| ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Audit and Governance Committee
Date:	September 2019
Subject:	Corporate Health and Safety Annual Report
Head of Service:	Dylan J Williams Head of Service Regulation and Economic Development
Report Author:	Stephen Nicol Corporate Health and Safety Advisor
Nature and Reason for Reporting: That the Authority considers the Corporate Health and Safety Annual Report and implements the development plan.	

1. Introduction

The Isle of Anglesey County Council's Corporate Health and Safety Policy includes a commitment to the preparation and publication of an Annual Health and Safety Report.

2. Background

Welsh Local Government Association (WLGA) have developed a framework and guidance for the production of an Annual Health and Safety Performance Report. The framework and guidance provides a series of headings to assist with the reporting of health and safety performance. This framework was not intended to be a comprehensive analysis of health and safety but should assist in identifying the commitment, ability and direction of the management of occupational health and safety.

3. Recommendation

That the Authority considers the Corporate Health and Safety Annual Report and implements the development plan.
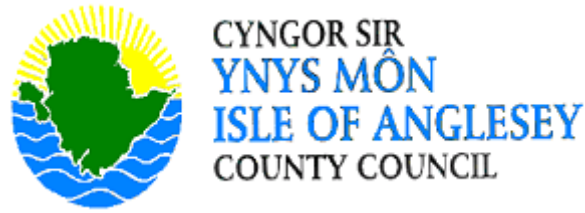
Health and Safety Report 2018/19

Corporate Health and Safety
Annual Report

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1   Introduction

The Isle of Anglesey County Council's Corporate Health and Safety Policy includes a commitment to the preparation and publication of an Annual Health and Safety Report.

Welsh Local Government Association (WLGA) have developed a framework and guidance for the production of an Annual Health and Safety Performance Report. The framework and guidance provides a series of headings to assist with the reporting of health and safety performance. This framework was not intended to be a comprehensive analysis of health and safety but should assist in identifying the commitment, ability and direction of the management of occupational health and safety. This report follows the format provided by WLGA.

For a number of years there has been significant change in the management structure within the authority. There has been significant reduction to the budget available to the council. Maintaining and attempting to improve performance under these pressures have taken significant effort.

2   Corporate Management

The Senior Leadership Team (SLT) have been instrumental in instigating new methods of governance. Regular meetings of SLT considered reports on current issues and possible implementation of new working methods. This allows a senior overview of the management of the council.

Regular meetings of the Penaethiaid Group enable escalation of any issues to SLT to ensure appropriate action can be taken to resolve matters, health and safety related or other. This is further enhanced by reports to the Governance and Audit Committee.

The constitution of the council identifies responsibilities within the management structure. The Corporate Health and Safety Policy states the intention of the council to provide a safe working environment and the methods to achieve this.

The Corporate Health and Safety Policy is on the Corporate Policy Portal and is mandatory for all staff to read and accept the content. This should ensure full awareness of the content and further enforce the roles and responsibilities of all staff.

The annual Performance Review includes the production of annual business plans and subsequent assessment and approval by SLT. This allows accountability across the council with targets and goals identified in business plans.

During 2018/19 work continued on a Corporate Health and Safety Plan. The plan had previously been developed as a joint effort between the Chief Executive, HR Team members and Corporate Health and Safety Team.

