

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

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**Date of Meeting:** 22 July 2015

**Subject:** **INFORMATION REPORT** – Annual Health and Safety Report

**Responsible Officer:** Caroline Bruce, Corporate Director (Environment and Enterprise)

**Exempt:** No

**Enclosures:** Appendix 1 – Analysis Report for Accidents and Incidents Quarter 1 To Quarter 4 (1<sup>st</sup> April 2014 – 31<sup>st</sup> March 2015)

Appendix 2 – Insurance Claims, Quarter 1 To Quarter 4 (1<sup>st</sup> April 2014 – 31<sup>st</sup> March 2015)

Appendix 3 – New Safety Team set up

## **Section 1 – Summary**

This report summarises the council's health and safety performance for the year 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015, 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 Corporate Health and Safety Service has continued to develop the health and safety management system and to provide support and guidance across the organisation during the period from April 2014 to March 2015.
- 2.2 Part of this has included the major restructure of Corporate Health and Safety, with the function moving into the Commercial Safety Team, Public Protection in the Environment and Enterprise Directorate. This has led to the transfer of two staff, as well as a restructure to strengthen the service.
- 2.3 As a result of the restructure a £100,000 saving was achieved as well as £10,000 spent on external training providers. The training is now carried out by the Commercial Safety Team as an accredited training centre, providing internal and external training.
- 2.4 The key work streams during the period have been:
- The completion of the restructure, and on-going increase to the capacity of the team
  - The introduction of phase two of a two year improvement plan (see appendix 1).
  - Introduction of a new health and safety system in place in Environment and Enterprise, initiating Safety Teams at the front line which is to be rolled out corporately
  - Maintenance and introduction of organisation specific health and safety policies and Codes of Practice.
  - Provision of health and safety support, advice and guidance.
  - Continued delivery of health and safety training.
- 2.5 The management of the occupational health service and employee assistance programme has stayed with HR under the restructure, due to direct links with employment and sickness.
- 2.6 The key points from this period are as follows:
- No enforcement action from the HSE.
  - There has been a slight improvement in incident performance, with a reduction in the accident incident rate and the RIDDOR injury frequency rate from previous years' data.

- Increased delivery of health and safety training, including joint work with the Unions

## **Background**

- 2.7 An annual safety review is undertaken and a report prepared detailing health and safety performance to enable the Council to determine its effectiveness in managing risk and address any shortcomings.

## **External Assurance**

- 2.8 In 2014 the HSE Inspector performed a follow up visit following an inspection of waste and recycling arrangements to monitor progress against the requested improvements. The Inspector was satisfied that the identified improvements had been addressed and no further action was taken.

## **Improvement Plan**

- 2.9 Following the completion of the first two year improvement plan, a phase two improvement plan was introduced in September 2013, running until the end of September 2015. The improvement plan focussed on seven key areas for improvement, risk assessment, training, auditing, behavioural safety, policies and procedures, incident management and work equipment.
- 2.10 The improvement plan is underway and broadly on target, with phase two of the auditing completed and new incident management arrangements in place. At the time of writing this report the incident management is ahead of schedule and risk assessment is slightly behind schedule. Focus will therefore be given on risk assessment and greater use of the SHEAssure software for this.

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

- 2.11 A review of all existing policies and codes of practice was undertaken in this year, including the overarching health and safety policy. Updates were made to reflect changes in working activities, including increased use of DSE in vehicles
- 2.12 With the re-instatement of a Chief Executive post in February 2015, the corporate health & safety policy was updated to reflect the change. This will be further updated and signed off once the Senior Management Restructure has been confirmed.

## **Health and Safety Groups**

- 2.13 Due to internal changes, this aspect is being sought to be revitalised to ensure that it happens, due to past concerns over poor representation from all directorates.

- 2.14 Revitalisation has taken place in the Environment & Enterprise directorate with greater focus on service involvement.
- 2.15 In addition the Health at Work group meets every quarter.
- 2.16 The focus going forward is for the correct issues to be addressed at the correct level, to prevent unnecessary escalation as well as resolution at the earliest opportunity.

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

- 2.17 Site visits, inspections and accident investigations have continued to be performed by the Corporate Health and Safety Service through the organisation.
- 2.18 Further e-self health and safety audits are to be conducted within the year to establish the current level of health & safety compliance throughout the organisation, especially following a number of directorates restructures that have, and currently being, undertaken.
- 2.19 The service has also continued to respond to requests for site visits, principally in schools, providing guidance and support on a range of issues including monitoring the summer holiday building works programme and fire arrangements.
- 2.20 Going forward, a plan of site audits will be taking place using the capacity within the Commercial Safety Team to ensure health & safety stays at the forefront of the organisation and schools

### **Education Outside the Classroom**

- 2.21 Educational visit assessments have been under review this year with schools. Greater clarity has been provided relating the volume of detail required to the level of risk. The service has continued to review assessments for a wide range of trips including residential trips, outdoor activities and overseas trips.

### **Occupational Health**

- 2.22 HML continues to provide the occupational health service and the service is overseen by HR as part of the overall Corporate Health & Safety restructure. They continue to carry out online and face to face appointments, the latter being held off-site at a number of their premises.
- 2.23 The number of management referrals and work health assessments undertaken in 2014/15 has gone up slightly from the previous year. This may, in part, be accounted for by reduced staffing levels and organisational and operational changes. 78 referrals were made, up

5% from the previous comparative period, of which 36% were from the Environment and Enterprise Directorate

- 2.24 The main causes for management referrals remain musculoskeletal (36%) and mental health (19%). This is broadly consistent with previous years and consistent with other Local Authorities data. Of these figures, 43% of mental health referrals were work related, and 27% of musculoskeletal referrals.
- 2.25 The occupational health service also continues to provide health surveillance and administer inoculations, including driver medicals and hepatitis B vaccinations. A 'flu vaccination voucher scheme was also offered to staff in 2014.

