

Audit Committee

30 September 2022

2021/22 Annual Health, Safety and Wellbeing Performance Report



Report of Corporate Management Team

Report of Kevin Lough, Corporate Health and Safety Manager.

Electoral division(s) affected:

All electoral divisions.

Purpose of the Report

- 1 To provide an annual report to audit committee team on Health, Safety and Wellbeing (HSW) performance for 2021/22.

Executive Summary

- 2 Health and Safety (H&S) and Occupational Health Services (OHS) continued to play an important role during 2021/22 in supporting services and employees working safely and remaining healthy during the various stages of the pandemic. Extensive work throughout 2021/22 was undertaken to adapt and change risk control and mitigation measures.
- 3 The Council has achieved the Maintaining Excellence Better Health at Work award which demonstrates the organisational commitment in this important area. Additional emphasis has continued to be placed on employee health and wellbeing, particularly mental health awareness and associated interventions, support mechanisms and activities.
- 4 It was positive to report that there was more than 400 internal H&S and fire safety audits and inspections of Council workplaces and work activities. This presented opportunities for further improvements to HSW standards, processes, and procedures as a result of in excess of 1,000 actions being identified, the majority of which (82%) were low or medium priority.
- 5 As expected, the number of accidents, incidents and near misses have returned to pre pandemic levels with 1451 reported in total for 2021/22. Whilst this represented an increase of 91% from 2020/21 these figures are similar to those in 2019/20 and previous years to that.

Approximately 96% of all accidents continue to be minor or no injury related and RIDDOR over seven day and specified injuries remained similar to 2020/21 levels.

- 6 The OHS were successfully re accredited to the SEQOHS (Safe, Effective, Quality Occupational Health Service) by the faculty of occupational medicine. The OHS service have continued to support all service groupings across the Council during 2021/22. Amongst the various support services provided there were more than 800 management referrals undertaken, 600 physiotherapy appointments, 180 counselling sessions and 540 counselling calls.
- 7 There has been an increase (23%) in calls to the employee assistance programme (EAP) and also in the number of work related psychological ill health (184) which should be noted and monitored for 2022/23. Further opportunities to understand potential causes can be taken by utilizing the employee working well survey outcomes.
- 8 In terms of fire safety, there were eleven fire related incidents in 2021/22 across a range of Council buildings with no injuries reported as a result. There were however a number of these incidents which were attributed to arson and work was undertaken to work with Neighbourhood wardens, Neighbourhood policing teams and CDDFRS to address the associated anti-social behaviour.
- 9 In terms of enforcement body activity there were positive results overall from the CDDFRS fire safety audits of Council premises. All premises were deemed to be broadly compliant with fire safety legislation. An improvement notice was however issued in relation to Durham bus station construction works by HSE inspectors in February 2022. This was in relation to structural calculations for retaining and supporting walls on site and inspection regimes. The improvement notice was complied with, and inspectors were satisfied with evidence provided.
- 10 The H&S service offer has been enhanced during 2021/22 via the introduction of an improved accident and incident reporting system and a H&S audit and inspection system. The systems will provide improved data analysis and reporting whilst providing an improved customer experience for internal and external stakeholders.
- 11 In terms of risk profiling and priority there has been a move from COVID related risk management to new and existing areas of risk across the Council. The implementation of a new HSW strategy for 2022-2025 will refocus priorities and resources.

Recommendation

- 12 Audit Committee is recommended to note and agree the contents of the Annual Health, Safety and Wellbeing performance report for 2021/22.

1451

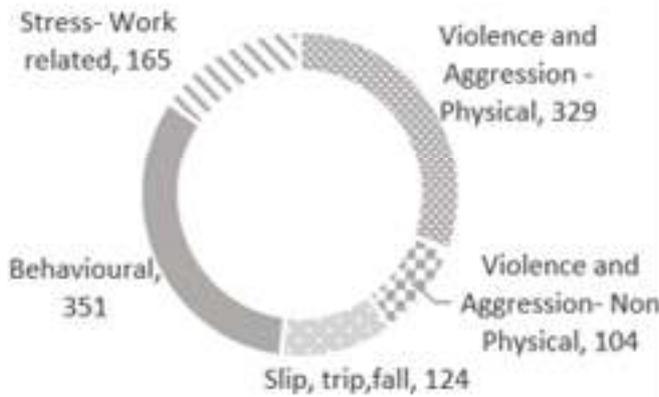
87% overall increase in Accidents, Incidents and Near Misses reported (170 in 2020/21 & 1528 in 2019/20)



96%

of all reported accidents were reported to the Health and Safety Executive

Main Accident/Incident Causes



5 RIDDOR 'specified' injuries, and 41 over 7 days absence RIDDOR injuries (Only 4% of all accidents)

2289 accidents involving non-employees (46% increase on 1568 in 2020/21)



104 psychological work-related incidents in 2021/22 compared to 101 in 2020/21, 104 in 2019/20.

Better Health at Work Maintaining Excellence Award achieved

11 fire related incidents



12 CDDFRS inspections of council premises with compliance standards achieved



New H&S accident reporting and auditing systems implemented

1 Enforcement related actions or advice from HSE/CDDFRS following inspections and audit activity



650 management referral appointments in OHS

811 physiotherapy sessions attended

181 counselling sessions

542 counselling calls

Background

- 13 In line with statutory requirements, the Council produces an annual Health, Safety and Wellbeing (HSW) and Occupational Health Service report which enables the Council to monitor and measure performance and prioritise areas of risk. The 2021/22 report is produced against a backdrop of the COVID pandemic and significant challenges to service provision and reprioritisation of HSW activities.
- 14 The Health, Safety and Wellbeing Strategic Group (HSWSG), co-chaired by Corporate Directors of Resources and Regeneration, Economy and Growth, continued to meet remotely throughout 2021/22 and ensured that suitable priority is given to the management of HSW within the Council. The group monitors the development and implementation of the Council H&S Policy to ensure that it is consistently applied throughout the Council and that performance standards are achieved, and objectives met.
- 15 This report summarises the Council's HSW performance during 2021/22 and additional activities in relation to the COVID pandemic. It highlights the main achievements and outlines the main aims for 2021/22 and beyond. The Council's vision continues to be an exemplary employer in all matters relating to HSW and prevent injury and ill health to those at work and those affected by our work-related activities.
- 16 In summary the Council's overall strategic aim, which will be revised in 2022/23, is to demonstrate continued effective H&S management by ensuring high standards of:
 - Leadership and culture
 - Engagement and co-operation
 - Communication and consultation
 - Training and competence
 - Compliance and control
 - Wellbeing and support
- 17 The H&S team and Occupational Health Service (OHS) have several service plan objectives which are to:
 - (a) ensure the Corporate Health and Safety Policy, supporting guidance and procedures remain reflective of statutory requirements. This will enable the Council to control risks and address current and future HSW challenges and any legislative changes;
 - (b) ensure that proactive and reactive audit and inspection programmes are aligned and targeted towards strategic

objectives and where evidence, statistics and intelligence indicate risks relating to HSW; and

- (c) measure the effectiveness of the HSW interventions against RIDDOR performance targets and in line with HSW Strategy.
- (d) continue to help the Council take simple steps to design out the risks to prevent work-related ill health, with a particular focus on supporting good mental health at work.

Council H&S Policy

- 18 The Council's H&S policy remains compliant with statutory requirements and reflective of the organisational structure, responsibilities and arrangements for the management of HSW within the Council. This continues to be reviewed annually and has been amended several times throughout 2021/22 to reflect organisational changes, including recent political changes, and management arrangements. It also describes the links between H&S and the key strategic plans of the Council. The policy states the commitment to HSW which has been personally endorsed by the Chief Executive and Leader of the Council.

H&S and OHS Service Provision

- 19 [The Council H&S service](#) and [Occupational Health Service](#) corporate delivery model continues to provide an efficient and effective professional support service to internal and external stakeholders. Whilst focus remains on provision of resources, advice and support to higher risk work related activities this reporting period has seen a continued change in direction of service resources towards the COVID pandemic at various periods of the reporting period.
- 20 At the end of the reporting period, there has been a realignment of H&S services from Resources to Corporate Property and Land within REG. OHS services have remained in Resources directorate. This new alignment maintains the independent and corporate status of the H&S service and presents further opportunities in terms of integration and compliance standards across the property and land portfolio across the Council. H&S governance arrangements will be unaffected with quarterly HSW performance reports still being presented to the HSWSG and CMT.
- 21 Both corporate services have continued to diversify during the reporting period, assuming new responsibilities and services functions in addition to previous statutory service provision. Additional service provision includes:

- (a) Assuming management responsibility of the PPE distribution cell at Chilton Depot;
- (b) Leading on set up of vaccination centres at county hall;
- (c) Provision of clinical resources for vaccination programmes;
- (d) Supporting lateral flow device testing within schools;
- (e) Leading on H&S arrangements for local elections;
- (f) Supporting service groupings and schools on COVID related risk assessments and COVID secure compliance arrangements.

22 As a result of the pandemic, several statutory services have been paused or delivered in different ways, under the guidance of regulatory bodies such as HSE. It is positive to report that during the final quarter of the reporting period a resumption of normal arrangements have been reinstated for provision of health surveillance, pre-employment checks, audits and medical checks.

