

REPORT FOR: Employees Consultative Forum

Date of Meeting:	22 November 2018
Subject:	INFORMATION REPORT – Annual Health and Safety Report and current update
Key Decision:	No
Responsible Officer:	Paul Walker, Corporate Director (Community)
Portfolio Holder:	Councillor Varsha Parmar, Environment Portfolio Holder
Exempt:	No
Decision subject to Call-in:	Yes
Wards affected:	Not Applicable
Enclosures:	Appendix 1 – Analysis Report for Accidents and Incidents Quarter 1 To Quarter 4 (1 st April 2017 – 31 st March 2018) Appendix 2 – Insurance Claims, Quarter 1 To Quarter 4 (1 st April 2017 – 31 st March 2018) Appendix 3 – Immediate Actions

Section 1 – Summary and Recommendations

This report summarises the council's health and safety performance for the year 1st April 2017 to 31st March 2018, providing an update of activities and giving information on outcome measures – training, audits and accidents. It also gives an overview of health and safety in the last 6 months

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 2017 to March 2018.
- 2.2 Part of this has included the re-establishment of the Corporate Health & Safety Board, agreed governance structure and setting up of a clear strategy action plan following a review of the corporate health & safety within the Council by an independent auditor.
- 2.3 The key work streams during the period have been:
 - The introduction of an improvement plan (see appendix 1).
 - 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.
- 2.4 The management of the occupational health service and employee assistance programme has stayed with HR, due to direct links with employment and sickness.
- 2.5 The key points from this period are as follows:
 - No enforcement action from the HSE.
 - There has been minimal difference in incident performance (720 records recorded 16/17, 722 recorded 17/18) with a slight raise in the accident incident rate and a reduction of the RIDDOR injury frequency rate from previous years' data. (691 non RIDDOR reportable incidents and 37 RIDDOR Reportable incident in 2016 compared with 696 non-reportable incidents and 27 reportable incident in 2017)
 - Increased delivery of health and safety training, including joint work with the Unions as part of establishing the Training Academy

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 2016 an audit was conducted by Croner, leading to a full review of all aspects of Corporate Health & Safety including the governance, resulting in the strategy and action plan as found in Appendix 1

Improvement Plan

- 2.9 Following the completion of the Croner audit in January to March 2016, work to set out actions required, and approval by Corporate Strategic Board in September 2017 and Governance, Audit and Risk Management Committee (GARMC) in October 2017, a strategy document was produced setting out the aims and objectives of the corporate health & safety service
- 2.10 The improvement plan is underway and monitored by the Corporate Health & Safety Board that meets on a current quarterly basis to ensure implementation. Focus is on ensuring all are aware of their responsibilities and governance is in place.

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 A clear route to approve all policies and guidance is being put in place to ensure compliance with Council constitution as well as governance under corporate health & safety board

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 Community directorate with greater focus on service involvement.
- 2.15 In addition a Depot Health at Work group meets monthly at present to reflect the high risk nature of activities at the depot, and this is chaired by the Divisional Director (Environment and Culture).
- 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

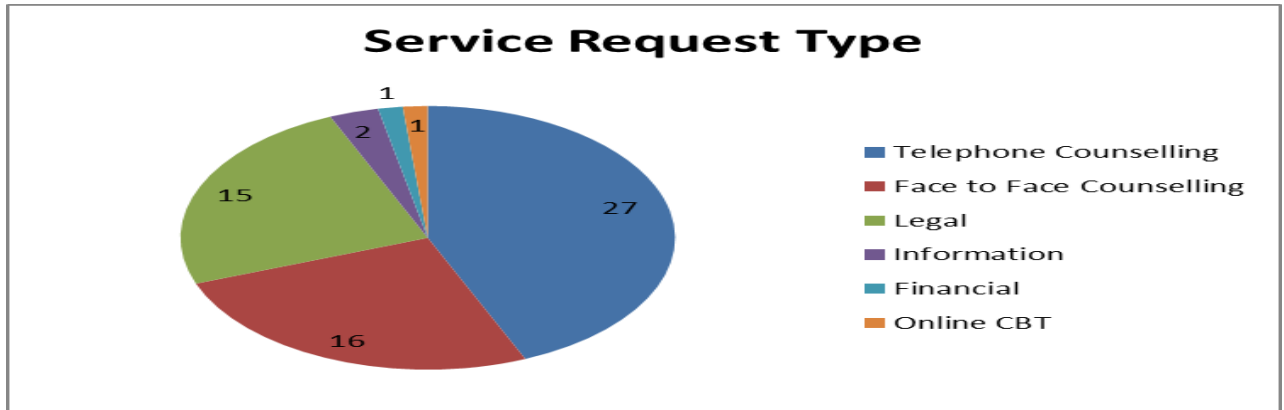
- 2.22 HML continues to provide the occupational health service and the service is overseen by HR. They continue to carry out online and face to face appointments, the latter being held off-site at a number of their premises. As a result they are able to breakdown use by Council Staff and Schools.
- 2.23 The total number of management referrals to occupational health in 2017/18 was 319, a 10% increase over the previous year (291). 38% of all referrals were from schools.
- 2.24 29% were triaged face to face while 71% were triaged through a remote occupational health assessment
- 2.25 21% of diagnosed cases were work related, which is above the 17% average across the HML client base
- 2.26 Mental Health (21%) and Musculoskeletal Disorders (35%) made up the majority of diagnosed referrals. 44% of mental health cases were deemed work related, as were 29% of musculoskeletal cases.

