

## TRAFFORD COUNCIL

**Report to:** Council  
**Date:** 19 July 2023  
**Report for:** Information  
**Report of:** Deputy Leader of the Council and Executive Member for Leisure, Arts, Culture & Heritage

### Report Title

**Year End Corporate Report on Health, Safety & Wellbeing – 1 April 2022 to 31 March 2023**

### Summary

1. To provide information on council wide health and safety performance and delivery
2. To provide a summary of other key developments in relation to health, safety and wellbeing for the period 1 April 2022 – 31 March 2023

### 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 and Safety  
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	The Council is refocusing and engaging with services on the fundamentals of health and safety through the initiative 'Your Safety, Your Wellbeing'
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**

- 1.1 The Council remains 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 period 1 April 2022-31 March 2023 and provides:
- Key health and safety performance information, highlighting proactive and reactive activities undertaken by the Health and Safety Unit (HSU) working with partners
  - Activities and initiatives delivered with partners to support our workforce under the 'EPIC You – Health and Wellbeing Strategy'
- 1.2 After the challenging period through the Covid19 pandemic and ensuring the safety and wellbeing of our workforce, April 2022 saw the return to the offices for many of our colleagues.
- 1.3 This also established a need to re-energise and engage with services on health, safety and wellbeing fundamentals through the launch of a new health and safety initiative and refreshed support for services and schools.
- 1.4 HSU provides a targeted proactive programme of interventions to manage existing and emerging risks to the workforce and others affected by the Council's work activities. Work for 2022-23 included:
- The safe reintegration of staff to our offices
  - The launch of our internal health and safety initiative 'Your Safety, Your Wellbeing'
  - Support to the Council's Tree Unit following a tragic fatality incident
  - Conducting audits and health and safety support including the One Trafford Waste and Recycling Services, Bereavement Services, Adults Services (Ascot House, Care at Home and Supported Living), Elections Team, Operational Services for Education and schools
  - A refocus on managing volatile incidents within our council buildings
  - Providing a range of face to face health and safety training to colleagues in addition to online training.
  - Collaborative delivery of a range of health and wellbeing activities and opportunities to the workforce under the EPIC You Employee Health and Wellbeing Strategy.

1.5 Updates also continue to be provided to the relevant Corporate Directors and Joint Consultative Committees.

## **2. Proactive audits and support in council services and schools**

### **2.1 Council service support**

#### **2.1.1 Reintegration support**

As outlined in the previous *'Year End Corporate Report on Health, Safety & Wellbeing – 1 April 2021 to 31 March 2022'* a multi-disciplinary team supported the safe return of staff to our offices in April 2022. Restrictions of space and occupancy were lifted, but the following measures and support were in place:

- Good ventilation in place through mechanical and natural means
- Regular cleaning regimes provided
- Sanitising stations remain in place in the offices and meeting rooms
- Refreshed intranet guidance and communications in staff and manager briefings
- Smart working styles supported in the office with collaborative workspaces and meeting room technology to support face to face and virtual meetings
- Processes in place for the assessment and provision of a safe workstation both at home and in the office.
- Workstation improvements at Sale Waterside, with improved desktop electrical socket provision throughout the building.

#### **2.1.2 Launch of 'Your Safety, Your Wellbeing' health and safety Initiative**

This internal safety and wellbeing initiative was launched at the start of 2023 to refocus and engage with services on the fundamentals of safety and wellbeing and ensure that colleagues continue to safely finish their working day, every day.

The vision of the initiative links clearly with our Trafford Council People Strategy and EPIC Values in providing:

*'An EPIC positive and supportive health and safety culture with thriving employees who are happy, safe and healthy at work. Sensible health and safety management is integrated in all that we do.'*

The initiative includes:

- A dedicated [intranet resource page](#) with bite size guides.
- Regular communications on key risk and wellbeing issues.
- 'Team focus' on certain teams to show why safety and wellbeing are an integral part of service delivery (included a day in the life of a housing standards officer)
- A targeted service monitoring and audit programme.

