

Somerset Waste Board meeting
30 June 2017
Report for information

Health and Safety Update

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| Forward Plan Reference: | SWB 17/03/06 |
| Summary: | This report provides Members with an update on the management of Health and Safety by Kier Environmental Services (Kier ES), Viridor (Somerset) Waste Management Ltd and the Somerset Waste Partnership (SWP) client group, during the period October 2016 to March 2017. Information is also provided on other SWP Health and Safety activities |
| Recommendations: | That the Somerset Waste Board notes the contents of this report. |
| Reasons for recommendations: | The waste management sector has an injury and fatality rate significantly higher than the all-industry average. Health and Safety management within the scope of the Somerset Waste Partnership has therefore always had a very high profile. A public report for members on a six monthly basis helps maintain awareness. |
| Links to Priorities and Impact on Annual Business Plan: | Business Plan 2017-22 Section 4 – Key Issues and Challenges. |
| Financial, Legal and HR Implications: | There are no direct financial, legal or HR implications arising from this report. There are however substantial 'hidden savings' to the Board and the Somerset community arising from low incident rates, resulting in savings from avoided investigations and reduced lost working time. |
| Equalities Implications: | There are no equalities implications arising from this report. |

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| Risk Assessment: | There is the potential for serious risk to the health, safety and welfare of personnel deployed in providing waste management services, particularly considering the diversity of operations provided through SWP. While the contractors take primary responsibility for the safety and health of their workforce, the SWP has a role in encouraging, monitoring and fostering a culture of safety. |
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1. Background

- 1.1. Our principle contractors Kier Environmental Services (Kier ES) and Viridor provide the SWP with detailed reports every 6 months, breaking down accidents and incidents on a depot by depot basis by type. These are edited to compile this summary report.

2. Kier ES

2.1. Statistical Recording:

All Accident Frequency Rate

Kier ES use the All Accident Frequency Rate (AAFR) for reporting H&S statistics; calculated as: Total number of Injury - Accident events in the period on waste & recycling collections, divided by Total number of hours worked in the period x 100,000.

For the combined Qtrs 3&4 of 2016/17; Kier ES report an AAFR of 5.39, a further reduction of 2.23 from the previous AAFR of 7.62 reported in December 2016. This number is based on accident book entries for the period and includes any notified to the HSE under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). Accidents reduced to 27 (from the previous 38) over the 500,203 hours recorded.

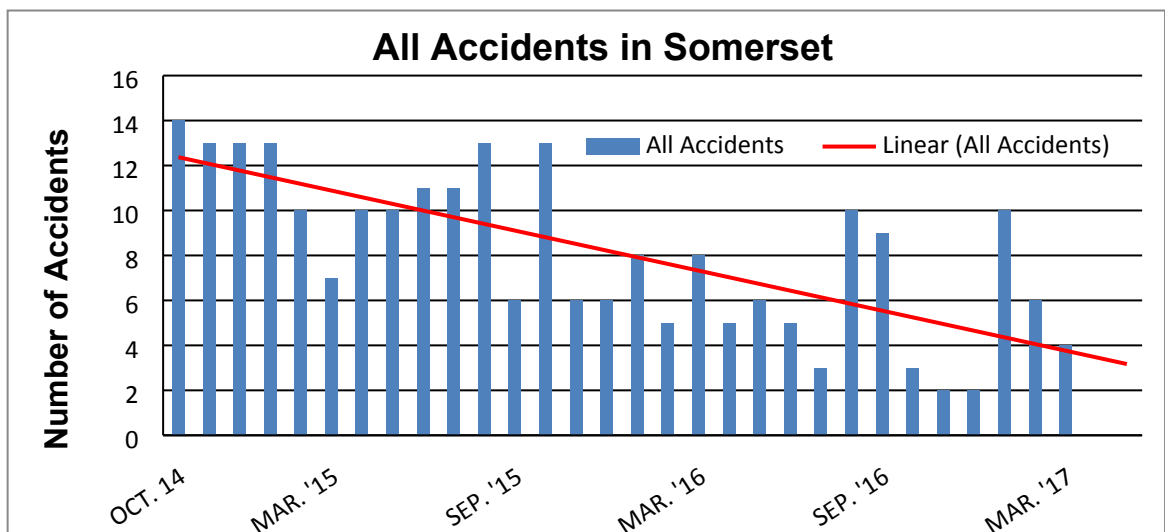
The three most frequent types of accident are shown in the table below, with the figures from the December 2016 report included for reference.

