Occupational Safety and Health Adviser (OSHA)

Draft Annual Report for 2019

Note: the coronavirus (covid-19) pandemic was having a very significant and serious effect on the operation on the PDNPA at the time this report was completed. This retrospective report is primarily concerned with OSH performance during 2019 and the management of the NPA during the pandemic is not addressed within the main body of this report. An Annexe has been added to give a summary of actions taken by the Authority to mitigate the effects of the pandemic and to comply with Government guidance.

1. Context

This report will, in accordance with the Occupational Safety and Health (OSH) Policy, Part III, Governance Arrangements, be submitted to the Health & Safety Committee, Leadership Team and Programmes and Resources Committee.

The purpose of this report is to provide evidence that OSH performance is satisfactory and continuously improving.

This report includes

1.1 An overall appraisal of OSH performance for the PDNPA for the previous year with particular reference to corporate initiatives making further significant improvements and to performance indicators
1.2 Accident and incident data and analysis for the year 2019 for staff and for visitors including near-miss reporting
1.3 A report on OSH services provided to other National Parks
1.4 Recommendations for further action through 2020

2. Health & Safety performance

Overall, a good OSH culture exists at PDNPA. Employees understand the importance of OSH management both for their own and for others safety and well-being. During 2019 the profile of OSH has been raised further with an increase in OSHA hours since 1 April 2019 and significant investment in Institution of Occupational Safety and Health (IOSH) training for all managers. Qualitative OSH performance indicators have been introduced for 2019 and are routinely reported in Quarters 1 and 4.

Indicator	Target	Q4 result	Comment
Senior managers (SLT and HoS) completing IOSH *Leading Safely* within last 3 years	100%	87%*	A new Safety Leadership course is being promoted for all NPAs for delivery in 2020/21
Team Managers complete IOSH *Managing Safely* within last 3 years	100%	84%	PDNPA has developed a course specifically for NPAs to be delivered 2020
Staff have completed *Introduction to Health and Safety* course	100%	86%	Further OSH E-learning courses to be added in 2020

Indicator	Target	Q4 result	Comment
Number of near-miss reports received as a proportion of total reports received	50%	55%	This indicator will be further developed with NPA benchmarks in 2020
Generic risk assessments are available for all key NPA OSH matters	100%	100%	The list of *key NPA OSH matters* will be annually reviewed and agreed

Table 1 Quarter 4 OSH performance indicators summary results
* Includes two acting HoS nominated for but not completing *Leading Safely*

During a continuous, rolling programme of visits to PDNPA premises and staff at work, the OSHA performs a monitoring and mentoring role. During these visits opportunities arise to recognise and endorse good practice, respond to instances where some improvements are necessary and to further coach staff. Interventions typically include: enhancing competence to manage a wide range of OSH matters, improving the use of available resources and promoting the constant review and improvement of risk management controls. For 2019 OSHA working hours have increased and more and more frequent site visits have been undertaken.

The risk/action 'escalator'

Where a serious health or safety related matter is identified that requires 'escalation' to senior management for further investigation and/or action, this will be identified. There has, for 2019 been no such incident.

3. Key OSH management system developments during 2019

3.1 OSH management system – documentation

Good documentation is an essential component part of any safety management system. Knowledge, understanding and use of documented systems are key to our overall success in implementing, maintaining and demonstrating good OSH management. Key documents include: OSH Policy, risk assessments (and where indicated safe work procedures), incident and near-miss reports (and any follow-up investigation reports). All key documents are regularly reviewed and updated by the OSHA.

Key developments in 2019 include

3.1.1 An annually revised OSH Policy revised and adopted from 1 January 2019
3.1.2 A reviewed and updated set of key-topic, generic risk-assessments*
3.1.3 A reviewed and modified incident/near-miss reporting form to better reflect use for all incidents including for visitors (adopted from September 2019)
3.1.4 A new simple report card for encouraging better reporting, particularly for near-misses (introduced August 2019)
3.1.5 A set of key OSH performance indicators have been identified and included in routine quarterly performance reports (Q1 and Q4). (See section 2 above)

Many of these documents are shared with other NPAs to foster a more consistent standard and approach to managing key OSH matters within the NPA family.

