

Occupational Safety and Health Adviser (OSHA)

Draft Annual Report for 2021-2022

1. Context

This retrospective report is primarily concerned with Occupational Safety and Health (OSH) performance during the period March 2021 – April 2022.

Throughout this time the coronavirus COVID-19 pandemic continued to cause many alternative working arrangements to be adopted. Consequently, this report focuses on the special arrangements put in place to maintain the safety and health of our staff and those others who may be affected by our operations, during this period.

This report will, in accordance with the OSH Policy, Part III, Governance Arrangements, be submitted for consultation to the Health & Safety Committee and the Management Team, then to the Programmes & Resources Committee, for approval.

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

This report includes

- An overall appraisal of OSH performance for the Peak District National Park (PDNPA) for the previous year with particular reference to corporate initiatives making further significant improvements and to performance indicators
- Accident and incident data and analysis for the year 2021 for staff and for visitors, including near-miss reporting
- A report on OSH services provided to other National Parks (NPAs)
- Recommendations for further action through 2022

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 2021 the profile of OSH and particularly of risk assessment, has continued to be raised significantly because of the coronavirus COVID-19 pandemic, (hereafter referred to as COVID) as all continuing activities were obliged to more explicitly consider inherent risks.

Qualitative OSH performance indicators were introduced from 2019 and are now routinely reported in Quarters 2 and 4.

Table 1 Quarter 4 OSH performance indicators summary results 2021

Indicator	Target	Q4 result	Comment
Senior managers (SLT and HoS) completing IOSH <i>Leading Safely</i> within last 3 years ¹	100%	78% (<i>Of current HoS – see note 1</i>)	A new <i>Safety Leadership</i> course is being developed for delivery in 2022-23
Team Managers completing IOSH <i>Managing Safely</i> within last 3 years ²	100%	41% (<i>of current Team Managers</i>)	A new <i>Managing Safely for NPAs</i> course developed by PDNPA will be delivered 2022 ³
Staff have completed <i>Introduction to Health and Safety</i> course	100%	86% (<i>last figure available</i>)	A review of the use of online learning resource (<i>ELMS</i>) is being completed by South Downs NPA. It is expected that several modules will be amended/updated and continue to be widely used
Number of near-miss reports received as a proportion of total reports received	50%	38% (<i>44% for staff and 25% for visitors</i>)	This indicator will be reviewed and used as a NPA benchmark from 2022
Generic risk assessments are available for all key NPA OSH matters	100%	100%	The list of ‘key NPA OSH matters’ will be continuously reviewed and agreed across NPAs

Notes: 1. Institution of Occupational Safety and Health (IOSH) Leading Safely course was introduced in 2019 for Senior Leadership Team (SLT) and Heads of Service (HoS). Of the 15 colleagues completing the course 8 are no longer with the organisation. The remaining 7 are all current Heads of Service and will be offered refresher training in 2022-23.

2. There have been significant organisational change at PD and a review of training needs for new/redesignated managers will be completed to identify candidates for

IOSH *Managing Safely for NPAs*. Courses are scheduled for June/July, September and October 2022.

3. PDNPA is now also an approved provider of IOSH *Managing Safely Refresher* training. This course has already been delivered to another NPA and will be delivered in 2022 for all colleagues previously completing the full course.

Normally, the OSHA performs a continuous, rolling programme of visits to PDNPA premises and staff at work. During this programme, the OSHA provides a monitoring and mentoring role including opportunities 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 2021, due to COVID and the exceptional working arrangements for many staff, the programme has been different.

The OSHA, like many staff, has worked from both home and office. A constant stream of official guidance and frequent revision of *the Regulations* (The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020), have been monitored, digested and where necessary, transposed into risk assessments and other guidance for NPA operations. Through 2021 ten different versions of a generic COVID-19 risk assessment have been produced and promulgated as rules have been changed. A raft of supporting guidance and advice has also been produced. Throughout 2021, most NPAs have shared information and interpretation of the rules and guidance to assist and support staff at work.

With many staff working from home, guidance on setting up home based workstations and other support, particularly about maintaining communications and considering good mental-health and wellbeing have been priorities. Staff surveys have been used to identify individual staff concerns and common problems and these have been addressed on a case-by-case basis.

