

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Governance and Audit Committee
Date:	5 December 2024
Subject:	Annual Corporate Health & Safety Report 2023-24
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<p>Nature and Reason for Reporting: The Governance and Audit Committee's Terms of Reference has an explicit requirement for the Committee to receive an annual assurance report regarding Corporate Health and Safety (3.4.8.7.3) as part of its wider consideration of the Council's assurance framework (3.4.8.7.1). As part of its considerations, the Committee is required to ensure there is clarity of what assurance is provided, that there is a clear allocation of responsibility for providing assurance and duplication is avoided (3.4.8.7.2). The Committee is also required to keep up to date with significant areas of strategic risks and major operational and project risks (3.4.8.8.1).</p>	

1. Introduction

- 1.1 This report updates the Committee, as at 31 March 2024, on the Council's activities with regards Corporate Health and Safety during 2023-24.
- 1.2 The report provides an overview of the health and safety activity at the Council during the period, including an analysis of accident and incidents and key achievements. It also sets out an action plan for the following year.

2. Recommendation

2.1 That the Governance and Audit Committee:

- Considers whether the Council's activities regarding Corporate Health and Safety adequately address the risks and priorities of the Council
- Takes assurance that reasonable measures are in place to manage health and safety risks to an acceptable level.



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ISLE OF ANGLESEY
COUNTY COUNCIL

Council Health and Safety Annual Report 2023 / 24

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Executive Summary

This report provides an overview of Isle of Anglesey County Council's health and safety performance during 2023/24.

There were two adverse issue which needed significant actions to address during 2023/24. The revised instruction from Welsh Government on the actions to take with buildings where Reinforced autoclaved aerated concrete (RAAC) which was delivered a few days before the start of the new academic term had a significant impact.

As the Property Section had been proactive with the monitoring of the material the locations were known. This enable immediate action to be taken and allowed Isle of Anglesey County Council to be the first to inform Welsh Government of the situation locally.

Collaboration between Property, Education and Health and Safety enabled plans to instigate remedial work and methods of providing teaching in a safe manner very quickly.

Property devised a remedial plan for the materials. Education working with the schools in question devised plans for continued education to be provided to pupils. The lessons learned from COVID were applied to the management of this issue.

Bird Flu had a significant impact during 2023 – 2024. The Isle of Anglesey County Council Maritime, Waste and Public Protection – Animal Health and Health and Safety - sections worked in collaboration to develop a safe method of removing dead “infected” birds from public areas. Due to the risk from bird flu and possible transmission to humans or other animals tight controls were required. The implementation of these controls were done effectively and efficiently.

The number of accident / incidents reported to the council has seen a significant increase from previous year. In isolation this rise could be a cause for concern however there are several factors which have contributed and are detailed later in the report.

1 Introduction

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

The 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.

Key Achievements

There have been four key achievements. As stated previously two significant issues impacted the normal day to day operations of the Council in 2023 – 2024 – RAAC and bird flu. Both these issues were addressed efficiently and effectively due to cross section work within the Council.

- **RAAC**

The revised instruction from Government on the actions to take with buildings where Reinforced autoclaved aerated concrete (RAAC) was part of the structure required immediate action. As the Property Section had been proactive with the monitoring of the material the locations were known. Property, Education and Health and Safety acted immediately, and plans were in place very quickly.

Property devised a remedial plan for the materials. Education working with the schools in question devised plans for continued education to be provided to pupils. The two schools effected were possible the largest two in the County. Without the efficient work done by the Council this would have had even more of an adverse effect on the teaching and daily routine of the communities involved.

- **Bird Flu**

The outbreak of bird flu had a severe effect on Ynys Mon. This resulted in numerous dead birds being found on beaches and other areas controlled by the Yns Mon Council. Due to the increased risk from bird flu an alternative method of collecting the dead birds had to be devised. This required compliance with various legislation and controls on handling the dead animals

The Waste, Maritime and Animal Health Sections devised working arrangements to address this issue. This appeared to work efficiently. This avoided possible bad publicity relating to the issue. This also avoided significant risk to staff and public.

