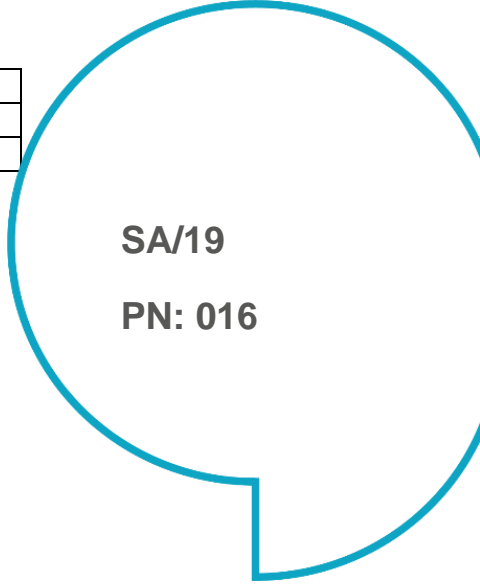


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## Health and Safety Performance Monitoring, Audit and Review Procedure

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## Purpose

Measuring performance is essential to maintain and improve health and safety.  
*'What can be measured can be managed'*

The primary purpose of measuring health and safety performance is to provide information on the progress and current status of the strategies, processes and activities used to control risks to health and safety. Measuring performance is an accepted part of the HSG65 'plan, do, check, act' management process. Measurement information sustains the operation and development of the health and safety management system, and so the control of risk, by:

- providing information on how the system operates in practice.
- identifying areas where remedial action is required.
- providing a basis for continual improvement and
- providing feedback and motivation.

The intention of this procedure is to ensure the basis of continual improvement by carrying out performance measuring correctly. Strengths and weaknesses need to be identified and progress measured, enabling recommendations for the review of current health and safety management system.

Health and safety performance must be monitored at all levels of the group; from day to day monitoring by Line Managers and Supervisors to periodic audits of management systems.

## Scope

This procedure will apply to ateb housing, West Wales Care & Repair and Mill Bay Homes ("the Group"). It does not apply to agency workers who are employed by a third-party agency, consultants or self-employed contracts who provide casual work for the Group.

Legislation:

The Health and Safety at Work Act 1974

The Management of Health and Safety Regulations 1999

## Definitions

Performance measures can be qualitative or quantitative.

A qualitative measure is usually a description of terms which are found by the assessor which are not able to be described numerically for comparison or analysis and are therefore more subjective, e.g. the comprehensive completion of permit to work paperwork.

Quantitative data is data which is able to be measured and analysed and is therefore more objective, e.g. the number of completed sections of a permit to work record.

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## SMS Audit – Safety Management system Audit

KPI's – Key Performance indicators are a measurable value that demonstrates how effectively a company is achieving key business objectives. Organizations use KPIs to evaluate their success at reaching targets such as:

- Incident & near miss reporting
- Speeding alerts
- Risk assessment review
- Procedure reviews
- Training completion

## Responsibilities

### Board

- The group Board have approved our Health & Safety Policy for use across the group that sets out our general approach and who is responsible for what in terms of health & Safety matters. It applies to all service areas identified across the group.

### Chief Executive

- The Chief Executive shall be responsible for the overall implementation of this Procedure by ensuring adequate resources are made available to both develop and implement this Procedure.
- The Chief Executive will also be responsible for managing health and safety performance measures of their team.
- To attend, with the Health and Safety Adviser, a workplace inspection in line with the workplace inspection program

### Directors

- The Directors have delegated responsibility for the successful implementation, management, and monitoring of this procedure.
- The Directors will also be responsible for managing health and safety performance measures of their team.
- To attend, with the Health and Safety Adviser, a workplace inspection in line with the workplace inspection program

### Health and Safety Adviser

- The Health and Safety Adviser is responsible for assisting with agreement of the performance measures to be monitored.
- The Health and Safety advisor will conduct audits to ensure performance measurement is being monitored and providing reports where necessary.
- To carry out and assist with workplace inspections as per agreed inspections program.

