

REPORT OF HUMAN RESOURCES MANAGER

SUBJECT: CORPORATE HEALTH STANDARD

The Personnel Committee are advised that both PCNPA's Leadership Team and its Staff Forum have endorsed a commitment to adopt Public Health Wales' Corporate Health Standard.

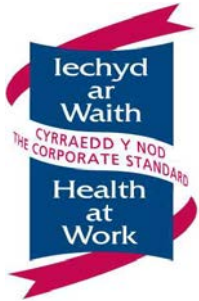
The Standard is a quality framework and award system for employers, demonstrating good health and wellbeing practices in the workplace.

The criteria against which the Standard operates have been reviewed by PCNPA's Human Resources Manager and a 'first pass' audit carried out against the areas of assessment at Bronze level. Following which and after consultation with staff, managers, Committee Members and other interested parties, a specific Action Plan will be drawn up.

The Personnel Committee are being engaged at an early stage of this project and before it is fully formed, to incorporate their experience, views and opinions - thereby shaping the project from inception.

Recommendation: Members are asked to NOTE this report

(Further information is available from the Kelland Dickens, Human Resources Manager, on 01646 624825 – email kellandd@pembrokeshirecoast.org.uk



Corporate Health Standard

Audit*

*The Corporate Health Standard Template has been modified to undertake a gap analysis of existing practices against the framework. This will be used to build a Plan of Action and in preparation for accreditation using the full CHS framework. Actions will be prioritised and deadlines set following peer and staff reviews and in consultation with other relevant parties (e.g. Committees)

Pembrokeshire Coast National Park Authority
Date: 8 July 2020

Corporate Health Standard Audit

1. Senior level commitment

| Summary: | | | | | |
|---------------|---|---|---|--|--|
| Level | | Criteria | Action Required | | Current State |
| BRONZE | 1 | An on-going and demonstrable commitment to workplace health at senior management or board level | <p>H&S and Welfare to be incorporated as fixed agenda item once a month at Leadership Team to track progress.</p> <p>H&S and Welfare to be incorporated as fixed agenda item at Personnel Committee to track progress.</p> <p>Corporate Health & Safety and Wellbeing Policy to be drafted.</p> | | <p>Health & Safety Rep Group meets quarterly. Minutes produced and monitored by Leadership Team..</p> <p>Audit & Corporate Service Review Committee monitor H&S progress.</p> <p>Commitment given by LT to develop a plan to achieve the Bronze Corporate Health Standard Award by 2021. Reported to Audit & Corporate Services Review Committee.</p> <p>Contract in place with Care First for telephone counselling services.</p> <p>Informal contract in place with Counsellor to support staff with mental health issues.</p> <p>Contract in place with PCC for Occupational Health services.</p> |

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| | 2 | A representative health and well-being steering group, with a record of meetings and the involvement of key people, for example, human resources, communications, trade union/employee representatives, catering, employees | <p>Corporate Health Standard to be included as fixed agenda item at Health & Safety Group meetings</p> <p>Health & Safety Group to be renamed Health & Safety and Wellbeing and Terms of Reference redrafted.</p> | | <p>Health & Safety Rep Group meets quarterly to drive the Health & Safety culture. Minutes recorded and communicated to staff.</p> <p>All departments have a designate representative on the Staff Forum where Health & Wellbeing matters are discussed. Meetings recorded and communicated to staff. .</p> |
| | 3 | A health and well-being action plan which demonstrates a planned approach to improving the health and well-being of your employees | <p>Action Plan to be presented to Personnel Committee and Risk and Corporate Services Committee.</p> <p>Full plan to be reviewed quarterly and where progress requires reporting.</p> | | Corporate Health Standard Action Plan in draft. |