As well as the main launch in January 2023, the initiative has also been promoted at staff and leader 'Let's talk' sessions. This programme now forms the basis of our engagement with services and is being used to inform and drive forward our health and safety support and audit programme.

### 2.1.3 **Fatality incident support: Trafford Tree Unit**

In October 2022, a major accident took place at Osborne Terrace, Sale where two persons were struck by a falling tree. This tragically led to one person being fatally injured and the other person incurring serious injuries.

The Council and Tree Unit, who manage the tree stock within the borough, were subject to an investigation initially by Greater Manchester Police which was then then passed to the Health and Safety Executive to investigate under health and safety legislation.

The enforcing authority investigation was fully supported by the Tree Unit, Legal Services, Health and Safety Unit and Insurance Services. The Health and Safety Unit also undertook a significant investigation into the accident with the support of these services considering:

- The circumstances of the accident
- Arrangements for managing the tree stock
- General health and safety management within the Tree Unit

The HSE investigation has now concluded and they have confirmed that no further action is to be taken against the Council arising from incident.

The incident and subsequent investigation details are still subject to a Coroner's Inquest. However, the Tree Unit are progressing the outcomes and recommendations made both the HSE and internal health and safety investigation with the support of the Health and Safety Unit.

Analysis of incidents relating to Trafford's workforce is provided in section 4.

### 2.1.4 **One Trafford Waste and Recycling Service audit**

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

The audit evaluated standards of health and safety management through discussions with key service leads and employee representatives, reviews of paperwork and on the ground crew checks. The subsequent audit report provided a summary of findings and an action plan for areas for further development. Health and safety performance issues and updates on progress are discussed at One Trafford Partnership meetings with representatives from the Client Team and Amey Services. Three joint monitoring crew checks have also been completed to assess ongoing working practices.

### 2.1.5 **Bereavement Services support**

Bereavement Services have received advice and support in a review of their health and safety arrangements at the crematorium and associated sites. This has included a health and safety self-assessment, on-site support and review of documentation. Arrangements such as risk assessments and general premises management arrangements have been supported.

### 2.1.6 **Operational Services for Education (OSfE) support**

HSU supported the annual OSfE face to face conference, providing a health, safety and wellbeing presentation to the catering, cleaning and school crossing patrol services over 3 days. Advice and guidance was provided on:

- 'Your Safety, Your Wellbeing' initiative
- Safe working practices and managing risk
- Wellbeing support

Following feedback from the seminars and to support staff working from a variety of locations, HSU have provided 'drop in' sessions for staff at different library locations to improve opportunities for engagement between the team and OSfE services colleagues.

### 2.1.7 **Elections support**

Supporting the safe delivery of our elections has formed a significant aspect of HSU delivery plan in 2022-23 with the team forming part of a wider collaborative Elections Operational Board to manage the arrangements. This included the delivery of an event management plan and ensuring appropriate risk assessments were in place for it's safe operation. Three elections were supported:

- The May 2022 elections were the first held following the removal of Covid restrictions. Measures remained in place to support hand hygiene, cleaning and ventilation at the venues and ensuring staff who were unwell did not participate in the arrangements.
- The Stretford and Urmston Parliamentary by-election in December 2022 required delivery at pace within a very short timescale. Additional support from the Health and Safety Unit assisted in ensuring risk management arrangements were in place at all aspects of the elections, with a particular focus on the Count being undertaken at a different venue.
- During early 2023, planning for the May elections also took place with support including further security, safety and wellbeing considerations given the nature and scale of these elections.

### 2.1.8 **Managing volatile incidents in our buildings**

A security review project group initially consisting of representatives from the HSU, Estates Team, Emergency Planning and FM providers have been reviewing security measures at our main administrative buildings. The work is to improve the safety and wellbeing of staff from volatile and aggressive behaviour displayed from visitors and service users. The project has been increasingly focused on data and information to support and inform actions including:

- Independent security reports through our insurer
- Reported incidents of reports of violence and aggression through our incident reporting system and improved security team data (these are highlighted further in the analysis of incidents in section 4)

Table 1 summarises the range of actions in place or being progressed.

