



Department
for Work &
Pensions

Health, Safety and Wellbeing in DWP

Annual Report 2013/14

Contents

1	Introduction by the Permanent Secretary	3
2	Forewords	4
2.1	Foreword from Jonathan Russell.....	4
2.2	Foreword from Helen Flanagan Departmental Trade Union Side (DTUS) Chair 5	
3	Strategy	6
3.1	Our Vision	6
3.2	Our approach and objectives	6
4	Our Achievements	7
4.1	The Health Safety & Wellbeing Team (HSWT)	7
4.2	DWP Operations	9
4.3	Corporate Centre.....	11
5	Our plans for 2014/15.....	13
6	Closing Comments	14
	APPENDIX A	15
	Accidents in DWP.....	15
	Incidents in DWP	15
	APPENDIX B	16
	Compliance across the key Health & Safety risk areas	16

1 Introduction by the Permanent Secretary

A message to all staff from Robert Devereux



I and all of my Executive Team colleagues remain committed to ensuring the highest levels of health, safety and wellbeing across the Department.

I am delighted that the Department's achievements continue to be externally recognised through a fifth consecutive Royal Society for the Prevention of Accidents (RoSPA) Gold Award. This is a major milestone for the Department and is a testimony to all those who work hard to maintain the high standards of occupational health and safety.

DWP leads the way across Government in modernising its own approach to Health & Safety, and I am pleased to say that by providing a healthy, safe, and supportive environment in which to work, we have not only seen a reduction in the number of incidents to our people, but also reduced the Average Working Days Lost due to sickness to 6.87 days per staff year, the lowest it's ever been, and, for the first time ever we are better than the private sector.

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 2013/14.

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

By taking a joined-up approach towards occupational health and workplace safety we have delivered a substantial programme of work over the past 12 months against a background of significant change. We have worked collaboratively with the trade unions and are proud of the positive and productive relationship we have with them.

We have restructured DWP Health and Safety into a single professional team. Enabling closer working between operational business partners and policy colleagues. This allows us to support the business by providing a single health and safety service focused on managing the main workplace health and safety risks our staff face.

We will continue to manage change positively and support our business partners and DWP policy managers by ensuring that our policies and procedures continue to be business enabling and solutions focused.

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 2014/2015.

The past year has presented challenges for our members and representatives who have faced significant change in both the working environment and service delivery. It is important that the unions continue to be involved early in all change within DWP to ensure that risk can be designed out of processes and working environments.

However, we cannot be complacent as change continues apace. The recent restrictions to trade union facility time have created some difficulties for the unions, particularly in the Health & Safety area. We are working hard at maintaining the positive relationship within these new constraints 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 joint 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 Gold Medal award from the Royal Society for the Prevention of Accidents (RoSPA), for its management of occupational health and safety in recognition of reaching the Gold standard for the fifth consecutive year

The Department achieved an average of 96% compliance across the 4 key Health and Safety risk areas of:

- Display Screen Equipment (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

- Managed the transfer of the Unacceptable Customer Behaviour legal services from third party providers to The Treasury Solicitors, to ensure a smooth transition of service across the business.
- Restructured the DWP Health and Safety team to strengthen the Department's health and safety strategy and ensure continuous improvements in health and safety systems, performance and outcomes.
- Worked with colleagues in Social Justice on updating and expanding the guidance on dealing with vulnerable customers and to link this guidance to the District Provision Tool.
- Worked with the Workplace Transformation Programme in assisting with the large-scale implementation of new software/hardware.
- Worked with Employee Relations colleagues to review the recommendations implemented from the Cabinet Office Facility Time review for Trade Union Safety Representatives.
- Worked with Civil Service Employee Policy (CSEP) and Human Resources (HR) colleagues on new Remote and Homeworking policies and procedures.
- Reviewed the Keeping Safe policy and learning.

- Worked with DWP Estates, service providers and Health & Safety Business Partners to develop DSE policy and processes to improve Line Manager control and compliance with DSE Risk Assessments.
- Revised the Accident guidance to take account of legislative changes introduced in October 2013.
- Developed a model for Health and Wellbeing in DWP, including a new Wellbeing Intranet site, following the ending of the Wellbeing and Productivity Management contract.
- Worked closely with the Business Critical Small Systems (BCSS) Project on developing a replacement for the Unacceptable Customer Behaviour (UCB) database.

Attendance Management

Attendance Management also fall under the remit of Health, Safety and Wellbeing policy. This aims to ensure continuous improvement in the Departments health and wellbeing strategy and help its employees maintain good health. In 2013-14 we have:

- Reduced the Average Working Days Lost due to sickness from 7.39 per staff year in March 2013, to 6.87 days per staff year at March 2014. If absence had remained at 1 April 2013 levels the Department would now be paying an extra £3.4m in sick pay.
- DWP has continued to maintain its position as a front runner amongst the public sector and large employers.
- Developed a suite of new products to better help identify and manage stress in the workplace.

