

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	17th September, 2018
Subject:	Corporate Health and Safety Annual Report
Portfolio Holder(s):	
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Local Members:	

A –Recommendation/s and reason/s
<p>That the Authority considers the Corporate Health and Safety Annual Report and implements development plan.</p> <p><u>Executive Summary</u></p> <p>Significant work has been carried out involving Senior Officers, Human Resources and Corporate Health and Safety to establish a method of revitalising Health and Safety within the council. The development of a new Corporate Health and Safety Policy clarifying roles and responsibilities for all stakeholders with the council has been the key work stream at a senior level. Revised role of Health and Safety Coordinators to be more active in improvement of health and safety is a significant change in the arrangements.</p> <p>A total of 1322 incidents were recorded which was a reduction of 111 from the previous year. This figure included pupils, client and members of the public. A total of 249 incidents were recorded for employees only. There was a reduction of 46 from previous year. A breakdown of the type of incidents is presented in the report. Where trends or patterns of incidents occurred work was done to reduce the risk. This should have assisted with the reduction in incidents. This is a continuous process.</p> <p>There was a total of 20 incidents reported to the HSE as required by RIDDOR. Reports on each incident were provided to the HSE. No follow up action was taken by the HSE which indicated they were satisfied with the work done to prevent recurrence.</p> <p>A total of 92 short training courses were provided with regard to health and safety with 892 staff members attending.</p> <p>Partnership work was carried out with the six North Wales Corporate Health and Safety Teams and information from WLGA provided to assist Health and Safety work streams. Gwynedd CC has provided Occupational Health and Training support.</p>

Information to assist the HSE has been provided. There were no interventions from the HSE during 2017/18. The Corporate Health and Safety team carried out 336 proactive interventions to assist with Health and Safety issues. A monthly Health and Safety bulletin was introduced to assist with raising awareness.

A Corporate Health and Safety Action Plan has been developed to aid improvement in Health and Safety standards within the Authority.

B – What other options did you consider and why did you reject them and/or opt for this option?

Do nothing – this option was dismissed as the authority may be seen as not considering Health and Safety and would not support the work which has been done.

C – Why is this a decision for the Executive?

There is a requirement for the Executive to consider Health and Safety arrangements and performance.

CH – Is this decision consistent with policy approved by the full Council?

Yes

D – Is this decision within the budget approved by the Council?

Yes

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Agreed report
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer	

	(mandatory)	
4	Human Resources (HR)	Provided information on Training and Occupational Health
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	
9	Local Members	
10	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	HSE action against the authority

F - Appendices:
Corporate Health and Safety Annual Report 2017/18 Corporate Health and Safety Action Plan

FF - Background papers (please contact the author of the Report for any further information):



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Health and Safety Report 2017/18

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) had 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 with the authority. There has been significant reduction to the budget available to the council. Maintaining steady performance and attempting to improve performance under these pressures have taken significant effort.

2 Corporate Management

The Senior Leadership Team (SLT) have been in post for a number of years and 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 should enable escalation of any issues to SLT to ensure appropriate action can be taken to resolve matters, health and safety related or other.

The constitution of the council identifies responsibilities within the management structure. During 2017/18 a revised Corporate Health and Safety Policy was developed. The revised policy further identifies Health and Safety responsibilities. Previously this was identified within a Corporate Responsibilities Document.

The Corporate Health and Safety Policy states the intention of the council to provide a safe working environment and the methods to achieve this. Identifying the roles and responsibilities within the Health and Safety Policy simplifies the presentation of the information.

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

During 2017/18 a Corporate Health and Safety Plan was developed to be implemented by Services. A significant number of meetings have been held involving the Chief Executive Officer, HR Team members and Corporate Health and Safety Team members to develop the revised Health and Safety Policy, Corporate Health and Safety Action Plan and supporting documents.

Whilst the above documents were being developed, there has been an expectation on Service to develop individual Service Health and Safety Plans which should mitigate most risks to the individual Services.

