

<p><b>London Borough of Hammersmith &amp; Fulham</b></p> <p><b>AUDIT, PENSIONS AND STANDARDS COMMITTEE</b></p> <p><b>20 September 2017</b></p>	
<p><b>ANNUAL CORPORATE HEALTH AND SAFETY REPORT 2016-17</b></p>	
<p><b>Report of the Director for Environmental Health - Nicholas Austin</b></p>	
<p><b>Open Report</b></p>	
<p><b>Classification: For review and comment</b>  <b>Key Decision: No</b></p>	
<p><b>Wards Affected: All</b></p>	
<p><b>Accountable Director: Nicholas Austin, Director for Environmental Health</b></p>	
<p><b>Report Author:</b> Somayya Yaqub, Corporate Health and Safety Manager</p>	<p><b>Contact Details:</b>  Tel: 0208 753 3949  Email: <a href="mailto:Somayya.yaqub@lbhf.gov.uk">Somayya.yaqub@lbhf.gov.uk</a></p>

## **1. EXECUTIVE SUMMARY**

- 1.1. This report summarises the safety performance of the council for the year April 2016 to March 2017 and the aims of the Corporate Health and Safety Team for the year ahead.
- 1.2. During this period, the council was not subject to any Health and Safety Executive prosecutions, prohibition, or improvement notices. The council was subject to 11 deficiency notices and three enforcement notices from the London Fire Brigade for housing deficiencies.

## **2. RECOMMENDATIONS**

- 2.1. The Committee review and comment on the organisational health and safety performance.

## **3. REASONS FOR DECISION**

- 3.1. To ensure the council complies with relevant health and safety legislation and reduce the risk of accidents, incidents, damage to property and subsequent enforcement action and fines.

## **4. PROPOSAL AND ISSUES**

### **Background**

- 4.1 The Council's health and safety policy, signed by the Interim Chief Executive and Deputy Leader, sets out responsibility for compliance with the Health and Safety at Work etc. Act 1974, the primary legislation, and associated regulations. The policy sets out how we manage effective health and safety based upon best practice in accordance with the Health and Safety Executive's guidance notes HSG65: Managing for health and safety, using the approach; Plan, Do, Check, Act:
- Plan the direction for health and safety management
  - Do profile the health and safety risks, organise, and implement controls
  - Check that health and safety management is working
  - Act on improving health and safety management
- 4.2 It is the stated policy of the Council to follow the principles of sensible risk management. Although it is impossible to entirely remove risk, reasonable management should:
- Ensure that we protect employees and the public/service users;
  - Ensure that those creating risks clearly understand that a failure to manage them could have serious consequences; and
  - Highlight to all managers and staff that, whilst the measures are in place to protect them, they too must act in a responsible manner.
- 4.3 Elected members should ensure that health and safety is part of making decisions at a strategic level. The Cabinet Member for Environment, Transport and Resident Services is the lead on Health and Safety matters.
- 4.4 The Director for Environmental Health is the Lead Director for Health and Safety.

## **5. HEALTH AND SAFETY PERFORMANCE: CORPORATE SERVICES**

- 5.1. The corporate portfolio includes all services, for example, adult social care, environment services, housing, children services and libraries.

### **Risk Management**

- 5.2 Health and safety legislation requires us to control risk effectively through planning and risk profiling. The Council is a large and complex organisation delivering a multitude of services to residents and businesses across a wide range of needs. We deliver these services both directly and through commissioned and outsourced third parties; this complexity increases the level of risk. It is important to note that the Council retains a level of responsibility in law regardless of whether the service is outsourced and provided by a third party, such as AMEY, SERCO or MITIE.
- 5.3 To comply, and to aid overall risk management, the Corporate Health and Safety Team maintain a risk register. Through this, the team reviews the significant hazards and risks and the existing control measures.

Recommendations are then made and work done with the relevant manager to address any gaps in the required compliance. The register is reported corporately on a quarterly basis.

5.4 The team uses the risk register to inform their business plan (appendix 2) including scheduling of audits and site inspections.

5.5 The risk register is split into three broad categories: People, Management, and Premises. Section 5.6 to 5.21 list the key organisational risks.

## **People**

5.6 Lone Working, Violence, and Aggression

As part of the ongoing review of the safety management system, the team are inspecting risk assessments across service areas. Focus being on control measures for identified risks, ensuring these are suitable and sufficient. Lone Working, Violence, and Aggression is one of the key themed based audits the team will be conducting.

5.7 Management of work-related stress

Stress is one of the key causes of absence at work on a national scale. In LBHF there were 836 days lost in the second quarter of 2016-17, 1,186 third quarter and 1,529 in the last quarter. Data is not available for the first quarter. The Council's 'Your Voice' annual staff survey includes questions on stress that allows is to pinpoint areas of the organisation most at risk. The team have developed and published a stress procedure linked to the HSE's stress survey. The procedure helps staff and managers to manage and reduce the risks associated with stress. The new online health and safety training also has a module on Health and Wellbeing put together collaboratively with members from the Health and Wellbeing Board.

5.8 Slips, trips, and falls

Slips, trips, and falls are still too common. The team concentrates on this area when undertaking site inspections as part of its audit programme. Corporate Health and Safety follow up all accidents with the manager responsible, to ensure that they take corrective action to prevent a recurrence. Last year, there were 25 such reported incidents.

