

# Health, Safety & Wellbeing

## Review 2019

“More than just H&S”

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

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Health and Safety continues to be our top priority within Portsmouth Water and our focus on this area is maintained by openly sharing information on accidents and near misses inside and outside the company, through an ongoing programme of company wide campaigns and initiatives and through our extensive staff training and development plans. These actions have enabled the business to record a dramatic fall in the number of accidents over the last 10 years. This annual review of our progress in 2019 very clearly illustrates the emphasis and priority given to Health and Safety at Portsmouth Water.

A highlight for the year was the fact that we held our first ever Health and Safety conference – in this instance based around the theme of Behavioural Safety. The conference was delivered by an impressive panel of internal and external speakers and was arranged by our very own Health and Safety Awareness Group. This is a group made up of volunteers from across the business working together to maintain high levels of Health and Safety awareness and knowledge. The conference was a resounding success with impactful presentations and very personal stories that the attendees will not forget. I would like to add my personal thanks to all those who helped deliver this first class event. Well done!!

I am also pleased to announce that we are now incorporating Wellbeing into our approach to Health and Safety. This is a very important area of evolving and developing knowledge and in future we will be promoting the wellbeing of all employees with the same vigour and determination we have shown for the mainstream Health and Safety activities.

It is easy to say that Health, Safety and (now) Wellbeing are our number one priority but these statements must be followed up with leadership, training, sharing of knowledge, constant vigilance and real focus in order to instil all the correct behaviours. We are constantly refreshing our approach in order to pass the same messages in fresh and innovative ways – to avoid complacency and to maintain health, safety and wellbeing at the forefront of everyone's mind. We have never compromised in the past when it comes to Health and Safety and will not do so in the future.

We are proud holders of the RoSPA President's Award for Health and Safety and it is pleasing to know that all our efforts in developing a strong Health & Safety (and now Wellbeing) culture are recognised externally. However, our ultimate goal is to achieve an accident free workplace and whilst our accident record is extremely good, there is always room to improve.

May I take this opportunity to thank Ian Limb, our Head of Human Resources, for all of the leadership, drive and commitment he has shown in developing our strong Health and Safety culture within Portsmouth Water. Thanks Ian!!



**Bob Taylor**  
CEO

# Staff Survey

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Our annual staff survey gave us positive results in respect to Health and Safety with highlights being:

- 86% of employees are more safety conscious away from the workplace as a result of the Company's approach to Health & Safety.
- 89% were proud that we were awarded the RoSPA President's Award.
- 83% of staff felt they contributed to the award.

## HEALTH & SAFETY SURVEY

87% believe Health and Safety is the Board's number 1 priority

- 81% believe Senior Managers have Health and Safety as their number 1 priority
- 84% believe Supervisors have Health and Safety as their number 1 priority
- 81% believe colleagues have Health and Safety as their number 1 priority

# Number Of Accidents In 2019

There were 4 accidents in the year. None of these were serious.



## POINTS TO CONSIDER

COMPLACENCY is the number 1 danger when it comes to Health and Safety.



2019 saw 1 reportable accident – a reportable accident is where someone has been off work for more than 7 days as a result of an injury at work.

