

London Borough of Harrow



EMPLOYEES' CONSULTATIVE FORUM

TUESDAY 21 OCTOBER 2003

7.30 PM

COMMITTEE ROOMS 1 & 2
HARROW CIVIC CENTRE

[Pre Meetings: Council 7.00 PM CTTEE RM 1 & 2]
Employees' 6.30 PM CTTE RM 3]

MEMBERSHIP (Quorum: 3 from the Council Side and 3 from the Employees' Side of the permanent membership)

Chair: Councillor Dighé

Councillors:

Currie	Mrs Bath	(none)	(none)
N Shah	Janet Cowan		
Toms	Mrs Joyce Nickolay		

Employee Representatives

Representatives of HTCC: (To be advised)

Representatives of UNISON:	Mrs K Bubenzer	Mr B Shewry
	Ms D Prasad	Mr R Thornton
	Mr J Rattray	Ms W Williams

Reserve Council Side Members:

1. Lent	1. Billson	(none)	(none)
2. Gate	2. Janet Mote		
3. Burchell	3. Osborn		
4. Lavingia			

Issued by the Committee Services Section,
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LONDON BOROUGH OF HARROW

EMPLOYEES' CONSULTATIVE FORUM

TUESDAY 21 OCTOBER 2003

AGENDA - PART I

1. **Attendance by Reserve Members:**
To note the attendance at this meeting of any duly appointed Reserve Members.
2. **Declarations of Interest:**
To receive declarations of interest (if any) from Members of the Forum arising from business to be transacted at this meeting.
3. **Arrangement of Agenda:**
To consider whether any of the items listed on the agenda should be considered with the press and public excluded on the grounds that it is thought likely, in view of the nature of the business to be transacted, that there would be disclosure of confidential information in breach of an obligation of confidence or of exempt information as defined in the Local Government (Access to Information) Act 1985.
- Enc. 4. **Minutes:** (Pages 1 - 8)
That the minutes of the meeting held on 8 July 2003, having been circulated, be taken as read and signed as a correct record.
5. **Matters Arising:** (To Follow)
To note the matters arising from the meeting of the Forum on 8 July 2003.
6. **Public Questions, Petitions and Deputations:**
To receive questions, petitions and/or deputations (if any) under the provisions of the Advisory Panel and Consultative Forum Procedure Rules 15, 13 and 14 (Part 4E of the Constitution).
- Enc. 7. **Full Year Health and Safety Performance Report: 1st April 2002 to 31st March 2003:** (Pages 9 - 62)
Report of the Executive Director, Organisational Development.
8. **West Lodge School:**
Verbal update from the UNISON Health and Safety Officer.
9. **Approved Social Workers Mental Health Team - Health and Safety Hazard:**
Verbal update from the UNISON Health and Safety Officer.
- Enc. 10. **Housing Void (Electrical Near Fatalities):** (Pages 63 - 64)
Report of the UNISON Health and Safety Officer.

AGENDA - PART II

EMPLOYEES' CONSULTATIVE FORUM

8 JULY 2003

Chair: * Councillor Sanjay Dighé

Councillors: * Mrs Bath * Lavingia (4)
* Janet Cowan * Mrs Joyce Nickolay
* Gate (2) * N Shah

Representatives (Currently no appointees)
of HTCC:

Representatives * Mrs K Bubbenzer * Mr B Shewry
of UNISON: * Ms D Prasad * Mr R Thornton
† Mr J Rattray * Ms W Williams

* Denotes Member present/Employee Representative present
(2), (4) Denote category of Reserve Member
† Denotes apologies received

[Note: It was noted that Councillor Toms was absent due to attendance at a School Governors' meeting]

52. **Appointment of Chair:**
RESOLVED: To note the appointment of Councillor Dighé, at the Cabinet meeting on 20 May 2003, as Chair of the Employees' Consultative Forum for the Municipal Year 2003/04, under the provisions of Rule 5.1 of the Advisory Panel and Consultative Forum Constitution Rules.
53. **Mr R Thornton: Harrow UNISON Branch Secretary:**
The Chair formally welcomed Ron Thornton to this first Employees' Consultative Forum meeting in his capacity as the newly appointed Harrow UNISON Branch Secretary.
54. **Attendance by Reserve Members:**
RESOLVED: To note the attendance at this meeting of the following duly appointed Reserve Members:-
- | <u>Ordinary Member</u> | <u>Reserve Member</u> |
|------------------------|-----------------------|
| Councillor Currie | Councillor Gate |
| Councillor Toms | Councillor Lavingia |
55. **Declarations of Interest:**
RESOLVED: To note that there were no declarations of interest by members of the Forum in relation to the business to be transacted at this meeting.
56. **Arrangement of Agenda:**
RESOLVED: That all the items on the agenda be considered with the press and public present.
57. **Appointment of Vice-Chair:**
Further to a nomination made from the Employee Side and duly seconded,
RESOLVED: That Mr Brian Shewry (UNISON) be appointed Vice-Chair of the Employees' Consultative Forum for the Municipal Year 2003/04.
58. **Minutes:**
RESOLVED: That the minutes of the previous Forum meeting held on 26 March 2003, having been circulated, be taken as read and signed as a correct record.
59. **Matters Arising from the Minutes:**
The Forum considered the following matters arising:-
- (i) West Lodge Schools: Minute 16 (12.9.02): It was advised that the Schools were in the process of evaluating the suitability of new chairs. Only were there to be a difficulty arising with the new chairs would it be necessary to undertake a joint management/UNISON site inspection. The intention would be to resolve any further issues without resort to this Forum.

(ii) Housing Department Incident and Accident Reporting Procedures – Minute 36(5): The Interim Head of Personnel confirmed that following the comments made by UNISON on the initial draft report into this matter, the receipt of the final report from the independent officer (employed by Reading Borough Council) was still awaited. Management had been urgently requesting that final version, without success to date.

UNISON emphasised the elapse of time in bringing this matter to a resolution and referred to their reservations as to the methodology adopted for drawing-up the initial draft report.

The Chair accepted that the matter was urgent and requested that all members of the Forum be advised as soon as possible regarding the up to date position in producing a final report.

60. **Public Questions, Petitions and Deputations:**

RESOLVED: To note that there were no public questions, petitions or deputations made at this meeting under the provisions of Advisory Panel and Consultative Forum Procedure Rules 15, 13 and 14 respectively.

61. **Employee Side - Substitute Membership:**

The Forum was advised of a formal request on behalf of UNISON for the appointment of a Reserve Member to act on those occasions when one of their representatives was unable to attend a Forum meeting.

RESOLVED: That Mr D Boyle be recognised as a nominee on behalf of UNISON under Section 4.1 of the Forum's Terms of Reference eligible to be co-opted as a substitute for any one of their representatives.

62. **Annual Equality Monitoring Report - 1 April 2002 to 31 March 2003:**

The Forum received a report providing the outcomes of employment monitoring of the Council's equalities performance during the period 1 April 2002 to 31 March 2003 and recommending the targets against which performance should be measured for the 2003/04 year. The detailed report and appendices was prefaced by an Executive Summary which identified the principal outcomes or issues arising under the performance measures for ethnic origin, disability and gender and the general headings of performance indicators and review of progress during 2002/03. The meeting received and noted the Executive Summary content.

With reference to the success ratio for black and ethnic minorities applying for Council posts it was confirmed that this had been 0.53 for 2002/03, falling short again of the Council's target ratio of 0.7 and the Commission for Racial Equality target of 0.8. The appointment rates of Asian applicants was particularly disproportionately low compared with the numbers securing interviews.

UNISON raised a number of queries concerning this phenomenon. It was asked whether the majority of successful appointments had been women to lower-paid jobs within the Social Services Department. The Forum noted that such detail was not available for this meeting but could form part of the review to be undertaken by a project group with an objective of improving the appointment rates for Asian applicants. An update on the issues raised, if available, would be notified to the next Forum meeting.

Some of the current initiatives to improve the Council's recruitment of black and ethnic minorities were confirmed. The success ratio target remained difficult to attain but on balance it was considered appropriate to maintain it at its current level of 0.7 as a target to be aimed for.

The Forum also received a tabled paper for information relating to the outcomes to date for the new Senior Management appointments since 1 April 2003 (falling outside the remit of the annual report for 2002/03). For the four posts concerned three appointments had been made and each of the successful candidates had been white males. The details as to the ethnicity, gender and disability of all the candidates was set out, together with the responses secured by the various media outlets. The failure to improve the workforce equality profile at the highest levels was noted as a disappointing outcome, tempered by the assessment that all the correct measures to achieve minority category appointments had been put in place.

UNISON also raised a general concern under the Disability category in relation to the support procedures available to employees who were suffering from mental health or long-term illness problems. They contended that there might be a lack of recognition

within departmental management of the needs of such employees. Coupled with a reluctance on the part of employees to declare themselves as disabled for such purposes, this was believed to have led to inappropriate responses to the needs of employees in these categories.

The Council Side expressed its own concern at UNISON's statements that such employees might not be receiving the appropriate management response. It was proposed that officers discuss these issues with UNISON, with a view to examining specific instances and teasing-out the general issues which might require to be addressed. It was agreed that further to those discussions, any relevant lessons arising should be advised to a future meeting of the Forum.

Having undertaken a full discussion, it was formally agreed in relation to the annual equality monitoring report:-

(1) that the monitoring information for 2002/03 be noted;

(2) that the Council's performance targets for 2003/04 be agreed, as set out in Appendix 5 to the officer report.

63. **The Working Draft Improvement Plan - Progress Report Against Priority 9 (Human Resources Strategy):**

The Forum received a report detailing progress against Priority 9 (Human Resources Strategy) of the Working Draft Improvement Plan, agreed by the Cabinet in response to the Comprehensive Performance Assessment and IDeA Peer Review.

Attention was drawn to the Table of Progress within the officer report which detailed the four principal tasks under Priority 9 and the critical dates and current progress relevant to each. Appended to the officer report was a Project Outline and Initiation Document in respect of the Human Resources Strategy. All of this was within the context that the Forum was to receive quarterly such reports to monitor progress against the targets. Members of the Forum were encouraged to attend the consultation workshops to be held on 18 July for the development of the Human Resources Strategy.

UNISON queried whether the indicated launch event for the Human Resources Strategy at a cost of £5,000 would be a justifiable and cost effective use of resources. It was confirmed that while this remained an estimate it was a reasonable cost for the purpose, which would have a primary purpose of ensuring effective communication of the Strategy to all interested parties.

There was a discussion concerning the task which was a programme of measures to address sickness absence. There was a general consensus that it was the duty of an employer to address the issue of sickness affecting the workforce and that the absence levels recorded for the Authority compared unfavourably with most other London Boroughs. Harrow also had to measure its absence rates for the purpose of Best Value Performance Indicator 12.

However, UNISON expressed some reservations on the application of absence procedures which in some recent instances had appeared to be over-zealous and insensitive in responding to legitimate periods of sickness absence. It was agreed that these instances should be discussed with UNISON and any inappropriate application of procedures reported on to the Forum. Officers confirmed that there had been a specific absence procedure in place for some time but that managers had been reminded to be pro-active in operating it and there was a general policy to raise the awareness of the existence of the procedure in the context of Harrow's current high levels of recorded absence. Inherent to improving monitoring and management of absence was distinguishing, inter alia, between long-term and short-term absences and deploying appropriate measures relevant to each. It was noted as a general trend that external research indicated older workers were less prone to be absent from the work place.

The Forum formally noted the progress being made against Priority 9 (Human Resources Strategy) of the Working Draft Improvement Plan, as agreed by Cabinet in response to the CPA and IDeA Peer Review, and the revised timescale for development of a Human Resources Strategy, now due to be reported to Cabinet in January 2004 for approval.

64. **New Harrow Project - Protocol for Organisational Change - Progress Report:**

The Forum received a report detailing the progress of consultation with the Trade Unions on implementing the Protocol for Managing Organisational Change, which additionally sought the Forum's agreement to the proposed courses of action to

conclude the matter. The background to the development of the Protocol was reiterated, whereby the Forum at its meeting in July 2002 had requested the Chief Personnel Officer to examine the issues involved in managing change on the scale of that proposed in the New Harrow Project. Subsequently, the adoption of a Protocol in this matter was identified as Priority 2 in the Authority's Working Draft Improvement Plan.

At paragraph 6.5 of the officer report the position was set out regarding progress in consulting on the draft Protocol and its detailed appendices. There had been an outstanding difficulty in undertaking consultation with the Harrow Teachers' Consultation Committee but it was advised orally that this had now been completed satisfactorily.

The attention of the meeting was drawn to the one substantive issue outstanding from consultations with UNISON relating to the duration of any protection provisions for the pay of employees displaced to lower remunerated posts, an arrangement known as "red circling". The Council's position was that the Equal Opportunities Commission (EOC) Code of Practice on Equal Pay identified "red circling" as potentially being a justification for equal pay claims from other employees in equivalent posts not enjoying the protected remuneration level. This required the Authority to ensure that such protection was not extended beyond a defined transition period.

Following protracted consultation on this issue, there had been a measure of agreement achieved on which UNISON intended to ballot its membership.

UNISON registered their objection in principle to the moves to reduce "red circling" protection. They pointed out that only some 52 employees currently were benefiting from such an arrangement, of whom 35 were Contract Service employees related to the introduction of 'single status' pay and those employees' protection was likely to be eliminated very shortly following revised working agreements. Accordingly, the incidence and cost to the Authority of "red circling" was minimal. UNISON viewed the proposed restriction of "red circling" in the new Protocol as having the objective of reducing the pay bill and the reference to the EOC Code of Practice as a device to justify that intention. They regretted that the Council's motivation was financially driven. It was confirmed that the UNISON membership ballot on the present form of the proposal was to commence on 11 July.

On behalf of the Council Side, the interpretation offered by UNISON was denied. The Chair of the Forum emphasised that he welcomed the prospect of achieving an agreement with UNISON and the other Trade Unions on the Protocol. However, he confirmed that in the context of the timescale for completing the Council's Improvement Plan a limit had to be placed now on any further consultation and, as might be necessary, an executive decision would be taken to implement the Protocol as currently negotiated.

The Forum accordingly formally agreed:-

- (1) that consultation with UNISON continue, with a view to reaching agreement on the Protocol on Managing Organisational Change by 31 August 2003;
- (2) that, in the event that it is not possible to reach agreement by 31 August 2003, a report be prepared for Cabinet recommending implementation of the Protocol without further consultation.