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

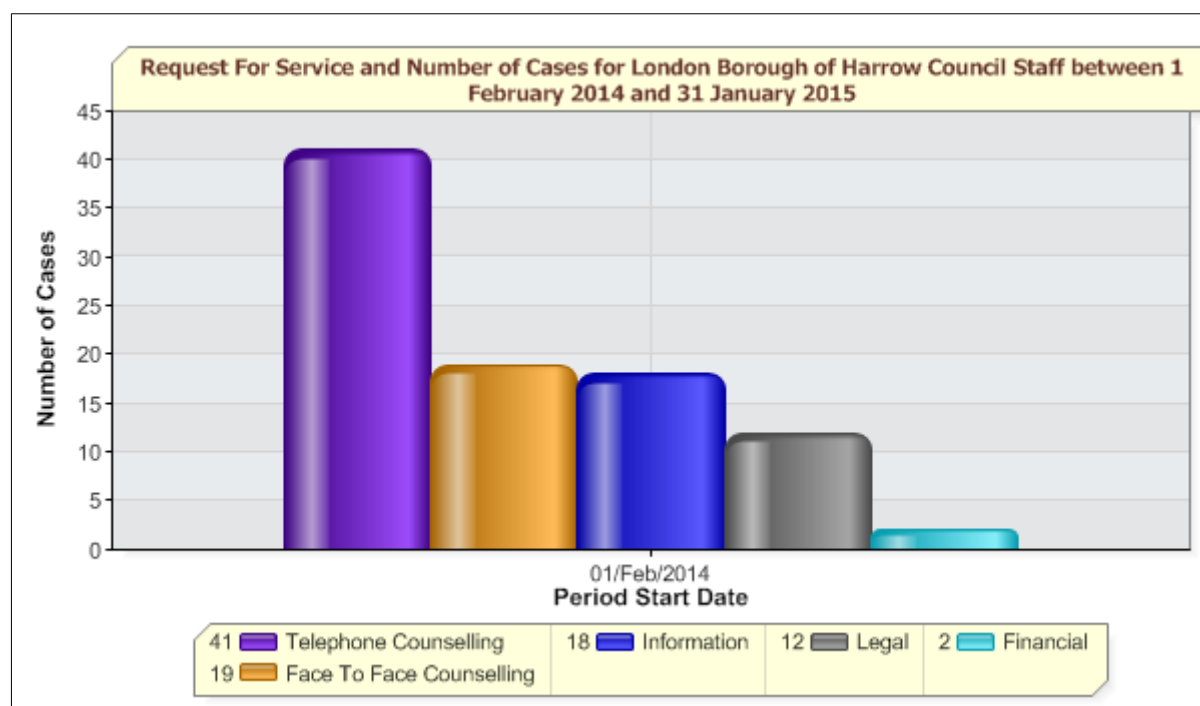
- 2.26 The Public Health Directorate Harrow Council leads on implementation of the London Healthy Workplace Charter in Harrow. This initiative was launched by the Greater London Authority (GLA) in 2012 to recognise and support business investment in staff health and wellbeing.
- 2.27 Harrow was awarded the first stage of the London Healthy Workplace Charter in 2014, showing commitment to all key areas, being:
- corporate support
  - health and safety
  - attendance management
  - physical activity
  - healthy eating
  - smoking cessation
  - substance use, and
  - mental health and well-being
- 2.28 Promotion events, including mental health, diabetes checks, healthy eating and physical activity took place during 2014 at the Civic Centre and the Central Depot.
- 2.29 Harrow will not work towards submission for the two higher stages.

### **Employee Assistance Programme**

- 2.30 HM Assist has continued to provide an Employee Assistance Programme to the organisation whereby employees can freely obtain a range of services including specialist counselling and financial advice. This service has continued to be promoted throughout the year, including the Christmas period.

- 2.31 Usage of the service is very similar to previous years and, as before, a wide range of support has been given on topics ranging from advice on wills to counselling for psychological anxiety. In the period from the 1<sup>st</sup> February 2014 to the 31<sup>st</sup> January 2015, 62% of callers were female, 30.5% of the callers were in the age range 36 - 45 and 20% of cases required face to face counselling.
- 2.32 Table 1 breaks down the type of calls made, with telephone counselling representing 44% of overall interactions, of which the biggest reason being related to work stress / work stress demand.

**TABLE 1 – Break Down of EAP Interactions**



### Incidents reported

- 2.32 Incident performance is still monitored by both the directorate & corporate groups every quarter (see appendix 3). The data is considered both in terms of volume and through key performance indicators which allow consideration of the number of employees and number of employee hours worked.
- 2.33 There has been 289 employee related incidents in this period, 16 of which have required reporting to the Health and Safety Executive.
- 2.34 The majority of employee incidents continue to occur in schools (135). As with previous years the largest accident types within schools related to physical assault (47) and slips, trips and falls (27).
- 2.35 The majority of physical assaults related to the management of children with additional needs and of these 47 incidents only 1 was reportable

to the HSE. Accredited training is provided to staff on physical intervention.

