

**REPORT FOR: Governance, Audit and Risk Management Committee**

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**Date of Meeting:** 19<sup>th</sup> December 2013

**Subject:** **INFORMATION REPORT** – Half Yearly Health and Safety Report

**Responsible Officer:** Tom Whiting, Corporate Director - Resources

**Exempt:** No

**Enclosures:** Appendix 1 – Health & Safety Objectives & Targets September 2013 – March 2015 (The improvement plan)

Appendix 2 - Analysis Report for Accidents Quarter 1 To Quarter 2 (1<sup>st</sup> April 2013 – 30<sup>th</sup> September 2013)

## **Section 1 – Summary**

This report summarises the Council's health and safety performance for the half year 1<sup>st</sup> April 2013 to 30<sup>th</sup> September 2013, providing an update of activities and giving information on outcome measures – training, audits and accidents.

**FOR INFORMATION**

## **Section 2 – Report**

### **Executive Summary**

- 2.1 The organisation has continued to develop its health and safety management system in the half year from April to September 2013. The key work streams include:
- The completion of phase 1 of the health and safety e-self audit tool programme across the organisation.
  - The preparation of phase 2 of the health and safety e-self audit tool programme
  - Development of the next two year improvement plan (see appendix 1).
  - Continued provision of health and safety advice and support across the directorates.
  - The provision of the health and safety training programme across the directorates.
  - Continued implementation of the occupational health service.
  - Health promotion.

### **Background**

- 2.2 A safety review is performed bi-annually to enable the Council to monitor and measure health and safety performance and prioritise areas of health and safety risk. The annual report was reported to the committee in October 2013 and this is the half yearly review.

### **External Assurance**

- 2.3 As a large employer undertaking a wide range of activities the Council is subject to a large number of statutory regulations and will be scrutinised by a number of enforcement agencies. Since the last report there has been no further enforcement activity.

### **Improvement Plan**

- 2.4 The Corporate Health & Safety Service has worked towards completion of the two year improvement plan. The next two year improvement plan has been developed (see appendix 1), which has been designed to further develop health and safety management within the organisation. Actions that are ongoing from the first improvement plan e.g. continued development of policies and codes of practice have been incorporated into the next plan. Progress is monitored by the Corporate Health and Safety Group.

### **Health and Safety Policy and Guidance**

- 2.5 A number of documents have been released for consultation during this period and are due for approval, on completion of the consultation process, at the December 2013 Corporate Health & Safety Group meeting. These documents will then be uploaded onto the Harrow Hub.
- HSP - Health and Safety Policy
  - HSCOP 38 - Consultation & Communication

## **Health and Safety Groups**

- 2.6 The Directorate & Corporate Health and Safety groups have continued to meet during this period in line with the requirements of the consultation and communication code of practice.

## **Health and Safety Visits, Inspections and Audits**

- 2.7 The Corporate Health and Safety Service has continued to provide health and safety support across the organisation, including telephone advice, on site inspections and incident investigation.
- 2.8 Phase one of the audits has now been completed and the individual templates for phase two have been prepared with the assistance of the Directorate Health & Safety groups. The second phase audits have focused on needs identified by the first phase and specific Directorate issues. Training has been provided in the use of the tool and services are receiving one to one support where necessary. The deadline for completion is January 2014.

## **Health and Safety Training**

- 2.9 There has been improvement in the delivery of health and safety training during this period with 233 employees receiving training. This is a four-fold improvement in comparison with the equivalent period in 2012 -13 and is likely to have been in response to the training needs identified through the audit tool.
- 2.10 The most popular courses were Fire warden training, induction training and risk assessment training. In order to ensure that all new starters receive health and safety training as part of the induction, the training will be available online from April 2014.
- 2.11 There were approximately 200 new starters in this period, 45 of which were non-school staff and the induction was completed by 35 members of staff. Health and safety inductions in schools are generally conducted within the school relating to site specific issues such as fire procedures.
- 2.12 Training continues to be evaluated against both identified training needs through the audit tool and accident data. The training calendar is produced annually and will be reviewed following the completion of the second phase of the audits in March 2014.

