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**CORPORATE HEALTH AND SAFETY REPORT 2017/18**

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**Purpose of the Report**

1. To inform Members of the Audit Committee of the organisations performance in terms of health and safety for the financial year 2017/18 and the objectives set for 2018/19.

**Summary**

1. The focus has been to embed the health and safety management system and improve health and safety compliance.
2. A review of the Corporate Health and Safety Policy and General Statement of Intent has been carried out, along with the Think Safety Promise, refreshing the Council's commitment to health and safety.
3. Overall performance indicators show an improvement for the year.

**Recommendations**

4. It is recommended that Members :-
  - (a) Note the 2017/18 achievements and health and safety performance statistics.
  - (b) Note the health and safety objectives for 2018/19.

**Paul Wildsmith  
Managing Director**

Joanne Skelton: Extension 6256

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report notes the health and safety performance figures for 2017/18 and the objectives for 2018/19 which aim at improving health and safety within the Council.
Carbon Impact	There are no issues which this report needs to address.
Diversity	There are no issues relating to diversity which this report needs to address
Wards Affected	The impact of the report on any individual Ward is considered to be minimal.
Groups Affected	The impact of the report on any individual Group is considered to be minimal.
Budget and Policy Framework	This report does not represent a change to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	Action detailed in the report supports the Healthy Darlington aspect of the SCS.
Efficiency	Good health and safety performance has a positive impact on efficiency.

## MAIN REPORT

### Information and Analysis

5. A full review of the Corporate Health and Safety Policy has been carried out and reflects the commitment of elected members and senior management to health and safety within the organisation. The Policy has been issued as a booklet and in electronic format via Academy 10. The Council's General Statement of Intent poster has also been updated and displayed at various locations throughout the organisation.
6. Think Safety initiatives have continued with the Think Safety Promise 2017 signed by Assistant Directors, refreshing their promise to health and safety including:
  - (a) Consider safety when making decisions and value equal to service delivery.
  - (b) Actively set a good example.
  - (c) Meet at least 3 times a year with H&S Champions.
  - (d) Allow staff to stop service delivery for health and safety reasons.
7. Corporate Driving Arrangements have been updated and have introduced a number of new requirements to manage driving related road risk. A revised 'driver declaration' form, including driver profile questions is to be completed on employment and reviewed at least every 6 months along with driving licence checks. A Driving at Work and Road Safety module has been added to Academy 10 which should be completed by all employees required to drive at work.

8. Lone working devices were introduced into the Council towards the end of 2015 to support existing arrangements i.e. risk assessments, logging in and out protocols, conflict management training and the employee protection register (EPR). There are now 192 devices being used by over 30 service areas, with approx. 500 employees having access to a device.
9. The recent Employee Survey 2018 included two specific questions on Health and Safety at Work. 99% responded 'I understand my responsibilities in regard to health and safety at work' and 93% 'I feel the council takes health and safety issues seriously'. These mirror the positive responses from the Health and Safety Culture Survey undertaken in January 2017 and reinforce that managers and employees understand the importance of addressing and preventing health and safety issues.
10. The Employee Survey also showed positive results with Health and Wellbeing compared to the 2014 survey. Questions in this section reflect the key themes covered in the HSE's Management Standards, which are areas of work design, that if managed correctly are associated with good health, productivity and low accident and sickness absence rates. Collectively 85% of respondents felt the organisation supported their health and wellbeing a significant increase from the 46% response in 2014.
11. Overall performance indicators show a general improvement for the year, further details below.

## Performance

12. Measuring performance is a vital means of checking risks are being managed effectively, providing confidence that enough is being done and/or identifying how things could be improved in the future.
13. The number of employee accidents / ill health cases that required reporting to the HSE has reduced by 4 on the previous year, to 9. The reportable accident rate is 5.4 (per 1000 FTE) a decrease on 2016/17 accident rate of 7.5.
14. One reportable accident resulted in a specified injury, a fractured arm. The employee was carrying a piece of flagstone which broke off knocking his arm against the wagon. Details of the Council's year on year accident / incident / near miss data is provided in **Appendix 1**.
15. The other types of HSE reportable accidents/ ill health were, manual & handling (5), slip, trip and fall (2), struck by (1), carpal tunnel syndrome, (1). Investigation findings included, lack of safe systems of work and a need for improved monitoring arrangements. See **Appendix 2** Reportable Accidents by Type and Service Area.
16. In response a review of the risk assessments in those areas has been carried out and further supervisory training has been undertaken.

