



Feedback on HSE's 3 year intervention with LA Waste and Recycling Services

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What?

- **HSE Inspection of LA waste and recycling services**

3-year initiative to evaluate and assess the role of local authorities (LAs) when:

- procuring and managing municipal waste and recycling contracts; and/or
- delivering and managing in-house waste and recycling services.

When?

- 2009 - Development and promotion of guidance “Procuring and managing waste services”
- *October 2010 to March 2014* - Inspection phase

99.5% (378 out of 380) of relevant LAs were inspected during the inspection phase.

Note - 50% of these contracted out all or part of their waste and/or recycling services.

Why?



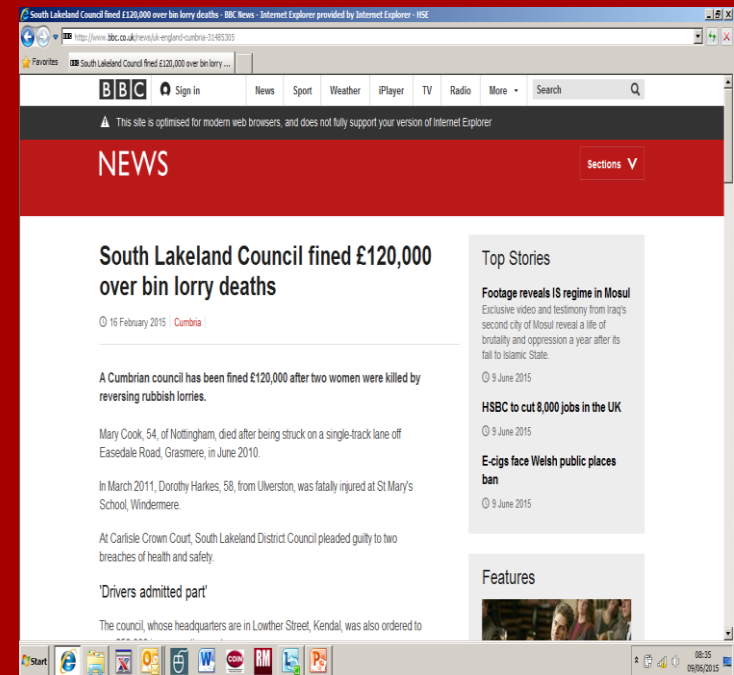
Health and safety performance

- **Fatal accident rate for workers - 6 x “all industries” rate**
- All injuries accident rate – 4 X construction
- Est. 80% of all accidents - collection and sorting activities
- Majority of 22 deaths involving MOPs in the 10 year period 2004/05 to 2013/14p *were* as a result of municipal collection activities.
 - 13/14 = 2 MOP killed out of the 7 Fataals
 - 14/15 = 7 MOP killed out of the 12 Fataals

Headlines



- **Woman killed by bin wagon**
- **Council fined £120k after reversing bin lorries kill two pedestrians**
- **Council prosecuted following bin lorry deaths**