Employee Assistance Programme

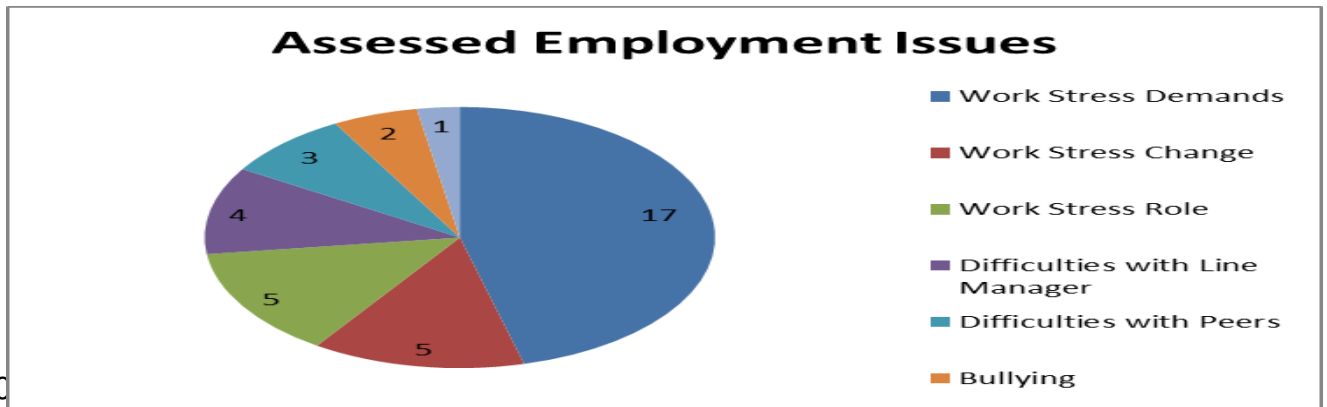
- 2.27 HM Assist has continued to provide an Employee Assistance Programme to the organisation whereby employees can freely obtain a range of services including specialist counselling and financial advice. This service has continued to be promoted throughout the year.

Council Staff

2.28 62 staff used the service in 2017/18, of which 43.5% was through telephone counselling.

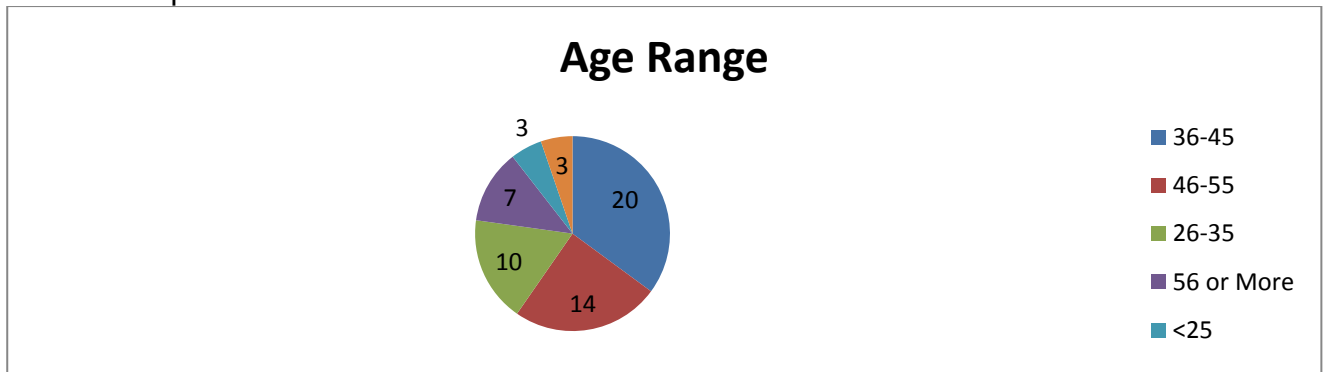


2.29 60% of council staff using the occupational health system were for employment issues, of which 72% related to work place stress (demand, role and change related).



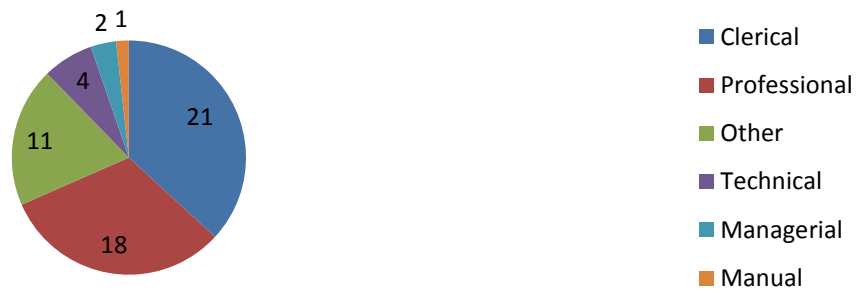
2.30 and required, which required further more detailed assessment

2.31 In terms of age range, those between 36 to 55 made up the majority of those using occupational health service



2.32 In terms of job category, clerical and professional were the largest group, with manual only accounting for 2 of those using the service.

Job Type



Schools

2.33 The number of management referrals and work health assessments undertaken in 2017/18 for Harrow Schools was 36, of which 47% were via telephone counselling.

Service Request Type



2.34 61% of school staff used the occupational health system in respect of employment issues, of which 63% related to work place stress (demand, role and change related).

Assessed Employment Issues

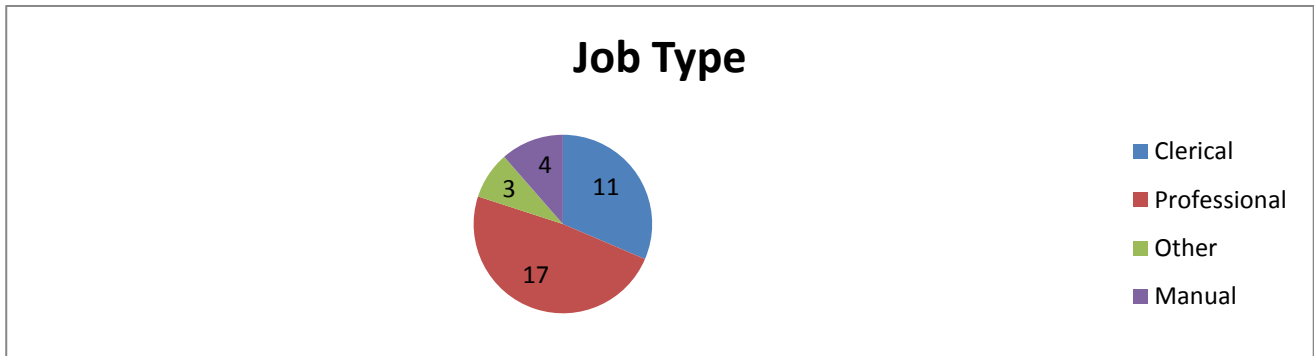


2.35 In terms of age range, those between 46 to 55 made up the majority of those using occupational health service.

Age Range



2.36 In terms of job category, clerical and professional were the largest group, with manual only accounting for 2 of those using the service.



