

Welsh Ambulance Services University NHS Trust

Health & Safety Annual Report 2024-2025



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth Brifysgol GIG
Gwasanaethau Ambiwlaens Cymru
Welsh Ambulance Services
University NHS Trust

Health & Safety Annual Report 24-25
Version 1.0
Released: 25 April 2025

Nicola White- Head of H&S
Nicola.white3@wales.nhs.uk



Introduction



The Welsh Ambulance Service University Trust (WAST) success within Health & Safety (H&S) is driven by the Organisation's desire for continuous improvement on its journey to a cultural state of Interdependency.

The Health and Safety Annual Report provides the Trust Board with the necessary assurances that the Organisation continues to make significant strides to compliancy with the Health & Safety at Work Act 1974 and other supporting pieces of secondary legislation.

It provides an overview of how the Trust has performed over this reporting period in relation to ensuring a safe working environment. Priority is given within the report to celebrate the success and achievements of the dedicated H&S team as well as sharing the good practices from our WAST colleagues, our improved systems and processes and our challenges.

The Executive Director of Quality and Nursing is the executive lead for Health & Safety within WAST. The Head of H&S has responsibility as he named professional for the management of H&S. This role provides assurance with the Trusts Statutory Legislation above. The Head of H&S takes the Organisational lead on all H&S matters.

The H&S team works collaboratively with senior managers and colleagues to promote a mature H&S culture, both articulated and lived at each level in the Organisation. External partnership is also integral to the team's role, WAST contribution to the work of our partner agencies is also highlighted within this report.



Retained target score since November 2023

Corporate Risk 199 - 'Failure to embed an Interdependent and mature health and safety culture causing harm or a breach in compliance'

Risk 199 was raised in August 2019 and assessed as 20 (4x5).

Following significant work completed as part of the Working Safely Programme and investment into the Workforce Review, Risk 199 was reviewed and approved as reaching its target score of 10 (2x5) on the 7th December 2023.

This risk was de-escalated to the QPSE risk register and is reviewed on a quarterly basis.

Keeping our People Safe -Legislative Compliance



Internal audit - The Health and Safety (H&S) function was subject to an internal audit by Shared Services Partnership during Q3 2024/25 on 'Exposure to Fumes'.

The Auditors recognised the Trust's commitment to managing and improving exposure to diesel fumes and the work undertaken to date. Subsequently the Trust received a 'Reasonable' level of assurance across all 3 assessment criteria

The Trusts Legislative Compliance Register was subject to review by the H&S function in Q4 2024/25. Work undertaken by the Estates team increased the Trusts compliance to The Regulatory Reform (Fire Safety) Order 2005 increased overall legislative compliance levels from 2.22/3 to 2.32/3 continuing to provide a moderate leave of assurance was approved by the group on 17th April 2023. Further work continues to increase compliance levels further.

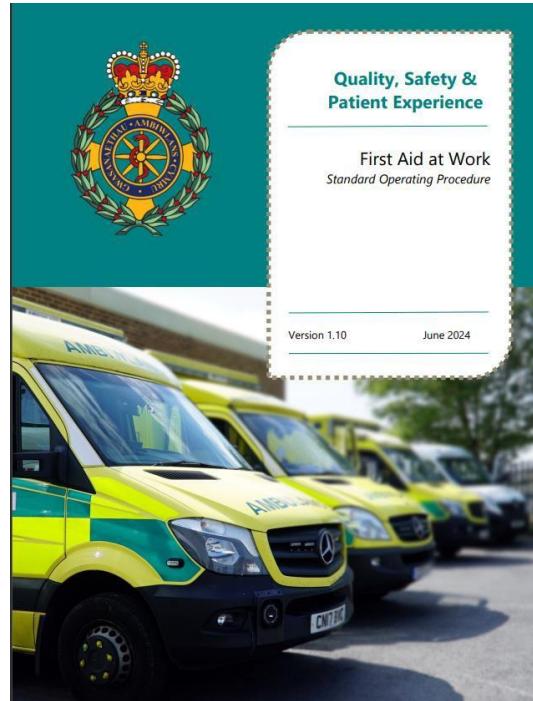
Assurance summary ¹	
Objectives	Assurance
1 Guidance documents	Reasonable
2 Monitoring and managing compliance with the Workplace Exposure Limits.	Reasonable
3 Reporting of emissions and their impact	Reasonable

Ref. No.	Relevant Legislation/Guidance	Application	Relevant Provisions	Application to WAST	WAST Compliance Tasks	Priority/Prevention in Place	Compliance Monitoring in Place	System Audit Score	Compliance Rating
HS1.1	The Health and Safety at Work etc. Act 1974	For employees involved in the industry 'Employer' means an individual who is acting under a contract of employment (including secretaries)	Section 2: General duties of employers to their employees 2(1) 'Every employer shall ensure, so far as is reasonably practicable, the health, safety and welfare of his employees - this extends to: (a) the provision and maintenance of safe plant and systems of work; (b) the safe use and handling of tools, equipment, storage and transport of articles and substances; (c) the provision of information, instruction, training and supervision; (d) the state of work under which the work is done and the provision/maintenance of means of access to and egress from it; and (e) the provision and maintenance of adequate welfare facilities and arrangements.	WAST must ensure the health, safety and welfare of employees, as far as is reasonably practicable. This extends to: (a) the provision and maintenance of safe plant and systems of work; (b) the safe use and handling of tools, equipment, storage and transport of articles and substances; (c) the provision of information, instruction, training and supervision; (d) the state of work under which the work is done and the provision/maintenance of means of access to and egress from it; and (e) the provision and maintenance of adequate welfare facilities and arrangements.	2.2.2.1.1 Maintenance schedule in place for all equipment. 2.2.2.1.2 Maintenance schedule to be added to the WAST. 2.2.2.1.3 Inspection on vehicle inspected and reported every 12 months. 2.2.2.1.4 Inspection on vehicle inspected and reported every 12 months. 2.2.2.1.5 Inspection on vehicle inspected and reported every 12 months. 2.2.2.1.6 Inspection on vehicle inspected and reported every 12 months. 2.2.2.1.7 Inspection on vehicle inspected and reported every 12 months. 2.2.2.1.8 Inspection on vehicle inspected and reported every 12 months. 2.2.2.1.9 Inspection on vehicle inspected and reported every 12 months. 2.2.2.1.10 Inspection on vehicle inspected and reported every 12 months.	High	High	High	2.32/3