- **Learning Pool**

The continued provision of the Learning Pool as a method of providing information and training should be considered a key achievement. This has enabled staff and external partners to access relevant information which should assist with their health and safety.

- **Staff**

Due to new working arrangements, staff have shown flexibility and commitment to provide continued services in a safe manner.

2 Corporate Management

The Leadership Team (LT) has continued to provide continuity and governance of the council with regard to general management and actions, with decisions still taken by the Executive. This was supported by meetings of the Tim Rheoli Corfforathol Group to enable escalation of any issues to LT to ensure appropriate action can be taken to resolve matters.

The Corporate Health and Safety Plan for 2022/23 was devised with a view to aid recovery to “business as usual” post Covid19 restrictions. Whilst this plan enabled many work systems to be reintroduced, due to various changes in working practises some work systems may require review.

3 Statistical Information

The data presented below includes all accidents and incidents reported during 2023/24. 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.

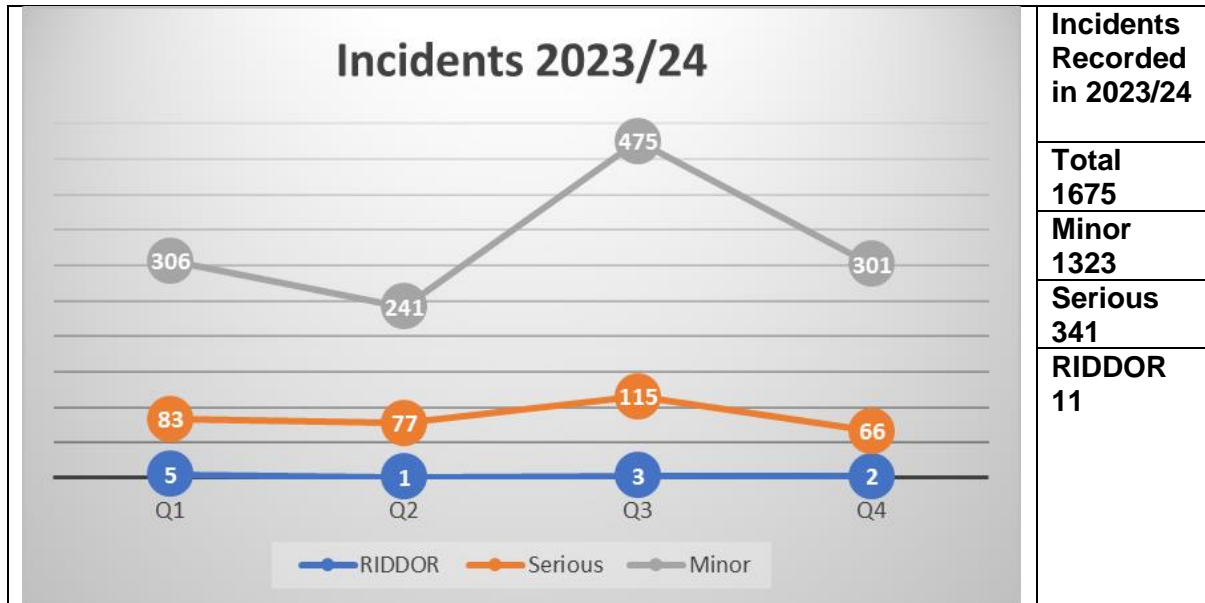
Serious accidents / incidents are classified where the outcome resulted in significant injury or loss or where there was potential for significant injury or loss. This includes accidents and incidents which resulted in no injury or loss but the potential outcome may be significant if injury or loss had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

RIDDOR accidents and incidents are those 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.

