Workplace Transport & Management Safety Policy

This Policy is not intended to act as or replace existing operational procedures.

Unique ID: NHSL/FACILITIES/TRAFFIC MANAGEMENT

Author(s): Associate Director of Facilities/Lead H&S Adviser
Owner: Director of Facilities
Category/Level/Type: Level 1
Status: Final
Date of Approval: 31st May 2016
Date added to Intranet: 2nd June 2016
Key Words: Workplace Transport Safety
Executive Summary

KEY MESSAGES

1. NHS Lothian as an employer has a duty under health and safety law to ensure the risks from workplace transport from vehicles and work activities on each of its sites are as low as is reasonably practicable.

2. Anyone who drives on NHS Lothian business does so in a manner which promotes the principles of safe driving.

3. Any member of staff driving vehicles on NHS Lothian Sites will comply with this Policy, especially adhering to the site traffic management rules.

4. A risk assessment must be carried out where significant hazards associated with workplace transport safety (e.g. where reversing vehicles and interaction with people) are identified and that suitable and sufficient control measures implemented.

5. Information on workplace transport safety must be provided to all delivery companies, contactors and others whose vehicles contribute the Site safety risk. There must be a clear exchange of information about the risks and controls arising from using workplace transport on behalf of NHS Lothian and the interface with visiting drivers.

6. Where there is workplace transport safety risk that is created by any respective management team then those responsible managers must have effective control systems in place to manage that risk.

MINIMUM IMPLEMENTATION STANDARDS FOR DEPARTMENTS MANAGERS

1. The manager has identified the employees in his or her area to whom the policy applies and has given the policy (or selected excerpts) to them.

2. The manager has assessed the impact of the policy on current working practices, and has an action plan to make all necessary changes to ensure that his or her area complies with the policy.

3. The manager has set up systems to provide assurance to him or her that the policy is being implemented as intended in his or her area of responsibility.

EMPLOYEES

1. The member of staff has read the policy (or selected excerpts) and considered what it means for him or her, in terms of how to conduct his or her duties.

2. The member of staff has completed any driver training that may be required as part of the implementation of the policy.
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1 POLICY

1.1 Policy Statement

NHS Lothian is committed to ensuring safe working practices are carried out across its sites thus, in turn, creating a safer workplace for their staff, strategic partners who work from the various sites and other members of the public accessing NHS Lothian facilities.

The services which operate under the auspices of Workplace Transport are integral to the day to day running of sites across NHS Lothian. Therefore a thorough assessment of the hazards and risks associated must be carried out by those services where workplace transport activities create a significant risk. Effective risk control systems will keep all parties as safe as is reasonably practicable; whilst such activities take place.

The purpose of this policy is to enable NHS Lothian to meet its duty of care to staff, strategic partners, patients, contractors and the general public.

1.2 Scope

This policy applies to all who attend NHS Lothian sites, staff, and contractors. This policy will cover all risks that arise relating to workplace transport activities on an NHS Lothian site. This policy will cover how workplace transport risks on NHS Lothian sites are assessed, controls monitored and reviewed in order to protect staff and others in order to comply with the relevant regulations, attain best practice and maintain continuous improvement. This Policy should also be read in conjunction with Driving at Work Policy and the Guidance on the Management and Use of Vehicles in NHS Lothian.

2 Policy Aims and Objectives

2.1 This policy aims to ensure that staff, contractors and others are all aware of their responsibilities in relation to workplace transport safety on NHS Lothian sites. The policy also aims to ensure that if the workplace transport risk(s) cannot be eliminated it will be reduced to as low as is reasonably practicable.

Objectives

(i) To communicate and implement NHS Lothian’s aims in reducing the risk that workplace transport creates.

(ii) To ensure that any risks from workplace transport are actively managed in a systematic way by ensuring that safe systems, environments and methods of work are in place and regularly reviewed.

(iii) Authorise and support the local managers in the development of site specific protocols and procedures for their individual areas.

(iv) To establish a prompt and effective standard of adverse event reporting and follow up investigation, highlighting remedial actions and lessons learned.

(v) To ensure full support is provided to anyone who witnesses or is involved in an adverse event relating to workplace transport.
3 Definitions

**Workplace Transport Safety Management refers to the:**

1. Procedures and Protocols which are developed to ensure the access/egress from all sites is managed and controlled.

2. Arrangements that are in place to ensure effective workplace transport safety management systems /procedures are followed, and all staff understand their role.

