

Water Services Training Group

19th Annual Conference

Optimising Services Delivery in the Water Industry

Radisson Blu Hotel Sligo, 3rd. September 2015



Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government

Optimising Services Delivery in the Water Industry

An Integrated Approach to Health and Safety in the Water Industry

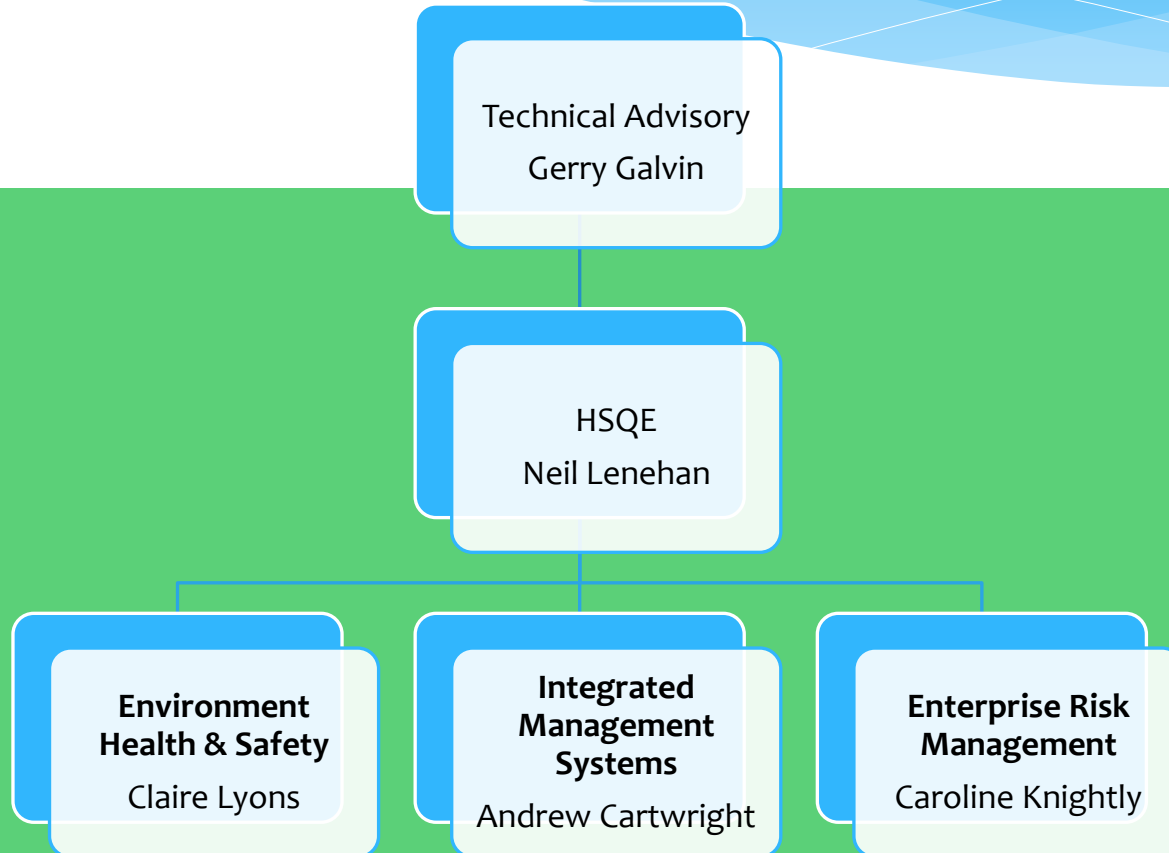
Neil Lenehan

Health, Safety, Quality and Environment (HSQE) Manager
Irish Water

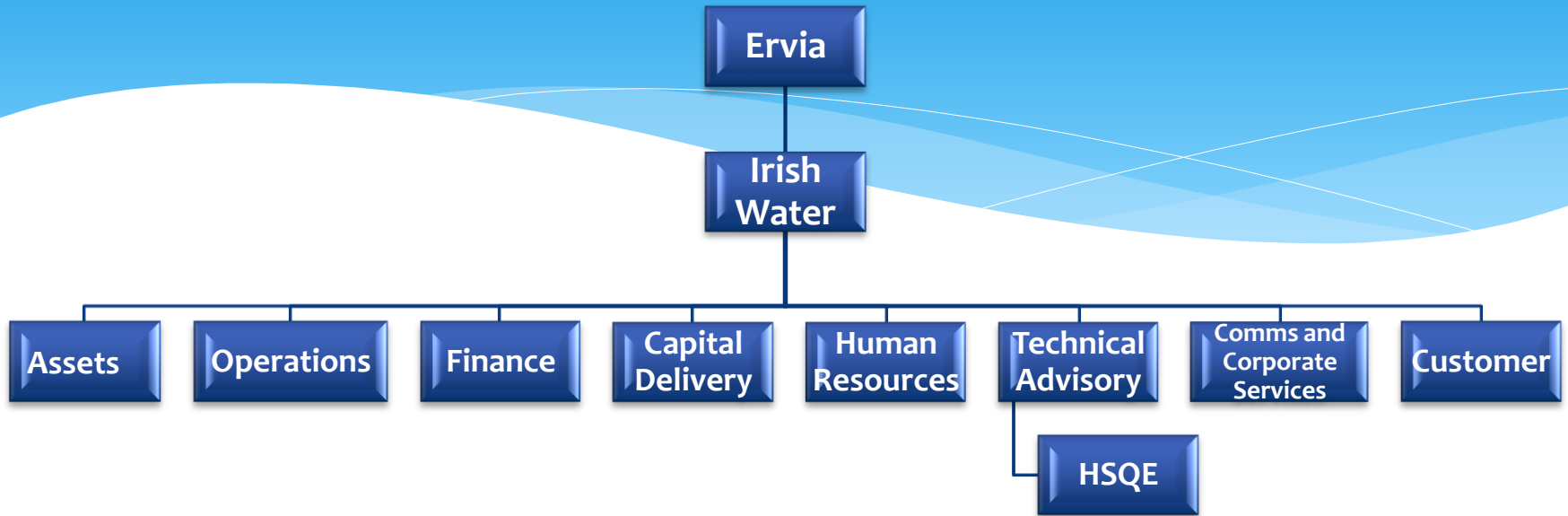


Comhshaol, Pobal agus Rialtas Áitiúil
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Our HSQE Structure



