

Health & Safety Review 2018

“Complacency”

health+safety

MY NUMBER 1 PRIORITY
BECAUSE I WANT IT TO BE





Learning from incidents – H&S

Every incident during the year creates an incident bulletin with points to consider. These bulletins are circulated to everyone at Portsmouth Water. Throughout the review, you will see these 'points to consider'. The question is how many of them have you considered?



Introduction

Health and Safety has been the top priority within Portsmouth Water for a number of years and with this focus, and the delivery of a number of company wide campaigns we have recorded a dramatic fall in the number of accidents. Holding the ROSPA President's Award for Health and Safety provides external assurance of the quality of our performance; this is clearly an accolade that we should all be proud of.

This current review reflects once again a high level of performance over the last year – but we should not be complacent and we should always seek to improve and eliminate accidents entirely. Only by continued vigilance, focus and the correct behaviours can we maintain our high level of performance and seek further improvement.

I am grateful for everyone's help and support in maintaining our high level of health and safety awareness and performance. Thanks to you all and long may it continue!



Bob Taylor
Chief Executive Officer

HEALTH & SAFETY SURVEY

98% felt safe at work

Staff Survey

Our annual staff survey gave us positive results in respect to H&S with highlights being:

- 87% of employees are more safety conscious away from the workplace as a result of the Company's approach to Health & Safety
- 86% were proud that we were awarded the RoSPA
- 89% of staff felt they contributed to the award

During September we conducted a staff survey specific to H&S looking at how we are both delivering and staff are receiving H&S within the business. The results were very positive. These results were broken down by departments and communicated to all Managers. Throughout this review, you will see the results from the survey.

HEALTH & SAFETY SURVEY

87% believe H&S is the Board's number 1 priority

- 81% believe Senior Managers have H&S as their number 1 priority
- 84% believe Supervisors have H&S as their number 1 priority
- 81% believe colleagues have H&S as their number 1 priority

Number Of Accidents In 2018

There were 8 accidents for the year.



POINTS TO CONSIDER

When was the last time you checked a risk assessment?



2018 saw 3 reportable accidents (all in the first month of the year) – a reportable accident is where someone has been off work for more than 7 days as a result of an injury at work.

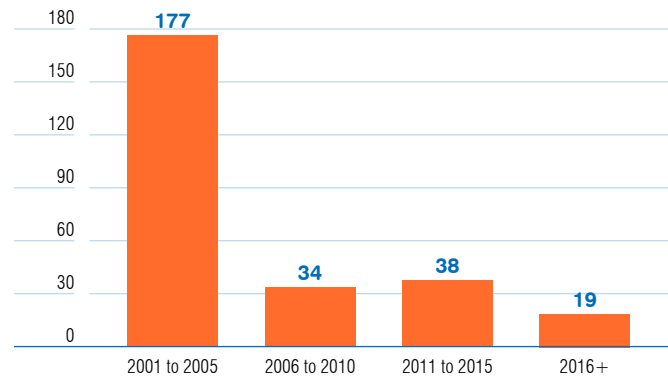


POINTS TO CONSIDER

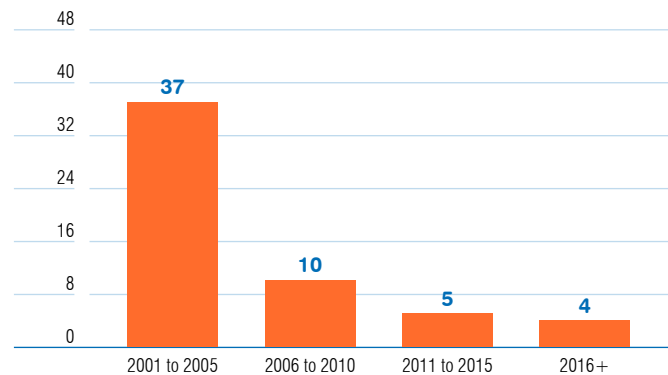
We should look continuously at our environment and ways to improve our processes and how we work with regards to safety.



Total Accidents - Last 18 Years



Reportable Accidents - Last 18 Years



Monthly H&S Updates

To support the 'Hearts and Minds' approach we now produce a H&S update on a monthly basis. The update includes sections on:

- Changes in Legislation
- H&S Briefings both general and industry specific
- Toolbox Talks
- PW H&S questions

The format uses a "bite size" easy to understand approach to highlight incidents / issues of interest with people contacting HR if they wish to have more detail on a specific issue.

