26th January 2017

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| **Paper Title** | Wellbeing, Health and Safety Update – short update of issues arising since December Board meeting |
| **Paper Reference:** | NRW B B 4.17 |
| **Paper Sponsored By:** | Ashleigh Dunn |
| **Paper Presented By:** | Emyr Roberts |

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| **Purpose of Paper:** | Scrutiny |
| **Recommendation:** | To note issues and progress made to date |

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| **Impact:** To note – all headings might not be applicable to the topic | How do the proposals in this paper help NRW achieve the Well-Being of Future Generations Act principles in terms of:  **Looking at the long term:**  **Taking an integrated approach:**  **Involving a diversity of the population:**  **Working in a collaborative way:**  **Preventing issues from occurring:**  The NRW Roadmap describes how our success depends on the way we work together to create a better Wales. The roadmap sets out our vision and what we will do to deliver it. 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. Our values mean that we will be both responsible and accountable for our actions and we will act to keep ourselves and others safe and well. |

**Issue**

1. Wellbeing, Health and Safety (WHS) update for the NRW Board.

**Background**

2. 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.

**Assessment**

**Wellbeing & health**

**Sickness absence statistics for 2016/17**

3. From April to November 2016, the rolling year sickness absence rate is currently at 6.3 days lost per employee per annum equating to 2.9%. The NRW benchmark is no more than 7 days lost per employee equating to 3.1%.

4. There has been an 11% increase in reporting in the level of sickness absence since the last update. This is a 44% increase against the same period in 2015 indicating a turnaround from the under reporting in 2015. Line managers have been pro-actively encouraged to update MyNRW and work to resolve any issues as we are aware that some managers have not used MyNRW to record and manage absence as evidenced by casework undertaken by our People Management team.

5. Since the last update respiratory system disorders are the top sickness absence reason with mental health and musculoskeletal disorders 2nd and 3rd respectively.

6. As reported previously we continue to work with the business to improve the quality of our absence data. Whilst managers can no longer enter ‘unknown’ as an absence reason, the data still has a large number of blank or unknown absence reasons which we are investigating to ascertain the true nature of the illness. This is important as, since the last update, unknown/blank absence reasons still account for 5% of all reported absence.

7. Our occupational health data is provided to us on a quarterly basis by our occupational health provider as specified within the terms of the contract. An update of the last quarter will be reported in a subsequent Board paper.

**Wellbeing initiatives & developments**

8. We have instigated and raised awareness on a number of initiatives to support our health and wellbeing commitment in NRW including:

* Reissuing our guidance on mental health and wellbeing for continued awareness. This includes occupational health provision and employee assistance provision including a smartphone app which includes a digital proactive prevention tool for stress, anxiety and related mental health conditions
* National Anger Awareness Week 1-7 December
* Dry January 1-31 January.
* Love your Liver 1-30 January
* Festival of sleep day – 3 January
* National Obesity Awareness week – 9-15 January
* Care First newsletters
* “I’m fine” video campaign.

9. All of these initiatives reminded and encouraged staff of how to look after themselves and their colleagues at work and outside of work. These initiatives have been brought to the attention of staff through our Intranet, Managers Monthly updates, Yammer pages and through engagement at local WHS Forums and team meetings.

**Health & Safety**

**Headline accident and near miss statistics for 2016-17 as of 15th December 2016 with 2014-15 and 2015-16 full year figures for comparison.**

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|  | **Incidents since last update** | **Incidents (2016-17 Year to date)** | **2015-16 Full Year** | **2014-15 Full year** |
| RIDDOR – staff | 1 | 9 | 12 | 0 |
| Lost time incidents – staff | 0 | 3 | 8 | 2 |
| Incidents, no lost time - staff | 7 | 71 | 96 | 55 |
| Near miss – staff | 29 | 172 | 304 | 131 |
| Serious incident reviews | 1 | 8 | 3 | 4 |
| Incidents - contractors | 0 | 5 | 6 | 60 |
| Incidents – public | 6 | 50 | 60 |
| Near misses – contractors | 6 | 52 | 88 | 98 |
| Near misses – public | 3 | 19 | 76 |

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| * 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. |

**Latest health & safety updates**

**RIDDOR & Lost time incident updates**

10. One additional RIDDOR reportable incident was confirmed since the last update. This was a further Hand Arms Vibration Syndrome (HAVS) reportable disease identified as part of our ongoing occupational health surveillance in place for all staff who use vibrating equipment. At this time we have 14 staff in the ongoing surveillance process and are awaiting the outcome of their assessments, so cannot rule out that all cases have been identified.

11. No further lost time incidents have been reported.

**Near miss updates**

12. Near Miss reports for the period of this report continue to be low in comparison to previous years and in relation to the total number of incidents this year to date. However we are continuing to deliver the actions identified in the previous update e.g. training for all line managers on reporting and investigating incidents and managing health and safety risks, supporting the business through campaigns and engagement, provided near miss reporting pads for field staff and re-issuing quick guides on how to use AssessNET. We are continuing to work with ICT to insert the AssessNET reporting tool icon on all NRW IT screens as a means to further improve access to the tool.

**Serious Incident Reviews**

13. One new serious incident review (no. 8 below) has been commissioned since the last update. Further information and updates on all serious incident reviews are provided in the table below.