3 Statistical Information

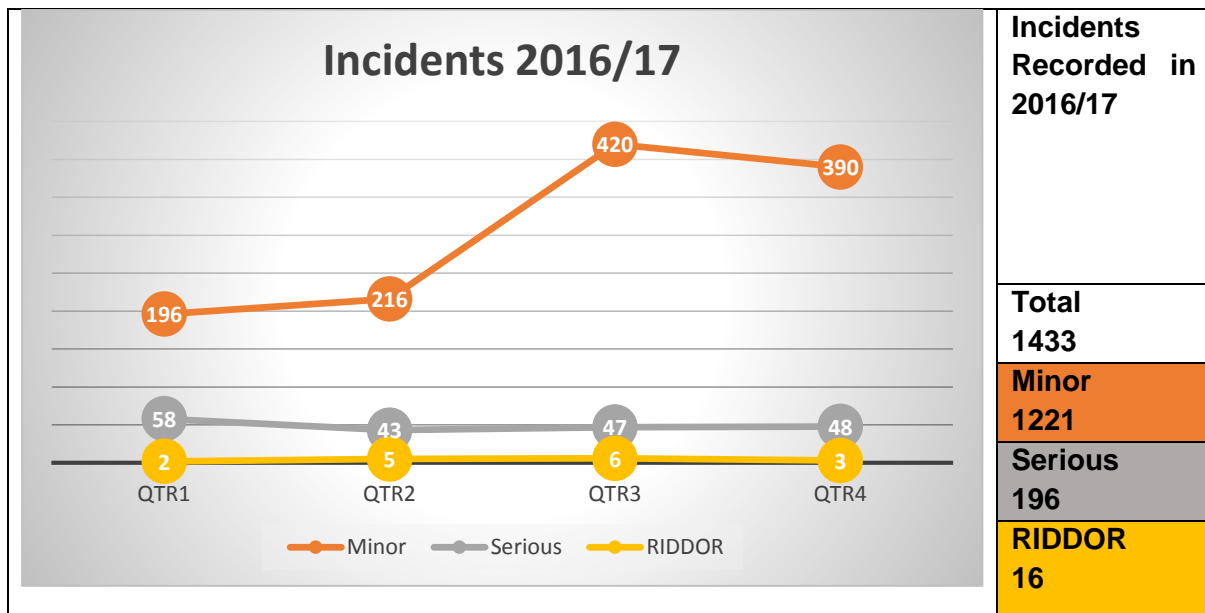
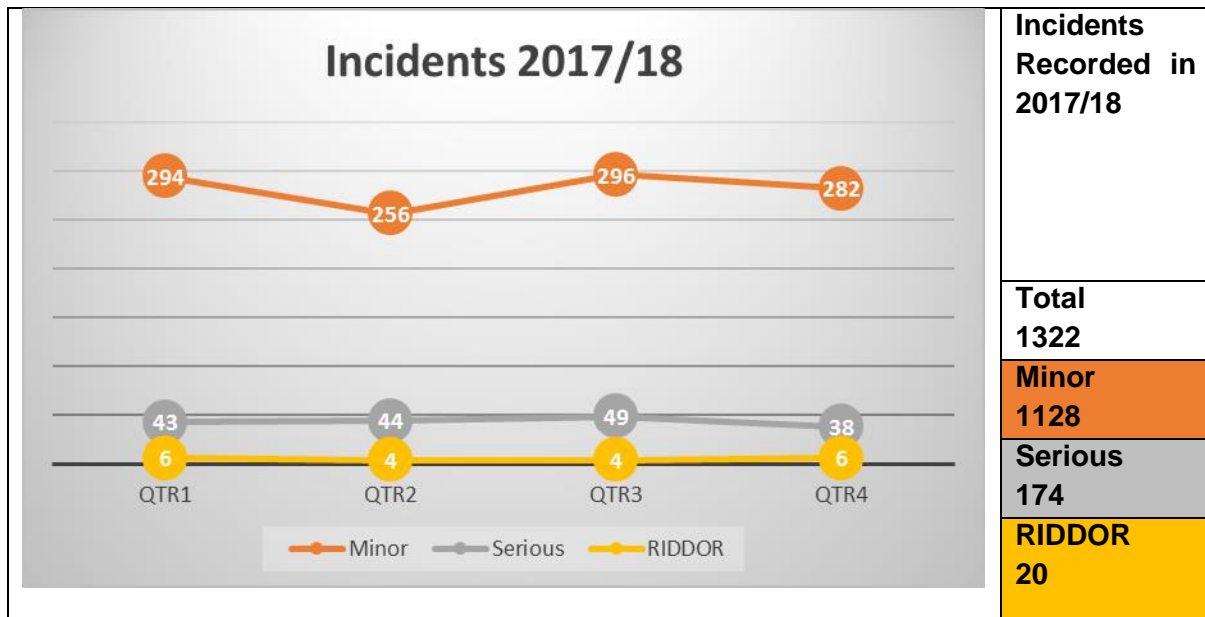
The data presented below was with regard to all accidents and incident reported during 2017/18. The internal classification of accident and incidents has been in three categories, these were Minor, Serious and RIDDOR.

