

## **Audit Committee**

**29 September 2023**

### **Annual Health, Safety and Wellbeing Performance report 2022/23**



## **Ordinary Decision**

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### **Report of Amy Harhoff, Corporate Director of Regeneration, Economy and Growth**

#### **Electoral division(s) affected:**

All electoral divisions.

#### **Purpose of the Report**

- 1 To provide Audit committee with the annual report on Health, Safety and Wellbeing (HSW) performance for 2022/23.

#### **Executive Summary**

- 2 Health and Safety (H&S) and Occupational Health Services (OHS) continued to play an important role during 2022/23 in supporting achievement of statutory compliance and provision of corporate services aimed at ensuring employees and all others affected by work activities are as safe and healthy as possible.
- 3 The council has maintained the Maintaining Excellence Better Health at Work award and is working towards ambassador status which demonstrates the organisational commitment in this important area for employee health and wellbeing. A repeat of the comprehensive employee working well which was initially undertaken in 2017 has provided further intelligence for interventions and support. Throughout the year, 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 480 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 1,200 actions being identified, the majority of which (91%) were low or medium priority. This was an improvement from the previous year where 82% were of low or medium priority.

- 5 As expected, the number of accidents, incidents and near misses have plateaued for the second year following the peak pandemic period. As a result there were 1,676 accidents and incidents in total for 2022/23. This represented an increase from the previous year in which 1,469 were reported. Within these figures there is an increase in near miss reporting which is positive. Approximately 96% of all accidents continue to be minor or no injury. RIDDOR reportable accidents also reduced to 43 from 47 in the previous year.
- 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 2022/23. Amongst the various support services provided there were more than 850 management referrals undertaken, 330 health surveillance sessions, 980 physiotherapy sessions, 330 counselling sessions and 560 counselling calls.
- 7 There has been a decrease (16%) in calls to the employee assistance programme (EAP) and also in the number of work related psychological ill health cases (18%) during 2022/23. The outcomes of the employees accessing EAP services remains positive. Work continues to review and improve employee support by utilizing the employee working well survey outcomes.
- 8 In terms of fire safety, there were six fire related incidents in 2022/23 across a range of Council buildings with no injuries reported as a result. There were again a number of these incidents which were attributed to arson and work was undertaken with neighborhood wardens, neighborhood policing teams and CDDFRS to address associated anti-social behaviour. A number of incidents also related to inappropriate waste disposal which caused fires in the back of refuse and recycling vehicles. Further work on public awareness has been undertaken to try and educate the public in order to mitigate and control these risks.
- 9 In terms of enforcement body activity there were positive results overall from the CDDFRS fire safety and HSE inspector audits of Council premises. There was an issue in terms of CDDFRS issuing a major deficiencies letter in relation to a number of fire safety related concerns at Hawthorn House care facility. All issues have been subsequently resolved and CDDFRS were satisfied with actions taken to control risk.
- 10 In terms of risk profiling and priority there has been a move from pandemic related risk management to new and existing areas of risk across the council. The implementation of the new HSW strategy for

2022-2025 has provided refocus and re prioritisation on main corporate and service-related risks.

## **Recommendation**

- 11 Audit committee is recommended to:
  - (a) note and agree the contents of the Annual Health, Safety and Wellbeing performance report for 2022/23

1876

24% overall increase in Accidents, Incidents and near misses reported (1405 in 2021/22 vs 760 in 2020/21)



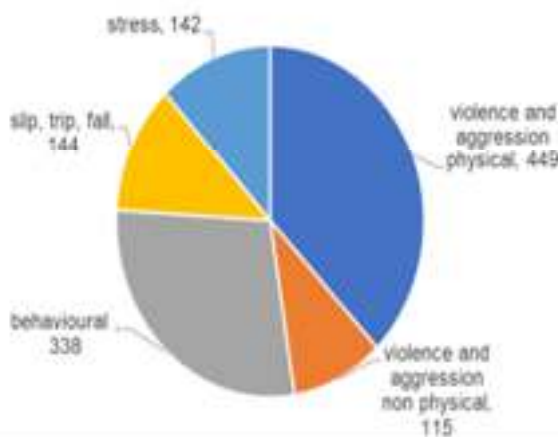
96%

of all reported accidents are either resolved or resolved



**Main Accident/Incident Causes**

Top 5 Accident Causes 2022/23



10 RIDDOR 'specified' injuries, and 33 over 7 days absence RIDDOR injuries (Only 4% of all accidents)

• Better Health at Work Maintaining Excellence Award retained

2765 accidents involving non-employees (18% increase on 2020/21 to 2022/23)



100 psychological work-related incidents in 2022/23 compared to 100 in 2021/22 and 100 in 2020/21

0 fire related incidents



27 successful inspections of council premises with compliance standards achieved



New Intranet launched with HSW content and support

0

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



1000 management related requests made in 2022/23

800 physiotherapy sessions attended

119 counselling sessions

647 calls to EAP

## Background

- 12 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.
- 13 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 2022/23 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.
- 14 This report summarises the council's HSW performance during 2022/23. It highlights the main achievements and outlines the main aims for 2022/23 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.
- 15 A revised Health, Safety and Wellbeing strategy for 2022-2025 has been agreed in 2022. In summary the council's overall strategic aim is to demonstrate continued effective HSW management by focusing on and ensuring high standards of:
  - Leadership and culture
  - Engagement and co-operation
  - Communication and consultation
  - Training and competence
  - Compliance and control
  - Wellbeing and support
- 16 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

- 17 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 to accurately reflect organisational 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.

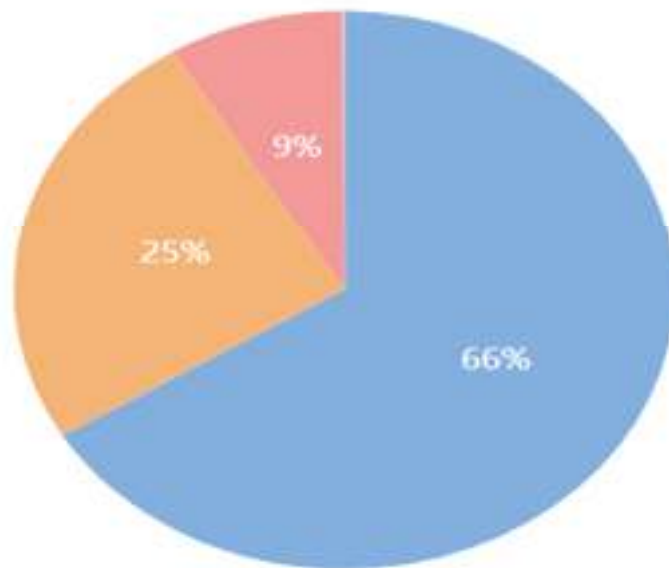
## H&S and OHS Service Provision

- 18 [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.
- 19 In relation to H&S, focus remains wherever possible to deliver a proactive risk focused service in terms of H&S and fire safety audit and inspections of Council work places and work activities. A summary of audit and inspection activity for the reporting period is as follows:



- 20 From the 481 audit and inspections throughout the reporting period, a total of 1,242 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



