
NORTH AYRSHIRE COUNCIL

11 June 2019

Cabinet

Title:	Health and Safety Annual Report 2018/19
Purpose:	To provide Cabinet with an update on the Health and Safety performance within Council Services during 2018/19.
Recommendation:	It is proposed that Cabinet notes the good progress made in Health and Safety during 2018/19.

1. Executive Summary

- 1.1 Health and Safety cuts across every Service within the Council. North Ayrshire Council has a legal duty of care to protect the health, safety and welfare of its employees and others who are affected by its business. Corporate Health and Safety operates in partnership with all Services and external partners to provide advice, guidance and support to improve the health and safety culture and ultimately reduce the risk of injury and ill-health incidents.
- 1.2 The Corporate Health and Safety team issues and keeps under review a range of guidance documents to reflect organisational change and new updated working practices.
- 1.3 The team continues to provide a wide range of training, using both electronic and short course formats, delivered both internally and using external providers. This will be further developed during 2019/20 to help support an enhanced health and safety culture across the Council.
- 1.4 Information is provided within the report which illustrates the incident trends within the Council. Aggression and Violence incidents continue to return the highest numbers and Services work with the relevant groups to examine causes and develop reduction strategies.

2. Background

- 2.1 The Health and Safety at Work Act places a Duty of Care on employers towards employees while they are at work. To meet its Duty of Care, it is essential that the Council works pro-actively to provide safe systems of work and risk assessments, as well as monitoring health and safety performance.

2.2 The Health and Safety Annual Report, which is attached at Appendix 1 to this report, is a key part of the monitoring and reporting process to Elected Members.

2.3 The Annual Report outlines in detail the following:

- Developments during 2018/19
- Corporate Health and Safety Training
- Incident Statistics and monitoring
- Planned Improvements for 2019/2020

Developments

2.4 A range of developments took place during 2018/19 to strengthen the Council's approach to Health and Safety – these included the introduction of Chief Officer site visits, updating policies and guidance relating to Fire Safety, Smoke Free Grounds and risk assessments, the introduction of unannounced visits by Health and Safety advisers and campaigns on Near Misses and Slips, Trips and Falls.

Training

2.5 The Corporate Health and Safety team continues to deliver a range of face-to-face and online training for Council employees – the range of training is being reviewed and expanded and will be enhanced during 2019/2020 through the appointment of an additional Health and Safety adviser with a specific remit around training.

Incident Monitoring

2.6 Monitoring the Council's performance of health and safety requires statistics to be analysed to identify appropriate actions. The monitoring is undertaken by Elected Members, Chief Officers, Senior Management and Trade Unions.

2.7 To support effective Health and Safety monitoring, each Directorate holds a Health and Safety Planning Group meeting, normally chaired by a Chief Officer on a quarterly basis. The purpose of these meetings is to review, discuss and plan operational Health and Safety performance, actions and incident statistics.

2.8 Furthermore, on a quarterly basis, the Corporate Health and Safety team reports on directorate performance statistics, health and safety projects and performance to the Corporate Health and Safety Group chaired by the Leader of the Council and attended by senior health and safety representatives from all Services and Trade Unions.

2.9 Section 4 of the annual report provides a detailed review, which shows an increase from 912 recorded incidents in 2017/18 to 1250 in 2018/19. The majority of the increased incidents were within Education and Youth Employment and were due to Aggression and Violence.

Planned Improvements

2.10 Plans are in place to deliver further improvements to the Health and Safety framework during 2019/20 – these include additional training (noted at 2.5 above), the introduction of a formal 'follow-up' methodology for tracking and reporting the implementation of

agreed Health and Safety actions and the development of a new electronic Health and Safety incident report system.

3. Proposals

- 3.1 It is proposed that Cabinet notes the good progress made in Health and Safety during 2018/19.

4. Implications/Socio-economic Duty

Financial:	None.
Human Resources:	Supporting health, safety and wellbeing for Council employees, customers and service users.
Legal:	Ensuring that the Council meets its Duty of Care and complies with Health and Safety legislation. Failure to do so may result in prosecutions or financial penalties.
Equality/Socio-economic Duty:	None.
Children and Young People:	None.
Environmental & Sustainability:	None.
Key Priorities:	A robust Health and Safety culture supports the delivery of the key priorities in the draft Council Plan 2019-2024.
Community Benefits:	None.

5. Consultation

- 5.1 The Corporate Health and Safety Team consults regularly on Health and Safety with Elected Members, employees and Trade Unions. The subjects within this report have been shared at directorate planning groups and at the Corporate Health and Safety group.

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Background Papers

CORPORATE HEALTH AND SAFETY

ANNUAL REPORT 2018/19

Version:	Final
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Author:	James Walls
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North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

CORPORATE HEALTH AND SAFETY ANNUAL REPORT 2018/19

1 Background

- 1.1** The Health & Safety at Work Act places significant requirements on employers to ensure a Duty of Care to employees while at work. To meet its Duty of Care, it is essential that the Council provides safe systems of work, carries out risk assessments and monitors health and safety performance in relation to its services, employees and service users. Monitoring the Council's performance of health and safety requires statistics to be gathered and analysed, to identify appropriate action. The monitoring is undertaken by Elected Members, Chief Officers, Senior Management, Employees and Trade Unions.
- 1.2** To support effective Health and Safety monitoring, each directorate holds a Health & Safety Planning Group meeting, normally chaired by a Chief Officer on a quarterly basis. The purpose of these meetings is to review, discuss and plan operational Health and Safety performance, actions and incident statistics. Given the very low number of incidents, the Finance and Corporate Support Health and Safety group meets less frequently and is chaired by the Senior Manager (Internal Audit, Risk and Fraud). On a quarterly basis, the Corporate Health and Safety team reports on directorate performance statistics, health and safety projects and performance to the Corporate Health and Safety Group chaired by the Leader of the Council and attended by senior health and safety representatives from all services and Trade Unions.
- 1.3** The Corporate Health and Safety Team comprises three Health and Safety Advisers and one team manager who provide professional advice, guidance and support to Council Services, including the Health and Social Care Partnership, aiming to improve safety performance.
- 1.4** The Corporate Health and Safety Team continues to promote the theme of "Safety in Mind". The overarching aim of this theme is to raise the profile and understanding of Health and Safety in the workplace and to keep health and safety at the forefront of all our employees' minds on a day to day basis.