**Table 1: The Main Health and Safety Training Courses Attendances - Half Year 1/4/2013 – 30/9/2013 (1/4/2012 – 30/9/2012 2012/13)**

Directorates Courses /	Children and Families	Community Health and Wellbeing	Environment Enterprise	Resources	Total
Health and Safety Induction for staff	7 (1)	25 (4)	1 (3)	2 (4)	35 (12)
Health and Safety Induction for managers	2 (0)	0 (0)	0 (2)	0 (1)	2 (3)
Health and Safety Risk Assessment	3 (3)	2 (4)	24 (0)	1 (0)	30 (7)
Health and Safety for Premises managers	11 (0)	3 (0)	0 (0)	1 (0)	15
Fire Marshals	24 (0)	19 (0)	0 (0)	3 (0)	46
Lone working	8 (0)	9 (0)	5 (0)	0 (0)	22
Personal safety	0 (0)	0 (0)	0 (0)	0 (0)	0
DSE users	1 (0)	5 (0)	0 (0)	1 (0)	7
DSE assessors	13 (0)	3 (0)	2 (0)	1 (0)	19
Stress awareness / risk assessment	0 (1)	2 (1)	16 (0)	1 (1)	19 (3)
COSHH awareness	2 (2)	8 (12)	0 (0)	0 (1)	10 (15)
Manual Handling	6 (0)	9 (0)	1 (0)	2 (0)	18
Fire safety awareness	0 (16)	0 (1)	0 (0)	0 (0)	0 (17)
Refresher Health & Safety	0 (0)	0 (0)	10 (0)	0 (0)	10
Total	77 (23)	85 (22)	59 (5)	12 (7)	233 (57)

**Note:** The above data does not include bespoke training arranged by individual Services, e.g. Manual Handling training at the Depot.

## **Educational Visits**

- 2.13 The Service has continued to review educational visits for schools. Approximately 80 visits have been reviewed in this period.

## **Occupational Health**

- 2.14 The service has continued to provide support as the organisation has implemented the new e- systems for work health assessments and management referrals introduced by the new occupational health provider Health Management Ltd.
- 2.15 Use of the occupational health service is similar to previous years and the main causes of management referral remain musculoskeletal cases and mental health. Management referrals are processed, following a triage process, by either a telephone consultation with an occupational health nurse or a face to face consultation with an occupational health physician. The expected ratio is 80:20 respectively but at present the triaging of cases is leading to an approximate ratio of 40:60 with the associated increase in cost.
- 2.16 Health surveillance and inoculations continue to be provided to staff with driver medicals, hepatitis B and 'flu vaccinations being organized for staff during this period.

## **Promotion of Health, Safety and Well Being**

- 2.17 The transfer of Public Health in to the local authority has enabled more effective promotion of workforce health and wellbeing. Health and wellbeing promotion events took place throughout September both at the Civic centre and the Central Depot. Topics covered include mental health, diabetes checks, healthy eating and physical activity. Evaluation of the event was conducted which indicated a positive response to the health checks such as body mass index and diabetes and strong interest in health eating.

## **Employee Assistance Programme**

- 2.18 HMAssist continue to provide the Employee Assistance Programme, including telephone counselling and face to face counselling. Usage rates are similar to other public sector organisations and as with previous years the majority of users contact the service for support on non-work related matters.

## **Accidents at Work**

- 2.19 The service continues to collate and provide data quarterly, half yearly and annual accident for monitoring by the Health and Safety Groups (see appendix 2).
- 2.20 There have been 169 incidents in this period, 11 of which have required reporting to the Health and Safety Executive. Seven of the reportable incidents relate to slips, trips and falls and moving and handling. This is generally consistent with data from previous years and focus will be given to risk assessment, training and promotion of good practice in the second half of the year with respect to slips, trips and fall and moving and handling.
- 2.21 The majority of incidents continue to occur in the Children and Families Directorate (100), principally in schools (76), with teachers and teaching assistants accounting for over a third of all incidents recorded. Physical assault (69) remains the largest

cause of incidents and, as with previous years, the bulk of these incidents relate to the management of children with additional needs.