The updates included specific incidents that happened within the industry that are closely related to the type of activities we carry out at Portsmouth Water.

92% of staff read the monthly H&S update

The booklet is circulated to Managers with the expectation the update is circulated throughout the business.



HEALTH & SAFETY SURVEY

39% felt that we still have more to do



POINTS TO CONSIDER

When was the last time you tidied your work area?



Hearts and Minds

Each department produce an H&S action plan and are expected to drive H&S within their own teams that is appropriate for the type of activities that are carried out. A flavour of what was delivered by some departments during the year are featured:

The customer service way

by Clare Younger

Our Visiting Officers held a Tool Box talk delivered to our Customer Service Team on Winter Weather Driving. The talk covered items such as:

- Planning a journey in icy conditions
- Fog
- Snow
- Dark
- Wet weather



Hearts and Minds

The secretarial way

by Chris Hardyman

To ensure comprehensive coverage of health and safety within the Company Secretarial/Registration department, the following actions were taken over the course of 2018:

Department Toolbox Talks - A member of the team presented on a topic of their own choice to bring variety to health and safety issues. Topics covered were fatigue in the workplace, how to assist if there is a fire and hazards in the workplace. Topics have already been planned for 2019.

Health & Safety Briefings – All health and safety briefings that are received are forwarded to all members of the department for their information. These are then discussed at the weekly department meetings.

H&S Audit – An audit of the secretarial/registration department was carried out in September

The biggest impact on the Company Secretarial/Registration department in 2018 was for a member of the team to Chair the Health and Safety Awareness Committee, whom went on to deliver a successful awareness week on complacency to the whole Company. This was a huge achievement due to the size of our department (five people) and showed the departments enthusiasm to be involved with continuing the high standards of health and safety within the Company.



POINTS TO CONSIDER

Was the PPE provided adequate for the activity?



Hearts and Minds

The IT way

by Mark Richardson

We continue to do our Risk Assessments, continue to have Health, Safety and Wellbeing as a standing agenda item at our weekly team meeting. A key part of our approach is that we simply look out for each other and participate in all learning opportunities.

The biggest positive impact within the IT department during the year has been the use of Health & Safety impact videos being used at team meetings.

Each impact video directed pre-determined discussion points and discussion questions, all of which were talked through appropriately within the team.

Topics covered included so far:

- Mental health
- The unseen health impact of day to day dust exposure
- How easy it is to convince yourself that small breaches of rules won't lead to you being injured
- Responsibility for your own health and safety
- The importance of following permit systems
- Rapid escalation and fatal consequences related to something as simple as keeping the working area clean and tidy

The finance way

by Nicola Nestor

A number of tool box and awareness talks were delivered during the year covering areas such as :

- Risk Assessments
- Working when the weather is hot
- Lone working / after hours working
- How to ensure contractor safety covering areas such as
 - Has the contractor signed in?
 - Are they wearing their red lanyard?
 - Do they have a comfortable seating position?
 - Is the lighting appropriate for where they are sitting?
 - Do they know where the nearest exit is?
 - Do they understand the correct fire procedure and know where to meet?
 - Do they know where the toilets are?
 - Is their laptop and cable positioned in a safe manner?

HEALTH & SAFETY SURVEY

70% said they had challenged someone at work over H&S

Hearts and Minds

The investment way

by Mark Mills

In 2018 we have moved to a more 'open forum' approach within teams to toolbox talks and H&S meetings, this has been implemented to stimulate participation and discussion within individual teams. Teams have been free to implement this in the way they feel is most effective.

The infra team have been very proactive in this area, covering 75 individual subjects during the year, these have been covered during normal weekly and monthly meetings.

The non-infra team have held five "team meeting & open forums meetings" these have been based around the monthly H&S newsletter, see aims below.

The aim of the forum is to be open and in an informal environment to encourage participation

- talk through the latest H&S briefing note
- discuss any issues anyone has highlighted to me since the last forum
- allow everyone to raise / discuss any H&S issue,
- do mini tool box talks,
- highlight any H&S training requirements



Hearts and Minds

The distribution way

by Ben Sydenham

During 2018, we introduced a team quiz for the members of the Mains & Services Team to confirm/measure their level of understanding in relation to COSHH/risk assessments and monthly H&S briefing notes.

