

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Audit Committee

Date: 6 November 2024

Subject: Health and Safety Update April 2023 – March 2024

Report of: The Corporate Health and Safety Board

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

Responsible Director: Bram Kainth, Strategic Director of Place

SUMMARY

This report highlights the Council's activities and performance in health and safety at work for the financial year 2023/2024.

RECOMMENDATIONS

1. Note the health and safety at work performance of the Council during the period of April 2023 to April 2024.
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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 and ecological emergency	Good health and safety management 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 October 2025 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.
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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 the financial year 2023/2024. Eight cases were reported to the HSE during this period.
6. Council staff continue to work in a hybrid way depending on business needs. This ranges from borough-based staff using the office for touch down but who largely work around the borough, to office only based staff, and those working remotely and on a flexible basis in the office. Support continues for those working in the home environment to carry out duties remotely. Recent changes in the vacation of the Shortlands Building have necessitated more office space being located for teams in 145 King Street, Clockworks Building and Bagley's Lane Depot until the opening of the new Campus site.
7. Employee 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 period.
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 35 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 April to April 2023/24. Eight RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrence Regulations) were reported to the HSE. For the year 2022-2023 there were a total of nine incidents reported to the HSE.
11. Table 1 provides an overview of incidents reported to HSE.

Date Reported	Category	Type	Department
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05/05/2023	Over 7 day absence	Slip, trip or fall	Environment
22/05/2023	Fracture of upper limb (pupil)	Slip, trip or fall	Schools
08/09/2023	Bone Fracture (staff)	Violence and aggression	Schools
12/09/2023	Over 7 day absence (staff)	Slip, trip or fall	Schools
09/01/2024	Over 7 day absence	Struck against object	Children's Services
11/01/2024	Bone Fracture (staff)	Slip, trip or fall	Schools
18/01/2024	Bone Fracture – trunk (staff)	Slip, trip or fall	Schools
13/03/2024	Bone Fracture – ankle (staff)	Fall from height	Schools

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

Table 1. Incidents reported to HSE in financial year 2023/24 (April-March)

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. Only RIDDOR incidents are reported to the HSE.
13. There was a total of 397 (308 non-school + 89 school) incidents reported to AssessNET for this period. This included:
- 308 total incidents were reported by Council departments (non-school)
 - 89 total incidents were reported by schools
 - 81 total injury incidents were reported by council departments
 - 11 of which were caused by violence and aggression
 - 83 total injury incidents were reported by schools
 - 15 of which were caused by violence and aggression
 - 215 total near miss incidents were reported by council departments (non-school)
 - 135 of which were classified as violence and aggression
 - 2 near misses were reported by schools.
 - 0 near misses were classified as violence and aggression by schools
 - 11 incidents of property damage were reported, all from non-school departments.
 - 0 incidents of dangerous occurrences were reported.
 - 2 illness incidents were reported, both from schools.
 - 3 Defined Incident (Security) incidents were reported, 2 from a school and 1 from a Council department.
14. Near misses are less severe than accidents. However, near misses should not be ignored or treated lightly, as they can provide valuable insight into how well we are managing health and safety in our workplace. Near misses may seem trivial but they are a valuable source of information. Taking time to review the underlying causes is likely to reduce risk, improve health and safety, and save us time and money.
15. A total of 1552 days is confirmed as lost to the council due to safety related incidents at work during the period. This includes 922 for non-school staff and 630 for school staff on current figures produced by the system. This does not allow for updates from managers being received on a daily basis.

16. Most incidents relating to violence and aggression were reported by front facing staff. This is noticeable in library buildings where verbal threats to staff are on the increase. Conflict Management training has been delivered to all library staff. Mark Raisbeck, Director of Public Realm, is reviewing actions to support library staff in consultation with Daniel Waller, Assistant Director Cultural Services, and Community Safety teams in conjunction with library managers.
17. 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. Options for additional security for councillors are being progressed such as Solo Assist Monitors or security lanyards and training will be provided with devices. Surgery visits were completed to review risk assessments of surgery sites by the Corporate Health and Safety team in the Winter of 2023. Contributors of violence and aggression (as indicated by the HSE) could be the subject of traumatic or neglectful environments, life circumstances that cause stress, such as poverty, relationship problems, or abuse, service related violence, such as when providing services to clients, customers.
18. Table 2 shows comparison between the safety incident reporting figures for this period and for the three previous financial years.

2023/2024		2022/2023		2021/2022		2020/2021	
Accidents resulting in injury (Including schools)	164	Accidents resulting in injury (Including schools)	138	Accidents resulting in injury	51	Accidents resulting in injury	53
Violence and Aggression (Injury and Near Miss including schools)	161	Violence and Aggression (Injury and Near Miss including schools)	103	Violence and intimidation	81	Violence and intimidation	41
Near miss (Including schools)	217	Near miss (Including schools)	131	Near miss (other)	68	Near miss (other)	39
Dangerous occurrence	0	Dangerous occurrence	3	Dangerous occurrence	0	Dangerous occurrence	3

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 2023 / 2024

19. 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, as far as is reasonably practicable.

20. During year 2023-24 the board has advised on and moved forward the following items: -

21. **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.

22. **Preventing violence and aggression towards staff. Work-related violence is described by the HSE as “Any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work.”** Aggression and violence often take place between members of the public and customer facing employees, but it can also be experienced between colleagues. It poses a particular risk to those workers who are alone or work in remote locations or unsocial hours. Due to an increase in violence and aggression towards staff a new training module is under review by Corporate Safety and HR to add to mandatory training and is expected to be in place by 2024. This module will include the following:

- What is work-related violence
- The laws and regulations on violence and aggression in the workplace
- Causes and triggers of violence
- What to do to avoid, diffuse and manage potentially difficult and challenging situations
- How to manage a situation when someone is violent or aggressive
- How to protect yourself if someone attacks you
- Verbal aggression and violence, including cyber bullying

23. **Risk Assessment Reviews.** As an employer, we are required by law to protect our employees, and others, from harm. Under the Management of Health and Safety at Work Regulations 1999, the minimum we must do is:

- identify what could cause injury or illness in the council (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this is not possible, control the risk.

24. Corporate Health and Safety officers and FM Compliance continue to review risk assessments from locations and individual teams to ensure they are completed correctly, reviewed, and actions completed. During the coming months Corporate Safety officers will continue to visit individual teams to ensure this process is adhered to and offer advice and training when required. FM compliance records can be found in Appendix B and these are updated monthly.

