

**REPORT FOR: GOVERNANCE, AUDIT &  
RISK MANAGEMENT  
COMMITTEE**

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**Date of Meeting:** 28 June 2011

**Subject:** **INFORMATION REPORT –  
Annual Health and Safety  
Report 2010/11**

**Responsible Officer:** Tom Whiting, Assistant Chief Executive

**Exempt:** No

**Enclosures:** Appendix 1 – Analysis Report for  
Accidents Quarter 1 To Quarter 4 (1<sup>st</sup>  
April 2010 – 31<sup>st</sup> March 2011)

Appendix 2 – Health & Safety  
Objectives & Targets April 2011 –  
March 2012 (The improvement plan)

Appendix 3 - Health & Safety Calendar

## **Section 1 – Summary**

This report summarises the council's health and safety performance for the year 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011, providing an update of activities and giving information on outcome measures – training, audits and accidents. The objective is to provide assurance and visibility of Health and Safety performance to meet the Committee's monitoring role.

**FOR INFORMATION**

## **Section 2 – Report**

### **Executive Summary**

2.1 2010/11 was a challenging year for Health & Safety Service across the organisation. The key work streams during the period from 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011 have been:

- Addressing the three Improvement Notices served by the Health and Safety Executive relating to the management of asbestos in Schools. All three notices have now been complied with to the satisfaction of the HSE Inspector.
- Development of a two year improvement plan based on the HSE model HS(G) 65 with the required step changes in performance. The plan also includes building a new in-house team to deliver the Corporate Health and Safety Advisory Service
- Undertaking a comprehensive work programme led by the Corporate Director Community & Environment to improve health and safety management including reviewing health and safety governance and further developing asbestos and premises risk management. The programme has managed the re-surveying of schools for asbestos and developed a programme for re-surveying Corporate properties for asbestos.
- The development of a system for auditing and monitoring management arrangements for Health and Safety following instruction from the Health and Safety Executive.
- Continuing development of health and safety codes of practice to meet identified needs including lone working, asbestos, fire and first aid.
- Continued provision of advice and support across the directorates.
- Continued provision of the health and safety training programme.
- Support and development of the Health at Work Group, employee assistance programme and the shared provision of the Occupational Health Service with Brent Council.
- Review of health and safety governance, including arrangements for consultation and communication.

### **Background**

2.2 In line with statutory requirements and in order to allow the Council to monitor and measure health and safety performance and prioritise areas of health and safety risk, a safety review is performed bi-annually. The mid year report was released in November 2010 and this is the full year review.

2.3 Effective health and safety management enables the Council to meet its legal, moral and economic obligation, thus benefiting all stakeholders.

## **External Assurance**

- 2.4 As a large employer undertaking a wide range of activities the Council is subject to a large number of statutory regulations and will be scrutinised by a number of enforcement agencies.
- 2.5.1 Three improvement Notices were served on the Council in June 2010 by the Health and Safety Executive (HSE) after an incident at Norbury First and Middle School and subsequent visits to the other CLASP (Consortium of Local Authorities Special Programme) schools in Harrow.
- 2.5.2 The Improvement Notices related to assessing, monitoring and the condition of any asbestos containing materials, the provision of adequate information, instruction and training and the adequacy of the Asbestos Management Plans.
- 2.5.3 The improvement notice (SERIAL No 302693137) served on Norbury First and Middle school on the 30th June 2010 states that, in relation to Norbury First and Middle school, Harrow Council has failed to:
- Carry out a suitable and sufficient assessment of the presence of Asbestos containing materials in the premises.
  - Monitor the condition of any Asbestos containing materials.
  - Ensure that Asbestos containing materials are properly maintained or where necessary safely removed.
- 2.6 Two notices were served on Vaughan First & Middle school (Serial Numbers 302693082 & 302693121). The notices state that Harrow Council has failed to:
- a) Provide adequate information, instruction and training about the risks and precautions associated with working with asbestos-containing materials.
- b) Ensure that the plan to manage asbestos includes suitable measures to ensure that information about the location and condition of any asbestos-containing material is provided to every person liable to disturb them.
- 2.7 The requirements of above three improvements notices have now been satisfied and a comprehensive asbestos survey programme completed in Schools. The survey programme has been extended to Corporate properties.

## **Improvement Plan**

- 2.8.1 In 2009/10 the Corporate Health and Safety Advisory Service experienced a number of changes within the Service. As a result there were a number of identified areas for improvement in the delivery of the service. This culminated in June 2010 when three improvement Notices were served on the Council relating to the management of asbestos in schools. These notices were all lifted by November 2010 following intense work to deliver training, resurvey properties and perform asbestos removal. In view of the difficulties experienced during the changes to the service and through the Health and Safety Executive's (HSE) scrutiny, the opportunity to review health and safety performance has been taken. An improvement plan (See appendix 2) has been generated which considers the health and safety management model endorsed by the HSE, HS(G) 65 which requires

integration of safety management into the organisational system and management practice. A two year programme has been devised to achieve the requirements of the improvement plan and to submit the improvements to the appropriate group/committee for approval (see appendix 3). Harrow Council will therefore continue to develop its arrangements for the management of health and safety within the organisation in line with the improvement plan.

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

2.9 A key part of the improvement plan and the function of the Corporate Health and Safety Advisory Service is the provision of policies and guidance to provide managers and employees with the necessary support to meet their health and safety obligations. A large number of policies and codes of practice were reviewed and consulted upon with key stakeholders including Unison and GMB prior to being approved at the Corporate Health & Safety Group. In the consultation and approval process joint working with the stakeholders has been a key part of achieving workable documentation that meets legislative requirements and reflects the activities of the organisation. These documents have been or are in the process of being posted on the re-launched Harrow Hub. The following documents have been reviewed and uploaded.

- HSCOP 01 - Risk Assessment
- HSCOP 11 - Accident Reporting Procedure
- HSP 05 - Asbestos Policy
- HSCOP 13 - Asbestos Code of Practice
- HSCOP 14 - Lone and Out of Hours Working
- HSCOP 08 - Display Screen Equipment
- HSP F01 - Fire Safety Policy
- HSCOP F02 - Fire Safety Risk Assessment
- HSCOP 05 - Stress Risk Assessment

2.10 During the year work also commenced on the following documents which are currently being consulted upon with stakeholders prior to being approved and uploaded onto the Hub.

- HSP 03 - Legionella
- HSCOP 09 - Legionella risk assessment
- HSCOP 12 - First Aid
- HSCOP - Educational Visits
- HSCOP - Consultation & Communication

2.11 The review of key documents is planned to continue in a programme throughout 2011/12.

## **Health and Safety Groups**

2.12 The arrangements for effective consultation, communication and co-operation, with respect to health and safety, between management, employees and Trade Unions continue to be through Health and Safety Groups. Following initial concern at the beginning of the year under review that Health and Safety groups meetings were not taking place or were being poorly attended all these group meetings have been

rejuvenated and are now taking place in a planned and structured fashion. The Assistant Chief Executive is now the Chair of the Corporate Health and Safety Group and the consultation and communication code of practice is being consulted upon.

- 2.13 The Corporate Health and Safety Group (CHSG) continues to meet every quarter and is presently chaired by the Assistant Chief Executive. During the year this group has discussed cross council health and safety matters, approved new corporate policies and monitored overall developments in health and safety. Each Directorate and sub group feeds into this group.
- 2.14 Each Directorate now has a Health and Safety Group which meets every quarter. These Groups deal with Directorate health and safety and provide employees, health and safety representatives and managers with an opportunity to discuss and resolve health and safety related issues. Directorate Health and Safety Groups have been rejuvenated during this period and will continue to develop as the two year improvement plan progresses. Governance arrangements are again under review to determine the adequacy of the current arrangements and the effectiveness in escalating key risks to senior management.

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

- 2.15 The service has continued to respond to the needs of the organisation, providing support to management and staff, including conducting multiple site visits and providing site-specific training courses and workshops.
- 2.16 Due to the transitions within the service an audit programme has not been followed during this period. The service has identified this as a failing and has conducted a procurement process to purchase a self audit tool. This will enable every manager of every service to review their health and safety management arrangements, identify shortcomings and take the necessary corrective action. It will also enable the organisation to have an overview and identify areas where additional support is required. The HSE have also indicated their intention to revisit Harrow Council in July 2011 to review auditing arrangements.

### **Health and Safety Training**

- 2.17 The Corporate Health and Safety Service has continued to deliver health and safety training during this period, training approximately 500 employees. This has been identified as an area for improvement and as part of the improvement plan for 2011/12 individual services will be asked to identify the training needs of their team, including the CPD needs of managers against the currently available health and safety training and submit needs to the Corporate Health & Safety Service. The Corporate Health and Safety Service will determine the training needs of the organisation, including exploring the potential for e-learning and any necessary budget changes, discuss with HR & L&D and submit a programme, including mandatory training and specialist provision of training to CHSG.
- 2.18 The health and safety induction and the premises manager's course are the two most attended courses, providing both essential information to new starters and key information on premises safety to managers and Headteachers.

## **Educational Outside the Classroom**

- 2.19 Educational visits and journeys for school children are assessed by the Service. The assessments for approximately 200 school visits have been reviewed during this period. The Corporate Health and Safety Advisory Service continues to provide training for Educational Visits Co-ordinators and is currently considering options to streamline the process through the development of an on-line system.

## **Occupational Health**

- 2.20 The Occupational Health Service has continued to meet the organisation's requirements for dealing and promoting health at work issues. The service is provided by Santia Ltd which was formerly known as Connaught Compliance Limited, but was renamed following Connaught plc being placed into administration. The core functions of the Occupational Health team continue to be Work-Health Assessment Screening, Sickness Absence Management and Health Promotion. From July 2010 the service has been provided as part of a framework agreement which includes Brent Council & the London Borough of Kensington & Chelsea and is a joint service with Brent Council, based on the Middlesex Floor in the Civic complex in Harrow. This delivered savings of approximately £35,000 as well as service improvements.