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.

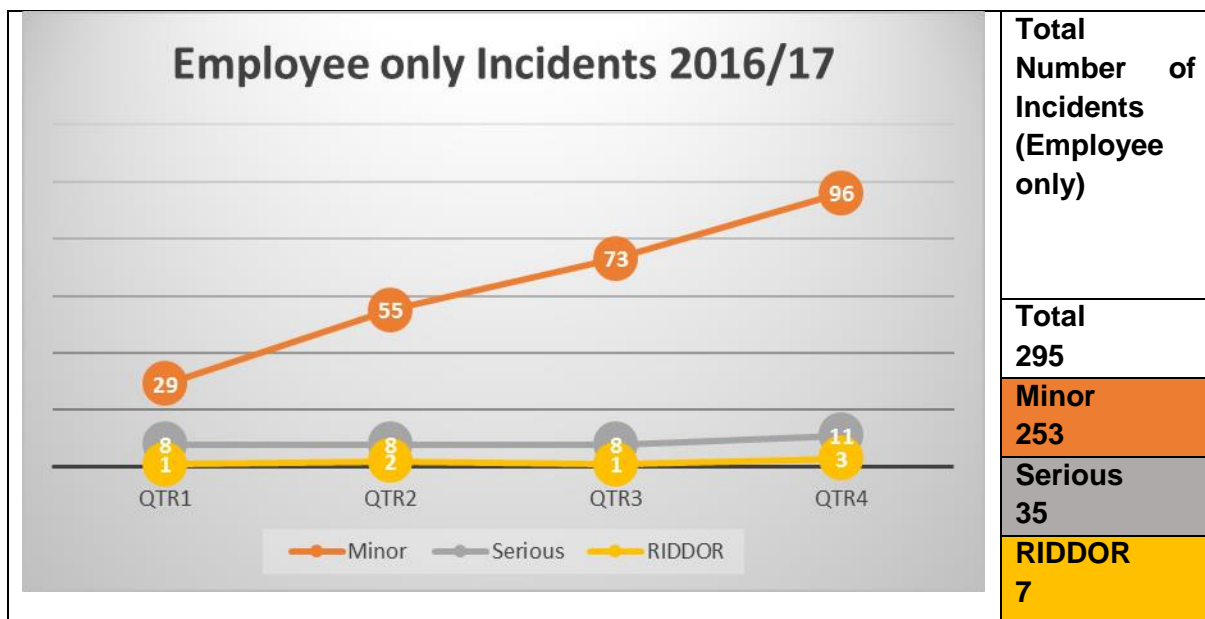
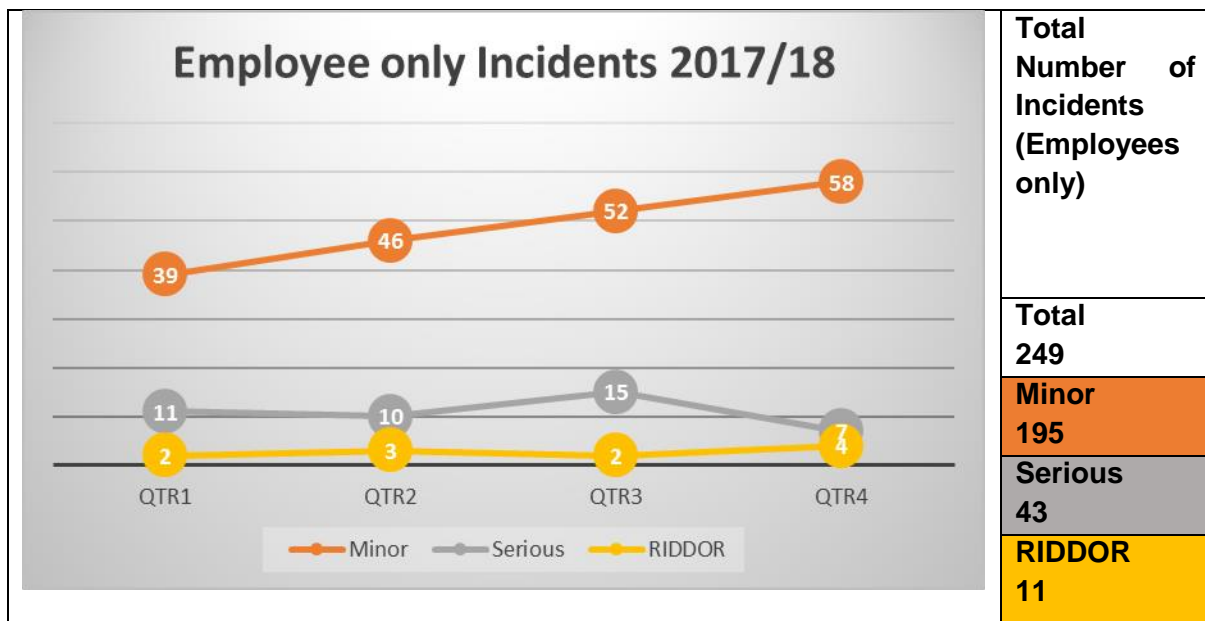
Serious accidents / incidents were where the outcome resulted in significant injury or loss or where there was potential for significant injury or loss. This includes accident and incidents which resulted in no injury or loss but the potential outcome may be significant if injury or loss had occurred.