- 2.22 Two performance indicators are now being used to monitor incident data. The accident incident rate which defines the number of accidents per 100,000 employees, and the reportable injury frequency rate, which reports the number of incidents reportable to the HSE per 100,000 man hours. The indicators are used to consider number of employees and number of man hours when setting targets, hence considering risk more fully when looking to improve performance.
- 2.23 Evaluation of the performance indicators reveals that the accident incident rate has had a modest fall during this period but the rate is still approximately 1400 incidents per 100,000 employees over the past four years. The reportable injury frequency rate has also remained under 6 reportable incidents per 100,000 mans hours worked for the last four years. A benchmarking exercise has been conducted during this period across the Pan London Forum, which confirmed that accident performance was similar to other London local authorities.
- 2.24 Comparison of accident performance to training delivered does not reveal any correlation with the delivery of training. Nevertheless training will continue to be considered in remedial actions for each accident investigation.

### **Legislation Update**

- 2.25 The HSE have introduced the following changes from the 1<sup>st</sup> October 2013. The Health and Safety (First Aid) Regulations 1981 have been amended to remove the requirement for HSE to approve first aid training and qualifications and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 have been amended to clarify and simplify the reporting requirements.

### **Stakeholder Feedback**

- 2.26 There is representation from the recognised Trade Unions at Directorate and Corporate Health and Safety groups. Monthly Health and Safety Partnership meetings are also continuing to be held between the Corporate Health and Safety Service and the recognised trade unions to resolve immediate issues and ensure effective communication.

### **Management Assurance**

- 2.27 Health management and health and safety performance continue to be monitored by the Health at Work group and Directorate and Corporate Health and Safety groups.

### **Plans for October 2011 - March 2012**

- 2.28 The key actions for the remainder of 2013/14 include the following:
- § Completion of the phase 2 of the audit programme.
  - § Implementation of the new two year improvement plan.
  - § Continued monitoring & support of the delivery of the Occupational Health Service and the Employee Assistance Programme.
  - § Continued health and safety support and advice within Harrow Council.

- § Safety promotion on key safety topics i.e. slips, trips and falls & moving and handling.
- § The collation and provision of proactive and reactive data to the Health and Safety Groups and forums to enable effective monitoring.
- § Training review and the development of e-learning courses.

### **Section 3 – Further Information**

None

### **Section 4 – Financial Implications**

Health and safety management is integral to directorate budgets, and the functions of the Corporate Health and Safety team are carried out within the budget available.

### **Section 5 - Equalities implications**

An Equality Impact Assessment was carried out and no adverse impacts were determined.

### **Section 6 – Corporate Priorities**

The delivery of health and safety management is integral to, and supports the achievement of all Corporate Priorities.

Name: S George	<input checked="" type="checkbox"/>	On behalf of the Chief Financial Officer
Date: 05/12/13		

### **Section 7 - Contact Details and Background Papers**

**Contact:** Mark Riordan, Interim Health & Safety Lead, 0208 424 1407

**Background Papers:** None





## Appendix 1

### HEALTH AND SAFETY OBJECTIVES AND TARGETS October 2013 – September 2015

Mark Riordan

No.	Objective	Target	Programme	Owner	Start	Status	Finish Date
1	Risk assessment  All significant risks generated through the organisation's activities need to be assessed and suitable controls implemented	1.1 Analysis of current risk assessments	1.1.1 All services to review current assessments in service area against service activities.	All service Managers	Dec 13		Mar 14
			1.1.2 Risk assessments to be updated/introduced where necessary and additional controls introduced as required.	All service Managers	Dec 13		Mar 14
		1.2 Uploading of all risk assessments onto SHE software.	1.2.1 Each Service to upload risk assessments onto SHE software, together with review dates and actions raised where necessary.	All service Managers	Apr 14		Jun 14
			1.2.2 Each risk assessment to be designated a review date and appropriate actions uploaded with appropriate timescales.	All service Managers	Apr 14		Jun 14
		1.3 Review of Risk assessments	1.3.1 Risk assessment and outstanding action status to be reviewed quarterly at Directorate Health and Safety Groups.	Directorate H & S Groups / Chair	Jun 14		Ongoing
			1.3.2 Status summaries to be provided to the Corporate Health & Safety group including where issues of concern cannot be addressed locally.	Directorate H & S Groups / Chair	Jun 14		Ongoing
2	Training  The provision of all necessary training to employees	2.1 Analysis of current health and safety training needs	2.1.1 Determine health and safety training needs in line with identified training actions from phase 1 of the audits and risk assessments controls.	H & S	Oct 13		Dec 14
			2.1.2 Deliver training and monitor through directorate groups.	H & S L & D	Oct 13		Ongoing