Our Management of Safety

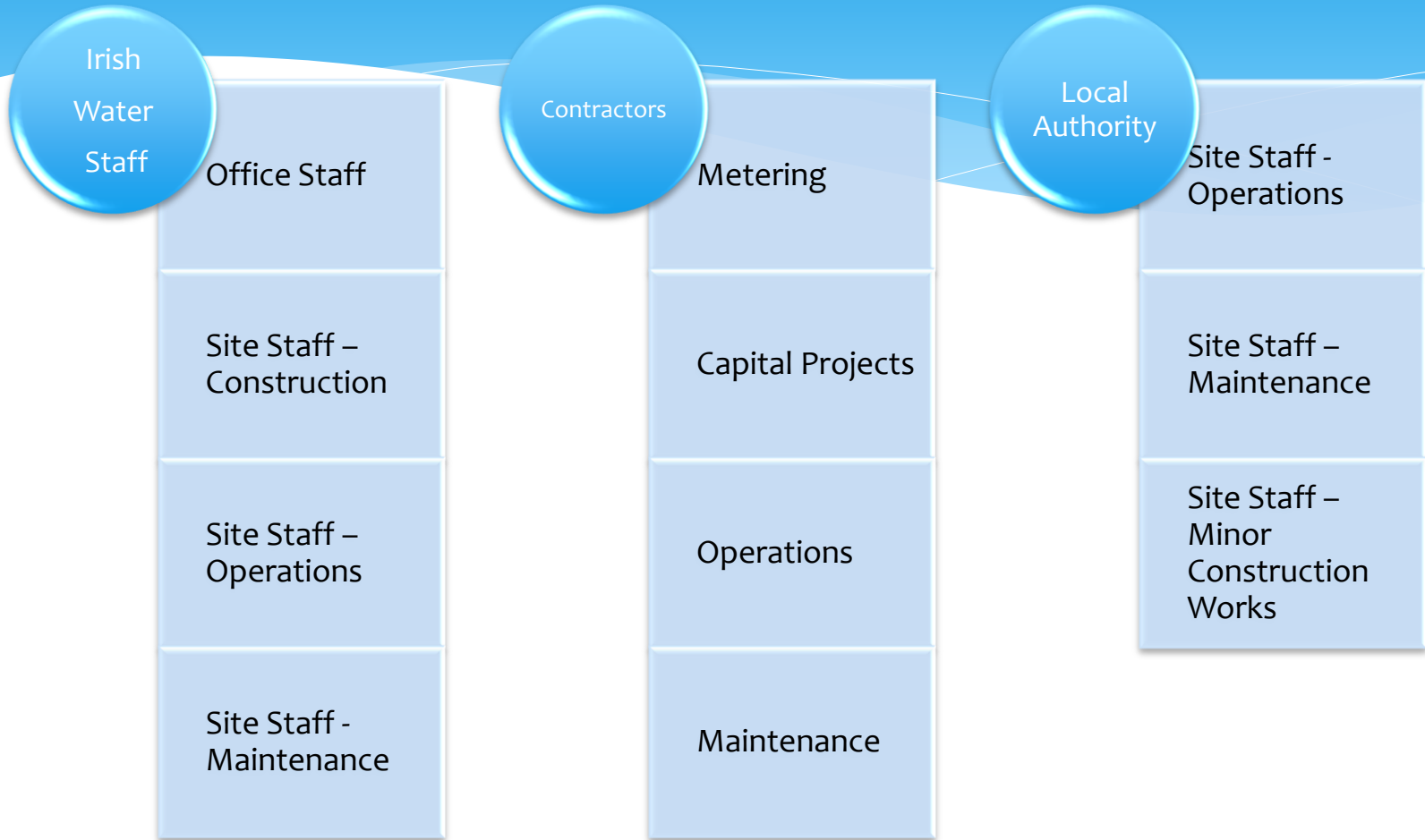


← Safety →

Management Systems, Function Targets, Objectives, KPI's

HSQE Support and Governance

Understanding the Scope



Our Water Industry Goal and Vision - the “WHAT”

From John Tierney’s presentation this morning

- The vision to provide **safe**, affordable and environmentally compliant services to all customers

What does SAFE mean

- * To our customers
- * To all working in the Industry
- * Our expectation and the Industry expectation of SAFE

So where should we all aim to get to?

ZERO



“The same old story and safety preach that we hear time and again”

- * A work place without injury
- * We all have to believe that accidents are preventable