**Table 1: Key security issues being progressed**

Area of work	Action
Security staff	<ul style="list-style-type: none"> <li>• Increased security presence</li> <li>• Implemented standard operating procedures i.e. daily checks, patrols, incident log recorded</li> <li>• Improved communication arrangements to alert and improve the security response to incidents</li> <li>• Weekly incident data now provided by security staff</li> </ul>
Procedural measures	<ul style="list-style-type: none"> <li>• Improved process for summoning support from security teams in place</li> <li>• Use of interview rooms at TTH has been reviewed with key services (Children's/Regulatory Services) and improved process agreed for use of room and use/response to panic alarms by security staff</li> </ul>
Physical security measures	<ul style="list-style-type: none"> <li>• Improved security access in place to TTH reception desk area</li> <li>• Improved door security provided to Registrars service at Sale Waterside to prevent unauthorised access</li> <li>• Door Pass Access System at TTH and Sale: Work ongoing to provide IT upgrades to the system to ensure its integrity can be maintained</li> <li>• TTH barrier system: IT and infrastructure work underway to upgrade system</li> <li>• CCTV review: Software and hardware review underway</li> </ul> <p>Based on incident data, the following areas are currently being assessed and costed for security improvements at TTH with a further review planned at Sale Waterside:</p> <ul style="list-style-type: none"> <li>• Multistorey car park</li> <li>• Reception turnstiles</li> <li>• Staff entrance</li> <li>• Interview rooms</li> </ul>
Training and awareness	<ul style="list-style-type: none"> <li>• Key security messaging is now included within the 'Your Safety, Your Wellbeing' bite sized guides and this will continue to be supported by regular communications</li> <li>• Staff communications to introduce the security team and ensure they follow staff security processes (wearing lanyards, managing visitors, reporting concerns)</li> <li>• General and role specific security training continues to be identified and scoped for the workforce</li> </ul>
Data collection	<ul style="list-style-type: none"> <li>• Continuing to review incident reports, concerns and security staff data to inform further actions</li> </ul>

To address the wide scope of work now being covered in the management of security within our buildings, the group has now been refreshed and established as the Trafford Internal Security Review Group. This group incorporates a wider representation from relevant services to consider:

- Security issues across our wider Trafford public buildings
- Response and management of immediate incidents
- Engaging with relevant services for the proactive management of service users
- Collation, management and review of incident data
- The proposed physical and procedural security measures at our sites
- Links to contingency planning processes and business continuity
- Staff training and awareness

## 2.2 Schools Support and SLA Delivery

2.2.1 School SLA delivery through the pandemic had been through ‘virtual/remote’ audit provision. All schools under the SLA were aided with a monitoring toolkit to assist them in reviewing their health and safety performance. This was supported with HSU advice and information via the telephone, email or Microsoft Teams. Site visits were still available where required. For consistency, this service continued to the end of the school SLA Year in August 2022. Seven fire management visits took place between April and September.

2.2.2 In addition to the audit support, schools continued to have access to:

- Accident reporting and investigation support.
- Unlimited advice and guidance through our duty officer system.
- Access to school specific guidance on our SLA portal (*As well as general safety topics, this included emerging issues such as the production of ‘Hot weather guidance for schools’ to support them during the July heatwave*)
- Access to a range online health and safety training.

2.2.3 The school Health and Safety SLA year 2021-22 closed in August with 77 schools having received competent support. Eighty schools purchased the Health and Safety SLA for 2022-23, including all our community schools. The breakdown of schools is shown in table 2.

**Table 2: Breakdown of school SLA buy-back**

School Type	Number
Community	38
Voluntary Controlled	1
Voluntary Aided	21
Independent	2
Academy	18
<b>Total</b>	<b>80</b>

2.2.4 From September 2022, when the new SLA year commenced, HSU returned to delivering on-site visits for the audit programme throughout the year. Schools have been recommended to receive either a 'full management audit' option or fire risk assessment as required.

2.2.5 Within the current SLA Year, a total of 35 schools have received an on-site audit. The type and number of visits are shown in Table 3.