* Generic risk assessments are widely shared to form a baseline set of controls for all NPAs.

3.2 OSH management system - resources

To ensure that all line management performs suitable day-to-day OSH management, to provide advice to support that function and to ensure that the Authority is able to provide suitable assurances that OSH management at PDNPA is satisfactory, it was recommended that the OSHA resource should be increased. This was agreed and in conjunction with changes to SLAs with other NPAs the OSHA resource at PDNPA was increased to 30 hours per week from 1 April 2019.

Other improvements in the representation of all services at the Health and Safety Committee and for Union and Staff Committee representation, together with a reviewed constitution and role for representatives has significantly further enhanced the overall OSH resource available.

3.3 OSH management system - training

Day-to-day, routine management of OSH matters is the responsibility of all employees. All line managers have particular responsibility for ensuring that OSH requirements are properly understood and complied with. A significant component of this responsibility is ensuring that suitable and sufficient levels of information, training, qualification and supervision are provided and maintained. During 2019 Institute of Occupational Safety and Health (IOSH) was introduced for all managers.

Globally recognised *gold-standard* IOSH accredited OSH management training was introduced in 2019.

3.3.1 All Senior Leadership Team and Heads of Service have successfully completed the IOSH accredited *Leading Safely* one-day training course. Two acting Heads of Service were nominated for the course but have not completed it. A future one-day course for senior managers *National Parks Leadership Safety Training* is being developed for delivery in 2020.

3.3.2 Most Team Managers and some other key colleagues (84% of targeted managers), have successfully completed the IOSH accredited *Managing Safely* 3-day course

Following the IOSH courses provided by an external trainer for PDNPA staff in 2019 it was determined that a more bespoke course designed specifically for NPAs would be provide added benefits. The PDNPA OSHA has pursued this and the PDNPA became an approved IOSH training provider for Managing Safely in November 2019. The OSHA has developed a specialised version of the IOSH course and the first *Managing Safely for National Parks* IOSH accredited course will be delivered at the Yorkshire Dales NPA in February 2020.

Bespoke PDNPA versions of the ELMS (the National Parks E-learning system) modules *Introduction to Health and Safety* and *Fire Safety* are now mandatory for all staff. Completion of these courses is now a key performance indicator (see Section 2 above). Further ELMS modules including *Manual Handling* and *Working at Height*, have been customised for PDNPA use with embedded links to PDNPA documents. These are available for all staff and line managers are required to identify which of their staff should complete particular modules.

Occupational safety and health matters are now routinely included in all Staff Briefings and articles on specific matters are published in the internal staff magazine *Inside Peak* and featured on payslip letters. By encouraging the further engagement

of all our colleagues in the management of OSH through this training and information our safety-culture is steadily improved and reinforced. We can be confident that this will foster improved awareness of OSH matters, enhanced competence to manage them properly and subsequent continuous improvements in OSH management performance.