65. **Representations on behalf of the Harrow Teachers' Consultative Committee:**
 Arising from the previous item (Minute 64 refers), concerns was expressed at the continuing absence of any representation at these Forum meetings on behalf of the Harrow Teachers' Consultative Committee (HTCC).

It was confirmed that since the departure of its previous Chair, HTCC had been experiencing organisational difficulties, including the appointment of a new Chair.

It was agreed that the Chair of this Forum be authorised to write to HTCC representatives to convey the concern at the lack of their representation on the Forum and to encourage nominations at the earliest opportunity. The letter was to be copied to the Education and Lifelong Learning Portfolio Holder and all members of the Forum for information.

66. **Civic Centre Car Parking - Visitors' Car Park:**

The Acting Director of Environmental Services submitted a report outlining the proposals for implementing the Council's Budget decision to introduce charging for the Visitors' Car Park at the Civic Centre, including the timescale for implementation and the consultation procedures. The meeting also received a tabled paper providing supplementary information as to a wider policy context for introducing Civic Centre car park charging and its relevance to corporate priorities. In the introduction to the contents of these two papers it was emphasised that the charging for visitors had a target implementation date of 6 October 2003 but that this was the starting point for a general review of car parking on site with staff parking to be affected from October 2004.

UNISON were in agreement that the use of the car parks by commuters and other persons not employed at the Civic Centre or otherwise visiting on official business should be addressed. In that connection they would be proposing to officers that the indicated tariff regime should be amended.

However, UNISON representatives conveyed their opposition to changes which would adversely affect the ability of staff to park at the Civic Centre, some of whom were currently obliged to overspill into the Visitors' Car Park. They were determined to protect the rights of staff, in particular those who were required by the Council to provide a car to carry out their duties and/or who were obliged to work outside normal office hours and would have transport and safety issues if unable to utilise on site car parking. The needs of the disabled were also a concern to be taken into account.

There was a general discussion as to the status of the proposal regarding Visitors' Car Parking and the provision for further consultation with employees. It was advised that a wider consultation was to be commenced by the issuing of a newsletter to staff. The decision on the arrangements, as previously authorised by the Council, was due to be confirmed in due course by the relevant Portfolio Holder and would not be returning to this Forum for further consideration.

Consultation with staff on any extended proposals relating to Staff Car Parks at the Civic Centre would be a separate, subsequent undertaking. Reference was made to a Working Party which was to effect consultation on the current proposals, which UNISON had been invited to attend.

The UNISON Branch Secretary advised that they would decline to participate in the Working Party as a matter of principle regarding the affect on staff.

67. **Arms Length Management Organisation (ALMO) Proposal:**

The Head of Housing and Environmental Health Services submitted a report advising the Forum of proposals to set up an Arms Length Management Organisation (ALMO) to manage the Council's permanent housing stock and to outline the mechanisms in place to ensure full involvement of the staff in the process.

The report explained the context in which the Government required Local Authorities to close any investment gap to bring their housing stock up to a required standard, called Decent Homes, by 2010. There were a number of prescribed options for achieving this and following a Housing Options Appraisal in 2000, and subsequent review, it had been determined that an ALMO was the appropriate solution for Harrow. The identified investment gap was £12 million. An application had been made for Harrow to be included in the Government's latest ALMO programme, with a view to passing an inspection in due course and qualifying for a draw-down of the necessary resources.

The report provided a detailed commentary on the implications and application of Transfer of Undertakings (Protection of Employment) Regulations 1981 (TUPE) in respect of staff within Housing Services who were to transfer to the ALMO. Work remained to be done on identifying the full range of staff involved in the landlord function currently located in other departments but it was hoped by the end of July to have the complete list of staff due to be transferred.

UNISON stated that their policy was to oppose the establishment of ALMOs, as being retrograde and the removal of public sector housing from the democratic ambit. It was noted that only one third of the ALMO Board of Directors would be elected Councillors. It was conceded that the ALMO solution might be the least worst of the options available to the Council.

There was a discussion concerning the technical aspects of the Prudential Borrowing option, which would be available in 2004. Members and officers both advised that the

option was not suitable for Harrow to pursue and would have a number of significant financial implications for the Authority.

UNISON made representations on behalf of employees who were likely to be affected by transfer to the ALMO, primarily Building Works Section (Contract Services), and advised that there was disenchantment with the way in which they had been treated up to this point. The Head of Housing and Environmental Health Services acknowledged that a first priority had been the submission of an ALMO bid by the deadline date and that ground would now be made up through a programme of consultation with these staff. The Chair of the Forum confirmed that the indicative date of 1 December for the ALMO to go live could be deferred if that were appropriate to ensure that all staff had been fully involved and consulted.

The Forum noted that a number of other London Boroughs had already established ALMOs, although they were all too recently operative to formulate a judgement on their success at this point. A decision on Harrow's ALMO application was expected by the end of July. The housing stock remained in the ownership of the Local Authority and ALMOs were generally established for an initially time limited period of ten years, with a form of review at five years.

In that context the formation of an ALMO was not an irreversible process but it would be presumed that a Local Authority would not wish to unravel a successful ALMO.

The officer report in this matter was received and noted.

68. **South Harrow Public Realm Maintenance Services Pilot - Evaluation Report: and New Harrow Project - Public Realm Maintenance Services - Roll Out to Areas 2 and 3:**

The reports on these inter-related matters from the Head of Contract Services and South Harrow Pilot Manager had been separately circulated to members of the Forum, and also a report of the Scrutiny Review Group on the "New Harrow Project – South Harrow Pilot". All those reports had additionally been provided to the New Harrow Project Panel which had also met on 8 July.

In presenting the content of the reports to the Forum, the Head of Contract Services informed members of the outcomes from that earlier meeting which he had attended. He referred to an Audit Commission report which had been made to the New Harrow Project Panel and had provided Recommendations on the development of the Public Realm Maintenance Services standards. The formal release of their Inspectors' report was due in the following week. The Pilot objectives had been met.

It was confirmed that the Panel had agreed to recommend to Cabinet that the Pilot should now be rolled out to Area 2 (comprising the Greenhill, Marlborough and Wealdstone Wards) and in principle to an Area 3, subject to agreement on its definition.

UNISON advised that they had no particular views on the Roll-Out Areas, except to comment that the inclusion next of the Town Centre and Wealdstone seemed appropriate and that Area 3 sensibly should be geographically contiguous, which would assist employees to build on and achieve consistent delivery of the enhanced standards.

UNISON observed that the standards being achieved for Public Realm Maintenance services generally in the eastern half of the Borough, as delivered by private contractors, were inferior to those provided by the Direct Labour Organisation in Harrow West.

The Forum noted the outstanding contribution of the employees engaged in working on the Pilot scheme and the opportunities which were arising at all levels for staff development and involvement in the delivery of universal public authority front-line services. Improved morale had had a notable effect in reducing absentee rates. A critical element for the Roll-Out of further Areas would be the ability to recruit new team members. As part of that consideration there would be encouragement for work experience placements from schools, It was also hoped to secure a reduction in the eligible driver age from 25 to 21 years old, through recognition of suitable driver training programmes, to enhance recruitment and flexibility in the teams.

The Forum noted that a formal Reception, to thank the employees who delivered the Pilot scheme, and other events were in train. It was agreed that the Chair be authorised to write a letter on behalf of the Forum to thank employees for their much

appreciated contributions.

The various reports related to the Pilot Project and intended Roll-Out were formally received and noted.

69. **Approved Social Workers Mental Health Team - Health and Safety Hazard:**
This issue was raised by UNISON under any other business further to documentation circulated by the Trade Union to the Council Side prior to the meeting. UNISON drew attention to the duration of the dispute raised by their formal health and safety notice in February 2002 and pressed that an urgent resolution be secured.

The Council Side noted the inordinate length of time involved. However, it was confirmed that the relevant dispute procedure had not as yet been exhausted and in the event of a failure to agree the procedure provided for a joint Trade Union and Chief Officer report to be referred to this Forum.

It was noted that officers would be seeking with UNISON to resolve the dispute, failing which it might be necessary to convene a special meeting of the Employees' Consultative Forum to consider the issue in the light of full information.

(Note: The meeting having commenced at 7.45 pm, closed at 9.56 pm)

(Signed) COUNCILLOR SANJAY DIGHÉ
Chair

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Meeting:	Employees' Consultative Forum
Date:	21 st October 2003
Subject:	Full Year Health and Safety Performance Report for the period: 1 st April 2002 to 31 st March 2003
Responsible Chief Officer:	Executive Director, Organisational Development
Status:	Part 1
Ward:	N/A
Enclosures:	1. Departmental reports 2. Occupational Health Service Statistics 3. Accident/incident pie charts

1. Summary

- 1.1 The report provides an update of health and safety performance for the period 1st April 2002 to 31st March 2003. It draws on information held in records collated centrally by Health and Safety, Fire and Occupational Health Services and records held by departments. The overall Council report is followed by the departmental reports.

2. Recommendations

- 2.1 To note the health and safety performance report and action plan progress for the reporting year 1st April 2002 to 31st March 2003 and actions planned for the reporting year 1st April 2003 to 31st March 2004.

3. Relevant Previous Decisions

- 3.1 At the Employees' Consultative Forum meeting on 8 July 2003, the Forum considered the Health and Safety Performance Report for the period 1st April 2002 to 30th September 2003 and requested: -

- Information on measures being taken to address incidences of violence and aggression.
- That future reports place greater emphasis on benchmarking data with other London authorities.
- That a breakdown of accidents/incidents by gender is presented.
- That an analysis of road traffic accidents is done to indicate those involving mobile phone usage.

3.2 Progress on matters arising from ECF meeting held on 8 July 2003.

- A corporate sign has been agreed for installation on all council sites warning visitors and clients about the consequences of threats or other forms of violence and aggression to staff. (Other measures are outlined at paragraph 5.3)
- Training based on Harrow's policy on risk assessment for the prevention of violence and aggression has been increased and is being successfully delivered.
- Health and Safety Services have entered into arrangements with a number of London authorities to exchange data.
- The current report contains data on accidents/incidents and gender, disability and ethnicity.
- Road traffic accidents have been examined to identify any related to mobile phone use. None have been identified.

3.3 Referral from General Purposes And Licensing Committee

3.3.1 At the meeting of the General Purposes and Licensing Committee on the 3rd December 2002, in considering the Annual Health and Safety Report, 1st April 2001 to 31st March 2002, the committee suggested (minute 17): -

- That the number of incidents as a percentage of staff be calculated and included in the report to enable the information to be viewed in context. That has been implemented in this current report. See paragraph 5.8.
- That the position with regard to protective clothing for Parking attendants would be checked and officers would report back to the committee regarding this matter. A reply was submitted.
- That courses occasionally be offered in the evenings to enable Councillors to attend and benefit from such training. These have been arranged in future programmes.
- That a members' seminar regarding the emergency planning process be held. This will be arranged by the newly appointed Community Resilience (Emergency Planning) officer.

4. Relevance to Corporate Priorities

4.1 This report supports the objective to have a safe and secure environment in Harrow.

5. Background Information

5.1 The Government and the Health and Safety Commission (HSC) as part of a strategy for revitalising health and safety have set organisations the challenge of reporting publicly on their health and safety performance. The rationale for this is that such a measure would encourage organisations to improve their health and safety performance overall; that it would send a message to employees, clients and other stakeholders that the organisation takes its health and safety responsibilities seriously. This report fulfils that objective. The Council is also committed to examining critically and publicly its health and safety performance and challenging itself to be an exemplar of good practice in the way it conducts its undertakings. This reports supports that commitment.

5.2 Accident and Incident Statistics 1st April 2002 - 31st March 2003

5.2.1 Table 1 shows recorded employee accidents/incidents, by department, for the year. There were falls in the number of reported accidents/incidents overall. The table shows the total number of accidents/incidents for comparable periods in the two previous reporting years. Last year in particular marked the start of significant movement of staff between departments because of reorganisations. The distribution of incidents occurring continue to reflect that transfer of staff and responsibilities, a pattern that is likely to be seen in subsequent report periods as changes brought into being by the New Harrow Project takes effect. Pie chart 1 (Enclosure 3) illustrates this table.

Table 1: Recorded Employees Accidents/Incidents by Department.

Departments and Number of employees	Incidents/accident 1 st April 2000 – 31 st March 2001	Incidents/accident 1 st April 2001 – 31 st March 2002	Incidents/accidents 1 st April 2002– 31 st March 2003
Chief Executives	188	210	12*
Education Services	212	199	189
Environmental Services	20	24	13
Contract Services	N/a	N/a	140
Social Services	445	393	332
Housing Services & Env. Health	N/a	N/a	27
Total	865	826	713

* - Results reflect transfer of staff between departments.

N/a – incident/accident not disaggregated in previous reports.

5.2.2 The figures include minor accidents and significant near miss incidents, as well as more serious accidents/incident required to be reported to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

5.2.3 Table 2 shows those RIDDOR reportable accidents/incidents involving employees, by department. (These are illustrated in pie chart 2, Enclosure 3). While all accidents are of interest in helping us to recognise potential or actual areas for attention, RIDDOR reportable accidents/incidents are of particular importance. They may represent increased pain and suffering for employees, days lost due to accidents and ill health with the cost to the service in cover and work pressures on staff covering for absence.

5.2.4 Analysis of RIDDOR reports indicate that the more serious incidents remain just below 10% of all incidents.

Table 2: Employees RIDDOR reportable accidents/incidents

Department	RIDDOR Reports 1 st April 2000 – 31 st March 2001	RIDDOR Reports 1 st April 2001 – 31 st March 2002	RIDDOR Reports 1 st April 2002 – 31 st March 2003
Chief Executives	26	21	1*
Education	20	19	21
Environmental Services	3	2	2
Contract Services	N/a	N/a	25
Social Services	23	18	17
Housing Services	N/a	N/a	4
Total	72	60	70

*Results reflect transfer of staff between departments since previous year.

N/a – incident/accident not disaggregated in previous reports.

5.2.5 Table 3 below shows the breakdown of the five most reported accidents/incidents by kind/cause as illustrated in Pie chart 3 (Enclosure 3).

Table 3: The top 5 recorded accidents/incidents by type/cause

Type/cause of accident/Incident	1 st April 2000 – 31 st March 2001	1 st April 2001 – 31 st March 2002	1 st April 2002 – 31 st March 2003
Violence & aggression	420	404	347
Struck by/against	111	99	101
Slip trips & falls	110	106	96
Handling, moving & lifting	114	80	74
Road traffic accidents	31	29	21

5.2.6. Incidents of violence and aggression while remaining the most frequently reported, fell, as did those due to slips, trips and falls, handling and moving and road traffic accidents. There was a slight rise in the number of reported struck by/against type incidents. The fall in reported acts of violence and aggression are of particular note. Tables 4 and 5 below provide further information on those incidents. The work of the Violence and Aggression Working Group is also reported on below.