Keeping Our People Safe –Documentation Developed



ED Bladeless Fan SOP

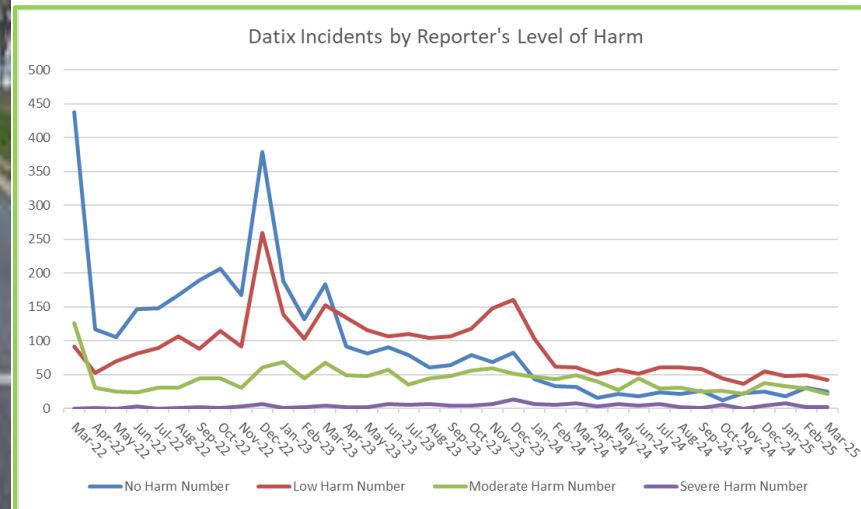
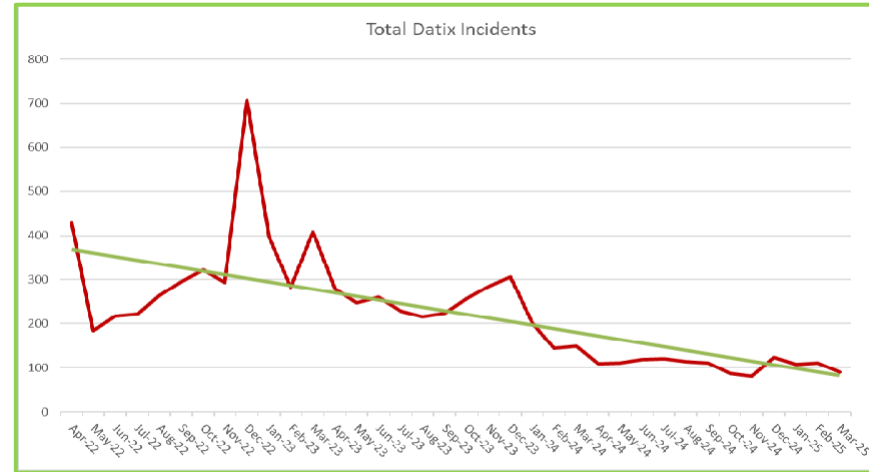


First Aid at Work SOP



Hand Arm Vibration SOP

Keeping Our People Safe- Non-Patient Incidents



Health and Safety Performance within this report for 2021/2025 relates to the Welsh Ambulance service University Trusts performance of top 5 H&S reported incidents.

The H&S team priority is to ensure that WAST colleagues work as safe as reasonably practicable within dynamic environmental conditions. This involves supporting investigations and applying lessons learned to prevent re-occurrence.

DATIX reported incidents have significantly decreased by 52% from April 2021 (284) - March 2024 (149).

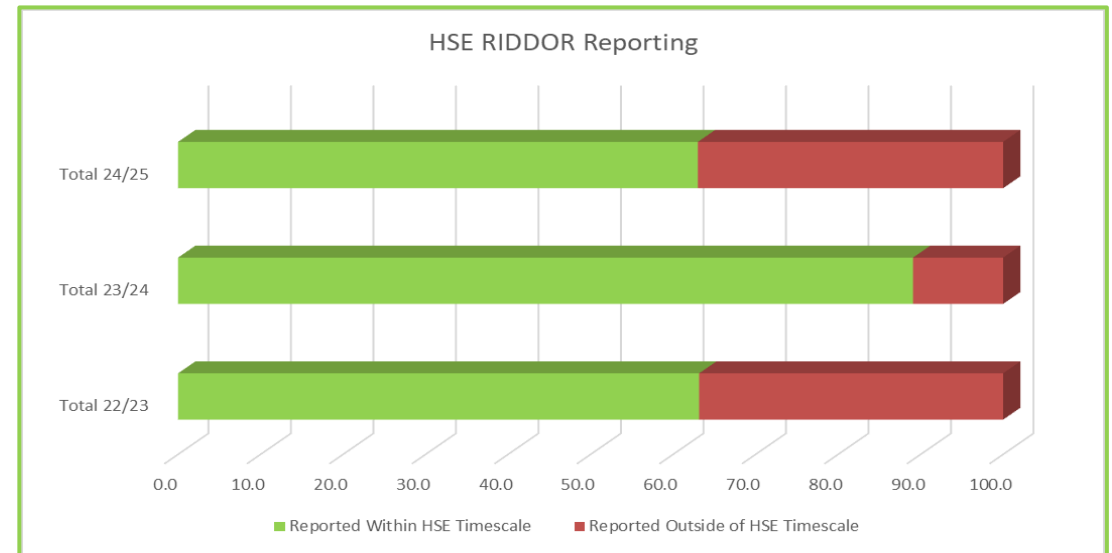
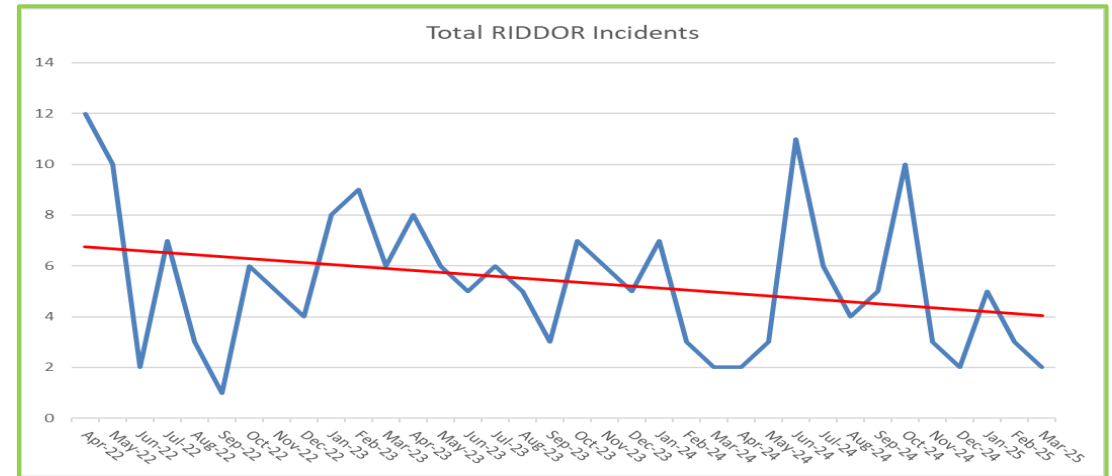
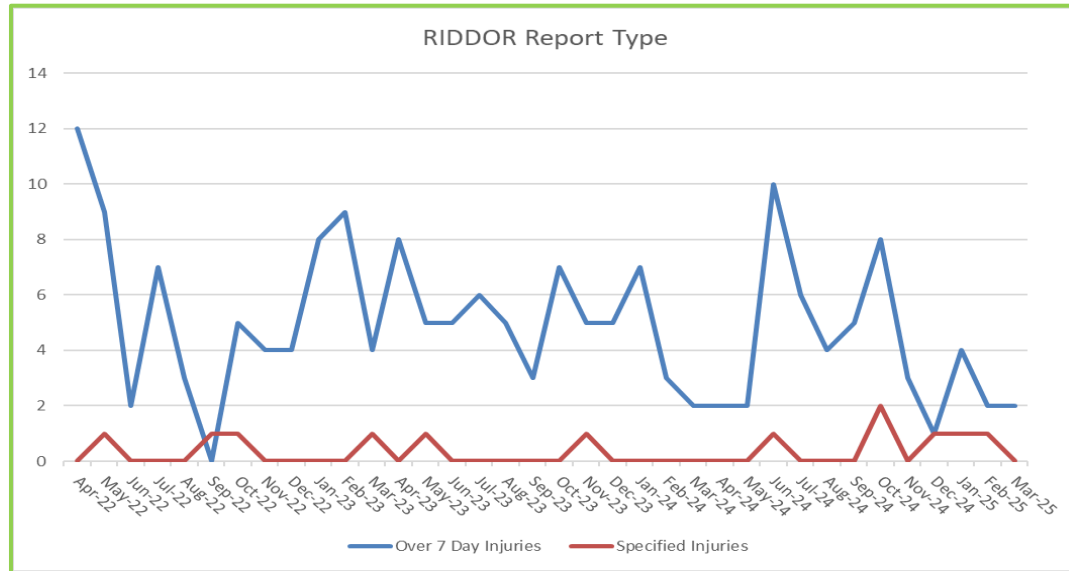
A significant number of incidents were recorded for missed meal breaks during the previous winter was not replicated during winter 23/24 and improvements in the way such incidents are recorded has further improved the ability of the Trust to analyse and trend harm incidents.