As COVID restrictions changed during 2021 and different operations either reopened/recommended or closed and ceased, risk assessments and work arrangements for those operations were reviewed and reissued. Staff returning to workplaces or operations were routinely briefed on their return. The OSHA has also maintained a regular visit schedule to all workplaces that have been operational during the different stages of lockdown, tier restrictions and reopening. During these visits, questions have been answered, important messages about the restrictions reinforced and staff competence and confidence enhanced. This has included, at least, a weekly presence at Aldern House.

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. Apart from COVID, which is well covered in this report, there has, for 2021 been no other such incident.

3. Key OSH management system developments during 2021

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.

Changes in 2021 include

- An annually reviewed OSH Policy, was revised and adopted slightly later than usual (usual date is from 1 January) by April 2021, delayed to take full account of significant Management changes
- A reviewed and updated set of key-topic, generic risk-assessments*
- A modified Business Continuity Plan (BCP), which will be reviewed further to ensure lessons learned from working through the COVID pandemic are properly considered and plans modified, as necessary

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.

*A series of Generic COVID risk assessments have been produced, shared with the Management Team and disseminated via Heads of Service throughout 2021. These are also regularly shared with other NPAs.

3.2 OSH management system - resources

In conjunction with servicing continuing Service Level Agreements (SLAs) for OSH advice to Northumberland and South Downs NPAs, the OSHA resource at PDNPA, has been maintained at 30 hours per week since April 2019. (From April 2022 this level of resource is now maintained independently of the income from SLAs with other NPAs).

Representation of all services at the Health and Safety Committee (HSC) together with Union and Staff Committee representation continues. The HSC has continued to meet remotely throughout the COVID pandemic.

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. This has continued, supported as necessary by the OSHA during COVID restrictions through 2021.

Globally recognised, *gold-standard*, Institute of Occupational Safety and Health (IOSH) accredited OSH management training was introduced in 2019 and all managers were recruited.

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 provide additional 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 was delivered at the Yorkshire Dales NPA in February 2020. During 2021 a further *Managing Safely® for National Parks* course has been provided for the South Downs NPA and the PDNPA has become an approved provider for IOSH *Managing Safely Refresher®*, a one-day course for Managers previously completing *Managing Safely®*. The refresher course has since been delivered to Yorkshire Dales NPA. A third OSH management course has been developed for the NPAs focusing on risk assessment. This one-day course has been delivered, remotely, to Northumberland NPA. Three further *Managing Safely® for National Parks* courses and two *Managing Safely Refresher®* courses are scheduled for 2022. These will be available to all PDNPA managers and Health & Safety Committee members. Any places not filled by our own colleagues will be offered to other NPAs.

Occupational safety and health matters are now an established item included in all Staff Briefings. COVID has had a generally positive effect in encouraging the further engagement of all colleagues in the management of OSH. This is likely to improve and reinforce our safety-culture. We can expect this to foster improved awareness of OSH matters in general; enhance competence to manage them properly and subsequent continuous improvements in OSH management performance.

4. Accidents and incidents data and analysis for 2021

4.1 Staff and Volunteers

The PDNPA, in common with other NPAs, continues to enjoy a low accident rate. Causes of accidents are familiar and only minor injuries have been experienced. There is no identified significant increase in the number or pattern of minor incidents reported for 2021-2022.

There were 9 accidents reported in total. One of these concerned a member of staff at our concessionary café in Castleton (Blueberry café) and another by a Junior Ranger.

Since 2019, efforts have been made to increase the number of near-misses reported to identify matters that might be addressed before accidents happen. In 2019, a performance target was set for 50% of all report to be near-misses. This target was exceeded in 2019 but for 2020 dropped to 24%. During 2021-2022 however near-miss reporting for staff has increased again to 44%. The target will remain at 50% and near-miss reporting will continue to be encouraged.

