



**CORPORATE ACCIDENT / INCIDENT
INTERIM REPORT
MANAGEMENT TEAM
1st April to 1st September 2015**

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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 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 occur
3. **Number of officers who are registered on the Lone Working Monitoring System and 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

Together with analysing both local, i.e. identified trends and general health and safety information this assists to develop the 'risk profile'. By responding positively the Authority can demonstrate compliance with the recommendations of the Health and Safety Executive's guidance HS(G)65 "Successful Health and Safety Management".

1.3 Local Information

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, Major Injuries, Over 7-day Injuries, Dangerous Occurrences

1.3.1 Violent Incident – Children’s Social Care

During a visit to a service user and his family, a social worker was subjected to racial abuse and was physically attacked with weapons including a carvery fork. On leaving the premises he found that his car had been damaged. The Police were called and a male was later charged with racially aggravated offences.

A full internal investigation has been conducted and it was established that lone working safety systems were available to the social worker. A number of recommendations have been identified including,

- 1) Involving staff in the review of the Lone Working Policy and Corporate Caution List Procedural document. This includes guidance around how to complete Lone Working Risk Assessments
- 2) Involving staff in the review of the Lone Working Monitoring system (see Recommendation 2 below)
- 3) Preparing a Stay Safe publicity campaign and include lone working

1.3.2 Building Security Report (see Recommendation 3d below)

In view of the increased terrorism threat, building security assessments have been carried out at the three main administration buildings, i.e. Municipal Buildings, Town Hall and Rutland House. One of the actions was to improve the identification of staff and visitors whilst in the buildings by visibly wearing badges on lanyards.

Also, the emergency evacuation procedures have been tested at the respective buildings and Cheshire Police Security Advisors have delivered a series of briefings to key staff including Emergency Planners, Town Centre security and Refuse Collectors.

1.3.3 Stress Survey (see Recommendation 1 below)

Last year’s Staff Survey indicated that stress levels are increasing amongst the workforce. Furthermore previous recommendations from both Internal Audit and also the annual Corporate Health and Safety report highlighted that team Stress Risk Assessments should be carried out annually and confidentially.

As a consequence a corporate Stress Survey was conducted this year and 649 members of staff responded. This process allows staff to confidentially feed-back to managers their individual views on current work pressures within their teams through an Intranet based survey. The questions originate from Health and Safety Executive guidance.

The results were collated together and analysed, see appendix ‘A’. These have been further aggregated into Divisions and the results forwarded to Divisional Managers so that, if required, actions can be developed in consultation with individual teams.

Corporate actions include,

- 1) Learning and Development review Stress Management and Personal Safety training to ensure that it is creative and targeted.
- 2) The Authority continues to utilise internal communications to highlight change and promote internal policies.
- 3) The Health and Safety team updates the corporate risk assessment system to ensure that office / environmental risk assessments involve the staff affected.

1.3.4 Benchmarking with other Unitary Authorities

A benchmarking exercise has been conducted with 18 other Unitary Local Councils, analysing and comparing the frequency of incidents (accidents and violent incidents) per employee, see

appendix 'B'. It highlighted that Halton was 9th for accident rates and total number of incidents and 3rd lowest for violent incident rates.

Although further analysis is required to establish trends of incidents within Councils, it assists to underline the comparable reporting incident rates with other Authorities together with the low violent incident rates.

1.4 General Health and Safety Information

1.4.1 Fatal Accident Rates

The statistics again confirm the UK to be one of the safest places to work in Europe, having one of the lowest rates of fatal injuries to workers in leading industrial nations. The new figures show the rate of fatal injuries in several key industrial sectors:

- 35 fatal injuries to construction workers were recorded – a rate of 1.62 deaths per 100,000 workers, compared to an average of 45 deaths in the past five years and a decrease from the 44 deaths recorded in 2013/14;
- 33 fatal injuries to agricultural workers were recorded – a rate of 9.12 deaths per 100,000 workers, the same as the average of 33 deaths in the past five years and an increase from the 27 deaths recorded in 2013/14;
- Five fatal injuries to waste and recycling workers were recorded – a rate of 4.31 deaths per 100,000 workers, compared to an average of six deaths in the past five years and an increase from the four deaths recorded in 2013/14.

