CORPORATE ACCIDENT / INCIDENT REPORT
MANAGEMENT TEAM
1st April 2017 to 31st March 2018

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, 'Helping Great Britain Work Well' highlights that members of the board have both collective and individual responsibility for health and safety (see 3.2.3). 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

Prepared by Tony Dean, Principal Health and Safety Advisor, Risk and Emergency Planning – 31/3/18

National and Local Information together with performance gaps and incident trends form the basis for the Recommended Actions for 2018/19.

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 "Management of Health and Safety".

2. RECOMMENDATIONS

2.1 Recommended Actions for 2018/19

KEY PERFORMANCE INDICATORS

No.	KPI No.	ACTION	RATIONALE	RESPONSIBLE
1.	1.	Ensure that Schools Catering Risk Assessments are reviewed to identify control measures for scalds and burns	Accidents	Managers – School Meals
2.	1.	Ensure that Environmental and Fire Risk Assessments for offices are reviewed and updated to identify control measures for scalds and burns	Accidents	Health and Safety Team
3.	1.	Ensure that risk assessments for Leisure Services involving manual handling are reviewed and updated	Accidents	Leisure Services Manager
4.	1.	Ensure that Violence and Aggression School Risk Assessments are reviewed to ensure that there are suitable measures in place	Accidents	Head teachers
5.	2.	Ensure that Condition Surveys are carried out at leisure centres	Near Misses	Divisional Manager - Property Services
6.	2.	Review the section on Transporting Children and Young People in Private Vehicles within the Occupation Road Risk Policy	Near Misses	Health and Safety Team

GENERAL ACTIONS

No.	ACTION	RATIONALE	RESPONSIBLE
6.	Audit of Asbestos management within Council Buildings and Schools.	3.2.2	Health and Safety Team
7.	Review and update the Personal Protection Equipment Policies (Corporate & Schools)	Carried over from 2017 (2.2.7)	Health and Safety Team
8.	Review and update all Health and Safety policies (Corporate & Schools) requiring the holding of personal information to ensure that they are compliant with the new Regulations	General Data Protection Regulation 2018	Health and Safety Team

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2.2 Update of Actions for 2017/18

No.	KPI No.	ACTION	UPDATE
1.	1.	Audit manual handling and carry out a 'safety cultural' survey within Waste & Environmental Improvement Services.	Completed February 2018
2.	1.	Carry out a corporate Wellbeing survey	Completed and results attached in appendix 'A' (see 3.1)
3.	1.	Implement actions from the Noise Risk Surveys including mandatory use of ear defenders and annual health surveillance - Waste Management & Environmental Improvement and Open Space Services	Ongoing
4.	1.	Ensure that local Risk Assessments are carried out by all Kitchen supervisors at schools	Kitchen supervisors briefed and assessments completed
5.	1.	Audit manual handling within Independent Living	Completed and managers updated
6.		Review and update the Corporate Health and Safety Policy	Completed and attached
7.		Review and update the Personal Protection Equipment Policies (Corporate & Schools)	Ongoing – Regulations to be fully implemented this year
8.		Ensure that legionella training is delivered to caretakers at schools who are required to take water temperatures	Seminar for Site Managers took place in October
9.		To review the current Drugs and Alcohol Policy to ensure that it meets the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007	Policy agreed by Management Team in March 2018

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3. INFORMATION

3.1 Local Information

3.1.1 Stress

Work-related stress, depression, or anxiety is defined by the HSE as "*a harmful reaction people have to undue pressures and demands placed on them at work*". In other words, stress is due to a *perceived* imbalance between environmental demands and personal resources.

A recent national survey conducted by the HSE highlighted that most of those reporting acute stress, anxiety, and depression are mostly public sector workers, particularly education, health and social care, who report workload pressures, including tight deadlines, too much responsibility and a lack of managerial support as the root causes.

As a result a corporate Wellbeing (Stress) survey, which is based on HSE Management Standards, was conducted in November 2017. The aggregated results provided a strategic overview of the Council's performance and also assisted local managers to work in partnership with staff to help decide on practical measures to improve the wellbeing of staff at work. Staff who completed the survey did so anonymously and there were 495 responses, compared to 649 in 2015.

A resume of the results can be found in Appendix 'A' and in the key areas, the percentage of staff who provided a positive 'yes' response in proportion to those who answered 'no' are as follows,

Relationships	98%
Demands	89%
Support	87%
Role	87%
Culture	86%
Control	86%
Change	80%

3.1.2 Fire Management

The tragic events surrounding the Grenfell Tower Block fire reinforced why it is it is necessary to have effective procedures in place to prevent fires from starting in the first instance and in the event of an incident, to warn and evacuate occupants of buildings as quickly and safely as possible.