- 2.36 Two key performance indicators (see appendix 3) are used to monitor performance, the accident incidence rate, which is the number of accidents per 100,000 employees and the reportable injury frequency rate, which is the number of incidents reportable to the HSE per 100,000 person hours.
- 2.37 A review of the accident incident rate over the last four years has revealed the following. There was an increase in the rate over the first two years, which would be expected as more robust reporting arrangements were introduced. The data then appears to have 'plateaued' in 2012-13 and has reduced slightly in 2013-14 and continued to do so in 2014-15. Quarter 3 showed an increase; however, this could be related to seasonal issues and increased work with schools. However, it is still recognised that improvements are necessary to capture all incidents, near misses and reporting arrangements using the SHE Assure software. A programme of training by Corporate Health & Safety within schools has taken place to ensure that the system is used correctly.
- 2.38 The RIDDOR injury frequency rate over the last four years has seen an initial increase followed by a reduction in 2014-15. For quarter 2 and 3 these figures rose, but the numbers are low so any RIDDOR shows a significant change.
- 2.39 In reviewing incident type across the organisation in 2014/15 the three main incident types remain physical assault (31%), slips, trips and falls (17%) and hit by moving object (11%). This is comparable to 2013/14 where the three main incident types were physical assault (45%), slips, trips and falls (25%) and handling, lifting and carrying (11%).
- 2.40 It is difficult to account for the fall in reporting of physical assaults. As previously discussed the majority of incidents are minor, staff continue to receive accredited training and risk assessments are undertaken. However it can be noted that a pupil leaving or joining a special school can directly influence the number of incidents reported.
- 2.41 In reviewing occupation type in relation to incident, teachers, teaching assistants and school support workers account for 41.5% of all incidents. This is a significant drop compared to 2013/14 where these occupations accounted for 69% of all incidents.
- 2.42 The service continues to record incidents relating to non-employees where it relates to the organisation's activities or the use of its facilities. Nearly all these incidents relate to pupils and are minor incidents e.g. sports or playground injuries. There are no trends identified from this data and individual incidents have been addressed in the appropriate manner.

- 2.43 Analysis of the trends from the key performance indicators and the incident type and occupation indicates that overall incident performance within the Council is improving. The health and safety audit programme has focussed on areas where management of risk will reduce the potential for an incident, for example, lone working assessments for social care workers and managing medicines arrangements in schools. Continuous improvement in risk assessment and safety procedures will improve incident performance but due to the low numbers and the diverse nature of the incidents, the improved performance cannot be attributed to direct intervention in key areas.
- 2.44 A new process for recording and reporting incidents was being implemented in 2014/15 using the SHEAssure software. The new process is designed to capture more detail, allow greater analysis and assist local management in identifying immediate and root causes, develop action plans and link to risk assessments.

### **Health and Safety Training Data**

- 2.45 A training programme has continued to be delivered by the Corporate Health and Safety Service, but within the bigger remit of the Commercial Safety Team since August 2014
- 2.46 The Commercial Safety Team is an accredited training centre for Highfield and Chartered Institute of Environmental Health (CIEH); offering accredited and bespoke courses across all areas of health & safety, food safety and public health matters.
- 2.47 These courses are available on the training calendar and the service will continue to monitor incident performance, using the improved SHEAssure software arrangements, against delivered training to identify positive impacts and areas where further training is necessary.
- 2.48 It has been noted that not all new starters are attending the induction training with the course now available online through learning pool, which should aid greater completion of the course.
- 2.49 Future use of online training, through the learning pool, is planned for 2015/16. The suggested courses to be considered will not include courses where a classroom session is appropriate e.g. manual handling.
- 2.50 It is likely to see an increase in the delivery of the Level 2 Health & Safety course in 2015-16 as a new health & safety directorate structure is put in place, and more front line staff are trained to maximise effectiveness and input.

### **Legislation Update**

- 2.51 The period 2014/15 saw no significant legislation change that impacted the reporting of health & safety. It should be noted that the Reporting



of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 amendment to reporting arrangements (mainly the increase to 7 working day absence to become reportable) will affect the comparison between 2013/14 and 2014/15 RIDDOR figures, and potentially account for the slight drop in numbers.

### **Stakeholder Feedback**

- 2.52 A Hazard Notice was served on the Council on 10<sup>th</sup> March 2015 by Unison due to concerns over health & safety in the refuse section. As a result, the matter was raised at the Employee Consultative Forum (ECF) and a clear action plan put in place to address the matters.
- 2.53 Development of health and safety management continues to proceed through collaboration with the recognised Trade Unions, including the joint launch of the health and safety team system in Environment and Enterprise. An overview of this is shown in **Appendix 3**
- 2.54 There has been no enforcement activity by the HSE during this period. The HSE did revisit following their waste and recycling review and were satisfied with the improvement implemented. This included steps put in to ensure safety between pedestrians and vehicles in the civic amenity yard.

### **Management Assurance**

- 2.55 Monitoring of health and safety performance within the organisation continues to be performed by the health and safety groups including the Health at Work group, Directorate and Corporate Health and Safety groups.
- 2.56 Due to the restructures over the last 6 months, and changes around the Council, these health and safety forums are to be re-energised to ensure taking place regularly and effectively. This will include the School' Health and Safety Forum to ensure that all schools views are considered.

### **Plans for April 2015 - March 2016**

- 2.57 The key actions for 2015/16 include the following:
- Internal; reorganisation for the delivery of the Corporate Health and Safety Service.
  - Implementation of safety team structures across the Council, in line with the Senior Management Review
  - Performance management of the delivery of the Occupational Health Service and the Employee Assistance Programme under HR

- Health and safety support and advice within Harrow Council.
- Increased catalogue of training courses offered to all parties, including accredited and bespoke

## **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.

The saving of £101,000 in 2014/15 has not compromised the functions offered, but allows a more efficient and better capacity service going forward, that has the ability to meet future challenges.