All incidents reported

Table 1 – All incidents 2023/24



Incidents Recorded in 2023/24
Total 1675
Minor 1323
Serious 341
RIDDOR 11

Table 2 – All incidents 2022/23



Incidents Recorded in 2022/23
Total 1237
Minor 884
Serious 240
RIDDOR 11

Table 3 – All incidents 2021/22



Analysis of Tables 1, 2 and 3 shows there is an increase in the number of accidents and incidents reported in 2023/24 over the previous two years. This is considered to be the result of returning to normal business practise post the COVID19 crisis.

As the Council has a duty of care for members of the public as part of the undertaking, incidents recorded for members of public are included in the overall total figures. Members of the public include, school pupils, pre-school pupils, Youth Club members, Clients in care homes and Leisure facility users.

Incidents for this group can include playground incidents, slip, trip and falls of clients due to mobility, sporting incidents and medical conditions. These are recorded for legal reason should further actions be required

The number for these incidents is presented below in Table 4

Table 4 – non work activity incidents

Type of location	Total
Schools (Pupils)	529
Dechrau'n Deg & Cylch Meithrin and Youth Club incidents (Pupils and Members)	158
Leisure Centres (Users)	97
Care Homes (Clients)	217

The above would indicate there were 1001 incidents reported regarding Members of Public in facilities run by the Council.

Employee only incidents

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

Table 5 – Incidents relating to employees only 2023/24

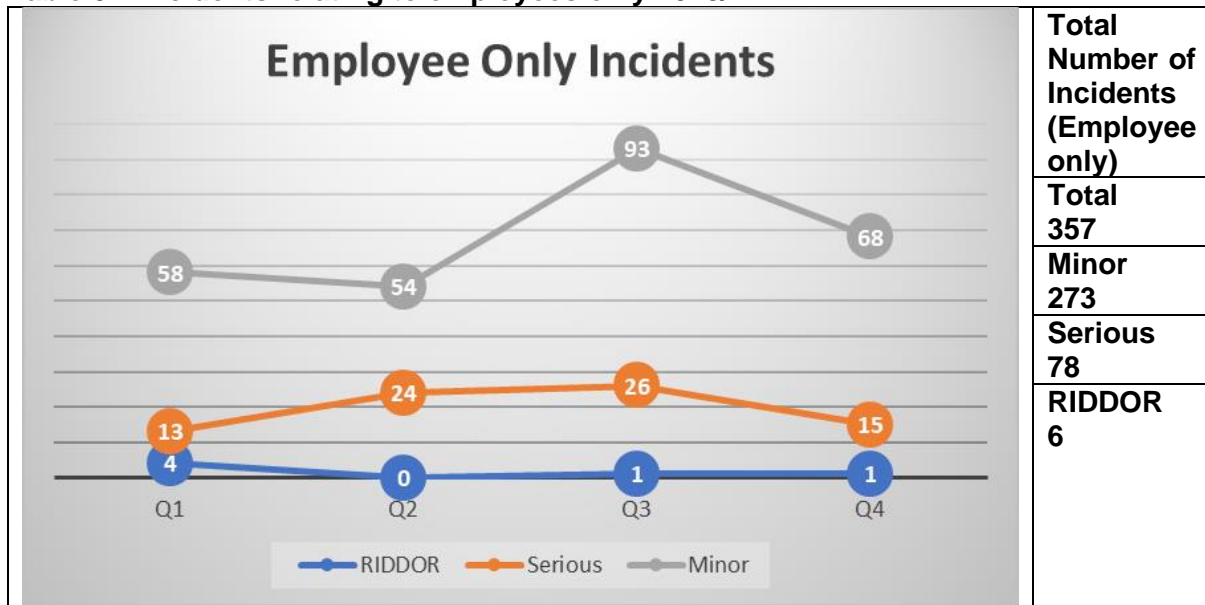
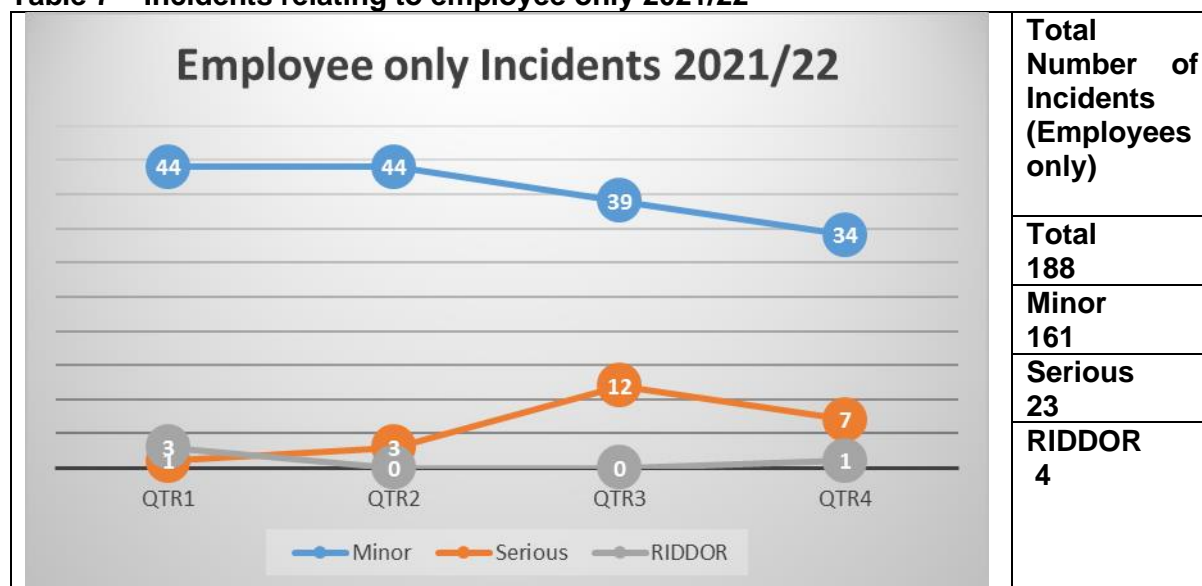


