

TRAFFORD COUNCIL

Report to: Council
Date: 25 July 2018
Report for: Information
Report of: Executive Member for Equalities and Partnerships

Report Title

Year End Corporate Report on Health and Safety – 1 April 2017 to 31 March 2018

Summary

1. To provide information on council wide health and safety performance and trends in workplace accidents.
2. To provide a summary of other key developments in health and safety for the period 1 April 2017 to 31 March 2018

Recommendation(s)

1. That the report is noted.

Contact person for access to background papers and further information:

Name: Richard Fontana Health & Safety Manager
Extension: 4919

Background Papers: None

Relationship to Policy Framework/Corporate Priorities	The Council's approach to managing health and safety at work is set out in the Corporate Health and Safety Policy. This includes the arrangements for ensuring the health, safety and welfare of employees and reporting on performance.
Financial	There are no foreseeable financial implications arising out of this report.
Legal Implications:	The programme of audits carried out by the Health and Safety Unit, together with on-going policy/guidance developments, training provision and investigations of accidents and incidents are designed to continually improve compliance with health and safety legislation.
Equality/Diversity Implications	None
Sustainability Implications	None
Resource Implications e.g. Staffing / ICT / Assets	None

Risk Management Implications	<p>The total number of incidents to staff over the 12 month period has increased compared to 2017-18. The increased reports are mainly attributable to increased reports of violence and aggression in particular services and schools who deal with service users displaying challenging behavior.</p> <p>The increased reporting may in part be related to promotional work ensuring that such incidents are appropriately reported. However, these incidents provide a clear area of focus for ongoing risk management across the organisation.</p>
Health & Wellbeing Implications	<p>Improving the health and safety of staff contributes towards the Corporate objectives relating to Health and Wellbeing. RIDDOR reportable injuries are monitored in respect to the impact on sickness absence levels.</p>
Health and Safety Implications	<p>See Legal section above. The continuing auditing and monitoring arrangements combined with the mechanisms for the provision of advice and guidance are all focused on sensible and targeted risk management.</p>

1. Introduction and Key Highlights

The Council is committed to high standards of health, safety and wellbeing for all staff, visitors, contractors, Elected Members and others who may be affected by our activities. The Council accepts that reducing risks in a proportionate and effective way reduces costs, improves productivity and that good health and safety is good business.

This report covers the period from 1 April 2017 to 31 March 2018. It provides an update on the key performance indicators to monitor health and safety performance across the organisation and highlights both proactive and reactive activities undertaken by the Health and Safety Unit (HSU) throughout that period.

In addition to this report, updates will be provided to the relevant Corporate Directors and Joint Consultative Committees.

The Health and Safety Unit provides a targeted and robust proactive programme of interventions to manage existing and emerging risks to the workforce and others affected by the Council's work activities. Key highlights for 2017-18 include:

- A comprehensive Health and Safety SLA programme delivered to 73 schools within the Borough including the majority of Trafford Community Schools
- Supporting the One Trafford Partnership Client Team with a joint audit of the Waste and Recycling Service as part of the contract monitoring arrangements.
- Conducting a cross-service procurement audit of how effectively health and safety issues are considered with our contracted services both at the tender stage and through ongoing contract monitoring.
- Working with Customer Services and other teams from Regulatory Services and Health and Social Care to better manage potentially violent and aggressive incidents at Trafford Town Hall and Sale Waterside receptions.

Planned work for 2018-19 includes:

- A cross service violence and aggression audit to examine how effectively such risks are being managed across Council Services
- Auditing our One Trafford Highways Service as part of our client team monitoring support
- The ongoing delivery of our Employee Health and Wellbeing Strategy with focus on mental health and physical activity

2. Monitoring Statutory Compliance

2.1 Health and Safety Audits in Council Directorates and Schools

HSU continues a targeted and risk-based rolling programme of audits, which monitor statutory compliance and identify areas of risk to the Council. They support services and schools through identifying areas for development and recognising good practice.

Following these compliance audits, the Health and Safety Adviser provides a summary of the findings including areas of good practice and an action plan with priority timescales to address areas of non-compliance. Services and schools are given an overall compliance score and a rating of excellent, good, fair or poor. Subsequent monitoring is undertaken where compliance falls below 75% or there are significant issues identified. This process aims to drive continuous improvement in health and safety performance across the organisation.