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

- 2.21 A number of health promotions have taken place during the second half of 2010/11 including a Women's Health Event and Stress Down Day, World Mental Health Day and National Stress Awareness Day. In addition events have been held to support the Mayors Charity, ovarian cancer action and Macmillan Cancer Support including involvement in the world's biggest coffee morning.

## **Employee Assistance Programme**

- 2.22 The Employee Assistance Programme continues to be provided by First Assist. The service includes independent telephone advice and where indicated face-to-face counselling support for a range of problems.

## **Health and Safety Scorecard**

- 2.23 The health and safety scorecards are still required to be completed by each service to indicate health and safety performance and are reviewed at the quarterly Directorate Health and Safety Group meetings.
- 2.24 In line with the Health and Safety Executive Inspector's feedback the service has looked at key performance indicators as part of its review of the audit process. The audit tool is being implemented in the first half of 2011/12 and the appropriate measures are to be introduced to indicate health and safety performance.

## **Accidents at Work**

- 2.25 The Council meets its statutory requirements to record and maintain accident records and compiles both quarterly and annual analysis reports for scrutiny by the Health and Safety Groups (see appendix 1).

- 2.26 The new Accident / Incident / Near Miss Database Form and Accident Reporting Procedure was launched on the Council's new Intranet System introducing a consistent and accurate approach for data collection. This has allowed electronic submission of forms, increased reporting and enabled more accurate scrutiny of trends and identify areas for improvement, as demonstrated in appendix 1.
- 2.27 The data continues to indicate that the majority of both reportable and non reportable employee accidents occur in the Children's Service Directorate (65%). Analysis (see appendix 1) has revealed that over 50% of all employee accidents occur in schools, principally involving teachers or teaching assistants. The key incident types within schools are physical assault and slips, trips and falls.
- 2.28 As expected when the nature of these physical assaults is considered, over 80% relate to the managing of children in special needs schools. This is consistent with data from previous years. (Note: The number of accidents does not appear to be related to a lack of training. Schools receive accredited training in dealing with risk incidents related to behaviour and the Special Schools are all on ongoing training programmes, including refresher training.)
- 2.29 There has been a 19% increase in reported employee accidents from 2009/2010. It is reasonable to assume that the introduction of the new accident reporting form and database, together with the increased support provided across the council by the Corporate Health and Safety Advisory Service, including most schools, to implement this procedure has led to a heightened level of awareness of what should be reported and the likely increase in reporting. Close monitoring of performance will continue and actions will continue to be taken to reduce the number of accidents.

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

- 2.30 The service has followed a training programme during this period and delivered training to approximately 530 employees through the yearly programme. In addition to this, bespoke health and safety training, such as accident reporting systems have been delivered locally and the service has also offered and delivered accredited CIEH training – level 2 Award Health & Safety in the Workplace. The training data is also reported back to both the Directorate Health & Safety Groups and the Corporate Health and Safety Groups for analysis and action.
- 2.31 The two highest attended courses were the induction and premises managers' courses. This is to be expected as the induction course is a mandatory course for all new starters and the high number of attendees on the premises manager's course is in response to gaps in training highlighted by the Health and Safety Inspector's visit with respect to schools and asbestos management. This training will continue in 2011/2012 in order to address any gaps within corporate properties and housing stock.
- 2.32 The table below is a report of delivery of training rather than of training need. The Corporate Health & Safety Service has identified in the two year improvement plan that improvements are needed in the delivery of health and safety training. The introduction of the health and safety audit tool during the first half of 2011/12 will facilitate a much improved analysis in future reports and aid the proper determination of the organisation's needs. The Corporate Health and Safety

Advisory Service will then need to determine how best to provide this training, including exploring the potential for e-learning. This will include focussing on lone working training during the transition to mobile and flexible working.



**Table 1: The Main Health and Safety Training Courses Attendances 1/4/2010 - 31/3/2011**

Directorates Courses /	Combined Group	Children's Services	Adults and Housing	Place Shaping	Community & Environment	Total
Health and Safety Induction for staff	9	25	11	0	113	158
Health and Safety Induction for managers	12	6	10	0	2	30
Health and Safety Risk Assessment	6	14	4	0	5	29
Health and Safety for Premises managers	0	91	12	1	7	111
Fire Marshals	11	14	23	0	1	49
Lone working	3	0	14	0	3	20
DSE users	1	1	5	0	0	7
DSE assessors	10	7	5	0	2	24
COSHH update	0	8	14	0	5	27
Evacuation chair training	4	2	0	0	8	14
Educational Visits coordinators	N/A	26	N/A	N/A	N/A	26
Manual Handling	2	17	7	0	0	26
CIEH – Health and Safety in the Workplace	0	0	8	0	0	8
<b>Total persons trained</b>	<b>58</b>	<b>211</b>	<b>113</b>	<b>1</b>	<b>146</b>	<b>529</b>

Note: The combined group represents the following directorates; Corporate Finance, Chief Executives and Legal & Governance Services.

## **Legislation Update**

- 2.33 There have not been any regulations that came into force in October 2010 and there are at present no regulations being introduced in April 2011 that will impact upon Harrow Council's activities. However Lord Young has conducted a health and safety review 'Common Sense, Common Safety' which covers the operation of health and safety laws and the growth of the compensation culture. Changes following this review may need to be considered in 2011/12.
- 2.34 There has been a landmark Supreme Court case on asbestos liabilities. Although medically there is no minimum threshold dose of asbestos below which there is no risk of mesothelioma, the Law Lords were invited in two cases to make a decision as to where the legal line should be drawn. The Supreme Court thus ruled that even a slight amount of asbestos exposure will now result in an employer being liable, unless the employer can demonstrate they have taken all appropriate steps to remove the risk.
- 2.35 Harrow Council still retains the duty to manage asbestos either as property owners or through having responsibility for maintenance and repairs and must ensure compliance with Asbestos regulations. Asbestos is and will remain a key part of health and safety performance monitoring.

## **Stakeholder Feedback**

- 2.36 The Health and Safety Executive (HSE) has continued to liaise with the Harrow Council following the issuing and the completion of the three Improvement Notices, offering guidance and support. Property Services have provided regular updates to the HSE Inspector on the progress of asbestos & premises management. The HSE Inspector has indicated that a review will be conducted of Harrow Council's health and Safety auditing arrangements in July 2011.
- 2.37 Trade Unions continue to play an active and supporting part in helping to develop health and safety management and improve health and Safety culture. This has include active participation in both Corporate and Directorate Health and Safety Groups and significant contributions in the consultation of new and amended policies.

## **Plans for 2011 / 2012**

- 2.38 The actions for 2011/12 include the following:
- Introduction of the self audit tool.
  - Delivery of year 1 of the two year improvement plan, including development of overarching health and safety policy and supporting policies, a health and safety training needs analysis and training programme, improved auditing arrangements, improved consultation and communication, risk assessment programme and risk mapping and developing and implementing adequate monitoring arrangements.
  - Continued monitoring of the Occupational Health Service and the Employee Assistance Programme.
  - Further development of the Health and Safety and Occupational Health intranet portal.
  - Continued support to services throughout Harrow Council through advice and

training.

- Continue to implement best practise with the issuing across the Council of on-line tools to record and report incidents, assess school visits and assess display screen equipment.
- Continue to improve the collection of incident data and provide appropriate statistics and reports for Health and Safety Groups and forums.
- Continue to provide and to assess health and safety training against the requirements of the organisation.
- Further work with the Community & Environment and Adults & Housing Directorates to ensure comprehensive improvement in the management of asbestos.
- Commence monitoring cycle to ensure that the necessary lessons have been learnt and asbestos improvements continue including the provision of progress reports.

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

3.1 None

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

4.1 The delivery of health and safety management is integral to, and a priority for, directorate budgets. In view of the need to maintain and develop the corporate health and safety advisory service during the year the budget was overspent by £84K in order to maintain a high standard of interim staff. The overspend was covered by maintaining staff vacancies in other areas of the division and a similar transitional arrangement will be required in 2011/12 as the current interim arrangements are phased out.

### **Section 5 – Corporate Priorities**

Collectively the Health & Safety team contribute to the delivery of all the corporate priorities through supporting the council as a whole to achieve their targets and objectives.

Name: Steve Tingle

on behalf of the  
Chief Financial Officer

Date: 8 June 2011

### **Section 6 - Contact Details and Background Papers**

**Contact:** Mark Riordan, Interim Health & Safety Lead, 0208 424 1521

**Background Papers:** None

## Appendix 1

### **ANALYSIS REPORT FOR ACCIDENTS QUARTER 1 TO QUARTER 4 (1<sup>st</sup> April 2010 – 31<sup>st</sup> March 2011)**

#### **1. BACKGROUND**

- 1.1 The statistics have been formulated from the Accident Forms that have been returned to the Corporate Health and Safety Advisory Service at Harrow Council and relate to Quarters 1 to 4 - 2010, (1<sup>st</sup> April 2010 – 31<sup>st</sup> March 2011). All statistical data provided is specific to any accident to Council employees and accidents to non-employees where the accident was reportable to the Health and Safety Executive or added to the Council's Accident Database.
- 1.2 These statistics have been formulated using the Council's Accident database. This database is allowing greater analysis of data, together with the production of more detailed charts and graphs.
- 1.3 The new Excel Accident Reporting Form has now been fully introduced and training on its use has been delivered to all Directorates where required. The new form is reducing the completion time for Directorates to report an accident. The new form automatically completes the HSE F2508 reportable notification should it be required, so that Directorates no longer need to complete this.
- 1.4 The Excel Accident Reporting Form and further training on the Council's Accident Reporting Procedure has led to substantial increases in the number of accidents reported in Quarters 3 and 4 - 2010, as Directorates have become more aware of what must be reported to the Corporate Health and Safety Advisory Service and to the Health and Safety Executive.