Table 6 – Incidents relating to employees only 2022/23



Table 7 – Incidents relating to employee only 2021/22



Analysis of Tables 5, 6 and 7 show an increase in the number of incidents in 2023/24 compared to the previous years.

Types of incidents

The most significant incidents are presented in a table below, Table 8

Table 8

Type of incident	Total
Physical assault Learning Difficulty	171
This type of incident involves clients or pupils lashing out where possibly there is no intent. There may not be capacity to recognise potential to cause harm.	
Physical assault	22
This type of incident considers the person’s intention could be to cause harm. The type of incident varies from pushing to striking a person, there has been physical contact	
Violent incident / Abuse	76
This type of incident involves members of staff receiving abusive or threatening comments from members of public. This may include members of public complaining about issues but in a volatile manner	
Challenging behaviour	90
This involves clients / pupils behaving in a possibly disruptive manner but due to mental capacity issue there may not be intent to cause distress	
Manual Handling	14
Manual Handling incidents occur due to lifting objects or assisting clients	
Slip, Trip and Falls	367
Incidents recorded where an employee has fallen resulting in injury. This could include slippery surfaces or over obstruction	

Physical assault Learning Difficulty

These incidents mainly occurred in Education and Care Section. These related to incidents where the person may have lashed out without the intention of causing injury.

Of the 171 incidents, 121 incidents resulted in a member of staff being struck. Within the Care section this would have resulted in a client risk assessment being undertaken to address the safety needs of both client and staff members. A similar process would be undertaken in specialist education environments.

In general education environment these incidents may have resulted in support from the Early Intervention Team.

Physical assault

These incidents were mainly in the Education sector. This does include pupil on pupil incidents. Local level disciplinary action would be implemented.

Violent incident / Abuse

These incidents occurred in a cross section of the council. Incidents of verbal abuse over the phone were included in these figures. The Managing Contact – Unacceptable Actions by Customers Policy has considered these types of actions and allows for staff to inform the client the behaviour is unacceptable and terminate the phone call. This would then result in an incident form being completed. Where the behaviour is face to face a risk assessment may be undertaken. If it is a public building such as a Leisure Centre the possible exclusion from entry may be imposed on the perpetrator.

