

This Report will be made
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Report Number **AuG/19/18**

To: Audit and Governance Committee
Date: 4 March 2020
Status: Information Report
Responsible Officer: Andy Blaszkowicz, Director, Housing and Operations
Cabinet Member: Councillor David Godfrey, Housing, Transport and Special Projects

SUBJECT: CORPORATE HEALTH & SAFETY ANNUAL REPORT

SUMMARY: This report details the performance of Corporate Health and Safety over the last calendar year and looks into future work.

RECOMMENDATIONS:

1. To receive and note Report AuG/19/18.

1. INTRODUCTION

This report summarises the District Council's health and safety performance to the end of the Annual year 2019, and outlines its intentions for 2020 and beyond. Health and safety is monitored against an ongoing action plan devised by the Corporate Health & Safety officer in agreement with Director for Housing and Operations and the Operations Lead Specialist.

This annual review against the action plan reveals that significant areas of work have been undertaken in relation to abuse, aggression and violence procedures, fire safety procedures and direct labour organisation related safety. This demonstrates that the District Council has a strong commitment to the health and safety of its workforce, and to others who may be affected by its activities.

Health and safety is provided by the Corporate Health & Safety Officer in conjunction with managers and appropriate personnel. The Council employs approximately 355 employees in various roles, including full, part-time and casual staff; equating to 309 FTE. The Council has a broad range of activities with a wide variety of risks to manage. To ensure that all risks are identified, the Council has risk assessment processes for use by managers and staff. The most common risks identified include:

- Lone working
- Violence and aggression
- Transport and road risk
- Manual handling risks
- Slips and falls
- Work-related ill health, including work-related stress
- Working at height

2. KEY ACTIVITIES

CODES OF PRACTICE

Corporate Health and Safety provides codes of practice (COP) and guidance to managers and employees to equip them with the necessary support to meet their health and safety obligations. The Council has a rolling programme of COP review and implementation to support effective health and safety management. The following COP's were revised/implemented during the year;

- Abuse, Aggression and Violence
- Management of Contractors
- Personal Protective Equipment (PPE)
- Health Surveillance

TRAINING

Training provision is an important part of mitigating risks to health and safety. To ensure there is relevant training and sufficient funding the corporate health and safety officers work with Human Resource (HR) officers, Organisational Development (OD) Staff and service area managers. The electronic package WorkRite is used to deliver the majority of employees statutory training, however many of the Direct Labour Organisation (DLO) staff and specialists need further training as identified by individual job requirements.

It is understood that at present there is not a centralised database that identifies and records training requirements for individuals. The organisation and identification of training varies by service area and risk level. To address this issue the H&S officer, OD and HR teams will be working together over the next year to support service area managers to identify their statutory training requirements, fund and deliver these as necessary.

Table 1: Training delivered shows some of the critical training that was undertaken during the year. Training was predominantly delivered by external suppliers, except training for fire wardens which was internal, conducted by the corporate H&S officer.

It should be noted that in the DLO organisations of the council, such as that in Grounds Maintenance (GM), Engineering and Buildings (E&B) and the Hythe Pool teams, that practical sessions called toolbox talks and onsite job specific training for equipment are regularly delivered to new starters, seasonal staff and as reminders where near misses and incidents have occurred.

Table 1: Training delivered

Course Type	No.	Comment
Fire Warden (including tenants in rented office space)	11	Fire precautions and methods for evacuating staff in the event of a fire.
Conflict Management	27	Skills and confidence for dealing with conflict and risk situations.
Driving Assessments	43	This works alongside the road risk procedures and helps towards preventing road traffic collisions.
Personal Resilience	0	Develop Strengths. Understanding Resilience. Cope with Pressure.
Manual Handling Techniques	30	Training in correct lifting techniques & risks through incorrect lifting.

