

TRAFFORD COUNCIL

Report to: Council
Date: 29 January 2020
Report for: Information
Report of: Executive Member for Finance and Investment

Report Title

**6-month Corporate Report on Health, Safety & Wellbeing
– 1 April to 30 September 2019**

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, safety and wellbeing for the period 1 April to 30 September 2019

Recommendation(s)

1. That the report is noted.

Contact person for access to background papers and further information:

Name: Richard Fontana Strategic HR Lead – Health, Safety and Wellbeing
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 and proactive work 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	Management of violence and aggression risks continues to be a strong area of focus for the Trafford Council
Health & Wellbeing Implications	The Employee Wellbeing Strategy provides a framework to improve and support the health and wellbeing of our workforce
Health and Safety Implications	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.

1. Introduction

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.

This report covers the 6 month period from 1 April to 30 September 2019. It provides:

- Key health and safety performance data across the organisation, highlighting proactive and reactive activities undertaken by the Health and Safety Unit (HSU) to provide assurance of compliance with legislation.
- An overview of activities and initiatives delivered with partners to support our workforce under the '*EPIC You* – Health and Wellbeing Strategy'

Updates are also provided to the relevant Corporate Directors and Joint Consultative Committees.

2. Monitoring Statutory Compliance

2.1 Health and Safety Audits in Council Services and Schools

HSU continues a targeted and risk-based programme of audits within schools and services to monitor statutory compliance and identify areas of risk to the Council.

The subsequent audit report provides a summary of findings including identified good practice and an action plan to address areas of non-compliance or further development. A compliance score with a rating of excellent, good, fair or poor may be given. Further monitoring will take place where significant issues are identified or support is needed. Certain audits or supportive visits may not be scored due to the nature of the visit being completed e.g. bespoke or monitoring audits and fire risk assessments.

2.1.1 Council Services

One Trafford Partnership Audit

HSU supported the Council's One Trafford Client Team within 'Place' with a joint audit of the One Trafford Cemeteries Service. This forms part of Trafford Council's arrangements as client to monitor the health and safety performance of Amey LG as contractor.

Audit findings indicated that risk assessments had been reviewed and were current, but were to be developed further to address specific site issues. Further areas for development included an improved health surveillance programme for risks from noise and hand-arm vibration in the use of equipment. Health and Safety performance issues are discussed at bi-monthly One Trafford Partnership meetings with representatives from the Client Team and Amey Services.

Care at Home Service Support

HSU have supported the Care at Home Service to refresh their health and safety arrangements following the integration of health and social care which involved a review of local procedures, risk assessments and safe systems of work. The review included the risk assessment/support plans carried out for service users by both Health and Care at Home to ensure there is no duplication and a consistent approach is adopted by all involved in the care of the individual.

Lifting Equipment Inspection Review

There is a legal requirement to ensure equipment which is used to lift people, such as passenger lifts, hoists, slings and vehicle tail-lifts undergo routine maintenance and a 'thorough examination' every six months. HSU, in conjunction with the Insurance Team, have been conducting a review with relevant services and community schools to ensure they have appropriate arrangements in place for such equipment they are responsible for.

Violence and Aggression Workstreams

Management of violence and aggression has continued to be a focus of the HSU work programme during 2019. A key piece of work has been the review of Trafford Town Hall Security and managing incidents within the building particularly with volatile service users and visitors within the reception area. A full review of arrangements has considered the nature of incidents that has taken place within TTH, including some significant incidents of volatile behaviour, and existing access control and security arrangements in place.

Assessment that has been made through

- Observation and discussion with relevant teams
- Work in conjunction with a Greater Manchester Police Advisor and the Council's Insurance Provider
- Work between Health and Safety Unit and Amey Facilities Management

The review makes a number of recommendations, which are being progressed, to improve procedural controls for how violent and aggressive incidents can be managed within TTH and the reception area, including response to incidents, training and use of interview rooms. A variety of further potential options are then highlighted to improve the physical security of the building which are now to be considered for implementation.

