

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

## **1. Summary**

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

## **2. Recommendations**

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

## **3. Relevant Previous Decisions**

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

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

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

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

### **3.3 Referral from General Purposes And Licensing Committee**

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

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

## **4. Relevance to Corporate Priorities**

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

## **5. Background Information**

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

## 5.2 Accident and Incident Statistics 1<sup>st</sup> April 2002 - 31<sup>st</sup> March 2003

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

**Table 1: Recorded Employees Accidents/Incidents by Department.**

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

\* - Results reflect transfer of staff between departments.

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

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

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

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

**Table 2: Employees RIDDOR reportable accidents/incidents**

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

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

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

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

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

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

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

### 5.3 Violence and aggression reports

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

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

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

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

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

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

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

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

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

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

#### **5.4 Violence and Aggression Working Group**

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

#### **5.5 Accident Reports By Occupation**

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

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

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

*N/a – reports not previously disaggregated*

## 5.6 Days lost due to accidents

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

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

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

*N/a –Data not disaggregated in previous reports.*

## 5.7 Accident/incident by disability, race and gender

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

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

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

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

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

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

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

*n is total number of accidents/incidents reported by department*

*\* represents black employees and # represent white employees.*



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

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

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

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

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

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

## 5.8 Benchmarking performance

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

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

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

**Table 9: Performance indicators and national targets**

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

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

## 5.9 Accidents/Incidents Involving Non-Employees

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

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

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

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

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

## 5.10 Fire Safety

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

**Table 11: Reported fires in Council premises**

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

## **5.11 Occupational Health**

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

## **5.12 Safety Groups**

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

## **5.13 Other Health and Safety matters**

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

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

## **5.14 Health and Safety Training and Promotion**

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

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

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

## 5.15 Progress on Action Plan

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

**Table 11. Progress on action plan**

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

### **5.15.2 Other specific developments planned for 2003/2004.**

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

### **6. Consultation**

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

### **7. Finance Observations**

None

### **8. Legal Observations**

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

### **9. Background Papers**

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

### **10. Author**

**Brenda Goring, Health and Safety Manager,**  
Telephone on 0208 424 1512  
Email [brenda.goring@harrow.gov.uk](mailto:brenda.goring@harrow.gov.uk)

## CHIEF EXECUTIVE'S DEPARTMENT

### FULL YEAR REVIEW OF HEALTH AND SAFETY PERFORMANCE

#### 1. Summary

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

#### 1.1 Background Information

#### 1.2 Safety Policy and Procedures

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

#### 2.2 Chief Executive's Safety Group

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

#### 2.3 Training

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

#### PREVIOUS YEARS STATS

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



## 2.4 Accident and Incident Statistics

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

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

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

## 2.5 Working days lost

No working days were lost

## 2.6 Occupational health

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

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

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

## 2.7 Plant and equipment

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

## 2.8 Non-employee accidents/incidents

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

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

### 3. Summary of Proposed Action

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

### 4. Consultation

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

### 5. Finance Observations

5.1 None

### 6. Legal Observations

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

### 7. Conclusions

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

### 8. Background Papers

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

Author

Larry Fisher, Personnel Manager

Telephone 0208 424 7639

e-mail: [larry.fisher@harrow.gov.uk](mailto:larry.fisher@harrow.gov.uk)

## EDUCATION SERVICES

### FULL YEAR REVIEW OF HEALTH AND SAFETY PERFORMANCE

1<sup>st</sup> APRIL 2002 – 31<sup>st</sup> March 2003

#### 1. Summary

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

#### 2. Background Information

##### 2.1 Safety Policy and Procedures

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

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

##### Education Safety Group

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

##### Training

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

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

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

#### Safety Visits, Inspections and Audits

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

#### Accident and Incident Statistics

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

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

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

## 2.7 The top 5 main causes.

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

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

### Working days lost

2.8 These figures will be reported at a later date.

### Occupational health

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

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

*N/a data not previously collected*

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

## Plant and equipment

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

## Asbestos Management

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

## Legionella

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

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

## Security and personal safety training

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

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

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

## Fire Safety

### 2.14 Fires safety incidents reported in Education Premises.

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

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

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

## Non-employee accidents/incidents

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

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

## **3. Summary of Proposed Action**

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

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

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

#### **4. Consultation**

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

#### **5. Finance Observations**

- 5.1 None.