The HSE has also released the latest available figures on deaths from asbestos-related cancer. Mesothelioma, one of the few work related diseases where deaths can be counted directly, contracted through past exposure to asbestos killed 2,538 in Great Britain in 2013 compared to 2,548 in 2012.

The rate of fatal accidents in the UK has fallen by 85% since the introduction of the Health and Safety at Work Act in 1974, 40 years ago. Around half a million people are suffering from work related illnesses and injuries each year and the most common workplace injuries include noise induced hearing loss, musculoskeletal disorders and skin diseases.

1.4.2 Bosley Wood Treatment Incident

HSE continues to work closely with Cheshire Police and Cheshire Fire and Rescue Services in the ongoing investigation into the cause of the tragic incident at the Wood Flour Mill in Bosley, Cheshire. As part of the on-going investigation, HSE last week served two enforcement notices in relation to dust issues in sheds that contain equipment on the site of the mill.

Our thoughts are with the families of those affected by the tragic incident.

1.4.3 Unfair Dismissal

Employment Tribunal held that a member of staff from Thames Water had been unfairly dismissed for gross misconduct despite his breaching company health and safety rules.

The circumstances are that he was dismissed for gross misconduct after entering a Class C sewer without breathing equipment. This had been against the terms of a risk assessment and method statement, which stipulated that breathing apparatus should be used in those conditions. Thames Water was trying to uphold its health and safety duties and safeguard its staff by enforcing a risk assessment and method statement in relation to the use of breathing apparatus in hazardous conditions.

However, the Tribunal held that new procedures and risk assessments cannot by themselves be seen as a solution that discharges health and safety duties; any new procedures need to be coupled with appropriate communications and training to highlight their significance to employees.

1.4.4 Glasgow Bin Lorry Crash

On the 22nd December 2014, a bin lorry careered out of control in Glasgow city centre and killed 6 people. He had been involved in two previous crashes after losing consciousness at the wheel. These episodes were attributed to a “cardio-vascular incident” and high blood pressure.

The driver was suspended from work as it emerged that he had lied about a long history of blackouts on a Council application form, on health assessments and to the DVLA.

During the enquiry it was revealed that he was certified fit to return to work after the blackout in April 2010 as a GP did not think it would happen again. As a result Scotland’s Crown Office decided not to prosecute as the driver would not have known there was a ‘foreseeable’ chance that he would lose consciousness on the day of the crash.

The DVLA and families of the deceased are deciding if they are going to take their own separate prosecutions.

Note: in Halton, in accordance with the Occupation Road Risk Policy occupational drivers are required to produce their driving licences every 6 months and sign a medical declaration form stating that they are fit to drive. Also, as required by law both PSV & LGV licence holders from the age of 45, and every 5 years thereafter, are obligated to renew their respective licences. A full medical examination is mandatory as part of the licence renewal process.

1.4.5 Drug Driving (see Recommendation 7 below)

Since the new Drug Driving legislation was enacted in March this year, there have been 54 prosecutions across Cheshire and 49 entered ‘guilty’ pleas. In total 60% who provided Roadside Field Impairment Tests were positive. There were 20 from Halton who tested positive with either cannabis or cocaine.