2 Developments during 2018/19

- 2.1** As with any organisation, it is essential for the Council to demonstrate that there is a commitment to continuously improve the way health and safety is managed and implemented.
- 2.2** This section of the report demonstrates where the Corporate Health and Safety Team has supported and implemented Council-wide improvements within Health, Safety and Wellbeing.

Health, Safety and Wellbeing Engagement

- 2.3** During 2018/19, the Corporate Health and Safety Team has actively engaged in a variety of sessions, meetings and workshops to raise the profile of Health and Safety and Wellbeing. Elected Members have also been included in the training and awareness sessions, specifically looking at Lone Working/Aggression & Violence and their responsibilities and accountabilities under Health and Safety legislation.

- 2.4** Chief Officers commenced site visits which included discussions with front line staff to demonstrate a visible commitment to health and safety. These visits will continue throughout 2019/20.

Reviews of Policies and Guidance

- 2.5** To ensure all Employees have access to current health and safety information and advice, all policies and guides have been published on the Council intranet and external website.
- 2.6** The Corporate Health, Safety and Wellbeing Policy (CHS&WP) communicates the Council's commitment, direction and priority of protecting employees' health, safety and wellbeing within the workplace. The policy provides clarity and definition of workplace responsibilities at each level within the Council and was developed in partnership with Chief Officers, Employees and Trade Unions.
- 2.7** The following documents have been updated during 2018/19:
- Smoking Policy (Addition of Smoke Free Grounds)
 - Risk Assessment guidance and templates
 - Fire Safety Policy
 - Fire Safety Guidance
 - Premises Fire Register
- 2.8** The following documents have been under review during 2018/19 and will be launched in 2019/20:

- 6 Monthly Inspection Guidance
- 6 Monthly Inspection Form
- Safety Alert Form
- Fire Evacuation Plan Template

Health and Safety Audits

- 2.9** The Corporate Health and Safety Team audited 12 teams on the subject of Lone Working:
- Building Services
 - Eglinton Park Rangers
 - Streetscene Operations
 - Night Community Alert Team
 - Arran Social Work Team
 - Anti-Social Behaviour Investigation & Community Safety Team
 - Care at Home
 - Housing Home Visits
 - Community Centres
 - Fullarton Concierge Station
 - Environmental Health
 - School Janitors (Dreghorn Primary)

- 2.10** The audits were positive, but identified several areas requiring improvements. To assist Services in relation to additional risk control measures, Corporate Health & Safety will work with the Procurement team during 2019/20 to identify a supplier who can provide a range of technical solutions to improve lone working situations. This will allow Council Services to purchase the most appropriate solution for their employees.

Unannounced Visits

- 2.11** Towards the end of 2018/19, the Corporate Health and Safety team commenced a new initiative of conducting unannounced safety visits. Health and Safety Advisers visit Council premises, grounds, projects or construction sites without prior notice and conduct a series of checks to help support Services in complying with their health and safety responsibilities. The visits are being used to support improvement, not only to highlight non-compliance, but also to highlight best practice. The visits have been positively received by services.

Collaborative Working Relationships

- 2.12** At the beginning of 2018/19, the Corporate Health & Safety Steering Group (CH&SSG) was introduced, comprising of senior managers from across Directorates and the Health & Safety team. This Group meets quarterly, and its aim is to review in detail health & safety issues prior to disseminating information out to the directorates.
- 2.13** Corporate Health and Safety continue to build working relationships with Scottish Fire and Rescue (SF&RS) where communications were strengthened to identify and address audit findings.
- 2.14** Also, on a quarterly basis, Council and NHS health and safety lead officers meet to promote health and safety improvements within Health and Social Care Partnerships.

Electronic Incident Reporting

- 2.15** An essential element of health and safety is the reporting and recording of incidents. The Health & Safety Electronic Incident Reporting System (HSIR) has been implemented Council-wide, this has streamlined incident reporting, greatly improved information gathering and has the ability to effectively determine incident analysis and trends. Information from the HSIR System is also being utilised to provide Freedom of Information health and safety statistics on the Council website.
- 2.16** The current system is based on the Lotus Notes database which is being phased out and a new system is under development. This will be tested and rolled out across the Council after the summer.

Training

- 2.17** In order to help support health & safety cultural improvements across the Council, an additional temporary health and adviser will be recruited. This post will focus on the development and delivery of an expanded programme of training to employees across all Council services.

Near Miss Campaign

- 2.18** Near Miss Reporting and Investigation has been identified as one of the key pro-active actions to prevent future incidents from taking place. A 'Near Miss Campaign' was hosted to raise awareness among employees as to what a near miss is and why they should be reported.
- 2.19** The campaign message was cascaded to employees during 2018/19, with an expectation that there will be an ongoing increase in reporting of near misses (see section 4.14). Near Miss incidents are treated the same as an actual incident which results in injury or damage; they are investigated, and improvements put in place to prevent an actual incident taking place

Slip Trip Fall Campaign

- 2.20** Trend analysis identified that 'Slip Trip and Fall' incidents have been showing the highest number of incidents across all council services. As a result of this analysis, a 'Slip Trip Fall' Campaign was rolled out to senior management and front-line employees in quarter 4 2018/19. It is hoped that this campaign will raise awareness of these situations and reduce the number of incidents taking place and this will be closely monitored moving forward.

3 Corporate Health and Safety Training

- 3.1** During 2018/19, several new courses were developed: Risk Assessment Update Course, full Risk Assessment Course, Fire Awareness for all employees and Incident Investigation for Managers/Supervisors. The new courses will increase employee access, flexibility of learning and understanding health and safety in the workplace.
- 3.2** Bespoke premises specific Fire Warden training delivered within the Care Home environment continues to be popular with Services. This specific premises training also complements the fire safety audits undertaken by Scottish Fire and Rescue. To address specific service requirements, the team introduced flexible methods of delivery such as twilight and in-service courses and continued to offer these in 2018/19.
- 3.3** A variety of training courses were delivered across the Council during 2018/19. Table 1 below shows the courses delivered and the numbers of delegates on each in comparison to 2017/18.
- 3.4** The Risk Assessment update course has been introduced as a short-term solution to bring current risk assessors up to date with the new Corporate Risk Assessment Template and Guidance. Once all the current risk assessors have been trained, the risk assessment update course will no longer be required, and all new risk assessors will attend the formal 1-day course. The new template and guidance will be a significant improvement to the way the Council fulfils the requirements of the Management of Health and Safety at Work Regulations 1999.
- 3.5** There has also been a large increase in the new fire safety e-learning module completion, this is due to all relevant employees now completing the course.

