

Audit Committee

26 February 2019

Quarter 3 2018/19 Health, Safety and Wellbeing Performance Report



Report of Resources Health, Safety and Wellbeing Strategic Group (HSWSG)

Report of Kevin Lough, Occupational Health and Safety Manager, Resources.

Electoral division(s) affected:

All electoral divisions.

Purpose of the Report

1. To provide audit committee with an update on health, safety and wellbeing (HSW) performance for quarter three of 2018/19.

Executive summary

2. Health and Safety Executive inspectors visited a number of council construction sites throughout quarter three as part of their annual focus on risks in the construction sector. There were a range of outcomes to the visits including a notification of contravention at one of the sites visited.
3. A proactive pilot continues within Direct Services aimed at reducing risks from musculoskeletal disorders, improving employee health, wellbeing and attendance.
4. Statistical data (Appendix 2) for quarter three were positive in the main with eight RIDDOR reportable over 7 day absence related incidents and only one specified injury requiring RIDDOR reporting. There was however an increase in work related psychological ill health during quarter three with 48 incidents reported internally, compared to 22 the previous quarter.
5. There has again been good levels of assurance for fire safety with 21 proactive audits undertaken at risk based premises. There was only one fire related incident also which was minor and a result of arson in the outer area of a school.
6. Collaborative working with trade union safety representatives continues with six site inspections of REAL related activities. These were further supported by in excess of 220 proactive and reactive audits and inspections by the H&S across all service groupings.

7. Water safety related forums continued to convene and undertake a range of activities and initiatives, particularly throughout the festive period.
8. A range of employee support interventions, training and awareness were undertaken in relations to mental health and wellbeing. The council also achieved the better health at work silver award during quarter three.
9. In relation to violence and aggression, an audit of all CYPs one point hubs was completed in the quarter, following on from a similar exercise undertaken within customer access points earlier in 2018.

Recommendation(s)

10. That audit committee note the contents of the HSW performance for quarter three 2018/19.

Background

11. The HSWSG has been established to ensure that suitable priority is given to the management of HSW within the council. The group monitors the development, implementation and review of the Corporate H&S Policy to ensure that it is consistently applied throughout the council and that performance standards are achieved. Key reporting topics are detailed below.

Enforcement Body Interventions & Significant Incidents

12. The Health and Safety Executive (HSE) launch an annual 'construction blitz' inspection campaign whereby HSE inspectors visit construction and refurbishment projects across the County. HSE inspectors inspected works being undertaken by the council at Citizen's House, Consett on 9 October 2018. This resulted in a notification of contravention being issued. This related to Construction (Design and Management) Regulations and specifically in relation to poor housekeeping on site (access/egress routes not clear and site not in good order). Direct services facilities management responded to the HSE Inspector directly to resolve issues raised and all actions were immediately completed. No further action is required.
13. A further visit was made to Framwellgate Primary School on 11 October 2018 from the same HSE inspectors. Some issues were raised during the visit but to date there has been no further communication received.
14. The HSE also commenced their waste and recycling campaign at the beginning of October 2018 which was to last for three months. There have been no reported visits to DCC sites to date.

Fire Safety - Fire Audits (Internal)

15. There have been 21 internal fire safety audits completed during quarter three. These were undertaken at a range of Council premises including a range of school settings, leisure centres, adult respite home, pathways, locality offices and Aycliffe secure centre. As in previous audits a number of positive outcomes were evidenced as well as some opportunities to improve fire safety standards.

Fire Incidents

16. There has been one fire related incident at Council premises or staffed premises during quarter three. This was at Middleton in Teasdale Primary School. It was reported that during the evening 3 October 2018 some youths had set fire to the forest school fire pit and seating logs within the school grounds by throwing a tyre onto it. This produced vast quantities of smoke and nearby neighbours alerted the fire service who attended and extinguished the fire. There was no property damage to the school as the fire pit is situated well away from the building. The

police were called the next day who have visited the offending youth's addresses and spoken to them and their parents and warnings have been issued.