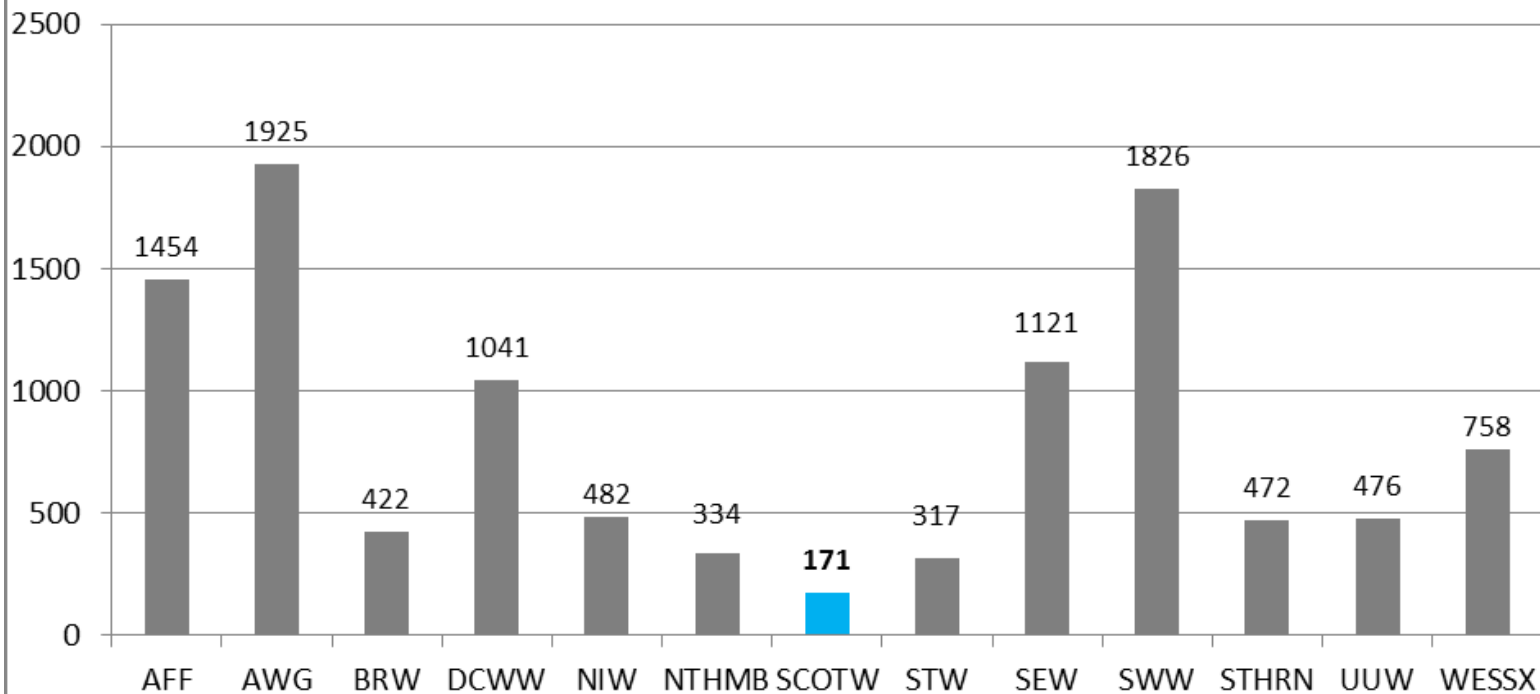
So what's the difference

- * **Irish Water believes this is achievable**
- * **But we all as an Industry must believe in it**

