

Audit Committee

30 September 2024

Annual Health, Safety and Wellbeing Performance report 2023/24



Ordinary Decision

Report of Amy Harhoff, Corporate Director, Regeneration, Economy and Growth and Paul Darby Corporate Director, Resources.

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 2023/24.

Executive Summary

- 2 Health and Safety (H&S) and Occupational Health Services (OHS) continued to play an important role during 2023/24 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 continued with a positive approach to employee wellbeing, and this was reflected in the achievement of the better health at work award ambassador status. Throughout the year there have been numerous employee health and wellbeing interventions, with particular focus on mental health awareness.
- 4 It was positive to report that there were more than 500 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 1,600 actions being identified. The majority of which were low or medium priority.
- 5 There were 1,514 accidents and incidents in total for 2023/24. This represented a decrease from the previous year of 9%. Within these figures there is an increase in near miss reporting which is positive. Approximately 95% of all accidents continue to be minor or no injury.

Slips, trips and falls, violence and aggression and work-related stress continue to be the main causes of accident and ill health. There was a slight increase for RIDDOR reportable accidents to 44 in total compared to 41 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 2023/24. Amongst the various support services provided were management referrals, statutory health surveillance, physiotherapy sessions, counselling sessions and counselling calls.
- 7 There has been a 7% increase in calls to the employee assistance programme (EAP) although the number of work related psychological ill health cases reduced. Of the 691 calls made only 70 were categorised as work related. The main causes of employees contacting the employee assistance provider remains to be mental health. 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 eight fire related incidents in 2023/24 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.
- 9 In terms of enforcement body activity there were two notification of contravention notices served by the Health and Safety Executive. Both of these were associated with asbestos management albeit in different environments in terms of a primary school and decommissioning demolition related project. There were however other enforcement body visits which resulted in positive feedback, which were associated with construction, radon gas and asbestos management and policy.
- 10 Whilst the risk profiling of the council has remained the same in the main, there were some emerging risks which required action during 2023/24. These related to changes of government guidance in relation to Reinforced autoclaved aerated concrete (RAAC) and the emergence of radon gas. The council has been able to demonstrate that both of these areas have been successfully assessed and mitigated.

Recommendation

- 11 Audit Committee is recommended to:
 - (a) note and agree the contents of the Annual Health, Safety and Wellbeing performance report for 2023/24.

Health, Safety & Wellbeing 2023/24 in Numbers

1514

Accidents, Incidents and Near Misses

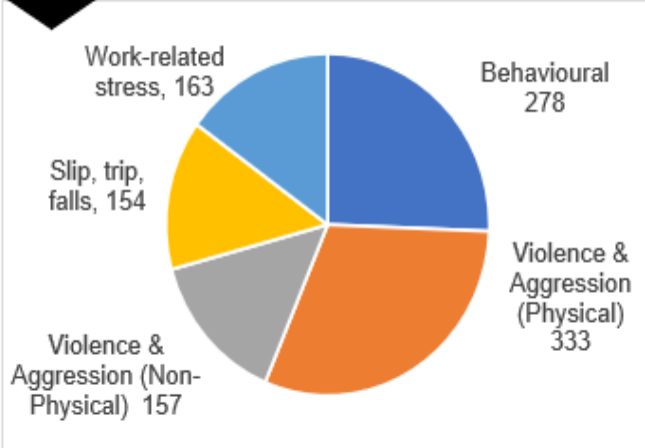
-9.45% decrease in Accidents, incidents and near misses reported (1672 in 2022/23 and 1469 in 2021/22)



95%

Of all reported accidents are either minor injury or no injury

Main Accident/Incident Causes



10 RIDDOR 'specified' injuries, and 34 over 7 days absence RIDDOR injuries (Only 5% of all accidents)

• Better Health at Work Award Ambassador status achieved




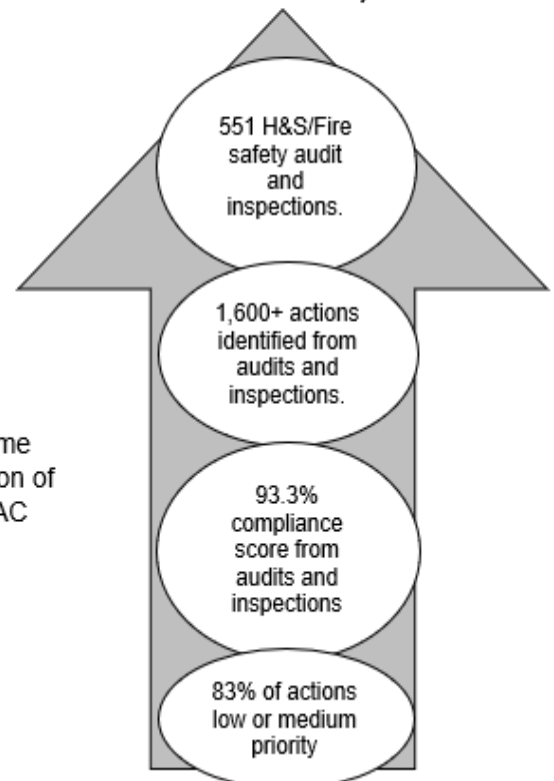
160 psychological work-related incidents in 2023/24 compared to 164 in 2022/23 and 195 in 2021/22

2348 accidents involving non-employees (-14% decrease on 2743 in 2022/23)

8 fire related incidents  6 CDDFRS inspections of council premises with compliance standards achieved

  New Radon Gas Management Programme launched and completion of corporate property RAAC surveys

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



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 2023/24 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 2023/24. It highlights the main achievements and outlines the main aims for 2024/25 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 was 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 was last revised in February 2024 to reflect organisational and management arrangements in the council. 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.

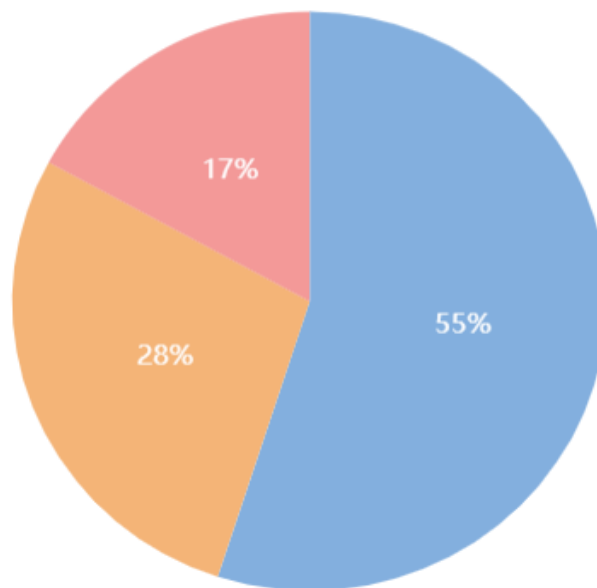
H&S and OHS Service Provision

- 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 workplaces and work activities. A summary of audit and inspection activity for the reporting period is as follows:



- 20 From the 551 audit and inspections throughout the reporting period, a total of 1,611 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