17. As detailed above there was one occupational disease diagnosed in 2017/18. Carpal tunnel syndrome is not always caused by work related factors however, it can be made worse by exposure to vibration with the use of hand held vibratory power tools. Measures implemented to reduce the risk of ill health associated with the use of vibratory equipment include the assessment of work activities, suitable equipment, reduction in exposure time, maintenance of equipment, monitoring and health surveillance.
18. Accidents to members of the public or others, must be reported to the HSE if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment. In 2017/18 there were 5 reports; a contractor working on a construction site, a slip on ice at the cemetery, a child struck by a gate in a play park area, and 2 school pupils, a trip in school field and the other struck equipment in sports hall.
19. The Council's accident rate (minor and reportable) was 103.89 per 1000 FTE employees. This is a slight increase on 2016/17 where the rate was 103.79. The accident incidence rate allows us to compare performance to previous years, whilst taking into account a reduction in the workforce. The average FTE for 2017/18 was 1665.15 compared to 2016/17 1734.18.
20. The accident rate can also be used to compare performance between internal services. Appendix 3 provides details of service area accident numbers alongside their accident rate, to allow for these comparisons.
21. Minor accidents / incidents have reduced by 3 to 164. Minors, are classified as those which do not require reporting to the HSE but have resulted in injury or harm. Housing Services has seen the largest rise, the highest cause of these being verbal abuse or threatening behaviour, there were 9 reported incidents (5 customer services, 3 Housing and 1 Revs and Bens). Appendix 4 shows the most common type of minor accident by service for the last 3 years.
22. In respect of verbal abuse and threatening behaviour, operating procedures have been reviewed and an additional response arrangement is in place at all our customer facing receptions which includes a link group for communicating urgent messages between the various receptions, relevant services and CCTV control centre.
23. At the end of the financial year 87% of employees that required health surveillance had completed this within the required time period. The majority of those overdue were by no more than a month, with 4 being as a result of sickness absence. Health surveillance includes; monitoring for signs of hand arm vibration; lung function tests for effects of exposure to dust i.e. silica, skin checks and audiometry test for signs of noise induced hearing loss.
24. There were 263 working days lost as a result of accidents in 2017/18, 25 of these days were from injuries sustained in 2016/17. This represents a drop of 55% on the previous year. The equivalent of 0.16 days were lost per FTE to industrial injury in 2017/18 compare to 0.33 in 2016/17. Appendix 5 year on year days lost as a result of accidents.

25. There were 13 accidents resulting in lost time in 2017/18, lasting on average 18 days each. Manual handling related (8) and slips, trips and falls (4) and (1) hit by falling object. 6 were from Environmental Services, 2 Highways and 1 each in Culture, Housing, Building Services, Adults and Schools.
26. 2017/18 was another positive year for near miss reporting with 153 reports completed. Services are actively encouraged to promote the benefits near miss reporting as every report submitted and corrective action taken potentially prevents an injury. Details are provided in **Appendix 6** show reporting comparisons between services and the previous year.
27. Work related stress (WRS) accounted for 35.3% of all stress related absence, being 1,301 FTE days lost. 2016/17 WRS accounted for 47.3% (1,711 FTE days). Stress related absence is the highest cause of sickness absence standing at 29% of all days lost with musculoskeletal the second highest at 11.7%. Whilst WRS has decreased overall it is still a significant concern, as members will be aware we have a number of methods of support to staff including a counselling service, wellbeing initiatives and wellness awareness and resilience training. All managers are also attending a Mental Health for Managers training session so they are equipped to identify and help staff with mental health issues.

