



**CORPORATE ACCIDENT / INCIDENT REPORT
CORPORATE POLICY AND PERFORMANCE BOARD
1st April 2013 to 31st March 2014**

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INTRODUCTION

1.1 General

The Health and Safety at Work etc Act clearly places responsibility on those who create the risk to manage it. The new HSE Strategy, 'Being Part of the Solution' highlights that members of the board have both collective and individual responsibility for health and safety. As such, the need is for board-level members to champion health and safety and be held accountable for its delivery.

Part of this includes identifying areas for improvement in health and safety management with the intention of improving staff morale, reducing in work-related sickness absence and lowering insurance premiums. In particular having robust health and safety procedures in place provides safeguards against legal action being taken against the Authority.

1.2 Health and Safety Management System

In order to demonstrate how Halton Borough Council as an employer is delivering the HSE Strategy, this report is to provide Management Team with details of health and safety performance in relation to Key Performance Indicators (KPI). Details of KPI's are as follows:

LEAD INDICATORS

Proactive action taken and any outcomes

KPI No.

1. **Number of risk assessments completed on corporate systems**
Rationale – creating a safe working environment
2. **Number of Near Misses**
Rationale – action taken to prevent further similar incidents and before injuries
3. **Percentage of registered staff on the Lone Working Monitoring System who are utilising the system**
Rationale – demonstrating effective management of lone working risks

REACTIVE [Lagging] INDICATORS

Reactive action taken in response to accidents/incidents

4. **Number of Significant¹ and RIDDOR Reportable Accidents²**
Rationale – identify accident/incident trends and actions required to prevent similar occurrences
5. **Number of Violent Incidents**
Rationale – identify incident trends and actions required to prevent similar occurrences

By responding positively to identified trends, the Authority can demonstrate compliance with the recommendations of the Health and Safety Executive's guidance HS(G)65 "Successful Health and Safety Management".

¹ Accidents that either require more than basic first aid, incur time lost or arise from a failure in health and safety management

² Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, (RIDDOR) 1995, including Fatalities, Specified Injuries, Over 7-day Injuries, Reportable Occupational Diseases & Dangerous Occurrences

1.3 Local Information

1.3.1 Reportable Occupational Disease

In October 2013 during annual Occupational Health Screening an Open Space Services operative was diagnosed with Vibration White Finger [VWF], which is a chronic injury and is not treatable. It was reported to the HSE under RIDDOR as an Occupational Disease and they carried out a full investigation.

The said operative has been employed by the Authority for over 35 years working in cemeteries. He has only worked for Open Space Services since 2011 and prior to this he was a grave digger, predominantly involved in manual digging and use of mechanical diggers.

Open Space Services had already implemented a number of control measures and monitoring arrangements to mitigate against vibration exposure. No enforcement action was taken at the time and there are several agreed actions that are currently being implemented. These will be replicated in other services where staff are exposed to vibration. The operative has since been redeployed to another area where he will not be using vibration equipment.

1.3.2 Defibrillators

On the 13th February 2014 a 79 year old man attended at the Stobart Stadium for a meeting with Solicitors. While waiting to see them his heart went into defibrillation and he suffered a cardiac arrest. An ambulance was called and in the meantime two members of Stadium staff administered first aid by applying CPR and utilising the defibrillator. They managed to revive him before he was taken to Whiston Hospital by ambulance. Initially he was in a critical condition; however the family has since informed Stadium staff that he has made a recovery and has been released from hospital.

1.4 Environmental Scan

1.4.1 Corporate Manslaughter

The Corporate Manslaughter and Corporate Homicide Act has now been in force for 6 years. The Act is designed to establish corporate liability where it can be shown that the way an organisation's activities were managed or organised by senior managements was a substantial element in causing a person's death.

Three companies have been convicted to date, five further companies have been charged and there are several ongoing investigations including the Greater Manchester Police. Under sentencing guidelines the suggested starting point for a fine following conviction is £500,000.

As well as the corporate manslaughter charge, senior managers of the companies have been charged personally with gross negligence manslaughter or health and safety offences.

1.4.2 Professor Löfstedt report 'Reclaiming Health and Safety for All'

The report was published in 2011 and followed Lord Young's report "Common Sense: Common Safety", of October 2010. It highlighted a review of legislation and guidance with a view to remove or improve 84 per cent of health and safety regulations by the end of 2014.