Further information concerning violence and aggression is detailed in section 3.2.1 where the accidents statistics are examined.

2.1.2 Schools

In April-September 2019, 36 audits were undertaken within schools. Health and safety compliance rates for audits completed in Trafford Community Schools ranged between 79% and 99%. 21 audits provided bespoke advice and guidance including a number of visits targeting support for site managers and as such these were not scored visits.

2.1.3 Schools achieving ‘good’ or ‘excellent’ compliance rates

Fourteen schools audited achieved a good or excellent score (between 75-100% compliance), as listed below, including 8 of which were Trafford Community Schools.

Schools	Full Health and Safety Audit	3
	Premises Audit	3
	Risk Assessment	1
	Sports/PE	1
Total		8

Only one school (non-community school) received a ‘fair score’ of 69% as part of a premises management audit, but is being supported in the subsequent action plan to make required improvements.

2.1.4 SLA Buy Back

Currently, 75 schools have purchased the Health and Safety SLA for 2019-20, compared to 74 in the previous year. Only one community school has not purchased the SLA. The breakdown of schools who have bought back the SLA is shown in table 1.

Table 1: Breakdown of school SLA buy-back

School Type	Number
Community	39
Voluntary Controlled	1
Voluntary Aided	21
Independent	2
Academy	12
Total	74

3. Accident Statistics

Accident statistics can provide an important aspect of monitoring health and safety performance and help identify areas where risk needs to be managed more effectively.

Overall, the total number of incidents reported to the HSU involving staff is comparable to 2018, showing an increase of only 2 incidents (from 68-70 accidents).

Table 2: Overall number and rate of accidents to staff –

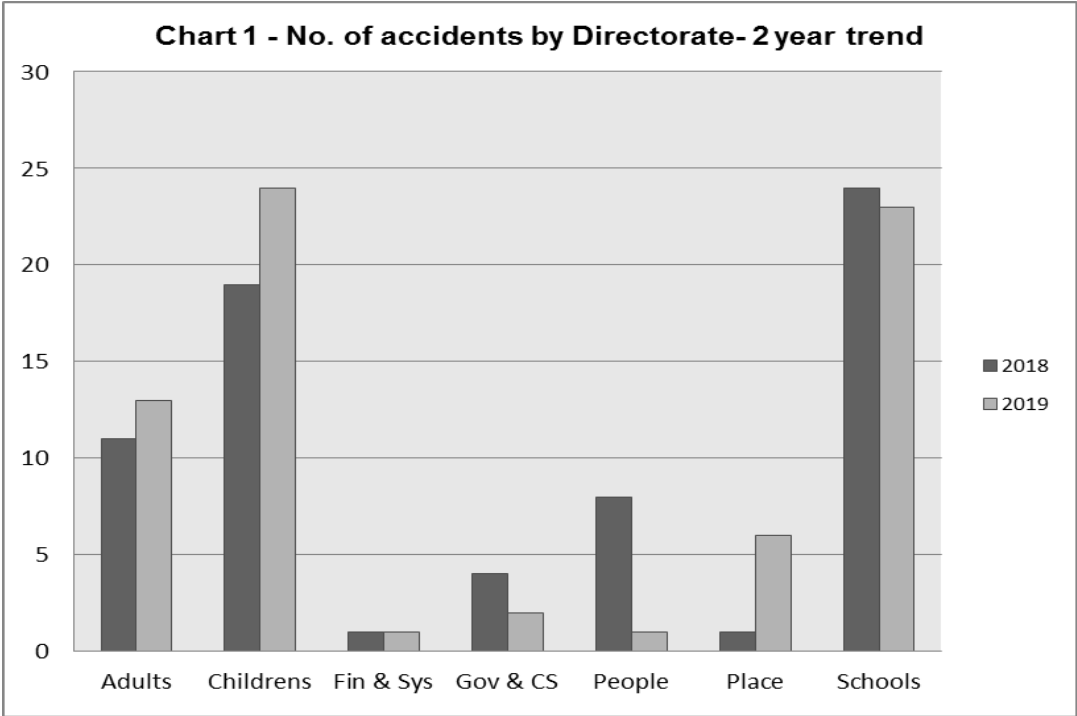
Indicators – First 6 months Results	2014	2015	2016	2017	2018	2019
Total number of accidents to employees (as reported to the HSU)	128	61	54	49	68	70
Number of employees (including schools)	5749	5506	5394	5504	5732	5271
Overall rate of accidents to employees/100 employees	2.22	1.11	1.00	0.89	1.17	1.32