4. Accidents and incidents data and analysis for 2019

4.1 Staff

The PDNPA, in common with other NPAs, continues to enjoy a low accident rate. Causes of accidents are familiar and generally only minor injuries have been experienced. There is no identified significant increase in the number or pattern of minor incidents reported for 2019. No RIDDOR reportable incidents were received.
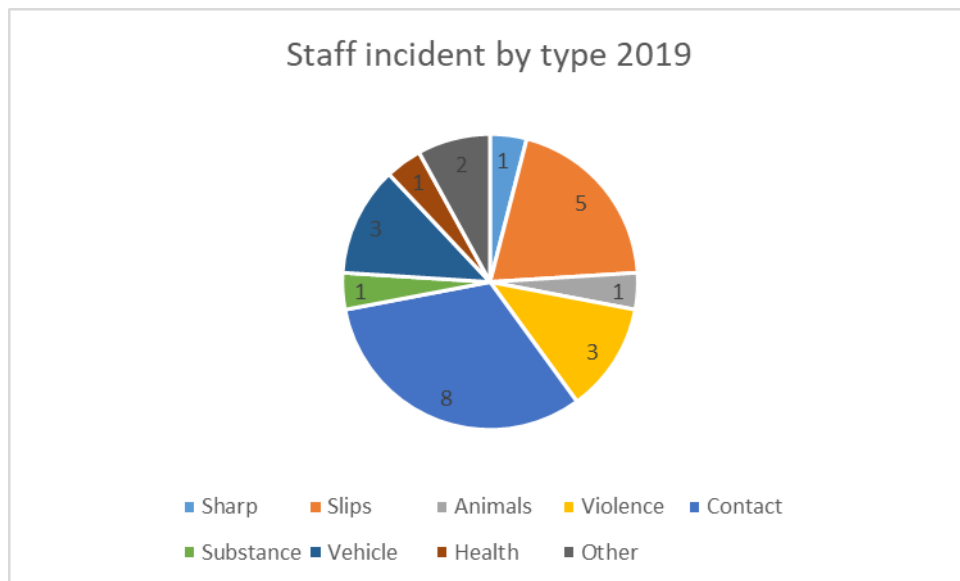

Figure 1 Staff incident by type 2019

While we would hope and expect the number of actual accidents and injuries to remain low we have during 2019 made a special effort to encourage good levels of incident reporting including for near-misses. In 2019 a revised incident reporting form was introduced with some amendments making it more useful for a wide range of incidents, including for visitors and customers. A simple to use near-miss reporting *postcard* was also introduced.
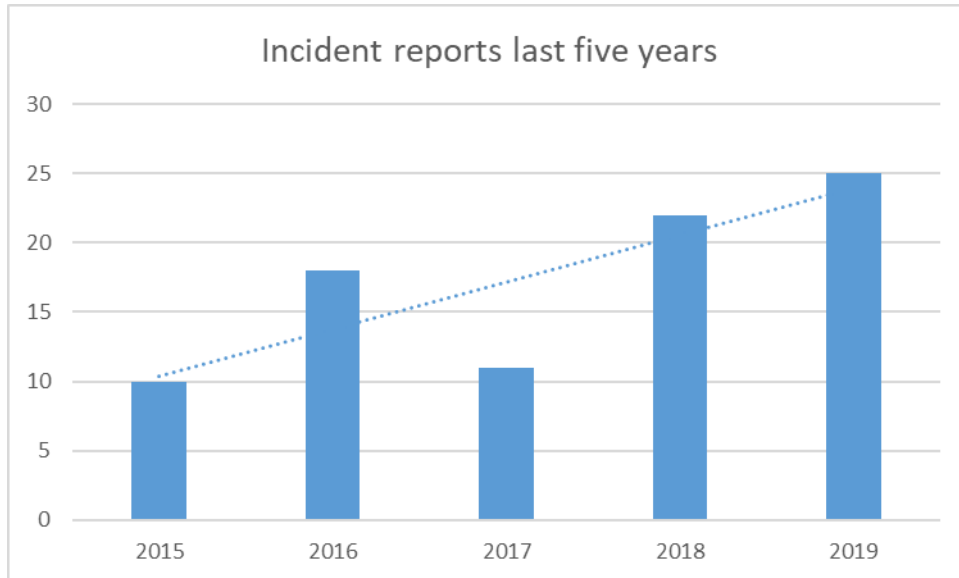
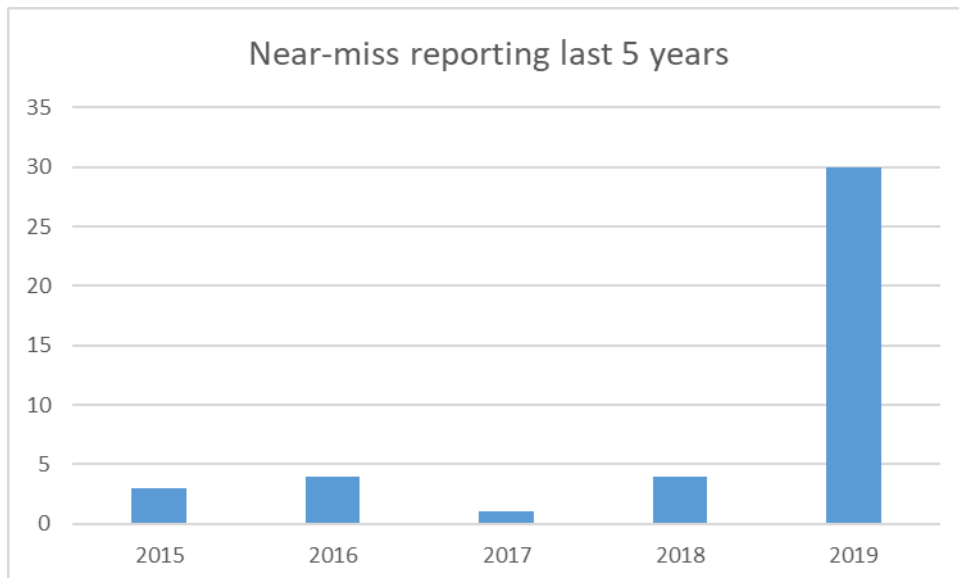Figure 2 Number of incident reports received over the last five years

