CORPORATE ACCIDENT / INCIDENT REPORT MANAGEMENT TEAM
1st April 2015 to 31st March 2016

Contents

1. 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 Indictors (KPI). Details of KPI's are as follows:

LEAD INDICATORS
Proactive action taken and any outcomes

KPI
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 Significant[1] and RIDDOR Reportable Accidents[2]**
        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

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[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

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National and Local Information together with performance gaps and incident trends form the basis for the Recommended Actions for 2015/16.

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".

2. RECOMMENDATIONS

2.1 Recommended Actions for 2016/17

KEY PERFORMANCE INDICATORS

No.	KPI No.	ACTION	RATIONALE	I/C
1.	1.	Ensure that 'route risk assessments' are carried out in Waste & Environmental Improvement Services.	HSE recommendation, see Near Miss & see 3.2.2	Divisional Manager - Waste & Environmental Improvement Services
2.	1.	Ensure that Environmental & Fire Risk assessments are carried out at corporate buildings	Actions from the Stress Survey 2015 & Accidents – see 5.1.2	Operational Directors/ Divisional Managers
3.	1.	Implement actions from the Noise Risk Surveys	Actions from Noise Surveys – see 3.1.3	Divisional Managers – Waste & Environmental Improvement Services and Open Space Services
4.	3.	Review Lone Working Risk Assessments and enforce the 'mandatory' use of the Contact Centre Monitoring system when required	Reinforce Management Team decision – see 3.1.1 & 4.3.1	Operational Directors/ Divisional Managers
5.	4.	Review and update following risk assessments: Specific areas: a) Schools Catering – Environmental b) Democratic Services – Lone Working c) Independent Living – Manual Handling (people d) Schools – Premises/ Environmental	Accidents – see 5.1.3.3 Accidents – see 5.1.3.4 Accidents – see 5.1.3.5 Accidents – see 5.1.3.6	Operational Directors/ Divisional Managers

GENERAL ACTIONS

No.	ACTION	RATIONALE	I/C
6.	Review and update the Corporate and Schools Fire Policies	Cheshire Fire & Rescue Service – see 3.1.2	Health and Safety Team
7.	Organise a health and safety induction programme for the Leisure Centre staff	Transferred services	Health and Safety Team

8.	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	Divisional Manager - HR & Learning and Development
9.	Organise a Security Seminar for Managers	National Security Threat & see 3.1.4	Health and Safety Team

2.2. Update of Actions for 2015/16

No.	KPI No.	ACTION	UPDATE
1	**1.**	Conduct stress surveys utilising the corporate Stress Risk Assessment system	Survey conducted and results circulated to managers in October 2015 A proactive and co-ordinated approach is being developed with Health & Safety, HR and the Health Improvement Team, which will be underpinned the Organisational Development Strategy (2016-2020)
2	**3.**	Review use of Contact Centre Monitoring system by lone workers to ensure that they are fully utilising the system	See update at 4.3.1
3.	**4.**	Review and update following risk assessments: Specific areas: a) <u>Waste & Environmental Improvement Services</u> – Slips Trips Falls	This year there have been 7 incidents, same as last year. However, no incidents this year where operatives fell whilst getting in or out of cabs
		b) <u>Open Space Services</u> – Work at Heights	Audit Completed and actions include 'site specific RA's'
		c) <u>Waste & Environmental Improvement Services & Open Space Services</u> - Noise	Review completed and actions for both services include mandatory use of ear defenders and annual health surveillance
		General d) Review security arrangements at Council Buildings	Security assessments completed at main Council buildings
		e) Develop and deliver Road Safety briefings and training	Managers emailed invitations
		f) Ensure that Environmental & Fire Risk assessments continue to be carried out and there are sufficient resources for the maintenance and servicing of equipment	Ongoing

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GENERAL ACTIONS

4.	To review and update the CDM Policy and organise briefings for relevant staff	Updated and circulated
5.	To review and update the Corporate Health and Safety Policy	Updated and circulated
6.	Carry out a Health and Safety audit of Waste & Environmental Improvement Services, i.e. Route Risk Assessments	Ongoing – see action 1
7.	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 – see action 8

3. INFORMATION

3.1 Local Information

3.1.1 Trial of Lone Working Monitoring Systems

A trail of lone working monitoring systems was instigated as a result of a recommendation from an investigation into two violent incidents directed at members of Children Services at the home address of a service user. These involved the use of weapons.