All Local Authority buildings and schools have had a Fire Risk Assessment carried out by competent assessors and the Health and Safety team has conducted Fire Audits at Council buildings. Based on the results of the audit a corporate Fire Management Policy has been approved by Management Team and a Fire Precautions Log Book, which is intended to provide consistent standards of fire management, has been sent to all Building Managers.

In particular the Authority has been working closely with Cheshire Fire Service to ensure that there are high fire management standards at the 3 Council Care Homes, especially as there is a potential for 'stay put' procedures for vulnerable residents in the event of an incident.

3.1.3   Benchmarking

A Benchmarking exercise has been carried out with 11 other Unitary Authorities (see appendix 'B'). It measures that Accident Incident Rates, which is the number incidents in proportion to the number of employees.

It highlights that the Authority has the 3rd highest number of HSE reportable incidents (although there were low numbers of incidents), lowest number of violent incidents and the 3rd lowest of total incidents reported.

3.2 National Information
(National trends and information that will assist with health and safety management within the Authority)

3.2.1 Lone Working

London Borough of Brent has been fined **£100,000** with costs of £10,918.88 after two of its social workers were assaulted on a home visit by the mother of a vulnerable child they were visiting. While note-taking, both social workers were struck over the head with a metal object by the mother, resulting in one of them being knocked temporarily unconscious. While both received serious wounds to the head, the social worker knocked unconscious was later diagnosed with Post Traumatic Stress Disorder (PTSD).

No risk assessment was completed, staff were not trained accordingly and the Authority failed to add an aggression marker to make the social workers aware of the hazards posed by the mother who was known to have a history of violence. As a result the Health and Safety Executive found the local authority failed to adhere to and implement its own systems and procedures for the management of lone working and violence and aggression against social workers.

In our Authority managers are required to complete Lone Working Risk Assessments and fully utilise the resources avaialble including the Lone Working Monitoring Systems, agression markers and in-house training.

3.2.2 HSE Statistics

- **1.3 million** working people suffering from a work-related illness
- **2,542** mesothelioma deaths due to past asbestos exposures (2015) (See 2.1.1. – Rec 6)
- **137** workers killed at work
- **609,000** injuries occurred at work according to the Labour Force Survey
- **70,116** injuries to employees reported under RIDDOR
- **31.2 million** working days lost due to work-related illness and workplace injury
- **£14.9 billion** estimated cost of injuries and ill health from current working conditions (2015/16)

3.2.3 Stress Management

The quarterly Labour Force show that the number of workers who said they experienced stress, depression or anxiety was up 7% on the previous period, from 488,000 (a rate of 1,510 per 100,000 workers) to 526,000. In 2014-15, 440,000 workers reported a mental health problem caused or made worse by employment.

There were 236,000 reports of new cases of work-related stress, depression or anxiety in 2016-17, which corresponds to an incidence rate of 720 per 100,000 workers, 4.3% up on the 2015-16 figure of 690 per 100,000 workers.

The condition has overtaken musculoskeletal disorders (MSDs) as the most commonly reported work-related illness. There were 507,000 cases of MSDs in 2016-17, 39% of the total, and a rate of 1,550 cases per 100,000 workers. This lower than the rate of 1,670 in 2015-16.

3.2.4   Enforcement & Sentencing Guidelines

There have been:

- 554 cases prosecuted by the HSE where a conviction was achieved in 2016/17
- 11,913 notices were issued by all enforcing bodies in 2016/17

In 2016/17, the first full year that the new sentencing guidelines for safety and health offences saw the fines reaching £69.9m compared with £38.8m for the same period a year earlier.

This is the second consecutive year in which financial penalties have soared. There was a 115.5% rise between 2014-15 when £18m worth of fines were collected.

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;

  Enterprise, Community & Resources   1330
  People   647
  (see appendix 'C')

- Workstation Assessments are now included and as a result there has been a significant rise in the number of assessments.
- All Fire Risk Assessments have been transferred onto Property Services P2 system.

4.2 KPI 2. Number of Near Misses KPI 3.

4.2.1 The number reported in the last 3 years are:

2015/16	2016/17	2017/18
9	9	16

- See 6.1 below.