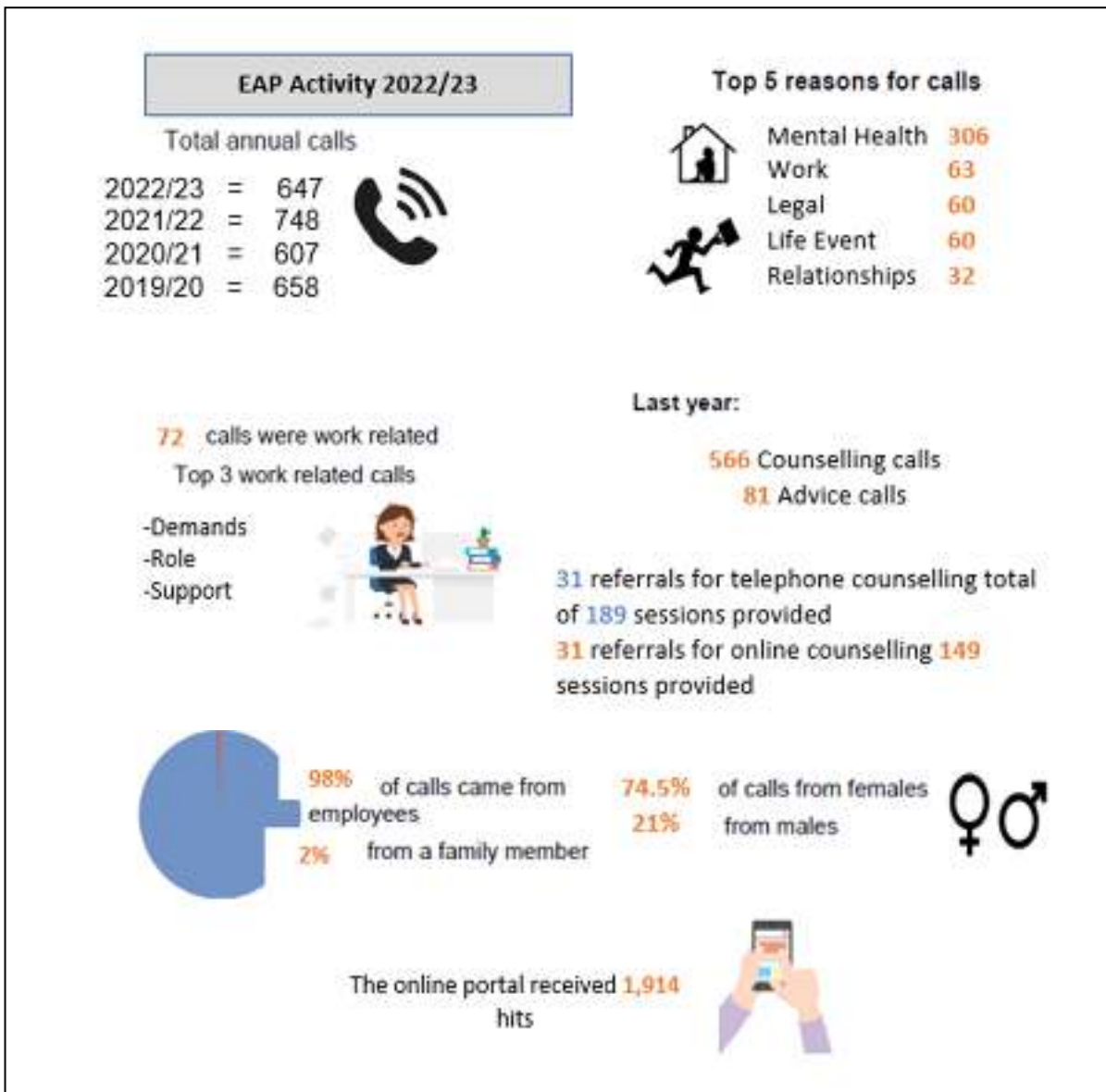
- 21 The H&S and OHS services continued with important support and guidance provision during the transition from pandemic specific guidance to more general workplace control of respiratory diseases. Government and UKHSA guidance was implemented across the council to ensure that employees, service users and public remained as safe as possible.
- 22 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.
- 23 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.
- 24 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 within neighbouring authorities.
- 25 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.

- 26 OHS produce a specific annual report (Appendix 3) 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 intervention 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.
- 27 An overview of EAP activity for 2022/23, obtained via EAP provider annual report (Appendix 2) is as follows:



## EAP Activity Summary 2022/23



## Fire Safety

- 28 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) and the council's own fire safety procedures.
- 29 During 2022/23 there has been six 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:
- West Rainton children's home
  - Willington Library

- Moorside Children's Unit, Spennymoor
- Refuse and Recycling vehicles whilst in Esh Winning, Woodstone village Middleton in Teesdale.

- 30 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 and vehicle related damage sustained as a result of some of the incidents. Arson was again a main cause along with inappropriate discarding of household waste such as batteries and charging devices which caused three fires in the refuse and recycling vehicles. 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.
- 31 During the reporting period, priority fire risk auditing was undertaken in children's homes, waste transfer stations, depots and crematorium. These inspections resulted in a 96.64% compliance rate. Fire risk assessments were also undertaken or reviewed across council premises and were particularly focused on council vacant premises. Internal fire safety audits were completed in a range of Council premises which provide a variety of services and activities.
- 32 In addition to the internal fire safety audits, CDDFRS safety officers have also undertaken three inspections of higher risk Council premises throughout the year. These inspections resulted in two premises, County Hall Durham and Chester-Le-Street CE Primary School being broadly compliant with fire safety legislation which is the highest standard that can be achieved from CDDFRS inspectors.
- 33 The remaining premise, Hawthorn House, was found to have major deficiencies with current fire safety legislation. Following the major deficiencies letter issued by CDDFRS all issues have now been resolved and work to subdivide the main corridor to reduce the compartment size and upgrade the trunking within the main corridor to achieve a minimum of 30 minutes fire resistance has been completed. In addition, all the fire doors to the bedrooms have been fitted with new cold smoke seals and intumescent strips. The fire risk assessment and site-specific emergency plan has also been updated, which includes the evacuation strategy with sufficient staff levels to evacuate the largest sub compartment.

## Open Water Safety

- 34 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.
- 35 The Durham City Safety Group (DCSG) was chaired throughout 2022/23 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.
- 36 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.
- 37 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 – 2022/23

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
2022/23	2	0	1	7	5	3

- 38 Throughout 2022/23 the DCSG 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 DCSG with assurance that the control measures identified in 2016/17 remain effectively in situ and proactively identifies any further actions required.
- 39 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 has an action plan which has been delivered and includes further public safety infrastructure improvements around the river corridor as well as new public rescue equipment being cited adjacent to the new Milburngate development.
- 40 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.
- 41 The OWSG were responsible for planning and implementation of water safety educational campaigns throughout 2022/23. 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. There were also more targeted education and awareness activities in locations such as Chester-Le-Street.

## **Employee Health and Wellbeing**

- 42 The employee better health at work group, chaired by Corporate Director Adult and Health Services, continued to convene during 2022/23 and identified ongoing proactive interventions and communications in relation to employee health and wellbeing.
- 43 The council has continued with the accreditation to the maintaining excellence standard for Better Health at Work award and is now progressing towards ambassador status.

- 44 The council undertook its second comprehensive employee working well survey following the initial survey in 2017. There was again a positive response with in excess of 3,000 employees responding. Results from the survey, which closed at the end of 2022, were presented to CMT and results were provided to each service grouping and Head of Service.
- 45 Overall, the findings from the second survey were broadly positive although there are areas where opportunities for improvements are evident. In terms of positive outcomes, these involve being a flexible and supportive employer, management support, regular meetings & PDRs effectiveness, peer support, role related support, change management and training/development opportunities. Areas where improvements can be made related to work demands and control withing senior management roles, clarity of roles within departments and teams, clarity around council vision and priorities, awareness of staff networks and support, and employee benefits.
- 46 The employee better health at work group were responsible for a range of employee education and awareness activities again throughout 2022/23. These included various intranet news items and articles promoting health and wellbeing and incorporated local public health key themes and national campaigns such as time to talk day, mental health awareness week and world mental health day. The launch of the new intranet also provided an improved platform and access to the health, safety and wellbeing resources, including the employee wellbeing portal.
- 47 Following further promotion of the employee assistance programme (EAP) during 2022/23 there has again been more than 1,900 access hits to EAP online services. Calls numbers have decreased in 2022/23 from previous years as have access to counselling services via telephone and online. Work related calls also increased from 63 to 72 and have seen a changes to causes for calls which are linked to demands, role and support. This is in line with the outcome of the employee working well survey.