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 1st April to 30th September 2019.

3.1 Numbers of Accidents by Directorate

The trends of incidents have varied for different Directorates as detailed in Chart 1. Adults, Children’s and Place Directorates have seen a slight increase in incidents reported. Governance and Community Strategy, People and Schools have seen their incidents rates fall compared to 2018. Finance and Systems have again reported just 1 incident in 2019.



3.1.1 Adults

Services in this Directorate have seen an increase of just 2 accidents in 2019 compared to 2018 (from 11-13). Six of those incidents related to violence and aggression including 1 incidents of verbal threats or intimidation and 5 incidents of physical assault.

3.1.2 Childrens

Children’s accounted for 24 incidents in 2019, which was an increase of 5 incidents from 2018. Similar to Adults, the majority of incidents related to violence and aggression with 4 incidents of verbal threats or intimidation and 10 incidents of physical assault

3.1.3 Finance and Systems, Governance and Community Strategy and People

These 3 Directorates all reported very low numbers of accidents in 2019. Of particular note is People, who saw a substantial decrease in incidents, from 8 in 2018 to just 1 in 2019 involving a trip incident.

3.1.4 Place

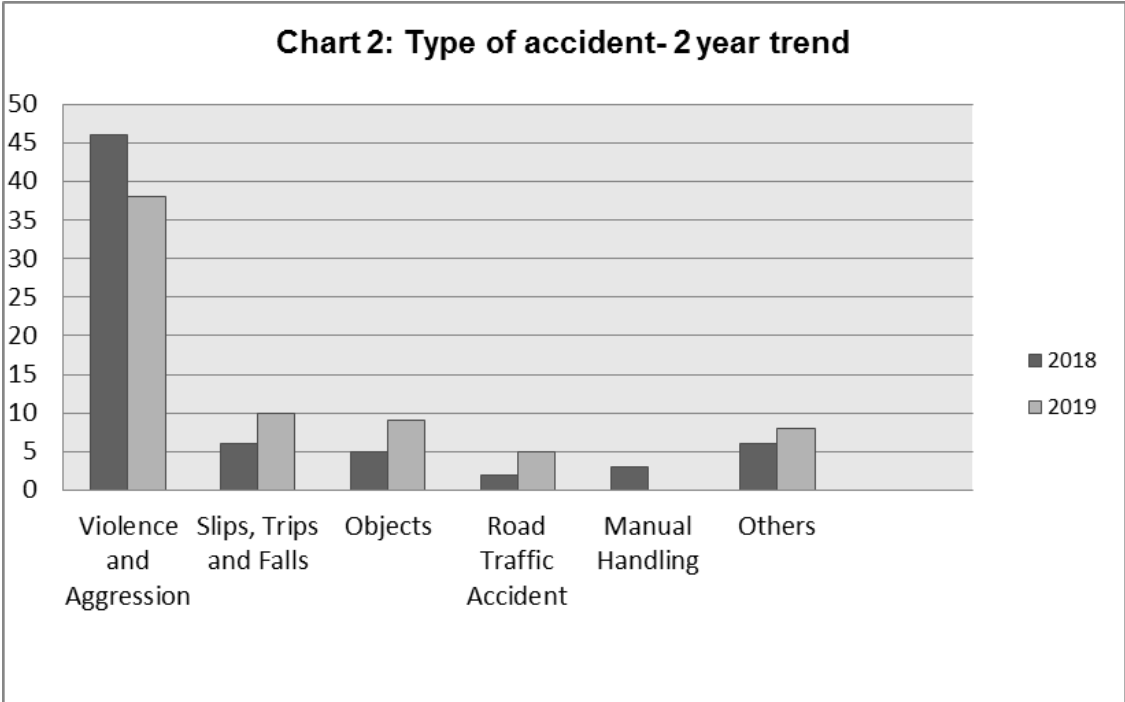
Place saw an increase in reported accidents compared to 2018 (1-6). Three of these incidents were verbal threats/intimidation within Regulatory Services. There were no other particular trends.