The incident frequency rate per 1000 Emergency Ambulance (EA) journeys has reduced by 61% from 16.79 in April 2022 to 10.37 by the end of March 2024

Keeping Our People Safe- RIDDOR



The total number of **RIDDOR** reported incidents have decreased by 64% from April 2021/22 (155) to March 2024/25 (56).

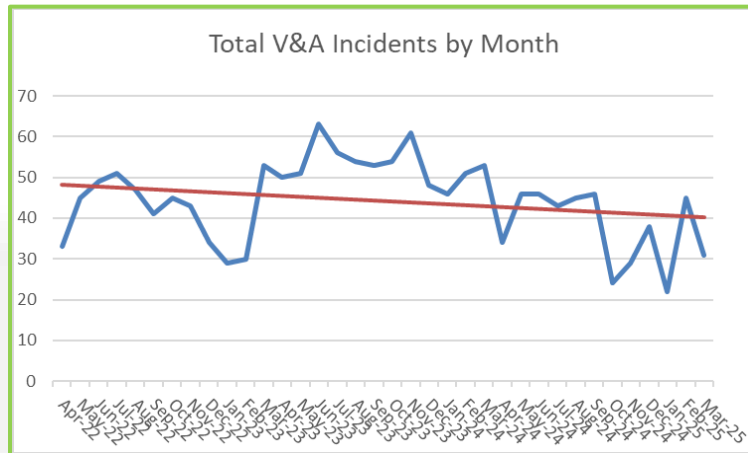
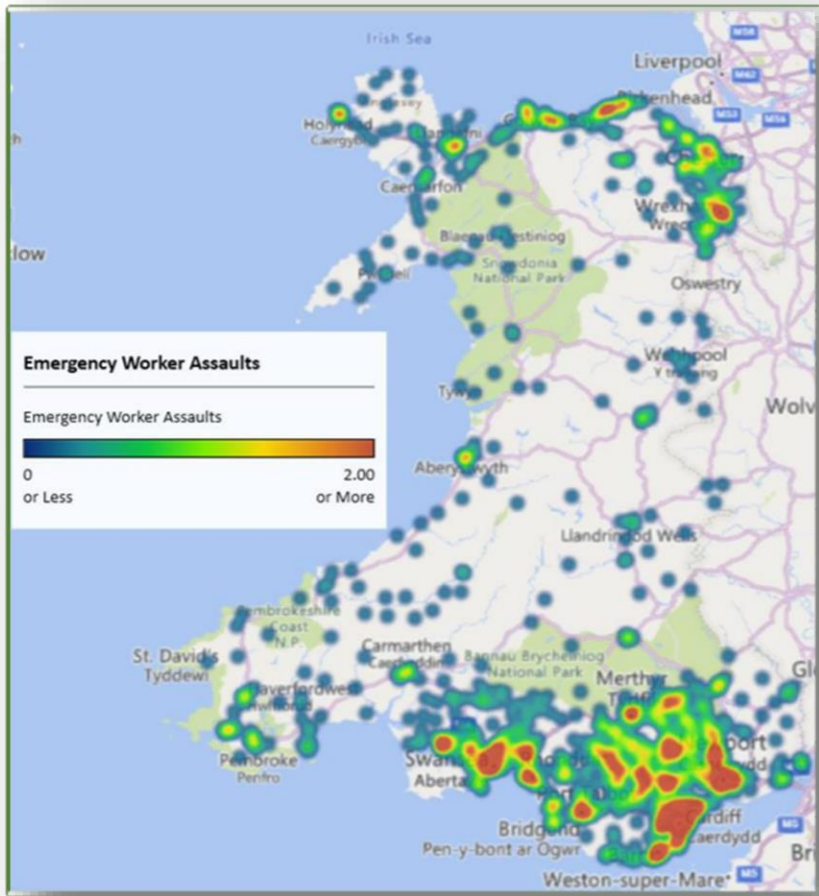


