

CORPORATE HEALTH AND SAFETY COMMITTEE

ABERDEEN, Friday, 20 May 2016. Minute of Meeting of the CORPORATE HEALTH AND SAFETY COMMITTEE. Present:- Councillor Mike Middleton Chairperson; and Councillor Gordon Graham, Vice Chairperson. City Council Representatives:- Councillors Copland (as substitute for Councillor Cameron), Donnelly, Finlayson and Greig.

Trade Union Representatives:- Joe Craig (UNITE), Mishelle Gray (UNITE), Alison Robertson (UNISON), Paul Nesbitt (UCATT), Rob Stephen (VOICE), Carole Thorpe (EIS), David Willis (GMB) and Tom White (SSTA) (as substitute for Sid Sandison).

Officers in attendance:- Angela Scott (Chief Executive), Ewan Sutherland (Director of Corporate Governance), Mary Agnew (Health, Safety and Wellbeing Manager), Caroline Duguid (Health and Safety Adviser), Colin Leaver (Team Leader), Martin Allan (Business Manager), Michael Hearn (Directorate Support Manager), Lesley Kirk (Directorate Support Manager), Kate Mackay (Business Manager), Mark Haynes (Customer Service Manager), Andrew Jones (Service Manager (Assets / Finance), Ku Kuen Mo (CPD Coordinator), William Whyte (Fleet Services Manager) and Neil Yacamini (Project Manager).

APOLOGIES

1. Apologies were intimated on behalf of Sid Sandison, Richard Ellis, Pete Leonard and Mark Reilly.

MINUTE OF PREVIOUS MEETING OF 19 FEBRUARY 2016

2. The Committee had before it the minute of its meeting of 19 February 2016.

The Committee resolved:-

- (i) to note that in relation to article 9, paragraph 3, to note that the Run, Hide and Tell approach was a method to encourage security within schools; and
- (ii) to otherwise approve the minute as a correct record.

COMMITTEE BUSINESS STATEMENT

3. The Committee had before it a statement of outstanding business as prepared by the clerk.

In relation to item 1 (Minibus Test), the Service Manager, Assets and Finance from Education and Children's Services advised that the test was undertaken by the PVG Training team and that the examiner had to be satisfied that the driver was maintaining good driving skills across all areas.

In relation to item 5 (Improvements to School Security – Public Footpaths), the Service Manager, Assets and Finance from Education and Children’s Services advised that (a) if there was a path that had been used as a public right of way over a period of time that it would be classed as one and that it would be a costly process to fully restrict access to such a path; (b) examples had been provided to the environmental policy team for them to assist in a way forward; and (c) the possibility of restricting access during school hours was being looked at for the individual schools affected. The Health, Safety and Wellbeing Manager advised that those schools with a public path required to be looked at for all times of the day, specifically out of hours due to vandalism and security of school buildings.

In relation to Item 6 (Improvements to School Security – Deliveries), to note that all schools had received information advising them of the need to keep the school secure and requesting that doors are closed following deliveries.

The Committee resolved:-

- (i) to note the update provided in respect of items 1 (Minibus Test) and 6 (Improvements to School Security – Deliveries);
- (ii) to note the content of the report submitted as agenda item 4d and the additional information provided in relation to item 2 (De-escalation Training);
- (iii) in relation to item 5 (Improvements to School Security – Public Footpaths) to request the Service Manager, Assets and Finance from Education and Children’s Services to report to the next meeting of the Committee providing a further update relating to footpaths within school grounds specifically around restrictions of use during school hours;
- (iv) to remove items 1 (Minibus Test), 2 (De-escalation Training), 3 (Fleet Update – Accreditation ISO 9001), 4 (Violence Against Staff), 6 (Improvements to School Security – Deliveries) and 7 (Driver Awards);
- (v) to otherwise note the content of the business statement.