Challenging behaviour

These incidents occurred in Education and Care. The incidents related to pupils or client behaviour being disruptive to the persons present or work being undertaken. This may have resulted in review of the risk assessment.

Manual Handling

Manual Handling incidents occurred mainly in the care section. This would relate to assisting clients rather than lifting objects. Specific training is provided to enable assisting and lifting clients in line with national guidance.

Slip, Trip and Falls

367 incidents of slip, trip and falls were recorded. The fall categories do split further into fall from object and fall from heights. 166 of the slip, trip and falls were recorded for school pupils. This were considered within the acceptable boundaries of general school play. Within the Care Homes and Care Section 160 falls were recorded. This related to clients falling, possibly due to medical conditions and frailty. When a client fall occurs in Care Homes, as fall risk assessment is carried out specific to the client. This would be to identify the risk of future falls and possible controls to reduce the risk. General slip, trip and falls where employees were the injured party equated to 17 incidents.

Another Type of incident is listed as a type of incident on the recording system. This is used for incident where it is difficult to class an incident. This may be where a member of staff has reported something as a concern. A total of 300 incidents were recorded under this heading.

Other types of incidents such as Medical Condition recorded 20 incidents. Of these, 4 were employee related. These incidents were considered low and possible no apparent pattern to raise significant concern.

There was 58 incidents of property damage or loss recorded.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

RIDDOR is the law that requires employers, and other people in control of work premises, to report and keep records of work-related accidents which cause death;

work-related accidents which cause certain serious injuries (reportable injuries), diagnosed cases of certain industrial diseases; and certain 'dangerous occurrences' (incidents with the potential to cause harm).

Work-related accidents involving members of the public or people who are not at work must be reported if a person is injured and is taken from the scene of the accident to hospital for treatment to that injury. There is no requirement to establish what hospital treatment was provided and no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

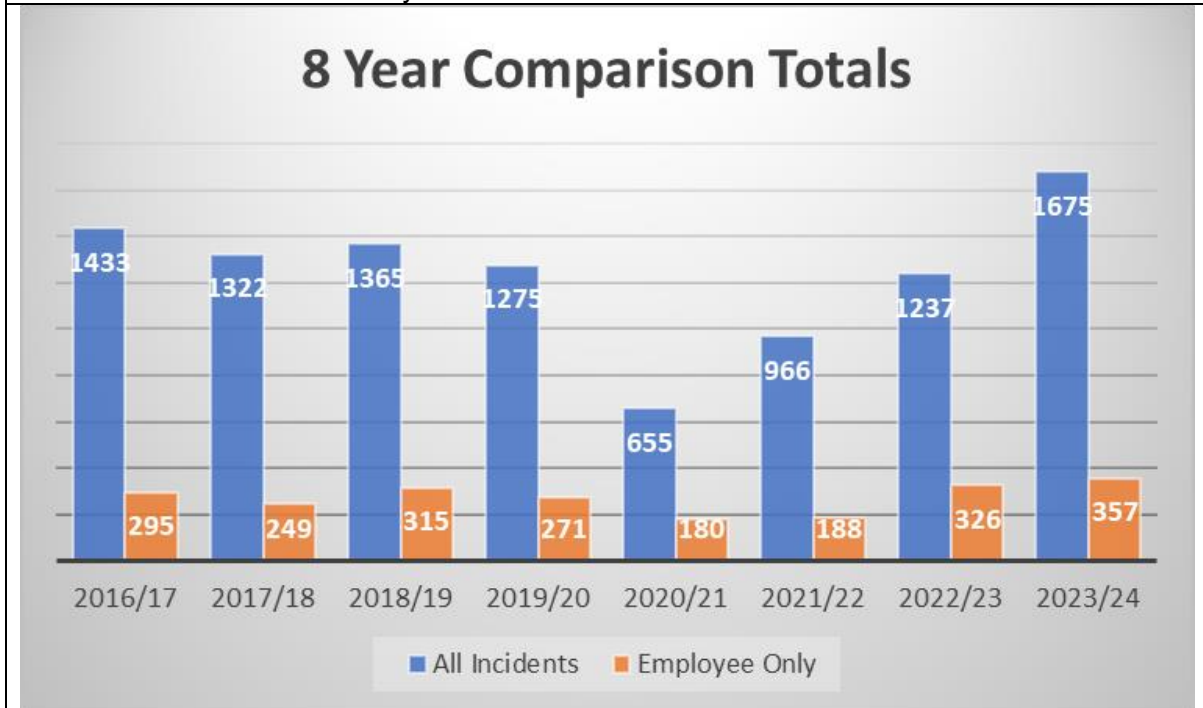
A breakdown of the RIDDOR reports is presented below Table 9