There has been an expectation on individual services to develop Service Health and Safety Plans which should address service specific risks. A significant amount of work was done by the services to develop a Health and Safety Risk Profile for each. This should assist services in targeting Health and Safety Plans to address priorities.
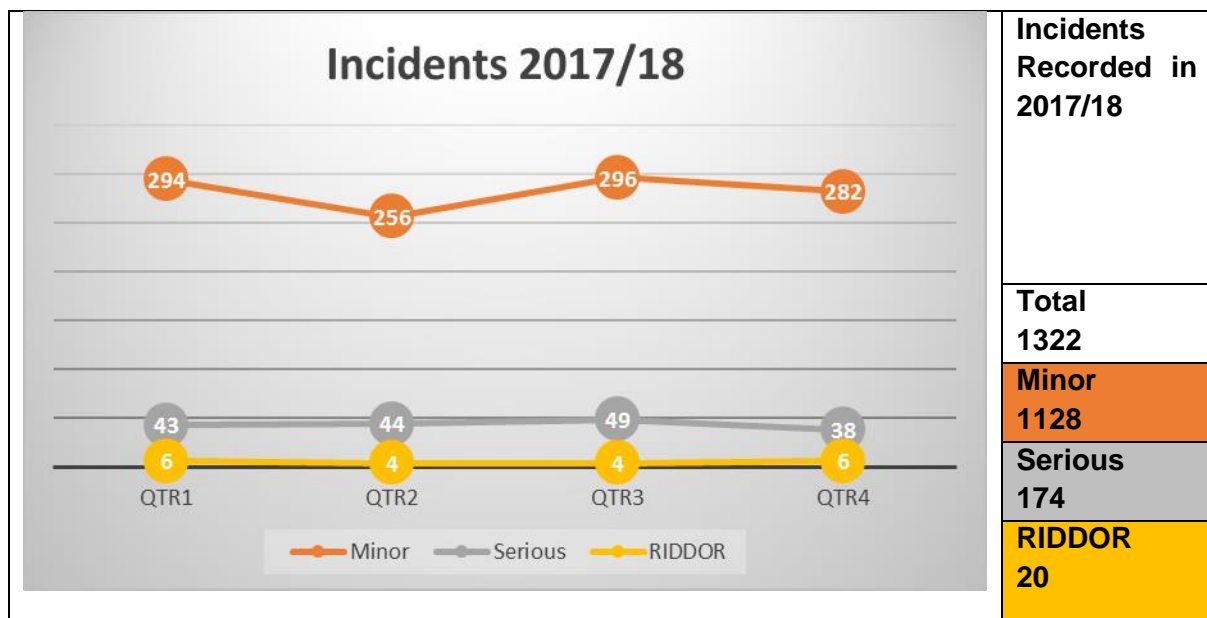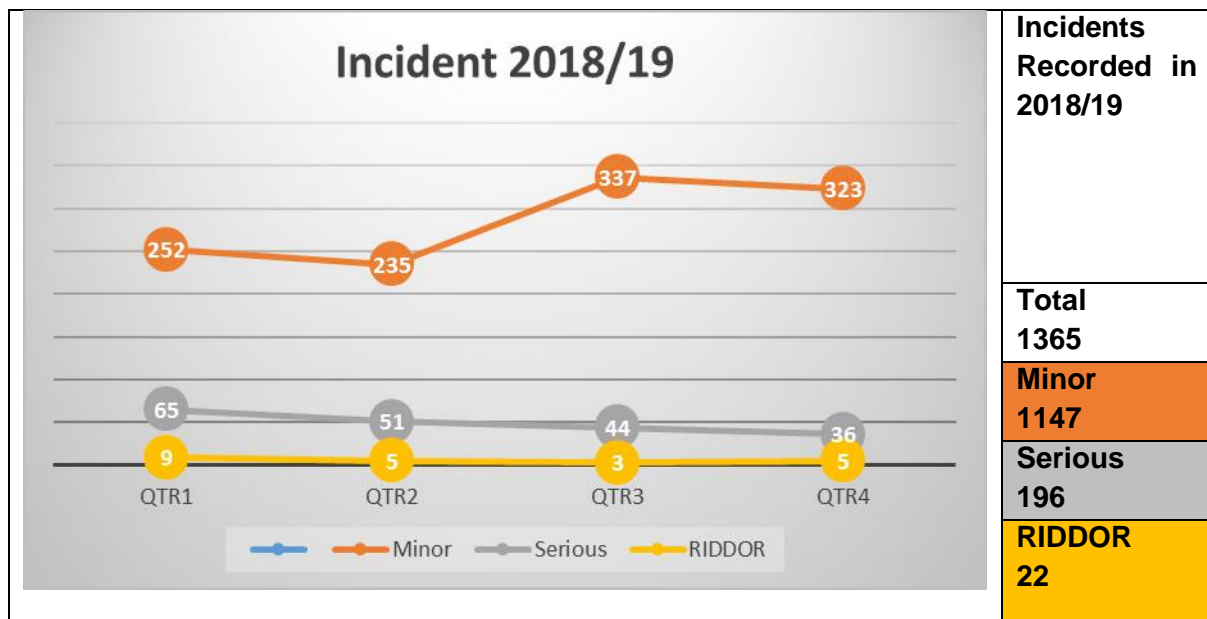
3   Statistical Information