Table 1

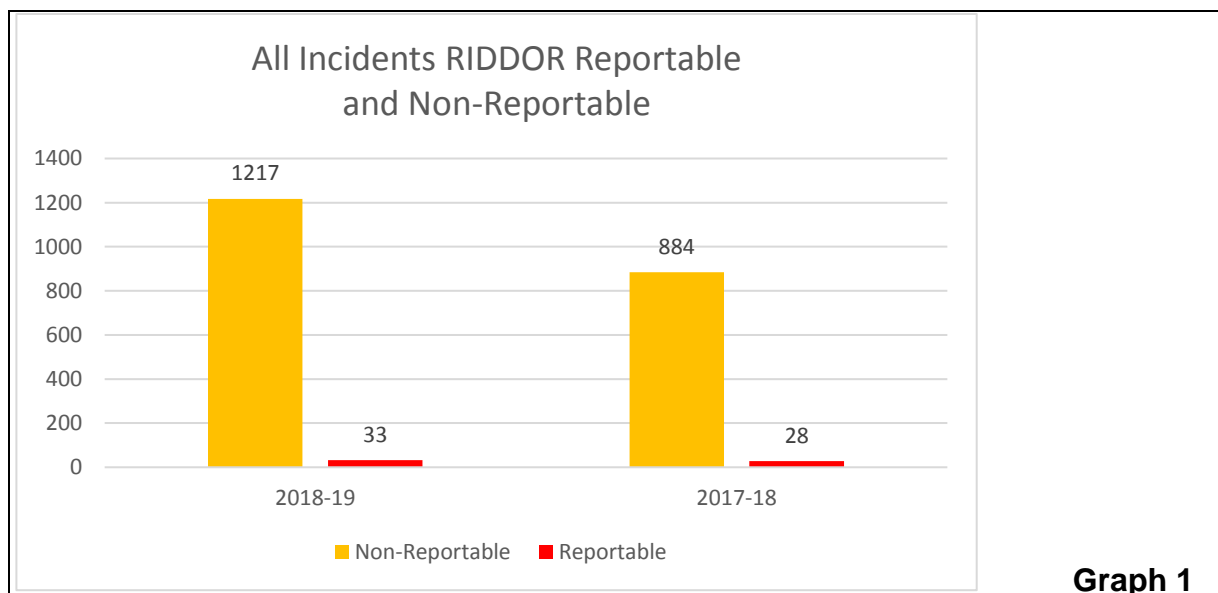
Course Title	No of delegates 2018/19	No of delegates 2017/18
Fire Warden	131	181
Fire Warden E-Learning	102	2
Fire Safety Awareness E-Learning	842	13
Risk Assessment	155	109
Risk Assessment Update	202	0
Asbestos Awareness E-Learning	37	42
Managing Stress	32	56
Stress Awareness	75	43
Understanding Stress Management	50	42
IOSH Managing Safely	39	35
IOSH Managing Safely Refresher	35	0
Aggression & Violence / Lone Working	14	183
Display Screen Equipment (e-learning)	302	0

4 Incident Statistics

- 4.1 A key part of the Corporate Health and Safety Team's monitoring role is to collect and review statistics on all reported Health and Safety incidents and near misses.

All Reported Health and Safety Incidents

- 4.2 Graph 1 below provides an analysis of incidents over a 24-month period and shows a comparison of all incidents from 1st April 2017 to 31st March 2019.

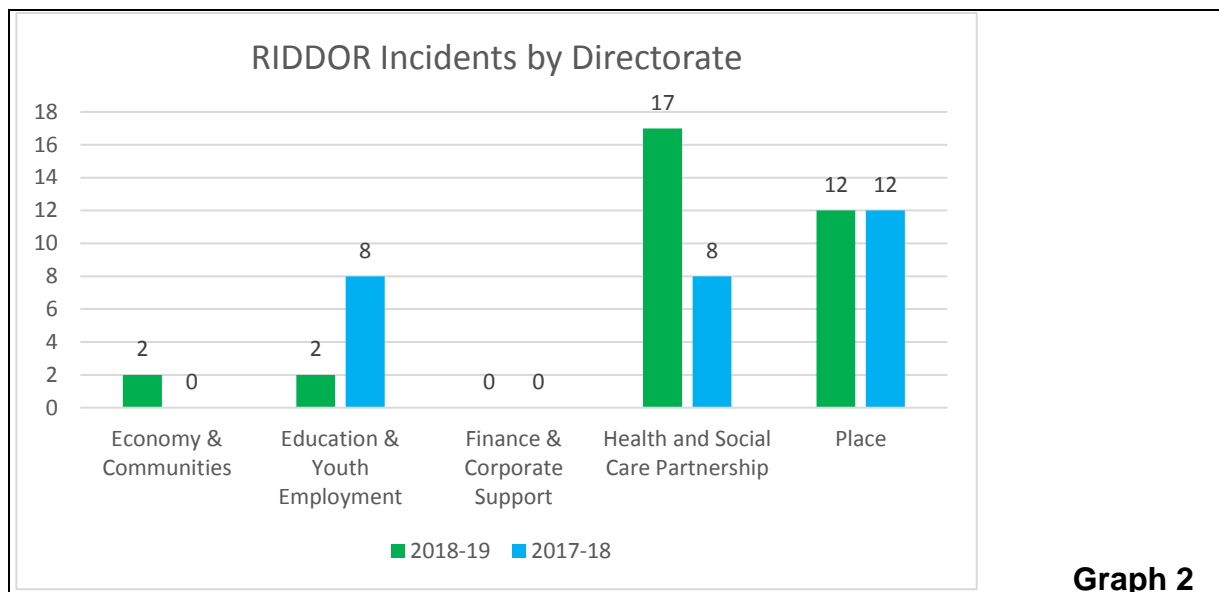


Graph 1

- 4.3 The graph shows that in 2017/18 we had a total of 912 incidents, and in 2018/19 we had a total of 1250 incidents, an increase of 338. The incidents reportable to the HSE showed an increase of 5. Further detailed analysis is provided in the paragraphs below.