#### **2. DETAIL**

- 2.1 The breakdown of data below will assist Council Departmental Management and Staff in identifying trends, highlighting possible breaches of safe working practice and any additional training requirements.
- 2.2 The accident analysis charts give individual Directorate and Division breakdowns of accidents, including details of reportable accidents where applicable.
- 2.3 This data is produced for each directorate Health and Safety Group and the Corporate Health and Safety Group for analysis and action.
- 2.4 In the interests of economy the analyses have not been produced in colour. Colour versions are available upon request, by e-mail.

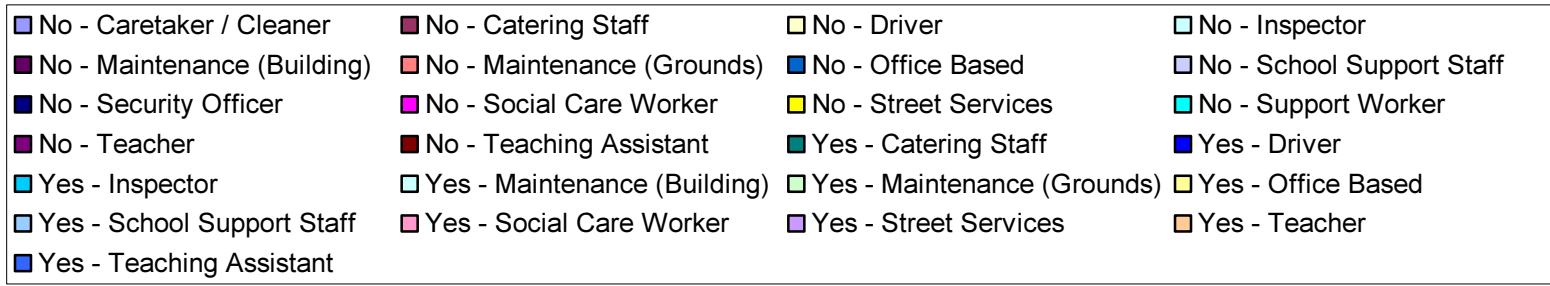
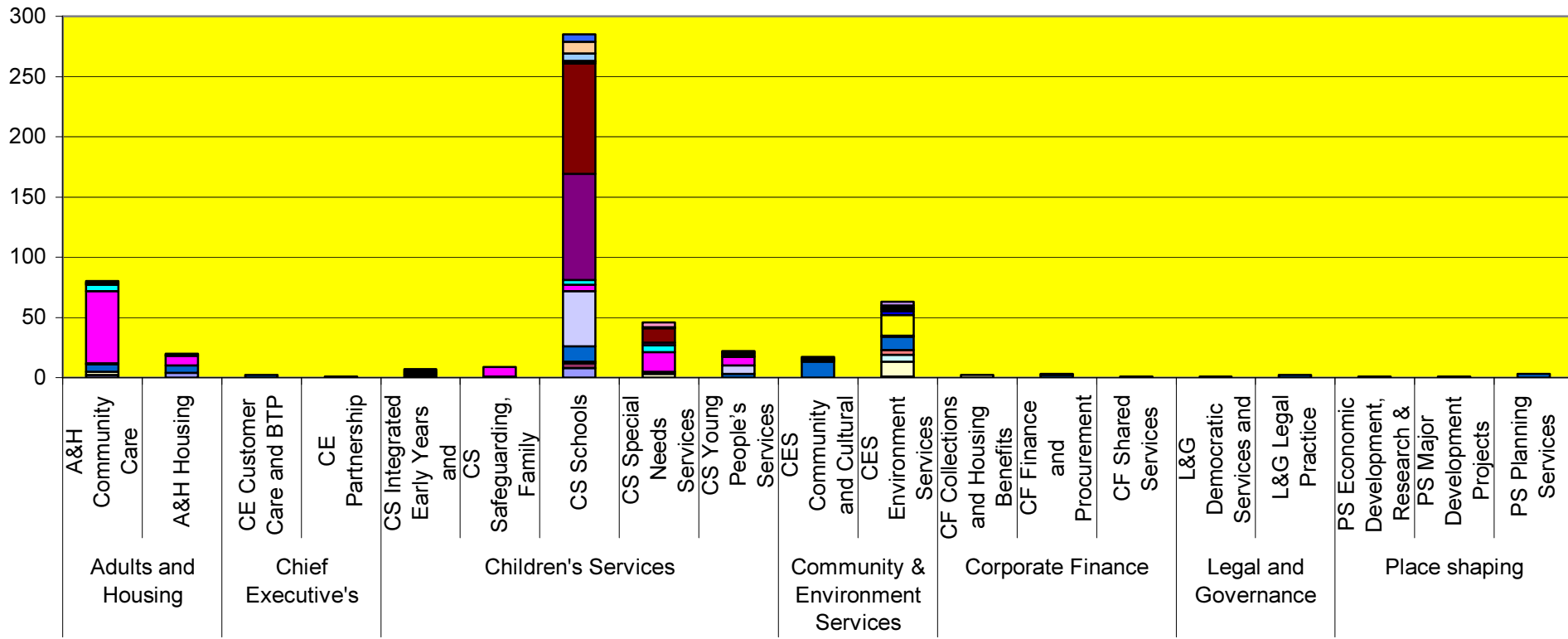
### 3. Trend Analysis

- 3.1 Physical assault remains the major accident type in the Adults and Housing Directorate, notably in Neighbourhood Resource Centres, relating to the management of persons with special needs. An accredited training programme, which is job specific, is being delivered across this Directorate to help address this issue.
- 3.2 The number of reportable incidents within the Community and Environment Directorate has increased in 2010/11. The major incident types relate to manual handling and slips, trips and falls. New safe systems of work have been prepared and are currently under consultation and risk assessments and training, including manual handling, are being reviewed.
- 3.3 There has been an increase in the number of both reportable and non reportable incidents in the Children's Services Directorate. Employee accidents again significantly relate to physical assault in the management of persons with special needs and are being addressed by the accredited training programme. The non employee reportable accidents significantly relate to pupils receiving medical treatment following accidents in the playground or during PE lessons. The Corporate Health and Safety Advisory Service has requested advice from the HSE as to whether these incidents should be reported and the HSE has asked that all incidents are reported to them as it is for the HSE to determine what should be investigated. We are not however aware of any further investigations having taken place.
- 3.4 The number of accidents in the other Directorates remains low.

## Total Employee Reportable and Non-Reportable Accidents Quarter 1 to Quarter 4 – 2010

Division	Non Reportable													Non Reportable Total	Reportable to HSE											Reportable Total	Grand Total
	Caretaker / Cleaner	Catering Staff	Driver	Inspector	Maintenance (Building)	Maintenance (Grounds)	Office Based	School Support Staff	Security Officer	Social Care Worker	Street Services	Support Worker	Teacher		Teaching Assistant	Catering Staff	Driver	Inspector	Maintenance (Building)	Maintenance (Grounds)	Office Based	School Support Staff	Social Care Worker	Street Services	Teacher		
A&H Com Care	2		3			6	1		60		5		1	78						1		1				2	80
A&H Housing	4					6			8		1			19								1				1	20
<b>A &amp; H Total</b>	<b>6</b>		<b>3</b>			<b>12</b>	<b>1</b>		<b>68</b>		<b>6</b>		<b>1</b>	<b>97</b>						<b>1</b>		<b>2</b>				<b>3</b>	<b>100</b>
CE Cust Care						2								2													2
CE Partnership						1								1													1
<b>CE Total</b>						<b>3</b>								<b>3</b>													<b>3</b>
CS Early Years	1					1	1		1		1	1	1	7													7
CS Saf, Fam Pl						1			8					9													9
CS Schools	8	4			1	13	46		5		4	88	92	261	1					1	6			10	6	24	285
CS Spec Needs			3				2		16		6	2	12	41						1		4				5	46
CS Young Peop						3	7		7			1	2	20						1				1		2	22
<b>CS Total</b>	<b>9</b>	<b>4</b>	<b>3</b>		<b>1</b>	<b>18</b>	<b>56</b>		<b>37</b>		<b>11</b>	<b>92</b>	<b>107</b>	<b>338</b>	<b>1</b>					<b>3</b>	<b>6</b>	<b>4</b>		<b>11</b>	<b>6</b>	<b>31</b>	<b>369</b>
CES Com & Cul						13				1				14			1		1	1						3	17
CES Env Serv	1		12	6		4	11		1		17			52		3	2		1	2						11	63
<b>CES Total</b>	<b>1</b>		<b>12</b>	<b>6</b>		<b>4</b>	<b>24</b>		<b>1</b>		<b>18</b>			<b>66</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>				<b>3</b>	<b>14</b>	<b>80</b>
CF Col/Hous			2											2													2
CF Fin & Procur						2								2						1							3
CF Shared Serv						1								1													1
<b>CF Total</b>			<b>2</b>			<b>3</b>								<b>5</b>						<b>1</b>						<b>1</b>	<b>6</b>
L&G Dem Serv						1								1													1
L&G Legal Prac						2								2													2
<b>L &amp; G Total</b>						<b>3</b>								<b>3</b>													<b>3</b>
PS Econ Dev						1								1													1
PS Major Dev						1								1													1
PS Plan Serv						3								3													3
<b>PS Total</b>						<b>5</b>								<b>5</b>													<b>5</b>
<b>Grand Total</b>	<b>16</b>	<b>4</b>	<b>20</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>68</b>	<b>57</b>	<b>105</b>	<b>18</b>	<b>17</b>	<b>92</b>	<b>108</b>	<b>517</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>11</b>	<b>6</b>	<b>49</b>	<b>566</b>