2. UPDATE ON RECOMMENDATIONS OF 2014/15:

KEY PERFORMANCE INDICATORS

No.	KPI No.	RECOMMENDATION	UPDATE	I/C
1	1.	Conduct stress surveys utilising the corporate Stress Risk Assessment system	See 1.3.3 above	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 1.3.1 above and 3.3 below	Operational Directors/ Divisional Managers
3.	4.	<p>Review and update following risk assessments:</p> <p>Specific areas:</p> <p>a) <u>Property Services</u> – Car parks</p> <p>b) <u>Waste & Environmental Improvement Services</u> – Slips Trips Falls</p> <p>c) <u>Open Space Services</u> – Work at Heights</p> <p>General</p> <p>d) Review security arrangements at Council Buildings</p> <p>e) Develop and deliver Road Safety briefings and training</p> <p>f) Ensure that Environmental & Fire Risk assessments continue to be carried out and there are sufficient resources for the maintenance and servicing of equipment</p>	<p>Assessments completed and awaiting completion of works</p> <p>4 trips and no falls from cabs (trend last year)</p> <p>Audit of Arborist Section completed</p> <p>See 1.3.2 above</p> <p>Briefings prepared and invitations sent</p> <p>As per actions from Stress Survey (see 1.3.3), Buildings Managers sent reminder email</p>	<p>Operational Directors/ Divisional Managers</p> <p>Health and Safety/Emergency Planning Teams</p> <p>Road Safety</p> <p>Operational Directors/ Divisional Managers</p>

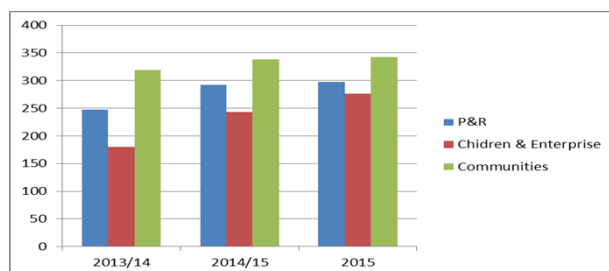
GENERAL ACTIONS

4.	To review and update the CDM Policy and organise briefings for relevant staff	Policy completed and training delivered	Health and Safety Team
5.	To review and update the Corporate Health and Safety Policy	Completed	Health and Safety Team
6.	Carry out a Health and Safety audit of Waste & Environmental Improvement Services, i.e. Route Risk Assessments	Ongoing	Health and Safety Team
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 and ongoing	Divisional Manager HR & Learning and Development

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. The number of assessments completed in the last 3 years is;



- 3.1.2 To date 172 members of staff have been trained in the use of the system and 916 risk assessments entered onto the system, compared with 780 last year
- 3.1.3 884 Workstation (DSE) assessments have been completed with 75% of risks identified by users as low
- 3.1.4 A training database has been developed by IT that assists to identify training needs, records training and reminds managers when refreshers are required.

3.2 KPI 2. Number of Near Misses

Total number of near misses reported within the last 3 years are:

2013/14	2014/15	>2015
15	10	3

3.3 KPI 3. Number of officers who are registered on the Lone Working Monitoring System and are utilising the system

3.3.1 Lone Working – Contact Centre Monitoring update [comparative period July to September 2015]

	2013		2014		2015	
	Registered Users	No's Using System	Registered Users	No's Using System	Registered Users	No's Using System
Policy & Resources	64	21	46	16	75	39
Children & Enterprise	167	64	137	43	204	83
Communities	209	42	188	49	126	32
TOTAL USERS	440	127	371	108	405	154
% OF USE	29%		29%		38%	

- 3.3.2 There has been an increase in the numbers registered and using the system;
3.3.3 'Users' who are registered on the system and have not used the system in the last two years have been removed from the system. This can be broken down as follows,

