LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Audit Committee

Date: SLT Assurance 21st June 2023

Audit Committee 26th July 2023

Subject: Annual health and safety at work report for the financial year

2022/2023

Report of: The Health and Safety Board

Report author: Paul Neary, Head of Corporate Health and Safety

Responsible Director: Jon Pickstone, Strategic Director for Economy

SUMMARY

This report highlights the Council's activities and performance in health and safety at work for the financial year 2022/2023.

RECOMMENDATIONS

1. Note the health and safety at work performance of the council during the financial year 2022/2023

Wards Affected: All wards.

Our Values	Summary of how this report aligns to		
	the H&F Values		
Building shared prosperity	Good health and safety performance		
	has the goal of eliminating and reducing		
	workplace accidents. Accidents come		
	at a cost (human and financial) to the		
	council and the injured person. A		
	shared prosperity between the		
	organisation, the employee and the		
	residents is achieved by the eliminating		
	and reducing accidents.		
Creating a compassionate council	Good health and safety management		
	has a moral objective. To learn of		
	family, friends, colleagues, or residents		
	killed, or seriously injured, in a		
	workplace accident is profoundly		
	distressing. Therefore, a compassionate		
	council must embrace the moral aspect		
	of health and safety at work, not merely		

	the economic and legal aspects of it.		
Doing things with residents, not to them	Good health and safety at work		
	performance includes the safety of the		
	residents with whom we interact in the		
	everyday aspects of our core business		
	activities.		
Being ruthlessly financially efficient	Good health and safety management is		
	financially efficient because it prevents		
	fines for breach of statutory duty or		
	settlement of civil claims brought		
	against the council.		
Taking pride in H&F	We take pride in a good health and		
	safety at work performance because it		
	reflects the image of the borough as		
	portrayed to our residents and to others.		
Rising to the challenge of the climate	Good health and safety management		
and ecological emergency	plays a part in tackling the climate		
	emergency in many ways. For instance,		
	the requirement to seek less hazardous		
	workplace substances for employee		
	health, for example, replacing solvents		
	with water-based products during		
	COSHH assessment review.		

FINANCIAL IMPACT

- 1. A budget is allocated for training of safety responders (Nominated First Aiders, Fire Evacuation Officers, Evacuation Chair Operators) as identified in policy, which is coordinated by Corporate Health and Safety. Health and safety induction training is funded for all employees and coordinated through the 'Be-online Awaken' software program. Specific health and safety training is identified through risk assessment, verified through audit and funded by the respective department.
- 2. In Hammersmith and Fulham Council health and safety at work is equal to all other business. Strategic directors and assistant directors / chief officers are required under policy to budget for health and safety requirements at work. Similarly, under policy the council must ensure the decisions take account of health and safety and that resources are allocated for this purpose.

LEGAL IMPLICATIONS

- 3. 'Except in such cases as may be prescribed, it shall be the duty of every employer to prepare and as often as may be appropriate revise a written statement of [the] general policy with respect to the health and safety at work of [the] employees and the organisation and arrangements for the time being in force for carrying out that policy and to bring the statement and any revision of it to the notice of all of [the] employees. (Health and Safety at Work etc. Act 1974. section 2(3)).
- 4. The policy statement, signed by the leader and the head of paid service, is displayed in all LBHF workplaces. The statement is valid until September 2023, unless a change in head of paid service and/or leadership occurs first, in which case the statement must be

renewed sooner. The organisation and arrangements for health and safety at work in LBHF are found on the intranet.

CONTACT OFFICERS

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KEY POINTS OF NOTE

- 5. No enforcement action was taken against the Council by the Health and Safety Executive (HSE) during financial year 2022/2023. Nine cases were reported to the HSE during this year and information is shown below.
- 6. Support continues for those relocated to the home environment to carry out duties remotely. With circa 1,700 employees working from home, the continued partnership between Digital Services and Corporate Health and Safety enabled supplementary display screen equipment to be deployed to employee homes, where the need was identified by a risk assessment. We are now seeing more employees and teams returning to the office environment for set days of the working week.
- 7. Wellbeing is spearheaded by the People and Talent Team and supported by the Corporate Health and Safety team. Diverse wide-ranging wellbeing initiatives continued to support the personal resilience of the workforce and recovery during the year.
- 8. The success of these initiatives was demonstrated through positive outcomes evidenced from the 'outstanding' employee attendance statistics and survey results. The datasets demonstrate significant employee engagement, which had a direct positive impact on the resilience of H&F to support the delivery of critical key services throughout an extremely challenging and difficult period.
- 9. Wellbeing Wednesday sessions continue to be a popular success and the 'supporting your personal resilience' intranet pages continue to be a success. There are now 48 Wellbeing Champions, trained in mental health first aid, with representatives across all directorates. This is a major enhancement to supporting the wellbeing of staff.