## **Health, Safety and Wellbeing Training and Development**

- 48 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 both the corporate training and employing service grouping in accordance with the councils H&S policy.

## **Risk Profiling**

- 49 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.
- 50 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 Management
  - Legionella Management
  - Fire Safety
  - Manual/Moving & Handling
  - Workplace Transport
  - Work Relates Stress
  - Work at Height
  - Refuse & Recycling
  - Violence and Aggression
- 51 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.
- 52 From a national perspective, the three most common causes of fatal injuries for workers were falls from height (40), being struck by a moving object (29), and being struck by a moving vehicle (20). Therefore, greater consideration should be given to these issues especially the segregation of pedestrians from traffic where possible in Council transport and waste operations.
- 53 Nationally, the highest number of deaths was found in construction. However, when considering the fatal injury rate in terms of the number of fatalities per 100,000 workers employed, agriculture, forestry and fishing comes out worst, but the next worst is waste and recycling with a rate 10 times higher than the average across all sectors. The council refuse and recycling service therefore remains a priority in terms of risk focus and control.

- 54 Using the national statistical measure of number of fatalities per 100,000 workers, older workers were also at greater risk than younger workers and 96% of deaths were male. Key causes of work-related ill health include work related stress/anxiety and depression, musculoskeletal disorders and occupational lung diseases.
- 55 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.
- 56 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 2023.
- 57 A review of tree risk management and policy within the council is ongoing following a fatality in 2020 which resulted in Newcastle City Council being prosecuted in January 2023. A willow tree collapsed and struck several children at Gosforth Park First School, killing a six-year-old girl. Newcastle Council pleaded guilty to breaching the Health and Safety at Work Act and was subsequently fined £280,000 and ordered to pay costs of £8020 by South Tyneside Magistrates court.
- 58 In order to undertake an assessment of the current position and assurance, a working group has been set up, led by the Environment & Design Manager, and supported by tree officers, landscape and design, H&S, Estate Management and Clean and Green. As part of the review a series of improvements have already been made regarding active and passive assessments, recruitment of additional tree inspection officers, tree risk management training and a review of service level agreements for all local authority maintained schools of which 91% are buying back into the councils service level agreement. A comprehensive update will be provided to CMT in quarter three 2023/24.
- 59 Following an improved level of intelligence and information from UKHSA being developed regarding radon gas in buildings, the revised radon mapping data has been used to review risk management arrangements

for Council workplaces. A radon management programme has been developed and all buildings in scope will be tested in 2023/24 to determine radon levels. All new developments will also have radon protection measures factored into construction designs and construction phase plans.

60 In February 2021, the DfE issued information about the limited durability of reinforced autoclaved aerated concrete (RAAC) has raised safety concerns relating to buildings constructed with this material. The Local Government Association has advised its members to check as a matter of urgency whether any buildings in their estates have roofs, floors, cladding or walls are made of RAAC. RAAC is a lightweight form of concrete used in roof, floor, cladding and wall construction in the UK from the mid-1930s to the mid-1990s. This material is understood to have been used by some municipal architects primarily in offices and schools, but RAAC has been found in a wide range of buildings, not all of which are still in the public sector.

61 Following the advice in 2021, the council implemented a risk assessment and inspection programme to identify the possible presence of the RAAC material and determine if any further action needs to be taken as per the Department for Education (DfE) guidance. Stage 2 Initial Surveys commenced from early 2022 and the programme is due for completion by the end of September 2023. From those surveys undertaken to date it is known that there are no Council owned buildings with RAAC present. The results of the surveys will be used to plan and implement any necessary mitigating actions. The council's property management arrangements are being reviewed and updated in light of recent events and updated guidance on RAAC by the DfE.

## **Statistical Information and Performance Indicators**

62 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.

63 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

64 A summary of the top-level HSW performance data for 2022/23 is shown in the following tables with the 2021/22 data as a comparison. The council employed an average total of 14,578 employees throughout 2022/23 that equated to 11,850 full time equivalents (FTE).

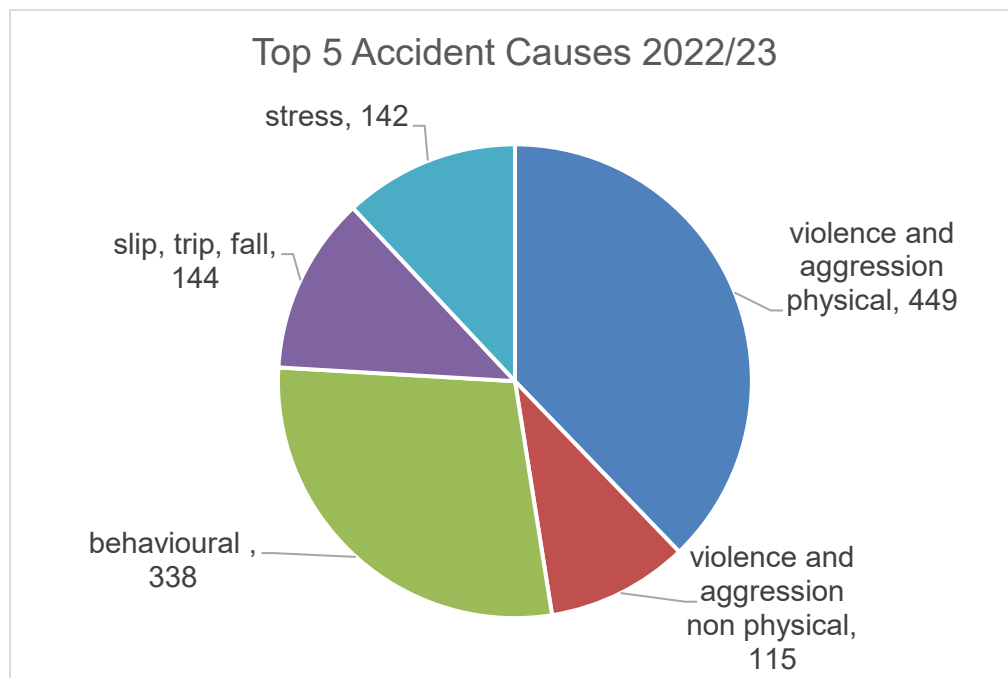
Table 3- Employee work related accidents/near misses

<b>Employee work related accidents and near miss reports.</b>	<b>2021/22</b>	<b>2022/23</b>	<b>+/-% Difference</b>
<b>Number of FTE employees</b>	12,127	11,850	-2.28
Fatalities	0	0	0
RIDDOR reportable 'specified' injuries	6	10	+66.66
RIDDOR reportable accidents (more than 7-day injury).	41	33	-19.51
Non RIDDOR reportable accidents	1,107	1,171	+5.78
Near miss reports	362	505	+39.50
<b>Total accidents and near misses</b>	<b>1,469</b>	<b>1,676</b>	<b>+14.09</b>
<b>Rates per 1000 FTE employees.</b>	<b>2021/22</b>	<b>2022/23</b>	<b>+/-% Difference</b>
RIDDOR reportable - 'specified' injuries	0.49	0.85	+73.47
RIDDOR reportable accidents- over 7-day absence	3.38	2.8	-17.16
<b>All accidents</b>	<b>121.14</b>	<b>141.72</b>	<b>+16.99</b>