Policy & Resources	43
Children & Enterprise	45
Policy & Resources	14
Total	102

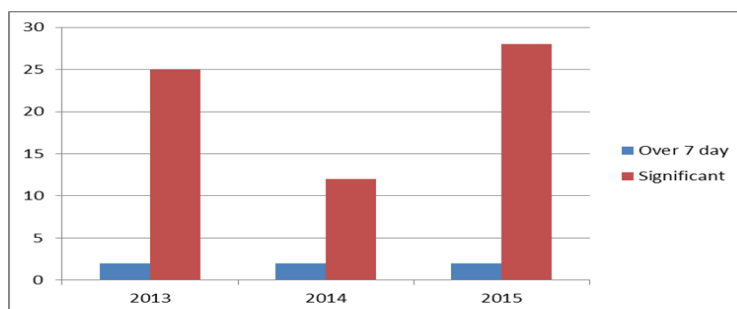
- Which equates to 23% of those registered. They can reregister if required
3.3.4 The combined Lifeline and Lone Working system (PNC) is still in use and as a result of the violent incident (see 1.3.1 above) other lone working solutions (e.g. badges, mobile phone Apps) are being explored.

4. REACTIVE ['Lagging'] INDICATORS

4.1 KPI 4. Number of Significant and RIDDOR Reportable Accidents

Accident Statistics by Directorate:

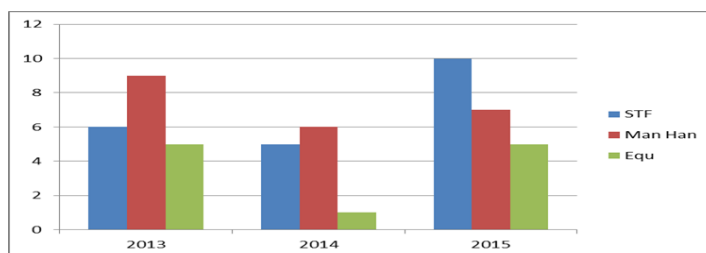
Directorate	+ 7-Day	Significant
Policy and Resources	0	7
Children and Enterprise	0	0
Communities	3	19
TOTAL YTD 2015	3	26
TOTAL YTD 2014	2	12
TOTAL YTD 2013	3	28



Further Information

- 4.1.1 This year has seen an increase in the number of accidents;
- 4.1.2 To date there are 166 days lost due to incidents compared to 15 days lost last year. The increase is predominantly due to a violent incident with 40 days lost and a manual handling injury with 106 days lost;
- 4.1.3 A comparison of the categories of accidents is as follows,

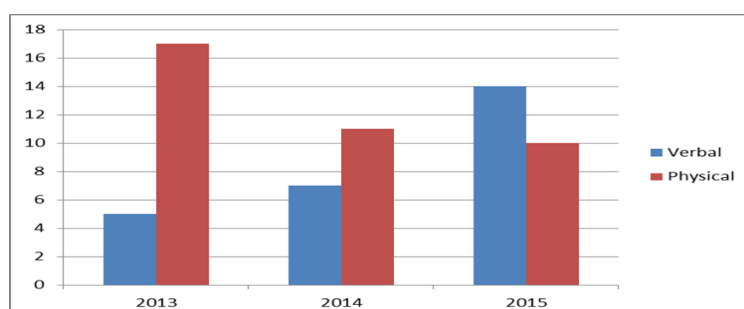
	<u>2012</u>	<u>2013</u>	<u>2014</u>
STF	6	5	10
Man Han	9	6	7
Equipment	5	1	5



- 4.1.4 There has been an increase in the number of trip and equipment incidents that are mainly office/property based;
- 4.1.5 Within Waste & Environmental Improvement Services there has been the same amount of incidents with 6 each year since 2013. The main trend is slips and trips incidents and with two manual handling incidents due to incorrect disposal of green waste;
- 4.1.6 Within Open Space Services there has been a decrease in incidents with 13 in 2013 and 1 for the past 2 years;
- 4.1.7 There has been a significant reduction in the number of incidents involving teachers at schools with only 1 this year compared to 13 last year. The other three incidents involved a caretaker, science technician and cleaner; and
- 4.1.8 With regard to pupils there has been an increase in significant incidents with 5 in 2013, 1 in 2014 and 4 this year. These mainly involved sports accidents at Secondary Schools.

