



**CORPORATE ACCIDENT / INCIDENT REPORT
POLICY & PERFORMANCE BOARD
1st April 2018 to 31st March 2019**

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1. INTRODUCTION

1.1 General

The Health and Safety at Work etc Act 1974 clearly places responsibility on those who create the risk to manage it. The HSE Strategy, 'Helping Great Britain Work Well' 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 for legal, moral and financial reasons. 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

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

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) 2013, including Fatalities, Specified Injuries, Over 7-day Injuries, Reportable Occupational Diseases & Dangerous Occurrences

National and Local Information together with performance gaps and incident trends form the basis for the Recommended Actions for 2019/20.

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 for Health and Safety".

2. SUMMARY AND RECOMMENDATIONS

2.1 Summary 2018/19

During the past year across the Authority there has been a rise in burn injuries within school catering and office areas, slips/trips/falls, manual handling accidents in the care teams and Waste Management plus injuries linked to staff being hit or caught by stationary and moving/flying objects. There have also been a total of 12 near misses.

Violent Incidents are showing a fall in the number of verbal incidents compared to last year's figures and physical incidents have dropped from 11 to 10 in the last 12 months. There has been a rise in both verbal and physical incidents within Halton schools.

Lone working monitoring system usage data shows a very slight increase in registered users of the system compared to the same period last year but a decrease in actual use of the system. Seventy users have been deleted for non-use across both directorates despite mandatory use being approved and endorsed by Management Team.

Display Screen Equipment assessments have risen to 23 throughout 2018 with staff coming forward to report various health issues surrounding Musculoskeletal Disorders.

Risk Assessments completed on the corporate risk assessment system have risen from 1142 in 2017/18 to 1432 in 2018/19 following consultations at Joint Consultative Committee Meetings across the Authority.

2.2 Recommendations 2019/20

The following recommendations are as a result of the accident analysis data for 2018/19 and will be actioned during the period 2019/20.

No.	KPI No.	ACTION	RATIONALE	RESPONSIBLE
1.	4	Waste & Environmental Services review of manual handling procedures	Accidents 2018/19	Waste & Environmental Services Team
2.	4	Care Management review of manual handling procedures of persons	Accidents 2018/19	Care Management Team
3.	4	Ensure that Schools Catering Team conduct a review of Personal Protective Equipment and Risk Assessments to identify control measures for scalds and burns	Accidents 2018/19	Schools Catering Team
4.	4	Ensure that Environmental Risk Assessments for offices are reviewed and updated to identify control measures for scalds and burns	Accidents 2018/19	Team Managers and Health and Safety Team
5.	4	Review of Premises and Environmental Risk Assessments to identify control measures for slips, trips and falls	Accidents 2018/19	Team Managers and Health and Safety Team
6.	2	Review of maintenance contract arrangements for cremators	Near Misses 2018/19	Divisional Manager and Health & Safety Team
7.	3	Review Lone Working Risk Assessments and enforce the 'mandatory' use of the Contact Centre Monitoring system when required	Reinforce Management Team decision and safety of lone working employees	All managers

GENERAL ACTIONS

Conduct Audit of Client Transport Team – Logistics Division	By Nov 2019	Health and Safety Team
Conduct Audit of First Aid Provision across the Authority	By Oct 2019	Health and Safety Team
Action a series of Lockdown/Bomb Threat Exercises across main Council buildings	By Mar 2020	Health and Safety Team
Review and update Health and Safety policies (Corporate & Schools) requiring timescale or legislation reviews	Ongoing	Health and Safety Team

3. INFORMATION

3.1 Local Information

3.1.1 DSE (Display Screen Equipment) Assessments and Musculoskeletal Disorders

We are as an Authority experiencing a rise in requests for Complex DSE Assessments due to staff suffering upper body injuries and musculoskeletal disorders.

Upper limb disorders (ULDs) affect the arms, from fingers to shoulder, and neck. They are often called repetitive strain injuries (RSI), cumulative trauma disorder or occupational overuse syndrome. ULDs are common both in the workplace and elsewhere and can result from various kinds of work. They can be associated with the use of display screen equipment (DSE) or work using vibrating tools.

Back pain is any ache, pain, tension, or disorder that affects the muscles or bones of the back from the base of the neck to the hips. It can be caused by damage to the muscles or the bones of the spine and ribs or to the discs between the vertebrae. Lower back pain is common and can be extremely painful. It can be difficult to cope with the severe pain but fortunately it is rarely due to serious disease. There are things that employers and workers can do to manage back pain and other musculoskeletal disorders (MSDs), in the workplace. People can be helped to remain in work or helped to make an earlier return to work.