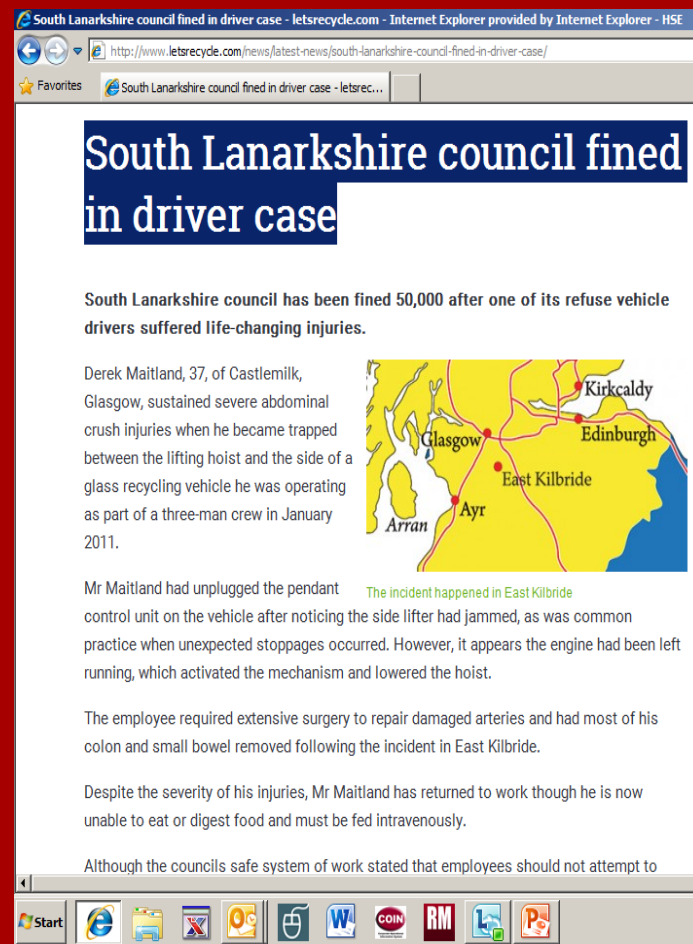
Headlines

- Council in court after death of pensioner
- Driver in bin lorry tragedy 'was not trained'
- Council fatally omitted agency worker from driver training

A screenshot of an Internet Explorer browser window displaying a news article on the Materials Recycling World (mrw) website. The browser's address bar shows the URL: http://www.mrw.co.uk/news/council-fined-after-refuse-vehicles-fatal-collision/8661451.article. The article title is "Council fined over refuse vehicle's fatal collision", dated 14 April 2014, by Tom Kenning. The text reports that Glasgow City Council has been fined £20,000 after a pensioner was struck by a reversing waste collection vehicle in the city centre. It mentions that the Health and Safety Executive (HSE) investigated the incident and prosecuted the council for serious safety failings. A related article link is provided: "Road safety: how to give drivers a better view of bikes" dated 23 January 2015. The website header includes the mrw logo, a search bar, and navigation links for Home, News, Retail, Construction, Health, Materials, Plant & Equipment, Directory, Prices, Events, Jobs, and Subscribe. A sidebar on the right features an advertisement for Heger Cross-Linked Foam Compactor Technology and a video player showing a worker in a bin lorry. The Windows taskbar at the bottom shows the Start button and various application icons, with the system clock displaying 09:07 on 09/06/2015.

Headlines

- Council fined after worker suffered severe life changing injuries
- Council heavily fined after worker suffers severe injuries on the job

A screenshot of a web browser displaying a news article. The browser's address bar shows the URL 'http://www.letsrecycle.com/news/latest-news/south-lanarkshire-council-fined-in-driver-case/'. The article title is 'South Lanarkshire council fined in driver case'. The text states that the council has been fined 50,000 after a driver suffered life-changing injuries. A map of Scotland highlights the area around Glasgow, with labels for Glasgow, East Kilbride, Ayr, Arran, Kirkcaldy, and Edinburgh. The article details the incident involving Derek Maitland in January 2011 and mentions that the council's safe system of work should not be attempted.

South Lanarkshire council fined in driver case

South Lanarkshire council has been fined 50,000 after one of its refuse vehicle drivers suffered life-changing injuries.

Derek Maitland, 37, of Castlemilk, Glasgow, sustained severe abdominal crush injuries when he became trapped between the lifting hoist and the side of a glass recycling vehicle he was operating as part of a three-man crew in January 2011.

Mr Maitland had unplugged the pendant control unit on the vehicle after noticing the side lifter had jammed, as was common practice when unexpected stoppages occurred. However, it appears the engine had been left running, which activated the mechanism and lowered the hoist.

The employee required extensive surgery to repair damaged arteries and had most of his colon and small bowel removed following the incident in East Kilbride.

Despite the severity of his injuries, Mr Maitland has returned to work though he is now unable to eat or digest food and must be fed intravenously.

Although the councils safe system of work stated that employees should not attempt to

What?