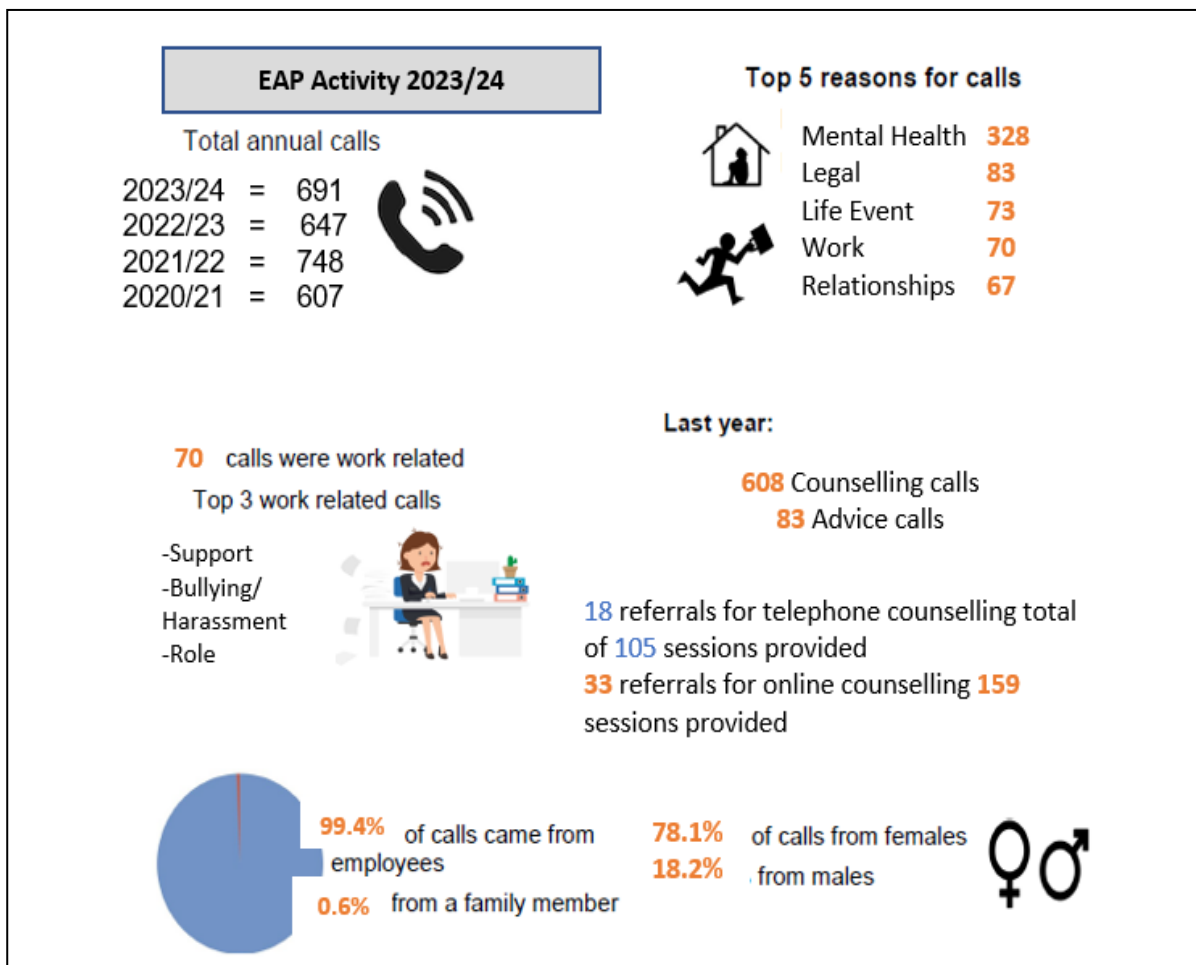


- 21 The H&S service have continued to support council plan themes and objectives and those strategic aims and objectives of the Safe Durham Partnership relating to reducing harm in relation to public safety and open water safety both from a city centre and county wide perspective.
- 22 H&S committees 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.
- 23 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.
- 24 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. The scheme is managed by the Royal College of Physicians of London on behalf of the Faculty of Occupational Medicine.
- 25 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.

- 26 An overview of EAP activity for 2023/24, obtained via EAP provider annual report (Appendix 2) is as follows:

EAP Activity Summary 2023/24



Fire Safety

- 27 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.
- 28 During 2023/24 there has been eight 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:

- Southfield Lodge Crook
- Louisa Centre Stanley
- Elemore Hall school
- Addison Park bowls pavilion
- Meadowfield Depot workshop
- New Lea House Residential Childrens Home
- Thornley Waste transfer station
- Chester view extra care scheme

29 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. Deliberate starting of fires was again a main cause along with inappropriate discarding of household waste such as batteries and charging devices. 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.

30 During the reporting period, 77 priority fire risk audits were undertaken in children's homes, waste transfer stations, depots and crematorium. These inspections resulted in a 94.83% compliance rate and the following outcomes:



31 Over 100 actions were identified via fire safety auditing and 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, new or revised service provision and activities.

- 32 In addition to the internal fire safety audits, CDDFRS safety officers have also undertaken six inspections of higher risk Council premises throughout the year. These inspections were at:
- Net Park
 - Howletch Lane Primary School
 - Education Development Centre Spennymoor
 - Stanley Education Centre
 - Comeleon House
 - Bishop Auckland Town Hall
- 33 The outcome of the inspections was that at Net Park, Howletch Lane Primary School, Stanley Education Centre and Comeleon House the premises were deemed to be broadly compliant with fire safety legislation.
- 34 A deficiencies letter was issued for the Spennymoor Education Development Centre, with concerns raised about the means of escape from the first floor via the two protected staircases, the location of the evacuation chair and the issue of staff not signing in or out of the building. The senior H&S (fire) advisor has visited the premises and looked at the areas of concern raised following the fire service inspection. The senior H&S (fire) advisor challenged these findings and disputed the contents of the letter and is awaiting a response back from the inspecting crew who carried out the inspection.
- 35 In terms of Bishop Auckland Town Hall, the premises were identified as having deficiencies of fire safety legislation relating to fire safety training being insufficiently recorded. This was resolved accordingly via managers on site.

Open Water Safety

- 36 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.
- 37 The Durham City Safety Group (DCSG) was chaired throughout 2023/24 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 also remains a key member of the CSG.

- 38 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.
- 39 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. There were two fatal incidents relating to water in separate areas of the county on land not belonging to the council, with no trends identified and currently subject to HM coroner inquests.

Table 1- Open Water Incident Statistics 2013/14 – 2023/24

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
2023/24	6	1	0	5	1	2

- 40 Throughout 2023/24 the DCSG has been continuing to monitor the progress of 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 across the city centre river corridor. This provides the DCSG with assurance that the control measures implemented previously in response to HM coroner concerns remain effectively in situ and assists in proactively identification of any further actions required.
- 41 Although there were no significant incidents reported and reviewed, there continued to be a number of incidents within the city centre, primarily near various bridges, associated with mental health and

emergency services being called out to assist individuals in mental health crisis requiring support which was provided.