CUSTOMER SERVICE CENTRE HEALTH & SAFETY IMPROVEMENTS UPDATE - CG/16/063

4. With reference to article 10 of the minute of its previous meeting, the Committee had before it a report by the Interim Director for Corporate Governance which provided an overview of improvements, changes and updates to health and safety in the Customer Service Centre at Marischal College and at the Customer Access Points across the City.

The report advised that in summer 2015 a review of health and safety recommendations made to Customer Services was undertaken to collate all of the information in one place and to monitor the progress with implementation. A further comprehensive review in relation to health and safety was undertaken to ensure there was a robust approach to health and safety. This review was undertaken following significant incidents in December 2015 and January 2016 and a few minor incidents in February 2016.

The report recommended:

that the Committee note the content of the report.

Councillor Copland sought clarification as to who would respond if the Team Leader was not available and whether training had been undertaken to ensure the new system

worked, wherein the Committee were advised that a test had been scheduled for the week of 23 May 2016 and that the first responders were the security guards and Team Leaders.

Councillor Finlayson made reference to the time taken to complete the incident report (7 days) and sought guidance as to whether this was too long, wherein the Committee were advised that the investigation and debrief were being done quickly and the reporting timeline was less than the standard of 15 days.

Mishelle Gray and Joe Craig from Unite advised the Committee that on some occasions, staff did not receive a debrief or an update on the incident and what actions were being taken as a result of the investigation. The Health and Safety Team advised that it was important that Managers provided feedback to staff relating to all incidents so that any remedial actions are implemented. The Chief Executive stated that she would write to all Directors on behalf of the Committee requesting that feedback was provided for all incidents and that an update on remedial actions was provided at the Union Management Committee meetings within each Directorate.

The Committee resolved:-

- (i) in response to concerns relating to the lack of feedback to employees who had reported an incident, to note that the Chief Executive on behalf of the Committee would write to all Directors requesting that feedback was provided on all incidents and that an update on remedial actions was provided at the Union Management Committee meetings within each Directorate; and
- (ii) to otherwise note the content of the report.

COMMUNITIES, HOUSING AND INFRASTRUCTURE ANNUAL HEALTH AND SAFETY REPORT - CHI/16/104

5. The Committee had before it a report by the Director of Communities, Housing and Infrastructure which presented the annual health and safety report for the Communities, Housing and Infrastructure Service for the period 1 April to 31 March 2016.

The report contained the following statistics:

- there were 145 accidents recorded of which are 24 were reportable, 6 related to service users and the remaining 18 related to employees or agency workers
- the most common types of accident were slips and trips (36) and other type of accident (36)
- the majority of the accidents related to the Public Infrastructure and Environment service (58%) and Land and Property Assets (42%)
- there were 154 Near Misses reported with the highest being against inappropriate communication or abuse (70%)
- the scores for the individual elements of the health and safety matrix for the Directorate were: 98% for Housekeeping and Cleaning, Environment, Machinery, Plant and Equipment and Accidents and Incidents Reporting; 97% for Welfare; 96% for Slip, Trips and Hazards and Risk Assessment; and 87% for First Aid
- 1269 employees attended health and safety training across a variety of topics
- 238 members had attained the Construction Skills Certification Scheme Card (CSCS) which was a result of collaborative working with Trade Union colleagues with funding being secured from the Scottish Union Learning Funding and the balance being paid by the service

- The current score for the number of days lost per employee was 14.5
- Long term absence had a current figure of 9.7 days lost and short term absence averaged 4.8 days lost
- The main reasons for absences were Musculoskeletal with 35.4% for front line staff and 18.4% for office based staff; and Psychological with 19.2% for front line staff and 23.4% for office based staff

The report recommended:

that the Committee note the content of the report.

The Committee resolved:-

To approve the recommendation contained in the report.

CORPORATE FLEET MANAGEMENT PERFORMANCE AND COMPLIANCE - CHI/16/105

6. With reference to article 5 of the minute of its meeting of 19 February 2016, the Committee had before it a report by the Director of Communities, Housing and Infrastructure which provided the progress to date on developing a suite of performance indicators for fleet compliance.