25. **Operational risk register.** An amendment to the operational risk register meant that red and amber outstanding actions were forwarded from the Board to departmental management teams and that the register will be available to councillors of the Audit Committee upon request.
26. The activity of the Health and Safety Team in conjunction with school head teacher, school business manager (SBM) and school premises/ facilities manager (SPM) is to support and contribute to the effective identification, mitigation of the broad range of work-related safety risks presented to staff and service users (pupils).
27. The corporate health and safety special advisor will continue to support the school senior leadership teams (SLT) with the management of their health and safety arrangements. It is important that H&S risks in school settings are understood and as such H&S audit reports are aligned to understanding how well H&S risks are being managed based on a numerical percentage demonstrated by compliance during the audit process.
28. A business-as-usual approach from the corporate health and safety dedicated advisor will continue to provide information, supervision and guidance on safety related matters as well as assistance in the reviewing of accident investigations.

HEALTH AND SAFETY AUDIT AND VISIT PROGRAMME

29. Corporate Health and Safety work closely with FM Compliance to ensure workplace inspections are carried out when due in a timely manner. (Appendix B).

OPERATIONAL PERFORMANCE OVERVIEW

30. 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

31. Performance on priorities for the period April 2023 to April 2024 is reported as follows: -
32. **Training.** Throughout the 2023/24 financial year Corporate Safety continue to offer additional training monthly on the accident and incident recording system, AssessNET, as well as on the new Risk Assessment module which was added on 11/5/2023. Corporate Safety continue to deliver Fire Marshal training and Conflict Management training to teams on request and this is already being delivered to Libraries and Civil Enforcement teams and open to other front-line services as required.
33. **Training and assessment for working in the home environment.** Training sessions were delivered at the managers' forum, through departmental management teams 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 46% of staff have completed DSE training and self-assessment and 53% of staff have completed a DSE re-assessment (Appendix C). Through directorate meetings, Corporate Health and Safety update the

directors on who in their teams needs to complete and by when their DSE assessments or reassessments.

34. 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.
35. 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 stay the same)

DSE ASSESSMENT

36. 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 and staff DSE self-assessment referrals.

DSE TRAINING

37. 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

38. 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 26 wellbeing champions. These are updated regularly on the Intranet site.
39. **Policy review.** A revised health, safety and wellbeing policy statement was signed by the Chief Executive and the Leader of the Council in October 2023 and is due for renewal October 2024. The policy statement of intent is posted on notice boards in Council Buildings in the Borough.
40. **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. This was agreed and accepted by Trade Union representatives, showing no cause for concern to members. The expected time of delivery is mid-2024.
41. **Induction training compliance.** We aim to achieve 96% compliance by the end of this 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.

42. **Campus Update** Regular meetings are carried out to prepare the Campus for occupation on completion, Corporate Safety have completed the Fire Safety Strategy for the building, and this was shared and discussed at Health and Safety Board meeting 8th November 2023 for final comments and approval.
43. **Martyn's Law.** On Monday 19th December 2022, the Government announced details for the Protect Duty, now to be known as 'Martyn's Law' in memory of Martyn Hett, who was killed alongside 21 others in the Manchester Arena terrorist attack in 2017. Martyn's Law will have wide reaching implications and be introduced by the Government as soon as parliamentary time allows. Subsequently, there will be a lead in time allowing for those captured by the Duty to prepare for commencement. The Bill was introduced to Parliament on 12th September 2024 and is currently undergoing Parliamentary scrutiny.
44. **Residents' Building Safety Group** meets monthly with stakeholders and all activities during the year will be shared in the end of year report.

EQUALITY, DIVERSITY AND INCLUSIVITY IMPLICATIONS

45. 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 2023/2024 (April 2023 - March 2024) by incident type. A comparison is recorded showing figures for 2022/23 report and 2023/24. There have been some increases but also decreases.

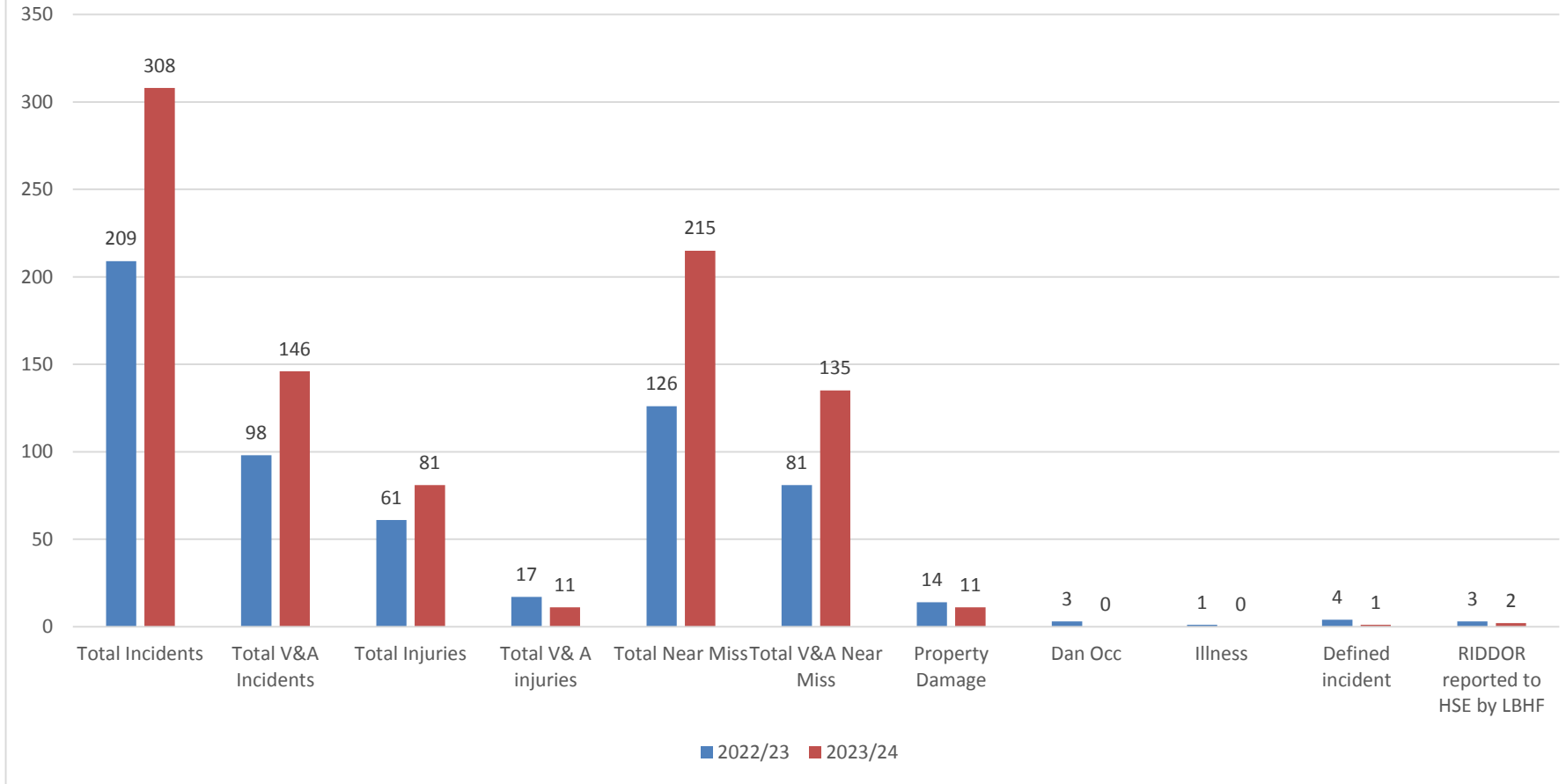
Appendix B. Property & FM Statutory Compliance Report for 1st April 2024