| HSE categorised Causation Factor | October 2016 – March 2017 | April 2016 – September 2016 |
|--|---------------------------|-----------------------------|
| Slipped, tripped or fell on the same level | 12 (44%) | 6 (16%) |
| Injured whilst handling, lifting or carrying | 9 (33%) | 13 (34%) |
| Hit by a moving, flying or falling object | 3 (11%) | 4 (11%) |

The above table shows that the top two causation factors have changed from the last report, with manual handling reducing by 4 whilst slipped, tripped or fell increased by 6.

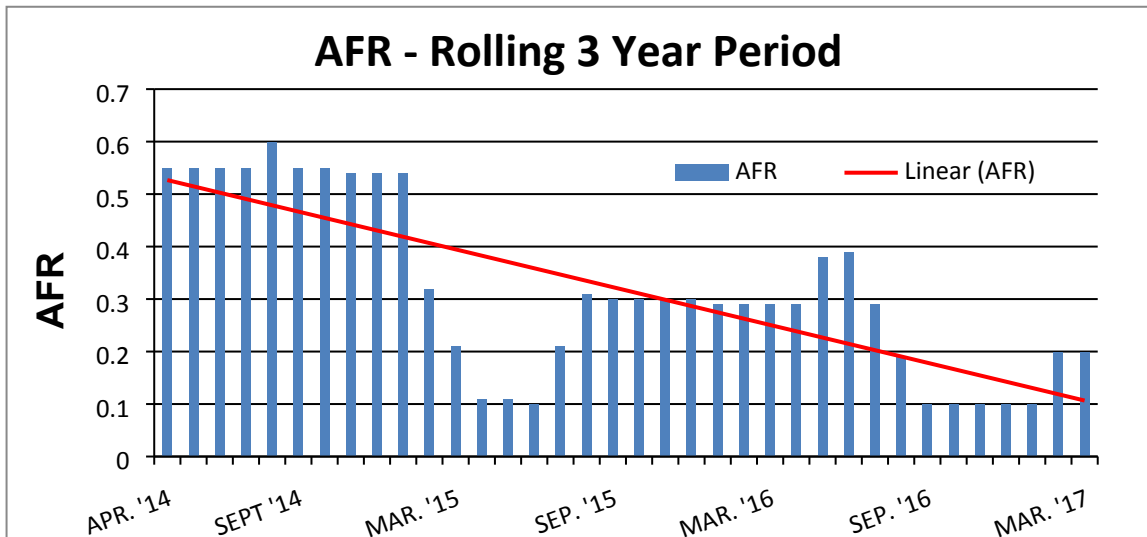
As requested by members at the December 2016 meeting, a review of the demographics linked to the manual handling statistic was completed for the first 3 months of 2017 (January to March). This showed no single identifiable factor was behind the injuries. The requirement for further refresher training on manual handling referred to in the report of December 2016, was based on both the SWP and Kier identifying, through audits, that this training was overdue and needed addressing.

A graph showing the number of accidents over the last 3 years with the linear trend indicated is shown below.



Accident Frequency Rate

The figure for the Accident Frequency Rate (AFR) is calculated in the same way as for the AAFR, but with only injuries notified under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) taken into account. There was one RIDDOR reportable incident in the reporting period; the rolling year Accident Frequency Rate (AFR) in Somerset is currently 0.20 (March 2017). The AFR and linear trend over the same 3 year period is shown below.



