



Department
for Work &
Pensions

Health, Safety and Wellbeing in DWP

Annual Report 2012/13

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1 Introduction by the Permanent Secretary

A message to all staff from Robert Devereux



I recognise that we deliver our business goals through our people and therefore looking after our health and safety is a priority for me and my Executive Team.

I am delighted that the Department's achievements continue to be externally recognised through a fourth Royal Society for the Prevention of Accidents (RoSPA) Gold Award.

DWP continues to lead the way across Government, modernising its own approach to Health & Safety through sensible and proportionate policies and procedures which build on our high standards of performance.

I hope that you will take some time to read the report.

Robert Devereux, DWP Permanent Secretary

2 Forewords

2.1 Foreword from Jonathan Russell



I am pleased to present the Department's Health, Safety and Wellbeing Annual Report for 2012/13.

Your health and safety is a priority and I am committed to health and safety being an enabler and an integral part of all we do; not a bolt on or an afterthought.

Over the past 12 months we have delivered a substantial programme of work and much of this has been achieved through working collaboratively across teams and taking a joined-up approach towards occupational health and workplace safety.

We have continued to strengthen our professional skills, approach and reputation and in doing so have equipped ourselves to focus on the key priorities and to build on what we have already achieved.

We will support our businesses partners and DWP policy managers to deliver welfare reforms by providing proportionate, sensible occupational health and safety policies and procedures in support of the business objectives.

I hope you find the report both useful and informative.

Jonathan Russell – DWP Director of HR Services

2.2 Foreword from Helen Flanagan Departmental Trade Union Side (DTUS) Chair

The Departmental Trade Unions continue to work closely with DWP management with the aim of making DWP a healthier, safer place to work. This report reflects some of the progress that has been made during the last year and areas that have been identified where we want to improve in 2013/2014.

The past year has presented challenges for our members and representatives who have coped with huge changes brought in very quickly. Thanks to the positive working relationship we have with DWP these have been introduced safely.

However, we cannot be complacent as the pace of change is increasing further still. The recent change to trade union facility time will undoubtedly create difficulties for the unions, particularly in the Health & Safety area, and we will have to work harder at maintaining the positive relationship we currently have so that the safety of our members and customers is not jeopardised.

We are still in discussion with DWP about the Safety Committee structures and are trying to ensure that it reflects the changes to the Departmental organisation so that the members we represent and the public continue to be fully protected.

DWP and the Trade Unions are rightly proud of our record of collaborative working around Health & Safety, and we hope that we can continue to work closely together with a shared commitment to maintain our high standards.

Helen Flanagan – DTUS Chair

3 Strategy

3.1 Our Vision

To make working for DWP a rewarding and productive experience by:

- Improving the health, wellbeing and engagement of our employees, and
- Providing a healthy, safe and supportive environment in which to work

3.2 Our approach and objectives

Our approach is:

- Holistic- embracing all the physical, psychological and social factors that impact on the health, safety, engagement and wellbeing of our employees
- To manage proportionately, sensibly and practicably, the risks our staff and organisation are exposed to. We will focus resources on priorities and achieving key outcomes, to support business transformation and delivery

Our objectives are to:

- Prevent, remove or reduce the workplace factors that cause ill health and injury
- Ensure health and safety risk across the whole of DWP is managed proportionately, through effective and joined up risk management strategies
- Support employees in the management of their ill health or rehabilitation, enabling them to remain in work or return to work more quickly
- Promote the benefits of healthy lifestyles, empowering employees to make informed choices
- Improve health and wellbeing through targeted intervention

4 Our Achievements

- The Department was awarded a RoSPA Gold award for its management of occupational health and safety for the fourth consecutive year
- The Department achieved an average of 96% compliance across the 4 key Health and Safety risk areas of:
 - DSE Risk Assessment
 - DSE Training
 - Personal Health and Safety Training
 - Health and Safety Responsibilities for Managers