Two Lone Working solutions that were easily and covertly carried on badges and included GPS technology were used on the trial. In order to ensure that they were tried and tested systems, the solutions were selected as they are currently used by neighbouring Authorities. Staff who took part concluded that owing to the lack of 'safety check calls' and the fact that the Call Centre is not local, the current lone working monitoring system was the most suitable.

As a result a report containing feedback and analysis of the trial was taken to Management Team where it was decided that the Authority would not only remain with the current system but also require the 'mandatory' use under specified circumstances such as where a threat is known, visiting homes, etc. An email was sent to managers highlighting the decisions and requiring a review of the Lone Working Risk Assessments (see action 4 & 4.3.1).

3.1.2 Stay Safe Campaign

An ongoing Stay Safe campaign utilises the News in Brief to publicise safety advice to staff. To date examples include Use of Mobile Phones, Lone Working, Data Security and Building and Personal Security.

3.1.3 Fire Risk Assessments

Based on a recommendation from Cheshire Fire and Rescue Service, 'third party' independent and competent assessors have now been appointed by Property Services to carry out Fire Risk Assessments not only at corporate buildings but also at schools (see action 6).

3.1.4 Noise Surveys

Noise surveys have been conducted during operations involving staff from Waste Management and Open Space Services. These indicated that the exposure levels of noise for operatives require actions including mandatory use of ear defenders and annual health surveillance (see action 3).

3.1.5 Security Surveys

Last year security surveys were conducted at the main Council buildings and the emergency 'lockdown procedures' were tested. Debriefs of the tests highlighted that the majority of staff were aware of what actions to take and communications were effective (see action 9).

3.2 Horizon Scan

3.2.1   New Sentencing Guidelines

The new sentencing guidelines for health and safety offences and corporate manslaughter come into force from today on the 1st February, 2016. They were prompted by repeated concerns that the criminal courts lacked consistency in their sentencing approach, often resulting in fines that were disproportionate to the financial resources of offenders and/or undermining the seriousness of offences.

They set out sentencing ranges that seek to reflect the very different levels of harm and culpability which may arise in these types of offences. These culpability levels range from a,

a) Four-point scale from
   -   Very high = deliberate breach/flagrant disregard
   -   Low = failings were minor and occurred in an isolated incident
b) They must decide on the harm level, again on a four point scale with high likelihood of death as level one
c) They must directly consider the organisations turnover (or for Public Bodies or charities, their budget) to arrive at an appropriate penalty
d) Having selected the right turnover band courts will use the culpability and harm levels to determine a starting point and an expected range of fine

See table below as an example of how sentencing may be applied by the courts:

Turnover	Culpability	Harm	Fine Starting point	Expected Level
Large company £50 million +	Very High (e.g. Corporate Manslaughter)	4	£4mil	£2.6 – 10mil
	Low (e.g. failure to manage slips and trips)	1	£10k	£3k - £60K

3.2.2   Glasgow Bin Lorry Incident

Below is a resume of the recommendations from the Sherriff's office as a result of the Glasgow Bin Lorry incident:

- **Government action required** – including a call for the UK Secretary of State for Transport to consult on how best to ensure the completeness and accuracy of the information available to DVLA in making fitness-to-drive licensing decisions, changes to the law and a consultation on whether doctors should be given greater freedom – or an obligation – to report fitness-to-drive concerns directly to DVLA
- **Weakness in DVLA rules** – it was said there is a "weaknesses in the current system of self-reporting" and more clarity is needed on its "at-a-

glance" guidance over "loss of consciousness/loss of or altered awareness". The sheriff said the DVLA should change its policy on notification from third parties so that relevant fitness-to-drive information from reliable sources, such as the police, can be investigated whether or not it comes in written form

- **Doctors' role is vital** – the report suggests that doctors generally should make sure medical notes are kept in a way which maximises their ability to identify repeated episodes of loss of consciousness in the case of patients who are drivers. When a doctor is advising an organisation employing a driver as to that driver's fitness to drive following a medical incident while driving, that organisation should provide all available information about the incident to the doctor and the doctor should insist on having it prior to giving advice to the organisation and the driver
- **Glasgow City Council's failures** – the Sherriff said that Glasgow City Council should not allow employment of a driver to start before references have been received and called on the council to carry out an internal review to identify areas for improvement in relation to checking medical and sickness absence information provided by applicants
- **Technological advances** – in the report the Sherriff said that local authorities should choose large goods vehicles which have AEBS (advanced emergency braking system) fitted and should consider retro-fitting where practicable. Adding that in the future a type of pedestrian protection sensor, which is available on some cars, could provide a more reliable protection than AEBS
- **Route risk assessments** – Sheriff Becket said the extent of the harm which may be caused by a large goods vehicle could be reduced further by careful route risk assessment, to avoid "exceptional numbers of pedestrians at particular times" (see action 1).

