

Board Paper

9 October 2015

Paper Title	Wellbeing, Health and Safety Update
Paper Reference:	NRW 50.15
Paper Prepared By:	Andrew Johnson
Paper Sponsored By:	Emyr Roberts / Ashleigh Dunn

Purpose of Paper:	Information
Recommendation:	To note issues and progress made to date
Decision Required:	Not applicable

Impact: To note – all headings might not be applicable to the topic	Impact on the Environment:
	Impact on the Economy:
	Impact on Community: Through the work that we do and the way that we do it, NRW will make a positive contribution to improving the wellbeing, health and safety of our staff and customers across Wales.
	Impact on Knowledge:

Issue

Wellbeing, Health and Safety update for the NRW Board meeting.

Summary & background

This briefing paper describes the headline issues and recent developments in relation to wellbeing, health and safety, providing an update, key headline statistics and interpretation plus a brief summary of progress made on specific issues.

1. Headline accident and near miss statistics for 2015-16 as of 10 August 2015 with 2014-15 full year figures for comparison)

	2015-16 Year To Date	2014-15 Full year
RIDDOR - staff	3	0
Lost time incidents - staff	1	2
Incidents, no lost time - staff	41	55
Near miss – staff	86	131
Serious incident reviews	0	4
Incidents - contractors	3	60
Incidents – public	32	
Near misses - contractors	26	
Near misses - public	30	98

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) incident is a particular type of incident that is required to be reported to the Health and Safety Executive (HSE)
- A lost time incident (LTI) is where a member of staff is injured during the course of their work and they have subsequently had time off or been on light duties as a result of their injuries (reportable under RIDDOR if over 7 days). Lost Time starts the first day after the person was injured.
- An incident with no lost time (Non-LTI) is where a member of staff is injured during the course of their work but only needed minor 1st aid treatment and subsequently have not had any time off work. Non-LTI's include property damage to NRW vehicles and equipment.
- A Near Miss is an unplanned or uncontrolled event that does not cause injury, ill health or damage, but could do so.
- Member of public injuries relate predominantly to mountain bike accidents on our purpose built trails, and slips, trips and falls on walking trails. Trails are risk assessed and routinely inspected periodically and are also inspected following an accident.
- Public near misses are predominately public incursions on to live harvesting sites.

Figures for the period 1st April 2015 to 10th August 2015 indicate three RIDDOR reportable incidents (detail of the latest two is captured in section 4i and 4ii below), one Lost Time Incident, and forty one No Lost Time Incidents.

2. Sickness absence statistics for 2015/16

Sickness data for 2015/2016 is now available following the implementation of an interim solution to manually upload and populate reported sickness absence into MyNRW.

In Quarter 1 2015/16; sickness absence rates are an average of 5.4 days lost per employee equating to 2.5%. For the whole of 2014-15 sickness absence rates were an average of 6.32 days lost per employee equating to 2.9%. Mental health issues e.g. stress, depression or anxiety, Respiratory and Digestive complaints account for

61.9% of all lost day absences in this Quarter; with Mental health issues the highest at 23.7%.

Mental health issues continue to be the number one absence reason and this has been drawn to the attention of leaders and managers as we focus on improving wellbeing in the organisation.

ODPM will be analysing absence data to enable directorates to identify where 'hotspots' of mental health issues are arising, what support can be given and what can be done to address this significant area of concern. The next National Committee meeting will focus on the area of sickness absence and causes of mental health issues in NRW.

The NRW target is no more than an average of 7 days lost per employee equating to 3.1%.

On comparison of sickness absence data for Quarter 1 last year it is evident that there is a significant level of under reporting of sickness absence. The Executive Team has taken action to drill down on this and to investigate and challenge areas of under-reporting. Additionally, we have reminded managers using the Managers Monthly bulletin and other means to re-inforce the need to use current mechanism for reporting sickness absence until self-service functionality in MyNRW is available. This functionality is due to be available in February 2016.

3. Wellbeing.

We have instigated a number of initiatives to support our wellbeing commitment in NRW:

- British Heart Foundation (BHF) – we are working with BHF to sign up to their health at work programme. The programme will demonstrate to staff how much we value their wellbeing by not only helping staff improve their health and fitness but also reaping a range of associated business benefits such as reduced sickness absence and improved productivity.
- Mental Health First Aid training for NRW managers. 28 members of staff have been trained who are placed strategically across the business in directorates and office locations. We are looking to secure further places and have arranged a short session for Executive Team.
- Reviewing the Welsh Government Corporate Health Standard requirements with a view to NRW achieving this standard following completion of key actions within our improvement programme.
- We will continue to look at advances made elsewhere in the public service to see how we can further support wellbeing.