Categories for **RIDDOR** reportable incidents-

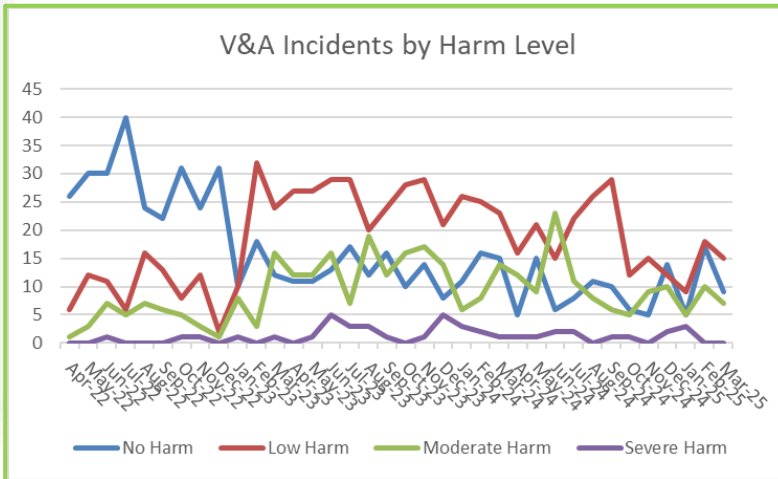
- Over 7-day injuries –reduction of by 66% from 2021-2025
- Specified Injuries - reduction of 50% from 2021 to 2025
- Most common trend manual handling injuries-patient handling and slip, trips and falls.

RIDDOR submissions have declined by 21% since 2021-2024. During 2024/25, compliance was impacted by the increase in information required by the HSE requiring additional time to obtain the information from line management.

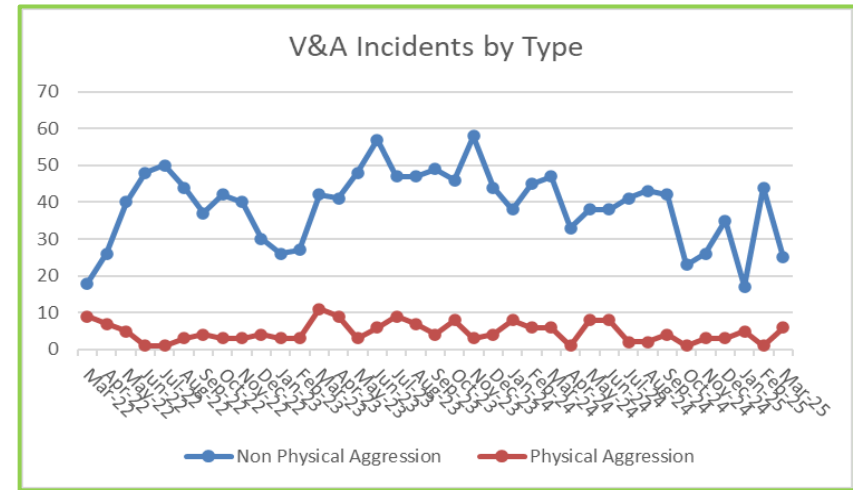
Keeping Our People Safe - Violence and Aggression



Statistics within WAST demonstrate majority of incidents are verbal abuse and aggressive behaviours mainly affecting the contact centres for 999 & 111



The trend over the last 3 years has shown a slight increase in V&A incidents. This trend has started to show a decrease as a result of the work undertaken by the V&A case management team together with other factors.



The number of moderate and severe harm V&A incidents remains low. The increase in low harm incident reports can be attributed to improvements in H&S reporting culture and the introduction of the Datix Cymru platform that enables better recording of V&A incidents.

Keeping our People Safe - Violence and Aggression



Following review of V&A 2023 Actions remaining resourcing V&A Function & Volunteers/Students systems / Communications. Risk 400 updated

V&A Manager continued to provide strategic input to NAsEG, AVC and the AACE Training V&A improvement meetings.

Case with Police reference -77.
Cases in Court -19

The Trusts V&A Manager advises the Chair of the AVC and Case managers Group with the sharing of best practice promoting violence reduction strategies

WAST provides quarterly report to the AVC for review and reflection in collaboration with the Crown Prosecution Service, Police and Welsh Government.

It's never OK to assault

emergency workers

#WithUsNotAgainstUs



19 Freedom of Information requests responded to in relation to behaviours of Violence, Aggression, Assaults & Sexual Safety

Guidance advice & data sharing with JESG partners by V&A Manager #With us not Against us campaign, to raise awareness of violence against emergency workers across Wales

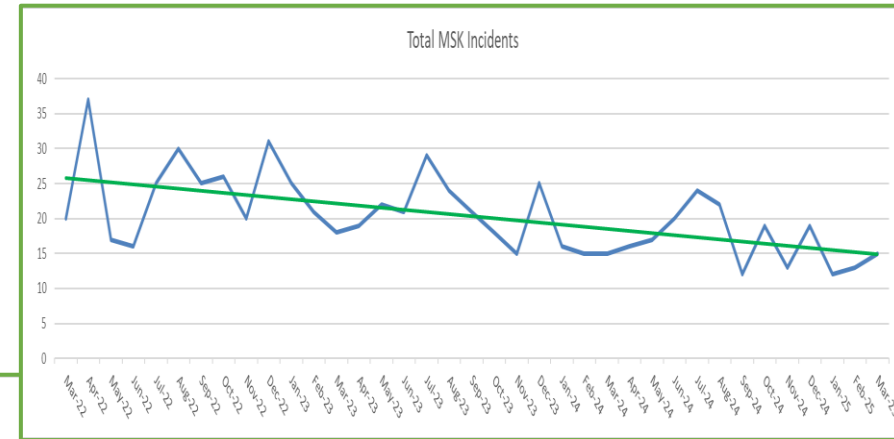
Improved visibility within Trust Senior Management Team via SOT and Pan Wales Business Management to provide support and guidance to managers. Supported by online tools via intranet page

WAST CM attends The All-Wales Case Managers Group The group reports to the AVC and Heads of Health & Safety.