Fire Inspections – County Durham and Darlington Fire and Rescue Service

17. There was one CDDFRS inspection of Council premises during quarter three. This was at Aycliffe secure centre. The outcome of the inspection was that the premises were broadly compliant with current fire safety legislation.

Occupational Health Service

18. The Occupational Health Service (OHS) have now introduced an electronic records management software system and all future medical records will be held on this system. The OHS is also working with ICT on a project that involves managing legacy medical records within the department in preparation for any future accommodation relocation.
19. This software also facilitates an online referral process for managers which will be available from end February 2019. This is intended to improve efficiency within the OHS, streamline the process and allow managers to track referrals.
20. During quarter three, 215 employees participated in clinical consultations with the OHS, following management referral in relation to Long Term Sickness Absence (LTSA), Short Term Sickness Absence (STSA), Management Concerns (Man Con) Reviews, and Re referral appointments. A further 22 employees did not attend their allocated appointment following management referral. This represents a 9% non-attendance rate.
21. 88 employees were assessed in OHS for LTSA of which 19% (n17) stated to the OHS that they consider the underlying cause to be due to work related factors. Of the 17 employees, 82% identified this was due to 'psychological' reasons, 6% identified as 'musculoskeletal' and 12% (n2) were categorised as 'other'.
22. Routine physiotherapy clinics run one day per week in the OHS at County Hall under contract with the OHS. The current waiting time for an initial assessment is two working days.
23. A two-year pilot project has been commenced based on early intervention and aimed at improving musculoskeletal health and wellbeing whilst reducing associated sickness absence. The project includes primary, secondary and tertiary physiotherapist led interventions and includes:
 - Delivering awareness, education, advice and treatment to employees;
 - Developing and delivering group education sessions such as back care sessions;

- Carrying out job task analysis and risk assessments and ergonomic workplace assessments providing advice on engineering controls;
 - Direct manager referrals and provision of reports on fitness to work, workplace adjustments etc.
24. It was agreed that the intervention group should be a worker type whose job role was physically demanding and for this reason two sub groups within Direct Services were chosen: Refuse & Recycling (South and East) and Clean & Green (South). This also allowed comparative control groups to be considered for evaluation purposes. The intervention group will have access to the full range of services outlined above.
25. A total of 339 employees have been allocated into the intervention group and to date 32 employees have been referred. The primary physiotherapist has also visited many workplace sites.
26. All relevant line managers have been invited to MSD awareness sessions, of the 23 identified managers 20 have attended. An interim evaluation report was presented to the project group in February 2019.
27. A total of 193 employees attended OHS appointments for routine statutory health surveillance, 183 with an OHS nurse and 10 with the Senior Occupational Health Physician. 6% (n12) employees failed to attend their appointment with the OHS in relation to statutory health surveillance.
28. Following a review of the risk assessments in 2015, it was agreed that industrial noise statutory health surveillance was required for all Refuse and Recycling Operatives. This was predominately due to the noise levels when carrying out glass recycling collections. Initial, baseline assessments were completed across all identified operatives and it was agreed to repeat this at every three years. The OHS have now ran clinics at all of the relevant depots and have completed the second phase.

Health and Safety Team Audit, Inspection and Training statistics

29. During quarter three, the H&S team have undertaken a wide range of proactive and reactive activities across the Council as detailed in the table below.

Service Area	Accident Investigations	Proactive/planned Audits	Reactive Audits/Advice
TOTAL	29	147	76

30. There were also were six joint inspections undertaken with trade unions employee safety representatives within REAL. One inspection was within technical services and five within direct services. Remedial actions were identified, implemented and monitored and discussed at the direct and technical services health and safety forums.

Health, Safety and Wellbeing Training & Awareness

31. Various H&S training and awareness activities, some of which provided direct by the H&S team, have taken place across service groupings in quarter three.
32. These included a range of health awareness sessions associated with the Better Health at Work silver award, across a number of council sites covering cancer awareness, mental health, diet, nutrition and alcohol.
33. Further training was delivered specifically related to mental health and wellbeing for extended management team.
34. More widely, training and awareness was also provided via school risk register training, Fostering and adoption training, school governor H&S training, passport to work sessions for building and facilities management and for Clean and Green operatives.