5.3 Violence and aggression reports

5.3.1 Table 4 shows all reported violence and aggression incidents including those which were RIDDOR reportable. While violence and aggression incidents still outnumber the other top causes of incidents, a welcome fall has occurred. In assessing the magnitude of the problem of violence and aggression, it is helpful to appreciate that of the violence and aggression incidents reported, 1.4% of them or 0.7% of all accidents/incidents were RIDDOR reportable. More information is given in departmental reports.

Table 4: All Employee violence and aggression incidents including RIDDOR by department

Department	Violence and aggression all reports 1 st April 2002 – 31 st March 2003	Violence and aggression (RIDDOR*) reports 1 st April 2002 – 31 st March 2003	Violence and aggression (RIDDOR*) reports as a % of total received
Chief Executives	2	0	–
Education	78	2	2.7%
Environmental Services	1	0	–
Contract Services	56	3	5.4%
Social Services	203	0	–
Housing Services	7	0	–
Total	347	5	1.4%

**RIDDOR incidents - those that are reportable to the Health and Safety Executive*

5.3.2 The pattern of aggressive incidents across the Council shows that 50% of those involving the public occur to parking attendants employed by Contract Services. Contract Services have been actively addressing this matter through staff training and other support strategies such as counselling, rapid response and backup when incidents occur.

5.3.3 For Social Services staff, incidents were mainly client related. On further analysis, the majority of those incidents involved “physical” contact including scratching, biting, and hair pulling. Staff serving play schemes and respite centres are reporting more incidents than before. This probably represents a mixture of increased use of such schemes but also increased awareness by staff of the need to report accidents.

5.3.4 Staff are encouraged to report incidents so that action can be taken to address the causes. Table 5 gives a breakdown of reported violence and aggression incidents classified by type.

Table 5: Analysis of violence and aggression incidents by type.

Violence and aggression incidents by type	Number of incidents 1st April 2001 – 31st March 2002	Number of incidents 1st April 2002 – 31st March 2003
Non-physical		
Verbal abuse –threatening language	195	60
Verbal – Racial insults	N/a	7
Verbal – Sexual innuendo	N/a	4
Threatening behaviour – e.g. upturned objects, person not hit but intimidated	16	7
Miscellaneous; for example, security breaches, inability to identify perpetrator,	N/a	9
Physical		
Physical assault without a weapon/object	190	215
Physical assault with a weapon/object	N/a	32
Injured during use of restraint	3	13
Total	404	347

N/a – incident/accident not disaggregated in previous reports.

5.4 Violence and Aggression Working Group

5.4.1 The group identified a number of actions that were taken forward in the year. These include the development of an audit tool; the development of survey methods to support risk management; a review of staff training and development to address this topic; a review of the reporting system; guidance for managers, and information for staff in handbooks and other communications.

5.5 Accident Reports By Occupation

5.5.1 Day centre officers have reported most accidents (151) during this period, the majority involving aggression from clients. Social Workers (124) account for the next significant number of reported incidents, again client related. Reports of violence and aggression from teachers (118) showed that the majority of these were in connection with assisting pupils with special needs. The next highest number of reports was from home care workers (86) followed by office-based staff. Table 6 below shows the breakdown in accidents/incidents by occupation compared with previous years. This data is also illustrated in Pie chart 4.

Table 6: The top five occupational groups reporting accidents /incidents

Occupation	Accidents/incidents 1 st April 2000 – 31 st March 2001	Accidents/incidents 1 st April 2001 – 31 st March 2002	Accidents/incidents 1 st April 2002 – 31 st March 2003
Day Centre Officers	71	88	151
Social care staff	104	90	124
Teachers	83	67	118
Homecare workers	N/a	N/a	86
Office Based staff	90	64	74

N/a – reports not previously disaggregated

5.6 Days lost due to accidents

5.6.1 Table 7 below show trends in days lost through accidents/incidents over a two-year period. Data from Education, schools particularly, requires on going follow-up checks on individual cases. Data from Housing and Environmental Health is now reported separately from that of Social Services.

Table 7: Days Lost due to accidents/incidents and RIDDOR incidents.

Department	Recorded days Lost 1 st April 2001 to 31 st March 2002	Number of RIDDOR incidents 1 st April 2001 to 31 st March 2002	Recorded days lost 1 st April 2002 to 31 st March 2003	Number of RIDDOR incidents 1 st April 2002 to 31 st March 2003
Chief Executive's	See Contract Services (below)	21	0	1
Education Services	<i>data incomplete</i>	19	<i>data Incomplete</i>	21
Environmental Services	9.5	2	32	2
Contract Services	547.5	Included in Chief Exec's	716	25
Social Services	640	18	306	17
Housing Services	n/a	n/a	153	4

N/a –Data not disaggregated in previous reports.

5.7 Accident/incident by disability, race and gender

5.7.1 Table 8a shows the breakdown of accidents by disability. Table 8b highlights the distribution by race. Table 8c gives data by gender. This data is taken from accident/incident report forms where employees have completed the sections on disability, race and gender. It is difficult to draw any meaningful conclusions about

relative accident/incident rates for disabled and BME groups from this data because disability and ethnicity are not consistently declared.

Table 8a: Employee accidents/incidents by disability (disclosed) 1st April 2002 to 31st March 2003

Department	Disability (disclosed)	Total recorded accident/incidents
Chief Executive's	3	12
Education Services	5	189
Environmental Services	0	13
Contract Services	1	140
Social Services	10	332
Housing Services	0	27
Totals	19	713

5.7.2 Table 8b below shows the breakdown of accidents where employees have disclosed their ethnic origin.

Table 8b: Employee accidents/incidents by race for the period 1st April 2002 to 31st March 2003

Ethnic origin	Chief Exec n= 12	Education n= 189	Env Services n= 13	Contract Services n= 140	Social Services n= 332	Housing Services n= 27	Total n=713
Asian Other *	0	2	1	3	8	1	15
Indian *	2	4	2	1	5	0	14
Pakistani *	0	1	0	1	0	1	3
Black African *	0	1	0	1	5	1	8
Black British *	0	2	1	2	3	1	9
Black Caribbean *	0	1	0	2	6	0	8
Chinese *	0	0	0	0	1	0	1
Others *	0	6	0	7	13	2	29
Totals BME staff	2	17	4	17	41	6	87
Irish #	0	3	1	4	5	1	14
White #	2	17	2	7	17	5	50
Totals for white staff	2	20	3	11	22	6	64
Totals (disclosed)	4	37	7	28	63	12	151

*n is total number of accidents/incidents reported by department
* represents black employees and # represent white employees.*

5.7.3 The distribution of all employees with disabilities account for 2.4%. Source; workforce profile analysis for the period 1st April 2002 to 31st March 2003. When comparing the number of accident/incidents to this group accounts for 2.7%. This is slightly higher than that of the workforce profile.

5.7.4 Council wide black employees account for 27.4% of the total workforce. Source: employee workforce profile analysis for the period 1st April 2002 to 31st March 2003.

Table 8c: Employee accidents/incidents reports by gender for the period 1st April 2002 to 31st March 2003

Department	Male	Female	Total reports
Chief Executive's	0	12	12
Education	23	166	189
Environmental Services	5	8	13
Contract Services	109	31	140
Social Services	67	265	332
Housing Services & Environmental Health	15	12	27
Total (all reports)	219 (30%)	494(70%)	713

5.7.5 From the gender workforce profile for the period 1st April 2002 to 31st March 2003. Shows 76% of females and 24% of men.

5.7.6 The gender ratio of all employees for the reporting period was 1:3, male to females, while for employees reporting accidents/incidents the ratio is 1:2, male to female. The excess risk for males relative to female employees is probably due to the concentration of male employees in technical higher risk areas of employment relative to females.

5.8 Benchmarking performance

5.8.1 The numbers of staff in departments have varied over the year, with most sectors involved in the reorganisation. As a result the number of accidents as a percentage of staff employed has to be treated with caution, as an indicator only.

5.8.2 There were on average 5687 staff employed during the reporting period. While the number of reported accidents/incidents is 713 this equates to 13% of staff reported accidents/incidents.

5.8.3 Comparison of key performance indicators set against national figures is shown in table 9 below.

Table 9: Performance indicators and national targets

Performance Indicator	2001/2002	Rate per 1000 employees n= 5465	2002/2003	Rate per 1000 employees n=5684	National comparison	Harrow Targets for reduction %
* Working days lost	1273	23	1207	21	Not available	30
RIDDOR accidents/incidents	60	11	70	12	16	10
All accidents/incidents (employees)	826	151	713	125	Not available	10

*Subject to caution about reliability of the data. Based on average number employed 2002/2003
n is total number of employees.*

5.9 Accidents/Incidents Involving Non-Employees

- 5.9.1 As previously, the majority of such incidents relate to the nature of the client group e.g. children at play, and adults with increasing mobility and/or health challenges. This is reflected in the distribution of such incidents, by department, with the majority from LEA schools, and Social Services establishments.
- 5.9.2 The Table 10 below gives a break down of all incidents involving non-employees, including RIDDOR events by department. The figures also include medical/sickness events dealt with, as requested by the Forum. These were previously recorded but not counted in the statistics. It should be noted that non-employee accidents/incidents trigger RIDDOR reporting at levels not normally used for employees. For example, members of the public taken to hospital will trigger a report even if released the same day, while staff would have to be in hospital for over 24 to trigger a report in a similar way. This is particularly so in the case of children where medical attention may be sought more as a precautionary measure. Pie chart 5 (Enclosure 3) shows the distribution of non-employee accidents/incidents across departments.

Table 10: Non-Employees Accidents/Incidents including those for comparable period last reporting year

Departments	Non-employee Reports 1 st April 2001 - 31 st March 2002	Non-employee RIDDOR Reports 1 st April 2001 -31 st March 2002	Non-employee Reports 1 st April 2002 31 st March 2003	Non-employee RIDDOR Reports 1 st April 2002 - 31 st March 2003
Chief Executives	8	2	13	0
Education Services	181	127	397	200
Environmental Services	5	4	30	6
Contract Services	n/a	n/a	15	-
Social Services	321	21	492**	29
Housing Services	n/a	n/a	4	-
Total	515	154	951	235

***Includes medico/sickness events involving clients not previously included. Also includes late reported events from previous reporting period.*

N/a – incident/accident not disaggregated in previous reports.

5.10 Fire Safety

5.10.1 There were ten fires (shown in table 11) reported for the period. There were two house fires. One started by a contractor using cutting equipment. A resident cooking started the other house fire. A residential care home had a small fire in the garden when a fence caught light in the hot weather. There was a school fire in a contractor's skip, which arson is suspected. The fire brigade attended all of the incidents and advice was given by them to avoid any further problems.

Table 11: Reported fires in Council premises

Departmental Premises	Fires reported 1 st April 2001 – 31 st March 2002	Fires reported 1 st April 2002 – 31 st March 2003
Chief Executives	0	0
Education Services	7	5
Environmental Services	1	0
Contract Services	0	0
Social Services	1	4
Housing Services	0	1
Total	9	10

5.11 Occupational Health

5.11.1 Statistics for the Occupational Health Service are in Enclosure 2. The service nurse advisor will be attending the meeting.

5.12 Safety Groups

5.12.1 Safety Groups met during the period to consider topics ranging from health and safety during building works (Civic Centre Safety Group) to consideration of the results of health and safety inspections (Housing Safety Group). The Corporate Safety Group led on matters relating to risk assessment, violence and aggression, working time, stress and review of reporting arrangements. Further information is given in departmental reports.

5.13 Other Health and Safety matters

5.13.1 The Council has signed up to the national Contractor Health and Safety Assessment Scheme (CHAS) which Health and Safety Services took part in establishing. The scheme has been endorsed by the HSE, the TUC, by the Government's Quality Mark providers and by the Insurance industry. Quality Mark contractors employing up to 20 manual trades employees, and who are successfully assessed under the CHAS scheme will benefit from a 20% reduction in their combined liability premiums. Government regards this scheme as vital to its "Anti-cowboy builders" initiative. It also provides an incentive particularly for small and medium sized employers to improve their health and safety performance in order to reduce the toll of accidents in the construction industry.

5.13.2 Reducing such accidents as well as injury and ill health generally related to work are key targets in the Central Government and Health and Safety Commission 'Revitalising Health and Safety Agenda'.

5.14 Health and Safety Training and Promotion

5.14.1 A number of centrally organised training events were held during the period. Table 12 below shows the centrally organised training events and the number of staff who attended, by department. Activities for staff, with the theme "Working on Stress" also took place during European Week for Health and Safety in October 2002. Information on other Health and Safety courses organised in departments appear in their respective reports.

**Table 12. Breakdown by department of numbers attending centrally organised courses ;
(1st April 2002 – 31st March 2003)**

Course	Chief Exec's	Education Services	Contract Services	Environmental Services	Housing	Social Services	Others	Total
Accident/incident reporting	0	0	0	0	0	6	0	6
Basic Health and safety pt 1 pt 2	3	4	0	2	1	12	1	23
	2	2	0	2	1	13	1	21
Violence and aggression	5	2	0	14	7	30	0	58
Lone working	1	8	0	5	1	11	0	26
Stress	0	5	0	5	1	11	0	22
DSE Assessor	2	4	0	3	0	10	3	22
DSE Users	1	1	0	3	0	21	0	26
Manual Handling	3	15	0	1	10	9	0	38
Risk assessment	1	13	2	2	0	20	0	38
IOSH Managing Safely	2	5	1	2	9	14	0	33
Safer Offices	0	0	0	0	0	0	0	0
Health and Safety Briefing	0	33	0	0	0	0	0	33
Health and Safety Refresher	0	0	0	0	0	12	0	12
Fire Safety	6	30	10	1	3	119	10	179
Totals	26	122	13	40	33	288	15	537

5.15 Progress on Action Plan

5.15.1 The table below sets out progress against action plans at the full-year stage.

Table 11. Progress on action plan

Action point	Achievement
To continue to develop the Council's arrangements for risk assessment.	The majority of visits made by safety advisers during the period were concerned with supporting departmental management in carrying out risk assessments. Apart from the dedicated risk assessment courses, training in risk assessment skills was integral to several other courses including manual handling, DSE assessors and IOSH managing safely. Screen-based tools for assessing risks in Education areas and of hazardous substances have also been piloted. An audit of risk assessments in schools is on going in response to the survey by Education Safety Group.
To continue to develop the Council's arrangements for risk assessment and fire safety training. The council will also continue to promote health and safety awareness through events such as European Safety week.	The majority of visits made by officers were concerned with supporting departmental management in carrying out risk assessments. Fire safety training has also gone well with favourable reports received from those attending.
To address the incidence of violence and aggression through the Corporate Safety Group and its working party on violence and aggression.	Please see paragraph 4 of this report.
To continue to develop the range of health and safety training available.	Introduction of courses on prevention of violence and aggression and workplace stress. Others addressing lone working and workplace inspection with briefings on new accident reporting arrangement, asbestos and health safety updates also planned.
To continue to develop the health and safety reporting procedures and statistical information to support management action.	A review of accident incident including near miss reporting has been undertaken with the trade unions. A revised reporting procedure will take effect from 1st April 2003
To continue to develop strategies to address occupational stress.	A series of joint Health and Safety and Occupational Health events with managers and work groups is under way. A draft policy is being consulted on with trade unions.

