**CORPORATE ACCIDENT / INCIDENT REPORT
MANAGEMENT TEAM
1st April 2016 to 31st March 2017**

Prepared by Tony Dean, Principal Health and Safety Advisor, Risk and Emergency Planning – 31/3/17

Contents

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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, '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

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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 "Management of Health and Safety".

2. RECOMMENDATIONS

2.1 Recommended Actions for 2017/18

KEY PERFORMANCE INDICATORS

No.	KPI No.	ACTION	RATIONALE	RESPONSIBLE
1.	**1.**	Audit manual handling and carry out a 'safety cultural' survey within Waste & Environmental Improvement Services.	HSE recommendation & 5.1.3.2	Health and Safety Team
2.	**1.**	Carry out a corporate Wellbeing survey	HSE Strategy & 3.2.3	Health and Safety Team
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	Actions from Noise Surveys 2015 & 3.2.5	Divisional Managers - Waste Management & Environmental Improvement and Open Space Services
4.	**1.**	Ensure that local Risk Assessments are carried out by all Kitchen supervisors at schools	Accidents & 5.1.3.4	Managers – School Meals
5.	**1.**	Audit manual handling within Independent Living	See 3.2.3	Health and Safety Team

GENERAL ACTIONS

5.	Review and update the Corporate Health and Safety Policy	Biennial Review	Principal Health and Safety Advisor
6.	Review and update the Personal Protection Equipment Policies	Updated Regulations & 3.2.4	Health and Safety Team
7.	Legionella training to be delivered to caretakers at schools who are required to take temperatures	See 4.1.2	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

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2.2 Update of Recommended Actions for 2016/17

KEY PERFORMANCE INDICATORS

No.	KPI No.	ACTION	RATIONALE	Update
1.	**1.**	Ensure that 'route risk assessments' are carried out in Waste & Environmental Improvement Services.	HSE recommendation	Update from DM, 'Route Risk Assessments were carried out and provided to all drivers. They are currently under review due to 'round' changes but once updated they will be re-issued.
2.	**1.**	Ensure that Environmental & Fire Risk assessments are carried out at corporate buildings	Actions from the Stress Survey 2015, recommendation from PPB and accident trends	Emails sent to managers for buildings/offices that have not completed environmental / fire risk assessments.
3.	**1.**	Implement actions from the Noise Risk Surveys - Waste Management & Environmental Improvement and Open Space Services	Actions from Noise Surveys	Update from services; - Ear defenders are used by Open Spaces operatives for specified equipment and by refuse collectors during Multi-Material recycling collection rounds. - Arrangements for health surveillance and briefings/training to be completed.
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 update 4.3.1 below. Biannual reports on usage sent to managers

GENERAL ACTIONS

No.	ACTION	RATIONALE	Update
5.	Review and update the Corporate and Schools Fire Policies	Cheshire Fire & Rescue Service	Fire Policies updated and Authority has employed an independent fire consultant to carry out assessments.
6.	Organise a health and safety induction programme for the Leisure Centre staff	Transferred services	Briefings delivered.
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	Ongoing.
7.	Organise a Security Seminar for Managers	National Security Threat	Two one-hour sessions delivered on the 29th September

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3. INFORMATION

3.1 Local Information

3.1.1 Driving Documents Portal

The Driving Documents Portal has been designed by IT services to demonstrate that the Authority has taken reasonable measures to ensure that staff are legal to drive motor vehicles whilst at work by annually inspecting and recording their driving documents. The link to the mileage system is due to go 'live' in September when staff will not be able to submit mileage claims unless they have entered their documents onto the portal.

This is based on the staff vehicles registered on Trent and those who have entered their documents on the system.

3.1.2 Violent Incidents involving service users/pupils with learning or physical disability

Work-related violence can be physical or non-physical. In particular all incidents involving physical violence should be reported with a 'zero tolerance' approach so that a record is made of the incident for future reference and staff can be supported.

However, incidents resulting in physical injuries on staff that have been carried out by service users with learning or physical disabilities have historically been reported on the Violent Incident system. Staff sometimes feel that these are not deliberate acts and do not warrant being recorded as violent incidents.

As a result it has been decided to create an additional category of incident on the Accident Reporting system namely, 'physical contact by a service user'. This will assist to alleviate any concerns on whether it is a deliberate act or an involuntary act by a service user with special needs (see 4.1.1).