There has been a process in place within Halton Borough Council since 2007 to regularly self-assess staff with quarterly reviews by managers. To assist staff suffering from MSD's and other conditions to remain in the workplace a further complex DSE assessment is completed by the Health & Safety Team who produce recommendations for further support. This includes advice around posture, seating positions, work areas and in severe cases specialist equipment is advised.

	Total Assessments
TOTAL 2018	23
TOTAL 2017	20
TOTAL 2016	21
TOTAL 2015	12
TOTAL 2014	14
TOTAL 2013	11
TOTAL	101

3.1.2 Mental Health and Wellbeing

Nationally, mental health and wellbeing is a high profile topic with more and more employers providing their workforce with extra support whilst being at work.

On 7th February 2019, Halton Borough Council signed the 'Time to Change' Employer Pledge at the 'Time to Talk' event at Halton Stadium to demonstrate its commitment to changing how we think and act about mental health in the workplace to ensure employees who are facing these problems feel supported.

As part of an ongoing action plan to tackle mental health stigma and discrimination the Authority has recruited a number of 'Time to Change' Workplace Champions who help challenge stigma and positively influence how we think and act about mental health with various activities.

The action plan also involves raising awareness of mental health encouraging employees to talk about mental health openly. To achieve this training is also currently being delivered by the Health Improvement Team in the form of Mental Health Awareness for Managers and General Mental Health Awareness and the Learning & Development Team provide stress awareness training and 'Mindfulness' courses.

4. LEAD INDICATORS

4.1 . 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 up to 31/3/19 are; 1432

Enterprise, Community & Resources – 1036
People – 396

See section 7 for position statements.

4.2 Number of Near Misses

4.2.1 The number reported in the last 3 years are:

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

From the 1st April 2018 to 31st March 2019 there have been 12 near misses showing a reduction from the previous year.

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

4.3.1 Lone Working – Contact Centre Monitoring update

- See below, there has been a very slight increase in registered users of the system compared to the same period last year but a decrease in actual use of the system,
- In total 70 (7-ECR & 63-P) registered users have been deleted from the system as they have not used it for 12 months. The reasons are that the user could be a leaver, is unlikely to remember how to use the system and also their contact information / management contacts will probably have changed;

	Jan – Mar 2018		Jan – Mar 2019	
	Registered Users	No's Using System	Registered Users	No's Using System
Enterprise Community & Resources People	59	47	62	44
TOTAL USERS	263	165	263	147
% OF USE	68%		62%	

5 REACTIVE ['Lagging'] INDICATORS

5.1 Number of Significant and RIDDOR Reportable Accidents

5.1.1 The number of accidents reported to the HSE for each Directorate excluding schools that took place from 1st April 2018 to 31st March 2019 are; **106**

Directorate	Specified Injury	> 7-Day	Significant
Enterprise, Community and Resources	1	11	61
People – excluding schools	0	3	18
Schools – excluding pupils	0	2	10
TOTAL YTD 2018/2019	1	16	89
TOTAL YTD 2017/2018	2	13	46
TOTAL YRD 2016/2017	0	11	57

Specified injuries have decreased from the previous year while over 7 days and significant injuries have increased. Increasing categories include a rise in burn injuries within school catering and office areas, slips/trips/falls, manual handling in the care teams and Waste Management and injuries linked to staff being hit or caught by stationary and moving/flying objects (see recommendations).

Slips, trips and falls are showing a rise in accidents from the previous year with 12 occurring in public places while 10 were on Council land or in Council buildings (see recommendations).

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

Main Categories

	<u>2016/17</u>	<u>2017/18</u>	<u>2018/19</u>
STF	18	16	22 (+6)
Man Han	14	16	18 (+2)
Equipment	23	19	10 (-9)

Other Categories 2018/19

Other – Burns – 17
Hit by moving or flying objects – 10
Hit by a fixed or stationary object – 4
Injured by an animal – 2
Other – 6
RTC – 1
Fall from height – 1
Contact with electricity – 1
Entrapment – 1
Contact with a harmful substance – 1

5.1.2 Days Lost

- The main categories of days lost are as follows;

	Days Lost		
	2016/17	2017/18	2018/19
1. Slips, trips and falls	66	107	83 (-24)
2. Manual handling	156	49	121(+72)
3. Equipment	56	110	3 (-107)

- The total days lost is 207 on the above categories. This represents a decrease compared to the same period last year with 266. There is however an increase in days lost for Manual Handling (see recommendations). There were also 54 days lost as a result of a fall from height accident.