**Soare we paying lip service or
can it be achieved ?**

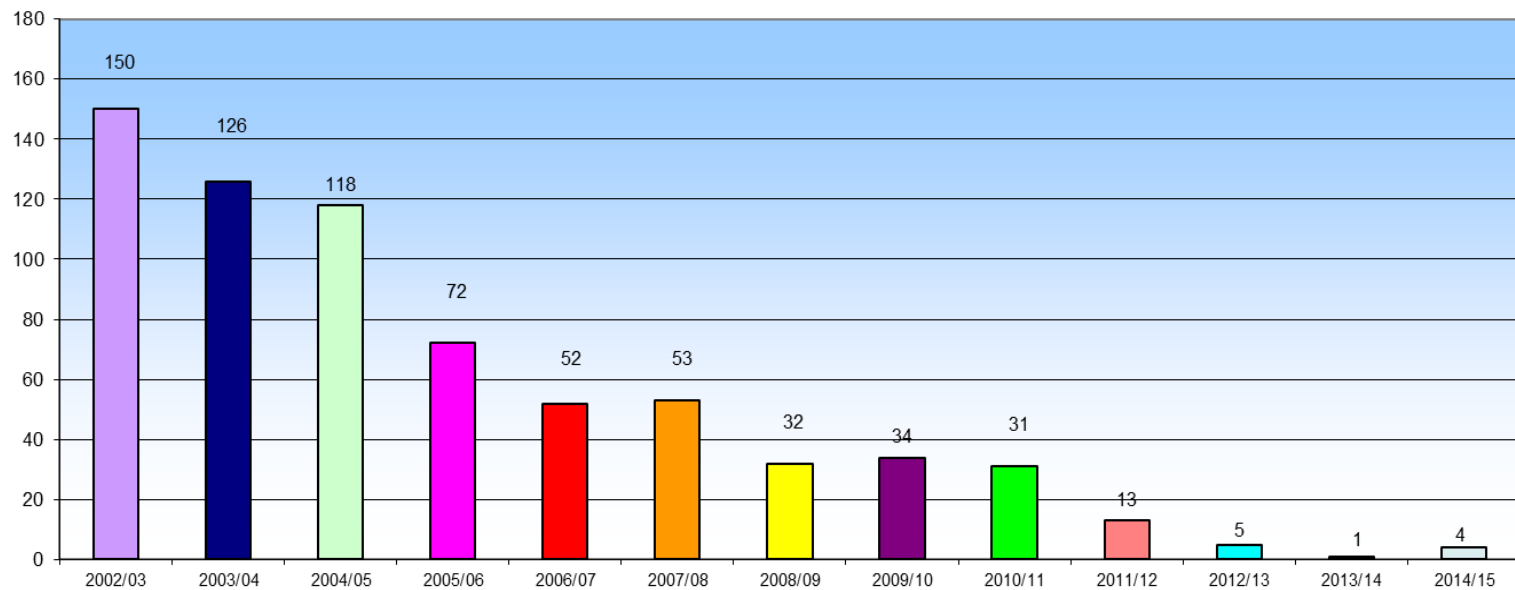
Yes it can - Scottish Water's Journey to Zero