23 Development and implementation of two new H&S related critical systems were completed in 2021/22. A new H&S audit and inspection system was implemented for the H&S service and adopted for audits and inspections across the Councils work activities. This new system provides an electronic capability and improved efficiency for both auditors and auditees. A new H&S accident, incident and near miss reporting system was also successfully introduced following in house development, during this reporting period. This new system provides significant improvements to customer interface, information intelligence and data accessibility and security. This new reporting system has now also been introduced successfully within schools.

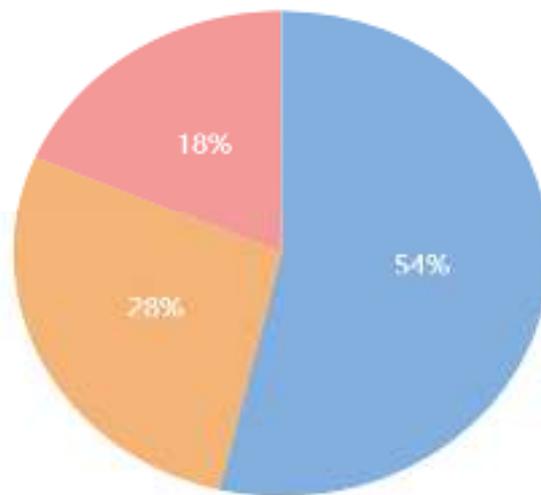
24 During 2021/22, despite some pandemic related impacts on auditing and inspection capabilities, the H&S service have maintained risk focused auditing and inspection of Council work activities, many of which have continued as normal despite the pandemic. At total of 419 audits and inspections were undertaken across a range of work activities and workplaces.

25 A summary of audit and inspection activity for the reporting period is as follows:



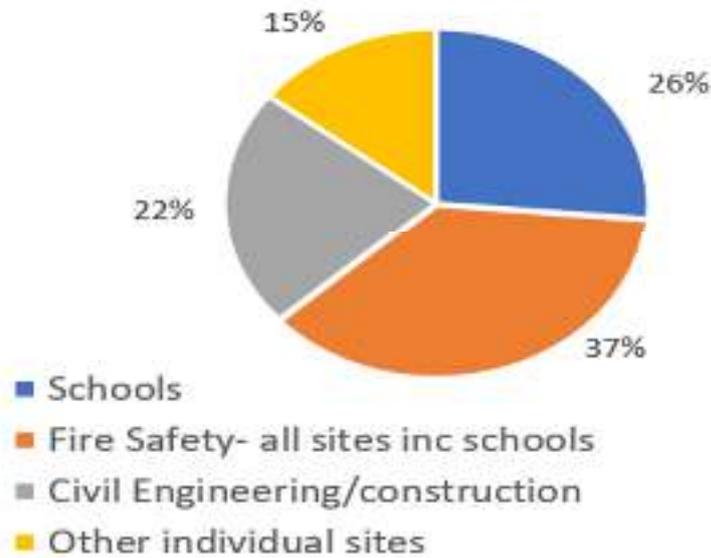
26 From the 419 audit and inspections throughout the reporting period, a total of 1056 items requiring action were recorded. These were predominantly low. Non-conformities and all those identified have been resolved with auditees. Failed item classification and priority is detailed below.

■ Low ■ Medium ■ High ■ None



27 A further breakdown of the 18% (269) priority high priority action areas are provided as follows.

High Priority Action Areas

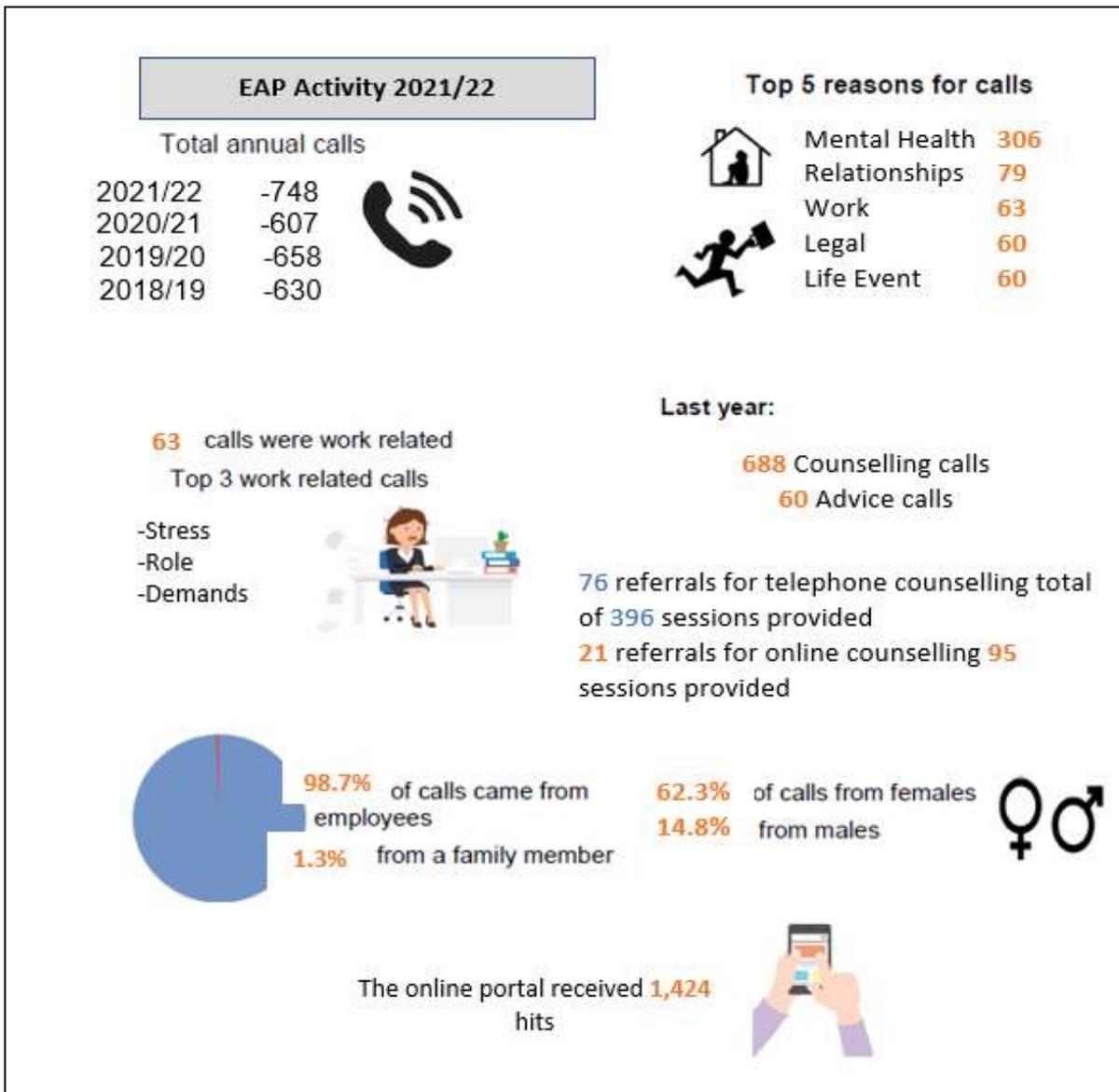


- 28 The H&S and OHS services continued with important support and guidance provision during the varying stages of the COVID pandemic. The H&S service supported all services in collaboration with other key professional support services such as Public Health and HR. Government and UKHSA guidance was implemented across the Council to ensure that employees, service users and public remained as safe as possible. For those employees who remained at work providing essential services, risk assessments and control measures were revised and adapted to manage COVID related risks.
- 29 The H&S service have continued to support strategic aims and objectives of the Safe Durham Partnership relating to reducing harm in relation to public safety and open water safety both from a city centre and county wide perspective.
- 30 H&S committees and consultative forums continued to be held during the reporting period. This collaborative working helps to ensure a consistent approach to HSW is applied and trade union colleagues appreciate the standards and expectation being placed upon their members.
- 31 The H&S service has continued to retain the majority of service level agreement (SLA) buy back from academy schools and has also established various SLA's with parish and town Councils, community associations and schools from neighbouring authorities.
- 32 The OHS achieved the annual SEQOHS (Safe, Effective, Quality Occupational Health Service) reaccreditation. SEQOHS is a set of

standards and formal recognition that an occupational health service provider has demonstrated that it has the competence to deliver services. Durham County Council is one of less than 200 OHS providers across the UK who have this accreditation standard. The scheme is managed by the Royal College of Physicians of London on behalf of the Faculty of Occupational Medicine.

- 33 OHS produce a specific annual report (Appendix 2) which indicates the contribution to supporting employees and their managers in addressing health issues that affect work. The data demonstrates the breadth of activity of the OHS and demonstrates the commitment of the OHS to pre-empt and pro-actively engage with health and work issues at an early stage. The usage of the employee assistance programme, which is provided via Health Assured, has again shown increased levels of access by employees following a range of promotional activities and throughout the pandemic.
- 34 An overview of EAP activity for 2021/22, obtained via EAP provider annual report (Appendix 3) is as follows:

EAP Activity Summary 2021/22



COVID Pandemic

- 35 There were significant challenges presented throughout 2021/22 in relation to the COVID pandemic and changes to mandatory guidance and regulations in relation to general public health and workplace requirements. The H&S and OHS continued to provide significant organisational support and interventions throughout these stages of the pandemic and worked closely with other key stakeholders.
- 36 Ongoing support, guidance and communications were regularly provided to employees throughout the stages of the pandemic during 2021/22. Regular managerial briefing sessions were also convened to reflect key stages of guidance and regulatory changes and convey expected actions and outcomes. The managerial sessions were well

received throughout the course of 2021/22 and enables the Council to remain complaint at all times and manage and mitigate risks effectively and proportionately.