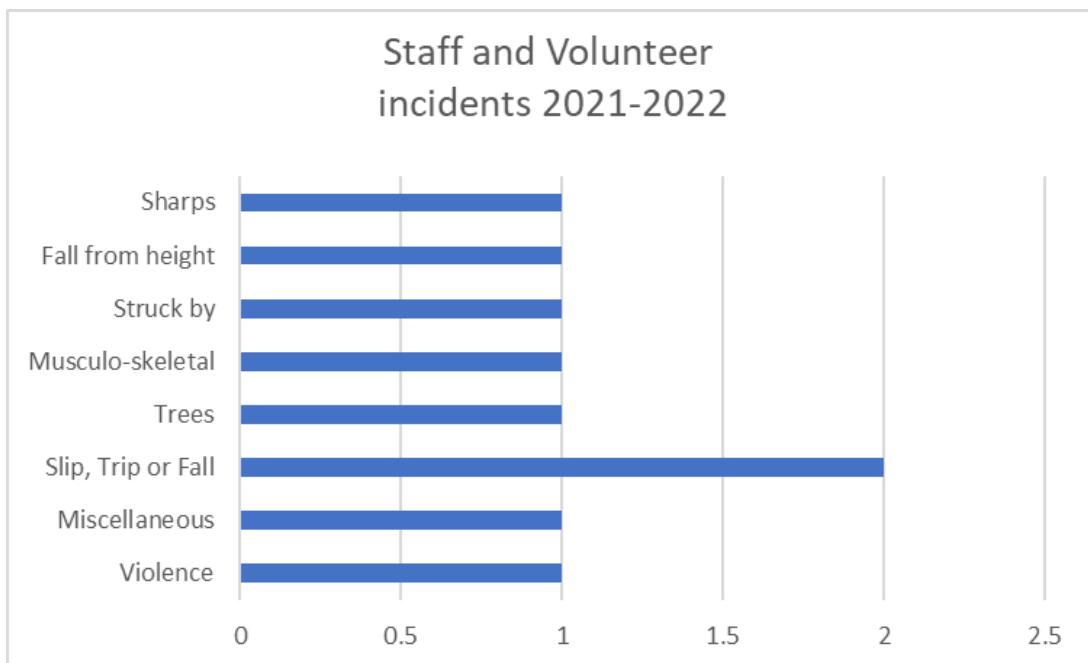


Figure 1 Staff and Volunteer accidents by type 2021-2022

Following measures to increase and improve accident and near-miss reporting through 2019 the overall number of reports increased. This number has declined in 2021-2022 but as discussed, this may be due to the exceptional working arrangements during the COVID pandemic.

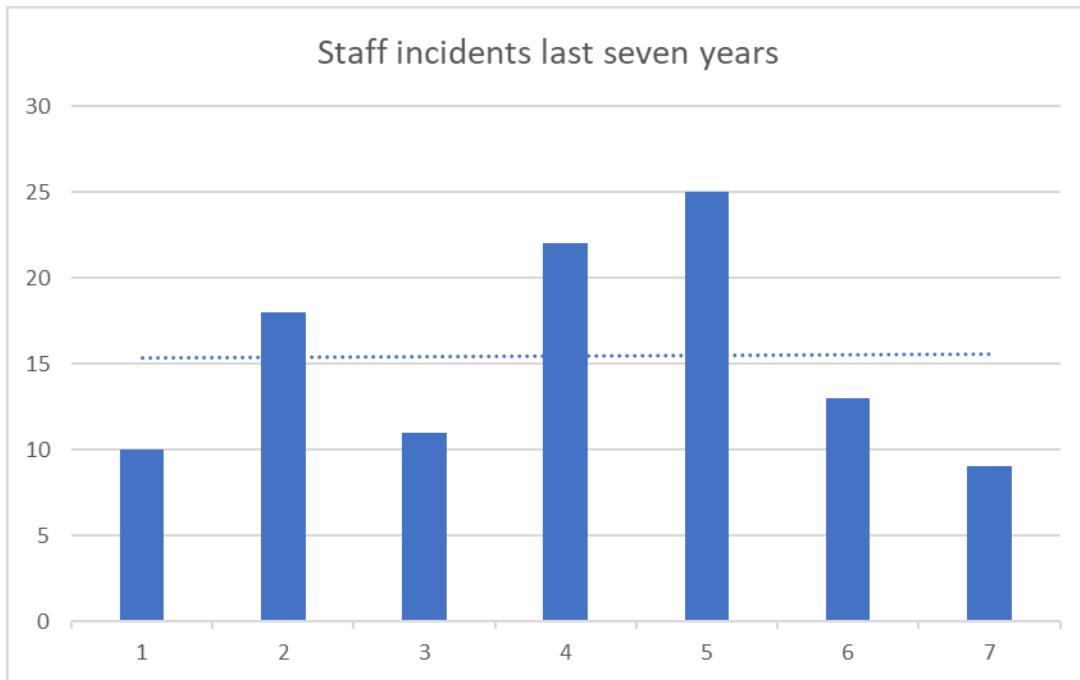


Figure 2 Trend in the number of incident reports received since 2015

4.2 Visitors

Accidents and incidents involving visitors include familiar themes. Slips, trips and falls (often involving first aid) and cycling related incidents account for most incidents reported each year. The type of incidents reported for 2021 are consistent with previous years though numbers are significantly lower, perhaps reflecting the limits of operation due to COVID. Two falls from cycles, one broken finger (*struck by*) and one behaviour related incident (a near-miss) are the only visitor incidents reported in 2021. All incidents involving children, young people and visitors on an organised PDNPA event are fully investigated.