4.2.2 Training

- For details of training delivered to staff this year, see appendix 'D'.
- There has been an increase in the number of First Aid training sessions and staff completing Elearning fire training.

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 May 2016 to July 2016]

- See 3.2.1 that highlights a HSE prosecution for the failure to enforce Lone Working measures;
- See below, there has been a slight decrease in use of the system over the last couple of years; and
- In total 93 (11-ECR & 82-P) registered users have been deleted from the system as they have not used it for 12 months. The reasons are that the user is unlikely to remember how to use the system and also their contact information / management contacts will probably have changed;
- There has been a gradual percentage increase in the numbers using the system, especially in the People's Directorate.

	Jan – Mar 2016		Jan – Mar 2017		Jan – Mar 2018	
	Registered Users	No's Using System	Registered Users	No's Using System	Registered Users	No's Using System
Enterprise Community & Resources	88	59	57	41	59	47
People	233	132	283	148	263	165
TOTAL USERS	321	181	340	189	322	212
% OF USE	56%		55%		65%	

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:

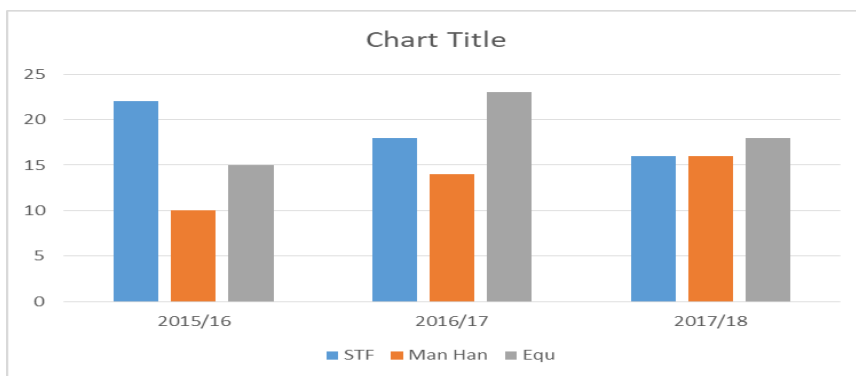| Directorate	Specified Injury	> 7-Day	Significant
Enterprise, Community and Resources	1	13	34
People	1	0	12
TOTAL YTD 2017 / 2018	**2**	**13**	**46**
TOTAL YTD 2016 / 2017	**0**	**11**	**57**
TOTAL YTD 2015 / 2016	**0**	**7**	**50**
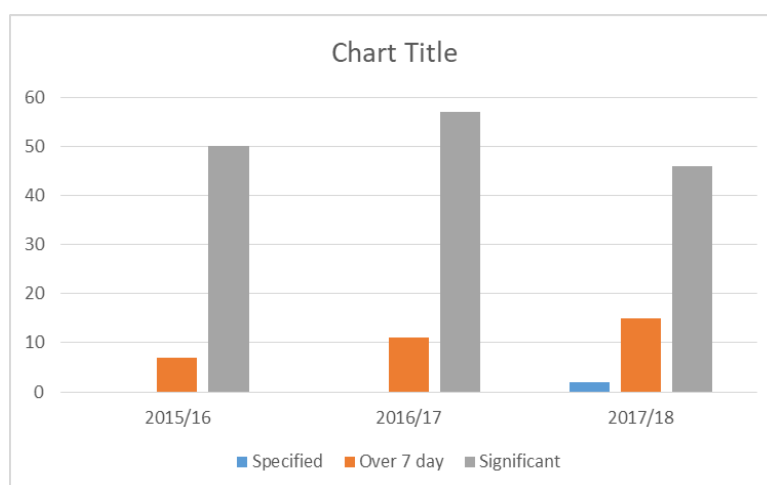
- There has been an increase in the number of Specified and 'over 7-day' incidents over the past couple of years;
- 24 incidents led to days lost, which is compared with 19 incidents last year and 24 incidents two years ago; and
- The accident incident rate of 19 incidents per thousand employees (see opposite).

$$\frac{4620 \text{ employees}}{24 \text{ incidents}} \times 1,000 = 19$$

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

Main Categories	Accident		
	2015/16	2016/17	2017/18
STF	22	18	16 (-2)
Man Han	10	14	16 (+2)
Equipment	15	23	19 (-4)

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5.1.2 Days Lost

- The categories of days lost are as follows;