3.1.5 Schools

School incidents for 2019 were comparable to 2018, with 23 reported compared to 24 in 2018. As in previous years, the majority of incidents related to physical assaults were from pupils with challenging behaviour.

3.2 Types of Accidents

Chart 2 below, shows a summary of the main types of accidents, compared to the same period in 2017. Appendices 2 and 3 show a detailed breakdown of the types of accidents and a breakdown for each directorate and service area.

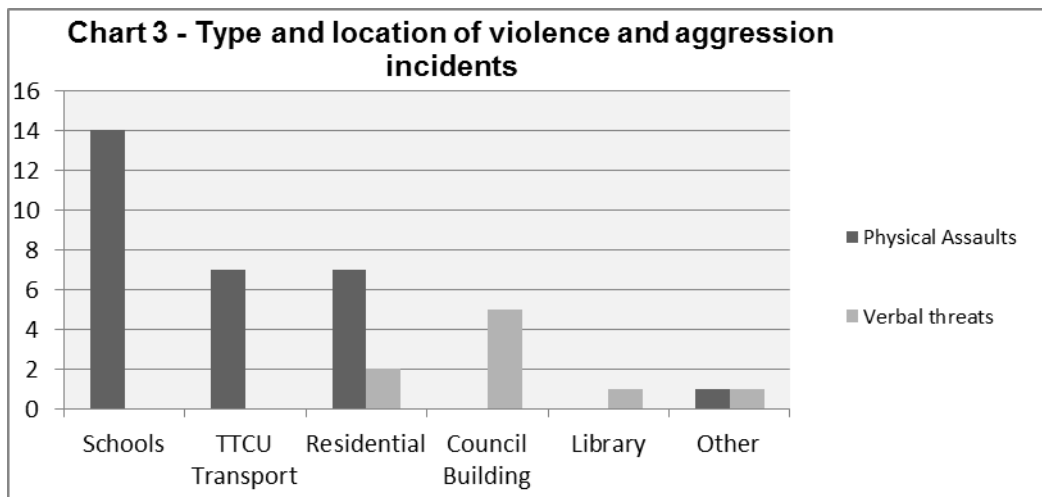


3.2.1 Violence and Aggression

Violence and aggression incidents (threats of assault/intimidation and physical assaults) remains the most reported accident type, however there has been a slight reduction in these incidents compared to the same period in 2019 (From 46-38).

Physical assaults include a wide range of physical incidents stemming from aggressive behaviour and accounted for 29 incidents (compared to 35 in 2017). There were 9 incidents of verbal threats or intimidation reported.

The location and nature of such incidents are shown in Chart 3.



Special Schools reported the majority of physical assaults when dealing with Children presenting challenging behaviour although the number reported had fallen from 21 incidents in 2018 to 14 in 2019.

Trafford Transport Provision (TTCU) reported 7 cases of physical assault, a similar number compared to 6 reports in 2018. There has been an increase in physical assault reports within residential care properties (from 1-7). However 4 of these relate to a specific service user being supported within Adult Services.