2.37 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

2.38 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.

2.39 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

Incidents reported

2.40 Incident performance is still monitored by both the directorate & corporate groups every quarter. 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.

2.41 There has been 265 employee related incidents in this period, 15 of which have required reporting to the Health and Safety Executive.

2.42 The majority of employee incidents continue to occur in schools (141 employees only). This year the largest accident types were Slips, Trips and Falls (100), Sports injuries (32) and Challenging Behaviour (27).

- 2.43 The majority of slips trips and falls incidents in schools are related to children (74). Of these 74 incidents only 5 were reportable to the HSE. Various controls have been put in place after each incident. The controls differ depending on the nature of the slip, trip or fall.
- 2.44 Two key performance indicators (see appendix 1) 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.
- 2.45 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.
- 2.46 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.
- 2.47 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%).
- 2.48 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.
- 2.49 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.
- 2.50 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.
- 2.51 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.

- 2.52 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

- 2.53 A training programme has continued to be delivered by the Corporate Health and Safety Service, but within the bigger remit of the Training Academy since 2017.
- 2.54 The Commercial Safety Team has worked with the Training Academy to ensure it 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.
- 2.55 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.
- 2.56 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.
- 2.57 Future use of online training, through the learning pool, is planned for 2018/19. The suggested courses to be considered will not include courses where a classroom session is appropriate e.g. manual handling.
- 2.58 Work is taking place with the Learning and Development Team to improve the induction training as well as the mandatory on line health & safety training course.

Legislation Update

- 2.59 The period 2017/18 saw no significant legislation change that impacted the reporting of health & safety.

Stakeholder Feedback

- 2.60 Development of health and safety management continues to proceed through collaboration with the recognised Trade Unions, including the joint launch of the corporate health and safety board system in Environment and Enterprise.

- 2.61 There has been no enforcement activity by the HSE during this period.

Management Assurance

- 2.62 Monitoring of health and safety performance within the organisation will sit with the Corporate Health & Safety Board going forward, who will provide updates to the Corporate Strategic Board.

2.63 Due to the restructures over the last 6 months, and changes around the Council, the Directorate health and safety forums are to be re-energised to ensure taking place regularly and effectively. Presentations to the Directorate Meetings are scheduled to take place throughout May and June to start this process.

April 2018 - March 2019

2.64 The key focus for 2018/19 has been:

- Internal; reorganisation for the delivery of the Corporate Health and Safety across the Council.
- Implementation of safety team structures across the Council, in line with the Health & Safety Strategy.
- Corporate take up of the Assure SHE Software as the recognised software system for all health and safety matters including reporting of incidents.
- Health and safety support and advice within Harrow Council.
- Training programme across the Council to ensure all receive the necessary training.

2.65 The annual Health & Safety report went to GARMSC in July 2018, where the Health & Safety Policy was also approved.

2.66 Presentations have taken place at all Directorate Management Meetings to set the tone moving forward, including the introduction of front line safety circles as well as introduction of proper governance in each Directorate. Further training is taking place around the use of the corporate Assure SHE Health & Safety software, to record all incidents, accidents, policies and procedures.

2.67 Cabinet and Council report template “Risk” section updated to now take into account any health & safety implications of what is being asked.

2.68 Safety Circles (front line safety meetings, to discuss matters related to their service) are being relaunched in November 2018, with Safety Circle leads identified across the directorates. All leads have attended health and safety training run by the Training Academy.

2.69 Funding has been secured for a Corporate Health & Safety Manager position on a temporary (6-9 months) basis). This position will take forward the corporate health & safety action plan, to provide an corporate overview and to report to the Corporate Health & Safety Board in terms of governance, and Head of Community & Public Protection on a day to day basis to ensure sustainable.

CURRENT KEY RISK AREAS

2.70 At the time of writing this report, the key risk areas within the Council are:

- Redevelopment of the depot site
 - o Old building been demolished, temporary building in place

- Depot H&S meeting in place to oversee health & safety from a services perspective
- Working with project team to address issues
- DNP Tablets
 - Evidence for recent manslaughter case, now deemed by HSE as an explosive
 - Stored on site at the depot, but controlled environment
 - Work taking place to remove from site and destroy under courts instructions
- Safe Operating Procedures
 - Ensuring are in place across services, especially high risk areas
 - Updating SHE software with council H&S documents to have in one place
- Housing Reception Incident
 - Incident of violence in the Housing Reception on 17th October 2018
 - Investigation taking place and looking at key aspects including
 - Sharing of red flags across the Council
 - If the matter could / should have been avoided
 - Lessons learnt corporately and service wise
 - A corporate risk register system is being looked at as a result, to ensure the Councils responsibility towards the safety of its staff is ensured
- Personal Protective Equipment (PPE) Use
 - Ensuring all staff have access to, and wear, identified personal protective equipment
 - Ensuring risk assessments are suitable and sufficient to identify PPE and that the correct PPE is sourced.
 - This will also link in with the use of lone working devices

NEXT STEPS

2.71 The last 6 months of the financial years will concentrate on a number of key areas:

- A clear immediate priority action list has been determined by the Corporate H&S Board to show visible change, and this can be found in Appendix 3
- Corporate Health & Safety Manager put in place
- Launch of Safety Circles corporately to ensure health & safety reaches all levels of the organisation
- CSB and CLG training in Health & Safety (Course identified and being sourced)
- Updating of on line health & safety training to make sure relevant

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.