Handling difficult customers	15	Customers services dealing with members of public.
First Aid at Work (3 days)	10	Competence to become a qualified First Aider.
Safeguarding	65	Includes a few councillors, call centre / reception staff
Grounds Maintenance Safeguarding venerable people.	39	This is how to recognise the venerable that are in public places, and how to help.
Asbestos awareness.	13	Half day course directed at those that are most likely to come into contact.
Reactec HAVWEAR monitoring system for Hand Arm Vibration.	18	Training new line manager. Agency / New Starters
New staff inductions	60	The inductions has a section that includes Health and Safety Policy, procedures and the e-learning requirements.

FIRE SAFETY

The Regulatory Reform (Fire Safety) Order 2005 requires employers to have a strategy to evacuate all occupants within a building. As part of the Council's fire safety arrangements nominated staff are trained as Fire Wardens. Additional refresher training will be conducted during 2020 and include tenants. They perform two roles; undertaking ongoing assessment of fire hazards and risks during their normal daily work tasks, and in the event of an evacuation conducting a sweep of their allocated fire zone to ensure all persons have safely evacuated.

To ensure compliance with the Fire Safety order a review is ongoing by the Engineering & Buildings team. Work has started on high risk buildings, such as the Civic Centre, Oxenden Road Depot and Hawkinge Depot and will continue through all Council Operated Assets. In general only minor items have been raised which are being addressed predominantly within allocated budgets, but also utilising the capital enhancement funds. During 2019 work was undertaken to ensure an appropriate fire safety strategy for the civic centre, to do this fire doors were replaced and repaired where necessary in the building.

FIRST AID

The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work.

As part of this requirement, the Council provides two levels of first aid trained staff in its buildings. At Folkestone and Hythe Civic Centre there is a mixture of full First

aid at Work and Appointed Persons (for the 24hr Lifeline call centre). Hythe Swimming pool staff undergo further training superficially design for swimming pools. Requalification is in line with the HSE guidance and the level of first aid required is based upon specific job risk. DLO staff are also individually identified depending on work location and risk. During 2019 10 employees received their refresher training and for 2020 it is being looked at the levels across all colleagues that work in grounds maintenance or lone working i.e. the Area Officers / Environmental Enforcement.

MEETINGS OF HEALTH AND SAFETY GROUPS

The Council has in place a number of health and safety groups to ensure that there is a corporate approach and understanding to all relevant issues. The Health and Safety Officer reports to the Staff Consultation Forum (SCF) on a six weekly basis. The SCF is chaired by the corporate HR manager, and comprises the Health & Safety Officer, a range of appointed workplace SCF champions, and a UNISON Safety Representative. The Group discuss codes of practice, reports and supports the Corporate Health & Safety Officer in determining the Council's priorities in health and safety.

In addition to the SCF an Operations meeting is held every 6 - 8 weeks, that gathers all the high risk service area managers within the Operations service areas. It is used as a forum to discuss and share best practice regarding any accidents, incidents, near misses and insurance claims in detail and looks at how these can be prevented or reduced.

OCCUPATIONAL HEALTH

The external Occupational Health provider has continued to meet the organisation's requirements for dealing with and promoting health at work issues. The core functions of Occupational Health are work-health assessment screening, sickness absence management and health promotion. Table 2: Health surveillance shows a breakdown of the teams that health surveillance is provided to.

The Health, Safety Officer works closely with HR who manages the Occupational Health Advisor to provide a proactive health surveillance programme to required staff following the risk assessment process. This is based on two yearly programme of health surveillance checks, consisting of hand-arm vibration, skin surveillance, respiratory and audiometry.

Table 2: Health surveillance

Team	No.	Notes
Grounds Maintenance	10	Park Keepers, Sports Ground, Cemeteries, Highways.
Engineering & Buildings	0	
Other	0	

3. PERFORMANCE

The following section details accidents in relation to the years 2017, 2018 and 2019. With the appointment of the Corporate H&S officer all accidents are recorded in one place, therefore in the future this report will move towards detailing accidents over a rolling five year period.