The report advised that (1) the second phase of improvement across Fleet Services continued with the aim of addressing longer term efficiency and effectiveness of the service; (2) three new members of staff had joined the team with the aim of creating a new level of management capacity and capability which would shape future operating structures; (3) various training had been offered and undertaken to improve the knowledge of employees; (4) engaging and involving staff in making improvements to how the workshop operates continued to be a priority with regular meetings held to gather feedback and suggestions; and (5) the implementation of the fleet replacement and disposal programme continued with robust service level agreements being negotiated with suppliers and a range of vehicles and equipment were either replaced or planned to be replaced.

The report presented the KPI's for Fleet which included:

- MOT % First Time Pass Rate (O Licence Vehicles) – year to date average for 2015/16 was 97.14% and 2016/17 was 80.00%
- Roadside Inspections/resulting prohibitions – 2015/16 – inspections 16 and prohibitions 2, year to date 2016/17 – inspections 1, prohibitions 1
- Licence Issues as % of Licence Checks – 96.22% of drivers were checked with a small number of minor issues being identified (0.73%)
- Vehicle Accidents and Incidents Recording – for 2015/16, 378 accidents/incidents were recorded and year to date for 2016/17, 34 had been recorded
- Vehicle Accidents – Motor Claims Experience for 2015/16 a total of 228 claims had been made

The report recommended:

That the Committee note the actions taken and measures put in place in Fleet Services for monitoring performance of corporate Fleet Compliance

Paul Nesbitt from UCATT requested that all trades received guidance on weight limits for loading vans, wherein the Fleet Services manager advised that (a) as part of the van

replacement programme that nine of the new vans would come fitted with an onboard weighing system which would measure the axle loadings and gross vehicle weight (gvw); and (b) the van in the unloaded condition would be weighed, once loaded to below the maximum gvw and then the contents, type and amount would give the user a template or guidance on what they could legally carry which would then give them a template for loading similar vans and also the weight of the contents they could carry on other vans depending on the van make and type and unladen weight.

Councillor Graham sought clarification relating to training available to staff to improve health and safety whilst reversing vehicles. The Committee were advised that there were several aspects available including banksman training, cameras and reversing aids for vehicles. The Chairperson requested that all staff receive a toolbox talk relating to reversing vehicles and also requested that the equipment installed be tested to ensure that it worked appropriately.

Councillor Copland sought clarification relating to drivers who may have medical conditions, following the incident in Glasgow, wherein the Head of Human Resources and Customer Service advised that a report would be submitted to the next meeting to present the findings from the Investigation Report following the Glasgow Bin Lorry Incident and any remedial actions put in place within Aberdeen City Council based on the findings from the incident report.

The Committee resolved:-

- (i) in relation to a question regarding all trades receiving guidance on weight limits for loading vans, the Fleet Services manager advised that the new vans were supplied with an onboard weighing system that would allow the van unladen to be weighed and equipment which would then be used as a guide for other vans of a similar nature;
- (ii) in relation to comments regarding accidents whilst reversing vehicles, to request that employees receive toolbox talks to empathise the importance of safety whilst reversing;
- (iii) in relation to comments regarding reversing vehicles, to request the Service to provide a report to the next meeting advising on remedial actions taken to address the high number of accidents in this area specifically relating to the equipment used and driver assessments;
- (iv) to note that a report would be submitted to the next meeting of the Committee to present the findings from the Investigation Report following the Glasgow Bin Lorry Incident and any remedial actions put in place within Aberdeen City Council based on the findings from the incident report; and
- (v) to otherwise approve the recommendation contained in the report.