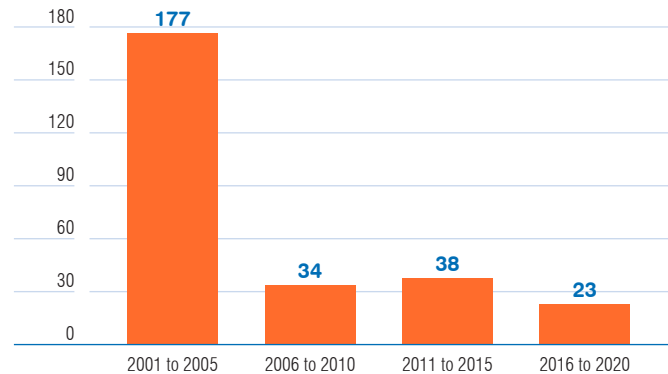


## POINTS TO CONSIDER

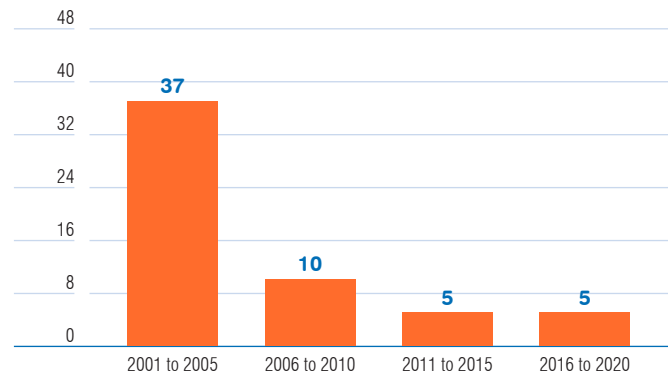
We should look continuously at our environment and ways to improve our processes and how we work to make it as safe as possible.



### Total Accidents - Last 20 Years



### Reportable Accidents - Last 20 Years



# Monthly Health and Safety Updates

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To support the Hearts and Minds approach we now produce on a monthly basis a Health and Safety update. The update includes sections on:

- Changes in Legislation
- Health and Safety Briefings both general and industry specific
- Toolbox Talks
- Portsmouth Water Health and Safety 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 Health and Safety update.

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

When was the last time you read the update or asked for more information?



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## POINTS TO CONSIDER

Do we understand why we must follow the safe procedures.

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# More Than Just Health and Safety...

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## Departmental H&S Action Plans

A key component of the Company's approach to Health and Safety is the Departmental Health and Safety action plans which saw structured departmental programs carried out during 2019 covering a number of activities such as tool box talks etc.

All the plans are agreed with their respective Executive Directors.

Some of the plans have seen departments deliver a number of toolbox talks on subjects such as:

- Streetworks
- Awareness of dust
- Cable strikes
- Emergency evacuation procedures
- Vehicle safety checks
- COSHH assessments
- Yard Safety
- Chemical Delivery
- Tyre Safety
- Driving Behaviours
- Hygiene in the workplace

Plus many more.

We will be reviewing the Department Action Plan concept for 2020/2021.

### HEALTH & SAFETY SURVEY

70% said they had challenged someone at work over Health and Safety

# More Than Just Health and Safety...

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Areas delivered this year included...

## Improved housekeeping in a number of areas

A tidy workplace is a safe workplace. A key example of this is within our Stores area:

- Improved racking. Lowered top shelves and wooden safety struts + dividers
- Electric pallet truck
- Ongoing layout changes and rationalisation

2019 saw an improved layout and efficient operation; ensuring a safe, clean and tidy environment, which fully meets the demands of our staff and customers.





# More Than Just Health and Safety...

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## Important we learn...

As with all Health and Safety incidents we produce a bulletin for staff – the one below was as a result of our only RIDDOR for the year.

It is important all incidents are investigated and learning points circulated

## HEALTH & SAFETY INCIDENT BULLETIN

### INCIDENT TYPE: Shock and Superficial Burns

#### *Details of Incident*

A Operational Maintenance member of staff opened up an unmarked chamber, which was later identified as an electrical link box. As a result, a small electrical explosion took place. Fortunately, only superficial burns that needed limited hospital treatment was the outcome. At the time, there was another Portsmouth Water colleague with him and two people from our Leakage Contractors WLLS.

The incident was categorised as a RIDDOR Dangerous Occurrence and reported to the HSE.

#### *How the incident could have been avoided*

During the investigation, a number of points came out namely:

- The correct process for identifying electrical cables was not carried out prior to the excavation - The Cat and Genny (a tool that identifies cables in the ground) was not used which is the written down process although the injured person said that by simple observation he knew cables were in area.