ACCIDENTS, INJURIES AND NEAR-MISS INCIDENTS

- 10. Appendix A details accidents, injuries and near-miss for the period 1st April 2022 to 31st March 2023. Nine RIDDORS were reported to the HSE.
- 11. Table 1 provides an overview of incidents reported to HSE.

Date	Category	Туре	Department
15/06/2022	Over 7-day injury	Slip, trip or fall	Schools
		Other, loss of control of machinery,	
14/07/2022	Over 7-day injury	transport or equipment	Environment
25/07/2022	Over 7-day injury	Struck by object	Environment
01/09/2022	Physical assault	Violence and aggression	Housing
	Cut, laceration needing		
12/10/2022	hospital treatment	Fall from height	Schools
01/12/2022	Physical assault	Violence and aggression	Schools
	Cut, laceration needing		
17/01/2023	hospital treatment	Struck by object	Schools
17/03/2023	Over 7-day injury	Slip, trip or fall	Schools
23/03/2023	Over 7-day injury	Slip, trip or fall	Schools

There was no follow up response from HSE regarding RIDDOR reports submitted.

Table 1. Incidents reported to HSE in financial year 2022/23

- 12. All incidents that are reportable to the HSE are investigated by the Corporate H&S team, seeking to make recommendations to prevent recurrence and requiring services to review risk assessments. There were a total of 286 incidents reported for this period. This included:
 - 204 incidents reported by council departments (non-school) and 82 incidents reported by schools.
 - 61 injury incidents reported by council departments (non-school) and 75 injury incidents reported by schools.
 - 22 injury incidents were reported as caused by violence and aggression, 17 for nonschool departments and 5 for schools.
 - 129 near miss incidents were reported for this reporting period, this included 125 for non-schools and 4 for schools.
 - 81 near misses were reported as violence and aggression incidents, all from nonschool departments.
 - 14 incidents of property damage were reported, all from non-school departments.
 - 3 incidents of dangerous occurrences were reported, all from non-school departments.
 - 4 illness incidents were reported, 1 from a non-school department and 3 from schools.
- 13. A total of 704 days are confirmed as lost to the council due to safety related incidents at work during the period. This includes 564 for non-school staff and 140 for school staff.
- 14. Most incidents relating to violence and aggression were reported by front facing staff. However, at the period of year 2022/23, there is not an increasing trend although there was a spike in October 2022. No obvious reasons.
- 15. Incidents of violence against staff are reported to the police. Crime numbers are recorded in incident reports. Service managers are required to follow-up with the police and to progress prosecutions against perpetrators where evidence can be substantiated. The addition of body cameras to our higher risk employment groups continued to assist in the evidence gathering process, as well as acting as a deterrent and will continue to do so to protect staff. Solo Assist Monitors have been provided to councillors for use

- during site visits and surgery meetings. Corporate Health and Safety, prior to surgery consultations, carried out surgery site risk assessments to all properties.
- 16. Table 2 shows comparison between the safety incident reporting figures for this period and for the three previous financial years.

2022/2023		2021 / 2022		2020 / 2021		2019 / 2020	
Accidents resulting in injury (Including schools)	136	Accidents resulting in injury	51	Accidents resulting in injury	53	Accidents resulting in injury	88
Violence and Aggression (Injury and Near Miss including schools)	103	Violence and intimidation	81	Violence and intimidation	41	Violence and intimidation	105
Near miss (Including schools)	129	Near miss (other)	68	Near miss (other)	39	Near miss (other)	83
Dangerous occurrence	3	Dangerous occurrence	0	Dangerous occurrence	3	Dangerous occurrence	7

Table 2 comparison between the safety incident reporting figures for this period and for the three previous financial years. Please note, a new incident recording system came into operation in 2021, which is currently AssessNET.

HEALTH AND SAFETY BOARD - SUMMARY OF THE FINANCIAL YEAR 2022 / 2023

- 17. The function of the H&S board is:
 - a) To promote the recommendations from the previous year's annual report, driving consultation on policy review and change at strategic level through directorate senior management teams (DMTs) and trades unions (TU Forum).
 - b) Examine and advise on matters reactive in nature that arise during the year, either through internal sources or external sources. For example, scrutiny of emerging trends in incidents (internal sources) to identify process or procedural changes via risk assessment review. This is done with a view to preventing recurrence, eliminating future risk, or reducing risk to the lowest level, so far as is reasonably practicable.
- 18. During year 2022 / 2023 the board has advised on and moved forward the following items: -
- 19. **Hello Hybrid Future (HHF).** Although slightly set back by a further pandemic lockdown (2020/22), the HHF new way of working was launched. Spearheaded by a group of 'pioneers' the new way of working is still emerging and taking shape fast. More staff are now returning to work in their offices across Council buildings. New guidance for managers and staff was produced by the Corporate Health and Safety team to accompany HHF. Further into the year a strategic risk assessment for hybrid working, including information to supplement a wellbeing strategy, was discussed.
- 20. Premises controller policy and guidance document. Revised policies for premises controllers with accompanying guidance were approved by the board. One was designed for schools and the other for all other council buildings. The revision provided a

more lucid 'at a glance' style to help premises controllers and to give better understanding of the client role that the Council undertakes within the Construction design and management regulations (CDM). The corporate safety team continue to provide training to premises controllers through 1-1 training and class training sessions.