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

LONDON BOROUGH OF HAMMERSMITH & FULHAM

APPENDIX A

All LBHF Departments Excluding Schools
All incidents reported to AssessNET 2022/23 and 2023/24



All incidents reported to AssessNET by LBHF Departments (excluding schools) during 2022/23 and 2023/24, together with percentage of each classified as violence and aggression

Year	Total Incidents	Total V&A Incidents	*% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	RIDDOR reported to HSE by LBHF***
2022/23	209	98	47%	61	17	28%	126	81	64%	14	3	1	4	3
2023/24	308	146	47%	81	11	14%	215	135	63%	11	0	0	1	2
	Increase	Increase	No change	Increase	Decrease	Decrease	Increase	Increase	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease

Abbreviations

*V&A = Violence and Aggression

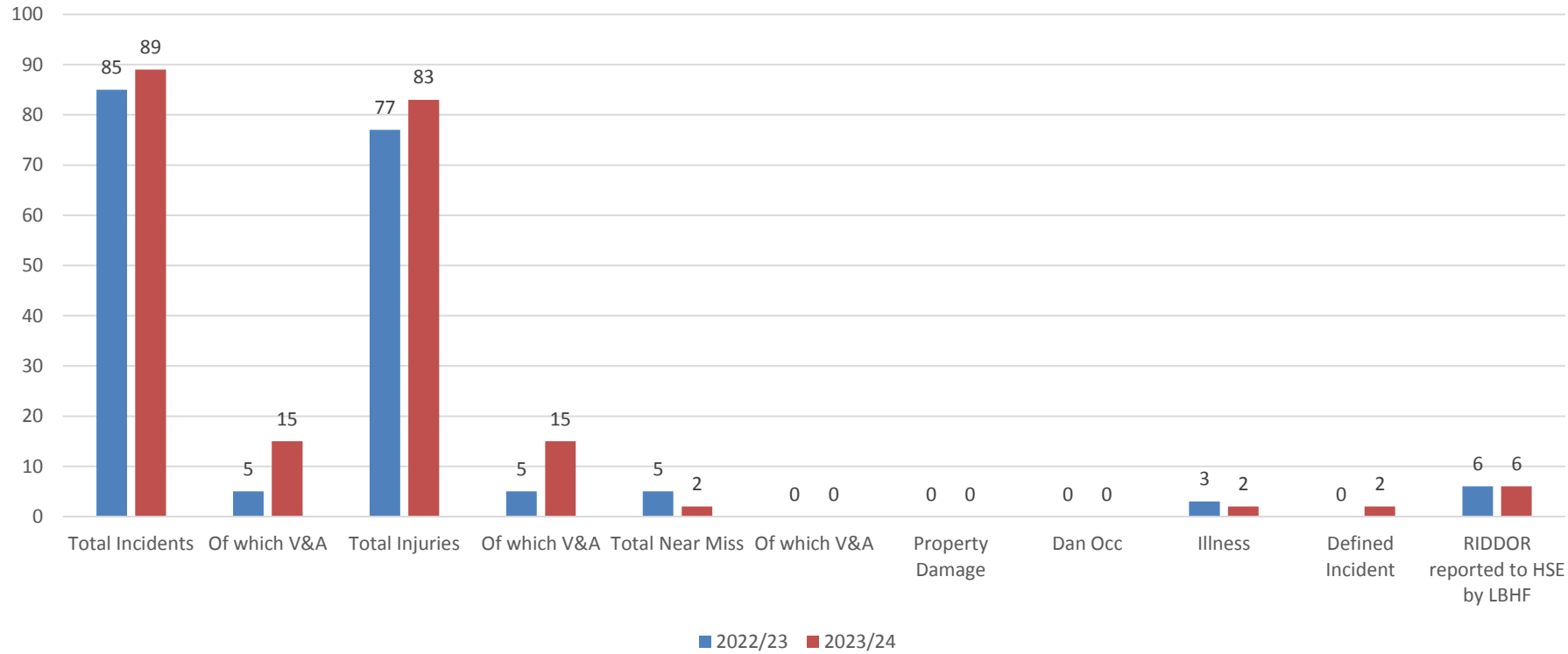
** Dan Occ = Dangerous Occurrences

*** RIDDOR and HSE = Reporting of Incidents, Diseases and Dangerous Occurrence Regulations. HSE = Health and Safety Executive to whom these are reported. (Incidents reportable to HSE include those causing 7 day or more absence as a result of an injury and those causing certain specified injuries such as fractures.)

****Defined Incidents generally relate to security issues.

During the year 2023/24 we have seen an increase in total incidents and an increase in total injuries but have also seen a decrease in percentage of injuries caused by violence and aggression. We also saw a minor decrease in percentage of near misses caused by violence and aggression. A decrease in property damage, dangerous occurrence, illness and defined incidents (security) is also noted, as well as a decrease in RIDDOR HSE reports.

Schools Using AssessNET - Comparison of All Incidents and Violence and Aggression Incidents Reported in Financial Years 2022/23 and 2023/24



APPENDIX A

All incidents reported by LBHF Schools using the AssessNET system during 2022/23 and 2023/24, together with percentage of each classified as violence and aggression

Year	Total Incidents	Total V&A Incidents	% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	RIDDOR reported to HSE by LBHF***
2022/23	85	5	6%	77	5	6%	5	0	0%	0	0	3	0	6
2023/24	89	15	17%	83	15	18%	2	0	0%	0	0	2	2	6
	Increase	Increase	Increase	Increase	Increase	Increase	Decrease	No change	No change	No change	No change	Decrease	Increase	No change

Abbreviations

* V&A = Violence and Aggression

** Dan Occ = Dangerous Occurrences

*** RIDDOR and HSE = Reporting of Incidents, Diseases and Dangerous Occurrence Regulations. HSE = Health and Safety Executive to whom these are reported. (Incidents reportable to HSE include those causing 7 day or more absence as a result of an injury and those causing certain specified injuries such as fractures.)

****Defined Incidents generally relate to security issues.

During the year 2023/24 we have seen an increase in total incidents in schools and an increase in the percentage of incidents which were caused by violence and aggression. There was also an increase in total injuries and an increase in the percentage of those injuries which were caused by violence and aggression. There has been a decrease in near misses being reported and none of these were classified as violence and aggression. No change was observed in property damage or dangerous occurrence incidents and Illness incidents decreased. Defined Incident (security/schools) also increased. There was no change in the number of RIDDOR incidents reported to HSE.