#### **Brief outline of objectives for 2018/19**

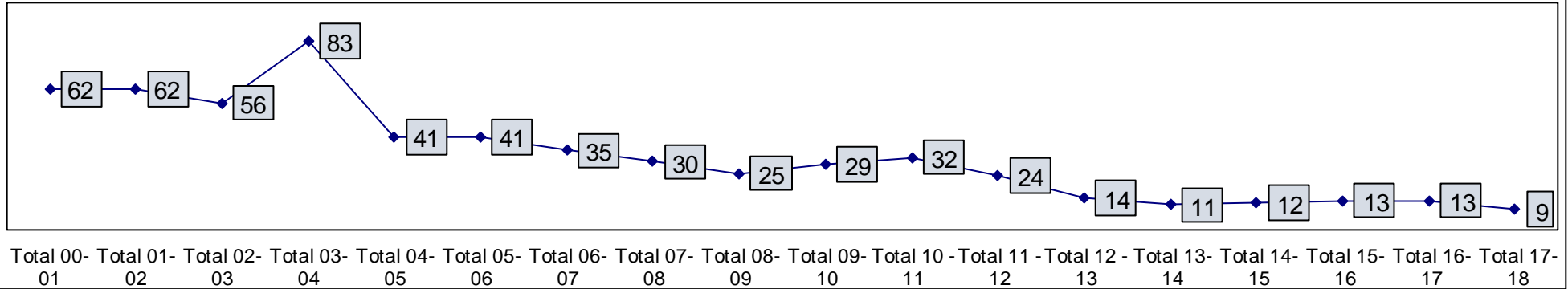
28. To ensure continual improvement in both health and safety management and health and safety culture the following strategic priorities have been identified as applicable to the whole Council. Each element compliments and supports the other in achieving the main aim of a safe and healthy workplace.
29. Ensure the health and safety management system is embedded across the Council, by continuing to plan for hazard identification, risk assessment and risk control to include routine and non-routine activities as well as addressing behavioural issues.
30. Review the Corporate Health and Safety Policy and General Statement of Intent and refresh the Think Safety Promise, to reflect the recent structural changes within the organisation.
31. Continue to review and develop arrangements and ensure they are effectively and consistently implemented within the Authority to comply with legal requirements and industry standards.
32. Develop and implement, as part of the Resource Link project, an electronic incident management system.
33. Ensure a full programme of health and safety training is provided including the use of e-learning options / Academy 10 where possible.
34. Continue to introduce effective health and safety documentation and data control of the health and safety management system.

35. Continue to ensure emergency preparedness and response, through adequate first aid provision, fire arrangements and security threats, etc.
36. Continue to measure and monitor health and safety performance (key performance indicators) utilising both proactive and reactive measures.
37. Carryout a programme of audits ensuring non-conformance and corrective and preventive actions are reported to senior management.

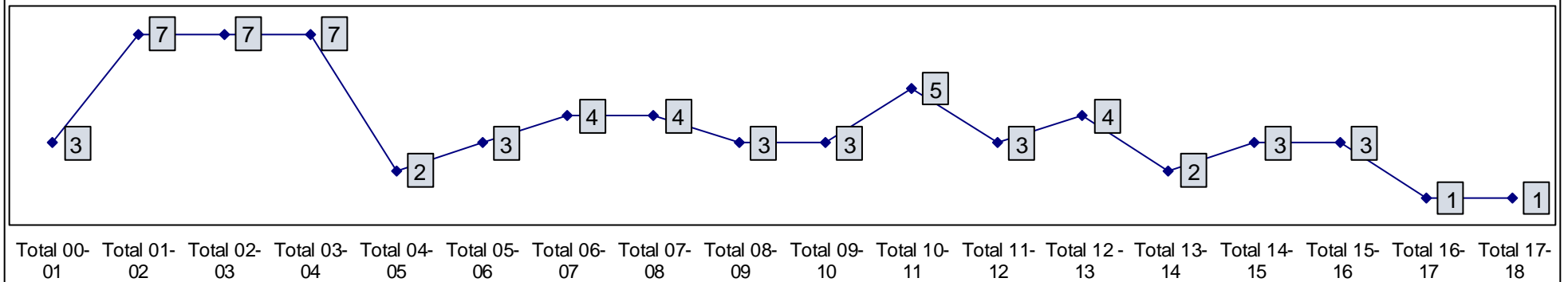
## **Conclusion**

38. Health and safety in the organisation continues to be a high priority and the performance results show improvements are again being made. The objectives for 2018/19 will ensure for continual improvement and embed health and safety into all the councils' activities.

