

**Minutes of the meeting held on 4th June 2019  
At 2pm in Room 3, Cardonald Contact Centre**

The Area Health and Safety Committee are asked to approve the Minutes of the Meeting held on 5th March 2019 as an accurate record of discussions.

**1. STANDING ITEMS**

**1.1 Attendance and Apologies**

**Members**

Gill McInnes	(GMc)	Head of HR Business Services (Chair)
Colin Keys	(CK)	UNISON Representative (Dial in) (Co-chair)
Elaine Ferguson	(EF)	H&S Lead Clyde
Brian Kinch	(BK)	Clinical Services Manager (on behalf of JH)
Steven O'Dea	(SO)	Service Support –East (Dial in) (on behalf of DS)
Martin MacGregor	(MMac)	RCN Representative (dial in)
Donna Duthie	(CH)	Service Team Leader North (on behalf of GT) (dial in)
John Gallagher	(JG)	H&S Representative East Unison
Lynne Kane	(LK)	Facilities Manager
Fay McNicol	(FMcN)	SAS National Safety Officer

**In Attendance**

Lynne Munge	(LM)	Minute taker
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**Apologies**

Graham Revie	(GR)	Employee Director
Janice Houston	(JH)	Associate Director of Nursing
Fred McCosh	(FMc)	UNISON Representative - Clyde
Graham Teven	(GT)	H&S Lead North
Kenny Lewis	(KL)	H&S Lead HQ/Cardonald
Diane Scotland	(DS)	H&S Lead East
Derek Barron	(DB)	NSS Fire Officer
Kenny Woods	(KW)	UNISON Representative – Cardonald
Tony Wigram	(TW)	H&S Consultant

## **1.2 Minutes of the previous meeting**

The Committee approved the minutes of the previous meeting held on 5<sup>th</sup> March 2019 on the basis that wording in section 1.3 is changed to Norseman, not Cardonald (LK to provide wording) and last line is deleted from section 6.

## **1.3 Health and Safety Risk Register**

There are two open risks on the register.

The first risk is that NHS 24 may be vulnerable to service disruption and potential fire hazards due to incomplete fixed wire testing. LK advised that Caledonia House is complete and for Norseman House all FI's have been traced, boards still to be tested and is near completion.

The scoring for this risk is currently six with a target score of three. The Committee discussed the scoring and agreed to keep it as is.

The second risk on the register is that there is a risk to the Health & Safety of staff/visitors/contractors at the Golden Jubilee National Hospital due to the building work being undertaken. LK advised that there is risk to expansion works, and that mitigation is in place. The scoring for this risk is six, four, and four. The current score was reduced to four due to the mitigation in place but there is still a risk. Continue to monitor.

GMc asked the Committee if they would like to add any other risks onto the register. None were recorded.

## **2. REGULAR UPDATES**

### **2.1 Local Site Updates**

#### **Clyde Contact Centre**

EF provided the update for the Clyde Contact Centre and local sites:

- From March to May 2019 there have been four incidents/accidents reported:
  - One fall from chair – injured wrist
  - Incident in car park – abusive – police involved
  - One trip on carpet
  - A technician on site cut their hand
- Three workplace inspections carried out in Clyde, Ayrshire & Arran and Lanarkshire – no red flags. Lanarkshire needs a refresh to improve the visual appearance of the room.

- Three Fire Risk Assessments completed in Clyde, Ayrshire & Arran and Lanarkshire. Assessment at Dumfries & Galloway did not take place as no access to the centre. Still discussing this with DB.
- Three evacuations reported.
- Fire Warden Training to be carried out on 11<sup>th</sup> June. There are four people booked in so far.
- Two ongoing DSE's one long-term sick, chair not suitable. One long term sick, back pain will bring in, Graham Foreman for specialist advice.
- Abusive calls – abusive call awareness week held to find out why they are not being reported. Since March, Clyde has had ten abusive calls reported.
- Two height adjustment desks in Clyde. Two each have been ordered for Ayrshire & Arran and Lanarkshire.

