



WARWICK

ESTATES HEALTH, SAFETY AND WELLBEING ANNUAL REPORT 2023

Version 2.0

12 January 2024

By Duncan Stiles, Head of Assurance, Risk and Property

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Executive Summary

The purpose of this report is to provide the Estates Leadership Team with a summary of activities associated with the promotion and management of health, safety and wellbeing issues for the period January 2023 to December 2023. The report highlights the current key priorities during the year.



During the reporting period the Head of Department's Health and Safety Statement of Intent for the Estates Department was updated in July and December 2023 due to a management change of the Estates Chief Finance Officer and Director of Business Services.

Estates leadership agreed the key health, safety and wellbeing objectives relating to risks; safe systems of work; investigations of health and safety incidents; audit and assurance; training; inclusion & respect; and taking positive action. These were monitored at the Estates Consultative Health, Safety and Wellbeing and Strategic Health, Safety and Wellbeing groups on a quarterly basis.

Both groups have a staff representation including union engagement across all sections of Estates with the terms of reference being reviewed on an ongoing basis, and published on the Estates Health, Safety and Wellbeing pages: [Meeting Minutes | Health and Safety | Estates Office \(warwick.ac.uk\)](#). The 5-year Health, Safety and Wellbeing plan was regularly monitored and updated to incorporate a health, safety and wellbeing moment in March 2023. The Health and Safety Workplace Inspections were scheduled throughout the year, supported by members of the Health, Safety and Wellbeing Consultative group.

Fire safety, asbestos management, permit arrangements and water hygiene have been reported throughout the reporting period at the Strategic Health, Safety and Wellbeing Group, with highlight reports being submitted to the University Asbestos Management Group, University Statutory Inspections & Compliance Working Group, Fire Management Strategic group, University Strategic Water Safety Management Group and University Health and Safety Executive Committee.

The University Water Engagement staff forum was established and held on 13th September 2023 which was a great success. The event was designed to provide key stakeholders who have responsibilities across the University with information, advice and guidance so that they can promote water safety in their areas and help to inform and educate building users everywhere.

In August 2023, buildings previously regarded as low risk within the UK were elevated to high risk by the Department for Education due to the presence of RAAC, a lightweight concrete system which was developed and utilised from the mid-20th century, and this resulted in a number of school buildings being closed for further investigation and remedial works. As a result of this, Estates put together a team of in-house surveyors to assess buildings across our campuses that fell within the extended date range advised for RAAC.

Where buildings were identified with RAAC, special measures were put in place including regular condition monitoring, risk assessments and remedial works, reporting to a RAAC action group chaired by the Estates Director of Business Services.

Strategic Health, Safety and Wellbeing Group -James Breckon, Director of Estates; Chair's Reflection



I'm very pleased with the Health, Safety and Wellbeing engagement of all our Staff this year. It was great to see our staff and their managers stop work to have a health, safety and wellbeing moment on 22nd March 2023. I was so encouraged with the feedback and engagement of staff that I have decided this will

become a core health, safety and wellbeing value during 2024.

Our monthly Estates Leadership Team cascades have key health, safety and wellbeing messages, such as fire safety training and awareness, eye care included in reward and benefits, Personal Protective Equipment (PPE) and communications about health and safety risks at work, working in hot weather, permits and contractor management, to name but a few. I encourage all our staff to reflect and take on board these key messages, and feed back to us any ideas for future cascades via your line managers, supervisors or your team's health, safety and wellbeing representative.

With the mobilisation of the Maintenance Operations Evolve structure early in 2023 it's been particularly important that we all ensure we work to updated standard operating procedures, review our risk assessments and method statements, engage with core and mandatory training and maintain a good level of communication between our teams.

At this year's Estates Directors' Briefings in June and December, we were joined by representatives from Reward, Occupational Health, Wellbeing, Warwick Sport, and Social Inclusion to highlight the benefits available to our staff. This goes a long way to support their wellbeing.