Days Lost

	2015/16	**2016/17**	**2017/18**
1. Slips, trips and falls	388	66	107 +41)
2. Manual handling	145	156	49 (-107)
3. Equipment	113	56	110 (+54)
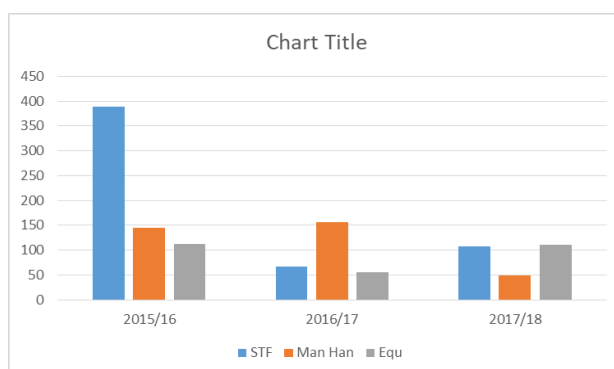
- The total days lost is 269. This represents an increase compared to the same period last year with 173, however, a significant reduction from two years ago at 671; and
- There are no incidents leading to a significant number of days lost, which is highlighted by the anomaly of the increase in the number of manual handling incidents and conversely, the decrease in days lost.

5.1.3 Incident Trends

5.1.3.1 Equipment

- There were 6 incidents involving burns and scalds by hot drinks and food with 3 incidents involving catering and the remainder involving drinks in offices, with one leading to an 'over 7-day absence' (see 2.1 & Rec's 1 and 2).

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5.1.3.2 Slips and trips

- The majority of slips and trips occurred outside with 9, with several taking place during the icy conditions;
- 7 incidents occurred inside buildings compared to 12 last year.
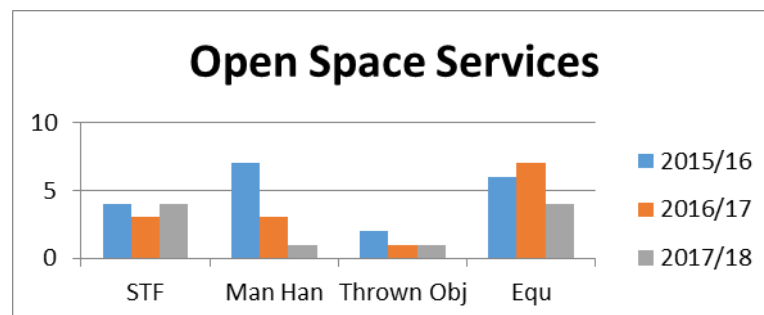
5.1.3.3 Manual Handling

- There have been several incidents involving Leisure Services during training sessions (see 2.1 & Rec's 3);
- There are no further incident trends; and
- There has been a significant reduction in manual handling incidents within Independent Living.

5.1.3.4 Waste Management
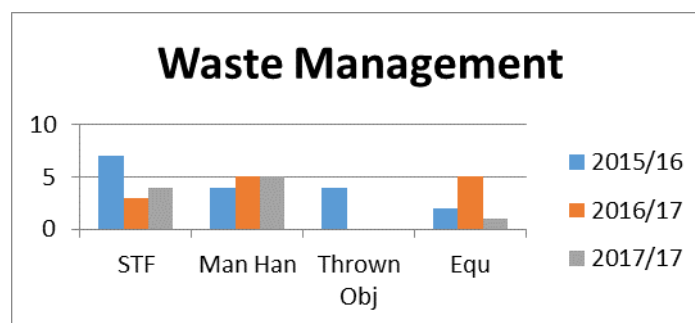
- There has been a decrease in incidents involving use of equipment: in particular there were 3 incidents last year occurring when the bin was being lifted and none this year;
- There was a slight increase in the number of incidents involving slips and trips with the majority taking place when carrying something;
- A Safety Culture audit has taken place with 18 responses from operatives. Examples of answers include,

  o "To always keep focussed to avoid accidents"
  o "Just keep the workforce safe and the public as well"

5.1.3.5 Open Space Services

- There have been a reduction in the number of incidents involving manual handling and equipment with a slight increase in slip, trips and falls.

