

Report of Health and Safety Project Manager

Subject: Health, Safety & Wellbeing Quarterly Report

1. Incidents & Accidents

Incidents reported in 2024.

| Date | Location | Type of Incident | Injury | Treatment/Action | Category (for report) | Staff Member Involved |
|------------|----------------------|---------------------------------|-------------------------------|---|---------------------------|-----------------------|
| 06/01/2024 | Trefrane | Fire | None | None | Near Miss | No |
| 08/01/2024 | St David's airfield | Slip/trip/fall | Cuts and bruises | None | Personal Injury | Member of the public |
| 25/01/2024 | Brynberian | Biological | Thorn in hand | First aid with alcohol wipes, antibiotics from GP | Personal Injury | Yes |
| 02/02/2024 | Broad Haven car park | Environmental | None | Reported to Welsh Water and NRW | Other | No |
| 21/02/2024 | Jeffreyston | Abuse | None | None | Near Miss | Yes |
| 22/02/2024 | Neyland | Abuse | None | None | Near Miss | Yes |
| 20/02/2024 | Carew Castle | Accident | Cut finger | Plaster and bandage to finger | Personal Injury | Volunteer |
| 19/02/2024 | Amroth | Slip/trip/fall | Bruised back and band to head | None | Personal Injury | Yes |
| 27/02/2024 | Poppit Sands | Hammer injury | Crush and open cut | Bandaged, doctors, tetanus injection | Personal Injury | Yes |
| 11/03/2024 | Llanion | Potential electrocution | None | None | Near Miss | Yes |
| 16/03/2024 | Oriel y Parc | Stuck between doors | None | None | Building & Infrastructure | Member of the public |
| 19/03/2024 | Newgale | Fell off stool | Sore hip and walking stiffly | Talked to the IP as possible shock | Personal Injury | Volunteer |
| 30/01/2024 | Poppit Sands | Jarring to hand while hammering | Pain in the hand | Taken to minor injuries unit | Personal Injury | Volunteer |
| 12/04/2023 | Nolton Beach | Cliff collapse | None | None | Other | No |

| | | | | | | |
|------------|--------------|-------------------------|------|------------------|---------------------|-----|
| 10/04/2024 | Little Haven | Car in the stream | None | None | Other | No |
| 06/02/2024 | West Angle | Trailer jack-knifed | None | None | Vehicle & Machinery | Yes |
| 26/03/2024 | Milton | Damage found on vehicle | None | None | Vehicle & Machinery | Yes |
| 26/04/2024 | Carew Castle | Splinter in finger | None | Splinter removed | Personal Injury | Yes |

RIDDOR

No RIDDORs have been reported so far this year (Jan-Apr 2024).

Learning From Experience (LFE)

1. Volunteer leaders need to verbally check that the volunteers are fully fit to carry out the necessary tasks before the activity commences.
2. The potential electrocution involved the dishwasher machine in the Green Room kitchen having a leak. Behind the machine was a 4 gang extension lead on the floor sat in water from the machine. The extension lead has been lifted and affixed to the wall to ensure that electricity and water do not mix.
3. A member of the public reversed their car into the stream off the car park at Little Haven. Apparently, the driver was in the car during the incident. As a result, the Buildings Project team are looking at possible options to prevent re-occurrence.
4. An elderly lady was caught between the doors at Oriel y Parc as she was exiting the Café. The lady had partially pushed one of the two doors open but could not fully open it due to the weight of the door and was then pushed back against the closed door, wedging her between them. Staff at the Café had to assist her. This was the first time that a customer had become temporarily trapped in the doors, as staff will normally be available to assist egress.
5. One of the Authority's Directors was verbally abused twice in 24 hours by separate individuals while driving a liveried pool car. No obvious reason for the abuse, so potentially, the livery could be a factor.

2. Risk Assessment Management Plan (RAMP)

Following the identification of approximately 1500 documents relating to risk assessments in 2023, all documents were moved and collated to a central folder at the end of last year. Since then, along with the new standardised risk assessment template, a review has been carried out. Any documents not considered relevant, due to historical dates or one-off activities for example, have been archived. This has reduced the number to 405 documents, with further reviewing likely to reduce this number further. This final review will be conducted by the end of April with the next stage of transferring all current documents to the new template to start in May.

3. HAVS – Hand and Arm Vibration Syndrome

Further to the update report presented by the Director (Nature Recovery and Tourism) options for how the Authority will monitor HAVS in the future are being considered.