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2. Employee engagement

| Summary: | | | | | |
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| Level | | Criteria | Action Required | | Current Status |
| BRONZE | 1 | Communication systems must be in place to ensure that all employees can receive and provide information | <p>Notice boards to be re-branded Health & Safety and Wellbeing and updated by 'owner' to ensure consistency of message.</p> <p>H&S and Wellbeing Shared Drive to be structured properly and embedded as central repository to ensure consistent approach and ease of access to information. .</p> <p>Staff Newsletter to have fixed once a month focus on H&S and Wellbeing.</p> | | <p>Health and Safety Notice Boards in place across all sites</p> <p>Health and Well Being folder on Shared Drive for all staff to access relevant information. Limited information is kept on folder as it is retained locally with limited coordination.</p> <p>Regular Staff Newsletter in place to communicate health and wellbeing initiatives and provide consistent messaging</p> <p>Minutes of Health & Safety Group and a Staff Reps Forum available to all staff.</p> |
| | 2 | Dissemination of health and well-being information through a range of communication channels, for example, e-mail, Internet/Intranet, social media, TV screens in the workplace, payslips | Lessons learned from Accident and Incident reports to be communicated regularly. | | <p>email, intranet, meeting minutes and staff newsletter used to disseminate Health & Safety & Wellbeing issues.</p> <p>Staff Reps and H&S Reps advocate and support cascade of information.</p> <p>Staffnet (PCNPAs Intranet) used as portal to shared drive.</p> |
| | 3 | A prominently sited and regularly updated health and well-being notice board, or an electronic equivalent | <p>Health and Wellbeing Reps to ensure Notice Boards updated on regular basis.</p> <p>Consider signposting to Intranet to encourage a 'one stop shop' approach to electronic information that can be more</p> | | All sites have specific H&WB notice boards displaying relevant health and well-being information |

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| | | | readily updated. Parcnet to be replaced with Office 2016 upgrade and new Intranet created by IT. | | | |
| | 4 | Employee briefings on health and well-being, for example, workforce, departmental, team and health and safety briefings | Health & Safety and Wellbeing to be included as regular fixed agenda item at Leadership Meetings and will be a key area of discussion at the bi-annual all staff meeting | | | Bi-annual all staff meetings used as a talking point for Health & Safety and Wellbeing (e.g. mental health in 2019) Staff actively involved in Covid-19 Contingency Planning and Risk Assessments. |

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3. Managing for Health and Safety

| Summary: | | | | | | |
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| Level | | Criteria | Action Required | | | Current Status |
| BRONZE | 1 | A written health and safety policy | H&S Policy last updated 2018 will be reviewed in light of: <ul style="list-style-type: none"> • staff changes / responsibilities • new legislation • focus on wellbeing as well as H&S | | | A Health & Safety Policy (2018) is published on the shared drive and accessible to all staff. |
| | 2 | Suitable and sufficient assessments of the risks to employees, contractors, customers, partners, and any other people who could be affected by your activities | Central repository for all Risk Assessments to be made available so all staff have access. Sign-off process to be implemented to enable audit trail in case of future PI claims. Review current Risk Assessment guidelines. Post on shared drive and communicate to all managers and staff. | | | Site and Activity Specific Risk Assessment in place to ensure that all risks are assessed on an on-going basis. Site RAs owned by Centre Managers and specific RAs by Departmental Managers. General RAs, ie Fire, Legionella, Scaffolding owned by Building Projects Manager. Adhoc Activities and Events RAs conducted by Site/ Departmental Managers. Assessing Health & Safety Risk Policy in place There is a Health and Safety Group chaired by the HR Manager and made up of Officer Representatives. The Group are used to consult with on Occupational and Visitor Service Risk Assessments. |
| | 3 | Arrangements for the effective planning, organisation, control, monitoring and review of the preventive and protective measures that come from risk assessment | Working Safety Strategy document to be produced to pull together the Risk Assessment process. Managers to be briefed and built into staff and manager induction. . | | | Occupational and Visitor Service Risk Assessment in place to ensure that all risks within the environment are assessed on an on-going basis and reviewed following any introduction or change to business processes. Accident and incident reporting process in place. All accidents and near misses are reviewed by the Departmental Head/Director and advice provided by HR Manager where RAs or processes need to be changed |