Table 4 – Employee Accidents by Severity and Service Grouping 2020/21 to 2022/23

<b>Accidents / Incidents to Employees - Severity</b>								
					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	2020/21	67	51	5	19	1	(20)	143
	2021/22	79	57	1	16	0	(16)	153
	2022/23	115	79	0	6	2	(8)	202
Children & Young People's Services	2020/21	343	95	13	13	3	(16)	467
	2021/22	834	143	11	20	6	(26)	1014
	2022/23	872	230	20	22	7	(29)	1151
Adult and Health Services	2020/21	28	21	0	1	0	(1)	50
	2021/22	55	33	1	1	0	(1)	90
	2022/23	35	21	0	2	0	(2)	58
Regeneration, Economy & Growth	2020/21	43	38	5	4	0	(4)	90
	2021/22	73	113	1	4	0	(4)	191
	2022/23	74	140	1	3	1	(4)	219
Resources	2020/21	3	5	2	0	0	(0)	10
	2021/22	5	15	0	0	0	(0)	21
	2022/23	11	35	0	0	0	(0)	46
DCC Totals	2020/21	484	210	25	37	4	(41)	760
	2021/22	1046	362	14	41	6	(47)	1469
	2022/23	1107	505	21	33	10	(43)	1676

Chart 1– Top 5 Accident Causations 2022/23



- 65 In relation to all employee accidents the majority of reports, 69% of total reported, emanate from CYPS Service grouping. This is the same as the figure in 2012/22. REG and NACC account for the majority of the remaining council wide accidents and incidents with 25% between them.
- 66 In terms of severity of accidents reflected within the HSE RIDDOR reportable section CYPS account for 67% of these followed by NACC with 18%.
- 67 Accident and Incidents statistics indicate that in 2022/23 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.
- 68 There was a both an increase and decrease in relation to more serious accidents which were RIDDOR reportable. A total of ten RIDDOR specified injuries were reported to the enforcing authority, compared to six in the previous year. There was a decrease in RIDDOR reportable accidents which resulted in over 7 days absence from work with 33 reported, compared to 41 in the previous year.

Table 5 – Employee Work Related Ill Health by Service Grouping 2020/21 to 2022/23

<b>Cases of Incidents of Ill-health of Employees</b>				
<b>Service</b>	<b>Year</b>	<b>Physical</b>	<b>Psychological</b>	<b>RIDDOR Reportable Diseases</b>
<b>Neighbourhoods &amp; Climate Change</b>	<b>2020/21</b>	1	4	7
	<b>2021/22</b>	0	13	0
	<b>2022/23</b>	0	9	0
<b>Children and Young People's Services</b>	<b>2020/21</b>	0	60	32
	<b>2021/22</b>	2	126	0
	<b>2022/23</b>	2	102	0
<b>Adult and Health Services</b>	<b>2020/21</b>	0	16	0
	<b>2021/22</b>	1	12	0
	<b>2022/23</b>	1	10	0
<b>Regeneration, Economy &amp; Growth</b>	<b>2020/21</b>	0	9	2
	<b>2021/22</b>	1	20	0
	<b>2022/23</b>	2	14	0
<b>Resources</b>	<b>2020/21</b>	1	12	0
	<b>2021/22</b>	0	24	0
	<b>2022/23</b>	2	25	0
<b>Total</b>	<b>2020/21</b>	<b>2</b>	<b>101</b>	<b>41*</b>
	<b>2021/22</b>	<b>4</b>	<b>195</b>	<b>0</b>
	<b>2022/23</b>	<b>7</b>	<b>160</b>	<b>0</b>
<b>NB: Work-related ill-health Psychological is not RIDDOR reportable</b>				

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

- 69 In terms of employee ill health table 5 indicates that work related psychological ill health incidents have decreased 22% in 2022/23 following an increase of 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 (64% of all reported cases).

Table 6- Non-Employee Accidents/Incidents

<b>Section 3, Table 1 Accidents / Incidents to Non-Employees</b>					
<b>Note:</b> Figures are for 2020/21, 2021/22 and 2022/23					
<b>Service</b>	<b>Year</b>	<b>Minor Injury</b>	<b>No Injury</b>	<b>Taken to Hospital</b>	<b>Total</b>
<b>Neighbourhoods &amp; Climate Change</b>	<b>2020/21</b>	2	3	1	<b>6</b>
	<b>2021/22</b>	15	7	1	<b>23</b>
	<b>2022/23</b>	16	7	1	<b>24</b>
<b>Children and Young People's Services</b>	<b>2020/21</b>	540	119	2	<b>661</b>
	<b>2021/22</b>	1111	160	6	<b>1277</b>
	<b>2022/23</b>	1290	179	3	<b>1472</b>
<b>Adult and Health Services</b>	<b>2020/21</b>	316	548	0	<b>864</b>
	<b>2021/22</b>	234	511	0	<b>745</b>
	<b>2022/23</b>	294	515	0	<b>809</b>
<b>Regeneration, Economy &amp; Growth</b>	<b>2020/21</b>	22	14	1	<b>37</b>
	<b>2021/22</b>	171	111	2	<b>284</b>
	<b>2022/23</b>	281	169	1	<b>451</b>
<b>Resources</b>	<b>2020/21</b>	0	0	0	<b>0</b>
	<b>2021/22</b>	0	6	0	<b>6</b>
	<b>2022/23</b>	1	8	0	<b>9</b>
<b>Total</b>	<b>2020/21</b>	<b>880</b>	<b>684</b>	<b>4</b>	<b>1568</b>
	<b>2021/22</b>	<b>1531</b>	<b>795</b>	<b>9</b>	<b>2335</b>
	<b>2022/23</b>	<b>1882</b>	<b>878</b>	<b>5</b>	<b>2765</b>

Table 7- Non-Employee Accidents/Incidents

<b>Accidents/incidents/involving Non-employees (Clients, pupils, contractors, members of the public etc.)</b>	<b>2021/22</b>	<b>2021/22</b>	<b>+/-% Difference</b>
Incident (no injury)	795	878	+10.44
Minor Injuries (includes Non RIDDOR reportable incidents)	1531	1882	+22.93
Taken to Hospital (RIDDOR reportable)	9	5	-44.44
<b>TOTAL</b>	<b>2335</b>	<b>2765</b>	<b>+18.42</b>

- 70 In relation to accidents involving non-employees 53% can be attributed to Children and Young Peoples Services and involve pupils in educational settings and activities.

## Regulatory Interventions

- 71 There were no enforcement related notices served during 2022/23. There was however a major deficiencies letter issued by CDDFRS in relation to Hawthorn House. Following the major deficiencies letter issued by CDDFRS all issues have now been resolved and work to subdivide the main corridor to reduce the compartment size and upgrade the trunking within the main corridor to achieve a minimum of 30 minutes fire resistance has been completed. In addition, all the fire doors to the bedrooms have been fitted with new cold smoke seals and intumescent strips. The fire risk assessment and site-specific emergency plan has also been updated, which includes the evacuation strategy with sufficient staff levels to evacuate the largest sub compartment.
- 72 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. All other visits produced positive outcomes and evidence that compliance across a range of statutory areas was being achieved.

## Partnership Working

- 73 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.

- 74 During the period 2022/23 several formal and informal partnerships focused on key H&S issues, examples include:
- (a) Working with public health/UKHSA regional and national representatives to ensure that workplace guidance for respiratory disease related control measures were proportionate and aligning to best practice
  - (b) 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
  - (c) 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
  - (d) Working with Durham Constabulary regarding violence and aggression related risks in relation to elected members and Council officers
  - (e) Work with wellbeing for life in the design and delivery workplace wellbeing initiatives and interventions
  - (f) 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**

- 75 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.