3.2.3 HSE Statistics

The latest statistics from the Health and Safety Executive (HSE) show that occupational health is top of the agenda as it accounts for about 99% of work-related deaths each year. The report from the regulatory body shows that around 13,000 deaths each year are from work-related lung disease and cancer and are estimated to be attributed to past exposures.

Other key statistics include:
- **1.2 million** working people suffering from a work-related illness;
- **2,538** mesothelioma deaths due to past asbestos exposures (2013);
- **142** workers killed at work;
- **76,000** other injuries to employees reported under RIDDOR;
- **611,000** injuries occurred at work according to the Labour Force Survey;
- **27.3 million** working days lost due to work-related illness and workplace injury; and
- **£14.3 billion** estimated cost of injuries and ill health from current working conditions (2013/14).

Of those non-fatal injuries reported in the last year the most common kinds of accident were caused by:

- Slips and trips (**28%**)
- Handling, lifting or carrying (**23%**)
- Being struck by moving objects (**10%**)

3.2.4 Violence at work

For psychosocial and physical factors the most commonly cited risk factor across all workplaces was 'dealing with difficult customers, patients, pupils, etc', which the HSE highlighted as a recognised psychosocial risk but also as a potential physical risk in terms of threats and violence towards workers.

A TUC survey published recently found that one in eight people experience violence at work and reveals that 12% of people have experienced work-related violence. The poll shows the numbers of workers that reported experiences of work related violence by sector:

- medical and health workers were the biggest group to say they have faced work-related violence – 22%
- workers in education – 12%
- hospitality and leisure workers – 11%
- retail workers - 9%
- manufacturing - 6%.

3.2.5 New HSE Strategy

The six themes for the strategy are:

1) <u>Acting together</u>: Promoting broader ownership of health and safety in Great Britain
2) <u>Tackling ill health</u>: Highlighting and tackling the costs of work-related ill health
3) Managing risk well: Simplifying risk management and helping business to grow
4) <u>Supporting small employers</u>: Giving SMEs simple advice so they know what they have to do
5) <u>Keeping pace with change</u>: Anticipating and tackling new health and safety challenges
6) <u>Sharing our success</u>: Promoting the benefits of Great Britain's world-class health and safety system

Main objectives:

- Maintain the gains made in safety, while giving health the same priority
- Broader ownership of health and safety issues can lead to improved productivity and business benefits, while protecting workers
- Collective and concerted action is required by everyone in the system to help Great Britain work well

4. LEAD INDICATORS

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

4.1.1 An electronic risk assessment system, based on the Intranet, has been 'live' since September 2011.

- Actual number of assessments completed are;

  Community & Resources   362
  People & Economy   107
  (see appendix 'A')

- To date 205 members of staff have been trained in the use of the system;
- As a result of HSE recommendations, IT has developed a Training Database that identifies training needs and reminds managers when training requires refreshing; and
- This year the Health and Safety team has carried out 10 health and safety audits of schools, which covers risk assessments. The average score was 96% and the common occurring score was 96%.

4.1.2 In order to enhance competencies training delivered last year includes,

Health and Safety team

- ✓ 3 x Head teachers courses – 16 delegates
- ✓ 8 x Personal Safety courses – 76 delegates
- ✓ 2 x Managing IOSH courses - 20 successful delegates
- ✓ 3 x Working Safely Courses - 29 successful delegates
- ✓ 3 x Fire briefings at corporate buildings

Corporate

- ✓ 3 x Stress Management (personal) courses – 24 delegates
- ✓ 2 x Stress Management (managers) courses – 16 delegates
- ✓ 9 First Aid courses (initial, refresh & Paediatric) – 100 delegates
- ✓ 12 x Manual Handling courses (People, objects, risk assessment) 128 delegates
- ✓ 14 Defibrillator refresher courses – 128 delegates

Elearning

- ✓ Risk Assessment - 56 completed
- ✓ Fire - 89 completed
- ✓ Personal Safety - 38
- ✓ Induction - 179 completed

4.1.3 The Authority uses an intranet based system to complete workstation assessments (Cardinus). This year 707 assessments have been completed and 77% of risks assessed are low.