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| | | | | <p>or amended.</p> <p>PCNPA provides a report of incidents and near misses to the Risk and Corporate Services Committee with 'lessons learned'.</p> |
| | 4 | Access to competent health and safety advice | HR to provide regular H&S and Wellbeing updates to managers focusing on key changes to H&S legislation to ensure knowledge remains current. | <p>PCNPA engage an external consultant to provide Health and Safety Advice, who is IOSH qualified.</p> <p>PCNPA's Human Resources Manager is also IOSH qualified with a refresher planned for 2020/21.</p> <p>Operational Managers at PCNPA are Level 3 Risk Assessment trained.</p> |
| | 5 | Consulting and providing employees with information about the risks in your workplace and how they are prevented and protected | <p>Introduce a sign-off sheet for 'tool box' talks and RAs to evidence staff compliance and understanding to provide solid defence for any potential PI claims.</p> <p>Process to be put in place to ensure all relevant staff complete DSE Risk Assessment</p> <p>Introduce system to ensure all staff complete induction and this is evidenced..</p> <p>Staff induction training to be developed on Health & Safety and Wellbeing.</p> | <p>Risk Assessments are carried out in consultation with staff.</p> <p>'Tool box' talks are carried out with staff to ensure compliance and understanding.</p> <p>Display Screen Equipment.(DSE) Policy in place for office based staff. Risk Assessments to be carried out.</p> <p>Managers complete Induction checklist with all new employees, which covers Health & Safety matters.</p> |
| | 6 | Instruction and training is provided to employees on how to deal with the risks, and adequate and appropriate supervision is in place | Develop 'Corporate' Health and Safety Training for all new staff. | New staff complete an induction checklist, which includes local Health and Safety instruction on risks and mitigation of risks. |

4. Health, work and well-being

| Summary: | | | | | |
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| Level | | Criteria | Action Required | | Current Status |
| BRONZE | 1 | There is a specific return to work policy, or it forms part of the attendance management policy | <p>Policy Review to be undertaken.</p> <p>Line Manager guidance to be drafted to provide signposting and better guidance, e.g. mental health, underlying health conditions.</p> <p>Policy to be included in induction for new staff.</p> | | Handling Attendance & Absence Policy (2018) covers return to work policy. |
| | 2 | Return to work interviews are conducted following absence, with training/guidance for line managers | <p>Line Manager guidance to be drafted.</p> <p>Training to be developed and process embedded.</p> | | All colleagues are supposed to undertake a Return to Work meeting and form completed on first day of return. This practice needs to be embedded more widely. |
| | 3 | Statutory requirements relating to occupational health in the workplace are fulfilled to agreed standards | <p>Review Risk Assessment guidance document to ensure all statutory requirements are met.</p> <p>Carry out COSSH Audit.</p> | | <p>The Management of Health and Safety At Work Regulations govern the policies and procedures of PCNPA.</p> <p>The DSE Regulations 1992 are complied with and a PCNPA Policy exists.</p> <p>The PPE Work Regulations 1992 are considered when carrying out all Risk Assessment.</p> <p>Manual Handling Operations Regulations 1992 are met through staff training via Pembrokeshire County Council</p> <p>PCNPA has a Accident and Incident Reporting procedure which is understood by all staff and complies with RIDDOR 1995</p> <p>All staff contract contain a Working Time Regulations clause.</p> |

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| | | | | | | COSHH guidelines in place. |
| | 4 | Information and raising awareness of health, work and well-being issues are provided through the organisation's range of communication channels | Develop Communications Plan and Calendar to raise awareness of Health & Safety and Wellbeing through year. | | | |

