

Audit & Governance Committee

Wednesday, 18 September 2024

ADDENDA

11. Health and Safety Annual Report (Pages 1 - 26)

Report by Vic Kurzeja

The H&S Annual Report is a summary of performance and is part of the corporate governance framework. It seeks to provide the Committee with assurance that arrangements for managing health safety are suitable and sufficient whilst identifying areas for improvement.

Recommendations:

The Audit & Governance Committee is RECOMMENDED to note and accept the contents of the Health and Safety (H&S) Annual Report and the work of the H&S Team to support services and improve performance keeping employees and customers safe.

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Health & Safety

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Introduction

Oxfordshire County Council values its employees, service users, pupils and others affected by its operations and is committed to protecting their health, safety and wellbeing. It therefore continues to develop and improve its arrangements for managing health and safety.

This annual report contains information about the work of the Health and Safety Team and functions, the council's health and safety performance over the year and its plans for the coming year.

The Health and Safety Team provides advisory and support services across all the council's services with integrated H&S specialists in high-risk areas.

Our approach to managing health and safety

Health and Safety is a corporate governance issue and is an integral part of our organisations culture, values and performance standards.

The council's health and safety management system includes the key elements of the Health and Safety Executive's guidance document HSG65 Managing for Health and Safety.

Plan, Do, Check, Act achieves a balance between the systems and behavioural aspects of management. It also treats health and safety management as an integral part of good management generally, rather than a standalone system.



Our health and safety policy aims

Oxfordshire County Council is committed to achieving high standards of health and safety to protect the wellbeing of employees, service users and anyone who may be affected by its activities.

Ensure that we **comply with relevant legislation** and management standards and that we effectively **manage all significant risks** associated with our activities, workplaces, equipment, and facilities.

Recognise that the **management of health and safety is a core management function** which is central to our business performance.

Promote a **positive health and safety culture**, with managers visibly demonstrating their commitment to achieving high standards of health, safety, and risk management.

Ensure **roles and responsibilities** for delivering our health, safety and risk management arrangements are clearly defined and communicated, with delivery monitored via our performance management and appraisal procedures.

Provide **adequate resources**, proportionate to the level of risk, to ensure that we effectively deliver this policy and our associated management arrangements.

Ensure that all our employees are **competent** to carry out their work without risk to themselves or others by providing adequate information, instruction, training, and supervision.

Promote effective **employee involvement** and support the role of safety representatives in the delivery of our health, safety, and risk management arrangements.

Ensure our **partners, suppliers and contractors** are competent and that they conduct their activities so as not to expose themselves, our staff, service users and members of the public to unnecessary risks to health and safety.

Ensure the organisation learns from any accidents, incidents, hazardous events, or work-related ill health and regularly monitors, reviews and reports on health and safety performance, developing improvement plans to help deliver **continual improvement** in our performance.

Provide our employees with effective **occupational health support and wellbeing services**.

Implementing this health and safety policy is a prime **responsibility of senior managers**. Every employee also has a part to play in the safe and successful delivery of our services.

Our health and safety vision and strategic themes

The council's Health and Safety vision is to promote healthy and safe services and working environments, supported by a positive health and safety culture which protects our people, customers and partners.

To achieve this vision our health and safety strategic themes are:

- **Leadership** - It is a requirement that the council is led from the top and that health and safety is given the same priority as any other service activity. It will be necessary to encourage strong leadership in championing the importance of, and a common-sense approach to, health and safety. *(Health and safety is everyone's responsibility!)*
- **Risk Management** - To achieve a good foundation the council must make appropriate arrangements to have a health and safety policy which commits the company to meeting health and safety standards and a management system that aligns with HSG65.
- **People** – The council will provide appropriate arrangements for communication and enable a competent workforce.
- **Place** – The council will ensure a safe and healthy work environment whether in a premises or out in the community.
- **Learning and improving** – The council will as part of the governance framework ensure it has effective monitoring arrangements to review and measure compliance. Performance will be reported to senior management and actions set against areas of improvement.