- An attitude to “rush to get the job done”
- The PPE (flame retardant) which is designed to protect was rolled up to the elbows.

This is an example of where complacency may have been a contributory factor – the operative is very experienced yet still on this occasion took “unnecessary” risks by not completing the activity in line with the safe system of work and risk assessment.

#### *Points for all to consider*

- This could have led to very serious injury to both the individual and those working with him.
- Health and Safety is always the number 1 priority – nothing should get in the way of this and never should a “rush to get job done” be allowed to compromise Health and Safety.
- Do we always follow the safe systems of work covered in our Risk Assessments?
- Do we understand why we must follow the safe procedures?
- When was the last time you reviewed a risk assessment in your area?
- Important that we always wear the PPE correctly. It is there for a reason!
- COMPLACENCY is the number one danger when it comes to Health and Safety.
- We should look continuously at our environment and find ways to improve processes and the way we work in order to make us as safe as possible.



# Mental Health and Wellbeing

We carried out a survey in this area (to which we received 166 responses) and a couple of key 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 the statistics, we safely conclude mental health and wellbeing is an issue that will have affected the vast majority of staff at Portsmouth Water at some time during their life.

October saw us promote World Mental Health Day. The day included:

- A short video from Helen Orton (Finance Director) talking about the importance of good mental health and the impact good leadership has on this.
- Staff making their own balloon stress balls with colleagues.
- Circulating the Black Dog video about depression and highlighted our “Good 2 Talk” approach to mental health and well-being.
- Launching our initiative to “train up” a number of employees next year to become Mental Health and Wellbeing Champions.



## Mental Health & Wellbeing Champions

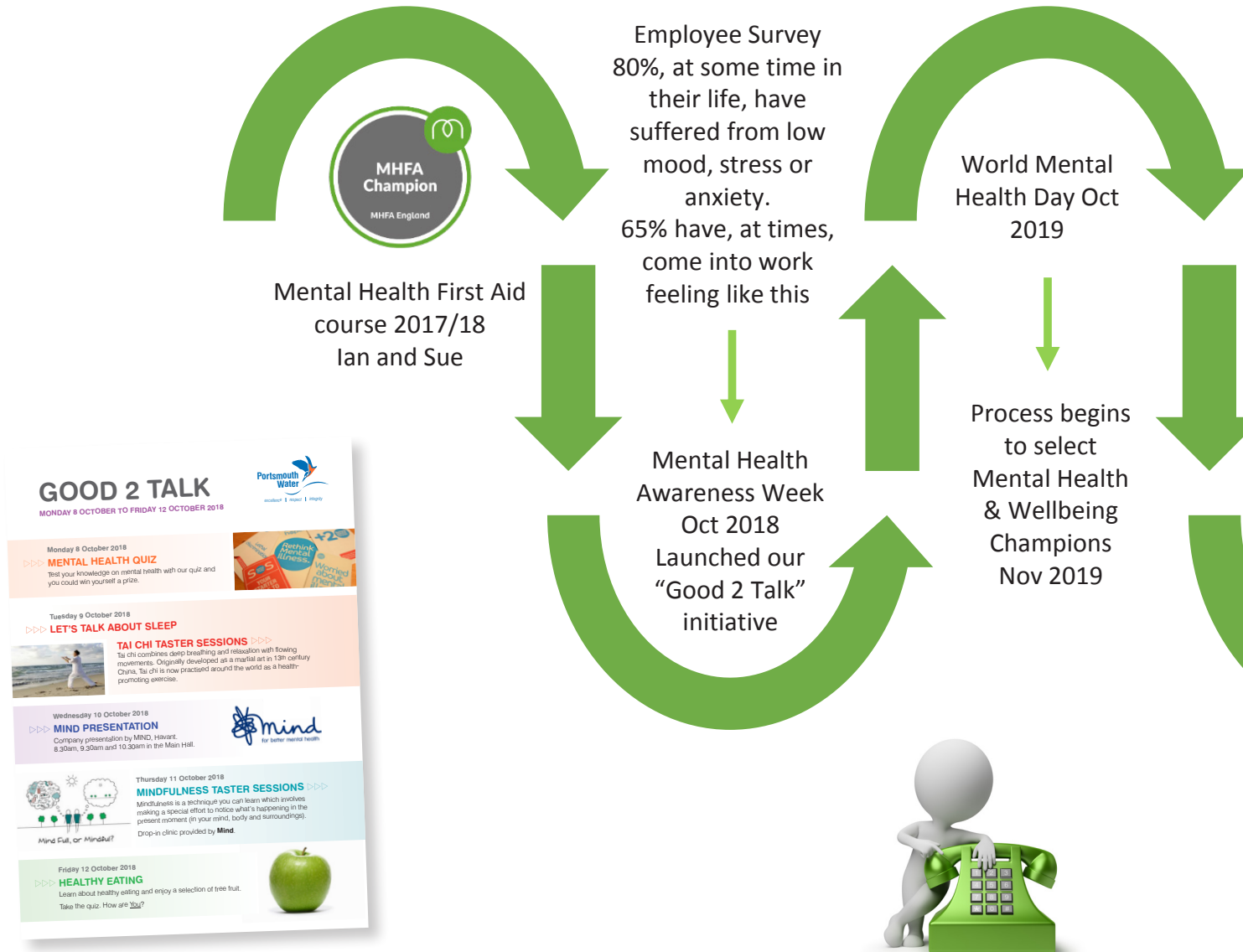
In partnership with Havant and East Hants Mind, a number of employees received training to become Champions across the workplace. The aim was to have Champions spread across and representing all parts of the business. The role of the Champion includes such things as:

- Increasing basic awareness of mental health.
- Providing advice on sign posting people to appropriate sources of help, either informal or professional.
- Being a positive role model and help to normalise conversations about MH.

[SEE OUR JOURNEY](#)



# Wellbeing and Mental Health... the journey so far



H & S Policy Statement updated to include wellbeing Jan 2019



Champions receive training Feb 2020

Company presentation Champions introduced to business Feb 2020

Intranet page Feb/Mar 2020

Champion's network begin work on promoting 5 ways to wellbeing

Companywide awareness training

New Wellbeing Policy  
H & S Awareness group to focus on wellbeing

Going forward



**It's good 2 talk...**

When you need a conversation, all the organisations overleaf are **FREE** and here to help you...



# IOSH for all Supervisors

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A key area of our plan is to try and involve more people throughout the business (especially those working out in the field) in driving Health and Safety forward. Our plan is to involve them in company wide activities, for example contributing to the safety committee, but even more importantly giving them more help and advice on Health and Safety matters. This will include arranging site visits to other organisation as well as improving the information (and how we do it) that they receive.

To help add value to Health and Safety it was agreed that all those with a supervisory position receive a qualification in Health and Safety. 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 Health and Safety 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 Health and Safety



## POINTS TO CONSIDER

Do we always follow the safe systems of work covered in our Risk Assessments?



# '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 Health and Safety. 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](mailto:dontwalkby@portsmouthwater.co.uk).



### POINTS TO CONSIDER

Important that we always wear PPE correctly. It is there for a reason!



**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.

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

NAME: .....

DATE: .....

Please return to HR Department.



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

# PW Health & Safety ‘Behavioural Conference’

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The H&S Awareness Group were tasked with putting on a Health and Safety Conference for the Company, focusing on the theme of ‘Behavioural Safety – Good behaviours/attitude’.

This was our very first Portsmouth Water Health and Safety Conference. The conference had a range of speakers from RoSPA, Four Friends, Driving Better for Business and Lanes for Drains.

The conference was:

- Attended by the majority of staff – morning and afternoon sessions held
- Built around a theme of “stay alert don’t get hurt”
- Self-created “APP” to engage staff during the conference – and to challenge those that attended
- Key note speaker was Matt Hazleton, Four Friends, who told the story of his construction company and how he lost his two brothers and his two best friends in an accident on site. The “very powerful” story focussed on the consequences and impact post-accident rather than on the causes of the accident itself. How it impacted family, friends and has had an impact on his life still today.