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5. Monitoring, evaluation and review

| Summary: | | | | | |
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| Level | | Criteria | Action Required | | Current Status |
| BRONZE | 1 | Recording of attendance management data | Raise awareness at Leadership level to ensure full compliance of reporting. Absence to be included as key HR metric | | Absences are reported through the HR System but not consistently. . New HR system being implemented for which absence reporting will be a key process. This will enable better Management Information so that issues can be addressed more tactically. |
| | 2 | Recording of participation levels, for example, participation rates in health and well-being activities | Record attendance at training and health and wellbeing presentations. | | Activities are taking place but attendance levels need to be captured. |

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Corporate Health Standard Specific Health Issues

1. Tobacco

| Summary: | | | | | |
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| Level | | Criteria | Action Required | | Current Status |
| BRONZE | 1 | Clearly outline how the organisation complies with the tobacco legislation where it applies, including signage | | | PCNPA has a documented Smoking Policy which includes signage at all sites and in all vehicles. |
| | 2 | The smoking policy is included in the induction programme for new employees | Review existing Induction Programme so that evidence is provided to confirm policies have been 'read and understood'. | | The Smoking Policy is included as reading for all new employees |
| | 3 | Demonstrates how the organisation has considered and included the use/non-use of e-cigarettes in the workplace (buildings and grounds) in its smoking policy | | | The Smoking Policy applies to e-Cigarettes. |
| | 4 | Demonstrate that information about the health consequences of tobacco and nicotine use, including second-hand smoke, is available to employees, e.g. posters, leaflets and the Intranet | Audit existing H&s and Wellbeing noticeboards to make Stop Smoking collateral more prominent. Communicate initiatives through Staff Newsletter | | Collateral from NHS Wales 'Helpa fi I Stopio' and CareFirst Zest are prominently located on all sites. |
| | 5 | Demonstrate that the organisation participates in smoking cessation campaigns such as Stoptober and No Smoking Day | Tie in Staff Newsletters to key Stop Smoking Events and build into communication plan for year. PCNPA will engage with No Smoking Day in March 2021 by carrying out a poster campaign. | | |

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| | 6 | Clearly promotes smoking cessation services, for example the Help Me Quit service for group and individual support | Collateral will be tied into the Staff Newsletter and Health & Wellbeing Newsletters | | Collateral from NHS Wales 'Helpa fi I Stopio' and CareFirst Zes have been used on sites. | |
| | 7 | Raises awareness of pharmacy-based smoking cessation services (for individual support), where available | Staff will be signposted to PCC and Pharmacy based resources through regular messaging through Staff Newsletter | | | |

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2. Mental health and well-being

Part 1 - Mental well-being and the management of pressure

| Summary: | | | | | | |
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| Level | | Criteria | Action Required | | | Current Status |
| BRONZE | 1 | Is compliant with legislation, including the Equality Act 2010 | | | | PCNPA produces an Annual Equality Plan for 2020 – 24 which fully complies with the Equality Act 2010. |
| | 2 | Has a mental health and well-being/management of pressure (stress management) policy (may be part of the health and safety policy) | | | | PCNPA has a Policy on Managing Pressure and Reducing Stress. Staff advisory notices have been sent out via the Staff Newsletter. PCNPA has an Employee Assistance Programme and Work Counsellor for staff to access if they need help with mental health or stress related problems. |
| | 3 | Has introduced flexible-working practices and family-friendly policies, and these are referenced in the policy | The Staff Forum has requested a review of the Flexible Working Policy to ensure it is consistency applied and understood across PCNPA. | | | PCNPA has a Flexible Working Policy and Flexi-time provisions. PCNPA has (TBC) % of staff working flexible work patterns. |
| | 4 | Has a dignity at work policy | Policy on Dignity at Work to be incorporate into staff induction and training. | | | PCNP has Dignity at Work Policy in place PCNPA has a Grievance Policy & Procedure that staff can use to address formal complaints regarding breaches of the Dignity at Work Policy |
| | 5 | Has systems in place where employees can comment on their job demands, job role and identify concerns or training needs, e.g. one-to-one meetings with managers, team meetings/toolbox talks, appraisal system/performance | Guidance to be drawn up for managers to ensure consistent approach to One2One and Appraisal discussions. Roll out Staff Survey in July 2020. | | | Line Managers are encouraged to discuss employee wellbeing during their regular One2One and Annual Appraisal discussions. Staff will be given an opportunity to comment on job demands and job role through the Annual Employee Opinion Survey. |