Threats of threats of assault/intimidation have been reported from a range of front line services including Regulatory Services, Adults and Children's Social Services and Customer Services. These have included abuse received face to face and three incidents by telephone.

In addition to the building security review work outlined in section 2.1.1, HSU have worked with a variety of services and made recommendations to improve the management of violence and aggression. Recommendations have included:

- The provision of improved positive behaviour support training, de-escalation training and relevant intervention training within Children's Placements, Supported Living and TTCU
- Developing and improving the flow of placement assessment information between Social Services, Schools and TTCU
- The provision of a Corporate Disruptive Behaviour Policy for a staged approach to deal with service users and have a no tolerance approach to aggressive behaviour. This is now being finalised for implementation.

3.2.2 Other Accidents

There have been no accidents relating to moving and handling in 2019. HSU continues to provide specialist training and support through our Moving and Handling Lead and Complex Moving and Handling Consultant

There have been small increases in the incidents of other accidents including slips, trips and falls and incidents involving objects, however there are no particular trends or areas of significant concern evident.

3.3 Rate of Reportable Injuries to Staff

There have been four incidents that have been reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) to the Health and Safety Executive. These incidents included:

Major injury:

- An incident in TTCU when a Passenger Assistant fell from a bus causing a wrist fracture

More than 7 days absence:

- A teaching assistant suffering a sprain injury during a sports session
- A trip incident to a cleaner
- A slip incident to a pest control officer at a private property

Table 2: Rate of reportable injuries to staff

Local performance indicator-	2014	2015	2016	2017	2018	2019
Total Number of reportable accidents	7	4	1	2	5	4
Target for rate of reportable accidents/100 employees	0.15	0.14	0.12	0.10	0.08	0.06
Actual rate of reportable accidents/100 employees	0.12	0.07	0.02	0.04	0.07	0.06

4. Delivery of Health and Safety Improvement Plan

In line with the current Health and Safety Plan and ongoing delivery of support to services and schools, the following work areas continue to be delivered:

4.1 Key Work Programme Actions

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 guidance review	Refreshed Corporate Health and Safety Policy	Final draft
	Fire Policy	Final draft
	Display Screen Equipment Guidance	Progressing
	Refreshing the Health, Safety and Wellbeing Intranet Guidance Pages	Progressing
	Adult Social Services Medication Policy	Progressing
Corporate Audits	One Trafford Partnership Cemeteries Audit	Completed
	TTH Security arrangements	Completed
	Corporate Lifting Equipment Use and Maintenance	Completed
Schools health and safety SLA	Completion of programmed school SLA audits and training for School Year Sept 2018-Aug 2019	Completed
	Site Managers Support Package	Completed
Fire Evacuation arrangements	Regular review of emergency evacuation arrangements including procedures, fire marshal provision/training and fire evacuation drills	Ongoing
First aid	Regular review of first aid provision across the Council	Ongoing

4.2 Training

The HSU has continued to work with the Learning and Development Team to ensure that a calendar of training for health, safety and wellbeing, is in place across the organisation. HSU has also provided direct training sessions to Trafford employees and schools. Table 4 below details the training delivered

Table 4: Training delivered April-September 2019

Course/Training	Number of Courses	Number Attended/Trained
Emergency First Aid at Work	1	11
First Aid at Work (3 day)	1	7
Fire Awareness – Services	1	12
Evacuation Chair Training	1	12
Moving and Handling (Adults) Update	3	15
Moving and Handling (Adults) Private Providers	2	14
Moving and Handling (People) Transport	2	14
Moving and Handling (Objects) Schools	1	26
Working at Height (Use of Ladders)	1	11
Online Health & Safety Induction	166	166
Online Manual Handling	57	57

4.3 Requests for Service

HSU continue to respond to a wide range of requests for advice and support, complaints or incidents relating to Health and Safety at Work issues.