- 37 As the Country entered into the latter phases of COVID 'roadmap' recovery further support was provided in relation to the provision of revised and updated risk assessments, safe working procedures and guidance to services, including schools. A range of Council related activities still involved significant planning and risk assessment in relation to COVID safety measures. These included council meetings, committees and reopening of Council services. A large number of schools were in COVID outbreak situations prior to summer holiday period commencing and requiring extensive support to control infection related risks.
- 38 The government then announced the COVID Autumn and winter plan and this resulted in further planning regarding the return to workplaces and the implementation of 'safer behaviours and actions' guidance. However, an increase in infection rates due to the emerging omicron variant during quarter three prevented this from being progressed. The government introduced Plan B which resulted in a re-introduction of the working from home wherever possible instruction along with other national COVID controls.
- 39 During Quarter four, the government announced further key dates in relation to easing of restrictions and movement towards the 'living with COVID' plan. These significant national changes, particularly around use of face coverings, testing, isolation and contact tracing resulted in the Council having to change its workplace COVID control measures. A move to a COVID considerate approach was implemented within the Council which was based on choice and personal responsibility.
- 40 Taking into account the significant challenges presented throughout the latter stages of the pandemic the Council was able to adhere to the changes in regulations and guidance which applied to workplaces and was able to manage a low number of workplace outbreaks which demonstrated that control measures and risk assessments were robust and effective throughout.

Fire Safety

- 41 Fire Safety advisers within the H&S team continue to assess and baseline the Council's compliance with the Regulatory Reform (Fire Safety) Order (RRFSO) as well as the Council's own fire safety procedures.

42 During 2021/22 there has been 11 fire related incidents which have occurred within Council premises and have been investigated by the fire safety advisers within the H&S team. These incidents occurred at the following premises:

- Bowburn Primary School
- The Croft Community School
- Harbour View Extra Care Scheme
- Greenfields Community College
- Trinity School
- Annfield Plain Waste Transfer Station
- Spennymoor Leisure Centre
- Spennymoor Branch Library
- Willington Library
- Stanley Bus Station
- Shildon Leisure centre and Sports Stadium

43 Whilst it is positive to report that there were no injuries to employees or others associated with any of the incidents, there was some property damage sustained and 5 of the 11 investigated incidents were a result of arson. Full investigations were undertaken by fire safety advisers and managers from the respective premises following the incidents to ensure all corrective actions were identified and implemented. Where appropriate improvements have been made to internal procedures and liaison with County Durham and Darlington Fire and Rescue Service (CDDFRS) and local policing teams police has been undertaken where there has been criminal activity and enforcement agency support was required.

44 During the reporting period, 96 internal risk based internal fire safety audits were completed in a range of Council premises which provide a variety of services and activities. Audit and inspection priorities are given to higher risk premises and operational activities which continue to include residential schools, residential children's homes, Aycliffe secure unit, the four main service depots and the waste transfer stations. These inspections resulted in a 94.34% compliance rate.

45 In addition to the internal fire safety audits, CDDFRS safety officers have also undertaken 13 inspections of higher risk Council premises throughout the year. These inspections resulted in all premises being broadly compliant with fire safety legislation which is the highest standard that can be achieved from CDDFRS inspectors. The findings of these audits support the outcomes of the internal auditing in that the Council has good assurance levels of fire safety standards in a range of workplace settings.

Open Water Safety

- 46 There remain two multiagency open water safety groups within County Durham. In terms of governance, both water safety groups report into the Safe Durham Partnership (SDP) and meet on a quarterly basis. Due to the pandemic, the activities from these groups have changed in terms of delivery of interventions, particularly awareness and information.
- 47 The City Safety Group (CSG) was chaired throughout 2021/22 by the Council's Director of Neighbourhoods and Climate Change and continued to have representation from the Council, emergency services and riparian landowners such as Durham University and Cathedral. Durham University student union is also a key member of the CSG.
- 48 From a County wide perspective, the open water safety group (OWSG) has a remit of reviewing the Councils internal open water safety policy and focusing on safety relating to areas of open water e.g. lakes, rivers, reservoirs) other than in Durham city centre.
- 49 Table 1 below indicates the number of non-fatal and fatal water related incidents in County Durham since 2013/14. This data has been validated using the national water accident & incident database (WAID), emergency services and Council incident reporting data. CDDFRS were involved with two searches and body recoveries in Derwentside and Teesdale areas, with coroner's inquest outcomes unknown. There were also four incidents where suicide attempts were made or intended to be made and emergency services were able to intervene accordingly.

Table 1- Open Water Incident Statistics 2013/14 - 2021/22

Year	Durham City Centre			County Durham (Exc. Durham City centre)		
	Near miss	Injury	Fatality	Near miss	Injury	Fatality
2013/14	13	1	1	3	1	2
2014/15	5	1	4	5	2	3
2015/16	3	1	0	8	5	2
2016/17	2	1	0	1	2	1
2017/18	2	3	0	3	5	0
2018/19	3	6	1	1	1	2
2019/20	2	4	0	6	3	1
2020/21	2	0	0	8	3	2
2021/22	9	4	0	7	1	1

- 50 Throughout 2021/22 the CSG has been continuing to monitor the riverside development projects to ensure that any public safety issues and impacts were identified with the developers. A monthly cycle of inspection and monitoring continues in relation to the completion of all physical safety infrastructure works in the city centre. This provides the CSG with assurance that the control measures identified in 2016/17 remain effectively in situ and proactively identifies any further actions required.
- 51 Additional works have been undertaken in relation to the independent assessment of the river corridor and new developments within the city that may have an impact on river related safety. The DCSG commissioned the Royal Society for the Prevention of Accidents (ROSPA) to undertake a further assessment of river related risks. The scope of the assessments included safety reviews of the new Milburngate development, wider city centre and the river corridor following previous assessments in 2015 and 2018. These assessments were completed in December 2021 and subsequent reports were provided to the DCSG members in early 2022 for consideration and action
- 52 The independent assessment of the river corridor and new city centre development areas may introduce further infrastructure related actions which the DCSG will consider and implement appropriately following consultation with partners and stakeholders.
- 53 The CSG has once again reviewed arrangements for student induction weeks to ensure that appropriate arrangements had been put in place and partners were working in collaboration. A specific student induction task and finish group was established, and work was undertaken to ensure that safety related controls were in place for freshers week. This involved collaborative work with the police, university, business and licensed premises. The work particularly focused on the high footfall night-time economy areas within the city and it was positive that the activities went safely and without incident.
- 54 The OWSG continues to manage and monitor County wide open water safety risks. A schedule of monitoring and reassessment of priority risk locations identified in the initial county wide assessment process continues to be applied in order to provide assurance. As in previous years, reassessments of priority open water locations prior to the summer holiday periods were completed to ensure that safety controls remain in situ.
- 55 The OWSG were responsible for planning and implementation of water safety educational campaigns throughout 2021/22. Whilst these were

significantly impacted during the reporting period in terms of not being able to deliver assemblies and undertake some promotional activities, there remained a range of awareness activities delivered. These included promotions of national drowning prevention weeks and once again the annual 'dying to be cool' cold water shock safety campaign through a variation of social media, posters and alerts at high footfall open water sites across the county.

Employee Health and Wellbeing

- 56 The Council has successfully achieved the maintaining excellence standard Better Health at Work status during this reporting period. As part of this award assessment the Council was required to undertake another employee health and wellbeing engagement survey, and this was completed in quarter 3 of 2021/22. There was a positive response with 2486 employees completing the survey. This will provide further intelligence and opportunities in relation to a wide range of factors which affect the health and wellbeing of employees.
- 57 In terms of further employee engagement, a proposal to repeat the employee working well survey which was originally undertaken in 2017 has been agreed. This survey, which is a blend of workplace stress management standards, HR and employee communication related questions will be revised and launched by the end of 2022.
- 58 Further promotions of various employee support opportunities were undertaken through the year and supported and championed by members of CMT and senior management teams. A series of communications to ensure that employees were aware of such opportunities were also issued via various forms such as the intranet, VLOG's, payslip messaging, buzz and general employee email communications.
- 59 Briefings also continued to be undertaken throughout 2021/22 with managers to ensure those with line management responsibilities continue to identify and acknowledge issues which may be affecting work during the challenges of the pandemic, ranging from those who worked on the front line throughout and those worked remotely and were transitioning back into hybrid ways of working.
- 60 Following the promotion of the employee assistance programme (EAP) during 2021/22, and particularly during the start of the COVID pandemic, there has again been more than 1,400 access hits to EAP online services. Calls numbers have increased during 2021/22 from previous years as have access to counselling services via telephone and online. Work related calls also increased from 49 to 63 and have

seen a changes to causes for calls to role and demands in addition to work related stress.

Health, Safety and Wellbeing Training and Development

- 61 In accordance with legislative requirements and key strategic objectives, the Council continues to identify and provide HSW information, instruction and training to ensure that employees have the knowledge, skills, ability and confidence to take ownership and manage HSW issues. HSW related training continues to be identified by various means such as job descriptions, appraisals, and risk assessments and via proactive and reactive monitoring. The responsibility for the identification, organising and recording of HSW training rests with the employing service grouping in accordance with the Councils H&S policy.
- 62 The H&S service provided extensive and intensive guidance regarding risk assessments and safe working procedures in accordance with ongoing changes to government guidance during COVID pandemic. In particular, frequently updated workplace individual and collective controls, testing, vaccination and isolation guidance was required for the formation of risk assessments for work activities and workplaces including schools settings to ensure continuation of education activities.
- 63 Many H&S training and development activities such as first aid, fire safety and food hygiene were temporarily paused during the early part of 2021/22 however have resumed as normal following removal of COVID related restrictions. Where possible alternative means of safe delivery was provided to ensure that employees retain certification, competence in their roles and enable the Council to control and mitigate risks.