RIDDOR Incidents by Directorate

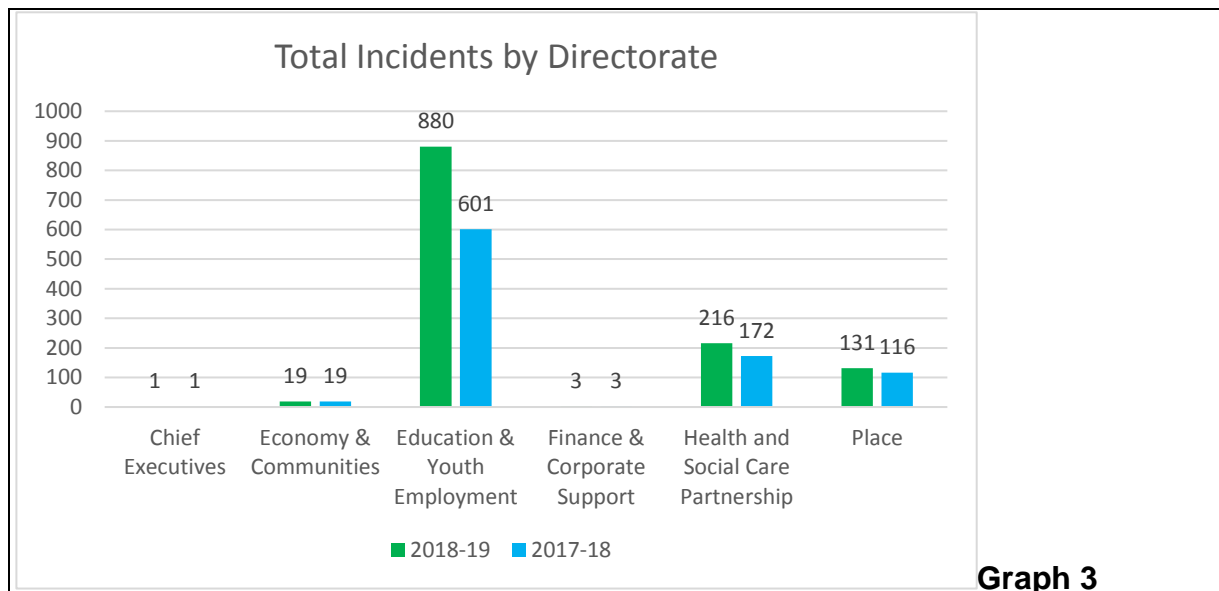
- 4.4** The Council has a legal duty to report certain incidents to the Health and Safety Executive as per the requirements of the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR). Graph 2 below shows a comparison of RIDDOR reportable incidents across all directorates over the last 2 years.



- 4.5** Graph 2 shows that over the two-year period, the Health and Social Care Partnership has reported the highest number of RIDDOR incidents with a total of 25, followed by the Place Directorate (24), Education and Youth Employment (10) and Economy & Communities (2). For this year, Health & Social Care Partnership have returned an increase of 9 on the previous year, the biggest increase being quarter 4. It is encouraging to note that Education & Youth Employment have returned the best performance with a decrease of 6 on the previous year. These are the three main operational areas within the Council and it is to be expected that these would be the areas generating the more serious RIDDOR Incidents.
- 4.6** Within the RIDDOR reporting requirements, there are two main categories which are Specified Injuries (more serious injuries) and Over 7 Day Injuries. In 2018/19, the Council had a slight increase in the specified injuries category with a total of 12 compared to 11 in the previous year.
- 4.7** The main cause of RIDDOR incidents in both 2017/18 and 2018/19 was the category of 'Slip Trip and Fall' and was the main driver for implementing the Slip Trip Fall Campaign.
- 4.8** Directorates comply with the findings identified in all RIDDOR Incident Investigation reports which identify corrective actions to help prevent reoccurrence. Directorates also share their RIDDOR incidents and the findings to the Corporate Health and Safety Group to help others learn from experience.

All Incidents by Directorate

- 4.9** Graph 3 below gives an analysis of the total number of all incidents that have occurred over the 2-year period and breaks down the incident statistics by directorate.

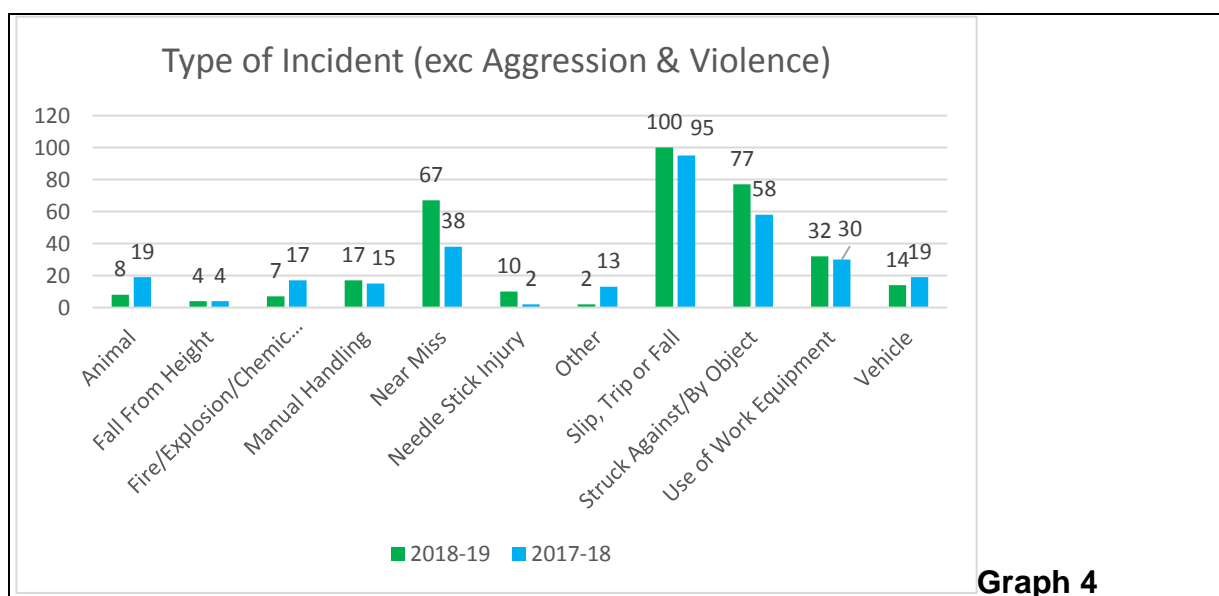


4.10 This shows that Education and Youth Employment recorded the most incidents during 2018/19, followed by the Health and Social Care Partnership and then Place.