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

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



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



The table below list the types of incidents which occurred. The list is in descending order from the highest number of incidents in 2017/18. The number of similar incidents in 2016/17 are presented in column three of the table.

Types of Incidents	2017/18	2016/17
Loss of Balance	184	148
Playground accident/incident (schools)	155	193
Slip Trip Fall, Same level	136	248
Another kind of accident	124	90
Physically Assault by person (challenging behaviour) (client and pupil related incidents)	103	56
Hit something fixed or static	88	113
Property Loss/Damage	72	57
Violent Incident (abuse, harassment)	53	73
Fall out of bed (client related incidents)	50	22
Hit by moving/flying object	47	58
Physically assaulted by person	45	37
Medical Condition	42	34
Sporting Injury (Leisure incidents sporting activities)	22	47
Challenging Behaviour (client and pupil related incidents)	21	17
Fall out of Chair/Desk (client and pupil related incidents)	21	33
Injured Handling/Lifting etc.	20	26
Pool Side Injury (Leisure incidents sporting activities)	16	18
Fall from a height under 2m	16	30
Physical Education Injury (schools)	15	15
Violent Incident (abuse, harassment learning difficulty) (client and pupil related incidents)	15	5
Near Miss Accident	13	13
Management Failure	13	27
Exposure to harmful substance	10	8
Fall from play equipment (schools)	7	6
Burn	7	9
Contact with moving machinery	6	7
Glass/sharps	6	14
Self Harm	4	6
Undesired Circumstance	3	2
Hit by moving vehicle	3	7
Fall from a height over 2m	2	1
Contact with electricity	1	2