**Water UK Health and Safety Benchmarking Programme Results
April to December 2014
All Lost Time Accident Incidence Rate per 100,000 employees**



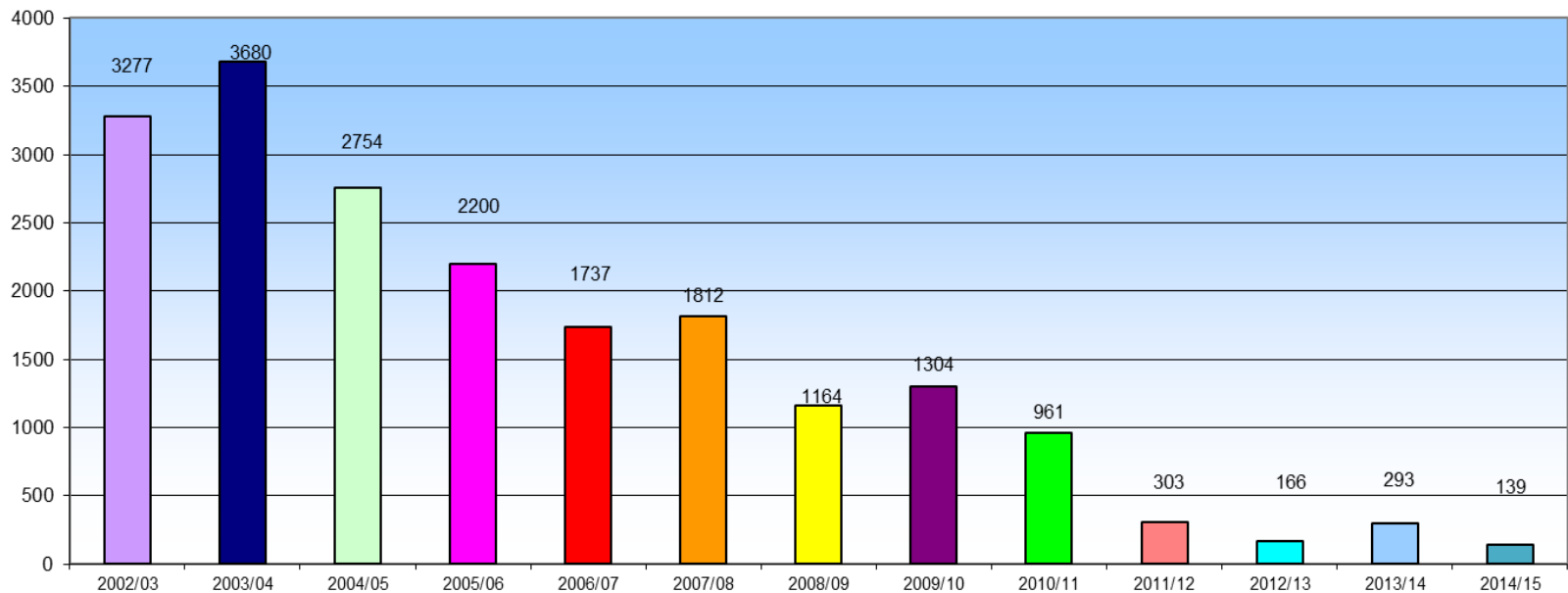
Scottish Water's Journey to Zero

Scottish Water
Incidents Reported to HSE



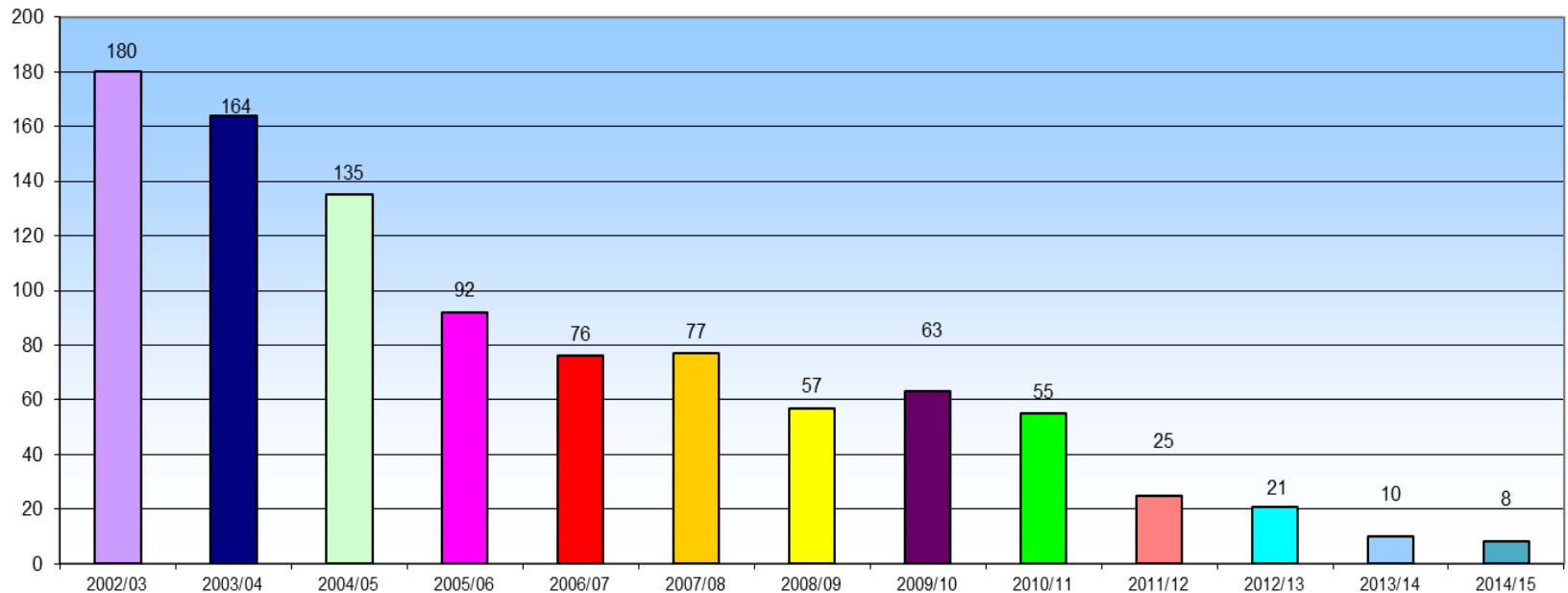
Scottish Water's Journey to Zero

**Scottish Water
Accident Days Lost**



Scottish Water's Journey to Zero

Scottish Water
No. of Lost Time Accidents



Irish Water - Walking the Talk - Our Journey So Far to Zero

- * HSQE team in place
- * Inspection regime, To date:
 - 771 SLA inspections
 - 1,763 Metering inspections
 - 235 Capital inspections
 - Generating 7,817 risk assessed prioritised actions which have programmes in place to address through the Action Tracker**
 - * Annual Service Plans KPI's in place with much improved close out in 2015
 - * Funding, dedicated Safety budget €5 million with reactive and detailed programmes of work
- * Collaboration – Water Industry Health and Safety Committee



Walking the Talk - Our Journey So Far to Zero

- * Integrated Management System – with leading (HAZCON) and lagging reporting
- * Irish Water Safety Culture Assessment
- * Frameworks and Contractor Assessments
- * Incident Management and Incident Reporting System
- * Setting the standards for safety in contract and tender documentation and implement safety design considerations through to the end user
- * Successful roll out of Resident Engineer inspection regime for Major Capital