The data presented below includes all accidents and incidents reported during 2018/19. The internal classification of accidents and incidents has been in three categories - Minor, Serious and RIDDOR.
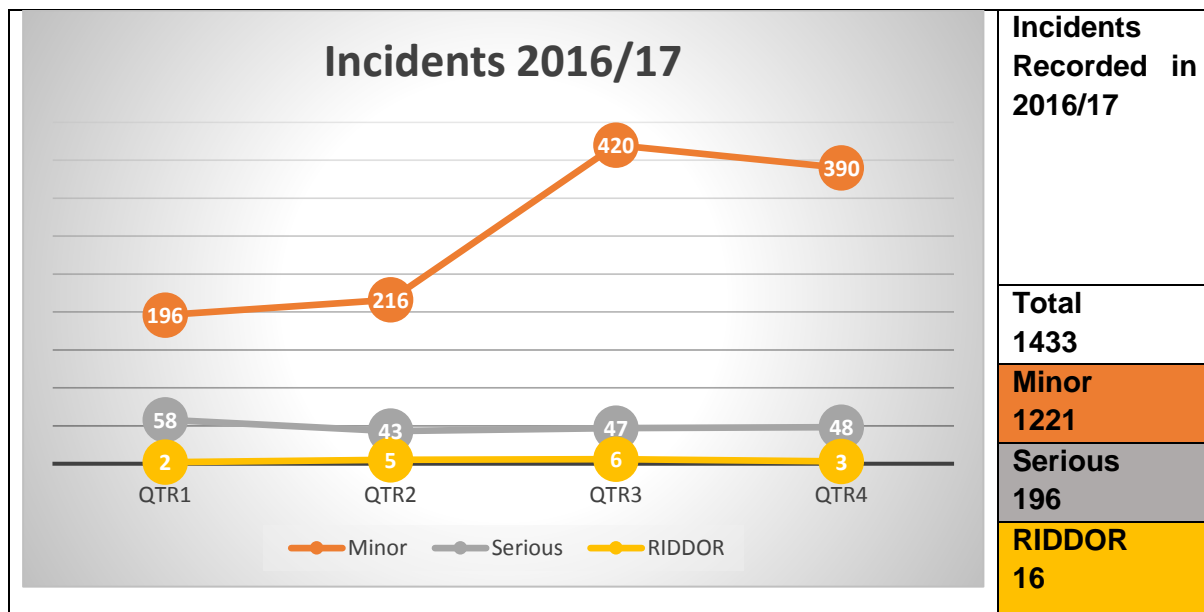
Minor accidents and incidents would have been accidents / incidents where the resulting injury or loss was insignificant. This includes accident and incidents which resulted in no injury or loss and the potential outcome may be insignificant if injury or loss had occurred.

Serious accidents / incidents are classified where the outcome resulted in significant injury or loss or where there was potential for significant injury or loss. This includes accidents and incidents which resulted in no injury or loss but the potential outcome may be significant if injury or loss had occurred.

RIDDOR accidents and incidents are accidents or incidents which met specific criteria that required reporting to the HSE. The criteria for reporting these types of accidents and incidents are provided within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

The table below presents the number of accidents and incidents for the whole authority. This includes incidents involving members of the public, service users, school pupils, contractors, facilities as well as employees.

