	62	41	42	56	34	25	17	15	7 ▼

Key Performance Indicators

Plan	Do	Check	Act
<p>The Council aspires to excellence in service delivery - Visible H & S leadership</p>	<p>Directors Targets</p>	<p>Executive heads</p>	<p>Health and Safety team</p>
	<p>Ensure executive heads establish suitable numbers of H & S duty holders within service areas, see 1.</p>	<p>Nominate and ensure appropriate training is provided to risk assessors and fire marshals within service area, see 2.</p>	<p>Provide annual report to Board and Scrutiny Committee</p>
	<p>Undertake a health and safety inspection in a high risk service area within directorate, see 3.</p>	<p>Undertake a health and safety inspection in a high risk department within service area, see 3.</p>	
	<p>Ensure staff are consulted on items which affect their health safety and well being, see 4.</p>	<p>As a minimum undertake quarterly team meetings with health & safety an agenda item, see 4.</p>	
		<p>Ensure risk assessments are undertaken and documented within service area and where necessary action is taken to eliminate or reduce the risk.</p>	
		<p>Provide bi-annual reports to Director and H & S team H & S actions undertaken.</p>	
1.	<p>There should be at least one nominated officer in every area, with additional requirements for critical function areas.</p>		
2.	<p>All <u>new</u> fire marshals to receive training before 31.03.14, and every 3 years thereafter. In shared premises Ex Heads should co-operate in provision of fire marshals and deputies.</p>		
3.	<p>High risk is defined as either on the critical function list, or where there is an above average accident/sickness rate, or where there are inherent risks to staff or the public.</p>		
4.	<p>Health and safety should be included in staff communications at least once a quarter or more often where there are substantial changes to working practices.</p>		

Executive Heads KPI returns							
Business Unit	Fire marshals	Building	Trained within last 3 years	Risk Assessors	Building	Trained within last 3 years	H & S Communications evidenced within previous 3 months
Supporting people	1	St Edmunds	Yes	No response			Not evidenced
Childrens Commissioning	No response			No response			No response
Schools	No response			No response			No response
Safeguarding and wellbeing	No response			No response			No response
TDA	No response			No response			No response
Tor Bay Harbour Authority	1	Torquay Harbour	No	1	Torquay Harbour	No	Yes
	1	Paignton Harbour	No	1	Paignton Harbour	No	Yes
	1	Brixham Harbour	No	1	Brixham Harbour	No	Yes
Residents & Visitors	5	Town Hall	4 yes 1 no	2	Town Hall		Yes
	3	Bxm Lib & Connections	Yes	1	Bxm Lib & Connections	Yes	Yes
	7	Tqy Library	Yes	3	Tqy Library	1 yes 2 no	Yes
	4	PLAIC	Yes	1	PLAIC	08/10/14	Yes
				1	Churston Library		Yes
Spatial Planning	2	Town Hall	Yes	None	N/A		Not evidenced
Community Safety	6	Commerce House	Yes	4	Commerce House	Yes	Yes
	4	Town Hall	Yes	3	Town Hall	Yes	Yes
Public Health Commissioning	2	Town Hall	Yes	2	Town Hall	Yes	Not evidenced
Business Services	No Response			No response			No response
Commercial Services	No Response			No response			No response
Information Services	12	Town Hall	Yes	4 + BPIF	Town Hall	08/10/14	Yes
Financial Services	5	Town Hall	26/11/13	1	Town Hall	07/08/08	Not evidenced

Updated 01/05/2014

Appendix Three

I - Learn	Business Unit	Details of courses completed April 2013 to March 2014							
		Asbestos	DSE	Driving	Back Safety	Fire Safety	Induction	First Aid	Stress Awareness
Adult Services & Resources	Adult Services	0	0	0	0	0	1	0	1
	Commercial Services	22	3	2	28	25	7	22	27
	Supporting People	3	0	0	2	4	1	4	3
	Information Services	43	5	2	47	47	3	40	50
Childrens Services	Commissioning	98	4	1	95	83	26	80	84
	Locality Services	0	0	0	0	0	0	0	0
	Safeguarding/Wellbeing	105	3	1	100	90	54	89	86
	School Improvement	6	1	0	8	8	1	7	7
Place & Resources	TDA/TEDC	17	1	0	20	12	9	12	9
	Business Services	4	1	0	3	6	3	6	6
	Finance	28	4	2	31	27	14	23	21
	Harbour Authority	12	1	3	12	12	10	13	11
	Residents & Visitors	101	33	21	98	98	49	90	87
	Spatial Planning	32	8	0	33	33	14	32	31
Public Health	Community Safety	38	8	3	27	46	19	36	41
	Public Health	7	0	0	8	7	6	7	7
Total health and safety courses completed		516	72	35	522	498	247	461	471