How they went about the task is detailed below...

“The group set to work brainstorming and came up with a list of tasks that would need to be completed in order for the conference to be a success. These tasks were allocated to each member of the group to ensure we were all contributing. Tasks included things such as creating a conference programme, invites/seating plan, the conference app and organising a small gift for each conference attendee (free torch given to attendees). We also wanted to include two interactive elements to involve our audience.

We had group tasks that we needed to complete as well, such as sourcing relevant speakers and deciding on our conference slogan. For our slogan we decided on ‘Stay Alert, Don’t Get Hurt’ by a group vote. When deciding on speakers the group agreed that we would need 1 key-note speaker that would talk for an hour or so and then 3 other speakers that would talk for 30 minutes each. We also wanted our CEO Bob Taylor to introduce the conference, showing his support for the work we are trying to do in order to positively impact on our company’s Health and Safety culture.

The group would meet on a regular basis to update on progress with their task and on ideas for potential speakers. We eventually booked 4 speakers that would be talking about a variety of subjects related to Behavioural Safety. The team worked really hard to get everything organised in anticipation for the conference.

For the day of the conference, group members were



given roles such as time keeper, changing power-point presentations, photography, speaker host and re-stocking refreshments. The day ran very smoothly, apart from a couple of issues with the sound at the start of the first conference. As people left, they were talking about the speakers and we could see we had created a real buzz”.

*Feedback from attendees included:*

- Very informative with a powerful 3rd speaker”
- Very interesting talk
- Interesting conference covering different areas of Health and Safety, with a powerful story
- Very interesting and well run
- Very compelling listen with aim to challenge the behaviour of our own Health and Safety in the work place
- I feel the personnel who took the time to organise the event deserve a pat on the back however the conference felt quite long. Trying to absorb quite a lot of information in one sitting is not easy, maybe in future split the conference over a few days
- Powerful story with good informative information, relevant to our business



# Safety Committee and Safety Awareness Group

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

This year they delivered the first ever Portsmouth Water Health and Safety Conference for staff (see page 14).

## HEALTH & SAFETY SURVEY

91% said Health and Safety is discussed within their teams on a regular basis



## POINTS TO CONSIDER

When was the last time you reviewed a risk assessment in your area?



# Poster Campaigns

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



**NO TIME TO LOSE**

**SKIN CANCER: FAST FACTS**  
WORKING TOGETHER TO BEAT OCCUPATIONAL CANCER

**SKIN CANCER IS THE MOST COMMON CANCER IN THE WORLD**

skin cancer cases are on the increase in the UK – and they're rising faster than in the rest of Europe

sun exposure is the main cause of skin cancer – it's linked to 65 per cent of malignant melanoma and 99 per cent of non-melanoma skin cancer

**SKIN CANCER KILLS 60 WORKERS A YEAR IN BRITAIN**

indoor workers get **10–20 PER CENT** of outdoor workers' yearly exposure

in Britain, there are at least **1,500 new cases of non-melanoma skin cancer** and **240 new cases of malignant melanoma** linked to solar radiation exposure at work a year

**70 PER CENT OF WORKERS IN LARGE UK CONSTRUCTION COMPANIES HAVEN'T HAD ANY SORT OF TRAINING ON THE RISKS OF WORKING IN THE SUN**

Follow the campaign at [twitter.com/\\_NTTL](https://twitter.com/_NTTL)  
[www.notimetolose.org.uk](http://www.notimetolose.org.uk)

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# Driver Safety in 2019

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2019 saw vehicle accidents fall from last year to 21 with the “at fault” accidents falling slightly to 12.

