

TRAFFORD COUNCIL

Report to: Council
Date: 31 January 2024
Report for: Information
Report of: Deputy Leader of the Council and Executive Member for Leisure, Arts, Culture & Heritage

Report Title

**6-month Corporate Report on Health, Safety & Wellbeing
– 1 April to 30 September 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 – 30 September 2023

Recommendation(s)

1. That the report is noted.

Contact person for access to background papers and further information:

Name: Simon Whitehead Interim Health and Safety Manager – Health and Safety

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 work 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	A refocus on the fundamentals of health and safety management is being completed in 2023-24
Health & Wellbeing Implications	The Employee Wellbeing Strategy provides a framework for focused interventions to support the health and wellbeing of our workforce
Health and Safety Implications	See Legal section above. The continuing health and safety 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 staff, visitors, contractors, elected members and others who may be affected by our activities. This report covers the period 1 April-30 September 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
 - Analysis of incident data
 - Activities and initiatives delivered with partners to support our workforce under the ‘EPIC You – Health and Wellbeing Strategy’
- 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 April-September 2023 included:
- Continuing to promote the ‘Your Safety, Your Wellbeing’ health and safety initiative to ensure that colleagues safely finish their working day, every day.
 - Conducting service audits of our North Area Libraries and service specific support for our Supported Living teams and Elections team.
 - Completing comprehensive full audits within our Trafford Schools.
 - Continued joint monitoring of our One Trafford Partnership contracted services
 - Driving forward collaborative improvements to safety and security arrangements within our buildings through the Trafford Internal Security Review Group.
 - Providing a range of face to face health and safety training to 85 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 are 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 North area library audits

Service audits are an important active monitoring tool to evaluate statutory compliance and identify areas where improvement to health and safety performance is needed.

During April-September 2023, North Area Libraries were audited on a range of health and safety management issues. The libraries firstly completed a self-assessment questionnaire to provide base level information. Site audits were then completed at each location with the area managers. A comprehensive overall audit report was provided which gave:

- An overarching summary of performance across the north library service as a whole
- A supportive action plan to implement improved health and safety arrangements

The South Area Libraries are now completing the same process with HSU

2.1.2 Supported Living themed interventions.

The service has received a variety of support to develop safety and wellbeing arrangements for staff and service users. This has included:

- Themed health and safety meetings which have focused on risk assessments, accident reporting/investigation and managing volatile behaviour.
- The delivery of face to face moving and handling and fire awareness training.
- Individual service user mobility assessments.

2.1.3 Safe delivery of elections

HSU worked closely with Democratic Services throughout April and early May in a key supportive role to ensure the safe delivery of the election arrangements including the polling stations, receipting and main count.

The team had representation at the weekly elections planning meetings. An event safety management plan was developed and coordinated, risk assessments were in place for each aspect of the elections and the service supported the implementation of security and contingency arrangements.

2.1.4 One Trafford Waste and Recycling Service audit

HSU continue to assist the One Trafford Client Team in monitoring the health and safety performance of Amey delivering our contracted services.

Monitoring was supported through two joint 'crew check' operations in Old Trafford/Stretford and Altrincham/Hale. Waste Services crews were observed to ensure they were following safe working practices. As well as observations, the crews were directly engaged with to discuss working arrangements and for them to raise any issues or concerns. Observations made during the two exercises were very positive.

2.1.5 Managing volatile incidents in our buildings

The Trafford Internal Security Review Group (TISRG) continues to work to review and improve the safety and wellbeing of staff from volatile and aggressive behaviour displayed from visitors and service users within our buildings.

To address the wide scope of work now being covered in managing safety and security, the group has been refreshed and incorporates a wider representation from relevant services and partners within our buildings. The group has now made some

significant progress in the development of improved safety and security measures as detailed in Table 1 below:

Table 1: Key security issues being progressed

Area of work	Action
Incident reporting	<ul style="list-style-type: none"> • Consistent security team incident data received weekly for review and action as required • Communications to encourage staff reporting on volatile incidents: ‘Don’t accept it, Report It’ • TISRG regular analysis and review of incident data
Physical security measures	<ul style="list-style-type: none"> • Completed assessment and consultation of physical security measure improvements at Trafford Town Hall and Sale Waterside. Physical improvements programmed include: <ul style="list-style-type: none"> - TTH Multistorey car park - TTH Reception turnstiles - TTH Staff entrance - Sale Waterside reception desks - Interview rooms at both sites - Improved CCTV provision at both sites - Access pass system improvements
Training and awareness	<ul style="list-style-type: none"> • Regular security messages in our staff communication • Short video of security arrangements for all staff, filmed from the perspective of a member of staff including wearing ID badges, being respectful when challenged by a security guard, preventing tailgating, managing visitors, being vigilant and reporting any concerns. • Pilot of a ‘managing difficult situations’ course for further front line services. (Currently delivered within Customer Services)