- 42 Following a series of incidents in the city in and around the river and several bridges, a request was made by city hub team members for water safety awareness and rescue training to be provided along with the provision of throw line rescue equipment. As a result, two sessions were held during quarter one and attendees included hub staff, police, neighbourhood wardens and licensed premises management. The training was hosted by CDDFRS and incorporated general water safety awareness, rescue methods and deployment of throw lines for river rescue scenarios. Throw lines were then provided to attendees for use in emergency situations and first responder scenarios.
- 43 A multi-agency group was convened again to review student activity during student induction week. This was to ensure so far as reasonably practicable that appropriate control measures were put in place to manage nighttime economy related activities and any associated risks such as the river corridor. The group worked with university representatives to understand the volume of students during each particular day of the week and key factors such as the capacity of licensed premises, security and queue management arrangements in place. Guardianship and safeguarding arrangements were also reviewed to ensure safety controls were in place
- 44 There was a social media launch of the Royal Life Saving Society's national Don't Drink and Drown water safety campaign during December 2023. The campaign which was supported by the city safety group members and promoted directly by the council, encourages smart decision-making whilst being drunk or under the influence of alcohol in and around water. It is aimed at targeting individuals to be responsible for their friends if they have had too much to drink; helping them to return home safely.
- 45 CDDFRS and partners promoted various national water safety campaigns in the form of world drowning prevention day, drowning prevention week and drowning prevention day. The councils communications team linked with counterparts at the Police and CDDFRS communications teams around these. The council, via its schools aquatic manager, has also been involved in a national group in developing the information for water safety to be added into the school's curriculum. The 'dying to be cool' cold water shock safety campaign was also launched ahead of the summer holiday period through a variation of social media, posters and alerts at high footfall open water sites across the county.

- 46 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.

Employee Health and Wellbeing

- 47 The employee better health at work group, chaired by Corporate Director Adult and Health Services, continued to convene during 2023/24 and identified ongoing proactive interventions and communications in relation to employee health and wellbeing.
- 48 The council has continued with the accreditation to the maintaining excellence standard for Better Health at Work award and is now being assessed for ambassador status.
- 49 The results from the employee working well survey were presented to service grouping senior management teams during quarter one of 2023/24. Each Head of Service were also provided with specific employee survey results for their own respective service area. Also, following cascading of this survey information, further progress was made towards the development of a corporate action plan in response to some of the key survey findings.
- 50 The better health at work group also supported the achievement of White Ribbon accreditation for the Council. Violence against women, whether it occurs within the workplace, or outside of an organisation, is a serious, prevalent and preventable issue. Gaining White Ribbon Accreditation helps the council make a difference in workplaces and communities to reduce violence against women.
- 51 The employee better health at work group were responsible for a range of employee education and awareness activities again throughout 2023/24. 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.

Health, Safety and Wellbeing Training and Development

- 52 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

- 53 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. If not managed appropriately, these risks can compromise the councils HSW performance and the ability to meet its statutory obligations.
- 54 A range of repeated significant risk areas and activities continued to be a priority for the council in line with national and regional sector intelligence. There were however some new and emerging risks* that required specific action and mitigation, as highlighted below:
- 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
 - Radon Gas*
 - Reinforced Autoclaved Aerated Concrete (RAAC)*
- 55 It remains crucial that the council focuses on intelligence sources such as HSE's serious injury and ill health sector statistics as this emphasises the importance of continued focus on the above risk factors.
- 56 From a national perspective, the three most common causes of fatal injuries for workers were falls from height, being struck by a moving object, and being struck by a moving vehicle. Therefore, greater consideration should be given to these issues especially the

segregation of pedestrians from traffic where possible in Council transport and waste operations.

- 57 Nationally, the highest number of deaths occurred in construction. This remains to be a priority area for the council in terms of risk management, mitigation, monitoring and control. 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 also remains a priority in terms of risk focus and control.
- 58 Key causes of work-related injuries nationally are similar to those within the council. These include slips, trip and falls, handling lifting and carrying, being struck by moving objects, falls from height and acts of violence. Causes of work related ill health include work related stress/anxiety and depression, musculoskeletal disorders and occupational lung diseases.
- 59 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.
- 60 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 2024.
- 61 The council has agreed and implemented a new tree management policy following a detailed internal review. This followed on from the prosecution of Newcastle City Council being relating to a collapsed willow tree at Gosforth Park First School which tragically killed a six-year-old girl.
- 62 Following the review of Radon gas management across corporate property the delivery programme progressed during the year against schedule. A systematic approach to assessment of buildings was agreed

and the initial programme of assessments commenced from October 2023.

- 63 The councils building compliance team have managed and arranged placement of monitors in 803 buildings in total. Of those building compliance team have received in excess of 45% returns at the end of 2023/24, three of which have readings in excess of the thresholds for radon. Remedial actions have already been completed in buildings with higher radon readings in the form of pumps being fitted in floor areas to reduce the radon levels directly at source.
- 64 Following incidents in other parts of the UK, the Local Government Association (LGA) and the Department for Education (DfE) issued updated guidance regarding RAAC in September 2023.
- 65 The councils Corporate Property and Land service continued with the assessment of remaining council buildings and identification of any RAAC presence. As in previous quarters it remains the case that no RAAC has been identified in any council buildings to date. All council maintained schools have been assessed and there remains only four buildings left to survey which have access related issues.
- 66 The council has continued to support County Durham academy schools affected by RAAC in their buildings. There has been a transfer of additional pupils from St Benet's primary academy school to Stanley education centre with further building adjustments being made to accommodate the additional pupils and teaching staff.

Corporate risks that may have an impact on Health and Safety

- 67 The below tables detail the corporate risk that may have an impact on Health and Safety at the end of 2023/24.

Table 2 – Health and Safety Related Strategic Risks

Ref	Service	Risk	Treatment
1	CYPS	Failure to protect a child from death or serious harm (where service failure is a factor or issue).	Treat
2	REG	Serious injury or loss of life due to Safeguarding failure (Transport Service).	The current controls are considered adequate.

3	AHS	Failure to protect a vulnerable adult from death or serious harm (where service failure is a factor or issue).	Treat
4	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
5	RES	Serious breach of Health and Safety Legislation	The current controls are considered adequate.
6	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
7	RES	Potential violence and aggression towards members and employees from members of the public	The current controls are considered adequate.
8	NCC	Demand pressures on the Community Protection inspections and interventions arising from the UK exit from the EU may lead to an adverse impact on public health and safety in Co Durham.	Treat
9	NCC	Potential impacts of the spread of Ash Dieback Disease on the environment, public safety, and council finances.	Treat
10	NCC	Risk that the council is unable to meet its responsibilities under the Terrorism (Protection of Premises) Bill when enacted, which sets to improve protective security and organisational preparedness at publicly accessible locations.	The current controls are considered adequate.

Statistical Information and Performance Indicators

- 68 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 HSWSG and service specific H&S committee's/steering groups for consideration and action where appropriate.
- 69 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
 - Corporate Property and Land surveys
 - Building compliance activities
- 70 A summary of the top-level HSW performance data for 2023/24 is shown in the following tables with the 2022/23 data as a comparison. The council employed an average total of 13,936 employees throughout 2023/24 that equated to 11,366 full time equivalents (FTE).