- 21. Preventing violence and aggression towards staff. A series of draft posters and messaging was presented and discussed aiming to reduce violence and aggression against staff in the period 2021/22. The posters were forwarded on to printers and have now been received and have been delivered to some frontline facing sites, such as libraries, training centres and 145 King Street and housing offices. Further posters will be posted in all other LBHF premises in the coming weeks. The imaging and intentionally sparse text were based on similar campaign material from the NHS and TfL. A conflict management training module has been produced and will be added to the suite of courses from April 2023 to further enhance additional support for staff.
- 22. A new lone working guidance document, 'How to stay safe when lone working' has been produced to supplement the council's Employee Protection and Lone working policy. This document has been presented at managers' and staff forums including the Women in Engineering Day event (June 2022). Self-defence classes are being sourced and arranged to prepare staff for possible physical confrontation.
- 23. Water hygiene management. An internal audit of water hygiene management in council buildings was undertaken by the Corporate Health and Safety team at the request of SLT. The overall findings showed a good level of compliance in most areas, although premises controller training was identified as an area for improvement. Corporate safety and the FM compliance team continue to monitor water hygiene in LBHF properties including schools.
- 24. **Operational risk register.** An amendment to the operational risk register meant that red and amber outstanding actions were forwarded from the Board to DMTs and that the register will be available to councillors of the Audit Committee upon request.
- 25. Audit of health and safety management. An audit of the council's health and safety management system was undertaken by Mazars 2022. The audit concluded with recommendations for improvements in the areas of risk assessment compliance, record keeping and completion of health and safety induction training.

HEALTH AND SAFETY AUDIT AND VISIT PROGRAMME

26. The H&S and visit programme alongside FM workplace inspection visits continues (Appendix B). In addition, 19 risk-based visits to surgery locations in preparation for councillor surgeries which commenced in October 2022. Looking at security and suitability of premises. This includes, site security, lighting, CCTV provision, accessibility, and adequate safe and secure premises for councillor activities as well as the provision of Solo Protect devices.

OPERATIONAL PERFORMANCE OVERVIEW

27. The operational risk register covers reactive and proactive monitoring. The register is distributed to the H&S Board at regular planned meetings from where it is taken by representatives to directorate management teams (DMTs) for updating.

PERFORMANCE ON PRIORITIES FOR THE YEAR 2023/2024

- 28. Performance on priorities for the period 2023/2024 is reported as follows: -
- 29. Fire safety management. A review of the corporate fire safety management took place. It was led by Housing Services, in respect of forthcoming significant amendment to the Regulatory Reform (Fire Safety) Order 2005, via the Fire Safety Act 2021 and the provisions outlined in the Building Safety Bill. Three fire safety managers were appointed to Housing Services and a thorough review of all 45 residential buildings over seven storeys in height was undertaken. The safety-first team in Housing continue their work with residents to review personal emergency evacuation plans (PEEPs) for those who would require assistance. PEEP information is now contained in personal information boxes, to which the emergency services have secure exclusive access upon 'blue-light' arrival. This work will continue into the new financial year, starting from the higher storey blocks down to the lower storey blocks as a reasonably practicable priority sequence. To date 78 resident PEEPs are completed.
- 30. **Training.** Review and substantial revision of the H&S training policy, including revision of the health and safety training matrix was completed. A consolidated corporate policy with clear guidelines on the type of training required across all employment groups in the council is now available. This corporate approach enables aligned health and safety training to crosscut all departments. This was achieved by pooling resources and trainer skills through partnership working between Learning and Careers (leading), the Adult Learning and Skills Service, Corporate Health and Safety and Housing Services health and safety team. A new corporate health and safety training programme was offered to voluntary and other not for profit organisations within the borough for a very competitive rate, thus encouraging a shared prosperity and taking pride in H&F by promulgating a safer workplace culture within the borough to reduce accidents at work in these sectors.
- 31. Throughout the 2023/24 financial year Corporate Safety are offering additional training monthly on the accident and incident recording system AssessNET as well as on the new Risk Assessment module which will be added and going live on 11/5/2023.
- 32. The IOSH (Institute of Occupational Safety and Health) Managing Safely 3-day course continues to be delivered to managers and supervisors from teams and who have had a 100% success rate in achieving the award. Teams who have completed the training include HR Business Partners, Housing, Direct Labour Organisation, Fire Team, Social Care, Parks Teams, Library Managers, Events Team, School Premises Managers, Environment and Civil Enforcement Officers. Local Enforcement Team supervisors completed the course in April 2023. This course will continue to be run monthly between May 2023 and March 2024.
- 33. Work-related stress prevention. The introduction of a work-related stress indicator tool survey was achieved. Designed for the improved monitoring and support of staff wellbeing and to inform policy in the ongoing management of work-related stress risk, the indicator tool was developed in partnership working between Corporate Health and Safety and Digital Services to an HSE approved model. The work-related stress indicator tool has been digitalised. The electronic version successfully completed the testing phase and is currently in use. Corporate Health and Safety continues to advise managers on completing the mandatory Management of Work-related Stress risk assessment for their team(s). This pre-populated risk assessment template provides a list of the controls required to manage the six contributory factors (Demands, Controls.

