



WELLBEING DEPARTMENT

ANNUAL REPORT

2008/09

Introduction

This report covers the period 1st April 2008 until the 31st March 2009, and will outline the delivery of the wellbeing service to British Transport Police.

The wellbeing Department was developed in January 2009 and incorporated the following departments within the HR function;

- Health and safety
- Occupational Health
- Trauma
- Welfare

Prior to its inception the departments were managed by individual managers with the trauma manager reporting to the occupational health manager. Welfare was the responsibility of all personnel within the four departments.

During the year the HR Transformation project has meant that we have had to review the overall department and deal with staff leaving under the voluntary severance scheme and also resignation. This necessitated a transitional framework to be put in place for occupational health with the utilisation of agency staff to provide a case management service.

Health & Safety has also had a number of staff leaving and that required a sharing of locations to ensure that we met our legislative requirements.

This report will outline the activities undertaken during the year, detail the expenditure of the department and will identify those activities that we need to progress into the next year.

2. Health and Safety

This has been a challenging year for the health and safety department, primarily caused by staff vacancies, the two fires in Peterborough and Baches Street, the introduction of the fire safety order and the need to develop the inspection regime.

2.1 Staffing

During the year we have had advisors leave in Scotland, North East and London North. Due to the HR Transformation project these vacancies were held until a decision could be made on the new structure of the department. The gap left by those vacancies required all other advisors to take on responsibilities around the country and provide cover to ensure that BTP maintained a safe working environment. With all Advisors proactively covering the country we were able to ensure that we met our legal obligations.

With approval for the new structure we are now in the process of providing the staff for the agreed locations.

2.2 Health & Safety Standard Operating Procedure

The long awaited up dated SOP was completed and duly published. Although a lot of work was done by the department and the policy team the SOP is a lengthy document. It has been designed as an A-Z and covers all aspects of health and safety.

It also identifies the roles and responsibilities of individuals in BTP and gives advice and guidance on what is required of them.

2.3 Training

The Wellbeing Manager is part of the national training group, set up by the Association of Police safety and Health Advisors. The remit is to identify a national H&S training package that all forces will deliver to provide uniformity. The group is sponsored by ACPO and is due to deliver a proposal later this year.

We identified early on the need to identify training for all staff to enable BTP to comply with the Health and Safety regulations. An e-learning programme was identified and introduced to cover a number of core needs. These included;

- Manual Handling
- Fire safety
- Display screen equipment
- Workstation assessment
- Risk assessments for managers

This training has been made available to all staff and is monitored by the Health and Safety Advisors. Further work is being undertaken to ensure that we have compliance across all areas.

Some risk assessment training has been provided through the Core leadership development Programme, we are currently working on a programme to deliver training to nominated persons from each police station.

An audit has been undertaken on the first aid training provision for BTP, a paper is being prepared for Learning and Development.

2.4 Audit and Inspections

The department purchased a software programme and PDA's to enable a more effective and efficient method of inspections to be conducted. It has taken some time to establish a correct working system, subsequently the programme of inspections will commence in the year 2009-10. There will be a system of inspections ensuring that all locations are visited and reported on at least 4 times per year.

2.5 Eye Care Programme

Following a review of our legal requirement under the display screen equipment regulations it was established that BTP was spending a considerable amount of money on spectacles for our staff. Under the old policy staff were entitled to claim reimbursement for spectacles far in excess of what BTP needed to do. There was very little management information to enable BTP to fully cost the expenditure.

A contract was subsequently signed with Dollond and Aitchison to provide spectacles for BTP staff to meet our obligations. For this year 369 staff members used the service at a cost of £19,929.

2.6 Fire Risk Assessments

Following the implementation of the Fire Safety Order a review of all BTP premises fire risk assessments was carried out. An update will take place this year to ensure we have the new internal corporate report available for all locations.