4. Health and Safety Group

The latest Health and Safety Group minutes are attached from the meeting in March.

5. Health and Safety Internal Audits

One significant part of the Health and Safety Management System (HSMS) that is currently missing are internal or first party audits. These will be introduced later in 2024 to complete the HSMS in proactively profiling risks across the Visitor Centre. They will cover a range of subjects, including but not limited to, fire safety, building safety, risk assessment management, incident reporting and documentation management. Initially, they will be completed by the Health and Safety Project Manager, but the intention is for Site Managers to start auditing other sites themselves, as part of the continual improvement cycle.

6. Training

Two internal training courses were delivered to staff to learn about how to perform risk assessments. 19 staff attended training meaning that further support to those that had attended last year's IOSH Managing Safely training is available. This will also provide resilience in terms of the day-to-day management of health and safety, as well as the RAMP.

7. Staff Sickness Absence

Please refer to the Dashboard.

8. Annual Health & Safety Report

Work on the Annual Health and Safety Report has been ongoing and likely to be ready in May. It will cover April 2023-March 2024.

9. Health and Safety Culture Survey

The Health and Safety Culture Survey was completed in February. A set of slides summarised the report has been included. The results were better than expected, in both numbers of respondents and that all topics were scored as average, with a below average for incident reporting and work to correct that issue has already started. A flowchart for incident reporting had been submitted to the IT team, with a draft of the first stage of the reporting process completed. The first stage covers the initial report by someone. The second stage will involve moving the report to the line manager for confirmation. The third stage will be incident investigation. Other work is continuing in the background and the survey will be carried out again next year.

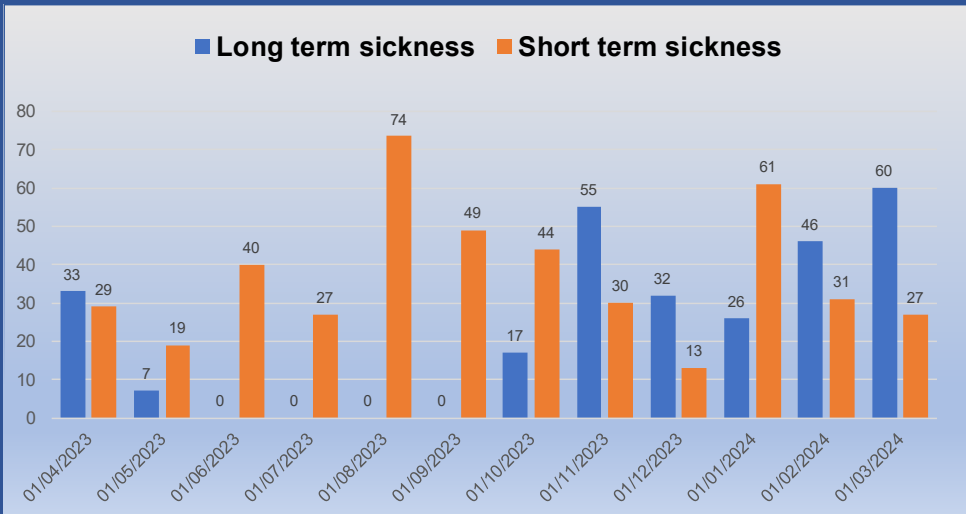
Recommendation: Members are asked to NOTE this report.

(Further information is available from the Arfon Fry, Health and Safety Project Manager, on 01646 624821 – email arfonf@pembrokeshirecoast.org.uk)

