

Report Date: 16/11/2022

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## **Annual Health & Safety Performance Review 2022 and proposed Action Plan for 2023**

### **Executive Summary**

This annual report details the good progress made against the health and safety initiatives agreed in the 2022 Action Plan, as well as the dynamic development of the agreed actions, with enhanced health and safety works.

The report also details the ongoing initiatives identified by West London Waste Authority in their proposed Action Plan for the period January to December 2023, as part of the organisation's continued efforts to strive for best practice in the field of occupational health and safety risk management across the organisation.

The initiatives detailed in the 2023 Action Plan continue to be driven through the process of risk assessment, helping to ensure safe systems of work are fully developed and implemented through a programme of information, training and supervision; as detailed in the headline requirements of the organisation's Health and Safety Policy and associated supporting guidance documents.

### **2022 H&S Performance**

2022 saw a positive development in the organisations management system with the introduction of 'Safe Working Guidance' documents, which has provided all staff at their operational site with granular detail in respect of how to conduct specific tasks, taking information contained from the relevant risk assessments, including the risks and applicable controls.

In respect of incidents/accidents recorded, 4 incidents/accidents were recorded in 2022 (*Appendix 4*). This is a reduction compared to the 7 recorded in 2021 (*Appendix 3*). 4 of the 7 incidents recorded in 2021 related to customer driving on site. In comparison, there has been no incidents in respect of customer driving in 2022. This is due to the greater degree of supervision being provided by the staff on the organisations operational site. The number of incidents relating to staff driving remains the same (2), however remains relatively low, considering the degree of staff driving that is conducted at the organisations operational site. There was 1 RIDDOR reportable accident in 2022, which related to a member of the organisation being involved in a Road Traffic Collision, not of their making.

The organisation's hazard reporting system continues to go from strength to strength. There were a total of 150 hazard cards raised during 2022 (*Appendix 2*), which is a comfortable increase on the amount of hazard cards raised in the previous year of 115 (*Appendix 1*). That being said, the amount of hazard cards being raised typically are being raised by the same members of staff. There are some development works required to ensure that more members of staff begin reporting hazards spotted at the operational site.

Over 83% of all hazards spotted on site related to 'unsafe behaviour/act' of customers to the site. A positive level of work has been undertaken to ensure that customers to the site conform to the relevant site rules, which has seen a curtailment in the number of hazards being classified as

'unsafe behaviour/act' during the latter months of 2022. We hope that this figure drops during 2023.

A good deal of time and resource has been apportioned to the various Circular Economy initiatives. More work is required to ensure that Health and Safety is considered at the very outset of every Circular Economy initiative, to ensure that all applicable risks are captured from the outset.

Overall, the organisation continues to make positive steps in respect of the development, implementation and enhancement of Health and Safety documentation and initiatives.

### **Progress made against the 2022 action plan**

As detailed in the table in figure 1, all Action Plan initiatives for 2022 have been completed with the exception of:

1. Development of H&S knowledge for identified managers and chargehands to IOSH Managing Safely and IOSH Working Safely courses.
2. Develop a programme for lone and transient working throughout the organisation

In respect of the IOSH Managing Safely and IOSH Working Safely courses, conversations are taking place from within the organisation in respect of whether to place members of staff onto these accredited courses, or have a bespoke, waste related Health and Safety course developed.

In respect of the programme for lone and transient working, the organisation already has in place a lone working guidance document, which is being adhered to by the organisation. Conversations have taken place in respect of wider documentation (in the form of information and toolbox talks) around the importance of adhering to this policy, personal safety tips as well as the importance of face-to-face meeting and the effects of working alone. These will shortly be created and implemented throughout the organisation to close out this action.

One item was removed from the 2022 action plan in respect of the creation of Covid-19 guidance documentation. This item was introduced into the action plan during the Covid-19 pandemic. When the UK government began lifting Covid restrictions, it also confirmed that organisation no longer needed to consider Covid-19 as a standalone risk, which had not been the case previously. As a result, this was removed, can be reconsidered should government advice change.