**Table 3: All schools on-site visits by type and number**

<b>Audit Type</b>	<b>Number</b>
Fire Risk Assessment	20
Full Audit	15
Bespoke Audit (Site Manager)	1
<b>Total</b>	<b>36</b>

2.2.6 For our Trafford Community schools, table 4 highlights the number and type of visits completed and the performance of those schools who received a full audit. Five community schools achieved a good or excellent score. The two schools that received a fair/poor score are being fully supported in progressing their action plan to make required improvements

**Table 4: Community Schools on-site visits by type, number and performance.**

<b>Full Audit</b>	Excellent (91-100%)	4
	Good (75-90%)	2
	Fair (50-74%)	1
	Poor (0-49%)	1
<b>Bespoke Audit</b>	N/A	1
<b>FRA</b>	N/A	14
<b>Total</b>		<b>23</b>

**3. Health and Wellbeing Support**

3.1 The wider HR Service in conjunction with partners and staff groups has continued to deliver a range of interventions for our workforce and provide, promote and signpost a wealth of support in line with our *EPIC You* Health and Wellbeing Strategy.

3.2 The legacy impact of the pandemic and other recent factors such as the cost of living and financial concerns have continued to drive wellbeing as an integral and vital aspect of staff support. The strategy and operational group to support that strategy, have been reviewed and refreshed in 2022-23.

3.3 Table 5 summarises the themes and interventions that have been delivered during this reporting period



**Table 5: EPIC You Health and Wellbeing Activities and Support**

Activity	Details
<b>Trafford Support Services</b>	<ul style="list-style-type: none"> <li>• <b>Trafford Staff Mental Health First Aid Network:</b> Promoting our trained volunteers who are a point of contact if colleagues are experiencing a mental health issue or emotional distress. We have 14 mental health first aiders.</li> <li>• <b>Trafford Employee Assistance Programme:</b> 24/7, easy to access confidential support. Unlimited access to information and counselling</li> </ul>
<b>Tea and Talks</b>	<ul style="list-style-type: none"> <li>• <b>Tea and Talk sessions</b> hosted monthly by our mental health first aiders aimed at supporting staff to connect and take some time out from pressures of work and home life.</li> </ul>
<b>Staff Support Sessions</b>	<ul style="list-style-type: none"> <li>• <b>Training:</b> A menopause lunch and learn session for managers and colleagues held in February covering the symptoms of the menopause, attended by 25 colleagues. Feedback from attendees was taken to support our corporate offer in this area which will include a review of our intranet resources a regular timetable of awareness sessions for managers and staff</li> <li>• <b>'Let's Talk' Sessions:</b> Recent 'Let's Talk' sessions for leaders and all colleagues have included a focus on our approach to hybrid working, computer workstation health and wellbeing and the 'Your Safety, Your Wellbeing' health and safety initiative.</li> <li>• <b>Mindful Mondays</b> – A colleague from Childrens Services, who has completed mindfulness training, is running a monthly mindfulness drop-in session for staff, each session has a different theme and includes some mindfulness practice.</li> <li>• <b>EPIC Manager Health and Wellbeing Module:</b> Launch of this module as part of the EPIC Manager programme to ensure managers are able to support the wellbeing of their teams.</li> </ul>
<b>Wellbeing campaigns and events</b>	<ul style="list-style-type: none"> <li>• <b>Active Travel Events:</b> The Staff Active Travel Group promoted and ran a range of active travel events including 'Active Travel Week' in May 2022 (cycle servicing, led walks, try a bike) and promoting the campaigns 'Cycle September', 'Winter Wheelers' and 'National Walking Month'</li> <li>• <b>Lunch and Learn sessions:</b> Three sessions focused on financial wellbeing and the support available to help colleagues to make the most of their money. Delivered by Welfare Rights Team and Money &amp; Pensions Service.</li> </ul>
<b>Health and Wellbeing Guidance and Support</b>	<ul style="list-style-type: none"> <li>• <b>Cost of Living Resources:</b> Worked with staff networks and Family Information Service to provide a central resource of 'cost of living' information, resources, and support. Held on the Trafford Directory and linked from our wellbeing intranet page.</li> </ul>
<b>Health and Wellbeing / EDI Diagnostic Tool</b>	<ul style="list-style-type: none"> <li>• <b>Wellbeing and EDI self-diagnostic tool:</b> Worked with our Health and Wellbeing Core Strategy Group and Equality, Diversity and Inclusion Steering Group to develop the tool, using workplace charters and other organisation examples, to identify best practice for our workforce policies and practices. This combined with national, local and organisational wellbeing and EDI data will inform the areas where we can improve our offer.</li> </ul>
<b>Health and Wellbeing / EDI Campaign Calendar</b>	<ul style="list-style-type: none"> <li>• <b>Campaign Calendar:</b> Working with Public Health colleagues and our equality groups, a shared calendar of health &amp; wellbeing / equality campaigns has been developed to prioritise to support forward-planning and alignment of campaigns with our corporate priorities supported by relevant data.</li> </ul>