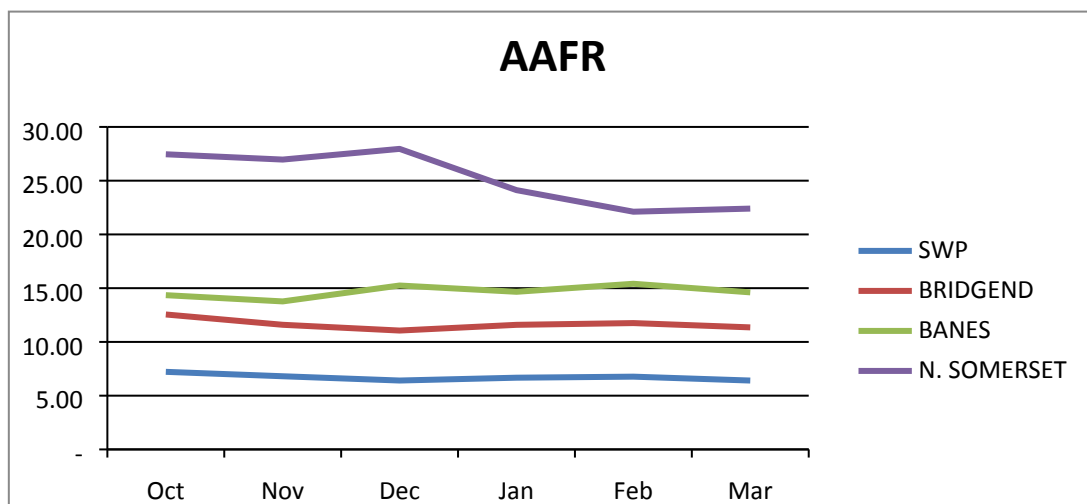
Near Miss Reporting

Kier's "Near Miss" (hazard spot) process for actual or potential H&S or Environmental impact purposes has increased to 243 from the previously reported 201. The 5 largest contributors (proportionally) to this figure, are listed below;

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| PPE/Welfare | 62 | 26% |
| Environmental/ Waste/ Ecology | 46 | 19% |
| Maintenance of Plant/ Equipment/ Vehicles | 36 | 15% |
| Paperwork/ Training | 29 | 12% |
| Manual Handling | 21 | 9% |

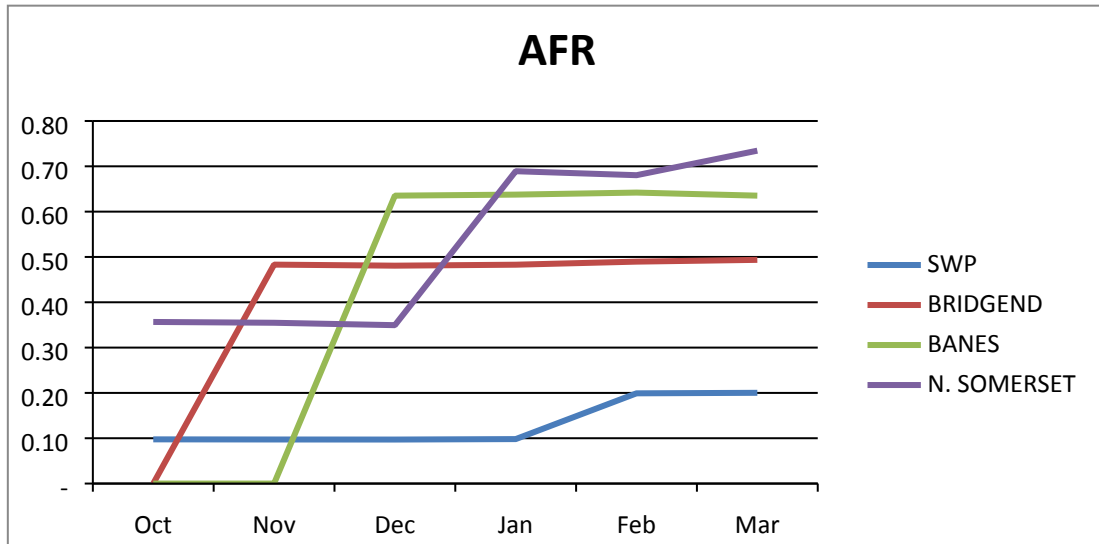
Benchmarking

Comparison of the Kier performance on the Somerset contract measured against similar Kier contracts. The first graph is for the 'All Accident Frequency Rate' over this reporting period of October 2016 to March 2017.



RIDDOR reportable accidents (AFR) graph over this reporting period (below).

It should be noted that these graphs are based on a rolling period, as this is how Kier produce their H&S information. For that reason the graph lines will alter quite sharply if a significant number is discounted or introduced at the start or end of a reporting period.



Reportable Occurrences:

There was one RIDDOR reported in this period due to a knuckle fracture resulting from a trip.

There were no reportable Dangerous Occurrences in this period.

There were no Environmental Incidents in this period.

There were no incidents involving members of the public in this period.

2.2. Statutory Visits:

None in this period.