# Total Employee Reportable and Non-Reportable Accidents Quarter 1 to Quarter 4 – 2010

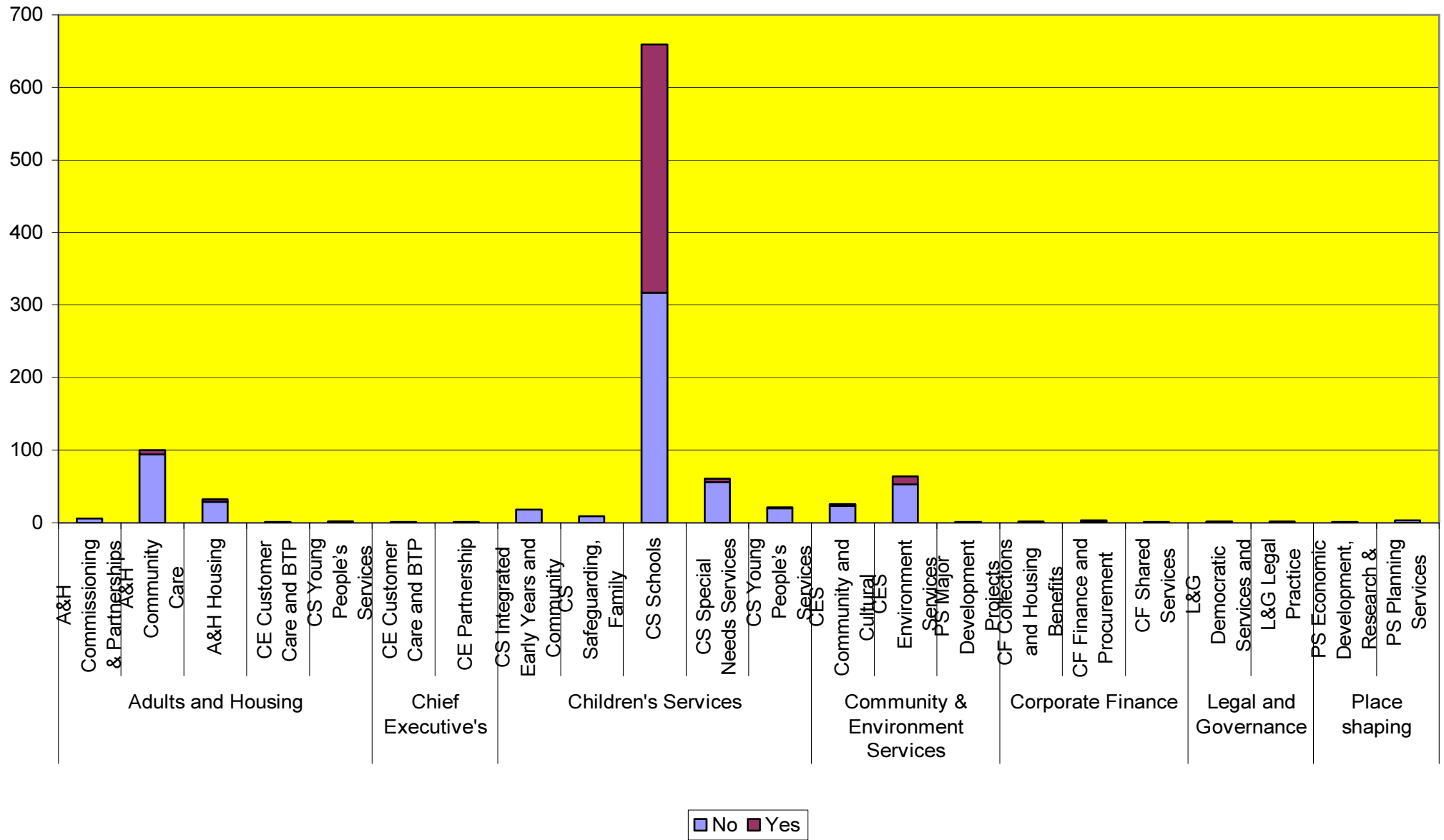


## Total Employee and Non-Employee Reportable and Non-Reportable Accidents Quarter 1 to Quarter 4 - 2010

<b>Directorate</b>	<b>Division</b>	<b>Non Reportable</b>	<b>Reportable</b>	<b>Grand Total</b>
<b>Adults and Housing</b>	A&H Commissioning & Partnerships	6		6
	A&H Community Care	94	6	100
	A&H Housing	29	3	32
<b>Adults &amp; Housing Total</b>		<b>129</b>	<b>9</b>	<b>138</b>
<b>Chief Executive's</b>	CE Customer Care and BTP	1		1
	CE Partnership	2		2
<b>Chief Executive's Total</b>		<b>3</b>		<b>3</b>
<b>Children's Services</b>	CS Integrated Early Years and Community Services	18		18
	CS Safeguarding, Family Placement and Support	9		9
	CS Schools	317	342	659
	CS Special Needs Services	56	5	61
	CS Young People's Services	21	2	23
<b>Children's Services Total</b>		<b>421</b>	<b>349</b>	<b>770</b>
<b>Community &amp; Environment Services</b>	CES Community and Cultural Services	23	3	26
	CES Environment Services	53	11	64
	PS Major Development Projects	1		1
<b>Community &amp; Environment Services Total</b>		<b>77</b>	<b>14</b>	<b>91</b>
<b>Corporate Finance</b>	CF Collections and Housing Benefits	2		2
	CF Finance and Procurement	2	1	3
	CF Shared Services	1		1
<b>Corporate Finance Total</b>		<b>5</b>	<b>1</b>	<b>6</b>
<b>Legal and Governance</b>	L&G Democratic Services and Elections	2		2
	L&G Legal Practice	2		2
<b>Legal and Governance Total</b>		<b>4</b>		<b>4</b>
<b>Place shaping</b>	PS Economic Development, Research & Enterprise	1		1
	PS Planning Services	3		3
<b>Place shaping Total</b>		<b>4</b>		<b>4</b>
<b>Grand Total</b>		<b>643</b>	<b>373</b>	<b>1016</b>



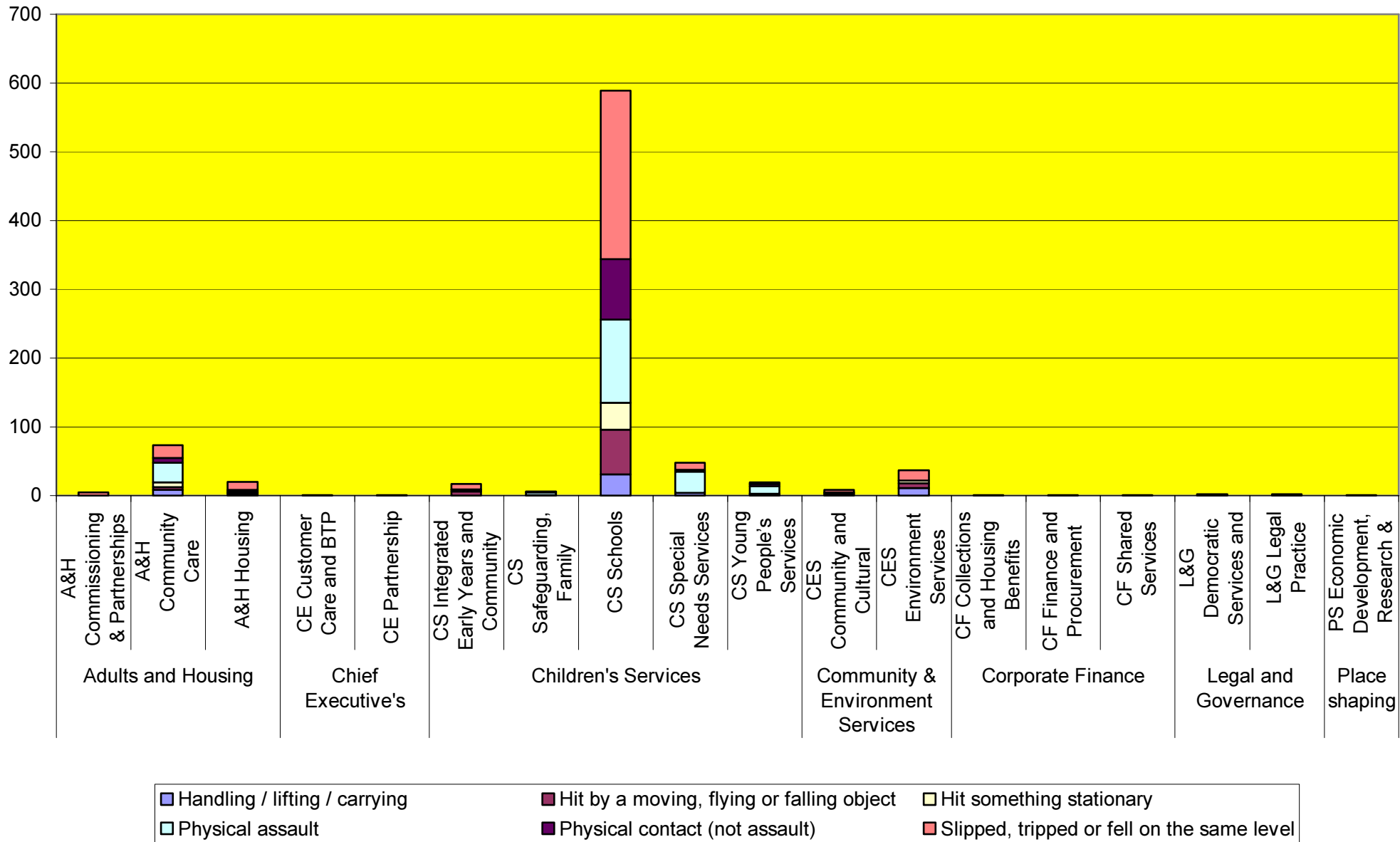
# Total Employee and Non-Employee Reportable and Non-Reportable Accidents Quarter 1 to Quarter 4 - 2010