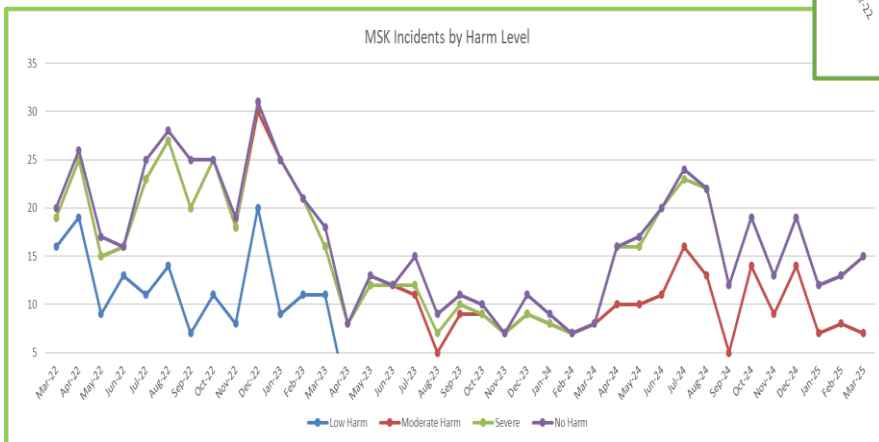
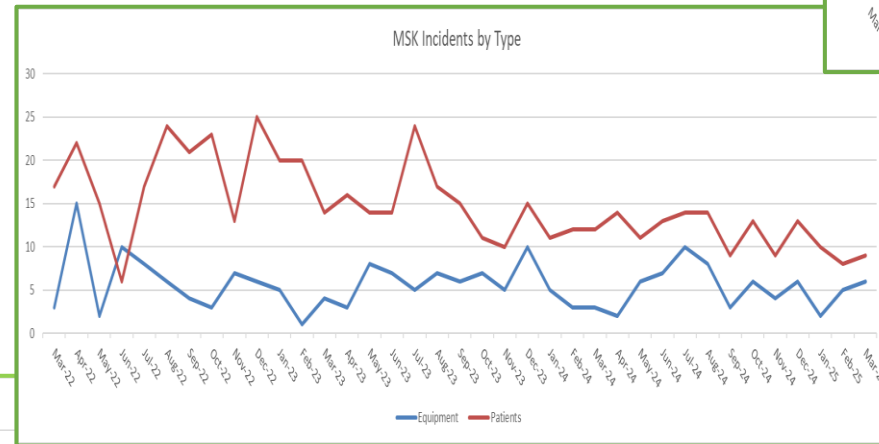
Keeping Our People Safe - DSE and Manual Handling



The downward trend in manual incidents has continued through the year with the incident frequency down from 2.86 to 1.25 per 1000 EA Journeys since April 2022.



Handling of patients remains the most frequently reported cause of injury.



The DSE/Manual Handling Advisor has undertaken a deep dive of incidents and made recommendations to lower incident numbers and harm levels even further. This being worked through via a task and finish group. [Welsh Ambulance Services University NHSTrust](#)

Keeping Our People Safe



Workplace Risk Assessments - undertaken in all 112 premises in conjunction with Operational Teams and Trade Union Partners.

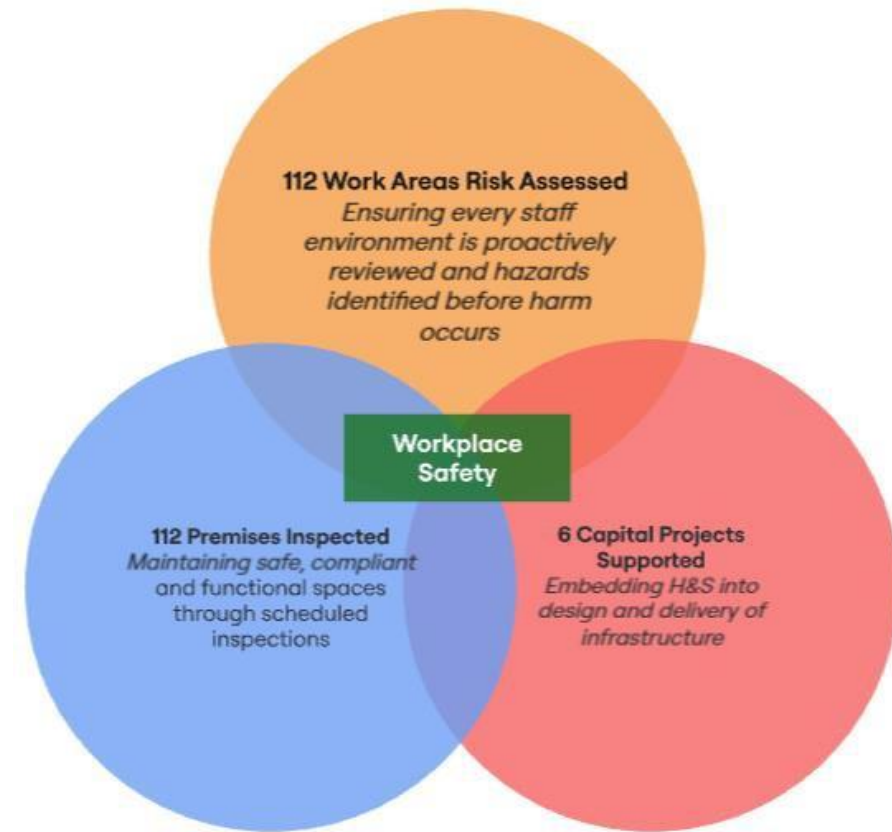
Workplace Inspections – all 112 inspections undertaken Pan Wales collaboratively with Operational Teams and Trade Union Partners. The inspection template also covers Estates related statutory legislation and integrates the requirements of the Equality Act 2010.

Noise Assessments have been undertaken in all 111 and Clinical Contact Centers Pan Wales and found to be below statutory legislative limits for long term exposure and short term 'peak' exposure levels.