H&S Action Plan

The H&S Action Plan will set out how the council plans to improve health and safety standards. This creates a focus and demonstrates our commitment to continual improvement. The actions will be relevant to our strategic themes and be practical steps for improvement. Progress will be monitored by the Health and Safety Assurance Board and reported to the Council Management Team (CMT)

Leadership	Essential H&S training	Managers have responsibilities for the health and safety of staff and services. Health and safety training is not just a legal requirement but will support managers to develop their knowledge and skills, to create a safer, healthier, and a more productive work environment for everyone. Action: We will carry out a full review of health and safety training as part of the essential managers training programme to ensure it is fit for purpose and work with senior manager to ensure this is a priority for all managers within the organisation.
Leadership	Review of H&S Team resourcing	There is a need to enable efficiencies ensuring a risk focused approach, building on strengths through improved collaborative working. Action: As part of organisational redesign, the Health and Safety Teams resource will be reviewed during 2024/25.
Risk Management	H&S Policy	The H&S Team have developed a new policy and procedure tracking and approval process to ensure they are reviewed and effective. Action: Key policies and procedures being reviewed during 2024/25: <ul style="list-style-type: none"> • Re-develop the Driving Safety Policy to become 'Travelling Safely Procedure and Guidance' and include other means of transport e.g. cycling, e-bikes, e-scooters, public transport etc. This will align with the new Corporate Travel Policy. • Asbestos Management Policy – following recent HSE Inspection. • Corporate H&S Policy Part 2 and 3 reviews to reflect new organisational structures.
Risk Management	Risk assessment	Monitoring and engagement with services has identified differences in risk assessment. Whilst assessing risks appears to be in line with statutory guidance, various forms and tools are being used by different service areas. Action: Work is underway to carry out a cross organisational review of risk assessment. This will look at how risk assessment is being completed, competence of assessors, types of assessment tools and effectiveness of risk control measures.
People	Lone working app	Migration to the new Peoplesafe lone working mobile app is ongoing. Action: Further comms and nudges during Q1/2 2024/25 to onboard users. Additional open webinars and drop-in sessions are being organised to help staff understand how to use the app. Usage reporting will be sent to senior managers.
People	End violence at work charter	Promoting and recognising measures we have taken to reduce the risk of violence at work by signing the UNISON Charter. Action: Evidence has been submitted and confirmation received by UNISON that OCC will be a signatory to the charter.
People	Accidents, incidents and near misses	Prevention is better than cure. Near miss reporting is important so you we can deal with the hazard before anyone gets hurt. Action: will be promoting the need for reporting 'near-misses' which helps in raising awareness and preventing and mitigating accidents. We want to encourage a more proactive approach that encourages people to report any near-misses and use the information from incidents to review risk assessments and control methods. By doing this, we could prevent accidents before they occur.

People	Healthy workstyles incl. displays screen equipment and digital wellbeing	<p>The correct use of Display Screen Equipment (DSE) is an essential part of how we work, especially in support of agile workstyles, reducing absence and maintaining good physical health.</p> <p>Action: Policies and guidance has been reviewed in this area and ‘DSE compliant workstations’ forms a key part of workspace provision under the property strategy. Where issues or health problems are identified referrals are made for further assessment and provision of specialist equipment where necessary. We will be undertaking some targeted follow-up to those who are experiencing health problems with access to eLearning training and some more guidance on the specific nature of the issue being experienced e.g. better-backs.</p> <p>In 2024/25 we will continue to raise the profile of working safely especially at home where influencing behaviours is more problematic. We are exploring ways of introducing digital wellbeing into 12:3:2 conversations including healthy use of DSE and workstation safety.</p>
Place	Safe and compliant buildings	<p>Property Services and Social Care can improve collaborative working to ensure all residential premises either owned by the council or commissioned through social landlords are safe and compliant</p> <p>Action: The Director of Property is leading a review of the corporate landlord function to provide expert oversight and support to social care when commissioning residential accommodation.</p>
Place Page 7	Asbestos (HSE Enforcement)	<p>The council has been issued with a ‘Notice of Contravention’ by the Health and Safety Executive (HSE) following a visit to a primary school in respect of asbestos management.</p> <p>Action: The H&S Team, Property Services and the School are addressing the issues highlighted which are focused of accuracy and availability of records. Note: this regulatory action is the result of a national inspection programme by the HSE and is not the direct result of any incident or exposure to asbestos.</p>
Learning and improving	Corporate H&S audit programme	<p>The Corporate Health and Safety Team undertake a programme of health and safety audits and inspections to check that preventative and protective control measures are implemented and effective.</p> <p>Action: The H&S audit programme for 2024/25 has been approved by the Council Management Team. Progress and performance including key themes, trends and lessons learned will be reported and included within the action plan where appropriate.</p>
Learning and improving	Schools H&S annual monitoring	<p>The council has H&S responsibility for controlled, voluntary controlled and community schools. To provide assurance that school leaders and Governing Bodies are compliant and meeting their responsibilities using their devolved powers the council will undertake annual inspections as part of its schools traded service.</p> <p>Action: The H&S Team will review the current monitoring process for 2024/25 to ensure it covers key areas of risk.</p>
Learning and Improving	Property contractor assurance	<p>Steps are being taken to monitor contractor performance for H&S.</p> <p>Action: A new Property Contractor Audit Programme has been created for implementation in 2024/25.</p>
Learning and Improving	Property compliance	<p>Our Property Services function acts to manage and maintain all of the buildings and land that are needed for council services.</p> <p>Action: Concerto (FM Management System) Desktop Assurance activities has been created for implementation in 2024/25. An update to the Amber Internal Audit for Property Health & Safety will be presented to the Audit Assurance Working Group in June or July 2025</p>