2.3. Kier ES – H&S Initiatives

As part of our request to the contractors for their data to produce this report, we also give them the opportunity to inform stakeholders of their current and future H&S actions and initiatives. Kier ES have provided the following update.

In August 2016, the MD requested that the Safety, Health & Environment (SHE) Team undertake Safe Start Initiatives. From August 2016 – March 2017, all contracts within the business were subject to a Safe Start Initiative.

SHE team arrive on site at the start of shift (5-6 am) and focus on the 5 key areas.

- Putting Staff to work safely
- Inductions / Training
- Crew Monitoring.
- Route Risk Assessment
- Operational Excellence

Safety Week was rolled out during February 2017: During the week commencing

27 February we focussed on "turning up the dial" in respect of our approach and awareness of Safety on our projects, and in our depots and offices. Poster campaigns were put up on noticeboards during safety week to challenge the safety culture.

The results from the week were displayed on noticeboards across all sites. During the week the number of accidents across Environmental Services reduced from the average.

The business continues its drive to reduce the All Accident Injury Rate AAIR (AAFR equivalent) by 25% year on year.

Formal training (Operational Excellence Health & Safety Programme) for all supervisors within the Kier ES business began on 12th May 2016. This has been rolled into a comprehensive week long course for supervisors and is nearly complete across the business.

Health Awareness posters have been distributed around the business during the period, in line with group information passed forward to the business unit, cancer prevention.

The SHE team have delivered Manual Handling 'Train the Trainer' training, which was rolled out to the operational staff. This has now been completed across the business.

The SHE team have continued with the "boots on the ground" exercise during 2016, with an increase of 50% of their time being spent out and about observing crews / undertaking depot inspections. This has continued to prove to be extremely effective, in being able to identify and rectify issues during their observations.

The business has continued to focus on challenging lost time incidents / potential RIDDORS, ensuring that investigations have been undertaken promptly and efficiently, challenging their validity.

3. Viridor

3.1. Statistical Recording:

Viridor also use the All Accident Frequency Rate (AAFR) for Injury/Accident reporting at Recycling Centres.

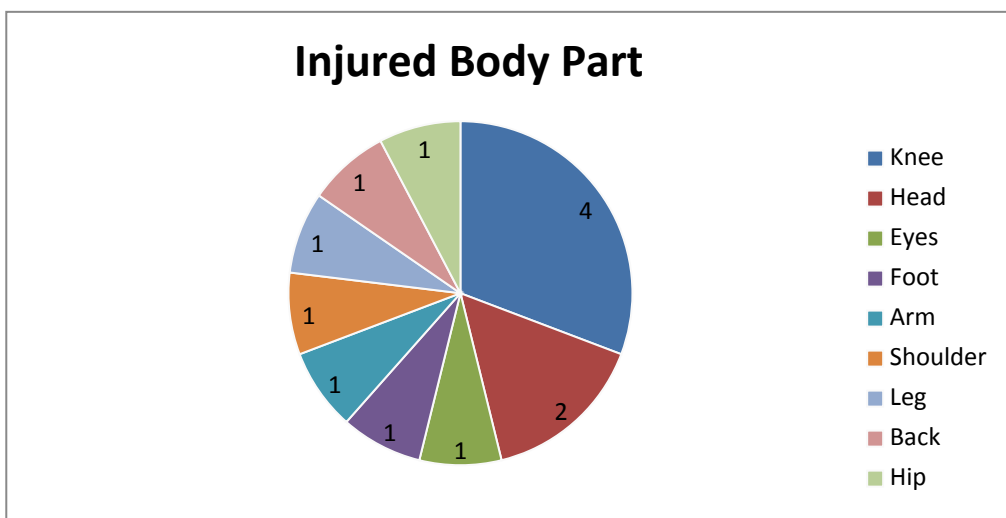
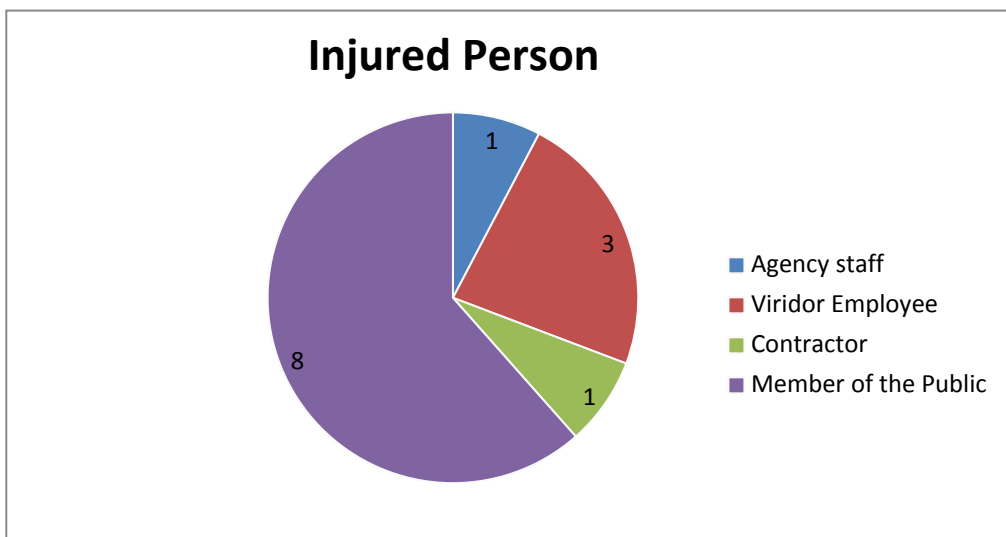
In this period Viridor report an AAFR of 21.54 for Qtr's 3&4 of 2016/17, over the 60,350 hours worked on the Somerset contract. The total number of injuries & accidents in the period was 13, down nine from the previous figure of 22. All 13 accidents were categorised as minor and are broken down into categories by causation. The top 5 are shown below.