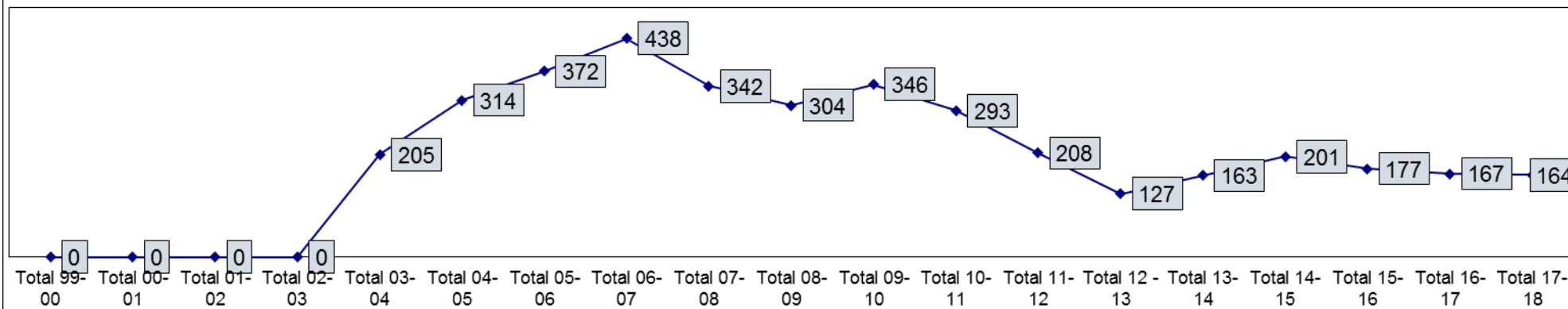
### Year on Year HSE Reportable Employee Accidents / Ill Health



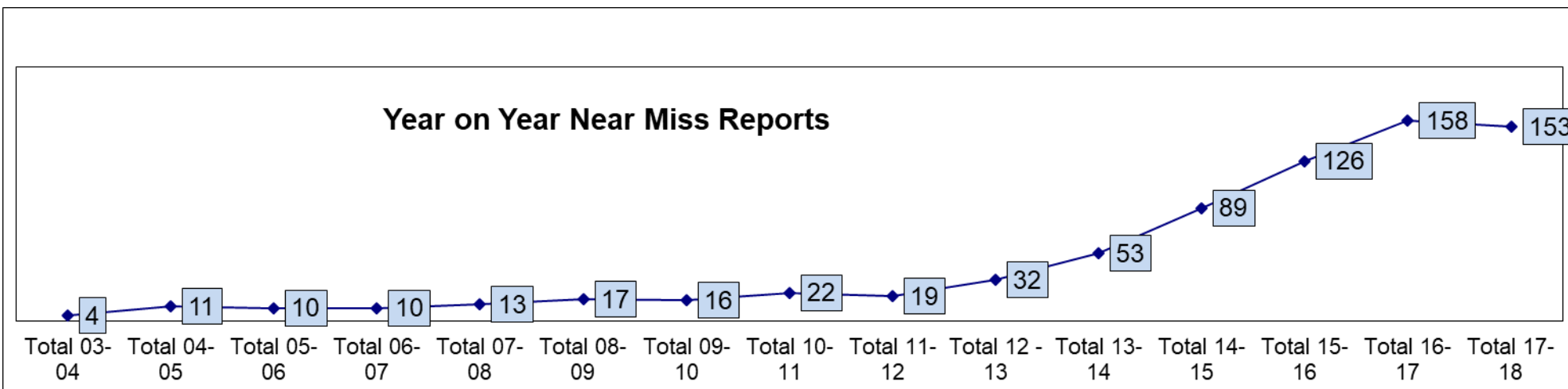
### Year on Year Specified Employee Accidents