4.11 Further detail on the incidents within these three Directorates is provided later in this report; however, no further information is provided on Economy and Communities, Finance and Corporate Support or Chief Executives as the number of incidents is very low. This helps to focus attention on the most significant areas.

Most Common Incidents (excluding Aggression and Violence)

4.12 Graph 4 below shows the total number of incidents by cause (excluding Aggression and Violence) across the Council over the past 2 years.

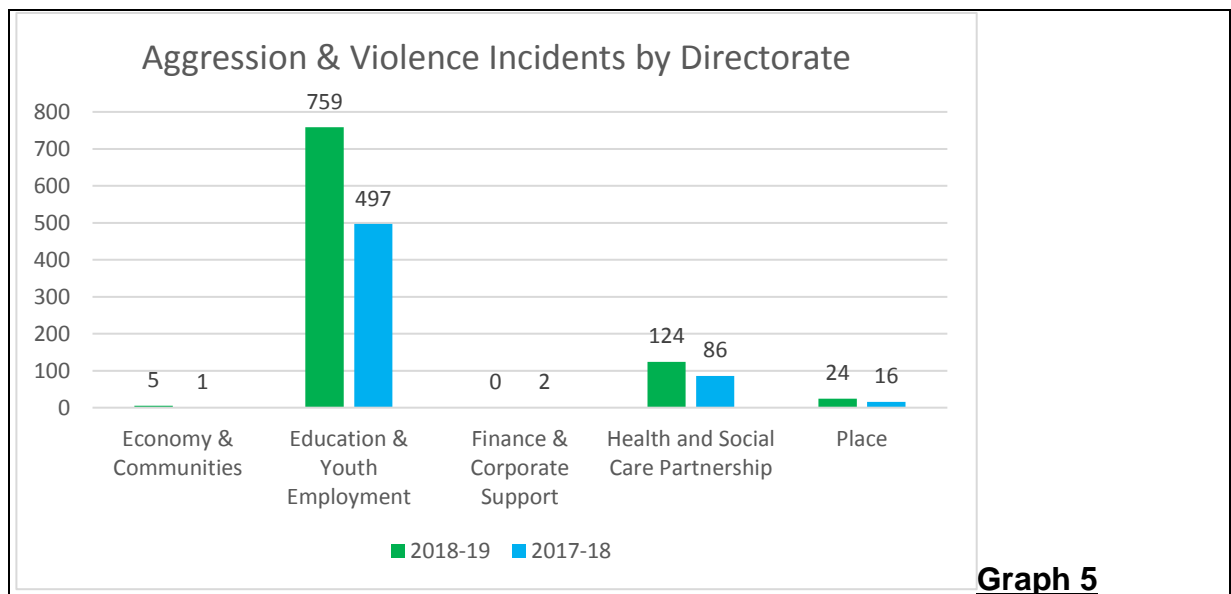


4.13 The incident type showing the highest numbers across the 2-year period is 'Slip Trip and Fall' with 195 incidents. It is hoped that the Slip Trip Fall Campaign will help to reduce this number going into 2019/20.

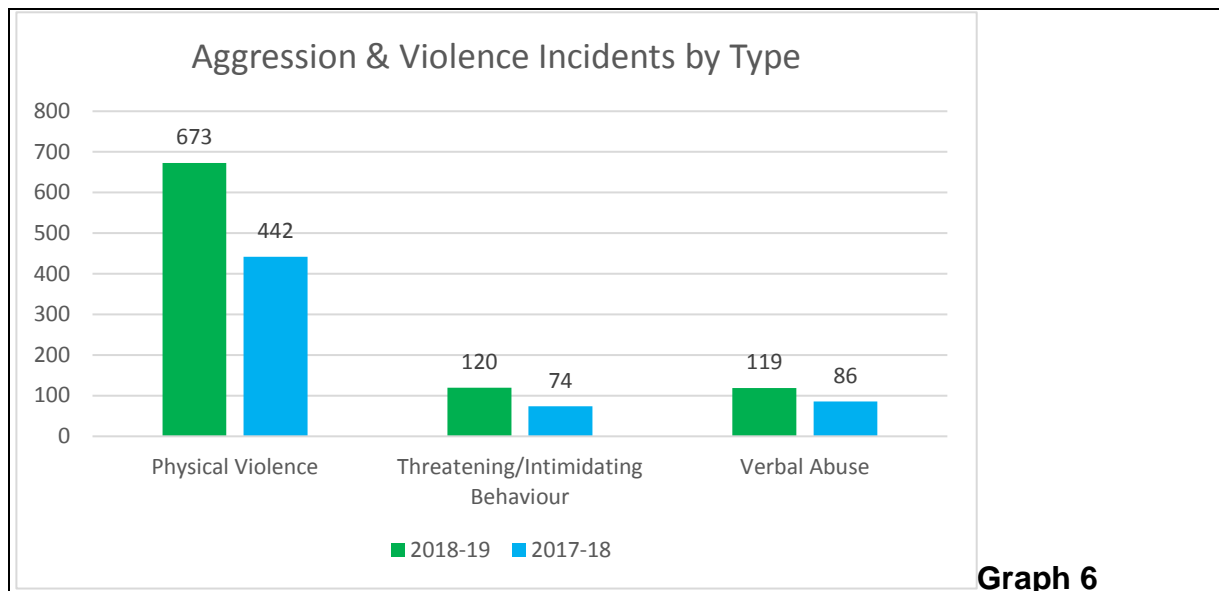
- 4.14** In 2017/18 the Council reported 38 near miss incidents, and this year we have seen a significant increase to 67. This is a positive situation as the reporting of near miss incidents is a pro-active way of dealing with issues before they become incidents. The Near Miss Campaign has raised awareness and encouraged employees to report Near Misses.