Tackling violence at work

As an employer of choice, the safety of our people is paramount, and the council takes a zero-tolerance approach to any violent, aggressive or threatening behaviour. That is why we are proud to be one of the first local authorities to work with UNISON to [sign up](#) to the End Violence at Work Charter. This wasn't simply a matter of signing on the dotted line; getting to this point has meant looking at how we manage and mitigate risk, how we respond to violence as an organisation, how we record and review incidents, how we train and support staff, as well as how we work in partnership.

To find out more visit [Violence at Work | UNISON Health and Safety | UNISON National](#)



How we are meeting the charter standards

1. The council has policies and procedures to protect our workforce and deal with the risks of violence and aggression including lone working.
2. Responsibility for implementing these policies lies with all managers in the organisation and overseen by our senior leaders.
3. We have taken steps to reduce staff working in isolated building, offices or other work areas to a minimum by introducing set opening times and desk booking systems and introducing appropriate security measures including monitoring. We have also provided a lone worker safety app for those working in remote or high-risk environments.
4. All staff can report violent incidents via the Health and Safety reporting system.
5. All incident data is reviewed and monitored with trends and significant incidents reported to senior management.
6. All health and safety information including incident data is available to UNISON safety representatives and are consulted with regarding any improvements.
7. Risk assessments are carried out where staff placed in vulnerable situations.
8. Support pathways are in place for staff who are victims of violence at work, so that they know where to turn for advice and support.
9. Training is provided to ensure staff are aware of the appropriate way to deal with threatening situations.
10. Where appropriate, independent counselling services are available to staff who are the victims of violence at work.

Reducing noise exposure in the workplace

Exposure to high noise levels can cause permanent hearing damage, often without the sufferer being aware of it until it is too late. It may lead to tinnitus (ringing in the ears) or deafness.

Noise can also be a safety hazard at work, interfering with communication and making warnings harder to hear.

The Health and Safety Executive estimate that more than 2 million people in Great Britain exposed to unacceptable levels of noise at work. Noise-induced hearing loss is the second most common reason for employers' liability insurance claims for occupational health

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County Print Finishers

The council's County Print Finishers uses industrial machinery as part of its work equipment including bailers, printers, folding and binding machines. This equipment is operated by staff who are in close proximity for extended periods of time which may pose a risk of excessive noise.

The H&S Team conducted a Noise Level Assessment using sound level meters and personal dosimeters to measure noise exposure levels. As an outcome of the assessment the H&S Team have worked with managers to ensure controls are in place to manage any risk from noise exposure including the appropriate hearing protection.



Crews in Fire Appliances

We've worked alongside our colleagues from the Fire H&S Team and Workshops to test the effectiveness of modifications made to reduce noise levels in some of our older fire appliances to ensure that "in-cab" noise levels from the sirens are reduced as far as reasonably practicable in order to protect firefighters hearing.

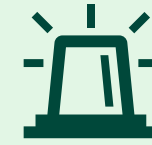


How we are keeping firefighters safe

The Fire and Rescue Service Health and Safety Policy states that appropriate arrangements are established to effectively implement health and safety legislation, and the Council's Health and Safety Policies and Procedures set out the arrangements that have been put in place for the management of significant health and safety risks.

We continue to collaborate with fire and rescue services across the southeast region to share learning and ensure continuous improvement in safety across the sector.

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The OFRS Health, Safety & Wellbeing Team continues to support the service with safety event investigations and associated actions using the dedicated Visor software system (OFRS only), with regular development in conjunction with the provider to ensure timely completion and escalation to prevent reoccurrence. Generic and specific risk assessments are also managed by the team, with a recent housekeeping exercise reducing the number to 1200.