Table 3- Employee work related accidents/near misses

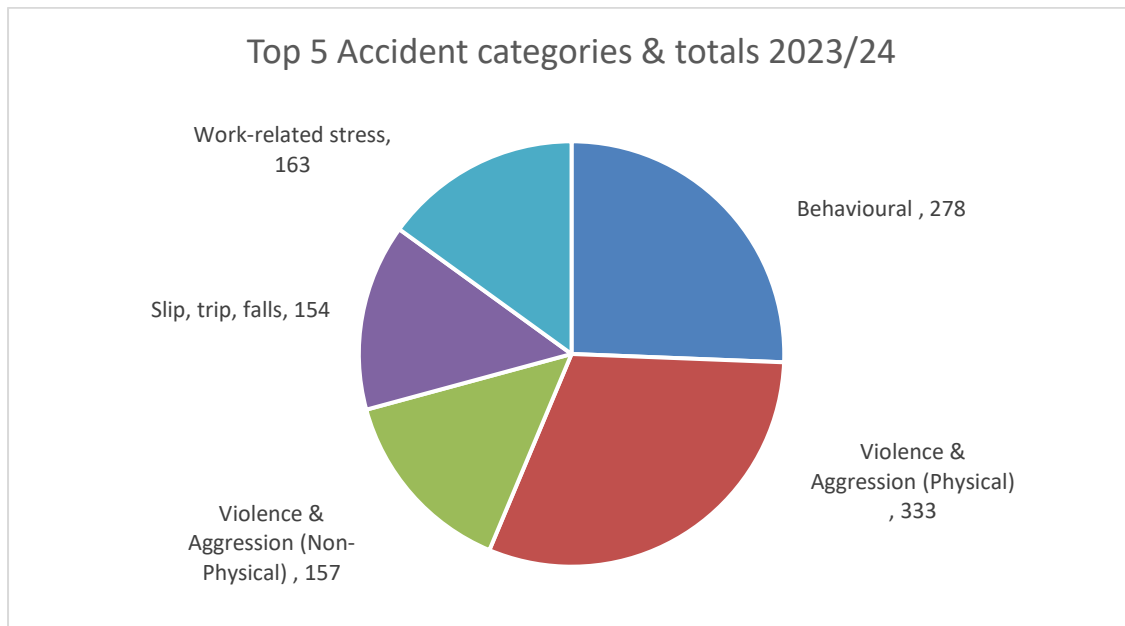
Employee work related accidents and near miss reports.	2022/23	2023/24	+/-% Difference
Number of FTE employees	11,850	11,366	-4.08
Fatalities	0	0	0
RIDDOR reportable 'specified' injuries	9	10	+11.11
RIDDOR reportable accidents (more than 7-day injury).	32	34	+6.25
RIDDOR reportable dangerous occurrences	0	1	-
Non RIDDOR reportable accidents	1,120	1,026	-8.39
Near miss reports	511	443	-13.31
Total accidents and near misses	1,672	1,514	-9.45
Rates per 1000 FTE employees.	2022/23	2023/24	+/-% Difference
RIDDOR reportable - 'specified' injuries	0.76	0.71	-6.58
RIDDOR reportable accidents- over 7-day absence	2.70	2.83	+4.81
All accidents	141.11	101.79	-27.86

- 71 The number of RIDDOR reportable accidents and incidents remained relatively static in comparison to the previous year. Non RIDDOR reportable accidents and incidents decreased by over 8% and it was positive that there was an increase in near miss/no injury reporting by over 13%. Taking into account the reduction in employee numbers the rates for all accidents and RIDDOR specified reportable accidents decreased.
- 72 In relation to all employee accidents the majority of reports, 62% of total reported, emanate from CYPs Service grouping. This is down slightly from 69% in the previous year. REG and NACC account for the majority of the remaining council wide accidents and incidents with 28% between them.
- 73 In terms of severity of accidents reflected within the HSE RIDDOR reportable section CYPs account for 64% of these followed by NACC with 27%.

Table 4 – Employee Accidents by Severity and Service Grouping 2020/21 to 2023/24

Section 1, Table 1 Accidents / Incidents to Employees - Severity								
					HSE RIDDOR Reportable			Total
Service	Year	Minor Injury	No Injury	Injury with 7 day or less absence	Over 7 Day injury	Specified Injury	Dangerous Occurrences	Total
Neighbourhoods & Climate Change	2021/22	79	57	1	16	0	0	153
	2022/23	113	77	0	7	2	0	199
	2023/24	105	100	1	10	2	0	218
Children & Young People's Services	2021/22	834	143	11	20	6	0	1014
	2022/23	868	233	20	20	6	0	1147
	2023/24	751	129	31	21	7	0	939
Adult and Health Services	2021/22	55	33	1	1	0	0	90
	2022/23	36	21	0	2	0	0	59
	2023/24	43	26	2	1	0	0	72
Regeneration, Economy & Growth	2021/22	73	113	1	4	0	0	191
	2022/23	71	145	1	3	1	0	221
	2023/24	77	129	2	2	1	1	212
Resources	2021/22	5	15	0	0	0	0	21
	2022/23	11	35	0	0	0	0	46
	2023/24	13	59	0	0	0	0	72
Corporate Affairs *	2023/24	1	0	0	0	0	0	1
DCC Totals	2021/22	1046	362	14	41	6	0	1469
	2022/23	1099	511	21	32	9	0	1672
	2023/24	990	443	36	34	10	1	1514

Chart 1– Top 5 Accident Causations 2023/24



74 Accident and Incidents statistics indicate that in 2023/24 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 work related stress. 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.

Table 5 – Employee Work Related Ill Health by Service Grouping 2020/21 to 2023/24

Section 2, Table 1 Cases of Incidents of Ill-health of Employees				
Note: Figures are for 2021/22, 2022/23 and 2023/24				
Service	Year	Physical	Psychological	RIDDOR Reportable Diseases
Neighbourhoods & Climate Change	2021/22	0	13	0
	2022/23	1	9	0
	2023/24	1	6	0
Children and Young People’s Services	2021/22	2	126	0
	2022/23	2	102	0
	2023/24	1	87	0
Adult and Health Services	2021/22	1	12	0
	2022/23	1	10	0
	2023/24	0	12	0
Regeneration, Economy & Growth	2021/22	1	20	0
	2022/23	2	16	0
	2023/24	1	28	0
Resources	2021/22	0	24	0
	2022/23	2	27	0
	2023/24	1	26	0
Corporate Affairs *	2023/24	0	1	0
Total	2021/22	4	195	0
	2022/23	8	164	0
	2023/24	4	160	0
NB: Work-related ill-health Psychological is not RIDDOR reportable				

75 In terms of employee ill health table 5 indicates that both physical and work related psychological ill health incidents have decreased for the second year in succession. As in previous years it is apparent that psychological ill health incidents involving employees remain most prevalent within Children and Young Peoples Services (54% of all reported cases).

