

Board Meeting in Public

Tuesday, 25 July 2023

Title of Report	Annual HSW Report	Agenda No.	3.6
Nature of Report (tick one)	<input checked="" type="checkbox"/> Official	<input type="checkbox"/> Official Sensitive	
Author(s)	Phil Tanner AD HSW		
Lead Executive	Deborah MecKenzie Chief People Officer		
Non-Executive Director Sponsor (if applicable)	N/A		
Presented for (tick all that applies)	<input checked="" type="checkbox"/> Approval <input type="checkbox"/> Assurance	<input type="checkbox"/> Information <input type="checkbox"/> Update	
Purpose of the report and key issues			
Update on HS&W progress 2022/23 financial year, including information on accident / wellbeing performance and the HSW strategy.			
Previously Considered by			
Executive Team 20/06/2023 ARGC 13 July 2023			
Recommendation	The Board is asked to note the report.		
Risk(s) identified (Link to Board Assurance Framework Risks)			
Include Risk ID and Description			
Strategic Objective(s) this paper relates to: [Click on all that applies]			
<input type="checkbox"/> Collaborate with partners <input checked="" type="checkbox"/> Invest in people and culture <input type="checkbox"/> Drive innovation <input type="checkbox"/> Modernise our operations <input type="checkbox"/> Grow and diversify our donor base			
Appendices:	Appendix 1 Covid Sickness Absence rate Appendix 2 Health and Safety Mandatory Training Compliance Appendix 3 year accident and near miss Appendix 4 HS&W Accident Performance incidence rate Appendix 5 Lost Time Accidents Appendix 6 Accidents by cause Appendix 7 Donor Incidents		

1. Summary and Purpose of Paper

The purpose of this paper is to meet the management review requirement of the International Standards Organisation ISO45001 quality standard for Occupational Health and Safety. Accident performance has been good with reductions in the number of incidents reported and just missed the incidence rate target achieving 9.2 against 8.9. Mandatory HS&W training has met the 95% target for the first time in 2022/23. Wellbeing measures have increased in all areas from the results of the 'our voice' survey. The previous five year strategy contributed to a 9% decrease in accidents. A new strategy has been agreed with the aim to reduce accidents, increase wellbeing and meet regulatory requirements, by promoting wellbeing, preventing harm and protecting vulnerable individuals. We are pleased to see significant improvements and thank managers, colleagues, union representatives and HR / HSW advisors who contributed to this. The report was considered by Executive Team and approved by Chief Executive on 20th June for issue to Audit, Risk and Governance Committee for review.

Action Requested

Review of health, safety and wellbeing provision by Audit, Risk and Governance Committee (ARGC) to approve issue of report to Board for information.

2. Background

2.1 Status of actions

- Mandatory HS&W training has increased to 95% target for NHSBT as a whole, with significant improvements in most areas. **Closed.**
- New HS&W strategy has been approved by ET. **Closed.**

3. Detail of report

3.1 Changes in External Issues

Covid-19 absence rates dropped to 0.2% from 0.7% in March and this peaked at 1.8% last October (Appendix 1).

Long covid cases have reduced from 17 to 9 with progress by managers and HR bringing people back to work. We are following NHS guidance on managing COVID absences and of the 9 cases to resolve:

- 3 are in the process of a final absence review meeting
- 2 are exploring return to work options
- 3 are discussing ill health retirement and redeployment
- 1 has submitted a grievance surrounding annual leave carry over.

3.2 HSW Performance

New Corporate HS&W Plan

Blood and Transplant

Our management system calls for a corporate HS&W plan that is reflected in directorate plans. The new plan was presented to Exec in March and approved, with formal sign off by the Chief People Officer in May. The new strategy aim is to reduce accidents, increase wellbeing and meet regulatory requirements, by promoting wellbeing, preventing harm and protecting vulnerable individuals.