Risk Profiling

- 64 The Council has continued to provide a wide range of essential front-line service throughout the reporting period and there has been a continued statutory requirement to identify, control and manage significant H&S related risks not associated with the pandemic. If not managed appropriately, these risks can compromise the Councils HSW performance and the ability to meet its statutory obligations.
- 65 Whilst the risk related focus during 2021/22 continued to be targeted towards COVID 19, the Council's business as usual risks also required risk assessment, management and control. A range of significant risk areas and activities continued to be a priority for the Council in line with national and regional sector intelligence. These are:

- Construction, Design & Management
- Asbestos and Legionella Management
- Fire Safety
- Manual/Moving & Handling
- Workplace Transport
- Work Related Stress
- Work at Height
- Refuse & Recycling
- Violence and Aggression
- Open Water Safety.

- 66 It remains crucial that the Council focuses on HSE's serious injury and ill health sector statistics as this emphasises the importance of continued focus on the above risk factors. The 2021/22 statistics indicate once again that construction related activities are most at risk followed by agriculture, manufacturing, transport and storage sectors. The three most common causes of fatal injuries continue to be workers falling from height, being struck by a moving vehicle and being struck by a moving object. Aside from COVID 19, there are also key causes of work-related ill health which include work related stress/anxiety and depression, musculoskeletal disorders and occupational lung diseases.
- 67 The Council's potentially violent persons register (PVPR) remains a key mechanism for employee and elected members to access in order to view potential risks associated with their working activities. Where appropriate the Council has demonstrated that robust action will be taken to control risk and work with police to ensure safeguards are in place. The H&S team continue to manage the PVPR and ensure that all risk related information remains current and accurate in order to manage and mitigate risks so far as reasonably practicable.
- 68 The strategic risks are reviewed every quarter by HSWSG, in line with the Council's risk management strategy. A number of these risks may have an impact on HSW if they occur, the Council's Risk and Governance Manager provides a quarterly update on these risks to the HSWSG. Service specific HSW risks are monitored and managed via service H&S committee's/steering groups. Table 2 indicates the Corporate Risks that may have an impact on HSW as of July 2022.

Corporate risks that may have an impact on Health and Safety

- 69 The below tables detail the corporate risk that may have an impact on Health and Safety at the end of 2021/22.

Table 2 – Health and Safety Related Strategic Risks

Ref	Service	Risk	Treatment
1	AHS	Failure/inability to respond to and recover from the COVID-19 pandemic, leading to delayed economic recovery and adverse impacts on employee resilience and the health and wellbeing of the wider community.	Treat
2	CYPS	Failure to protect a child from death or serious harm (where service failure is a factor or issue).	Treat
3	REG	Serious injury or loss of life due to Safeguarding failure (Transport Service)	The current controls are considered adequate.
4	AHS	Failure to protect a vulnerable adult from death or serious harm (where service failure is a factor or issue).	Treat
5	NCC	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.	Treat
6	RES	Serious breach of Health and Safety Legislation	The current controls are considered adequate.
7	REG	Potential serious injury or loss of life due to the Council failing to meet its statutory, regulatory and best practice responsibilities for property and land .	Treat
8	RES	Potential violence and aggression towards members and employees from members of the public	The current controls are considered adequate.
9	NCC	Demand pressures on the Community Protection inspections and interventions arising from the COVID-19 pandemic and the UK exit from the EU may lead to an adverse impact on public health and safety in Co Durham.	Treat

Statistical Information and Performance Indicators

- 70 The Council continues to reactively record, monitor and review work related accidents, near miss, ill health data via internal reporting procedures by means of the new H&S Accident Recording Database (HASARD). Quarterly statistical reports are provided to the HSWG and service specific H&S committee's/steering groups for consideration and action where appropriate.

71 Other than the above data, a range of other performance indicators have been used in this annual report to measure, monitor and manage the Councils H&S performance. These are:

- Proactive and reactive H&S Auditing (Internal & External)
- Enforcement Actions (HSE/CDDFRS Improvement/Prohibition notices and Fees for Intervention)
- Employer Liability Claims
- Occupational Health Service data
- Employee engagement surveys
- H&S Training provision
- Health Surveillance and Management referrals

72 A summary of the top-level HSW performance data for 2021/22 is shown in the following tables with the 2020/21 data as a comparison. The Council employed an average total of 14,769 employees throughout 2021/22 that equated to 12,127 full time equivalents (FTE).

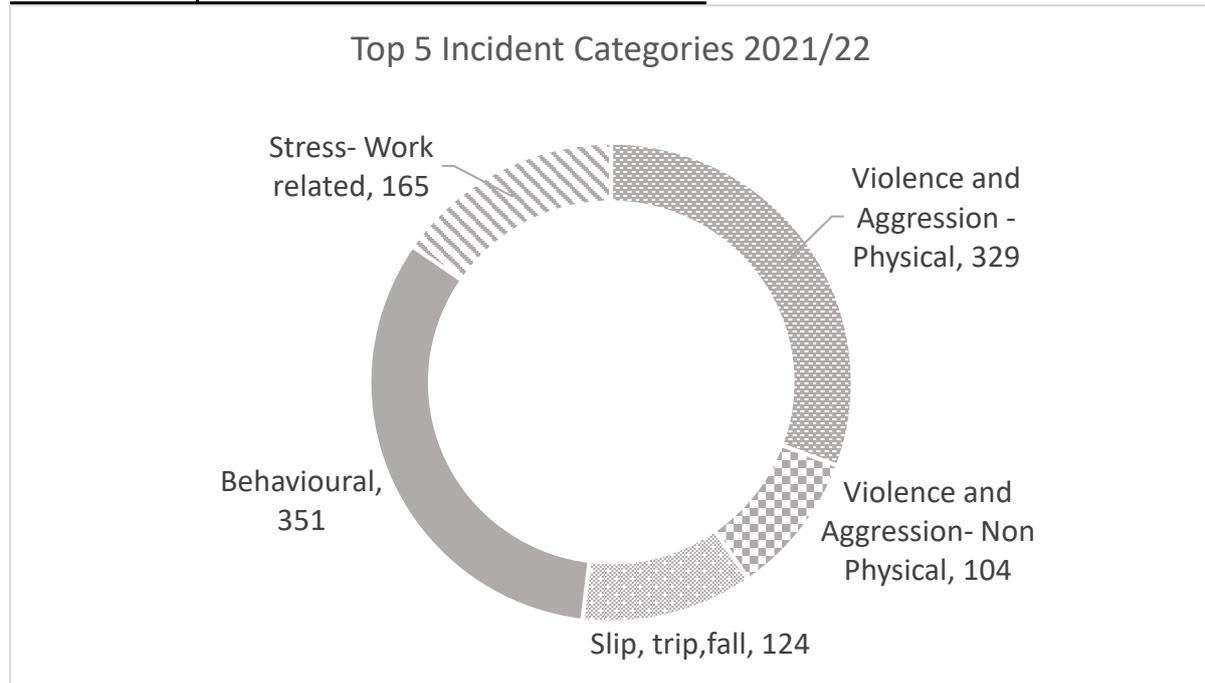
Table 3- Employee work related accidents/near misses

Employee work related accidents and near miss reports.	2020/21	2021/22	+/-% Difference
Number of FTE employees	12,201	12,127	-0.61
Fatalities	0	0	0
RIDDOR reportable 'specified' injuries	4	5	+25.00
RIDDOR reportable accidents (more than 7-day injury).	37	41	+10.81
Non RIDDOR reportable accidents	509	1,051	+106.48
Near miss reports	210	354	+68.57
Total accidents and near misses	760	1451	+90.92
Rates per 1000 FTE employees.	2020/21	2021/22	+/-% Difference
RIDDOR reportable - 'specified' injuries	0.08	0.41	+412.50
RIDDOR reportable accidents- over 7-day absence	3.03	3.38	+11.55
All accidents	65.65	119.69	+82.32

**Table 4 – Employee Accidents by Severity and Service Grouping 2019-
Present**

Table 7 Accidents / Incidents to Employees - Severity								
Note: Figures are for 2019/20, 2020/21 and 2021/22					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
Neighbourhoods & Climate Change	2019/20	77	63	14	13	1	(14)	168
	2020/21	67	51	5	19	1	(20)	143
	2021/22	78	56	1	16	0	(16)	151
Children & Young People's Services	2019/20	805	177	20	13	4	(16)	1019
	2020/21	343	95	13	13	3	(16)	467
	2021/22	828	139	11	20	5	(25)	1003
Adult and Health Services	2019/20	90	32	1	3	0	(3)	126
	2020/21	28	21	0	1	0	(1)	50
	2021/22	55	33	1	1	0	(1)	90
Regeneration, Economy & Growth	2019/20	74	72	6	5	0	(5)	157
	2020/21	43	38	5	4	0	(4)	90
	2021/22	71	110	1	4	0	(4)	186
Resources	2019/20	21	37	0	0	0	(0)	58
	2020/21	3	5	2	0	0	(0)	10
	2021/22	5	16	0	0	0	(0)	21
DCC Totals	2019/20	1067	381	41	34	5	(35)	1528
	2020/21	484	210	25	37	4	(41)	760
	2021/22	1037	354	14	41	5	(46)	1451