4.2 KPI 2. Number of Near Misses KPI 3.

4.2.1   The number reported in the last 3 years are:

2013/14	2014/15	2015/16
15	10	12

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

4.3.1   Lone Working – Contact Centre Monitoring update [comparative period December 2014 to March 2015]

|	2013/14		2014/15		2015/16	
	Registered Users	No's Using System	Registered Users	No's Using System	Registered Users	No's Using System
Policy & Resources	66	21	53	25	Community & Resources 92	Community & Resources 50
Children & Enterprise	186	51	142	32		
Communities	236	104	195	74	People & Economy 258	People & Economy 177
TOTAL USERS	488	176	390	131	350	227
% OF USE	28%		33%		65%	

- This represents a significant rise in the numbers using the system (see action 4);
- Over the past two years 'users' who are registered on the system have been updated and anyone who has left the Authority have been removed; and
- Individual reports on use of the system have been sent to respective managers

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5 REACTIVE ['Lagging'] INDICATORS

5.1 KPI 4. Number of Significant and RIDDOR Reportable Accidents

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

| Directorate	Specified Injury	> 7-Day	Significant
Community & Resources	0	5	32
People & Economy	0	2	18
TOTAL YTD 2015 / 2016	0	7	50
TOTAL YTD 2014 / 2015	1	10	40
TOTAL YTD 2013 / 2014	1	10	73
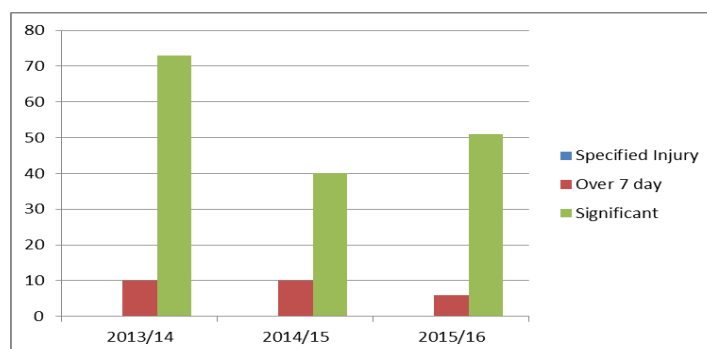
- This highlights a decrease in the number of > 7 day incidents but an increase in significant accidents

5.1.2 Accident Categories

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

Main Categories	Accident		
	13/14	**14/15**	**15/16**
1. Slips, trips and falls	16	19	22
2. Manual handling	19	8	10
3. Use of equipment	21	14	15
4. Thrown object	13	4	0
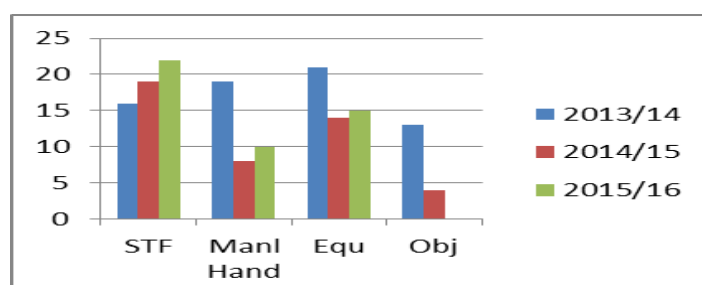
- This highlights a significant reduction in accidents involving thrown objects whilst an increase in the number of accidents involving slips, trips or falls (11 inside premises & 11 outside) and manual handling (4 people and 6 objects);
- 5 of the incidents involving equipment were property related (see action 2); and
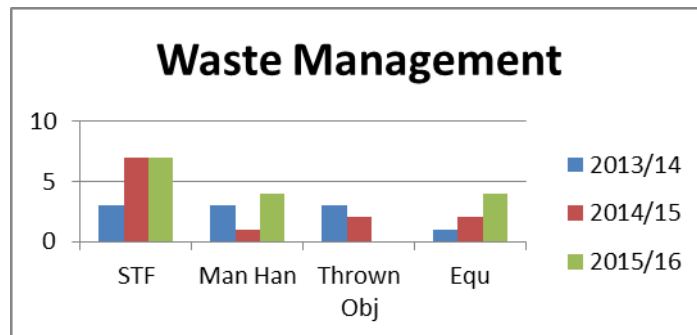- The below are days lost;