Incidents Recorded in 2018/19	
Total 1365	
Minor 1147	
Serious 196	
RIDDOR 22	

Incidents Recorded in 2017/18	
Total 1322	
Minor 1128	
Serious 174	
RIDDOR 20	

	Incidents Recorded in 2016/17
	Total 1433
	Minor 1221
	Serious 196
	RIDDOR 16

Incidents 2016/17

Minor: QTR1 196, QTR2 216, QTR3 420, QTR4 390
Serious: QTR1 58, QTR2 43, QTR3 47, QTR4 48
RIDDOR: QTR1 2, QTR2 5, QTR3 6, QTR4 3

Minor — Serious — RIDDOR

The tables below presents the number of accidents and incidents involving employees only.

	Total Number of Incidents (Employees only)
	Total 315
	Minor 270
	Serious 34
	RIDDOR 11

	Total Number of Incidents (Employees only)
	Total 249
	Minor 195
	Serious 43
	RIDDOR 11
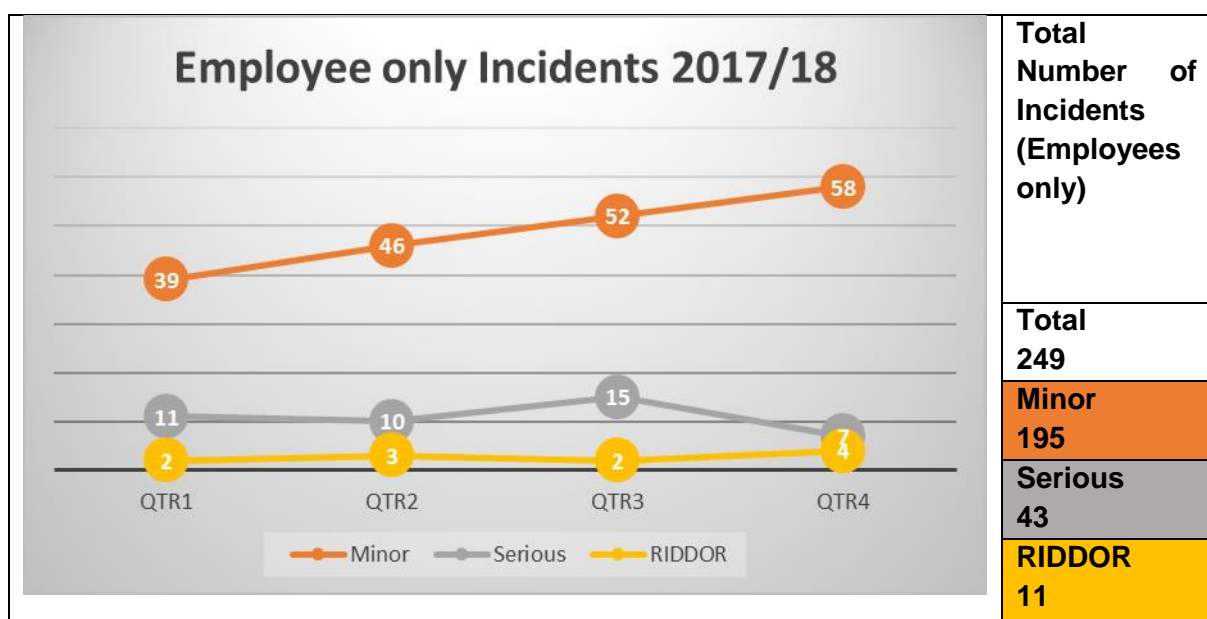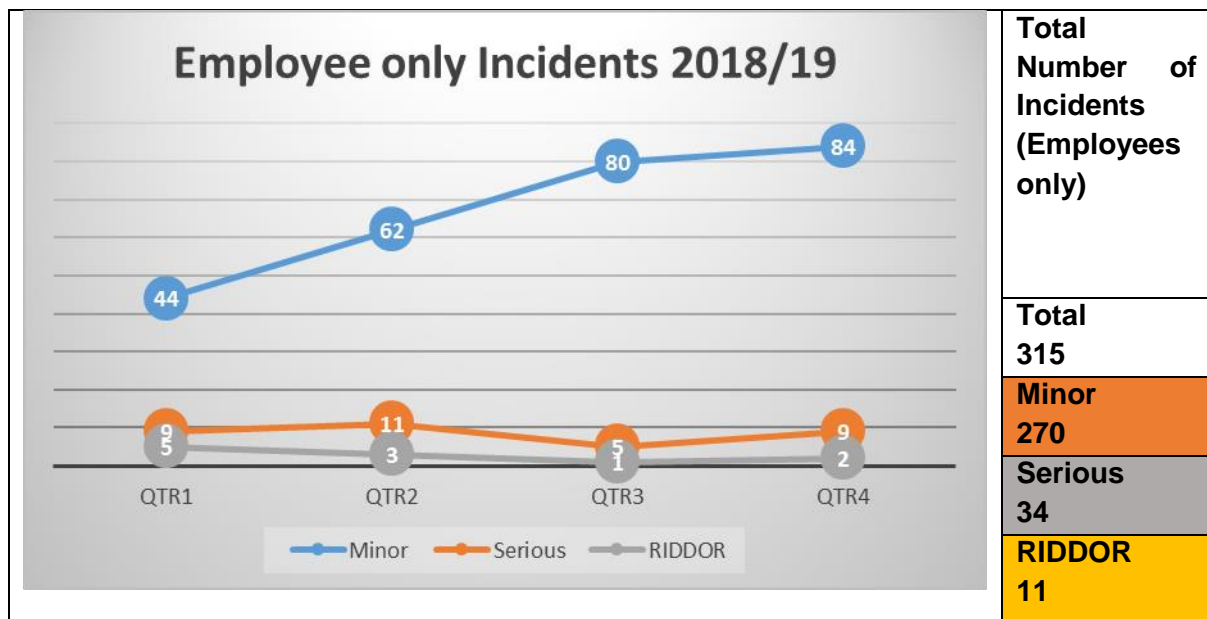
The table below list the types of incidents which occurred. The total figures are in bold print with a break-down of certain categories below. The table allows comparison with previous years.