*I remind everyone that they are empowered to stop their work, or the work of others should they feel it is being carried out in an unsafe manner, remembering that **'nothing is so important that it cannot be done safely'**. As always, I encourage staff to report accidents/near misses or ask for health and safety advice via the Assure Portal. There are two ways to do this:*

Option 1 - Web-link: [UOW Portal b61470bf-91f9-4f38-a1c9-8b2cce40b052 \(sheassure.net\)](https://uowportal.b61470bf-91f9-4f38-a1c9-8b2cce40b052@sheassure.net)



Option 2 - QR Code:

As we move into 2024, we will continue to develop our department, rolling out changes to improve our services, aiming to meet customer expectations, and always ensuring we are integrating our health, safety, environment, and wellbeing objectives in all that we do.

Many thanks for your continued support.

Estates Consultative Health, Safety and Wellbeing Group - Tim Budden, PPM Technician; Chair's Reflection



I'm very pleased to report that 2023 has been another well supported year. As a group we have had a very busy agenda not to mention the challenge set by the Strategic Health, Safety and Wellbeing Group, with developing an Estates Wellbeing Strategy and Health and Safety Questionnaire. Duncan Stiles, Deputy Chair, and I want to thank all members of the group for their contribution and also Denver Thorpe-Cusden, Staff Wellbeing Co-ordinator, for supporting our group with University wellbeing guidance.. As we move into 2024, we hope to take both the Wellbeing Strategy and Health and Safety Questionnaire forward.

The group's terms of reference were updated to reflect the membership changes. This year we welcomed: Nigel Smith, Operations Manager; Phil Heritage, Training and CPD Officer; 7 Zone Managers; Phil Bowen, Maintenance Engineering Manager (Gas - Energy Centre); and Marie Kettell, Accessibility Project Assistant. I'd also like to personally thank Jenny Wheeler, who lent the group her expertise in accessibility for many years until her recent departure to pastures new.

The main purpose of the Consultative Group is to provide a link between our many teams on the ground across the Estates Office and give them the opportunity to make a difference by highlighting their concerns, issues and good news stories to senior management at the Estates Strategic Health, Safety and Wellbeing Group meetings. This has given the group a strong voice, particularly when new policies, COP's, SOP's and guidance are being developed or reviewed. During this year we have been consulted on the Estates SOP's ES012 Lone working; ES008 Working at Height; ES010 Assessing and Controlling the Storage and Use of Hazardous Substances; ES011 Work Equipment; ES014 Vehicle Checklist; and the Confined Spaces Code of Practice and a new Waste Management Policy. Our feedback has also led to a uniform review in the coming year.

Finally, our group discussions will continue during 2024 on promoting a good culture of health, safety and wellbeing throughout the department to ensure that our staff feel comfortable in challenging unsafe tasks, and to promote training and the reporting of accidents and near misses.

Union Reflection – Lee Cartwright, Permit Officer and Paul Allsopp, Assistant Zone Manager



Having attended health, safety and wellbeing meetings on behalf of Unite members, we can report that most of our members' concerns are being considered by both the Estates Consultative Health, Safety and Wellbeing Group and the Estates Strategic Health, Safety and Wellbeing Group.

During this year, we have raised concerns about statutory PPM and reactive job completion since the introduction of the Evolve programme, as well as accessing and reviewing risk assessments, the difficulties of using an iPad, fire warden cover, faults with telematics, and gender-neutral uniform.

We are pleased to have contributed with the Estates Wellbeing Strategy and the Health and Safety Questionnaire.

The union has also had the opportunity to make representation and review Estates SOP's, CoP's, policies, and papers as part of the Estates Consultative Health, Safety and Wellbeing Group meetings and attend the programmed workplace health and safety inspections.

Summary of Health and Safety Stats, Quarters 1, 2, 3 and 4

Estates receives and updates a quarterly report presented by a member of the Health and Safety Services Team.

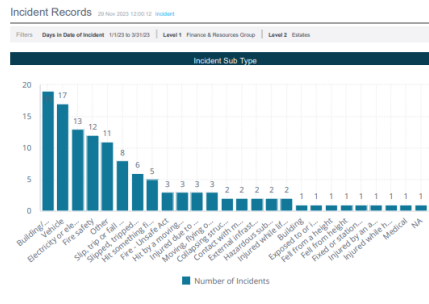
Serious and significant incidents/near misses along with any RIDDOR notifications to the Health and Safety Executive (HSE) are discussed by the Estates Health, Safety and Wellbeing groups and actions are noted. The following incidents were recorded between 01/01/2023 and 31/12/2023:

January 2023 to December 2023 – 21 Significant, 0 Serious.