Walking the Talk - Our Journey So Far to Zero

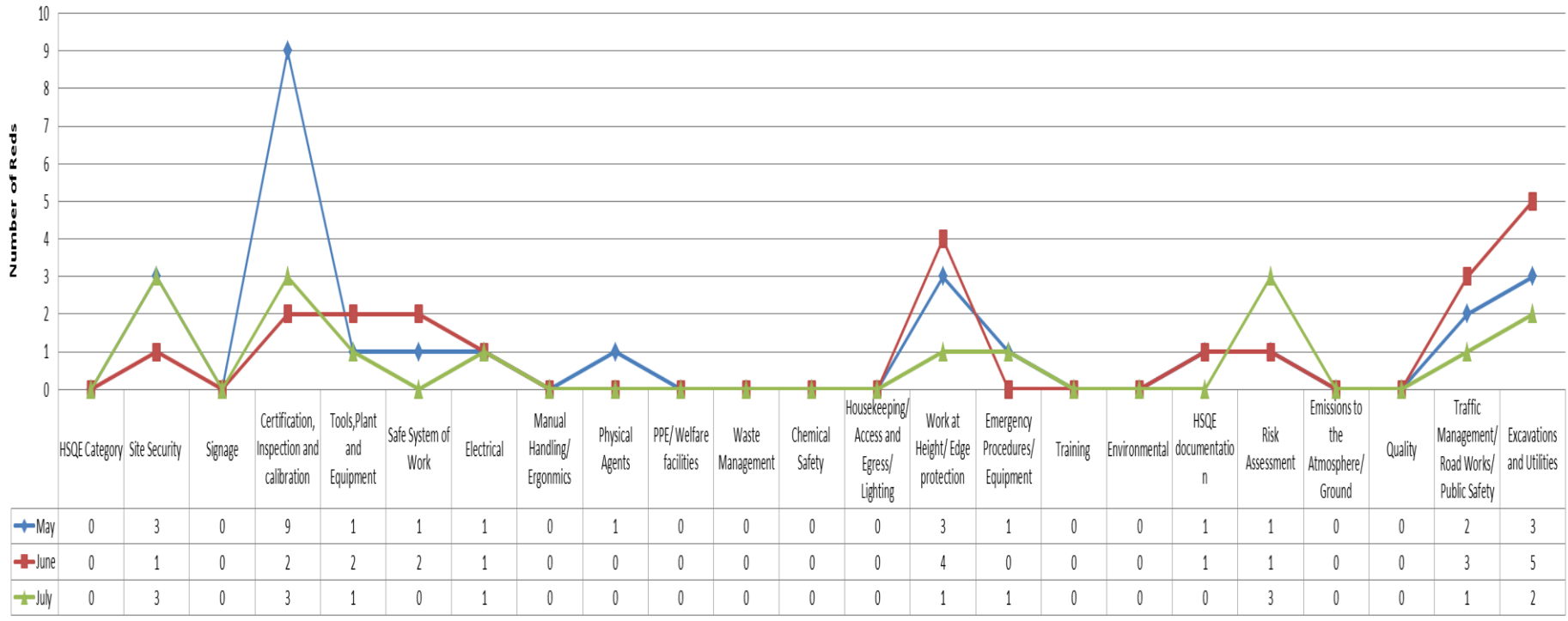
- IW Driving for Work Programme (550 staff completed targeted training)
- IW Line Manager Aware Wellness at Work Programme (80 line managers)
- IW Tailored 2 Day Construction Regulations Training Programme – (150 staff)
- IW Risk Assessment training programme
- H&S programmes of work – working at height, pumping stations, safety showers, chemicals

Case Study – HSQE and Capital - Journey to Zero

- * Development of standard tender documentation.
- * Engagement in lessons learned forums
- * Roll out of Resident Engineer weekly review sheet inspection regime for all IW major capital projects
- * Accident/Incident investigation and post incident review
- * Undertaking 40-60 IW major capital construction site inspections per month nationwide via App
- * Target a topic per month with Contractors
- * Action tracker system implemented with all LA CAPO's
- * IW issue the report to all parties (usually within 1 working day of completion).
- * Contractor to closeout the issues noted within 1-7 days

