

MONITORING INFORMATION SHEET WASTE 24 SUPPORT DOCUMENT

This WISH information document is aimed at health and safety improvements in the waste management industry. The Health and Safety Executive provided support to WISH in producing this guidance. This guidance may go further than the minimum you need to do to comply with the law with regard to health and safety

This information sheet is one of a series of supporting documents to WASTE 24 (Working on the Public Highway Street Cleaning). It should be read in conjunction with WASTE 24. This sheet covers monitoring. The other support sheets being INFO 15 on PPE, INFO 16 on risk assessment, INFO 17 on signage and INFO 18 on vehicles.

Contents

1. Introduction and scope
 2. Effective Monitoring
 3. Example checklist and matrix
- Disclaimer, WISH and links and further reading
Appendices 1, 2 and 3 – example checklists and matrix

1. Introduction and scope

One of the core elements of effective health and safety management in an organisation is to check that policies and procedures are being followed. Effective monitoring systems in the waste and recycling industry are important because of the constantly changing environment particularly during street cleansing activities. This information sheet provides two example checklists and a matrix to assist those involved with such monitoring. However, these are only a guide and depending on your individual activities and organisation's policies, you may need to delete, alter, amend or supplement the contents when devising your own documentation. The information is aimed at managers and supervisors of street cleansing activities. They may be employed by Local Authorities (as employers who operate the contract or as clients who manage the contract) or private contractors. It may also be useful to health and safety professionals who advise the waste and recycling industry.

2. Effective monitoring

Use the same approach to monitor your health and safety performance as you would when you monitor other aspects of your business. You will need to decide on:

What to monitor and how to record it – the checklists Appendix 1 and 3 in this information sheet should assist.

How to ensure all drivers and crews are covered by monitoring – the matrix Appendix 2 in this information sheet should assist.

Who should do it – this is likely to be at supervisor/manager level for the monitoring of cleansing crews and at management level for the monitoring by LA clients. Worker representatives and Health & Safety Managers may also be involved.

What training they will need – those involved should receive sufficient training and be competent to carry out this task. They will need to:

- Be familiar with the tasks and procedures involved
- Understand the health and safety reasons behind each issue monitored (appendix 1)
- Carry out monitoring safely and ensure that it does not in itself increase risks
- Have an understanding of the applicable legislative requirements
- Have knowledge of the contractors' procedures (where applicable)

How should they monitor – it may be planned/unplanned (announced/unannounced) and may be varied and be at any time during the working day. Supervisors/managers may also focus on different topics.

How to inform crews about monitoring – factors to consider include:

- All operational staff (including agency staff) should be advised about monitoring arrangements and why they are in place i.e. to ensure they are following the procedures that they have been trained in
- CCTV monitoring may be considered in certain circumstances
- A system should be in place to manage the feedback both positive and negative
- If any part of the service is contracted out the crews should be made aware whether they will receive separate visits from the LA Clients and how these will be undertaken
- This information may be conveyed at their training or via toolbox talks

Waste Industry Safety and Health Forum

How often – this will be dependent on the type of monitoring and assessment of the risks. Some checks will be carried out daily by supervisory/managerial staff; however checks by the LA clients may vary (for instance checks may need to be more frequent at the start of the contract, but with longer intervals as the contract matures and confidence is gained). It is important that key risks and precautions are monitored more often and in more detail.

How to deal with non-compliance – those that are being monitored should be clear about how non-compliance will be dealt with (e.g. retraining, disciplinary - dependent on the level of breach).

How to report – the results of monitoring should be reviewed, analysed, and reported to senior management as well as crews (for example via toolbox tools) to assist with improving health and safety performance.

3. Example checklists and matrix

The example monitoring checklists and matrix given in appendices 1, 2 and 3 may assist those involved with checking that policies and procedures are being followed during cleansing:

Appendix 1: Operational Monitoring Standards example - this operational monitoring framework may be used by monitoring staff etc. to inspect cleansing activities.