First Aid Risk Assessments – all 112 RA undertaken

Capital Works Supported in Partnership;

Swansea Ambulance Project Group,
Pontadawe refurbishment
Glynneath refurbishment
Merthyr
Hawthorn Roof
Monmouth
Bryn Tyrion relocation
Ty- Elwy
Snowdon House 111



Workplace Risk Assessments

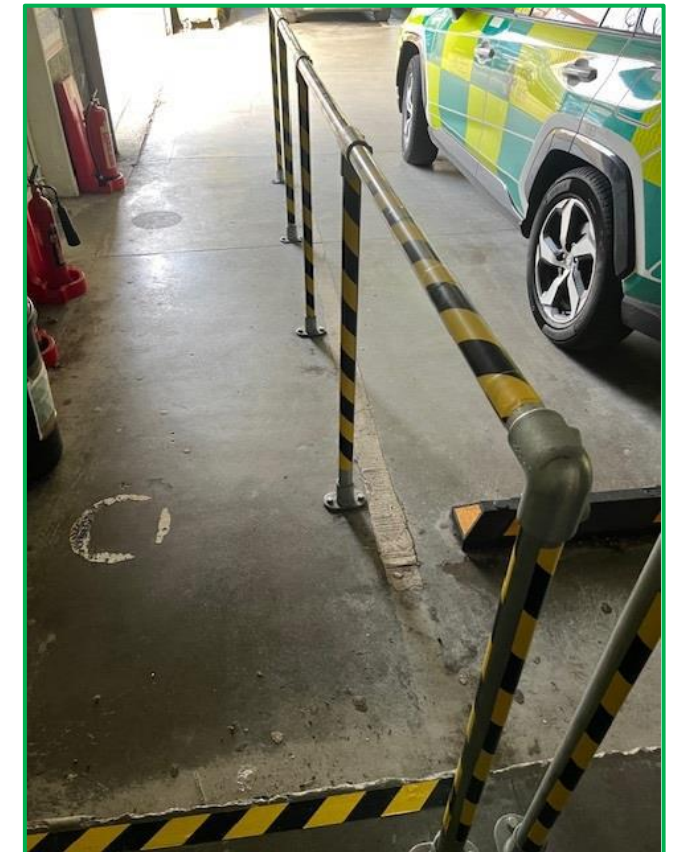


During recent visits to stations to review workplace risk assessments with Managers it was clear to see some of the hard work that has been carried out to make stations safer for staff.

One station that particularly impressed was Cwmbwrla, with lots of ongoing improvements taking place, not just in Health and safety.

- Cleaning shadow boards have been implemented to assist with better IPC control.
- Vehicle bags have had itemisation labels applied to make it easier for staff to identify exactly what the bags should include, and tags applied so staff know when the bag has been opened and requires checking.
- Kerbs and handrails have been identified with black and yellow for ease of identification
- Equipment used for training has been clearly identified with red training tape to prevent it being accidentally used elsewhere.

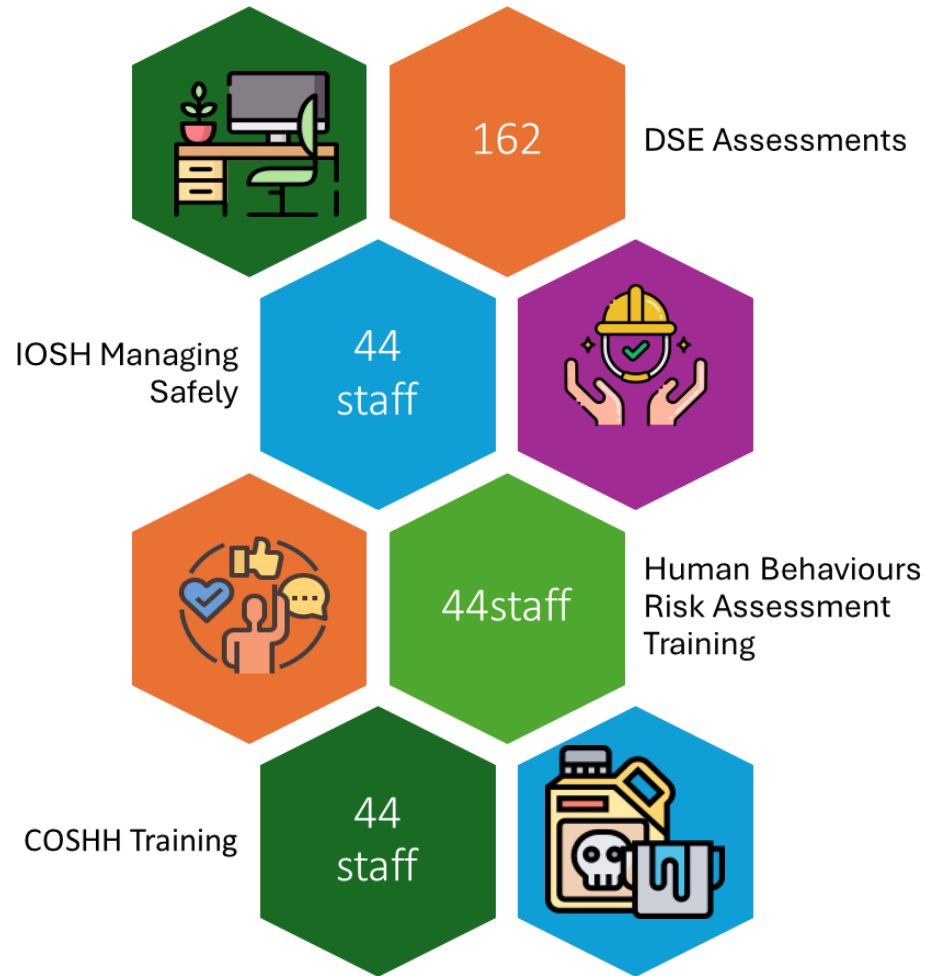
KEEP UP THE GREAT WORK!



Keeping Our People Safe



Training Highlights (IOSH MS, Human Behaviours & COSHH)	
8	Trade Union Partners
11	DOMS
4	Locality Managers
4	Paramedics
2	Emergency Technicians
1	Ambulance Car Staff
4	OTL's
6	Corporate
2	HART
1	Fleet
1	NEPTS Control



Quality Improvement



Mae angen i sefydliadau ddatblygu eu Systemau Rheoli Ansawdd, gyda:

Organisations need to develop their Quality Management Systems, with:



I gyd yn cydweithio i greu amgylchedd dysgu.
All working together to create a learning environment.

Several pieces of work have been undertaken which support the Duty Of Quality;

Governance:

- Local Partnership Forum's -improved Governance routes for local H&S related items,
- Terms of Reference revised on Partnership arrangements for National HSW Committee
- V&A and Lone Working policies reviewed,
- Health & Safety Induction training reviewed to include culture and human factors elements,
- Responsibility for the management of non-patient safety personal injury claims
- Change Risk Assessment developed to be embedded into Trust processes,

Continuous improvements:

- Bladeless fan introduction at ED's to reduce fume and improve patient thermal comfort,
- Manual Handling Deep-Dive - thematic review undertaken and recommendations to be taken forward,
- Quarterly newsletter undertaken in Partnership and includes health related topics.