#### **6. Legal Observations**

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

#### **7. Conclusion**

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

#### **Background Papers**

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

#### **Author**

Paul Turner, Education Personnel Manager  
Telephone 0208 424 1515  
e-mail [prturner@harrow.gov.uk](mailto:prturner@harrow.gov.uk)

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## ENVIRONMENTAL SERVICES

### FULL YEAR REVIEW OF HEALTH AND SAFETY PERFORMANCE

1<sup>st</sup> APRIL 2002 – 31<sup>st</sup> March 2003

#### 1. Summary

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

#### 2. Background Information

##### 2.1 Safety Policy and Procedures

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

##### Environmental Safety Group

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

##### Training

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

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

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

2.5 Safety Visits, Inspections and Audits

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

2.6 Accident and Incident Statistics

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

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

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

2.7 The top 5 main causes were:

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

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

## 2.9 Working days lost

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

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

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

## 2.10 Occupational health

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

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

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

## 2.11 Electrical Equipment and Plant

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

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

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

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

## 2.12 Asbestos

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

## 2.13 Legionella

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

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

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

## 3. Summary of Proposed Action

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

## 4. Consultation

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

## 5. Finance Observations

5.1 None.

## **6. Legal Observations**

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

## **7. Conclusion**

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

### Background Papers

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

### **Author**

Pam Hawkins, Finance & Administration Manager  
Telephone 0208 424 1544  
e-mail [pam.hawkins@harrow.gov.uk](mailto:pam.hawkins@harrow.gov.uk)

FULL YEAR REVIEW OF HEALTH & SAFETY PERFORMANCE

1<sup>st</sup> APRIL 2002 to 31<sup>st</sup> MARCH 2003

1 Summary

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

2 Background Information

2.1 Safety Policies and Procedures

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

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

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

2.2 HCS Safety Group

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

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

2.3 Staff Meetings

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

3 Training

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

## Topic and Attendance – 1<sup>st</sup> April 2002 to 31<sup>st</sup> March 2003

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

## 4 Accident and Incident Statistics

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

#### April 01 to March 02

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

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

## 5 Working Days Lost

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

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

## 6 Main causes of accidents /incidents

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

## 7.0 Occupational Health

56 staff on health surveillance not included in chart.

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

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

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

7.3 Immunisation covers infection control, screening and occupational risks.

7.4 Return to work are as stated.

## 8 Vehicles, Plant & Equipment

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

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

## 9. Finance Observations

None

## 10. Legal Observations

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

### **Author**

**Jerry Hickman**

Divisional Manager (Contract Services)

Telephone 020 8424 1701

Email: [jerry.hickman@harrow.gov.uk](mailto:jerry.hickman@harrow.gov.uk)



## SOCIAL SERVICES

### FULL YEAR REVIEW OF HEALTH & SAFETY PERFORMANCE

#### 1 Summary

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

#### 2. Background Information

##### 2.1 Safety Policy and Procedures

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

##### Social Services Safety Group

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

##### Training

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

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

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

Safety Visits, Inspections and Audits

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

Accident and Incident Statistics

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

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

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

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

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

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

- 2.7 The top 5 main causes.

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

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

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

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

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

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

#### Working days lost

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

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

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

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

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

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

### Occupational health

2.9 Total numbers of Occupational Health referral are below.

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

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

### Fire Safety

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

Year	Total fires
01/02	1
02/03	4

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

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

### Non-employee accidents/incidents

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

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

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

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

### 3. Summary of Proposed Action 2003 - 2004

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

### 4. Consultation

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

### 5. Finance Observations

- 5.1 None.