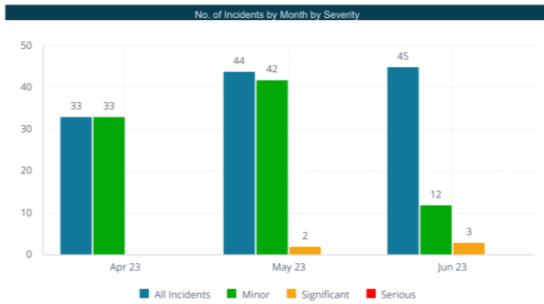
The learning outcomes from some the significant incidents were:

- Action generated to replace grass on identified sloped surfaces with planting, removing the need to mow on an angle.
- Specialist contractors appointed to test and provide a report as to the integrity of similar storage tank bunds.
- Following an incident, an audit was undertaken of the Transport Management processes. Updates were made to the driving for work webpages to clarify the incident reporting process for drivers / managers.

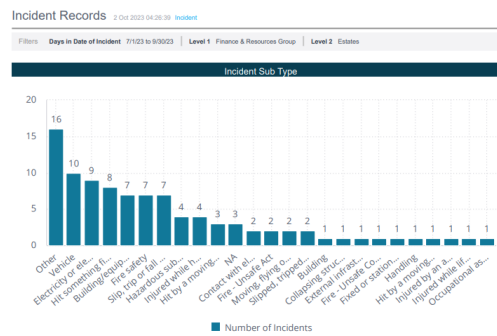
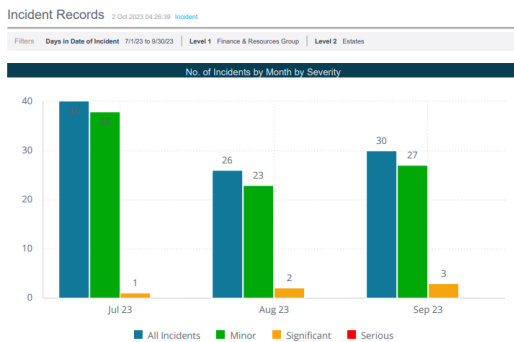
January to March 2023



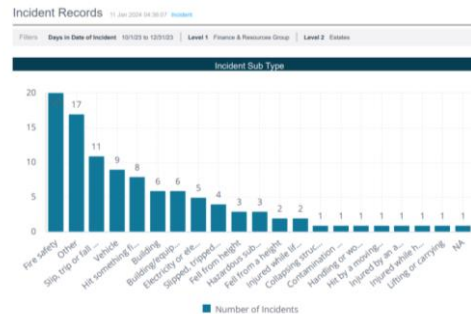
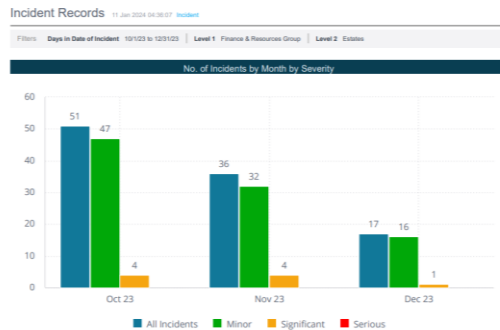
April to June 2023



July to September 2023



October to December 2023



Estates Health, Safety and Wellbeing Strategic Objectives 2023

Our values:

Respect yourself and everyone around you. *“Nothing is so important that it cannot be done safely.”*

Our 7 key health, safety and wellbeing objectives 2023:

1. **Risks:** Ensure that 100% of risk assessments are in place for all identified spaces, work activities and equipment that present significant risk. Risk assessments shall be reviewed, where appropriate, following incident/near miss investigation and/or following any significant change to process or activity, within agreed timescales by December 2023.
2. **Safe Systems of Work:** Ensure that where risk cannot be completely managed through the use of engineering controls alone, that safe systems of work are documented, communicated, implemented and complied with across Estates through the use of Standard Operating Procedures (SOPs), training and Tool Box Talks (TBTs) by December 2023.
3. **Investigate:** Ensure that actions identified through the investigation of accidents, incidents, near misses, ill-health etc. are implemented are closed out within agreed timescales > 90% by December 2023.
4. **Audit and Assurance:** Ensure that actions identified through proactive monitoring, audit and inspection of contractors and staff are closed out within agreed timescales 95% by December 2023.
5. **Training:** Ensure that 100% of all mandatory health and safety training (as identified within the University Leadership and Management of Health and Safety and Estates training plan) is identified against the job role requirements, attended and delivered by December 2023.
6. **Inclusion and Respect:** Ensure Equality Impact Assessments are in place for new policies (where required) and all Estates business continues to foster an inclusive environment on campus. This builds on our Estates value of being respectful to others and links into the University’s Equality Objectives.
7. **Take positive action:** Implement a mental health plan as part of the People Strategy, raise awareness and provide enhanced wellbeing support for staff by December 2023.

Estates Health and Safety Workplace Inspections 2023

All inspections were completed during the year with representatives of the Estates Consultative Health, Safety and Wellbeing Group attendance. The report and any actions are tracked via the Health and Safety Evotix Assure system.

27 th February 2023	01.066 - Boiler House
24 th April 2023	01.012 - Cryfield Gardeners Compound
23 rd May 2023	01.047 - Humanities Building - Maintenance Hub: Zone 3
11 th July 2023	01.080 - Estates Stores
21 st August 2023	04 - Wellesbourne
21 st August 2023	01.216 - Jack Martin 4
25 th September 2023	01.028 - Science Block B - Mechanical Workshop
11 th December 2023	01.063 - Argent Court & 01.239 - Argent Court North Annex

Estates 5-year Health, Safety and Wellbeing plan

Estates Health safety and Wellbeing - 5 year Plan												
	Q1	Q1	Q1	Q2	Q2	Q2	Q3	Q3	Q3	Q4	Q4	Q4
Activity	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Policies												
Health and Safety Statement of Intent for the Estates Department - Review												
Health, Safety and Wellbeing Strategic Set Objectives for next year												
Health, Safety and Wellbeing Strategic Objectives Review												
UHSEC - Water												
UHSEC - Asbestos												
UHSEC - Permits												
Strategic Health, Safety and Wellbeing Group Meeting												
Consultative Health, Safety and Wellbeing Group Meeting												
Emergency Arrangements and Plans												
Scenario based Business Continuity Test - Major Incident Electrical Failure												
SOP Reviews												
Assurance and Audits * Refer to Estates Schedule												
Estates Inspection Schedule (Consultative Group)												
Strategic Estates Health, Safety and Wellbeing moment												
Wellbeing charter												
Health, Safety and Wellbeing Questionnaire												
Health, Safety and Wellbeing Moment												

APPENDIX A

The Head of Department's Health and Safety Statement of Intent for the Estates Department

It is my intention as the Head of Department for the Estates Department that a positive health and safety culture is established within the department, and that this culture includes awareness and understanding; effective processes; and positive behaviour by staff at all levels and by students, contractors, and visitors.

This positive health and safety culture will be people-focused and evidenced by:

- a) an atmosphere of trust where people question and challenge unacceptable behaviours and report problems.
- b) those with responsibility for health and safety being provided with the required training, guidance, information and support to enable them to perform their roles to the required standard.
- c) everyone being clear as to what is acceptable and unacceptable behaviour.
- d) colleagues being willing and able to draw the right conclusions from health and safety information and to implement major safety reforms.
- e) consultation with and participation of workers, and, where they exist, workers' representatives when there are potential changes that could impact on staff safety or well-being; and
- f) adaptability such that the organisation and its members can adapt to changing circumstances and demands while maintaining focus on health, safety and well-being.

This positive health and safety culture will have as its key elements:

- a) sensible risk management that meets defined health and safety standards including compliance with regulatory requirements;
- b) the setting of objectives for health and safety at an institutional level within the University's Leadership and Management document;
- c) the development of departmental objectives which complement the institutional objectives and are included in departmental plans;
- d) emphasis on the importance of both the physical and mental health of staff and students;
- e) estate, assets and facilities that are fit for purpose; and
- f) staff, students and contractors behaving in ways conducive to good health and safety.