- 76 The HSWSG, which is 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.
- 77 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.
- 78 Each Service Grouping also has established H&S Committee /Steering Groups based on the HSWSG model and all met at least four times in 2022/23.
- 79 Trade Union representatives actively participate in H&S service specific and corporate group meetings. There remains an ongoing commitment to continue with joint H&S and TU safety representative audit and inspections in 2022/23.

### **Monitoring H&S performance**

- 80 Throughout 2022/23, 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.
- 81 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) H&S Advisers and Trade Union Safety Representatives undertook planned joint inspections and audits of Council workplaces.



- 82 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 1,676 to employees and 2,765 to non-employees.
- 83 A total of 481 audit and inspections were undertaken by the H&S service throughout the reporting period, a total of 1,242 actions were recorded. These were predominantly low. Non-conformities and all those identified have or are in the process of being resolved with auditees.
- 84 Continued monitoring activities of open water safety related assessments and control measures are being undertaken to ensure that they remain as safe as necessary.
- 85 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.
- 86 A planned series of fire safety audits across a number of higher risk council occupied premises were undertaken along with fire risk assessments to ensure compliance with fire safety legislation.
- 87 The Occupational Health service continued to play a lead clinical role in managing risks, supporting control measures, maintaining a healthy workforce, keeping people at work and assisting those who were absent, to return to work. This service continues to offer employees and managers advice and guidance on matters relating to the effects of health on work and work on health.

## **Main implications**

### *Legal*

- 88 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*

- 89 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*

- 90 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**

- 91 There was a return to business as normal HSW activities in 2022/23 following the removal of pandemic related restrictions and guidance. A refocus on key strategic priorities and risks was guided by the development and launch of the new HSW strategy 2022-2025 which was timely in terms of resetting and prioritising on significant risks once again as part of the new normal. It is clear that there remain significant challenges and changes within the council and it is imperative that HSW remains and is treated as an everyday business priority for all employees and managers in particular.
- 92 As expected, accident and incidents statistics have been back to pre-pandemic levels for the second year in succession, with a 19% increase in 2022/23 overall. With nearly 1,700 accidents, incidents and near miss reports this once again highlights the need to focus on HSW matters across the council and continue to proactively, wherever possible, address risks in order to manage and mitigate them.
- 93 Employee communications regarding health and wellbeing support available were also constant through the year and this paid dividends in terms of good levels of access to the employee assistance programme provider (EAP). As well as the EAP service a wide range of other services and activities were promoted which ensures that employees remain well supported and are able to access advice where required.

- 94 The completion of the second employee working well survey was very timely given the return of business to a new normal during 2022/23. The survey, which was launched in September 2022, was responded to by in excess of 3,000 employees which is a very positive level of response and enables an evidence based action plan at a corporate and service grouping level to be developed.
- 95 A continuation of the Better Health at Work Maintaining Excellence award status and working towards ambassador status continues to demonstrate the councils corporate management commitment to employee health and wellbeing. The employee better health at work group, chaired by the Director of AHS continues to provide governance and a proactive approach to this key area of the business.
- 96 It was positive to note that despite many enforcement related visits to Council activities including construction, waste and recycling, and management of asbestos, there were no enforcement notices serviced during the year. Apart from the major deficiencies letter which was issued to a residential children's facility there was a good level of assurance evidenced in relation to management of Health and Safety across a range of higher risk work activities and projects.
- 97 In terms of governance, there has remained a good level of governance overall for HSW during 2022/23 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.
- 98 Further positive actions were taken regarding open water safety throughout the year, particularly in relation to the city centre via the City safety group and county wide. The city centre new developments were independently risk assessed with regard to river related risks and actions taken from these assessments to proactively manage and mitigate risk. Also county wide a range of education and awareness activities were undertaken to inform and educate the public regarding open water related risks, particularly in and around periods of hot weather.
- 99 The integration of the Health and Safety service into Corporate Property and Land service has resulted in the identification of further opportunities for improvement and priorities in relation to corporate buildings. This will provide improved levels of assurance and levels of statutory compliance in a number of key areas. Work will progress in 2023/24 regarding radon gas management and improving the

systematic approach to building compliance, utilising the new property management system and developing a new strategy and policy framework.

### **Other useful documents**

- Occupational Annual Report 2022/23.
- Health, Safety and Wellbeing statistical reports 2022/23

### **Author(s)**

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## **Appendix 1: Implications**

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### **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 – Health Assured Employee Assistance Programme Annual Report 2022/23



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

Company Confidential



The annualised utilisation for Durham County Council - Parent is 4.5%, calculated as counselling and advice calls against employee headcount of 14,464.

A total of 647 calls have been logged within the current reporting period.

566 of these were counselling calls.

Counselling calls account for 87.5% of all calls, sitting above our benchmark of 74.0% by 13.5%

Anxiety was the most common reason, accounting for 21.4% of overall counselling engagement. This was followed by Bereavement 13.6% and Low Mood 13.1%.

81 of these were advice calls.

Advice calls account for 12.5% of all calls, sitting below our benchmark of 26.0% by 13.5%

Divorce & Separation (Legal) was the most common reason, accounting for 34.6% of overall advice engagement. This was followed by Employment 23.5% and Childcare 13.6%.

In terms of formal counselling engagement there has been:

- 0 referrals for face-to-face counselling, with a total of 0 sessions being delivered
- 36 referrals for structured telephone counselling, with a total of 189 sessions being delivered
- 31 referrals for online counselling, with a total of 149 sessions being delivered
- 4 referrals for online CBT counselling, with a total of 6 sessions being delivered

The online portal has received a total of 1,914 hits within the current reporting period.

After engaging in structured therapy, the Generalised Anxiety Disorder (GAD-7) average score reduced from 1.8 to 0.7 and the average Patient Health Questionnaire (PHQ-9) score reduced from 1.5 to 0.5.

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 25.7% of employees were out of work, after engaging in therapy this reduced to 17.1% with 33.0% of employees returning to work.





### Call Summary

Employee Assistance Programme:  
Durham County Council - Parent

1 April 2022 - 31 March 2023

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total	Total
Counselling	45	32	38	34	23	43	44	60	59	68	75	45	668	87%
Legal	2	3	0	10	5	10	3	6	10	12	13	7	81	13%
Overall	47	35	38	44	28	53	47	66	69	80	88	52	647	100%