### 6. Legal Observations

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

## 7. Conclusion

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

### Background Papers

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

### Author

**Ann Nardecchia**  
Social Services HR Manager  
Telephone 0208 424 1257  
e-mail: [ann.nardecchia@harrow.gov.uk](mailto:ann.nardecchia@harrow.gov.uk)

## HOUSING AND ENVIRONMENTAL SERVICES

### FULL YEAR REVIEW OF HEALTH & SAFETY PERFORMANCE

#### 1 Summary

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

#### 2. Background Information

##### 2.1 Safety Policy and Procedures

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

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

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

##### Safety Groups

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

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

Other items discussed included:

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

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

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

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

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

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

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

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

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

#### Safety Visits, Inspections and Audits

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

#### Accident and Incident Statistics

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



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

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

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

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

#### Working days lost

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

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

#### Occupational health

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

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

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

#### Safety Procedures in relation to void properties - Independent Review

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

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

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

#### Audit Review of Safety Procedures

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

#### Plant and equipment

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

#### Asbestos Management

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

#### Security and personal safety training

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

#### Hazard Notice

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

#### Fire Safety

- 2.22 Fires reported in Housing Premises.

Year	Total fires
02/03	1

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

#### Non-employee accidents/incidents

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

### 3. Summary of Proposed Action

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

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

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

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

### 4. Consultation

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

### 5. Finance Observations

5.1 None

### 6. Legal Observations

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

### 7. Conclusion

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

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

#### Background Papers

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

#### Author

Larry Fisher, Personnel Manager

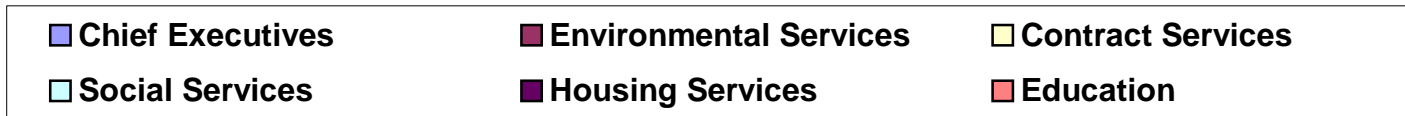
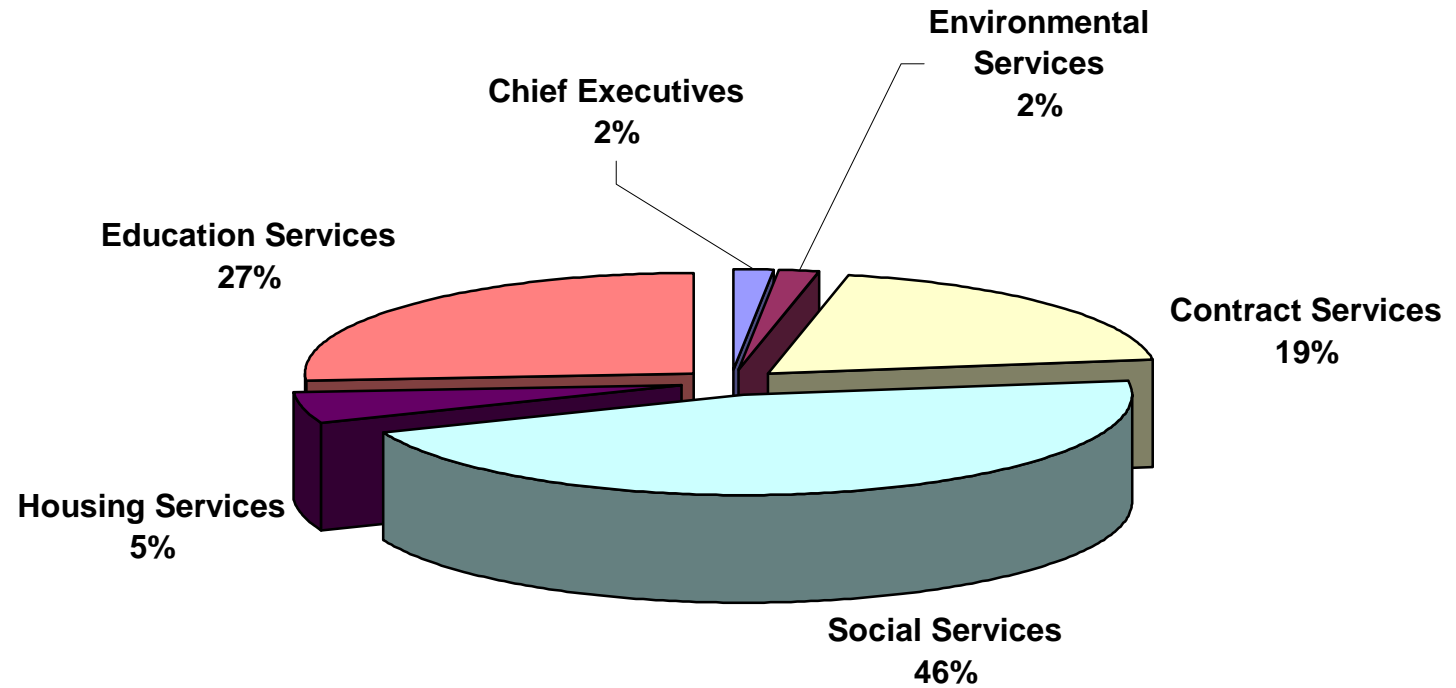
Telephone 0208 424 7639