4.2 DWP Operations

In DWP Operations, we have

- 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 (H&S) agenda, ensuring that the Departments policies and response remains focused and proportionate
- Supported the “As One” agenda and helped deliver a more cohesive approach to H&S by reorganising the Operational Health and Safety Team and DWP Health Safety and Wellbeing team into a single team under HR.
- Reviewed revised Claimant Handling Risk Assessment process in consultation with national Trade Union colleagues. Overall this new document has been well received and is fully used across the business now.
- Reviewed the Fast Track incident reporting process including providing a single definition for what constitutes a fast track incident and future proofing the process for on-going business change.
- Supported the Welfare Reform agenda with Health and Safety Business Partners being heavily involved in a variety of areas including Claimant Commitment, Universal Credit (UC) and PIP (Personal Independence Payments), co-location of sites and Digital Jobcentres.
- Successfully launched the new Health and Safety Impact Assessment and supported projects in their designing out risk processes.
- Liaised with Treasury Solicitors (TSOL) and Operational staff/Nominated Managers to ensure a smooth transition of the Unacceptable Customer Behaviour legal services from third party providers to The Treasury Solicitors.
- Published a revised DSE flow chart for Operational Managers.

- Updated Operational Excellence Directorate (OED) and Operational Executive Team (OET) colleagues on a monthly basis with incident data, risks and lessons learned.
- Held a monthly telekit with the Operational Excellence Director (Senior Responsible Officer H&S in Operations) to discuss areas for concern, performance improvements, and emerging trends.
- Successfully maintained and developed the national Nominated Managers (NM) group. Implemented a discussion group and Newsletter for Nominated Managers to help ensure that Unacceptable Customer Behaviour (UCB) is dealt with promptly and consistently across DWP.
- Developed a simple Audit Tool, with an initial series of pilot Go-Look-See visits in the latter half of the year. These have been well received in those sites and a full plan for delivering a regular and on-going programme of audits / validation is being prepared.
- Developed a new process for validating the UCB (Unacceptable Customer/Claimant Behaviour) database and this will be implemented from the start of the 14/15 operational year.

"We take the health and safety of our people in DWP Operations very seriously. We have robust safety processes and control measures in place, which are regularly reviewed, to ensure staff can continue to work in a safe environment.

Our team of Operational Health and Safety Business Partners, work closely with managers at all levels to ensure that our approach to health and safety issues is applied sensibly and proportionately, with a clear focus on areas of significant risk.

I am pleased to see that despite the huge transformation in our services across all areas of Operations in the last 12 months, key health and safety compliance performance has been maintained. This is a significant achievement and clearly demonstrates the investment made in this area.

The scale of the change agenda means we must continue to maintain our focus on all aspects of health and safety".

Angela MacDonald

Operational Excellence Director, DWP Operations

4.3 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 Human Resources Executive Team (HRET) and staff
- Published a health and safety plan

In DWP IT (including Change and Portfolio Management Unit), we have:

- Worked to maintain compliance across all mandatory Health and Safety key risk areas against a background of significant staffing changes.
- Offered assistance in the management of the H&S spreadsheets to ensure they accurately reflect the staff in post information for each directorate.
- Built on previous efforts to produce excellent results in Quarter 4. Overall across IT and Change compliance for the four mandatory elements of H&S training remains a Green rating which represents an excellent achievement.

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.
- Successfully incorporated H&S responsibilities for Governance & Security Directorate and Contracted Employment Programme including Health Services Team & Housing Delivery.

In DWP Strategy, we have:

- Targeted areas of non-compliance in order to achieve excellent figures in all four mandatory Health and Safety risk areas

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, provision of information and meeting and committee attendance. Notable key areas are listed below:

- H&S E learning (including Display Screen Equipment) - A programme of work has commenced to update and refresh the format of all H&S e learning modules. Support across all module use and especially on DSE continues.
- Implemented a revised Consolidated Risk Assessment Model to deliver risk assessments for the Expanded PRIME Contract.
- 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.

The DWP Customer Feedback Survey (November/December 2013) again reported high levels of customer satisfaction on H&S across the PRIME Estate. Overall satisfaction results were as follows: Provision of Health & Safety 97%; H&S Inspections & Reporting 98% and Incident/Accident Management 99%.

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:

- Successful implementation of a variation to contract for the Soft Service providers Interserve. This ensures that the correct numbers of circa 6000 staff across the Newcastle Estate are First Aid trained and to the required Health & Safety Executive (HSE) ratio.
- Enhancements to the on-line DSE reporting system to improve the user experience and improve data capture.

5 Our plans for 2014/15

Our plans for 2014/15 are to continue to support the Department's Health, Safety and Wellbeing Strategy, and the drive to reduce sickness absence by:

- Launching new contracts for the provision of an Occupational Health Service and Employee Assistance Programme from the pan Government Commercial Framework for OH/EAP
- Making best use of our Occupational Health and Employee Assistance programme.
- Launch a new Wellbeing service.
- 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 (Exc CMG)		2012-2013 (Exc CMG)		2013-2014 (inc CMG)	
	Number	Number per 100 staff	Number	Number per 100 staff	Number	Number per 100 staff
Accidents	1345	1.19	1195	1.175	1606	1.67
Near Misses	867	0.82	728	0.74	965	1.00
TOTAL	2212	2.00	1923	1.92	2571	2.67
No of accidents which were reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)	78	0.07	43	0.04	85	0.08

Incidents in DWP

	2011-2012	2012-2013	2013-2014
Verbal abuse/threat	22928	35161	33115
Actual assault	465	672	637
Attempted assault	676	530	575
* Other/ not known	3173	6399	6786

APPENDIX B

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	
	2013	2014	2013	2014	2013	2014	2013	2014
Operations	96	95	96	95	95	93	99	100
Corporate Centre	96	95	96	95	97	95	99	98