Figure 3 Number of near-miss reports received over the last five years

Given the emphasis on improving overall incident reporting, particularly for near-misses and the further engagement of all employees with OSH management an increase in reporting is to be welcomed and is not an indication of a decrease in safety or control of risks.

The proportion of incident reports that indicate minor incidents and near-misses will be used as performance indicators. The target for near-misses set initially at 50% of all reports received in 2019 has been exceeded in the first year (55%).
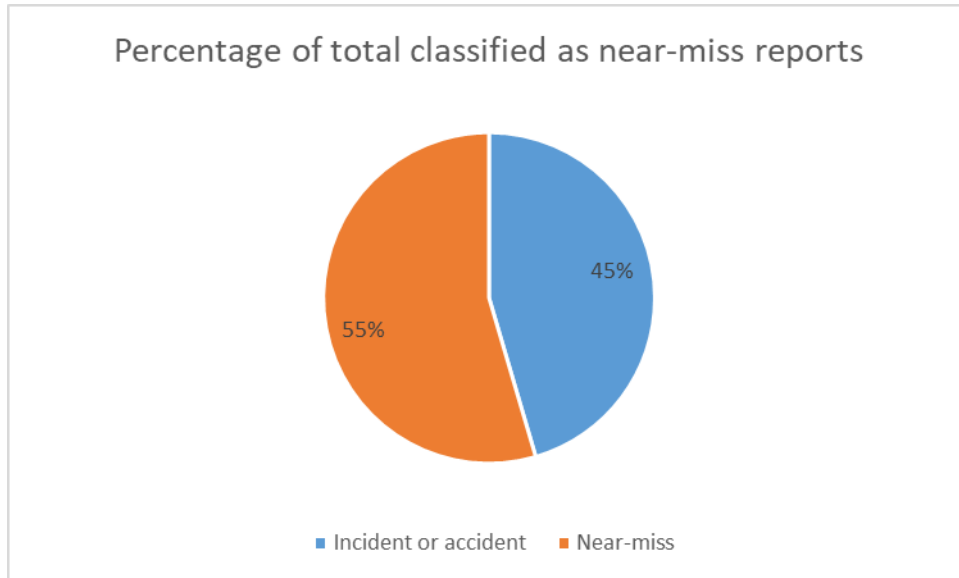
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Percentage of total classified as near-miss reports

Figure 4 Near-miss reports as a percentage of total reports 2019

4.2 Visitors

Accidents and incidents involving visitors include familiar themes. Slips, trips and falls and cycling related incidents account for nearly all incidents reported. All incidents involving children, young people and visitors on an organised PDNPA event are investigated.