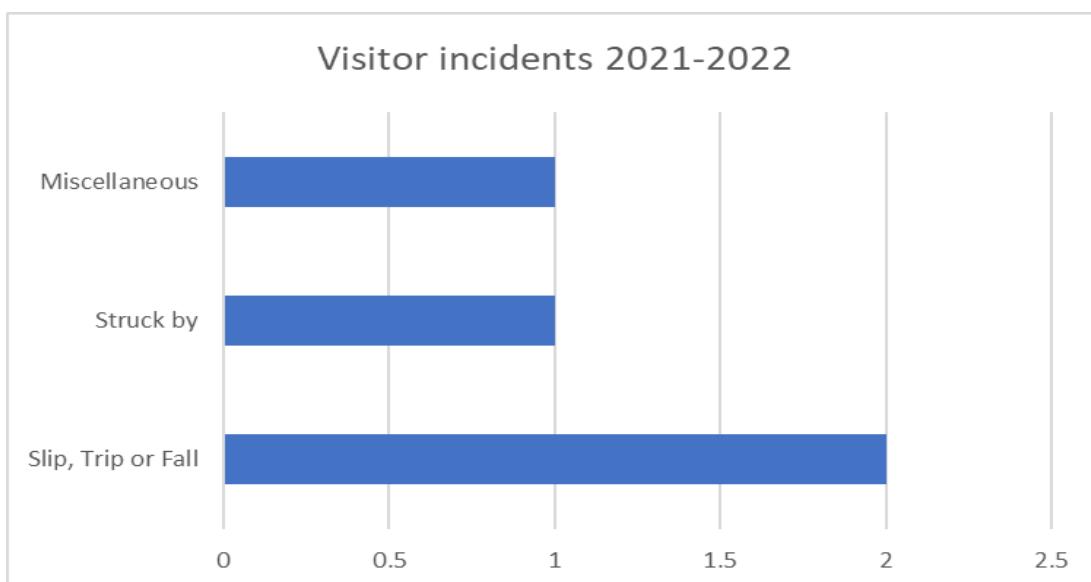


Figure 3 Visitor incident reports received 2021-2022

5. OSHA services to other NPAs

The OSHA continues to provide professional OSH advice to other NPAs through both formal SLAs and more informally. As described in section 3.3. above, since becoming an approved training provider for IOSH *Managing Safely®* and *Managing Safely Refresher®* training a number of courses have been provided for other NPAs. These have been delivered both face-to-face and remotely. Further courses have been arranged for 2022 and these will also be offered to other NPAs. It is anticipated that the provision of these courses will provide a continuing income stream for the PDNPA. The value of sharing solutions to common problems and of setting consistent targets and measures of compliance (benchmarking) is included in the course. These both help to consolidate the approach to managing key safety concerns across the NPA family.

Further opportunities for delivering bespoke OSH NPA training, in particular for senior managers, members and for specific roles, will be explored in 2022.

6. Priorities and actions for 2022-2023

Throughout 2021 the normal programme of workplace visits, audits and inspections was interrupted and biased towards those staff and sites that remained in normal operation during the pandemic. In 2022 a programme to revisit and review OSH arrangements at all PDNPA operational properties will recommence.

Specific OSH priorities for 2022-2023 include

- Complete OSH inspection and audit reviews for all operational PDNPA premises
- Complete Fire Risk Assessment reviews for all operational PDNPA premises
- Consolidate learning from working during COVID and maintain benefits and improvements in work methods, including for blended working arrangements
- Review the use of OSH Key Performance Indicators (KPIs) with the introduction of new and challenging targets for reporting during 2022
- Consolidate the position of PDNPA as a provider of all essential OSH training for the NPA family

7. Recommendations

- The work, summarised in this report, to deliver good and continuously improving OSH management at PDNPA throughout 2021-2022, is recognised
- Proposals for priorities to be addressed for 2022-2023 are endorsed

Jon Wayte
Occupational Safety & Health Officer, 7 July 2022