## **Equalities implications**

This report is for information, and protected characteristics are constantly measured as part of any health & safety system, especially aspects of age and disability.

## **Corporate Priorities**

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

## **Section 3 - Statutory Officer Clearance**

Name: Jessie Mann	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 10 <sup>th</sup> July 2015		
Name: Bob Huffam	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
Date: 7 <sup>th</sup> July 2015		

## **Contact Details and Background Papers**

Contact: Richard Le-Brun, ESM (Public Protection),  
020 8736 6267

**Background Papers:** None

## Appendix 1

Specific details regarding RIDDORs is available, but are reviewed as standard practice.

### **Community health and wellbeing – Employees Q1 to Q4 2014/15**

<b>Type of Incident</b>	<b>Total Incidents</b>		<b>Employee</b>
Slipped, Tripped Or Fell On The Same Level	<b>21</b>		6
Aggression and Violent Behaviour	<b>5</b>		5
Medical Emergency	<b>5</b>		1
Physically Assaulted By A Person	<b>3</b>		2
Fell From A Height (State Height in Notes)	<b>3</b>		0
Feeling faint / Unconsciousness	<b>3</b>		1
Near Miss	<b>3</b>		0
Hit By A Moving, Flying Or Falling Object	<b>2</b>		2
Choking / Asphyxiation	<b>2</b>		0
Injured While Handling, Lifting Or Carrying	<b>2</b>		1
Challenging Behaviour	<b>2</b>		1
Fatality	<b>2</b>		0
Seizure	<b>2</b>		1
Handling/Lifting/Carrying	<b>2</b>		1
Exposure To, Or In Contact With, A Harmful Substance	<b>2</b>		2
Security Breach	<b>1</b>		0
Nosebleed	<b>1</b>		0
Incident With Faulty Equipment	<b>1</b>		1
Hit By A Moving Vehicle	<b>1</b>		0
Infectious disease	<b>1</b>		0
Incident Involving a Vehicle	<b>1</b>		1
Exposure To Fire	<b>1</b>		0
<b>Total</b>	<b>66</b>	<b>0</b>	<b>25</b>

Reporting of incidents is improving. The main areas related to; slips and falls (6); verbal abuse (5); physical assault (2);

There were 3 employee RIDDOR incidents and these are illustrated in the table below

### **Community health and wellbeing – Employee RIDDOR**

<b>Occupation</b>	<b>Total Incidents</b>	<b>RIDDOR</b>
Office Worker	<b>12</b>	1
Social Care Worker	<b>7</b>	1
Support Worker	<b>3</b>	1
<b>Total</b>	<b>66</b>	<b>3</b>

RIDDORs related to 2 trip incidents and a person hurting their back when lifting

## Resources – Employees Q1 to Q4 2014/15

Type of Incident	Total Incidents		Employee
Medical Emergency	4		1
Feeling faint / Unconsciousness	2		2
Contact With Hot Surface	1		1
Slipped, Tripped Or Fell On The Same Level	1		1
Contact With Sharp Object	1		1
Hit By A Moving, Flying Or Falling Object	1		1
Exposure To, Or In Contact With, A Harmful Substance	1		1
Hit Something Fixed Or Stationary	1		1
Seizure	1		0
<b>Total</b>	<b>13</b>		<b>9</b>

The number of incidents is low. The main area reported to the corporate health and safety services related to feeling faint / unconsciousness (2).

There were no employee RIDDOR incidents

### Children and families – Non Schools Employees Q1 to Q4 2014/15

Type of Incident	Total Incidents		Employee
Physically Assaulted By A Person	65		41
Slipped, Tripped Or Fell On The Same Level	22		6
Challenging Behaviour	11		2
Near Miss	9		3
Physical Contact (Not Assault)	7		1
Hit By A Moving, Flying Or Falling Object	7		3
Aggression and Violent Behaviour	6		3
Handling/Lifting/Carrying	5		5
Faecal smearing	5		1
Seizure	4		0
Hit Something Fixed Or Stationary	4		1
Feeling faint / Unconsciousness	4		3
Incident With Threatening Behaviour	4		4
Contact With Sharp Object	4		2
Medical Emergency	3		2
Fell From A Height (State Height in Notes)	2		0
Injured While Handling, Lifting Or Carrying	2		1
Nosebleed	2		0
Self-harm	2		0
Security Breach	2		1
Trapped	1		0
Incident With Faulty Equipment	1		1
Faulty Apparatus	1		1
Other - Please add details below	1		0
Contact With Hot Surface	1		0
Violence & Aggression	1		1
Hit By A Moving Vehicle	1		0
Incident With Verbal Abuse	1		0
Injured By An Insect or Animal	1		1

<b>Total</b>	<b>179</b>	<b>83</b>
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There were low numbers of incidents reported to the corporate health and safety service and the main area related to physical assaults. These were minor incidents.

### **Children and families – Non Schools Employees – Employee RIDDOR**

<b>Occupation</b>	<b>Total Incidents</b>	<b>RIDDOR</b>
Passenger Assistant	<b>44</b>	2
Office Worker	<b>11</b>	0
Driver	<b>11</b>	0
Social Care Worker	<b>8</b>	0
Support Worker	<b>6</b>	0
Teacher	<b>1</b>	0
Cleaner	<b>1</b>	1
Apprentice	<b>1</b>	0
<b>Total</b>	<b>179</b>	<b>3</b>

There were 3 employee RIDDOR incidents. These are illustrated in the table above.