DE-ESCALATION TRAINING INFORMATION

7. With reference to article 3, resolution (ii), the Committee had before it a paper prepared by the Education and Children's Service which (1) provided details of the intervention framework to meet the needs of learners and to promote positive behaviour in schools; (2) advised that a varied programme of training was offered to all schools to support the framework and was outlined as stages 1 to 3, with stage 4 being for specific needs of individuals or groups of pupils; (3) stated that an annual staff Continuing Professional Development audit was undertaken where each Head Teacher was asked to identify the key training requirements for various staff groups within their establishment; (4) advised that in 2014/15, 16 schools requested support in general

behaviour management categorised as stages 1 and 2 with 8 schools requesting support for stages 3 and 4 and that in 2015/16, 5 schools requested general behaviour management with 4 schools requesting support for stages 3 and 4; (5) highlighted that during 2015/16, 62 people attended the Supporting Positive Behaviour course and 51 attended the Restorative Practice course; (6) explained that stages 3 and 4 training were delivered via Crisis and Aggression Limitation and Management (CALM) training and was split into two modules, one based around the theory of de-escalation techniques and the other for the practical skills of physical restraint; and (7) advised that in 2014, 19 employees attended module 1 of the CALM training and a further 3 had signed up to attend the course in May 2016 and 36 employees had been trained in Physical Intervention techniques since 2014.

Concerns were raised regarding the low number of staff that had attended any training in this area especially with the high number of incidents relating to violence against staff. The Service advised that the training was identified as part of the annual audit carried out at all schools.

The Committee resolved:-

- (i) in relation to the number of staff who had attended de-escalation training, to note that each school completed an annual audit which identified the training needs for staff;
- (ii) to note that schools had been focusing on assisting staff with dealing with children with additional support needs including improving communication; and
- (iii) to otherwise note the content of the report.

HEALTH AND SAFETY DELEGATION AND ASSURANCE - CG/16/067

8. The Committee had before it a report by the Interim Director of Corporate Governance which presented information relating to the development of a toolkit which would detail a scheme of delegation that would enable explicit understanding of which health and safety duties had been delegated, how the responsibility would be discharged and how assurance would be provided to senior management.

The report recommended:

that the Committee approve the development of a toolkit to improve health and safety assurance within the Organisation.

The Committee resolved:-

to approve the recommendation contained in the report.

CORPORATE HEALTH AND SAFETY REPORT JANUARY TO MARCH 2016

9. With reference to article 6 of the minute of its previous meeting of 19 February 2016, the Committee had before it a report by the Interim Director of Corporate Governance which presented details of the number and types of accidents, incidents and occurrences during January to March 2016.

The report provided statistical information broken down into the following categories:

Incidents, Near Misses and Accident Rates

- 145 employee incidents were reported of which 5 were reportable to the enforcing authority
- 136 third party incidents were reported of which 7 were reportable to the enforcing authority
- 32 of the third party incidents related to slips, trips and falls
- 28 of the third party incidents related to school pupils taking part in sporting activities
- the reportable incident rate was 0.60 per 1000 employees which was a decrease from the previous quarter (1.20) and a decrease from the same quarter in 2015 (0.91)
- 211 near misses were reported with the highest attributed to violence against school staff (87)

Health and Safety Training and Cancellations

- 397 employees attended health and safety training
- 327 e-learning health and safety courses had been completed
- there were 36 late cancellations or no shows which resulted in £3024 being back charged to services for externally provided courses
- there had been 133 feedback responses received (64%)

Fire Risk Assessment

- 21 Fire risk assessments were carried out
- A range of positive and negative findings were reported to the premises responsible person and the related directorate so that remedial action could be progressed and monitored via Service Management Committees

Health and Safety Audits

- there had been 17 compliance visits carried out on the topics of fuel storage and manual handling

Health, Safety and Wellbeing Events

- a list of events offered to employees was appended to the report
- the events included discounted alternative therapy sessions, employee health checks, sleep therapy pilot sessions, smoking cessation advice and online information

The report recommended:

That the Committee refer the report to Corporate Management Team

- (a) to discuss and encourage review of statistics by Heads of Service with specific detail to be discussed at Service Management Team meetings;
- (b) to support actions to reduce accidents and work related ill health in line with health and safety targets; and
- (c) to disseminate and take action on health and safety information contained in the report

Councillor Finlayson raised concerns regarding the increasing number of incidents recorded under violence against staff, wherein the Health, Safety and Wellbeing Manager advised that the increase in the figures were a combination of recent incidents and an increased awareness to report all incidents.