2.7 Accident / Incident reports

We continue to record, monitor and analyse all accident reports and provide information to the central health and safety committee. We also comply with our legal requirement to report specific incidents to the HSE. (see below chart)

Accident / Incident Data for BTP 01-04-08 to 31-03-09

Near Miss		28
Police Officer Accident		295
PCSO Accident		34
Police Staff Accident		57
Special Constable Accident		6
Total Accidents		420

Police Officer Assaults		233
PCSO Assaults		70
Special Constable Assaults		6
Total Assaults		309

RIDDOR reportable to HSE		
Major Injury		11
Over 3 day sickness		71
Dangerous occurrence		5
Diseases		1
Total reported to HSE		88

In all this has been a successful year for Health and Safety, we will continue to identify areas for improvement and seek to add value in all that the department does.

3. Occupational Health

OH has had a difficult year; there have been a number of changes in both Management and staff, primarily because of the HR Transformation project. Within that project we identified believed improvements to the service delivery and are now in the process of implementing them.

We moved to a transitional model of remote case management in September 08 with the Occupational Health Advisors based in Birmingham. We have maintained some cover in London during this phase. The transitional model has gone fairly well, we have had some difficult times with agency advisors not understanding the BTP methodologies; this will be overcome when we recruit our full time staff in July 09.

3.1 Occupational Health Referrals

Due to the inaccurate records maintained within the OH service prior to September 08, it is difficult to identify accurately the number of referrals made to the department before that time.

Since September 08 a process has been put in place that enables accurate records to be maintained. (See chart below)

Occupational Health Referrals - BTP since September 2008

Referrals since 09.08		Per 100 employees
FHQ	106	11.11
LN	61	7.68
LS	69	11.2
LU	127	12.62
NE	43	13.48
SC	44	15.71
WW	50	12.05
Total	561	11.69

3.2 Employee Assistance Programme

We have continued our contract with Care First who provide us with a counselling service 24/7. They are available for telephone consultation and or face to face counselling for employed staff. Relatives are also eligible for the telephone service.

Over the last few months Care First has also taken over our trauma counselling provision.

3.3 Health Response - physiotherapy

As part of our wellbeing commitment to our staff BTP has a contract with Health Response to provide physiotherapy treatment to all staff, through a referral system via OH. (Details of using can be seen in table below)

DEPOT	CONCLUDED	NON-CONCLUDED
HQ	51	5
London North	53	1
London South	68	12
London Underground	61	6
North East	19	0
North West	26	0
Scotland	27	1
Western & Wales	23	2
Edinburgh	1	0
Glasgow	2	0
Number of Depots	10	
Number of Non-concluded referrals	27	No average possible
Number of Concluded referrals	331	92.46%
Total	358	92.46%

The contract with Health response has been limited to 5 sessions to reduce the overall cost to BTP. In the last year BTP has funded physiotherapy to the sum of £104,575.24.

3.4 Vaccinations

BTP has a duty to provide vaccinations to staff that are deemed to be at risk of infectious diseases. A contract with AP Occupational Health is in force to vaccinate all new students only. In the year 08-09 we paid £49,089.94 for this service. Serving staff that require vaccinations are required to pay and claim back the cost from their respective area or departmental budgets.

4 Trauma / Welfare

During the year the Trauma manager left BTP and the role was covered by the Wellbeing Manager. We now have the authority to recruit a wellbeing advisor who will be responsible for the trauma provision. Our contract with Care First provides cover for traumatic incidents and will supplement the provision offered by our own advisor. This cover has enabled us to provide advice and support to any employee who requires it following a traumatic incident.

4.1 Night Time Workers

A process is in place to identify those who are deemed to be night workers and will be beginning to offer medical assessments as per the working time directives.

Staff who work in specialist posts will be identified and assessments will also be provided on a regular basis.

4.2 Trauma Training

Supervisors are being offered trauma training through the Core Leadership Development programme, they are also supported by our care first contract who provide trauma intervention programmes, advice and guidance to managers and will attend the scene or police station to provide on sight assistance.

This training will be ongoing and monitored for effectiveness.

4.3 Welfare

BTP continues to provide advice and guidance on all welfare issues, including key worker housing, police benevolent trust, retirement seminars and convalescent homes.

The provision of trauma support and welfare will be developed further and a comprehensive service provided once the new member of staff is recruited.