Chart 1– Top 5 Accident Causations 2021/22



- 73 In relation to all employee accidents the majority of reports, 69% of total reported, emanate from Children and Young Peoples Service grouping. In terms of severity of accidents reflected within the HSE RIDDOR reportable section there has been a reversal from previous years with CYPS now accounting for 54% of these followed by NACC with 35%.
- 74 Accident and Incidents statistics indicate that in 2021/22 the main causes of employee reporting were in relation to, behavioural (service users and pupils), violence and aggression incidents (physical and non-physical), slips, trips and falls, and moving and handling. Accident statistics and causes correlate with HSE statistics for local authority incident data across the UK. This data enables opportunities to refocus on areas of risk and known accident/incident causation within the Council.
- 75 Accident reports for the year have, as expected, increased by 91% following a return to business as usual and the release of pandemic related restrictions which have occurred throughout the reporting year. In particular a significant number of employees have been reintegrated into workplaces and work activities which have resulted in an increase in reported accidents and incidents, although it must be noted that these have returned to pre pandemic levels and are not excessive. As many of the Councils higher risk work activities have continued throughout the course of the pandemic it was expected that RIDDOR reportable statistics would be similar to previous years data. This indeed was the case and there was a slight increase on reportable accidents during 2021/22 of 5 overall, with only 5 specified injuries reported which is

positive given the services provided and work activities undertaken by the Council.

Table 5 – Employee Work Related Ill Health by Service Grouping 2019- Present

Table 5 Cases of Incidents of Ill-health of Employees				
Service	Year	Physical	Psychological	RIDDOR Reportable Diseases
Neighbourhoods & Climate Change	2019/20	0	14	0
	2020/21	1	4	7
	2021/22	0	12	0
Children and Young People's Services	2019/20	0	111	0
	2020/21	0	60	32
	2021/22	2	119	0
Adult and Health Services	2019/20	0	16	0
	2020/21	0	16	0
	2021/22	1	10	0
Regeneration, Economy & Growth	2019/20	2	19	0
	2020/21	0	9	2
	2021/22	1	20	0
Resources	2019/20	0	23	0
	2020/21	1	12	0
	2021/22	0	23	0
Total	2019/20	2	183	0
	2020/21	2	101	41*
	2021/22	4	184	0

NB: Work-related ill-health Psychological is not RIDDOR reportable

*All cases of RIDDOR reportable Disease were related to workplace outbreaks of COVID-19 during 2021/22.

76 In terms of employee ill health table 6 indicates that work related psychological ill health incidents have increased by 82% in 2021/22. As in previous years it is apparent that psychological ill health incidents involving employees remain most prevalent within Children and Young Peoples Services (65% of all reported cases). This data also corresponds with an increase in access to the employee assistance programme provider for the same period.

Table 6- Non-Employee Accidents/Incidents

Table 6 Accidents / Incidents to Non-Employees					
Service	Year	Minor Injury	No Injury	Taken to Hospital	Total
Neighbourhoods & Climate Change	2019/20	13	15	3	31
	2020/21	2	3	1	6
	2021/22	15	8	2	25
Children and Young People's Services	2019/20	1225	196	2	1423
	2020/21	540	119	2	661
	2021/22	1065	159	6	1230
Adult and Health Services	2019/20	406	586	10	1002
	2020/21	316	548	0	864
	2021/22	234	511	0	745
Regeneration, Economy & Growth	2019/20	237	130	31	398
	2020/21	22	14	1	37
	2021/22	165	114	4	283
Resources	2019/20	4	3	0	7
	2020/21	0	0	0	0
	2021/22	0	6	0	6
Total	2019/20	1886	930	46	2862
	2020/21	880	684	4	1568
	2021/22	1479	798	12	2289

Table 7- Non-Employee Accidents/Incidents

Accidents/incidents/involving Non-employees (Clients, pupils, contractors, members of the public etc.)	2020/21	2021/22	+/-% Difference
Incident (no injury)	684	798	+16.67
Minor Injuries (includes Non RIDDOR reportable incidents)	880	1479	+68.07
Taken to Hospital (RIDDOR reportable)	4	12	+200.00
TOTAL	1568	2289	+45.98

77 In relation to accidents involving non-employees 54% can be attributed to Children and Young Peoples Services and involve pupils in educational settings and activities. Increases overall in the number of accidents in 2021/22 from 2020/21 can be predominantly attributed to

the reduction of pupil numbers and activities during the most severe restrictions of the pandemic during 2020/21.

Regulatory Interventions

- 78 There was one enforcement related notice served during 2021/22. Following an inspection of Durham bus station construction works in January 2022, the Health and Safety Executive issued an improvement notice. This was in relation to breaches of the Construction (design and management) Regulations 2015 (CDM) and related to structural calculations for hoarding and a retaining wall on site, and inspection regimes. Following issue of the improvement notice, an immediate response was provided, including the required structural information and confirmation was given that the notice had been complied with fully and the matter was resolved.
- 79 HSE inspectors also visited several other council workplaces during the reporting period. Other visits were predominantly focused on construction, refurbishment and asbestos removal related activities taking place and where the HSE had received notification work in accordance with CDM regulations. Despite the improvement notice issued in relation to Durham bus station works, all other visits produced positive outcomes and evidence that compliance across a range of statutory areas was being achieved.
- 80 CDDFRS undertook 13 inspections of council premises during 2021/22 and these resulted in broad compliance with fire safety legislation requirements. The majority of premises visited were schools and other priority risk premises and it is positive to report that in conjunction with internal fire safety audits, standards of fire safety management remain compliant and effective.

Partnership Working

- 81 The Council continues to actively engage with a wide range of partners in a diverse range of H&S activities. Partnership approaches to addressing operational and community related risks play a pivotal role in harm reduction and risk control.
- 82 During the period 2021/22 several formal and informal partnerships focused on key H&S issues, examples include:
- (a) Working with public health/UKHSA regional and national colleagues to ensure that COVID related control measures were in accordance with latest guidance

- (b) Working with CDDFT and other NHS partners to accommodate testing and vaccination related delivery programmes and accommodation provision
- (c) In relation to the City Safety and County wide open water safety groups, the H&S team have worked closely with all emergency services, regional and national local authorities, utilities companies, environmental organisations and recreational groups to address public safety issues. Work has also continued to be undertaken where required with industry experts in water safety such as the RoSPA, RLSS and RNLI
- (d) Working closely with County Durham and Darlington Fire and Rescue Service to ensure fire safety standards are maintained and the outcomes of audit and inspection activities are implemented and monitored
- (e) Working with Durham Constabulary regarding violence and aggression related risks in relation to elected members and Council officers
- (f) Work with wellbeing for life in the design and delivery workplace wellbeing initiatives and interventions
- (g) Working in partnership with the Coal Authority in relation to coal mining legacy inspection outcomes and following incidents where old mining workings have collapsed or where construction work is required to secure and make safe structures on Council owned land

Joint Consultation

- 83 The Council recognises the importance of effective arrangements for consultation and as a result appropriate structures have been established. Statutory consultation with employees takes place through trade union attended safety committees at both corporate and service grouping levels. There are many other methods of consultation including through employee groups such as focus and working groups, use of Council publications, intranet and email.
- 84 The HSWSG, now jointly chaired by Corporate Director of Resources and Regeneration, Economy and Growth, continues to monitor the development, implementation and review of the revised H&S Policy to ensure that it is consistently applied throughout the County Council and that performance standards are achieved.

- 85 HSWSG continues to meet on a quarterly basis and the core membership of the group continues to be made up of representatives from all Services Groupings, Trade Unions and specialist advisors i.e. H&S, Fire Safety, Occupational Health service and Public Health.
- 86 Each Service Grouping also has established H&S Committee /Steering Groups based on the HSWSG model and all met at least four times in 2021/22. Meetings were held remotely and in accordance with COVID guidance and restrictions. Additional H&S committees were established during 2021/22 taking into account the new service structures.
- 87 Trade Union representatives actively participate in H&S service specific and corporate group meetings. Despite joint TU and H&S audit and inspection activities being hampered throughout 2021/22 there remains an ongoing commitment to continue with previous arrangements for joint audit and inspections in 2022/23.

Monitoring H&S performance

- 88 Throughout 2021/22, periodic monitoring of the H&S performance within the Council included several tiers of monitoring which were integrated into the management of H&S both corporately and across services.
- 89 Specific monitoring and reporting arrangements included:
- (a) Corporate and Service specific annual H&S performance reports presented to relevant management teams providing an overview of H&S management within DCC compared to the previous year, highlighting successes and areas for improvement.
 - (b) The HSWSG and Service H&S Committees/Steering Groups, chaired by Directors or Heads of Service met remotely on a quarterly basis and monitored performance which included progress against strategic objectives and significant risks, emerging H&S issues, incident statistics, development, investigation & audit findings and areas requiring improvement.
 - (c) Quarterly HSW reports presented to the overview and scrutiny and audit committees respectively.
 - (d) Reports submitted to CMT and cabinet in relation to COVID interventions such as testing and vaccinations.
 - (e) H&S Advisers and Trade Union Safety Representatives undertook planned joint inspections and audits of Council workplaces.