3	Audit phase 2.	3.1 The establishment of a system that ensures that all employees are capable of doing their work in a proper and safe way.	3.1.1 The introduction of directorate specific audits, which will be presented to the directorate groups and a series of training sessions provided.	H & S	Oct 13		Nov 13
			3.1.2 Completion of the audit by all services .	All service Managers	Nov 13		Feb 14
			3.1.3 Monitoring of audit and action progress at Directorate groups	Directorate H & S Groups / Chair	Feb 14		Ongoing
			3.1.4 Assessment of the validity of the auditing by the health and safety service (approx 10%)	H & S	Feb 14		Mar 14
4	Behavioural safety	4.1 Behavioural safety programmes to be introduced and implemented	4.1.1 Draft proposals for behavioural safety programmes to be presented to CHSG for approval. E.g. SOS programme.	H & S	Mar 14		Mar 14
			4.1.2 Set and agree targets for Programme	CHSG	Jun 14		Jun 14
			4.1.3 Implement programme and monitor progress at directorate and corporate groups.	H & S DHSG CHSG	Jul 14		Dec 14
5	Policies & Procedures	5.1 Policies & procedures to be developed for the management of all significant risks	5.1.1 All policies & procedures for health and safety management to continue to be reviewed and presented for consultation. This will include any new policies/ procedures identified by the risk assessment process.	H & S	Oct 13		Ongoing
			5.1.2 Policies & procedures to be agreed by CHSG & relevant stakeholders and issued on the intranet.	CHSG	Dec 13		Ongoing
6	Incident Management	6.1 Incident management	6.1.1 The roll out of the SHE incident recording and management function	H & S	Oct 14		Dec 14

		system to be introduced on SHE software.	across directorates, which will be presented to the directorate groups and a series of training sessions provided.				
			6.1.2 Incident data and resulting incident management to be monitored quarterly by directorate and corporate groups.	DHSG CHSG	Dec 14		Ongoing
7	Work equipment	7.1 Work equipment assessment to be introduced on SHE software	7.1.1 The roll out of the provision and use of work equipment function across directorates, which will be presented to the directorate groups and a series of training sessions provided.	H & S	Dec 14		Mar 15
			7.1.2 Work equipment management to be monitored quarterly by directorate and corporate groups.	DHSG CHSG	Mar 15		Ongoing

Key

Green – in progress or on track

Amber – concern, budget, timescale or high risk problems

Grey - complete

Red – failed to achieve timeline or highly likely to fail to achieve timeline

No Fill – yet to be started.

## Appendix 2

### **ANALYSIS REPORT FOR ACCIDENTS QUARTERS 1 & 2 (1<sup>st</sup> April 2013 – 30th September 2013)**

#### **1. BACKGROUND**

- 1.1 *The statistics have been formulated from the Accident Forms that have been returned to the Corporate Health and Safety Service at Harrow Council. These are half year statistics that relate to Quarters one and two 2013/14, (1<sup>st</sup> April – 30<sup>th</sup> September 2013). All statistical data provided is specific to any accidents to council employees and to non-employees where the accident was reportable to the Health and Safety Executive (HSE) or added to the council's Accident Database.*
- 1.2 *These statistics have been formulated using the council's Accident Database. This database has been further modified and is now allowing greater analysis of data, together with the production of more detailed charts and graphs.*
- 1.3 *Any accidents that are reported to the Corporate Health and Safety Service later than the cut off date for the specific quarter will be revealed in the next report.*
- 1.4 For the purpose of the report, a “near-miss” is defined as an unplanned or unforeseeable event that could have resulted, but did not result in injury. Accident data that is presented as “no injury” is referred to as a “near-miss”.