5.15.2 Other specific developments planned for 2003/2004.

- Development of Health and safety information available on the Council's intranet.
- Health and Safety training for school-based staff.
- Further support for departmental risk assessments
- Additional Health and Safety support during this period of structural change.

6. Consultation

- 6.1 The promotion and maintenance of the Council's health, safety and fire safety standards are subject to continuing consultation with trade union representatives both at departmental and premises level as well as through the Corporate Safety Group.

7. Finance Observations

None

8. Legal Observations

The basic obligation placed on the employer to look after employees is contained in Section 2 of the Health and Safety at work Act 1974

9. Background Papers

- Council Accident and incident records
- Departmental Health and Safety Performance reports period 1st April 2002 to 31st March 2003.
- Anyone wishing to inspect the background papers listed should contact Brenda Goring by telephone on 0208 424 1512 or by email brenda.goring@harrow.gov.uk

10. Author

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CHIEF EXECUTIVE'S DEPARTMENT

FULL YEAR REVIEW OF HEALTH AND SAFETY PERFORMANCE

1. Summary

This report provides an update on the health and safety performance of the Chief Executive's Department and covers the period 1 April 2002 to 31 March 2003. It should be noted that data on the Chief Executives department no longer includes that for Contract Services, which are now reported separately.

1.1 Background Information

1.2 Safety Policy and Procedures

The departmental safety policy was last reviewed in 1996. No changes were made to the policy in this period due to the impending organisational restructure.

2.2 Chief Executive's Safety Group

There is not a separate safety group for the Chief Executive's department. Health and Safety issues are a standing agenda item on the departmental joint consultative committee.

2.3 Training

Managers arrange health and safety training to suit their particular needs. Health and Safety Services courses have been attended as shown in the table below.

PREVIOUS YEARS STATS

Topic and attendance	2000/1	2001/2	2002/3
Basic Safety Certificate Part 1	5	0	3
Basic Safety Certificate part 2	4	0	2
Violence & Aggression	14	35	5
Lone Working	0	0	1
Managing Safely (IOSH Certificate)	1	0	2
Risk Assessment	5	6	1
Fire Safety	20	25	6
Manual Handling (Practical Course)	33	60	3
DSE Assessors	4	6	2
DSE Users	2	6	1
Health and Safety Briefing	0	0	0
TOTAL	88	138	26

2.4 Accident and Incident Statistics

The total number of reported accidents/incidents to Chief Executive employees.

Year	Total Reported
97/98	127
98/99	133
99/00	163
00/01	188
01/02	210
02/03	12

The significant reduction reflects the movement of staff between departments as a result of reorganisation. In particular, Contract Services moved from the Chief Executive's Department to Environmental Service. Of the 12 accidents / incidents in the Chief Executive's Department, half were in the Finance Exchequer Department. In Chief Executive's half the incidents were slips, trips or falls.

2.5 Working days lost

No working days were lost

2.6 Occupational health

Total numbers for Occupational Health in specified areas. Figures in brackets are for the number of employees seen.

YEAR	OHS management referrals and employees seen ()	Ill health retirement	Return to work assessment	Counselling and employees seen	Immunisation programme and employees seen
2001/2	83 (75)	7 (7)	73 (72)	47 (13)	167 (108)
2002/3	17 (17)	2 (2)	22 (22)	19 (8)	2 (1)

Of the 17 management OHS referrals, 6 were for mental health or work related stress and the remainder were for physical health.

2.7 Plant and equipment

Portable electrical appliances are inspected and tested as part of a five- year maintenance programme.

2.8 Non-employee accidents/incidents

There were 3 reported accidents\incidents to non- employees. Two of these were Agency contracted employees and one was a member of the

public. The reasons were, struck by moving object, medical condition and assault by member of the public.

3. Summary of Proposed Action

- Further encouragement to managers and units to produce their own annual health and safety performance report, and to study their own accident and incident records, with a view to accident prevention. Such reports should confirm to the Head of Service that risk assessments are up to date for all areas of activity and the workplace.
- Fire risk assessments and emergency plans will be reviewed and tested on a regular basis.
- Further encouragement to Managers who have yet to nominate a representative for health and safety
- A range of training opportunities to address specific needs.
- A continuing focus on the following areas: risk assessment; violence and aggression, and stress at work.
- Activities to promote health and safety during the European Health and Safety Week.

4. Consultation

The report will be referred to the appropriate Departmental Joint Consultative Committee(s) within the restructured directorates.

5. Finance Observations

5.1 None

6. Legal Observations

6.1 The basic obligation placed on the employer to look after employees is contained in Section 2 of the Health and Safety at work Act 1974

7. Conclusions

No significant comments on performance during 2002-3 can be made due to the reorganisation of the Department. However it is important that issues affecting staff in the Department are raised at the appropriate joint committees or groups within the new Directorates.

8. Background Papers

Council accident and incident records that can be inspected by arrangement with Brenda Goring, Health and Safety Manager 0208 424 1512 or e-mail brendagoring@harrow.gov.uk

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EDUCATION SERVICES

FULL YEAR REVIEW OF HEALTH AND SAFETY PERFORMANCE

1st APRIL 2002 – 31st March 2003

1. Summary

1.1 This report provides an update on the health and safety performance of the Education Service and covers the period 1st April 2002 to 31st March 2003.

2. Background Information

2.1 Safety Policy and Procedures

The departmental safety policy and model policy for schools were reviewed and updated during the year. The Education Safety Group has been reminding schools and units of the following key actions required to support health and safety: -

- ◆ check that written health and safety policies are up to date
- ◆ nominate people to take action e.g. Head, Deputy, Caretaker, other staff
- ◆ assess and record the risks to staff, pupils, other clients and visitors (risk assessments for the workplace(s) activities and fire)
- ◆ carry out inspections at least once a term and put right any shortcomings; test fire safety systems and emergency procedures
- ◆ record accidents and incidents using the Council's system
- ◆ produce a short report on health and safety performance every year for the governing body or head of service

Education Safety Group

2.2 The Education Safety Group continued to meet termly to work through a programme of health and safety topics. The topics included accident/incident reporting, fire safety and risk assessment. The group has continued to remind schools and units about the need to review and update risk assessments on a regular basis, and when seen to be needed. Attendance at safety group meetings varies and governing bodies, head teachers, and unit managers need to continue to encourage representation of their school/unit as a key channel for staff consultation and information on health and safety matters.

Training

2.3 Schools and units arrange health and safety training to suit their particular needs. Health and Safety Services courses have been attended as shown in the table below. Education staff also attended anti-stress sessions arranged by the Occupational Health Service.

Topic and attendance			
	2000/1	2001/2	2002/3
Basic Safety Certificate Part 1	7		4
Basic Safety Certificate part 2	5		2
Managing Safely (IOSH Certificate)	5	4	5
Risk Assessment	7	14	13
Fire Safety	3	3	30
Office Safety	1	6	0
Manual Handling (Practical Course)	4	13	15
Dealing with difficult situations		1	2
DSE Assessors		4	4
DSE Users		5	1
Safety in Maintenance		6	0
Health and Safety Briefing		3	33
Lone Working		0	8
Stress		3	5
TOTAL	32	62	122

2.4 On-site briefings included accident/incident reporting, manual handling, infection prevention and control, safe storage and disposal of chemicals, safety signing and fire extinguisher demonstrations.

Safety Visits, Inspections and Audits

2.5 Health and Safety Services carried out a total of 30 site visits during the year. The Health and Safety Executive (HSE) did not choose to visit any Harrow schools or department units during the year. A programme of safety auditing for schools has been agreed and implemented by Internal Audit. This includes a check on risk assessment arrangements.

Accident and Incident Statistics

2.6. The total number of reported accidents/incidents to Education employees.

Year	Total Reported and comments
1990	120
1991	100
1992	114
1993	94 Lowest number reported
1994	144
1995	129
1996	124
1997	163 Started to add in violent and abusive incidents.
1998/9	136 Moved from calendar year to financial year report
1999/00	135
00/01	212 Highest numbers reported. Included hazard and near miss reports.
01/02	199

There is no significant change to the overall number of accidents/incidents although the figure is lower than the previous two years. The balance of accidents/incidents between females and males reflect the balance of females/males in the workforce. Of the 23 in the in the Education Department, the majority were in the Libraries Service. In schools, the incidents were split almost equally between teachers and support staff.

2.7 The top 5 main causes.

YEAR	Slips, trips, falls	Incidents of violence and aggression	Struck by/ against object	Handling and lifting	Fire/explosion
1998/99	42	17	25	9	N/a
1999/00	25	39	36	4	N/a
2000/01	39	104	25	18	N/a
2001/2	42	81	37	11	N/a
2002/3	39	78	44	11	5

There is no significant change in the numbers and types of accidents/incidents. The majority of incidents of violence and aggression involved relatively minor incidents between school staff and students.

Working days lost

2.8 These figures will be reported at a later date.

Occupational health

2.9 Total numbers for Occupational Health in specified areas. Figures in brackets are for the number of employees.

YEAR	OHS management referrals and employees seen	Ill health retirement	Return to work assessment	Immunisation programme and employees seen	Counselling and employees seen
1997/98	36	18	38	N/a	N/a
1998/99	17	7	30	N/a	N/a
1999/00	21	7	44	N/a	N/a
2000/01	48	13	69	N/a	N/a
2001/2	53 (50)	4	58 (54)	164(112)	113 (31)
2002/3	62 (57)	4	61(59)	149 (95)	92 (28)

N/a data not previously collected

Of the 62 management OHS referrals, 17 were for mental health or work related stress, and the remainder for physical health. From April 2001 the Occupational Health Service records provided more detailed management information on the reasons for referrals as an aid to the development of strategies for addressing issues such as occupational stress.

Plant and equipment

- 2.10 Maintenance contracts are arranged to ensure safe and reliable operation of electrical and mechanical equipment. Lifts, fire alarms, emergency lighting, and lighting protection installations are regularly inspected and tested for correct operation. Electrical installations are inspected and tested as part of a five- year maintenance programme and gas service pipe-work is inspected annually. Reports identify defects and the general condition of services and are subsequently used to formulate remedial works programmes. Gas fired boilers and associated heating and hot water plant are serviced annually. Boilers, flues, combustion air requirements and pressurisation units are regularly examined and tested for safe operation.

Asbestos Management

- 2.11 All Premises Managers have been given an asbestos management plan which shows the location of asbestos materials on their site together with details of any protection works and general guidance on the management of any asbestos left in place. The situation is periodically monitored and findings of these inspections are discussed with Premises Managers. The purpose of this asbestos management plan is to assist the Premises Manager in managing the use and maintenance of the building. Management plans are revised and updated following removal of asbestos or alteration /refurbishment works have been carried out. Revised management plans are then issued to the Premises Manager. When asbestos is protected or otherwise left in place, the site is monitored periodically. Findings of these monitoring checks are discussed with Premises Managers. Recent changes to the Asbestos Regulations will require some re-writing of Asbestos Management Plans and changes to the management regime. Workshops for building managers will be run later this year to advise on the changes and how to meet the new 'duty to manage' regulations.

Legionella

- 2.12 In compliance with the Health and Safety Executive Code of Practice, a programme of risk assessment surveys of the cold and hot water services within Education premises has been completed. The risk assessments identified remedial measures necessary to comply with statutory requirements relating to the prevention of bacterial growth and contamination of water supplies. A schedule of repairs highlighted by the risk assessment programme has been undertaken.

Site management plans have been produced and distributed and provide the technical details of the water based installations, and school and LEA responsibilities. Monthly contracts are in place to check adequate temperatures are maintained and defects reported for repair. In addition, annual service contracts include monitoring of water temperatures, disinfecting showerheads and removing scale deposits from calorifiers and direct-fired storage water units in compliance with Legionella prevention guidelines.

Security and personal safety training

- 2.13 Last July the School Watch Pager system was replaced with Ringmaster a computerised system that enables schools to place messages via the telephone for transmission to the police and all schools in the Borough within minutes. The Metropolitan Police have been experiencing some teething problems with the system to put it reliably on-line. This year has seen a number of schools upgrading CCTV systems offering higher standards of

imaging and recording. A number of schools operate CCTV systems that are linked back to the Civic Centre for out of hours monitoring. Arrangements have been made for the monitoring equipment at the Civic Centre to be relocated to the main CCTV control room and it is proposed to jointly fund a new post for monitoring.

Schools continue to operate visitor signing-in arrangements and most have combined these with visitors' badges that must be worn. Door entry systems have been introduced at the majority of schools alongside improved signing to direct visitors. The Police Crime Prevention Officers continue to offer personal safety workshops, tailored for client needs, and aimed at reducing risks of violence and aggression and advising staff on strategies for diffusing and handling difficult situations. CCTV is also operational in two public library service points.

Fire Safety

2.14 Fires safety incidents reported in Education Premises.

Year	Total fires
1996	3
1997	4
1998/9	3
1999/00	3
00/01	4
01/02	7
02/03	5

2.15 The incidents were 1 bin set alight, a fire started in changing room by persons unknown; 1 DSE monitor caught fire, one incidents involved a gas oven, another was a beaker of alcohol caught a fire accidentally.

2.16 Site visits during the year provided advice to Premises Managers and staff on a range of issues including, siting of kilns, fire risk assessment, upgrading of fire doors, fire safety signs, and some school fire drills were attended.

Non-employee accidents/incidents

2.17 There were 397 reported accidents and incidents to non- employees. By far the majority of these were pupils involved in slips, trips and falls and being struck by objects in the playground.

