

Title:	Health and Safety Executive (HSE) Action Plan Report.
Purpose:	To advise the Board of progress against the HSE Action Plan.
Content/Summary:	HSE Action Plan Report
Recommendation:	This paper is for assurance
Previous Forum:	This paper has not been to any other committee or group.
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Presented By:	John Dyer, Head of Operations (Somerset)

This report covers:

Assurance Framework *(specify)	AF3409 AF3509 AF4009	Standards for Better Health (specify)	C7a & c, C20a
Strategic Goal(s)		Corporate Objective(s)	

Auditors' Local Evaluation (ALE) – specify by Key Line of Enquiry (KLOE)	4.1, 5.1	Statutory/Legal (specify)	Health and Safety at Work Act 1974, Health and Safety Corporate Manslaughter and Homicide Act 2007
Information/Other			

*If Assurance Framework, please specify:

<p>AF3409 provides assurance of compliance with the Corporate Manslaughter and Corporate Homicide Act 2007</p> <p>AF3509 Provides assurance of compliance with the Health and Safety (Offences) Act 2008</p> <p>AF4009 provides assurance that the Trust is monitoring compliance with the recommendations of the Health and Safety Executive</p>

The Head of Governance will be responsible for updating the Assurance Framework following each Board meeting.

Please consider the impact of the paper presented and complete the sections below as applicable:

Number of WTE provide number affected or state 'All'	All
£ cost State cost or 'No Value'	No value
Geographical Coverage State area affected or 'Whole Trust'	Whole Trust
Activity State any impact on operational activity or 'No Impact'	No impact
Performance State any impact on performance or 'No Impact'	No impact

Health and Safety Executive (HSE) Action Plan Exception Report

1. Introduction

- 1.1 In January 2008 the Trust was inspected by the Health and Safety Executive (HSE), following which recommendations for improvements were made and an action plan was devised and implemented by the health and safety team. No improvement notices were issued.
- 1.2 This initial visit was followed up by a further inspection in March 2009. The overall conclusion of the inspector was that the Trust had made good progress and had understood and taken account of his previous recommendations but he retained areas of concern which we need to address.
- 1.3 The inspector was very clear about what the Trust should focus its efforts on.
- 1.4 The focus issues are:
 - To implement the HSE's stress management standards.
 - To provide conflict resolution training to all staff who come into contact face-to-face contact with patients; and to carry out a further risk assessment to ensure that no further training is required.
 - Protecting lone workers and other staff from violence and aggression.
 - To give consideration to the provision of a back care advisor.
 - To address the planning process for risk assessments.
- 1.5 An action plan was developed and this is monitored by the Directors' Group to ensure that the highest priority is given to these health and safety issues.
- 1.6 In November 2009, two Inspectors revisited the Trust to see what progress had been made with regard to the above areas.
- 1.7 The two inspectors were pleased with the progress that had been made but will return to the Trust in six months to see how this work is progressing.

2. Progress Report

2.1 In terms of priority areas the following can be reported:

2.2 Stress Management

2.2.1 The Staff Wellbeing Group has been relaunched and will be chaired by the Associate Director of Human Resources and Workforce Development. A series of Staff Wellbeing Group meetings have been arranged to take this important project forward.

2.2.2 A pilot stress survey was carried out in the Torbay and Central Dorset areas and the results of this survey has been analysed by the Staff Wellbeing Group. The results of this pilot survey are to be shared with the areas involved.

2.2.3 The Group is to review the Health and Safety Executive's Stress Management Standards Matrix that managers have completed. The content of this will inform the risk assessment on stress.

2.2.4 Directors have approved the use of the Health and Safety Executive's Stress Management Competency Indicator Tool. This will be issued to managers.

2.2.5 In October, the Directors' Group agreed to issue the Health and Safety Executive's stress questionnaire (Indicator Tool) to all staff within the Trust in November 2009.

2.2.6 The Associate Director of Human and Workforce Development and the Health, Safety and Security Manager are to meet to discuss the issuing of this questionnaire and to devise an action plan which is to be shared with the Health and Safety Executive Inspectors.