Roles, Responsibilities, Change and Support), that can contribute and/or cause work-related stress.

- 34. Training and assessment for working in the home environment. With up to 1,700 employees working at home at the start of the financial year and many of this number continuing to work from home, display screen equipment (DSE) training and self-assessment compliance was an area of focus. Training sessions were delivered at the managers' forum, through DMTs and in service meetings. A revised guidance document was produced to assist managers with DSE case referrals. Compliance has improved but further work is needed, particularly on new starters and this priority will be carried over and monitored by the Health and Safety Board during the next financial year. The DSE training and self-assessment modules are being completed and management data shows that 52% of staff have completed DSE training and self-assessment and 54% of staff have completed a DSE re-assessment (Appendix C).
- 35. Staff are sent automated reminder emails to undertake DSE training and assessment when they join the council and for refresher re-training and assessment every two years. DMTs are made aware of outstanding compliance issues.
- 36. The need for a reassessment will be sooner if there is a major change:
 - to the user's software
 - to any of the equipment (screen, keyboard, input devices)
 - in the amount of time required to be spent using DSE
 - in other task requirements (for example, greater speed or accuracy)
 - Or if the workstation is relocated (even if all equipment and furniture stays the same)

DSE ASSESSMENT

37. Corporate H&S continue to carry out 30-to-60-minute one-to-one virtual DSE assessments with staff where specialist DSE and/or reasonable adjustments are required. Specialist ergonomic advice is provided as part of this process. Referrals are generated from the Wellness Centre, TT&I and staff DSE self-assessment referrals.

DSE TRAINING

38.DSE awareness training has been delivered to managers and staff. The training presentation covers the importance of effective display screen equipment management and the review and closure of self-assessments for staff within their teams.

MENTAL HEALTH AND WELLBEING

39. Corporate Health and Safety has worked together with People and Talent Team, with leading on the wellbeing 'coffee' break meetings. These 30-minute meetings are held monthly and provide a safe space for staff to raise concerns with regards to mental health. It served as a 'drop-in' with the flexibility to leave the meeting as and when required. Monthly support meetings were also held to provide support, information, and guidance to the council's cohort of 48 wellbeing champions.

- 40. Fire safety management. Ongoing work in respect of the Fire Safety Act 2021: To continue the work by Housing Services to identify residents requiring reviews of personal emergency evacuation plans; to continue the work of the building safety managers in Housing Services; to deliver training of all non-housing LBHF workplace premises controllers in the IOSH Fire Safety Manager certificate; to consider a third-party independent consultant to provide specialist assurance to the corporate estate (not social Housing, who have their own set-up under HRA) of fire safety compliance and competent advice in this field where there is cause identified through Corporate Health and Safety active and reactive monitoring.
- 41. **Policy review.** A revised health, safety and wellbeing policy statement was signed by the Chief Executive and the Leader of the council in September 2022 and is due for renewal September 2023. The policy statement of intent is posted on notice boards in the borough.
- 42. **Driver safety management.** Further consideration of software management systems available and modest administration resources to oversee the introduction and ongoing usage of such a system, compared with in-house procedures already available. A system has been sourced and finance agreed, and a project manager has been allocated to follow this through with the supplier. The expected time of delivery is July 2023.
- 43. **Induction training compliance.** To achieve 96% compliance of induction and induction refresher training by the end of the coming financial year. This includes display screen equipment (DSE) training and self-assessment compliance at induction, or at the two-yearly refresher training and assessment period as outlined in policy. Corporate health and safety will continue to monitor the upward trend.
- 44. Improvement to the health and safety management system (risk assessments). Making the risk assessment process digital to enable improved performance management of risk assessment compliance across all departments. A digital solution added to the current management system software contract that will meet recommendations made by the external auditor.
- 45. Water hygiene management training for premises controllers. Following on from last year's audit, a water hygiene management training course is recommended for all H&F premises controllers and that this to be completed by the end of this financial year.