5.9 Musculoskeletal disorders

The team have tried to obtain information on sickness absence but due to ongoing problems with Agresso, the Council's HR system, data has only been available for three quarters. With limited data it is difficult to identify areas where due to, for example stress, musculoskeletal sickness may be higher than other services. As part of our Health and Wellbeing audit we are focussing on these areas to help reduce sickness absences. There were

1,095 days lost in the second quarter of the year, 929 third quarter and 627 in the last quarter. Data is not available for the first quarter.

- 5.10 Corporate Health and Safety undertook theme based audits of Lone Working, Violence and Aggression and Health and Wellbeing. The outcome of these audits was satisfactory with recommendations. The Health and Wellbeing audit incorporates the objectives of the Health and Wellbeing agenda and Your Voice survey 2016 recommendations.

## **Management**

- 5.11 Production of suitable and sufficient risk assessments

The team have compiled a central repository of risk assessments to cover all Services across the Council. A risk assessment is a careful examination of things, situations, processes, that may cause harm, particularly to people. After identifying risks, the control measures required are evaluated. The team have been carrying out inspections of risk assessments and meeting service managers to review the control measures.

- 5.12 Provision of fire evacuation and first aid for flexibly working staff and others

Site inspections have highlighted that this is an issue in corporate buildings. Amey are responsible for holding this information and details are awaited.

- 5.13 With flexible working across different sites now the norm for many, there are new arrangements in place for fire wardens and their training. This new style of training is commonly used in commercial office environments. It allows the trained person to know what to do in an event of fire regardless of office location and ensures sufficient cover always. The new online health and safety training for all staff will incorporate the fire plans for each Category one site helping staff familiarise themselves with the muster points.

- 5.14 Corporate Health and Safety is working to have as many staff trained as Fire Evacuation officers as possible. Directors must ensure 1 in 4 staff attend training, which commenced in July 2016. By March 2017 191 staff booked to attend and 111 received training.

## **Corporate Premises**

- 5.15 Building safety compliance

The team have worked closely with the LINK to ensure that Amey undertakes the duties laid out in the contract. The LINK monitors the performance of Amey for LBHF, RBKC and WCC. As part of the inspection and auditing process, they must check all compliance issues such as asbestos, electrics, fire safety, gas, and water hygiene.

- 5.16 Corporate Health and Safety undertook eight themed based audits across LBHF and RBKC during 2016/2017 including fire safety management and

water hygiene management. The team were unable to undertake the asbestos audit as documentation was not available from Amey.

- 5.17 To date, suitable and sufficient compliance data is unavailable. We can therefore not give definitive health and safety assurance that suitable controls are in place to control hazards. The matter has been escalated to the Director of Corporate Property Services (RBKC).
- 5.18 The LINK (via the Director of Corporate Property (RBKC)) has escalated the matter to the Chief Executive of Amey. Senior Amey personnel attached to the contract have been replaced and Amey have brought in its top technical team of over 20 people to reach a compliant position. The LINK have engaged external auditors, Croners, paid for by Amey to undertake a full review of compliance across the portfolio. The work programme to review and enable compliance across the Amey contract is tabled for completion 16-October 2017. The LINK has exercised its contractual right to 'step in' and are undertaking work in connection with fire compliance.
- 5.19 The Corporate Health and Safety audit programme for 2017/18 will monitor the LINK and its management of the contract. A TFM Compliance board and Fire Safety Management Group have been set up by Corporate Safety to monitor and report on arrangements.

#### 5.20 Facilities Management

Premises controllers' information for category 1 sites (principal buildings, including Town Halls) was under review with the LINK and Amey but due to staff changes in Amey, this has been delayed. Moving forward Corporate Health and Safety will work with Amey and LINK to agree roles and responsibilities of staff in relation to site management.

- 5.21 Corporate Health and Safety are working with LINK, and reviewing compliance issues reported. An issue log has been compiled to track progress on identified issues. Corporate Health and Safety manager has fortnightly meetings with the LINK to ensure ongoing improvement and collaborative working.

#### 5.22 Management of contractors

The management of contractors is a key risk for the Council. With many services provided by third parties, there must be robust monitoring arrangements in place by those services of the Council responsible for managing contracts, such as Serco and Amey. This is a key part of the corporate health safety business plan for 2017 – 2018.

- 5.23 The law requires the Council to control risk from potential hazards so that it is as low as reasonably practicable. To manage risk, we profile hazards, their potential consequence, and the existing controls in place. Where required, we recommend additional controls. The Tri-borough Audit, Risk, Fraud, and Insurance service hold the risk register centrally and review quarterly.

## **Policy and procedure review**

- 5.24 The updated Corporate Health and Safety Policy, was signed by the Leader and the former Chief Executive, with minor amendments, in January 2017 and the new interim Chief Executive signed in April 2017. Corporate Health and Safety undertook a review of many key health and safety policies and procedures (annual process) to reflect regulatory and process changes, for example Asbestos and Water Management. We adopted a new, simplified style to help staff and managers clearly know what to do. We continue to review further procedures to maintain a complete library of helpful and accurate guidance

## **Organisational Health and Safety Auditing**

- 5.25 Previous outstanding audit recommendations are complete. RBKC internal audit and MAZAR's will be auditing on Corporate Health and Safety in 2017/2018.