e-mail [lfisher@harrow.gov.uk](mailto:lfisher@harrow.gov.uk)



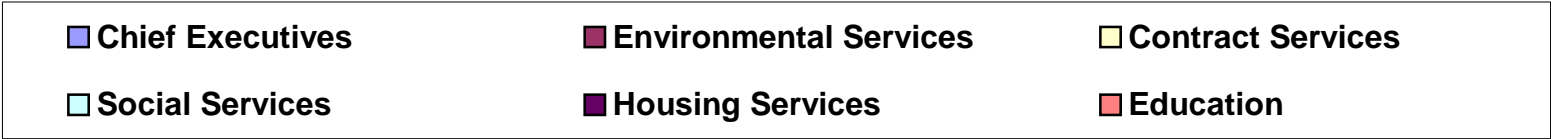
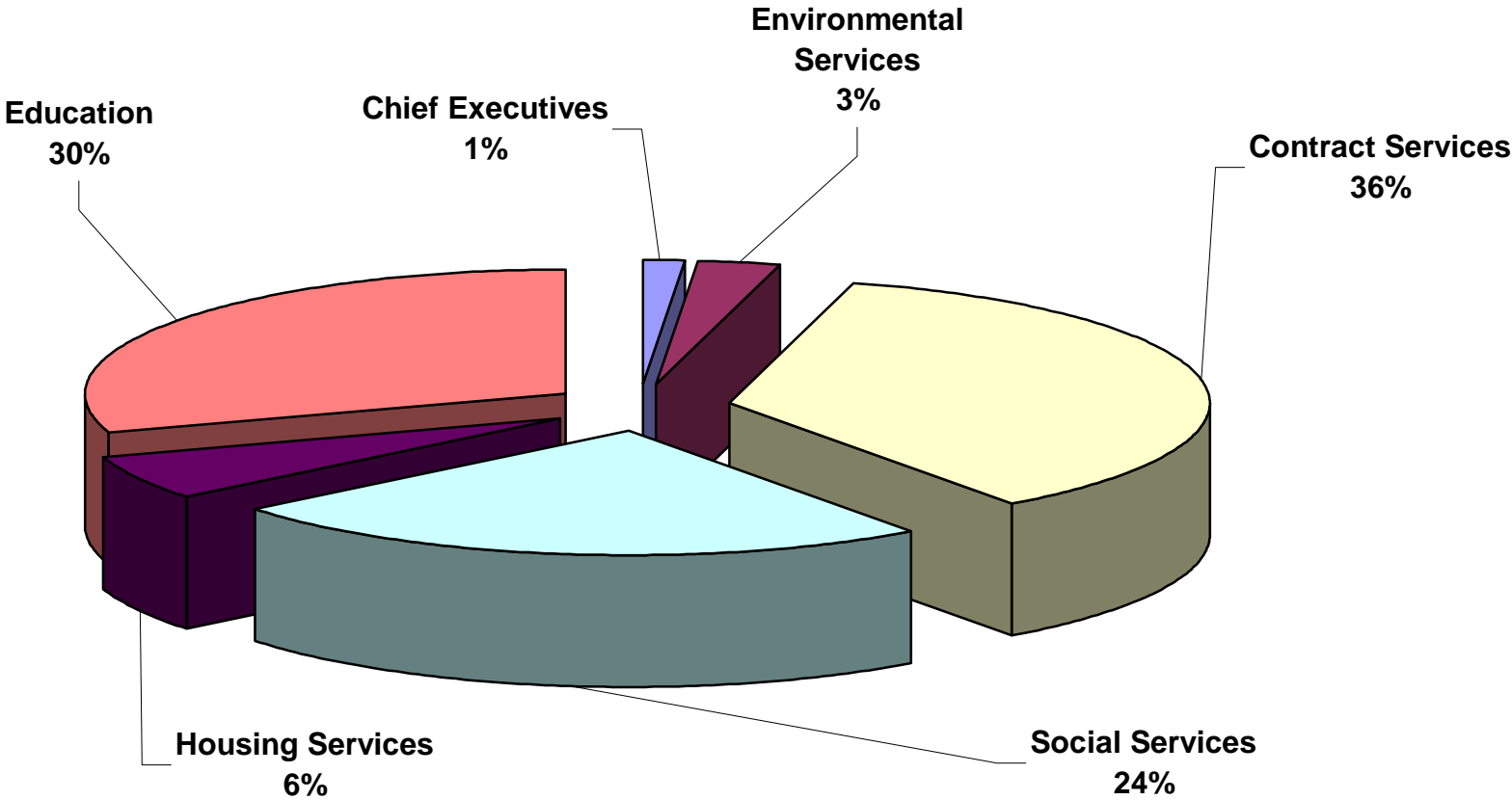
**REPORTED EMPLOYEE ACCIDENTS/INCIDENTS BY DEPARTMENT  
(1st April 2002 to 31st March 2003)**