The total number of accidents remains low, with an increase over the past year from 14 (an incident rate of 0.135 per 100 FTE) to a total of 26 accidents recorded (an incident rate of 0.25 per 100 FTE). As can be seen from: Table 3: Accident totals, shows there is no individual type of accident that is the most significant; however most of the accidents can be grouped into “slip trip and falls” along with struck by moving object. This includes the lift door closing before passenger has fully exited lift and tree branch springing back whilst being pruned. A drive in reporting accidents however minor has caused the increase and is now seeing accidents even for pain and not physical injury i.e. cuts.

Table 4: Accidents by service area shows that there has been an increase in the accidents incurred by “other council staff”.

Table 5: RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) shows there has been two reportable RIDDOR incident involving a council employee in the year 2019. The first of these was colleague was attending a site to conduct an inspection and closed vehicle door on their finger causing injury and surgery. The second was colleague was holding item taught so fellow colleague could cut for disposal and the item broke causing colleague to fall backwards and fracturing their hand / wrist.

Table 6: Work days lost due to accidents shows that 30.5 days have been lost due to accidents. Table 7: Accidents involving members of the public have remained low over the past three years.

Accident statistics continue to remain low, however there has been a slight increase in the number of recorded accidents. This is believed to have incurred in line with a drive to report all accidents, no matter how small. As the largest service area within the Council, grounds maintenance remains as the department with highest related risks.

Training and other interventions remain in place to address the areas of highest injury. The wider H&S team continues to not only address the accident related incidents but also focus on areas which have potential to cause serious injury and must therefore not be overlooked. Such areas identified during the previous year include fire safety, contractor control and site security. These were achieved by either in house or external training. Most accidents related to Grounds Maintenance will have a Safety Notice completed and displayed at all the operational depots. Going into 2020 training will be focused on DLO and the grounds maintenance teams - for example more task related manual handling, basic maintenance and servicing of tools.

Table 3: Accident totals

Type	2017	2018	2019
Contact with machinery or hand tool	0	1*	1
Struck by moving object	2	2	5*
Strike by moving vehicle	0	1	0
Strike against fixed object	2	1	4
Slip, trip, fall same level	1	3	7*
Lifting & handling injuries	0	3	1
Injured by an animal including insect stings	0	1	3
Fall from height	1*	0	0
Physical Assault	0	0	0
Contact with electricity	0	0	0
Trapped by something collapsing	0	0	0
All other kinds & unspecified	2	2	5
Total	8	14	26
Incident Rate per 100 FTE employees	0.08	0.135	0.25

*RIDDORS (reportable injuries)

Table 4: Accidents by service area

Service Area	2017	2018	2019
Grounds Maintenance	7	8	12
Engineering & Buildings	0	0	2
Other Council Staff	1	6	11
Environmental Enforcement	0	0	1
Total	8	14	26

Table 5: RIDDOR

Type	2017	2018	2019
RIDDOR Accidents	1	0	*2
RIDDOR Disease	0	1*	0

Table 6: Work days lost due to accidents

Type	2017	2018	2019
Number of work - related days lost	0	0	30.5

Table 7: Accidents involving members of the public

Type	2017	2018	2019
Public	1	1	1

WORK RELATED ILL HEALTH DAYS LOST

Lost working time statistics through ill health e.g. stress, anxiety and depression are gathered and produced via the Human Resources team.

DANGEROUS OCCURENCES

In addition to the accident in the table above 2 Dangerous Occurrence occurred,
 1- A colleague misjudged the bank steepness and rolled a ride on mower over into a ditch. There was no personal injury.

2- A colleague was strimming the canal bank and fell into the canal.

4. AUDIT

The audit report from January 2018 contained seven agreed management actions to reduce the identified risks. Table 8: Audit Criticality details how these were categorized and whether or not they have been implemented to date. Table 9: Task Update details the recommendation and any progression for each task to date.