## **Accident and Incident Reporting System**

- 5.26 The organisational structure in TRI-B AIRS, the Council's accident/incident reporting system, relies on Agresso. Managers may not receive notification of an incident affecting a member of their staff or in their service area due to the incorrect reporting lines on Agresso. Work is in progress to ensure both the Corporate Health and Safety Team and the relevant manager suitably follows-up all incidents. Communications such as 'message of the day', will remind staff.
- 5.27 During this period, 322 accidents and incidents were reported for LBHF, of which there were no dangerous occurrences. No reports were made under Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) 1995.
- 5.28 The Corporate Health and Safety team review every incident logged to ensure it is recorded accurately, the manager reviews cause of incident and control measures. Procedures are updated as necessary, and staff members receives sufficient support. This approach has helped in accurate reporting of incident type and follow up actions.
- 5.29 Violence and Intimidation was the main accident type reported last year. Violence and Intimidation has several incident types and aggressive behaviour and verbal abuse/threat had the highest number reported.
- 5.30 Corporate Health and Safety will be auditing lone working, violence, and aggression as part of the themed audits.
- 5.31 Statistics are in **appendix 1** of this report

## **Training**

- 5.32 **Training is a requirement in law** to ensure all staff are aware of their responsibilities in relation to health and safety. It is a key part of our corporate policy to effectively manage safety.
- 5.33 Following the death of MP Joe Cox murder in 2015 lone working risk assessment was reviewed with colleagues in Governance. A guidance note was also issued to cabinet members advising on good safe practice when meeting members of the public. Training is being reviewed for members in 2017 -2018.
- 5.34 We have procured a new E-learning system and a new face to face health and safety training provider. The E-learning health and safety modules by Awaken was rolled out in April 2017.
- 5.35 Staff must complete a minimum level of mandatory training when joining and thereafter on a routine basis to remain compliant. Senior managers must ensure that their staff complete mandatory on-line training and attend face-to-face training as required (e.g. mandatory health and safety training for managers).

## **6 HEALTH AND SAFETY PERFORMANCE: HOUSING**

### **Regulatory authorities update**

- 6.1 There were no Health & Safety Executive prosecutions, prohibition, or improvement notices issued to the housing service between April 2016 and March 2017.

### **Fire safety**

- 6.2 During the year, 11 deficiency notices and 3 enforcement notices were received. The enforcement notices relate to the following properties:
- Veralum House
  - Poynter House [now 9/17 downgraded to a deficiency notice]
  - 1-26 St Andrews Court, 50 Vereker Road
- 6.3 Works have been done or are in progress to deal with issues relating to the notices.
- 6.4 Corporate Health and Safety undertook an audit of fire safety processes in Housing & Property Services to identify areas requiring improvement. The draft audit results were issued in March 2017. Recommendations form part of a wider compliance action plan which is monitored weekly.

### **Lift servicing**

- 6.5 LBHF has a contract to modernise the existing passenger lifts at Ellen Wilkinson House and Stafford Cripps House lift A.
- 6.6 The work will modernise the existing passenger lifts as components have reached their life span of 25 years.

- 6.7 The works do not include renewal of the existing guides and counter weights which can be serviced and will remain. The new equipment selected is more energy efficient.

### **Gas safety compliance**

- 6.8 All sites have had their annual gas servicing / inspection carried out and where access attained, have a valid certificate and 100% compliance for gas safety. Where access has not been provided we are routinely taking action to ensure we achieve the necessary compliance.
- 6.9 The Gas Safe Team (GST) reported 2 potential RIDDOR related compliance cases to the HSE but they were both confirmed as concerns instead of RIDDORs. A procedure makes sure senior management see all RIDDOR gas safety cases before submission to the HSE.
- 6.10 Pressure vessels, associated with communal boiler plant are inspected as part of the council's insurance programme and a gas service improvement plan is in place. All actions have been completed and are reported through our strategic core group and updates go to the audit and pensions committee. There were also 2 other gas safety audits and the recommendations form part of the compliance action plan, which is monitored weekly. One of the audits took place after an officer raised some concerns about gas safety. There was a total of 15 recommendations from the audit, which whilst forming part of the overall compliance action plan, will also be monitored separately to ensure all actions are carried out and evidenced.

### **Water hygiene**

- 6.11 Blocks with 7 dwellings or more have water risk assessments and monthly temperature monitoring. This is up to date apart from circa 25 dwellings where access is needed to the loft space and the householder has not given access. This is being progressed and the most up to date position of outstanding dwellings will be provided at the committee meeting (20 September 2017).
- 6.12 Blocks with a pressurised heating system are deemed to be low risk and there are no compliance issues to report.
- 6.13 Sheltered schemes all have water risk assessments and monthly temperature monitoring which are up to date. The quarterly shower head cleans & thermostatic mixing valve (TMV) temperature checks are in progress and a new programme is being developed with the sheltered housing officers to gain access to properties.
- 6.14 The annual TMV maintenance is in progress for 2017. There are non-compliances for Michael Stewart House and Cedar Lodge, which both have issues with the mains pressure passing into the domestic hot water systems. [8/9 resolved by our maintenance contractor Mitie].



- 6.15 Hostel accommodation all have up to date water risk assessments and monthly temperature monitoring. The quarterly shower head cleans are in progress.
- 6.16 Street properties with 2-6 flats where there are communal water tanks have a scheme of control in place. Access to the loft space can take some time as the resident needs to be at home. As and when we get access to individual flats we are arranging for these properties to be connected to the main water supply.
- 6.17 A new programme to revisit properties not accessed during previous surveys has been put in place with a new water hygiene contractor.
- 6.18 Non-residential properties such as community halls are considered low risk by the HSE guidelines. All blocks with communal water tanks have had risk assessments and are covered by monthly temperature monitoring.
- 6.19 The annual clean and disinfection of communal hot water generators are up to date and temperature monitoring is in progress.
- 6.20 There is a programme of works that covers water hygiene related defects such as water tank cleaning, disinfection, and removal of redundant piping, plus insect screens and seals.