Figure 1



## What We Have Achieved

### Specific Detail on Completed 2022 Action Plan Initiatives

#### **High-level review of all operational Risk Assessments and development of enhanced ‘Safe Working Procedures’ for all operational activities.**

To enhance the current Health and Safety Management System, we introduced a further level of Health and Safety related documentation entitled ‘Safe Working Guidance’. These Safe Working Guidance documents sit underneath and operational Risk Assessments. They are written in a more colloquial style, highlight the associated risks and controls from the relevant Risk Assessments and provide a step-by-step process to completing certain operational activities. An associated matrix and sign-off sheet have been produced, to ensure that staff read and sign to confirm their understanding of the contents of these documents.

#### **Review and refinements of the site induction information process**

Upon review of the organisation operational sites induction document, it became apparent that it was mainly targeted to traders and visitors to the site, and that there was not the existence of a more enhanced induction document, which built upon the existing one, which could be used for new starters to the organisation. This has been reviewed, enhanced and implemented accordingly for the benefit of new starters to the organisation.

#### **Health and Safety Support to Circular Economy initiatives**

USP has provided a large degree of support in respect of the organisation’s Circular Economy initiatives, notably, the organisation’s ‘Fixing Factory’ initiative, by providing advice and support to West London Waste, and partnering organisations, to ensure that the initiative is carried out in a safe compliant manner.

#### **Expansion of the current Health and Safety Forum within WLW to include representation from other regional boroughs and partnering organisations.**

To ensure best practice in respect of Health and Safety throughout the wider regional boroughs and partnering organisations, we have developed the Health and Safety forum, which has included representatives from many other sites from other boroughs in the region. This initiative involved the development of a ‘Terms of Reference’ document, clearly outlining the objectives of the forum, and those attending. These forum meetings will be held on a quarterly basis, and we

can confirm that this has received positive feedback from all those who were in attendance at the first meeting.

**Development of a Mental Health and Wellbeing Programme Specific to Health and Safety**

In conjunction with the organisations HR Manager, we have created specific Mental Health and Wellbeing documentation, information, training and poster campaigns. We are still to set a date for staff members to undertake 'Resilience' training, which is scheduled for the early months of 2023.

**Health and Safety Action Plan for 2023**

The below figure outlines the organisations 2023 Health and Safety action plan initiatives. The initiatives contained in the 2023 action plan have been as a result of conversations with various members of the organisation, to ascertain areas where the organisation would like to see improvements, as well as areas that USP believe should be included as part of the organisations focus for 2023.

Figure 2



## Health and Safety Action Plan 2023

Ref	Action required	Person(s) Responsible	Agreed Timescale	Further action details	Progress against action	Percentage completion
1	Development of a programme for lone and transient working throughout the organization.	H&S Advisor.	Jan23	The creation and implementation of information to all those who have a lone working and transient working aspect to their role.	The organisation already has in place a lone working guidance documents. Meetings have also been held with some senior managers within the organisation, to ascertain what members of the workforce within their immediate area of responsibility do in respect of lone working, in order to identify areas where improvements can be made.	40%
2	Development of H&S knowledge for identified managers and chargehands to IOSH Managing Safely / Working Safely courses.	H&S Advisor. Management Team.	Jan23	<p>Depending on the outcome of the cost benefit analysis, the following actions will need to be conducted:</p> <ul style="list-style-type: none"> <li>- IOSH Managing Safely/ Working Safely: book in these courses with a course provider.</li> <li>- USP internal course: create a bespoke training course package.</li> </ul>	A cost benefit analysis has been drafted by ourselves and sent to the applicable managers within the organisation, providing the pro's and con's for the IOSH Managing Safely/Working Safely against a bespoke course created by USP.	10%

3	Ongoing Circular Economy support with enhancements on the H&S framework around all circular economy initiatives.	H&S Advisor	Ongoing	<p>We will continue to support the organisation in respect of its circular economy initiatives. The degree and type of support will be dictated by the organisation's initiatives as they come through within the period of this action plan.</p> <p>It has been brought to our attention that there will be some work required around Circular Economy Hubs and Pop-ups and we will need to enhance the current Circular Economy framework to ensure that these are conducted in a safe and compliant manner.</p> <p>Furthermore, we have been informed that the organisation's current circular economy initiatives will be expanded to other sites within the area. We will fully support this expansion, to ensure that all circular economy initiatives undertaken on any of the sites applicable, is carried out in a safe and compliant manner.</p>	The progress against this action plan item will be dictated by the types of Circular Initiatives which come to the fore during the period of this action plan.	<b>Ongoing</b>
4	Enhancement of the organisation's culture in respect of hazard reporting.	H&S Advisor	Feb23-March23	<p>Conduct Health and Safety Culture training in respect of the importance of reporting.</p> <p>This will also be backed up with Toolbox Talks further identifying the important of reporting any hazard spotted on site, as well as how to complete a hazard card.</p>	<p>We have previously created for the organisation a 'Health an Safety Culture' training module which was shelved to make way for other operational training requirements.</p> <p>We have also enhanced the monthly hazard report which goes to members of the Senior Leadership Team to include trend analysis on repeated hazards spotted on site,</p>	<b>30%</b>