4.1 The Health Safety & Wellbeing Team (HSWT)

In The Health Safety & Wellbeing Team we have

- Designed and implemented a new Health and Safety Impact Assessment (HSIA) methodology to consider any significant new health and safety risk as a result of Universal Credit design, development and implementation. The HSIA was handed over to Pathfinders prior to planned go live and is subject to continuous update/review as UC develops
- Designed and implemented a new HSIA for PIP Phase 1 and are working with the PIP project to rework this for PIP Phase 2
- Worked in partnership with Operational Health and Safety Business Partners and through consultation with TUS, to design and implement two new simplified claimant facing risk assessments (and associated products and guidance) to replace the outdated Jobcentre Plus Rollout Risk Assessment (JPRRA). The new approach is rolling out at every Jobcentre (and call centre environment) as UC/PIP services begin to be delivered or a local risk assessment review is required, whichever occurs first
- Updated and re-launched our Domestic Violence policy and Information for Managers to align with the new cross Government definition
- Worked with the Workplace Transformation Programme to ensure that any significant new health and safety risk as a result of new software/hardware is considered and mitigated where necessary
- Worked with Employee Relations colleagues to implement the recommendations from the Cabinet Office Facility Time review for Trade Union Safety Representatives
- Developed supporting guidance for line managers and Safety Representatives that supports the wider Health and Safety agenda and provides a sensible approach to the role of the Safety Representative and a more proportionate response

- Worked closely with the Operations Health and Safety team to review and update the Unacceptable Customer Behaviour (UCB) guidance to ensure it remains effective and current

4.2 DWP Operations

In DWP Operations, we have

- Continued to work closely with key stakeholders for Welfare Reform – including Social Fund Reform, PIP, Universal Credit and Office of the Future to ensure risk mitigation is managed effectively and managers are supported as they move to deliver welfare reforms
- Continued to provide a valuable contribution to the delivery of the business by providing support and information to managers on key safety management areas via the Health and Safety Business Partners
- Developed and delivered communications to support the Health and Safety agenda, ensuring that the Departments policies and response remains focused and proportionate
- Reorganised the Operational Health and Safety team to become part of the Operational Infrastructure Services Division and updated and published the Operational Organisation and Arrangements (Roles and Responsibilities)
- Successfully maintained and developed the national Nominated Managers (NM) group set up in September 2012. Used this group to ensure that Unacceptable Customer Behaviour (UCB) is dealt with promptly and competently within DWP and that the policy and procedures remain effective
- Reviewed and updated the Unacceptable Customer Behaviour (UCB) guidance in consultation with the DWP Health and Safety team
- Developed and implemented an updated DSE flow chart for line managers in consultation with colleagues from the Health & Safety Executive (HSE) and Trillium
- Produced regular data reports to OED / OET colleagues and various groups, projects and teams and provided support in analysing this information in order to understand the impact on Health and Safety and to identify any issues and trends. We are continuing to work with colleagues in Universal Credit to produce suitable and relevant statistics for the pathfinder sites
- Improved the reporting and recording for the Management Information System Programme (MISP) and we are continuing to work with Operational Excellence Division and other operational areas to ensure MISP remains aligned as further business changes are introduced in the coming year

- Monitored incident data as it is captured and analysed this to identify any issues and trends. We continue to provide support at the local level via the Health and Safety Business Partners
- Developed and published a new site risk assessment for Call Handling and Jobcentre offices. To date feedback has been very positive and work continues in order to ensure that all offices have the new risk assessments in place by 31st October 2013 and that a validation process is then implemented from November 2013

"Making sure our people are healthy and safe is incredibly important and something that we take very seriously in DWP.

We have skilled experts in our Business Partner Team, who work tirelessly to ensure we don't forget how important this agenda is, but also that as an organisation we learn from any incidents and if necessary, change our processes and systems to make sure we continuously improve.

I am really pleased to report that despite Operations dealing with a huge change agenda in just about every area of our services we have maintained our performance across all areas. This is a tribute to everyone involved and shows the commitment invested in this important area.

Please do continue to keep your focus on improving health and safety in the year ahead"

John Oliver

Operations Excellence Director, DWP Operations

4.3 Shared Services

In Shared Services, we have

- Worked to maintain our compliant status across the four key Health and Safety risk areas and further work is currently underway to increase Manager's Health & Safety Training and Personal Health and Safety Training
- Worked closely with Health & Safety Business Partners, local TU and other Business Units following the announcement of the closure of the Norcross site, in order to ensure the safe relocation of staff at alternative premises
- Continued to hold regular meetings and Safety Committees across all Shared Services sites. The Health & Safety Business Partner continues to provide support and guidance to local safety committees and managers with site responsibilities

- Worked with managers and the Health & Safety Business Partner to promote a safe working environment and the Shared Services Executive team remain fully committed to Health & Safety

“Despite the pressures of Shared Services entering into a Joint Venture journey, health and safety has remained a critical activity for everyone. This has been achieved by ensuring our approach is applied sensibly and proportionately. We have continued to be a forward thinking employer, promoting health opportunities to staff and supporting the wider Live Well agenda. Through the use of facilitated personal support workshops and 1-to-1 meetings, we have recently achieved the relocation of 250 employees following a site closure, with minimum stress and disruption for individuals. With the dedication and commitment from staff, managers and the Senior Executive Team, we will continue to strive towards maintaining a compliant health and safety status across Shared Services”.