The new quiz is issued on a regular basis following a toolbox talk or monthly H&S bulletin and consists of a number of questions based on the content of current assessments or H&S themes/subjects from the briefing notes. Every member of the team is required to complete the quiz with the responses discussed with each person.

This initiative has raised the general awareness of current risks and COSHH assessments and measures the team's understanding for each area allowing further tutoring to be provided if necessary.

Working towards 'zero' utility strikes

Following a number of utility strikes by the Mains & Services teams additional focus was made in this area to work toward a '0' strike rate.

A full review was undertaken and a training need was identified. As a result, a specialist-training provider was employed to deliver an agreed training package to all operatives, which provided a more in-depth understanding into the cable avoidance equipment at their disposal, its use and limitations as well as on-site

training that provided guidance on identifying the likely position and route of other utilities' apparatus within their work area.

In addition to the training, a revised utility strike form was created which collected more information allowing a 'lessons learnt' to be conducted for each event with the findings communicated to the wider team.

More recently, investment has been made to provide all teams with downloadable cable avoidance equipment, which will allow team leaders to monitor equipment use and findings. This will ensure that devices are being used on all jobs involving excavation.



POINTS TO CONSIDER

Must never look to take short cuts. If it takes longer because of putting safety first then it must take longer.



Hearts and Minds

The facilities way

by Hugh Fancourt

The Havant yard was remarked with new signage on entry. As a result of a “Don’t Walk By” non-slip, paint was put under the Social club canopy area creating a specific walkway.

We focused on tidying up the Stores yard, raised beds to make easier accessible pallet storage locations, and replaced some pallet racking in the garage.

We also filled in our vehicle inspection pit situated in the Eastern side of the workshop, as it was no longer used.

This had safety benefits of

- Trip hazard removed - the planks over the pit, more so the shaped one that sat proud by 2" which originally covered the pit jacks
- Possible hazard of the wooden pit boards breaking.

Additionally with the pit filled in, we have now utilised all of the floor area including using the forklift truck to stock newly installed pallet racking.



'Don't Walk By' and Accident Reporting

Therefore, what is 'Don't Walk By?'

We launched the 'Don't Walk By' initiative a number of years ago encouraging staff to report near misses, areas that are unsafe or simply highlight how we can improve H&S. They can report issues using a 'Don't Walk By' card, direct to their Manager / Supervisor, safety representative or via a designated e-mail dontwalkby@portsmouthwater.co.uk.



POINTS TO CONSIDER

Do we check the equipment we work with and understand how important it is to report all defects – it may not have affected you but your colleague might not be so lucky?



creating a safe environment



don't walk by
including near misses

Have you seen something that is/was not safe and could have caused an injury?
Please let us know and we will investigate.

.....
.....
.....
.....
.....
.....

NAME:

DATE:

Please return to HR Department.



Vision: Delivering excellence
for our customers, our people and our environment

IOSH for all Supervisors

A key area of the plan is to try and involve more people throughout the business (especially those working out in the field) in driving H&S forward. The plan is to involve them in Company wide activities, for example contributing to the Safety Committee, but even more importantly give them more help and advice on H&S matters. This will include arranging site visits to other organisations as well as improving the information (and how we do it) that they receive.

To help add value to H&S it was agreed that all those with a supervisory position receive a qualification in H&S. The IOSH “managing safely” is a recognised accredited course (all our Managers are required to achieve this, where there is an externally marked exam and practical exercise at the end of the course). This should give staff some recognition as well as reinforcing the importance we place on H&S within the business.

All supervisors have now obtained the qualification.



HEALTH & SAFETY SURVEY

85% said they would be comfortable about challenging someone at work over H&S



POINTS TO CONSIDER

A tidy work area is a safe work area. This applies to both operational and office environments.



Mental Health Week

October saw our very first Mental Health and Wellbeing Awareness week. We carried out a survey in this area (which received 166 responses) and a couple of statistics show the importance of this area.