2.2 Schools Support and SLA Delivery

2.2.1 Schools continued to be supported through the health and safety SLA’s which in addition to an on-site visit included:

- Unlimited advice and guidance through our duty officer system.
- Access to school specific guidance on our SLA portal.
- Access to a range online health and safety training.

2.2.2 The school Health and Safety SLA year 2022-23 closed in August with 80 schools having received competent support. Currently, 80 schools have purchased the Health and Safety SLA for 2023-24, including our community schools. The breakdown of schools is shown in table 2.

Table 2: Breakdown of school SLA buy-back

School Type	Number
Community	37
Voluntary Controlled	1
Voluntary Aided	22
Independent	2
Academy	17
Total	80

2.2.3 For the SLA year 2022-23, a total of 72 schools have received an on-site audit. These were mainly focused on a full management audit option or fire risk assessment (FRA) as required. The breakdown of audit types is shown in table 3.

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

Audit Type	Number
Fire Risk Assessment	24
Full Audit	44
Play Area Audit	1
Bespoke Audit (Site Manager)	3
Total	72

2.2.4 Specific to our Trafford Community Schools, 37 visits were completed. For our main audits, schools receive a compliance score to indicate their performance. Table 4 shows a breakdown of the types of audits and the score received (where applicable). Where schools receive a fair or poor score, they are fully supported by HSU to work through their prioritised action plan and make the required improvements.

Table 4: Community schools by audit type and score (where applicable)

Audit type	Score	Number
Full Audit	Excellent (91-100%)	5
	Good (75-90%)	6
	Fair (50-74%)	3
	Poor (0-49%)	1
Play Area	Good (75-90%)	1
Bespoke Audit	N/A	1
FRA	N/A	19
Total		36

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 promote a wealth of support in line with our *EPIC You* Health and Wellbeing Strategy.

3.3 Table 5 summarises the themes and interventions that have been delivered during April to September.

Table 5 EPIC You Health and Wellbeing Activities and Support

Activity	Details
Trafford Support Services	<ul style="list-style-type: none"> • Trafford Staff Mental Health First Aid Network: Promoting our trained volunteers who are a point of contact if colleagues are experiencing a mental health issue or emotional distress. We have 12 mental health first aiders. • Trafford Employee Assistance Programme: 24/7, easy to access confidential support. Unlimited access to information and counselling
Tea and Talks	<ul style="list-style-type: none"> • Tea and Talk sessions: 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. These are often themed to encourage discussion
Staff Support Sessions	<ul style="list-style-type: none"> • Mindfulness programme – A Childrens Services colleague who is trained in mindfulness provides monthly sessions for staff to support good mental wellbeing and connection with colleagues • EPIC Manager Health and Wellbeing Module: Ongoing delivery as part of the EPIC Manager programme to support the wellbeing of their teams.
Wellbeing campaigns and events	<ul style="list-style-type: none"> • Active Travel Events: The Staff Active Travel Group delivered an ‘Active Travel Event’ in May 2023 (cycle servicing, cycle confidence training, try an e-bike) and promoted relevant campaigns e.g. bike month challenge 2023. • Mental Health Awareness Week (May): Delivered a webinar with the Greater Manchester Resilience Hub to 18 staff covering strategies for managing our emotions during challenging times and support that the Hub provides to Health and Social Care colleagues. Two in-person mindfulness/tea and talk sessions were provided at Trafford Town Hall and Sale Waterside which included a mindfulness exercise and a chance for colleagues to chat with our Mental Health First Aiders.
Health and Wellbeing Guidance and Support	<ul style="list-style-type: none"> • Cost of Living Resources: With colleagues in the Welfare Rights team, information was provided on the range of benefits and welfare support that colleagues may be entitled to. This is located on our Financial Wellbeing intranet pages, along with further information regarding support for parents and carers to help with the cost of living during the school summer holidays (e.g. restaurants offering free/cheap meals for children).
Health and Wellbeing / EDI Campaign Calendar	<ul style="list-style-type: none"> • Campaign Calendar: Working with Public Health colleagues and our equality groups, a shared calendar of health & wellbeing / equality campaigns has been developed to prioritise to support forward-planning and alignment of campaigns with our corporate priorities supported by relevant data. We focused on the ‘Month of Hope’ suicide awareness campaign in September.

