

# HEALTH & SAFETY REPORT

3rd and 4th Quarters; October 2016 - March 2017

## CONTENTS

|      |                                                        |  |  |
|------|--------------------------------------------------------|--|--|
| 1.0  | Introduction                                           |  |  |
| 2.0  | Executive Summary                                      |  |  |
| 3.0  | Interventions                                          |  |  |
| 4.0  | Corporate Accident/Incidents                           |  |  |
| 4.1  | Previous Quarterly Statistics (Employees Only)         |  |  |
| 4.2  | Accident/Incidents Statistics Overall (Employees Only) |  |  |
| 4.3  | Audit Statistics Overall                               |  |  |
| 4.4  | Average Audit Score                                    |  |  |
| 5.0  | Adults and Communities                                 |  |  |
| 5.1  | Significant RIDDOR details                             |  |  |
| 5.2  | Identified Trends                                      |  |  |
| 5.3  | Audit                                                  |  |  |
| 5.4  | Corporate Training                                     |  |  |
| 6.0  | Assurance                                              |  |  |
| 6.1  | Significant RIDDOR details                             |  |  |
| 6.2  | Identified Trends                                      |  |  |
| 6.3  | Audit                                                  |  |  |
| 6.4  | Corporate Training                                     |  |  |
| 7.0  | Family Services                                        |  |  |
| 7.1  | Significant RIDDOR details                             |  |  |
| 7.2  | Identified Trends                                      |  |  |
| 7.3  | Audit                                                  |  |  |
| 7.4  | Corporate Training                                     |  |  |
| 8.0  | Commissioning Group                                    |  |  |
| 8.1  | Significant RIDDOR details                             |  |  |
| 8.2  | Identified Trends                                      |  |  |
| 8.3  | Audit                                                  |  |  |
| 8.4  | Corporate Training                                     |  |  |
| 9.0  | StreetScene                                            |  |  |
| 9.1  | Significant RIDDOR details                             |  |  |
| 9.2  | Identified Trends                                      |  |  |
| 9.3  | Audit                                                  |  |  |
| 9.4  | Corporate Training                                     |  |  |
| 10.0 | Schools                                                |  |  |
| 10.1 | Significant RIDDOR details                             |  |  |
| 10.2 | Trend Commentary                                       |  |  |
| 10.3 | Audit                                                  |  |  |

## 1.0 INTRODUCTION

The purpose of this report is to identify incident trends and areas of good performance and compliance throughout the council. Once identified, it is possible to establish areas that require improvement and development.

Incident reports are continuously monitored and reviewed by the SHaW team, investigations are initiated where necessary. The online Health and Safety Management System enables SHaW to compile reports and produce statistics that can be used to identify trends and highlight areas of good compliance.

It is important to note that it is the manager's responsibility to monitor each report that relates to their team. This includes their duty to complete the 'manager's review' by carrying out local investigations and introducing prevention measures

## 2.0 EXECUTIVE SUMMARY

- 2.1. **Incidents** – The report shows a reduction in non-notifiable incidents reported compared to the first 6 months of this year and a slight reduction compared to the same period last year (2015/16). The majority of work related accidents occurred in the Streetscene Delivery Unit and are as a result of either slips and trips or manual handling activities. Verbal assaults most commonly occurred in the Family Services DU, within social work teams. There has been a slight increase in RIDDOR notifiable reports over the previous 6 months and compared with the same period last year. The incidents all occurred within the Streetscene DU as a result of manual handling activities and each incident led to more than 7 days absence from work which triggered the notification
- 2.2. **Training** – 1123 training modules have been completed within these 2 quarters a significant increase on the previous period. DSE, fire safety and manual handling modules have the biggest uptake.
- 2.3 **Audits** – The number of audits planned and undertaken in this reporting period is improving with the focus remaining monitoring of construction/maintenance activities. In addition to this 26 H&S audits were undertaken over the period across DU's and community schools with an average audit score of 83% for council services and 88% for schools. A score of over 80% is recognised as providing assurance that good H&S management systems are in place. The councils aim is to achieve scores of over 90% which would demonstrate excellence.