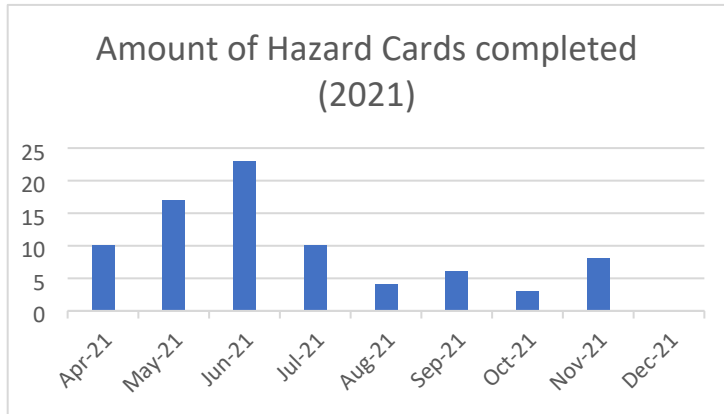
					<p>allowing for a specific review on these items to be conducted.</p> <p>We have also asked for the staff at Abbey Road to print and place each monthly report on the H&amp;S notice board in the canteen, which can be read by staff at their leisure.</p>	
<b>5</b>	General enhancement of H&S training across the organisation.	H&S Advisors	Jan23-June23	Create and deliver a variety of training modules dependent on the roles of individuals within the organisation, providing staff with a more in-depth and wide-ranging understanding of particular areas of H&S.	<p>The organisation already has in place a training regime which ensures that all members of staff receive the appropriate training, dependent on their roles.</p> <p>It is the view that this training could be enhanced, to provide a more in-depth and wider understanding of these training areas.</p>	<b>0%</b>

6	Creation of an 'Active Travel' framework	H&S Advisors	Jan23- April23	Speak with other members within the organisation in respect of the active travel aspect, what is already being done, and what the organisation would like to implement as part of this framework.	Based on discussions held, and our understanding of the organisations 'cycle to work' scheme, it has been identified that there should be the creation of a framework around safe travel when using 'active travel' as the mode of transportation (ie walking, cycling).	0%
7	Provision of Health and Safety support/advice to other borough sites	H&S Advisors	2023	In 2022, we provided ad-hoc advice to other borough sites, such as Townmead road. During 2023, we will continue to provide advice/support to any other borough sites, when directed by the organisation.		0%