- 90 In addition to the above further monitoring of performance was undertaken and included accidents/incidents recorded on the Councils new reporting system (HASARD) being reviewed by the H&S team; this included 1,451 to employees and 2,289 to non-employees.
- 91 During the varying stages of the pandemic, the H&S team continued to undertake formal accidents and incidents investigations, which included employees and non-employees. Findings and recommendations were passed to the relevant managers and parties concerned.
- 92 A total of 419 audit and inspections were undertaken by the H&S service throughout the reporting period, a total of 1,056 actions were recorded. These were predominantly low. Non-conformities and all those identified have or are in the process of being resolved with auditees.
- 93 Continued monitoring activities of open water safety related assessments and control measures are being undertaken to ensure that they remain as safe as necessary.
- 94 H&S team supported Legal Services in the investigation of employer's liability claims made against the Council. Reviews of public liability and employee liability claims are undertaken on a quarterly basis to ensure that preventative risk measures and controls are identified and implemented.
- 95 A planned series of fire safety audits, 96 in total, across a number of higher risk council occupied premises were undertaken along with fire risk assessments to ensure compliance with fire safety legislation.
- 96 The Occupational Health service continued to play a lead clinical role in managing COVID related absence, return to work and advising on COVID related conditions.
- 97 H&S team provided advice and support to COVID outbreak control teams and service managers throughout the reporting period to ensure that transmission related risks were controlled and COVID public health guidance adhered to.

Main implications

Legal

- 98 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

- 99 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

- 100 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.

Conclusions and Looking Forward

- 101 The impact of COVID pandemic on H&S and OHS services continued to be challenging throughout 2021/22. Both services had to adapt to new and emerging demands throughout various stages of government restrictions and guidance, as well as continuing to deliver business as usual statutory services and interventions. It was positive to note however that at the latter stages of the reporting period both services were returning to business as usual proactive and reactive activities not associated with COVID. The low number of workplaces experiencing COVID transmissions generally throughout the year was reflective of effective risk assessments, mitigation measures and employees understanding their roles and responsibilities.
- 102 A key success throughout 2021/22 was the continued planning and preparation to provide ongoing support, guidance and communications to all employees and convening of regular managerial briefing sessions to enable the Council to remain complaint at all times and manage and mitigate risks effectively and proportionately.
- 103 It was expected to see that accidents statistics would eventually return to pre-pandemic related levels throughout 2021/22 and this was proven to be the case due to work activities, workplaces and working practices returning to some level of normality once more. Despite the headline

statistic of an increase of 91% the figures are similar to those in pre-pandemic years. The number of more serious accidents in terms of RIDDOR reportables has also stayed relatively static and it was positive to report a relatively low number of specified injuries for the reporting period.

- 104 Employee communications regarding health and wellbeing support available were also constant through the year and this paid dividends in terms of access statistics to the employee assistance programme (EAP) which had in excess of 1,400 online access hits, 680 counselling calls and 740 general calls to the service. As well as the EAP service a wide range of other services and activities were promoted which ensures that employees were supported during the pandemic. It should be noted that EAP data from the annual report evidences an improvement of up to 60% for those employees who engaged with counselling and therapy services, which further validates the effectiveness of the service and interventions. The increase in calls to the EAP provider should be noted and monitored in the year ahead to ascertain if 2021/22 was an isolated increase or indicates a more permanent trend in demand for the service. The proposed employee working well 2022 survey can be used a further opportunity to understand causes of increased EAP usage and reports.
- 105 Achievement of the Better Health at Work Maintaining Excellence award status continues to demonstrate the Councils corporate management commitment to employee health and wellbeing. There has been more focus on this risk during the pandemic and the Council has shown clear supportive strategies and interventions and continues to demonstrate this via ongoing progress toward the ambassador status award in 2022/23.
- 106 Whilst it was disappointing to receive an enforcement notice in relation to Durham bus station construction works this remains the first notice served of this nature since 2013 and has provided opportunity to improve internal procedures and control measures. Despite this it was positive to report that other enforcement inspections of construction activities and fire safety went well and provided assurance regarding statutory compliance.
- 107 In relation to the strategic aims and objectives there has again been progress across a range of areas which demonstrate improvements in relation to acting together, tackling ill health, promoting a positive culture, supporting and enabling people and ensuring competence of employees and those who may work on behalf of the Council. The development of a post COVID HSW strategy for 2022-2025 will be key

to refocusing and reenergising the HSW agenda and setting the organisational objectives and priorities for the future.

- 108 In terms of governance, there has remained a good level of governance overall for HSW during 2021/22 and effective reporting and consultation from a service grouping and corporate perspective. Members of CMT and EMT continued to chair and lead remote consultative forums and demonstrate HSW as being a significant issue for the Council and ensuring actions are taken to reduce injury and ill health where required. COVID related governance arrangements remained throughout the year, specifically in relation to COVID risks and control measures and enabled a continued focus on keeping employees and member of the public safe.
- 109 Further positive actions were taken regarding open water safety throughout the year, particularly coinciding with easing of restrictions and the general public being able to visit and utilise areas where open water may be present and a risk. City centre safety will be further enhanced by the commissioning of further independent inspections of the river corridor. Further reassessments of county wide open water locations will also ensure that these areas are as safe as necessary and support safe public access and use. This is further supported and enhanced by public awareness and information campaigns which were also undertaken during 2021/22.
- 110 The introduction of a new HSW strategy will continue to promote a continued approach to take a sensible, proportionate approach to managing the hazards associated with work activities. Continued work to place more emphasis on practical risk control, employees continuing to be competent, accountable, taking responsibility at a local level and proactive action where necessary is essential to enable further cultural and performance improvements.

Other useful documents

- Occupational Health Annual Report 2021/22.
- Health, Safety and Wellbeing statistical reports 2021/22

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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 health and wellbeing forums and trade union safety representatives 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.

Climate Change

None.

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

This report references interactions with police and other enforcement agencies who may take criminal action in relation to incidents associated with violence and aggression, arson and anti-social behaviours.

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



Employee Assistance Programme:
Durham County Council - Parent

Report period:
1 April 2021 - 31 March 2022



Prepared for: Durham County Council - Parent
Prepared by: Health Assured

The annualised utilisation for Durham County Council - Parent is 6.1%, calculated as counselling and advice calls against employee headcount of 12,355.

A total of 748 calls have been logged within the current reporting period.

688 of these were counselling calls.

Counselling calls account for 92.0% of all calls, sitting above our benchmark of 74.0% by 18.0%

Anxiety was the most common reason, accounting for 23.1% of overall counselling engagement. This was followed by Service Enquiry 18.2% and Low Mood 14.0%.

60 of these were advice calls.

Advice calls account for 8.0% of all calls, sitting below our benchmark of 26.0% by 18.0%

Employment was the most common reason, accounting for 35.0% of overall advice engagement. This was followed by Divorce & Separation (Legal) 18.3% and Civil 13.3%.

In terms of formal counselling engagement there has been

- 0 referrals for face-to-face counselling, with a total of 0 sessions being delivered
- 75 referrals for structured telephone counselling, with a total of 396 sessions being delivered
- 21 referrals for online counselling, with a total of 90 sessions being delivered
- 5 referrals for online CBT counselling, with a total of 15 sessions being delivered

The online portal has received a total of 1,424 hits within the current reporting period

After engaging in structured therapy, the Generalised Anxiety Disorder (GAD-7) average score reduced from 2.0 to 0.8 and the average Patient Health Questionnaire (PHQ-9) score reduced from 1.4 to 0.7

The Workplace Outcomes Suite (WOS) demonstrates the value of the EAP and the positive impact that the service is having on employees. At the start of therapy 35.5% of employees were out of work, after engaging in therapy this reduced to 23.1% with 40.0% of employees returning to work.

	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total	Total
Counselling	35	60	56	63	26	40	67	53	47	66	62	84	688	92%
Legal	6	2	4	13	0	5	1	6	0	3	15	5	62	8%
Overall	41	62	60	76	26	44	68	59	47	69	77	89	748	100%

Call Summary





Utilisation Summary

Employee Assistance Programme:
Durham County Council - Parents

1 April 2021 - 31 March 2022

	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total
Counselling calls	35	10	55	83	28	49	87	10	47	81	52	14	600
Legal calls	1	2	4	13	3	5	1	8	3	3	15	1	66
Face to face counselling cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Face to face counselling sessions	0	0	0	0	0	0	0	0	0	0	0	0	0
Telephone counselling cases	6	17	0	6	4	5	6	4	3	6	4	4	76
Telephone counselling sessions	40	33	55	83	40	24	23	17	13	17	35	45	396
Online CBT cases	0	0	0	2	3	0	1	1	0	0	0	1	8
Online CBT sessions	0	0	0	0	3	0	0	0	1	0	0	0	4
Online counselling cases	1	4	2	2	3	0	4	1	0	2	2	2	21
Online counselling sessions	1	8	15	16	7	3	6	14	5	3	3	3	90
Management referral cases	0	1	0	1	0	0	0	0	0	1	1	2	5
Monitored cases	1	0	0	0	0	1	0	0	0	0	0	0	2
Online hits	169	7	2	4	74	142	162	174	152	274	201	28	1,428