Year	Total	Serious/HSE reported
00/01	168	N/A
01/02	178	N/A
02/03	397	200

3. Summary of Proposed Action

- Further encouragement to schools and units to produce their own annual health and safety performance report, and to study their own accident and incident records, with a view to accident prevention. Such reports should confirm to the Governing Body or Head of Service

that risk assessments are up to date for all areas of activity and the workplace. Fire risk assessments and emergency plans need to be reviewed and tested on a regular basis.

- Further encouragement to Governing Bodies who have yet to nominate a governor for health and safety.
- A programme of visits from Health and Safety Services, guided by safety audits.
- A range of training opportunities to address specific needs.
- A continuing focus on the following areas within the work of the Education Safety Group: risk assessment; violence and aggression, stress at work and well-being pilot programme.
- Activities to promote health and safety during the European Health and Safety Week in October.

4. Consultation

- 4.1 The report will be referred to the Education Safety Group, Head teachers and Chairs of Governors for consideration.

5. Finance Observations

- 5.1 None.

6. Legal Observations

- 6.1 The basic obligation placed on the employer to look after employees are contained in Section 2 of the Health and Safety at work Act 1974.

7. Conclusion

- 7.1 The overall performance shows little change from last year although the total number of accidents/incidents reported is slightly lower, as is the number of reported incidents of violence and aggression. The Education Safety Group will continue to address the main causes identified and will study the incidents of violence and aggression in more depth to support the work of the corporate violence and aggression-working group.

Background Papers

Council accident and incident records that can be inspected by arrangement with Brenda Goring, Health and Safety Manager 0208 424 1512 or e-mail Brendagoring@harrow.gov.uk

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prted/hs/anno2

ENVIRONMENTAL SERVICES

FULL YEAR REVIEW OF HEALTH AND SAFETY PERFORMANCE

1st APRIL 2002 – 31st March 2003

1. Summary

- 1.1 This report provides an update on the health and safety performance of the Environmental Service and covers the period 1 April 2002 to 31 March 2003.

2. Background Information

2.1 Safety Policy and Procedures

Following the issue of the new Council Health & Safety Policy in August 2001 the departmental policy was amended to reflect the required changes and was issued to all staff, as part of the annual 2002/3 Health and Safety programme.

Environmental Safety Group

- 2.2 Health and Safety issues are discussed at the Environmental DJCC meetings, which are held quarterly, with representation from both management and unions.

Training

- 2.3 The Health & Safety training calendar is circulated with the staff bulletin on a fortnightly basis. Training requirements both vocational and relating to Health & Safety are discussed with staff during appraisal interviews and staff are encouraged to take an active role in identifying courses that suit their particular needs/requirements as they develop.

Topic and attendance	2000/1	2001/2	2002/3
Basic Safety Certificate Part 1	0	0	2
Basic Safety Certificate part 2	0	0	2
Managing Safely (IOSH Certificate)	8	4	2
Risk Assessment	1	2	2
Fire Safety	0	2	1
Office Safety	2	8	0
Manual Handling (Practical Course)	5	3	1
DSE Assessors	4	8	3
DSE Users	2	6	3
Lone Working	0	0	5
Stress	0	0	5
Violence and Aggression	0	0	14
TOTAL	22	33	40

2.4 Managers also ensure that Health & Safety training is identified and undertaken based on staffs needs and continuing development.

2.5 Safety Visits, Inspections and Audits

Health & Safety Services carried out 14 site visits during the year. The Health & Safety Executive did not visit any units within the department during the year. The annual Audit of Activity continued to take place with managers completing a programme of risk assessments during the year and Heads of Service signing off the Audit records.

2.6 Accident and Incident Statistics

The total number of reported accidents/incidents to Environment Services employees was as follow:

Year	Total Reported and comments
1994	8
1995	11
1996	11
1997	12
1998/9	36 Move to calendar year from financial year
1999/00	8
00/01	20
01/02	22
02/03	13 (5 Male, 8 Female of which 2 were Riddor reportable incidents)

The number of accidents has decreased by 9 from the 2001/2 figures, with a marked reduction in the number of handling & lifting accidents following training in the two previous years.

2.7 The top 5 main causes were:

Year	Slips, trips, falls	Incidents of violence and Aggression	Struck by/against object	Handling & lifting	Fire/explosion
2000/01	7	1	5	0	N/a
2001/02	6	0	5	6	N/a
2002/03	5	1	6	1	0

2.8 The largest number of accidents being struck by/against an object. Where these took place in the office an ad hoc risk assessment would have taken place, in addition to the annual assessment, to eliminate the possibility of future incidents. Action would also have taken in considering any external accidents and methods of preventing future occurrences.

2.9 Working days lost

Year	Working Days lost
1998/99	0
1999/00	0
2000/01	0
2001/02	9.5
2002/03	32

32 working days were lost in 2002/03, resulting from two accidents that were reported to the Health and Safety Executive. One resulted from slipping on ice and the fracture of a wrist whilst falling and resulted in 10 working days lost.

The second incident involved a member of staff with a pre-existing heart condition who felt faint and uncomfortable in the office, an ambulance was called to ensure that the employee could be hospitalised and ensure that should their condition deteriorate they could be properly cared for. 22 working days were lost following this incident.

2.10 Occupational health

The numbers of visits to Occupational Health in the specified areas are supplied below. Figures in brackets are for the number of employees involved.

YEAR	OHS management referrals and employees seen	Ill health retirement	Return to work assessment	Immunisation Programme and employees seen	Counselling and employees seen
1997	0	1	7	28	6
1998/99	0	2	2	29	0
1999/00	3	1	6	28	5
2000/01	4	4	4	27	4
2001/02	10(10)	2(2)	11(11)	3(2)	8(2)
2002/03	8 (8)	2 (2)	13 (11)	6(5)	8(2)

Of the 8 OHS management referrals 2 were for mental health or work related stress and the remainder for physical health. From April 2000 the Occupational Health Services records provided more detailed management information on the reasons for referrals as an aid to the development of strategies for addressing issues such as occupational stress.

2.11 Electrical Equipment and Plant

All electrical equipment within the department is inspected and tested annually to ensure compliance with safety regulations, with failed items being repaired or replaced.

Risk Assessments of various areas within the Civic Centre complex are undertaken. New assessments are carried out as needs arise and a review of all assessments is carried out on an annual basis. Risk assessments cover such areas as: -

- i) all public areas open to visitors
- ii) emergency evacuation procedures
- iii) boiler and plant rooms
- iv) access to roof areas

- v) general maintenance operations
- vi) cleaning operations
- vii) annual servicing
- viii) external paved areas

2.12 Asbestos

The division also maintains the Councils asbestos register and retains close links with all client departments, providing information, assistance and an on going programme of asbestos management. The division also periodically reminds the Councils contractors of their responsibilities under the legislation, namely to check the register prior to commencing work and reporting any omissions for investigation by the Council.

2.13 Legionella

A programme of risk assessment relating to Legionella is undertaken for all Departments with the exception of Housing, who manage their own programme but maintain close liaison.

Based on the information within risk assessments, site management plans have been produced, issued and implemented within all required corporate properties.

As part of the cyclical maintenance programme, monthly and annual inspections are carried out to ensure site management plans are complied with.

3. Summary of Proposed Action

- To continue to develop the Audits of Activity to take account of the new structure and the requirements that will generate from the re-organisation.
- Continue to promote Health & Safety awareness and training within the department.
- Undertake mock accident investigations
- Ensure that all contractors on the Approved List are CHAS approved.
- Activities to promote health and safety during the European Health & Safety Week.

4. Consultation

4.1 The report will be referred to the Environmental Services DJCC for consideration.

5. Finance Observations

5.1 None.

6. Legal Observations

- 6.1 The basic obligation placed on the employer to look after employees is contained in Section 2 of the Health and Safety at work Act 1974

7. Conclusion

- 7.1 The overall performance shows fewer days lost and an increase in training, compared with last year. The total number of accidents/incidents reported is slightly lower. Health & Safety is a key part of the departmental DJCC agenda and issues that arise will continue to be analysed and addressed.

Background Papers

Council accident and incident records that can be inspected by arrangement with Brenda Goring, Health & Safety Manager 0208 424 1512 or e-mail brendagoring@harrow.gov.uk

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FULL YEAR REVIEW OF HEALTH & SAFETY PERFORMANCE

1st APRIL 2002 to 31st MARCH 20031 Summary

- 1.1 This report provides an update on the Health & Safety performance of Harrow Contract Services and covers the period 1 April 2002 to 31 March 2003.

2 Background Information

2.1 Safety Policies and Procedures

The department has updated and reviewed risk assessment through the Harrow Project.

A review of Health & Safety in the refuse section has led to City & Guilds skills/competence training for staff.

Following a review last year of accident / incident reporting, a purpose designed for delivery to contract Services Managers built training course has been put together by Health & Safety Services and the Insurance section. It covers all aspects of incident / accident reporting and investigation.

2.2 HCS Safety Group

Consisting of HCS Managers, Unison, Health & Safety Services and Occupational Health representatives, this group meets quarterly. The group looks at occupational health and safety issues including risk assessments and HCS accident / incidents reports.

A tour into the borough by the group visiting the workforce on site occurs a least once in the year. From these visits the group makes recommendations on issues of Health, Safety and Welfare.

2.3 Staff Meetings

HCS have produced a calendar of meetings where section managers meet regularly with staff and their Health & Safety representatives to review and discuss work related and Health & Safety issues.

3 Training

- 3.1 Sections arrange training to suit their particular needs from external training providers, in addition to training courses from the Health & Safety Services. The DSO has in-house trainers qualified to train staff in Manual Handling, Safe System of Work, Work Equipment Safety; HIAB vehicle. Training is also available on Disability for staff assisting wheelchair users and Banks-man skills for those assisting reversing of vehicles. Staff receive full induction training comprising of the council induction and sectional in-house and out sourced training in addition to 'on the job' and specialist training.

Topic and Attendance – 1st April 2002 to 31st March 2003

Managing Safely (IOSH certificate)	1
Manual Handling	122
Emergency First Aid	40
New Harrow Project Induction H & S	23
Basic Food Hygiene	10
COSHH	1
Banks man	93
Disability Awareness	80
NITRON (self defence)	7
Induction transport (safe transport)	26
Fire Safety	10
IOSH (Institute of Safety and Health)	1
Risk Assessment	2
MIDAS drivers awareness	60

4 Accident and Incident Statistics

4.1 The total number of reported accidents / incidents to HCS employees

April 01 to March 02

Year	Accidents/incidents
1998/99	133
1999/00	163
2000/01	188
2001/02	210
2002/03	140

There has been a reduction in the number of reports, mainly accidents. Incidents of violence and aggression, although decreasing, are the highest reported category from Parking Enforcement and Transport.

5 Working Days Lost

Year	Working Days lost
1998/99	770
1999/00	694
2000/01	491
2001/02	547.5
2002/03	716.

5.1 Working days lost have increased from the previous year. Overall we have seen a reduction in reports resulting in fewer working days off. However, three accidents resulted in significant time off, affecting the current trend.

6 Main causes of accidents /incidents

6.1 The main causes of reported accidents/incidents were violence and aggression, slips, trips and falls, struck by/against and manual handling. Parking Enforcement's NITRON training in dealing with aggression by members of the public has resulted in a reduction in reported incidents of violence and aggression against staff.

7.0 Occupational Health

56 staff on health surveillance not included in chart.

OHS Referrals	Ill Health	Return To Work	Immunisation	Counselling
271	128	57	116	44

7.1 OHS Referrals includes in these figures driving and health assessments, DSE users, catering hygiene,

7.2 Ill health ranges from stress to surgery including post operative and consultations.

7.3 Immunisation covers infection control, screening and occupational risks.

7.4 Return to work are as stated.

8 Vehicles, Plant & Equipment

8.1 Supply and maintenance of plant and equipment are obtained through contract providers for these. They are serviced according to manufacturer's warranty and servicing requirements.

8.2 Vehicle requirements for the division are provided through one vehicle contract by supplier. Through this contract a diverse range of multipurpose fleet vehicles can be obtained and maintained. Fraikin supply each vehicle to our specification. Some vehicles may require modifications to the standard vehicle available to meet our criteria and needs.

9. Finance Observations

None

10. Legal Observations

The basic obligation placed on the employer to look after employees is contained in Section 2 of the Health and Safety at work Act 1974

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SOCIAL SERVICES

FULL YEAR REVIEW OF HEALTH & SAFETY PERFORMANCE

1 Summary

1.1 This report provides an update on the health and safety performance of the Social Services department and covers the period 1 April 2002 to 31 March 2003.

2. Background Information

2.1 Safety Policy and Procedures

The Social Services' Departmental Safety Policy was reviewed during the course of the year. Particular attention was paid to the area of risk assessment and the recording of accidents and incidents at work.

Social Services Safety Group

2.2 The Social Services Safety Group continued to meet regularly throughout the year and worked through a number of health and safety issues. The issues included accident/incident reporting, fire safety and risk assessment. Attendance at safety group meetings varied and representation were made to Senior Managers to encourage regular representation.

Training

2.3 A full programme of training took place. The Health and Safety Service provided the majority of training attended by Social Services' staff. Additional training was provided by the Social Services Department (*below). The table below identifies the number of people who have attended all Health and Safety type courses.

Topic and attendance	2001/2	2002/3
Accident / incident reporting	N/A	6
Basic Safety Certificate Part 1	14	12
Basic Safety Certificate part 2	1	13
Managing Safely (IOSH Certificate)	15	14
Risk Assessment	24	20
Fire Safety	3	119
Office Safety	19	9
Manual Handling (Non Client Handling)	46	9
Manual Handling (Client Handling)*	77	164
Dealing with difficult situations	4	30
DSE Assessors	12	10
DSE Users	18	21
Health and Safety Refresher	23	12
Food Hygiene*	N/A	15
Emergency First Aid*	N/A	12
TOTAL	256	466

- 2.4 On-going training was provided by managers at Social Services bases throughout the Borough.

Safety Visits, Inspections and Audits

- 2.5 Health and Safety Services carried out a total of 47 site visits during the year. The Health and Safety Executive (HSE) did not visit any departmental units during the year. A programme of safety auditing for all units has been agreed that includes a check on risk assessment arrangements.

Accident and Incident Statistics

- 2.6. The total number of reported accidents/incidents to Social Services employees.