Councillor Finlayson sought clarification regarding the number of negative findings from Fire Risk Assessments, wherein the Health, Safety and Wellbeing Manager advised that for future reports the information would be based on the percentage of compliance rather than a list of findings.

Councillor Finlayson sought clarification regarding the management of contractors, wherein the Health, Safety and Wellbeing Manager advised that there was a system in place for monitoring the work of contractors and that the findings reported were based on a sample where there was some evidence that practices required to be improved.

The Committee resolved:-

- (i) in response to a question from Councillor Finlayson regarding the number of negative findings from Fire Risk Assessments, to note that for future reports the information would be based on the percentage of compliance rather than a list of findings;
- (ii) in response to a question from Councillor Finlayson regarding the management of contractors, to note that there was a system in place for monitoring the work of contractors and that the findings reported were based on a sample, and to note that the Health, Safety and Wellbeing Manager would provide further information relating to the management of contractors outwith the meeting; and
- (iii) to otherwise approve the recommendations contained in the report.

OCCUPATIONAL HEALTH REPORT - JANUARY TO MARCH 2016

10. With reference to article 7 of the minute of its previous meeting of 19 February 2016, the Committee had before it a report prepared by OH Assist, the Council's Occupational Health provider which presented the utilisation statistics for the period 1 January to 31 March 2016.

The report provided the following statistics:

- 152 referrals had been received
- 64 referrals were received from the Education Service, 30 from the Communities and Housing Service and 29 from the Public Infrastructure and Environment Service
- 56 of the referrals related to Mental Health and Behavioural Disorders
- there were 25 short notice cancellations, with 13 of those where employees did not attend
- 584 employees attended health screening, 196 males and 388 females
- Of the total, 91 were referred to their GP

Comments were made regarding the format of the report and that not all of the information was necessary for the Committee's purposes.

Mrs Robertson, Unison sought clarification relating to the number of short notice cancellations and how this was managed, wherein the Health, Safety and Wellbeing Manager advised that the information is passed back to the directorates and from 1 April 2016, Services would be back charged for non- attendance/short cancellations.

The Committee resolved:-

- (i) to note that the format of the report would be amended for the next meeting; and
- (ii) to otherwise note the content of the report.

EMPLOYEE ASSISTANCE SUPPORT PROGRAMME - JANUARY TO MARCH 2016

11. With reference to article 8 of the minute of its previous meeting of 19 February 2016, the Committee had before it a report prepared by Time for Talking which presented the utilisation statistics of the Employee Assistance Programme for the period 1 January to 31 March 2016.

The report provided the following statistics:

- 36 referral had been received
- the highest number of referrals came from the Education and Children's Services Directorate (18)
- 21 referrals were related to personal issues and 15 were related to work issues
- there were 25 face to face consultations
- there were 5 telephone consultations

The Committee resolved:-

- (i) to note that the format of the report would be amended for the next meeting; and
- (ii) to otherwise note the content of the report.

ANNUAL CORPORATE HEALTH AND SAFETY REPORT - APRIL 15 TO MARCH 16

12. The Committee had before it a report by the Interim Director of Corporate Governance which summarised the health and safety activities for the Council for the period 1 April 2015 to 31 March 2016 including annual statistical performance information.