## Schools - Employees Q1 to Q4 2014/15

Type of Incident	Total Incidents		Employee
Slipped, Tripped Or Fell On The Same Level	131		27
Physically Assaulted By A Person	59		47
Hit Something Fixed Or Stationary	55		9
Hit By A Moving, Flying Or Falling Object	51		13
Physical Contact (Not Assault)	31		4
Medical Emergency	18		3
Fell From A Height (State Height in Notes)	17		2
Injured While Handling, Lifting Or Carrying	10		6
Seizure	9		0
Sports Injury	6		0
Contact With Sharp Object	6		3
Challenging Behaviour	5		4
Trapped	5		3
Feeling faint / Unconsciousness	5		1
Aggression and Violent Behaviour	4		2
Foreign Object in Eye	4		2
Near Miss	4		2
Handling/Lifting/Carrying	4		3
Infectious disease	3		2
Security Breach	2		0
Contact With Acid	2		0
Nosebleed	1		0
After School Staff (Agency)	1		0
Contact With Moving Machinery Or Material Being Machined	1		0
Exposure To, Or In Contact With, A Harmful Substance	1		0
Ingestion of Foreign Object	1		0
Fatality	1		0



Contact With Electricity Or An Electrical Discharge	1		1
Injured While Trampolining	1		0
Accident	1		1
Foreign Object in Ear	1		0
<b>Total</b>	<b>441</b>		<b>135</b>

The main areas related to; physical assault (47); slips and trips (27); Hit by a Moving, Flying or Falling Object (13) These incidents mainly occurred in Special Schools and represent a reduction on the previous reporting period

### **Schools Employees – Employee RIDDOR**

<b>Occupation</b>	<b>Total Incidents</b>	<b>RIDDOR</b>
School Support Staff	44	1
Teaching Assistant	38	3
Teacher	36	2
<b>Total</b>	<b>441</b>	<b>6</b>

There were 6 employee RIDDOR incidents. These are illustrated in the table above.

## Special Needs Transport - Employees Q1 to Q4 2014/15

### Children & Families

Who Was Involved	Total Incidents		Employee	Service User
Challenging Behaviour	11		5	6
Near Miss	2			2
Physically Assaulted By A Person	2		2	
Hit By A Moving, Flying Or Falling Object	1		1	
Other - Please add details below	1			1
Slipped, Tripped Or Fell On The Same Level	1		1	
<b>Total</b>	<b>18</b>		<b>9</b>	<b>9</b>

The main areas related to; challenging behaviour (11) which is not unexpected in the service area concerned. No RIDDOR incidents and accidents occurred during the year.

### Adults

Type of Incident	Total Incidents		Client
Slipped, Tripped Or Fell On The Same Level	2		2
Challenging Behaviour	1		1
<b>Total</b>	<b>3</b>		<b>3</b>

Very few incidents were recorded, and no RIDDOR matters.