Certain audits may not receive a score, due to the nature and type of the visit being unsuitable for a scoring approach. These may include bespoke and monitoring audits and visits to complete fire risk assessments. These audits still provide a report and action plan.

2.1.1 Council Directorates

One Trafford Partnership

HSU supported the Council's One Trafford Client Team within EGEI with a comprehensive joint audit of the One Trafford Waste and Recycling Service. This was in response to the Health and Safety Executive (HSE) inspection Waste Services in March 2017 where the HSE identified improvements that were required in how Trafford Council as client monitored and reviewed the health and safety practice and performance of Amey LG as contractor. The audit formed one element of a range of improved contract monitoring processes to provide improved scrutiny of health and safety performance.

Audit findings indicated Amey LG had made health and safety improvements in managing the risks to staff from noise and manual handling. Increased Amey supervisory resource had also improved the level of internal monitoring and joint client/contractor monitoring taking place. The sharing and scrutiny of health and safety data had improved e.g. through specific health and safety monthly meetings and frequent reports of performance. Areas for development include further manual handling assessment and training and ensuring supervisory monitoring is effective in identifying and addressing any observed poor working practices or issues. The completion of audit actions has been monitored through frequent One Trafford Partnership meetings

HSU will continue to support the Client Team through auditing of other aspects of the One Trafford Partnership.

Procurement and Contract Monitoring

The Council must ensure that organisations that carry out work or provide a service on our behalf are competent to do so safely. This is achieved by assessing their health and safety arrangements prior to approval, and when the contract is awarded, monitoring their health and safety performance at regular intervals to ensure ongoing compliance.

HSU completed a significant review of these arrangements with STAR Procurement and Health and Safety Teams from Stockport and Rochdale and produced revised guidance.

Since February 2018, HSU have been conducting a cross-service procurement audit which included:

- Discussion with STAR Category Managers and Procurement Officers to review their understanding of the health and safety arrangements
- Discussion with Council Commissioning Leads and Contract Managers to review their arrangements for assessing and monitoring service providers

The audit is due for completion in June 2018 and a full report will be provided to highlight good practice and detail further areas for development.

2.1.2 Schools

In 2017-18, 45 audits were undertaken within schools. Health and safety compliance rates for audits completed in Trafford Community Schools ranged between 79% and a maximum score of 100%.

There were a number of bespoke audits completed for schools focusing on relevant issues where the school requested further health and safety support. This included specific support for Site Managers including the development of a Site Manager's Guidance Pack.

2.1.3 Schools achieving 'excellent' compliance rates

Eighteen schools audited, where a score was awarded, achieved an 'excellent score' (between 91-100% compliance) as detailed in Table 1. Those schools included 12 Trafford Community Schools. Willows and Cloverlea Primary Schools achieved 100% for 'Risk Assessment' audits.

Table 1: School audits by type of audit achieving an 'excellent' score

Schools	Audit Type	Number of schools
	Full Health and Safety Audit	7
	Premises Audit	3
	Risk Assessment Audit	4
	Design and Technology Audit	1
	Fire Audit	1
	Play Area	2
	Total	18

All other schools, including Trafford Community Schools, received a 'good' score (between 75 and 90%).

3. Accident Statistics

Accident statistics provide an important aspect of monitoring health and safety performance within an organisation in addition to other positive measures, such as the outcomes of audits undertaken or training delivered. They can help identify areas where risk needs to be managed more effectively.

As shown in table 2 below, despite an initial trend at 6 months of a reduction in incidents, the total number of incidents reported to the HSU involving staff has shown an increase of 22% compared to 2016-17 (from 143-175 incidents). There were a number of late reports received by the HSU that provided additional incident details to those previously reported.

Levels of reported incidents by services have remained broadly similar to those in 2016-17. However, the increase in reports is mainly attributable to increased reports of violence and aggression incidents from special schools and is analysed later in this report.

HSU has promoted the accident reporting policy and process across the organisation including ensuring reports of violence and aggression are completed. As such the increased reporting may in part be related to an increased awareness of the policy and reporting procedure. However, these incidents provide a clear area of focus for ongoing risk management across the organisation.