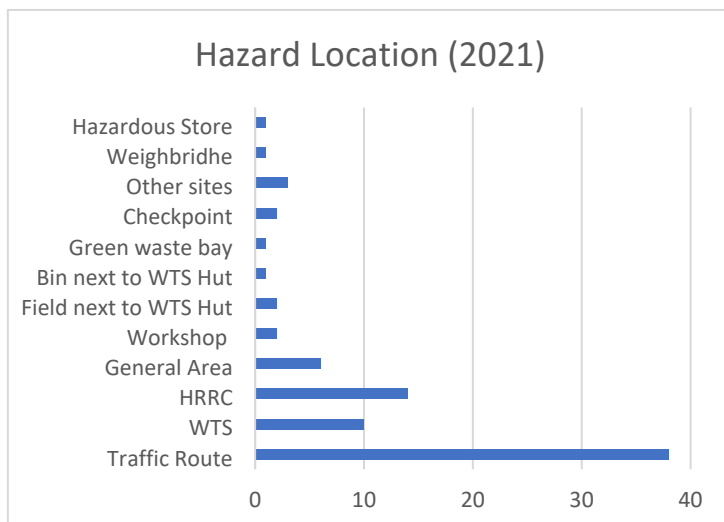
## Health and Safety Statistics

### Hazard Observation Cards (2021) – Appendix 1



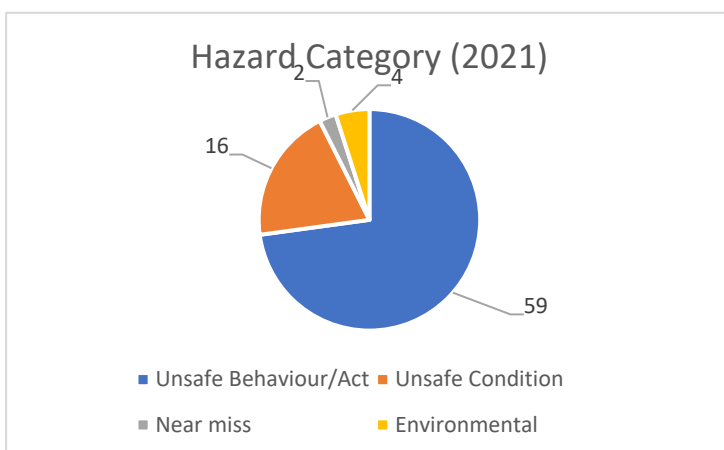
This table confirms the hazard cards completed from August 21 - December 2021.

A common thread over this time period was inconsistency of reporting, hence the fluctuation in the data.



Those hazard locations confirmed as 'general area' relate to items such as traders not wearing PPE, visitors not following pedestrian routes etc.

Those placed in 'traffic routes' relate to visitor driver related instances (i.e. visitors missing the turning into the HRRC, speeding on site, exiting site via the wrong lane etc).

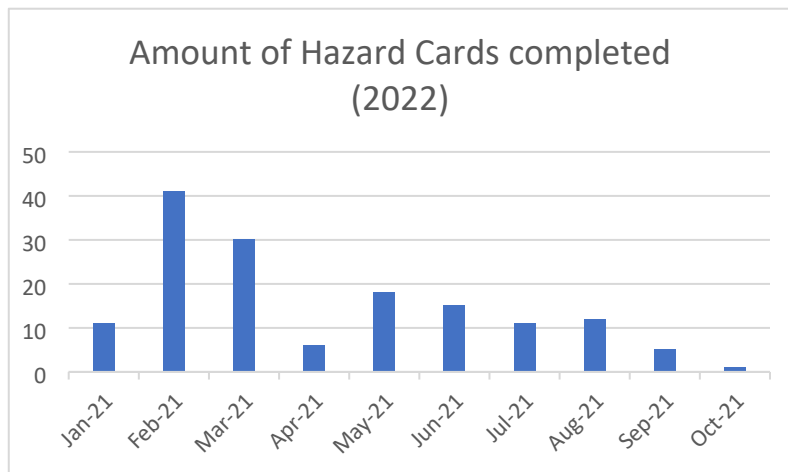


The majority of hazards raised related to 'unsafe behaviour/act'. These relate to items such as driver speeding on site, not following walkways, exiting site via the entrance, traders not wearing hi-visibility vests etc.

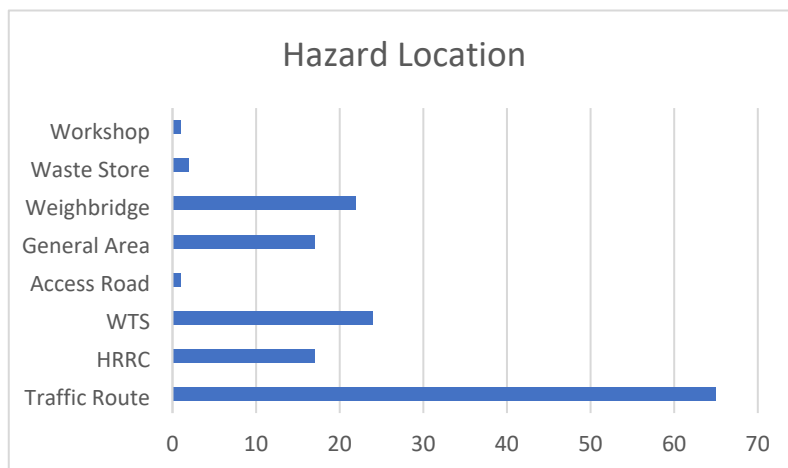
'Unsafe conditions' related to housekeeping issues, broken equipment/machinery etc.

There were only 4 hazard cards raised in relation to environmental issues and 2 in respect of a near miss event. All near miss events have been discussed and closed-out.