EQUALITY, DIVERSITY, AND INCLUSIVITY IMPLICATIONS

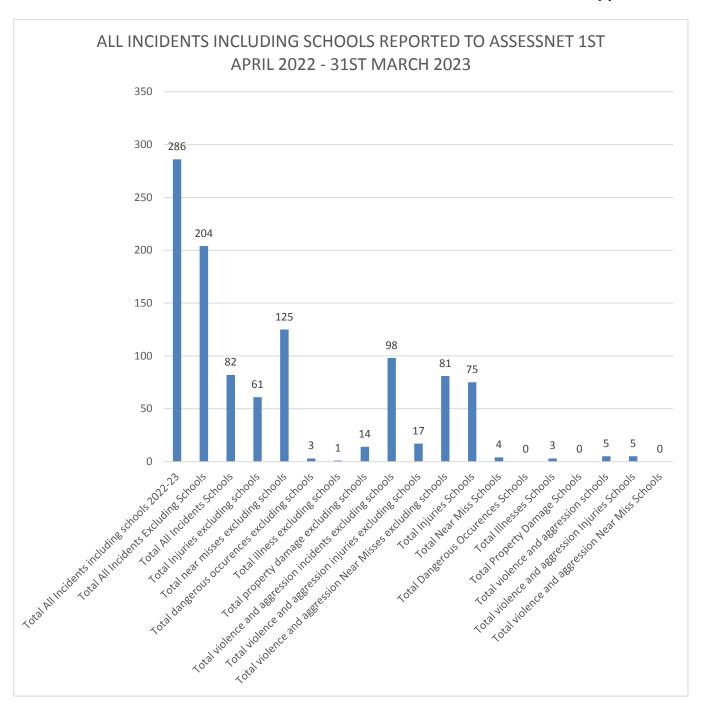
46. There are no equality, diversity, and inclusivity implications in this report. Corporate health and safety continue to provide detailed advice and guidance on personal emergency evacuation plans for colleagues that are disabled.

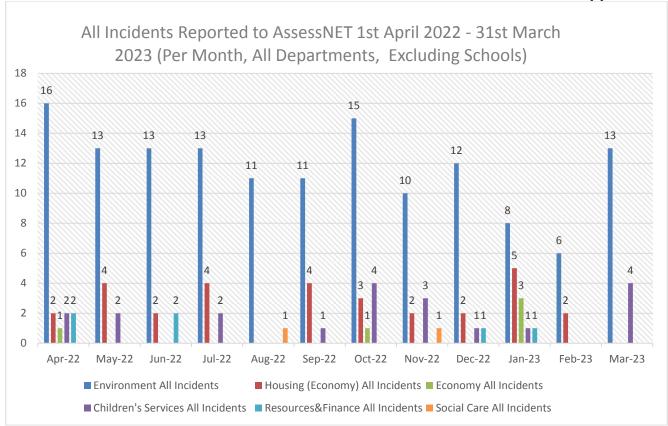
LIST OF APPENDICES

Appendix A. Safety incident reporting 2022/2023 by incident type.

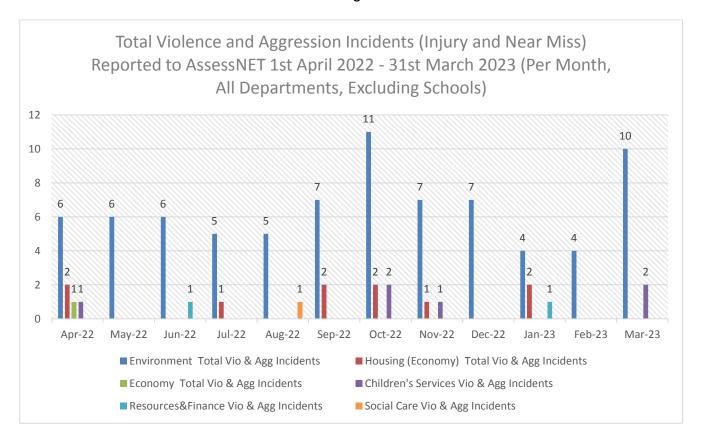
Appendix B. Property & FM Statutory Compliance Report for 1 April 2023.

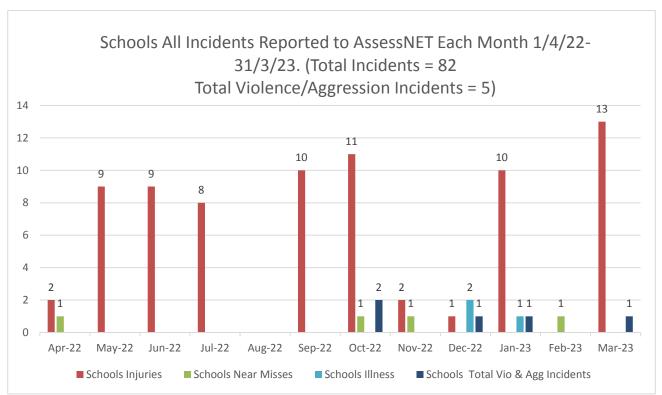
Appendix C. Health and Safety on-line DSE training and self-assessment training status report.