There continues to be good progress in the DU management teams implementing the requirements of the corporate h&s policy. This will continue to be a priority to ensure 100% implementation throughout the organisation. Support will be given to DU management teams by the SHaW service to achieve this.

All audits result in the production of an action plan with recommendations to improve performance and address any gaps.

### **3.0 INTERVENTIONS**

3.1. Enforcing Authority Interventions:

3.1.1. There has been no enforcing authority interventions

3.1.2. There have been no SHaW lead interventions

## 4.0 CORPORATE ACCIDENT / INCIDENTS

### 4.1. Statistics - Rolling 12 Month Total (Employees Only)

Accident Incidents Rate (AIR)/Annual Rolling Total - Total incidents over the rolling 12 months X 1,000/ Average number of employees over the rolling 12 months – shown as

|                          | Annual Rolling Total |      | Q1 16/17  | Q2 16/17  | Q3 16/17  | Q4 16/17  |
|--------------------------|----------------------|------|-----------|-----------|-----------|-----------|
|                          | Incidents            | AIR  | Incidents | Incidents | Incidents | Incidents |
| RIDDOR Incident          | 9                    | 5.7  | 2         | 2         | 4         | 1         |
| Non-notifiable Incidents | 68                   | 43.3 | 23        | 17        | 12        | 16        |
| Physical assault         | 6                    | 3.8  | 5         | 1         | 0         | 0         |
| Verbal Assault           | 43                   | 27.4 | 16        | 7         | 11        | 9         |

| Top 3 Incident type            | Number of incidents |
|--------------------------------|---------------------|
| Handling, Lifting and Carrying | 13                  |
| slip trip, fall on same level  | 9                   |
| Contact with object            | 5                   |

### 4.2 Management Reporting Status Statistics Overall (Employees Only)

**Open Incidents -** Awaiting a 'Managers Review' to be completed. SHaW will only make changes to an Open incident if the incident requires immediate action, for all other reports, no changes will be made by SHaW until the manager has completed the review. Managers will be prompted to complete this.

**Pending Incidents -** Undergone review and are now awaiting further information to be provided or an investigation to be undertaken.

**Closed Incidents –** Reviewed by managers and SHaW and all actions to prevent recurrence have been exercised, SHaW will then close the incident report.

Charts below show how many incidents have remained Open/Pending and for how long, segregated into three time scales: 1 – 5 days; 6 – 15 days; 16 + days. Open incidents are awaiting review by manager. The relevant managers for these incidents have received notification that these incidents require their attention. Open and pending incidents over 16 days will be escalated to senior management and, if no action undertaken, escalated to the Head of SHaW.

|                   | Total | Adults & Communities | Assurance | Family Services | Commissioning | Streetscene |
|-------------------|-------|----------------------|-----------|-----------------|---------------|-------------|
| Open Incidents    | 57    | 1                    | 1         | 43              | 4             | 8           |
| Pending Incidents | 11    | 2                    | 0         | 3               | 1             | 5           |
| Closed Incidents  | 525   | 36                   | 8         | 202             | 0             | 279         |

### 4.3 Audit Statistics Overall

Figures below represent the total number of Audits carried out.

|                   |                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Full</b>       | These audits are undertaken of the entire premises. This includes a comprehensive audit of the policies and procedures, risk assessments, maintenance checks, training records and a full site inspection.                                                                                                                                                                     |
| <b>Assurance</b>  | These audits are undertaken for third party contractors who are providing a service to London Borough of Barnet. This audit is to ensure that contractors are providing a suitable and competent service and are carried out on contractors working for Delivery Units.                                                                                                        |
| <b>Management</b> | These audits are carried out to highlight any gaps in a DU's health and safety compliance and performance. This includes a review of the policies, management check lists and other relevant documentation.                                                                                                                                                                    |
| <b>Priority</b>   | These audits are undertaken to evaluate how DU's manage priorities highlighted in the council's Annual Health and Safety Report; Manual handling, work place hazards, risk assessments, fire and emergency procedures, work place violence, electrical management, gas management, COSHH and work related stress. Priority audits will occasionally include a site inspection. |