Year	Total Reported and comments
1997	542
1998/9	345
1999/00	505
00/01	445
01/02	393
02/03	333 (68 Male, 265 Female, 17 Riddor reportable incidents)

- 2.6.1 The figures show that since 2000 there has been a steady decrease in the number of accidents/incidents reported. There has been a suggestion that there is underreporting of accidents/ incidents within the department. This issue has been discussed at the departmental Health and Safety meeting with a recommended outcome that an anonymous staff survey is undertaken to establish if this is indeed the case.

The balance of accidents/incidents reported by males and females reflects the ratio of males to females that work within the department.

- 2.6.2 Of the 17 RIDDOR (Reporting of Injuries, Disease and Dangerous Occurrences Regulations) incidents, 7 were as a result of slips/trips or falls, 6 from handling/moving clients/objects, 2 resulting from client contact (non assault), 1 resulting from contact with a harmful substance and 1 resulting from an animal bite.

The member of staff who sustained the animal bite did so in the course of her work duties, whilst attending to a client in the clients own home.

- 2.7 The top 5 main causes.

YEAR	Slips, trips, falls	Incidents of violence and aggression	Struck by/ Against object	Handling and lifting	Road Traffic Accidents	Fire/explosion
1998/99	43	242	49	41	1	N/A
1999/00	35	325	55	42	N/A	N/A
2000/01	27	237	40	69	8	N/A
2001/2	36	237	34	40	7	N/A
2002/3	30	213	40	43	N/A	4

There is no significant change in the numbers and types of accidents/incidents. The biggest causes of staff incidents are those involving elements of violence and aggression. The majority of incidents of violence and aggression involve staff working with service users. The occupations most likely to report violent and aggressive incidents are Day Centre Officers, Social Workers and Home care staff, those that have direct contact with service users.

The cause and nature of these incidents is well known and work has taken place to ensure staff will have the appropriate training and support to minimise injury to themselves and services users.

A programme of activity has been agreed, that will train all staff in de-escalation and physical intervention techniques. Selected staff will continue training to become accredited trainers and will be able to offer staff on-site training in these areas. This is of particular benefit for units where there is a significant turn over of staff and will assist in units where there is a high level of risk from assault or incidence of violence and aggression.

A member of staff has already completed the training to become an accredited trainer. We will be able to utilise his skills and expertise, in both the physical intervention techniques and his understanding of the departments' policies and procedures, in the delivery of training to the rest of the department.

In anticipation of the People First structure some discussion has already taken place with the Education department to offer them a similar training opportunity for their staff.

Working days lost

2.8 The figures for reported days lost through accidents/incidents absence are identified below.

Year	Total Reported and comments
1997/8	443
1998/9	1044
1999/00	464
00/01	897
01/02	640
02/03	306

The figures for 2002/3 include days lost to the Social Services Department only. Previous years included days lost by staff in Housing and Environmental Health Departments, hence the apparent reduction in this year's figures.

Accident or incidents that affected five members of staff account for this year's level of days lost. 92 days were lost as a result of a staff member's injury sustained in the handling and moving of an object. 67 days were lost as a result of an animal bite, mentioned earlier and 99 days were lost as a result of an injury caused through a member of staff pushing a service user in a wheelchair.

Four of these members of staff were employed in the Domiciliary Care section of Provided Services that in February 2003 were the subject of TUPE (Transfer of Undertakings and Protection of Employment regulations) to the British Nursing

Association. With this number of employee being excluded in future years, it is anticipated that figures in forthcoming years will reduce

Occupational health

2.9 Total numbers of Occupational Health referral are below.

YEAR	OHS management referrals and employees seen	Ill health retirement	Return to work assessment	Immunisation Programme and employees seen	Counselling
1997/98	50	22	138	533	35
1998/99	64	23	135	549	37
1999/00	76	25	143	557	33
2000/01	94	30	127	541	24
2001/2	104	22	118	382	23
2002/3	74	7	89	125	19

2.10 Of the 74 Management OHS referrals, 29 were for mental health or work related stress, and the remainder for physical health. From April 2001 the Occupational Health Service records provided more detailed management information on the reasons for referrals as an aid to the development of strategies for addressing issues such as occupational stress.

Fire Safety

2.15 The number of fires reported in Social Services premises is identified in the table below.

Year	Total fires
01/02	1
02/03	4

2.16 The fires reported in Social Services premises were of a minor nature, for instance a small fire occurred in a residential unit where a fence caught alight in the hot weather. In all instances the fire brigade attended and advice was given to avoid future problems. Social Services staff assisted in two other incidents involving the public and which occurred while they were carrying out duties offsite. Further information is given in paragraph 2.18.

2.17 Fire Safety training has been conducted in the majority of off-site units.

Non-employee accidents/incidents

2.18 There were 492 reported accidents and incidents to non- employees. These figures include medical/sickness events involving clients not previously included. It also includes late reported incidents from the previous reporting period.

Year	Total	Serious/HSE reported
01/02	321	21
02/03	492	29

Of the 29 Health and Safety Executive reported incidents, 20 were resulting from slips/trips or falls, 4 resulting from medical conditions and 1 resulting from a near miss, being struck against something, exposure to fire, exposure to explosion and 1 where the reason was not specified.

In the exposure to fire incident, a fire ignited in the lounge of a client's home. In the exposure to explosion incident, the explosion was as a result of a suspected arson attack on a client's garage. Empty oxygen cylinders were housed in the garage and these exploded when exposed to the heat from the fire. Whilst deliveries of prescription oxygen were delivered to the client's home, empty ones were not removed but stored in the client's garage. Information has been sent out via tenants newsletter about safety in storing oxygen cylinders. Joint protocols have been agreed with PCT on prescription of oxygen for use at home.

3. Summary of Proposed Action 2003 - 2004

- Although the Violence and Aggression groups membership has now widened to encompass reception and parking enforcement staff, it will continue to work on reducing the number of client related incidents that affect Social Services staff.
- A staff survey will be distributed to elicit staff's views on accident and incident reporting. This survey will also provide information about staff training needs in this area.
- De-escalation and physical intervention training will have a high priority for staff who work with the most challenging service users.
- A range of training will be offered to staff and managers to increase or maintain their knowledge and awareness of health and safety matters
- A timetable for the completion of the Self-audit tool as recommended by the National Task Force on Violence Against Social Care Staff will be developed.
- To conclude the consultation on the implementation of Working Time Regulations and brief managers and staff on their responsibilities.
- To co-ordinate a sickness absence database to produce statistics relating to violent and aggressive incidents.
- To continue to react swiftly to locate issues of potential risk in areas of Social Services.

4. Consultation

- 4.1 The report will be referred to the Social Services Safety group and the trade unions for consideration.

5. Finance Observations

- 5.1 None.

6. Legal Observations

- 6.1 The basic obligation placed on the employer to look after employees is contained in Section 2 of the Health and Safety at work Act 1974

7. Conclusion

- 7.1 The overall performance this year shows little change from last year although the total number of accidents/incidents reported is slightly lower, as is the number of reported incidents of violence and aggression.
- 7.2 With the new People First Directorate being launch in October, the Social Services Safety Group and the Education Safety Group will need to consider how Health and Safety developments will be supported in the future. Regardless of what systems are in place measures will need to continue to address and reduce the number of violent and aggressive incidents.

Background Papers

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HOUSING AND ENVIRONMENTAL SERVICES

FULL YEAR REVIEW OF HEALTH & SAFETY PERFORMANCE

1 Summary

- 1.1 This report provides an update on the health and safety performance of the Housing and Environmental Health Services and covers the period 1 April 2002 to 31 March 2003. Previously, Housing and Environmental Health Services have been included in the annual report of the Director of Social Services. However, given the organisational changes within the Council and a number of particular issues within the Housing Service during the course of the year, the Head of Housing and Environmental Health Services decided that a separate report would be more appropriate.

2. Background Information

2.1 Safety Policy and Procedures

The Housing divisional safety policy has been reviewed in 2003 and is close to being finalised. The revised draft expands on the earlier 1997 policy and includes:

- Reference to the internal Audit of housing health and safety arrangements in 2003
- Reference to other premises users – general public and visitors to offices
- Information on the context of the Housing Service and staff risk factors
- An emphasis on the policy being a working document – subject to regular review and performance management against key priorities
- Diagrammatic illustrations of roles and responsibilities
- Reference to new/ revised policies and procedures (corporate and divisional)

For Environmental Health Services, the focus has been upon revising or introducing policies and procedures in the light of the risk factors relevant to the Service.

Safety Groups

- 2.2 The Housing Safety Group met four times during 2002/03. Standing items on the agenda included discussion of:

- Accidents/ incidents since the last meeting and issues arising
- Items to/ from other health and safety groups
- Matters arising from inspections of Youngman's buildings

Other items discussed included:

- Review of the Housing Health & Safety policy
- The housing voids procedure
- Proposals for carrying out risk assessments
- Works to Youngman's buildings – office and reception areas
- Issues around asbestos in Housing properties
- European Health and Safety week
- Procedure for dealing with 'known aggressors'

These meetings have been characterised by a high degree of consensus around how to deal with a number of difficult issues and considerable progress has been made in the last 12 months.

2.3 The Environmental Health Services Safety Group met on two occasions and discussed.

- Risk assessments
- Stress
- DSE
- Office decoration
- Safe working practice for Out-of-Hours Noise Service staff

2.4 The Head of Housing and Environmental Health Services started attending meetings of the Corporate Health and Safety Group during 2002/03 and has continued to do so in the current year

2.4.1.1 A number of incidents concern customers threatening to or actually harming themselves e.g. in sheltered housing and causing damage to housing reception areas. These have been noted.

2.5 Health and Safety Services courses have been attended as shown in the table below.

Topic and attendance	Housing	Env Health	Total
	200/2/3	2002/3	
Accident / Incident reporting	0	0	0
Basic Safety Certificate Part 1	1	0	1
Basic Safety Certificate part 2	1	0	1
Managing Safely (IOSH Certificate)	0	0	0
Lone Working	1	0	1
Stress	1	0	1
Violence and Aggression	7	0	7
Risk Assessment	10	0	10
Fire Safety	3	0	3
Office Safety	9	0	9
Manual Handling (Practical Course)	0	1	1
DSE Assessors	1	0	1
DSE Users	0	0	0
Health and Safety Briefing	0	0	0
TOTAL	34	1	35

NOTE: EH staff received Health and Safety Training on Display Screen Equipment and Stress provided through Health and Safety Services.

Safety Visits, Inspections and Audits

2.6 Health and Safety Services carried out a total of eight site visits during the year.

Accident and Incident Statistics

2.7 The total number of reported accidents/incidents to Housing and Environmental Health (HEH) Services as shown below.

Year	Housing	Environmental Health	Total Reported and comments
2002/03	23	4	4 were reportable to the HSE

2.8 The majority of housing incidents were associated with aggressive behaviour by customers to staff – by phone, at the office and off site. This is an area of concern and a range of measures have been put in place in response to the continuing high level of aggressive / threatening behaviour:

- review of physical security measures in Youngman's 2 reception
- display of notices to customers about acceptable behaviour in reception areas
- specific action towards perpetrators including letters, notices of seeking possession
- review of procedures for recording and notifying staff of aggressive customers and dealing with aggressive customers in addition all visiting staff have been issued with mobile phones and personal protection alarms. This issue is also being given higher profile in the revised Housing health and safety policy.

2.9 Four incidents (RIDDOR reportable) related to staff injuries in the course of their work and highlighted the need for further training and notification of hazards in these areas. These measures have been put in place.

Working days lost

2.10 In Housing 153 days were lost. These related to two incidents, one of which involved a back injury sustained whilst undertaking heavy lifting and resulted in 145 days off work.

In Environmental Health no working days were lost in respect of the reported accidents.

Occupational health

2.11 Comparison with previous years has not been possible as the employees in HEH were previously included within the total figures for the Social Services Department.

YEAR	OHS management referrals and employees seen ()	Ill health retirement	Return to work assessment	Immunisation programme and employees seen ()	Counselling and employees seen ()
2002-3					
Housing	8 (7)	0	7 (6)	10 (9)	10 (3)
Env Health	1 (1)	0	3 (1)	19 (15)	3 (1)
Total	9 (8)	0	10 (7)	29 (24)	13 (4)

2.12 Of the nine (9) management OHS referrals, one was for mental health or work related stress, and the remainder for physical health.

Safety Procedures in relation to void properties - Independent Review

2.13 In February 2002 an incident occurred when a Housing employee entered a vacant property and switched on the electrical systems whilst being unaware that work was being carried out on the electrical systems by another employee. That employee received an electric shock to his hand but fortunately the injury was not serious. However it was

clear that the consequences could have been far worse and it highlighted the need for action to avoid a repetition of the incident.

Meetings were held between Housing and Contract Services managers to review the procedures. At Employees Consultative Forum in October 2002 Unison raised two further alleged incidents, which they claimed, were of a similar nature. The Chief Executive ordered an independent investigation which has now been completed but it is understood that Unison remain dissatisfied with the scope of the investigation and the way in which it was carried out. The issue could not be resolved satisfactorily at the departmental Health and Safety meeting because Unison stated that they had referred their concerns about the investigation to the Chief Executive.

Audit Review of Safety Procedures

- 2.14 As part of the 2002-2003 annual service plan Audit and Consultancy Services reviewed Health and Safety within the Housing Services. The review covered Divisional policy, procedures and guidelines, delegations, risk assessments, reporting, monitoring and co-ordination and action taken as a result of risk assessments.
- 2.15 Actions in respect of risk assessments were recommended and agreed. These have been incorporated into the action plan proposed for the 2003-4.

Plant and equipment

- 2.16 The annual checks on portable electrical appliances were carried out in March 2003.

Asbestos Management

- 2.17 A local asbestos policy is being drafted and will assist in the management of asbestos identified by the recent stock condition survey.
- 2.19 The Environment and Economy Scrutiny Sub-Committees considered a reference from the Tenants and Leaseholders Consultative Forum about work to some asbestos garage roofs on a housing estate.

Security and personal safety training

- 2.20 In view of the risks posed to housing officers in lone working the risk assessment programme in 2003/4 includes a review of the procedures in place to ensure risks are minimised and managed. This will be accompanied by training as necessary.

Hazard Notice

- 2.21 Following an inspection of Environmental Services offices in October 2002 during European Health and Safety Week. Unison served a hazard notice in relation to workstation assessments, risk assessments and decoration / carpeting in offices. All works were completed by March 2003 in accordance with agreed time scales.

Fire Safety

- 2.22 Fires reported in Housing Premises.