2.3 Conflict Resolution Training

2.3.1 The Training Department has submitted a report to the Health and Safety Group meeting in November which states that 'pending any constraints the (conflict resolution) training for Accident and Emergency staff, Patient Transport Staff, the Clinical Hubs and Urgent Care Services will be completed by the end of March 2010'.

2.4 **Violence and Aggression**

2.4.1 Lone worker protocols have been approved by Directors. The Health and Safety Group Meeting in November 2009 reviewed and approved these protocols, which have since been placed onto the Trust Intranet. The Group also reviewed and approved the following:

- Risk assessment on lone working (Operations)
- Risk assessment on lone working (Portland Minor Injuries Unit)
- Lone Working Policy
- Violence and Aggression Policy

2.4.2 These have also been placed onto the Trust Intranet for staff to access. The Health and Safety Group also examined a report on all incidents involving lone working and violence and aggression. This report has produced a number of actions.

2.5 **Back Care Advisor**

2.5.1 This was an issue over which the HSE considered serving an improvement notice at the first inspection. They cannot insist that we have a back care advisor but strongly recommend that we thoroughly consider what would be the best provision we could make for staff in this regard.

2.5.2 It is understood that the Directors have agreed that those who carry out manual handling should be trained appropriately, but that a back care specialist would not be employed. Moreover, that back care arrangements would be the responsibility of the Training Department.

2.5.3 Following discussions with the Acting Head of Human Resources and Workforce development and the Head of Training, the latter is considering training Trainers in the Training Department to fulfil this role. The Health, Safety and Security Manager has provided information on the role and responsibilities of a back care advisor to the Acting Director of HR and Workforce Development and the Head of Training.

2.6 **Risk Assessment**

2.6.1 A number of 'task' based assessments have been completed and are to be shared with Operations for approval. Once approved, these assessments will be placed onto the Intranet for managers and staff to use and develop to reflect their own local circumstances.

2.6.2 Arrangements are being made to train all of the Managers (including Clinical Support Officers) who have so far not received risk assessment training. In November 2009, CSOs in Cornwall and Devon respectively

- were provided with risk assessment training. A further session is to be held in November 2009 to deliver this training to CSOs in Dorset.
- 2.6.3 Further training sessions are to be arranged to provide this training to CSOs in Devon and Somerset who have so far not received this training.
- 2.7 Mapping of Health and Safety Roles**
- 2.7.1 The mapping of health and safety roles has been started by the Head of Governance to develop a Trust Responsibility Matrix including health and safety responsibilities. The Head of Operations (Somerset) and the Health, Safety and Security Manager were to meet in October 2009 to clarify roles and complete this work. However there has been some slippage and they will now meet in November to complete this work.
- 2.8 Key Performance Indicators**
- 2.8.1 The Head of Operations (Somerset) and the Health, Safety and Security Manager were to meet in October to devise these key performance indicators and share them with the Health and Safety Group in November. However, there has been some slippage and the meeting between the Head of Operations and the Health, Safety and Security Manager will now take place in November.
- 2.8.2 The key performance indicators will then be shared with the Health and Safety Group in December 2009.
- 2.9 Health and Safety Policies**
- 2.9.1 Operational Locality Managers and the Fleet Manager have been asked to bring the Health and Safety Manuals and health and safety policies to the attention of all of the domestic staff and 'make ready operatives' that the Trust directly employ by the end of October 2009.
- 2.9.2 This has been partially been achieved in some areas but will be completed by the end of November 2009.
- 2.10 Estates Management Guidance**
- 2.10.1 Estates are to develop their existing guidance on 'estate management' and issue to all stations. This guidance is also to be placed on the Intranet. This guidance was to be presented to the Health and Safety Group meeting in November but will now be presented in December 2009.

3. Recommendation

3.1 The Board is requested to take assurance from this progress report.

John Dunn
Health, Safety and Security Manager