### **Electrical safety**

- 6.21 The information regarding electrical safety is provided for the period covered by the annual report, to March 2017. In order to provide additional assurance the most up to date position across all electrical testing will be provided to the committee at the meeting (20 September 2017)
- 6.22 Portable appliance testing (PAT) – Testing takes place every six months and the current round of testing is completed and recorded on our contractor's customer relations system (CRM).
- 6.23 Electrical safety compliance checks – 60% of the domestic testing programme and 50% of the communal testing programme is complete. The full programme is on target to be completed by November 2018. A review of certification is on-going. Communal site visits are carried out to make sure that tested installations are compliant.
- 6.24 Fire alarms & emergency lighting – A full testing programme for both lighting and fire alarms was completed in April 2017. Communal fire alarm systems installed in certain tower blocks, sheltered housing and hostels have 25% checked every quarter. This makes sure that 100% have been checked annually. For communal lighting systems, our contractor carries out monthly tests to ensure the back-up lights come on when the main switch is turned off. They check that all systems are fully compliant with British Standards (BS). An annual check is done to check back-up batteries work for up to 3 hours for all communal lighting systems.

- 6.25 Service Improvement Plan – A service improvement plan for the Electrical Installation Condition Reports (EICR's) was put in place in February 2017, with 20 actions to be carried out before July. By March 2017, 15 of the actions had been completed. An electrical policy was written to support the action plan and was signed off in February 2017.

#### **Risk register**

- 6.25 The last review of the risk registers was October 2016. This will now be done quarterly in 2017/18 by the management team meetings.

#### **Asbestos management and compliance**

- 6.26 The Control of Asbestos Regulations 2012 require surveys to be undertaken to the non-domestic areas of council properties. Where these surveys have been carried out they have been forwarded to our repairs and maintenance contractor MITIE, who arrange the asbestos removal work identified on the surveys. As part of our asbestos management plan, we have carried out further stock condition surveys from October 2016. Gradient, our consultant, has reviewed asbestos management compliance, and with the recently employed asbestos manager, are working to deliver the improvement action plan by March 2018.

#### **Shepherds Court Fire**

- 6.28 In August 2016, there was a fire in Shepherds Court, which was caused by a tumble dryer catching fire. Residents affected were temporarily rehoused while works were carried out to repair their homes and the communal areas. The London Fire Brigade (LFB) has asked us to commission a specialist to determine whether there are any issues to address with the window panels. Experts were appointed to test the panels, which were found to be compliant.
- 6.29 CS Todd was also commissioned to undertake new fire risk assessments to Shepherds Court and the other three blocks at the same estate.
- 6.30 During 2017 Turner & Townsend will carry out further fire risk assessments to all blocks 6 storey high and above plus all sheltered housing units.

## **7 HEALTH AND SAFETY PERFORMANCE: SCHOOLS**

- 7.1 The school's health and safety building compliance standards document was issued to all schools in September 2016 and again after the Christmas term. A procedure on better communication between the schools, Corporate Health and Safety and Children's Services was issued. This outlines the process followed should there be any non-compliance issues in the school.
- 7.2 Following Amey's audit of Community Schools in 2015, the team has:
- reviewed Amey's audit findings in relation to statutory non-compliance;
  - worked with community schools to, as far as possible, ensure they are statutorily compliant; and
  - all mandatory requirements have been actioned and completed.

These actions will coincide with Corporate Health and Safety school audit plan.

- 7.3 Corporate Health and Safety audited 22 schools last year and there has been two non-compliance. Corporate Health and Safety have provided the schools with the recommendations and offered assistance and support in achieving compliance. All audit recommendations will be followed up systematically. The audits are timetabled on the school calendar, which runs from September to August.
- 7.4 A continuing number of establishments have or are moving to Academy status where, subject to building lease arrangements, the Council will no longer have legal responsibilities, which passes in its entirety to the Trust/Governing Body. We have invited schools moving to Academy status to buy-back into the service level agreement. The service is communicated to schools via the school's bulletin. In addition to the bulletin Corporate Health and Safety contact every school advising them of the service we offer.
- 7.5 3BM (mutual company) continue to manage the on-going asbestos management system for schools. Corporate Health and Safety will be including this contract as part of the audit of contractor management.

## **8 CONSULTATION**

- 8.1 The Council has a legal duty to consult with staff and their representatives. We achieve this through Safety Committees attended by departmental representatives -for Corporate, Adults, Children's Services, and Libraries, at least three times a year.
- 8.2 We publish minutes and actions on the internal website to communicate information throughout the organisation.

## **9 EQUALITY IMPLICATIONS**

- 9.1 The Council has a legal obligation to ensure its services and buildings are accessible to all in and that there are suitable safety arrangements in place. The Corporate Health and Safety team monitor this as part of their audit programme.