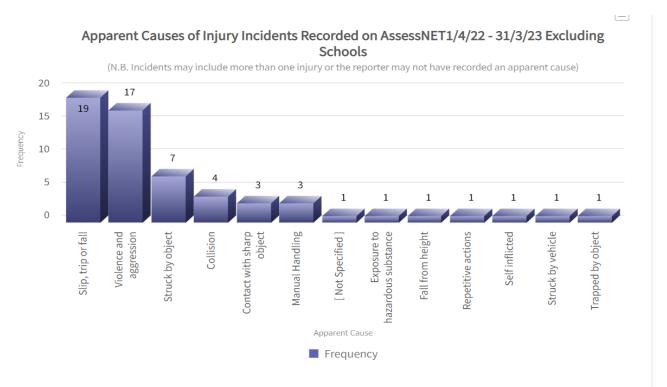


The large number of incidents reported from the Environment Dept are attributed to the fact they are mainly teams in direct contact with the public i.e. Libraries, Law Enforcement Team, Civil Enforcement Team and residents attending Contact Centres.



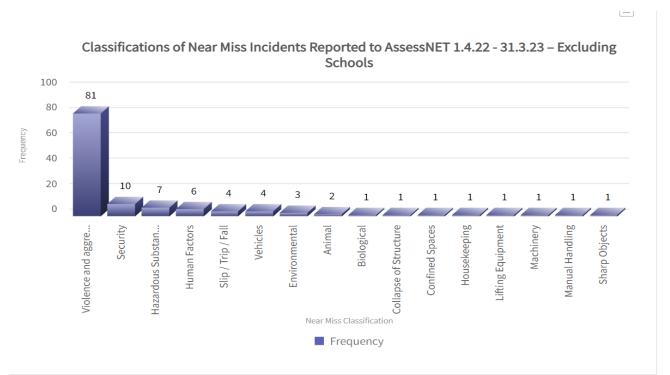


Most school incidents are playground injuries, which are not reportable under RIDDOR. Violence and aggression incidents are few and infrequent, but all are investigated by the schools and the Corporate Health and Safety Schools Adviser.

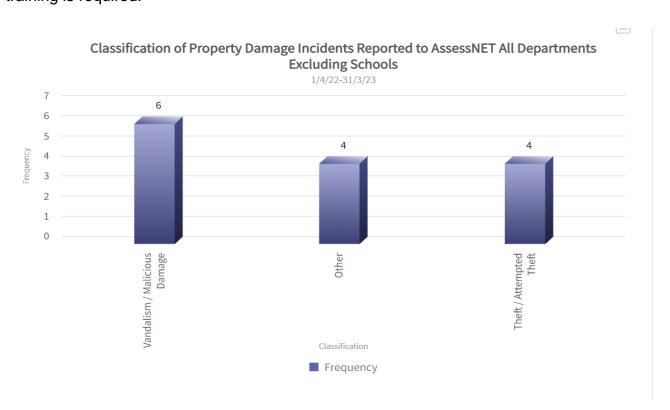


The majority of injury incidents reported can be seen as slips, trips and falls and violence and aggression.

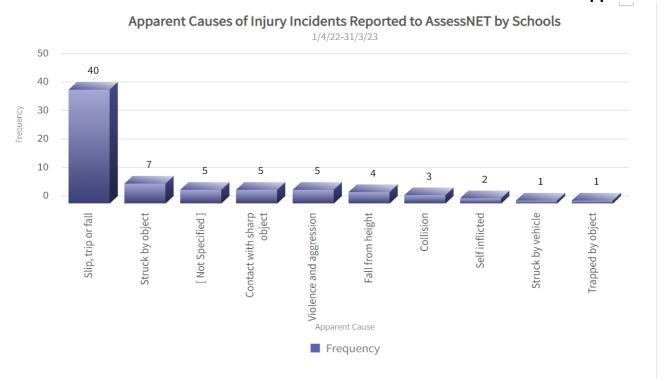
Appendix A



Near miss reporting has increased following Corporate Safety advising all departments to ensure all incidents including near misses are reported so as to ascertain whether further training is required.



Appendix A



N.B Incidents may have more than one injury recorded or the reporter may not have entered a cause on AssessNET.



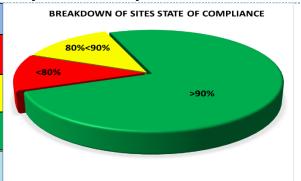
N.B No Property Damage Incidents were reported by schools during the year.