The last plan achieved a 9% decrease in accidents in the five year period from 2018/19. Of the actions in the plan 32 were met, with 6 actions not fully achieved, which were:

- Peer to peer observations and praise cards implemented and used consistently across the organisation.
- Use of video clips to support observations, 'consistency' of training and reduce documentation.
- Risk assessment consolidation work reducing by 20% to make maintenance easier whilst maintaining their suitability and sufficient.
- HSW training at 95% (now achieved in June 2023).
- Mental health and wellbeing champion courses planned, available with good attendance numbers and feedback.
- Reduction in work related stress risk assessment requests to HSW.

Competence

Mandatory training compliance is as per Appendix 2, the compliance figure has increased to 95% for NHSBT as a whole, with good progress in most areas.

HS&W training for managers and leaders is now being offered as face to face courses as well as virtually. Risk assessment courses are now being offered as face to face only, owing to the benefit of these courses being enhanced by direct training contact with a HSW advisor.

Wellbeing

A review of staff mental health concluded we have adequate provision to support colleagues and recommended improvements to provide training to managers and allow time for managers to have wellbeing conversations with colleagues. This was presented to the Exec in June and approved.

Our voice survey results show an increase in all wellbeing measures and good progress particularly with regard to work related stress. The two areas that are very low are 'wellbeing is a priority for NHSBT' and Organisational Support, with the question that 'senior managers show that employee wellbeing is important to them.' The provision of training and allowing time for wellbeing conversations will address this issue. In addition, the role of a non exec director as a wellbeing guardian, included in the new HSW strategy, will mean policy and decisions will be reviewed through a wellbeing lens.

Blood and Transplant

Driver	Peakon Benchmark	2022	2023 score
Priority for NHSBT	7.8	6.6	6.7
Mental Health	7.7	7.0	7.2
Stress	7.7	7.2	7.4
Organisational Support	7.7	6.3	6.4
Physical Wellbeing	7.8	7.1	7.3
Social Wellbeing	8.3	7.9	8.1

Occupational Health Re-tender

Work with our new Occupational Health provider People Asset Management (PAM) is continuing to implement the new contract, with a referral portal, needlestick line, physiotherapy advice service and medical line open. The provision of driver medicals has not been resolved with NHSBT having to bring in another OH provided to meet this requirement.

Further work will now be taken forward with PAM to ensure they provide the contracted service. Optima have still not transferred the medical records to PAM, the new provider, which is being taken up with them through Procurement.

Consultation

Twice monthly HSW conversations have been held with our union colleagues to help identify issue early and work in partnership on achieving a good safety performance. The national HSW committee has met regularly and provided a good formal mechanism for consultation. A safety rep conference in September 2022 with the theme of accident investigation was well received. A further conference is planned for this year to help maintain reps competence and identify further areas of interest for development.

Incident Performance Against Targets

Accident targets show a good level of performance across NHSBT for all incidents causing harm. HSW reported accidents reduced year on year and just missed the incidence rate per 1000 employees with an accumulative figure of 9.2 against a target of 8.9, see appendix 4 for monthly figures. The incidence target figure is based on a reduction baseline of 2020/21. Last summer to September accident rates increased

Blood and Transplant

in Blood Donation on under established teams, which led to a minimum number of team members required for a mobile session to be run.

Area	Accumulative Incidence rate 2022/23	Target
BS	14.4	13.8
Plasma	9.3	35.3*
Clinical	3.4	3.4
OTDT	4.1	5.5
GS	1.7	1.0
DE	1	0.7
NHSBT	9.2	8.9

* Target is this level due to the decrease in numbers in the directorate

The number of lost time accidents has increased to 40 from 33 last year appendix 5 (which is back to 2020/21 levels). Lost time accidents are not targeted directly due to the small numbers and the tendency for the outcome of an accident to be random in nature.

The target incidence rate for 2023/24 is 10% reduction in BS and 5% reduction in all other directorates, based on the previous target and not the actual figure. Blood Supply have committed to an accident reduction programme for 2023/24 designed to meet this new target.