Summaries for individual LBHF Departments for last two financial years 2022-23 and 2023-24

Children’s Services Excluding Schools

Year	Total Incidents	Total V&A Incidents	*% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	***RIDDOR reported to HSE by LBHF
2022/23	20	6	30%	13	3	23%	6	3	50%	1	0	0	0	0
2023/24	40	9	23%	18	2	11%	22	7	32%	0	0	0	0	1
	Increase	Increase	Decrease	Increase	Decrease	Decrease	Increase	Increase	Decrease	Decrease	No change	No change	No change	Increase

Economy

Year	Total Incidents	Total V&A Incidents	*% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	***RIDDOR reported to HSE by LBHF
2022/23	5	1	20%	2	0	0%	2	1	50%	1	0	0	0	0
2023/24	8	2	25%	3	0	0%	4	2	50%	1	0	0	0	0
	Increase	Increase	Increase	Increase	No change	No change	Increase	Increase	No change	No change	No change	No change	No change	No change

Environment

Year	Total Incidents	Total V&A Incidents	*% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	***RIDDOR reported to HSE by LBHF
2022/23	144	78	55%	32	8	25%	99	70	71%	8	2	1	2	2
2023/24	203	116	57%	38	7	18%	155	109	70%	9	0	0	1	1
	Increase	Increase	Increase	Increase	Decrease	Decrease	Increase	Increase	Decrease	Increase	Decrease	Decrease	Decrease	Decrease

Finance

Year	Total Incidents	Total V&A Incidents	% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	***RIDDOR reported to HSE by LBHF
2022/23	2	2	100%	0	0	0%	2	2	100%	0	0	0	0	0
2023/24	4	4	100%	0	0	0%	4	4	100%	0	0	0	0	0
	Increase	Increase	No change	No change	No change	No change	Increase	Increase	No change	No change	No change	No change	No change	No change

Housing (Economy)

Year	Total Incidents	Total V&A Incidents	% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	***RIDDOR reported to HSE by LBHF
2022/23	31	10	32%	8	5	63%	17	5	29%	1	0	1	0	1
2023/24	35	12	34%	12	2	17%	23	10	43%	0	0	0	0	0
	Increase	Increase	Increase	Increase	Decrease	Decrease	Increase	Increase	Increase	Decrease	No change	Decrease	No change	Decrease

Resources

Year	Total Incidents	Total V&A Incidents	% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	***RIDDOR reported to HSE by LBHF
2022/23	5	0	0%	4	0	0%	0	0	0%	0	0	0	1	0
2023/24	7	1	14%	5	0	0%	2	1	50%	0	0	0	0	0
	Increase	Increase	Increase	Increase	No change	No change	Increase	Increase	Increase	No change	No change	No change	Decrease	No change

Social Care

Year	Total Incidents	Total V&A Incidents	*% of total incidents classified as V&A	Total Injury	Total V&A Injury	% of total Injuries classified V&A	Total Near Miss	Total V&A Near Miss	% of total Near Miss classified V&A	Property Damage	**Dan Occ	Illness	****Defined Incident	***RIDDOR reported to HSE by LBHF
2022/23	2	1	50%	2	1	50%	0	0	0%	0	0	0	0	0
2023/24	11	2	18%	5	0	0%	5	2	40%	1	0	0	0	0
	Increase	Increase	Decrease	Increase	Decrease	Decrease	Increase	Increase	Increase	Increase	No change	No change	No change	No change

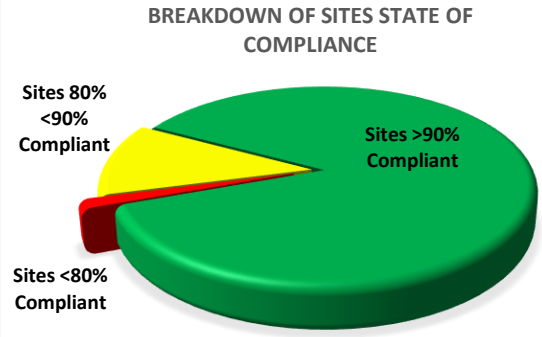
LONDON BOROUGH OF HAMMERSMITH & FULHAM

PROPERTY AND FM Statutory Compliance Report for 1st April 2024 APPENDIX B

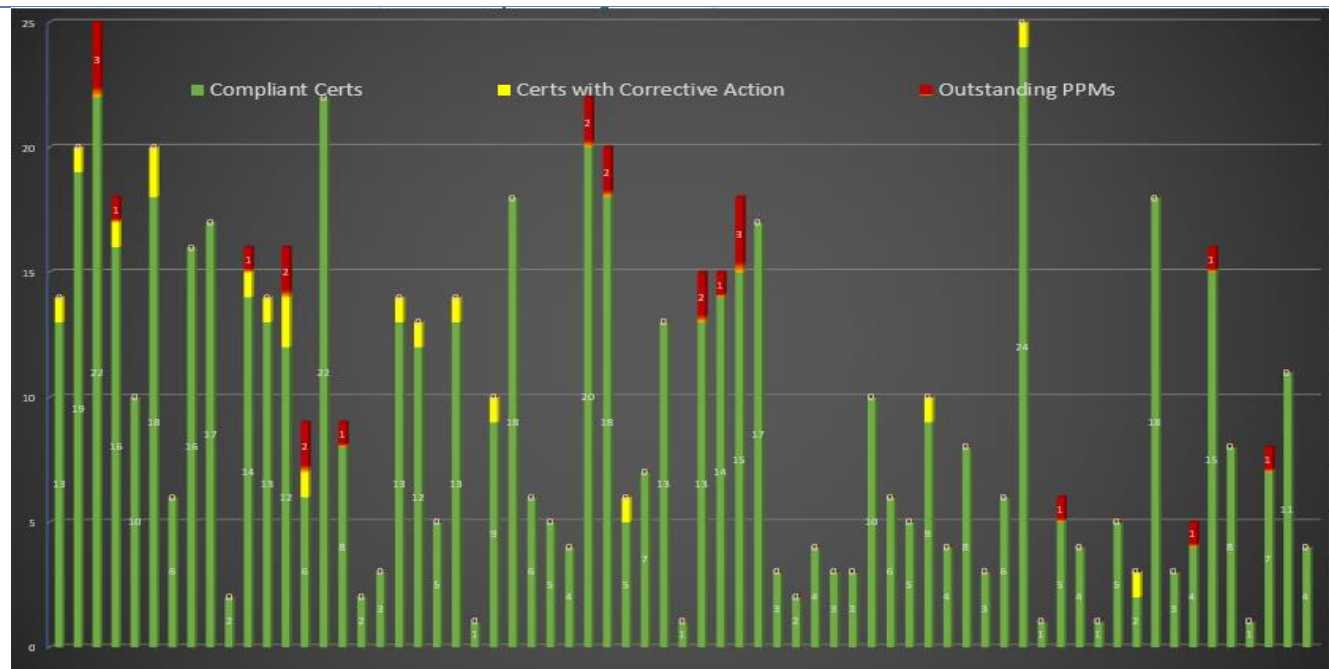
This report shows the overall compliance of its 67 operational buildings that Hard FM Technical Services manages and provides engineering support. It is a snapshot, on the 1st of every month showing state of compliance which can vary on a daily basis dependant when each are due. There are 7 core statutory disciplines covering a total of 36 individual workstreams.