Table 9 RIDDORs reported

Date	Incident	Reason for report
19/05/2023	Slip Trip Fall, Same level - Pupil fell during sports activity, due to defect at site.	Member of Public direct to hospital from site
12/06/2023	Another kind of accident – one staff member fell and pulled another down as the fell. Injury to the second member of staff	Over 7 day injury
22/06/2023	Property Loss/damage – failure of load bearing part of equipment	Failure of lifting equipment
22/06/2023	Property Loss/damage – failure of load bearing part of equipment	Failure of lifting equipment
26/06/2023	Sporting Injury – Member of staff fell during activity	Over 7 day injury
11/09/2023	Slip Trip Fall, Same level - member of public slip on water indoors at a site	Member of Public direct to hospital
12/10/2023	Fall from a height under 2m – contractor fell from ladder	Member of Public direct to hospital
11/12/2023	Injured Handling/Lifting – employee carrying out manual handling task injured back	Over 7 day injury
15/12/2023	Burn - member of staff burnt hand on hot water	Over 7 day injury
06/02/2024	Glass/sharps – pupil injured arm with glass window	Member of public direct to hospital
06/03/2024	Fall from a height under 2m - member of staff fell whilst putting up display	Specified injury – fracture

Table 10 - Long Term Comparison

Record available on current systems from 2016 to 2024



Due to the Covid19 crisis many work practises were restricted during the period 2019 to 2022. A request was made at a previous Audit Committee meeting to provide a long-term comparison of figures.

The table above illustrates the drop in figures during the period of restriction. The year 2022/23 shows an increase from the period 2020/21 and 2021/2022. This increase was to be expected with the increase of activity. The figures remained below those of pre-Covid years.

There has been an increase during the 2023/24 period over previous years. In 2023/24 there was an increase of 242 over the previous high in 2016/17 for all incidents. An increase of 42 Employee Only Incidents was seen in 2023/24 over the previous high in 2018/19.

A number of factors may have contributed to the increase. Raised awareness of the need to report incidents may be a factor. During the Covid period awareness of the need to report incidents was highlighted to staff. Due to the seriousness of the pandemic this reporting culture may have been installed in staff.

The increase working operations may have been a factor in the increase in incidents reported. As many working practises have changed post-covid these may be a factor in the increased report. This indicates a need to review all current working practises and controls to ensure they are sufficient. This would be the basis of the Corporate Action Plan for 2024/25.

4 Partnerships

The North Wales Health and Safety Teams

There has been consultation work between the Corporate Health and Safety Teams in North Wales. This has been on specific topics to enable a similar approach on health and safety controls.

HSE

The HSE has carried out a proactive inspection on RAAC work at a school on Ynys Mon. This was to assess the works carried out and arrangements for asbestos control during the work. Assessment was made of alternative working arrangements for the school during these works.

5 Joint Consultation

Health and Safety Group

Virtual Corporate Health and Safety Group meetings have been held during 2022/23. The meeting allowed Health and Safety Co-ordinators from services across the whole of the council to share information.