Main Categories	Days Lost		
	13/14	**14/15**	**15/16**
1. Slips, trips and falls	168	50	388 (+338)
2. Manual handling	6	19	145 (+126)
3. Equipment	42	50	113 (+63)
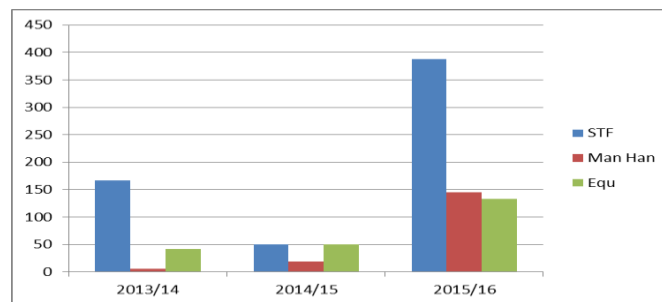
- The total number of incidents that resulted in days lost is 24, compared with 40 last year. The accident incidence rates per employee were 5 per 1,000 employees;
- The total days lost are 671 this year compared with 177 last year and 373 two years ago;
- The most significant incidents leading to days lost were,
    3 x Slip, trip & fall – 2 involving refuse collectors (81 & 134 days) and the other involving staff at an external venue (142 days)
    1 x Manual Handling - Object (112 days)
   1 x Equipment (107 days)
    1 x Violent Incident (40 days)

5.1.3   Accident Trends

5.1.3.1 Waste & Environmental Improvement

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- There has been an increase in the number of accidents involving the use of equipment with 2 leading to 'over 7 day' absences, manual handling incidents and slips, trips and falls with 2 leading to 'over 7 day' absences;
- There were no incidents involving thrown objects; and
- An investigation continues into a 'near miss' where a RCV collided with property (see action 1).

5.1.3.2 Open Space Services
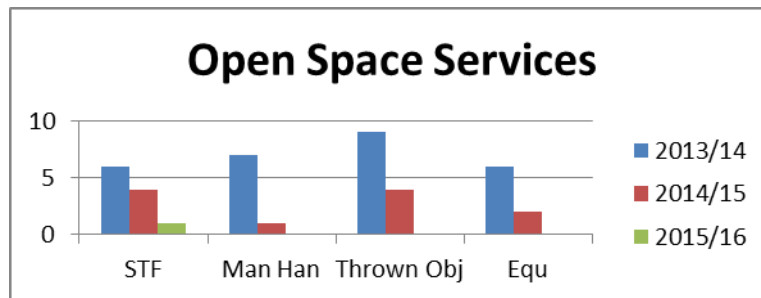
- There has been a significant decrease in the number of incidents over the past couple of years, with only 1 slip, trip or fall incident this year.

5.1.3.3 Schools Catering

- There have been 6 incidents with 3 involving manual handling, 2 use of equipment and 1 slip, trip and fall (see action 5a).

5.1.3.4 Democratic Services

- There have incidents where staff have received dog bites when posting election materials through doors of houses and also a violent incident, where a member of staff was verbally threatened (see action 5b).
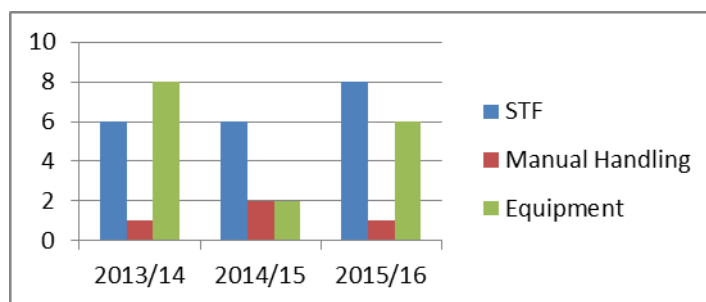
5.1.3.5 Independent Living