To date all the recommendations have either been delivered or are on track to be completed by the agreed date. Several Policies have recently been updated (see 2.1 - action 4) including:

- Workplace
- Asbestos
- Legionella

- Working at Heights

Also, on the 1st October 2013 RIDDOR was amended and the main changes are:

- Simplified and shortened list of specified reportable injuries (major injuries) to workers sustained as a result of a work-related accident
- Clarified and shortened list of reportable dangerous occurrences (near-miss events)
- Simplified and significantly shortened list of reportable ill-health conditions in workers (replacing 47 specified ill-health conditions with 8 categories of work related diseases)

1.4.3 Review of Function of the HSE

Last year the Department for Work and Pensions carried out a review of the Health and Safety Executive (HSE) in accordance with the government's commitment to review all public bodies.

It concluded that it is operating with the level of control and governance that should be expected of an arm's-length body of its size and profile. However, the report has identified a number of areas where there is scope for innovation and change to ensure that HSE continues to operate efficiently and effectively in the 21st century.

1.4.4 Violence at Work

The Health and Safety Executive published a report presenting findings from the 2012/13 Crime Survey for England and Wales (CSEW) on violence at work. A resume of the findings are as follows:

- The risk of being a victim of actual or threatened violence at work in 2012/13 is similar to the last few years with an estimated 1.4% of working adults the victims of one or more violent incidents at work;
- In 2012/13, 323,000 adults of working age in employment experienced work related violence including threats and physical assault;
- The 2012/13 CSEW found that 1.2% of women and 1.6% of men were victims of violence at work once or more during the year prior to their interview;
- Strangers were the offenders in 60% of cases of workplace violence. Among incidents where the offender was known, the offenders were most likely to be clients or a member of the public known through work;
- Victims of actual or threatened violence at work said that the offender was under the influence of alcohol in 38% of incidents, and that the offender was under the influence of drugs in 26% of incident; and
- The survey found 51% of assaults at work resulted in injury, with minor bruising or a black eye accounting for the majority of the injuries recorded.

2. RECOMMENDATIONS

2.1 Recommended Actions for 2013/14

KEY PERFORMANCE INDICATORS

No.	KPI No.	ACTION	I/C
1	1.	Review the functionality of the corporate Stress Risk Assessment system (see 3.1.2)	Health and Safety Team & IT
2	3.	Review use of Contact Centre Monitoring system by lone workers to ensure that they are fully utilising the system (see 3.3)	Operational Directors/ Divisional Managers
3.	4.	<p>Review and update following risk assessments:</p> <p>Specific areas</p> <ul style="list-style-type: none"> a) <u>Open Space Services</u> – Thrown Objects (see 4.1.3.6) b) <u>School Catering</u> – Manual Handling Objects – i.e. moving canteen furniture (see 4.1.3.7) c) <u>Independent Living (Reablement)</u> – Environmental Risk Assessments for service users homes (see 4.1.3.4) d) <u>Open Space Services & Transport Workshop</u> – Vibration implement agreed HSE actions (see 1.3.1) e) <u>Schools</u> – Classroom Risk Assessments (see 4.1.3.8) <p>General</p> <ul style="list-style-type: none"> f) Ensure that noise risk assessments are carried out and, if required, review occupational risk assessments in line with results (carried over from 2012/13 – action 3D) g) Review Work at Heights risk assessments Ensure that Environmental & Fire Risk assessments continue to be carried out and there are sufficient resources for the maintenance and servicing of equipment (see 4.1.3.2) 	Operational Directors/ Divisional Managers

GENERAL ACTIONS

4.	To review and update the Workplace, Asbestos, Legionella and Working at Heights Policies (See 1.4.2)	Health and Safety Team
5.	To review the current Drugs and Alcohol Policy to ensure that it meets the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007 (carried over from 2012/13 – action 11)	Divisional Manager HR & Learning and Development