Call Summary





### Utilisation Summary

Employee Assistance Programme:  
Durham County Council - Parent

1 April 2022 - 31 March 2023

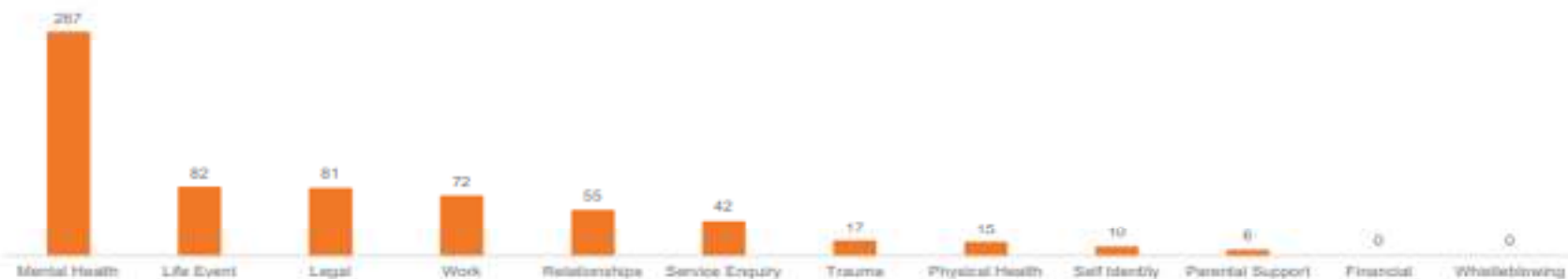
	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Counselling calls	45	32	38	34	23	43	44	60	52	68	79	45	668
Legal calls	2	3	0	10	5	10	3	6	10	12	13	7	81
Face to face counselling cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Face to face counselling sessions	0	0	0	0	0	0	0	0	0	0	0	0	0
Telephone counselling cases	5	2	3	3	3	2	1	7	1	5	3	1	36
Telephone counselling sessions	12	15	15	17	14	9	9	13	15	20	24	20	189
Online CBT cases	1	0	0	0	1	1	0	0	1	0	0	0	4
Online CBT sessions	0	0	0	0	0	0	1	5	0	0	0	0	6
Online counselling cases	1	1	3	1	0	2	2	1	3	6	6	3	31
Online counselling sessions	5	17	11	4	5	7	14	7	7	12	21	37	149
Management referral cases	1	1	1	0	0	0	0	0	0	0	1	1	6
Monitored cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Online hits	133	278	114	76	124	109	102	200	104	182	194	208	1,914

### Utilisation Summary



	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Mental Health	17	10	13	19	10	27	19	33	38	29	30	23	267
Life Event	7	8	11	2	2	4	4	9	5	16	7	7	82
Legal	2	3	0	10	5	10	3	6	10	12	13	7	81
Work	11	4	7	1	5	7	6	9	5	0	10	7	72
Relationships	3	2	0	7	0	0	7	4	3	10	12	1	55
Service Enquiry	3	1	3	2	1	0	2	5	4	5	13	3	42
Trauma	0	5	0	3	5	0	0	0	4	0	0	0	17
Physical Health	4	2	4	0	0	2	0	0	0	0	0	3	15
Self Identity	0	0	0	0	0	3	4	0	0	0	3	0	10
Parental Support	0	0	0	0	0	0	3	0	0	2	0	1	6
Financial	0	0	0	0	0	0	0	0	0	0	0	0	0
Whistleblowing	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total	47	36	38	44	29	63	47	66	68	69	68	62	647

Calls by Category





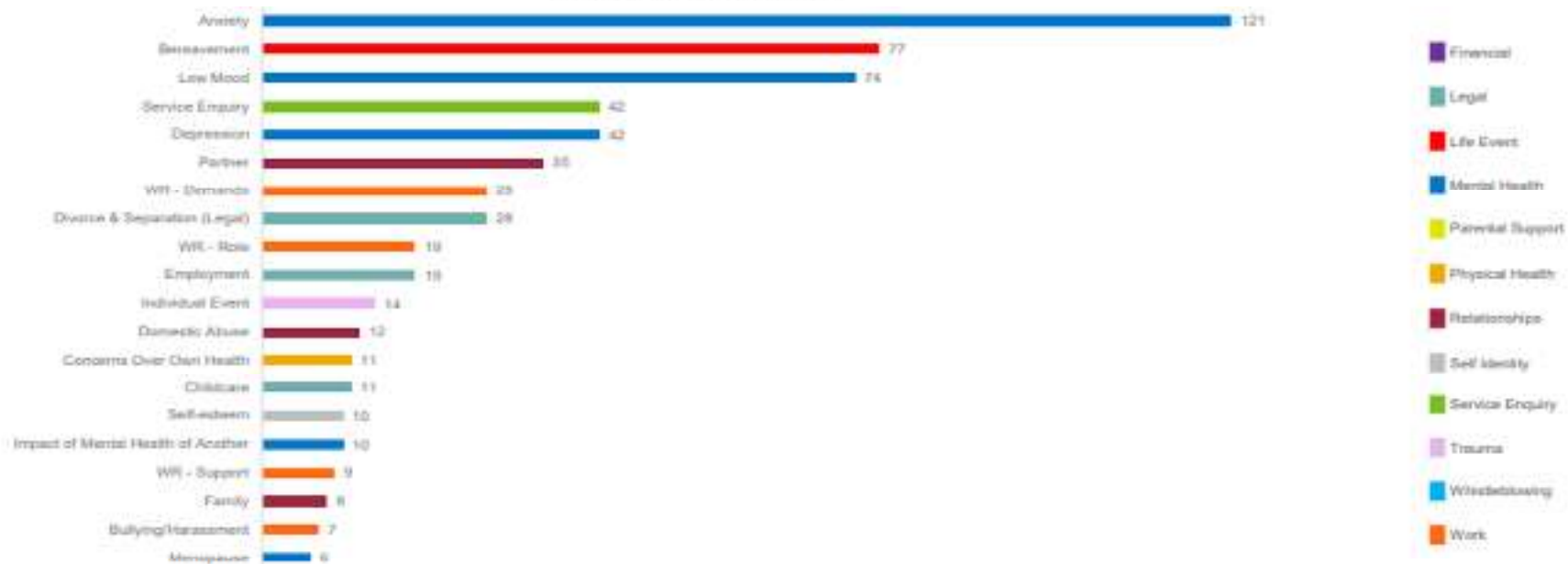
### Top 40 Counselling Call Categories

Employee Assistance Programme:  
Durham County Council - Parent

1 April 2022 - 31 March 2023

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Anxiety	9	5	3	8	5	15	10	12	17	9	17	11	121
Bereavement	7	5	11	8	2	4	4	9	5	16	7	7	77
Low Mood	4	3	1	9	2	9	5	12	3	11	10	10	74
Service Enquiry	3	1	3	2	1	0	2	5	4	3	13	3	42
Depression	0	2	9	3	0	2	1	4	11	3	1	2	42
Partner	3	2	0	8	0	0	5	3	8	16	0	1	36
WR - Demands	1	1	5	0	1	7	3	7	2	0	1	0	28
Divorce & Separation (Legal)	0	0	0	4	3	6	0	2	5	0	6	2	26
WR - Role	7	3	0	0	2	0	3	1	0	0	0	2	19
Employment	2	1	0	4	2	2	1	2	0	0	4	1	19
Individual Event	0	5	0	0	5	0	0	0	4	3	0	0	14
Domestic Abuse	0	0	0	0	0	0	0	0	0	0	12	0	12
Concerns Over Own Health	3	2	1	0	0	2	0	0	0	0	0	3	11
Childcare	0	0	0	0	0	0	0	2	0	8	1	0	11
Self-esteem	0	0	0	0	0	3	4	0	0	0	3	0	10
Impact of Mental Health of Another	1	0	0	8	0	0	2	3	0	2	2	0	10
WR - Support	1	0	0	0	0	0	0	0	0	0	0	2	3
Family	1	0	0	1	0	0	2	1	3	0	0	0	8
Bullying/Harassment	0	0	0	8	2	0	0	0	3	0	0	2	7
Menopause	3	0	0	0	0	0	0	0	3	0	0	0	6
Housing	0	0	0	0	0	2	0	0	0	0	0	4	6
Concerns of family dynamics	0	0	0	0	0	0	3	0	0	2	0	0	5
Addiction	0	0	0	0	0	0	0	2	1	2	0	0	5
Separation/Divorce	0	3	3	2	0	0	0	0	0	0	0	0	5
Concerns of Other	1	0	3	8	0	0	0	0	0	0	0	0	4
Healthcare	0	0	0	8	0	0	0	8	2	2	0	0	4
Grievance (Information)	0	2	0	0	0	0	2	0	0	0	0	0	4
WR - Change	1	0	2	0	0	0	0	0	0	0	0	0	3
Historical	0	0	0	3	0	0	0	0	0	0	0	0	3
Self Harm	0	0	0	0	0	0	0	0	3	0	0	0	3
Eating Disorder	0	0	0	0	1	2	0	0	0	0	0	0	3
Anger	0	0	1	0	2	0	0	0	0	0	0	0	3
Civil	0	0	0	0	0	0	0	0	3	0	0	0	3
Other	0	0	0	2	0	0	0	0	0	2	2	1	2
Fitness To Practice	0	0	0	0	0	0	0	0	0	0	2	0	2
Disciplinary	0	0	0	1	0	0	0	1	0	0	0	0	2
Wills & Probate	0	0	0	0	0	0	0	0	0	0	2	0	2
Landlord & Tenant	0	0	0	2	0	0	0	0	0	0	0	0	2
WR - Relationships	1	0	0	0	0	0	0	0	0	0	0	0	1
HR Procedures	0	0	0	0	0	0	0	0	0	0	1	0	1
<b>Grand Total</b>	<b>47</b>	<b>36</b>	<b>38</b>	<b>64</b>	<b>28</b>	<b>83</b>	<b>47</b>	<b>66</b>	<b>69</b>	<b>80</b>	<b>88</b>	<b>62</b>	<b>647</b>