#### **2. DETAIL**

- 2.1 The breakdown of data overleaf covers injuries that have occurred to employees which also illustrate key areas that should assist Departmental Management to review their Risk Assessments, identify any additional training requirements as well as highlighting issues of concern.
- 2.2 The accident analysis charts illustrate individual Directorate and Division breakdown of accidents, including details of reportable accidents where applicable. A full breakdown analysis by Injury Type illustrated in Appendix 1.

- 2.3 There were (11) employee RIDDOR accidents in Q1 & Q2 2013 compared to (3) in Q1 & Q2 2012. These related to (4) Slips, trips and fall, (3) Handling and carrying, (1) Hit by a moving vehicle, (1) Hit something stationary, (1) Fell from height, and (1) Other, a post operative sustained severe headaches. The injuries sustained included shoulder, back and lower limb pains. A detailed description is provided further on in the report.
- 2.4 The majority of incidents reported to the service resulted in minor or no injuries. The breakdown by injury type is; pain ache (36); bruise bumps (32); no injury (29); and; minor graze (20). Further break down is illustrated in Appendix 1: employee reportable and non-reportable by Injury Type.
- 2.5 Overall, the highest accidents by Incident Type reported to the Corporate Health and Safety Service related to physical assaults (56) (which mainly occurred to Teachers and Teaching Assistants sustaining minor cuts / bruises and bites); slipped, tripped or fell on the same level (28) and handling / lifting / carrying (13).
- 2.6 An overview of the incidents has revealed areas for improvement where the service can concentrate its efforts. These include a focus on slips, trips and falls and with regard to the reportable incidents a focus on handling, lifting and carrying within the Environment and Enterprise directorate.

**Total employee accident / incident statistics 1<sup>st</sup> April – 30<sup>th</sup> September 2013**

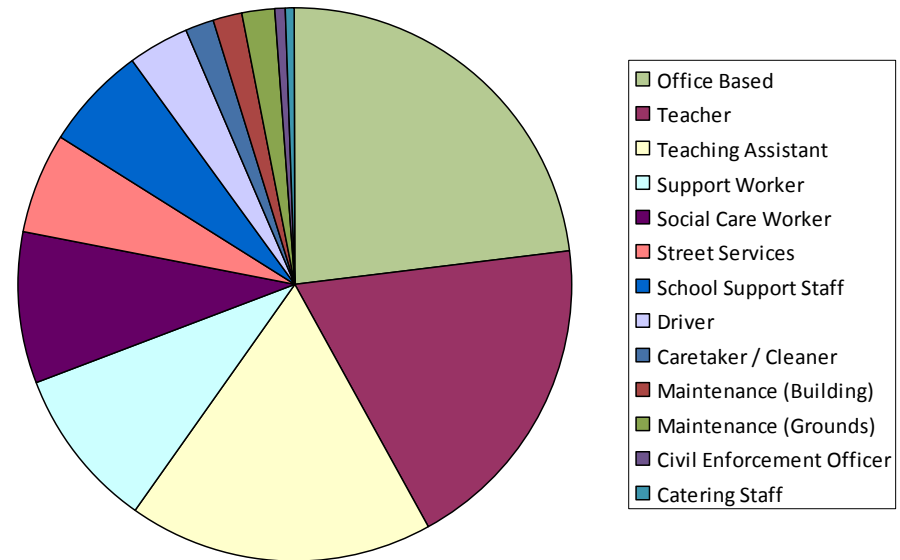
Count of Directorate		Quarters		
Directorate	Division	2013Q1	2013Q2	Grand Total
Resources	RES - Audit and Risk	2	1	3
	RES - Collections and Housing Benefits	2	0	2
	RES - Finance and Procurement	2	0	2
<b>Resources Total</b>		<b>6</b>	<b>1</b>	<b>7</b>
Children and Families	CF Integrated Early Years and Community Services	0	6	6
	CF Safeguarding, Family Placement and Support	2	0	2
	CF Schools	45	31	76
	CF Special Needs Services	2	7	9
	CF Young People's Services	4	3	7
<b>Children and Families Total</b>		<b>53</b>	<b>47</b>	<b>100</b>
Community Health and Wellbeing	CHW Commissioning & Partnerships	0	1	1
	CHW Community Care	3	7	10
	CHW Housing	8	12	20
	CHW Adults Social Care	0	1	1
<b>Community Health and Wellbeing Total</b>		<b>11</b>	<b>21</b>	<b>32</b>
Environment Enterprise	EE Community and Cultural Services	3	1	4
	EE Environment Services	13	13	26
<b>Environment Enterprise Total</b>		<b>16</b>	<b>14</b>	<b>30</b>
<b>Grand Total</b>		<b>86</b>	<b>83</b>	<b>169</b>