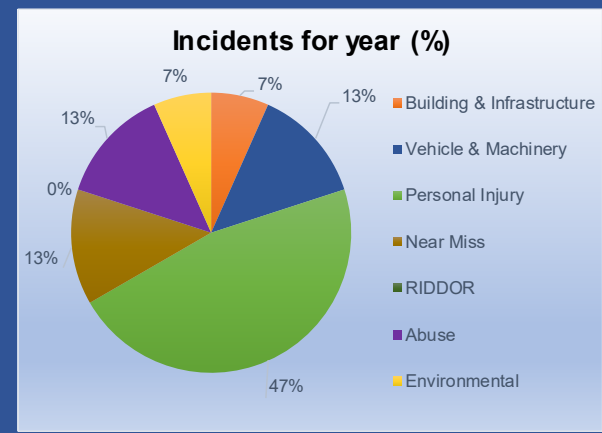
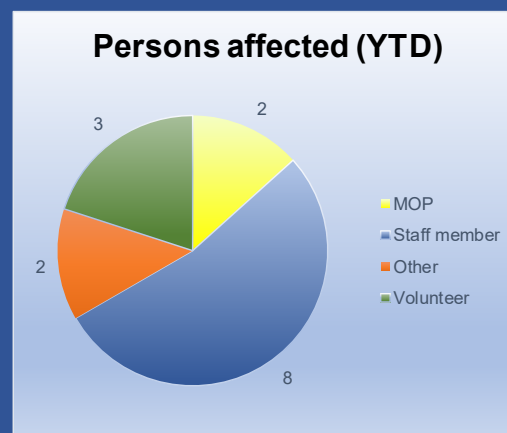
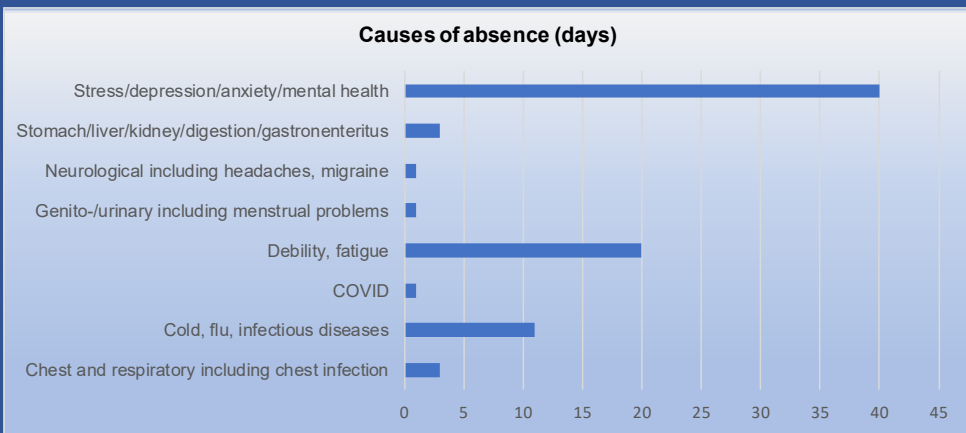
HEALTH AND SAFETY/HUMAN RESOURCES DASHBOARD

Mar-Apr 2024

| | | | | | | | | |
|---------|-------|-----------------|---|-----------|---------------|---------------------|-------------------------------------|--|
| M:F (%) | 45:55 | COST OF ABSENCE | £8790 pm ↑ | HEADCOUNT | FT 57% PT 43% | LOST TIME INCIDENTS | 0 ← | |
|---------|-------|-----------------|---|-----------|---------------|---------------------|-------------------------------------|--|



| | |
|---|---|
| AVERAGE INCIDENT RATE FOR THE AUTHORITY | 506 ↓ |
| AVERAGE INCIDENT RATE NATIONAL (ALL INDUSTRIES) | 1600 |
| AVERAGE SICKNESS versus FULLTIME EQUIVALENT | 0.3% ↓ |
| NATIONAL SICKNESS ABSENCE RATE | 3.6% |





**Parc Cenedlaethol
Arfordir Penfro**

**Pembrokeshire Coast
National Park**

Pembrokeshire Coast National Park Authority

Safety Culture Survey 2024



**Health & Safety
Executive**
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Context

- HSE template used
- Benchmarked to 130 ‘all-industry’ sector
- Limited demographics for Year 1 to develop as survey adapts.
- Allows the Authority to establish self-perception of safety in Year 1.



Summary

- Survey was open for 1 month (28th Jan-24th Feb 2024)
- 59% response of 134 FTE staff > exceeded expectations as 40% is considered good.
- 28% Management, 72% Non-Management
- All subject areas were average, except incident reporting.