We continued to ensure that all new employees, where driving forms part of their employment, receive a driver assessment prior to starting employment. 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

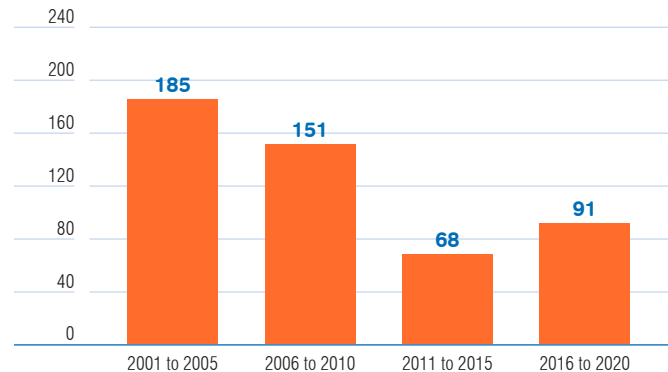
Should the activity have required PPE?

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## Total Vehicle Accidents - Last 20 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 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

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## Tyre and Wiper Checks

An additional area we focussed on was maintenance and upkeep of vehicles. This was aimed at all vehicles on site not just the Company fleet.

We carried our tyre & wiper checks for all personal vehicles at Head Office to promote driver safety – this was an initiative driven by Jerry Ganner, our Transport Supervisor.

Each vehicle had a card left on the windscreen plus details of where to get any defects corrected.

**Cars with no tyre & wiper issues  
(in the green on both counts)**

**87**

**Cars with tyres in the red**

**4**

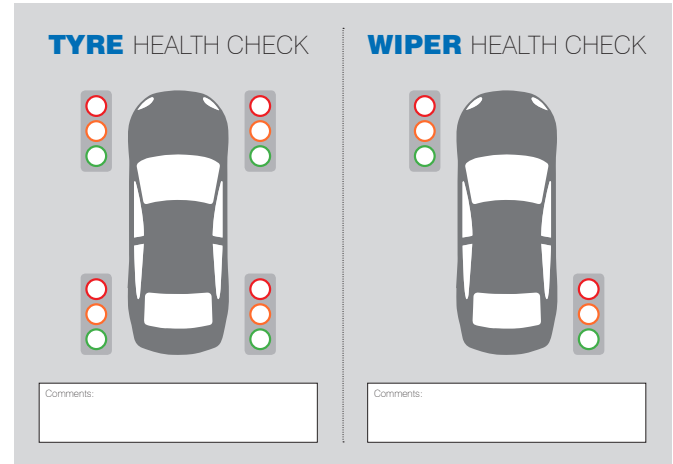
**Cars with tyres in amber**

**18**

**Wipers in amber**

**4**

We will repeat the exercise in 2020.



POINTS TO CONSIDER

Can the activity be made safer?



# RoSPA Award 2019 – Presidents Award

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During February, the Company submitted its application for the 2019 RoSPA awards. The submission is based on the Company answering and providing supporting evidence to 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 Health and Safety?
- 4** How does your organisation ensure all its employees and contractors are competent to fulfill their roles in the management of occupational Health and Safety?
- 5** How does your organisation ensure that planning for occupational Health and Safety 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 Health and Safety information is communicated effectively within and beyond the organisation?
- 7** What are your organisations arrangements for active monitoring of occupational Health and Safety performance?
- 8** How does it ensure that it investigates occupational Health and Safety problems and implements lessons learned? How is sickness absence managed?
- 9** How does your organisation review its occupational Health and Safety 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 Health and Safety are your particularly proud of and why?

It was really good to be able to announce to the workforce that we retained of the RoSPA President's Award for Health and Safety for the second 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 the efforts and results in relation to Health and Safety in 2019, and acknowledges the achievements of earlier years. This is a tremendous achievement and a true testimony to the work that everyone in the Company has put in to make Portsmouth Water a safer place to work.



**R<sup>o</sup>SPA**  
**President's Award**



health+ safety

MY NUMBER 1 PRIORITY  
BECAUSE I WANT IT TO BE