Table 6- Non-Employee Accidents/Incidents

Section 3, Table 1 Accidents / Incidents to Non-Employees					
Note: Figures are for 2021/22, 2022/23 and 2023/24					
Service	Year	Minor Injury	No Injury	Taken to Hospital	Total
Neighbourhoods & Climate Change	2021/22	15	7	1	23
	2022/23	16	8	1	25
	2023/24	34	5	2	41
Children and Young People's Services	2021/22	1111	160	6	1277
	2022/23	1268	180	3	1451
	2023/24	1039	164	8	1211
Adult and Health Services	2021/22	234	511	0	745
	2022/23	294	515	0	809
	2023/24	267	526	0	793
Regeneration, Economy & Growth	2021/22	171	111	2	284
	2022/23	282	167	0	449
	2023/24	175	109	1	285
Resources	2021/22	0	6	0	6
	2022/23	1	8	0	9
	2023/24	4	14	0	18
Corporate Affairs	2023/24	0	0	0	0
Total	2021/22	1531	795	9	2335
	2022/23	1861	878	4	2743
	2023/24	1519	818	11	2348

Table 7- Non-Employee Accidents/Incidents

Accidents/incidents/involving Non-employees (Clients, pupils, contractors, members of the public etc.)	2022/23	2023/24	+/-% Difference
Incident (no injury)	878	818	-8.83
Minor Injuries (includes Non RIDDOR reportable incidents)	1861	1519	-18.38
Taken to Hospital (RIDDOR reportable)	4	11	+175.00
TOTAL	2743	2348	-14.40

- 76 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

- 77 There were two notification of contravention (NOC) Health and Safety Executive (HSE) actions issued during 2023/24.
- 78 The first HSE NOC was issued following an incident in August 2022 and referenced the council and two other contractors. This related to material breaches of H&S legislation associated with the removal of a biomass boiler by a council appointed contractor at Shildon Sunnydale site in August 2022. The removal methods used resulted in asbestos containing materials being disturbed in an uncontrolled manner and contamination of plant and materials. Contractors working on site were also put at risk from exposure to asbestos as a result of their unsafe working practices. The appointed contractors also breached Construction Design and Management (CDM) and work at height regulations whilst the council was deemed to have breached CDM regulations in relation to planning, project management, monitoring of works and principal contractor appointment.
- 79 Following the HSE NOC in relation to Shildon Sunnydale school, the councils corporate training and H&S team have worked together to arrange a repeat of CDM duty holder training. The council, by virtue of its activities has CDM duty holders across all services and therefore there is a responsibility to ensure that these duty holders are fully aware and are able to discharge their statutory responsibilities.
- 80 The second NOC followed and HSE inspector visit to Framwellgate Moor primary school on 6 March 2024 which found material breaches of The Control of Asbestos Regulations 2012. These breaches involved schools management of contractor selection, supervision and monitoring on site, staff training, asbestos management plan content and an outstanding action from the asbestos management plan. A response has been prepared for the HSE inspector so that the NOC can be completed and assurances provided. A series of further actions have been identified and communications with all schools will take place regarding roles and responsibilities in relation to asbestos management.
- 81 There were also two deficiency letters issued from CDDFRS following visits to council premises.
- 82 The first deficiencies letter was issued for the Spennymoor education development centre, with concerns raised about the means of escape

from the first floor via the two protected staircases, the location of the evacuation chair and the issue of staff not signing in or out of the building. The senior fire safety officer visited the premises and looked at the areas of concern raised following the CDDFRS inspection. A full fire audit of the premises was arranged for early August 2023 and the fire risk assessment updated accordingly.

- 83 The second deficiencies letter was issued in relation to Bishop Auckland Town Hall, with inspectors identifying that fire safety training was insufficiently recorded in relation to evacuation chair training. This was swiftly rectified and issued identified resolved.
- 84 In terms of context regarding the NOC and deficiencies letters being issued, HSE inspectors and CDDFRS safety inspectors visited several other council workplaces during the reporting period. Other visits were predominantly focused on risk in terms of fire safety, construction, refurbishment and asbestos removal related activities taking place and where the HSE had received notification work in accordance with CDM regulations. All of these other visits produced positive outcomes and evidenced that compliance across a range of statutory areas was being achieved.

Partnership Working

- 85 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.
- 86 During the period 2023/24 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 Royal Society for the Prevention of Accidents, The Royal Life Saving Society and Royal LSS and The Royal National Lifeboat Institution.

- (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

- 87 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.
- 88 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.
- 89 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.
- 90 Each Service Grouping also has established H&S Committee /Steering Groups based on the HSWSG model and all met at least four times in 2023/24.
- 91 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 2023/24.

Monitoring H&S performance

- 92 Throughout 2023/24, 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.
- 93 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.
- 94 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.
- 95 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.
- 96 Continued monitoring activities of open water safety related assessments and control measures are being undertaken to ensure that they remain as safe as necessary.
- 97 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.

- 98 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.
- 99 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

- 100 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

- 101 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

- 102 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

- 103 A continued focus on historic and emerging organisational risk priorities has continued in 2023/24. The council continues to deliver services which statistically present potential significant risk and therefore it remains imperative that HSW remains and is treated as an everyday business priority for all employees and managers in particular. Emerging risks that the council has proactively and positively addressed during this period include radon gas and RAAC.
- 104 The delivery of the new programmes for radon gas and the completion of the RAAC survey programme demonstrate that the council is proactively managing and mitigating risks and meeting its statutory obligations. It is now important in 2024/25 that the progress is maintained any other emerging risks are met with the same focus and priority to managed and mitigate them.
- 105 Although there was a reduction in accidents, incidents and near misses, there was still in excess of 1,500 reports by employees across the council. Whilst these remain predominantly minor by nature there are still serious physical and psychological impacts of work on health. The delivery of in excess of 500 H&S and fire safety audit and inspections enables a continuation of a proactive approach, identifying issues before they become more serious and working to ensure that HSW remains a priority for all employees as part of everyday business.
- 106 There has again been a focus on employee wellbeing via the employee better health at work group. Employee communications regarding health and wellbeing support available were also constant throughout the year and this paid dividends in terms of continued 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. A review of workplace advocates which has led to additional officers taking up these important roles has also enhanced the health and wellbeing offer to employees.
- 107 A continuation of the Better Health at Work Maintaining Excellence award status and progression to ambassador status provides a clear statement of intent as to the importance placed on this area by the council and its senior leaders. The achievement of white ribbon accreditation associated with tackling domestic abuse also demonstrates this. Coupled with positive environmental changes to workplaces and the provision of hybrid working there remain a wide range of positive interventions to make working at the council a positive and supportive experience. There are a range of indicators such as reduction of

number of work related psychological reported cases which would indicate that this is having a positive impact.

- 108 It was disappointing to receive regulatory interventions, albeit lower level on the scale of intervention options available to enforcement authorities. There were further enforcement visits that also took place throughout the year across a range of higher risk service provision such as construction, refuse and recycling, radon gas and asbestos which resulted in positive feedback being provided. It can be taken that whilst the councils policy and processes remain effective, a focus must remain on management and adherence to this at local levels and therefore assurance monitoring from the corporate centre remains critical.
- 109 In terms of governance, there has been continued standards overall for HSW during 2023/24 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.
- 110 Although there have been no significant issues for consecutive years in relation to open water safety there remains a continuous level of assurance and proactive programme of interventions. City centre and county wide open water safety related risks continue to be risk assessed and monitored and this is enhanced by 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 and key risk periods during the year.
- 111 The number of proactive health and safety audits undertaken throughout the year indicate a continued commitment to the improvement of standards of health and safety management and risk control. In excess of 550 audits and inspections have produced more than 1,600 improvement opportunities across a range of activities and workplaces.