Analysis – Top 3 Favourable

- 1. Organisational commitment** - Getting the job done is usually seen as more important than health and safety (80.5% disagree/strongly disagree)
- 2. Engagement in health and safety** - My line manager takes on board ideas on how to improve health and safety (79.2% agree/strongly agree)
- 3. Peer group attitude** - I sometimes turn a blind eye to some less important health and safety procedures (74.0% disagree/strongly disagree)

Analysis – Top 3 Unfavourable

1. **Accident and near miss reporting** - Near misses are always reported (51.3% disagree/strongly disagree)
2. **Accident and near miss reporting** - Sometimes accidents are not reported (39.0% agree/strongly agree)
3. **Usability of procedures** - Some health and safety procedures do not reflect how the job is actually done (33.8% agree/strongly agree)

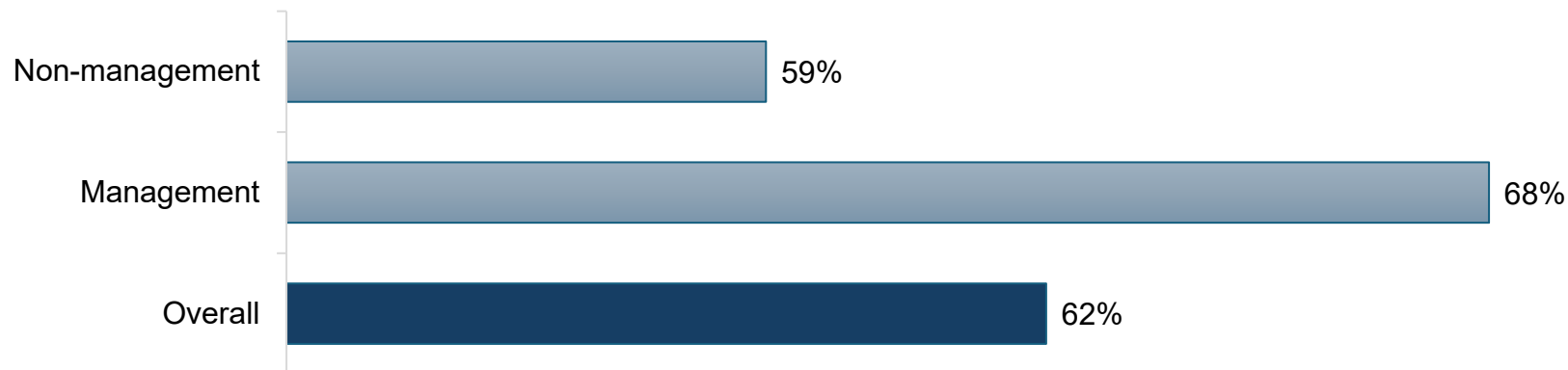
Results – Organisational commitment (average)



Getting the job done is usually seen as more important than health and safety (80.5% disagree/strongly disagree)



There are good communications (e.g. team meetings) here about health and safety (31.2% disagree/strongly disagree)



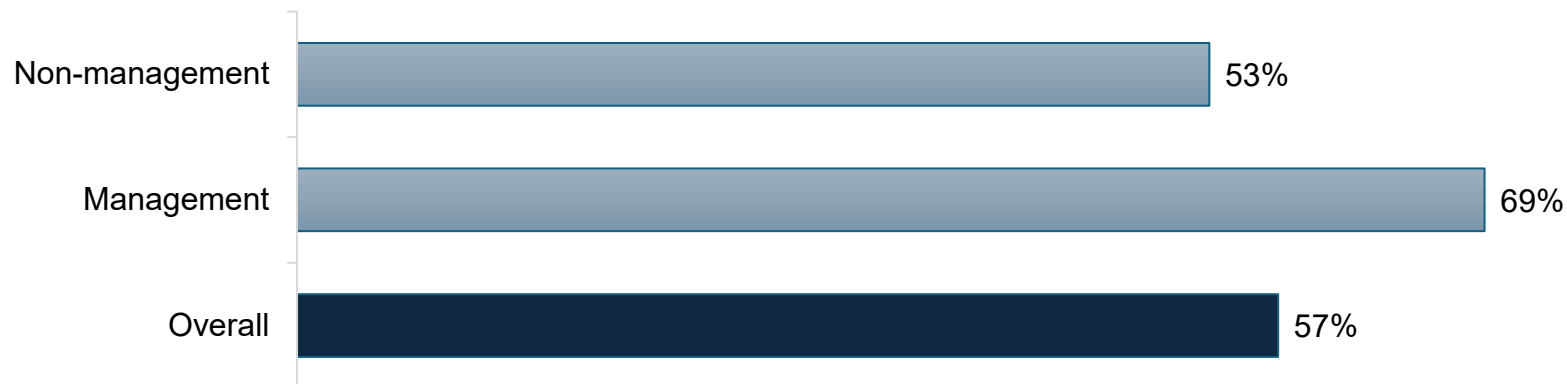
Results – Health and Safety trust (average)