The top 10 causes of injury (appendix 6) show increases in 'hit by moving object' which are related to cage handling. The IT session solution cabinet is being reworked to address stability issues, providing a wider wheel base. This also shows decreases in dermatitis due to reduction in gloves wearing with the end of covid controls. Needlesticks have increased slightly on the year but there has been a large decrease in blood exposures. A review of biological agent awareness has identified improvements to training and the standard operating procedure will be updated to make the issue of storing blood for possible future testing clearer.

Near miss reporting is better than target with good increases in the year, particularly in Blood Supply. Near misses are a leading indicator of HSW and provide opportunities to identify root causes and put in mitigation before people are injured. Donor incidents appendix 7 show a decrease again from last year, with only injury from ill health and trapping going up.

Recommendations

5.1 Review progress of HS&W as part of the management system and approve issue to Board for information.

4. Sign off

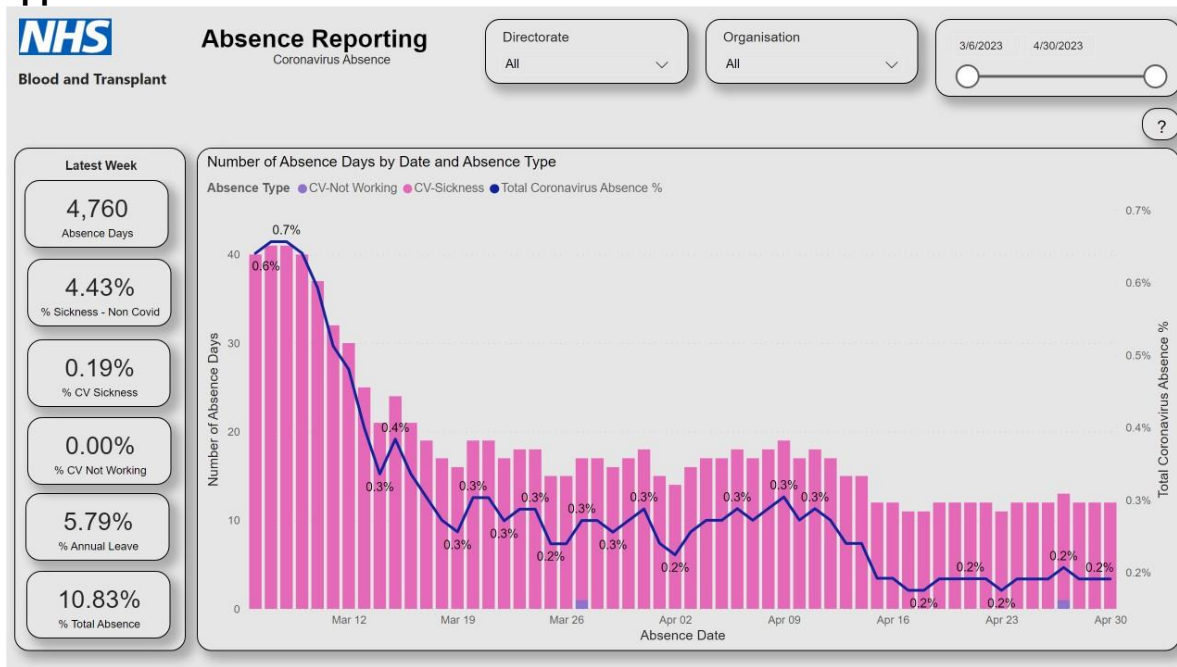
Author: Phil Tanner Assistant Director HS&W

Responsible Director: Deborah McKenzie, Chief People Officer

Approved by Jo Farrar Chief Executive

Date 10/07/2023

Appendix 1 Covid Sickness Absence rate



Appendix 2 Health and Safety Mandatory Training Compliance

Directorate	Jun 2021	Jul 2022	Aug 2022	Nov 2022	Jan 2023	May 2023
Blood Supply	91	94	94	93	94	96
Clinical Services	92	72	92	91	91	94
Plasma	-	87	90	93	93	92
DDTS	87	95	94	88	86	92
Donor Experience	82	83	81	82	81	89
Finance	89	92	91	91	91	91
OTDT	86	89	89	88	88	93
People	95	96	96	89	91	91
Quality	96	97	96	93	96	98
Strategy and Transformation	89	89	86	76	73	87
NHSBT MT Total	90	93	92	91	92	95