Types of Incidents	2018/19	2017/18	2016/17
Violent incidents The category is split into the following types and sub-totals:	**287**	**237**	**189**
Physically Assault by person (challenging behaviour) These are incidents where a person has lashed out and struck another but which due to mental capacity it could not be established there was intent to cause harm.	106	103	56
Physically assaulted by person These incident have been where a person has struck another and there is no mental capacity issues identified. The majority have been in schools and relate incidents between pupils. 8 incidents related to an employee being struck	61	45	38
Violent Incident (abuse, harassment) These incidents are where a member of public has been verbally abusive to staff members. These have occurred across a number of services and mainly during telephone conversations	103	53	73
Challenging Behaviour These are incidents where challenging behaviour due to mental capacity has occurred. These where all in the care or education services	12	21	17
Violent Incident (abuse, harassment learning difficulty) These incidents related to where a person has become verbally abusive but there are mental capacity issues. These where all in the care or education services	5	15	5
Falls on Level The category is split into the following types and sub-totals:	**378**	**320**	**396**

Slip Trip Fall, Same level This includes pupils falling on the playground and clients falling in homes. Employee only slip, trip and falls is limited to 21 incidents.	235	136	248
Loss of Balance This refers to clients falling in homes due to medical loss of balance issues.	143	184	148
Fall from a height under 2m The category is split into the following types and sub-totals:	**85**	**94**	**92**
Fall from a height under 2m These incidents include falls down steps or general heights above ground level	22	16	31
Fall out of bed These incidents refer to clients falling from beds in homes	26	50	22
Fall out of Chair/Desk These incident refer to clients falling from chairs in homes or pupils in schools	28	21	33
Fall from play equipment These incidents refer to pupils falling from play equipment	9	7	6
Fall from a height over 2m	**1**	**2**	**1**
Another kind of accident These includes various types of reports which may have an effect on health and safety. These include reports of hoarding issues in the housing stock, some safeguarding issues, intelligence reports from other agencies and other concerns reported by staff.	**135**	**127**	**92**
Playground accident/incident This refers to incident on the school playground where pupils have injured themselves. There have been no supervision or environment issues as factors in these incidents.	**84**	**155**	**193**
Property Loss/Damage This includes vehicle damage whilst driving	**78**	**72**	**57**
Sporting Injury The category is split into the following types and sub-totals:	**69**	**53**	**80**
Sporting Injury Leisure These are incidents in Leisure Centres or sports fields which have resulted in injury due to the activity not supervision or environment issues	25	22	47
Pool Side Injury These are incidents in swimming pools which are not due to supervision or environment issues	22	16	18
Physical Education Injury These are incidents incurred during physical education activities	22	15	15
Hit something fixed or static	**65**	**88**	**113**
Hit by moving/flying object	**52**	**50**	**65**
Medical Condition These incidents were reports of medical conditions where aid was required.	**26**	**42**	**34**
Injured Handling/Lifting etc.	**19**	**20**	**26**
Management Failure These relate to incidents where pupils have run away from school or medication issues in homes	**17**	**13**	**27**