Open Water Safety Review

35. During quarter three both water safety forums were convened as scheduled which focus on city centre and countywide open water safety related risks.
36. Via the City Safety Group, the national 'don't drink and drown' open water safety campaign which is promoted via the royal lifesaving society was launched in December 2018. A press release was issued from the Safe Durham Partnership and involved DCC, Fire and rescue Services and Pub Watch. North East Live and a range of other regional media sources attended the press call and the campaign social media posts alone were viewed in excess of 4,000 times on Facebook and twitter. The campaign messages were also provided to New College Durham and Durham Sixth Form Centre for use on their social media channels.
37. The city safety group also focused on the new Riverwalk development and looked at recommendations which had been previously provided from an independent RoSPA study of the design of the new development. The Riverwalk manager was invited to the City Safety Group meeting and updated the group on safety controls measures being put in place in relation to the development design. A further arrangement was made for City Safety Group members to take a tour of the development prior to the final opening to ensure that all safety concerns have been addressed relative to water safety and the river. A presentation was also provided

to Durham Parish Council in Quarter three on the progress, role and remit of the City Safety group by the Chair, Jane Robinson and Kevin Lough, Council Occupational Health and Safety Manager.

38. From a County wide perspective, planning for the delivery of the 'dying to be cool' water safety campaign, which includes delivery of assemblies to schools, continues. A number of monitoring assessments and new open water safety risk assessments were also undertaken across the county during the quarter, some of which were in response to concerns raised by elected members and the public. There were not any significant Incidents throughout the quarter three period which is positive to report.
39. Also during quarter three a multiagency meeting was convened at Bowlees visitor centre at Middleton Teesdale to discuss safety concerns raised by a number of partners in relation to access to Low force and misuse of the listed Wynch Bridge structure. The riparian landowners were present and agreed that information and awareness should be issued to recreational groups who use the river and in particular reminding them of the Low force river code of conduct. A letter was produced during the quarter and will be issued to all known recreational groups who use the river in Quarter four.

Employee Mental Health and Wellbeing

40. The council achieved the silver standard of the better health at work award in December 2018. There is understandably an increased level of evidence required for gold award status. In addition to those activities and interventions already evidenced in bronze and silver award submissions, a number of additional requirements are expected in order to achieve gold award status and these include:
 - A minimum three-year health strategy and one-year action plan to be in place for health improvement activities and task related health issues, which should be reviewed annually;
 - Undertake a further employee health and wellbeing survey;
 - Participation in a minimum of five local, regional or national health topics one of which should be ongoing throughout the year;
 - Promotion of health topics in the wider community and to families of the workforce. In addition DCC should share good practice and encourage other businesses to participate in the award;

- Environmental management systems to be in place, for example, recycling schemes in place, waste management, travelling plans, ethical purchasing and local suppliers;
41. Work has commenced in quarter four to prepare for gold award evidence submission and in particular the arrangements for the employee health and wellbeing survey which is anticipated to be launched in early 2019.
 42. During quarter three, the Director of Resources endorsed and confirmed the Council's commitment to improving mental health via an on line vlog which coincided with world mental health day on 10 October 2018. Also to coincide with world mental health day an information event was arranged in county hall for employees, members and visitors.
 43. A range of mental health awareness training was also delivered throughout quarter 3 and this included corporate and extended management team members. It is envisaged that this training will continue throughout 2019 and be provided to all managers in order to improve response and awareness, reduce stigma and assist managers in supporting employees.
 44. Mental health first aid at work training was also delivered throughout quarter three and a total 32 employees from various work locations attended this training. This two day course enables attendees to become mental health first aiders and improve levels of early intervention. This will equip a range of employees with the skills and awareness to support employees and signpost to professional services and support if appropriate. This training will continue throughout 2019 with a view to achieving a good level of provision of mental health first aiders similar in numbers to standard first aid trained employees.