Table 2: Overall number and rate of accidents to staff

Indicators – Year End Results	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Total number of accidents to employees (reported to HSU)	238	196	231	124	143	175
Number of employees	5875	5958	5749	5506	5394	5504
Overall rate of accidents to employees/100 employees	4.05	3.29	4.02	2.25	2.65	3.17

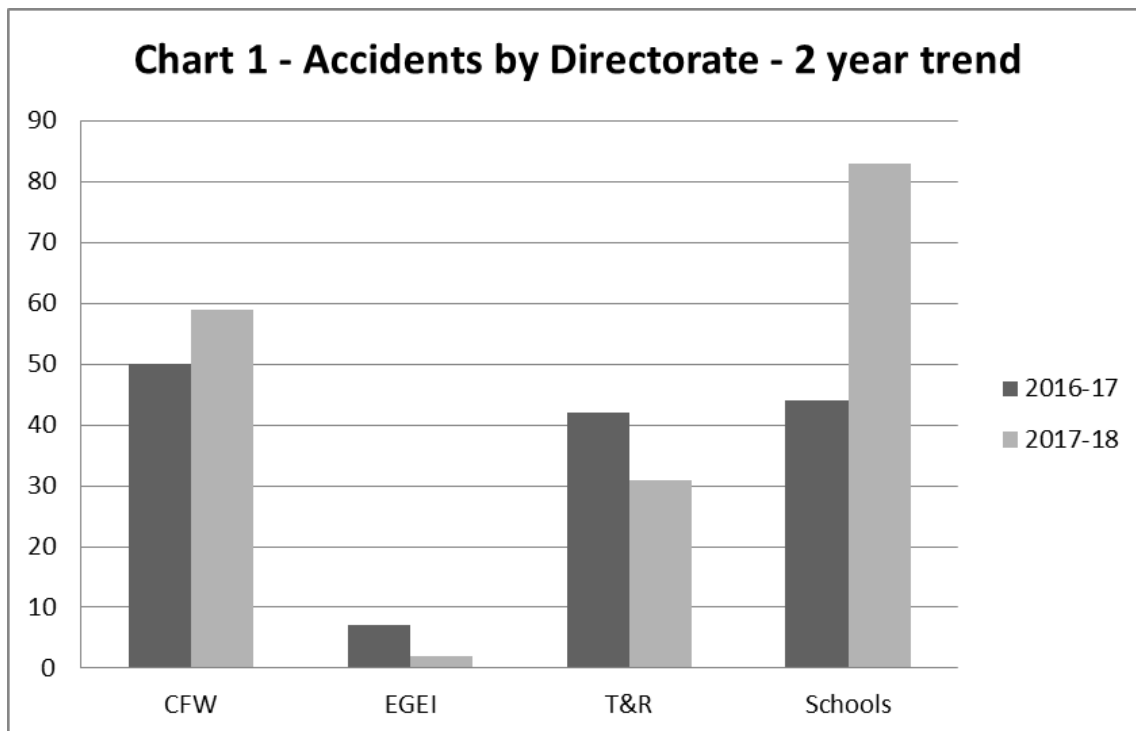
Rate based on number of staff at 1 April at the start of each reporting period.

Appendix 1 provides details of the accident statistics, broken down by directorate and service area for staff for the period 1 April 2017 to 31 March 2018. A summary of the findings is detailed below.

3.1 Numbers of Accidents by Directorate

Economic Growth, Environment and Infrastructure (EGEI) and Transformation and Resources (T&R) have seen a reduction in accidents for 2017-18. Children, Families and Wellbeing (CFW) has seen an increase in incidents.

In line with the trend for a higher rate of incidents in 2017-18 schools have seen the significant increase in reported incidents. Chart 1 below, highlights the two year trends.



3.1.1 Children, Families and Wellbeing (CFW)

The overall number of accidents reported in CFW in 2017-18, has increased by 18% compared to the previous year (from 50 to 59). Violence and aggression, including threats or physical assault from service users, continues to be the predominant accident type, accounting for 35 of those incidents reported. Ten of those incidents related to road traffic accidents (8 involving passenger transport) and slip/trip incidents accounted for 6 reports.