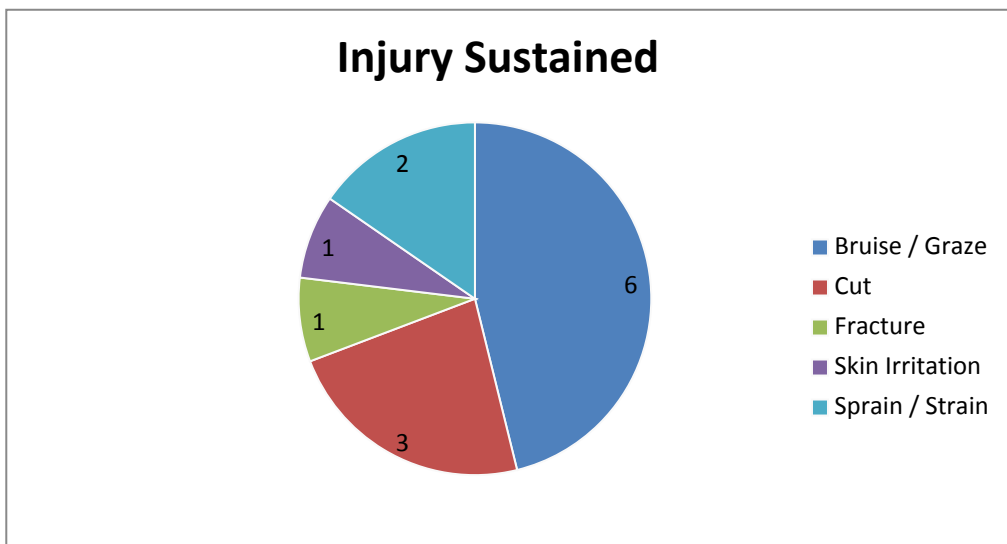
| HSE categorised Causation Factor | October 2016 – March 2017 | April 2016 – September 2016 |
|--|----------------------------------|------------------------------------|
| Slipped, tripped or fell on the same level | 54% (7) | 41% (9) |

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| Injured whilst handling, lifting or carrying | 15% (2) | 9% (2) |
| Strike against something fixed or stationary | 15% (2) | 0% (0) |
| Hit by a moving, lying or falling object | 8% (1) | 23% (5) |
| Exposed to/contact with a harmful substance | 8% (1) | 0% (0) |