2.2 Update for 2012/13

KEY PERFORMANCE INDICATORS

No.	KPI No.	ACTION	UPDATE
1	1.	To promote the use of the new corporate Stress Risk Assessment system	See 3.1.2 below.
2	3.	Review Lone Working Risk Assessments to ensure that they are suitable and sufficient and establish if use of Contact Centre Monitoring system (CCMS) is required	Before registration on CCMS, Lone Working risk assessment to be completed. There are currently 59 risk assessments. See 3.3 below
3.	4.	<p>Review and update following risk assessments;</p> <ul style="list-style-type: none"> h) Admin Shared Services – Manual Handling (Objects) i) Open Space Services – Slip Trip Fall & Thrown Objects/PPE j) Schools – Manual Handling <p>Implement and monitor effectiveness of revised measures;</p> <ul style="list-style-type: none"> k) Independent Living – Manual Handling (People) l) Schools Catering – Manual Handling (Objects) <p>General;</p> <ul style="list-style-type: none"> m) Ensure that there are sufficient resources for the maintenance and servicing of equipment n) Ensure that noise and vibration risk assessments are carried out and, if required, review occupational risk assessments in line with results 	<p>In this period: No incidents reported</p> <p>STF - 6 incidents Objects – 7 incidents Investigation carried out by managers into causes</p> <p>MH - 1 incidents</p> <p>3 incidents reported</p> <p>4 incidents reported Staff received general H&S training and new environmental risk assessment used</p> <p>On going</p> <p>See 1.3.1 above and agreed actions for vibration and these are to be adopted by Transport Workshops. Noise risk assessments to be carried out this year</p>
4.	5.	<p>Review Occupational Risk Assessments and monitor effectiveness of measures for 'violence and aggression';</p> <ul style="list-style-type: none"> a) Adult Care b) Children's Residential Care c) Rev's & Benefits and One Stop Shops d) Primary Schools 	Reduction in number of violent incidents. Personal Safety training delivered to Reablement, Adult Social Care & Rev's & Benefits and One Stop Shops.

GENERAL ACTIONS

5.	To carry out the biennial review the Corporate Health and Safety Policy	Policy reviewed and updated.
6.	To ensure that health and safety standards of contractors employed by HBC are suitable and sufficient by; <ul style="list-style-type: none"> a) Employing effective procedures at tendering, employment and employed stages b) Monitoring contractors c) Implementation of agreed actions 	Procurement processes embedded. Inspections of building, road & street light contractors carried out.
7.	To consider the provision of defibrillators within HBC with a view to developing a corporate approach	North West Ambulance supplying equipment on the 10 th October. Training delivered to relevant staff. Buildings include – stadium, market, community centres & libraries. Further to this the following now have defibrillators Brookvale Recreation Centre; Runcorn swimming Pool and Kingsway Leisure Centre (see 1.3.2)
9.	To ensure that the revised procedures for First Aid Training are implemented	Trainers are taught by Reach Out For Training, an accredited provider. Corporate Training reviewing regulations and are developing an action plan.
10.	To review the current Drugs and Alcohol Policy to ensure that it meets the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007 (carried over from 2012/13)	On going
11.	Brief new Public Health team on health and safety management processes and arrangements (carried over from 2012/13)	Briefing took place July 2013.

3. LEAD INDICATORS

3.1 KPI 1. Number of risk assessments completed on corporate systems

3.1.1 An electronic risk assessment system, based on the Intranet, has been 'live' since September 2011. Total number of assessments completed in the last 3 years are;

Policy & Resources			Children & Enterprise			Communities		
2011/12	2012/13	2013/14	2011/12	2012/13	2013/14	2011/12	2012/13	2013/14
191	246	248	64	119	180	99	197	319

- To date 167 members of staff have been trained in the use of the system and 747 risk assessments entered onto the system, compared with 562 last year
- This is in part due to a significant increase in the number of risk assessments completed within Communities Directorate, particularly in Communities and Environment;
- In order to enhance competencies an Elearning Risk Assessment training programme was went 'live' on the 1st April 2011 and so far 149 members of staff have been trained. Also, this year 11 members of staff have completed IOSH Managing Safely courses; and
- Although schools do not utilise the system, this year the Health and Safety team has carried out 23 health and safety audits of schools, which covers risk assessments. The average score was 87% and the common occurring score was 91%.

3.1.2 The on-line Stress Risk Assessment went 'live' on the 15th October 2012. The total number of Stress Risk Assessments surveys completed last year are;

	Policy & Resources	Children & Enterprise	Communities
2013/14	4	5	3
2012/13	24	10	5

There has been a decrease in the use of the system and only the initial surveys were instigated; omitting to complete the second stage of carrying out risk assessments with the teams.

3.1.3 The Authority uses an intranet based system to complete workstation assessments (Cardinus). This year 1288 assessments have been completed and 66% are low risks; compared with 70% last year.