3.1.2 Economic Growth Environment and Infrastructure (EGEI)

EGEI has had only 2 reports of incidents for 2017-18. These involved minor incidents including a slip and trip incident within Pest Control Services and a striking of an object within Building Control.

3.1.3 Transformation and Resources (T&R)

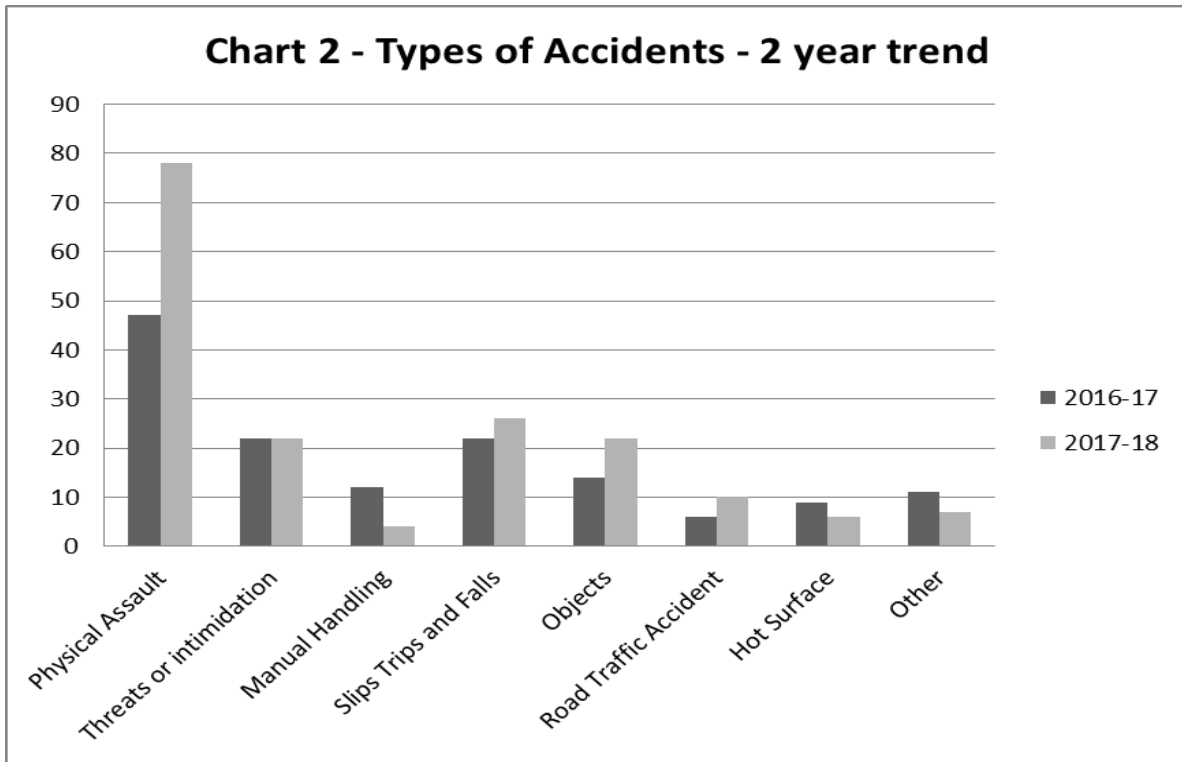
Reported incidents from services within T&R have fallen by 26% from 42 to 31. The majority of incidents took place within Catering and Cleaning Services.

3.1.4 Maintained Schools

The overall number of accidents reported to employees by maintained schools has substantially increased this year by 89%, up from 44 to 83. It is these reports that have impacted on the overall increase in reported incidents for 2017-18.