Kevin Roberts

Head of Corporate Services

4.4 Corporate Centre

In HR, we have:

- Maintained fully compliant status across the four key Health and Safety risk areas throughout the year thanks to the hard work put in by our team coordinators and those who have assisted them
- Produced a half year and an annual health and safety report for HRET and staff
- Published a health and safety plan

In DWP IT, we have:

- Improved performance in all the mandatory Health and Safety key risk areas. All of the mandatory key areas have moved from amber to green demonstrating the on-going consistency and improvement and an exceptional performance in all areas. For 2013/2014 we are aiming to maintain this performance and work across IT
- Worked to improve the level of reporting for Change / PMU. Collaborative working and commitment from all has been the key to this success

In DWP Finance and Commercial, we have:

- Continued to be fully compliant achieving 95% or more in each mandatory Health and Safety risk area
- Targeted the areas of non-compliance where staff training is overdue.
- Completed the ISOH training for the H&S Business Partner, Carolyn Driver, in February 2013
- Successfully incorporated H&S responsibilities for Child Maintenance Group transferred on 1 April 2013

In Professional Services, we have:

- Worked to improve compliance in all Health and Safety risk areas and achieved 93% compliance for mandatory training
- Regularly communicate the requirement to undertake training via the Professional Services newsletter
- Continually reviewed our processes
- Continued to remind staff of the requirement to undertake mandatory training via the Professional Services Newsletter

In DWP Strategy, we have:

- Targeted areas of non-compliance and have achieved excellent figures in all four mandatory Health and Safety risk areas
- Identified barriers to staff undertaking the training and provided staff with options on how they completed the mandatory learning
- Worked with policy colleagues to draft and deliver a presentation to ensure that the profile of Health and Safety was high within the business. Further information sessions are planned to ensure the policy and processes around DSE are fully understood

Commercial Directorate Estates

DWP Estates has corporate responsibility for the Department's estates and manages the provision of fully serviced accommodation in partnership with our service providers

PRIME

Telereal Trillium continues to provide support and guidance across a number of health and safety related matters including day to day and operational matters, communications and provision of information and meeting and committee attendance. Notable key areas are listed below:

- Display Screen Equipment (DSE) - Developed and implemented an additional functionality to assist DWP Line Managers
- Revised and published associated guidance for both Telereal Trillium Facilities Managers and DWP Line Managers
- Introduced a revised process for the effective management of desktop/portable humidifiers across the Expanded PRIME portfolio and published a policy note along with related guidance
- Developed a revised Consolidated Risk Assessment Model to deliver risk assessments for the Expanded PRIME Contract. Following a successful pilot exercise the model was fully developed with guidance and a roll out programme progressing into 2013/14
- Certification was maintained to the Occupational Health & Safety Assessment Series (OHSAS) 18001 standard which monitors the continued effectiveness of Telereal Trillium's safety management systems (SMS) as an employer and its delivery to the Expanded PRIME contract
- In 2013 Telereal Trillium was awarded a Royal Society for the Prevention of Accidents (RoSPA) "Gold Medal" following six consecutive gold awards. This achievement was recognition for our continuing commitment to protecting the health and safety and wellbeing of its own people and others affected by our activities
- Played a key role in the development of the new Call Handling (CHRA) and Jobcentre Claimant Facing Risk Assessments (CFRA) in conjunction with DWP Health and Safety Partners. The new format and guidance provides clarity for delivery of the assessment by Line Managers with support from the Telereal Trillium Facilities Manager
- Updated the procedures around Portable Appliance Testing (PAT) to reflect the new guidance published by the HSE

Newcastle Estate

The Commercial Directorate Estates team responsible for the Newcastle Estate are committed to ensuring that the delivery of Health & Safety services to DWP and Non Departmental Public Bodies staff on the relevant sites, is equal to those provided by Telereal Trillium. Achievements include:

- Reduction in waiting time for DSE 1 to 1 assessments and control measures by implementation of an on line system
- Interserve TSS contract variation to manage first aid for DWP sites. Ensuring all certificates are in date and consumables replenished as required

5 Our plans for 2013/14

Our plans for 2013/14 are to continue to support the Department's Health, Safety and Wellbeing Strategy, and the drive to reduce sickness absence by:

- Delivering new contracts for the provision of an Occupational Health Service and Employee Assistance Programme from the new pan Government Commercial Framework for OH/EAP
- Making best use of our Occupational Health, Employee Assistance and Wellbeing services
- Progressing the Department's Work Life Balance Agenda
- Promoting the physical and psychological benefits of a healthy lifestyle by;
 - Supporting the Civil Service Physical Activity Challenge
 - Supporting the Government's Public Health Responsibility Deal
 - Encouraging employees to take part in a 'walking challenge'
- Working with the third party provider and Health & Safety Business Partners on the development, transfer and implementation of the Unacceptable Customer Behaviour replacement database, to ensure a smooth transition
- Reviewing the Keeping Safe policy and learning
- Ongoing support for operational Health and Safety.
- Undertake an independent audit of selected fast track incidents
- Ensuring continued appropriateness of Safety Management System to ensure health and safety risks are managed to as low a level as reasonably practicable
- Reviewing the DWP Safety Committee framework to align with new operational landscape
- Ongoing health and safety consultancy support for Universal Credit and PIP
- Providing a Single Point of Contact role for Civil Service Learning, including development and agreement of cross Government learning products
- Reviewing the DSE policy and processes
- Working with the Social Justice Integration Team to review our policies for vulnerable customers

Continue to support Civil Service reform agenda by:

- Working with other Government Departments on identifying opportunities to harmonise Health and Safety policies across the Civil Service wherever possible
- Working across Government on the development of a coherent Wellbeing strategy for the Civil Service

6 Closing Comments

We hope you have found this health and safety annual report useful. For more details of the actual policies and procedures and keeping up to date on new items, you can view our intranet site "Health and Safety".

<http://intranet.link2.gpn.gov.uk/1/corp/sites/hr/nonpolicy/ohsd/index.asp>

We welcome feedback on our policies and procedures, as it is our aim to ensure continuous improvement in all our products and listen to ways in which we can continue to improve our service.

Jonathan Russell
DWP Director of HR Services

APPENDIX A

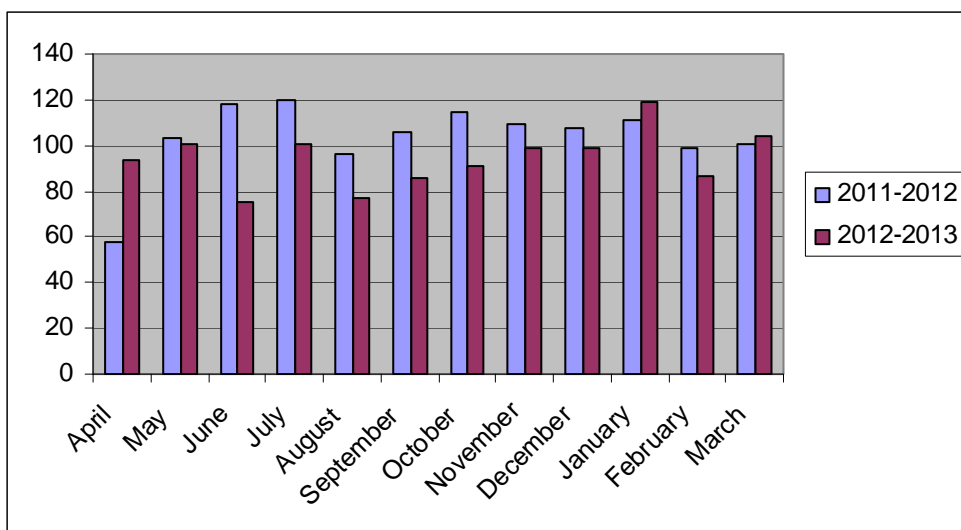
Accidents in DWP

	2011-2012		2012-2013	
	Number	Number per 100 staff	Number	Number per 100 staff
Accidents	1345	1.19	1195	1.175
Near Misses	867	0.82	728	0.74
TOTAL	2212	2.00	1923	1.92
No of accidents which were reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)	78	0.07	43	0.04

- The overall level of accidents reduced by 9%
- Near misses reduced by 16%
- The number of RIDDOR reportable accidents also reduced by 45%
- There were no fatalities in the Department
- There have been no enforcement notices served on the Department.

