

Waste Industry Safety and Health (WISH) Forum

Minutes of the meeting held on 21st May 2009 at 10.00 hours

Offices of Taylors, Kidderminster

Present

Chris Jones	Environmental Services Association	<i>Chair</i>
Toni Gladding	Chartered Institute of Wastes Management	<i>Secretary</i>
Chantal Nicolls	Health and Safety Executive	
Geoff Smallwood	Chartered Institute of Wastes Management	
Colin Mew	Health and Safety Executive	
Eileen Holmes	HSE	
Dick Perry	Waste & Resources Action Programme	
Lawrence Strong	WAMITAB	
John Galvin	Defra	
Paul Thornber	Environmental Services Association	
Sacha Medley	HSE	
Sue Brooks	HSE	
Paul Harvey	HSE	
Mark Foxhall	LARAC	
Andy Moore	CRN UK	
Jeremy Jacobs	The Association for Organics Recycling	
Steven Sumner	Local Government Employers	
Daniel Shears	TUC representative	

Not Attending

Howard Bluck	BMRA
David Buxton	Container Handling Equipment Manufacturers
Clare Robertson	Environment Agency

Observers

Mark Roberts	Taylors
John Bungay	Evans Logistics
Andrew Nelson	Enterprise

1. Apologies

Vincent Borg TUC; Clare Robertson EA; John Maclean TUC (replacement sent); Richard

Johnson EU Skills, Bob Mason LGE.

2. Minutes of last meeting and matters arising

No further comments were made on the minutes of the previous meeting.

The following actions were discussed:

- Baling and compaction guidance: This is now placed as a PDF document on a section of the HSE website that is accessible to you as consultees. The link is;

<http://www.hse.gov.uk/waste/RecyclingGuidance-4.pdf>

For those of you who represent wider constituencies please feel free to pass on this web link to those people whom you represent that may have an interest in this topic and may wish to comment. Comments were asked for by e-mail, by 30th June 2009. Subject to the outcome of this consultation exercise and the amendments that are likely to be required following consultation, the document will be published in autumn 2009.

- Anybody interested on serving on BSI committee on balers and compactors please contact Chantal Nicolls.
- The following had been distributed:
 - LARAC articles
 - Brian Crooks presentation. It was reported that the final release date for the full report is not yet known.
- A short discussion was held on the document regarding MRFs and it was agreed these should be circulated more widely. Could all comments please go to Toni Gladding.
- It was requested that if observers book please could they come along, as there is often over-subscription now the group is limited to five.
- It was noted that BMRA haven't attended last three meetings. TG will chase.
- It was also noted that the CRN commitment to the charter had yet to be signed. Andy Moore and Chantal Nicolls/Chris Jones agreed to discuss and organise the signing.

3. HSE feedback

- Attitudes of waste collectors

Andrew Irving Associates reported on some work ongoing for the HSE that forms part of the strategic research programme for the Waste and Recycling Industry. The work includes strategic understanding of attitudes to health and safety practice with practical recommendations to inform future campaigns. Qualitative in depth face to face interviewing is a major part of the research. From February to March 2009 various organisations were

approached (from a top down perspective). This included five public organisations and six private companies. Personnel included Directors, supervisors, operatives and crews. The work included picture profiling (to map complex interactions of many factors which impact on compliance). It was discussed that over time crews and drivers can be complacent, and that task and finish culture impacts on this.

The presentation outlined three key stages to health and safety practices – induction, refresher and monitoring & enforcement, a mixture of more and less effective methods were observed. Supervisors in the research were mostly from the front line, this was good as they have most experience, but it was also noted they can also ‘turn a blind eye’ and monitoring becomes less effective. The most effective methods of managing health and safety were thought to be covert surveillance, discipline, reporting, and toolbox talks. Measures to address task and finish issues include team based job and finish to emphasize quality of the job. The research also found that communications to front line staff could be ad hoc, ‘in silo’, with little evidence of shared best practice (one video from a local authority was reported), and a universally recognised ‘to go to’ authority was lacking in some areas. It was also found that health and safety posters were displayed but were not industry relevant.