## Total Employee & Non-Employee Top 6 Accidents by Type Quarter 1 to Quarter 4 – 2010

Directorate	Division	Handling / lifting / carrying	Hit by a moving, flying or falling object	Hit something stationary	Physical assault	Physical contact (not assault)	Slipped, tripped or fell on the same level	<b>Grand Total</b>
<b>Adults and Housing</b>	A&H Commissioning & Partnerships						5	5
	A&H Community Care	8	4	7	29	7	18	73
	A&H Housing	3	1	1	2	1	12	20
<b>Adults and Housing Total</b>		<b>11</b>	<b>5</b>	<b>8</b>	<b>31</b>	<b>8</b>	<b>35</b>	<b>98</b>
<b>Chief Executive's</b>	CE Customer Care and BTP			1				1
	CE Partnership		1					1
<b>Chief Executive's Total</b>			<b>1</b>	<b>1</b>				<b>2</b>
<b>Children's Services</b>	CS Integrated Early Years and Community Services		6	2		1	8	17
	CS Safeguarding, Family Placement and Support	1			4		1	6
	CS Schools	31	65	39	121	88	245	589
	CS Special Needs Services	4			31	3	10	48
	CS Young People's Services	2	1		11	3	2	19
<b>Children's Services Total</b>		<b>38</b>	<b>72</b>	<b>41</b>	<b>167</b>	<b>95</b>	<b>266</b>	<b>679</b>
<b>Community &amp; Environment Services</b>	CES Community and Cultural Services	2		2	1		3	8
	CES Environment Services	11	7	4			15	37
<b>Comm &amp; Environ Services Total</b>		<b>13</b>	<b>7</b>	<b>6</b>	<b>1</b>		<b>18</b>	<b>45</b>
<b>Corporate Finance</b>	CF Collections and Housing Benefits						1	1
	CF Finance and Procurement						1	1
	CF Shared Services						1	1
<b>Corporate Finance Total</b>							<b>3</b>	<b>3</b>
<b>Legal and Governance</b>	L&G Democratic Services and Elections						2	2
	L&G Legal Practice						2	2
<b>Legal and Governance Total</b>							<b>4</b>	<b>4</b>
<b>Place shaping</b>	PS Economic Development, Research & Enterprise	1						1
<b>Place shaping Total</b>		<b>1</b>						<b>1</b>
<b>Grand Total</b>		<b>63</b>	<b>85</b>	<b>56</b>	<b>199</b>	<b>103</b>	<b>326</b>	<b>832</b>

# Total Employee & Non-Employee Top 6 Accidents by Type Quarter 1 to Quarter 4 – 2010



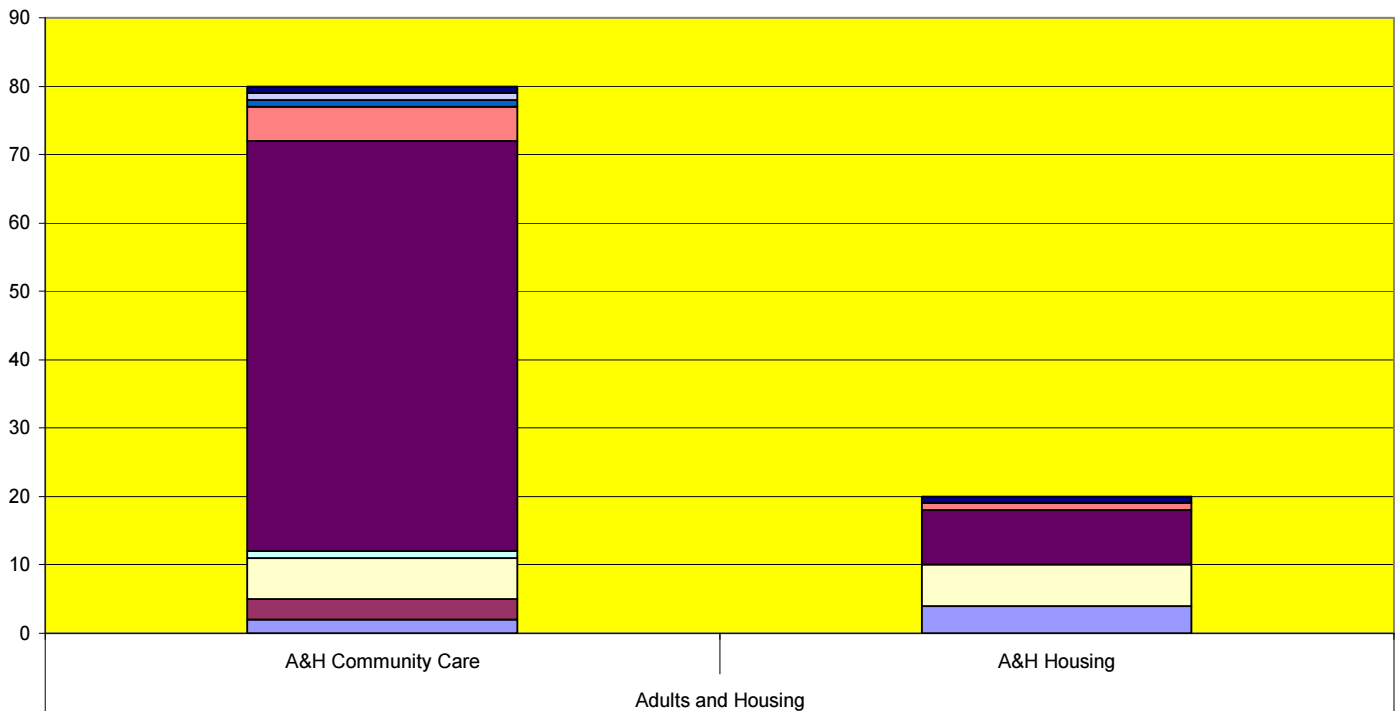
## Chief Executives

Accident figures remain the same with accidents reported in Quarters 1 to 4 – 2010 (3), compared to Quarters 1 to 4 - 2009 (3).

## Adult's & Housing

### Total Employee Non-Reportable and Reportable Accidents

Division	Non Reportable							Non Reportable Total	Reportable		Reportable	Grand Total
	Caretaker / Cleaner	Driver	Office Based	School Support Staff	Social Care Worker	Support Worker	Teaching Assistant		Office Based	Social Care Worker		
A&H Community Care	2	3	6	1	60	5	1	78	1	1	2	80
A&H Housing	4		6		8	1		19		1	1	20
<b>Grand Total</b>	6	3	12	1	68	6	1	97	1	2	3	100



■ No - Caretaker / Cleaner	■ No - Driver	□ No - Office Based	□ No - School Support Staff	■ No - Social Care Worker
■ No - Support Worker	■ No - Teaching Assistant	□ Yes - Office Based	■ Yes - Social Care Worker	

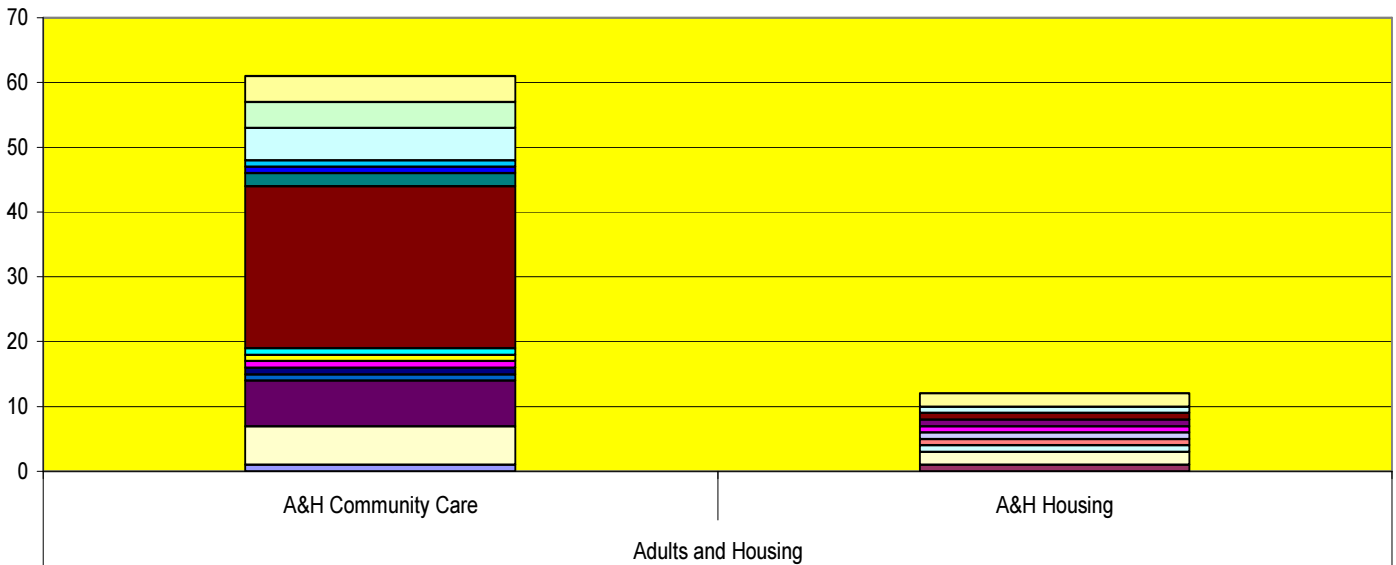
The number of accidents in Adults & Housing has fallen in Quarters 1 to 4 -2010 (100), compared to Quarters 1 to 4 - 2009 (114). Reportable accidents have increased in Quarters 1 to 4 - 2010 (3) compared to Quarters 1 to 4 - 2009 (1)

## **Physical Assault**

Physical assaults are still following a general trend of occurring at Neighbourhood Resource Centres and relate to the management of persons with special needs.