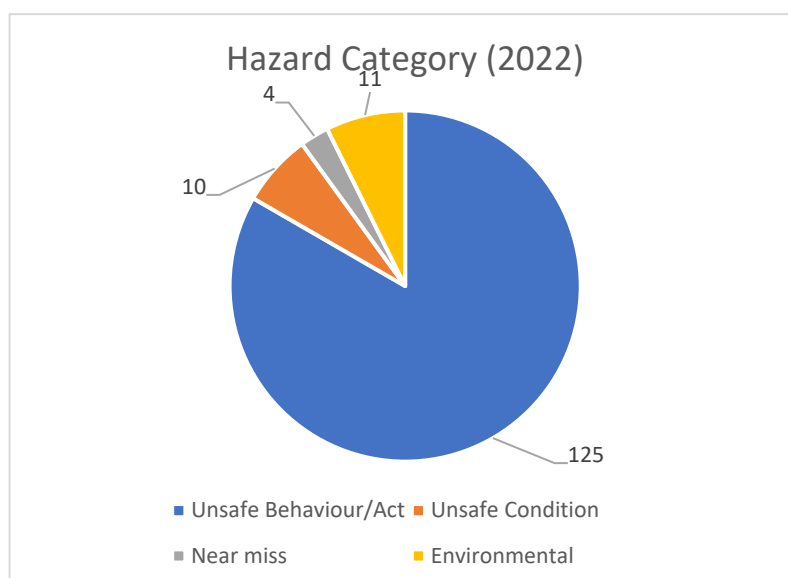
## Hazard Observation Cards (2022) – Appendix 2



The start of 2022 saw a large increase in the amount of hazard cards being completed and then began to decrease over Q2 and Q3. This is due to the introduction of new measures which reduced (and in some instances, stopped) the recurrence of these hazards.



The majority of hazard cards raised during 2022 related to traffic route offences. These are in relation to traders speeding on site, exiting site via the entrance, residents missing the turn into the HRRC, as well as other driver related offences.

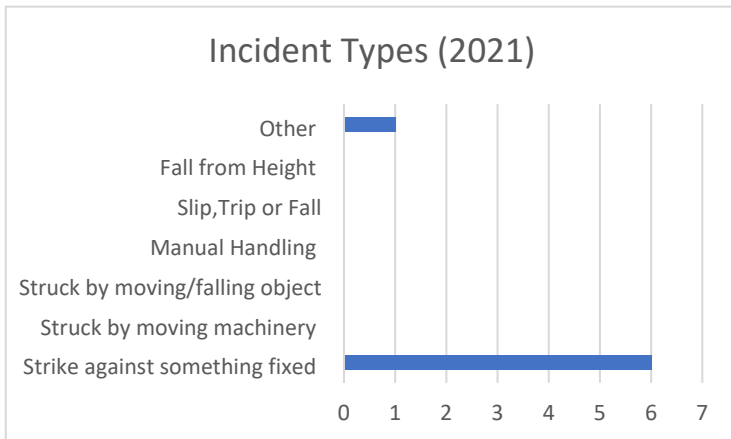


125 out of 150 hazard cards raised in 2022 related to 'Unsafe Behaviour/Act'. These typically are in relation to the following:

- Abusive behaviour from customers/traders
- Traders not wearing HVV
- Driving related offences
- Residents attempting to climb into containers

## Incident/Accident Data

### Incident/Accident Data (2021) – Appendix 3

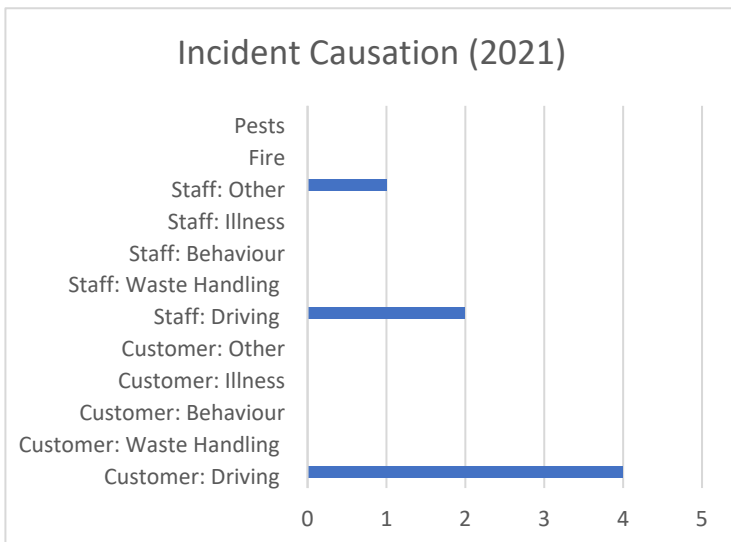


In 2021, there were a total of 7 incidents. 6 of these related to striking of something fixed.