A one-off corporate funding of £80k has been secured for 2018/19 to bring in additional capacity to ensure the successful implementation of the health & safety strategy

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 Man	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date: 9 th November 2018		
Name: Sinéad Clifford	<input checked="" type="checkbox"/>	on behalf of the* Monitoring Officer
Date: 7 th November 2018		

Ward Councillors notified:	NO, as it impacts on all Wards
EqIA carried out:	NO*
EqIA cleared by:	Report is for information only

Section 4 - Contact Details and Background Papers

Contact Details and Background Papers

Contact: Richard Le-Brun, Head of Community & Public Protection, 020 8736 6267

Background Papers: Corporate Health & Safety Action Plan

APPENDIX 1

Overview of annual figures:

Occupational Health

Occupational Health (unable to breakdown by Directorate)

- 319 management referrals (291 previous year), 38% from schools
- 21% cases work related (national average 17%)
- Mental Health (21%) and Musculoskeletal Disorders (35%) main diagnosis
- 44% if mental health cases diagnosed as work related

Employee Assistance Programme

- 62 staff used service, 60% related to employment issues of which 72% work related stress

Incidents

Council Wide

- 25 reportable incidents to the HSE, including one fatality (natural causes)
- Increased reporting (638 2015/16, 720 2016/17, 722 2017/18)
- Main incidents slips, trips & falls (18%), challenging behaviour (16%) and physical assault(6%)
- In line with previous years causes
- 40% of incidents related to children in schools

Community

- 8 reportable incidents to the HSE including one fatality (natural causes)
- Increased reporting (225 2015/16, 286 2016/17, 272 2017/18) and is in line with corporate picture
- Main incidents challenging behaviour (32%), slips, trips and falls (8%) and medical emergency (6.6%)
- In line with previous years causes

People

- 1 reportable incidents to the HSE (staff slipped over, off for more than 7 days)
- Increased reporting (61 2015/16, 66 2016/17, 80 2017/18) and is in line with corporate picture
- Main incidents aggression and violent behaviour (26%), Near Misses (11%) and slips, trips and falls (9%)
- In line with previous years causes

Regen and Planning

- 1 incident (verbal abuse) for the year (previous years saw no incidents, and year before 1 incident)

Resources and Commercial

- 1 reportable incidents to the HSE (staff fell down stairs)
- Increased reporting (11 2015/16, 13 2016/17, 14 2017/18) and is in line with corporate picture
- Main incidents slips, trips and falls (21%), feeling faint / unconsciousness (21%) and hit by a moving object (14%). Smoke inhalation and medical emergency were the previous year's main incidents.

Schools

- 15 reportable incidents to the HSE , 5 involving employees and 10 pupils
- Increased reporting (340 2015/16, 354 2016/17, 355 2017/18) and is in line with corporate picture
- Main incidents slip, trip or fall (28%), Sport Injuries (9%) and challenging behaviour (7.6%).
- Slips have slightly decreased from the previous year

Detailed breakdown by Directorate and Schools

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

Community – Employees Q1 to Q4 2017/18

Type of Incident	Total Incidents recorded for the last 3 years			Breakdown of 2017-2018 data by occupation			
	2015-2016	2016-2017	2017-2018	Contractor(s)	Employee	Employee - Agency	Other*
Aggression and Violent Behaviour	6	15	11		5	1	5
Bin Falling off Refuse Truck		2					
Burns	2	5	1		1		0
Challenging Behaviour	40	61	87		21	8	58
Choking / Asphyxiation		1					
Contact With Moving Machinery Or Material Being machined	5	2	2		1	1	0
Contact With Sharp Object		3					
Dangerous Occurrence	1	1	4		1		3
Exposure to excessive heat or cold		1					
Exposure To Fire		1					
Electrical Fault	3		1		1		0
Exposure To, Or In Contact With, A Harmful Substance		1	1				1
Faecal smearing	1						
Fatality	1	1	1			1	0
Faulty Apparatus	2	4	2		1		1
Feeling faint / Unconsciousness	5	9	7		1		6
Fell From A Height (State Height in Notes)	2	4	8		3	1	4
Fire Alarm Activated (non-emergency)		11	2	1			1
Foreign Object in Eye	1	1					
Hit By A Moving Vehicle	4	4	5		3	2	0
Hit By A Moving, Flying Or Falling Object	10	7	3		1		2
Hit Something Fixed Or Stationary	7	3	1		1		0
Incident Involving a Vehicle	4	5	6		3	2	1
Incident With Burglary/Theft/Mugging	5	1	2		1		1
Incident With Faulty Equipment	3	3	1		1		0
Incident With Threatening Behaviour	4	1	3		3		0
Incident with Vandalism			1				1

Incident With Verbal Abuse	2	1	3		1		2
Injured By An Insect or Animal			2		1	1	0
Injured While Handling, Lifting Or Carrying	19	20	8		7	1	0
Medical Emergency	6	13	18		1		17
Near Miss	15	8	7		3		4
Nosebleed			2				2
Physical Contact (Not Assault)	2	1	2				2
Physical injury from an unknown origin	7	3	4		1		3
Physically Assaulted By A Person	13	18	16		9	1	6
Property Damage	2		3				3
Safeguarding Incident	1	9	15				15
Security Breach	3	3					
Seizure	12	26	13		1		12
Self-harm	1	1	1				1
Slipped, Tripped Or Fell On The Same Level	28	29	22	1	6	1	14
Smoke/Smoke Inhalation	1	6					
Trapped	7		2			1	1
Trapped By Something Collapsing or Overturning			1				1
Travel Sickness			4				4
Work Related Illness		1					
Total	225	286	272	2	78	21	171

With the movement of Special needs transport into this area, the top 3 incident types are Challenging Behaviour (87) Slips, Trips and Falls (88); and Medical Emergencies (18);

Other includes: Members of the public, service users, visitors, clients, young people volunteers etc.