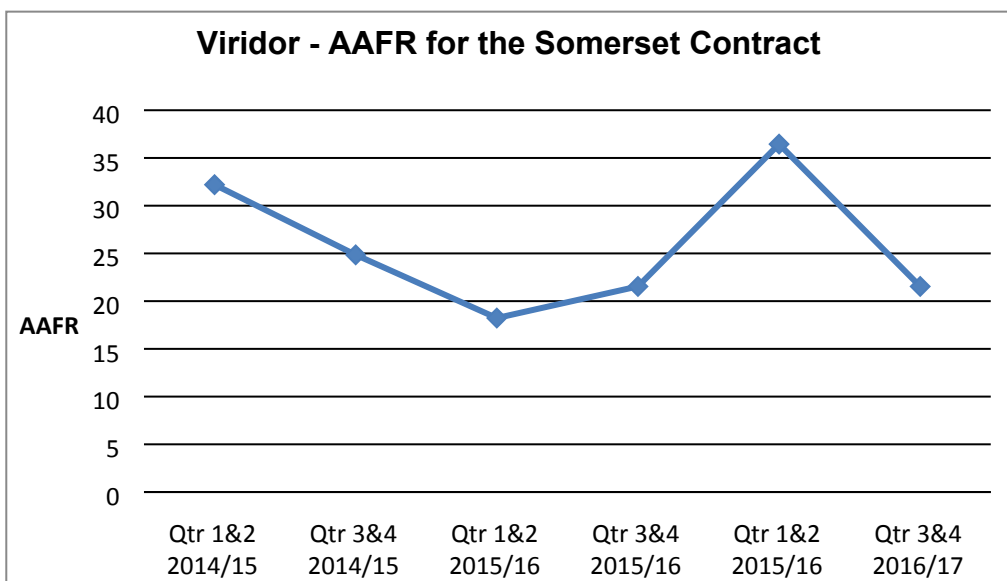
Viridor Managers continue to share the salient points of an incident that has occurred on a particular site with the rest of their business to ensure there is no reoccurrence. They believe this is contributing to good H&S performance.

There follows 3 graphs with a further breakdown of injury detail as supplied by Viridor.





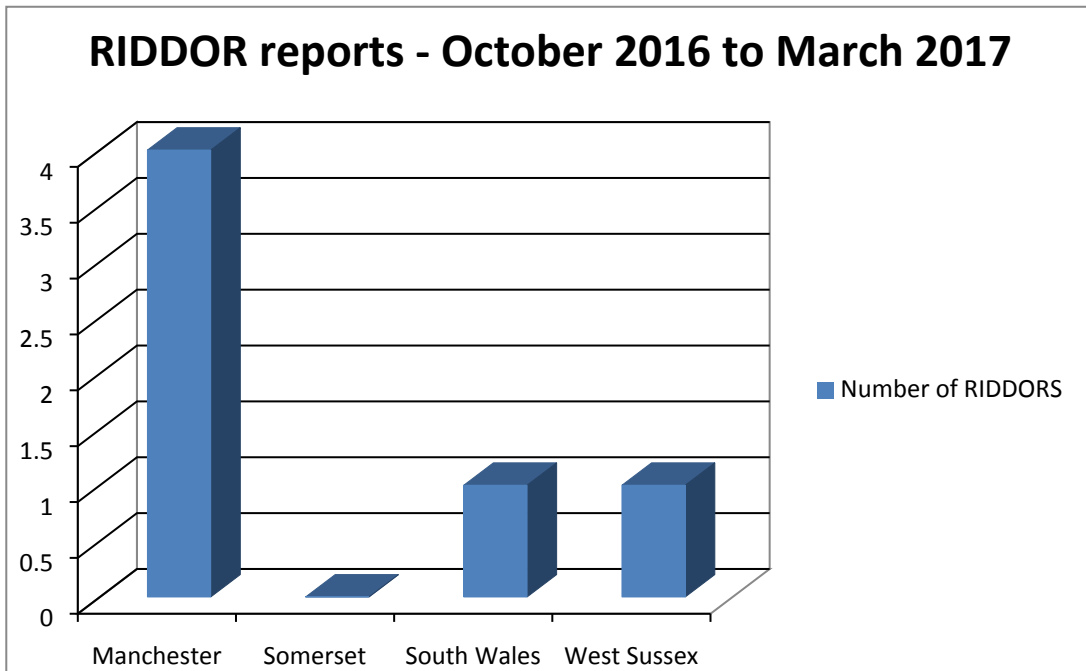
To show the trend of AAFR reporting we have included a graph below giving the figures as reported to the SWB over the last 3 years.



Accident Frequency Rate

Viridor's "Accident Frequency Rate" (AFR) based on RIDDOR reportable accidents for Recycling Centres on the Somerset Contract remained at zero. This extends the period of zero RIDDORS to 7 consecutive reports, spanning more than 3 years.