3.2 Types of Accidents

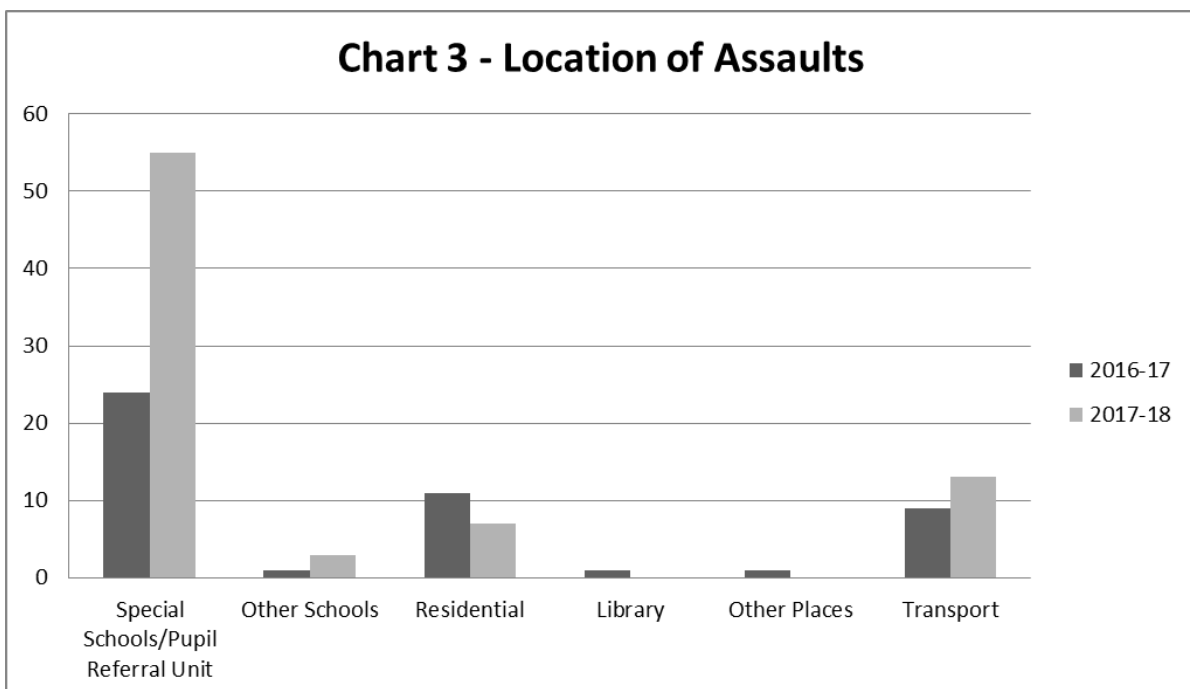
Chart 2 below, shows a summary of the main types of accidents, compared to the same period in 2016-17. Appendices 2 and 3 show a detailed breakdown of the types of accidents and a breakdown for each directorate and service area.



3.2.1 Violence and Aggression

Violence and aggression incidents, including threats of assault/intimidation and physical assaults continues, as in previous years to be the most reported incident type. These continue to mainly be reported by services and schools dealing with adults or children displaying challenging behavior including services in Integrated Health and Social Care, Education Health & Care Commissioning, Special Schools, TTCU and Customer Services.

Reports of threats of assault or intimidation have remained at the same level as 2016-17. However, of significant note is the 66% increase in reported physical assault incidents in 2017-18 compared to the previous year (from 47 to 78). Chart 3 gives a comparison of the numbers and location of the incidents in 2017-18.



Special Schools have reported the most substantial increase of physical assault reports of 55 incidents in 2017-18 compared to 24 in the previous year. As previously mentioned, this may be due to an improved level of reporting through HSU promoting the accident reporting policy for such incidents. However there is now a clearly identified need to review the arrangements for managing violence and aggression risks and ensure these are being effectively implemented.

The Trafford Transport Coordination Unit (TTCU) continues to provide an improved level of reporting and there has been an increase in physical assaults noted on passenger transport (9-13 incidents). One of these incidents required reporting to the Health and Safety Executive.

With violence and aggression continuing to be the most prevalent type of incident, in 2017-18 HSU began preparing for a cross-service violence and aggression audit programme. This will be delivered in 2018-19 and will examine how effectively violence and aggression risks are being managed including behaviour management of service users. The incident statistics from 2017-18 will provide crucial data to support where the audit will be targeted. The issues will also be picked up with schools as part of the ongoing annual audit programme under the SLA arrangements.