4.2 KPI 5. Number of Violent Incidents

Directorate	Verbal	Physical
Policy and Resources	9	1
Children and Enterprise	2	1
Communities	3	8
TOTAL 2015	14	10
TOTAL 2014	7	11
TOTAL 2013	5	17



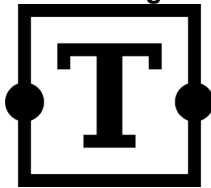
4.3 Further Information:

- 4.3.1 There has been an increase in the number of reported verbal incidents;

- 4.3.2 This can be attributed to incidents at One Stop Shops with 2 for the same period last year and 8 this year. One these required physical intervention by the security guard and subsequent arrest by the Police;
- 4.3.3 Two of the physical incidents within Children and Enterprise involved Children in Need staff (see 1.3.1 above) and the other 6 took place at residential care premises;
- 4.3.4 Two of the incidents within Communities Directorate involved refuse collectors; and
- 4.3.5 For schools there have been 18 violent physical incidents compared to 10 last year. All took place in Primary schools, were attacks by pupils and involved 14 Teaching Assistants, 3 Teachers and 1 Head teacher.

Stress Risk Assessment

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



90% of staff are encouraged to use their full annual leave entitlement within the year.

Support from Manager



Over 87% of staff feel able to approach their manager for support during times of stress.

Occupational Health



Over 30% of staff are unaware of the referral process to Occupational Health.

Workload



28% of staff do not feel that their workload is achievable during a working day. This mirrors the staff survey where 70% of staff agreed that they could meet job requirements without working excessive hours.

Risk assessment for Stress Factors

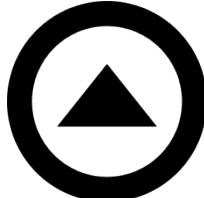


Over 20% of staff feel that a suitable risk assessment for stress factors has NOT been carried out.

Levels of Stress



Skills and Leave



Response Rates



79% of respondents were familiar with the Stress Policy. Despite this, only 27% of staff felt less stressed in 2014 than the year before.

Staff are encouraged to take leave and feel they have the right skills and experience for the job. Staff also feel they can suggest improvements and contribute to the key objectives of the council. All of these views were mirrored in the staff survey.

649 Responses (26%)
 Policy & Resources: 41%
 Children & Enterprise: 26%
 Communities: 15%

Compared to other surveys:

- Workforce Profile : 1,495
- Staff Survey : 802
- Stress Assessment: 649

**2014-2015
 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)
Bath and North East Somerset	5289	22	4.16	146	27.60	479	90.57
Bedford Borough	5958	39	6.55	280	47	456	76.54
Cornwall	11050	28	2.53	139	12.58	415	37.56
Darlington	2551	12	4.70	86	33.71	213	83.50
Derby City	9221	24	2.60	343	37.20	303	32.86
Durham	18,039	56	3.10	476	26.39	1139	63.14
Halton	5000 (approx)	13	2.60	58	11.60	209	41.80
North E Lincs	2603	4	1.54	25	9.60	69	26.51
North Lincolnshire	5473	25	4.57	124	22.66	423	77.29
Northumberland County	10240	19	1.86	448	43.75	350	34.18
Nottingham City	9804	77	7.85	424	43.25	454	46.31

Plymouth	6148	23	3.74	309	50.26	1356	220.56
Poole	4618	7	1.52	196	42.44	201	43.53
Portsmouth City	6826	24	3.52	484	70.91	171	25.05
Shropshire	8268	16	1.94	108	13.06	335	40.52
Stockton-on-Tees	6210	13	2.09	47	7.56	111	17.85
Stoke on Trent	9641	44	4.56	180	18.67	639	66.28
Torbay	2299	1	0.43	158	68.73	982	427.14
Wiltshire	12357	18	1.46	288	23.31	326	23.38

***AIR = Accident Incident Rate - used for benchmarking purposes**

$$\text{AIR} = \frac{\text{Number of Accidents}}{\text{Number of Employees}} \times 1000$$