The Somerset RIDDOR comparison to similar Viridor contracts is shown below.



The Viridor “Near Miss” reporting system remains in place for recording potential hazards and risks. The figure for this period is 116, a large increase of 68 on the previous number.

Of the near misses reported in the period, there are only 9 that are recorded as a near miss/near hit; the vast majorities (107) have been recorded as ‘unsafe acts’ by contractor’s staff observing actions or behavior of members of the public they feel warrants such a report.

A further breakdown of the ‘unsafe acts’ show 29 as being recorded for general operational issues and 78 which can be related to the van & trailer permit scheme (which coincided with the very start of this reporting period). The permit scheme related acts can be categorised in 3 ways, namely: waste being walked onto sites from the highway, abusive behavior towards staff and, unauthorised deposit of waste (where a visitor has ignored the permit scheme and staff requests/instructions and deposited their waste regardless).

We are working closely with Viridor to address these latter issues and reduce them. Further reference to this can be found in paper SWB/17/03/07, the ‘Permit Review’ report.

3.2. Reportable Occurrences:

There were no RIDDOR reported accidents at Recycling Centres in this period.

There were no Dangerous Occurrences reported in this period.

3.3. There were five environmental incidents in the period, compared to 4 in the previous report.

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| | 23/10/16 - Street HWRC relates to a small oil spillage due to an |
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| Incident 1 | incident involving one of the hydraulic pipes on the digger that had a small split. |
| Incident 2 | 23/01/17 - Chard HWRC relates to a small oil spillage due to incident involving one of the hydraulic pipes on the A316 digger. |
| Incident 3 | 20/02/17 - Street HWRC relates to a small oil spillage due to incident involving one of the hydraulic pipes on the digger split causing a small amount of hydraulic oil to leak onto the floor. |
| Incident 4 | 13/03/17 – Street HWRC: It was noticed by the site manager that the JCB used on site had developed a leak on one of the hydraulic pipes. This had resulted in a small spillage of oil on the floor of the site. |
| Incident 5 | 14/03/17 - Dulverton HWRC: relates to cardboard waste being stored on the steps due to a transport issue. |

The SWP requested further detail on the 3 hydraulic leak incidents recorded at Street HWRC. The resulting investigation showed no failure in the daily vehicle check process, or maintenance issues. All 3 leaks were from different areas of the vehicle and not related.

In addition to the environmental incidents listed; there was a fire at the Taunton (Priorswood) Material Recovery Facility (MRF) operated by Viridor that caused considerable damage to its infrastructure. Although this facility is not directly related to the SWP contract, it does process recyclable materials from our sites.

3.4. Viridor; Safety, Health and Environment (SHE) Initiatives During the Period:

The following H&S initiatives apply to all Viridor sites.

- Competency 'Training'
- Continual tool box talks 'all staff'
- Communication of Lessons Learnt / Safety alerts
- PPE 'Care of & maintenance'
- Safety glasses 'including prescription lenses'
- Interactive Representatives of Employee Safety (RES).
- Slips, trips and fall 'Housekeeping'
- Direct link to Occupational Health provider web site and app.
- Report all Near misses, including un-safe acts.

The Safety, Health, Environment, Quality, Sustainability (SHEQS) Safety team's aim is to protect people with effective safety systems. Our vision: "no harm to people or environment". To achieve our goals we will lead, inspire and engage all our employees and stakeholders on our journey; creating a future that is sustainable, safe and secure.

Safety is non-negotiable and our goal is to strive towards ZERO RIDDORS across the business. Accelerating and amplifying the "Stop & Think" campaign by the introduction of the six 'Golden Rules'.

- **GOLDEN RULE 1** - It is your duty to take care of your own and others safety.

- **GOLDEN RULE 2** - You must follow the SHEQS behaviours, these are non-negotiable.
- **GOLDEN RULE 3** - You are expected to report, challenge and intervene to address any unsafe act, condition or hazard.
- **GOLDEN RULE 4** - You have to assess the risk: if it looks unsafe or you're unsure, stop immediately and report it.
- **GOLDEN RULE 5** - You have a duty to keep your work area safe, clean, and tidy.
- **GOLDEN RULE 6** - You must take care of the environment by not wasting finite resources Report and challenge any environmental waste or hazards.