Flu Immunisation Programme

45. The council has proceeded with a flu immunisation programme in 2018. Eligible employees were defined as those who routinely provide up close and personal care to clients who are at risk of the complications of flu. Therefore the following staff were offered a vaccination:
 - Adult and Health Services Durham County Care and Support;
 - Eligible staff in the day care centres for adults with learning disabilities and complex needs;
 - Extra care homes and sheltered housing sites; and Hawthorne House. Shared lives providers;

- Children and Young People's Eligible staff in the Council day care centres, children's homes, and the Aycliffe Young People's Centre;
 - SEND learning support officers and the foster carers;
 - Care Connect telecare responder staff.
46. Two routes of vaccination were used which included onsite flu vaccinations which were provided by Occupational Health over a three week period in October. Alternatively flu vouchers where staff were either unable to attend an onsite clinic or weren't located at a staff base, a back-up voucher for a free flu vaccination at a Boots pharmacy was provided. These vouchers expired at the end of December and the number of vouchers that have been used for a vaccination will be made available in February 2019.
47. Overall results to date is that in total 127 staff members were vaccinated at the onsite clinics, and 177 vouchers were distributed. Next steps Public Health are now in the process of evaluating this programme and its effectiveness in accordance with national institute for health and care excellence guidance.

Violence and Aggression – Potentially Violent Persons Register (PVPR)

48. At the close of quarter 3 2018/19, there were 97 live entries on the PVPR register.
49. Breakdown by service of PVPR views in the last quarter is as follows:
- TAP- 4 employees viewed it 4 times
 - CYPS- 73 employees viewed it 91 times
 - AHS- 49 employees viewed it 62 times
 - ReAL- 181 employees viewed it 561 times
 - RES- 95 employees viewed it 394 times
 - Members - 5 viewed it 5 times
50. Following a request at the quarter two HSWSG, violence and aggression related audits of CYPS one point hubs was completed in quarter three. A range of findings and recommendations were produced and detailed in a report which is scheduled to be presented to CYPS H&S forum in February 2019.
51. The 'respect your workforce' violence and aggression related campaign which was launched in direct services refuse and recycling services continued to be publicised throughout quarter three. Following good coverage in the media and via the council's social media feeds, indications are that this campaign has proven popular with the public and has assisted in raising awareness and protecting operational employees.

Corporate risks that may have an impact on Health and Safety as at 15/1/2019

52. This is the current list, there were no changes during the last period.

Ref	Service	Risk	Treatment
1	CYPS	0227 - Failure to protect child from death or serious harm (where service failure is a factor or issue)	Treat
2	AHS	R0562 - A service failure of Adult Safeguarding leads to death or serious harm to a service user.	Treat
3	T&P	R0565 - Breach of duty under Civil Contingencies Act by failing to prepare for, respond to and recover from a major incident, leading to a civil emergency.	Existing controls considered adequate
4	REAL	R0490 - Serious injury or loss of life due to Safeguarding failure (Transport Service)	Existing controls considered adequate
5	RES	R0611 - Serious breach of Health and Safety Legislation	Existing controls considered adequate

Statistical Information

53. The H&S team in conjunction with service H&S providers continue to record, monitor and review work related accidents, incidents and ill health. This data is captured through internal reporting procedures and the Corporate H&S Accident Recording Database (HASARD). Appendix two provides full statistical data for quarter three 2018/19.

Main implications

Legal

54. Compliance with statutory legislative requirements reduce risks of enforcement action and/or prosecution against the council or individuals. It will also assist in

defending civil claims against the council from employees and members of the public, including service users.

Finance

55. Compliance with legislative requirements will reduce increased service delivery costs, financial penalties associated with H&S sentencing guidelines 2016 and successful civil claims against the council. Financial costs may be insured to some degree and uninsured in some cases, with poor outcomes possibly leading to increased insurance premiums. Financial implications also include staff absence associated with physical and mental ill health, staff training, retention, recruitment and productivity.

Staffing

56. In relation to impact on staffing due to employee absence from injury or ill health, attendance management, employee complaints and grievances, recruitment, selection and retention of employees.