4.4 Display Screen Equipment (DSE) Assessments

A total of 29 DSE (computer) workstation assessments have been carried out by the HSU for employees reporting health related issues. Following an assessment, a report of the findings and recommendations are provided to the employee's line manager for implementation.

4.5 Event Applications

The HSU has reviewed a total of 44 event applications for community events take place at numerous locations across Trafford.

4.6 Moving and Handling Assessments

The Council's Moving and Handling Lead and Consultant have completed the following 'complex' moving and handling assessments, providing support for staff and service users.

Complex Moving and Handling referrals	Number of referrals
Complex M&H - Adults	1
Complex M&H - Children	6
Complex DSE	2
Vocational Rehabilitation	1

4.7 Fire Safety

The Health and Safety Advisor (Fire Lead) has continued to deliver a range of fire support to services and schools including:

- Fire risk assessment and audits conducted within schools
- Coordinating two full fire evacuations at Trafford Town Hall and Sale Waterside
- Fire risk assessments and support for 6 Corporate buildings and estate provide fire advice on alterations to buildings, etc.

4.8 Corporate Landlord

The Health and Safety Unit continue to provide support and guidance at every level of the Corporate Landlord framework to ensure health and safety matters are integrated within how the Council uses, manages and strategically plans the use of the Council's building assets through:

- Co-chairing and facilitating the Trafford Town Hall and Sale Waterside Staff User Groups where building matters can be discussed and resolved or escalated as required.
- Management attendance at the monthly Operational and quarterly Strategic Landlord meetings.

Significant workstreams are now being supported in the development and improvement of office space at Sale Waterside.

5. 'EPIC You' - Employee Health and Wellbeing Strategy

The Employee Health and Wellbeing Strategy 2019-22 continues to deliver a range of support and opportunities in order to provide a Trafford 'Workplace' that encourages and enables staff to lead healthy lives and make choices that support positive wellbeing.

Under key themes of 'healthy lifestyle', 'mental wellbeing', 'musculo-skeletal health' and 'occupational health and safety support', interventions are delivered collaboratively with key partners in Human Resources, Partnerships and Communities, Public Health, CCG and Trade Unions and with the strong involvement of our EPIC Pioneers and workforce.

Wellbeing activity highlights are detailed as follows:

5.1 Mental Health Awareness Week and Dying Matters Week (May 2019)

The Council and CCG collaboratively delivered a week of special events to help highlight issues surrounding mental health and also support discussion around death and bereavement. Events included:

- Mental Health Awareness Market Place event on the Street at TTH involving over 20 voluntary sector organisations and mental wellbeing services
- Mental Health Awareness Sessions at TTH and Sale, delivering an engaging exploration of mental health and wellbeing issues through examples, stories and experiences
- A Death Cafe was held at TTH Library providing opportunity for an informal chat over a drink to reduce the stigma of talking about death, dying and bereavement.
- Mindfulness sessions were held at both at TTH and Sale to give the tools and techniques for taking 'time out'
- A Mental Health First Aid Lunch and Learn session at TTH gave an overview of this excellent role.
- Charity cake sale and dress down day in support of Francis House Hospice.

5.2 Healthy Lifestyle and Active Travel promotion

A variety of events included:

- In support of Clean Air Week (June 2019), opportunities for active travel including cycling and walking were promoted and free cycle servicing was provided at TTH and Sale Waterside
- Staff sports tournaments were held throughout August
- Global Climate Day of Action (Sept 2019) was supported collaboratively to promote improved health and wellbeing and climate action through active travel, better air quality and energy efficiency. Activities included:
 - An engagement stand with a variety of information and advice
 - A presentation on steps you can take to reduce your carbon footprint.
 - Free cycle servicing for employees

5.3 Trafford Council/CCG Mental Health First Aid Network

Preparations were made for the provision of a new support service for all colleagues in the Council and the CCG which is now in place.