Burn	11	7	9
Glass/sharps	11	6	14
Self Harm These were reports of clients or pupils have self-harmed	8	4	6
Contact with electricity	2	1	2
Exposure to harmful substance	2	10	8
Contact with moving machinery	1	6	7
Injured by an animal	1	1	7
A Exposed to fire	0	1	1
Near Miss Accident	13	13	13

Violence and aggression and Falls appear to be the most significant type of incident. With regard to violence and aggression the highest incidents are with regard to challenging behaviour where the intent to harm may not be present.

Abuse from members of the public is a significant figure. This mainly relates to telephone calls but also includes some face to face incidents. This could be attributed to the current economic climate, possible pressures of society and increased demands on the service from the council.

Falls incidents relate mainly involve pupils and clients in homes. The majority of these are not due to supervision issues or issues with the environment, trip hazards. The number which involved staff falling is 21 incidents.

Another Type of Incident presents a high number. These include awareness reports of situations such as "hoarding" in housing stock, possible safeguarding issues and information from external agencies which may impact on the council's duty of care. This will be reviewed to establish whether these may be recorded as Near Miss incidents or an additional method of recording may be required. Where information is provided by external agencies assessment is made by Corporate Health and Safety as to who the information will be shared with internally.

Incidents such as Playground Incidents and Sporting Injury may not require intervention to reduce the figures but would require recording for possible legal reasons.

The number of "Incident Types" may be reviewed as work is ongoing with an electronic reporting system. This will be done to enable ease of reporting for staff.

Training

The table below provides a summary of the internal training sessions arranged for staff during the period of the report.

This training is arranged with input from both Management and from the needs identified from Services. Training providers are accredited and qualified to deliver their specialist courses and where necessary courses are tailored to meet organisational/service needs.

Feedback from staff is regularly reviewed in order to ensure that the quality and content of the training is appropriate and adequate to meet their needs.

Course Title	Number of Attendees
ASBESTOS A&B	11
ASBESTOS CATEGORY B	15
BASIC FIRST AID	16
BASIC FOOD HYGIENE	31
COSHH AWARENESS	45
EMERGENCY FIRST AID	50
FIRE MARSHAL	60
FIRE SAFETY	100
FIRST AID REFRESHER	23
FOOD HYGIENE AWARENESS	11
HOW TO CARRY OUT A RISK ASSESSMENT	11
INFECTION CONTROL AWARENESS	45
IOSH 4 DAY	13
IOSH LEADING SAFELY	30
MOVING AND HANDLING - MINI BUS - PASSPORT	12
ONE DAY MEDICATION	62
PASSPORT A-B	73
PASSPORT A-F	57
PASSPORT REFRESHER	31
VIOLENCE LEVEL 1 & 2	138
VIOLENCE LEVEL 3	97
WORKING AT HEIGHTS	18
CORPORATE INDUCTIONS	75
INTRODUCTION TO MINDFULNESS	28
MANAGERS INDUCTION	20
E-LEARNING DSE AWARENESS	220
E-LEARNING FOOD HYGIENE	3
IOSHH LEADING SAFELY FOR ELECTED MEMBERS	23

Additional H&S training supported by grant funding from Social Care Wales is also made available and offered to meet the needs of the Care Sector (Local Authority/Private and Voluntary). See below for details.