A Exposed to fire	1	1
Injured by an animal	1	7

Note there were an additional two types of incidents in 2016/17 and one incident for each type:

Fall from vehicle

Physically Assault (sexualised behaviour)

Analysis of Incident Data

The incident data provided above had been analysed to identify possible issues which may require attention. Previous work with Community identified falls within the care section as an issue, Loss of Balance incidents was the highest recorded type of incident. This may have resulted in an increase in reporting / recording of these incidents. Where these incidents occur specific client risk assessment are carried out.

Playground incidents and Slip trip and falls were identified as the next highest number of incidents. These mainly related to incidents in school where pupils had minor incidents but were required to be recorded.

There were four categories for type of violence and aggression incidents which may be considered the highest number of incidents which affect employees. Work is ongoing for systems to assist with reducing these figures.

Where similar incidents occur within a short period of time work is done to prevent or reduce the risk at a local level.

There were 20 incidents which were reported to the HSE as a requirement of RIDDOR. Reports were provided on each incident. No follow up action was taken by the HSE which would indicate no issues were found with the working arrangements.

Training

A summary follows of the skills based training sessions during the period of the report for staff of the County Council. The training is scheduled following identified needs received from Services. All training providers are accredited and qualified to deliver their specific courses and some instances of tailoring to meet the organisation's needs. Feedback from staff is consistent and indicates the standard of delivery across the range of services.

Course Type	Number of Sessions	Number of Candidates
Asbestos Awareness	2	28
Basic Food Hygiene	9	84
COSHH Awareness	1	24
DSE Assessors	2	25
Emergency First Aid (Full Day)	10	58
Fire Marshal	8	56
Fire Safety	2	17

First Aid at Work (3 day)	2	13
First Aid Refresher (2 day)	5	38
Infection Control Awareness	2	46
ISOH Refresher	1	9
Mental Health Awareness for Staff	5	41
Mental Wellbeing at Work for Managers	3	23
One day Medication	5	62
Paediatric First Aid	1	7
Manual Handling Passport A-B Module A - Introduction Module B - Inanimate load handling and practical application of ergonomics	7	89
Manual Handling Passport A-F See above A&B Module C - Sitting, standing and walking Module D - Bed Mobility Module E - Lateral Transfers Module F - Hoisting	5	43
Passport Refresher	4	29
Violence Level 1 & 2	5	70
Violence Level 3	12	114
Working at Height	1	16

Joint working with Gwynedd's Health and Safety team took place in relation to delivering IOSH Managing Safely and IOSH Leading Safely, who were supported by Anglesey's schools in providing venues.

4 Partnerships

The North Wales Health and Safety Teams

The Health and Safety North Wales Managers met once during the reporting period. Two officers from the County attended reporting on IOACC's RIDDOR reportable incidences. Other agenda items included Hand Arm Vibration, Corporate Health and Safety Policy and a discussion regarding the school's inspectorate in relation to health and safety issues. No further meetings were convened during the year. Although regular meetings do not take place 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 which review contract performance including Health and Safety.

HSE

Health issues had been a priority for HSE work. As such a proactive approach from the HSE was to requested 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

Historically a Health and Safety Liaison Group held meetings, jointly chaired by the Corporate Health and Safety Team and the Corporate Director for Sustainable Development for the majority of meetings. The group comprises of Health and Safety Co-ordinators from services across the whole of the council. Union representation has been present at most meetings.

The revision of the Health and Safety Policy places more responsibility on the role of the Health and Safety Coordinators, this should allow for purposeful meetings of the group.

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 discuss 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.

7 Key Achievements

Health and Safety Policy

The development of a revised Health and Safety Policy, which includes the revised role of the Health and Safety Co-ordinator should assist with the development of Health and Safety management and monitoring. This is a significant change in the management of Health and

Safety within the council. The development of the Policy, Corporate Health and Safety Action Plan and Supporting guidance documents has been a key achievement over the past twelve months.