## Environment Enterprise – Employees Q1 to Q4 2014/15

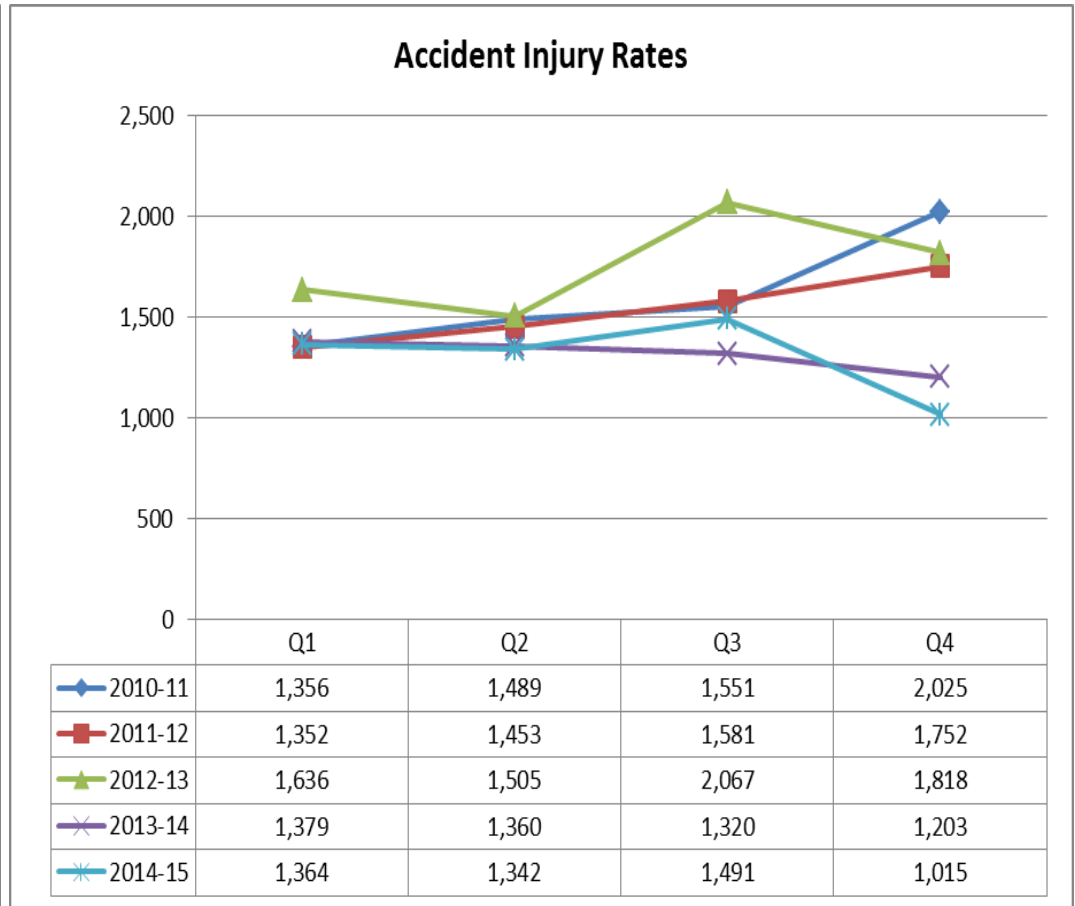
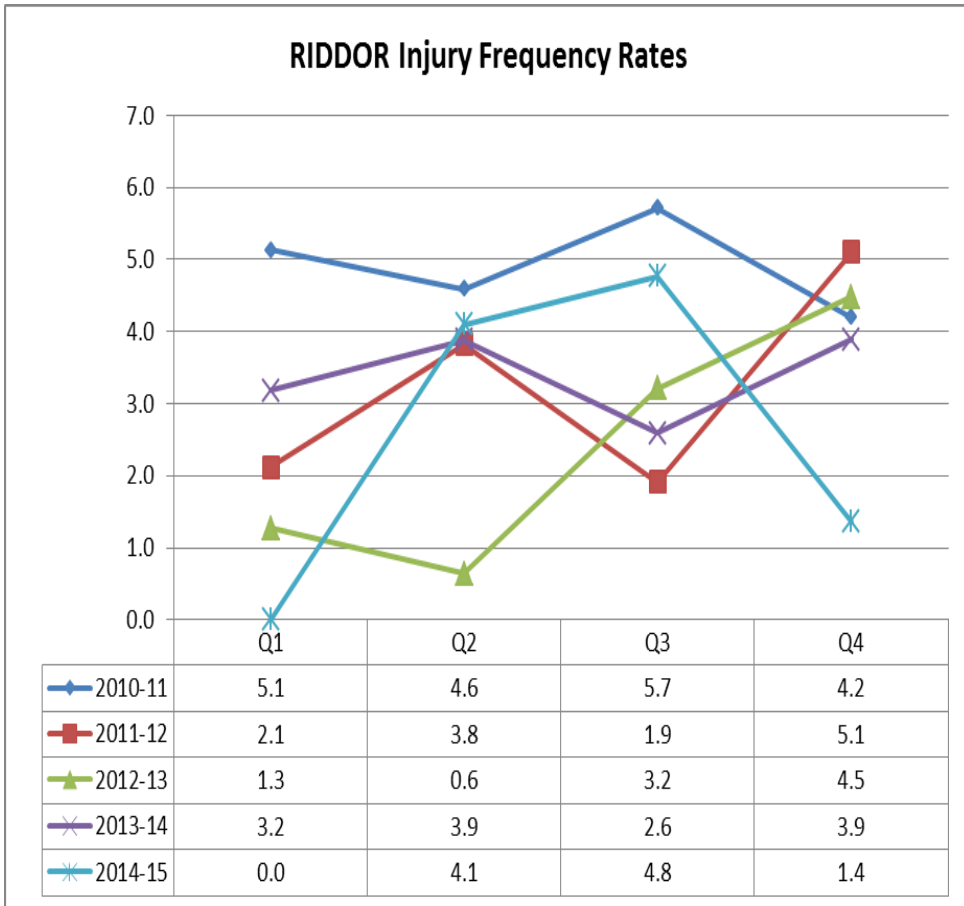
Type of Incident	Total Incidents		Employee
Slipped, Tripped Or Fell On The Same Level	13		9
Handling/Lifting/Carrying	5		5
Aggression and Violent Behaviour	4		2
Feeling faint / Unconsciousness	4		2
Near Miss	4		2
Hit By A Moving, Flying Or Falling Object	3		3
Medical Emergency	3		2
Physically Assaulted By A Person	2		1
Hit Something Fixed Or Stationary	2		0
Incident With Faulty Equipment	2		2
Incident With Burglary/Theft/Mugging	2		0
Exposure To, Or In Contact With, A Harmful Substance	2		2
Incident Involving a Vehicle	2		2
Injured While Handling, Lifting Or Carrying	1		1
Contact With Moving Machinery Or Material Being Machined	1		1
Seizure	1		0
Faulty Apparatus	1		1
Property Damage	1		0
Contact With Sharp Object	1		1
Incident With Verbal Abuse	1		0
Hit By A Moving Vehicle	1		1
<b>Total</b>	<b>56</b>		<b>37</b>

Incidents within EE have improved from previous years. The main areas related to slips and trips (9); handling / lifting (5) and hit by moving / flying object (3), which correlates to the previous year in terms of types.

There were 6 employee RIDDOR incidents. These are illustrated in the table below.