Appendix 2: Monitoring of Crews Matrix example - to ensure that all crew members are covered by monitoring activities, service providers should keep a record of the date of the visits and any compliance/non-compliance issues. This should assist when reviewing procedures and may also be used for staff appraisals.

Appendix 3: Monitoring Checklist for LA (local authority) clients - LA (local authority) clients should ensure that contractors delivering the service are working to the agreed method statements. The checklist reminds LA clients of the issues to check when managing the contract.

Note – these documents are only examples. Depending on your individual activities and organisation's policies, you may need to delete, amend, or supplement the contents when devising your own documentation.

Disclaimer and WISH

This information document has been prepared by health and safety practitioners to assist health and safety improvements in the waste management industry. It is endorsed by the WISH (Waste Industry Safety and Health) Forum. This information document is not formal guidance and represents good practice, which typically goes beyond the strict requirements of health and safety law.

Nothing in this information document constitutes legal or other professional advice and no warranty is given nor liability accepted (to the fullest extent permitted under law) for any loss or damage suffered or incurred as a consequence of reliance on this document. WISH accepts no liability (to the fullest extent permitted under law) for any act or omission of any persons using this document.

This information document is not a substitute for duty holder and/or professional safety advisor's judgment, Notwithstanding the good practice in this document, duty holders are responsible for ascertaining the sufficiency and adequacy of their internal and independent procedures for verifying and evaluating their organisation's compliance with safety law.

The Waste Industry Safety and Health (WISH) Forum exists to communicate and consult with key stakeholders, including local and national government bodies, equipment manufacturers, trade associations, professional associations and trade unions. The aim of WISH is to identify, devise and promote activities to improve industry health and safety performance.

Useful links and further reading

[WISH website](http://www.wishforum.org.uk): www.wishforum.org.uk

HSE waste and recycling webpages: www.hse.gov.uk/waste/index.htm

WISH Guidance Sheet 24 - Safe cleansing on the highway managing the risks associated with manual and mechanical cleansing (on WISH web site)

Effective proactive monitoring in waste and recycling collection activities – Information Sheet INFO 3 (on WISH web site)

Appendix 1 – operational monitoring standards example

Note – two example monitoring checklists are shown below. Both of these are examples only. You must decide what your own checklists will contain.

Operational safety	Standard required
Task risk assessments	In place and cover all tasks and are regularly reviewed following related accidents or dangerous occurrences (near misses)
COSHH risk assessments	In place and cover all hazardous substances that operatives are likely to encounter when undertaking their work, including substances that could be in waste
Route risk assessments	In place and cover all planned routes and aim to minimise traffic risks, risks to staff and the public and the need for vehicles to reverse.
Safe working procedures	In place and incorporate safe systems of work reflecting the various risk assessments.
Dynamic risk assessment procedures	Staff trained to undertake dynamic risk assessment at the point of work and have the authority and confidence to take appropriate action.
Staff training	All staff appropriately trained and competent, with a programme to review and update training as appropriate.
Driver & vehicle Safety	Standard Required
Driver vehicle inspection	Procedures in place for drivers to undertake and record a safety inspection of their vehicle prior to use and report all defects. Drivers trained to understand which defects make a vehicle unfit for use
Operative(s) seated and belted before driving	Driver must ensure passengers are seated with seatbelts worn before moving off
Use of hand-held Electronic devices	No illegal use of mobile phones, in-cab devices, radios, MP3 devices etc
Vehicle ancillary equipment checks	Equipment checked to include vehicle mobile phone, first aid kit, fire extinguisher, spill kit and incident pack or as specified in requirements. As a minimum all should have a mobile device to contact their office or emergency services
Operational vehicle parking	As necessary for the job to be done as quickly and safely as possible
Operator Safety	Standard Required
Traffic management	Risk assessment identifies the need for Traffic Management measures. Fully trained and competent staff are used to set out traffic management measures. Cleansing staff are trained and competent in working within traffic management measures
Road safety	Appropriate training in place for crossing roads and fully complied with. Safe places to cross busy roads identified by Risk assessment. Risk assessment identifies the best methods, day and time of day to undertake various high-risk tasks such as central island cleansing
PPE	High visibility worn and appropriate for the speed of the road with Class 3 long sleeve for high speed roads. Gloves and safety footwear worn and in good condition. Wet weather clothing available and in good condition