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## Managers

- Conducting and recording regular one to one's with their team
- Ensuring one to ones include H&S performance measures and actions where measures are not met
- Continued monitoring of their teams performance
- To attend, with the Health and Safety Adviser if necessary, a workplace inspection in line with the workplace inspection program

## Employees

- Co-operate with this procedure and attend regular one to ones.
- Abide by the requirements of this procedure
- Contact your Line Manager if you have any concerns

## Procedure

### Performance monitoring

There are two ways to generate information on performance:

Active systems which monitor the achievement of plans and the extent of compliance with procedures against legal or technical standards.

Active monitoring techniques include:

- Workplace Safety inspections
- Health surveillance
- Completion and review of risk assessments
- Staff attendance and completion of training
- Maintenance of equipment (checking completion of pre-user checks for MEWPS, vehicles, tools and LOLER certificates etc)
- PPE being worn
- Standards of tidiness and housekeeping
- Review of speeding alerts
- Consultation events taking place and documented

Reactive systems which analyse and monitor accidents, incidents, ill health and other loss causing events

Reactive monitoring techniques include;

- Investigation of incidents and near misses including statistical analysis
- Monitoring of accident, ill health and sickness absence statistics / trends
- Recording and investigating dangerous occurrences
- Enforcement authority intervention
- Complaints by the workforce or customers
- Civil claims and insurance premiums

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## One to one meetings

The Achieve framework on Breath HR is the mechanism that ateb uses to help manage the performance of each team, to provide feedback on performance throughout the year; detailing the outcomes needed to achieve and of equal importance what support is needed in order to do this.

It acts as a framework which sets out what the team needs to focus on to improve our outcomes, efficiency and customer experience and aligns our collective effort to the achievement of The Vision. Goals include the twelve strategic priorities that support our strategic aims. For each aim you will need to set objectives and deliverable actions.

We have committed to providing everyone with a minimum of one 121 per quarter, however you can agree to have more than this with your team.

Take the opportunity to discuss any risk assessments/H&S issues that are relevant, check any company documents allocated to them via Breathe/Safety Cloud have been read and go over any toolbox talks that may have been missed. It is also useful to check any safety devices issued to them have been used i.e. lone working devices. You should also look at the Passport to Work to ensure that training is up to date and compliant.

## Workplace Safety audit

The main purpose of a safety inspection is to identify those hazards in the physical working environment that are not controlled to a suitable standard with the objective of eliminating or controlling the hazards that have been identified, e.g. as specified in the law or within risk assessments.

The enforcement agencies (HSE and Local Authority) will conduct inspections usually unannounced to determine compliance with legal standards, accident investigation or investigation of complaints.

In their most basic form, a general workplace inspection involves the identification of obvious visible hazards undertaken by the person or persons designated by the Directors, or Manager for the work area(s) concerned. The following people will make up the team.

- I. Directors
- II. Managers
- III. Supervisors
- IV. Team Leaders
- V. The Health & Safety Advisor
- VI. Other workplace representative where applicable.

Workplace inspections will be carried out in line with the workplace inspection regime based on the risk of activities carried out by the team and reviewed by the H&S adviser, see table below:

Risk	Total by month pp	Total by quarter pp	Total at 6 months pp	Yearly totals per person
Low	0	1	2	4
Medium	1	3	6	12
High	4	12	24	48

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Designated persons will be expected to have a positive attitude towards Health and Safety measures and accident prevention. They will be expected to encourage the development of positive health and safety attitudes and practices in others via their workplace safety inspection responsibilities and activities. The designated person(s) shall liaise with the responsible Manager on all aspects of the workplace safety inspection and shall submit a written report after each workplace safety inspection event via Safety Cloud – workplace safety inspection.