3. Assessment of the workplace transport risk to evaluate the significance and severity.

4. Implementation of control measures which aim to reduce the workplace transport risk to the lowest possible level.

5. Processes of ensuring people are effectively segregated wherever possible from traffic/vehicular movements.

6. Process of minimising where possible the need for reversing manoeuvres, in particular, in high risk/densely populated areas such as crossing and drop off points.

7. Implementation of an effective safety signage strategy that provides clear communication.

8. Process of ensuring NHS Lothian has an appropriate plan of informal and formal site traffic management monitoring.

9. Process by which the Traffic Management Groups (TMG) continue to discuss, monitor and assess issues and close out actions identified. These groups will provide information to the Site or HSCP Health and Safety Committee on the significant workplace transport safety risks as part of the governance system. The Committee will also notify the respective management team of any actions required.

4 Strategic Partners

Organisations that use or operate from any NHS Lothian sites or premises and are defined as:

- The Scottish Ambulance Service
- University of Edinburgh
- Napier University
- Scottish National Blood Transfusion Service
- Consort Healthcare
- Local Authorities
- Bus Companies
- Taxi Companies

5 Organisational Roles and Responsibilities
5.1 The **Chief Executive** is responsible through the various line management structures for ensuring that there is in place effective arrangements for identifying, evaluating and managing the risks associated with workplace transport safety. Those responsibilities also include providing sufficient resources for putting the requirements of the policy into practice.

5.2 **Director of Human Resources and Development**

The Director of Human Resources and Organisational Development has delegated responsibility for implementation of this policy.

5.4 **Line Managers**

Those managers whose responsibilities and or vehicle activities includes workplace transport safety are responsible for leading on the implementation of the policy on behalf of the Chief Executive by ensuring that effective systems are in place to assess, manage and control those risks. Those managers can include Hospital Site Directors and Senior Managers within other Services and Facilities Managers.

5.4.1 **Assessing and Managing the Risk includes:**

- Conducting regular workplace inspections to review the effectiveness of the site rules, controls in relation to vehicle reversing hot spots, people and vehicle segregation controls, and overall traffic management within their areas of responsibility;
- Carrying out an assessment of any workplace transport activity/task and or environment that may create a risk to staff, strategic partners, contractors, and patients. Assessing the risks means taking into consideration all relevant workplace transport safety information which includes reference to specific and health and safety legislation and guidance. Managers should involve staff and where possible staff health and safety representatives in the risk assessment process;
- Communicating the results of the risk assessment findings to affected departmental staff to ensure awareness of the risks and actions being taken to minimise/ control the risk;
- Ensuring any identified risks are tabled, discussed and actions taken at the appropriate local Traffic Management Group and that governance is provided through reports/information to the Health and Safety Committee(s);
- Developing, implementing and monitoring specific risk controls by creating procedures, guidance and protocols for workplace transport safety, taking into consideration of the following:
  - Layout and traffic routes including one way systems to minimise reversing activities;
  - Directional signage;
  - Segregation of vehicles and pedestrians (see guidance document);
  - Vehicle maintenance;
  - Reversing vehicles and use of trained reversing assistants (see guidance documents);
  - Input from strategic partners, contractors, suppliers who use sites;
  - The provision of driver training
  - The performance, usage and compliance of site rules and local traffic management procedures;
Workplace health and safety standards

- Access for the emergency services;
- Ensuring appropriate disabled access;
- Access and parking for patients and visitors;
- Ensuring all vehicles (including Fork Lift Trucks, Electric Tugs, Tractor and Trailers and Mini Snow Ploughs) are all subject to a suitable programme of maintenance;
- Ensuring that local site rules, procedures and processes are being applied and adhered to within their areas;
- Documenting any workplace transport risk assessments, collating quarterly reports and escalating any concerns accordingly;
- Identifying the level of training and instruction required by staff through the completion of the risk assessment, and ensuring attendance at training courses;
- Ensuring all local procedures and site rules are communicated effectively to their staff, strategic partners, contractors, suppliers, patients and the general public; That where inappropriate behaviours are observed, managers will use the Management of Employee Conduct Policy to assist in the resolution of such issues;
- Effectively communicating with all relevant parties any service or legislative changes which may affect the policies and procedures in place;
- Following NHS Lothian’s Adverse Event Management Policy and related procedures for reporting all adverse events, making sure all events are reported and investigated appropriately;
- Accessing support and specialist advice from the Health and Safety department where appropriate.