Procurement

Health and Safety being considered at procurement stage was identified in previous Health and Safety Action Plans. The procurement team's function has developed over time and have an active involvement with the standards of health and safety. The Procurement Team currently hold the budget for purchasing office furniture to assist with ensuring suitable equipment is obtained to address health and safety issues.

HSE

The HSE have currently identified Health and Occupational Diseases as a focused work topic for Inspectors. One RIDDOR during 2017/18 was due to Hand Arm Vibration Syndrome (HAVS). An internal investigation was carried out and a report prepared. The HSE requested the report as a follow up action to the RIDDOR incident report. To date no further requests has been made by the HSE for information relating to that case.

As there has been no follow up request, there were no HSE interventions with the work of the council during 2017/18. To have conducted the council work with no HSE intervention should be considered as a significant achievement.

Monthly Bulletins

Health and Safety bulletins were introduced during 2017/18. The purpose of the bulletins was to raise awareness of topics within health and safety, possible risks and actions to take to reduce the risk.

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	90	72	89	85	336
Percentage response to Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) accidents within Local Authority Premises within 5 days	6/6	4/4	4/4	6/6	20/20

9 Strategic Action Plan

A Corporate Health and Safety Action Plan has been developed for implementation. The plan involves six topic headings.

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 enable Staff knowledge of IOACC commitment to and effectively communicate H&S and improve H&S culture.

The revised Corporate Health and Safety Policy identifies Health and Safety responsibilities within the structure of the Council.

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.

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'.

Guidance has been written to inform Services of the need to carry out a risk profiling assessment of the Services. A similar method was used to identify business risks for the Service in the past. The Guidance provides examples of possible risks and how they may be presented to the individual Services.

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 improved focus on employee's health and welfare.

This would involve reviewing the current system of accident incident reporting with a view to identify methods of improving the system. This would require review of the Council's Accident, Incident, Occupational Disease and Near Miss Occurrences Policy to reflect any revisions to the system.

Work Related Violence and Aggression (WRV) 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. In order for employees do not accept incidents of aggression or violent behaviour as a normal part of the job.

This would be to review the current arrangements with a view to implementing possible improvements. Work has been done to trail Lone Working Systems from external providers and methods of recording potential risks from the public or public locations. 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. This would be to quantify and review the arrangements for managing stress within the Council. Work has been carried out by the Human Resources Team with 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.

10 Conclusion

Significant work has been carried out involving Senior Officers, Human Resources and Corporate Health and Safety to establish a method of revitalising Health and Safety within the council

The Chief Executive Officer carrying out the role to drive forward the work has given the topic of Health and Safety higher profile and gain more focused attention from the Services.

The revised Health and Safety Policy which clearly identifies Health and Safety being the responsibility of all Council Members and Staff should lead to an improved Health and Safety Culture in the Council.

The policy, the role of the Health and Safety Coordinators and the revised Health and Safety Group meetings should set the foundations for maintenance and improvement with regard to health and safety within 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	Services progress with actions from the Plan should be communicated to Corporate Health and Safety in the Health and Safety Group meeting.
3	Continue work to develop Lone Working Systems and Violence and Aggression Systems.
4	Monitor training attendance for courses arranged within the revised Corporate Health and Safety Training framework.