### Year on Year Minor Employee Accidents / Violent Incidents



### Year on Year Near Miss Reports





**Reportable Accident by Type and Service Area**

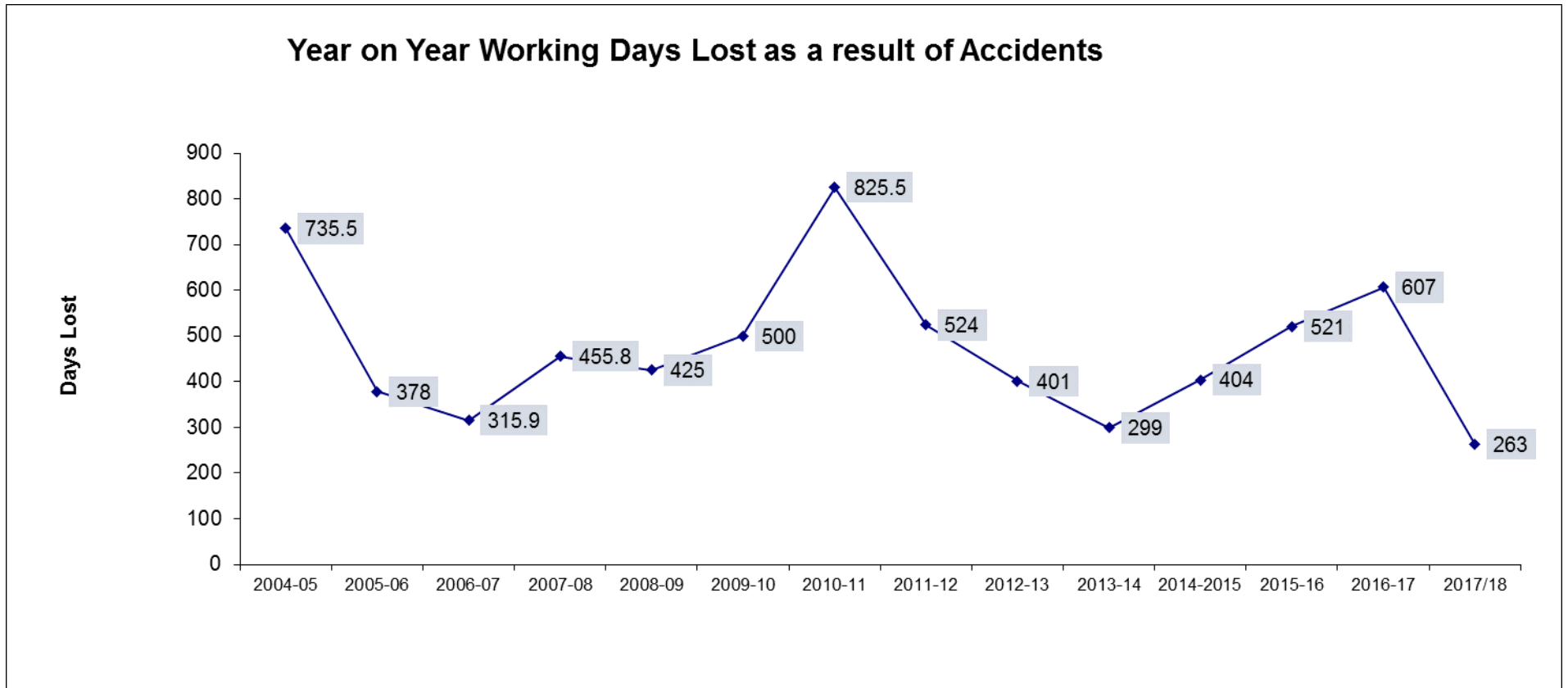
<b>Service Area (16/17 total)</b>	<b>Injured by animal</b>	<b>Striking against</b>	<b>Struck by moving object</b>	<b>Manual Handling</b>	<b>Contact with sharp object</b>	<b>Slip, Trip or Fall on the same level</b>	<b>Falls from height</b>	<b>Exposure to harmful substance</b>	<b>Physical assault</b>	<b>Ill Health</b>	<b>Total</b>
Culture								(1)			(1)
Environmental Services				1		1 (1)					2 (1)
Housing Services				1 (1)							1 (1)
Building Services				(1)	(1)						(2)
Highways Asset Management				2		1	(1)			1	4 (1)
Highways Network Management						(1)					(1)
Adults	(1)		1	1 (3)							2 (4)
Children's				(1)							(1)
Schools											
Law and Governance	(1)										(1)
<b>Total</b>	<b>(2)</b>		<b>1</b>	<b>5</b>	<b>(1)</b>	<b>2 (2)</b>	<b>(1)</b>	<b>(1)</b>		<b>1</b>	<b>9 (13)</b>