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| | | review | | | | |
| | 6 | Makes available to employees, through managers and work champions, resources on mental well-being, for example Health and Safety Executive leaflets, information from Mind Cymru including Mind's Mental Health at Work resources | Resources to be provided on-line through Intranet bringing together all the previous good work. | | | Resources have been shared with staff using various forums (Newsletter, Noticeboards, All staff meetings) |
| | 7 | The organisation participates in sign-posting and awareness-raising campaigns/events, for example National Stress Awareness Day, World Mental Health Day | Staff newsletter to be used to signpost staff against events calendar. | | | |

2. Mental health and well-being Part 2 - Mental ill-health

| Summary: | | | | | | |
|----------|---|---|--|--|--|---|
| Level | | Criteria | Action Required | | | Current Status |
| BRONZE | 1 | Has in place referral pathways and sign-posting so that employees can receive appropriate support quickly | Crib sheet to be drafted for managers to signpost staff to existing pathways and local and national pathways not already signposted. | | | PCNPA has referral pathway for counselling support through Works Counsellor and Careline. |

3. Musculoskeletal Disorders

| Summary: | | | | | | |
|----------|---|--|---|--|--|---|
| Level | | Criteria | Action Required | | | Current Status |
| BRONZE | 1 | MSDs are included as part of the organisation's health and safety policy. | Wider MSD issues to be included in wider H&S Policy. | | | Manual Handling Policy in place. PCNPA work with PCC Occupational Health where potential issues are identified through Risk Assessments. |
| | 2 | The organisation has identified the key MSD risks and developed effective, proportionate and practical controls for these risks (controls include appropriate training, the provision and use of lifting and handling equipment, use of display screen equipment and other equipment to support upper limb disorders and repetitive strain injury) | <p>A review needs to be carried out of all roles across the Authority and a H&S Training Matrix completed to provide assurance that all identified roles and individuals within roles have been trained.</p> <p>Manual Handling Policy to be re-issued and signed by staff as having been read and understood to provide audit trail.</p> <p>DSE Risk Assessment to be drafted to accompany policy and assessments carried out for DSE users. Review existing Risk Assessments where MSD possible risk.</p> | | | <p>Display Screen Equipment (DSE) and Manual Handling have been identified as major contributory factors. Policies are in existence to act as a control mechanism.</p> <p>Manual Handling has been carried out for key roles where manual handling is a requirement of the role.</p> <p>Risk Assessment are in place for all activities where MSD risks are likely.</p> |
| | 3 | Evidence of specific examples where risks have been eliminated or reduced, and where the task and the workplace have been designed to take account of risk | <p>Absence reasons to be reviewed in new HR system to ensure reporting can be carried out where absence is a result of MSD.</p> <p>On-line training for DSE and Manual Handling to be sourced to supplement existing training.</p> | | | |
| | 4 | Information is given on preventing and managing MSDs | Draft support material including signposting for staff on MSD. | | | |