Continuous Professional Development:

- ISO 45001 Lead Auditor, IOSH Management of Noise in the Workplace, Public Health V&A Prevention L3, NVQ L6 Health & Safety Practice training undertaken by team members.
- Head of H&S achieved Chartered Fellow of IOSH status as recognized for 'giving back to the profession'
- Utilisation of staff on alternative duties to support Case Management and raise awareness,

Supporting NHS Wales:

- Acted in the capacity of Chair for All Wales DATIX coding group,
- Continued to support Welsh Risk Pool (WRP) DATIX coding groups,
- Supported Complex Case Management process

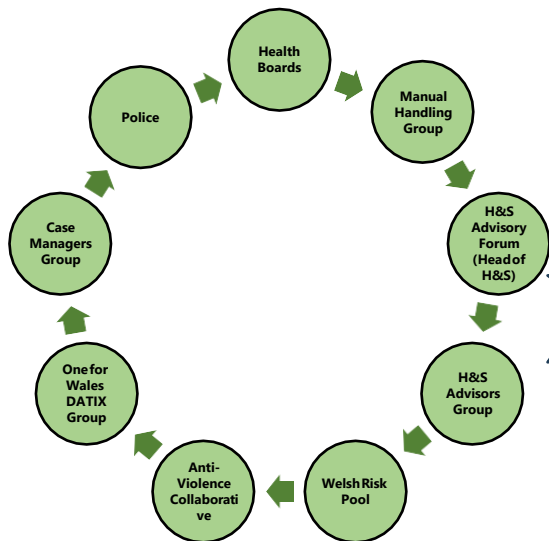
Supporting UK Sector:

- Responding to incidents involving Electric Vehicle awareness session delivered to stakeholders and incorporated into national sector training package via NARFS and DTAG.

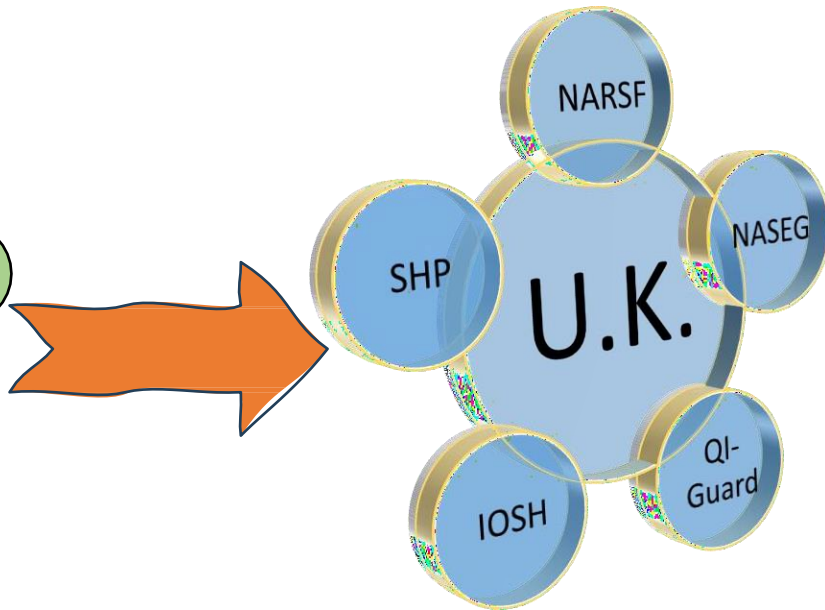
Working in Partnership Wales & U.K.



Wales NHS Stakeholders



UK Wide Partners



Raising The Ambulance Sector Profile -International

SHP (Safety & Health Practitioner) Podcast

Following the publication of the Trusts Working Safely Programme in IOSH January 2024 edition the Trusts CEO was invited to kick off a suite of CEO podcasts for the internationally renowned SHP magazine.

SHP is an online magazine and is an international source for health and safety news, opinions and stories with 175K professionals within its database. It provides breaking industry news, in-depth features, in-court stories, legislation updates, and the latest industry products.

The Trusts CEO provided a podcast in relation to his experience and perception of what an effective Health & Safety culture means to him and also the Trust. This was released on SHP media platforms during Q2 2024.

[CEO Spotlight – From the front...–The Safety Conversation with SHP – Apple Podcasts](#)



IOSH Videos

The Trust's CEO was also asked to provide a personnel video on the Trust's Working Safely Programme which was published on IOSH platforms on 24 December 2024.

IOSH membership consist of 50,000 members spread over 130 countries and is acknowledged as the world leading H&S accreditation body.

Good Practice Support



Further support provided by the function

- Delivery of 2 x IOSH Leading Safely Training events in England to QiGARD members.
- Provision of advice on the management of DEEE to NARSF colleagues.
- In collaboration with LAS leading on H&S Culture Change framework under development sector wide initiative.
- Continued to support Welsh Risk Panel Personal Injury Claims review panels,
- Supporting improvements with the provision of advice and documentation to NARSF colleagues.



ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES

QIGARD

Quality Improvement, Governance and Risk Group

- Supported the IPC function in the development of Amber level PPE risk assessments for volunteer staff and bladeless fan risk assessments.
- Provided professional judgement on Neo-Mate SOP and risk assessment
- Undertaken lighting and noise surveys within control centers
- Pilot undertaken on use of vibrating tools at Fleet Workshops
- Continued provision of Mentor support to LAS H&S Manager