Other useful documents

- Occupational Annual Report 2023/24.
- Health, Safety and Wellbeing statistical reports 2023/24.

Author(s)

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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 – Health Assured Employee Assistance Programme Annual Report 2022/23



Employee Assistance Programme:
Durham County Council - Parent

Report period:
1 April 2022 - 31 March 2023



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.



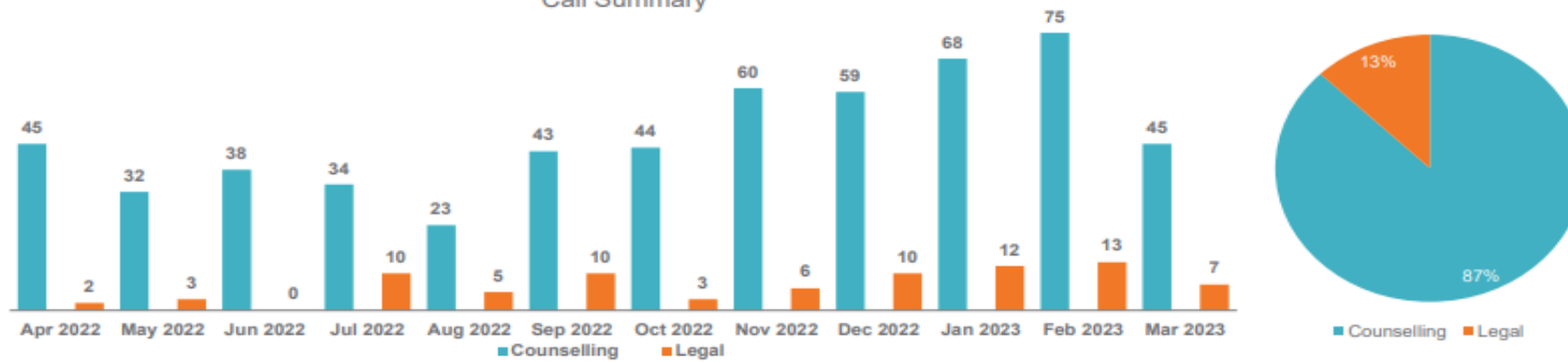
Call Summary

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	566	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	59	68	75	45	566
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	26	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	8	3	31
Online counselling sessions	6	17	11	4	6	7	14	7	7	12	21	37	149
Management referral cases	1	1	1	0	0	0	0	0	0	0	1	1	5
Monitored cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Online hits	133	278	114	76	124	109	192	200	104	182	194	208	1,914

Utilisation Summary



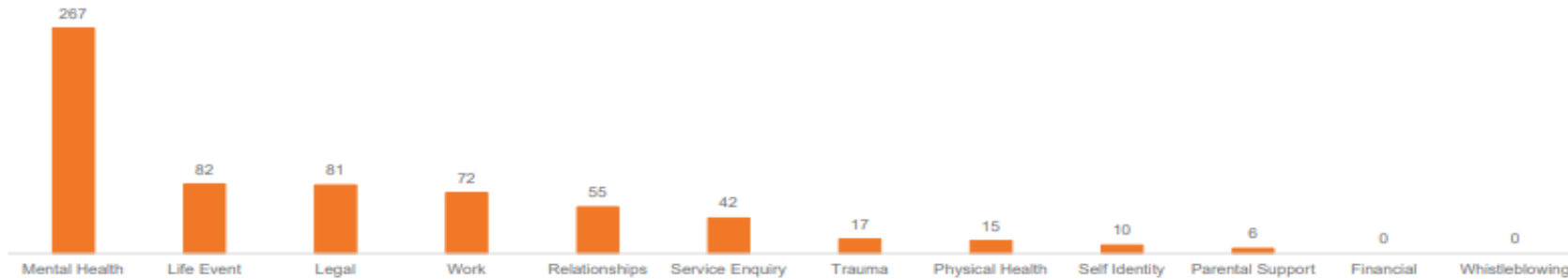


Calls by Category

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
Mental Health	17	10	13	19	10	27	18	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	16	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	35	38	44	28	53	47	66	69	80	88	52	647