## **10 LEGAL IMPLICATIONS**

- 10.1 All legal implications are contained within the body of the report.
- 10.2 *Joyce Golder, Principal Solicitor, 020 7361 2181*

## **11 FINANCIAL IMPLICATIONS**

- 11.1 N/A

## 12 RISK MANAGEMENT

- 12.1 The Health and Safety at Work Act 1974, often referred to as HASAW or HSW, this Act of Parliament is the main piece of UK health and safety legislation. It places a duty on all employers "to ensure, so far as is reasonably practicable, the health, safety and welfare at work" of all their employees. Other governing legislation acts as the main driver of Health and Safety activity across the Council's services. Managing statutory duty is a Corporate risk and a good Health and Safety culture is seen as business critical. The importance of managing and implementing health & safety measures remains a top priority for the council and compliance with statutory undertakings must be sustained. Improved health and safety standards help services become more effective to finish projects on time and improve their business profile with customers and clients. By maintaining and improving basic health and safety standards, services can understand and maximise the human capital benefits this has across the council.
- 12.2 Risk Implications verified by Michael Sloniowski, Risk Manager telephone 020 8753 2587

## 13 BACKGROUND PAPERS USED IN PREPARING THIS REPORT

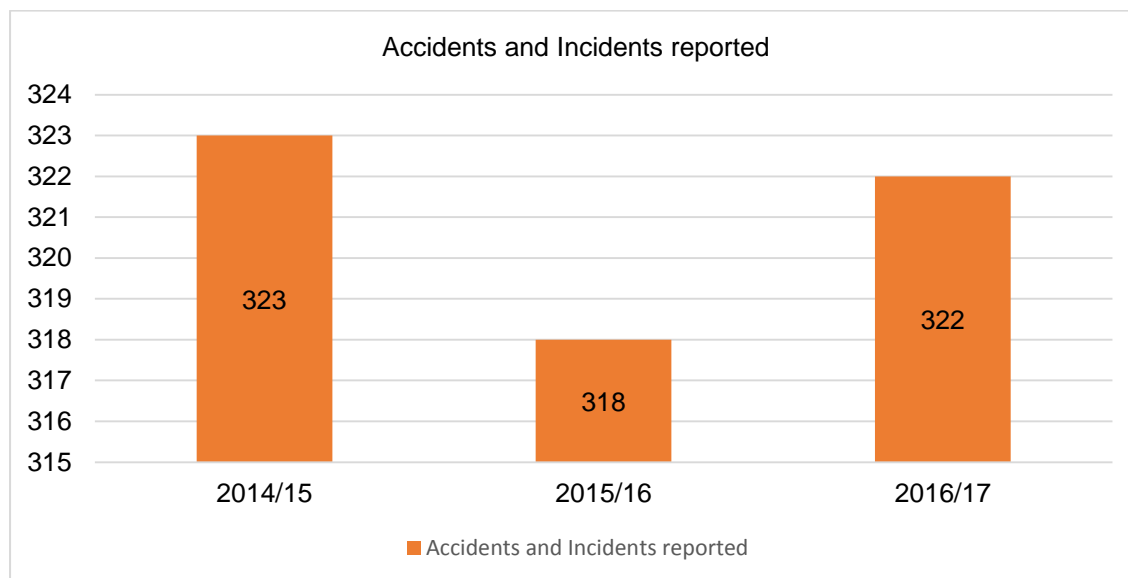
No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
	N/A		

## Appendix 1: Accident / incident statistics

Total number of Accident and Incident reports per year. (table 1)

The number of incidents has remained broadly static over the past three years. Given the relatively low numbers, small increases or decreases will have a disproportionate statistical effect. It should be noted there have been changes to services provided in-house and change in headcount.

Table 1



Accident and Incident type by department. (table 2 and 3).

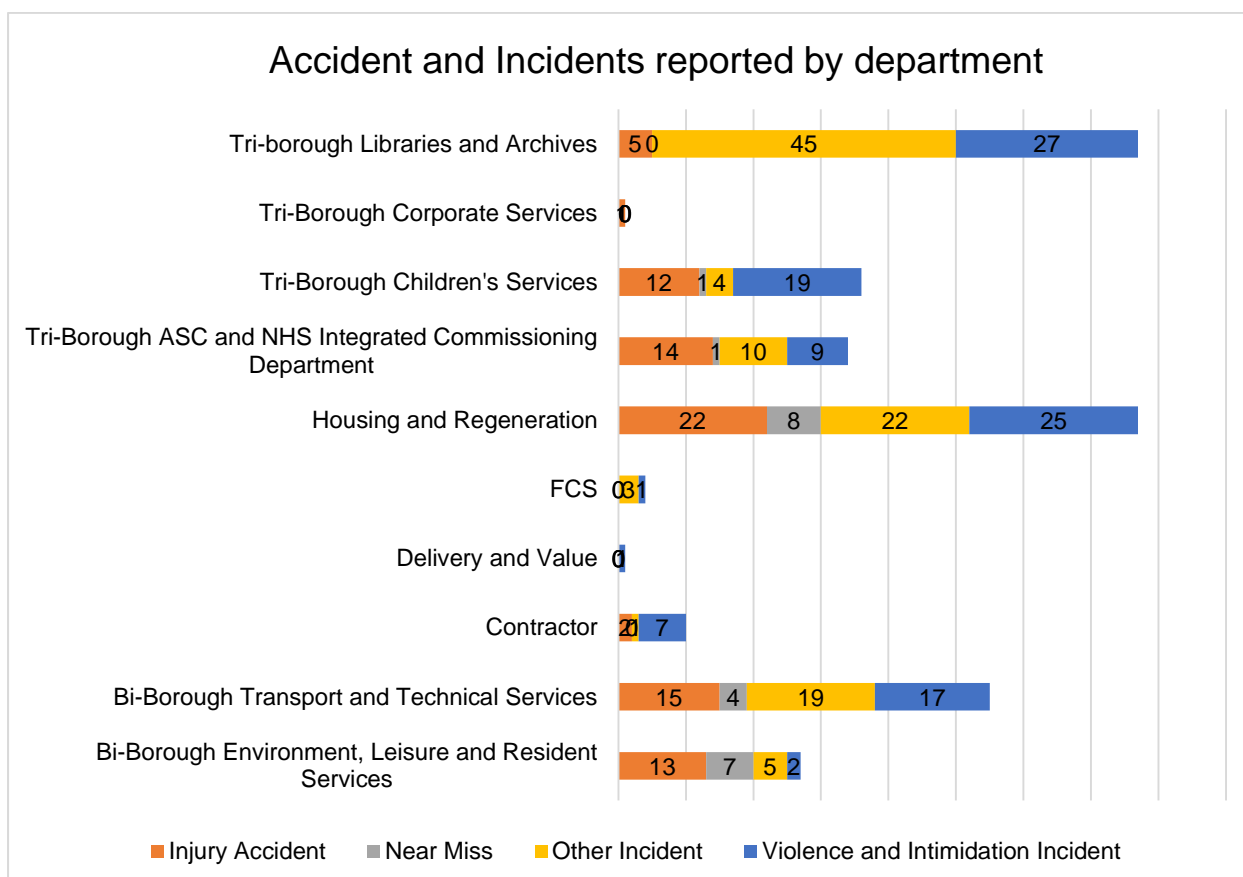
Housing and Regeneration followed by Libraries service have reported the most incidents. Due to the type of service offered and vulnerable service users, the causes of these incidents is sometimes impossible to remove entirely. Majority of these are recorded as Violence and Intimidation incidents followed by Other Incident.