4. Accident statistics

4.1 Overview

4.1.1 Reviewing incidents and accident data remains an important aspect of our reactive health and safety monitoring arrangements. Tables 6 and 7 provide a breakdown of these incidents by service area, directorate, and type of accident.

4.1.2 During the six-month period of this report, we have seen an increase in incidents reported compared to the same period in the previous year. A total of 80 incidents were reported in 2023 compared to 68 incidents in 2022.

4.1.3 Some considerations of note in relation to the increase are:

- We have been using improved data and reporting from our security teams to ensure we accurately record incidents within our buildings, particularly around violent and aggressive occurrences.
- We have worked to encourage managers and staff to report incidents of verbal abuse or threats through a 'Don't accept it, Report it' initiative.
- We have continued to promote incident reporting and our online form with schools to ensure incidents are appropriately recorded and submitted to HSU.

Table 6: Numbers of accidents by directorate and service area

Directorate	Service Area	No of incidents
Adults Services	Adults Neighbourhood Teams (Supported Living)	3
	Public Health	1
Total		2
Childrens Services	Education Standards, Quality and Assurance	8
	Childrens Social Care	5
Total		13
Governance and Community Strategy	Member Services	1
Total		1
Place	Growth Communities & Housing	3
Total		3
Strategy and Resources	Customer Services	8
	Business Intelligence Unit	1
	Strategic Business Unit	1
Total		10
Schools	Special Schools	42
	Community Schools	8
Total		50
Total Accidents		80

Table 7: Type of accident by directorate

Type of accident	Directorates – See Key Below							Total
	A	B	C	D	E	F	G	
Assault Threats or Intimidation	0	2	0	1	3	5	1	12
Contact with a Hot Surface/Substance	0	0	0	0	0	0	1	1
Contact with Electricity	0	0	0	0	0	0	1	1
Cut by a Sharp Object	0	0	0	0	0	1	0	1
Fall from a Height	0	0	0	0	0	0	1	1
Hit by a Moving, Flying or Falling Object	1	2	0	0	0	1	3	7
Moving and Handling	1	0	0	0	0	0	0	1
Physically Assaulted by a Person	1	7	0	0	0	1	35	44
Power or Hand Tool Injury	0	0	0	0	0	0	1	1
Slipped, Tripped or Fell on Same Level	0	2	0	0	0	1	6	9
Striking Against an Object	0	0	0	0	0	1	1	2
Totals	3	13	0	1	3	10	50	80

A - Adults

C - Finance and Systems

E - Place

G - Schools

B - Childrens

D - Governance & Community Strategy

F - Strategy and Resources

4.2 Types of accidents

- 4.2.1 Violence and aggression accounts for most incidents mainly in relation to front line services and schools managing challenging behaviour. An overall upward trend was noted from 43 incidents reported in 2022 to 56 incidents in 2023. The increased incidents noted will in part be due to the improved reporting as detailed in point 4.1.2, but do provide an ongoing area of focus to ensure management strategies proactively reduce this risk and related incidents to staff.
- 4.2.2 Physical assault (including a wide range of physical incidents due to aggressive behaviour) accounted for 44 incidents compared to 35 in 2022. Most of these incidents related to children with challenging behaviour. Schools reported an increase of 11 incidents (35 compared to 24 in 2022). Trafford Transport Provision (TTCU) reported 7 incidents, as reported the previous year. HSU continue to work closely with schools and TTCU on managing and reporting such incidents.
- 4.2.2 There were 12 reported incidents of verbal assault, threats or intimidation compared to 8 reported in 2022. An increase of reports is noted from our Customer Service Team, who we have worked with to ensure that volatile behaviour from the public/service users accessing our buildings is recorded. This data has been vital in supporting the progression of improved physical security work at Trafford Town Hall and Sale Waterside via the Trafford Internal Security Review Group as detailed in section 2.1.5.