Health and safety issues must be addressed through robust risk assessment at the specification, design, development and implementation phases in all planning, projects, research and working practices within the University and in its dealings with suppliers and contractors.

Risk control measures identified through the risk assessment process must meet requirements set out in legislation and associated approved codes of practice or best practice guidance as a minimum.

Thereafter, steps must be taken to minimise risks to the health and safety of individuals, so far as is reasonably practicable, taking into account the control hierarchy: placing an emphasis on risk control by elimination, reduction and replacement, and technical solutions in particular.

The Estates Department is committed to strive for continual improvement in health and safety.

It is important for all to remember that ***there is nothing so important that it cannot be done safely.***

James Breckon, Director of Estates

Date: 11/12/23

Review Due: 11/12/24

APPENDIX B

[Evolve](#) | [Grow with Estates](#) | [Our Departments](#) | [People](#) | [Service Centre](#) | [Post](#) | [Transport & Mobility](#) | [News](#) | [Administration](#) | [Health & Safety](#) | [Environmental Management](#) | [Accessibility](#) | [Join Our Team](#) | [Staff Intranet](#) | [Risk Management and Business Continuity](#)

Risk assessments

Health, Safety and Wellbeing

[Report accidents/near-misses](#) | [Contractors](#) | [Trainings](#) | [Statutory Testing](#)

Plan

- [Approved Suppliers List](#)
- [Policy, Arrangements & Guidance](#)
- [Codes of Practice](#)
- [Standard Operating Procedures](#)
- [ISO 45001 Standard Overview](#)
- [Roof Hazard Reports](#)
- [External Spaces Hazard Identification Reports](#)

[Contacts](#) | [Wellbeing](#) | [Water Hygiene](#) | [Asbestos Management](#)

Do

- [University H&S policy](#)
- [Estates H & S Statement of Intent](#)
- [University Leadership and Management](#)
- [Risk Assessments](#)
- [Permits](#)
- [Contractor Induction](#)
- [Estates Contractor Weekly Report](#)

Our values

Respect yourself and everyone around you.

"Nothing is so important that it cannot be done safely."

[Our 8 key Health, Safety and Wellbeing objectives 2024](#)

[COVID-19 Updates](#)

Check


- [Estates H&S Alerts](#)
- [Suppliers Forum Newsletters](#)
- [Committee Meetings](#)
- [First Aiders - Argent Court](#)
- [First Aiders - Argent Court Annex](#)
- [Estates Stairs, Landings and Balustrades Guidance](#)

Act

- [Estates First Alert](#)
- [Report accident/incident/near miss](#)
- [Make a suggestion](#)
- [Staff Wellbeing Hub](#)
- [Health and Safety Wellbeing and Accessibility Champions](#)

Contractors video

The new contractor Health and Safety Induction video that should be used to induct all contractors coming onto the University to carry out work:



[Watch the video](#)

Contractors Code of Conduct

The updated version 1.8 of the Contractors Code of Conduct is now available on the University Health and Safety website.

[Read more...](#)

[Health & Safety Newsletter June 2023](#) | [Argent Court Building User Guide \(May 2023\)](#) | [University Health & Safety Newsletter \(March 2023\)](#) | [Estates Annual Health Safety and Wellbeing Report \(December 2022\)](#) | [Estates Office- Health & Safety Memo \(December 2022\)](#) | [University Health and Safety Services Newsletter \(December 2022\)](#) | [Estates Chaplaincy Statement of Principles, v3, August 2023](#) | [University Code of Conduct for Contractors Update \(Sept 2022\)](#) | [Estates Staff H&S Leadership Memo \(July 2022\)](#) | [Estates Managers & Supervisors H&S Leadership Memo \(Feb 2022\)](#) | [Health and Safety newsletter October 2022](#) | [Cycle Pedestrian Safety Leaflet](#) | [Summer Health and Safety Newsletter July 2022](#) | [Estates Annual Health, Safety and Wellbeing Report 2021](#) | [Health and Safety Newsletter - October 2023](#)

BSI 45001 Certification for Maintenance Operations;