3.1.3 Workstation Assessment System

The Authority has for the past couple of years bought a Workstation Assessment training and risk assessment system from Cardinus in order to demonstrate compliance with the Display Screen Equipment Regulations (see 4.1.3). This year the Health and Safety team is developing in-house training and risk assessment systems, which eventually take over from the Cardinus system and will go 'live' around October.

3.2 National Information

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

3.2.1 Asbestos

According to figures released following a Freedom of Information (FOI) request, asbestos-containing materials (ACMs) are present in at least 12,600 council-run schools. The BBC also found inconsistencies in how councils monitor the presence of ACMs; of the 135 LAs that responded to the FOI request, 13 revealed they had no data on which of the local schools contained asbestos.

East Sussex County Council paid out almost £1.3m in asbestos claims between 2006 and 2016, followed by Kent (£842,958), Devon (£791,046), and Suffolk (£635,791). Bradford, Durham and Gloucestershire were also in the top ten. The BBC said it is likely the compensation claims exceeded £10m because ten councils did not disclose information about how many asbestos cases they had settled.

Between 2011 and 2016, LAs reported 99 incidents of asbestos exposure in school premises and in the past ten years 32 councils in England have settled claims from 220 retired teachers, school staff and ex-pupils.

3.2.2 Mental Health Support

Prime Minister Theresa May has announced a "comprehensive package of measures to transform mental health support in our schools, workplaces and community. The plans include:

- New support for schools with every secondary school in the country to be offered mental health first aid training and new trials to look at how to strengthen the links between schools and local NHS mental health staff.

- Major thematic review of children and adolescent mental health services across the country, led by the Care Quality Commission, to identify what is working and what is not and a new green paper on children and young people's mental health to set out plans to transform services in schools, universities and for families

3.2.3 HSE Strategy

The HSE has launched its new strategy prioritizing the reduction of work-related stress, musculoskeletal disorders and occupational lung disease as follows,

Work-related stress:

The second most commonly reported cause of occupational ill health in Great Britain, accounting for 37% of all work-related ill-health cases, and 45% of all working days lost due to ill health.

HSE aims to bring about a reduction in the number of new cases of ill health caused by WRS. This will be achieved through the promotion of the Management Standards approach and effective engagement with key industry stakeholders and the wider health and safety community (See Recommendation 2).

<u>Musculoskeletal disorders</u>:

The most common reported cause of occupational ill health in Great Britain, accounting for 41% of all work-related ill-health cases and 34% of all working days lost due to ill health.

Risk factors are managed most effectively if a whole-system approach is taken encompassing prevention and include the early identification of symptoms, rehabilitation and well- being more generally (details of accidents are contained within 5.1.1, of training is contained within appendix 'B' and see Recommendations 1 & 5).

<u>Occupational lung disease</u>:

Occupational lung disease continues to contribute substantially to work-related ill health. It includes a wide range of conditions, from those that develop shortly after exposure (eg legionella infections, work-related asthma) to those that develop many years later such as pneumoconiosis, COPD, lung cancer and pleural mesothelioma which are life- limiting and/or life-altering.

3.2.4   Personal Protective Equipment (PPE) Regulation

The new PPE Regulation was officially adopted in February 2016 and will come into force in April 2018.

It maintains three category levels for PPE: simple, intermediate and complex, but it associates PPE with risk rather than pieces of equipment. For instance hearing protection was previously defined as category II has now become category III, complex, along with equipment designed to protect against serious risks such as falls from height, contact with hazardous substances, etc. (See Recommendation 7).

3.2.5   FI charges 'hit record high'

The amount charged to businesses through the Health and Safety Executive's 'Fees For Intervention' scheme hit a record high last year, having increased every year since the scheme was introduced in 2012. The HSE charged businesses £15m last year, an increase of 23% from £12m the year before.

The scheme allows the HSE to recover 'intervention' costs from businesses it believes to be in material breach of health and safety law irrespective of any formal enforcement action it might decide to bring. The HSE is not required to provide evidence as to why it suspects a business of wrongdoing and most appeals against the fees are heard by the HSE itself.

The repercussions have been swift and significant, with fines reaching record levels and businesses often finding themselves unprepared for the penalties enforced on them. In particular, recent breaches in the Control of Noise at Work Regulations (CoNAWR) and Control of Vibration at Work Regulations (CoVAWR) have been reported (See Recommendation 3).