Calls by Category





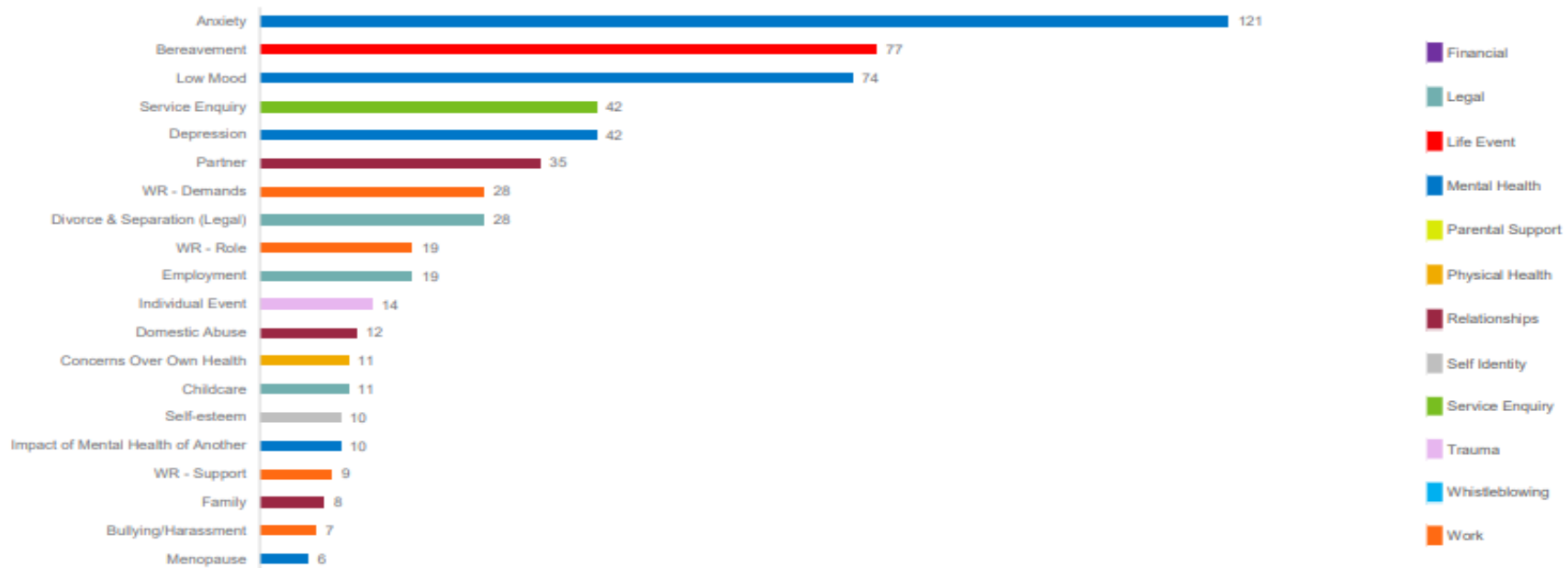
Top 40 Counselling Call Categories

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	0	2	4	4	9	5	16	7	7	77
Low Mood	4	3	1	8	2	5	5	12	3	11	10	10	74
Service Enquiry	3	1	3	2	1	0	2	5	4	5	13	3	42
Depression	0	2	8	3	0	5	1	4	11	5	1	2	42
Partner	2	2	0	6	0	0	5	3	0	16	0	1	35
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	28
WR - Role	7	3	0	0	2	0	3	1	0	0	0	3	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	0	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	0	0	0	2	3	0	2	2	0	10
WR - Support	1	0	0	0	0	0	0	0	0	0	6	2	9
Family	1	0	0	1	0	0	2	1	3	0	0	0	8
Bullying/Harassment	0	0	0	0	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	0	2	0	0	0	0	0	0	0	0	5
Concern of Other	1	0	3	0	0	0	0	0	0	0	0	0	4
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
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	0	0	0	0	0	0	2	0	1	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
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
Grand Total	47	35	38	44	28	53	47	66	69	80	88	52	647

Counselling Call Categories



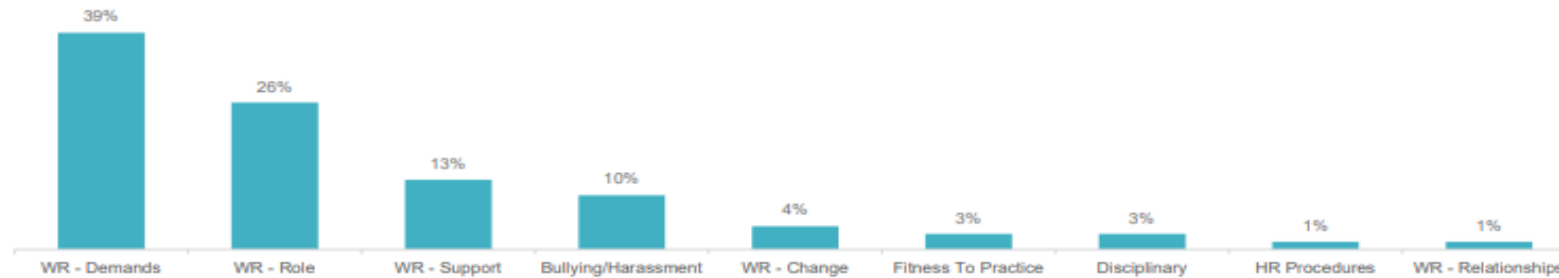


Work Related Calls

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	6	2	9
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





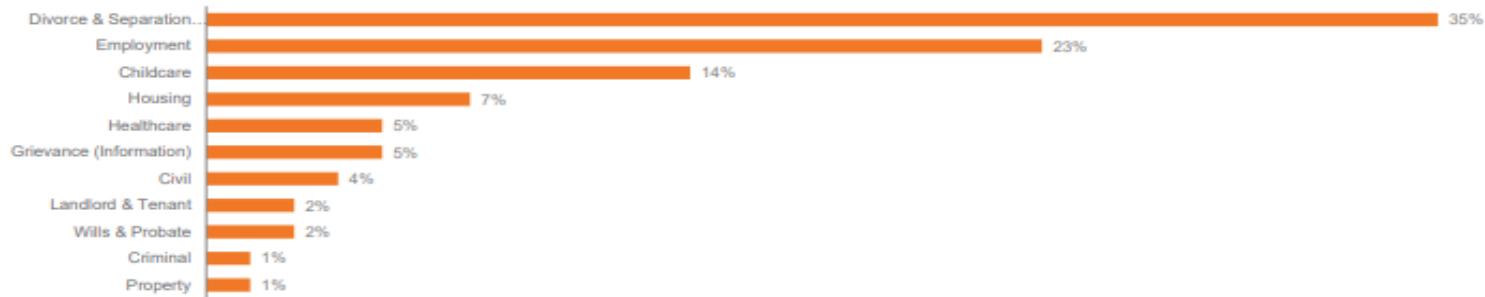
Legal Calls by Category

Employee Assistance Programme:
Durham County Council - Parent

1 April 2022 - 31 March 2023

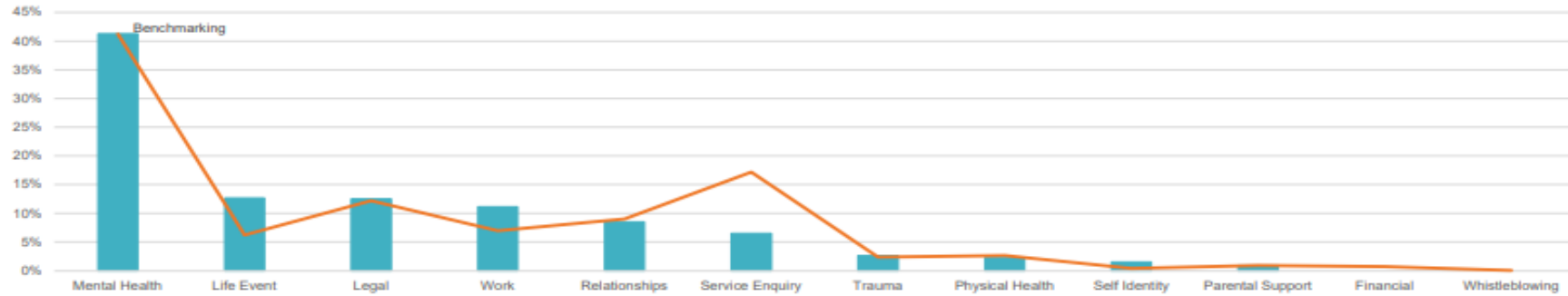
	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Total
Divorce & Separation (Legal)	0	0	0	4	3	6	0	2	5	0	6	2	28
Employment	2	1	0	4	2	2	1	2	0	0	4	1	19
Childcare	0	0	0	0	0	0	0	2	0	8	1	0	11
Housing	0	0	0	0	0	2	0	0	0	0	0	4	6
Healthcare	0	0	0	0	0	0	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
Grand Total	2	3	0	10	5	10	3	6	10	12	13	7	81

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	9	5	16	7	7	82	13%	6%
Legal	2	3	0	10	5	10	3	6	10	12	13	7	81	13%	12%
Work	11	4	7	1	5	7	6	9	5	0	10	7	72	11%	7%
Relationships	3	2	0	7	0	0	7	4	3	16	12	1	55	9%	9%
Service Enquiry	3	1	3	2	1	0	2	5	4	5	13	3	42	6%	17%
Trauma	0	5	0	3	5	0	0	0	4	0	0	0	17	3%	2%
Physical Health	4	2	4	0	0	2	0	0	0	0	0	3	15	2%	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%
Grand Total	47	35	38	44	28	53	47	66	69	80	88	52	647	100%	100%

