

Board Meeting in Public

Tuesday, 30 July 2024

Title of Paper	Health Safety and Welfare Annual Report 2023/24	Agenda No.	5.5
Nature of Paper	<input checked="" type="checkbox"/> Official <input type="checkbox"/> Official Sensitive		
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Lead Executive	Deborah McKenzie Chief People Officer		
Non-Executive Director Sponsor	N/A		
Presented for	<input type="checkbox"/> Approval <input checked="" type="checkbox"/> Information* <input type="checkbox"/> Assurance <input type="checkbox"/> Update		
Executive Summary (max 300 word count)			
<p>We have achieved our Health, Safety and Wellbeing (HSW) performance targets for a reduction in harm and an increase in near miss reporting. This builds on the success of looking for the good and implementing that across our operations. The progress of the management system is now tracked in 33 different projects, as part of a safety programme, to support our 10 key objectives under the Protect, Promote, Prevent HSW plan. The Southampton risk from RAAC has decreased with work to sufficiently protect staff working in this area. Our colleagues have been hard hit by the evacuation and uncertainty of the last year. A wellbeing plan aiming to increase morale, dignity, respect and mental health is being trialled in Southampton. The number of reported work-related stress cases remains low, with action ongoing to de-stigmatise talking about this, designed to increase the numbers coming forward, so that we can help more people stay productively at work. Managers training to support their colleagues with mental health is planned this year, with the successful procurement of a subject matter expert.</p>			
Previously Considered by			
People Committee 3 July 2024			
Recommendation	Report provided for information on progress, after review of HS&W performance at the end of the financial year by People Committee on 03/07/2024.		
Risk(s) identified (Link to Board Assurance Framework Risks)			
Health, Safety and Wellbeing (HS&W) management system requirement for an annual review. This is following ISO45001 international management standard for HS&W, which is designed to provide assurance that participating organisations meet their statutory requirements under Health and Safety Act 1974. Risk mitigation is Accept and Monitor.			
Strategic Objective(s) this paper relates to: [Click on all that apply]			
<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:	Additional statistics can be found in the reading room.		

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 Safety and Wellbeing (HSW). The People Committee reviewed the report on 03/07/2024, with appreciation that met our harm reduction target and approved it to go to the board for information.

We have achieved our HS&W performance targets for a reduction in harm and an increase in near miss reporting. This achievement builds on the success of looking for the good and implementing that across our operations. The progress of the management system is now shown by 33 different projects now being tracked as part of a safety programme to support our 10 key objectives under the Protect, Promote, Prevent HSW plan. The Southampton risk from RAAC has decreased with work to move to one vat room that is sufficiently protected to mean risk is lower for staff working in this area. Our colleagues working in the centre have been hard hit by the evacuation and uncertainty of the last year. A wellbeing plan aiming to increase morale, dignity, respect and mental health is being tested with managers in Southampton. The process for supporting colleagues with stress is being reviewed, the number of reported work-related cases remains low. Action is ongoing to de-stigmatise talking about this, which is designed to increase the numbers coming forward and we have:

- Provided enhanced psychological support through the year for triaged cases,
- Implemented Structured Professional Support (SPS) for high emotional stressor jobs,
- Procured a subject matter expert partner, to provide training for managers to support their teams and to provide pastoral care training for those who support others in their jobs, and
- trained more mental health and wellbeing champions in the organisation.

2. Background

2.1 Status of actions

Update of actions since the last quarterly report:

- The number of staff supported with their mental health per month is to be tracked through the year and reported to Executive Team, for consideration of a new key performance indicator in 2025/6. Closed.
- Flu vax programme vaccination target of 5% above 2023 NHSBT figure for frontline colleagues and an offer of vaccination for all agreed and project set up. Closed.
- A wellbeing guardian has now been appointed, an introductory meeting to the role is now being organised. Closed.

3. Detail of report

3.1 HSW Performance

Corporate HS&W Strategy and Plan

The HSW plan for 2023 -2028 is to **protect** colleagues from harm, **prevent** occupational ill health, injury and litigation and **promote** health safety and wellbeing so people can easily do the right thing first time. Progress on the 10 key objectives is good with the implementation of a safety programme tracking 33 different projects run in the organisation that benefit HSW, with greater numbers being run independently from HSW department (e.g. ear plugs trial) showing a deepening of the system to a better generative level. This safety programme of initiatives will be monitored by a partnership group, with the unions and HSW co-ordinators from the directorates, reporting to the national HSW committee.