The work also investigated attitudes towards the HSE – it was found HSE is thought of as an enforcer and not a source of advice and guidance, there was also very little awareness of targeted campaigns. It was concluded that HSE might do more to be the recognised authority on health and safety communications in a positive sense. Taking this into consideration possible roles for the HSE include: improving engagement and approachability of HSE, operational procedures, induction and refresher training, and a positive communications campaign.

It was also thought that as tool box talk training varied, HSE could help pool resources to advise on best practice by guiding this. Other assistance could address such issues as no ‘go to authority’ by using visual media, stimulate interest by using DVD clips and real life cases, outlining the consequences of minor risk taking. However it was thought impact could be short lived without regular refreshers.

Communications campaigns were also discussed – it is difficult to design a good campaign that crews/drivers will take notice of and to avoid it becoming wallpaper, crews may not always recognise risk so this needs to be reinforced, taking into account potential short attention spans so there may be a need for short reminders. All operations are slightly different but there are commonalities and it was thought possible to share best practice. HSE should be raising its profile in this area. There was a general discussion on the difficulties in engaging and communicating with crews and drivers, as generic posters are unlikely to have an impact. It was also noted it was not just about awareness but reinforcement, potentially using a below the line ambient media not an above the line campaign was discussed, but this requires regular replenishment and refreshment and it is hard to predict effectiveness. However, as little had been done to date, there is potentially a role for communication and engagement with the general public. Further discussion centred on a ‘Zone of complacency’ which was identified. Possible touch points for communication include lockers, canteen, rest rooms, exits and entrances, or when using PPE, in/on vehicle etc. on a round. It was thought

any communications would need to be imaginative and easy to refresh, tailored to industry, with understanding of the problems faced everyday including why corners might be cut, how to reinforce the consequences of risk taking, but in a visual not wordy format, potentially using humour as well as shocking. Again it was discussed that static posters are likely to be ineffective, use generic imagery, too wordy, and may portray what they already know. It was also thought that managers may not always be relied upon to choose/advise on materials and worker engagement was paramount.

Comments on the communication campaign are welcomed to Sasha Medley. Presentation to be distributed and TG to send out.

- Feedback requested on new website.

WISH practice guidance is currently on several pages. A shortened version of the guidance rather than whole 14 page guidance was discussed. The group felt that reduced versions would be a good idea, but with some more contentious documents caution may be needed. Two examples are to be prepared for circulation amongst the WISH group for comment to demonstrate the approach. Action CN/SM to TG for circulation.

A waste industry guidance booklet was also discussed, but practicalities are that web-based media are mainly preferred nowadays. However this was not dismissed entirely and there is a possibility this could be considered for the future.

4. Round table update on constituent organizations H&S activities and topical issues (accidents, problems, events, queries etc.) All Members present reported.

- ESA – ESA have been further developing their H&S strategy. Members of H&S working group have given presentations throughout ESA nationally. Currently ESA are asking members to confirm names of directors for H&S responsibility, to develop an H&S plan, and to share best practice. Other activities include:
 - Continuing to monitor H&S performance, collecting and analyzing data on work related ill health to 2010.
 - Continued action in 5 key areas, slips trips and falls, manual handling, workplace transport, machinery safety and occupational health. Timescales and promotional material being developed. (Information available from Paul Thornber).
 - Commitment to arrange one H&S event p.a.
 - A new area of investigation is collection of waste from commercial premises. This includes siting of compactors and the development of template members can offer to customers from Q2 2009.
 - There is an ongoing commitment to the WISH forum and development of good practice guidance. ESA also seeks regular meetings with the HSE.