The report provided the following statistical information:

Accidents, Near Mises and Accident Rates

- 429 accidents to employees were reported of which 28 were reportable to the enforcing authority
- 498 accidents to third parties were reported of which 11 were reportable to the enforcing authority
- 208 physical assaults on employees was reported which was an increase of 533% from the previous reporting year
- slips, trips and falls had reduced by 24% from the previous reporting year
- the accident rate per 1000 employees was 3.29
- 565 near miss incidents were reported
- 184 of those incidents related to violence against staff

Enforcement Interventions (HSE)

- there were four occasions where the HSE contacted the health and safety team resulting in an internal investigation and remedial actions being implemented

Health and Safety Training

- 683 employees attended health and safety training

Fire Risk Assessment/Audits

- 124 fire risk assessments had been carried out in various premises across the organisation

- 25 topic based health and safety audits had been carried out

RoSPA Gold Award

- the Council were awarded the Royal Society for the Prevention of Accidents (RoSPA) Gold Medal Award in recognition of the efforts, achievements and commitment to raising the standards of health and safety management within the organisation.

The report recommended:

That the Committee –

- (a) to approve the report;
- (b) to approve the publication of a summarised report on the Council's website;
- (c) to support the actions to reduce accidents and work related ill health in line with health and safety targets; and
- (d) to disseminate and take action on the health and safety information contained in the report.

Councillor Finlayson raised his concerns regarding the increase in the number of assaults to employees and asked what was being done to remedy the issues, wherein the Health, Safety and Wellbeing Manager advised that there was a higher awareness across the organisation to report all incidents and that the majority of incidents involved school pupils.

Trade Unions raised concerns regarding the lack of sharing of information relating to specific properties, and the safety aspect for employees entering properties where there may be potential problems, wherein the Directorate Support Manager for Communities, Housing and Infrastructure advised that work was underway to identify a system to enable data sharing amongst employees and that a report would be submitted to the next meeting providing an update on the matter.

The Committee resolved:-

- (i) in response to a question from Councillor Finlayson regarding the increase in the number of assaults to employees and what was being done to remedy the issues, to note that there was a higher awareness across the organisation to report all incidents and that the majority of incidents involved school pupils;
- (ii) in response to questions raised from the Trade Unions regarding the lack of sharing of information relating to specific properties, and the safety aspect for employees, to note that work was underway to identify a system to enable data sharing amongst employees and that a report would be submitted to the next meeting providing an update on the matter; and
- (iii) to otherwise approve the recommendations contained in the report.

OCCUPATIONAL HEALTH REPORT - AUGUST 2015 TO MARCH 2016

13. The Committee had before it a report by OH Assist, the Council's Occupational Health provider which presented the utilisation statistics for the period 1 August 2015 to 31 March 2016.

The report provided the following statistics:

- 867 referrals had been received
- 211 of the referrals were for pre-employment Occupational Health assessments

- 399 of the referrals were Occupational Health management referrals for employees at work with health issues or those absent from work
- Mental health and behavioural disorders was the highest reason for referral (31%)
- 17 referrals were for Ill Health Retirement
- 13 referrals were for Driving Medical assessments
- 109 referrals were for audiometry assessments
- 50 referrals were for respiratory assessments
- there were 124 physiotherapy assessments
- there were 56 short notice cancellations

The Committee resolved:-

to note the content of the report.

ANNUAL EMPLOYEE ASSISTANCE SUPPORT PROGRAMME - APRIL 15 TO MARCH 16

14. The Committee had before it a report by Time for Talking which presented the annual utilisation statistics of the Employee Assistance Programme for the period 1 April 2015 to 31 March 2016.

The report provided the following statistics:

- 114 referrals had been received
- 56 of those referrals came from the Education and Children's Services directorate
- 29 of those referrals came from the Communities, Housing and Infrastructure directorate
- 69 related to personal issues
- 45 related to work related issues
- there were 80 face to face counselling sessions
- there were 17 telephone counselling sessions

The Committee resolved:-

to note the content of the report.

DATE OF NEXT MEETING - FRIDAY 26 AUGUST 2016

15. The Committee noted that the next meeting was scheduled for Friday 26 August 2016 at 10am.

- **MIKE MIDDLETON, Chairperson.**