6 Occupational Health Provision

A bilingual Occupational Health Service is provided by Gwynedd County Council, which is managed by the HR Service. There are just over 450 appointments made available to staff each year. These are allocated via line manager referral or self-referral by the member of staff. There are approximately 200 appointments made available to staff who feel they will benefit from physiotherapy these appointments are made by referral from Occupational Health following a consultation.

7 Safety Performance

Corporate Health and Safety Support

The Corporate Health and Safety Policy identifies a structure of support for the Council. The Corporate Health and Safety Team are located within Public Protection, which is located within Regulatory and Economic Development Service.

The Corporate Health and Safety Team is managed by the Licensing and Corporate Safety Manager. The Licensing and Corporate Safety Manager reports to the Chief Public Protection Officer who reports to the Head of Service Regulation and Economic Development.

The Corporate Health and Safety Team consists of three core members, Principal Advisor and two Health and Safety Advisors. This has been achieved due to the Assistant Advisor and Trainee Advisor attaining the NEBOSH General Diploma in Health and Safety qualification. The qualification is recognised as the requirement to provide competent health and safety advice. Having the two Health and Safety

Advisors in post should assist with supporting the Council to comply with relevant legislation and provide competent advice.

The Corporate Health and Safety Team's work plan is part of the Licensing & Corporate Health & Safety Service Plan. This forms part of the Public Protection Service Plan and the Service Plan for Regulatory and Economic Development. The Corporate Health and Safety Team's actions are presented below.

Table 11 Corporate Health and Safety Team Actions

Key Actions	Success Criteria (How do we know when you have achieved the Key Action?)	2022 / 2023 Quarterly Targets				Resources Other than own	
		Q1	Q2	Q3	Q4		
Ensure the Council effectively undertakes its (internal & external) statutory health & safety duties and responsibilities	Develop Corporate H&S action plan	Q1	Q2	Q3	Q4		
		1			1 draft		
	Review Policies – Policy Portal update. Online intranet policies up to date	Q1	Q2	Q3	Q4		4Policy system. Assistance from ICT provide links from Monitor
		Target					
		8	7	9	7		
		Completed					
	Potential Violent Person/Accidents Risk register. Monitor PVP marker system. Review on a quarterly basis	Q1	Q2	Q3	Q4		ICT work with CRM system
		Target					
		1	1	1	1		
		Completed					
	Percentage response to Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) accidents within Local Authority Premises within 5 days	Q1	Q2	Q3	Q4		
		100%	100%	100%	100%		
		Number of RDDORs					
		5	1	3	2		
	Service management meetings. Attend meetings to report on H&S matters as and when required/requested	Q1	Q2	Q3	Q4		Services to arrange meeting and venues
100% when requested or required							
2		2	3	10			

HS Group meetings. Quarterly meetings. Agendas topic lead.	Q1	Q2	Q3	Q4		
	Target					
	1	1	1	0		
	Completed					
Quarterly Health and Safety Bulletins on live topics. Aiming to create a H&S culture	Q1	Q2	Q3	Q4		
	1	1	1	0		
Provide Health and Safety section of Corporate Induction	Q1	Q2	Q3	Q4	HR to arrange dates and provide venue	
	100% on request					
	2	2	1	0		
Reactive work to a service level target of an initial response within 1 working day.	Q1	Q2	Q3	Q4		
	Requests per Quarter					
	80	191	207	129		
	A total of 607					
Corporate H&S Annual Report to audit Committee scheduled meeting	Q1	Q2	Q3	Q4		
				1		
Number of planned health & safety interventions at Council premises. This is an overall target for the range of activities that are carried out across the local authority. This will include proactive monitoring, inspections and audit, also reactive inspection activities such as incident investigation.	Q1	Q2	Q3	Q4		
	Target					
	10	10	10	10		
	Completed					
	14	6	16	7		
Eye Care DSE Implementation with new service providers and monitor	Q1	Q2	Q3	Q4		
	Action was to implement new system with provider for eye care relating to tests and provision of glasses for DSE users as required by the DSE Regulations					

		Q1	Q2	Q3	Q4	
Accident stats	Quarterly reports	1	1	1	1	

8 Strategic Action Plan

This will detail the high-level objectives and actions that support continuous improvement in the management of health and safety, and compliance with health and safety legislation.