| Average scores    | Adults & Communities | Assurance | Family Services | Commissioning | Street Scene | Schools |
|-------------------|----------------------|-----------|-----------------|---------------|--------------|---------|
| Full Audits       | -                    | -         | -               | -             | -            | 85%     |
| Assurance Audits  | -                    | -         | 76%             | -             | -            | -       |
| Management Audits | -                    | -         | 92%             | 84%           | 81%          | 89%     |
| Priority Audits   | -                    | -         | 79%             | -             | -            | 91%     |

## 5.0 ADULTS & COMMUNITIES ACCIDENT/INCIDENTS

5.1 **Significant RIDDOR details** – There were no RIDDOR incidents reported.

5.2 **Trend commentary** – a total of 3 Non – notifiable incidents were reported, which is a decrease from the same period last year.

|                          | Total Q3/4<br>15/16 |      | EMPLOYEE   |      |
|--------------------------|---------------------|------|------------|------|
|                          |                     | AIR  | Q3/4 16/17 | AIR  |
| RIDDOR Incidents         | 1                   | 3.5  | 0          | 0.0  |
| Non-notifiable Incidents | 8                   | 27.9 | 3          | 10.8 |
| Physical Assault         | 0                   | 0.0  | 0          | 0.0  |
| Verbal Assault           | 1                   | 3.6  | 1          | 3.5  |

### 5.3 Audit

5.3.1 No audit was undertaken in the Adults & Communities DU during this period.

### 5.4 Corporate Training

5.4.1 441 H&S training modules were completed a considerable improvement on the same period last year; the most popular courses undertaken were DSE and Fire Safety.

This figure does not represent the local H&S training undertaken by the Service.

## 6.0 ASSURANCE ACCIDENT/INCIDENTS

6.1 **Significant RIDDOR details** – No RIDDOR reportable incidents.

6.2 **Trend commentary** – No reported incidents in this period. A lack of reports is not currently a cause of concern. However the trend will be monitored to ensure there is no lack of reporting.

### 6.3 Audit

6.3.1 No audits have been carried out during this period

### 6.4 Corporate Training

6.4.1 55 H&S training modules were completed a considerable improvement on the same period last year; the most popular courses undertaken were DSE and Workplace Safety.

6.4.2 This figure does not represent the local H&S training undertaken by the Service.

## 7.0 FAMILY SERVICES ACCIDENT/INCIDENTS

7.1 **Significant RIDDOR details** – No RIDDOR reportable incidents.

7.2 **Trend commentary** – The incident rate remains the same over this reporting period compared to last year. There has though been a decrease in reported verbal assault incidents when comparing to the same period last year.

|                          |                  |      | EMPLOYEE         |      |
|--------------------------|------------------|------|------------------|------|
|                          | Total Q3/4 15/16 | AIR  | Total Q3/4 16/17 | AIR  |
| RIDDOR Incidents         | 0                | 0.0  | 0                | 0.0  |
| Non-notifiable Incidents | 2                | 3.2  | 2                | 3.2  |
| Physical Assault         | 0                | 0.0  | 0                | 0.0  |
| Verbal Assault           | 19               | 28.0 | 13               | 22.3 |

7.3 Audit

7.3.1 6 audits were completed by the SHaW team. These audits scored an average of 82%, an improvement on the previous 6 month period

7.4 Corporate Training

7.4.1 476 H&S training modules were completed a considerable improvement on the same period last year; the most popular courses undertaken were DSE and Fire Safety.