- There have been 4 incidents involving manual handling of service users accidents - compared with 1 last year and 3 the previous year (see action 5c).
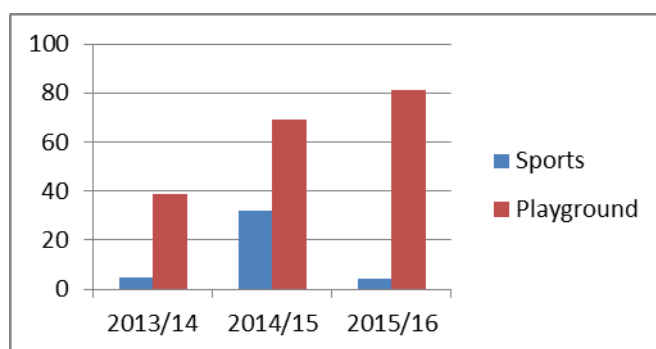
5.1.3.6 Schools

School Staff
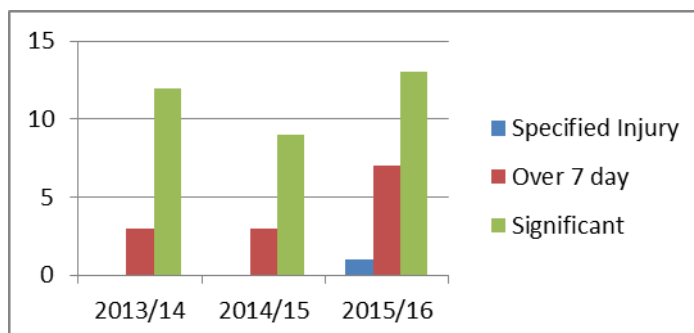
- Number of days lost involving teachers is 380, compared with 137 last year. The most significant involved a trip (142 days) and a child knocking into a pregnant member of staff (134 days);
- There has been an increase in accidents involving slips, trips or falls with 4 resulting in 'over 7 day absences and 8 in total. 2 of these took place outside and 6 inside; with 3 of these due to poor housekeeping and the other 3 due to wet floors (see action 5d);
- The accidents in Special Schools involved the behaviour of children who already had Behaviour Action Plans;
- Accident trends included use of doors and teaching assistants physically restraining pupils; and
- A breakdown of staff involved in accidents is as follows,

Teachers	Teaching Assistants	Manual Staff	Midday Assistants
2	15	2	2

Pupils
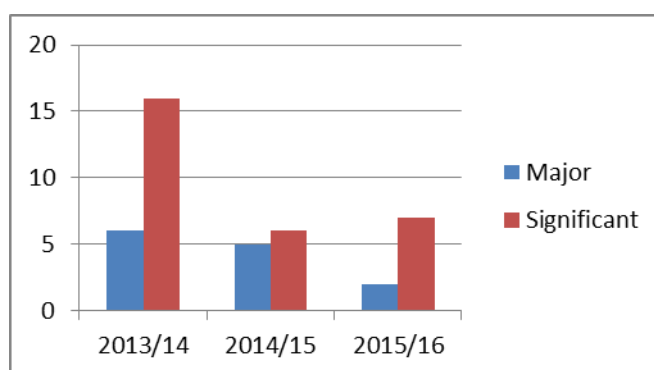
Category	Minor	Significant	Major	Totals
Equipment	1	2	1	4
Sporting	1	3	0	4
Playground	78	2	1	81
Other	6	0	0	6
Total	**86**	**7**	**2**	**95**

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- There has been an increase in reported playground accidents (majority at Primary schools) and a decrease in sports accidents;
- 14 of the playground incidents occurred when the pupils were playing on playground equipment, with no fault or failure of the school; and
- The Major Injury accidents took place at a Secondary school involving a faulty door and at a Primary school during a PE lesson.