**ENCLOSURE 1  
CHART 1**



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

**Enclosure 1  
Chart 2**



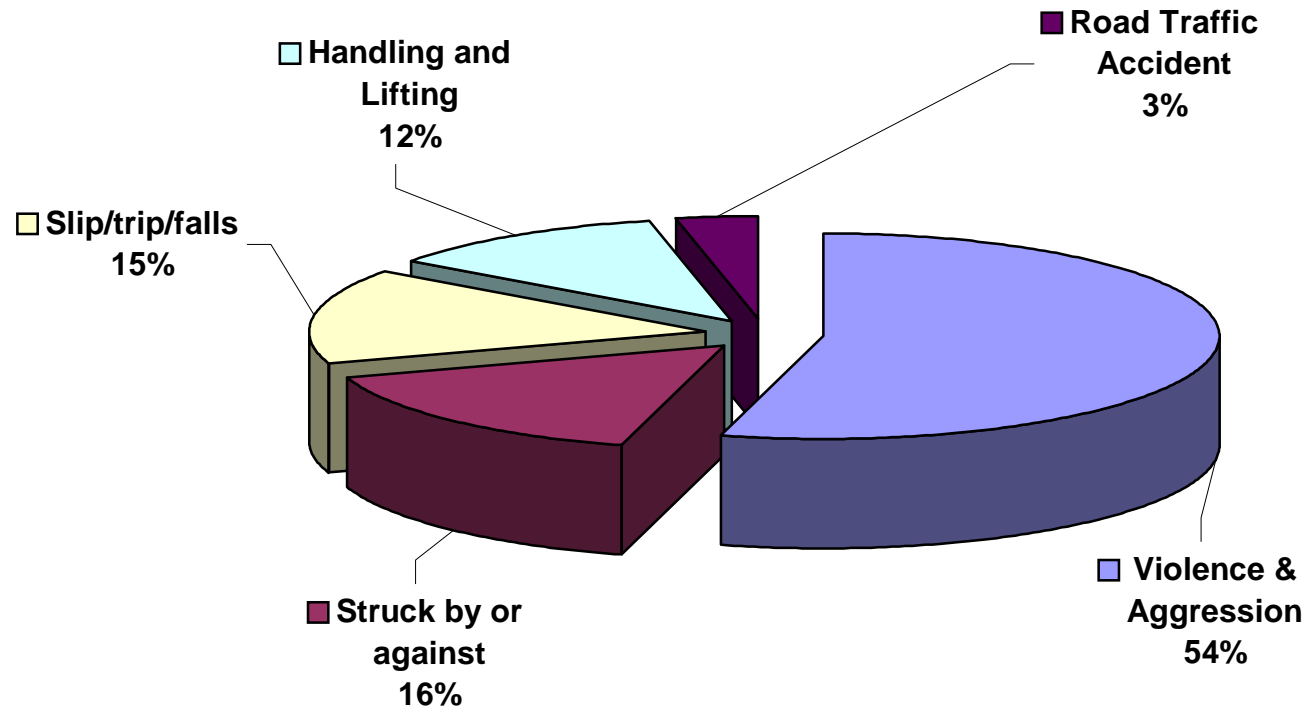
# COUNCIL'S POSITION ON INCIDENT/ACCIDENT