Table 2

Departments	Injury Accident	Near Miss	Other Incident	Violence and Intimidation Incident	Total
Bi-Borough Environment, Leisure and Resident Services	13	7	5	2	27
Bi-Borough Transport and Technical Services	15	4	19	17	55
Contractor	2	0	1	7	10
Delivery and Value	0	0	0	1	1
FCS	0	0	3	1	4
Housing and Regeneration	22	8	22	25	77

Tri-Borough ASC and NHS Integrated Commissioning Department	14	1	10	9	34
Tri-Borough Children's Services	12	1	4	19	36
Tri-Borough Corporate Services	1	0	0	0	1
Tri-borough Libraries and Archives	5	0	45	27	77
Total	84	21	109	108	322

Table 3



Primary cause by year. (Table 4)

There has been a noticeable increase in the category Other/ Not Known. There are incidents which can be difficult to categorise as anything else. For example, when staff in Libraries have had to deal with inappropriate IT use by service users or where vulnerable adults in ASC have severe learning difficulties and obsess over tying knots. Managers must check that where possible the incident is recorded with a specific primary cause as this helps identify where further controls/training may be required.

Several primary causes have previously been used which were not in line with HSE guidance and these have been removed from the system, these are marked with \*do not have any incidents reported against these in the past year.

Table 4

<b>Primary Cause</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Animal/Insect Bites & Stings	5	0	3
Contact with Electricity	0	1	2
Contact with Moving Object/Person	6	2	12
Contact with Stationary Object/Person	9	4	13
Contact with/Exposure to Water/Air Pressure	3	0	0
Contact/Exposure to Biological Hazards	0	1	2
Contact/Struck by Person	7	0	14
Cuts/Sharp objects	2	2	8
Entrapment/Entanglement	1	1	2
Expose to Extreme Heat/Cold	4	0	4
Exposure to Noise/Vibration	1	0	0
Exposure/Contact with Hazardous Substance	1	0	11
Fall from Height	3	0	0
Fall whilst Ascending/Descending	2	4	14
Fire	1	0	4
Hit by Moving/Flying Object	1	2	10
Ill health	3	0	19
Manual Handling (Object)	7	2	2
Manual Handling (Person)	1	2	1
Other/Not Known	11	3	127
Repetitive Movement Injury	1	0	0
Road Traffic Accident	5	4	3
Security Incident*	0	0	0
Slip/Trip	10	7	25
Stress*	0	0	0
Theft/Security*	0	0	0
Violent Act	0	0	46
<b>Total</b>	<b>151</b>	<b>103</b>	<b>322</b>

Violent or abusive incident type by year. Table 5 and 6. Compared to previous years there is an increase in the number of reported violent or abusive incidents. There is a significant increase in the number of violence without injury incidents followed by verbal abuse/threat. Housing and Regeneration and Libraries have reported most of these incidents. As before, due to the nature of the service provided and the vulnerable service users, it is unfortunate but inevitable that these incidents will take place. It is important that control measures in risk assessments are reviewed and appropriate support and training is in place for staff to deal with such incidents. Work is ongoing with Libraries and training is ongoing for conflict management and lone working. Corporate Safety will be assisting Housing and Regeneration Health and Safety team on follow up action on incidents reported.