7.4.2 This figure does not represent the local H&S training undertaken by the Service.



## **8.0 COMMISSIONING GROUP ACCIDENT/INCIDENTS**

**8.1 Significant RIDDOR details** – No RIDDOR reportable incidents.

**8.2 Trend commentary** – No reported incidents in this period, this suggests staff may not be reporting incidents or this area of work is of a low risk. It will be monitored by the SHaW service

**8.3 Audit**

8.3.1 One audit was completed in the Commissioning Group during the reporting period with a score of 84%.

**8.4 Corporate Training**

8.4.1 317 H&S training modules were completed a considerable improvement on the same period last year; the most popular courses undertaken were DSE and Fire Safety.

8.4.2 This figure does not represent the local H&S training undertaken by the Service.

## 9.0 STREETSCENE ACCIDENT/INCIDENTS

- 9.1 **Significant RIDDOR details** – There were 6 RIDDOR reportable incidents occur within Streetscene over the reporting period, all of the incidents resulted in more than 7 days absence from work and not major injury. 4 of the incidents were due to lifting and moving and 2 due to trips that resulted in injury.
- 9.2 **Trend commentary** – there has been a small decrease in the total number of non-RIDDOR reportable incidents report by the StreetScene DU compared to the same period last year. The most common incidents reported were minor injuries sustained through lifting and moving or slips and trips,

|                          | Total Q3/4 15/16 |      | Total Q3/4 16/17 |              |
|--------------------------|------------------|------|------------------|--------------|
|                          |                  | AIR  |                  | EMPLOYEE AIR |
| RIDDOR Incidents         | 2                | 4.1  | 6                | 12.6         |
| Non-notifiable Incidents | 22               | 45.2 | 20               | 32.8         |
| Physical Assault         | 1                | 2.1  | 0                | 0.0          |
| Verbal Assault           | 1                | 2.1  | 4                | 10.5         |

### 9.3 Audit

- 9.3.1 Five health and safety audit was carried out within the Streetscene DU and achieved an average score of 80.8%, a slight decrease in the same period last year.

### 9.4 Corporate Training

- 9.4.1 90 H&S training modules were completed an improvement on the same period last year; the most popular courses undertaken were DSE and Fire Safety.
- 9.4.2 This figure does not represent the local H&S training undertaken by the Service.

## 10.0 SCHOOLS

**10.1 Significant RIDDOR details:** 7 of the 8 RIDDOR reportable incidents were for pupil injuries with only 1 being for a member of staff. The staff incident was a back injury sustained when they slipped whilst mopping the floor and which resulted in more than 7 days absence.

The injuries to pupils were related to either tripping in the playground or injury whilst playing sports. All of the incidents resulted in the child being taken directly to hospital, none of the injuries sustained were major

## 10.2 Trend commentary:

**Employees** – there were 7 non-notifiable incidents reported by employees, this is a minor decrease compared to the same period last year.

**Non-Employees** – there has been an increase in incidents reported by schools for pupils compared with the same period last year. This may be due to a “report it” campaign launched in schools to encourage reporting of minor incidents to pupils. The trend will be monitored by the H&S team

| EMPLOYEES                | Total<br>Q3/4<br>15/16 | Total<br>Q3/4<br>16/17 |  | PUPILS                   | Total<br>Q3/4<br>15/16 | Total<br>Q3/4<br>16/17 |
|--------------------------|------------------------|------------------------|--|--------------------------|------------------------|------------------------|
| RIDDOR Incidents         | 1                      | 4                      |  | RIDDOR Incidents         | 7                      | 8                      |
| Non-notifiable Incidents | 8                      | 7                      |  | Non-notifiable Incidents | 44                     | 61                     |
| Physical Assault         | 1                      | 3                      |  | Physical Assault         | 0                      | 0                      |
| Verbal Assault           | 2                      | 9                      |  | Verbal Assault           | 0                      | 1                      |

## 10.3 Audit

10.3.1 18 health and safety audits were carried out within Schools which achieved an average score of 88%, an improvement on the previous 6 month period