Table 8: Audit Criticality

Risk Priority	No. of Initial Recommendations.	No. Fully Implemented	No. Partially Implemented	No. Outstanding
Critical	-	-	-	-
High	-	-	-	-
Medium	4	2	2	0
Low	3	2	1	-

Table 9: Task Update

Priority	Recommendation	Progression
Medium	The draft Health & Safety Policies & Procedures should be approved and brought into effect as soon as possible.	The policy and procedures have been amended to reflect change of council name, relevant legislation and responsible persons. There is 1 outstanding procedure to further amend due to changes in Fire Risk Assessment.
Low	Managers should be reminded to update their risk assessments on a regular basis.	A central H&S drive has been set up and is accessible to all. Grounds Maintenance risk assessments have been completely reviewed and other departments are being contacted in line with perceived risk, therefore work is currently focused around the DLO operations. In addition to this as the Risk Assessments are reviewed they are being changed to the corporate format ensuring that there is uniformity across council departments.
Low	To reconcile the list of First Aiders from phone book to Intranet.	The list of the First Aiders on the Intranet is correct, however the noticeboard information is still to be updated. This will be completed once the refresher training is undertaken during February 2019. This is being updated as either first aiders are re-trained or new first aiders are added The Fire Warden information is up to date and various training has been completed recently. New trays and folders are in the process of being installed to retain the information and hi-vis for the wardens. Training has also been carried out for the tenants in the Civic Centre. Further training being planned for later in 2020 to replace any leavers that were fire wardens.

5. LEGISLATION UPDATE

No HSE legislation changes have occurred that affected the Councils current policies and procedures. There have been some updates within the current

legislation that has required the council to review some individual task procedures and update the relevant Risk Assessment and Safe Operating Procedure.

6. HEALTH AND SAFETY ACTIONS FOR 2020/21 AND BEYOND

In 2020/21 the emphasis will be to support managers and staff to continue good standards of health and safety and continuous improvement. An action plan has been developed that tracks this work; a summary of key actions are provided below:

- a. Review the corporate health and safety procedures (2 year programme).
- b. Revise corporate guidance on fire safety and fire wardens.
- c. Revise the corporate guidance on legionella management.
- d. Revise the corporate guidance on asbestos management.
- e. Deliver a health and safety training programme.
- f. Undertake audits/inspections of individual services/teams/buildings.
- g. Undertake fire risk assessments across all council managed buildings and assets.
- h. Update and improve intranet based health and safety information for staff use.
- i. Undertake driving assessments on all fleet drivers.

7. HEALTH AND SAFETY EXECUTIVE VISIT / CONTRAVENTIONS

The Health and Safety Executive (HSE) had closed the previous year's visit's contraventions and advisory improvements. There has been no additional visit or communications since. We are still working through some of the Control of Substances Hazardous to Health (as amended 2002) COSHH risk assessments although the major areas of concern were completed. There are specific COSHH Risk Assessments for some of the materials colleagues use.

- Control of Substances Hazardous to Health (as amended) Regulations 2002, Regulation 11 - We had not provided health surveillance for our welding operatives & we had not provided health surveillance for grounds maintenance employees so that they are aware of the exposure to substances such as oil can cause skin conditions such as dermatitis. We have started delivering the dermatitis toolbox talks to our staff and have completed 60% of these, the rest will be ongoing over the following months. The health surveillance has been arranged with our supplier and is due to start in March on a rolling program.

8. CLAIMS DUE TO ACCIDENTS / INCIDENTS /OTHER

The following section and Table 10: Claims details provide details on what is registered on the insurance database. This is a high level extract and is intended to be indicative only and further information can be requested. In 2019 there were a

total of 75 claims plus 7 other claims where the council recover from a third party for damage to council property. This is a decrease overall a decrease of 18 claims from 2018 with a total of 104.