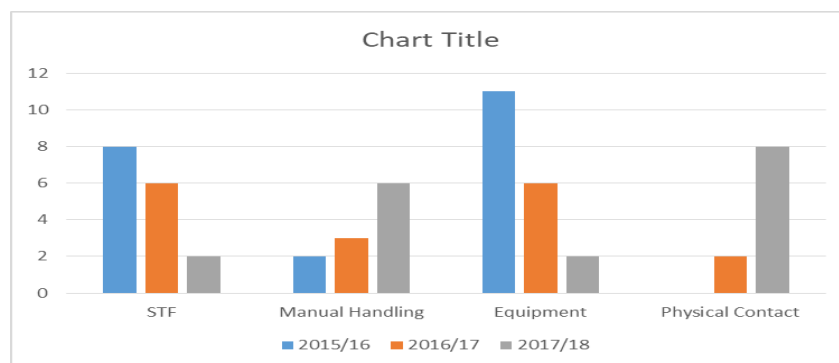### 5.1.3.6 School Meals
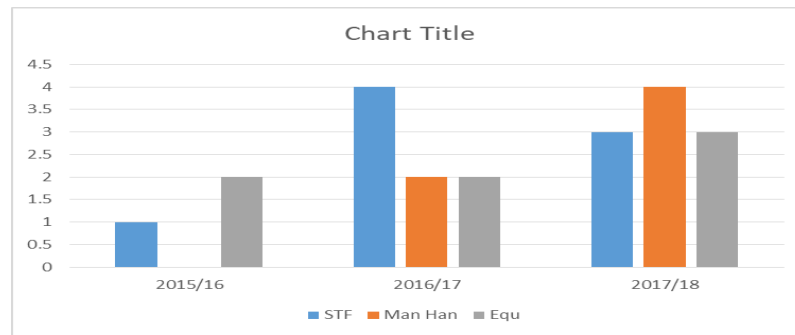
- There has been an increase in the number of accidents involving manual handling and use of equipment; and
- The service has recently reviewed and updated Kitchen Risk Assessments to be completed by Kitchen Supervisors. It has delivered a number of briefings to supervisors on how to complete the assessments.

5.1.3.7 School Staff

- With regard to school staff, there were 20 incidents this year compared with 17 last year.
- The majority of incidents, i.e. 7, involved Physical Contact by a Service User with 3 incidents involving key workers, 2 on teachers and the remainder on a Head teacher and a Teaching Assistant (see 2.1 & Rec 4); and
- Number of days lost is 73, compared with 380 last year. The majority involved both physical contact and violence at 53 and the remaining 20 involved manual handling incidents.

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5.1.3.8 Pupils

Category	Minor	Significant	Major	Totals
Playground	56	0	0	**56**
Sports	22	0	0	**22**
Slip trip or fall	12	0	0	**12**
Other	23	7	0	**30**
Total 2017/18	**113**	**7**	**0**	**120**
Total 2016/17	**86**	**7**	**2**	**95**
Total 2015/16	**51**	**7**	**5**	**58**

- There has been a significant increase in the number of incidents reported;
- However, this has been due to the increase in minor incidents, e.g. 'children being children' and a decrease in major incidents, i.e., RIDDOR reportable;
- The majority of slips and trips took place indoors; and
- The majority of significant incidents involved faulty furniture and equipment.

5.2 KPI 5. Number of Violent Incidents

5.2.1 General

Directorate	Verbal	Physical
Enterprise, Community and Resources	25	4
People	10	7
TOTAL 2017/18	**35**	**11**
TOTAL 2016/17	**25**	**6**
TOTAL 2015/16	**28**	**19**
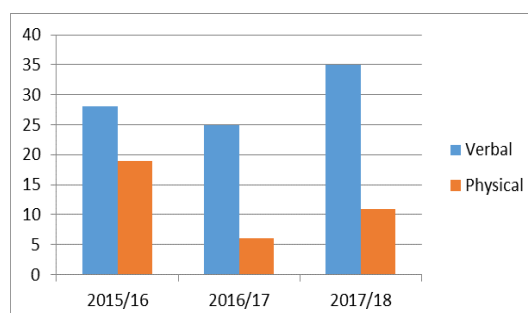
- There has been an increase the number of physically and verbal violent incidents;

- Within Enterprise, Community and Resources, the increase of verbal threats were made at the One Stop Shops; and
- There have been both verbal and physical incidents reported by Refuse Collectors and Open Services operatives;
- Within People the majority of incidents involved Adult Services and Children's Social Care staff.

5.2.2 Schools

Schools	Verbal	Physical
TOTAL 2017/18	4	28
TOTAL 2016/17	1	19
TOTAL 2015/16	0	16

- The majority of physical incidents involved multiple incidents involving the same pupils within Primary schools; however, this year there have been several incidents reported by Secondary Schools;
- The majority of physical incidents involved Teaching Assistants (x 14) and Head teachers (x4).