In 2017-18 HSU also completed work with Customer Services and other teams from Regulatory Services and Health and Social Care to better manage potentially violent and aggressive incidents at Trafford Town Hall and Sale Waterside receptions. This has included improved procedures to respond to and monitor any incidents and contact the Police where appropriate.

3.2.2 Other Accidents

Slips, trips and fall incidents remain the second most common incident and have increased slightly from 22 incidents in 2016-17 to 25 incidents in 2017-18. One of these incidents was reportable to the Health and Safety Executive.

Accidents involving objects were the third most common accident type (being hit by or striking against an object and contact with a sharp object) and accounted for 24 incidents compared to 14 last year.

There were no particular trends and the incidents took place in variety of settings.

3.3 Rate of Reportable Injuries to Staff

There have been three incidents that have been reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) to the Health and Safety Executive as follows:

- A member of Music Service staff suffering an injury when their toe was struck by a falling stage panel.
- A passenger assistant on home to school transport (TTCU) who suffered a fractured ankle when trying to intervene in a dispute between two pupils.
- A school teaching assistant who suffered a fractured ankle following a trip incident in the school corridor.

This is the lowest recorded rate over the previous 6 years and is well below the target rate set for reportable incidents.

Table 3: Rate of reportable injuries to staff

Local performance indicator	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Total Number of reportable accidents	18	9	13	14	5	3	3
Target for rate of reportable accidents/100 employees	0.34	0.32	0.30	0.28	0.26	0.24	0.22
Actual rate of reportable accidents/100 employees	0.31	0.15	0.21	0.24	0.09	0.06	0.05

4. Current Performance against 2017-18 Health and Safety Improvement Plan

In line with the current HSU Health and Safety Plan and to ensure continuous review and improvement in HSU service delivery, the following actions detailed in Table 3 have been completed or are being progressed within HSU:

Table 3: Key work programme actions completed or being progressed by HSU

Area of development	Actions	Status
Corporate and schools health and safety guidance review	Health and Safety - Selection and Monitoring of Contractors and Service Providers (in conjunction with STAR Procurement)	Completed
	COSHH (Hazardous Substance) Guidance	Completed
	Corporate Health and Safety Policy	Completed
	Asbestos Policy	Final Draft
	Fire Policy	Progressing
	First Aid	Progressing
	Accident Reporting and Investigation	Progressing
Schools health and safety SLA	COSHH (Hazardous Substance) Guidance	Completed
	School site managers/caretakers support pack	Completed
	Programme of audits and support to schools under SLA for Sept 2017-Aug 2018	Progressing
	Drama audit for secondary schools	Progressing
First aid	Regular review of first aid provision across the Council	Ongoing

5. Training

The HSU has continued to work with the Learning and Development Team to ensure that a calendar of training is in place across the organisation.

Training includes:

- Online Health and Safety courses on a range of issues
- Procured training including first aid at work and work at height training
- HSU directly delivered training including risk assessment and moving and handling training and school site managers training.

Table 4 below details the nature of training, number of courses and number of attendees throughout the reporting period.

Table 5: Training delivered April 2017-March 2018

Course/Training	Number of Courses	Number Attended/Trained
Fire Evacuation Chairs	-	12
Additional Fire Marshal training	-	14
First Aid at Work Refresher (2 day)	3	16
First Aid at Work (3 day)	2	19
Paediatric First Aid	1	12
Health and Safety - Site Managers	1	7
Moving and Handling (Objects) – Schools	2	42
Moving and Handling (People) Transport	8	53
Moving and Handling (Adults) Update	6	34
Moving and Handling (Adults) - Private Provider	5	33
Moving and Handling (Objects) – Corporate	2	16
Risk Assessment for Schools	1	5
Working at Height (Use of Ladders)	2	12
Online Health & Safety Induction	499	499
Online Health & Safety Induction (Health & Social Care)	230	230

6. Key Achievements and Added Value

6.1 Internal Audit of the Health and Safety Unit

Trafford Council Audit and Assurance Service conducted an internal audit of the Health and Safety Unit in June/July 2017. The audit objective was to evaluate the effectiveness of procedures within HSU to ensure there are adequate corporate processes in place for health and safety.