## 4. Accident statistics

### 4.1 Overview

4.1.1 Reviewing incidents and overall accident data is an important aspect of our monitoring arrangements. It helps check that our health and safety arrangements are working and can identify where further support and measures are required.

4.1.2 During 2022-23, we have seen a notable increase in reported incidents with 195 incidents reported from our services and schools compared to 136 incidents reported in the previous year (an increase of 37 incidents). In comparing the figures to previous 6 years (taking into account the lower figures during the pandemic), it is also evident that this is the highest reported number over this period, with the figures also above pre-pandemic reporting levels as shown in table 6:

**Table 6: Reported accidents to the HSU by year**

Year	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
No of accidents	175	174	136	69	158	195

4.1.3 The increase does raise caution and a need for further analysis of the data to consider the potential reasons for the increase and any interventions required. Tables 7 and 8 provide a breakdown of these incidents by service area, directorate and type of accident and allow some further analysis to be made.

**Table 7: Numbers of accidents by directorate and service area**

Directorate	Service Area	No of incidents
<b>Adults Services</b>	Adults Neighbourhood Teams	14
	Provider Services	1
Total		<b>15</b>
<b>Childrens Services</b>	Education Standards, Quality and Assurance	21
	Childrens Social Care	1
Total		<b>22</b>
<b>Governance and Community Strategy</b>	Democratic Services	1
Total		<b>1</b>
<b>Place</b>	Growth, Communities and Housing	2
	Regulatory Services	3
	Development and Estates	1
Total		<b>6</b>
<b>Strategy and Resources</b>	Human Resources	1
	Catering Operations	7
	Cleaning Support Services	1
	Schools Crossing Patrol	1
	Music Service	1
	Customer Services	8
Total		<b>19</b>
<b>Schools</b>	Community Schools	35
	Special Schools	114
Total		<b>132</b>
<b>Total Accidents</b>		<b>195</b>

**Table 8: Type of accident by directorate**

Type of accident	Directorates – See Key Below							Total
	A	B	C	D	E	F	G	
Contact with hot surface/substance	0	0	0	0	0	2	1	3
Contact with moving plant/machinery	0	0	0	0	0	1	0	1
Fall from height	0	0	0	0	0	0	1	1
Fall on stairs	0	0	0	0	1	0	0	1
Hit by moving, flying or falling object	1	1	0	0	0	2	8	12
Hit something fixed or stationary	0	0	0	0	0	0	4	4
Moving and handling	0	0	0	0	0	1	1	2
Other kind of incident	0	0	0	0	2	1	5	8
Physical Assault	11	13	0	0	0	0	83	107
Road Traffic Collision	1	1	0	0	0	0	0	2
Slipped, tripped, fell on same level	0	5	0	0	0	6	12	23
Striking against object	0	0	0	0	1	0	3	4
Trapped	0	1	0	0	0	0	3	4
Verbal assault, threats or Intimidation	2	1	0	1	2	6	11	23
<b>Totals</b>	<b>15</b>	<b>22</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>19</b>	<b>132</b>	<b>195</b>