Year	Total fires
02/03	1

2.23 The fire was of a minor nature at a property in Harrow Weald.

Non-employee accidents/incidents

2.24 There were 4 reported accidents and incidents to non- employees. None of the incidents were reportable to the HSE.

3. Summary of Proposed Action

3.1 A programme of risk assessments is taking place in 2003/04 , which will bring the Housing Health and Safety policy and procedures up to date.

3.2 An action plan based on the findings of the 2003 safety audit will be put in place.

3.3 Health and safety training will be built into divisional training plans and monitored as part of divisional performance.

3.4 European Health and Safety Week 2003 will be used to promote the revised health and safety policy and issues arising from the risk assessment exercise and the audit action plan.

4. Consultation

4.1 The report will be referred to the Housing Safety Group for consideration.

5. Finance Observations

5.1 None

6. Legal Observations

6.1 The basic obligation placed on the employer to look after employees is contained in Section 2 of the Health and Safety at work Act 1974

7. Conclusion

7.1.1 The Housing Safety Group will oversee a range of activities in 2003/04 to address the issues arising in 2002/03 around health and safety for housing staff, customers and contractors.

7.1.2 The Environmental Health Services Safety committee will be undertaking risk assessments specific to its service areas during 2003/04. This will in turn guide the training requirements for staff.

Background Papers

Council accident and incident records that can be inspected by arrangement with Brenda Goring, Health and Safety Manager 0208 424 1512 or e-mail brendagoring@harrow.gov.uk

Author

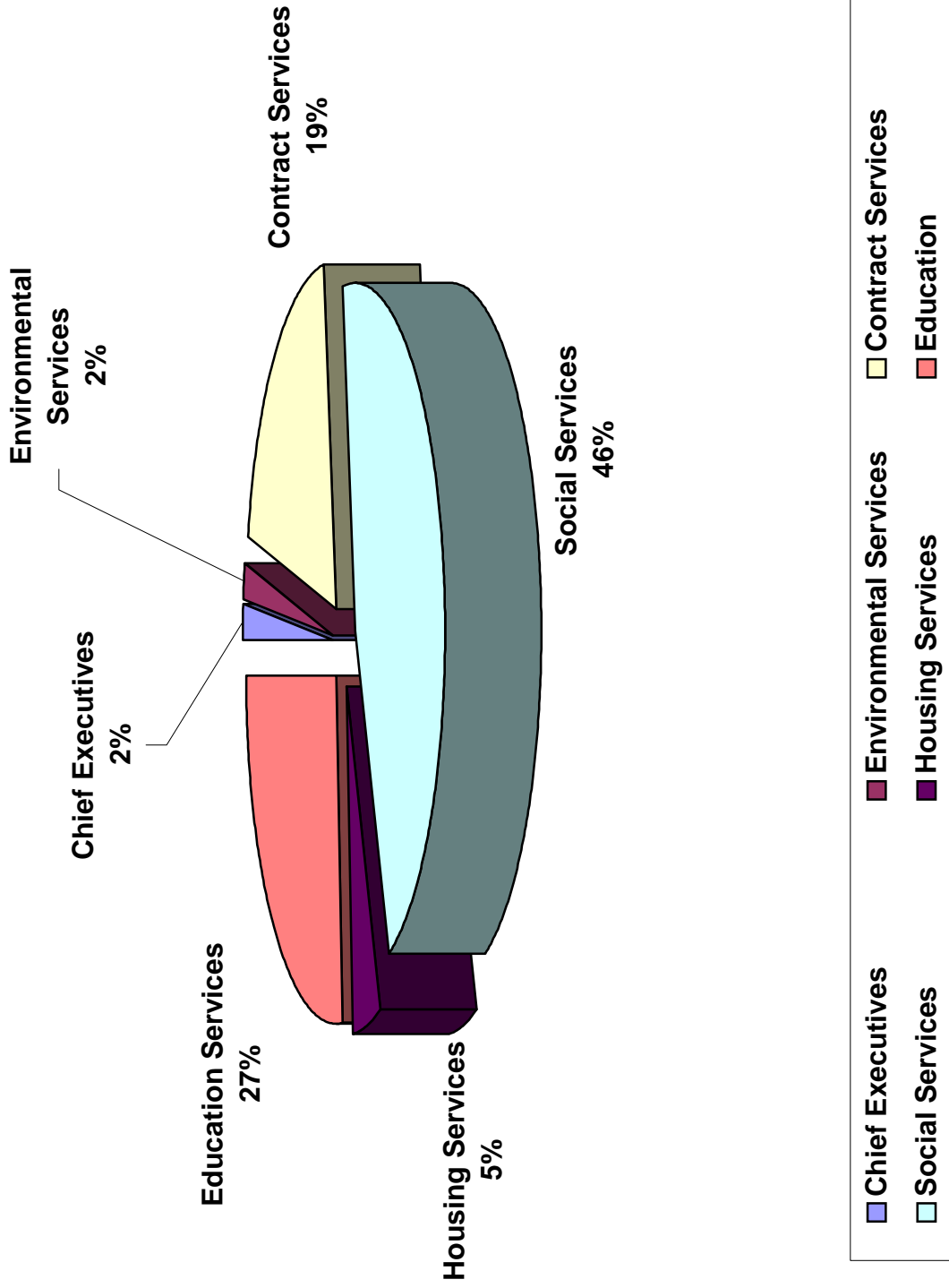
Larry Fisher, Personnel Manager

Telephone 0208 424 7639

e-mail lfisher@harrow.gov.uk

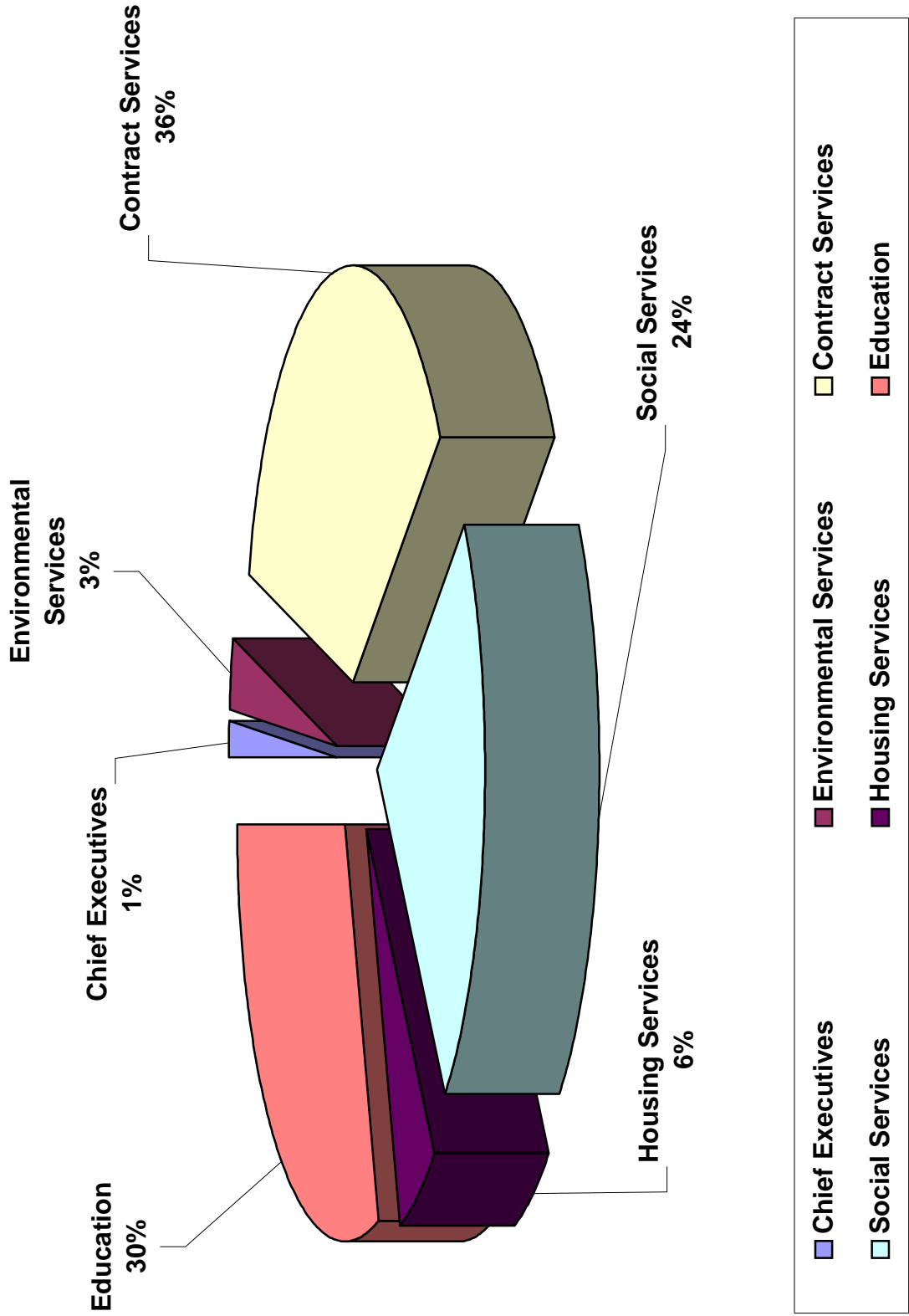
REPORTED EMPLOYEE ACCIDENTS/INCIDENTS BY DEPARTMENT
 (1st April 2002 to 31st March 2003)

ENCLOSURE 1
CHART 1



**EMPLOYEE RIDDOR REPORTABLE ACCIDENTS/INCIDENTS
(1ST April 2002 - 31st March 2003)**

**Enclosure 1
Chart 2**



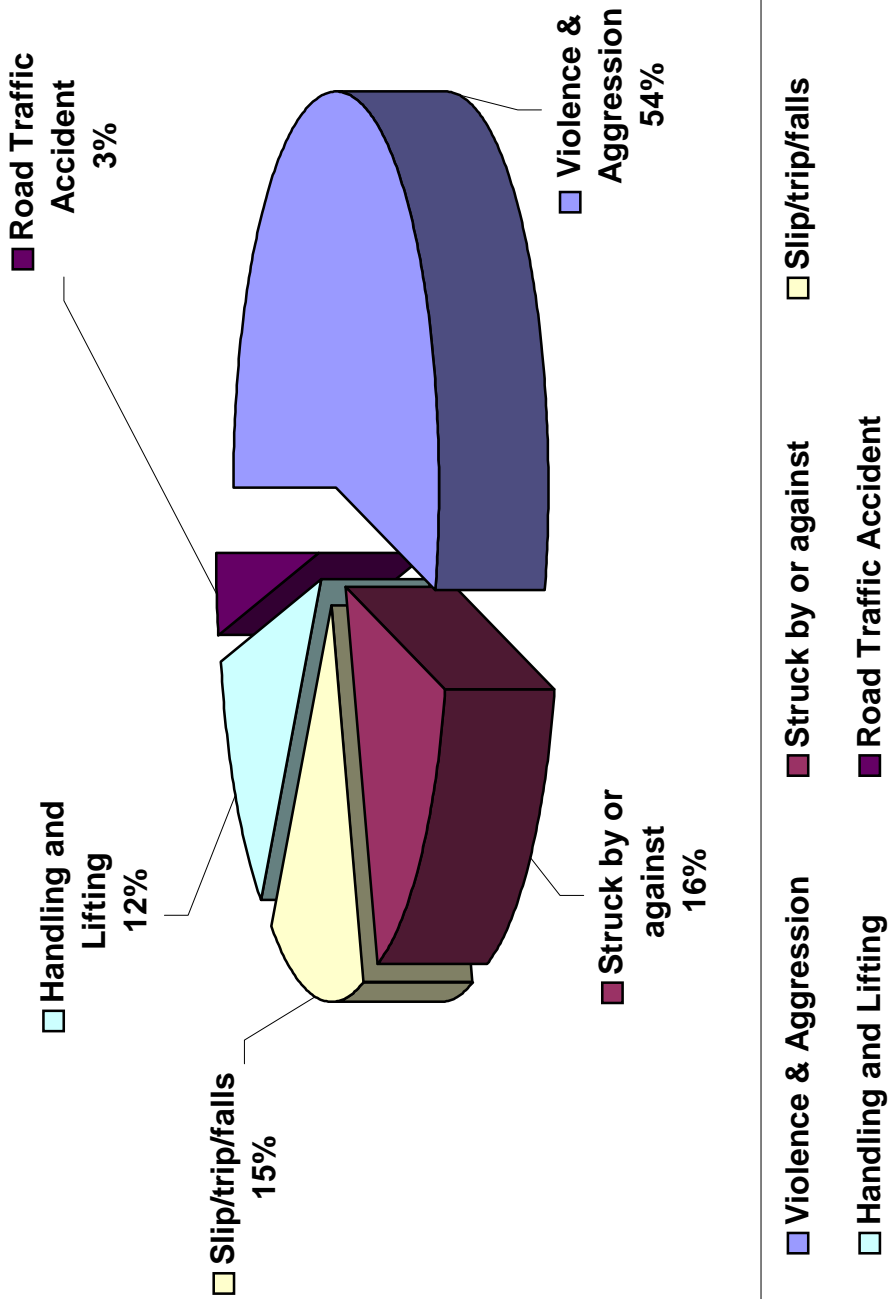
- Chief Executives
- Social Services
- Education
- Housing Services
- Environmental Services
- Contract Services