There were 8 employee RIDDOR incidents and these are illustrated in the table below

Type of Incident	Notes	Total Incidents	Employee	Employee - Agency
Incident Involving a Vehicle	<ul style="list-style-type: none"> 1) Staff member fell off moped whilst carrying out duties. 2) Passenger assistant was injured whilst bringing a council vehicle to a stop after the driver became unwell. 	2	1	1
Injured While Handling, Lifting Or Carrying	<ul style="list-style-type: none"> 1) Staff member was carrying a full 360 bin which caught his ankle 2) Staff member trapped fingers in the lid of a 1100 bin 	2	2	

Q1 to Q4 2017-18

Contact With Moving Machinery Or Material Being Machined	Staff member was pulled into the back of a refuse vehicle.	1	1	
Fatality	Staff member was driving a council vehicle when he became unwell, the passenger assistant was able to keep control of the vehicle and bring it to a stop. The Driver passed away from natural causes.	1		1
Injured By An Insect or Animal	Staff member was stung by an insect	1	1	
Slipped, Tripped Or Fell On The Same Level	Staff member slipped on ice in the Central Depot area.	1	1	
Total		8	6	2

People – Employees Q1 to Q4 2017/18

Type of Incident	Total Incidents recorded for the last 3 years			Breakdown of 2017-2018 data by occupation				
	2015-2016	2016-2017	2017-2018	Contractor(s)	Employee	Employee - Agency	No One Involved	Other
Aggression and Violent Behaviour	10	7	21		11			10
Burns		2	2		1			1
Challenging Behaviour	5	4	4		2			2
Choking / Asphyxiation		1						
Contact With Sharp Object	3	3	2	1	1			0
Contact With Hot Surface		1						
Dangerous Occurrence		1						
Exposure To Fire			2	1				1
Electrical Fault		1						
Exposure To, Or In Contact With, A Harmful Substance		2	2		1	1		0
Faulty Apparatus		1						
Feeling faint / Unconsciousness	1	1	1		1			0
Fell From A Height (State Height in Notes)	2	1	3					3
Foreign Object in Eye			1		1			0
Hit By A Moving, Flying Or Falling Object	1							
Hit Something Fixed Or Stationary	2		5		5			0
Incident With Burglary/Theft/Mugging	1		1				1	0
Incident With Faulty Equipment			1		1			0
Incident With Verbal Abuse	1							
Injured While Handling, Lifting Or Carrying	4	4	5		5			0

Ingestion of Foreign Object	1								
Incident Involving a Vehicle		2							
Near Miss	4	8	9			1		8	
Nosebleed	1	1	1			1		0	
Physical Contact (Not Assault)	4	2	3			2		1	
Physical injury from an unknown origin	1	1							
Physically Assaulted By A Person	9	5	6			4		2	
Property Damage	1								
Safeguarding Incident	1	3	3					3	
Seizure	1	2							
Self-harm	1	1							
Slipped, Tripped Or Fell On The Same Level	6	10	7			1		6	
Stress		1							
Trapped	1	1							
Work Related Illness			1			1		0	
Total	61	66	80		2	38	1	1	38

The number of incidents has risen slightly compared to previous years. The main area reported to the corporate health and safety services related to Aggression and Violent behaviour (21).

Other includes: Members of the public, service users, visitors, clients, young people volunteers etc.

There has been 1 employee RIDDOR incident

Type of Incident	Notes	Total Incidents	Employee
Slipped, Tripped Or Fell On The Same Level	Staff member slipped on return to the building from the car park. Was unable to work for more than 7 days.	1	1
Total		1	1

Regeneration and Planning – Employees Q1 to Q4 2017/18

Type of Incident	Total Incidents recorded for the last 3 years			Breakdown of 2017-2018 data by occupation
	2015-2016	2016-2017	2017-2018	Employee
Fell From A Height (State Height in Notes)	1			1
Incident With Verbal Abuse			1	1
Total	1	0	1	1

There has been 1 reported incident in this area where a which was not RIDDOR Reportable.

Resources and Commercial - Employees Q1 to Q4 2017/18

Type of Incident	Total Incidents recorded for the last 3 years			Breakdown of 2017-2018 data by occupation
	2015-2016	2016-2017	2017-2018	Employee
Aggression and Violent Behaviour		1	1	1
Allergic Reaction/Anaphylaxis		1	2	2
Choking / Asphyxiation	1		1	1
Feeling faint / Unconsciousness	1	1	3	3
Fell From A Height (State Height in Notes)	1	1	1	1
Incident With Verbal Abuse	1			
Hit By A Moving, Flying Or Falling Object		1	2	2
Medical Emergency	2	4		
Nosebleed	1	1	1	1
Seizure	1			
Slipped, Tripped Or Fell On The Same Level		1	3	
Smoke/Smoke Inhalation	3	2		3
Total	11	13	14	14

There were low numbers of incidents reported to the corporate health and safety service and the main areas relate to Slips Trips and Falls (3), Feeling Faint/Unconsciousness (3) and Allergic Reaction/Anaphylaxis (2)

There was 1 RIDDOR report submitted where a staff member fell down some stairs and was unconscious for a short time.