**Environment Enterprise – Employee RIDDOR**

Occupation	Total Incidents		RIDDOR
Not a Harrow Council Employee	18		0
Office Worker	18		1
Maintenance (Grounds)	4		1
Refuse Loader	4		0
Security Guard	2		1
Civil Enforcement Officer	2		0
Social Care Worker	1		0
Driver	1		0
Machine Operator	1		0
Not Specified	1		1
Cleaner	1		0
Loading Bay Operative	1		1
Groundworker	1		0
Teacher	1		1
<b>Total</b>	<b>56</b>		<b>6</b>

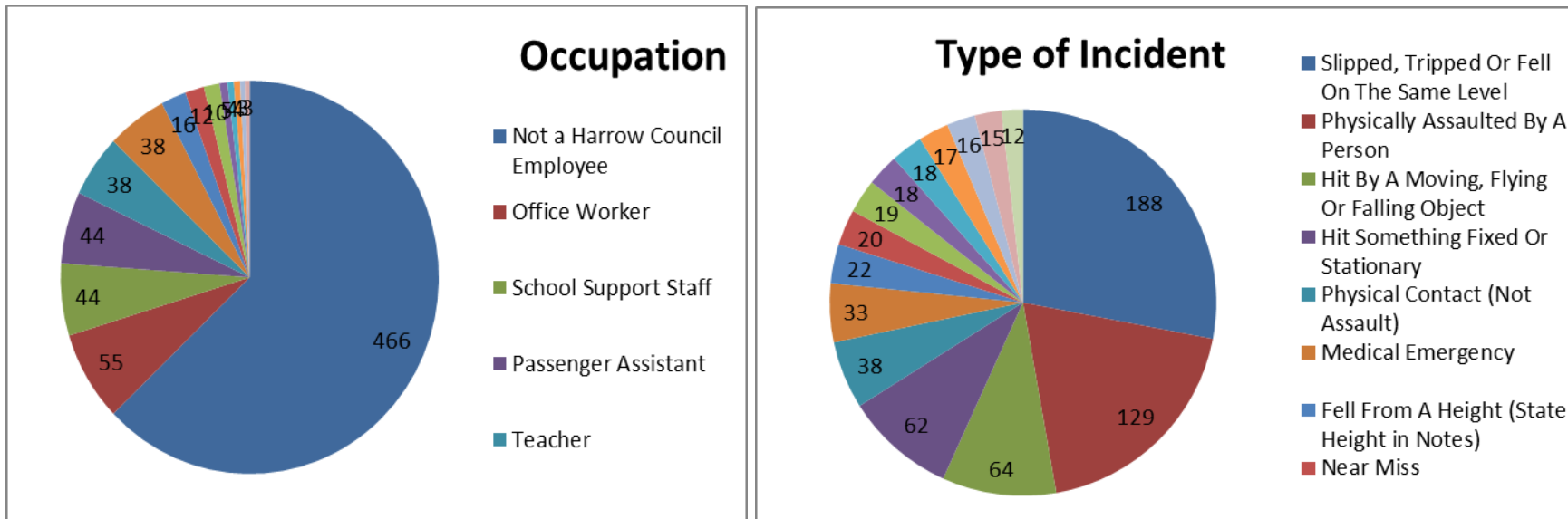


The RIDDOR injury frequency rate has slightly increased in quarter two and three compared to previous years and subsequently remained low. This may, in part, be due to changes in the reporting requirements under the regulations which have included an extended period of absence before reporting is required.

The general trend for the accident incident rate has increased from the period 2010-11 to the period 2012-13. During this period improved arrangements for reporting incidents have been introduced and it appears that the number may have reached a plateau. As greater focus was placed on introducing effective arrangement and addressing the causes of accidents reduction of incidents in this area was expected as illustrated in 2013-14 and continued reduction 2014-15 on the whole.

## All Directorates Incidents – Q1 to Q4 2013/14

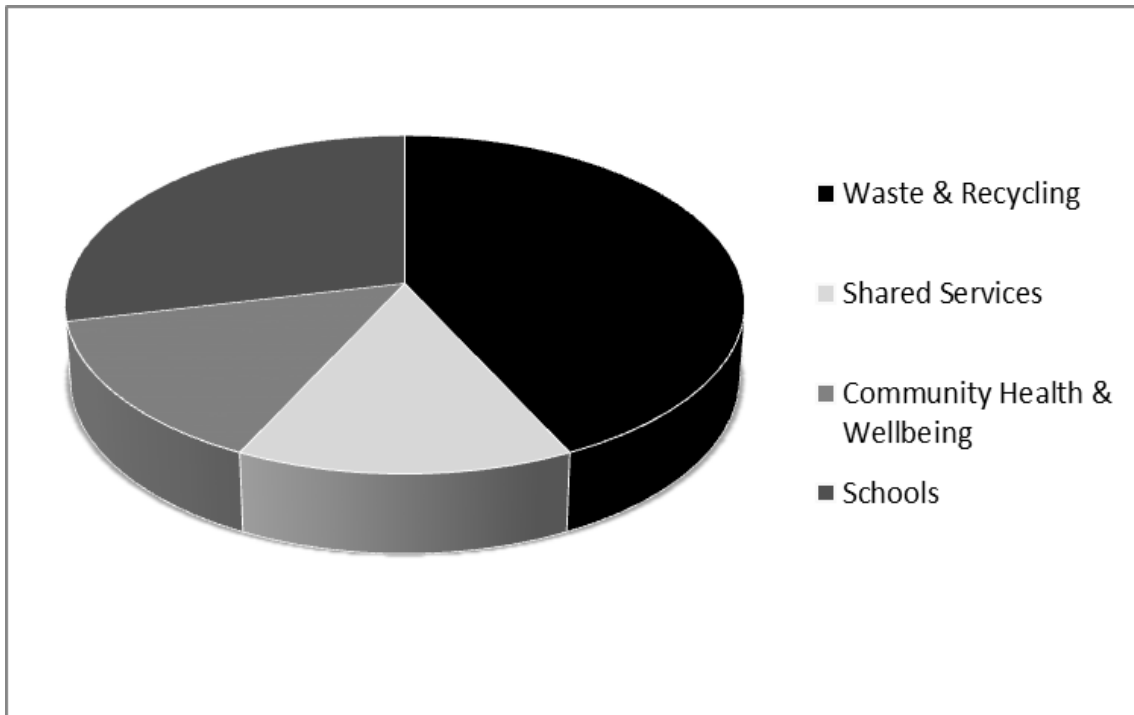
Occupation	Total Incidents		RIDDOR	Lost Time	Near Miss
Not a Harrow Council Employee	466		3	0	0
Office Worker	55		2	7	0
School Support Staff	44		1	7	0
Passenger Assistant	44		2	4	0
Teacher	38		3	7	0
Teaching Assistant	38		3	5	0
Social Care Worker	16		1	2	0
Driver	12		0	1	0
Support Worker	10		1	1	0
Catering	5		0	0	0
Maintenance (Grounds)	4		1	2	0
Refuse Loader	4		0	2	0
Caretaker	3		0	1	0
Cleaner	3		1	1	0
Apprentice	2		0	0	0
Security Guard	2		1	0	0
Civil Enforcement Officer	2		0	1	0
Machine Operator	1		0	0	0
Site Management	1		0	0	0
Not Specified	1		1	0	0
Loading Bay Operative	1		1	1	0
Groundworker	1		0	0	0
Plumber	1		0	0	0
Other (Specify In Notes)	1		0	0	0
<b>Total</b>	<b>755</b>		<b>19</b>	<b>40</b>	<b>0</b>