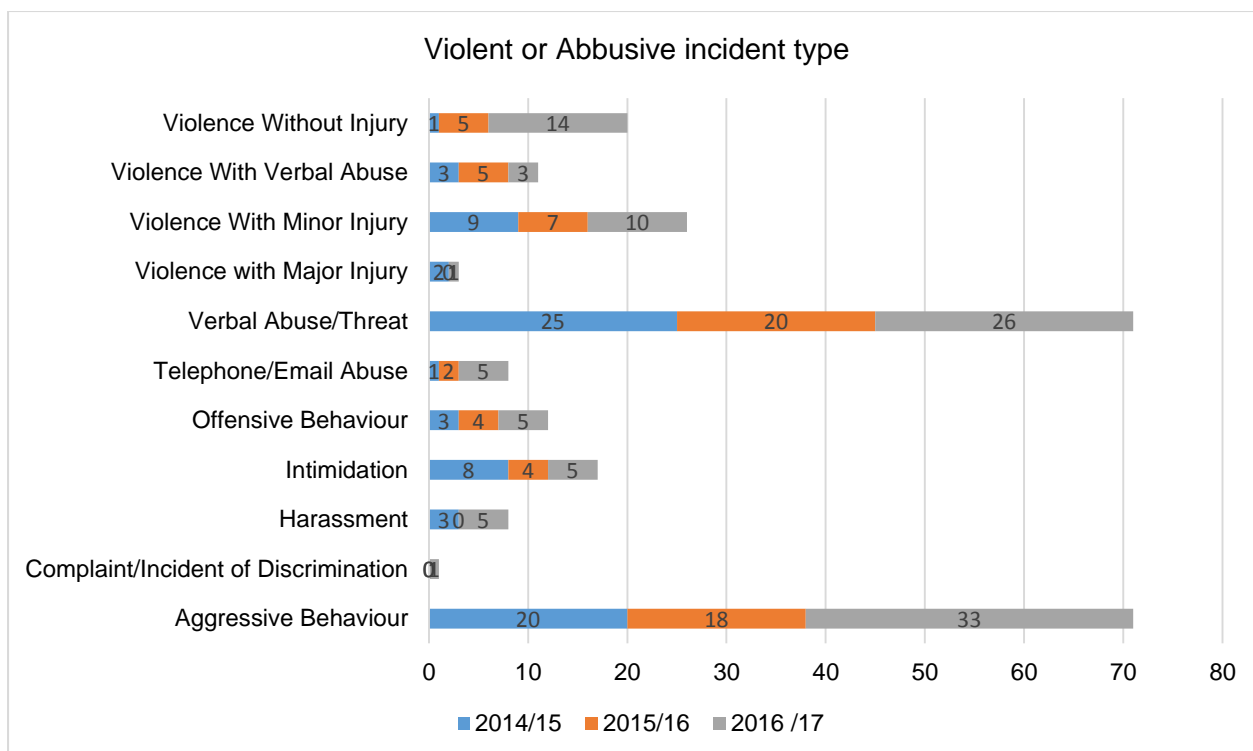


Table 6

<b>Violent or Abusive incident type</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016 /17</b>
Aggressive Behaviour	20	18	33
Complaint/Incident of Discrimination	0	0	1
Harassment	3	0	5
Intimidation	8	4	5
Offensive Behaviour	3	4	5
Telephone/Email Abuse	1	2	5
Verbal Abuse/Threat	25	20	26
Violence with Major Injury	2	0	1
Violence with Minor Injury	9	7	10
Violence with Verbal Abuse	3	5	3
Violence Without Injury	1	5	14
<b>Grand Total</b>	<b>75</b>	<b>65</b>	<b>108</b>



## Appendix 2 Shared Services Corporate Health and Safety Business Plan

Business Plan 2016 to 2018			Corporate Health and Safety		
Strategic Aim	Objective Description	Business Plan Action	Timeline	Owner	Status
Acting Together	Corporate Health and Safety Policy and responsibilities to reflect 'Aim'	Review all health and safety related policies, procedures, and guidance with the aim of simplification through a focus on significant risks and staff responsibilities. Update as required. Sign off by Bi-B safety committee and senior management team	Sep-16	CST	Completed
		Review, with the aim of simplification, the corporately required H&S training, documentation, assessments etc. needed per team / Service	Jun-16	CST	Completed
		Once reviewed agree then issue clear guidance on updated corporate requirements for H&S training, documentation, assessments etc.	Jul-16	CST	Completed
	All staff 'Job Descriptions' to include a health and safety requirement	Confirm with HR health and safety statement.	May-16	CST / HR	Outstanding. Aiming for Nov 2017
		Ensure staff H&S responsibility is highlighted in online induction and refresher training	Jun-16	CST	Completed
	Consistent departmental representation at quarterly held Safety Committee to promote good health and safety	Departmental representatives to nominate substitute in their absence. All representatives required to update the committee on any issues on a quarterly basis.	Apr-16 & ongoing	CST	Continuing objective
		Details of those departments who do not attend Safety Committee to be raised at JMT	Apr-16 & ongoing	Bi-B H&S Lead Director	
	All managers to lead by 'example' by reviewing accidents and incidents that involve their team members or relate to their team work activities, ensuring staff have completed a health and safety induction/refresher and that the risk assessment for their team is updated annually or when required.	Monthly report to be issued to SMT giving details of any incident/accident records which have not been reviewed as required by the relevant manager. In addition follow up undertaken with specific managers	May-16	CST	Quarterly - ongoing
		Sample audit of risk assessments undertaken to ascertain strength of control measures	Jul-16	CST	Completed
		Risk assessments to be collated centrally and areas of non-compliance highlighted	May-16	CST	Completed