## A & H Top 6 Accidents by Type

Division	Handling / lifting / carrying	Incident with threatening behaviour	Incident with verbal abuse	Physical assault	Physical contact (not assault)	Slipped, tripped or fell on the same level	Grand Total
A & H Community Care	7	7	4	29	6	8	61
A & H Housing	3	2	2	2	1	2	12
<b>Grand Total</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>31</b>	<b>7</b>	<b>10</b>	<b>73</b>

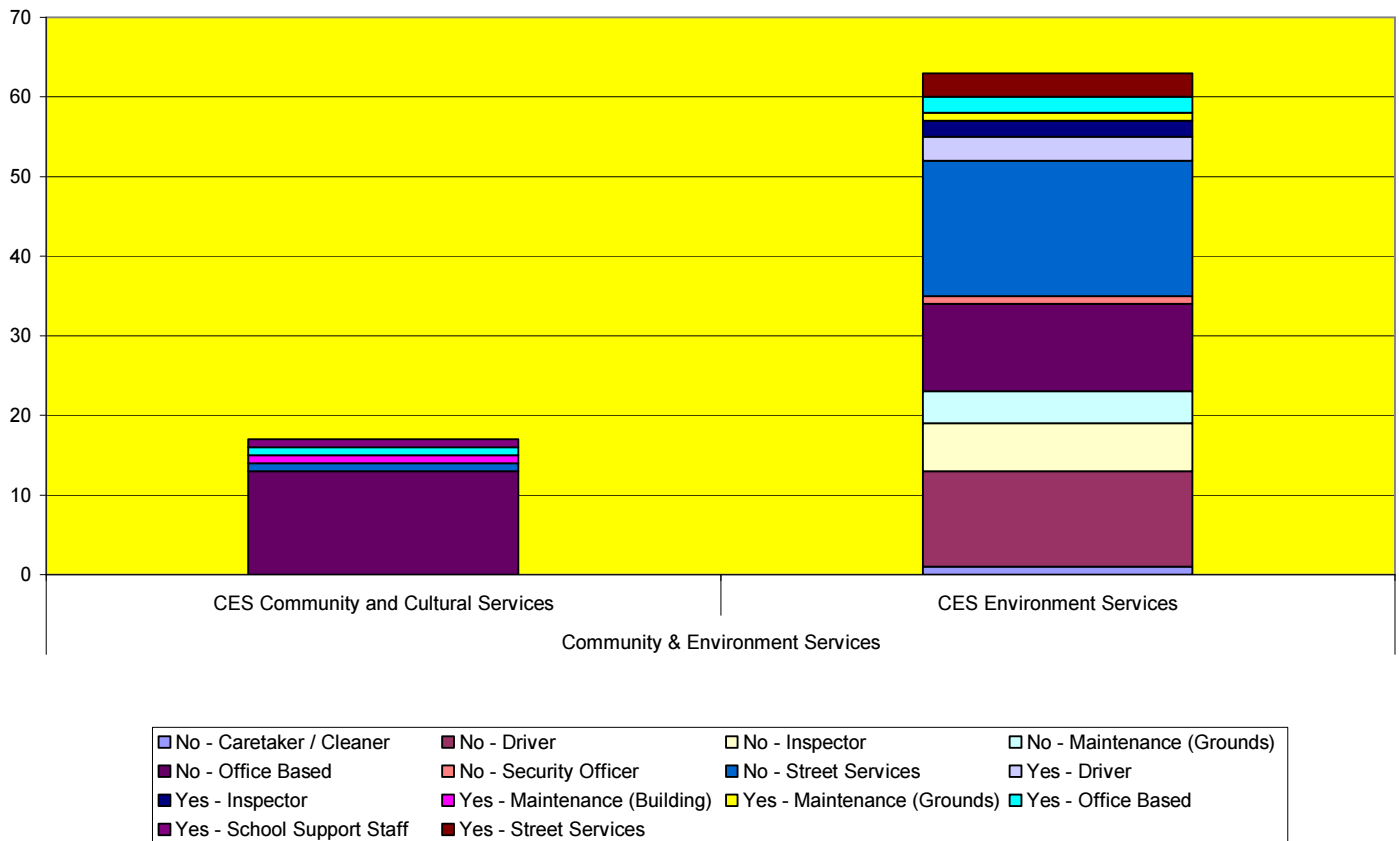


■ Handling / lifting / carrying - Driver	■ Handling / lifting / carrying - Office Based
□ Handling / lifting / carrying - Social Care Worker	□ Incident with threatening behaviour - Office Based
■ Incident with threatening behaviour - Social Care Worker	■ Incident with threatening behaviour - Support Worker
■ Incident with verbal abuse - Caretaker / Cleaner	□ Incident with verbal abuse - Office Based
■ Incident with verbal abuse - School Support Staff	■ Incident with verbal abuse - Social Care Worker
■ Incident with verbal abuse - Support Worker	■ Physical assault - Driver
■ Physical assault - Office Based	■ Physical assault - Social Care Worker
■ Physical assault - Support Worker	■ Physical assault - Teaching Assistant
■ Physical contact (not assault) - Caretaker / Cleaner	□ Physical contact (not assault) - Social Care Worker
■ Slipped, tripped or fell on the same level - Office Based	■ Slipped, tripped or fell on the same level - Social Care Worker

# Community & Environment

## Total Employee Non-Reportable and Reportable Accidents

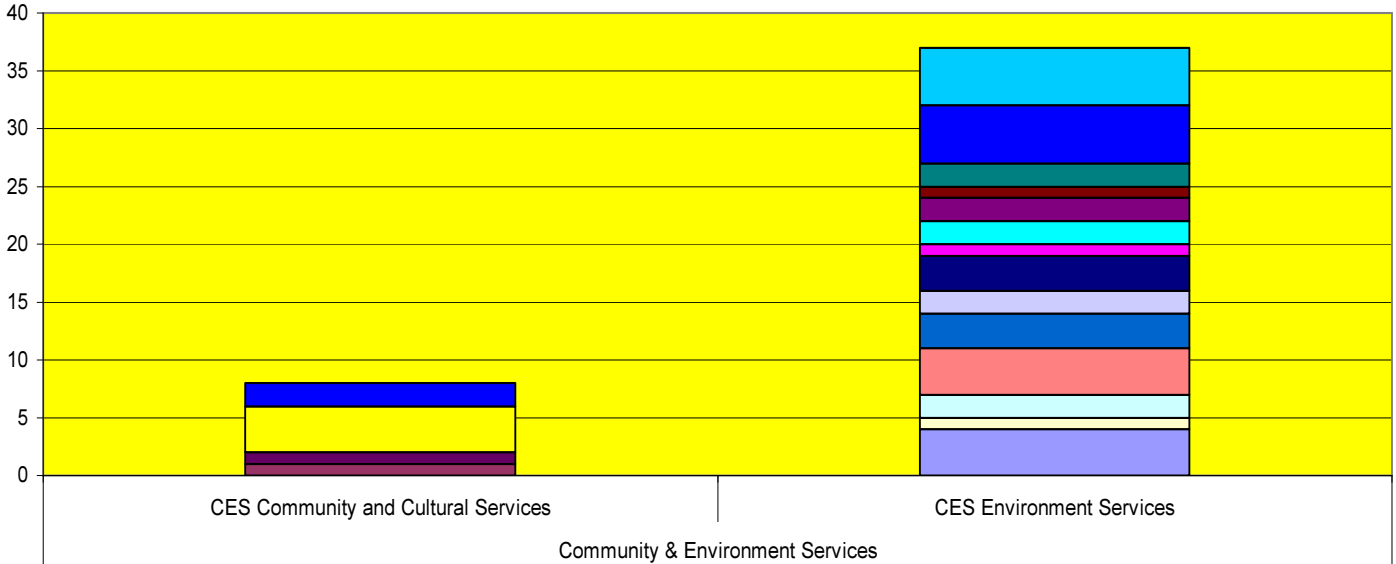
Division	Non Reportable							Non Reportable	Reportable							Reportable	Grand Total
	Caretaker / Cleaner	Driver	Inspector	Maintenance (Grounds)	Office Based	Security Officer	Street Services		Driver	Inspector	Maintenance (Building)	Maintenance (Grounds)	Office Based	School Support Staff	Street Services		
CES Comm & Cultural Serv					13		1	14			1		1	1		3	17
CES Env Serv	1	12	6	4	11	1	17	52	3	2		1	2		3	11	63
<b>Grand Total</b>	<b>1</b>	<b>12</b>	<b>6</b>	<b>4</b>	<b>24</b>	<b>1</b>	<b>18</b>	<b>66</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>14</b>	<b>80</b>



The number of accidents in Community & Environment has fallen in Quarters 1 to 4 - 2010 (80), compared to Quarters 1 to 4 - 2009 (85). Reportable accidents have increased in Quarters 1 to 4 - 2010 (14) compared to Quarters 1 to 4 - 2009 (8)

## C & E Top 4 Accidents by Type

Division	Handling / lifting / carrying	Hit by moving vehicle	Incident with threatening behaviour	Slipped, tripped or fell on the same level	Grand Total
CES Community & Cultural Services	2		4	2	8
CES Environment Services	11	8	3	15	37
<b>Grand Total</b>	<b>13</b>	<b>8</b>	<b>7</b>	<b>17</b>	<b>45</b>



- |  |   |
|--|---|
| ■ Handling / lifting / carrying - Driver                             | ■ Handling / lifting / carrying - Maintenance (Building)    |
| ■ Handling / lifting / carrying - Maintenance (Grounds)              | ■ Handling / lifting / carrying - Office Based              |
| ■ Handling / lifting / carrying - School Support Staff               | ■ Handling / lifting / carrying - Street Services           |
| ■ Hit by moving vehicle - Inspector                                  | ■ Hit by moving vehicle - Office Based                      |
| ■ Hit by moving vehicle - Street Services                            | ■ Incident with threatening behaviour - Caretaker / Cleaner |
| ■ Incident with threatening behaviour - Office Based                 | ■ Incident with threatening behaviour - Street Services     |
| ■ Slipped, tripped or fell on the same level - Driver                | ■ Slipped, tripped or fell on the same level - Inspector    |
| ■ Slipped, tripped or fell on the same level - Maintenance (Grounds) | ■ Slipped, tripped or fell on the same level - Office Based |
| ■ Slipped, tripped or fell on the same level - Street Services       |   |

## Legal & Governance

Accident figures have increased in Quarters 1 to 4 – 2010 (3), compared to Quarters 1 to 4 - 2009 (2). Reportable accidents remain the same in Quarters 1 to 4 - 2010 (0) compared to Quarters 1 to 4 - 2009 (0).