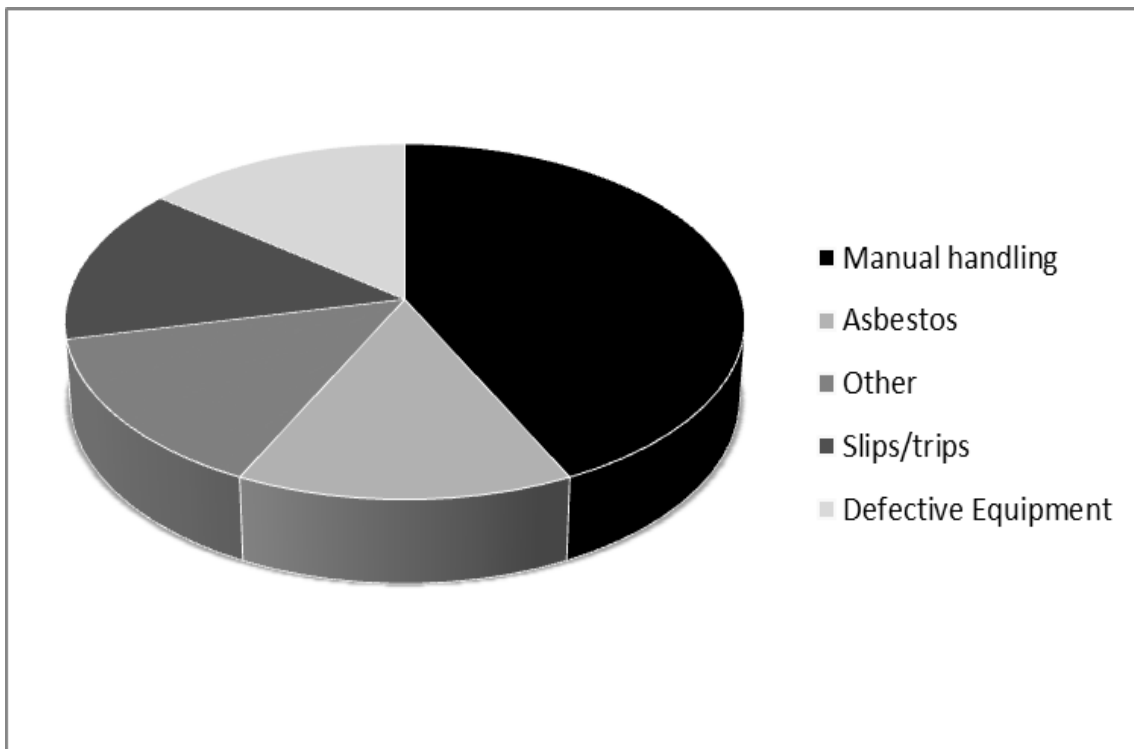
The largest amount of incidents overall is from non Harrow Employees, of which 307 are children in schools with the vast majority being for minor injuries. These numbers remain high due to encouragement of Corporate Health & Safety to report all incidents and accidents, including close misses, through the SHEAssure software.

## Appendix 2 - Employers' Liability Insurance Claims

### Claims Received 1 April 2014 to 31 March 2015 by Department



### Claims Received 1 April 2014 to 31 March 2015 by Cause





## Detailed Information

Department	Incident Date	Details	Reserve	Status
Shared Services	1/6/13	Employee sustained back injury at home but claims it was exacerbated due to late arrival of orthopaedic chair	£2,000	Repudiated
Waste & Recycling	12/10/14	Employee hurt shoulder moving bin	£6,500	Repudiated
Waste & Recycling	23/2/15	Employee sustained injury through loading and unloading bins up and down steps	£4,500	Repudiated
Waste & Recycling	1964	Former employee contracted asbestos related disease allegedly through collection of asbestos waste	£6,000	Under investigation
Community Health & Wellbeing	29/11/14	Employee hurt back moving piano	£7,000	Liability admitted
Schools	8/9/14	Employee tripped over discarded plastic	£1,800	Repudiated
Schools	16/12/14	Employee trapped finger in gate	£8,030	Repudiated

## APPENDIX 3 – SAFETY ORGANISATION (E&E)