Type of Incident	Total Incidents	Employee
Fell From A Height (State Height in Notes)	1	1
Total	1	1

School's - Employees Q1 to Q4 2017/18

Type of Incident	Total Incidents recorded for the last 3 years			Breakdown of 2017-2018 data by occupation				
	2015-2016	2016-2017	2017-2018	Contractor(s)	Employee	Employee - Agency	No One Involved	Other
Aggression and Violent Behaviour	10	18	13		10	2		1
Allergic Reaction/Anaphylaxis		1	1					1
Burns	1	1	3	1	1	1		0
Challenging Behaviour	17	26	27		20	3		4
Contact With Acid		1						
Contact With Hot Surface	1							
Contact With Electricity Or An Electrical Discharge		1	1					1
Contact With Sharp Object	8	8	7	1	2			4
Exposure To Harmful Gases Or Vapours	1							
Exposure To, Or In Contact With, A Harmful Substance	7	3	2					2
Exposure To UV Radiation	1							
Faulty Apparatus	1	3	1		1			0
Feeling faint / Unconsciousness	5	11	4		1			3
Fell From A Height (State Height in Notes)	13	13	17		3			14
Foreign Object in Eye	2	2	2		1			1
Hit By A Moving Vehicle	2	3	3		2			1
Hit By A Moving, Flying Or Falling Object	35	25	26		14			12
Hit Something Fixed Or Stationary	15	21	16		4	1		11
Incident With Faulty Equipment	1	1						
Incident Involving a Vehicle		1	2		2			0
Incident With Verbal Abuse	1							
Infectious disease		2	1		1			0
Injured By An Insect or Animal	2	1						
Injured While Handling, Lifting Or Carrying	13	9	11	2	7			2
Injured While Trampolining	1							
Medical Emergency	20	11	22		5			17
Near Miss	8	3	6		4			2
Nosebleed	1	1	2		1			1
Physical Contact (Not Assault)	11	18	20		7			13
Physical injury from an unknown origin	1	2	1					1
Physically Assaulted By A Person	21	22	23		18	1		4
Property Damage	1	1	1				1	0

Safeguarding Incident			1					1
Seizure	6	7	6					6
Slipped, Tripped Or Fell On The Same Level	102	106	100		26			74
Sports Injury	28	26	32					32
Stress			1					1
Trapped	4	6	3		3			0
Total	340	354	355	4	133	8	1	209

The main areas related to; Slips, Trips and Falls, (100) Sports injuries (32) and Challenging Behaviour (27) which is not unexpected in the service area concerned. There have been 15 RIDDOR reportable incidents in total. Only 5 of which involved an employee.

Other refers to: Members of the public, service users, visitors, clients, young people volunteers etc. Property damaged by graffiti sprayed on school property.

RIDDOR Reportable incidents are as follows:

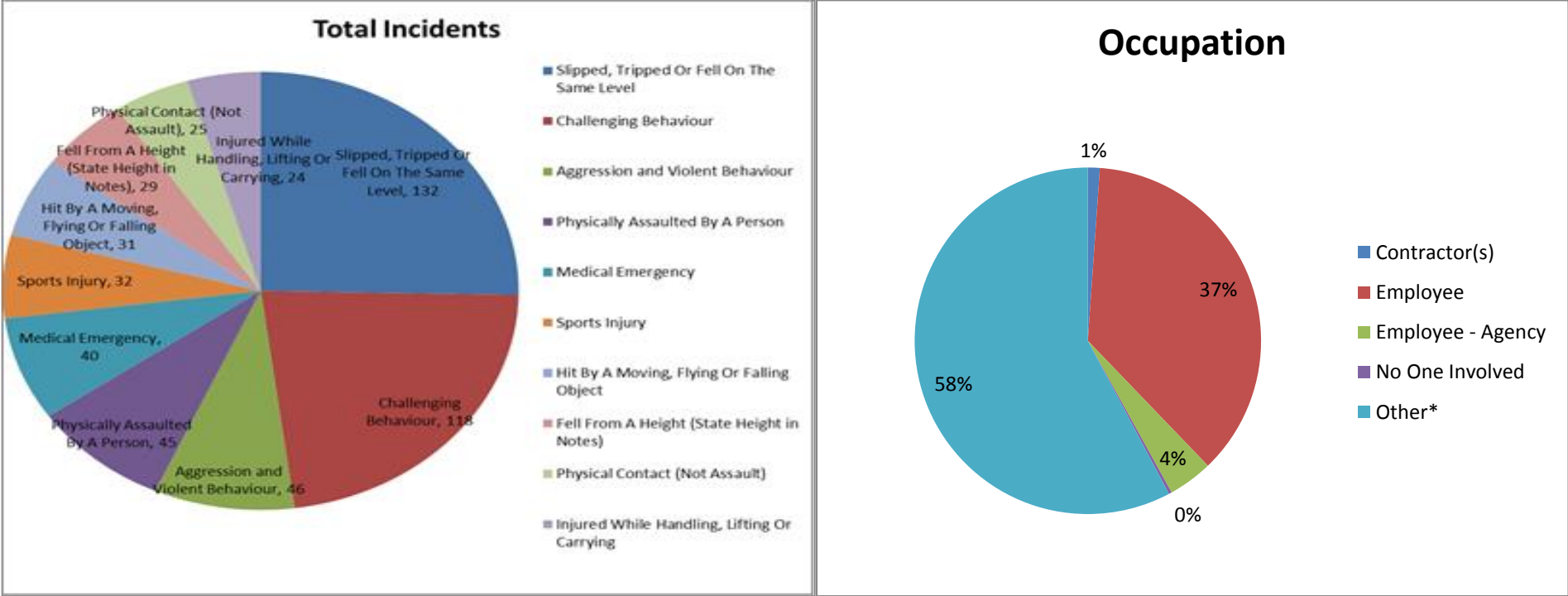
Type of Incident	Notes – Employee's only	Total Incidents	Employee	Other
Challenging Behaviour	Employee was 1-2-1 assisting with a pupil when the pupil pushed the employee and dropped to the floor – over 7 day injury	1	1	
Fell From A Height (State Height in Notes)		3		3
Slipped, Tripped Or Fell On The Same Level	Employee tripped over a cable and banged their head. They were taken to hospital.	3	1	2
Contact With Sharp Object		1		1
Exposure To, Or In Contact With, A Harmful Substance		1		1
Feeling faint / Unconsciousness		1		1
Hit By A Moving Vehicle	Employee collided with a pupil riding a bicycle in the playground – Over 7 day injury	1	1	
Hit Something Fixed Or Stationary		1		1
Injured While Handling, Lifting Or Carrying	Employee twisted back whilst loading milk into a fridge.	1	1	
Physical Contact (Not Assault)	Pupil fell to the floor and supporting assistant twisted ankle.	1	1	
Sports Injury		1		1
Total		15	5	10