The HSU were found to provide a 'medium/high level of assurance (good)' in how it delivered the Service. Systems and controls were noted to be adequate across most areas including procedures, guidance, training and reports provided on health and safety performance.

Areas to be enhanced included:

- An assessment of the programme to review guidance, to ensure this is done on a timely basis
- Potential benchmarking of health and safety performance with other local authorities.

These issues have been progressed with an update of actions being provided to the Audit and Assurance Service in 2018.

6.2 HSU Team Development

Two members of the Health and Safety Unit successfully completed an NVQ Level 5 award in Occupational Health and Safety. All Health and Safety Advisors now have this highly recognised qualification that demonstrates an excellent standard of competence and technical knowledge within the Occupational Health and Safety field.

6.3 Trafford Town Hall and Sale Waterside User Groups

These user groups co-chaired by the Health and Safety Unit bring together a number of service leads and facilities management representatives. They enable health and safety, facilities and other issues to be formally raised and constructively discussed that may be affecting colleagues at both sites.

6.4 Employee Health and Wellbeing Strategy

Trafford's Employee Health & Wellbeing Strategy has continued to provide a cohesive approach to support and improve the health and wellbeing of Council employees. A range of interventions are delivered with the commitment of the staff 'Wellbeing Champions'.

Trafford Council was recognised under the 'Trafford CCG Healthy Workplace Recognition Scheme' and was awarded with a certificate for the range of work undertaken for employee health and wellbeing.

Other work included:

- The delivery of an innovative 5 week mental health programme 'Offload' for managers and staff across the Council to support and improve their mental wellbeing. This was provided by Rugby League Cares and Super League club charitable foundations.
- Health and Wellbeing Days held at Trafford Town Hall and Sale Waterside, showcasing a range of wellbeing opportunities for staff.
- Regular sports and exercise opportunities for our workforce
- Staff led support and social groups including a Carer's Support Group and Trafford running club.

6.5 Audit Programme

The planned HSU audit and inspection programme for Services and schools has been progressed as detailed in section 2.1. Both schools and further corporate audits are currently being scheduled.

6.6 SLA buy-back

94% of Trafford Community schools purchased the Health and Safety SLA, with only two schools (The Firs and Willows Primary) that had not bought back during 2017-18. They did purchase the service in the previous year and will continue to be monitored. 76% of all Trafford schools purchased the Health and Safety SLA and associated 'pay as you go' provision, generating additional income for the Council. Services were also provided to a Tameside Primary and Secondary school.

6.7 Requests for Service

HSU responded to over 140 requests for advice and support, complaints or incidents relating to Health and Safety at Work issues.

6.8 Display Screen Equipment (DSE) Assessments

A total of 48 DSE (computer) workstation assessments have been carried out by the HSU for employees reporting health related issues, including 3 specialist assessments by the Council's Moving and Handling/Ergonomic Consultant. Following an assessment, a report of the findings and recommendations are provided to the employee's line manager for implementation.

6.9 Event Applications

The HSU has reviewed a total of 93 event applications for community events take place at numerous locations across Trafford.

6.10 Moving and Handling Assessments

The table below details the number of 'complex' moving and handling assessments carried out by the Council's Moving and Handling Lead and Consultant. The assessments may include service users within CFW, pupils within schools and Council staff who require assistance with safe handling techniques.

Service Area	Number of Moving and Handling Referrals (complex cases)
CFW Adult Services – Service users	1
Council Services - Staff	1
Schools	2

6.11 Fire Safety

The Health and Safety Advisor (Fire Lead) has continued to deliver a range of fire support to services and schools to ensure that robust fire precautions and evacuation arrangements are in place. Work has included:

- Fire risk assessment and audits conducted within schools including evacuation support.
- Fire marshal/evacuation chair training and conducting 5 full fire evacuations at Trafford Town Hall and Sale Waterside
- Fire audits and evacuation arrangements support for Corporate Buildings including Flixton House, Access Trafford Libraries and a Trafford Children's Home.
- Fire consultation support in Corporate Buildings and schools for premises alterations or new builds.

6.12 Key Health and Safety Data

Key data for reference is provided in tables included in the appendices.

7. Conclusion

Although incident statistics have increased in 2017-18 compared to the previous year, there is a very specific identified trend that allows risk management strategies to be put into place.