Inspectors focused on:

- Procurement and management of contract/service
- Management – training, supervision, monitoring
- Workplace transport
- Manual handling
- Health and welfare
- PPE

How?

- Review and assessment of procurement and management policies and procedures
- Assessment of refuse collection
 - urban /suburban
 - range of collection containers
 - recycling/residual
- Review session with management and safety reps
- Identification of remedial actions and agreement to produce an action plan

Assessment of Standards



Assessed using the scale found on the inspection proforma i.e. score 1-6 (or N/A).

- 1 High standards
- 2 Good standards
- 3 One or more minor shortcomings
- 4 Standards are patchy
- 5 Standards generally unsatisfactory
- 6 Standards unacceptable

Findings - Headlines



- Overall 14% of LAs were deemed to be non-compliant in relation to managing and procuring waste services as a whole.
- In general LAs performed relatively better in the “specification” and “evaluation” than in “management” of the contract/service.
- 59 enforcement notices were issued covering 14 topics
- Of all the 59 topic areas assessed, 90% of them either remained the same or improved in the latter half of the initiative.



What LAs are doing well

Procurement and Management Of Contract

- Awareness and understanding of legal responsibilities
- Sufficient time is allowed for tender evaluation
- Accurate and appropriate information is provided

Evaluation

- Clear set of criteria

What LAs are doing well

Workplace Transport

- Vehicles have aids to provide 360 degree vision
- Reversing alarms and beacons fitted
- CCTV mirrors, alarms etc fitted
- Hoist compatible with type of container

Health and Welfare

- Appropriate and sufficient first aid materials

PPE

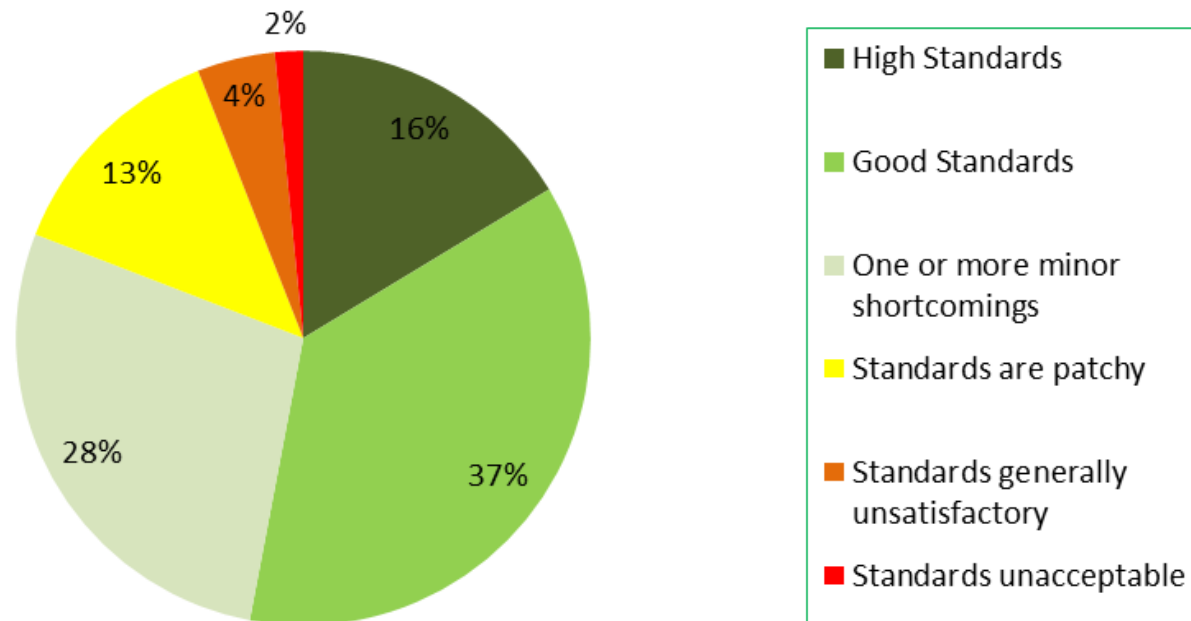
- High visibility clothing provided and worn
- Gloves provided and worn when required