Location Type	(All)
Quarter	(Multiple Items)
Division	(All)
Directorate	(All)

### Accidents/Incidents by Occupation

Directorate: Qtr:

Occupation	No.	%
Office Based	39	23.08%
Teacher	32	18.93%
Teaching Assistant	30	17.75%
Support Worker	16	9.47%
Social Care Worker	15	8.88%
Street Services	10	5.92%
School Support Staff	10	5.92%
Driver	6	3.55%
Caretaker / Cleaner	3	1.78%
Maintenance (Building)	3	1.78%
Maintenance (Grounds)	3	1.78%
Civil Enforcement Officer	1	0.59%
Catering Staff	1	0.59%
<b>Grand Total</b>	<b>169</b>	<b>100.00%</b>

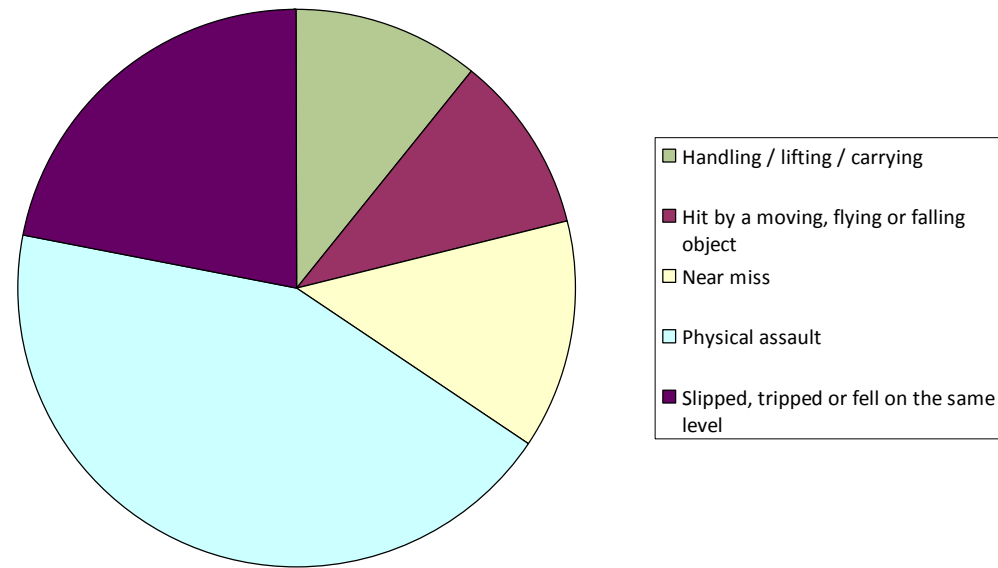


The accident figure for Q1 & Q2 2013 (169) is lower than (197) Q1 & Q2 2012.

Division	(All)
Directorate	(All)
Quarter	(Multiple Items)
Location Type	(All)
F2508 Required	(All)
Occupation	(Multiple Items)

Top 5 Kinds of Accident/Incident  
Directorate: (All) Qtr: (All)

	Data	
Kind of accident/incident	No.	%
Handling / lifting / carrying	14	10.94%
Hit by a moving, flying or falling object	13	10.16%
Near miss	17	13.28%
Physical assault	56	43.75%
Slipped, tripped or fell on the same level	28	21.88%
Grand Total	128	100.00%



Illustrated above are the top 5 accidents by incident type in Q1 & Q2 2013. This figure is higher than Q1 2013 (152).