4. Headline Developments

- i. **Contractor fatality at Pen Parc, Abercynon** – a contractor working for UPM Tilhill was killed, whilst felling trees with a chainsaw, at a standing sales harvesting site. NRW is the landowner and contract manager, Tilhill are the contract holder. Indications suggest that the contractor was struck fatally by a felled tree. The investigation is ongoing and we are assisting HSE with their enquiries and Tilhill with

their investigation. We are also reviewing contract management requirements as this is the third serious incident in less than a year involving Tilhill.

- ii. **Reportable Incident for Work Experience Student** – A student from a local school in North Wales was being hosted for a week by staff in Clawddnewydd office. During a planned site visit to silviculture operations in the area, the work experience student climbed over a secured gate and stepped off awkwardly turning her ankle. This was not reported at the time by the student, but later that evening the student was taken to a local A&E by her parents and was found to have a small fracture in the ankle. This has been reported to HSE and a review of the incident is ongoing.
- iii. **Reportable Incident for a Member of the public** – A member of the public fell from a mountain bike whilst crossing a temporary bridge and received hospital treatment for their injuries. It has been alleged by the member of the public that the injury is as a result of incomplete civils work that NRW are undertaking in the Usk Reservoir area. The incident has been reported to the HSE as a precaution as it may be related to our undertaking. A review of the incident is ongoing.
- iv. **Reportable lost time incident for Natural England at Fenns & Whixall National Nature Reserve, Shropshire** – In the previous briefing we reported on an incident at the reserve which straddles the English border where the Wales part is managed by NE through a memorandum of understanding. NE made us aware of an incident where a volunteer was crushed against a gate by a vehicle. An investigation was carried out by NE and we have shared the learning outcomes within NRW for relevant line managers to take action where necessary.
- v. **NRW Internal audit of incident reporting and investigations** – The purpose of this audit was to provide assurance to the Accounting Officer and management on the effective operation of risk management, internal control and governance processes established for work and third party related accident, incident, ill health and near miss reporting and review. Internal Audit carried out the review as part of our 2014/15 programme of assurance work.

In April 2015, we launched the new reporting tool AssessNET for recording new incidents and near misses, but staff had been operating under their legacy policies and procedures. This means that there has been a clear disjoint which could have led to misunderstanding of the processes that should be followed. During the time this audit was undertaken a policy and procedure for incident reporting and management was launched (10 August 2015).

NRW has sought to adopt the Health & Safety Executive (HSE) best practice guidance when it comes to incident reviews. NRW has conducted thirteen serious incident reviews since its establishment and, while some elements had been done very well, improvements are required with regards to timelines, monitoring of actions and dissemination of lessons learnt.

The audit identified that immediate management action is required to address view access rights on AssessNET, as currently it is not appropriate and personal data is

not sufficiently protected. We have responded to this by working with the provider of AssessNET to ensure that data is protected.

Internal audit gave a Moderate assurance rating. This rating means some improvements are required to enhance the adequacy and effectiveness of the framework of governance, risk management and control.

- vi. **The NRW Wellbeing, Health & Safety (WHS) improvement programme** has been reviewed and key deliverables agreed for 2015-16. This includes an assessment of training needs and delivery of a training programme for NRW staff on managing H&S, risk assessment and investigation of accidents and near misses. We have now identified a provider to deliver the required training from September where a large number of line managers and team member involved in high risk activities will start to receive training to develop their competencies in managing and working safely. Staff involved in managing and working in low risk environments and activities will receive e-learning.
- vii. **First Aid Provision at NRW Buildings.** As reported in the previous brief, our Facilities Management teams are reviewing our first aid coverage at offices and depots. New NRW First Aid policy and procedures, to include provision at Automated External Defibrillators (AEDs) have now been issued by ODPM. The review of first aid provision can now be completed for all high priority sites in the coming months.

Next Steps

1. Continued delivery of agreed WHS improvement programme items for 2015/16.

Risks

- No additional risks foreseen

Financial Implications

- None foreseen. Investment in learning and development requirements for NRW included within 15/16 budget.

Communications

- Ongoing communications plan to sustain WHS messages using all available communication channels. Revision to Wellbeing, health and Safety pages to be completed. Draft communications plan being developed.

Equality impact assessment (EqIA)

- Not applicable, briefing paper only.