Areas for improvement (in some LAs)



Management of the contract/service

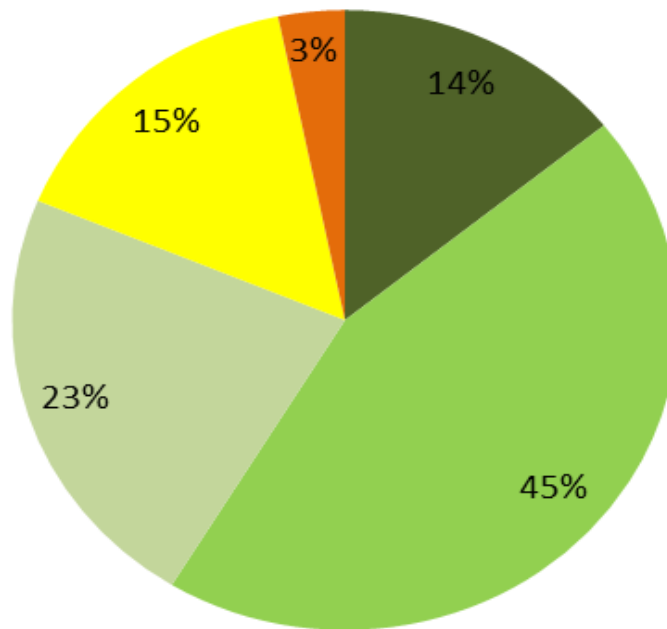
Robust framework for the monitoring and review of health and safety performance



Areas for improvement (in some LAs)



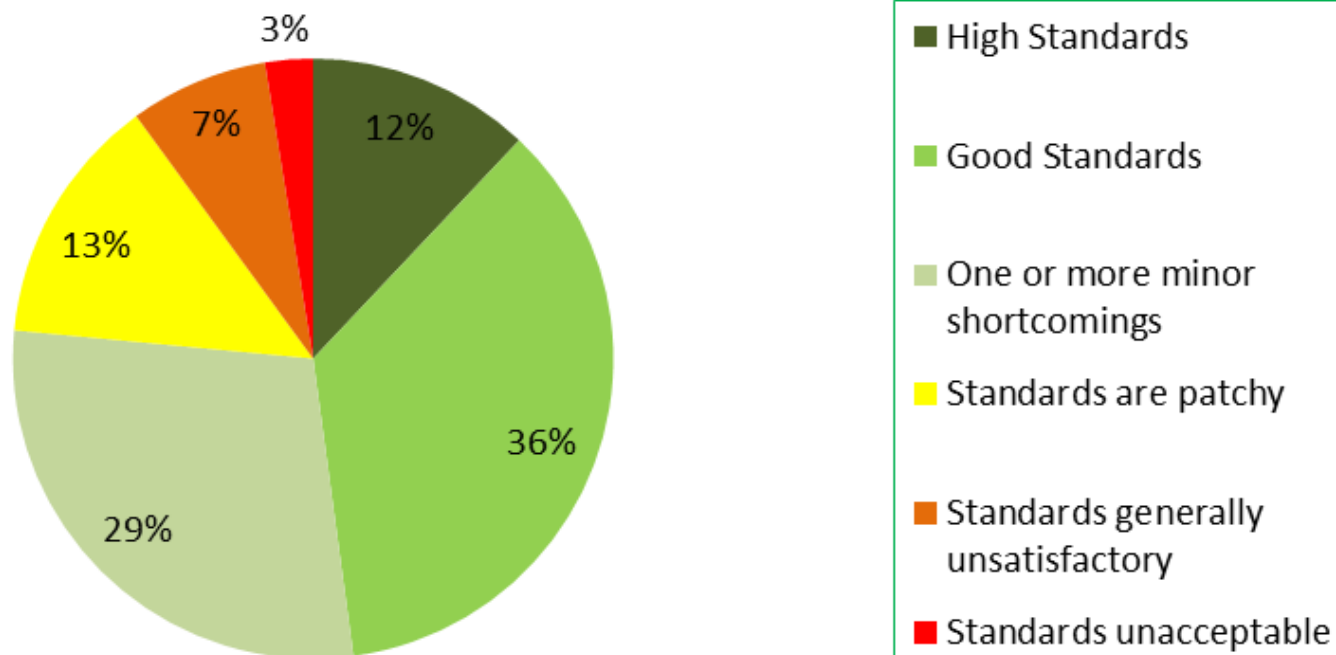
Client and contractor monitor effectiveness of supervision