Mental Health First Aiders are trained volunteers from our workforce who are a point of contact if you, or someone you are concerned about, are experiencing a mental health issue or emotional distress. Details of all nineteen Mental Health First Aiders can be found on our HR Health, Safety and Wellbeing intranet pages or on posters displayed at our offices.

6. Key Health and Safety Data

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

7. Conclusion

The report has highlighted a wide and varied range of health, safety and wellbeing support that has been delivered across the organisation to our workforce and partners within the first six months of 2019-20. Reported accidents have remained at a similar level to those noted in 2018, and HSU continues to provide a robust level of support through the Schools SLA and directly to our Services. This work will continue and performance will be detailed further in the year-end report.

Corporate Accident Statistics April-September 2019

Appendix 1: Numbers of accidents by Directorate and Service Area

Directorate	Service Area	No of incidents
Adults Services	Adults Neighbourhood Teams	13
Total		13
Childrens Services	Early Help and Family Support	2
	Social Care and Edge of Care	3
	Education Standards, Quality and Assurance	16
	Children in Care and Leavers	2
	Front Door and Social Care	1
Total		24
Finance and Systems	Transformation	1
Total		1
Governance and Community Strategy	Customer Services	2
Total		2
People	Cleaning Support Service	1
Total		1
Place	Planning and Development Services	1
	Regulatory Services	5
Total		6
Schools	Special Schools	17
	Community Schools	6
Total		23
Total Accidents		70

Appendix 2: Type of accident 2015 - 2019

Accident Type	2015	2016	2017	2018	2019
Occurrences of violence and aggression					
Physical Assault	19	17	17	35	29
Assault, Threats or Intimidation	2	9	7	11	9
Total occurrences of violence and aggression	21	26	24	46	38
Manual handling (lifting, moving, manoeuvring etc.)					
Manual handling	6	3	0	3	0
Slips, Trips and Falls					
Slipped, Tripped or Fell on the Same Level	13	7	10	5	9
Fall down steps/stairs	3	1	0	0	0
Fall from height	0	0	0	1	1
Total Slips, Trips and Falls	16	8	10	6	10
Accidents involving objects					
Hit by a Moving, Flying or Falling Object	7	5	6	1	5
Striking against object	4	1	2	2	1
Contact with sharp object	0	0	0	2	3
Total Objects	11	6	8	5	9
Others					
Other kind of accident	1	3	0	2	4
Road Traffic Accident	1	1	4	2	5
Hit by a moving vehicle	0	1	0	0	0
Animal/Insect	1	2	0	0	1
Contact with hot surface/substance	3	1	2	2	0
Collision with a moving person	0	0	0	0	1
Trapped	1	1	0	1	1
Plant, machinery, tools or electricity	0	1	1	0	0
Contact with chemical agent	0	1	0	1	0
Sports related	0	0	0	0	1
Total Others	7	11	7	8	13
Overall Total	61	54	49	68	70

Appendix 3: Type of accident by Directorate April-September 2019

Type of accident	Directorates – See Key Below							Total
	A	B	C	D	E	F	G	
Assault threats or intimidation	1	4	0	1	0	3	0	9
Physically assaulted by a person	5	10	0	0	0	0	14	29
Slipped, tripped or fell on same level	3	1	1	1	1	1	1	9
Hit by a moving, flying or falling object	0	0	0	0	0	0	5	5
Collision with a moving person	0	0	0	0	0	0	1	1
Cut by a sharp object	1	1	0	0	0	1	0	3
Injured by animal	0	0	0	0	0	1	0	1
Striking against an object	1	0	0	0	0	0	0	1
Fall from height	0	1	0	0	0	0	0	1
Road traffic accident	1	4	0	0	0	0	0	5
Trapped	1	0	0	0	0	0	0	1
Other	0	3	0	0	0	0	2	5
Totals	13	24	1	2	1	6	23	70

A - Adults

C - Finance and Systems

E - People

G - Schools

B - Childrens

D - Governance & Community Strategy

F - Place