Strategic Action Plan	
PLAN	<p>Consider current level of compliance with Health and Safety and the desired standard.</p> <p>Decide what wants to be achieved, who will be responsible for what, how to achieve the aims, and how they will be measured.</p> <p>Revise Corporate Health and Safety Policy to reflect the above</p> <p>Decide how performance be measured. This should go beyond looking at accident figures; look for leading indicators as well as lagging indicators.</p> <p>Consider fire and other emergencies. This should include co-ordination in shared workplaces.</p> <p>Plan for changes and identify any specific legal requirements that Apply.</p>
DO	<p>Identify risk profile</p> <p>Assess the risks, identify what could cause harm in the workplace, who it could harm and how, and what is required to manage the risk.</p> <p>Decide what the priorities are and identify the biggest risks.</p> <p>Organise activities to deliver the plan</p> <p>Involve workers and communicate, so that everyone is clear on what is needed and can discuss issues – develop positive attitudes and behaviours.</p> <p>Provide adequate resources, including competent advice where needed. Implement your plan</p> <ul style="list-style-type: none"> • Decide on the preventive and protective measures needed and put them in place. • Provide the right tools and equipment to do the job and keep them maintained. • Train and instruct, to ensure everyone is competent to carry out their work. • Supervise to make sure that arrangements are followed.
ACT	<p>Measure your performance</p>

	<p>Ensure plan has been implemented – ‘paperwork’ on its own is not a good performance measure.</p> <p>Assess how well the risks are being controlled and if achieving desired outcome.</p> <p>In some circumstances formal audits may be useful.</p> <p>Investigate the causes of accidents, incidents or near misses</p>
Check	<p>Review performance</p> <p>Learn from accidents and incidents, ill-health data, errors and relevant experience, including from other organisations.</p> <p>Revisit plans, policy documents and risk assessments to see if they need updating.</p> <p>Take action on lessons learned, including from audit and inspection reports</p>

9 Conclusion

2023/24 has been the first year after recovery from the Covid19 crisis. This has seen “normal working” arrangements fully introduced. There have been many new methods of working implemented. This has included a more flexible method of work as defined in the Hybrid Working Policy.

The reactive work carried out by relevant sections in the Council to address the two major issues of RAAC and Bird Flu should be recognised for the effort involved. The ability to devise and implement plans at short notice to effectively address both issues demonstrates the commitment the Council has to ensure health and safety even in adverse circumstances.

As work continues to progress there will be a need to quantify and review all working arrangements. As this year has been a period of return to “normal working” it should be used as an assessment of current working arrangements.

During this year there have been uncontrolled events which have required reactive work to be carried out. The Reinforced Autoclaved Aerated Concrete (RAAC) issues in schools required urgent action. This was addressed by forming a strategic group to assess the actions required. This included remedial action on the buildings and alternative arrangements for teaching. It would appear both were done successfully. It is worth while noting on the day of the revised guidance from Welsh Government, the Council could provide a list of properties with RAAC. This may not have been the case in other organisations.

Bird flu during the summer months required alternative arrangements to be implemented to ensure collection of dead birds in a timely and safe manner.

The number of incidents of violence and aggression has increased over the past year. This may be due to pressures on society post Covid19 crisis and the pressure on the economy. The Council is possibly the front line for dealing with social issues and

therefore may have come under increased pressure to deliver the required services. This appears to have been carried out and could account for the increase in reports of violence and aggression due to these conditions.

It is considered the year 2024/25 should be a period of quantifying current arrangements and controls and reviewing to ensure suitability.

10 Recommendation

The Council should follow the strategic plan for management of Health and Safety and implement the Corporate Health and Safety Action Plan.