### **Cardonald Contact Centre**

EF provided the update for the HQ/Cardonald Contact Centre:

- Five accidents/incidents reported in this period:
  - Scrape on car paintwork
  - Member of staff fell injuring their face and arm – RIDDOR
  - Member of staff fell injuring their knee
  - Flood in male toilets at the front of the centre coming from upstairs
  - Leak in the quiet room coming from upstairs caused by the cold-water feed to the hot water urn coming loose.
- Two near misses reported in this period:
  - Employee locked in disable toilet. Lock pulled apart to allow door to be opened. Lock replaced.
  - Leak found in HR ladies toilet overflow
- Ten hazards reported in this period:
  - Side panel of desk has come away. Hazard tape put over area and the repaired.
  - Dead rat found in car park. Job raised to have pest control come to site and remove.
  - Ants located at various sites. Pest control visited, treated areas and left traps.
  - Lights at pod ten going on and off causing glare and headaches. The lights are to be replaced which should alleviate issues.
  - Due to ear sensitivity and noise within the contact centre, a request has been made to trial circumaural headset cushions.
  - Lights above pod seventeen causing tiredness and headaches to user. Batteries supplied for remote controls so that the lights can be turned off. Lights to be replaced permanently.
  - Personal hygiene units in ladies toilets overflowing as schedule visit missed.
  - Some carpet tiles were lifted causing a trip hazard
  - Toilet seat in male toilets at SAS loose/hanging off.

- SAS reported a smell of gas in the out of hours period.

No issue found. SAS were reminded gas leak detection in place. BK advised that in April SAS reported an odd smell which they thought smelt like gas. This was raised with estates who came out promptly and checked the kitchen and bins and reassured the staff. There is not an alarm in the building only outside the plant room. LK to double-check that local facilities process is up to date.

**Action: LK**

- Report received from Fire Risk Assessment carried out in February.
- Vending machines moved and old vending uplifted. Signage – treating as a fire exit, signage is not clear.

**Action: LK**

- Four peeps all up to date
- Works now approved for potholes and marking in car park.
- Excessive heaters found at HR pod. Power at HR pod tripped during generator load test.
- HQ under desk Storage highlighted as an issue – this has been ongoing for some time with no improvement seen
- Flies in centre looks to be caused by plants – soil infested. PHS currently aware and have treated the plants although the problem remains. Pest control has confirmed the plants as source.

## **North Contact Centre**

DD provided the update for the North Contact Centre and local sites:

- No accidents/incidents or abusive calls reported.
- Audit – received three responses, CH to take back to the wellbeing meeting.
- Fire Safety – walk throughs in place. Fire Risk Assessment carried out in Tayside on 17<sup>th</sup> June.
- Fire Warden training – carried out yesterday in North. Service Support Team to all attend in August and Nominated Fire Officer training
- DSE's continuing. Concern around headaches/migraines – occupational health referral. No lighting issues identified. Black out screen filter – helping. Waiting on OH recommendations – main centre.
- Risk assessments are all up to date. Moving & Handling and environmental were reviewed in May and are on the intranet.
- Workplace inspections – no issues in the North. Work almost completed in Highland. Chair MOT still to be booked, postponed for Tayside as they plan to replace the chairs if funding is provided. Change comms rooms in Tayside and small working space, in touch with architects, await costs. Orkney – new site 14<sup>th</sup> June. IT delay, BT is on site. Furniture to be in place by 10<sup>th</sup> June. Shetland – awaiting refreshment date, following up.
- Annual audit actions are all complete, Fire factsheet is on the intranet.
- MMc – H&S calendar, north update reps now have access, which enables close working relationships. Want this to continue.

- LK – chair MOT Tayside – should progress as will strengthen case for funding. Will know later in the year if money is being released or not.
- LK – Shetland is high on the agenda. LK spoke to head of estates.