ENCLOSURE 1

## TOP 5 BY TYPE

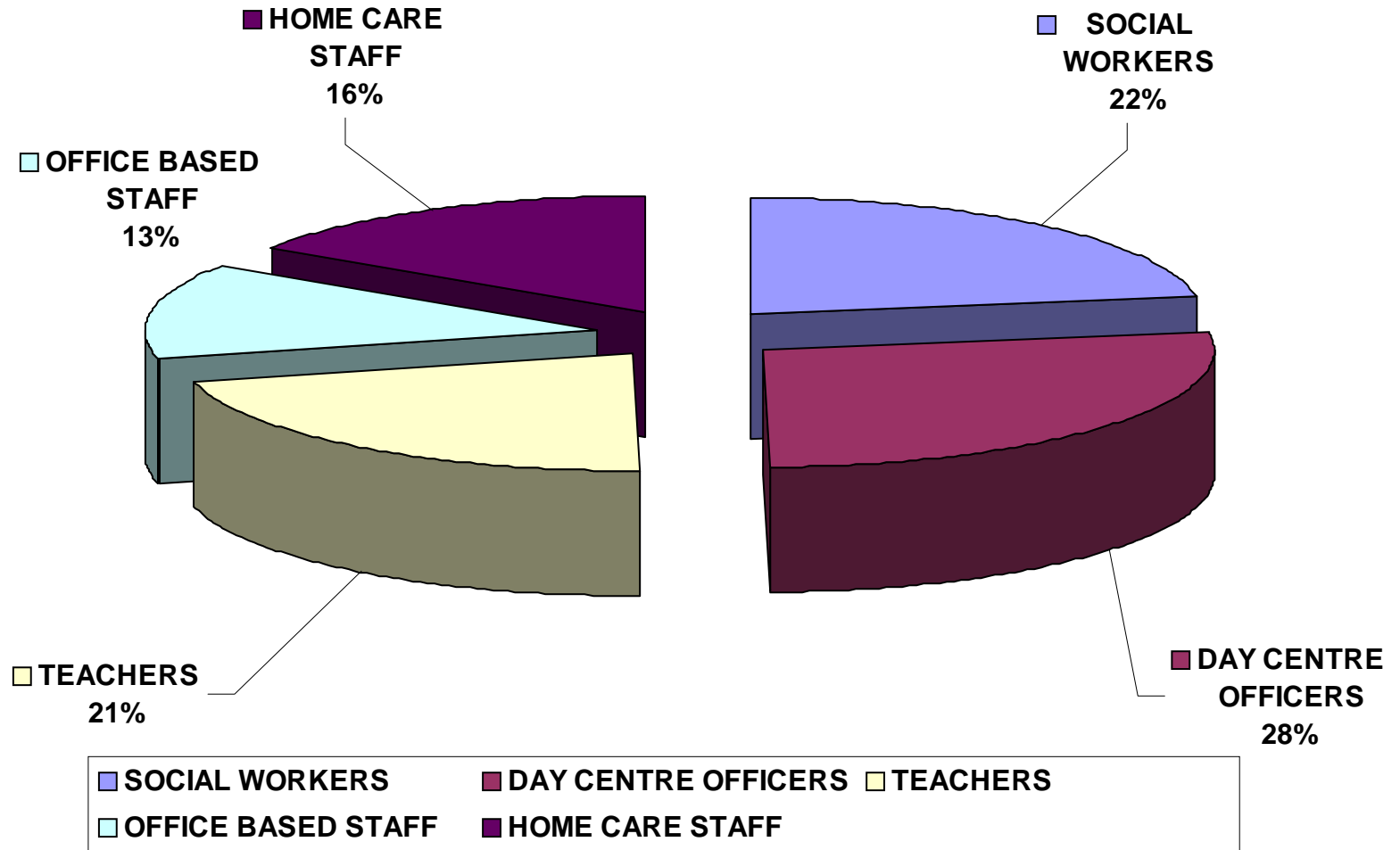
CHART 3

( 1st April 2002 to 31st March 2003)



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

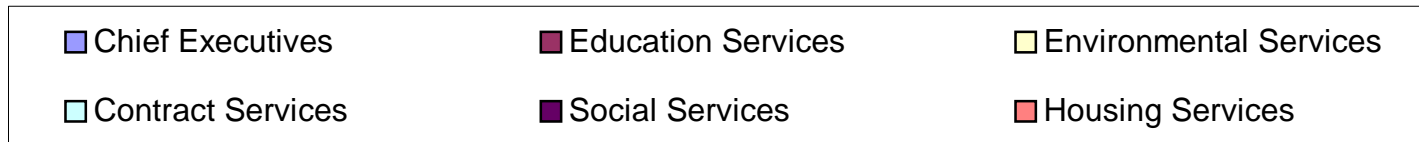
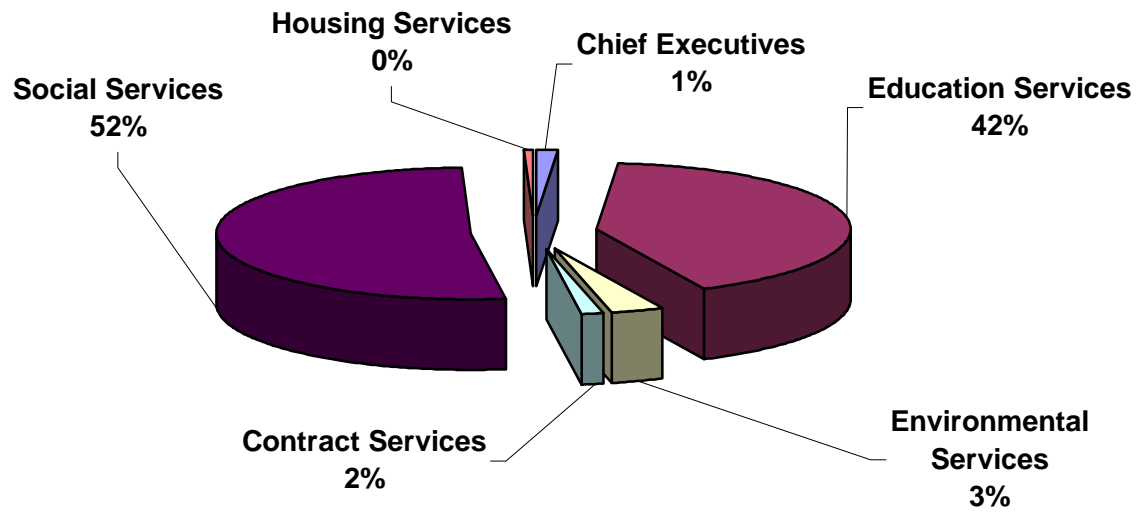
**ENCLOSURE 1**  
**CHART 4**





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

**ENCLOSURE 1**  
**CHART 5**



# London Borough of Harrow

Occupational Health Service  
Attendances Report 2002/2003

ENCLOSURE 2
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## Employees' Consultative Forum

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

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

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

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

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