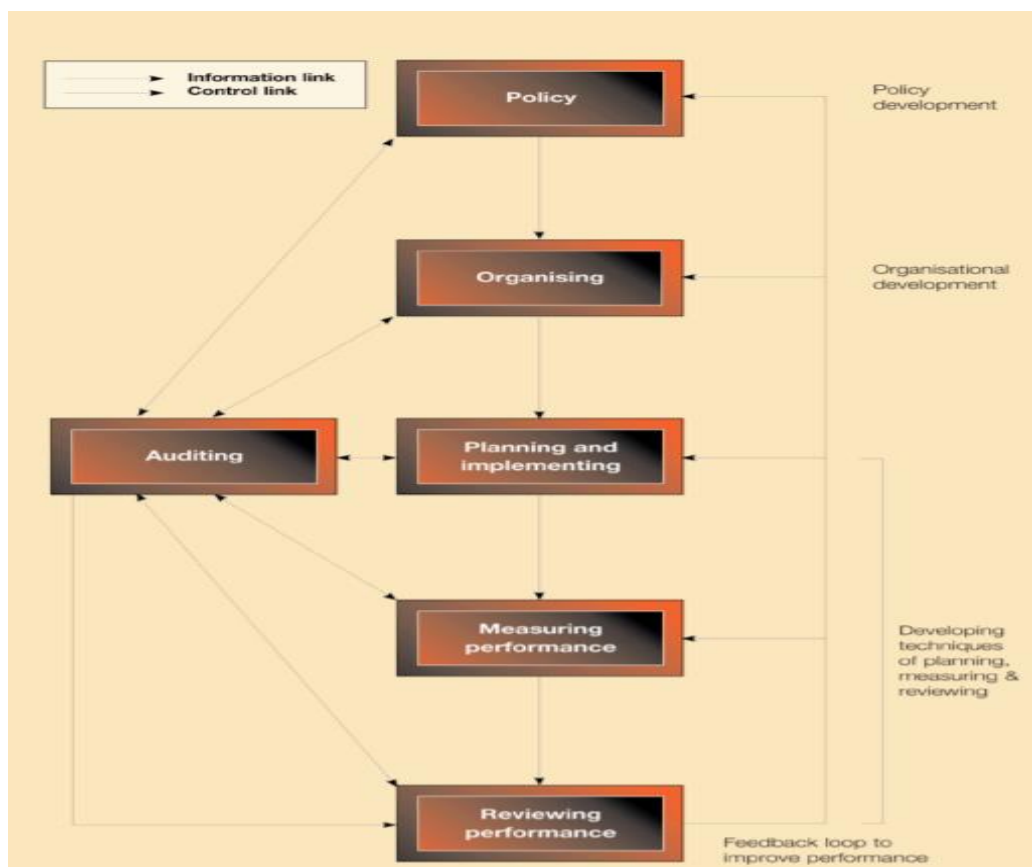
Each report will be recorded via Safety cloud for review and monitoring of actions recorded appropriate to any hazards that need resolving in a timely manner.

### Health and Safety Management System & Arrangements Audit

The health and safety management system is the process which turns uncontrolled hazards to controlled risks. The key elements of:

- policy;
- organising;
- planning and implementation;
- measuring performance; and
- audit and review

Illustrated in the image below all need to be in place to control risks effectively. These are described fully in HSG 65. The performance measurement system must cover each element of the health and safety management system.



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The audit is categorised by each element of the management health and safety arrangements and rated from 1(very poor) – 5 (excellent).

Results of the Safety Management system audit is scored by percentage:

<b>50% or below</b>	Immediate action required, Senior Management informed
<b>51-84%</b>	Time specific action plan required with Line Managers
<b>85% and above</b>	Good status of H&S management, minor improvements needed.

Actions will be raised via Safety cloud for Management review and completion.

## Review

On a 3 yearly basis or in line with changes in guidance or accident/incident findings.

## References

Occupational Health Surveillance Procedure  
Achieve Framework Procedure  
HSG 65 for Managing health and safety  
Training completion  
Risk assessment & procedure reviews via Safety cloud

## Documents

[Workplace Annual inspection program](#)  
Speeding alerts  
Accident & Incident report  
Workplace safety inspection form via Safety cloud  
Achieve guides