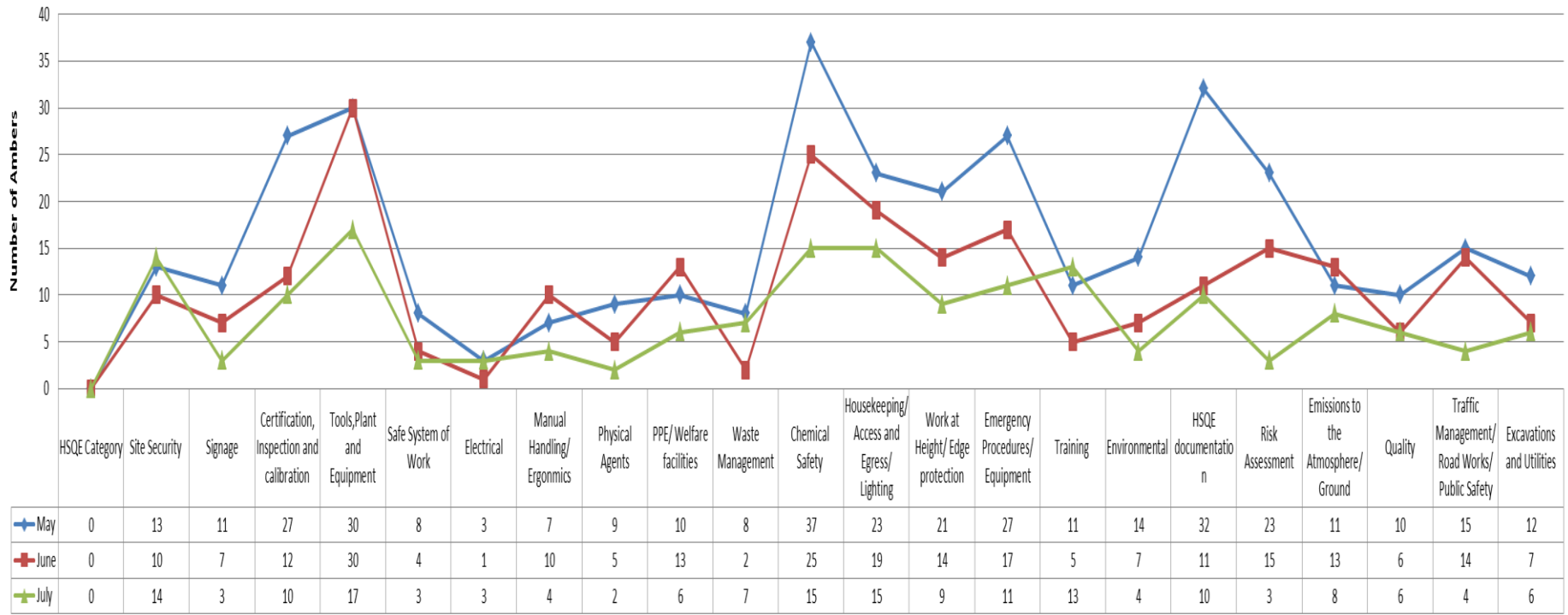
Case Study - Statistics

Red Trends - May-July 2015



Case Study - Statistics

Amber Trends - May-July 2015



Case Study- Why are the trends moving towards zero

- * Simply **Collaboration.**
 - * HSQE inspections and support
 - * Resident Engineers through their role and the weekly inspection
 - * The Local Authorities in the CAPO Offices
 - * The Irish Water Capital Leads
 - * Fergus Collins and his Leadership Tours - setting the expectation
- * A One Team approach, team who all clearly know what the expectation is.
- * PS – this only started 4 months ago

Conclusions and Next steps

- * Collaboration and working with the same goal in mind
- * Think of the Customer – we are all customers
- * 2014 was all about getting to know our industry partners, establishing our systems, fact finding and starting to gather metrics
- * 2015 is about looking at the information we have, identifying the highest risks and priorities and working together in implementing action plans and programmes of work on our journey to zero