Accident Performance

The cumulative harm incidence rate is 8.0 and better than target of 8.3, with the trend improving in Q3 and 4 of 2023/4, see appendix 1. This shows a good performance in all areas, with BS just missing their target by 3 accidents across the whole year. BS also had the highest target with a 10% reduction, with all other directorates targeting 5%. The trend in BS in the last third of the year accelerated owing to the implementation of their accident reduction plan. This identified areas of focus for each team allowing them to address potential incidents. If this level of performance continues, then BS will achieve their accident reduction target of 10% for 2024/5 financial year.

Our NHSBT lost time frequency rate has also decreased and represents 27 accidents in the last year. These are mainly in Blood Supply, with 21, as they have the greatest challenges with slips trips and fall and manual handling. Clinical services have had 2, OTDT 3 and Group Services 1. See appendix 2

Accidents by Cause

All causes of accident have decreased in the year except injury from sharp object, with no trend in these types of issues identified. See appendix 3.

Occupational Disease

We continue to see very low numbers of occupational disease with good results from Infection Prevention and Control (IPC) team on action on dermatitis. They have provided an individual assessment, including advice on hand skin care and make recommendations for hand washing, sanitising and moisturising products to try. We have a very small number of colleagues with skin sensitivities trying an alcohol free hand sanitiser with good results, we are looking to widen this trial to a selection of teams. This is a product trailed in other acute NHS Trusts with great success.

Donor Incidents in Datix

The number of donor incidents reported in datix has remained the same in 2023/4. The introduction of the Patient Safety Incident Response Framework (PSIRF) will provide a greater emphasis on analysing this information for trends in the coming year. See appendix 4.

Training

Rates for HSW mandatory training are at target of 95% owing to the contribution by BS, Quality and Plasma. Review of non-compliant courses shows that e-learning and manual handling face to face courses are under target. We cannot ascertain a reason for e learning course non-compliance. For manual handling additional training, to the e learning, is provided face to face for those identified as requiring annual top ups. This is provided by trained internal trainers and we know that more trainers are needed in operational areas. We are working with Osteopaths for Industry to reduce our 'train the trainer' package from 4 days to 3 and provide more courses. We have also renewed all the HSW mandatory e-learning training packages. See appendix 5 for training performance by Directorate.

Reinforced Autoclaved Aerated Concrete (RAAC) in Southampton Centre

Only one area of the building is now occupied with RAAC in the ceiling (vat room 2), which is propped to stop collapse and the ceiling is treated to stop the risk of falling chunks of concrete. All corridors to this area are also propped and treated. Further work

is planned to make the rest of the building safe and a programme board and project team have been set up to achieve this.

Our colleagues working in the centre have been hard hit by the evacuation and uncertainty of the last year, which has impacted their mental health and wellbeing. A wellbeing plan aiming to increase morale, dignity, respect and mental health is being tested with managers in Southampton.

Wellbeing Guardian

A wellbeing guardian has now been appointed, an introductory meeting to describe the role is now being organised for 26/06/2024.

Mental Health

The tender for Mental Health awareness training for managers and those who have pastoral care in their jobs is complete, with a subject matter expert partner now in place. Work this year will concentrate on providing e-learning to managers, and an in-depth face to face half day course as an optional follow-on course. This should close the last gap in our mental health provision, as we have started training more mental health and wellbeing champions, have extended our enhanced psychological support programme and continue to offer the normal EAP services to help staff with counselling.

Structured Professional Support (SPS) for roles that support individuals who have experienced emotional stressors, such as HSW advisors, D&I managers, Union reps and Network Co-Chairs is complete. Support for our mental health and wellbeing champions is being reviewed with plans to provide in-house wellbeing coaching.

The number of reported work-related stress cases has increased from the low numbers seen at the beginning of the financial year, see appendix 6. All are being helped by HSW with a risk assessment and support being identified through Employee Assistance Programme and Occupational Health. These are still very low in terms of individual case numbers. It is expected that once the mental health awareness training for managers is rolled out these numbers will grow. This is because cases that are not now recognised as stress related will be identified enabling them to be dealt with earlier and better. The process for reporting work related stress through to managers and HSW has been reviewed. This will give managers the tools to assess the risk for their colleagues and offer coaching support by HSW. As agreed with ET in the last quarterly report we will monitor the number of cases supported rather than total number of cases for 2024/25 and then make a recommendation regarding providing a key performance indicator. In the mean time we want to increase the number of cases recognised as work related to ensure that we address hidden issues of sickness presence and sickness absence attributed to short term issues that are really about excessive pressure.