4.2.3 Slips and trips accidents accounted for 11 incidents. These involved a variety of circumstances and were not related. Only one report was submitted for moving and handling injuries. A comprehensive moving and handling assessment/training programme continues to be delivered by HSU to support this risk area.

4.3 **Rate of reportable injuries to staff**

4.3.1 There were four incidents that required a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) report to the Health and Safety Executive. These incidents are shown in Table 8

Table 8: RIDDOR reportable incidents details

RIDDOR type	Details
Over 7-day absence	Library staff member struck by shelving.
	Supported living staff manual handling injury when person handling
Specified injury	Teaching assistant tripped and fell (fractured wrist)
	Site manager low level fall from ladder (fractured wrist)

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

5.1 **Internal Audit: Health and Safety Unit**

5.1.1 The Council's Audit and Assurance Service completed a review of the Health and Safety Unit as part of their Internal Audit Plan. The findings showed 'Substantial Assurance' in the delivery of the Service with areas reviewed operating in a sound and effective manner.

5.1.2 The Health and Safety Unit are progressing the recommendations, including updating current data on team structures/functions to support a refreshed risk profile of Council services and a renewed delivery of a proactive audit programme by the team.

5.2 **Your Safety, Your Wellbeing**

5.2.1 This health and safety initiative has continued to be an integral message as part of our health and safety delivery programme including:

- A dedicated [intranet resource page](#) with bite size guides.
- Regular communications on key risk and wellbeing issues.

5.2.3 A 'team focus' included the work of Care at Home, who made some practical changes to working patterns and reviewed DSE/workstation arrangements to support the health and wellbeing of the team.

5.3 Training

The HSU has continued to work with the Learning and Development Team to directly deliver or procure the following training for the workforce. Details of the training provided are shown in table 9.

Table 9: Training delivered April-September 2023

Course/Training	Number of Courses	Number Attended/Trained
Emergency First Aid at Work	3	22
First Aid at Work (3 day)	3	31
Moving and Handling & Fire Safety Awareness (Supported Living)	1	5
Moving and Handling Induction (Adults)	3	21
Moving and Handling induction (TTCU)	1	6
Online General Manual Handling	-	134
Online Health & Safety in the workplace	-	215
Online Health and Safety: Health and Social Care	-	51

5.4 Requests for service

HSU have continued to respond to a high level of requests for advice/support and other complaints, incidents or enquiries relating to health and safety at work issues.

5.5 Display screen equipment (DSE) assessments

A total of 12 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. A total of 51 events were reviewed during this 6-month period which included community fetes, sporting events, and outdoor productions.

5.7 Moving and handling support

5.7.1 The Moving and Handling Lead continues to deliver a range of support to our Adults and Children's Services to provide staff with the competence and training in moving people safely. This protects both our staff and service users.

5.7.2 As detailed in Table 9, a programme of moving and handling training includes:

- Induction and updates for Ascot House and Care at Home staff.
- Awareness training for all Supported Living staff (includes fire safety awareness delivered in conjunction with the Fire Lead)
- Complex moving and handling assessments as outlined in table 10.

Service	No of cases
Care at Home complex referrals	1
Ascot House complex referrals	3
Schools complex hoisting advice	2
School new changing room for complex needs	1
School pupil handling referral	8

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 and schools to ensure we meet our duties under relevant fire legislation.

5.8.2 Fire safety evacuation communications have been provided through the year on the arrangements in place.

5.8.3 Fire evacuations drills were completed at both Trafford Town Hall and Sale Waterside to test the fire arrangements in place at our main administrative buildings.

5.8.4 The Fire Lead completed 24 fire risk assessments at school premises.

6. Conclusion

6.1 The report has highlighted a range of health, safety and wellbeing work delivered as part of the HSU work programme. The delivery of proactive audits will continue to be a focus both through the school SLA arrangements and also the prioritised service audit programme. The 'Your Safety, Your Wellbeing' health and safety initiative will remain an integral part of promoting positive health and safety culture across the organisation.

6.2 Managing violence and aggression is a key risk area for the Council. In addition to supporting effective management, reporting and investigation of incidents across services and schools, the Trafford Internal Security Review Group will continue to progress safety and security arrangements within our buildings including the significant physical improvements detailed.

6.3 A comprehensive summary and update of the corporate safety and wellbeing programme will be provided in the end of year report.