Line managers sometimes turn a blind eye to people who are not working to the health and safety procedures (67.5% disagree/strongly disagree)



Suggestions to improve health and safety are not always acted upon (32.0% agree/strongly agree)



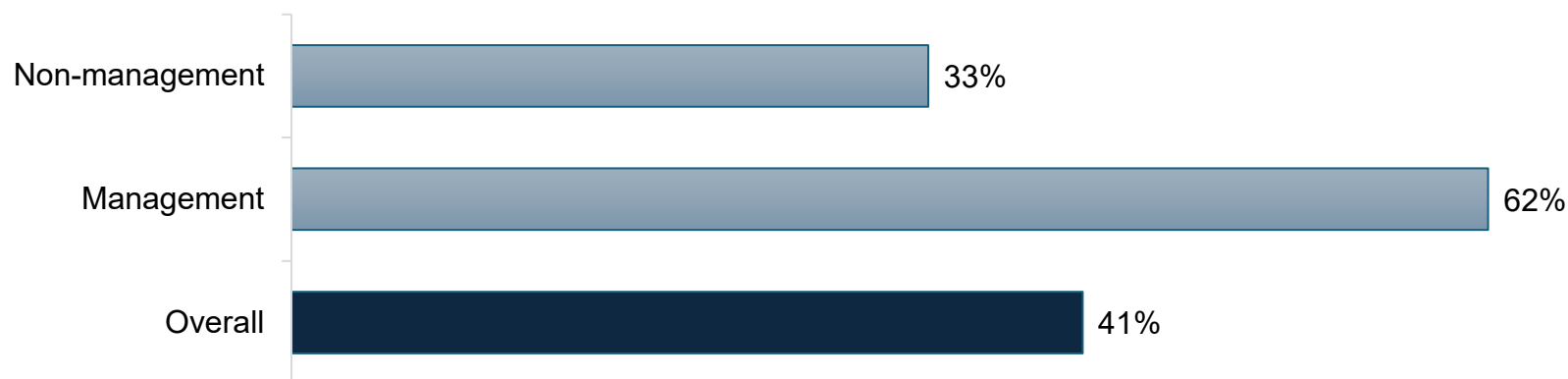
Results – Useability of procedures (average)



There are too many health and safety procedures given the real risks of my job (54.5% disagree/strongly disagree)

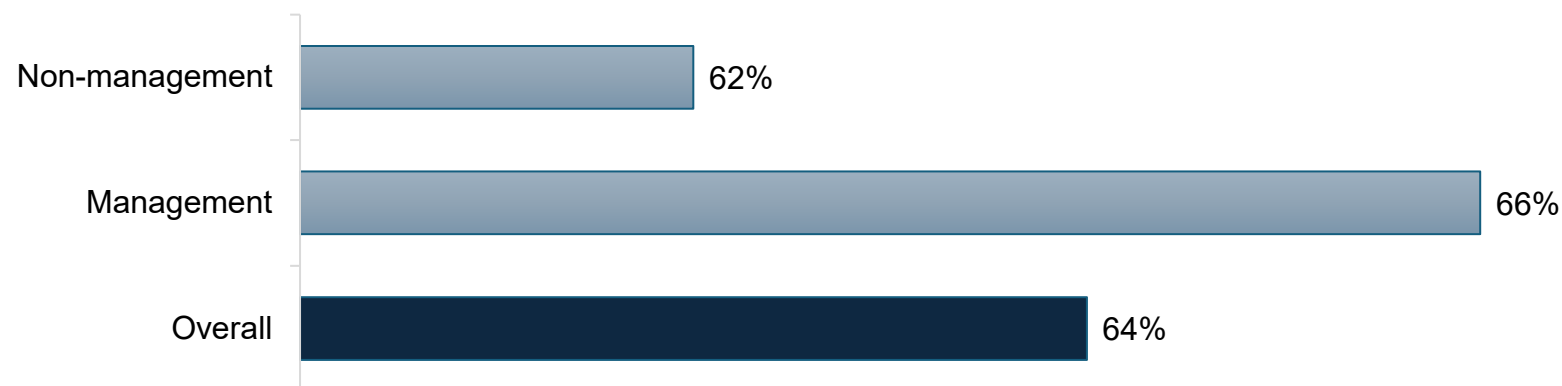


Some health and safety procedures do not reflect how the job is actually done (33.8% agree/strongly agree)