Waste Industry Safety and Health Forum

Working adjacent to highway, footpaths etc	Cleansing carried out safely on the road footpaths and verges
Manual handling	The task being undertaken in accordance with recognised techniques by trained and experienced staff
Plant and equipment	Correct tools and equipment used to minimise risk of injury and ill health
Vehicle access and egress	Teams accessing / egressing the vehicle correctly
Customer care / safety	The staff are polite, helpful and take into account other users of the area in which they are working
Lone working	Individuals or team have access to a phone, and Supervisors/Managers know where and when they are working
Out of daylight working hours	Appropriate equipment and procedures are in place
Public and operator safety	Standard Required
Vehicle reversing	The need for reversing is being minimised. Where reversing is essential all safe reversing procedures are in place.
Mechanical equipment driven on footways	Maximum speed limits are in place and complied with. Risk assessment identifies the best day and time of day to undertake the work. Safe procedures are in place when working on narrow footways adjacent to busy roads to avoid members of the public stepping onto the carriageway
Use of suction assisted mechanical sweepers	Appropriate bag filters to contain visible dust as well as PM10 and sub PM10 particulates are used where practical. Filters are properly maintained to avoid the recirculation of dust and particulates. Where bag filters are not practical other appropriate control measures are in place. Where water is employed to control emissions, water tanks are properly topped up
Health hazards	Systems, methods, and appropriate equipment are in place to prevent, as far as practical, the creation or recirculation of respirable particles. Equipment is designed to minimise noise and vibration. Staff working outside have appropriate sun protection and access to drinking water. Staff understand the health risks associated with contact with waste and have access to appropriate protection and washing facilities
Environmental hazards	Route and dynamic risk assessments take account of steep slopes, slippery surfaces, uneven rough terrain or areas such as unmaintained verges which may be obstructed by overgrown vegetation
Spills	Procedures and equipment in place to ensure any spills are cleared up
Access for the public	Staff aware of the necessary safety procedures and they are in place
Other hazards	Hazards such as clinical waste, sharps, dead animals, asbestos, chemicals, gas bottles and drugs paraphernalia have been identified and are managed in the correct way

Appendix 1 - second example monitoring checklist

Health and Safety Monitoring Checklist – cleansing, litter picking on the highway

Location:	Vehicle type:
Job Identification:	Vehicle registration:
Drivers Name:	

All sections must be completed	Satisfactory (✓)	Unsatisfactory (X)	Comments <i>Details of what was unsatisfactory</i>	Actions <i>What, by whom & when?.</i>
Operators				
1. What is the observed standard of driving?				
2. Are seat belts being used?				
3. Do operatives get in/out of the vehicle only on the safe side?				
4. Are all TTM and litter picking operatives showing good traffic awareness?				
5. Are all TTM and litter picking operatives following the prescribed systems of work?				
6. Is all PPE suitable and being worn?				
7. Is there an agency employee(s) in the team?				
8. Has the agency employee been inducted?				
9. Is the agency employee using the correct PPE?				
10. Is the ratio of trained to untrained operatives (i.e. 1:1) correct?				

Waste Industry Safety and Health Forum

All sections must be completed	Satisfactory (✓)	Unsatisfactory (X)	Comments <i>Details of what was unsatisfactory</i>	Actions <i>What, by whom & when?</i>
<i>TTM Deployment Procedures</i>				
Is the vehicle(s) parked in a safe place?				
Are safe reversing procedures being adopted (including the use of a Banksman or Reversing Assistant specified)?				
Are correct manual handling techniques being adopted?				
Are left/right signs ('610' or '7403') properly orientated?				
Has the correct signage been deployed on the highway?				
Have signs been located appropriately on the Highway?				
Are the signs clean and in good condition?				
Are sufficient sandbags being used to stabilise the signs?				
Are cone beacons operational and being used properly				
<i>Vehicles</i>				
All sections must be completed	Satisfactory (✓)	Unsatisfactory (X)	Comments <i>Details of what was unsatisfactory</i>	Actions <i>What, by whom & when?</i>
Are vehicle operating booklets and cards available?				
Is the general condition of the vehicle acceptable?				
Do the vehicle doors close correctly?				
Is the external cleanliness of the vehicle acceptable?				