Course Title	Number of Attendees
INFECTION CONTROL AWARENESS	33
TISSUE VIABILITY	58
SAFE AND POSITIVE BEHAVIOUR	31
MENTAL HEALTH FIRST AID	28
YOUTH MENTAL HEALTH	14
PAEDIATRIC FIRST AID	4
ONLINE SAFETY WORKSHOP	16
THERAPEUTIC HAND MASSAGE	18
DIABETES AWARENESS	46
CAR SEAT SAFETY	15
H&S AT WORK - LEVEL 2	6
HEALTH AND SAFETY IN THE WORKPLACE	25
RISK ASSESSMENTS	17
PASSPORT A-F	10
RESILIENCE	20
FOOD SAFETY	13

Wellbeing Activities

During 2018/19, ad hoc sessions were arranged by the Human Resource Team in order to promote and support staff wellbeing e.g. the Authority's Occupational Health provider supported a number of Health Check sessions with 78 staff attending;

Foodwise events relating to healthy eating were arranged with 31 staff attending. Plans to arrange such events and promote National Health Awareness Days are on the agenda for 2019 onwards.

4   Partnerships

The North Wales Health and Safety Teams

Although regular meetings do not take place between teams from other counties, there is communication between the teams on various issues. The communication usually consists of raising awareness of possible issue and requests for advice on best practise.

Joint working with Conwy and Gwynedd County Council Health and Safety Teams, education and leisure services also took place with regards as to developing Safe Practice in School Swimming Policy, Guidance and Procedures.

WLGA

Information is provided from the WLGA on Health and Safety matters to all Welsh Authorities.

Contractors

There are a number of long-term contracts for services provided to the Council. Regular management meetings are held with the contractors to review contract performance including Health and Safety.

HSE

Health issues have been a priority for HSE work. As such a proactive approach from the HSE was to request information on methods of controlling HAVS from all Local Authorities. The information regarding methods of control for direct employees and contractors was provided to the HSE at the time of request.

5   Joint Consultation

Health and Safety Group

Two Corporate Health and Safety Group meetings were held, jointly chaired by the Chief Executive and Corporate Health and Safety Team. The group comprises of Health and Safety Co-ordinators from services across the whole of the council.

The Policy expects Union representation at the meeting, which should allow Health and Safety consultation with the Unions.

Human Resources hold regular consultation meetings with the Unions to allow discussion of Policies and Procedures.

6   Occupational Health Provision

Occupational Health Provision is currently provided under contract with Gwynedd Council with attendance by trained Occupational Health personnel at the Council offices in Llangefni who undertake surgeries, health checks, etc. The contract is managed by the HR section and follows standard procurement practice. The provision expects instant referral of cases concerning Musculoskeletal issues or Stress related sickness absence.

Regular contract performance and issues are discussed in meetings between the Provider and HR. There is an expectation to include Corporate Health and Safety in these meetings.

7   Key Achievements

The Corporate Health and Safety Action Plan identified in last year's report had six topic headings. The topics are presented below together with a brief outline of progress.

Health and Safety Policies, Organisation and Arrangements

Desired Outcomes: to clarify H&S Responsibilities at all levels of the organisation. This is to ensure the activities of everyone involved in managing health and safety are clear and coordinated well. To develop staff knowledge and commitment to stress the importance of H&S thus improving practice. This policy was implemented and adhered to during the year.

Health and Safety Competence

Desired Outcomes: to ensure the Council has competent staff to identify and manage risks and that competence is evidenced at all levels throughout the Council from SLT downwards through the provision of supported training and development.

The Corporate Training Matrix has been reviewed, revised and updated to ensure clear guidance on expected standards of competence in relation to health and safety training across

the council. The training identified was implemented during the year and tracked on the 4Action system.