Anglesey Council Corporate Health and Safety Action Plan

Issue/ Deficiency Identified	Action Required	
<p>i) Health and Safety Policies, Organisation and Arrangements unclear and not fit for purpose following reorganisation</p> <p>Desired Outcomes:</p> <ul style="list-style-type: none"> - H&S Responsibilities are clarified at all levels of the organisation. - Activities of everyone involved in managing health and safety are clear and well-coordinated - Staff know that IOACC is committed to H&S - There is effective communication of H&S issues - There is an improved H&S culture 	1	Review the health and safety policy (<i>Ensure that roles, responsibilities and accountability is clearly defined within the organisation</i>)
		Chief Executive, Senior Leadership Team and Executive to approve and implement Policy
		Ensure revised H&S Policy is communicated to all employees (<i>Through job descriptions, monitor, Y Ddolen, Policy Portal, team meetings, copy to be displayed in staff rooms etc.</i>)
		Ensure policy statement is displayed in every workplace
		Conduct audit against the policy
	2	Review Health and Safety Strategy (<i>Ensuring that H&S Policy is clearly reflected and that securing compliance with health and safety legislation is a core requirement</i>)
		Ensure revised H&S Strategy is communicated to all employees (<i>Monitor, Y Ddolen</i>)
	3	Disband Corporate Health and Safety Liaison Group (<i>Splitting into Corporate Health and Safety Committee, with strategic outlook on H&S and Service H&S and Emergency Planning Working Groups – Items that cannot be managed within the service should be escalated to the Corporate H&S Committee</i>)
		Formulate terms of Reference for both groups (<i>Groups should as a minimum monitor progress against strategy and action plans; discuss results of H&S and emergency planning monitoring and audits; study accidents and notifiable disease statistics and trends, so that reports may be made on unsafe and unhealthy conditions and practices and include recommendations for remedial action; review of reports/information provided by H&S Team and emergency planning representative; review effectiveness of health and safety and emergency planning training and communication on health and safety and emergency planning matters with employees/contractors</i>)
		Ensure correct membership of each group (<i>Representatives must be empowered by HoS to make changes within their own service areas</i>)

		Communicate the change, purpose of both groups and their importance to all employees
		Ensure groups meet on a quarterly basis
		H&S Committee members to ensure health and safety issues are integrated into their business planning processes and appropriately actioned
	4	Identify further Corporate Policies that require adaptation to reflect change in working practice and legislative requirements (this should be done through establishing a review plan)
		Revised corporate policies to be placed on Policy Portal following their endorsement. <i>(Ensure High risk activities are placed on 'click to accept' system)</i>
		HoS to identify areas where service level H&S policies are required <i>(Who does what, where and how in relation to method of work – Will allow adequate resource to be applied at a service level)</i>
ii) Health and Safety Competence	1	Ensure Chief Executive and Heads of Service are sufficiently trained to ensure their competence with respect to their health and safety responsibilities <i>(Ensure attendance at IOSH Leading Safely course)</i>
Desired Outcomes: - Council has competent staff to identify and manage risks - Competence is evidenced at all levels throughout the Council from SLT downwards.	2	Ensure Line Managers, Head Teachers, Supervisors and Health and Safety Co-ordinators are sufficiently trained to ensure their competence with respect to their health and safety responsibilities <i>(Ensure attendance at IOSH Managing Safely Course)</i> <i>(A competent person is not someone who simply has the competence to carry out a particular task safely. In general terms, the definition of a competent person is someone who has the necessary skills, experience and knowledge to manage health and safety, HSE)</i>
	3	Ensure each employee receives service level induction into risks associated with their role and place of work <i>(Must be documented)</i>
	4	Ensure safety critical roles are identified through risk assessment and are specified within Corporate Training Matrix, ensure appropriate training is provided to those employees and can evidenced through training records <i>(The term 'safety critical work' is defined as: "Where the ill health of an individual may compromise their ability to undertake a task defined as safety critical, thereby posing a significant risk to the health and safety of others)</i>
	5	Ensure Health and Safety Competence is included within appraisal process <i>(H&S Team to provide HR with 'questions' for the appraisal process)</i>