All Directorates Incidents – Q1 to Q4 2016/17

Type of Incident	Total Incidents recorded for the last 3 years			Breakdown of 2017-2018 data by occupation				
	2015-2016	2016-2017	2017-2018	Contractor(s)	Employee	Employee - Agency	No One Involved	Other*
Aggression and Violent Behaviour	26	41	46		27	3		16
Allergic Reaction/Anaphylaxis		2	3		2			1
Bin Falling off Refuse Truck		2						
Burns	3	9	6	1	3	1		1
Challenging Behaviour	62	91	118		43	11		64
Choking / Asphyxiation	1	2	1		1			
Contact With Acid		1						
Contact With Electricity Or An Electrical Discharge		1	1					1
Contact With Hot Surface	1	1						
Contact With Moving Machinery Or Material Being machined		2	2		1	1		0
Contact With Sharp Object	16	14	9	2	3			4
Dangerous Occurrence	1	2	4		1			3
Electrical Fault		1	1		1			0
Exposure to excessive heat or cold		1						
Exposure To Harmful Gases Or Vapours	1							
Exposure To UV Radiation	1							
Exposure To Fire	3	1	2	1				1
Exposure To, Or In Contact With, A Harmful Substance	7	6	5		1	1		3
Faecal smearing	1							
Fatality	1	1	1			1		0
Faulty Apparatus	3	8	3		2			1
Feeling faint / Unconsciousness	12	22	15		6			9
Fell From A Height (State Height in Notes)	19	19	29		7	1		21
Fire Alarm Activated (non-emergency)		11	2	1				1
Foreign Object in Eye	3	3	3		2			1
Hit By A Moving Vehicle	6	7	8		5	2		1
Hit By A Moving, Flying Or Falling Object	46	33	31		17			14
Hit Something Fixed Or Stationary	24	24	22		10	1		11
Incident Involving a Vehicle	4	8	8		5	2		1
Incident With Burglary/Theft/Mugging	6	1	3		1		1	1
Incident With Faulty Equipment	4	4	2		2			0

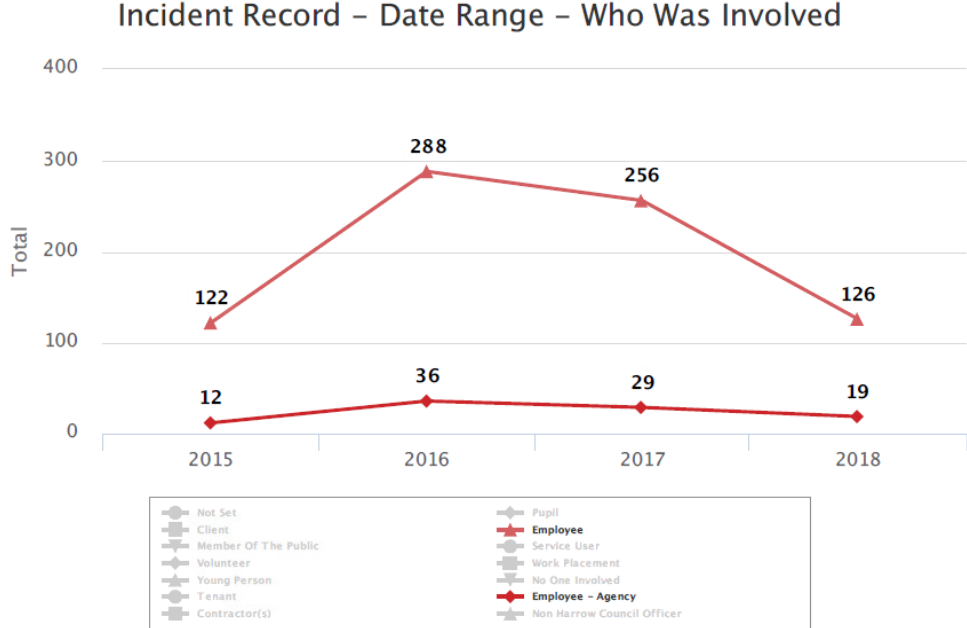
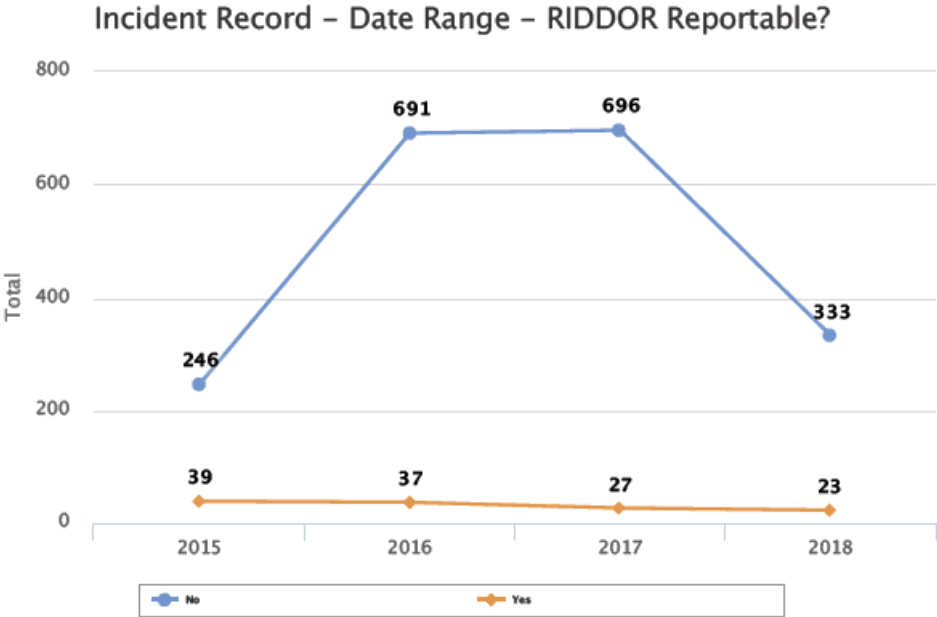
Incident With Threatening Behaviour	4	1	3		3			0
Incident with Vandalism			1					1
Incident With Verbal Abuse	5	1	4		2			2
Infectious disease		2	1		1			0
Ingestion of Foreign Object	1							
Injured By An Insect or Animal	2	1	2		1	1		0
Injured While Handling, Lifting Or Carrying	36	33	24	2	19	1		2
Injured While Trampolining	1							
Medical Emergency	28	28	40		6			34
Near Miss	27	19	22		8			14
Nosebleed	3	3	6		3			3
Physical Contact (Not Assault)	17	21	25		9			16
Physical injury from an unknown origin	9	6	5		1			4
Physically Assaulted By A Person	43	45	45		31	2		12
Property Damage	4	1	4				1	3
Safeguarding Incident	2	12	19					19
Security Breach	3	3						
Seizure	20	35	19		1			18
Self-harm	2	2	1					1
Slipped, Tripped Or Fell On The Same Level	139	146	132	1	36	1		94
Smoke/Smoke Inhalation	1	8						
Sports Injury	28	26	32					32
Stress		1	1					1
Trapped	12	7	5		3	1		1
Trapped By Something Collapsing or Overturning			1					1
Travel Sickness			4					4
Work Related Illness		1	1		1			
Total	638	720	722	8	265	30	2	417