- High Standards
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- Standards are patchy
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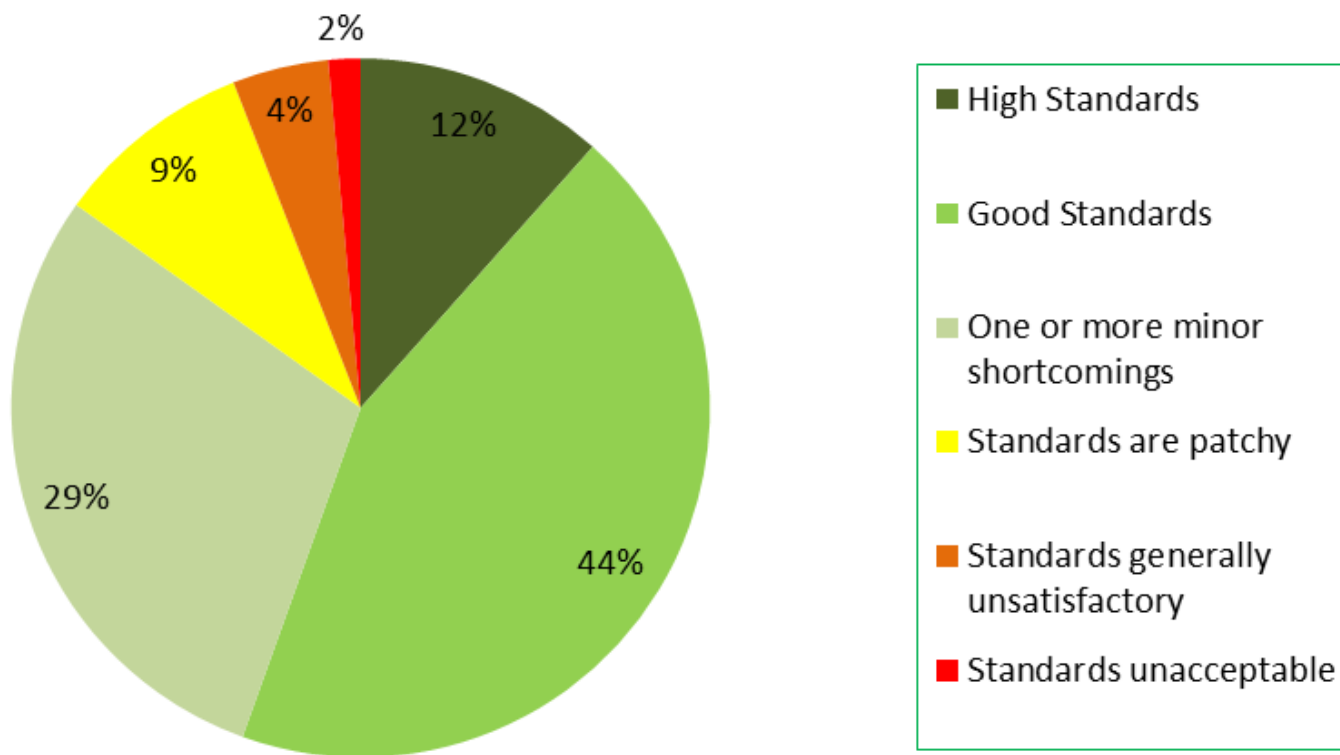
Areas for improvement

Risk assessment of activities - including route risk assessments



Areas for improvement

Elimination/reduction of reversing on work routes



Enforcement Notices



59 enforcement notices 14 topics.