CHARTS

Accidents April 2012 to March 2013



APPENDIX B

Incidents in DWP

	2011-2012	2012-2013
Verbal abuse/threat	22928	35161
Actual assault	465	672
Attempted assault	676	530
* Other/ not known	3173	6399

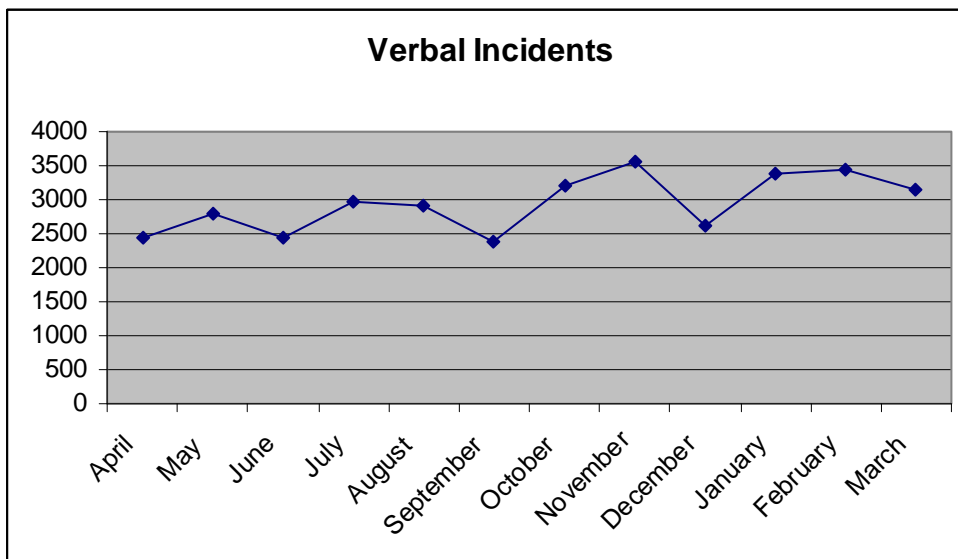
(All figures include Customer Care Officers)

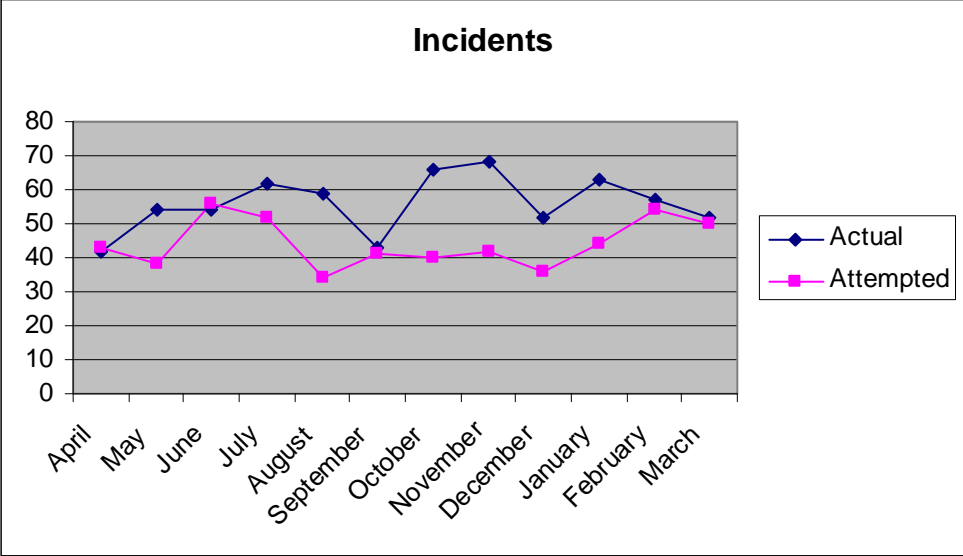
*Other: Prior to September 2011, the category included damage to property and claimants fighting with no staff involvement. The new reporting system launched in September 2011, incorporated an additional “other” incident type of “inappropriate behaviour”.

The new database is a significant contributory factor in the increase in the number of reported incidents, particularly verbal assaults and inappropriate behaviour.

CHARTS

Incidents April 2012 to March 2013





APPENDIX C

Compliance across the key Health & Safety risk areas

Rounded percentage totals

DWP Business	Display Screen Equipment Risk Assessments		Display Screen Equipment Training		Personal H&S Training		Managers H&S Training	
	2012	2013	2012	2013	2012	2013	2012	2013
DWP Operations	96	96	96	96	96	95	99	99
Shared Services	99	95	99	95	98	94	96	92
Corporate IT	91	96	91	96	93	97	96	99
DWP Finance and Commercial	65	96	64	97	62	97	41	98
DWP HR	100	99	100	99	99	99	100	99
Professional Services	74	93	75	93	73	93	93	90