

Committee(s): Corporate Services Committee	Dated: 3 rd July 2024
Subject: Health & Safety Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,2,3,4,5,8,9,10,11,12
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Greg Moore, Interim Deputy Town Clerk	For Information
Report author: Oliver Sanandres, Director of Health & Safety and Head of Profession (Interim)	

Summary

The purpose of this report is to provide the Corporate Services Committee with a health and safety update for May and June. We have progressed completion with the recommendations in the Quadriga audit to 50% from 48%, up two percent since the last update in May. We remain broadly on track with the safety improvement work plan; however, we are two months behind schedule in deploying Safe365 assessments and have had to delay until July. The digitisation work is making good progress with our refreshed incident reporting system moving into beta testing phase in July. Health & Safety Governance training was delivered to members. The report also contains an update on the workplace violence initiatives run to date, as a request from the May committee meeting.

Recommendation(s)

This paper is for information only.

Main Report

Background

1. The Health & Safety forward work plan for 2024 is now fully in motion, this will drive larger, core pieces of work that will refresh our Safety Management Framework and will close off the remainder of the findings from the external audit. Attached at **Appendix 1** is an updated tracker of the workstreams.
2. As a result of this workplan, closure of the recommendations from the Quadriga report, (the Health & Safety review initiated by the Town Clerk) have progressed to 50% of actions complete, an increase of two percent from the update in May. 13 actions are now complete, and 11 actions remain in flight. All the recommendations are now in progress. The Barbican and the Central Criminal Court are making progress against the Quadriga findings in respect of ensuring adequate competent cover. Barbican have appointed a Chartered Safety Professional into a new Head of Health & Safety role and The Central Criminal Court are at the interviewing stages.

Current position

Strategic Workplan Progress

3. We remain broadly on track with the strategic work plan. The main delay has been with the procurement of the Safe365 assurance tool. We are now two months behind with this

programme. Timelines have been adjusted and are now working to deploy the 44 assessments through July and August. The Executive Leadership Board will be trained on the new software at their session in June. This will include a review of the mechanisms in place organisationally to develop Director safety knowledge. A workshop will also be held with this Committee in September to prepare it for receipt of the Safe365 data enabling committee to interpret the results which are planned to be brought before Committee at the September meeting.

4. Officers continue to scope the Health & Safety training programme and have met with accredited IIRSM (International Institute of Risk and Safety Management / IOSH (Institute of Occupational Safety & Health) training providers to create the content. Financial resource has now been secured for these programmes.
5. The first health & safety for governors training, aimed at Members, was delivered on the 17th May, seven members attended. The session sought to educate and update Members on discharging their governance responsibilities under health and safety legislation. This was achieved through a series of discussions, examples, and insights into the impacts of governing safety. The session was delivered by internal and external experts who provided relevant examples of what good practice looks like.
6. The session was engaging, despite of the two and a half hours duration and received 100% post session evaluation and feedback. All respondents felt that the objectives of the session had been met, that the presenters were knowledgeable and able to answer all their questions and that they would recommend this offering to their colleagues and peers. Comments made in support of the session included “this is a must watch for all Members”; a suggestion was made to run this session prior to a committee meeting to capture Members and increase attendance. In future, it is our intent to align this as an induction item for all newly elected Members, as part of the broader Member Development and Induction Programme.
7. The Safety team has also set its first training session aimed at ‘accountable’ leaders. Typically, Directors and members of the Executive Leadership Board. It will form part of the Senior Leadership competence development programme; the first topic is on fire and will be delivered in September.
8. As previously reported our accident data is currently unreliable. To help with this, work continues to refresh the incident reporting and investigation module. This improvement will allow us to better assure and capture more accurate data and generate better insights. The system will be also able to track actions until completion and escalate non-completed actions to leaders, a system limitation of our current system.

Work related violence

9. Following on discussion at the May Committee an update was requested on our initiatives addressing violence in the workforce. Our continuous efforts are aimed at ensuring a safe and supportive environment for all employees. Below are the key developments and plans:

New Conflict Management Training

10. Training has been commissioned and piloted. We have recently partnered with a specialised conflict management training company to support our front-facing employees. This initiative aims to equip them with essential skills to manage and de-escalate conflicts effectively. Training sessions have already begun and cover various scenarios that employees may encounter in their role. four classes have been held with a total 48 staff trained. A further ten classes are planned to run from July 1st planned as part of the

development programmes we have in place for natural environment. Feedback from our people has been positive.