5.5 Employees
All employees are responsible for:

- taking reasonable care of themselves and any other people who may be affected by their actions;
- co-operating by following policies, procedures and protocols designed for safe working;
- reporting all accidents and incidents involving workplace transport to their manager;
- contributing to the risk assessment process and attending training designed to meet the requirements of this policy;
- reporting to their line manager any concerns they may have about potentially dangerous situations or tasks being carried out that relate to their work environment;
- compliance with a reasonable request to park safely or to move a vehicle in accordance with site rules and local traffic management procedures;
- compliance with site rules and local traffic management procedures which arise out of this policy.
5.6 NHS Lothian Traffic Management Groups (TMG’s)

In line with each group’s Terms of Reference the Traffic Management Groups will be responsible for the following:

1. Coordinating and directing all Traffic Management associated issues on their particular site on a dynamic basis in line with any associated Traffic Management Plans and setting this into the context of the following users:–
   - Staff driving on site
   - Visiting drivers to the site
   - Pedestrians
   - Cyclists
   - Blue light vehicles
   - Non blue light ambulances
   - Supply vehicles
   - Other vehicles

2. To support all users in discharging their responsibilities under the current and agreed Workplace Transport Safety and any associated procedures or protocols;

3. To ensure as far as is reasonably practicable the minimisation of pedestrian/vehicular conflict which could cause injury or death;

4. To minimise as far as possible the need for uncontrolled reversing of commercial or other vehicles on site (i.e. without a reversing assistant, reversing camera or audible alarm)

5.7 Strategic Partners, Contractors and Suppliers

All strategic partners, contractors, suppliers and to NHS Lothian sites are responsible for:

1. Taking reasonable care of themselves and any other people who may be affected by their actions;

2. Co-operating by following policies, procedures and protocols designed for safe working;

3. Reporting all incidents and accidents involving their vehicles to the manager from NHS Lothian who engaged them;

4. Reporting any dangers they identify or any concerns they may have about potentially dangerous situations or tasks being carried out that relate to their work environment to the manager that engaged them;

5. Compliance with a reasonable request to park safely or to move a vehicle in accordance with the site rules and local traffic management procedures;

Compliance with site rules and local traffic management procedures.

6.0 Measuring Performance

6.1 Monitoring before Events Occur

Compliance with and adherence to this policy will be periodically checked and confirmed by:
- The Health and Safety Committee (s)
• Responsible Managers carrying out formal and informal site safety tours
• The Local Traffic Management Groups reports and action plans
• Evaluating the results of formal site monitoring (walkround) visits and inspections
• Evaluating the results of internal audit processes

6.2 Reactive Monitoring

Any workplace transport incidents and accidents should be reported to and investigated by the manager at the earliest opportunity. These should be reported using the DATIX system all reports should be investigated in line with the NHS Lothian Adverse Event Management Policy and Procedure.

7.0 Audits

This policy will be subject to checking as part of the compliance monitoring programme undertaken by the NHS Lothian Health and Safety Service. The frequency of checking compliance will be determined by the NHS Lothian Health and Safety Committee in conjunction with or in response to a request from the NHS Lothian Risk Management Steering Group.

8.0 Review

This policy will be reviewed and revised every 2 years or as a result of any changes in Legislation

9.0 Equality and Diversity

As per the NHS Lothian Development of NHS Lothian Policies and Procedures – Policies and Guidance for all Employees, a Rapid Impact Assessment has been undertaken in line with the requirements of the Equality and Diversity Policy.

10.0 Related Documents

• NHS Lothian Adverse Event Management Policy and Procedure.
• NHS Lothian Health and Safety Policy.
• NHS Lothian Workplace Transport Performance Standard.

11.0 Appendices

• APPENDIX A: Guidance Notes: Developing Local Procedures
• APPENDIX B: Reference Information
APPENDIX - A
GUIDANCE NOTES: DEVELOPING LOCAL PROCEDURES

Reversing Vehicles
Wherever possible the need for reversing should be removed by setting up one way systems or example using drive through loading and unloading areas. In locations where reversing cannot be avoided “reversing areas” should be planned out and clearly marked to segregate pedestrians from reversing vehicles.