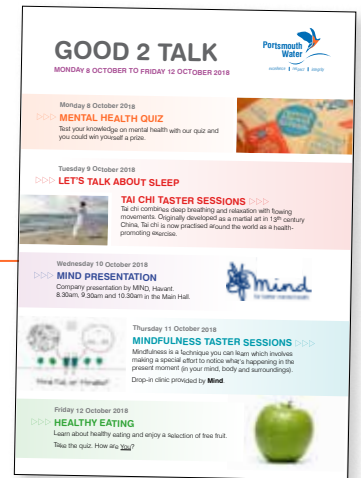
- 90% of staff have said they have experienced either stress, low mood or mental health problems
- 87% of staff have said they have gone into work when experiencing poor mental health e.g. stress, anxiety, depression etc.

Using these statistics, we concluded mental health and wellbeing is an issue that has affected the vast majority of staff at Portsmouth Water at some time during their life.

The week was designed to give more detail about mental health and well-being and the support and techniques that can be used to help.

We had the support of the leading charity in this area “MIND” who also came in and did a staff presentation highlighting the theme of the week “it’s good 2 talk”.

The week was also supported with e-mails, short video clips. We also had a bit of fun with some relaxation techniques. Below is staff from IT, Finance and Secretary departments doing a bit of “Tai Chi”



Health & Safety Week

“Complacency is the last hurdle standing between any team and its potential greatness”

Using the theme of complacency the H&S Awareness Group were asked to deliver a H&S week based around the theme of complacency. The week included a number of competitions / puzzles with two high profile events around evacuation.

Some of the activities included, in partnership with the local fire brigade, a chemical evacuation and fire evacuation. The chemical evacuation saw us give the operational yard over to the fire brigade as they used the opportunity for a full chemical exercise.

A fire drill was held on 7th June, using a smoke machine in the main reception and distribution block reception to create a “real life” scenario and to add to this the fire service also attended. The object of this exercise was to force people to use a different exit to what they would normally use.

By introducing smoke, we wanted to see if people acted differently than they would if initially thinking this was not “just a drill”. Two dummy bodies were also left in the building to test whether the “sweeping” of the building by the Fire Wardens was effective and it was pleasing that both “bodies” were found and reported.

HEALTH & SAFETY SURVEY

91% said H&S is discussed within their teams on a regular basis



POINTS TO CONSIDER

Can the activity be made safer?





Safety Committee and Safety Awareness Group

The Safety Committee plays an important part in both ensuring H&S remains high on the agenda and that the Company has an effective relationship with the trade unions in promoting H&S. The Safety Committee meet three times a year. The committee is made up of Management and Safety Representatives. Bob Taylor, CEO, is the Chair of the Safety Committee.

The main objective of the Safety Awareness Group, independent of the Safety Committee, is to help raise awareness of health and safety issues among the staff by supporting any Company Health and Safety initiatives by providing a 'ground floor' approach. The group were responsible for running the well-received driver safety week last year.

HEALTH & SAFETY SURVEY

82% found the H&S week worthwhile



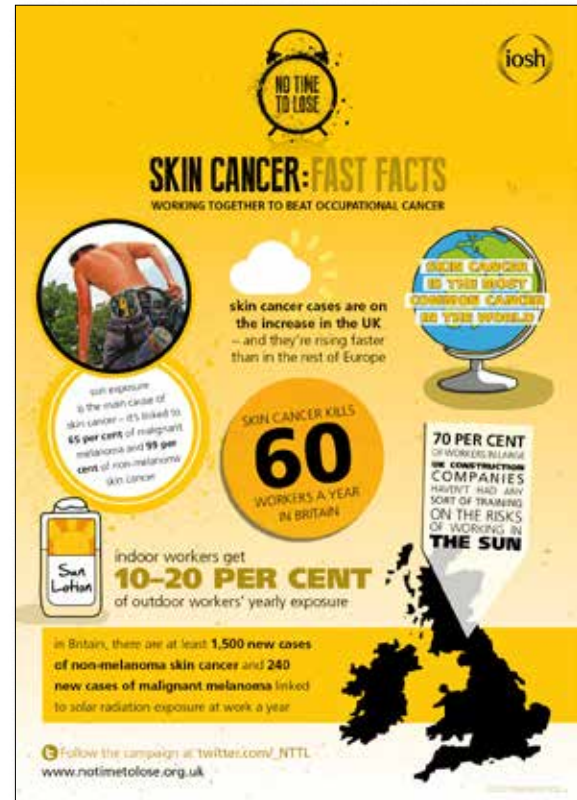
POINTS TO CONSIDER

COMPLACENCY is the number 1 danger when it comes to H&S



Poster Campaigns

A number of poster campaigns have appeared throughout the Company often supporting a tool box initiative.