A – Adults

B - Childrens

C - Finance and Systems

D - Governance &amp; Community Strategy

E - Place

F - Strategy and Resources

G – Schools

## 4.2 Reports by Directorate/School

- 4.2.1 Adults services have reported 15 incidents in 2022-23 compared to 8 in the previous year. The main increase is related to physical assault incidents (11) involving adults with challenging behaviour within the Supported Living Service.
- 4.2.2 Numbers of reports from Children’s Services are the same as the previous year (22) with the majority of incidents again relating to reports of physical assault on Trafford School Transport from pupils with challenging behaviour.
- 4.3.3 Finance and Systems have reported no incidents again within their services which are mainly office based and Governance and Community Strategy have just one reported incident of verbal aggression from a member of the public
- 4.3.4 There were 6 reported incidents from Place in 2022-23 compared to 3 in the previous year. Two of these related to verbal aggression from members of the public with one involving a security breach into the building from a service user of the HOST service at Sale Waterside.
- 4.3.5 Strategy and Resources reported 19 incidents in 2022-23 compared to 12 in the previous year. Six of these incidents related to verbal aggression/intimidation from members of the public including 5 related incidents within our main building reception areas. Most other incidents related to slip/trip incidents (6) mainly in our OSfE services (catering, cleaning, and school crossing patrol). Other reports were a variety of unrelated incidents.

4.3.6 Reports from our community schools increased this year at 132 incidents compared to 112 the previous year. The majority of reports, as in previous years, was for physical assaults to staff from children with challenging behaviour (83) mainly within our special schools, however this number was very similar to the previous year (84). There has been an increase in reports of verbal aggression again relating to special schools, which has been encouraged by HSU with schools to ensure such incidents are reported, as they can be a precursor to further incidents and potential physical incidents. The secondary main cause of incidents were a variety of slip/trip/fall incidents (12) in the school setting.

### **4.3 Types of accidents**

4.3.1 As in previous years, and highlighted in the Directorate breakdown of incidents, violence and aggression accounted for most incidents reported to the HSU.

4.3.2 Analysis indicates that physical assault (including a wide range of physical incidents due to aggressive behaviour) accounted for 107 incidents compared to 97 the previous year. These occurred mainly in adult social care, special schools and Trafford transport provision when managing challenging behaviour.

- An increased number of reports was mainly noted for Supported Living. The service is currently being advised by HSU with themed support sessions that include the reporting and management of incidents.
- HSU have worked with a special school to review their updated behaviour management strategies to assess the potential positive impact on reducing incidents. We have also linked with the SEN Advisory Service for their support on how schools can manage incidents through the effective review of their behaviour plans. Managing violence and aggression continues to form part of the school audit process.
- HSU continue to support the School Transport Service as required, in their management and response of incidents of challenging behaviour.

4.3.3 We have seen an increase in incidents of verbal assault, threats or intimidation with 23 reported incidents compared to 10 the previous year.

- HSU have promoted the importance of incident reporting to schools including reports of significant verbal threats and aggression to support behaviour management. An improved reporting link is also available for them to access. This may account in part to increased reports from schools (11 reports).
- As part of the security review project work highlighted in section 2.1.8, we have also improved the capture of data on incidents within our buildings from services and our security teams. Five related incidents of verbal aggression within our main reception areas were managed through a multi-disciplinary team approach between the Health and Safety Unit, Emergency Planning, Security Teams, Community Safety and Legal Services. This work will continue to promote and encourage reporting of verbally aggressive incidents, which can have a significant impact on staff wellbeing, and allow for any management strategies to be put into place for potential further incidents.

4.3.4 Slips and trips accidents accounted for 23 incidents and incidents involving contact with objects (falling or moving) numbered 8 incidents. These mainly occurred within a school or school catering/cleaning environment. These involved a variety of circumstances and were not related.

4.3.5 Only 2 reports were submitted for moving and handling injuries. This is very encouraging given the substantial amount of work delivered for moving and handling assessment/training and also workstation assessment support.