Results – Engagement (average)

- ↑ My line manager takes on board ideas on how to improve health and safety (79.2% agree/strongly agree)
- ↓ My line manager often talks to me about health and safety (19.7% disagree/strongly disagree)



Results – Peer group attitude (average)



I sometimes turn a blind eye to some less important health and safety procedures (74.0% disagree/strongly disagree)



My workmates would react strongly against people who break health and safety procedures (18.2% disagree/strongly disagree)



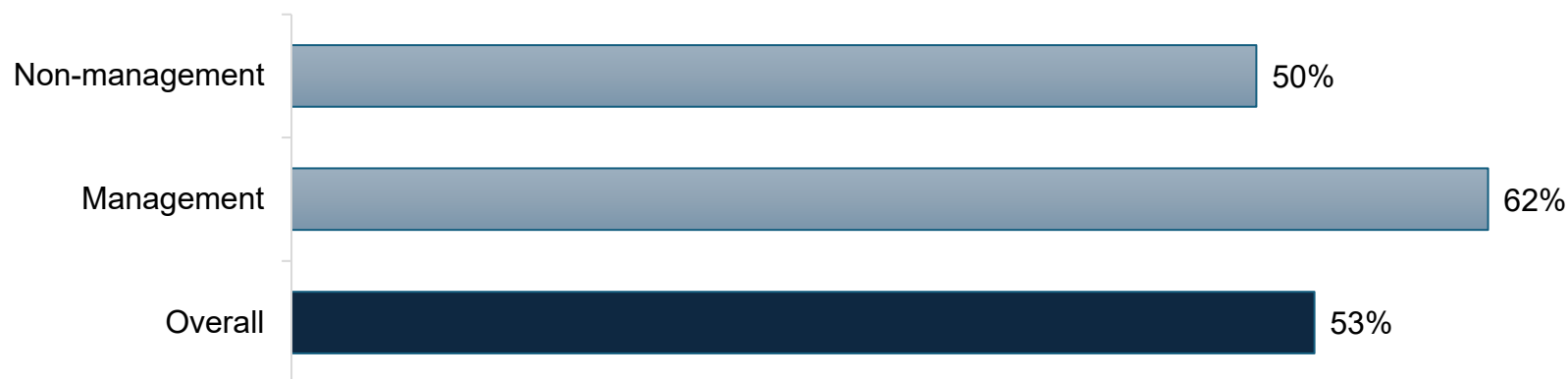
Results – Resources (average)



People can always get the equipment needed to follow the health and safety procedures (66.2% agree/strongly agree)



There are always enough people available to get the job done safely (27.0% disagree/strongly disagree)





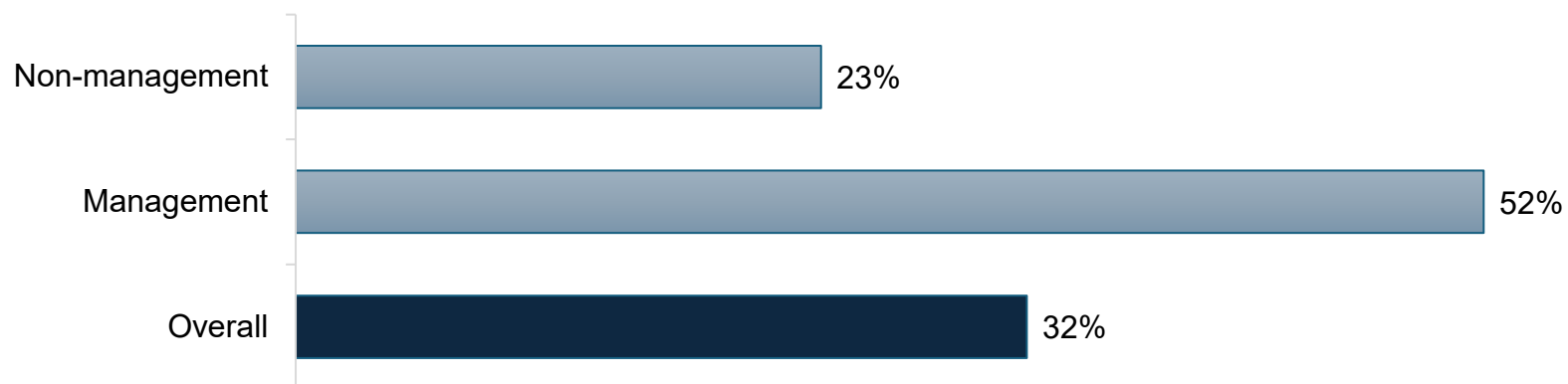
Results – Accident reporting (below average)



Accidents that happen here are always reported (43.4% agree/strongly agree)



Near misses are always reported (51.3% disagree/strongly disagree)



Open Question 1 – List 3 suggestions that would give the biggest improvement in health and safety?