3.2 KPI 2. Number of Near Misses KPI 3.

3.2.1 For a breakdown of near misses see 5.1 below and the number reported in the last 3 years are:

2010/11	2011/12	2012/13
5	10	15

- The increase is mainly due to reporting by Waste Environmental & Improvement Services; and

- An incident involving the failure of 'fall prevention' equipment whilst on the Silver Jubilee Bridge has resulted in a corporate recommendation around working at heights (see 2.1 – action 3g).

3.3 KPI 3. Percentage of registered staff on the Lone Working Monitoring System who are utilising the system

3.3.1 Lone Working – Contact Centre Monitoring update [comparative period December 2013 to March 2014]

	2011/12		2012/13		2013/14	
	Registered Users	No's Using System	Registered Users	No's Using System	Registered Users	No's Using System
Policy & Resources	48	22	49	23	66	21
Children & Enterprise	139	22	157	85	186	51
Communities	205	26	123	29	236	104
TOTAL USERS	392	70	329	137	488	176
% OF USE	17%		41%		28%	

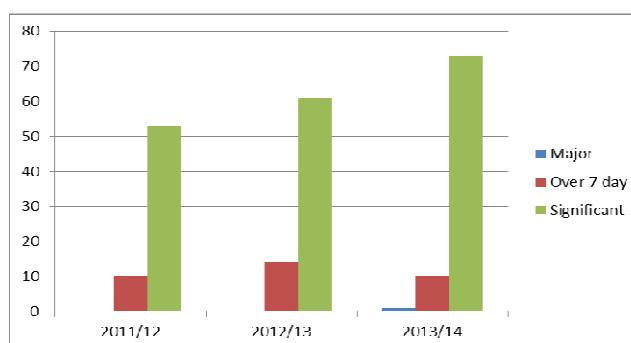
- There has been an increase in the number of registered users particularly in the Communities Directorate with 52%; and
- However, there has as a decrease in the numbers using the system and update reports on individual use have been sent to Directorates

4. REACTIVE ['Lagging'] INDICATORS

4.1 KPI 4. Number of Significant and RIDDOR Reportable Accidents

4.1.1 The number of accidents that took place this year compared with the last two years are:

Directorate	Specified (Major)	> 7-Day	Significant
Policy & Resources	0	2	3
Children and Enterprise	0	2	12
Communities	1	6	58
TOTAL YTD 2013 / 2014	1	10	73
TOTAL YTD 2012 / 2013	0	14 (> 3day)	61
TOTAL YTD 2011 / 2012	0	10 (> 3day)	53

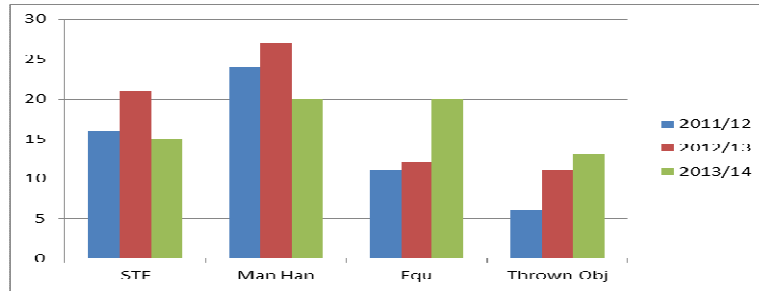


- This highlights an increase in incidents reported and at the same time a reduction of accidents leading to reportable injuries

4.1.2 Accident Categories

- A further breakdown of the categories of incidents are as follows,

Main Categories	Accident		
	11/12	12/13	13/14
1. Slips, trips and falls	16	21	16
2. Manual handling	24	27	19
3. Use of equipment	11	12	21
4. Thrown object	6	11	13

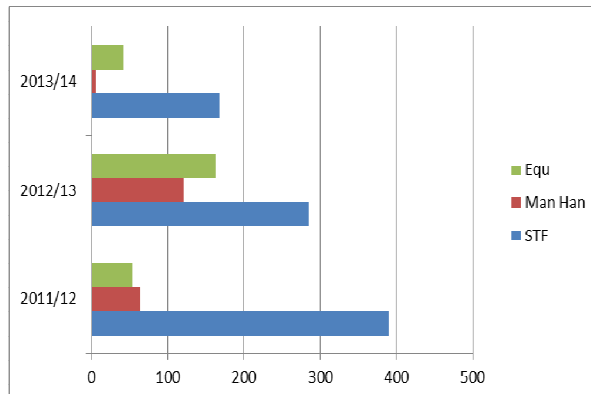


- This highlights a significant reduction in slips, trips & falls and manual handling incidents, however; an increase in equipment and thrown objects incidents;