Utilisation Summary





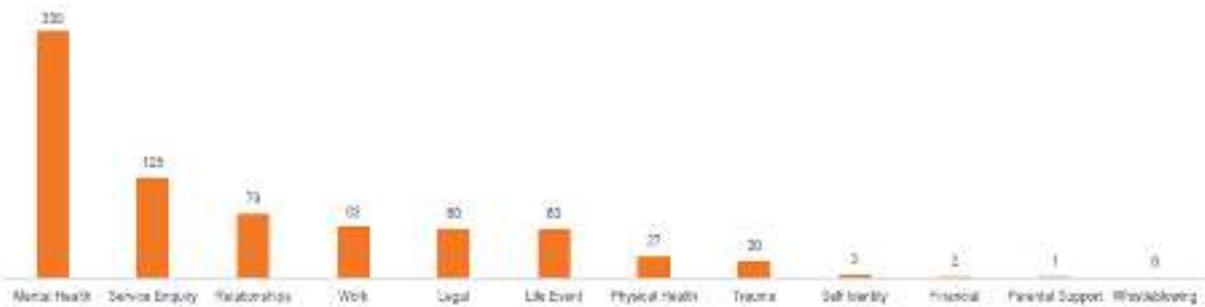
Calls by Category

Employee Assistance Programme
Durham County Council – Forest

1 April 2021 - 31 March 2022

	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total
Mental Health	22	30	24	33	11	22	34	14	14	28	27	26	308
Service Enquiry	5	17	12	8	5	8	12	24	16	8	11	7	125
Relationships	2	10	3	4	2	5	0	6	4	12	7	15	73
Work	3	6	2	11	1	8	3	2	7	3	12	4	63
Legal	0	2	4	13	0	5	1	6	0	2	15	5	63
Life Event	1	10	2	2	3	2	10	8	4	4	8	17	63
Physical Health	3	7	2	0	3	3	1	1	2	4	0	4	27
Trauma	0	0	4	8	2	3	1	0	0	2	0	0	20
Self-harm	0	0	3	0	0	0	3	0	0	0	0	0	3
Financial	1	0	1	0	0	0	0	0	0	0	0	0	2
Parental Support	0	0	3	0	0	0	0	0	0	0	0	1	4
Widowhood	0	0	3	0	0	0	0	0	0	0	0	0	3
Grand Total	45	82	68	74	26	54	68	59	47	68	37	89	748

Calls by Category





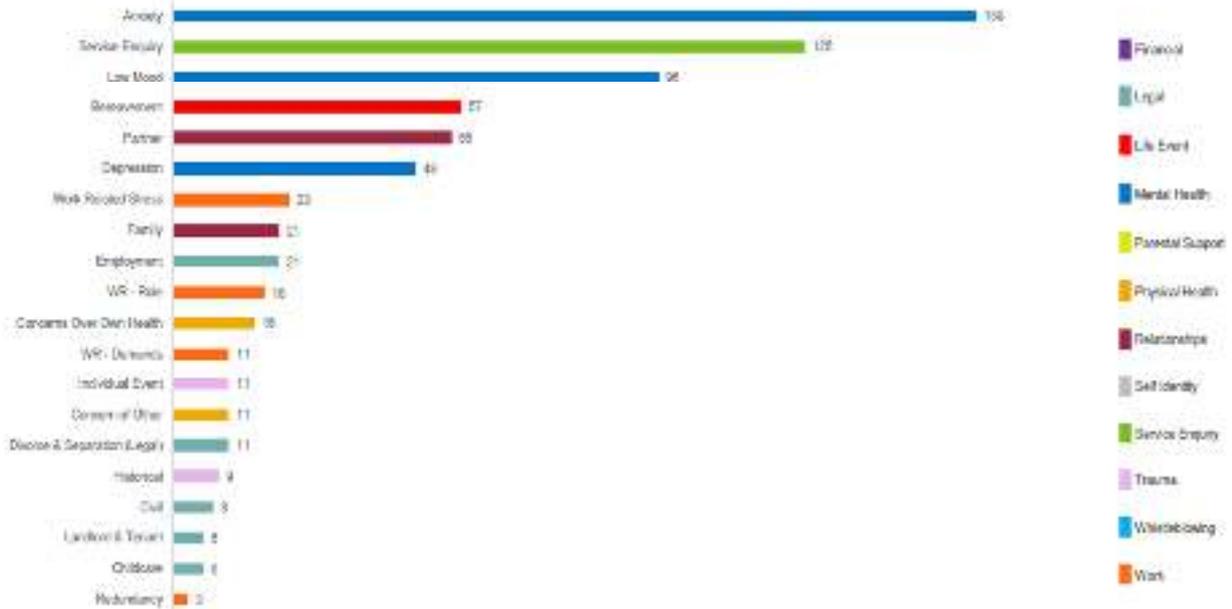
Top 40 Counseling Call Categories

Employee Assistance Program
Durham County Council - Forest

1 April 2021 - 31 March 2022

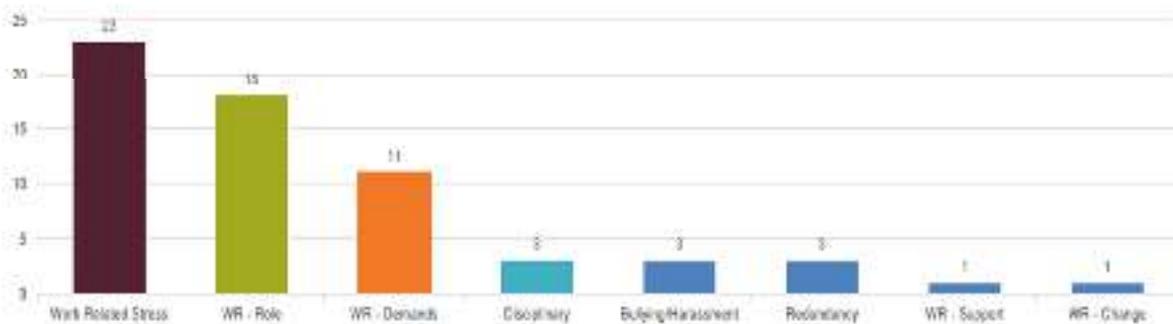
	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total
Anxiety	8	13	14	12	2	8	23	8	12	18	13	28	159
Service User	5	17	12	5	5	6	13	24	15	6	11	7	125
Loneliness	4	18	5	19	3	12	13	4	1	8	3	3	86
Compensation	1	18	2	2	1	2	18	1	1	2	8	17	81
Partners	2	8	3	3	2	2	0	8	4	8	2	12	55
Depression	1	3	5	3	3	0	2	2	0	19	11	3	61
Work Related Stress	0	4	1	12	1	1	3	2	0	3	0	3	25
Family	0	1	2	1	3	3	3	1	0	4	2	3	21
Employment	0	0	0	0	3	0	0	2	0	3	7	3	21
WR - Role	0	0	1	1	3	0	3	2	0	1	0	3	16
Concerns Over Own Health	1	4	1	0	2	0	1	2	2	3	0	4	20
WR - Demands	0	1	0	0	3	0	3	2	0	2	1	2	11
Individual Issues	0	0	0	1	2	0	0	2	0	3	2	3	11
Concerns of Others	2	3	1	0	3	0	3	1	0	4	0	3	11
Discrimination & Grievance Issues	4	3	1	0	3	0	3	2	6	1	2	3	11
Historical	0	0	4	1	3	3	1	0	0	3	0	3	8
Child	0	0	0	3	3	0	3	2	0	3	0	3	8
Landlord & Tenant	0	0	0	0	3	0	1	2	0	3	5	3	6
Children	0	2	0	0	3	0	3	2	0	2	0	2	6
Redundancy	0	0	0	0	3	0	3	0	0	3	0	3	3
Theological	0	0	0	0	3	0	3	0	0	3	1	1	3
Bullying/Harassment	0	0	0	0	3	2	3	0	1	3	0	3	3
Self-harm	0	0	0	0	3	0	3	2	0	3	0	3	3
Domestic Abuse	0	0	2	0	3	0	3	2	0	3	0	3	3
Marriage	0	0	0	0	3	0	3	2	0	3	0	3	3
Wills & Probate	0	0	2	0	3	0	3	0	0	3	0	3	3
Substance	3	0	3	0	3	0	3	2	3	0	1	0	3
Impact of Mental Health of Another	3	0	3	0	3	1	1	0	3	0	3	0	2
Separation/Divorce	3	0	3	0	3	0	3	0	3	2	0	0	2
Data Protection	3	0	3	0	3	0	3	0	3	0	2	0	2
Debt	1	0	1	0	3	0	3	0	3	0	3	0	2
WR - Support	3	0	3	0	3	0	3	0	3	0	3	1	1
WR - Change	3	1	3	0	3	0	3	0	3	0	3	0	1
Concerns of children's mental health	3	0	3	0	3	0	3	0	3	0	3	1	1
Trust/Confidence	3	0	3	0	1	0	3	0	3	0	3	0	1
Grand Total	41	82	88	79	26	54	88	89	47	69	77	85	148