SHEQS events during: October 2016 - April 2017

October 2016 - SAFETY – Fire Safety

November 2016 - SAFETY – Ice and Snow, take it slow

December 2016 - SAFETY – Safety is for life, not just for Christmas

January 2017 - SAFETY – PPE

February 2017 - SAFETY – NEW Lock Off, Tag Off, Try Out Procedures for machinery and plant.

March 2017 - SAFETY – Dynamic Risk Assessments

4. SWP

4.1. SWP Client Team Incidents/Accidents

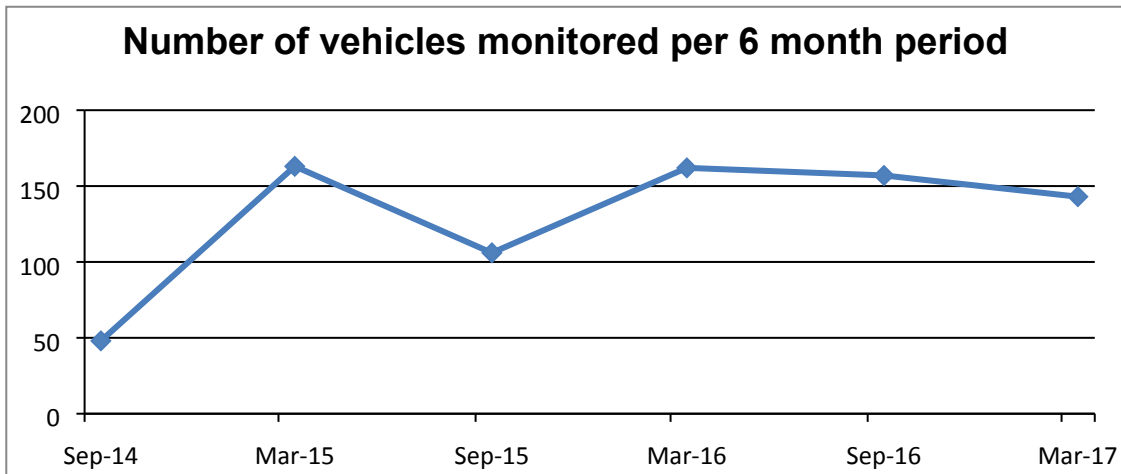
There were no reported incidents.

There were 2 accidents reported in this period. Both were minor injuries classed as 'slip, trip or fall on the same level'.

One was a trip on the stairway to Monmouth House resulting in bruising to the legs and the second was a slip off a pavement. No working time was lost or medical treatment recorded.

4.2. SWP Client Team Monitoring

The SWP monitoring of waste and recycling collection crews, procedures and practices continues across the Somerset Collection Contract. In the year April 2016 to March 2017 the figures show a total of 300 for the rolling year, down slightly from the 319 presented in the previous report (December 2016). The information gathered from all crew & vehicle monitoring is made available for both the SWP and Kier managers to view at any time, thus enabling any concerns to be addressed at regular operational and H&S meetings. For reference; a summary of the numbers monitored over the last 3 years are shown below. The graph dates are shown against the end of the reporting period, as opposed to the date they were reported on.



4.3. SWP Health & Safety initiatives

The joint inspections of Recycling Centres and Composting Facilities with Viridor Managers and workforce H&S representatives have now settled into a scheduled annual inspection. Although there will still be joint visits on occasions when needed, or if prompted by an incident, accident, or “near miss” that needs further investigation by both parties. Monitoring of closed landfills continues on a monthly basis.

Annual Health & Safety audits of Kier operational depots that were started in 2016 and referred to in the December 2016 report were temporarily suspended. This was done in agreement with Kier whilst they aligned their administration processes for H&S into a uniform format across all the Somerset depots. Audits are planned to commence again in June 2017.

The SWP H&S Officer continues to attend quarterly Viridor Manager & Workforce Representative Health and Safety forum meetings and has scheduled bi-monthly meetings with the Kier ES H&S Officer for the Somerset contract. There is also regular communication with both contractor’s H&S teams and management.

It has been agreed with Kier that the SWP attends their individual depot H&S meetings on a quarterly basis going forward.

5. Consultations undertaken

5.1. No consultations undertaken during the period October 2016 – March 2017.

6. Background papers

6.1. H&S Report to the Somerset Waste Board 16th December 2016 - SWB/16/09/06