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1st April 2018

Results of Wellbeing Survey

Training

Over 92% of staff feel that appropriate training is available to them. However, for those jobs where there is foreseeable risk of violence / aggression, a third of respondents said they had not received the appropriate training.

Annual Leave

91.3% of staff are encouraged to use their full annual leave entitlement within the year.

Working Time

97% of staff working hours fall within the EU Working Time directive.

Proposed Job Changes

Around 80% of staff feel involved or informed about proposed changes to their jobs

Occupational Health

Almost 70% of staff are aware of the process of referral to Occupational Health

Risk assessment for Stress Factors

Over 90% of staff feel that a suitable risk assessment for environmental stress factors has been carried out.

Levels of Stress

77% of respondents say that they have achievable workloads, increase of 6% compared to 2015, and 83% were familiar with the Stress Policy

Skills and Management

Staff are encouraged to take leave and feel they have the right skills and experience for the job. Staff also feel that they have positive and supportive relationships with management

Number of Responses

495 Responses
People: 153
Enterprise, Community & Resources: 342

2016-2017 Benchmarking with other Unitary Councils

Council	Number of Employees (Head Count)	Reportable Employee Accidents	AIR* (Reportable Employee Accidents)	Violence to Employees	AIR* (Violence to Employees)	Total Employee Accidents /Incidents	AIR* (Total Employee Accidents)
Bedford Borough Council	4035	8	1.98	188	46.59	333	82.52
Bristol City Council	12788	30	2.35	393	30.73	694	54.27
Cornwall	7044	30	4.26	179	25.41	389	55.22
Darlington	2511	13	5.18	73	29.07	162	64.52
Derby	9498	23	2.42	347	36.54	216	22.74
Halton	4620	17	3.68	51	11.04	134	29
Northumberland County Council	10400	14	1.35	440	42.31	331	31.83
Plymouth	5764	18	3.12	115	19.95	1068	185.29
Portsmouth City	6386	16	2.51	387	60.60	147	23.02
Shropshire	7339	12	1.64	103	14.03	316	43.06
Stockton-on-Tees	3183	8	2.51	156	49.01	119	37.39
Wiltshire	11136	18	1.62	286	25.68	528	47.41

Risk Assessment Position Statement - All Directorates

27 March 2018

		Enterprise, Community & Resources				People			
		Expected No. RAs	*Actual No. RAs (up-to-date)*	*%*	*Earliest Review*	*Expected No. RAs*	*Actual No. RAs (up-to-date)*	*%*	*Earliest Review*
Risk Assessment Type	Home Working Risk Assessment	121	100	82.64	04/04/2018	29	14	48.28	01/06/2018
	Environmental/Fire Risk Assessment	78	49	62.82	01/05/2018	45	18	40	03/04/2018
	Lone Working Risk Assessment	29	17	58.62	03/05/2018	32	7	21.88	04/04/2018
	Manual Handling Risk Assessment	10	6	60	11/07/2018				
	Occupational Risk Assessment	236	185	78.39	29/03/2018	30	12	40	04/04/2018
	Ladder Checklist	12	10	83.33	21/07/2018				
	General Risk Assessment	109	59	54.13	28/03/2018	147	72	48.98	30/03/2018
	COSHH Risk	44	38	86	30/03/2	26	17	65	12/04/2

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Assessment			36	018			38	018
COSHH (Advanced) Risk Assessment	13	8	61.54	18/04/2018	3	0	0	
Transport in Depots Risk Assessment	2	1	50	31/08/2018				
Workstation Risk Assessment	659	356	54.02	08/05/2018	333	172	51.65	19/10/2018
Total	**1330**	**830**	**62.41**	**-**	**647**	**312**	**48.22**	**-**

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TRAINING DELIVERED

Course	2016/17		2017/18	
	Courses	Delegates	Courses	Delegates
Head teachers	2	22	2	23
Personal Safety courses	7	56	3	26
Managing Safely IOSH	1	8	2	18
Working Safely IOSH	1	6	3	28

	Courses	Delegates	Courses	Delegates
Stress Management (personal)	4	38	2	12
Stress Management (managers)	4	24	3	44
First Aid (initial, refresh & Paediatric)	11	58	23	200
Manual Handling (People, objects, risk assessment)	14	60	17	137
Defibrillator refresher	13	73	10	101

Induction	56		116	
Fire	89		289	
Risk Assessment	38		37	
Personal Safety	179		58	