Counselling Call Categories



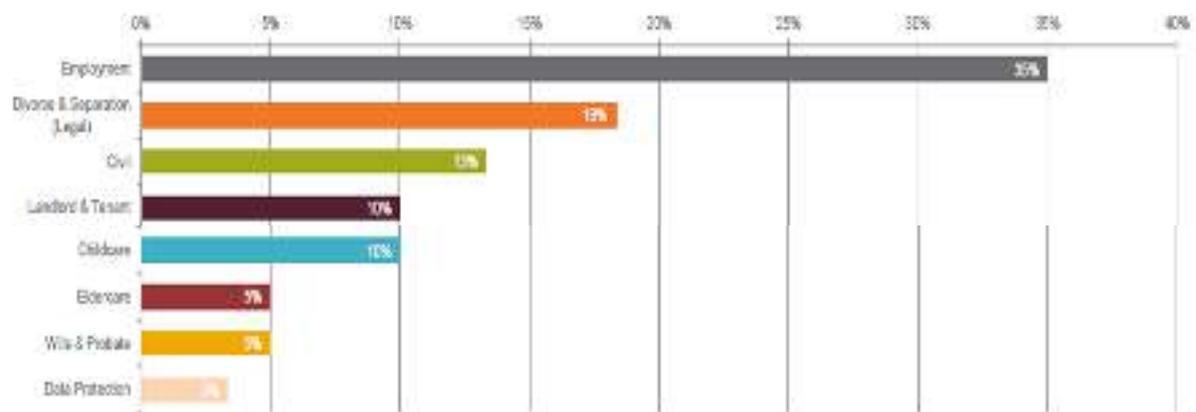
	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total
Work Related Stress	3	4	1	16	1	7	3	0	0	0	0	0	25
WR - Role	0	0	1	1	0	0	3	0	0	1	0	0	16
WR - Demands	3	1	0	3	0	0	3	2	0	2	1	2	11
Disciplinary	3	0	0	3	0	0	3	0	0	0	2	1	3
Bullying/Harassment	3	0	0	3	0	2	3	0	1	0	0	0	3
Redundancy	3	0	0	3	0	0	3	0	0	0	0	0	3
WR - Support	3	0	0	3	0	0	3	0	0	0	0	1	4
WR - Change	3	1	0	3	0	0	3	0	0	0	0	0	1
Grand Total	3	6	2	11	1	3	3	2	7	3	12	3	63

Work Related Calls



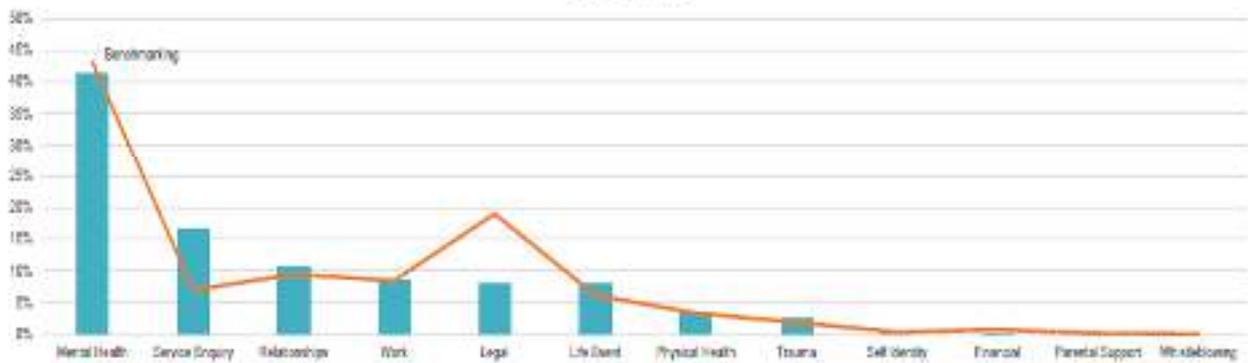
	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total
Employment	2	0	0	5	0	5	0	2	0	0	7	0	21
Unwise & Separation (Legal)	1	0	1	0	0	1	1	2	0	1	0	0	11
Civil	0	0	0	0	0	0	0	0	0	0	0	0	0
Landlord & Tenant	0	0	0	0	0	0	1	0	0	0	0	0	1
Children	0	2	0	0	0	0	0	0	0	2	0	0	4
Elder care	0	0	0	0	0	0	0	2	0	0	1	0	3
Wills & Probate	0	0	0	0	0	0	0	0	0	0	0	0	0
Data Protection	0	0	0	0	0	0	0	0	0	0	2	0	2
Grand Total	6	2	1	5	0	6	1	4	0	3	7	0	42

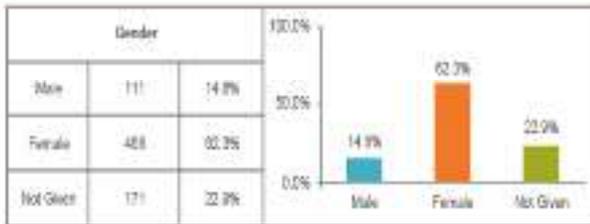
Legal Calls



	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total	Split by %	Benchmarking
Mental Health	20	20	24	23	11	22	18	14	14	20	27	26	180	41%	43%
Service Enquiry	5	17	12	5	5	8	18	24	19	5	11	7	125	17%	7%
Relationship	2	10	6	4	2	3	0	9	4	12	7	10	70	11%	19%
Work	3	6	2	11	1	9	2	2	7	3	12	4	81	8%	8%
Legal	0	2	4	13	8	3	1	0	0	3	10	8	56	8%	19%
Life Event	1	10	2	2	2	2	12	3	4	4	3	17	20	8%	8%
Physical Health	2	7	2	8	3	3	1	1	2	4	6	4	27	4%	2%
Trauma	0	0	4	8	2	3	1	0	0	0	2	0	20	3%	2%
Self-harm	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%
Financial	1	0	1	0	0	0	0	0	0	0	0	0	2	0%	1%
Parental Support	0	0	0	0	0	0	0	0	0	0	0	1	1	0%	0%
Misdiagnosing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%
Grand Total	41	82	60	76	28	54	38	29	47	69	77	80	746	100%	100%

Benchmarking

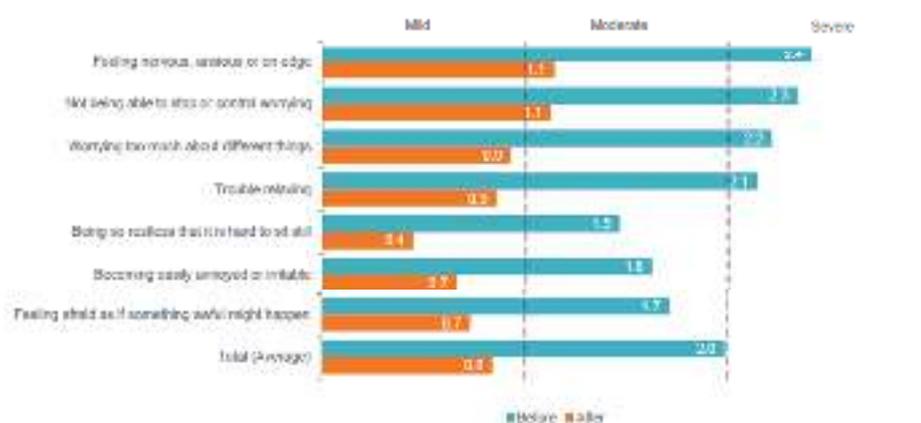




	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Total
Worked cases (TTC)	1	0	3	2	0	1	0	0	0	0	0	2	4
Manager Helpline Referrals	0	1	3	1	2	2	3	1	0	1	1	2	9

Over the last 2 weeks, how often have you been bothered by the following problems?	Start of Therapy	End of Therapy
Feeling nervous, anxious or on edge	2.4	1.1
Not being able to stop or control worrying	2.3	1.1
Worrying too much about different things	2.2	0.9
Trouble relaxing	2.1	0.9
Being so restless that it is hard to sit still	1.5	0.4
Becoming easily annoyed or irritable	1.8	0.7
Feeling afraid as if something awful might happen	1.7	0.7
Total (Average)	2.0	0.6

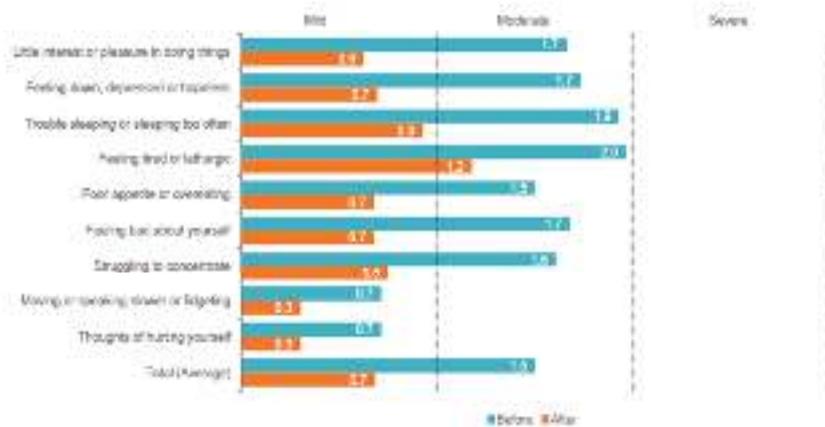
KEY: 0 = Not at all, 1 = Several days, 2 = More than half the days, 3 = Nearly every day



Following structured therapy there has been a 60.0% improvement in the GAD-7 scores

Over the last 7 weeks, how often have you been bothered by the following problems?	Start of Therapy	End of Therapy
Little interest or pleasure in doing things	1.7	0.6
Feeling down, depressed, or hopeless	1.7	0.7
Trouble sleeping or sleeping too much	1.8	0.6
Feeling tired or having little energy	2.2	1.2
Poor appetite or overeating	1.5	0.7
Feeling bad about yourself	1.7	0.7
Trouble concentrating on things	1.8	0.6
Moving or speaking slowly	0.7	0.3
Thoughts of hurting yourself	0.7	0.3
Total (Average)	1.5	0.7

ADP ©, MD et al., 1. Severity scale 0 - None at all to 4 - Nearly every day



Following structured therapy there has been a 50.0% improvement in the PHQ-9 scores