- CIWM – The second meeting of the H&S SIG was held on 14th May 2009:
 - Draft SIG objectives and a draft position statement were discussed. It is intended to firm these up for approval at the next meeting.
 - IOSH and CIWM are arranging a conference as a ‘court room scenario’ regarding health and safety for early 2010.
 - The requirement for H&S questions at professional interview and for H&S to be a requirement for CPD training are to be ratified by the SIG prior to going to the Scientific and Technical Committee for approval.
 - A health and safety article is to appear in the CIWM magazine during July 2009 - further entries have been asked for from SIG members so a regular H&S spot can be maintained. Website development will also take this into account.
 - RoSPA and CIWM are developing further links. They have been invited to the next SIG to do a 20 min presentation about RoSPA in relation to waste and resource management but also other items related to the topic eg driver training etc. to develop areas of synergy.

The group continues to be maintained by Tracy Moffatt at CIWM, and the next meeting is planned for October this year.

- LGA – The LGA continue to operate at a strategic level and are contributing to HSE’s project on occupational ill health and procurement projects. Other work includes
 - Procurement guidance.
 - Mapping local authorities engaged in waste and recycling.
 - H&S climate tool. The LGA have found some interesting work in measuring the H&S climate and it was discussed they would be invited for a talk next meeting. Bob Mason is still looking for members for climate tool group.
- TUC – It was reported that the TUC/Defra etc met to discuss the industry and health and safety. Further information will be forwarded at the next meeting.
- WRAP – WRAP have a continued programme for operational support for local authorities. Some 100+ p.a. take advantage of this, and H&S advice is developing. Continued work includes:
 - Noise monitoring work is currently taking place; data collection is expected to be completed end of May, with a draft report during June.
 - Glass collections work is expanding to take in new vehicles and methods.
 - Scoping study on health effects study to be updated and will be out in June.
 - Assessment of new kerbside box systems study to be done. There are around a dozen in use, a study has identified three worthy of further investigation, and there will be a study conducting practical trials.
 - Procurement advice is a continued area of focus. Simon Edwards to contact WRAP.
 - Work on MRFs to be taken forward.

- Defra – Defra have taken part in a joint TUC/HSE meeting. Feedback will be given to HSE colleagues. Other points to note:
 - There is ongoing dialogue with Scottish Government who will be consulting to getting rid of technical competence prior to giving a WML in Scotland. Rationale is it is not a waste framework directive requirement. There will be a case in consultation in the near future.
- CHEM – Not present at the meeting but Chem continues to contribute to standards for machinery in Europe, particularly skip loaders.
- BMRA not present.
- WAMITAB – Undergoing with EU Skills a review of occupational standards for people employed in the industry. Qualifications have always contained units on H&S, but they are now being actively reviewed to make sure they are up to date. The work will take place this year and early next year. Other initiatives include:
 - Exhibiting at Futuresource.
 - Introduction of new competence scheme into the industry with two aspects including what qualifications do people need under new permitting regime (risk related qualifications) all of which have elements on H&S. It has been identified there is a need to maintain competence over time; this has been developed jointly with CIWM. A test for individuals to cover specific areas, with generic and specific knowledge including legislation, H&S and environmental protection. There is a multiple choice test on line for H&S. Questions are drawn from people in the industry to reflect current good practice. This is to update individuals who may have qualified as long ago as 1996, and the hope is to target SMEs who may not be keeping up to date.
- CRN – A meeting of kerbside operators in third sector has taken place. This combined discussing objective 4 (further comment under working groups)
- LARAC have been pursuing H&S and have pursued various articles and correspondence. Other initiatives include:
 - The new website is now live. Guidance has been included on there. Various courses available are also published.
 - There is a new entrant's programme looking to secure funding.
 - There has been work started on LARAC's WISH charter.
- EUSkills – not present (some report back included under WAMITAB).
- Organics Recycling – Currently AfOR is convening an H&S working group with Colin Mew. Ten members of the association are to attend including large and small organizations; the first meeting is planned next week. It is planned to develop key targets to meet WISH strategic objectives. Other objectives include:

- The health and safety guidance document is to be updated.
 - H&S seminars are to be arranged.
 - It is planned there should be an adoption of standards for key operations in sector.
 - Tool box talks may be developed.
 - There is little data either RIDDOR or other data on H&S on organic treatment sites, and the new committee will be looking to establish that data.
 - There are specific concerns on bioaerosols in the sector. A new standardized protocol document is due out shortly. A July event on bioaerosols is planned.
- HSE - It was reported there were 14 fatalities in 2008/9 (13 were reported in the previous year), they were transport related mainly. Other issues included:
 - Publications have all been advanced that were outstanding, route risk assessments guidance etc. Internal memo on how it should be used within HSE discussed.
 - Bomel2 and the press release generated very little interest (one query).
 - Field force inspectors looked at hot spots including skip hire and reversing in pedestrianised areas.
 - Campaign to deal with large organizations, ten selected to be inspected.
 - Procurement of collection services by local authorities still in progress. Starting to produce information, any case studies welcomed, Simon Edwards leading.
 - Revamped and relaunched webpages.
 - Memo to staff to be shared (CN to give to TG).

5. Update from WISH Working Group Chairs

Working days lost: Colin Mew

- Metrics on ill health reporting in the industry. The group consists of three members plus the TUC and is taking into account ESA and companies current practices. There is still discussion on what to do with the metrics once they are derived.

- A presentation was given on ill health using periods of sickness absence/numbers of days lost. The aim is to identify most frequently reported types of illness and prevalence, and differences in sectors/process. The data is historically based. Local authorities have been contacted to share data. Private company data contributed by members of WISH. There have been problems encountered with linking demographic and sickness data, how it is recorded, what job is being carried out and accuracy of 'work-related' reporting. Data so far indicates between 5-15% absences. It is intended to use the data to establish baseline sickness absence rates, but consistent coherent recording and long term monitoring needed. Robust data could compare absence rates and establish main reasons for absence and possible causes of work-related ill health.
- There was an ongoing discussion on collating information from local authorities and others to be co-ordinated by HSE. Interrogation of data specific to waste and recycling in LAs currently being undergone, and difficulties with obtaining data relative to number of authorities discussed (LA are potentially 50-70% of workers in the sector), but it is difficult to compel LA s to provide that data.
- Metrics to be circulated for adoption. Action Colin Mew to give to TG to circulate.

Management of Health and Safety: Bob Mason

- Not much work at present, in progress (as per LGE report back). Members still requested for the working group.

Health and Safety Climate: Andy Moore

- A meeting has taken place including discussion on H&S. It is recognised there is a high proportion of 'green collar' workers in the third sector. Further work to be undertaken with individuals in this sector regarding a health and safety specific meeting which will report back at the next meeting.

Competence: Lawrence Strong

- Meeting has taken place 17th March 2009. It was decided to design a short focus questionnaire to WISH members to identify what training is happening already. Other sectors may also be consulted e.g. construction. A further meeting is planned for July with a draft questionnaire to take this further.

Statistics: Group

ESA 2008 accident data was discussed which demonstrates a fall from 2428 to 2184 accidents which achieves the 10% year on year drop. This data is now being collated 6 monthly rather than annually.

CRN and AfOR and LGE were asked if they could contribute, which may be discussed at a future meeting.

6. Recent publications/work in progress

- Various publications were discussed that were finished and in the system:
 - HHW at CA sites is sent to the studio and ready to go on the web;
 - Lock off has been sent to a specialist but is still not back yet;
 - Asbestos collection and transport – GS to forward to CN;

AfOR commented that an Environment Agency publication 'Sampling and enumeration of bioaerosols at open composting facilities' is due for publication June 2009.

7. Any other business

- A British Plastics Federation meeting was reported on by CRN. It develops guidelines following the virgin plastics industry and might be a useful source of information. AM to give TG a contact, TG to send an invitation to be an observer at a WISH meeting.
- Swine flu – this was discussed generally as there had been several media enquiries regarding the waste industry and swine flu, some of which Chris Jones has fielded. It was requested that any H&S experiences or scares please be passed to John Galvin at Defra.

8. Thanks for hosting meeting & Date of next meetings

- WISH extended their thanks to Taylors and their excellent facilities.
- The next meeting is at Defra 22nd September 2009 10am, directions will be sent out prior to the meeting.
- EU Skills is a possibility for subsequent meeting on Thursday 28th January 2010.