Below are the top 10 incidents of this year and the top occupations involved.



The largest amount of incidents overall comes from non Harrow Employees, of which 293 are children in schools. The vast majority of these reports are for minor injuries. These numbers remain high due to encouragement of Corporate Health & Safety to report all incidents and accidents, including near misses, through the SHEAssure software.

Over the past couple of years the total number of RIDDOR Reportable incidents has reduced. The total number of accidents however has gone up slightly (from 691 in 2016 to 696 in 2017). The number of incidents involving employees and agency employees is going down (256 for employees and 29 for agency employees in 2017 v 288 employee incidents and 36 agency incidents in 2016)



Appendix 2 - Employers' Liability Insurance Claims

Claim Reference	Incident Date	Notification Date	Details	Location	Status	Department
M17EL000001	31/05/2017	10/08/2017	Allegations of bullying and harassment	Vaughan NRC	Open but claim not upheld	Adult Services
M17EL000002	20/07/2017	02/01/2018	Alleged tinnitus caused by colleague's use of loud hailer and stress	Civic Centre	Open - investigations ongoing	Highways
M17EL000003	11/12/2017	08/02/2018	Employee slipped on an icy grid	The Firs Residential Care Home	Open but claim not upheld	Childrens' Services
M17EL000004	13/03/2018	26/03/2018	Slipped on water	Civic Centre	Open but claim not upheld	Facilities Management
M16EL000006	19/08/2016	14/12/2017	Barrier came down hitting employee on head and shoulders	Central Depot	Open but claim not upheld	Facilities Management
M16EL000007	11/04/2016	22/01/2018	Employee injured herself when taking part in a team building day	Gordon Brown Outdoor Centre	Open - investigations ongoing	Schools

Appendix 3

CORPORATE HEALTH & SAFETY – IMMEDIATE ACTIONS (OCTOBER 2018 – JANUARY 2019)

What	By Whom	When	Action Points	Success Measure
Safety Circle Leads for Directorates	Paddy, Dawn, Paul	End of September	Names to be given to Corporate H&S	All Directorates have named H&S Leads
Meeting Agenda point	David Gilmour / Alyssa Williams / David Norton	October 12th	Agenda Drafted, circulated to Corporate Board Members	Clear Agenda for Safety Lead Training Day
Training to be sorted out for leads	Darren Butterfield / David Gilmour	October 10th and November 1st	Days assigned and Leads booked on	Level 2 training delivered on Safety Lead Day
Training for Directors to be determined	Richard LB	October 8th	Appropriate course identified, CSB dates to be set	CSB training day(s) arranged and Training delivered
Quarterly meetings of Safety Leads	Corporate H&S	Start from January 2019, then quarterly	Dates (w/c) to be put in SHE calendars and sent out to leads	Dates set in SHE calander and all leads invited
Comms re safety circles, leads, areas	Daniel Lester / Emma Kelly	2nd November	Draft Comms Package produced prior to safety circle launch	Raised awareness of safety corporately & logo
PPE Compliance	Refuse / Streets Managers / Daniel Lester	October/November	Audit by Service Management and Corporate H&S in October; Comms package at Depot to emphasise PPE prior to this	Suitable and sufficient by audit
SHE Assure training and toolbox talks	Corporate H&S	December	Delivered to DMTs and Directorate Meetings as well as safety circles (will be one on safety circle training day)	Training delivered and tool box talks available
FAQ and Comms Plan to be developed	Daniel Lester	2nd November	Draft Comms Package produced prior to safety circle launch	Clear Comms Plan and H&S FAQs in place
Safety Circle Training Day	David Gilmour / Alyssa Williams / David Norton	Date TBC (2nd-9th November)	All leads attend and receive training	Attendance on day
E Learning	HR / Corporate H&S	December (for January launch)	Refresh of the E Learning package to provide simplicity and signposting to service H&S provision and safety circles	Launch of E Learning Package
What is a Manager	Alex Dewsnap / Corporate H&S	TBC	To build into the manager course responsibilities around H&S for a manager	Inclusion in course