3.2.6 Violent Incidents

A Crime Survey estimated that there were 698,000 incidents of violence at work, comprising 329,000 assaults and 369,000 threats. The number of assaults was broadly similar to the last few years. However, the number of threats was significantly higher due to the inclusion of threatening behaviour online. Health and social care specialists recorded a higher than average level of assaults and threats, a trend consistently seen over the last number of years.

Most of the incidents of violence at work (67%) did not result in any physical injury. Of the remaining 33% of cases, respondents cited minor bruising or a black eye (17%) and scratches (8%) as being the most common physical injuries. Severe bruising from heavier trauma was suggested in 6% of physical assaults, while other injuries, which includes broken bones, broken nose, lost or chipped teeth, accounted for 5% (see 4.1).

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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   436
  People   105
  (see appendix 'A')

- All Fire Risk Assessments are currently being transferred onto Property Services P" system).
- To date 205 members of staff have been trained in the use of the system.
- This year the Health and Safety team has carried out 17 health and safety audits of schools, which covers risk assessments. The average score was 92% and the common occurring score was 94%.

4.1.2 A desktop audit of management of the Legionella Risk Assessment within schools (not including Academies) was carried out. This involved school staff responding to a series questions and with only one of the schools not replying. This is supported by other audits carried out by the Health and Safety team and condition surveys conducted by Property Services. All schools who responded indicated that risk assessments had been conducted in the last two years and actions either had been or were being implemented. The main recommendation arising from the audit was for training to be delivered around taking temperatures (See Recommendation 9).

4.1.3 The Authority uses an intranet based system to complete workstation assessments (Cardinus). This year 871 assessments have been completed, out of a total of 895 users, and 75% of risks are low (See 3.1.3).

4.2 KPI 2. Number of Near Misses KPI 3.

4.2.1 The number reported in the last 3 years are:

2014/15	2015/16	2016/17
10	12	9

- See 6.1 below.

4.2.2 Training

- For details of training delivered to staff this year, see appendix 'B'.
- Corporate training has designed a Challenging Unsafe Practices course for line supervisors who are required to manage safety in operational areas in order to give them an understanding of why, when and how to challenge unsafe practices. Areas include reasons why there is a need to challenge unsafe practices, provide an understanding of human behaviour that leads to unsafe practices.

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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 below, there has been a slight decrease in use of the system over the last couple of years;
- In total 50 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;
- For Enterprise Community & Resources Directorate there has been an increase in use by registered users over the past couple of years from 56% - 2015, 67% - 2016 and 72% - 2017;
- For People's Directorate there has been a decline in use by registered users over the past couple of years from 68% - 2015, 56% - 2016 and 52% - 2017; and
- If all of the phones were removed from those who are not using the system (161) there would be annual savings of £7,728.

	Jan – Mar 2015		Jan – Mar 2016		Jan – Mar 2017	
	Registered Users	No's Using System	Registered Users	No's Using System	Registered Users	No's Using System
Enterprise Community & Resources	92	50	88	59	57	41
People	258	177	233	132	283	148
TOTAL USERS	350	227	321	181	340	189
% OF USE	65%		56%		55%	

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:

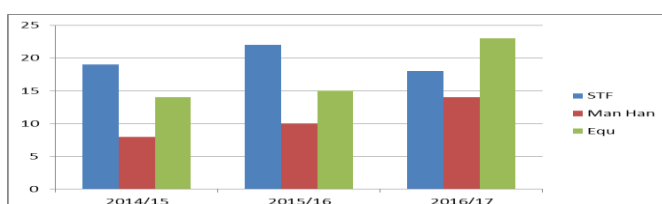| Directorate	Specified Injury	> 7-Day	Significant
Enterprise, Community and Resources	0	9	44
People	0	2	13
TOTAL YTD 2016 / 2017	0	11	57
TOTAL YTD 2015 / 2016	0	7	50
TOTAL YTD 2014 / 2015	1	10	40
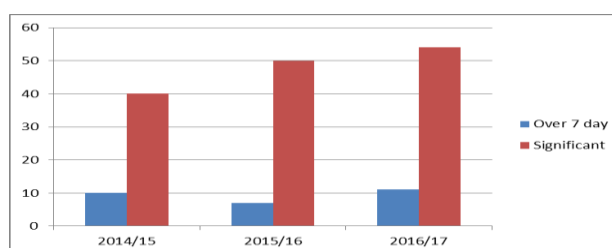
- There has been an increase in the number of 'over 7-day' and significant incidents over the past couple of years;
- 19 incidents led to days lost, which is compared with 24 incidents last year and 40 incidents two years ago; and
- The accident incident rate of 24 incidents per thousand employees (see opposite).