5.2 KPI 5. Number of Violent Incidents

Directorate	Verbal	Physical
Community & Resources	18	1
People & Economy	10	18
TOTAL 1/4/15 to 31/3/16	**28**	**19**
TOTAL 1/4/14 to 31/3/15	**22**	**16**
TOTAL 1/4/13 to 31/3/14	**31**	**29**

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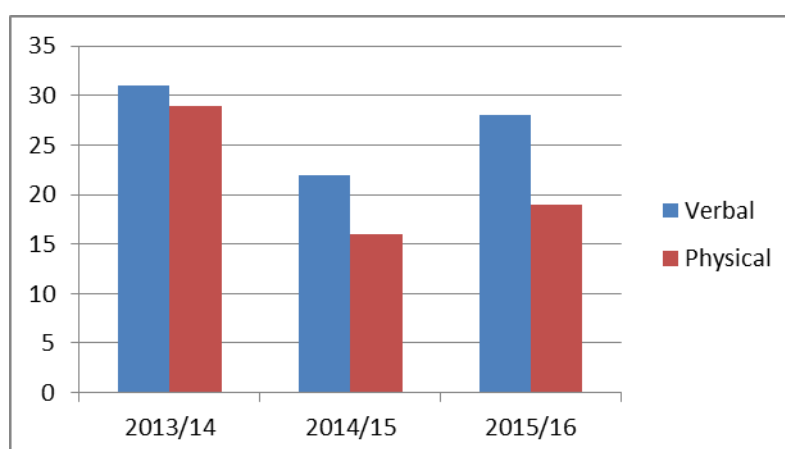
5.2.1 Community & Resources

- The majority of the incidents took place at HDL's and involved issues raised by customers around welfare reforms; and
- Several incidents took place at the Market, the Stadium and involving refuse collectors.

5.2.2 People & Economy

- See 1.3.1 and action 4 regarding the physical incident involving the Social Worker; and
- 10 of the physical incidents involved Residential Care staff with 4 last year.

5.2.3 Schools

Schools	Verbal	Physical
TOTAL 1/4/15 to 31/3/16	8	40
TOTAL 1/4/14 to 31/3/15	2	18
TOTAL 1/4/13 to 31/3/14	4	11
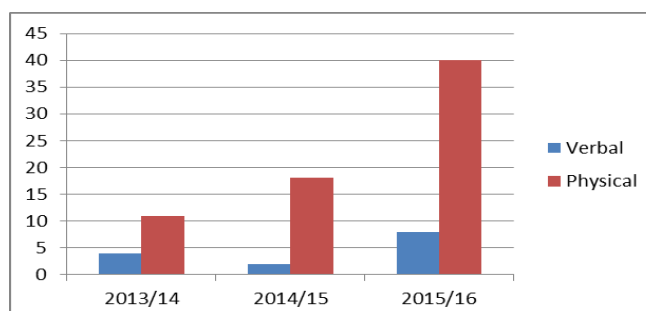
- A template 'Violence in a School Setting' Risk Assessment is available to schools;
- There has been a significant increase in the number of physical incidents reported;
- The majority involved multiple incidents with the same pupils at 3 Primary schools;
- The physical incidents included punching, striking staff with objects such as door wedges or throwing objects;
- The incidents involving Head teachers were either physical by pupils or verbal threats made by parents; and
- A breakdown of staff involved in incidents is as follows,

Head teachers	Teachers	Teaching Assistants	Midday Assistants	Bursar
7	10	29	1	1

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Risk Assessment Position Statement - All Directorates

Risk Assessment Type	Community & Resources				People & Economy			
	Expected No. RAs	Actual No. RAs (up-to-date)	%	Earliest Review	Expected No. RAs	Actual No. RAs (up-to-date)	%	Earliest Review
Home Working Risk Assessment	76	50	65.79	08/04/2016	30	17	56.67	20/04/2016
Environmental/Fire Risk Assessment	61	15	24.59	09/04/2016	47	21	44.68	10/06/2016
Fire Risk Assessment	3	1	33.33	10/08/2016	44	1	2.27	07/10/2016
Lone Working Risk Assessment	22	14	63.64	05/05/2016	29	10	34.48	31/03/2016
Manual Handling Risk Assessment	8	3	37.5	28/05/2016				
Occupational Risk Assessment	217	172	79.26	17/03/2016	48	11	22.92	01/06/2016
Ladder Checklist	6	6	100	15/12/2016	1	1	100	17/08/2016

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General Risk Assessment	138	60	43.48	17/03/2016	144	20	13.89	09/04/2016
COSHH Risk Assessment	38	33	86.84	24/03/2016	28	26	92.86	18/01/2017
COSHH (Advanced) Risk Assessment	12	7	58.33	25/11/2016				
Transport in Depots Risk Assessment	1	1	100	03/09/2016	2	0	0	
Total	**582**	**362**	**62.2**	-	**373**	**107**	**28.69**	-