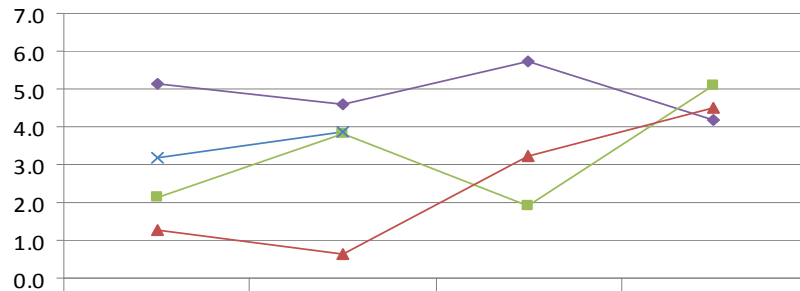
There were (11) employee RIDDOR accidents in Q1 & Q2 2013 compared to (3) in 2012. These related to;

- (4) Slips, trips and fall; a maintenance building operative fell off a ladder that had a broken run sustaining injury to the shoulder and forearm; an office worker fell sustaining lower back and neck injury in the attempt to avoid being hit by a tricycle; a grounds maintenance operative sustained lower back and neck injury subsequent to slipping on wet ground and; a school support worker sustained bruising to the leg subsequent to slipping and falling inside the vehicle.
- (3) Handling / lifting and carrying; a caretaker sustained back injury whilst pushing a wheelie bin that got trapped in the grass; a street service operative sustained shoulder injury subsequent to lifting a wheelie bin that contained rubble and; a street service operative tore a muscle in the right arm whilst conducting loading tasks.
- Hit by moving vehicle; a street service operative sustained back injury after a road traffic collision.



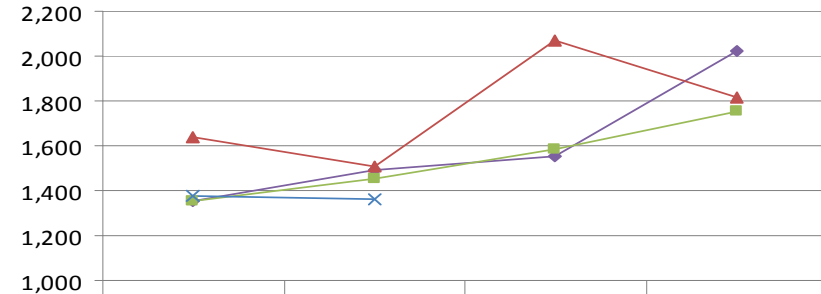
- Hit something stationary; whilst on the moped and in the attempt to avoid a head-on collision, upon swerving, a civil enforcement officer hit the rear wheel of the vehicle, sustaining a fractured foot.
- Fell from height; an office worker missed a step, falling down the stairs sustaining a fracture to the right foot
- Other; a post room operative suffered ill health, endured severe headaches cause of which was unknown. This resulted in the individual taking significant time off work.

**RIDDOR Injury Frequency Rates**



	Q1	Q2	Q3	Q4
2010-11	5.1	4.6	5.7	4.2
2011-12	2.1	3.8	1.9	5.1
2012-13	1.3	0.6	3.2	4.5
2013-14	3.2	3.9		

**Accident Injury Rates**



	Q1	Q2	Q3	Q4
2010-11	1,356	1,489	1,551	2,025
2011-12	1,352	1,453	1,581	1,752
2012-13	1,636	1,505	2,067	1,818
2013-14	1,379	1,360		

The general trend for the accident incident rate is an increase from the period 2010-11 to the period 2013-14. During this period improved arrangements for reporting incidents have been introduced and it appears that the number may have reached a plateau and should start to reduce as greater focus is placed on introducing effective arrangement and addressing the causes of accidents.

The RIDDOR injury frequency rate has slightly increased in quarter one of 2013 -14 and subsequently remained low. This may, in part, be due to changes in the reporting requirements under the regulations which have included an extended period of absence before reporting is required. This is supported by the fact that accident injury rate have increased over the last four year.

### 3. OBSERVATIONS/RECOMMENDATIONS

- 3.1 Since the launch of the new Database Accident / Incident / Near Miss Form and Accident Reporting Procedure in January 2011, this has led to a more consistent and accurate approach for data collection.
- 3.2 60% of all accidents / incidents reported by occupation relate to Teachers, Teaching Assistants and Office Based staff.
- 3.3 60% of all accidents / incidents reported by incident type relate to Physical assaults, Slips/trips/falls and Near Misses.