Current Overview of State of Corporate Compliance

	1st April 2024		1st March 2024	
No. of Sites <80% Compliant	1	1%	0	0%
Sites 80% < 90% Compliant	8	12%	6	9%
No. of Sites <90% Compliant	58	87%	61	91%
Estate Compliant as a Whole	67	96.2%	67	97%

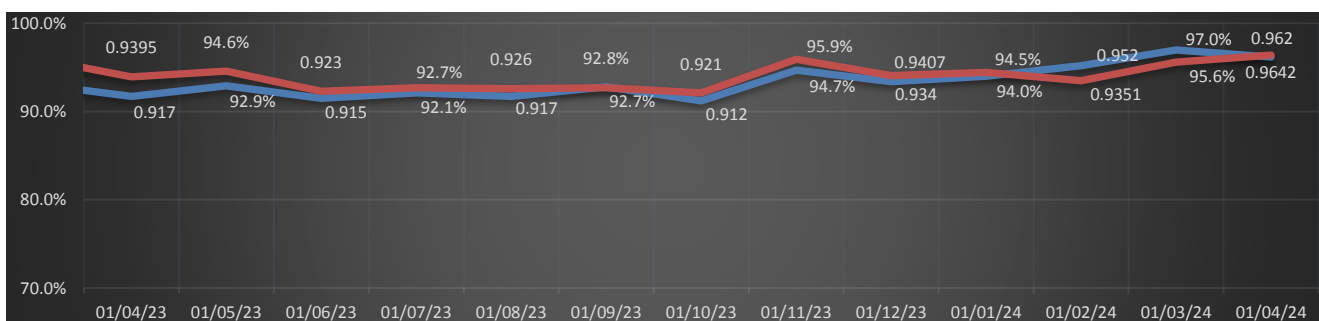


Please note that not all the 39 workstreams are applicable to each site. Below represents all 67 sites showing number of checks completed and number outstanding as well as amount of remedial works required to maintain their state of compliance.



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



Fire Management Compliance

RAG Status

Overall, Fire Management decreased from 99.7% to 97%



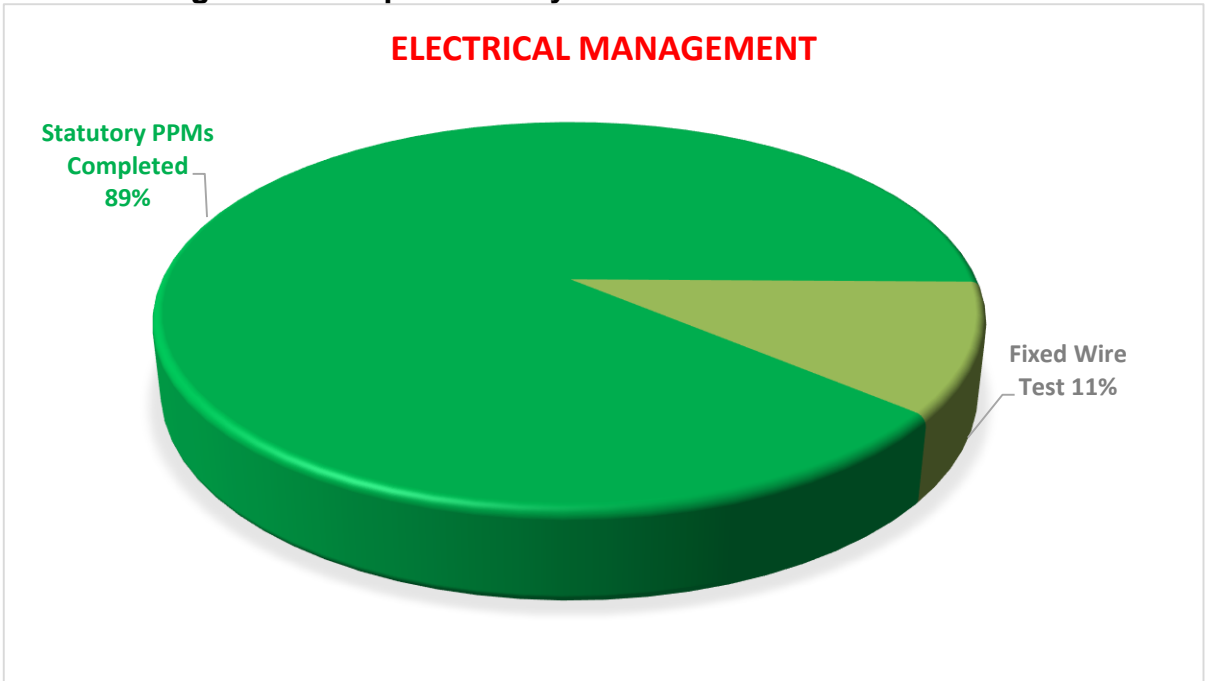
Action Plan:

1. FRAs all complete..	100%
2. Fire Alarm servicing – x3 sites left for service but are scheduled for servicing.	92.7%
3. Annual Emergency Lighting all complete.	100%
4. Fire extinguishers checks. 36 out of 40 serviced. X3 sites awaiting certification. Checks of the outstanding sites have been carried out.	92.3%
5. All water/fire Suppression up to date.	100%
6. Fire Doors – x1 site remaining to service but is on the schedule of inspection.	96.8%
7. All building containing Fire Shutters up to date.	100%
8. Maintenance on all Fire Dampers up to date.	100%
9. Kitchen Ductwork – All complete.	100%

Electrical Management Compliance

RAG Status

Electrical Management Compliance stayed at 89%



Action Plan

1. Backup generators all service up to date	100%
2. FWTs – All sites complete. Low % due to a lot of remedial works to be reviewed, which are scheduled for completion.	81.3%
3. PAT – All complete.	100%
4. All lighting protection up to date.	100%