Waste Industry Safety and Health Forum

All sections must be completed	Satisfactory (✓)	Unsatisfactory (X)	Comments <i>Details of what was unsatisfactory</i>	Actions <i>What, by whom & when?</i>
Vehicles (continued...)				
Is the cab clean and free of prohibited items?				
Is first aid equipment present and in good order?				
Are eyewash bottles present and in good order?				
Are hand wipes available and being used?				
Is there a fire extinguisher(s) in the cab?				
Are all lights and beacons operational and in use?				

Other comments or actions (or expanded actions from above)

Drivers signature:	Date:	Time:
Supervisors name & signature:	Date:	Time:

Appendix 2 – monitoring of crews, matrix example

Collection crews monitoring performance summary matrix

Use this matrix to summarise crew member performance during monitoring. The aim is to be able to identify more easily individuals and crews for additional training, monitoring or other actions, up to and including disciplinary

Person		Dates of monitoring and performance					Compliance issue and corrective action/s
Name	Position	Date	Date	Date	Date	Overall	
NAME	Driver						
NAME	Driver						
NAME	Driver						
NAME	Driver						
NAME	Driver						
NAME	Driver						
NAME	Driver						
NAME	Driver						
NAME	Driver/loader						
NAME	Driver/loader						
NAME	Driver/loader						
NAME	Driver/loader						
NAME	Loader						
NAME	Loader						
NAME	Loader						
NAME	Loader						
NAME	Loader						
NAME	Loader						
NAME	Loader						
NAME	Loader						
NAME	Loader						
NAME	Agency						
NAME	Agency						
NAME	Agency						
NAME	Agency						
NAME	Agency						
NAME	Agency						

Key and instructions

	No non-compliances/no unsafe actions noted
	Minor non-compliance/action which may have led to minor injury
	Serious non-compliance/action which may have led to a serious accident

This spreadsheet records the performance of individual members of staff following monitoring. Use the key code above to record compliance against the employer's policies and procedures

Appendix 3 – monitoring checklists for LA clients example

Collection crews monitoring systems assessment checklist

This checklist is aimed at allowing local authority clients to assess their own monitoring systems and contract arrangements. The first part of the table covers monitoring systems and the second contract arrangements

Client monitoring systems (management of the contract)

No.	Check item	Yes	No	Comments/actions
1	Is there a robust framework for monitoring and review of contractor health and safety practice and performance? Does this framework include: 1. What should be monitored and how? 2. Frequency of monitoring (with flexibility to change dependant on standards observed)?			
2	Is the role of the client monitoring officer clearly identified?			
3	Are all monitoring officers trained and competent, and how is this assessed?			
4	Do officers <i>have access</i> to and <i>use</i> the expertise of others e.g. Health and Safety officers, Health and Safety forums/networks?			
5	Do officers have the authority to deal with imminent/serious risk to contractor employees or members of the public? Is there an agreed procedure for this with the contractor?			
6	Are contractor accidents and ill health monitored? If so, is appropriate action taken to prevent a recurrence?			
7	Is there a system to ensure issues referred by the client to the contractor are actioned?			
8	Have effective lines of communication between client and contractor been established?			

Contract arrangements

9	Does the collections contractor have a robust framework for monitoring health and safety?			
10	Are the contractors delivering the service to the agreed method statements (as outlined during procurement)? Do those method statements continue to reflect the work activity being undertaken?			
11	Are there key H&S performance indicators in the contract? If so, are they measured and assessed?			
12	Is there a contract review committee set up? Does the committee have reps from LA and contractor senior management, elected member/s and worker reps? Does health and safety always feature on the agenda?			
13	Has a suitable method of feedback to the contractor been developed?			