HSU promotion of the accident reporting guidance and policy has further encouraged an improved level of reporting, particularly in relation to physical assault incidents in Special Schools. The planned Violence and Aggression cross service audit will be used to evaluate these incidents, the arrangements in place to manage these risks and advise on further developments to improve how such risks are addressed. Reportable accidents to the HSE for the Trafford Workforce are at their lowest level.

Trafford Community schools continue to be supported through the SLA and have demonstrated an on-going good level of compliance through the audits undertaken.

The positive findings of the internal audit and recognition of work being done under the Health and Wellbeing Strategy continue to be built upon to drive forward focused improvement for our employee health, safety and wellbeing.

HSU continues with a comprehensive work programme of support across the organisation in 2018-19 including the programme of audits, guidance and policy development and training arrangements.

Corporate Accident Statistics 2017-18

Appendix 1: Numbers of accidents by Directorate and Service Area

Directorate	Service Area	No of incidents
CFW	CFW Directorate	1
	Education, Health and Care Commissioning	30
	Integrated Health and Social Care	26
	Music Service	1
	Business Support	1
Total CFW		59
EGEI	Regulatory Services	2
Total EGEI		2
Schools	Special Schools	61
	Community Schools	22
Total Schools		83
T&R	Customer Services	6
	Strategic Business Unit (Catering, Cleaning, School Crossing Operations)	22
	Human Resources	3
Total T&R		31
Total Accidents		175

Appendix 2: Type of accident 2012- 2018

Accident Type	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Occurrences of Violence and Aggression						
Physical Assault	116	75	86	41	47	78
Threats or Intimidation (previously Verbal Assault)	23	20	21	4	22	22
Total Occurrences of Violence and Aggression	139	95	107	45	69	100
Manual Handling						
Total Manual handling (lifting, moving, manoeuvring etc.)	17	13	16	15	12	4
Slips, Trips and Falls						
Slipped, tripped or fell on same level	28	24	33	30	19	23
Fall down steps/stairs	3	7	3	4	3	1
Fall from height	1	1	3	0	0	1
Total Slips, Trips and Falls	32	32	39	34	22	25
Incidents involving objects						
Hit by moving vehicle (new category 14-15)	N/A	N/A	1	0	1	1
Hit by a moving, flying or falling object	12	18	19	11	9	13
Striking against object/hit something fixed or stationary	9	5	10	4	4	5
Cut by a sharp object	5	5	9	4	0	5
Stepping / Kneeling on Object	0	1	3	1	0	0
Total Objects	26	29	42	20	14	24
Others						
Contact with a moving person (new category 12-13)	1	2	2	0	0	0
Other	4	7	3	1	6	2
Road Traffic Accident	4	4	9	1	6	10
Animal/Insect	3	2	4	2	3	0
Hot surface/substance	7	10	8	4	9	6
Trapped	1	1	0	1	0	1
Exposed to, or in Contact With, a Harmful Substance	0	0	1	0	1	0
Electricity	1	0	0	0	0	0
Plant & machinery (including hand and power tools)	2	1	0	1	1	1
Sports Injury	1	0	0	0	0	2
Total Others	24	27	27	10	26	22
Overall Total	238	196	231	124	143	175

Appendix 3: Type of accident by Directorate 2017-18

Type of accident	CFW	EGEI	T&R	Schools	Total
Contact with moving plant, machinery or material being machined	0	0	0	1	1
Cut by a sharp object	1	0	1	2	4
Fall down steps/stairs	0	0	1	0	1
Fall from height	0	0	0	1	1
Hit by a moving, flying or falling object	2	0	7	4	13
Hit by moving vehicle	0	0	1	0	1
Hot surface/substance	1	0	3	2	6
Manual handling(lifting, moving, manoeuvring)	1	0	3	0	4
Other	2	0	0	1	3
Physically assaulted by a person	19	0	0	59	78
Road traffic accident	10	0	0	0	10
Sports Injury	0	0	0	2	2
Slipped, tripped or fell on same level	6	1	10	7	24
Striking against object	1	1	2	1	5
Threats of assault or intimidation	16	0	3	3	22
Totals	59	2	31	83	175