## Corporate Finance

Accident figures have decreased in Quarters 1 to 4 – 2010 (6), compared to Quarters 1 to 4 - 2009 (9). Reportable accidents have decreased in Quarters 1 to 4 - 2010 (1) compared to Quarters 1 to 4 - 2009 (2).

## Place Shaping

Accident figures have increased in Quarters 1 to 4 – 2010 (5), compared to Quarters 1 to 4 - 2009 (3). Reportable accidents remain the same in Quarters 1 to 4 - 2010 (0) compared to Quarters 1 to 4 - 2009 (0).

## Children's Services

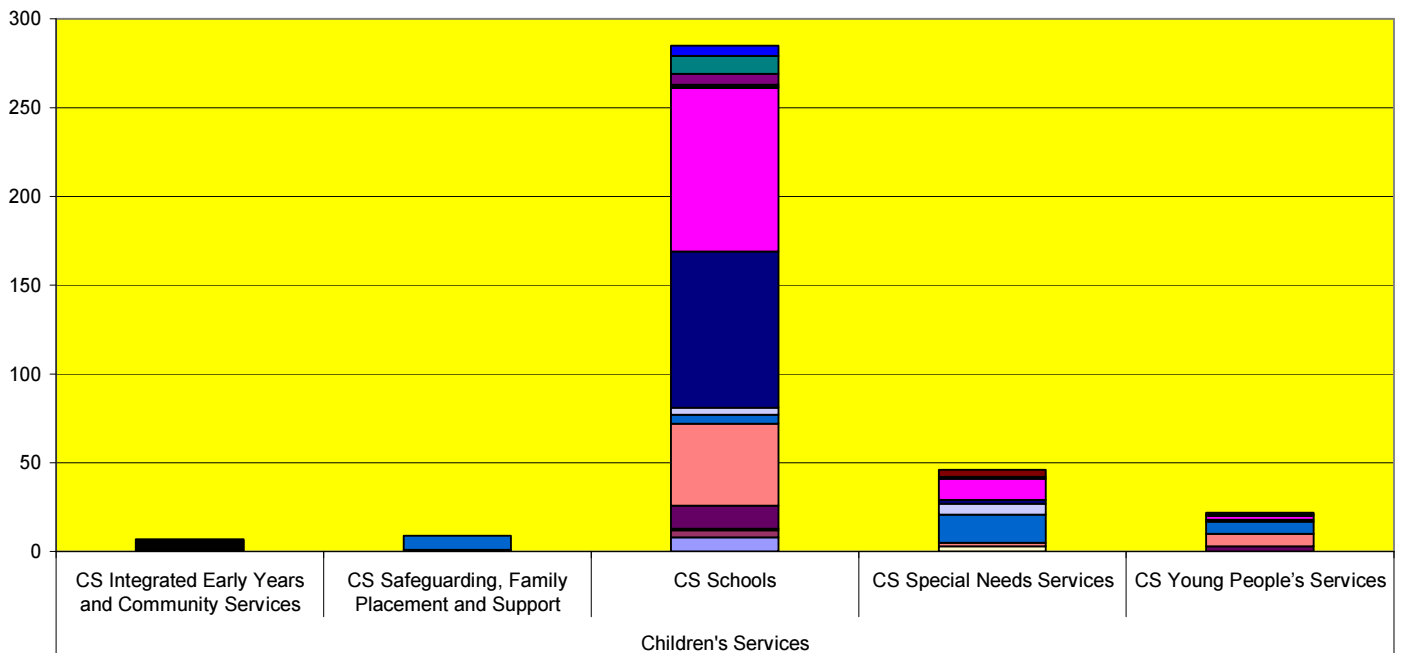
### Total Employee Non-Reportable and Reportable Accidents

Division	Non Reportable										Non Reportable	Reportable						Reportable	Grand Total
	Caretaker / Cleaner	Catering Staff	Driver	Maintenance (Building)	Office Based	School Support Staff	Social Care Worker	Support Worker	Teacher	Teaching Assistant		Catering Staff	Office Based	School Support Staff	Social Care Worker	Teacher	Teaching Assistant		
CS Int Ear Yrs & Comm Serv	1				1	1	1	1	1	1	7								7
CS Safe, Fam Place & Supp					1		8				9								9
CS Schools	8	4		1	13	46	5	4	88	92	261	1	1	6		10	6	24	285
CS Spec Nds			3			2	16	6	2	12	41		1		4			5	46
CS Yng Peop					3	7	7		1	2	20		1			1		2	22
<b>Grand Total</b>	9	4	3	1	18	56	37	11	92	107	338	1	3	6	4	11	6	31	369

Accident figures have increased considerably in Quarters 1 to 4 – 2010 (369), compared to Quarters 1 to 4 - 2009 (260). Reportable employee accidents have also increased in Quarters 1 to 4 - 2010 (31) compared to Quarters 1 to 4 - 2009 (19).



## Total Employee Non-Reportable and Reportable Accidents

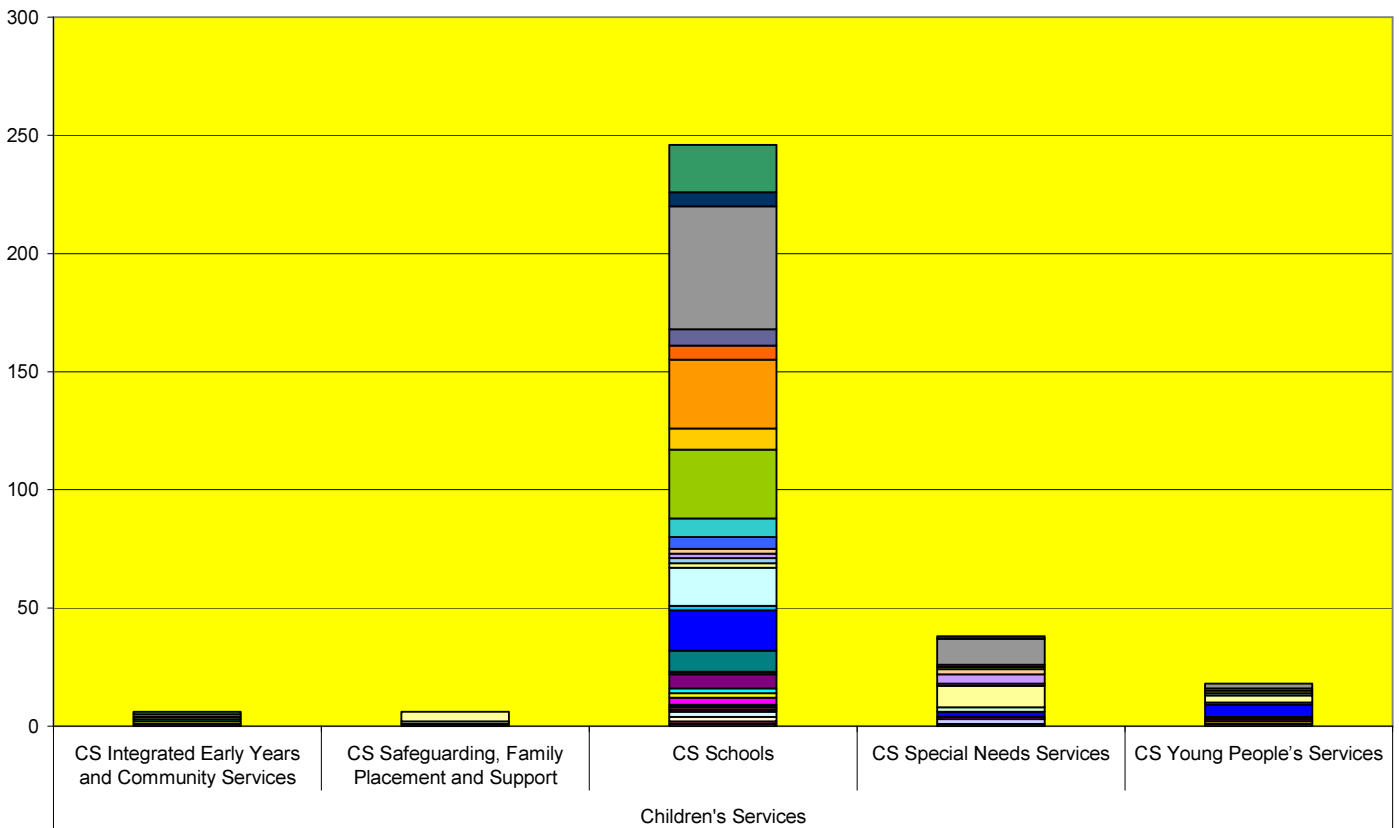


No - Caretaker / Cleaner	No - Catering Staff	No - Driver	No - Maintenance (Building)
No - Office Based	No - School Support Staff	No - Social Care Worker	No - Support Worker
No - Teacher	No - Teaching Assistant	Yes - Catering Staff	Yes - Office Based
Yes - School Support Staff	Yes - Social Care Worker	Yes - Teacher	Yes - Teaching Assistant

## Children's Services Top 5 Employee Accidents by Type

Division	Handling / lifting / carrying	Hit by a moving, flying or falling object	Slipped, tripped or fell on the same level	Physical assault	Physical contact (not assault)	Grand Total
CS Integrated Early Years & Community Services		3	3			6
CS Safeguarding, Family Placement & Support	1		1	4		6
CS Schools	19	28	76	102	21	246
CS Special Needs Services	4		4	27	3	38
CS Young Peoples Services	2	1	1	11	3	18
<b>Grand Total</b>	<b>26</b>	<b>32</b>	<b>85</b>	<b>144</b>	<b>27</b>	<b>314</b>

## Children's Services Top 5 Employee Accidents by Type



### Physical Assault

The majority of incidents of physical assault to staff occur in special needs schools and neighbourhood resource centres which account for 118 incidents in Quarters 1 to 4 – 2010.