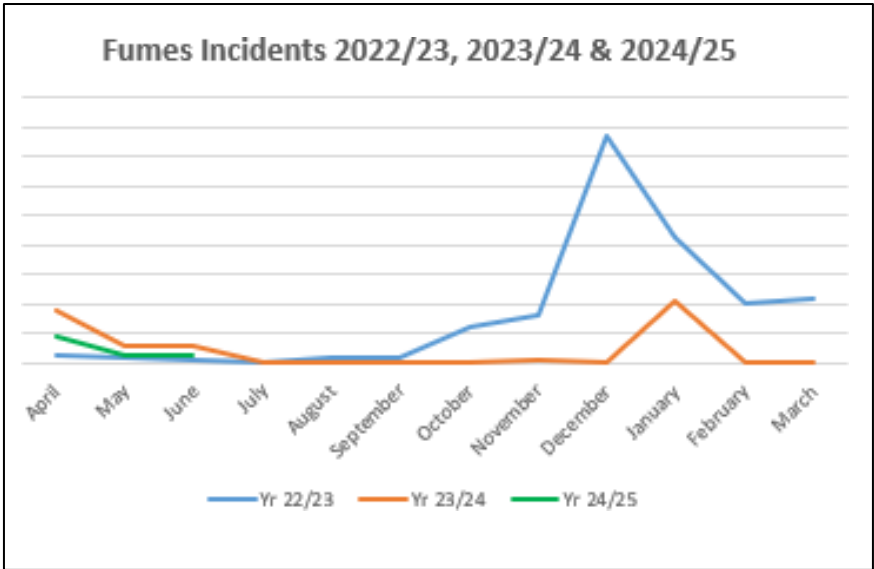
Challenges



Significant time and resources were expended on the introduction of controls to reduce the amount of Diesel Engine Exhaust Emissions emitted whilst ambulances experience extended delay times outside of Emergency Departments.

A Fume Mitigation project was established to manage the implementation of further work required to minimise DEEE at ED's. These included the following:

- Identification of a bladeless fan with filtration to BSEN
- Undertaking risk assessment for the IPC risk of introducing bladeless fans
- Undertaking risk assessment on the use of bladeless fans at ED's
- Meetings with All-Wales IPC Teams to clarify risk level for the introduction of bladeless fans
- Meetings with Health Board Ventilation Groups to grant permission for use of fans on HB site
- Survey of electrical infrastructure at ED sites to understand design constraints regarding installation of 230v shorelines
- Meeting with Health Board Electrical Safety Teams to agree 230v installation design
- Electrical contractor coordination for installation of 230v equipment
- Creation of secure storage for bladeless fans and asset tracking
- Creation of Safe Operating Procedure for the use of bladeless fans
- Quality assurance process implementation



Growing the Team



Jonathan Cushen (H&S Manager –North & Central)



This year marks nearly 10 years for me in the world of Health & Safety. I joined the NHS in 2020 as the Health & Safety Advisor at Prince Charles Hospital, before moving to the Welsh Ambulance Services NHS Trust in 2022 as the Health & Safety Manager for the North and Central regions.

Since joining WAST, I've continued to grow in the role, gaining wider exposure across different directorates and working with a brilliant mix of people - from paramedics and corporate staff to trade union partners. I feel lucky to be part of such a passionate, supportive team, and getting to travel through some of the most beautiful parts of Wales while doing it is a real bonus.

Phil Lloyd- V&A Manager



Previously I was the Security & Case Manager for Hywel Dda University Health Board. I was a member of the team that introduced the Obligatory Response to Violence in Healthcare in 2018. I joined WAST in 2022.

"I am passionate in delivering a safer place for all staff to work in and in doing so demonstrating the highest standards of care to both staff and the public we serve."

Prior to joining the NHS in 2016, I served as a Senior Investigating Officer in South Wales Police, Regionally and Nationally in Counter Terrorism Policing and Major Crime. A committed Detective throughout my career on retirement after 31 years' service I qualified as an Accredited Financial Investigator with the National Crime Agency and became a member of the Welsh Regional Asset Recovery Team.

I am an advocate of lifelong learning obtaining my NEBOSH General Certificate, and RSPH Level 3 Violence Aggression Strategic Management whilst supported by WAST. I have enrolled on the Level 7 master's course which focusses on trauma led clinical interventions to prevent and reduce incidents to staff.

Natasha McBeth- Interim V&A Case Manager



I joined WAST in December 2015 as the Receptionist, then appointed as the Mental Health Administrator in December 2018. In May 2020 I was aligned to the H&S team to help during Covid. I thrived here and really supported the H&S function during very difficult times. Most recently in June 2024 I secured a secondment as the Trusts Violence & Aggression Case Manager.

Since 2015 I have worked independently towards achieving work-based qualifications and gained NVQ L2, NVQ L3 and NVQ L4 in Business Administration, NVQ Level 3 in leadership & Management, IQT Bronze, Welsh Level 1 and is a qualified Agile Project Manager. More recently I completed IOSH Managing Safely, Public Health Level 3 in Violence Prevention Reduction and I am enrolled to undertake the NEBOSH General Qualification in Occupational H&S starting in May 2025 followed by Level 7 in Violence prevention Reduction starting in Sept 2025

Hollie Ryan – Business Support Officer



I joined WAST in September 2024, returning to work from Maternity Leave after having my first child. I have a BA Degree in Business Management, and my most recent post was as an Associate Project Manager in the pharmaceutical industry. I have a further background in administration and project coordination from the manufacturing sector.

I am thoroughly enjoying my time as part of the Health and Safety team and look forward to advancing my knowledge, starting with my current enrolment in the NEBOSH General Certificate of Occupational Health and Safety course. I aim to continue to furthering my education in Health and Safety with various courses and training opportunities, whilst also learning each day from my colleagues within the team.

Welsh Ambulance Services University NHS Trust

Conclusion



Paper compliance is reassuring and sustained; however, continuous improvement is required to address ensure safe behaviours are always demonstrated.

This is partially being addressed via Human factors awareness delivered to Senior Management Team and integrated within RA and thematic reviews and additionally via the Quality and Safety inspections undertaken by operations function.

Continued sustained focus on DEEE has impacted on H&S Function capacity to progress the Trusts IMTP 'H&S Culture Change' objective.

Operational teams continue to take increased ownership and accountability for health and safety within their respective portfolios.

The Trusts H&S profile has continued to be publicised on national and international levels raising awareness on the importance of staff safety within the profession.

V&A – the Case Management profile is being further professionalised by increasing their knowledge and competence via H&S and specific V&A related qualifications. Level 7 Violence Prevention and Reduction Masters) to commence Sept 2025. Centred on recognised trauma/clinical informed responses



Moving Forward (IMTP)



Development of a H&S strategy incorporating H&S culture change.

Continue to improve V&A via the further professionalisation of the Case Management role

Continue to improve Manual Handling processes for reduction in severity and reported incidents

Continuation of succession planning and resilience

Thank you for listening

For any questions and/or support, please contact Nicola White.

Nicola.white3@wales.nhs.uk



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth Brifysgol GIG
Gwasanaethau Ambiwylans Cymru
Welsh Ambulance Services
University NHS Trust

H&S Annual Report 2024-2025