Statutory Compliance Report for 1st June 2023

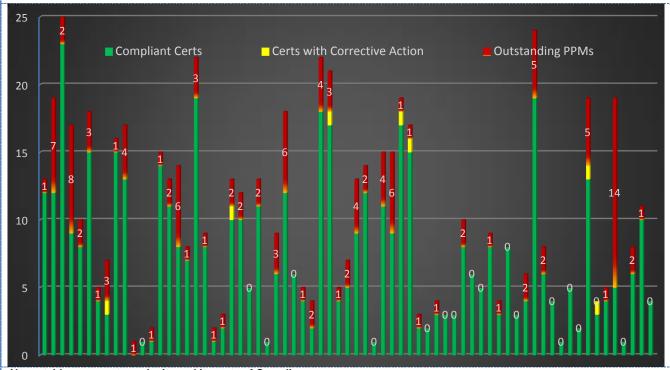
The report shows the overall compliance of its estate of 69 buildings that Property and FM manages directly and provides full FM support. It is a snapshot of circumstance on the 1st of every month, these can go up and down on a daily basis. There are 7 core statutory compliance sections covering a total of 35 legally required workstreams.

Current Overview of State of Corporate Compliance

	1st M	ay 2023	1st June 2023		
No. of Sites <80% Compliant	8	11%	8	11%	
Sites 80% < 90% Compliant	10	15%	9	13%	
No. of Sites <90% Compliant	51	74%	52	76%	
Estate Compliant as a Whole	69	92.9%	69	91.5%	

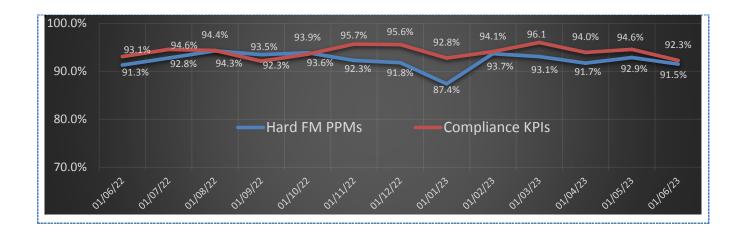


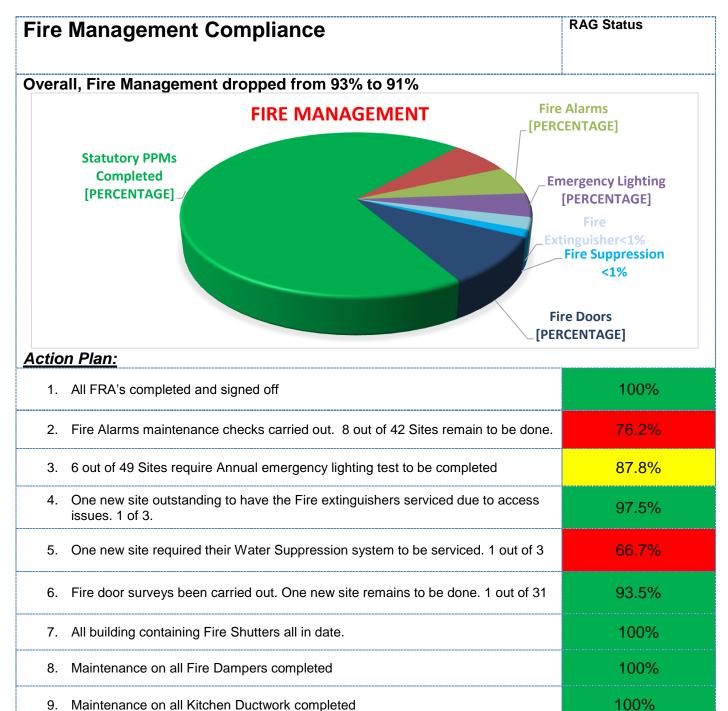
Please note that not all of the 35 workstreams are applicable to each site. Below is a representation of all 69 sites which have all their relevant statutory checks completed, which not only include certification but as well includes any recommended remedial works required to maintain their fitness and compliant status.