### CS Schools Non-Employee Accidents by Location

Division	Classroom	NOT APPLICABLE	PE	Playground	School visit	Technology	Science	Grand Total
<b>CS Schools</b>	45	141	45	125	13	2	2	<b>373</b>

The not applicable locations are areas where accidents have occurred which are not covered by an identified heading on the new Accident Database Reporting Form. Examples of not applicable areas are hallways, corridors, sports halls but not during a PE lesson etc.

## CS Schools Non-Employee Top 6 Accidents by Type

<b>Division</b>	Fell from a height (state height in notes)	Hit by a moving, flying or falling object	Hit something stationary	Physical assault	Physical contact (not assault)	Slipped, tripped or fell on the same level	<b>Grand Total</b>
CS Integrated Early Years and Community Services		3	1		1	5	10
CS Schools	25	37	27	18	67	169	343
CS Special Needs Services	1			4		6	11
CS Young People's Services						1	1
<b>Grand Total</b>	26	40	28	22	68	181	365

### Other Completed Accident Forms

Below are details of accident forms that have been completed and sent to the Corporate Health and Safety Advisory Service, but have not been added to the Accident Database. These figures relate to non-employees, principally pupils where there has been no injury or loss.

<b>Adults and Housing</b>	267
<b>Children's Services</b>	846
<b>Community &amp; Environment</b>	37
<b>Legal</b>	1
<b>Total</b>	<b>1,151</b>

### **3. OBSERVATIONS/RECOMMENDATIONS**

- 3.1 Since the launch of the new Database Accident / Incident / Near Miss Form and Accident Reporting Procedure in January 2011, this has led to a more consistent and accurate approach for data collection.

As a result the Corporate Health and Safety Advisory Service predicted that the number of accidents reported would remain high in Quarter 4 - 2010; we expect the accident reporting figure to remain high until the end of 2011.

- 3.2 The Corporate Health and Safety Advisory Service has now delivered all the training on the new procedure where required to Directorates and schools.

## Appendix 2

### HEALTH AND SAFETY OBJECTIVES AND TARGETS April 2011 – March 2012 (The Improvement Plan) Mark Riordan

No.	Objective	Target	Programme	Responsibility	Time required To complete
1	<p>Health &amp; Safety Policy:</p> <p>A Policy needs to be prepared which will reflect the organisation's intention for the management of health and safety.</p>	Statement of commitment.	Preparation of a statement of commitment towards legislative compliance and continuous improvement in the management of Health and Safety.	MR	1 month.
			Statement to be agreed by CHSG, signed by the Chief Executive and issued on the intranet/internet.	CHSG/ML	3 months
		Outline of responsibilities, including all stakeholders.	Responsibilities for health and safety management & members to be drafted for consultation, including details of senior management who will 'champion' health and safety and the scope of responsibilities e.g. SLA's.	MR	1 month
			Responsibilities to be agreed by CHSG & relevant stakeholders and issued on the intranet as part of full policy.	CHSG	3 months
		Outline of arrangements, including all stakeholders.	Arrangements for health and safety management to be drafted for consultation. This will include risk assessment, training, consultation, emergency arrangements, safe workplaces, first aid, incident reporting etc.	MR	1 month
			Responsibilities to be agreed by CHSG & relevant stakeholders and issued on the intranet as part of full policy.	CHSG	3 months
2	<p>Organisation.</p> <p>Control</p>	Establish control over health and safety in the workplace.	Day to day responsibilities for health and safety management from the top to the bottom of the organization to be drafted for consultation. This will include attendance at health and safety meetings, inspection regimes, management of incidents, defining individual responsibilities, compliance checks etc.	MR	3 months

			Responsibilities, arrangements & compliance checks to be agreed within Directorates and fed back to CHSG & relevant stakeholders	CHSG/MR	6 months
2	Organisation. Competence	The establishment of a system that ensures that all employees are capable of doing their work in a proper and safe way.	All services to identify the training needs of their team, including the CPD needs of managers, against the currently available health and safety training and submit needs to the Health & Safety Service	All services	3 months
			The health and safety service to explore the potential for e-learning via the learning pool and introduce courses via this medium.	MR	3 months
			The Health and Safety Service to determine the training needs of the organisation and any necessary budget changes, discuss with HR & L&D and submit a programme, including mandatory training & specialist provision of training, to CHSG.	MR	6 months
			CHSG to assess and endorse the programme.	CHSG	6 months
			Programme to be delivered.	MR	1 year
			Senior Management to determine the arrangements for the provision of professional health and safety support to the organization.	CSB	3 months
2	Organising Communication:	Establish communication routes for clarity of responsibilities & to ensure changes are communicated quickly throughout organisation	Communication routes for health and safety management to be drafted for consultation. This will include the provision of information and support e.g. monthly health & safety updates, performance & an opportunity to express views and concerns.	MR	3 months
			Communication routes to be agreed by CHSG & relevant stakeholders and issued on the intranet	CHSG	6 months
2	Organising Co-operation:	The formal participation and co-operation of everyone in the	Participation and co-operation mechanisms for health and safety management to be drafted for consultation. This will include the arrangements for health and safety committees and escalation of risks.	MR	3 months

			Participation and co-operation mechanisms to be agreed by CHSG & relevant stakeholders, including trade unions, and issued on the intranet	CHSG	6 months
3	Planning: Risk Assessment	All risks with the potential to cause harm have been assessed.	Each service to identify and risk assess the significant risks that are present in its work area and through its work activities and prepare a register for review at Directorate level, together with an action plan to address these issues. Directorate group to undertake a risk mapping exercise to ensure all significant risks have been assessed.	Each Service	6 months
			The health and safety service to purchase a database tool to upload & monitor risk assessments and provide training to enable individual services to upload their assessments.	MR	3 months
			Each service to ensure that where control measures are required they have been implemented or if not possible the risks have been escalated to Directorate level.	Each Service	6 months
			Where risks are unable to be managed within a directorate, the risks are escalated to Corporate Level	Each Directorate Group	9 months
3	Planning: Policies & Procedures	Policies & procedures to be developed for the management of all significant risks	All policies & procedures for health and safety management to be reviewed and presented for consultation. This will include any new policies/ procedures identified by the risk assessment process.	MR	1 year
			Policies & procedures to be agreed by CHSG & relevant stakeholders and issued on the intranet.	CHSG	1 year
4	Monitoring: Pro-active monitoring	Identify shortcomings in the management of Health & Safety though	Draft mechanisms for pro-actively monitoring health and safety performance to be presented to CHSG/Directorate Groups for consultation/approval.	MR	3 months
			Monitoring arrangements to be implemented.	Directorate	6 months

			Monitoring data to be reviewed both corporately and at directorate level.	CHSG/DHSG	6 months
4	Monitoring: Reactive monitoring	Assess health and safety performance through reactive data such as incident data	Ensure mechanisms for reporting data are implemented throughout Council and the relevant data is analysed.	MR	6 months
			Ensure that the monitoring is reviewed both locally and at Directorate and Corporate level and appropriate remedial action is taken.	CHSG/DHSG	9 months
4	Monitoring: KPI's	Set KPI's e.g. lost time injury rate to benchmark and then set targets for improvement	Draft proposed KPI's for monitoring health & safety performance, including performance board data, to be generated through procured audit tool and presented to CHSG/Directorate Groups for consultation/approval.	MR	3 months
			Agree targets for improvement and monitor progress.	CHSG	6 months
5	Auditing	The collation of information on the efficiency, effectiveness and reliability of the total health & Safety Management system and drawing up plans for corrective action	The procurement and introduction of an e-audit tool to assess compliance against legislation and internal policies and procedures.	MR	3 months
			Completion of the audit by all services.	MR	6 months
			Assessment of the validity of the auditing by the health and safety service (approx 10%)	MR	1 year
6	Review	Assessment of the adequacy of health and safety performance and determining strategies for remedial action.	The generation of annual and half yearly health & safety reports for submission to members and relevant stakeholders.	MR	6 months
			An annual corporate review of health & safety performance.	CSB	1 year



Health & Safety Calendar

<b>Date</b>	<b>Meeting</b>	<b>Submission</b>
7 <sup>th</sup> June 2011	Corporate Health & Safety Group	Revised H & S policy to be approved. Submission of annual H & S report.
28 <sup>th</sup> June 2011	Governance, Audit and Risk Management Committee	Revised H & S policy to be approved. Submission of annual H & S report
6 <sup>th</sup> July 2011	Employees' Consultative Forum	Revised H & S policy to be approved. Submission of annual H & S report
21 <sup>st</sup> July 2011	Cabinet	Submission of annual H & S report.
1 <sup>st</sup> September 2011	Corporate Health & Safety Group	Approval of H & S Roles & Responsibilities
6 <sup>th</sup> September 2011	Governance, Audit and Risk Management Committee	
26 <sup>th</sup> September 2011	Governance, Audit and Risk Management Committee	
10 <sup>th</sup> October 2011	Employees' Consultative Forum	
1 <sup>st</sup> December 2011	Corporate Health & Safety Group	Approval of training programme. Approval of pro-active monitoring arrangements. Approval of KPIs Submission of half yearly H & S report.
1 <sup>st</sup> December 2011	Governance, Audit and Risk Management Committee	Submission of half yearly H & S report.
15 <sup>th</sup> December 2011	Cabinet	Submission of half yearly H & S report.
24 <sup>th</sup> January 2012	Employees' Consultative Forum	Submission of half yearly H & S report.
26 <sup>th</sup> January 2012	Governance, Audit and Risk Management Committee	
1 <sup>st</sup> March 2012	Corporate Health & Safety Group	Approval of communication routes & programme. Approval of participation and co-operation mechanisms (committees / escalation). Setting improvement targets
26 <sup>th</sup> March 2012	Employees' Consultative Forum	
29 <sup>th</sup> March 2012	Governance, Audit and Risk Management Committee	
31 <sup>st</sup> May 2012	Corporate Health & Safety Group	Escalation of significant unmanaged risks. Submission of annual H & S report.