Road traffic collisions dropped from the previous year to 20 incidents down to 11. This is nearly a 50% decrease. This may be attributed to driver assessments and improved investigations.

Strimming incidents have reduced by nearly half over the previous year bringing the figure down to 9 incidents. Part of this reduction can be attributed to both in house training and investment into modern equipment with better guards around the heads.

Public liability claims have reduced overall to 52 claims or incidents, from the previous year's 66.

There has been 1 Employers liability claim in 2019 that is currently under investigation.

The following section and Table 10: Claims details provide details on what is registered on the insurance database. This is a high level extract and is intended to be indicative only and further information can be requested. In 2017 there were a total of 104 claims with a minor decrease in 2018 to 102.

Table 11: Insurance Claim Costs shows that there has been a reduction in total claim costs. This pattern continues if the removal of the potential data breach claim is considered. However it should be stressed that as claims are ongoing and based upon financial years this data could alter significantly.

Table 10: Claims

Type	2017	2018	2019
Road Traffic Collision. Council vehicles involved in accidental incident either with other vehicles or fixed objects.	14 incidents; 7 Hit third party vehicle 5 Hit stationary object 2 other type of incident	20 incidents; 6 Hit third party vehicle 6 Hit stationary object 8 other type of incident	11 incidents 7 own fault claims where our driver hit other third party vehicles or hit property 4 no fault claims where third parties hit our vehicles

Members of public vehicles hit by flying debris from strimming etc	14 strimming incidents; 2 incidents involve injury to a person	16 strimming incidents; 0 incidents involve injury to a person	Nil
Injured members of public from faulty equipment, i.e. play equipment, park benches, and uneven ground.	76 claim for public liability; 7 Play Area incidents 9 Slip incidents 6 Trip incidents 43 Other types of claim	66 claim for public liability; 2 Play Area incidents 2 Slip incidents 6 Trip incidents 56 Other types of claim	52 claim for public liability 12 Slip trip claims 10 pot hole claims 9 strimming claims 14 other type of incidents. 7 tree root/subsidence claims.
Property claims across the Housing stock Commercial stock and General Fund.	Nil	Nil	12 Property claims 1 Commercial claim 6 HRA claims 5 General fund claims
	Total: 104	Total: 102	Total: 75

Table 11: Insurance Claim Costs

Type	2017/18	2018/19	2019/2020
Motor claims	£31,228	£3,845	£2,750
Miscellaneous	£3,367	£2,699	£1,050
Property	£2,970	£1,299	£1,700

Public	£411,890*	£1,929	£1,252
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**This includes potential claim for Data Protection Breach for £323,500.*

9. CONCLUSION

Accident levels albeit slightly higher than previous year are still very low for the type of work being undertaken within the council. This is testament to the great work of all officers and especially within the DLO sections of the council. There have been 30.5 lost days caused by accidents for the year and only two RIDDOR for the year.

There has been a significant drive to have a more proactive approach to the H&S within the council, led by the Director for Housing and Operations and the Operations Lead Specialist with support from the Corporate Health and Safety Officer. This year has continued the previous years' work but with the 2 RIDDOR's and 2 dangerous occurrences it is clear that work must be ongoing. ,

10. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS

10.1 Legal Officer's Comments (E)

There are no legal implications arising directly out of this report other than as already stated therein. It is the Council's duty under the Health and Safety at Work etc. Act 1974 (as amended) to protect the health, safety and welfare of its employees and other people who might be affected by its business, which includes making sure they are protected from anything that may cause harm and controlling any risks to injury or health that could arise in the workplace.

10.2 Finance Officer's Comments (RH)

There are no financial implications concerning this report.

11. CONTACT OFFICERS AND BACKGROUND DOCUMENTS

Councillors with any questions arising out of this report should contact the following officer prior to the meeting

(Alastair Clifford: Operations Lead Specialist)

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