

Staunton Audit Response

Post the anniversary of the audit action plan both the business manager and the operations officer are confident that not only have the recommendations resulting from the audit been largely completed but more importantly in general over both sites staff are much more understanding of their own role with regard to health and safety procedures and also any legal, moral and financial consequences surrounding their actions or lack of.

This has largely been achieved by the creation of a working party primarily focussed on working towards the completion of actions resulting from the audit. The group were selected by the business manager and the operations officer based upon their own knowledge of subjects, personal attributes, training and experience.

Task identification

Since the audit took place last year the business park manager has recruited for the vacant senior ranger post. This has allowed the operations officer and the new senior ranger to work together and undertake a comprehensive task analysis of activities at site. Where team procedures do not fit with these arrangements team leaders have been given the information required to adapt and manage activities accordingly and understand that they must do so with consultation from operations officer.

Legal requirements / record keeping

Through CMSi the legal reporting requirements have been identified and will be actioned at timescales accordingly. For those activities that the operations officer is normally responsible for substitutes have been allocated to cover and to assist these include, Accident reporting: Tim Speller + 1 to be trained this year. Fire alarm testing: Yvonne Philbrow (SCP) Tim Speller (QECP). Legionella water testing: Yvonne Philbrow, Scott Wallbridge, Mark Page.

From the task analysis it was identified that a nominated individual was required each operating day to take a lead role on any emergency situations / first aid / day to day issues that may arise. A duty manager rota was produced naming a certain level of grade member of staff each day. For that day that individual will remain on call at all times through out the day and will also be responsible for completing various checks and recording them.

This year also the park also created a staff handbook and induction sheet to inform all staff of the behaviour required of them and to also educate them on policies and procedures they must follow. Again compliance was checked by the core management team and team leaders were given until the time of their next team meeting or 1:1 to issue the information to staff.

Policy / Procedure

On occasions where activities have common risks as other sites procedures have been implemented to cover accordingly, the procedure will usually be produced by the operations officer by using HCC policy & procedure along with any local requirements and or legislation. Once the new procedure has been created it goes through the core Management group at the park to be sense checked and signed off. Once agreed procedures go live with a start

date and are the responsibility of the team leader to disseminate to their own teams. Checks are made by the core management team to ensure this process happens.

For example 2 recent procedures that have been implemented this way are:

Lone working :

First Aid:

Communication

The operations officer now holds a monthly Op's meeting with at least one member of each team present. Up to 50% of the meeting content is health & safety, training, accident information and policy / procedure conforming. This is an excellent avenue to get information to front line staff and also give them the opportunity to raise issues and concerns. Every member of staff at the park now has a dedicated email address making communication easier. New ideas / notice boards have also been introduced allowing people to pin ideas.

Compliance

As the core management team continue to implement improved systems and procedures we are well aware that unless the information reaches the desired staff members the process is a waste of time. Within the last couple of months an internal staff audit has been created for the business manager to "spot check" members of staff and assesses their compliance with policies and procedures relating to their job role and task. This will allow the core management team to measure the success of the new systems and the ability of the team leaders to disseminate the information. The team leader will inform, instruct and train staff members on new systems however they feel will best suit their team. Early indications of the spot checks look good. Around 80-90 per cent of the answers were correct and those that weren't sure could usually be coaxed into giving the correct answer. More importantly the findings from the spot checks allow the core management team to pin point directly where the missing communication links are via the team leaders and potentially hold people accountable. The spot checks have created a buzz amongst staff with some even wanting to be checked to test their own ability. (It is important to note the main reason for the checks is to ensure information is being communicated and not to test an individual's ability to remember instructions)

Summary

As stated earlier the management team of Staunton are very pleased with the progress that has been made in the last year and are happy that systems are being created with corporate policy in mind and are being communicated efficiently to all staff. Above all the culture of health and safety at Staunton is positive and staff have a clearer understanding of the requirements of their roles.