		Training records to reviewed quarterly and areas of non-compliance highlighted	Jun-16	CST / L&D	Completed. Live monitoring by managers through Awaken.
Tackling Ill-Health	Analyse ill-health across the Council with focus on improving mental well-being and healthy upper body	Analyse Your Voice and Occupational Health data and sickness reports. Identify hotspots or potential hotspots for targeting.	Aug-16	CST / HR	Completed
	Ensure all staff complete Workrite DSE assessments	DSE management actions to sampled audited and reported to senior management	Aug-16	CST	Completed. New self assessment through Awaken.
	Ensure all accidents / incidents are suitably reviewed by the relevant managers and action taken where needed	Run a monthly report on void manager incident/accident comments and follow up.	May-16 & ongoing	CST	HS lead advisors follow up with departments.
	Target higher risk areas	Sections of organisation risk assessed to ascertain areas for additional focus. Assign officer to assist management with relevant training and local initiatives	Jul-16	CST	Through themed based audits and review of incidents. Ongoing.
	Proactive well-being initiatives	Work with HR on well-being strategy to encourage activities throughout the organisation including yoga, mindfulness, mediation, use of leisure centres etc.	Aug-16	CST / HR	Ongoing. Member of health and wellbeing group. New health and wellbeing module in Awaken. Mandatory training.
	All office moves to have account of health and safety	Establish contact with relevant board and obtain information on planned moves	Sep-17	CST	
Managing risk well	Organisational Risk Management Profile	Analyse, monitor and report on corporate risk register for people, management, and buildings. Risk register to be reviewed on at least a quarterly basis and routinely scrutinised by committee.	July 16 & ongoing	CST	On-going

Managing risk well	Focus on raising awareness of 4 key hazards and controls: DSE, stress, lone working and violence and aggression	Visual cues to be placed on desks, message of the day and noticeboards for staff. Agree mandatory training for staff on DSE and Stress. Roll out through Learning and Development.	Sep-16	CST / L&D	Regular comms via Intranet, emails and Yammer.
	Mandatory core training for all staff based on health and safety matrix	Draft and approve matrix with safety committee. Senior management to sign off. Review and update on-line training package, fire safety training and manager induction training. Engage with managers to coordinate training via Learning and Development. Training records to be reviewed quarterly.	Sep-16 & ongoing	CST	Launched April 2017 new Awaken ongoing health and safety training.
	Senior management to be given specific training on managing safety and health	Programme to ensure all senior managers have received health and safety training for senior managers	Sep-16 & ongoing	CST	Arranged via new training provider
	Training 4 <sup>th</sup> tier managers on managing safety	Identify half day programme covering key risks and coordinate delivery programme: monitor and report to senior management teams. Drive through with Learning and Development	Sep-16 & ongoing	CST / L&D	FEO training ongoing
	Suitable fire evacuation arrangements in place for corporate buildings	Category 1 building fire warden's numbers to be calculated. At least twice that number to be trained owing to flexible working and holiday leave to ensure suitable cover. Training to be reviewed to ensure it is specific. Training to be rolled out for EVAC chairs and Personal Emergency Evacuation Plans (PEEPS). Visual cues to be placed on desks and noticeboards for staff	Jul-16	CST	As above.
	To ascertain compliance with legally required standards in the main areas of property management risk undertake a sample audit across all Service areas of safety management arrangements in place and where appropriate make recommendations:	Audit across service areas of asbestos management	Dec-16	CST	Have tried but struggling due to lack of AMP and ARA
		Audit across service areas of fire safety management	Dec-16	CST	HRD audit undertaken. Several category 2 sites scheduled for audit Autumn 2017.
		Audit across service areas of gas safety management	Mar-17	CST	Outstanding
		Audit across service areas of lifting equipment maintenance and testing arrangements	Mar-17	CST	Outstanding
		Audit across service areas of the control measures in place to manage the risk to staff and others during lone working / from violence and aggression	Mar-17	CST	On-going

Managing risk well		Audit across service areas of the management of work related stress / ill health	Mar-17	CST	Several audits undertaken 2016 - 2017.
	Sufficent number of first aiders in place for corporate buildings	Category 1 building first aider numbers to be calculated. At least twice that number to be trained owing to flexible working and holiday leave to ensure suitable cover.	Sept -17 & ongoing	CST	
	Health and Safety management arrangements for client function	Monitor client H&S management arrangements	Oct 17 & ongoing	CST	Audits arranged for Autumn 2017.
Sharing Our Success	Publicising Safety Committee results	Message of day: quarterly, report on minutes and key action	ongoing	CST	Continuing.
	Message of the Day	Quarterly and ad-hoc publicity of health and safety messages	ongoing	CST	Continuing
	Visual cues to promote fire safety, work station set up and staff well-being	Use of highly visible visual cues to raise health and safety awareness in core risk areas	Jun-16	CST	Work in progress with Amey and LINK.
	Report to senior management on performance	Twice yearly report on health and safety performance including accident/incident stats, training, developing areas of legislation and potential impacts, service level performance, benchmarking with other sector organisations	Quarterly	CST	Via six-month update report
	Annual report to Audit and Pensions Committee on the organisation's performance	End of year report for challenge by scrutiny	Annual	CST	Ongoing
	Key Performance Measures	Agree performance measures for corporate health and safety. Sign off with safety committee and senior management. Report 6 monthly.	6 monthly	CST	On-going. Included in six month report
Keeping Pace with Change	Health and safety advisor's weekly updates from British Safety Council on latest changes	Circulate message to health and safety personnel and individuals with responsibility.	As/when needed	CST	
	Health and safety advisors to maintain CPD	Annual appraisal and emerging issues to shape continual professional development. IOSH/CIEH approved.	Annual	CST	On-going
	Maintain Risk management profile	Reviewed and updated quarterly to reflect any legislative changes or major impacts	As/when needed	CST	On-going
	Review the council's policy and procedures annually	Review list of procedures annually for accuracy and relevance	Jun-16 & ongoing	CST	On-going