Aggression and Violence Incidents

- 4.15** Graph 5 below gives an indication of where aggression and violence incidents are taking place and shows that, in 2018/19, we have seen an increase in incidents across all services except for FACS. Education and Youth Employment have increased by 262, Health & Social Care Partnership (38), Place (8) and Economy & Communities (4). Within E&YE, the highest numbers sit within the ASN and Primary Schools and can be categorised as being without intent to injure.
- 4.16** H&SCP have been pro-active in ensuring that staff are reporting all incidents of physical and verbal aggression towards them, however minor. This has resulted in an increase in reporting.
- 4.17** Place Directorate has experienced an increase of 8, but numbers remain relatively small with the majority of incidents occurring within Housing. Corporate Health & Safety have been delivering Aggression & Violence training to Housing employees.



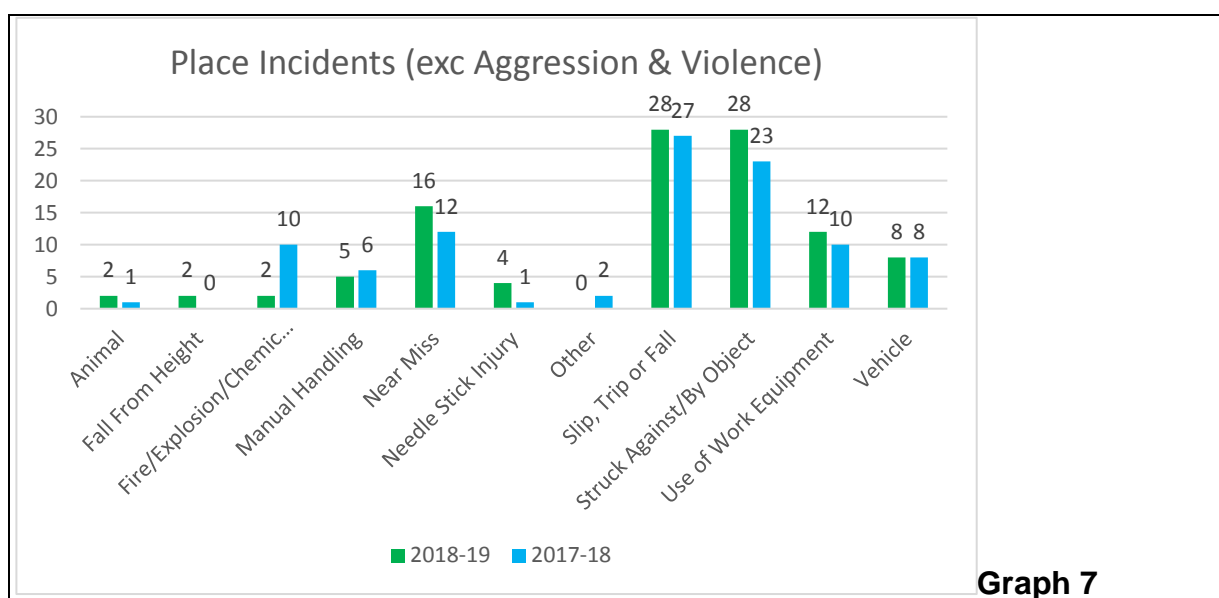
- 4.18** Graph 6 gives more detail on the type of aggression and violence incidents that are taking place across all directorates, with physical violence being the most significant cause.



Analysis of Incidents by Directorate

Place Directorate

- 4.19** Graph 7 below gives a detailed analysis of the common types of incidents (excluding Aggression and Violence) within the Place Directorate.

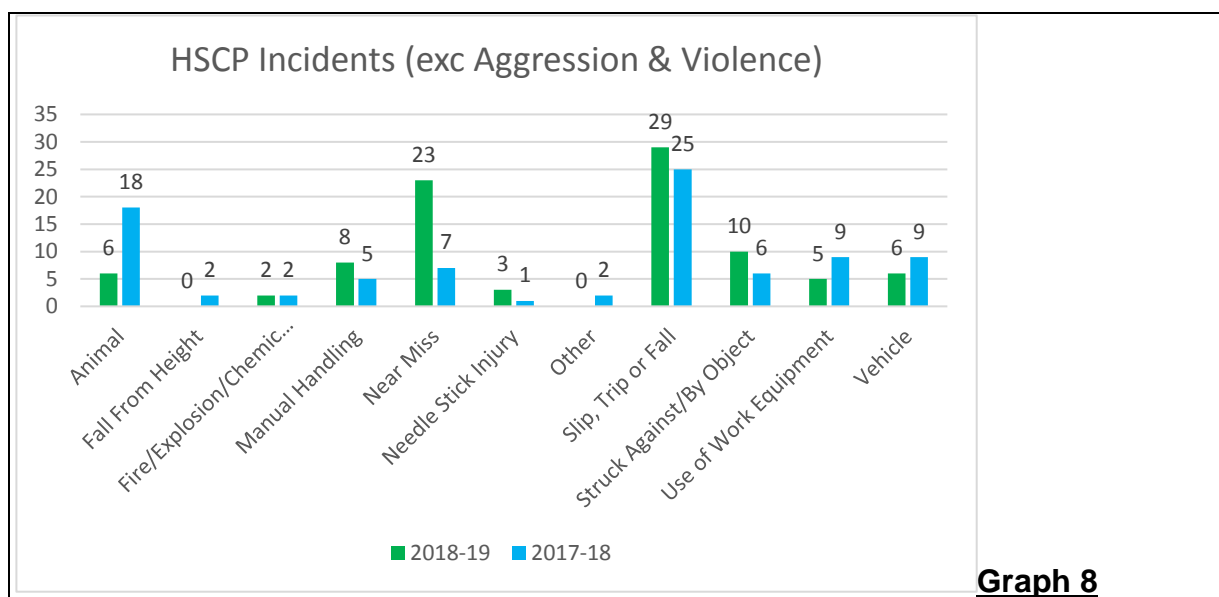


- 4.20** There was a total of 100 incidents for 2017/18 and 107 for 2018/19. 'Struck Against/Struck by Object' incidents have increased by 5, use of work equipment by 2, with fire/chemical incidents reducing by 8.
- 4.21** The Place Directorate Health and Safety planning group continues to meet on a quarterly basis to deliver a directorate health and safety action plan and monitor progress, ensuring good governance around Health and Safety issues. This performance reporting is further underpinned by managers providing updates to the Heads of Service.