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

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

Main Categories   Accident

	2014/15	2015/16	2016/17
STF	19	22	18 (-4)
Man Han	8	10	14(+4)
Equipment	14	15	23 (+8)

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5.1.2 Days Lost

- The total days lost is 173 and this represents a significant reduction compared to the same period last year with 671;
- There has been a significant decrease in incidents involving slips, trips & falls; and
- The majority of incidents involving days lost occurred during lifting and handling, with one leading to 66 days lost and another 46 days lost and both involving refuse collectors;

- The categories of days lost are as follows;

| Main Categories	Days Lost		
	2014/15	**2015/16**	**2016/17**
1. Slips, trips and falls	350	388	66 (-322)
2. Manual handling	19	145	156 (+11)
3. Equipment	50	113	56 (-57)
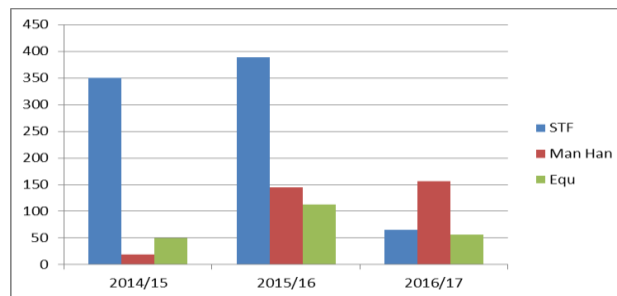
5.1.3 Incident Trends

5.1.3.1 Slips and trips

- Majority of slips and trips occurred inside premises (x12) and were due to poor housekeeping.
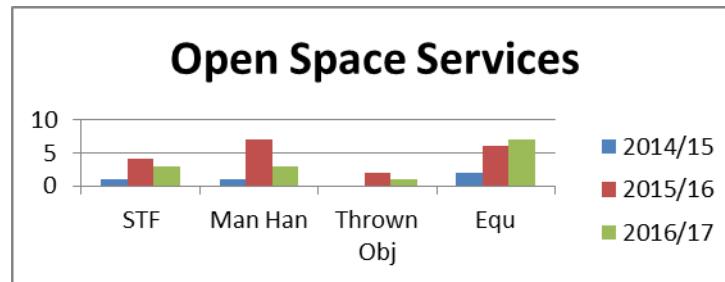
5.1.3.2 Manual Handling

- There has been a significant reduction in manual handling incidents within Independent Living although it remains a high risk area (See Recommendation 5).

5.1.3.3 Waste Management
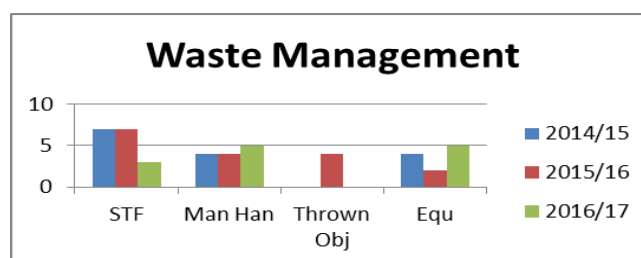
- There has been a decrease in incidents involving slips and trips and thrown objects, however, an increase in manual handling and use of equipment.
- In particular there were several incidents involving equipment that occurred when the bin was being lifted.
- Based on HSE recommendation from 2012 there is a need to carry out biennial audits (See Recommendation 1).

5.1.3.4 Open Space Services

- There has been a decrease in incidents involving slips and trips, manual handling and thrown objects, however, an increase in use of equipment.
- The majority of incidents involving equipment occurred whilst operating either mowers or Bob Cat machines before September. There have been no incidents since September.

5.1.3.5 School Meals

- There has been an increase in the number of accidents involving slips and trips x4 (1 last year) and use of equipment x4 (2 last year).
- The service has recently reviewed and updated Kitchen Risk Assessments to be completed by Kitchen Supervisors locally. It has delivered a number of briefings to supervisors on how to complete the assessments.