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| **No** | **Date** | **Description** | **Location** | **Status** | **Lessons learned** |
| 1 | 11 March 2016 | Contractor seriously injured at a direct production harvesting site whilst working on a windblown coupe. | Talley | Review closed | Actions complete. Review of coupe plans for windblown trees; liaison internally and with external bodies on incident findings, review of risk assessments, method statements and emergency plans |
| 2 | 1 May 2016 | Member of public injured falling from their bike on a trail following collision with a temporary barrier. | Ynys Llanddwyn, Newborough Warren | Investigation completed. Report to be finalised | Actions ongoing. Improvements in relation to official trail designation, signage and risk management. |
| 3 | 13 July 2016 | Railway bridge strike at Queensferry. Arm of a 7.5 tonne excavator being transported on the back of a wagon struck the underside of the A494 railway bridge. | Queensferry, NE Wales | Review closed | Actions complete. The need for an agreed documented method of loading equipment of certain heights with the appropriate safety margins was identified. |
| 4 | 30 July 2016 | Member of public near miss during harvesting activity | Cwmcarn, Caerphilly Borough | Investigation complete, final report awaited. | Actions ongoing. Interaction between harvesting & recreational activity; need for communications and review of contract management |
| 5 | 14 September 2016 | Contractor fall from height undertaking seed collection | Nercwys - NE Wales | Investigation complete. Final report signed off. | Recommendations for contractor management but not related to or contributing to this incident |
| 6 | 12 October 2016 | Dumper vehicle fire | Afan Forest, Carmarthenshire | Investigation complete. Reports to be finalised | Recommendations relating to ensuring competence through the contract chain and the need to address application of CDM regulations in the forestry context |
| 7 | 23 October 2016 | Member of public fatality involving non-permitted vehicles | Cilgwyn Forest, Llandovery | Investigation started. See below for further detail. See below for further detail | Report issued – no actions raised in relation to this incident but ongoing work on the issue of illegal vehicle activities on the WGWE |
| 8 | 31 October 2016 | Harvester machine overturned | Bronwinion, Artists Valley, Aberystwyth | Investigation started. See below for further detail |  |

**Current reviews**

**14. (New) Serious Incident Review (8) of a Harvester Overturn at Bronwinion, Aberystwyth –** A harvester overturned onto its side on a direct production harvesting site on 31st October. The harvester was owned and operated by a contractor, and there were no injuries or damage to the machine. The machine had gone into a low powered ‘limp mode’ state and the operator was trying to reverse to the forest road when the machine slipped off the brash mat causing a loss of balance which tipped the machine onto its side. A RIDDOR report (dangerous occurrence) has been submitted by the contractor to the HSE. A serious incident review is in progress.

15. **(Update) Serious Incident review (6) of a contractor site Dumper Fire at Afan** – This serious incident review is now complete and the report is in the process of being finalised. A number of recommendations have been made, most of which relate to the importance of having people with the appropriate skills, knowledge and experience throughout the contractual chain. The findings and recommendations of this review also support a wider concern that has recently been raised around the application of the Construction, Design and Management (CDM) Regulations and their application in a forestry context.

16. (Update) Serious Incident review (7) of a Member of Public Fatality at Llandovery – NRW received a report of a fatality of a member of public on the woodland estate near Llandovery involving the use of motorbikes and an all-terrain vehicle, an unpermitted activity. Our review of the incident is complete. There are no actions raised from this particular incident, however it has raised the profile of the ongoing issue of illegal activities such as off-road motorcycling on the WGWE and we continue to look at the opportunities for improvement and enforcement that may be applied across all our woodland estate. The fatality is currently the subject of a police investigation.

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| **Other updates**  17. **Construction Design and Management (CDM)** – events in the latter half of 2016 suggested that NRW was potentially non-compliant with the CDM regulations on aspects of operations of standing sales special condition coupes and elsewhere where civil engineering works are being carried out. As a result Operations undertook a rapid review of all relevant ongoing activity temporarily suspending activities at one site and delayed commencement of work at two other sites until a compliance assessment had been undertaken. Since that time a task and finish group has been formed to consider and action the scope of work that needs to be done to ensure that where appropriate, those aspects of forest operations which constitute construction are planned, designed and managed in accordance with the CDM regulations. Outcomes from the work of this group will be provided in future updates. |
| 18. **Generic Risk Assessments (GRAs)** – as part of our improvement programme actions to align legacy documentation we have completed production of the suite of GRAs which now supersede any legacy GRAs. Where tasks are carried out in the same way across the organisation or where the work is a regular 'on going' process we use GRAs to define both the nature of the risk and the controls that should be in place. It is expected that the bulk of the work we do will be covered by GRAs. Line managers need to identify the GRAs that relate to the tasks that their team undertakes; review them with their teams to ensure that they cover all the hazards and control measures; and ensure that the control measures are in place for their teams. To complement this release, training in NRWs H&S risk management process is also available for line managers.  19. **Lone & Remote Working** – we have identified potential replacement systems for our existing lone and remote working system, StaffCall. Currently our lone and remote work working management procedure relies on a standalone system called StaffCall supplemented locally by the use of GPS devices. The new replacement system will be a modern integrated solution combining mobile phone technology, a smartphone application and GPS technology managed through a single monitoring system. Work is now in place to develop the necessary IT requirements and begin the procurement process. The new system is anticipated for delivery in 2017/18. |

**20. Driving incidents** – following queries raised at the previous Board meeting we have commissioned a review of driving incidents reported in 2016. An update will be provided for the March Board meeting.

**Recommendations**

21. Note issues and progress made to date.

**Key risks**

22. Ongoing WHS risks identified and monitored through updated WHS risk register. No additional risks foreseen.

**Financial Implications**

23. None foreseen. Investment in learning and development requirements for NRW included within 16/17 training budget. Possible future employer liability claims in relation to HAVS disease.

**Equality impact assessment (EqIA)**

24. Not undertaken for this briefing paper.