Occupational Health

The OH service provided by People Asset Management (PAM) continues to work well for management referrals and has improved for recruitment. Driver medicals and immunisation clearances remain a concern. Considerable pressure has been absorbed by the HSW, Recruitment and Infection Control and Prevention Teams (IPC) to make these aspects of the contract work. Review of how to take more of the hep B immunisation process over has started by the IPC team.

Service credits have been reviewed with PAM for delays against KPIs last year and an action plan to bring the service back into control is being monitored. The IPC team are

arranging to audit the immunisation records management and are identifying a way to gain consent from our colleagues to allow this to happen.

We have continued to press for prior sight of OH nurse led reports and PAM have promised that this is part of their plans and that they will provide us a proposal to how this could be implemented sooner.

Best Practice Reviews

We continue to work with the ABO on collections benchmarking, which is retrospective in nature and has recently been published for 2022/23 year. We have worked with Belfast Health and Social Care Trust, MITIE and BAE Systems to identify best practice on our HSW management systems and audit processes.

Audit

The internal and external auditing programme has provided assurance throughout the year on our conformance with ISO45001, with no major non-conformance, 5 BSI minor non-conformance and 3 BSI opportunities for improvement identified. This is the international quality standard we use to measure our compliance with HSW. Next year will see work on preparing to renew our certification with BSI. The implementation of our safety programme will help provide assurance of continued improvement required by the standard. The trend for minor non-conformances was on documents including risk assessments, with safety datasheets not up to date and timescales for statutory lost time reporting not being met, all have been closed appropriately. Opportunities for improvement were making HS&W targets more local, reviewing emergency preparedness, fire risk assessments and compliance to mandatory training at one site. See appendix 7 audit compliance.

HSW Policy and Union Consultation

Successful working in partnership, as required by ISO45001, continues on HSW policy, monitoring processes and accident investigation. The safety rep conference in September was well received and identified best practice on self-auditing by our engineer contractor MITIE that is being reviewed for implementation. We are about to start working together on renewing our accident SOP to improve this process regarding needlestick and blood exposures and more timely investigations. This continues to be chaired by the BS Executive Director. Work is continuing on encouraging more safety representative in front line services and an effectiveness review is under way of the national HSW committee. There was no contact from the Health and Safety Executive in the past year from accident reporting or complaints.

Flu Vax Planning and Wellbeing Weeks

The flu vax programme has started again with delivery to be provided in-house following the success of the winter wellbeing campaign. The target of 5% extra than last year for front line staff is planned with 2,400 vaccines purchased, and will be supplemented by e vouchers as usual for those not able to attend centres. The successful implementation of e-consent for the flu campaign is to be implemented for hep B vaccination in the coming year. See Appendix 8 for report provided to ET on 20/02/2024.

Resources

Availability of resources has been good with the funded provision of Enhanced Psychological Support centrally and mental health training for managers. The availability of trained HSW advisors has been difficult this year, with recruitment being unsuccessful to a band 6 post and further recruitment activity needed to be actioned. A risk advisor post is also vacant and based on exit interview feedback from the postholder the job has

been redesigned before recruitment started. Training for the HSW team has been good with support provided to HSW advisors to obtain and maintain their skills as required by ISO405001 and Institution of Occupational Health. The need for seven day working in HSW department will be reviewed.

GM Safety Committee

A statutory requirement for any work with Genetically Modified Organisms (GMO) is to have a GM Safety Committee (GMSC), that aims to ensure that work in this area is adequately overseen. We have our GM policy and risk assessment arrangements in the Quality system and have worked on updating our risk assessments into datix against these requirements. We now have 50% in the appropriate format and this was reported to the last GMSC that was held in 16th February 2024. The issues raised at the committee were regarding appropriate disposal of GM waste, which is being evaluated and the need for autoclave facilities in the area doing the containment work. These issues are being worked on by operational managers with the aid of the Biological Safety Officer (BSO). The BSO and GMSC chair have indicated the intention to resign their roles and has been escalated to senior management in CMT and reported to the national HS&W committee. The overall opinion of the GMSC is that we are at low risk with the types of activities we are committed to in our current projects.

4. Recommendations

Significant progress has been made on delivering our HSW strategy as seen from a reduction in harm reporting. The establishment of a safety programme review process will help monitor our initiatives, provide a higher level of assurance and validation of work as required by ISO45001 certification. Gaps identified with managers training will be filled in the new financial year with the implementation of essential training. This will then lead to increased skills by manager to support their staff by active engagement and support.

5. Sign Off

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Responsible Director: Deb McKenzie, Chief People Officer

Date 20/06/2024

Updated 17/07/2024 to reflect reviewed at People Committee 03/07/2024 and approved to be issued to board for information.