Main Categories

Days Lost

	11/12	12/13	13/14
1. Slips, trips and falls	390	285	168 (-187)
2. Manual handling	64	121	6 (-115)
3. Use of equipment	54	163	42(-136)



- The total days lost are 373, compared with 735 last year;
- Two accidents account for a total of 201 days lost, i.e. fall from heights resulted in 130 days and a slip trip fall 71 days;
- It does not take account of incidents involving teachers with two violent incidents leading to 81 days lost and a slip trip and fall leading to 17 days lost. There was a total of 77 days lost in 2012/13; and
- The total number of individual incidents leading to days lost is 40, including violent incidents, which equates to 8 incidents to every 1,000 employees and is the same as last year.

4.1.3 Accident Trends

4.1.3.1 Policy & Resources (see 5.2)

- There are no trends.

4.1.3.2 Children & Enterprise (see 5.3)

- One incident involved a fall from a ladder resulting in significant injuries (see 2.1 - action 3g).
- There have been several incidents involving the use of equipment that are office or property related. In order to address these areas Property Services continue to carry out annual Condition Audits of properties and individual services carry out annual

Environmental and Fire Risk Assessments addressing housekeeping risks (see 2.1 - action 3h).

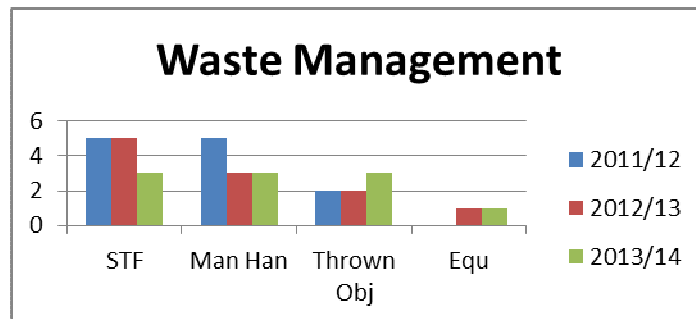
4.1.3.3 Communities (see 5.4)

- Accidents within the Communities Directorate reflect the higher risks involving front line operational services:

4.1.3.4 Independent Living (Reablement)

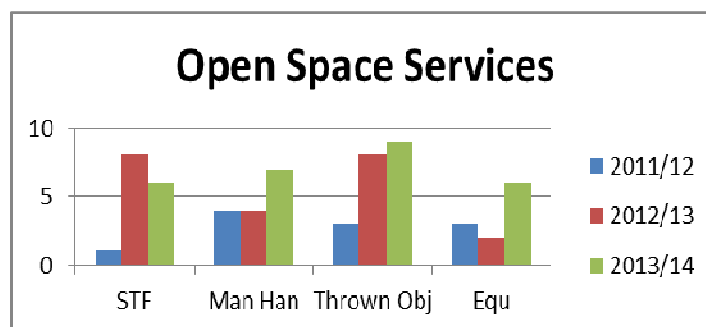
- 3 manual handling of service users accidents occurred within the team - compared with 7 last year and 10 the previous year.
- A slip, trip accident involving a member of staff in a service user home has led to significant injuries and the service is reviewing and updating the Environmental risk assessment (see 2.1 - action 3c).

4.1.3.5 Waste & Environmental Improvement Services



- Over the past two years there has been a decrease in the number of accidents, particularly around slips and trips and manual handling.

4.1.3.6 Open Space Services



- There has been a decrease in the number of incidents involving slips and trips but an increase in the number involving thrown objects, manual handling and equipment, with 6 involving the use of personal protective equipment (PPE) (see 2.1 - action 3a); and
- The PPE was found to be fit for purpose. For some operations safety glasses are now also worn. During a number of on-site inspections it was discovered that staff were not wearing the visors correctly. A number of informal verbal warnings were issued and all staff were reminded that they must wear the appropriate PPE.

4.1.3.7 School Catering

- There has been an increase in the number manual handling accidents moving canteen furniture (see 2.1 - action 3b); and
- The service has developed an Environmental Risk Assessment to be completed each school term and delivered health and safety training for kitchen supervisors.