**4.4 Rate of reportable injuries to staff**

4.4.1 There have been 8 incidents that have been reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) to the Health and Safety Executive. These incidents are shown in Table 9

**Table 9: RIDDOR reportable incidents details**

RIDDOR Type	Details
<b>Over 7-day absence</b>	Teaching staff bruised from a door frame after pupil pushed by them
	Teaching assistant injured back when on play equipment at play centre
	Site manager fall from ladder
	Cook injured hand from food mixer
	Childcare Worker struck on ankle by a metal sensory ball
<b>Specified injury</b>	Teaching staff struck by rounders bat (fractured arm)
	Teaching assistant slipped on items in the classroom (fractured wrist)
	Cleaner injured from trip incident (fractured wrist)

**4.5 Accident Summary**

4.5.1 An increase in reported incidents for 2022-23 is noted. This does highlight a need for focus and monitoring of the incident trends, but the issues identified do have priority interventions in place to manage those risk areas.

4.5.2 The ‘Your Safety, Your Wellbeing’ initiative will continue to raise the importance of incident reporting. It is vital that we have a culture within services and schools to report incidents, including ‘near misses’ and incidents of verbal threats or intimidation, to accurately capture the risks and target appropriate interventions. As such we may continue to see improved levels of reporting.

4.5.3 The Trafford Internal Security Review Project is also improving the collation of data for reporting incidents (e.g. from our security teams and services) relating to security and volatile and aggressive incidents from members of the public. This has also contributed to the increase in reports seen in 2022-23.

**5. Continued delivery of health and safety support services**

5.1 In addition to the targeted service and school support outlined, HSU have continued to provide health and safety guidance in the following areas.

**5.2 Guidance review and update**

The following guidance detailed in Table 10 has been completed or is currently in progress.

**Table 10: Key work programme actions completed or being progressed by HSU**

Area of development	Actions	Status
<b>Corporate and school guidance review</b>	Corporate Health and Safety Policy updated	Completed
	'Your Safety, Your Wellbeing' intranet pages & bite sized guides	Completed
	Risk Assessment Guidance for Managers Updated	Completed
	Fire policy updated	Completed
	Fire safety guidance for premises managers updated	Completed
	Fire Information bulletin for Supported Living on relevant updated fire management requirements	Completed
	Lone Working and Personal Security Guidance updated	Completed
	Managing Violence and aggression guidance updated	Completed
	Moving Handling People Guidance for Services and Schools	In progress
Schools hot weather guidance provided	Completed	
<b>Fire Evacuation arrangements</b>	Review of fire precautions and fire register arrangements for our Council buildings following reintegration of staff	Completed
	Fire safety evacuation for persons requiring assistance updated	Completed

### 5.3 Training

The HSU has continued to work with the Learning and Development Team to provide essential training as detailed in table 11.

**Table 11: Training delivered April 2022-March 2023**

Course/Training	Number of Courses	Number trained
Emergency First Aid at Work	5	33
First Aid at Work (3 day)	5	31
First Aid at Work refresher	1	3
Moving and Handling & Fire Safety Awareness (Supported Living)	5	44
Fire Evacuation Chair Training	2	9
Fire Safety and Evacuation Training (Services)	2	17
Moving and Handling Induction (Adults)	5	23
Moving and Handling Update Training (Adults)	2	13
Moving and Handling Object Training (Pest Control)	1	2
Moving and Handling induction (TTCU)	1	7
Moving and Handling Risk Assessment Training	2	2
Moving and Handling Quickmove equipment training	4	28
Online General Manual Handling	-	52
Online Health & Safety in the workplace	-	281
Online Health and Safety: Health and Social Care	-	111
Team Teach (positive behaviour management)	3	26

#### 5.4 **Requests for service**

HSU have continued to respond to a high level of requests for advice and support as staff reintegrated back into the workplace from April 2022 and also other complaints, incidents or enquiries relating to health and safety at work issues.

#### 5.5 **Display screen equipment (DSE) assessments**

A total of 42 complex DSE (computer) workstation assessments have been carried out by the HSU for employees. These included supporting colleagues working from home and those with more complex health needs.

#### 5.6 **Events consultation**

HSU act an internal consultee for any organised events taking place on Council land. They also provide advice and guidance for events organised by the Council and attend multi-agency safety advisory groups as required. This includes the review of risk assessments and event safety plans for an event to be managed and run safely. Within this reporting period, HSU reviewed 65 events which in addition to the usual types taking place (community fetes, sporting events, outdoor productions etc.), also included an increased volume during the year to coincide with special occasions such as the late Queen's Jubilee.