4.22 Focusing on employee well-being, the Directorate continues to engage with occupational health including 4368 contacts during the year, 163 mini health checks, 390 inoculations, 523 counselling and 1206 physiotherapy appointments. In addition, the Directorate continues with Well-being site visits with a range of employees attending. In relation to high risk driving posts, 70 drivers' medicals were carried out.

Health and Social Care Partnership

4.23 Graph 8 below gives a detailed breakdown of incidents within the Health and Social Care Partnership (excluding aggression and violence) and shows a small increase in 2018/19 (92 incidents) versus 2017/18 (86 incidents). 'Slip Trip and Fall', 'Struck Against/By Object', 'Use of Work Equipment' and Manual Handling incidents were the main causes.



4.24 The highest incident type (outwith aggression and violence) is 'Slip Trip Fall' which has increased by 4. The Slip Trip Fall awareness campaign should help to reduce these incidents, address some of the causes and help to raise awareness among employees.

4.25 Near Misses are pro-active indicators and it is good to see that these have seen a large increase within the Partnership compared to the previous year, as a result of the Near Miss Campaign raising awareness amongst employees.

4.26 Employee Health & Wellbeing events were delivered across 7 localities within North Ayrshire in order to provide additional support to staff within the Partnership. Events included mini-health checks, spinal checks, mindfulness, sound therapy, reflexology, massage and flu immunisation. Events were well attended and supported by staff. The Partnership also fund additional, one day per week, physiotherapy and counselling services via Optima, the Occupational Health provider.

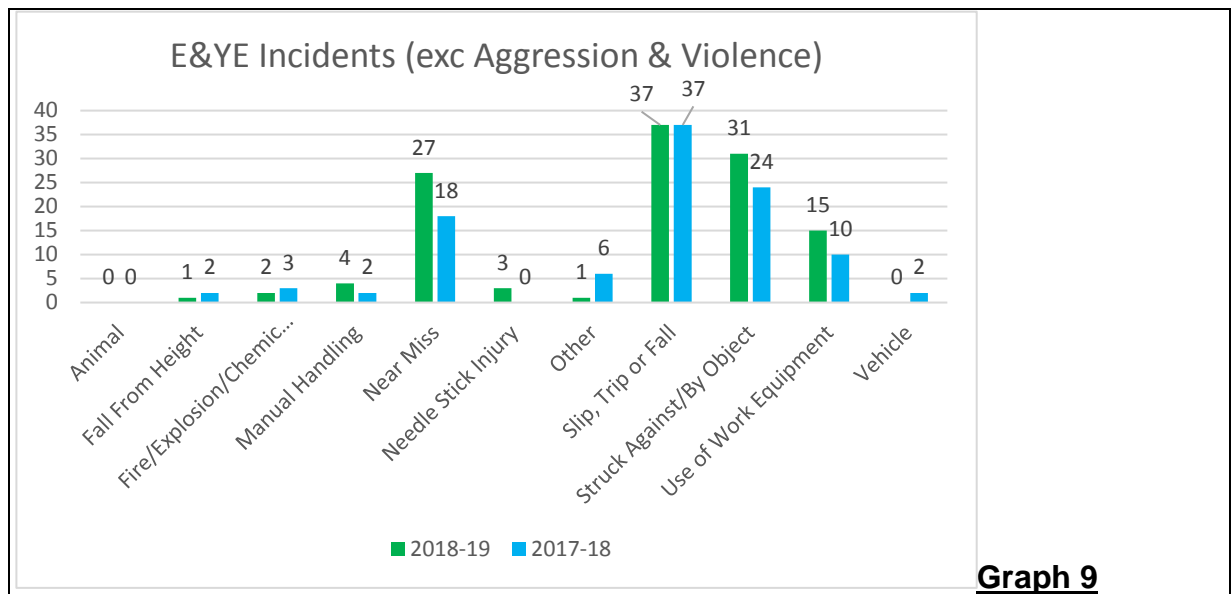
4.27 A review and redesign of the delivery of the Moving and Handling training programme was undertaken within the Partnership to include work-based observations. These observations take place in service user homes and staff have been able to demonstrate high standards of moving and handling practice and knowledge. These

visits have also allowed family members the opportunity to seek further advice or guidance where required.

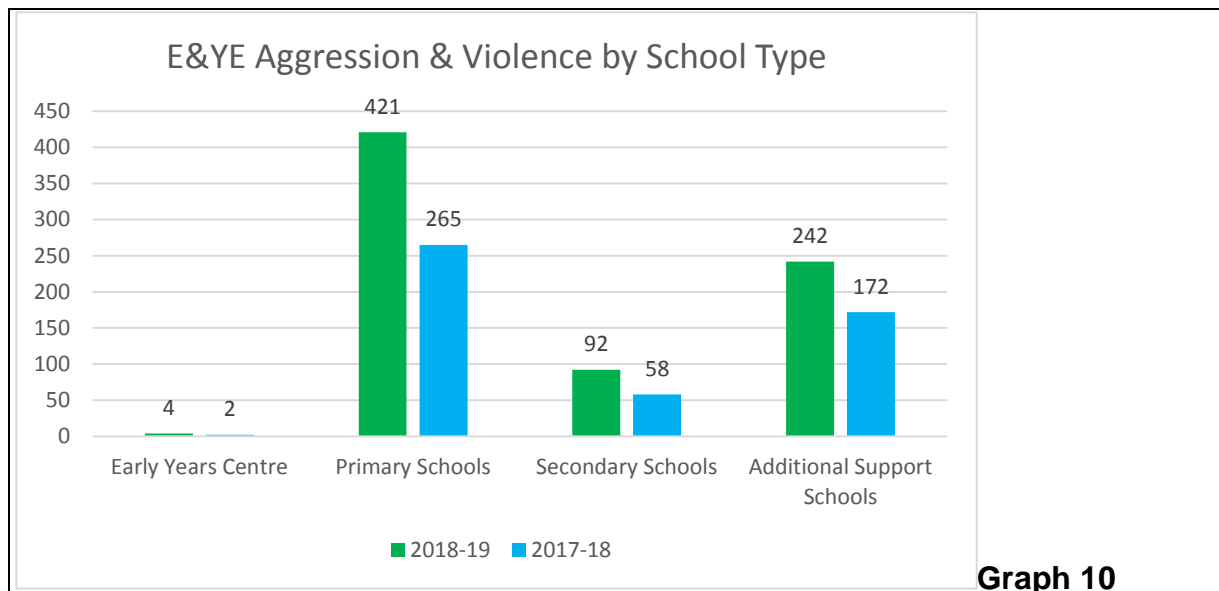
- 4.28** The majority of RIDDOR incidents within HSCP are in relation to direct assistance/personal care with service users whose needs are becoming more varied and complex.