A further breakdown of these 6 are:

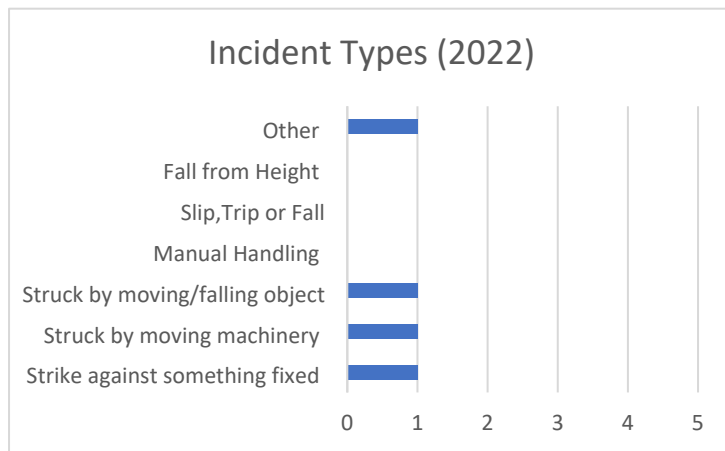
- Customer hitting the height barrier exiting the HRRC (x4)
- Signpost broken at the entrance to the HRRC after being caught by the leg of the Liebherr 360 machines leg.
- Netting at the Waste Transfer Station being broken by the dipper arm of the Liebherr 360 machine.

The 7<sup>th</sup> incident related to a member of staff being stung by a Wasp whilst at work.



4 of the incidents related to driving of customers to the Abbey Road site. 2 related to the driving of one of the organisations mobile plant drivers, with the Wasp sting being categories as 'staff:other'.

## Incident/Accident Data (2022) – Appendix 4

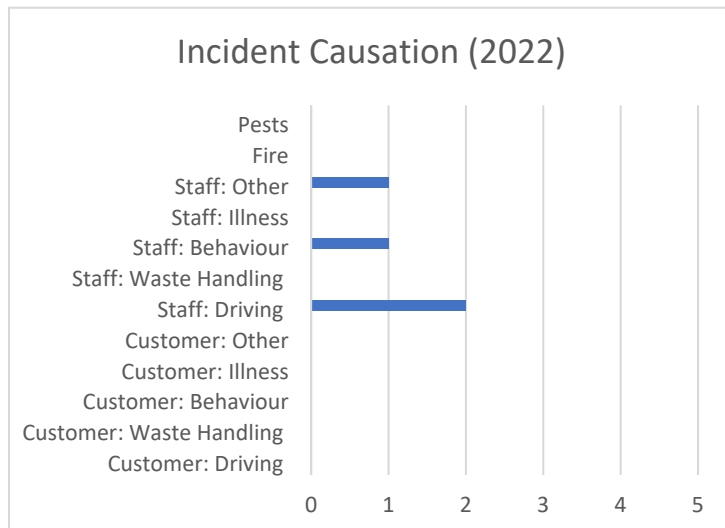


At the time of writing this report, there have been a total of 4 incidents/accidents recorded on site.

1 related to a member of staff reversing into a barrier with the organisations van at a shopping centre. One related to the incorrect stacking of items which resulted in them toppling over and nearly hitting an employee.

Another incident related to a member of staff reversing the Volvo loading shovel into the Liebherr 360 machine at the Waste Transfer Station when an operator was in the cab.

The final one related in a member of the organisation being struck whilst driving by another car when travelling to a meeting. This accident resulted a RIDDOR report being submitted to the HSE.



In respect of incident causation, the incorrect stacking of items is a direct result of staff incorrectly stacking items of site. The 2 instances of driving accidents when using company vehicles/plant have been categorised as 'Staff: Driving'. The Road Traffic Accident has been categorised as 'Staff: Other'.