Most common topics:

- risk assessment (including route risk assessment),
- bin lift safety,
- noise (assessment and control),
- reversing assistant training,
- transport safety
- monitoring.

Findings- Questionnaires

LA questionnaire (43%)

The initiative has had a positive influence on:

- the way some LAs procure other services in their authority (43%)
- how council members engaged with health and safety (55%).
- accident rates - 60% dropped
- sickness absence rates - 31% dropped
- waste management companies contracted to carry out the service in terms of:
- improved health and safety standards, and
- working relationships between LAs and contractors.

49% of respondents reported making significant changes or improvements as a result of the inspection.

Findings- Questionnaires

Contractors (57%)

- 75% of respondents have tendered for new contracts since the initiative began in 2010. 85% of these felt that the inspection initiative had positively influenced the way LAs specified the contract and assessed the bids
- 81% of respondents indicated that it had changed the way LAs monitor health and safety practice and performance

Findings - Questionnaires

Inspectors

- the initiative had a positive impact on both the LAs and contractors
- Inspectors felt that most topic areas improved, but the most significant areas were route risk assessment, monitoring, transport and management of health and safety.
- Inspectors were asked whether there was a difference in the standards of health and safety in LAs where the service was contracted out and where the service remained in house. 50% of those responding felt unable to compare. Those that did indicate they felt there was no significant difference.

Areas to focus on

The most commonly identified areas for improvement by inspectors were:

- Monitoring
- Client and contractor monitoring the effectiveness of supervision
- Risk assessment (including route risk assessment)
- Elimination/reduction of reversing on routes

Next steps

- HSE to communicate the findings of the report through media articles and stakeholder forums
- Stakeholders to consider the findings of the report and work together to find ways of raising standards in the areas identified within the report.
- HSE to repeat another programme of inspection interventions with LA waste and recycling collection services commencing 2015/16.

Why more inspections?

- Progress made but further improvements required
- Collection and sorting activities employ approximately 80% of the waste and recycling workforce
- Waste and recycling is “high risk sector” and the focus for visits
- Some visits over 4 years ago
- Changes to collection methods
- New contracts
- Partnership working

Prepare for your inspection



The screenshot shows the HSE website interface. At the top left is the HSE logo and the text 'Health and Safety Executive'. A search bar is located at the top right. Below the header is a navigation menu with buttons for 'Home', 'News', 'Guidance', 'About you', 'About HSE', and 'Contact HSE'. The main content area is titled 'Procuring and managing waste services'. On the left, there is a sidebar menu under 'Waste management and recycling' with sub-items: 'Collection', 'Processing/loading', 'Disposal', 'Occupational health', 'Improving H&S performance', 'Procuring and managing waste services' (which is highlighted), 'About this guidance', 'Specifying the service', 'Evaluating the service', 'Managing the service', 'Summary thoughts', 'Procurement resources', and 'Resources'. The main content area includes a sub-header 'Procuring and managing waste services', a paragraph stating 'All local authorities (LAs) are responsible for managing waste. These web pages are for people whose duty is to procure, manage and monitor waste management services.', a list of sub-topics: 'Specifying the contract/service', 'Evaluating the contract/service', 'Managing the contract/service', and 'Summary thoughts', and a 'More about this guidance' link. Below this, there are three sections: 'A message from the Chair of HSE Judith Hackitt' with a photo of Judith Hackitt and the text 'Waste and recycling management services', 'The myth' with the text 'Once we have appointed a service provider we don't have any health and safety responsibilities.', and 'Resources' with a 'Case studies' link and a 'Safe waste' link.

Thank you



Any Questions ?

Further help and support

- <http://www.hse.gov.uk/waste/index.htm>
- <http://www.hse.gov.uk/waste/wish-guidance.htm>
- E-bulletin at:
<http://www.hse.gov.uk/waste/subscribe.htm>