## Accident Rate compared to Accident Number by Service Area

Area	Average FTE (Incl. Agency)	Minors	Reportable	Total Accidents	Report Rate per 1000 FTE.	No. Near Miss
Culture	151.75	19	0	19	125.21	17
Environmental and OA&HS	167.13	17	2	19	113.69	10
Finance, HRM & Systems	71.28	1	0	1	14.03	20
Building Services	109.42	10	0	10	91.39	8
Housing Services	147.25	19	1	20	135.82	37
Law & Governance	69.72	2	0	2	28.69	9
Strat. Perf & Communications	14	0	0	0	0	0
<b>Neighbourhood Services &amp; Resources</b>	<b>730.55</b>	<b>68</b>	<b>3</b>	<b>71</b>	<b>97.19</b>	<b>101</b>
Economic Initiative	30.15	1	0	1	33.17	3
HAM	68.36	7	4	11	160.91	12
HNM	32.74	2	0	2	61.09	3
Projects	13.26	1	0	1	75.42	1
Regulatory Services	66.70	2	0	2	29.99	4
<b>Economic Growth</b>	<b>211.2</b>	<b>13</b>	<b>4</b>	<b>17</b>	<b>80.49</b>	<b>23</b>
Adults Services	164.63	15	2	17	103.26	15
Children's Services	199.55	52	0	52	260.58	3
Comm, Perf & Trans	96.06	1	0	1	10.41	3
Education	81.28	2	0	2	24.61	6
Public Health	6.04	0	0	0	0.00	2
<b>Children &amp; Adults Services</b>	<b>547.56</b>	<b>70</b>	<b>2</b>	<b>72</b>	<b>131.49</b>	<b>29</b>
Schools	175.85	13	0	13	73.93	0
<b>Council</b>	<b>1665.17</b>	<b>164</b>	<b>9</b>	<b>173</b>	<b>103.89</b>	<b>153</b>

## Top 3 Most common Minor Accidents by Service

Service Group	17-18	16-17	15-16
Neighbourhood Services and Resource	Verbal Abuse or Threatening Behaviour	Verbal Abuse or Threatening Behaviour	Verbal Abuse or Threatening Behaviour
	Slip, Trip or Falls	Slip, Trip or Falls	Physical Assault
	Striking Against	Manual Handling	Manual Handling
Economic Growth	Manual Handling	Slips, Trips or Falls	Verbal Abuse or Threatening Behaviour
	Slip, Trip or Falls	Manual Handling	Slip, Trip or Falls
	Striking Against	Struck by	Manual Handling
Children and Adults Services	Verbal Abuse or Threatening Behaviour	Physical Assault	Physical Assault
	Physical Assault	Verbal Abuse	Slip, Trip or Falls
	Struck by	Manual Handling	Verbal Abuse or Threatening Behaviour
Total	Verbal Abuse or Threatening Behaviour	Verbal Abuse or Threatening Behaviour	Verbal Abuse or Threatening Behaviour
	Slip, Trip or Falls	Physical Assault	Physical Assault
	Physical Assault	Slip, Trip or Falls	Manual Handling



APPENDIX 6

Near misses – 16/17 v 17/18

Division / Service Group	17-18	16-17	Difference
<b>Neighbourhood Services &amp; Resources</b>	<b>101</b>	<b>109</b>	<b>-8</b>
Culture	17	12	5
Environmental (Inc. OA&HS)	10	17	-7
Finance & HR	20	8	12
Building Services	8	22	-14
Housing Services	37	41	-4
Law and Governance	9	9	-
Communications	0	0	-
<b>Economic Growth</b>	<b>23</b>	<b>20</b>	<b>3</b>
Economic Initiative	3	0	3
Capital Projects	1	1	-
Highways Asset Management	12	10	2
Highways Network Management	3	6	-3
Regulatory Services	4	3	1
<b>Children &amp; Adult's</b>	<b>29</b>	<b>27</b>	<b>2</b>
Adult Social Care	15	11	4
Children's Services	3	14	-11
Commissioning, Strategy and Performance	3	1	2
Public Health	2	1	1
Education	6	N/A	6
<b>Schools</b>	<b>0</b>	<b>2</b>	<b>-2</b>
<b>Total</b>	<b>153</b>	<b>158</b>	<b>-5</b>