### **East Contact Centre**

SO provided the update on behalf of DS for the East Contact Centre:

- No further concerns regarding the disabled parking
- Chairs – as they increase in age faults are found. Carrying out a rolling chair replacement programme with thirty chairs replaced recently.
- Two ergonomic assessments carried out by the ergonomist.
- Raised desks – Two installed (Six frontline)
- Property improvement plan completed
- Nominated fire officer training held in South Queensferry – FP/DS/SO all nominated fire officers
- Cable management – needed to be improved especially the meeting rooms as a number of trip hazards/under desk hazards
- H&S planners – on the share drive, reviewed and updated as and when
- Kilt walk - taking place in Edinburgh in September

Regarding the Disabled parking issues, JG advised that panic alarms have been issued to employees. Service Delivery has allowed members of staff to move their cars escorted by security in between shifts.

LK – Roof maintenance access survey carried out by Thomson Gray. Need designer – no immediate risk but need to be mindful when working is being carried out no access past condenser pit.

Structural remedial works – exposed electrical cable in cavity wall. Thomson Gray located, survey and content causes no issue, need to label – all being done. Site induction for contractor need updated to protect ourselves.

**Action: LK**

### **2.2 H&S (TU) Representatives Updates**

CK advised that having access to the Health & Safety calendar was proving to be very helpful.

### **2.3 Fire Consultant Update**

GMc provided the update on behalf of DB from 1<sup>st</sup> January 2019 to 31<sup>st</sup> March 2019:

Nine Fire Risk Assessments were scheduled to be carried out during this reporting period. Six were completed as planned:

Kilmarnock, 11 February 2019, Golden Jubilee, 13 February 2019, Orkney, 20 February 2019, Shetland, 21 February 2019, Cardonald, 18 March 2019, Inverness, 25 March 2019.

Two sites were visited but no access could be obtained:

East Kilbride, 11 February 2019 which has been rescheduled for 16 May 2019 and Dundee, 25 February 2019 which has been rescheduled for 17 June 2019.

Dumfries & Galloway was cancelled at the request of EF and will be rescheduled for a more suitable date.

No planned, or unplanned, fire drills were carried out during this reporting period and there have been no fire incidents reported.

## **2.4 H&S Consultant Update**

FMcN updated the Committee on her recent activities during the period:

- Reviewed 4 policies and new site inspection form
- Prepared papers for H&S Area Committee and Staff Governance meetings
- Updated the policies & procedures calendar and the audit/action tracker
- Met with GMc/LK

## **3. ITEMS FOR APPROVAL**

### **3.1 Manual Handling Policy and Appendices**

FMcN advised that section 4.1 was changed on page three of the policy and Director of Human Resources changed to Director of Workforce.

The Committee approved this policy.

### **3.2 Management of Contractors Policy**

FMcN informed that appendix five (Site Induction Guide) had been added to the policy and paragraph added at section 4.1 regarding the induction form and 4.1.1 regarding fire safety on page four.

LK suggested the site induction form could be pre populated, site specific and in conjunction with facilities.

The Committee approved the policy in principle pending above amendment. To be approved virtually before the next Committee meeting.

**Action: FMcN/LK**

### **3.3 New and Expectants Mothers Policy and Appendices**

FMcN advised that there were no changes made to this policy apart from job titles.

The Committee approved this policy.

### **3.4 New site Inspection Form**

FMcN confirmed that no changes were made to this form. LK asked for lone workers to be added in. Health & Safety representatives to be added on page one.

**Action: FMcN**

The Committee approved this policy on the basis of these changes.

### **3.5 Tobacco Policy**

FMcN confirmed that she reviewed the policy and no changes were made.

The Committee approved this policy.

### **3.6 Violence, Aggression and Abuse in the Workplace policy**

There maybe changes to the policy due to the current audit and there may be changes to how NHS 24 reports. Bring back to the Committee due to results of the audit.

### **3.7 Fire Safety Policy and Management Arrangements**

A review took place as a result of Nominated Fire Officer training changes in relation to page five – organisational management structure.

The Committee approved this policy.

## **4. ITEMS FOR INFORMATION/DISCUSSION**

### **4.1 Health & Safety Policies and Procedures Calendar**

GMc advised the calendar is up to date and that the amber items with thanks to FMcN potentially will all change to green.