#### 5.7 **Moving and handling support**

5.7.1 The Moving and Handling Lead has delivered and coordinated a range of support for our Adults and Children's Services to provide staff with the competence and training to move people safely. This protects our staff and service users.

5.7.2 As detailed in Table 11, a substantial programme of moving and handling training has been delivered including:

- Induction and updates for Ascot House and Care at Home staff. This continues to be supported with an online moving and handling training and support package. Specific new equipment training has also been provided to staff in Ascot House. The Moving and Handling Lead is often based at Ascot House to provide support on moving and handling issues.
- Awareness training for all Supported Living staff (also includes fire safety awareness delivered in conjunction with the Fire Lead).
- Trusted assessor training was delivered at the start of the financial year, involving working collaboratively with the TLCO to deliver innovative training that enables social care staff to order assessed equipment needs quickly and relieve the pressures on hospital discharges. Dates are now being arranged for further training.
- Object handling for the pest control team as part of the physical role they undertake.

5.7.3 The start of the academic year in 2022, saw a dramatic increase in moving and handling referrals from schools for children with special educational needs as they started the new term. There were 23 cases supported by the Council's Moving and Handling Lead and Consultant. In response to this, collaborative work between HSU, SEN Advisory Service, NHS Lead Physiotherapist and Occupational Therapist is currently underway to update the moving and handling guidance for schools and the processes in place to support these moving and handling referrals. This should support improved communication and service to the schools.

5.7.4 In addition to direct moving and handling support, our Lead also works closely with our Contracted Moving and Handling Consultant on complex workplace assessments. This includes vocational rehabilitation assessments to support staff with health conditions to stay in work or return to work. Catering and Cleaning Services were assisted with this support for two cases during 2022-23.

## 5.8 **Fire safety**

5.8.1 The Health and Safety Advisor (Fire Lead) has continued to deliver a range of fire support to services to ensure we meet our duties under relevant fire legislation.

5.8.2 Fire safety evacuation information and briefings have been provided as staff returned to our offices in April. Regular communications have also been provided through the year on the arrangements in place. Fire safety guidance for premises managers has been updated to provide advice as to their responsibilities for fire safety.

5.8.3 Fire evacuations drills were completed at Trafford Town Hall and Sale Waterside to test arrangements at our main administrative buildings. They were also completed at Timperley, Hale and Altrincham libraries, the latter being a joint exercise with the NHS, due to being based in an NHS building. Fire evacuation training was delivered to services including the Arts Centre, Library Service and a Children's Home.

5.8.4 The Fire Lead completed 20 fire risk assessments at school premises and also supported with fire consultation for new building works within 4 schools.

5.8.5 HSU have worked our Estates Team and Amey to review fire risk assessment provision for the Trafford Estate. A revised programme of fire risk assessments was completed to ensure we maintain our legal duties under fire legislation.

## 6. **Conclusion**

6.1 The report has highlighted a range of health, safety and wellbeing work delivered as part of the HSU work programme. There has been a refreshed focus on our proactive auditing and support programme for services and schools as well as specific projects to improve the safety, security and wellbeing of our workforce.

6.2 An increase in reported incidents for 2022-23 has been noted. This highlights a need for vigilance in the specific areas highlighted as part of the analysis within the report, however priority interventions are in place to monitor and manage those risk areas.

6.3 There has been the launch and continued promotion of our health and safety initiative 'Your Safety, Your Wellbeing' to re-energise and engage with services on effective health and safety management. This will continue to form an integral part of our service delivery, promotion and communication.

6.3 Schools are supported through the comprehensive Health and Safety SLA arrangements and are receiving full support through on-site audits and advice/guidance available through our Senior Health and Safety Advisors.

6.3 The highlighted work will continue through 2023-24 and updates will be provided through our JCC/JCP consultation arrangements, relevant updates to our Employment Committee and Corporate Leadership Team and within the 6 month and Year end Corporate Health and Safety reports.