11. Upcoming further Initiatives we have planned include a specific pilot programme to support teams in the Natural Environment, this planned to start Q3 2024. This is a comprehensive pilot program. Key components of this programme include:

- **Managers Programme:** Targeted training for managers to improve their ability to handle workplace conflicts and support their teams.
- **Transaction Support from People and HR:** Dedicated support from our People and HR teams to assist in managing employee relations.
- **Mental Health Awareness Training:** Programmes designed to increase awareness and understanding of mental health issues, aiming to foster a supportive work environment.
- **Conflict Management Training:** A significant portion of the programme will focus on conflict management, ensuring all employees are well-prepared to handle and resolve conflicts peacefully.

12. The Strategic Health & Safety Board will take violence as a topic for discussion at its next session in July. It will review the available data and decide on further workstreams as necessary. With the reintroduction of the Senior Leadership Forum in July 2024, there will also be an opportunity to re-emphasise to all senior leaders the expected leadership behaviours in managing this risk if part of their teams' risk profile and the part they play in setting a psychologically safe workplace in which to raise this and show trustworthy leadership in acting promptly. We believe these initiatives will play a crucial role in creating a safer and more harmonious workplace.

Live Issues

13. To aid Committee in tracking progress of key safety risk management programmes across the organisation, we will include key ones in these reports.

Power Substation risk

14. As of 14th June, 95% of the property portfolio has been reviewed and 136 UKPN locations identified. Of these, 73 are known to be Internal (inside a property so potential high risk), eight external but within six metres of the property (so a moderate risk to the property should a fire occur) and two external and greater than six meters from the property (low risk). 53 have yet to be confirmed.

Transformer present Occupying Department	Yes
Barbican Centre	4
City Bridge Foundation	1
City of London School	1
City Surveyor	44
Deputy Town Clerk	4
Environment	12
Police	2
DCCS	62
GSMD	3
CLSG	2
Freemen's School	1

Grand Total	136
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Occupying Department	Internal	External <6m	External >6m	Not known
Barbican Centre	2			2
City Bridge Foundation				1
City of London School				1
City Surveyor	18	1		25
Deputy Town Clerk	2			2
Environment			1	11
Police				2
DCCS	46	7		9
GSMD	3			
CLSG	2			
Freemen's School			1	
Grand Total	73	8	2	53

15. Once the review is completed which is targeted for end of June, leases will be reviewed to identify responsibilities for maintenance and repairs, and UKPN contacted for relevant health and safety information, such as fire and asbestos risk assessments for areas they control.

Building Safety Case Progress

16. 35 HRBS identified. This includes newly added Mansion House which was only last week identified as in scope due to an error in measuring building height last year during the original review of the portfolio. Guildhall will have their safety case complete by end of June. CCC has yet to engage a provider. Advice has been given to proceed with an identified contractor.

17. Housing is our most complex area. The local team have created a template and are currently collecting data. **Appendix 2** contains an updated list of progress to date.

Corporate & Strategic Implications

Strategic implications – None at this stage

Financial implications – None at this stage

Resource implications – None at this stage.

Legal implications – None at this stage.

Risk implications – None at this stage.

Equalities implications – None at this stage.

Climate implications – None at this stage.

Security implications – None at this stage.

Conclusion

18. In conclusion, our health and safety initiatives continue to make progress, with the completion of the Quadriga audit recommendations increasing to 50% complete. Two significant recruitment exercises demonstrate clear action in addressing some of the competence gaps identified from the external audit. Despite a two-month delay in deploying the Safe365 assessments we remain on track to complete these by August. The digitisation of our incident reporting system is on track, and beta testing will commence July. The successful delivery of health and safety governance training to members, alongside workplace violence initiatives and the planned training for our senior leaders highlights our ongoing commitment to creating a safer work environment.

Recommendation: Members are asked to note the report for information.

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Appendices

Appendix 1 – Quadriga Action tracker and Roadmap

Appendix 2 – RAG rated Building Safety Case Tracker