**ENCLOSURE 1
CHART 3**

COUNCIL'S POSITION ON INCIDENT/ACCIDENT

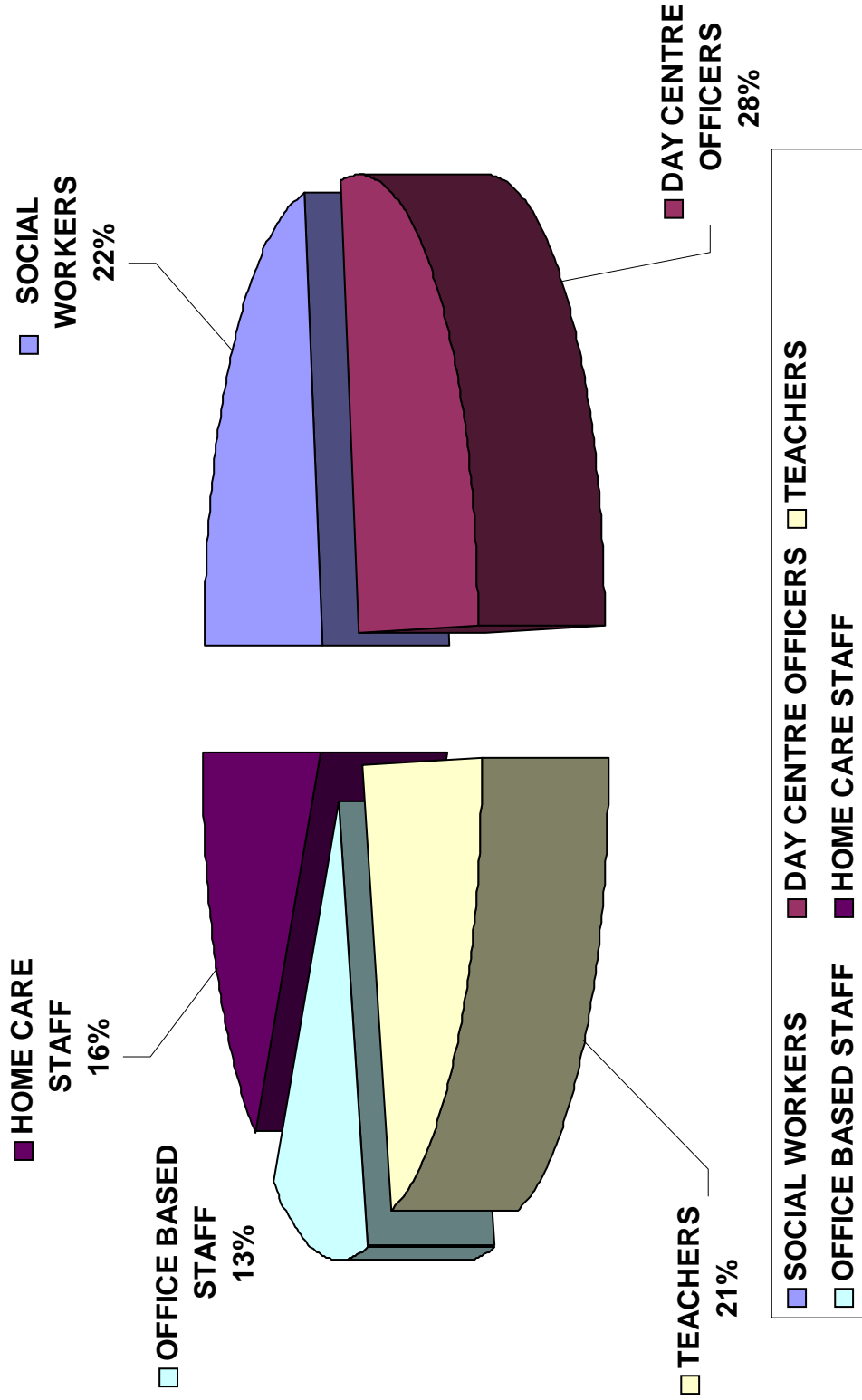
TOP 5 BY TYPE

(1st April 2002 to 31st March 2003)



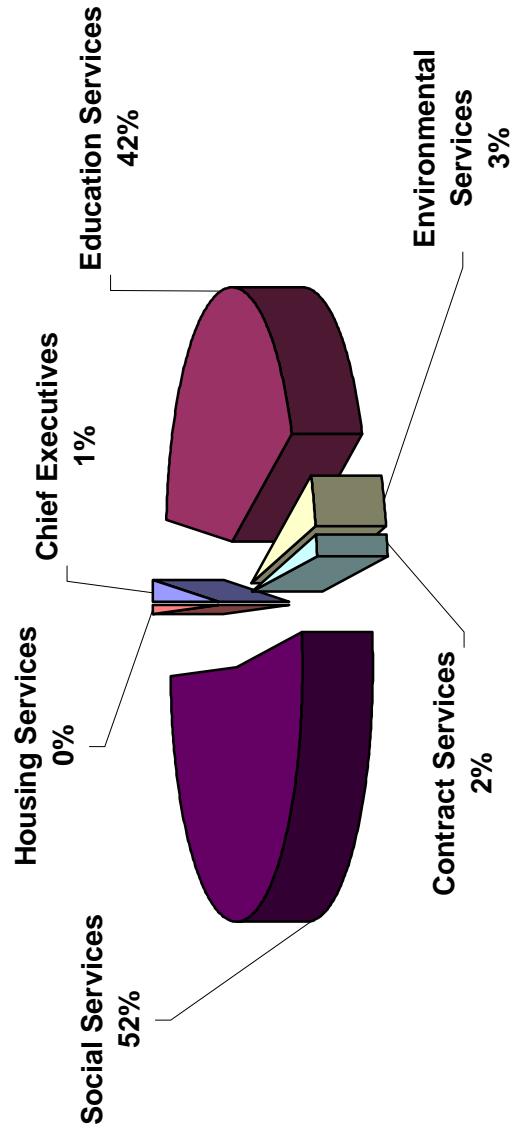
**COUNCIL'S POSITION ON INCIDENT/ACCIDENTS
TOP 5 BY OCCUPATION
(1st April 2002 to 31st March 2003)**

**ENCLOSURE 1
CHART 4**



NON-EMPLOYEE ACCIDENT INCIDENTS BY DEPARTMENTS
 (1ST April 2002 - 31st March 2003)

ENCLOSURE 1
CHART 5



London Borough of Harrow

Occupational Health Service
Attendances Report 2002/2003

Employees' Consultative Forum

ENCLOSURE 2

Attendance Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Attendances	No. of staff seen during year
	01.04.02 - 30.06.02	01.07.02 - 30.09.02	01.10.02 - 31.12.02	01.01.03- 31.03.0		
Pre-employment Questionnaires	445	327	396	410	1578	1578
Pre-employment Assessments						
Audiometry	0	0	2	8	10	10
Catering (health/hygiene)	11	5	5	16	37	37
Crossing patrol (schools)	0	0	0	1	1	1
Confined spaces	0	0	0	0	0	0
Drivers (LBH vehicles)	17	7	29	42	95	95
Health interview (OH Nurse)	37	20	34	29	120	120
Medical examination (Doctor)	9	11	9	11	40	40
Hand/arm vibration syndrome	0	0	0	7	7	7
Vision screening (DSE users)	41	22	41	57	161	161
Pre-employment Total	115	65	120	171	471	471
Management Referrals						
Physical illness (Dr)	5	6	5	22	38	36
Physical illness (OHN)	0	0	3	0	3	3
Physical illness (OHN referral to Dr)	1	0	1	1	3	3
Mental ill health (Dr)	12	8	10	14	44	37
Mental ill health (OHN)	1	1	2	1	5	5
Mental ill health (OHN referral to Dr)	1	0	2	1	4	4
Work related stress (Dr)	1	3	1	1	6	6
Work related stress (OHN)	0	1	1	0	2	2
Work related stress (OHN referral to Dr)	0	0	0	0	0	0

Attendance Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Attendances	No. of staff seen during year
	01.04.02 - 30.06.02	01.07.02 - 30.09.02	01.10.02 - 31.12.02	01.01.03- 31.03.0		
Musculoskeletal (Dr)	9	6	15	25	55	48
Musculoskeletal (OHN)	0	4	2	1	7	7
Musculoskeletal (OHN referral to Dr)	5	1	1	2	9	9
Surgery/post operative (Dr)	5	1	2	0	8	8
Surgery/post operative (OHN)	0	1	1	0	2	2
Surgery/ post op (OHN referral to Dr)	0	0	0	1	1	1
Other (Dr)	0	0	5	4	9	9
Other (OHN)	1	2	4	0	7	7
Other (OHN referral to Dr)	2	1	1	0	4	4
Permanent redeployment	1	0	0	1	2	2
Mngm't Referrals Total	44	35	56	74	209	193
III Health Retirement						
Mental ill health	3	3	1	0	7	7
Musculoskeletal	1	1	3	0	5	5
Other	1	2	2	2	7	7
III Health Retirement Total	5	6	6	2	19	19
Consultation						
Health advice/information	1	0	0	0	1	1
Mental ill health	1	9	5	3	18	17
Work related stress	13	21	6	9	49	48
Musculoskeletal	19	24	20	26	89	87
Pregnancy	0	1	0	0	1	1
Other	10	22	15	23	70	68
Consultation Total	44	77	46	61	228	222

Attendance Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Attendances	No. of staff seen during year
	01.04.02 - 30.06.02	01.07.02 - 30.09.02	01.10.02 - 31.12.02	01.01.03 - 31.03.04		
Follow up/Review						
Physical illness	27	17	18	19	81	36
Mental ill health	45	31	22	41	139	57
Work related stress	22	13	11	10	56	34
Musculoskeletal	39	33	25	23	120	64
Surgery/post operative	3	7	7	7	24	10
Other	17	15	21	15	68	46
Follow up/Review Total	153	116	104	115	488	247
Return to work assessment						
Physical illness	11	14	12	14	51	47
Mental ill health	5	4	8	6	23	23
Work related stress	0	1	2	3	6	6
Musculoskeletal	12	20	25	34	91	85
Surgery/post operative	13	16	21	16	66	62
Other	2	1	6	2	11	11
Return to Work Total	43	56	74	75	248	234
Accident/Incident Interview						
Accident at work	11	18	9	16	54	51
Violence/aggression	3	2	2	2	9	9
Human bite/body fluids/sharps incident	0	1	0	0	1	1
Accident/Incident Total	14	21	11	18	64	61
Counselling						
Counselling (OHN)	15	8	2	8	33	20
Counselling (counsellor)	49	21	43	40	153	40
Counselling Total	64	29	45	48	186	60

Attendance Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Attendances	No. of staff seen during year
	01.04.02 - 30.06.02	01.07.02 - 30.09.02	01.10.02 - 31.12.02	01.01.03- 31.03.0		
Immunisation						
Immunisation (occupational risks)	107	120	160	57	444	307
Infection control (TB screening)	0	0	0	41	41	37
Emergency antibody test	0	0	0	0	0	0
Immunoglobulin given (NPH, OHD)	0	0	0	0	0	0
Referred to NPH, OHD	0	0	0	0	0	0
Immunisation Total	107	120	160	98	485	344
Occupational Conditions						
Work related stress	24	24	25	20	93	50
Musculoskeletal	3	9	1	12	25	21
Work related upper limb disorder	0	0	1	1	2	2
Skin condition	0	0	0	0	0	0
Other work	0	0	1	1	2	2
Occupational Conds. Total	27	33	28	34	122	75
Health Surveillance (Occupational)						
Audiometry	2	5	5	1	13	13
Confined spaces (egg. drains)	0	0	0	0	0	0
Drivers' assessment (LBH vehicles)	22	21	13	18	74	67
Hand arm vibration	0	2	0	13	15	14
Night workers	0	0	0	15	15	15
Work environment	0	0	0	0	0	0
Vision screen (DSE users)	11	21	13	18	63	61
Direct referral to optician (DSE users)	0	0	0	0	0	0
Eye test voucher issued (DSE users)	6	6	4		22	22
Spectacle voucher issued (DSE users)	6	3	3	5	17	17
Health Surveillance Total	47	58	38	76	219	209

Attendance Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Attendances	No of staff seen during year
	01.04.02 - 30.06.02	01.07.02 - 30.09.02	01.10.02 - 31.12.02	01.01.03- 31.03.0		
Lifestyle screening	81	37	12	43	173	173
Blood pressure measurement	138	99	92	118	447	139
Weight measurement	2	0	0	0	2	1
Health Promotion/Monitoring Total	221	136	104	161	622	313
Miscellaneous						
Case conference	9	3	5	8	25	21
Emergency treatment/consultation	19	25	6	21	71	57
Treatment	6	4	7	0	17	4
Home/hospital visit	1	0	0	2	3	3
Work place visit	3	0	1	1	5	3
Telephone advice (health information)	47	30	38	59	174	118
Other	7	4	1	2	14	14
Miscellaneous Total	92	66	58	93	309	220
GRAND TOTAL	1421	1145	1246	1436	5248	4246

ECF Committee
Civic Centre

10th October 2003

RE: Housing Void Reading Report

Unison finally received the final report from Reading. Unfortunately the report has not answered or sort to answer Unisons concerns.

Unison feel that this argument could go on indefinitely and meantime everyday the L.B. Harrow is breaking it's own Health & Safety Policies and Procedures. Employees are expected to deliver a high quality service, which forces them at times to take short cuts in their own Health & Safety which put themselves and others at risk. Managers are failing in their **Duty of Care** under the **Management of Health & Safety at Work Act** 1992 revised 1999 by not risk assessing and not reporting incidents and not enforcing and encouraging Health & Safety in the workplace. It appears to be everyone else's duty but theirs.

The Management of Health & Safety at Work Regulations state quite clearly that every employer shall make a suitable and sufficient assessment of

- a) **The risks to the Health & Safety of his employees to which they are exposed whilst at work.**
- b) **The risks to the Health & Safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking.**

Unison would like to bring before the ECF just a small example of some of the issues that have been brought to our attention over the last few months.

- 1) Parking Attendant knocked off her bike by a contractor on the CA Site who was reversing without a trained Banks man and without a driving licence.
- 2) The kicking over of a bucket of hydrochloric acid in the plant room at the Leisure Centre.
- 3) Two Escorts who have fallen from the back of the transport buses one resulted in a broken ankle.
- 4) House fire, which spread to a neighbouring house being investigated at present. (Contractor working on the premises)
- 5) The death by electrocution of a contractor being investigated by the HSE
- 6) West lodge still not resolved at the time of writing this report.

This is just a small amount of what passes through the Unison office. Unison's concerns are not new ones; they have been brought before safety committees and the ECF before by Devlin Boyle. The time has come now for Council Leaders to act and for these Health & Safety issues to be taken seriously or

the London Borough of Harrow must face the consequence of another tragic and senseless death.

Unison feel and have spoken with the Chief Executive Office of the ways in which we think the Borough can effect positive change.

- 1) The re-structure of the Health & Safety Department. They should be an autonomous and arms length department only answerable to the Chief Executives Offices.
- 2) The Health & Safety Department needs to be properly resourced and able to be pro-active this means sufficient funding and staffing.
- 3) Management at all levels leading by example and setting the pace for health & Safety.
- 4) Managers to receive the appropriate Health & Safety training.
- 5) Occupational Health to also be an autonomous department, which should be promoting the good physical and mental well being of employees.
- 6) To manage the Health & Safety effectively of any contractors.

To finish Unison feels that the implementation of the above recommendations would be a major start at addressing these serious concerns. Should these concerns not be addressed then Unison feel that they will have no other choice but to follow the reporting procedure through to the ECF and then to pass onto the HSE to investigate and bring to a conclusion.

Debbie Prasad
Health & Safety Officer