Visitor reported incidents 2019

Figure 5 Visitor incident reports received 2019

5. OSHA services to other NPAs

The OSHA continues to provide professional OSH advice to other NPAs through both formal Service Level Agreements (SLAs) and more informally. From November 2019 the PDNPA has achieved approved training provider status for IOSH managing safely training. The OSHA has prepared and will provide the first *Managing Safely for the National Parks* course at the Yorkshire Dales HQ for colleagues at the Yorkshire

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Dales and North York Moors National Parks in February 2020. Further courses are to be arranged in 2020 for PDNPA colleagues and for other NPAs. The new course allows a broad range of OSH management system components, suitable for NPA wide use, to be shared and provides a further income stream for PDNPA. The value of sharing solutions to common problems and of setting consistent targets and measures of compliance (benchmarking) is included in the course.

A further one-day course for senior managers at NPAs *National Parks Leadership Safety Training* is now being developed. In the same way as *Managing Safely for the National Parks* this course focuses on key safety management issues for the NPAs and allows senior managers to rehearse their actions in response to a fictitious, serious safety-incident. Several other NPAs have registered their interest in both courses.

6. Priorities and actions for 2020

The OSHA will continue to perform a rolling programme of workplace visits, audits and inspections and provide OSH advice to all staff at work. The performance indicators introduced in 2019 will be developed further to provide challenging targets for the further improvement of OSH management.

Specific OSH priorities for 2020 include

6.1 Carry out a post covid-19 review of PDNPA OSH policies and procedures introducing any temporary or permanent changes to practice in accordance with national guidance
6.2 Introduce specific initiatives to further address public sector ill-health priorities of musculo-skeletal injury and mental ill-health
6.3 In collaboration with HR colleagues consolidate OSH training records as a central resource for identifying and promulgating post-holder training and refresher training needs
6.4 Further develop the use of OSH Key Performance Indicators (KPIs) with the introduction of new and challenging targets for reporting from the first quarter of 2020/21
6.5 Complete an overhaul of topic-specific OSH management arrangements for a range of property and task related matters in collaboration with other NPA managers
6.6 Develop and deliver (for NPAs) further training and E-learning resources (via ELMS modules) for OSH and supporting material/resources

7. Recommendations

7.1 The work, summarised in this report, to deliver continuing improvements in OSH management at PDNPA through 2019, is recognised
7.2 Proposals for priorities to be addressed from 2020 are endorsed

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OSHA
May 2020

Annexe

Summary of key occupational safety and health actions taken to address the covid-19 pandemic and to comply with Government guidance

A series of general occupational risk assessments for covid-19 have been produced and widely disseminated. The first of these was produced in mid-March reflecting national official guidance at that time around more frequent hand-washing, looking out for signs and symptoms of infection and encouraging preparations for more home-based working. Subsequent reviews and updates of that first risk assessment changed to include more explicit instructions for all but essential services to be performed remotely and for general social distancing measures to be adopted. Access to PDNPA buildings was restricted at this time and some staff started to assist the Police working within the National Park to encourage the general public to stay at home.

Where these essential services have continued other risk assessments have supported staff in identifying and implementing suitable controls including, wherever appropriate, those contained in the generic risk assessments.

As most staff moved to working from home, Human Resources have also provided regular support to all staff to do so safely and with regard to good mental health and wellbeing. Regular staff communications have included tips for setting up home work stations, adjustments to work routines and for keeping in touch with colleagues. Good use has been made throughout of reference to official national guidance and to other reputable resources.

Attention has latterly been given to soon to be announced measures to allow some work to recommence. Official guidance will be followed and incorporated in future versions of generic covid-19 risk assessments. It is likely that certain measures we are now all familiar with such as hand-washing, equipment cleaning and stricter control over isolation during periods of symptomatic illnesses will be here to stay.

4 May 2020