5.1.3.6 School Staff
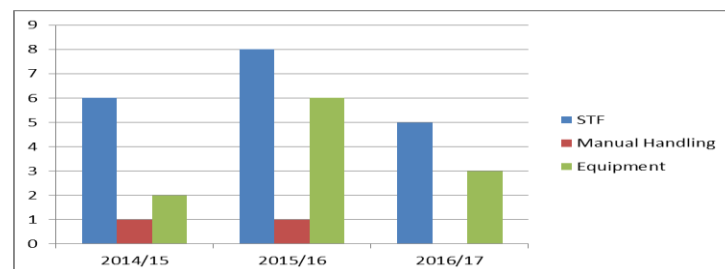
- With regard to school staff, there were 8 incidents this year compared with 15 the previous year.
- The majority of incidents involved slips and trips and there were no trends.

- Number of days lost involving school staff 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);

5.1.3.7 Pupils

- The 'major incident' occurred when the top of a jar fell on the floor and smashed with shards of glass injuring a pupil;
- Some of the significant incidents involved faulty furniture;
- 25 incidents occurred when using Play Equipment and an accredited Play Equipment Inspection course has been delivered to caretakers; and
- Over the last 5 years there have been 845 accidents reported to the Local Authority and there only has been one compensation 'pay out' of £6,500.

6.1 **KPI 5. Number of Violent Incidents**

Directorate	Verbal	Physical
Enterprise, Community and Resources	16	1
People	9	5
TOTAL 2016/17	**25**	**6**
TOTAL 2015/16	**28**	**19**
TOTAL 2014/15	**22**	**16**
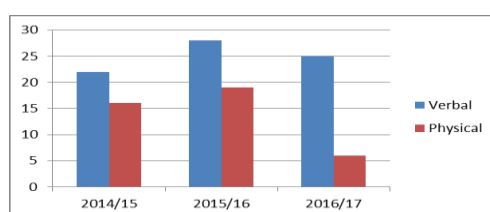
- There has been a significant decrease in the number of physically violent incidents.
- Last year 10 of the physical incidents involved Residential Care staff and this year there has been 6.
- Within Enterprise, Community and Resources, 4 verbal incidents took place at receptions and 9 took place at One Stop Shops.
- Since the introduction of the category of incident, 'Physical Contact by a Service User', there have been 3 incidents reported.

Schools	Verbal	Physical
TOTAL 2016/17	1	19
TOTAL 2015/16	0	16
TOTAL 2014/15	8	40

- The majority of physical incidents involved multiple incidents with the same pupils at 3 Primary schools (x19) and involved Teaching Assistants and a Head teacher.

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1st April 2017

Risk Assessment Position Statement - All Directorates
27 March 2017

		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*
s	Home Working Risk Assessment	110	90	81.82	08/04/2017	28	17	60.71	13/04/2017
	Environmental/ Fire Risk Assessment	67	33	49.25	01/04/2017	41	13	31.71	31/03/2017
	Fire Risk Assessment	42	1	2.38	03/08/2017	3	0	0	
	Lone Working Risk Assessment	19	15	78.95	05/05/2017	35	11	31.43	29/04/2017
	Manual Handling Risk Assessment	9	4	44.44	26/08/2017				
	Occupational Risk Assessment	229	175	76.42	29/03/2017	40	11	27.5	06/04/2017
	Ladder Checklist	8	7	87.5	23/08/2017				
	General Risk Assessment	120	69	57.5	01/04/2017	135	40	29.63	04/04/2017
	COSHH Risk Assessment	41	36	87.8	06/04/2017	26	10	38.46	21/02/2018
	COSHH (Advanced) Risk Assessment	10	5	50	29/06/2017	3	3	100	01/03/2018
	Transport in Depots Risk Assessment	2	1	50	31/08/2017				

	Total	**657**	**436**	**66.3 6**	**-**	**311**	**105**	**33.7 6**	**-**

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Course	2015/16		2016/17	
H&S TEAM				
	Courses	Delegates	Courses	Delegates
Head teachers	3	16	2	22
Personal Safety courses	8	76	7	56
Managing Safely IOSH	2	20	1	8
Working Safely IOSH	3	29	1	6
Manage/Safely Refresher IOSH	No courses		1	8
Fire briefings	3		4	
Playground Equipment Inspection for Schools	n/a	n/a	1	38
CORPORATE				
Stress Management (personal)	3	24	4	38
Stress Management (managers)	2	16	4	24
First Aid (initial, refresh & Paediatric)	9	100	11	58
Manual Handling (People, objects, risk assessment)	12	128	14	60
Defibrillator refresher	14	128	13	73
ELEARNING				
	Delegates		Delegates	
Induction	56		133	
Fire	89		141	
Risk Assessment	38		43	
Personal Safety	179		16	