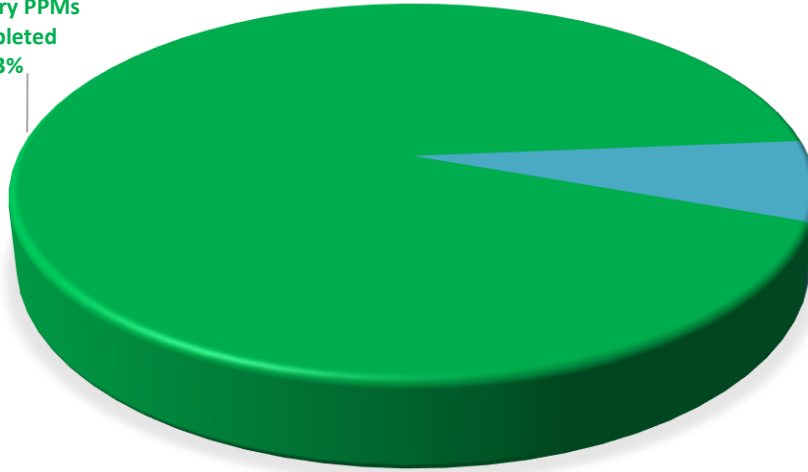
Mechanical Management Compliance

RAG Status

Mechanical Management compliance decreased from 94% to 93%

MECHANICAL MANAGEMENT

Statutory PPMs
Completed
93%



Gas Compliance 7%

Action Plan

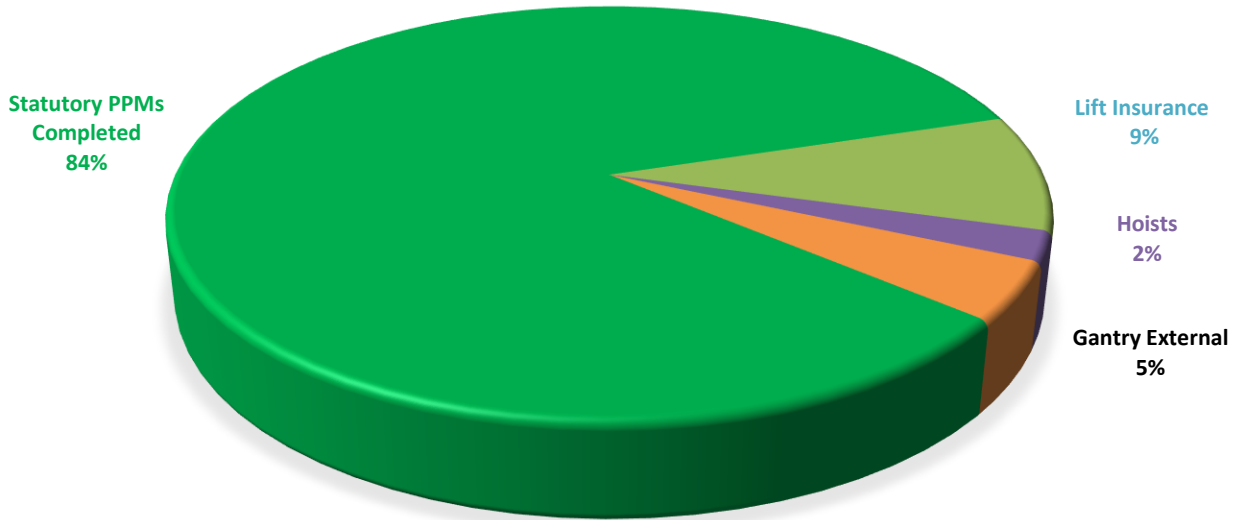
1. All LEVs up to date.	100%
2. All Commercial gas supply safety checks up to date.	100%
3. Oil boiler combustion isolated so no further checks required.	100%
4. Gas boilers service – x1 outstanding site, and low percentage due to remedial works taking place.	80%
5. Pressure vessel testing – all complete.	100%
6. All insurance pressure safety checks up to date.	100%
7. Mechanical automatic doors service – All complete.	100%
8. All electrical gates service up to date.	100%

Lifting Operations and Lifting Equipment Compliance

RAG Status

Lift and Lifting Equipment compliance increased from 79% to 84%

LIFTING OPERATIONS MANAGEMENT



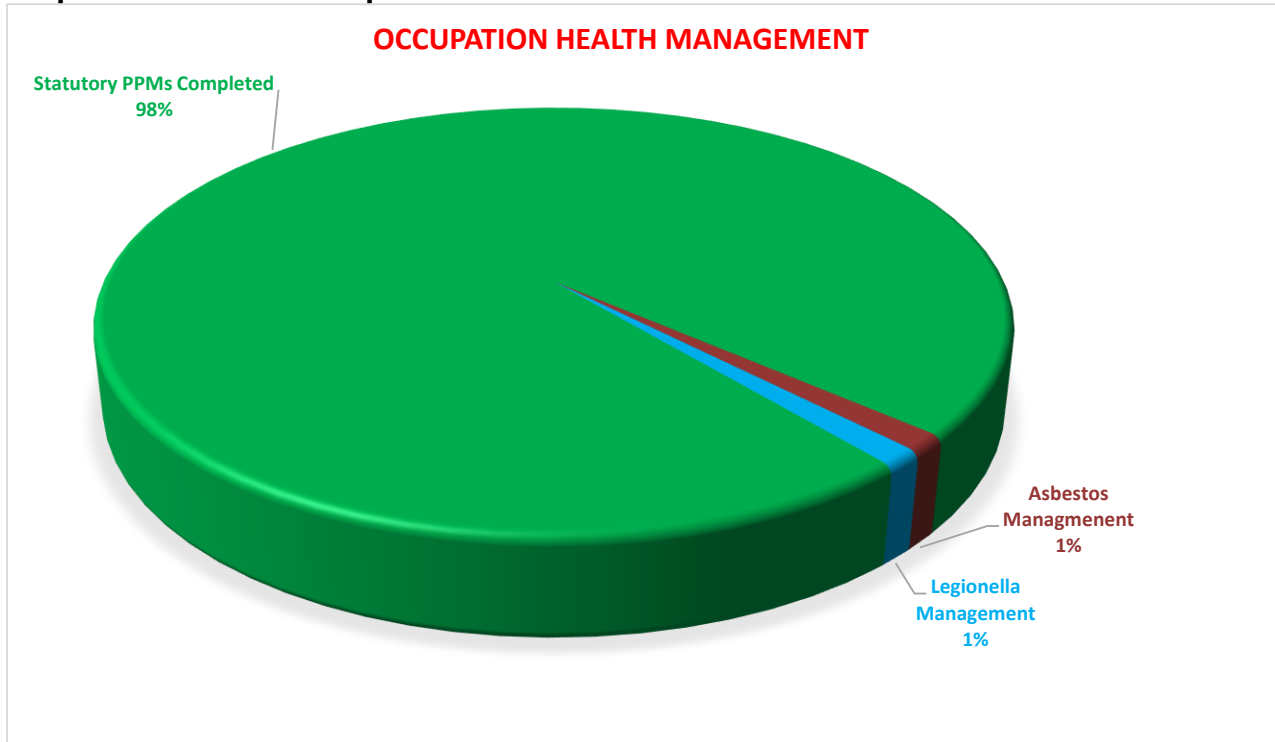
Action Plan

1. Lift maintenance – all complete.	100%
2. 9 out of 13 sites lift safety insurance checks have been completed, still awaiting last 4 to be carried out – due to repairs on lifts and access issues. Sites: Hammersmith Library, 145 King Street (X2) and North Area Housing Office. All will be completed following repairs.	69.2%
3. Hoists & Trolleys – x1 site (Lyric Theatre) remaining due to access issues and request from site.	50%
4. All sites containing evacuation chairs were checked	100%
5. External Staircases and gantries – x2 require inspection. These are the Public Mortuary and Bagley’s Lane Depot and are scheduled for May 2024	75%
6. All Fall arrest systems certified.	100%