Benchmarking



Category	Regeneration & Economic Growth	Durham County Council - Schools	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Total
Mental Health	5	62	43	0	45	14	0	58	40	267	
Work	5	9	0	0	5	1	0	45	7	72	
Service Enquiry	0	16	5	0	3	4	0	9	5	42	
Legal	2	18	5	0	23	5	1	14	13	81	
Relationships	1	17	3	0	6	0	0	16	12	55	
Life Event	0	13	18	0	13	7	0	15	16	82	
Parental Support	0	0	0	0	0	0	3	3	0	6	
Physical Health	0	12	0	0	3	0	0	0	0	15	
Self Identity	3	0	0	0	0	0	0	7	0	10	
Financial	0	0	0	0	0	0	0	0	0	0	
Trauma	0	5	0	0	3	0	0	8	1	17	
Whistleblowing	0	0	0	0	0	0	0	0	0	0	
Grand Total	16	152	74	0	101	31	4	175	94	647	

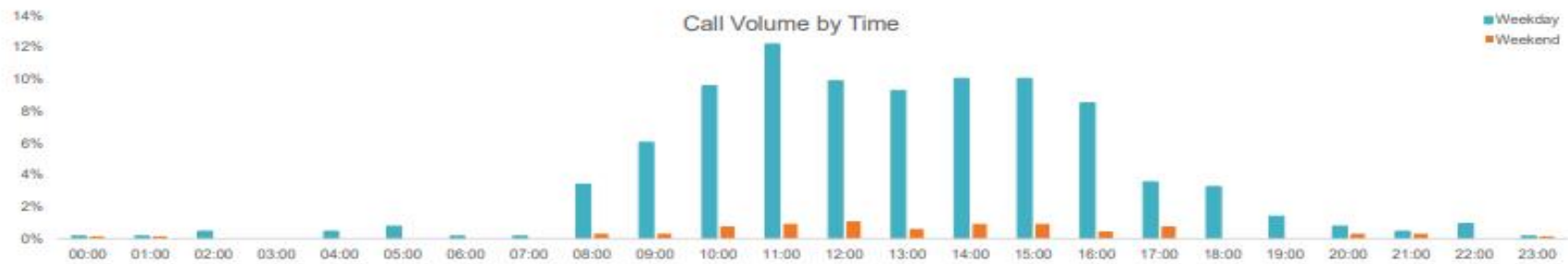
Category	Regeneration & Economic Growth	Durham County Council - Schools	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Durham County Council - Regeneration & Local Services	Total
Face to face counselling cases	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
Telephone counselling cases	1	12	4	0	5	2	0	6	6	38	
Telephone counselling sessions	11	59	18	0	33	11	0	29	28	189	
Online CBT cases	1	1	0	0	1	0	0	0	1	4	
Online CBT sessions	3	0	0	0	0	0	0	0	3	6	
Online counselling cases	1	7	3	0	3	1	0	14	2	31	
Online counselling sessions	4	29	7	0	29	7	0	66	7	149	
Management referral cases	0	3	0	0	2	0	0	0	0	5	
Monitored cases	0	0	0	0	0	0	0	0	0	0	



Demographics

Employee Assistance Programme:
Durham County Council - Parent

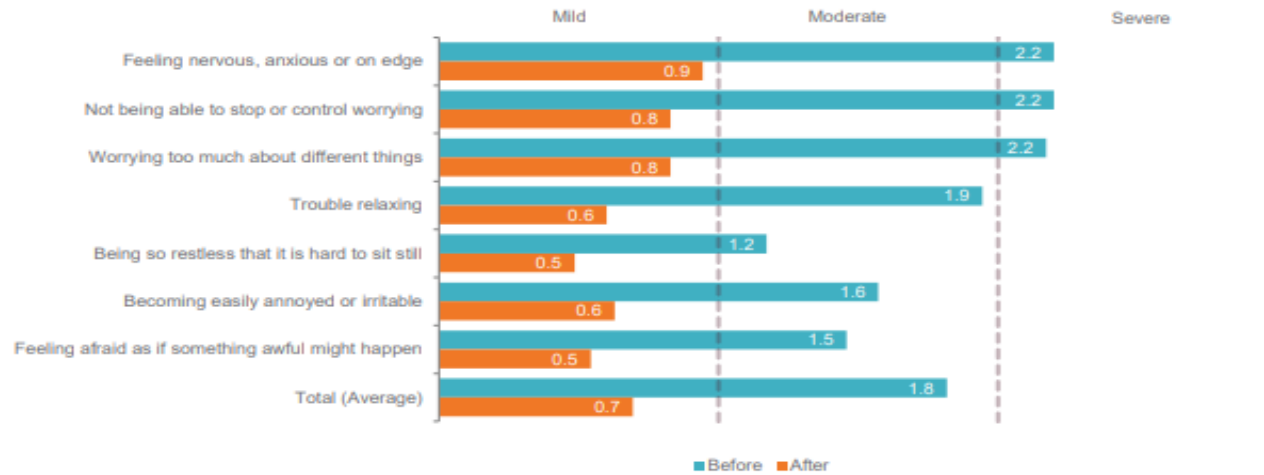
1 April 2022 - 31 March 2023



	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
Monitored cases (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	0.6
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
Total (Average)	1.8	0.7

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

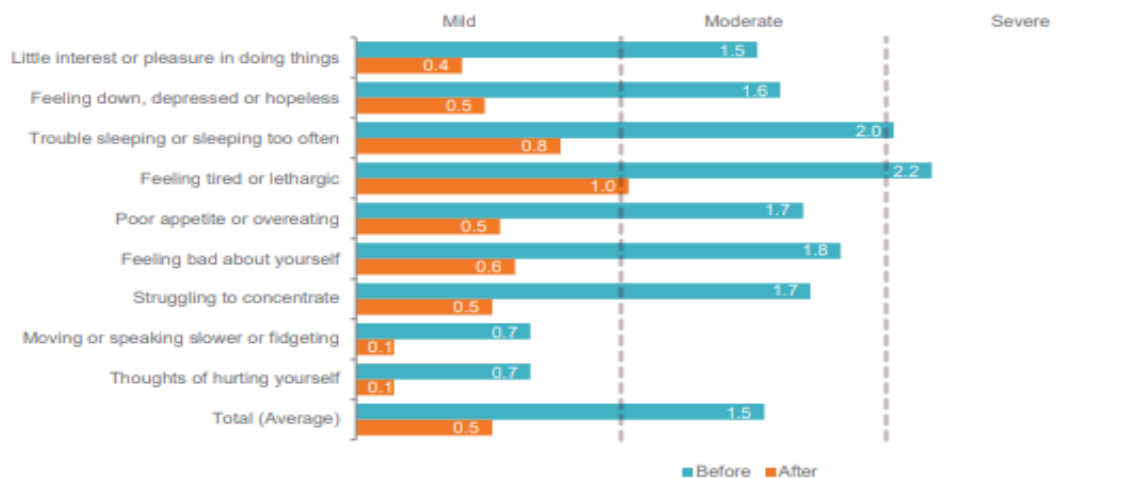


Following structured therapy there has been a 61.1% improvement in the GAD-7 scores



	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
Total (Average)	1.5	0.5

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