Where there is an identified significant risk from reversing vehicles and engineering controls are not possible trained banksmen should be utilised to guide drivers and keeping the reversing area free of pedestrians. The banksmen will need to:

• Be visible to drivers at all times;
• Stand in a safe position, from which to guide the reversing vehicle without being in its way.
• Use a clear, agreed system of signalling
• Wear high visibility clothing, such as reflective vests, and ensure that any signals are clearly seen.
• Explain to the driver if they lose sight of them then should stop the vehicle immediately.

*The use of portable radios or similar communication systems may be helpful.

The following steps should be considered to help reduce the risk of reversing vehicle related incidents or near misses.

Site layouts can be designed (or modified) to increase visibility for drivers and pedestrians, for example:

• By increasing the area allowed for reversing;
• By installing fixed mirrors in smaller areas.

Reducing the dangers caused by “blind-spots”:

• Most vehicles already have external side-mounted and rear-view mirrors fitted. These need to be kept clean and in good repair;
• Refractive lenses fitted to rear windows or closed-circuit television systems can be used to help drivers to see behind the vehicle;
• If drivers cannot see behind the vehicle, they should leave their cab and check behind the vehicle before reversing.

Reversing alarms can be fitted:

• These should be kept in working order;
• Audible alarms should be loud and distinct enough that they do not become part of the background noise;
• Where an audible alarm might not stand out from the background noise, flashing warning lights can be used.

Other safety devices can be fitted to vehicles:

• For example, a number of 'sensing' and 'trip' systems are available, which either warn the driver or stop the vehicle when an obstruction is detected close to, or comes in contact with, the reversing vehicle.
• Stops such as barriers or buffers at loading bays can be used. They should be highly visible and sensibly positioned.
• Where vehicles reverse up to structures or edges, barriers or wheel stops can be used to warn drivers that they need to stop. White lines on the floor can help the driver position the vehicle accurately.

SEGREGATION – The facts

• By law, pedestrians or vehicles must be able to use a traffic route without causing danger to the health or safety of people working near it.
• Roadways and footpaths should be separate whenever possible.
• You need to consider protection for people who work near vehicle routes.
• By law, traffic routes must also keep vehicle routes far enough away from doors or gates that pedestrians use, or from pedestrian routes that lead on to them, so the safety of pedestrians is not threatened.

SEGREGATION – Questions you should ask yourself

• How are pedestrians and cyclists kept away from vehicles?
• How do you mark out and sign vehicle and pedestrian areas?
• Where do vehicles and pedestrians have to use the same route?

SEGREGATION- Ways to segregate vehicles from pedestrians

• Separate vehicle and pedestrian access to the site.
• Kerbed footways.
• Coloured surfacing.
• Bollards.
• Pedestrian’s crossing/paths.
• Signage.
• Road and walkway markings.

SITE INSPECTION/ WALKROUNDS – THINGS TO REMEMBER WHEN CARRYING OUT YOUR SITE INSPECTION

• Use the Formal Monitoring Tool
• Check that vehicle and pedestrian routes are clear and useable (remember cyclists).
• Make notes of areas used by both vehicles and pedestrians and segregation is not possible
• Assess existing controls for effectiveness.
• Consider inspecting your site at different times of the day and in different weather conditions, for example, during peak delivery times, visiting hours and when there has been heavy rain or snow/ice or high winds.
• Carry a site map with you along with any existing Risk Assessments and/or Action Plans.
• Take photographs as a reference.
• Pay particular attention to areas where “near misses” have occurred.
• Assess blind corners.
• Don’t ignore any non-compliance with this policy that you may observe during your inspection/site walkround.

CONTROLS SHOULD BE REVIEWED AND MONITORED

APPENDIX – B
REFERENCE INFORMATION

- Health and Safety Web Page.
- NHS Lothian Staff Conduct Policy.
- NHS Lothian Dignity at Work Policy.
- NHS Lothian Green Travel Plan.
- NHS Lothian Contractor Control Policy.
- NHS Lothian Procurement Processes.
- Site Rules: Western General Hospital;
  Royal Hospital for Sick Children;
  Astley Ainslie Hospital;
  Royal Edinburgh Hospital;
  Royal Infirmary of Edinburgh;
  Liberton Hospital;
  St John’s Hospital.
- Reversing Assistant Procedure.
- Driver Training Process.
- NHS Lothian Car Parking Policy
- Parking Permit Criteria and Permit Allocation.
- Site Specific Traffic Management Arrangements.
- NHS Lothian Workplace Transport Performance Standard