5.1.3 Pupils

	Minor/NFA	Significant	Major/Specified Injury	Totals
Total 2018/19	92	14	4	110
Total 2017/18	113	7	0	120
Total 2016/17	86	7	2	95
Total 2015/16	51	7	5	58

5.2 Number of Violent Incidents

5.2.1 From 1st April 2018 to 31st March 2019

Directorate	Verbal	Physical
Enterprise, Community and Resources	18	2
People	5	8

Directorate	Verbal	Physical
TOTAL 2018/19	23	10
TOTAL 2017/18	35	11
TOTAL 2016/17	25	6

The physical violent incidents were across various services for the last 12 months with the Positive Behaviour Support Service suffering 3 of these.

The 23 verbal incidents included 6 within Waste Management and 11 across the HDL offices.

Violence at work, 2017/18

According to a recent HSE publication, the estimated number of violent incidents at work fluctuates on annually with no clear trend. The findings from the 2017/18 Crime Survey for England and Wales (CSEW) show that:

- The risk of being a victim of actual or threatened violence at work is similar to the last few years, with an estimated 1.5% of working adults being the victim of one or more violent incidents at work.
- 374,000 adults of working age in employment experienced violence at work, including threats and physical assault.
- There were an estimated 694,000 incidents of violence at work, comprising of 330,000 assaults and 364,000 threats. This compares to an estimated 642,000 incidents in 2016/17.
- The 2017/18 CSEW found that 1.4% of women and 1.5% of men were victims of violence at work once or more during the year prior to their interview.
- 54% of work-place violence offenders were strangers. Among the 46% of incidents where the offender was known, they were most likely to be clients, or a member of the public known through work.
- 59% of violence at work resulted in no physical injury. Of the remaining 41% of cases, minor bruising or a black eye accounted for the majority of the injuries recorded.

Two main measures of the extent of violence at work are presented - the number of victims and the number of incidents. The number of incidents of work related violence in 2017/18 was estimated at 694,000 with assaults accounting for 330,000 of these and 364,000 threats to victims.

The report concludes that the risk of work related violence in the workplaces of England and Wales in 2017/18 was 1.5%. Occupations in health and health and social care have a higher than average risk.

5.2.2 Schools

From 1st April 2018 to 31st March 2019 – 40 physical incidents

Schools	Verbal	Physical
TOTAL 2018/19	7	40
TOTAL 2017/18	4	28
TOTAL 2016/17	1	19

The majority of physical incidents involved multiple incidents involving the same pupils within Primary schools.

6. Risk Assessment Position Statements

Risk assessment position statements for both Directorates

Enterprise, Community & Resources		People							
		<i>Expect ed No. RAs</i>	<i>Actu al No. RAs up-to-date</i>	<i>%</i>	<i>Earliest Review</i>	<i>Expect ed No. RAs</i>	<i>Actu al No. RAs up-to-date</i>	<i>%</i>	<i>Earliest Review</i>
!	Home Working Risk Assessment	144	113	78.47	10/04/2019	32	22	68.75	09/04/2019
	Environmental/ Fire Risk Assessment	71	34	47.89	01/05/2019	45	29	64.44	10/08/2019
	Fire Risk Assessment								
	Lone Working Risk Assessment	26	13	50	27/04/2019	33	4	12.12	26/06/2019

Manual Handling Risk Assessment	9	7	77.7 8	30/07/20 19				
Occupational Risk Assessment	245	176	71.8 4	09/04/20 19	33	14	42.4 2	30/07/20 19
Ladder Checklist	12	9	75	10/08/20 19				
General Risk Assessment	115	54	46.9 6	16/04/20 19	93	64	68.8 2	26/04/20 19
COSHH Risk Assessment	47	42	89.3 6	11/04/20 19	54	16	29.6 3	15/08/20 19
COSHH (Advanced) Risk Assessment	14	10	71.4 3	02/05/20 19	3	2	66.6 7	09/04/20 19
Transport in Depots Risk Assessment	2	1	50	30/08/20 19				
Workstation Risk Assessment	698	577	82.6 6	09/04/20 19	387	245	63.3 1	19/04/20 19
Total	1383	1036	74.9 1	-	680	396	58.2 4	-

Completed Assessment Comparisons

Enterprise, Community & Resources – 2017/18 830 completed
People – 2017/18 312 completed

Enterprise, Community & Resources – 2018/19 1036 completed
People – 2018/19 396 completed

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1st April 2019