4. Alcohol and Substance Misuse

| Summary: | | | | | | |
|----------|---|--|--|--|--|--------------------------|
| Level | | Criteria | Action Required | | | Current Status |
| BRONZE | 1 | The organisation has a policy on alcohol, drugs and other substance use that is not solely disciplinary | Policy on Drug, Alcohol and other substance use to be drafted. | | | Policy not in existence. |
| | 2 | Has produced briefing/guidance/training for managers on how to identify and deal with employees presenting for work and showing signs of alcohol, drugs or other substance use, that clearly describes how the duty of care responsibility is fulfilled towards such an employee | Training content to be developed for manager training. Manger guidance to be drafted. | | | |
| | 3 | Runs awareness-raising sessions for employees on the alcohol, drugs and other substance use policy, and the risks associated with alcohol, drugs and other substance use, including the consequences to continuing employment where illegal substances are concerned | Research charities and organisations that can support policy development and awareness, i.e.. Welsh Centre for Action on Dependency and Addiction, Recovery Cymru etc. | | | |

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| | 4 | Sign-posts to local or national helplines, support agencies and self-help support groups (for individuals and family members) | See 3 above. | | | |
| | 5 | Promotes sensible drinking messages | Sign post staff to Employee Assistance Programme etc. | | | |
| | 6 | Is supportive to those experiencing alcohol, drugs and other substance use problems, but clearly outlines that possession or dealing in drugs at work will be reported to the police | Incorporate into Policy on Drug, Alcohol and other substance. See 1 above. | | | |
| | 7 | Clearly outlines at what point and in what circumstances an employee's drinking/drugs/substance use is treated as a matter for discipline rather than a health problem | See 6 above. | | | |
| | 8 | Makes available soft drinks and non-alcoholic drinks at corporate functions | | | | PCNPA always provide soft drink options where social functions have been organised. |

5a. Food, Health and Well-being - Workplaces without Catering Facilities

| Summary: | | | | | | |
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| Level | | Criteria | Action Required | | | Progress (including date achieved) |
| BRONZE | 1 | Suitable eating areas are provided and employees are encouraged to use them | | | | |
| | 2 | Refrigerators are provided to allow employees to bring and keep cool prepared lunches and snacks | | | | All sites across PCNPA are equipped with refrigerator solely for staff use. |
| | 3 | Drinking water is easily accessible | | | | Drinking water is available at all sites across PCNPA and regular health monitoring carried out by external parties to assess water quality. . |
| | 4 | Employees are provided with information about healthy eating, including links to websites and local services that promote affordable healthy eating | Health Eating programme to be developed. | | | |
| | 5 | Suitable facilities for breastfeeding mothers are provided when required | Facilities to be sign-posted in the guidance documentation or new and expectant mothers. | | | Dedicated facilities are and can be provided when required. |
| | 6 | The organisation raises awareness of and participates in national campaigns | National Campaigns to be identified at the beginning of the year and built into the H&S and Wellbeing Annual Calendar. | | | |
| | 7 | Where vending machines are provided, 25% of snacks and drinks should be healthier options | | | | Not provided. |

6. Physical Activity

| Summary: | | | | | | |
|----------|---|--|---|--|--|---|
| Level | | Criteria | Action Required | | | Current Status |
| BRONZE | 1 | Raises awareness of the importance of regular physical activity, including promotion of key messages | Build into H&S and Wellbeing section of Staff Newsletter. Develop Physical Activity Promotion Plan with PCNPAs Ambassador. | | | |
| | 2 | Provides and promotes information about the health benefits of exercise, including walking and cycling | As 1 above. | | | |
| | 3 | Provides and promotes information or contacts about local leisure centres, sports clubs, fitness classes, walking groups and other local projects | Refresh Staff Noticeboards. | | | Promoted to all staff as part of the terms and conditions and staff benefits information and includes discounted rates to PCC's leisure centres. Local groups and clubs promoted on Staff Noticeboards. |
| | 4 | Provides and promotes information about local, safe routes to and from the workplace to encourage active commuting, including walking and cycling | | | | |
| | 5 | Uses signage or other innovative means to encourage physical activity, and reduce sedentary behaviour, as part of the working day, for example, using stairs | | | | |

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| | instead of lifts, walking meetings, active commuting between meetings, standing to answer the telephone, taking regular breaks, lunchtime fitness classes etc. | | | | |
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