Conclusion

57. The quarter three HSWSG report highlights some key proactive activities being undertaken, particularly in relation to key risk areas such as employee's mental health and wellbeing, water safety and violence and aggression.
58. Ongoing focus and priority on key risk locations and work activities, supported by audit and inspections by the H&S team and service managers, will enable early identification and control of risk.
59. Enforcement body scrutiny via HSE inspectors has provided additional assurance, following inspections of construction related activities and associated health related risks. Whilst there has been some areas for improvement as expected, there were no significant issues identified.

Other useful documents

60. Health, Safety and Wellbeing Strategic Group report quarter three 2018/19.
61. Health, Safety and Wellbeing statistical report quarter three 2018/19
62. Occupational Health Service quarter three report 2018/19

Appendix 1: Implications

Legal Implications - Failure to comply with statutory legislative requirements may result in enforcement action and/or prosecution against the council or individuals. There are risks from civil claims against the council from employees and members of the public, including service users.

Finance – Failure to comply with statutory legislative requirements may result in enforcement action, including prosecution against the council or individuals. These enforcement actions may result in increased service delivery costs, financial penalties associated with H&S sentencing guidelines 2016 and successful civil claims against the council. Financial costs may be insured to some degree and uninsured in some cases, with poor outcomes possibly leading to increased insurance premiums.

Consultation - Service Grouping strategic managers and operational management staff have been consulted in the preparation of this report.

Equality and Diversity / Public Sector Equality Duty - Equality Act compliance ensures consistency in what the council and its employees need to do to make their workplaces a fair environment and workplace reasonable adjustments are required.

Human Rights - The right to a safe work environment, enshrined in Article 7 of the International Covenant on Economic, Social and Cultural Rights, links with numerous human rights, including the right to physical and mental health and well-being and the right to life.

Crime and Disorder – If risks are not managed appropriately then there is a potential impact on increased crime and disorder in some communities where children are homed. This may lead to criminal charges being pursued by the police and CPS.

Staffing – Potential impact on staffing levels due to injury and ill health related absence, staff retention and replacement staff.

Accommodation – The report references H&S related risks associated with workplaces some of which may have impact on accommodation design and provision of safety systems and features.

Risk – This report considers physical and psychological risks to employees, service users and members of the public. Risks also relate to the failure to comply with statutory legislative requirements, which may result in civil action being brought against the council and enforcement action, including prosecution against the council or individuals. These enforcement actions may result in financial penalties, loss of reputation and reduction in business continuity.

Procurement – None

Appendix 2- Work-Related Accidents to Employees

Section 1, Table 1 – shows accidents/incidents to employees by severity for the 3-year reporting period.

Section 1, Table 1 Accidents / Incidents to Employees - Severity								
Note: Figures are for all four quarters of 2016/17 and 2017/18, and quarters 1-3 of 2018/19					HSE RIDDOR Reportable			Total
Service	Year	Minor Injury	No Injury	Injury with 7 day or less absence	Over 7 Day injury	Specified Injury	Sub-Total RIDDOR Reportable	Total
Transformation and Partnerships	2016/17	0	1	1	0	0	(0)	2
	2017/18	2	1	0	0	0	(0)	3
	2018/19 Q1-3	3	1	0	0	0	(0)	4
Children and Young People's Services	2016/17	679	131	18	24	11	(35)	863
	2017/18	719	97	13	13	7	(20)	849
	2018/19 Q1-3	492	89	7	12	3	(15)	603
Adult and Health Services	2016/17	92	77	1	5	1	(6)	176
	2017/18	146	54	1	3	1	(4)	205
	2018/19 Q1-3	73	24	1	3	0	(3)	101
Regeneration and Local Services	2016/17	191	146	17	20	4	(24)	378
	2017/18	152	131	20	16	2	(18)	321
	2018/19 Q1-3	117	119	9	19	1	(20)	265
Resources	2016/17	11	25	3	2	0	(2)	41
	2017/18	15	19	0	0	0	(0)	34
	2018/19 Q1-3	6	29	0	0	0	(0)	35
Totals	2016/17	973	380	40	51	16	(67)	1460
	2017/18	1034	302	34	32	10	(42)	1412
	2018/19 Q1-3	691	262	17	34	4	(38)	1008

Top 5 categories of work related accidents/ incidents for Quarter 3 2018/19.