Occupational Health Compliance

RAG Status

Occupational Health Compliance decreased from 99% to 98%



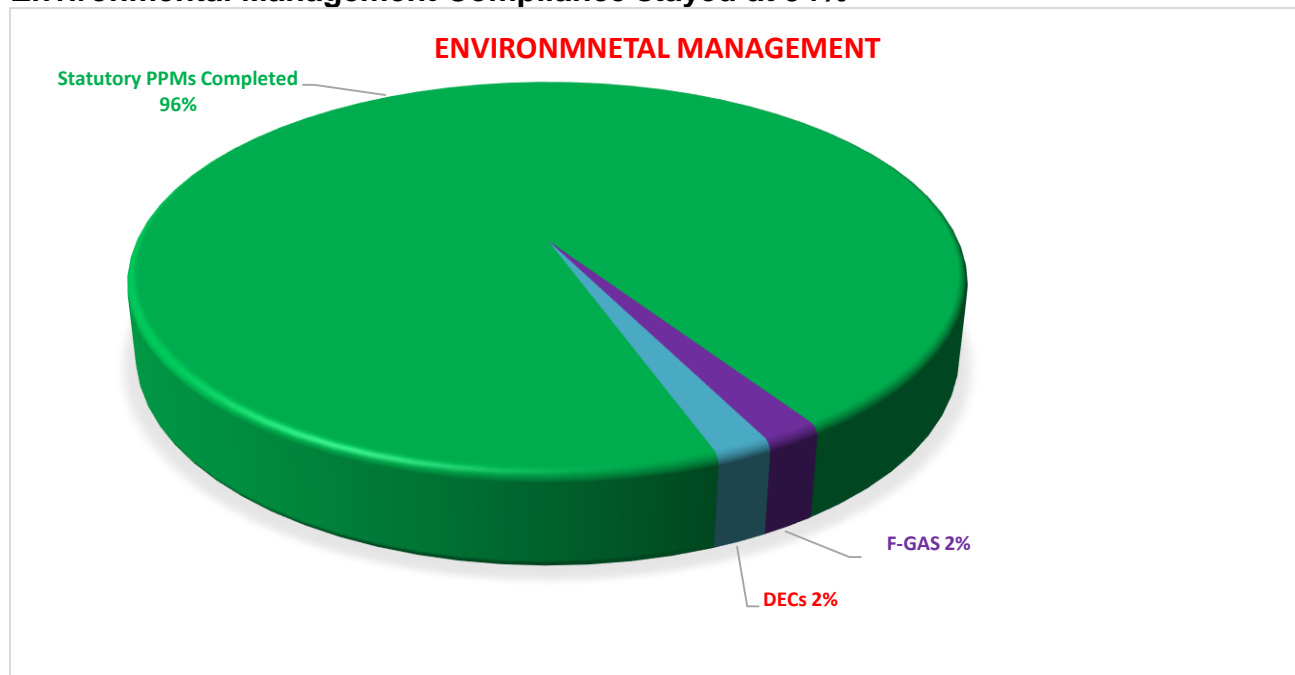
Action Plan

1. 35 out of 36 sites asbestos reinspection's are completed.	97.2%
2. 43 out of 43 sites Legionella Risk Assessments completed. review of x1 site required.	97.7%
3. All sites requiring COSHH assessments completed and in place.	100%

Environmental Compliance

RAG Status

Environmental Management Compliance stayed at 94%



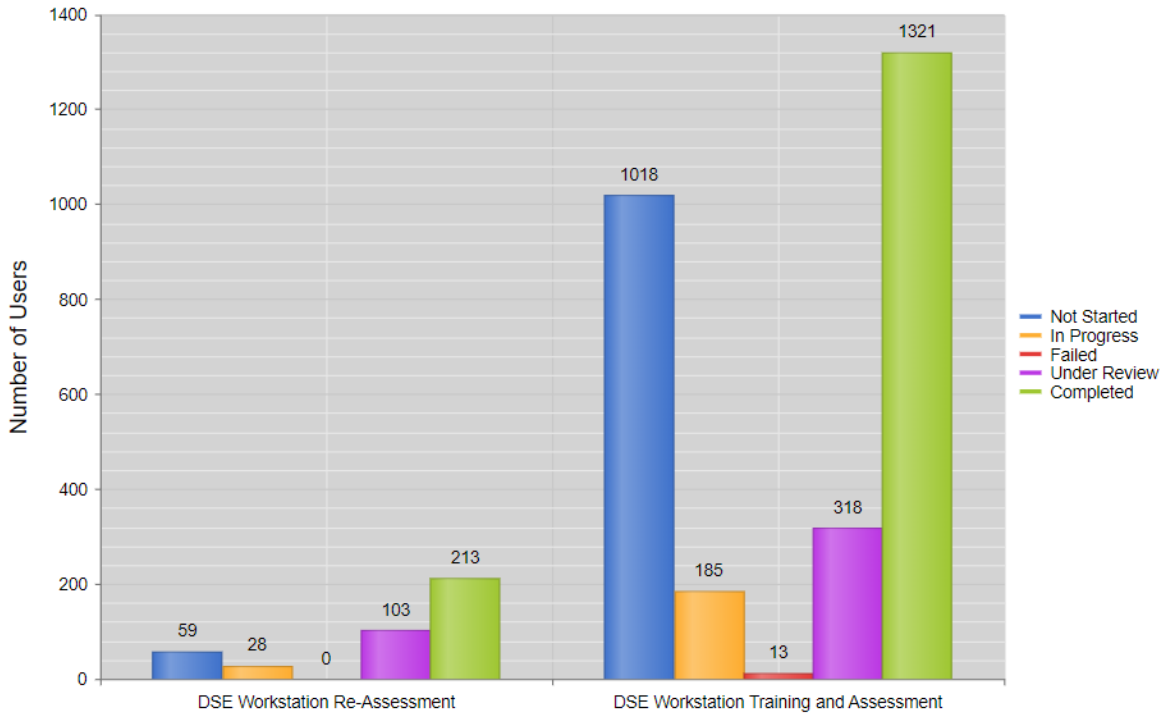
Action Plan

1. All TM44 energy efficiency certification for air conditioning completed	100%
2. A/C Servicing and FGAS servicing – x1 site remaining due to access issues.	94.7%
3. Refrigeration - Mortuary Fridges have a full service.	100%
4. 21 out of 22 sites have DECs completed. The 1 remaining site has a few issues with the data provided or missing so unable to complete DEC. Still having issues with receiving the correct information.	95.5%
5. Oil bunding inspections completed.	100%