Risk Profiling

Desired Outcomes: to ensure the right risks are identified and prioritised for action and that minor risks not given too much priority and risk control measures are 'informed'.

There has been a significant development in relation to developing service specific risk profiles. The risk profile document should be a live document to assist each service in managing their own risk.

Accident, Incident and Near Miss Reporting

Desired Outcomes: to improved accident, incident and near miss and occupational disease reporting and the investigation and monitoring process. This should improve focus on employee's health and welfare.

Work is still on-going with regard to developing an electronic accident reporting system which could be linked to the CRM system. Relevant supporting documents and Policies will be developed to provide guidance for use of the system as it develops.

Work Related Violence and Aggression and Lone Working

Desired Outcomes: to implement effective arrangements to manage risks from violence and aggression and lone working to provide a safe and secure working environment. To ensure that employees do not accept incidents of aggression or violent behaviour as a normal part of the job.

A review of the current arrangements has been undertaken. Work is on-going to trail Lone Working Systems from external providers. A method of recording potential risks from the public or public locations has been implemented but further work is required to improve the method. Specific training is provided with regard to violence and aggression.

Work Related Stress

Desired Outcomes: to effectively manage the risks related to work-related stress. Work has continued with the Human Resources Team and the Occupational Health Services. This includes instant referral for any stress related sickness absence, a counselling service and a specific risk assessment format for stress. The Authority has committed to funding the provision of free counselling services through a recognised bilingual specialist provider.

Eye care provision

Eyesight tests and the provision of corrective aids is a requirement of the Display Screen System Regulations. An external provider has been commissioned to provide an eye care service. This provides relevant employees with an eye test and glasses (from a selected range) at no cost to the employee. The new provision provides this at a cost of £17 per employee. The provision was previously provided by a contribution of £50 per employee for the test and corrective aids. The new provision was identified as a cost saving by Procurement whilst still providing the legal requirement of the legislation.

8   Safety Performance

The Corporate Health and Safety Team carried out inspections and interventions to assist with monitoring and improvement of Health and Safety standards within the Council. There is an expectation for organisations to report certain incidents to the HSE. There are time scales for reporting and reacting to these type of incidents. A performance indicator for the Corporate Health and Safety Team is to react to RIDDOR incidents within five days.

Inspections and interventions by the Corporate Health and Safety Team and performance with regard to reacting to RIDDORs is presented below.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Number of planned health & safety interventions at Council premises (18/19)	42	36	23	18	119
Percentage response to Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) accidents within Local Authority Premises within 5 days	9/9	5/5	2/2	4/4	100%

9   Strategic Action Plan

The strategic action plan has been to develop the Risk Profiling for each service to identify the most significant risks for each. This allows the service to develop an action plan to address those risk.

This should be continued through the Health and Safety Group with the purpose of sharing information to drive improvement of health and safety standards. The Group should be self-generating with regard to topic agenda for improvement.

The ultimate outcome of the Health and Safety Group should be to ensure that the Corporate Health and Safety Action Plan continues to be relevant to current practice and need. There is an expectation to develop a new revised Corporate Health and Safety Plan for 2020. This action has been recorded on the 4Action system.

Lone Working and Violence and Aggression require further improvement.

Attendance at courses arranged to address identified needs associated with the Corporate Health and Safety Training framework needs to be monitored.

10   Conclusion

Significant work has been carried out involving Senior Officers, Human Resources and Corporate Health and Safety to continue to revitalise Health and Safety within the council

Senior officer involvement has raised the profile of Health and Safety and ensured that it is given focused attention at service level.

The Health and Safety Policy clearly identifies that health and safety is the responsibility of all Council Members and Staff and that realising this will lead to an improvement in culture in the Council.

11   Development Plan

	Action
1	**Continue with the revised Health and Safety Group with the purpose of driving improvement of health and safety standards** **Allow the Group to be self-generating with regard to topic agenda for improvement**
2	**Continue to develop Lone Working Systems and Violence and Aggression Systems.**
3	**Monitor attendance at training courses arranged within the revised Corporate Health and Safety Training framework.**