4.1.3.8 Schools (see 5.5)

Teachers

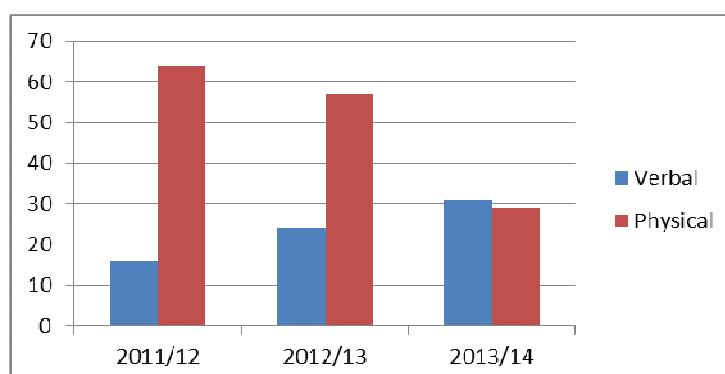
- There have been several incidents around use of equipment (see 2.1 - action 3e); and
- An accident occurred when a teaching assistant was standing on a table whilst putting up displays. The table collapsed and she fell onto the floor. Although in this instance she received minor injuries, it is important that schools provide the correct equipment because it often leads to major injuries. Schools bulletin sent.

Pupils

- All 8 major/specific injuries took place at Primary schools and involved either playground incidents or fingers trapped in doors; and
- There were 8 major sporting injuries at Secondary schools last year and none this year

4.2 KPI 5. Number of Violent Incidents

Directorate	Verbal	Physical
Policy and Resources	20	1
Children and Enterprise	3	9
Communities	8	19
TOTAL 1/4/13 to 31/3/14	31	29
TOTAL 1/4/12 to 31/3/13	24	57
TOTAL 1/4/11 to 31/3/12	16	64



4.2.1 Further Information:

4.2.1.1 Communities

- There has been a significant reduction in the number of physical incidents with 48 last year;
- This can be attributed to a reduction of incidents within Supported Housing Network with 42 last year and 12 this year; and
- One verbal incident within Open Space Services was racially motivated and another involved threats to kill at a Library. On both occasions they were reported to the Police.

4.2.1.2 Children & Enterprise

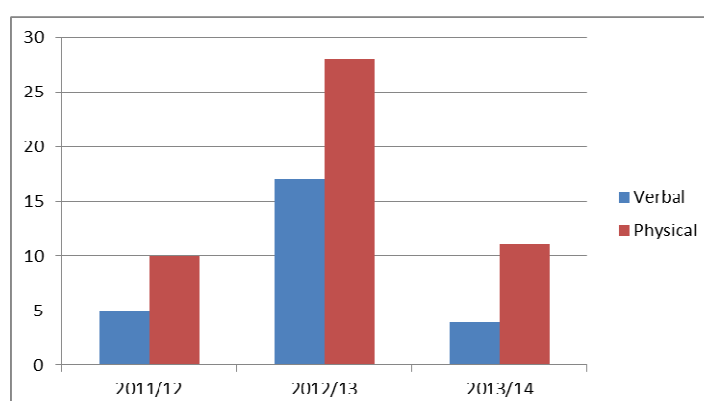
- 3 of the physical incidents involve Residential Care staff with 7 last year.

4.2.1.3 Policy & Resources

- There has been a significant increase in reported verbal incidents with 4 in 2012/13 and 5 in 2011/12;
- The majority involved issues raised by customers around welfare reforms at One Stop Shops;
- The physical incident involved a female member of staff from Public Health who was inappropriately touched by a male outside Runcorn Town Hall. Police were notified; and
- One incident at a One Stop Shop involved a claimant who produced a knife and simulated cutting his own throat. The claimant was arrested and underwent an Informal Resolution process, with the Chief Executive representing the Authority.

4.2.1.4 Schools

Schools	Verbal	Physical
TOTAL 1/4/13 to 31/3/14	4	11
TOTAL 1/4/12 to 31/3/13	17	28
TOTAL 1/4/11 to 31/3/12	5	10



- There has been a significant decrease in the number of incidents reported;
- 5 physical incidents involve pupils on staff at the Pupil Referral Unit and the others were at Primary schools; and
 - 2 verbal incidents involved families threatening Head teachers.