Counselling Call Categories





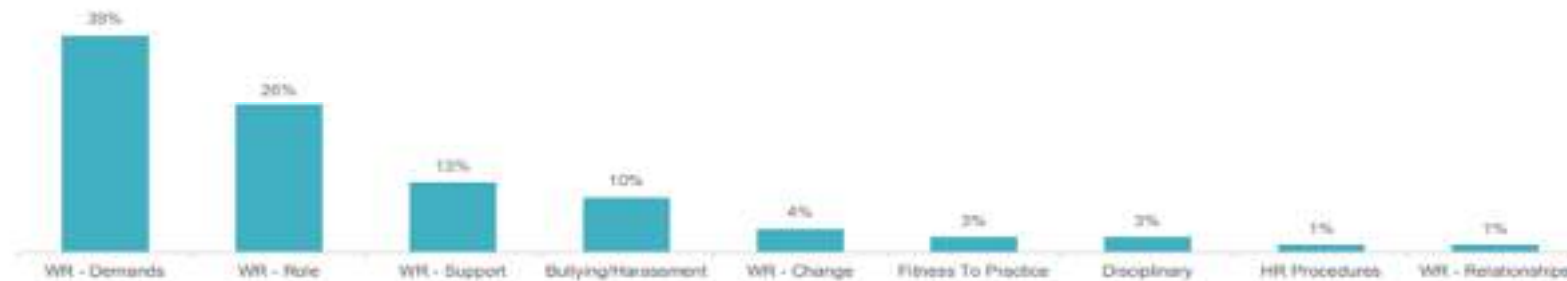
## Work Related Calls

Employee Assistance Programme:  
Durham County Council - Parent

1 April 2022 - 31 March 2023

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
WR - Demands	1	1	5	0	1	7	3	7	2	0	1	0	28
WR - Role	7	3	0	0	2	0	3	1	0	0	0	3	19
WR - Support	1	0	0	0	0	0	0	0	0	0	0	2	3
Bullying/Harassment	0	0	0	0	2	0	0	0	3	0	0	2	7
WR - Change	1	0	2	0	0	0	0	0	0	0	0	0	3
Fitness To Practice	0	0	0	0	0	0	0	0	0	0	2	0	2
Disciplinary	0	0	0	1	0	0	0	1	0	0	0	0	2
HR Procedures	0	0	0	0	0	0	0	0	0	0	1	0	1
WR - Relationships	1	0	0	0	0	0	0	0	0	0	0	0	1

Work Related Calls





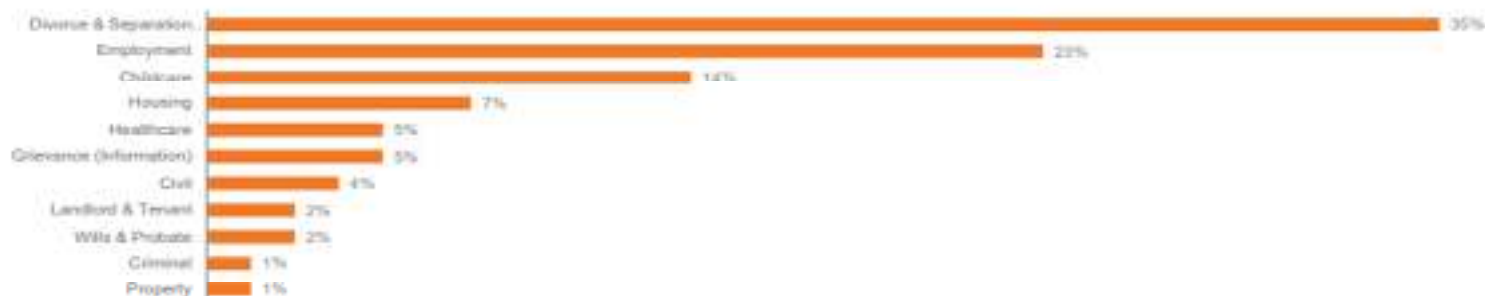
### Legal Calls by Category

Employee Assistance Programme:  
Durham County Council - Parent

1 April 2022 - 31 March 2023

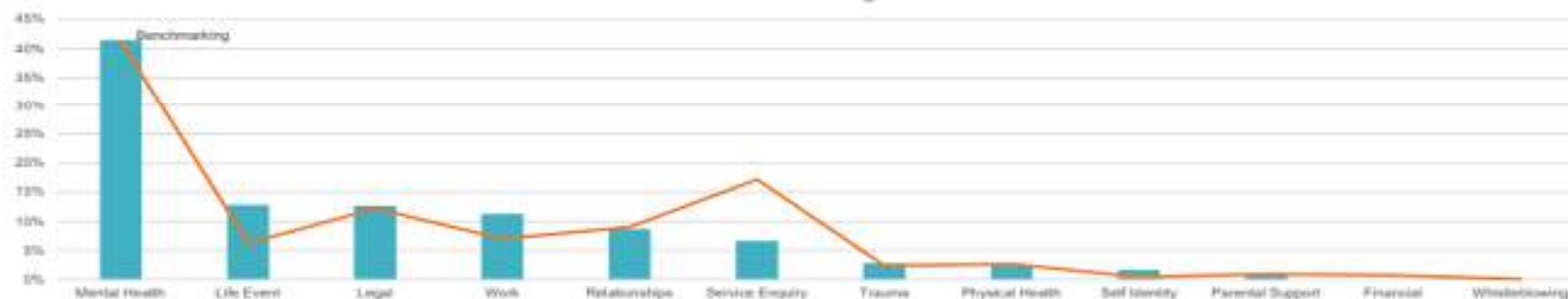
	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Divorce & Separation (Legal)	0	0	0	4	3	6	0	2	5	0	6	2	28
Employment	2	1	0	4	2	2	1	2	0	0	4	1	19
Childcare	0	0	0	0	0	0	0	2	0	8	1	0	11
Housing	0	0	0	0	0	2	0	0	0	0	0	4	6
Healthcare	0	0	0	0	0	0	0	0	2	2	0	0	4
Grievance (Information)	0	2	0	0	0	0	2	0	0	0	0	0	4
Civil	0	0	0	0	0	0	0	0	3	0	0	0	3
Landlord & Tenant	0	0	0	2	0	0	0	0	0	0	0	0	2
Wills & Probate	0	0	0	0	0	0	0	0	0	0	2	0	2
Criminal	0	0	0	0	0	0	0	0	0	1	0	0	1
Property	0	0	0	0	0	0	0	0	0	1	0	0	1
<b>Grand Total</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>10</b>	<b>5</b>	<b>10</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>7</b>	<b>81</b>