iii) Risk Profiling Desired Outcomes: - The right risks are identified and prioritised for action - Minor risks not given too much priority and risk control measures are 'informed' - Staff are aware of the H&S risks in the workplace and how they are protected - Staff know that IOACC is committed to H&S	1	Extend established risk management process to include the nature and level of health, safety and welfare risk faced by the Council in terms of business planning <i>(To include likelihood of adverse effect occurring and level of disruption; also consider costs associated with each type of risk)</i>
	2	Rank service risks identified in order of importance and describe action taken to control them. (Include gap analysis)
	3	Review the effectiveness of the controls in place to manage those risks <i>(some will be immediate safety hazards; some will be longer term health related, less obvious and may take time for illnesses to become apparent)</i>
	4	Compile action plan detailing actions required to gain compliance/ improve areas where weakness has been identified in control measures corporately
iv) Accident, Incident and Near Miss Reporting Desired Outcomes: - Improved accident, incident and near miss and occupational disease reporting and - Improved investigation process - Improved monitoring process - Improved focus on employee's health and welfare	1	Modernise council's accident reporting and recording system (Chief Executive to ensure adequate resource is available to do this)
	2	Update Council's Accident, Incident, Occupational Disease and Near Miss Occurrences Policy to reflect modernised system
	3	Ensure revised Accident, Incident, Occupational Disease and Near Miss Occurrences Policy is communicated to all employees (Through Monitor, Y Ddolen, Policy Portal – click to accept)
	4	Communicate the roles, responsibilities and lines of communication of the Occupational Health Service to all employees
	5	Improve communication between Health and Safety Team and Occupational Health Service
v) Work Related Violence and Aggression (WRV) and Lone Working Desired Outcomes: - The Council has effective arrangements are in place to manage risks from violence and aggression and lone working	1	Ensure Suitable and sufficient risk assessments have been carried out considering, staff groups and activities, service users, pupils, visitors and the environment they operate in <i>(Risk assessments must identify appropriate control measures including: avoiding the risk, i.e. changing the way people work; physical controls, building design and layout, CCTV and alarm /communication systems; training; response strategies and security local arrangements and procedures, particularly for lone workers as a minimum)</i>
	2	Ensure that where an individual persons poses a risk of violent/challenging behaviour an individual assessment is completed and regularly reviewed as part of their care planning/ service delivery process <i>(The assessment must consider: the mental, emotional and physical condition of the person; the effect of medical conditions or ingestion of drugs, alcohol)</i>

<p>- Employees have a safe and secure working environment - Employees do not accept incidents of aggression or violent behaviour as a normal part of the job</p>		<p>or medicines; their stress levels; whether they have a history of challenging, violent or aggressive behaviour and whether they consider others a threat as a minimum)</p>
	3	<p>Source, resource and implement lone working monitoring system <i>(Ensure that equipment used as a control measure, for example alarm systems and lone working devices are regularly tested and maintained)</i></p>
	4	<p>Source, resource and implement marker system for potentially violent persons, giving due regard to data protection law</p>
	5	<p>Review policies and procedures associated with WRV and Lone Working <i>(Including lone working, dealing with violent persons, procedures to manage the risks from challenging behaviour, security procedures, supporting arrangements for staff and liaison arrangements with others, particularly the police)</i></p>
	6	<p>Ensure revised policies and procedures associated with WRV and Lone Working are communicated to all employees <i>(Through monitor, Y Ddolen, Policy Portal – Click to Accept)</i></p>
<p>vi) Work Related Stress Desired Outcomes: - The Council has effective arrangements in place to manage risks related to work-related stress</p>	1	<p>Review current work related stress policies and procedures <i>(Ensure that Roles and responsibilities of managers, staff and support services such as occupational health service/ suitable counsellors, are clearly defined)</i></p>
	2	<p>Ensure that suitable and sufficient risk assessments have been completed using the HSE's Stress Management Standards approach. Identifying the underlying causes of work related stress ('the stressors')</p>
	3	<p>Work with staff to develop action plans to reduce the effect of 'the stressors' identified. <i>(Action plans should: prioritise actions to reduce stress; address employee concerns; allow for evaluation and review – To include information from intended staff survey to be carried out during 2016/17)</i></p>
	4	<p>Ensure that Managers are competent to manage the risks from work related Stress by providing them with adequate information, instruction and training</p>