- Regular site checks, staff presentations, near risk reporting reminders
- Permanent Health and Safety Officer
- Clear communication of risks and hazards, including regular meetings with management
- Centralised risk assessments and accessible feedback mechanisms
- Improved training, including in-person sessions and tailored to specific job roles.

NOTE: There were 51 responses and AI was used to condense the results using common themes.

Open Question 2 – List 3 barriers that hinder health and safety?



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- Lack of financial resources
- Staff attitudes and resistance to change
- Limited time and resources
- Absence of a dedicated Health and Safety Officer
- Inadequate communication and organisational structure

NOTE: There were 48 responses and AI was used to condense the results using common themes.

Next Steps – Report Recommendations

1. Efforts should be made to ensure that risk assessments and method statements are usable and relevant for all tasks, including where appropriate, the use of pictures and diagrams.
2. Focus on training to ensure systems and expectations of procedural compliance are clearly understood.
3. Ensure systems for reporting are clearly communicated, including clarity on the differences between accidents, near misses and incidents.
4. Provide feedback to workers concerning the outcome of reports (e.g. face to face feedback, or posters in public areas).
5. Devote significant efforts to the collection of near miss data (e.g. provide training and reminders). Near miss schemes should allow for anonymous reporting, enabling all workers to highlight unsafe conditions.

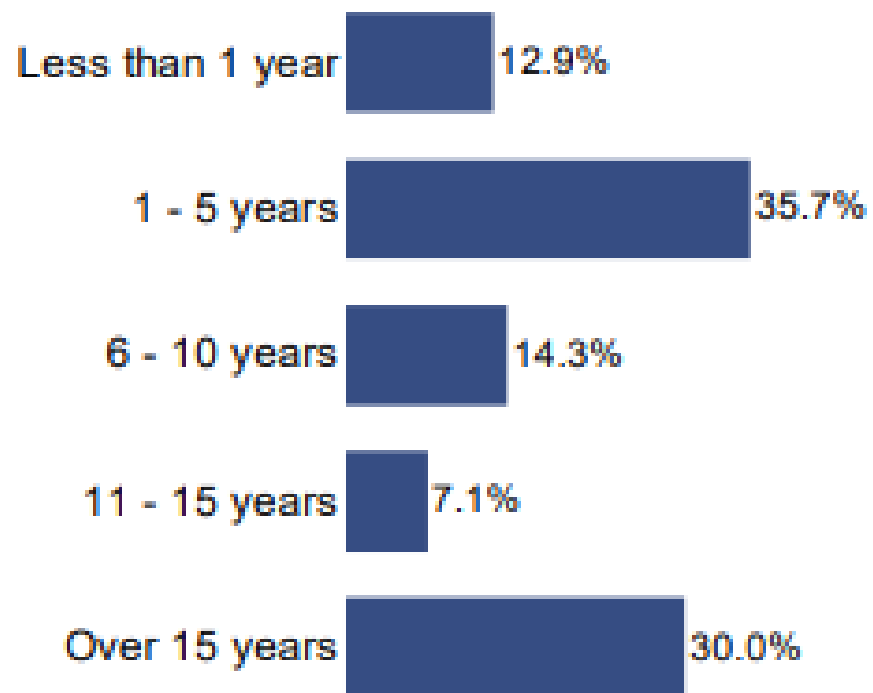


Next Steps – Current work

1. Risk assessments are undergoing a review and improvement process to standardise assessments and make them more understandable and relevant to activities.
2. Safety training matrix - under development.
3. Better communication with regard to safety events - in progress including toolbox talks and guides.
4. A new online incident reporting system is being developed with the IT team and stage 1 for incidents to be reported is nearly completed. Anonymous near miss reporting is now in scope as a result of the survey.



How long have you worked here?



Which department do you work in?