Blood and Transplant

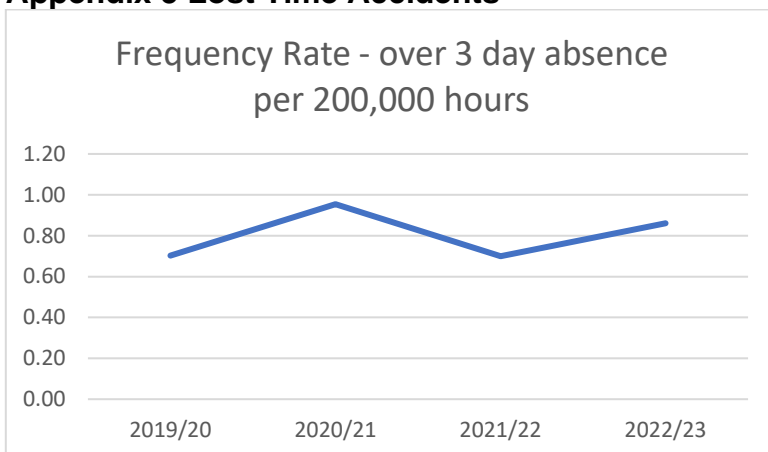
Appendix 3 year accident and near miss

Level	2020/21				2021/22				2022/23			
	HSE Report	3-7 lost time	Other harm	Near miss	HSE Report	3-7 lost time	Other harm	Near miss	HSE Report	3-7 lost time	Other harm	Near miss
BS	26	14	605	712	21	10	658	963	28	11	581	1054
CS	1	1	40	41	1	-	53	63	-	-	52	53
OTD T	-	-	44	64	-	-	48	69	-	-	38	90
DE	-	-	-	-	-	-	1	-	-	-	3	1
GS	-	-	13	20	-	-	13	38	-	-	19	55
Plasma	-	-	40	11	-	1	28	9	1	-	9	3
Total	27	15	742	848	22	11	801	1142	29	11	702	1256

Appendix 4 HS&W Accident Performance incidence rate

Harm Accidents												
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
7.0	8.5	8.5	9.4	10.9	8.6	8.7	10.6	9.7	10.6	8.4	11.8	
Target 8.9												
Near Miss												
9.7	14.0	11.9	14.3	23.7	18.7	14.3	16.6	19.3	16.4	14.2	17.7	
Target 11,9												

Appendix 5 Lost Time Accidents



Appendix 6 Accidents by cause

Cause	2020/1	2021/2	2022/3
Dermatitis - Skin Soreness, Itching, etc.	193	64	31
Equipment Fault or Failure	24	16	25
Exposure or Contact with Blood	55	70	59
Hit by Moving Object	79	105	100
Impact against Stationary Object	76	63	87
Injury from Sharp Object	67	97	62
Manual Handling/ MSK/ Trapping	199	224	190
Sharps injury from dirty needle or scalpel	68	51	61
Slip, Trip or Fall on a Level	74	70	80

Appendix 7 Donor Incidents

Donor Accidents	2020/2021	21/22	22/23
Donor Faint Resulting in Injury	43	34	32
Equipment Fault / Failure	4	1	0
Exposure or Contact with Blood	1	1	1
Exposure or Contact with chemical	3	0	0
Exposure to heat / hot surfaces	1	1	1
Fall from Height	8	6	1
Ill health, fit or faint	4	5	10
Impact against stationary object	8	3	2
Injury from Sharp Object	4	6	4
Hit by Moving object	4	1	2
RTA with stationary / or fixed object	1	3	1
Sharps injury from clean needle or scalpel	2	1	1
Sharps Injury from dirty needle / scalpel	1	2	2
Slip, trip or fall on level	12	14	8
Trapping	0	0	5
Total	96	78	70

- i. and what you want to get out of the Board/Committee discussion.