Education and Youth Employment

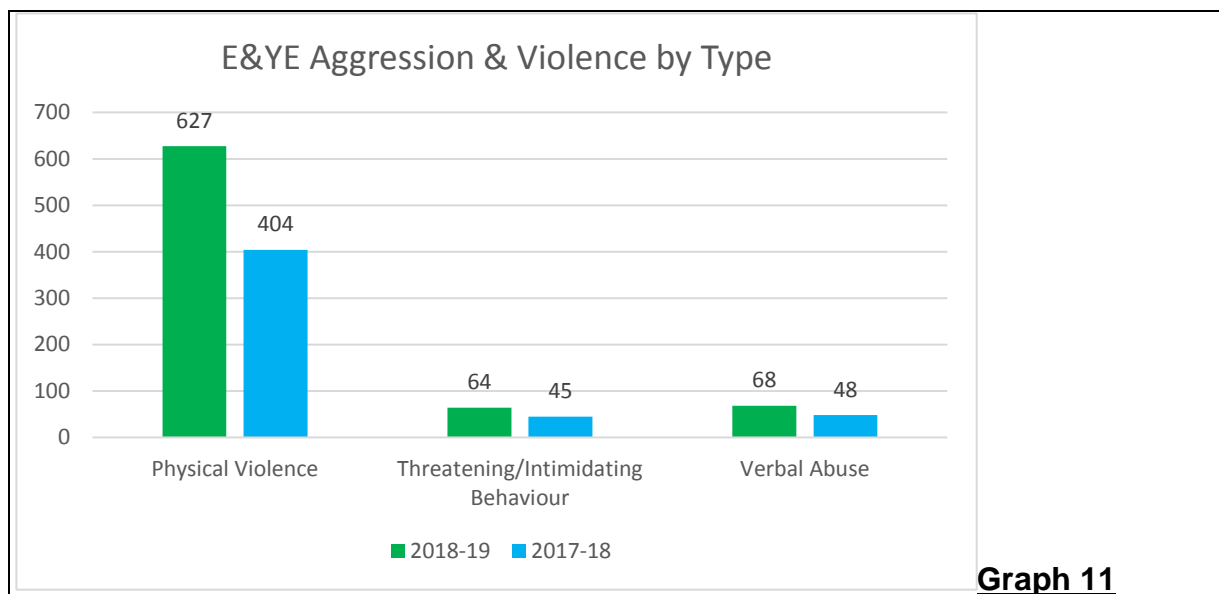
- 4.29** Graph 9 below gives a detailed analysis of incidents within the Education and Youth Employment Directorate where, in both 2017/18 and 2018/19, 'Slip Trip Fall' followed by 'Struck Against/by Object' are showing the highest numbers out-with Aggression and Violence incidents.



- 4.30** Over the 2-year period, 'Slip Trip Fall' incidents have remained the same. The areas generating the highest numbers of 'Slip Trip Fall' incidents are Playgrounds/External Areas (17), Inside of School (11) and Gyms (9). The 'Slip Trip Fall' Campaign should raise awareness and in the long-term help to reduce these types of incidents.
- 4.31** It is also important to note the increased reporting of near misses. In line with the aims of the Near Miss Campaign, this is a positive development.
- 4.32** During 2018/19, a total of 759 Aggression and Violence incidents occurred within Education and Youth Employment, this is an increase of 262.
- 4.33** Graph 10 below gives further analysis and shows that over the 2-year period, the highest number of incidents are taking place within primary schools with a total of 686 with an increase of 156 taking place this year (2018/19). As previously reported, a contributing factor in this increase may be that children previously placed in ASN schools are now attending mainstream primary schools.



4.34 Graph 11 below shows a comparison of the type of aggression and violence incidents with physical violence showing the highest numbers. This is largely because of children with Additional Support Needs where each child's needs, such as a medical condition, associated medication and/or circumstance, can affect their levels of frustration or behaviour. This can result in three or four reports being submitted on the same day involving the same child. At the request of Head Teachers, a new category has been added to the incident report form – Aggression and Violence Without Intent. This allows staff to record incidents that they believe to be unintentional.



4.35 Staff and Trade Unions have explored ways of trying to reduce the number and type of Aggression and Violence incidents; schools will continue to review pupil care plans and where appropriate consult and discuss pupil needs with parents and health partners.

5 Planned Improvements for 2019/20

5.1 To meet the requirements of Health and Safety legislation in relation to the Duty of Care and to improve the management of Health and Safety within the Council, it is important to identify areas to improve the safety culture and performance at all levels.

5.2 Corporate Health and Safety in conjunction with Directorates will seek to implement continuous improvement in a variety of ways. The following improvement actions are currently planned for 2019/20:

- Complete the roll out of the 'Slip Trip Fall Campaign'
- Ensure that Near Miss reporting becomes the norm – performance is reviewed through Directorate Safety Groups
- Further develop the Health and Safety Incident Reporting System
- Introduce a formal 'follow-up' methodology for tracking and reporting on the implementation of agreed Health and Safety actions
- Increase delivery of health and safety training for all Services, including
 - Complete development of an 'Incident Investigation Training Course for Managers/Supervisors' and roll out to services
 - Roll out of a new Risk Assessment Template, Guidance and Training
 - Deliver new IOSH Managing Safely Refresher Course
 - Further manual handling training to support a reduction in staff absences due to musculo-skeletal conditions
- Review and cascade new or amended Health and Safety Policies/Guidance