Driver Safety in 2018

2018 saw vehicle accidents fall from last year to 23 with the “at fault” accidents falling slightly to 14.

We continued to ensure all new employees, for whom driving forms part of their employment, receive a driver assessment prior to starting employment. Also arising from these assessments we have delivered a number of follow up ‘lessons’ to ensure those that drive our vehicles are assessed as ‘competent’. It is worth noting that no new employee has been involved in a vehicle accident since we introduced the driver assessments.

We use the Blue Lamp Trust to help deliver this training.

We also delivered a driver awareness classroom based training session for all staff that were involved in a vehicle accident over the past 12 months. The feedback from this session was very positive.

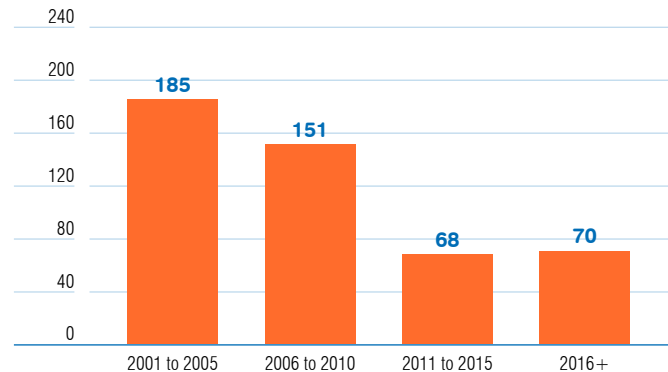


POINTS TO CONSIDER

Do we always ensure the safety devices are engaged before we carry out the activity?



Total Vehicle Accidents - Last 18 Years



Who are the Blue Lamp Trust?

The Blue Lamp Trust was established to promote and enhance community safety in Hampshire. The Trust has three principal functions:

- To operate the Bobby Scheme which provides tangible support to vulnerable people in the County, particularly victims of domestic burglary and of domestic violence
- To bid for community funding from central and local government and to make grants to local schemes working towards reducing crime, the fear of crime and the risk of fire in the County
- To operate a Driver Education and Training facility to reduce death and injuries on our roads

**Portsmouth
Water**



RoSPA Award 2018 – Presidents Award

During February the Company submitted its application for the 2018 RoSPA awards. The submission is based on the Company answering and providing supporting evidence on the following 10 questions:

- 1 How do your Directors and Senior Managers demonstrate their commitment to leading occupational H&S management through your organisation?
- 2 How does your organisation ensure it has access to competent advice and services, including in relation to occupational health?
- 3 How does your organisation involve the workforce and their representatives in the management of occupational H&S?
- 4 How does your organisation ensure all its employees and contractors are competent to fulfil their roles in the management of occupational H&S?
- 5 How does your organisation ensure that planning for occupational H&S information is integrated effectively into business planning process, using risk assessments to identify appropriate control measures for principal risks, set key performance indicators and targets?
- 6 How does your organisation ensure that occupational H&S information is communicated effectively within and beyond the organisation?
- 7 What are your organisations arrangements for active monitoring of occupational H&S performance?
- 8 How does it ensure that it investigates occupational H&S problems and implements lessons learned? How is sickness absence managed?
- 9 How does your organisation review its occupational H&S performance periodically to assess progress against targets, set new priorities and report to internal and external stakeholders?
- 10 Which features of your organisation's approach to H&S are your particularly proud of and why?

It was really good to be able to announce to the workforce that we retained the RoSPA President's Award for Health and Safety for the fourth consecutive year. The President's Award, is part of the RoSPA prestigious awards scheme and is given to organisations that have demonstrated excellence in the area of Health and Safety consistently for over 10 years.

The President's Award takes into account both the efforts and results in relation to Health and Safety in 2018 and acknowledges the achievements of previous years. This is a tremendous achievement and a true testimony of the efforts that everyone in the Company has put in to make this a safer place to work.



POINTS TO CONSIDER

We must take our own responsibility to work safely by following the rules





R^oSPA
President's Award

A stylized graphic of a hand holding a pen, rendered in blue and orange colors. The hand is positioned as if writing, with the pen tip pointing downwards. The background is white.

health+ safety

MY NUMBER 1 PRIORITY
BECAUSE I WANT IT TO BE