### **4.2 Accident Analysis**

FMcN confirmed that the number of incidents reported has increased since last year. This includes six injuries that were related to the lighting in one area and two insect bites. This has artificially increased the figures.

Two RIDDORs were reported. Both were slip/trip/falls – one in February 2019 and the other in April 2019. Normally there is only one or two RIDDORs reported per year.

The number of near misses reported for this period has remained static.

Overall, the number of near misses and hazards reported has increased significantly since last year. This is positive as better at reporting.

The main cause continues to be slip/trip/fall.

MMc queried the causation of incidents, as the highest amount was "other type". FMcN explained that they do not fall into categories especially the lighting injuries and there are no patterns. GMc confirmed that the breakdown is categorised correctly and there no issues, but more detail could be provided on "other types".

**Action: FMcN**

### 4.3 Audit Action Tracker/Calendar

JG confirmed a check has been added to ensure that the medical fridge in Norseman House is locked.




DD advised that all North actions have been addressed.

The first aid room in Cardonald has been deep cleaned.

Management audit – has been circulated.

### 4.4 Learning & Development Update

GMc gave the latest L&PE update as at 28th May 2019 (based on a headcount of 1672):

	Fire Safety		H&S Awareness		Office Ergonomics	
	Completions	%	Completions	%	Completions	%
<b>Jun-19</b>	1128 	67%	1110 	66%	1108 	66%
<b>Feb-19</b>	941	60%	911	58%	927	59%
<b>Oct-18</b>	992	65%	1008	66%	1006	65%

Completion and percentage figures have increased since the March update. The figures are still low but all modules show an improvement. Fire Safety completions



and Office Ergonomics have both increased by seven percent and Health & Safety Awareness by eight percent.

#### **4.5 Health Working Lives Gold Award and Wellbeing Group Update**

GMc suggested as various updates were provided earlier did anyone else have anything further to add to these.

JG advised that he was tying in Health & Safety/DSE in conjunction showing how the chair works, trying to be preventive, increase in hazards. Will be up and running over the next couple of weeks.

MMc – Health Working Lives – mouse mats showing correct sitting position, roll out across Tayside, will try to get more.

EF – Gastrointestinal awareness week being held during the last week in June.

#### **4.6 Britain's Healthiest Workplaces/4.7 Stress Survey**

GMc provided information regarding Britain's Healthiest Workplaces and is looking for endorsement from the Committee and hoping to launch survey as soon as possible. It measures how healthy work places are and will provide an in-depth survey with each individual receiving a report back giving recommendations on how to make positive changes. Participating employers would receive an in-depth anonymised report split by centres. It would provide a starting base for well-being initiatives. A percentage of employees need to complete the survey to get reports back. GMc advised there is a short window as it closes on 28<sup>th</sup> June and therefore a communication would need to be sent out today. She asked the Committee for their thoughts and concerns.

CK – stress survey sample size was not great, nothing done with the results. It would be helpful to do a temperature check. If it was between the two then the stress survey would be the one to go with. Keen to get a better understanding. GMc confirmed that it would be run in addition to the stress survey, which is due next year.

Queries around how long the survey would take to complete, follow up on stress questions, would it be on personal or work email address?

CK – Happy to support, it is a good idea dependent on the questions.

The Committee agreed to pause for a couple of days, BK to take back to Service Delivery and FMcN to have a look. Staff side agreed to survey their members with the stress survey.

#### **4.8 Action Log**

The Committee reviewed the action log and agreed to remove the completed actions from the log.

#### **5. ANY OTHER BUSINESS**

Cycle to Work Scheme: GMc advised the Committee that NHS 24 is hoping to collaborate with another NHS board that are currently running the scheme. They are looking into the legality of it and the organisation is committed to a scheme. GMc to feedback to the Committee.

**Action: GMc**

#### **6. DATE, TIME & LOCATION OF NEXT MEETING**

The next meeting is 11.00am on Tuesday 3rd September 2019 in Room 1, Cardonald Contact Centre.