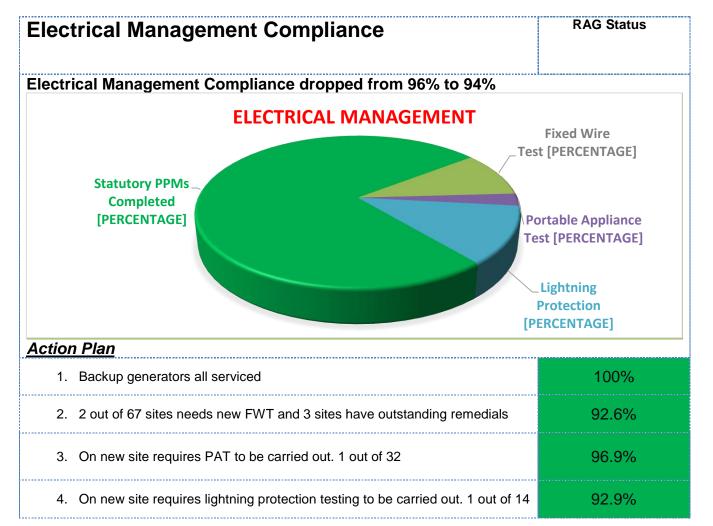


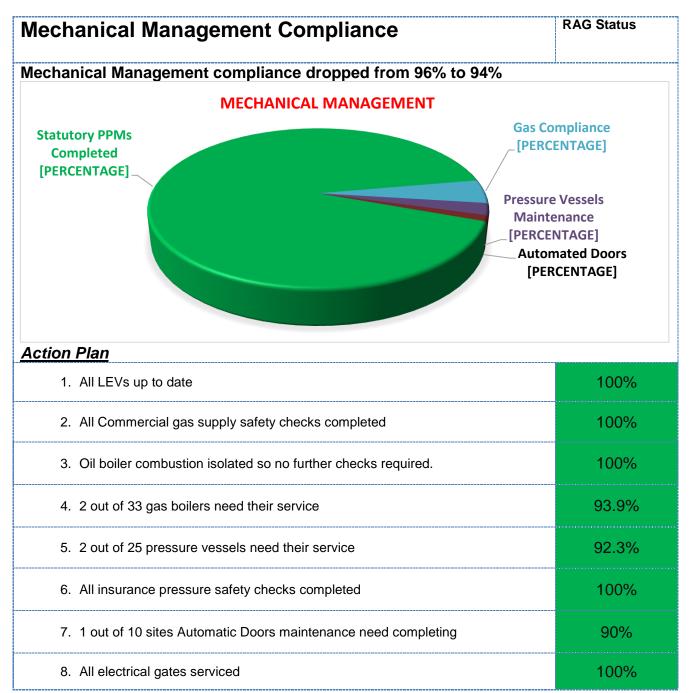
Above table represents each site and its state of Compliance

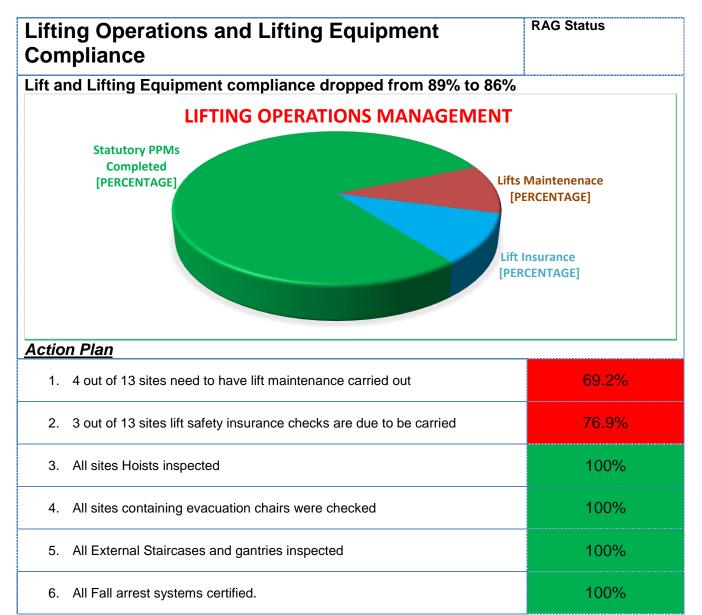
- Green Compliance PPM Completed with No Remedial Actions Required
- > Yellow Compliance PPM Completed with Outstanding Remedial
- Red Compliance PPM Not Completed yet

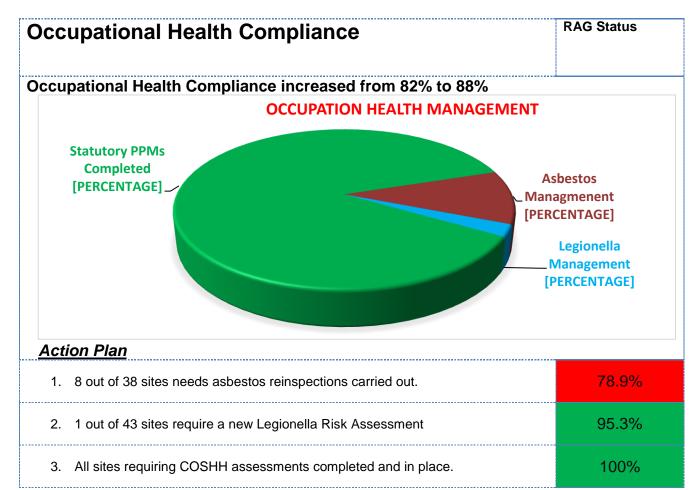












RAG Status Environmental Compliance Environmental Management Compliance remains at 98% ENVIRONMNETAL MANAGEMENT Statutory PPMs TM44 Completed [PERCENTAGE] [PERCENTAGE] **DECs** [PERCENTAGE] Action Plan 1. 1 new site require a TM44 energy efficiency certification of air conditioning. 1 90.9% 2. All A/C Servicing and FGAS servicing completed 100% 3. Mortuary Fridges have a full service 100% 4. Awaiting Utility usage to complete last DECs for 1 site and 2 new DECs are 84.6% required to be carried out. 3 of 22 5. Oil bunding inspections completed. 100%

Appendix C

Awaken DSE Training and Self-Assessment Status Report 31st March 2023