### Legal Calls



	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total	Split by %	Benchmarking
Mental Health	17	10	13	19	10	27	18	33	38	29	30	23	267	41%	41%
Life Event	7	8	11	2	2	4	4	5	5	16	7	7	82	13%	6%
Legal	2	3	0	10	6	10	3	6	10	12	13	7	81	13%	12%
Work	11	4	7	5	6	7	4	9	5	0	10	7	72	11%	7%
Relationships	3	2	0	7	0	0	7	4	3	16	12	1	58	9%	9%
Service Enquiry	8	1	8	2	1	8	2	6	4	6	18	3	42	6%	17%
Trauma	0	8	0	3	6	0	0	0	4	0	0	0	17	3%	2%
Physical Health	4	2	4	0	0	2	0	0	0	0	3	3	18	3%	3%
Self Identity	0	0	0	0	0	3	4	0	0	0	3	0	10	2%	0%
Parental Support	0	0	0	0	0	0	3	0	0	2	0	1	6	1%	1%
Financial	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	1%
Whistleblowing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%
<b>Grand Total</b>	<b>47</b>	<b>38</b>	<b>38</b>	<b>44</b>	<b>28</b>	<b>53</b>	<b>47</b>	<b>64</b>	<b>69</b>	<b>68</b>	<b>68</b>	<b>52</b>	<b>647</b>	<b>100%</b>	<b>100%</b>

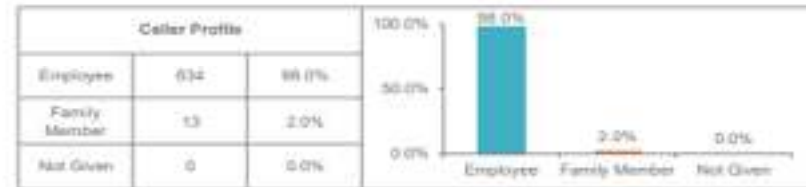
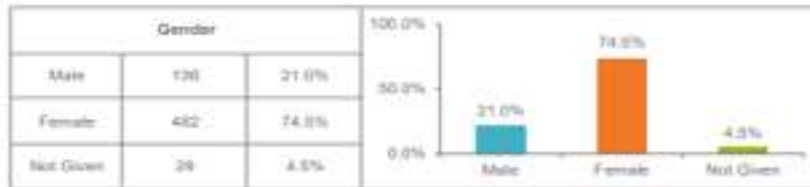
Benchmarking





	Company										
	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Total
Mental Health	0	62	41	0	46	74	0	66	47	261	
Work	0	2	0	0	0	1	0	46	7	56	
Service Enquiry	0	16	0	0	3	4	0	0	0	42	
Legal	2	18	0	0	23	0	1	14	13	81	
Relationships	1	17	3	0	6	0	0	10	12	50	
Life Event	0	13	16	0	13	7	0	10	16	82	
Parental Support	0	0	0	0	0	0	0	0	0	0	
Physical Health	0	12	0	0	0	0	0	0	0	12	
Self Identity	0	0	0	0	0	0	0	7	0	7	
Financial	0	0	0	0	0	0	0	0	0	0	
Trauma	0	0	0	0	0	0	0	0	0	0	
Widowhood	0	0	0	0	0	0	0	0	0	0	
Grand Total	16	112	74	0	103	81	4	171	56	647	

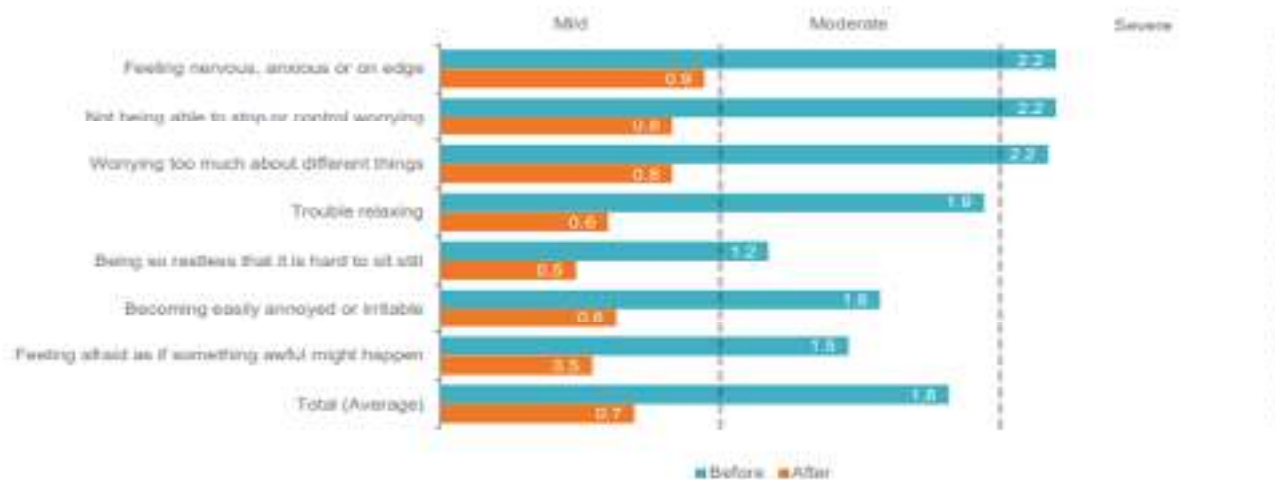
	Company										
	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Regeneration & Economic Growth	Durham County Council: 2023/24	Total
Face to face counselling cases	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	
Telephone counselling cases	1	12	4	0	0	2	0	0	0	20	
Telephone counselling sessions	11	59	18	0	23	11	0	29	29	159	
Online CBT cases	1	1	0	0	1	0	0	0	1	4	
Online CBT sessions	0	0	0	0	0	0	0	0	0	0	
Online counselling cases	1	7	3	0	2	1	0	14	2	21	
Online counselling sessions	4	26	7	0	23	7	0	60	7	145	
Management referral cases	0	3	0	0	2	0	0	0	0	5	
Multisited cases	0	0	0	0	0	0	0	0	0	0	



	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Missed calls (YTD)	0	0	0	0	0	0	0	0	0	0	0	0	0
Manager Helpline Referrals	1	1	1	0	0	0	0	0	0	0	1	1	5

	Start of Therapy	End of Therapy
<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>		
Feeling nervous, anxious or on edge	2.2	0.9
Not being able to stop or control worrying	2.2	0.8
Worrying too much about different things	2.2	0.8
Trouble relaxing	1.9	0.8
Being so restless that it is hard to sit still	1.2	0.5
Becoming easily annoyed or irritable	1.6	0.6
Feeling afraid as if something awful might happen	1.5	0.5
<b>Total (Average)</b>	<b>1.8</b>	<b>0.7</b>

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 61.1% improvement in the GAD-7 scores

	Start of Therapy	End of Therapy
<i>Over the last 2 weeks, how often have you been bothered by the following problems?</i>		
Little interest or pleasure in doing things	1.5	0.4
Feeling down, depressed, or hopeless	1.6	0.5
Trouble sleeping or sleeping too much	2.0	0.8
Feeling tired or having little energy	2.2	1.0
Poor appetite or overeating	1.7	0.5
Feeling bad about yourself	1.8	0.6
Trouble concentrating on things	1.7	0.5
Moving or speaking slowly	0.7	0.1
Thoughts of hurting yourself	0.7	0.1
<b>Total (Average)</b>	<b>1.5</b>	<b>0.5</b>

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 66.7% improvement in the PHQ-9 scores