AWAKEN DSE TRAINING AND SELF ASSESSMENT STATUS REPORT 29TH APRIL 2024

Number of Packages 2

Close



Package	Not Started	In Progress	Failed	Under Review	Completed
DSE Workstation Re-Assessment	59	28	0	103	213
DSE Workstation Training and Assessment	1018	185	13	318	1321

Export Results to CSV

Export Results to Excel

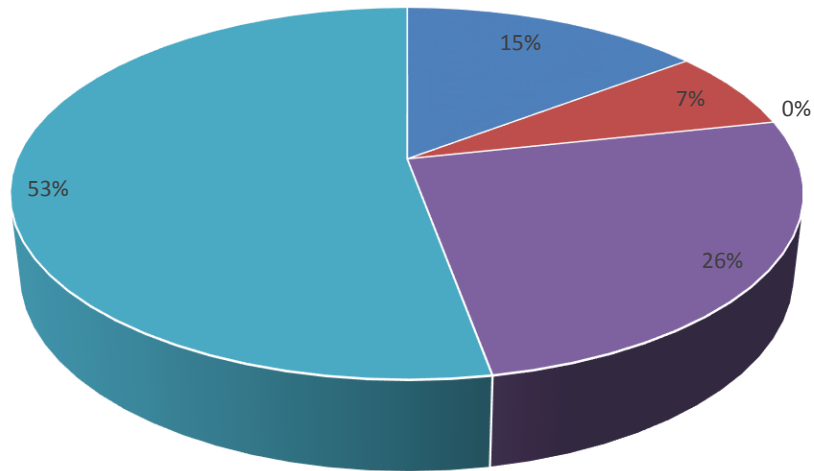
Title	Users assigned	Users not started	Users in progress	Users failed	Users under review	Users completed
DSE Workstation Re-Assessment	403	59	28	0	103	213
DSE Workstation Training and Assessment	2855	1018	185	13	318	1321

Percentage

Title	Users assigned	Users not started	Users in progress	Users failed	Users under review	Users completed
DSE Workstation Re-Assessment	403	15%	7%	0%	26%	53%
DSE Workstation Training and Assessment	2855	36%	6%	0%	11%	46%

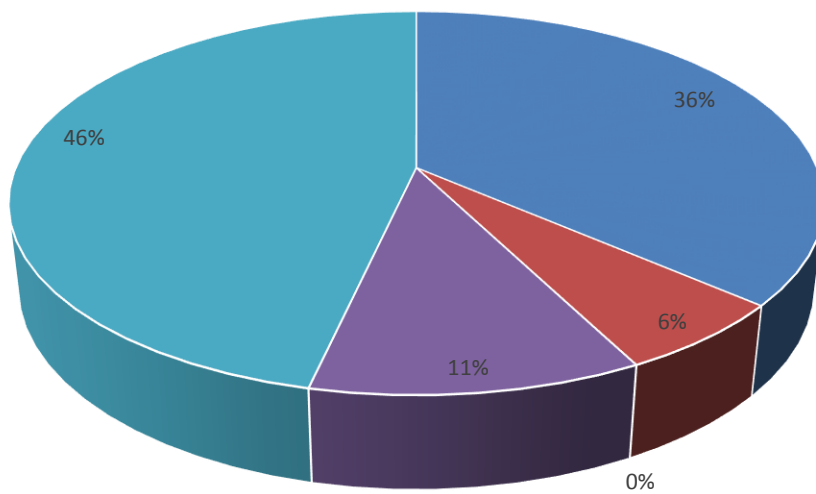
AWAKEN DSE TRAINING AND SELF ASSESSMENT STATUS REPORT 29TH APRIL 2024

Awaken DSE workstation Re-Assessments - 29.04.2024



■ Users not started ■ Users in progress ■ Users failed ■ Users under review ■ Users completed

Awaken DSE workstation Training and Assessments - 29.04.2024



■ Users not started ■ Users in progress ■ Users failed ■ Users under review ■ Users completed

AWAKEN DSE TRAINING AND SELF ASSESSMENT STATUS REPORT 29TH APRIL 2024

**Agency and self-employed workers that are DSE users will be required to complete DSE training and self-assessment when contracted to the council for more than 10 working days. This should take place as soon as possible after the 10 working days period.

Mandatory training modules available in Awaken online health and safety training are:

1. **Display screen equipment (DSE) training and self-assessment** (for all DSE users)
2. **Health and safety induction** (for new starters and periodic refresher training)
3. **Fire safety awareness**
4. **Manual handling induction and,**
5. **Workplace well-being**

A violence and aggression training module will be added to the suite of health and safety training modules. It will be reviewed by senior management of People and Talent and corporate health and safety. All staff will be required to complete it once rolled out.

DSE workstation training and self-assessments

Staff are sent an automated reminder to undertake DSE training and assessment when they join the council and for refresher re-training and re-assessment every two years.

DSE workstation Re-Assessments

This period will be sooner if there is

- ❖ a major change to the user's software
- ❖ a major change to any of the equipment (screen, keyboard, input devices etc.)
- ❖ a substantial increase in the amount of time required to be spent using DSE
- ❖ a substantial change in other task requirements (for example, greater speed or accuracy)
- ❖ if the workstation is relocated (even if all equipment and furniture stay the same)
- ❖ if major features of the work equipment are significantly modified (for example, lighting)
- ❖ if the employee becomes an expectant mother, as part of her expectant mother risk assessment (and reviewed at each trimester of pregnancy, or more frequently if required)
- ❖ if a DSE assessment is required as reasonable adjustment or is part of a return-to-work risk assessment.

Cases under review

The appropriate remedial actions must be addressed as they are reported to managers via the Awaken training and assessment software module. Managers can seek further advice from the corporate health and safety team, or, where underlying health conditions are identified, through the wellness centre (occupational health).

Management and monitoring of staff training and self-assessment

Managers and those that manage others receive monthly Awaken DSE training status reports for their staff. Awaken will send out a summary email with every four weeks with important statistics about the managers area of responsibility, e.g., cases that have been referred to them where staff issues have been identified.

Resources

An Awaken DSE Managers Guidance document, [Awaken Managers guide](#) is available for managers to access when required. It can be accessed from the health and safety intranet page and the monthly Awaken DSE training status reports.