A programme of regular fire station and workshops safety visits helps to ensure the continued safety of our employees and visitors working in and around them. The team continues to deliver induction training of new firefighters and health and safety refresher training for incident commanders, covering service procedures and safety event reporting.

Collaborative work within the service continues to reduce the risk of exposure to contaminants at incidents and within our stations and vehicles. Zoning trials and washroom upgrades across a number of stations will support this along with the introduction of a mandatory e-learning package to help our employees understand how to minimise their own exposure and take practical steps to reduce risk to themselves and those around them.

Health and wellbeing

The OFRS Health, Safety & Wellbeing Team continues to support and champion mental wellbeing across the service, with over 50 employees trained as Mental Health First Aiders, in addition to other strands of support including the Employee Assistance Programme (EAP) and critical incident debriefing, which is designed to reduce the effects of stress-related disorders that can occur in personnel who have attended traumatic incidents. With physical fitness being a key part of the firefighter's role, online fitness programmes have been introduced and are available across the service.



Property Compliance

Health Safety and Compliance is a key part of managing our estate including cleaning and catering. As well as inhouse general repair and maintenance management activity our Property Services uses contractors for most of the specialist work and larger construction projects.

Due to the technical and high risks involved with these service activities it is essential that H&S and compliance support is fully integrated into operations. The Property H&S and Compliance team has specific responsibility for supporting this service area working alongside operational managers to ensure safe buildings and the council's obligations as corporate landlord are met.

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Key areas of property compliance

- Construction projects (capital and minor works) e.g. CDM Regs, remediation and hazardous materials, demolition, working at height, excavations etc.
- Building management and statutory compliance e.g. fire safety, asbestos, water hygiene, gas, electrical, fixed plan and equipment etc.
- Estates management including H&S responsibility through leases and licences.
- Provision of school's meals service including food hygiene.
- Provision of cleaning services including the use of chemicals.



Fire Safety

Following the introduction of Building safety Act 2022 and existing Regulatory Reform (Fire Safety) Order 2005 the council has instigated a comprehensive programme of fire safety work to ensure all building met with relevant standards. This is an extensive programme of work in several phases with Phase 1 Fire Line Compartment Surveys being completed in March 2024.

Commencing April 2024, the next phases will include any identified remedial work. Additionally, the Property H&S Compliance Team will carry out reviews of fire risk assessments at all properties to ensure compliance with legislation and protection of occupants.



Contractors

The construction industry has traditionally had high rates of serious accidents and a poor health record. Property Services uses many contractors to undertake works across our estate and as the client the council has responsibilities under the Construction (Design and Management) Regulations to make sure the construction project is safe to build, use and maintain and offers good value. To provide assurance in this area the Property H&S Compliance Team will undertake contractor audits commencing June 2024.

Managing asbestos in council buildings

Asbestos still kills around 5000 workers each year, this is more than the number of people killed on the road. Around 20 tradesman die each week because of past exposure.

However, asbestos is not just a problem of the past. It can be present today in any building built or refurbished before the year 2000

Under the Control of Asbestos Regulations 2012 the council has a duty to manage asbestos in non-domestic premises including schools.

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Meeting our duties

Property Services have the following arrangements in place to manage and monitor the condition of asbestos containing materials in all buildings it is responsible for:

- Asbestos management surveys have been carried out in all council owned buildings.
- All buildings are subject to an annual re-inspection by a specialist contractor.
- Any remedial or planned asbestos will be prioritised and carried out in compliance with health and safety legislative requirements.



- The in-house engineering team have undergone approved training to carry out non-licensed asbestos works to ensure it is done safely.
- The Property H&S Compliance Team deliver 'Asbestos Awareness' training for responsible premises managers.



School Inspections and Enforcement by the Health and Safety Executive (HSE)

The HSE is currently undertaking a national programme of inspection of schools to assess the management arrangements to control the risks associated with Asbestos Containing Materials (ACMs). Several schools in Oxfordshire have been visited and were all found to have good arrangements in place, however, following a visit to a Primary School (March 2024) the HSE issued the Council with a Notice of Contravention.

We have taken action to address all the issues stated in the notice which mainly concerned the accuracy of survey information, clarifying responsibilities and updating documentation held by the school.

We have used this learning as an opportunity to undertake a full review of our Asbestos Policies, Procedures and Management System.

School Curriculum Safety - Swimming

Swimming is the only statutory sport within the Physical Education (PE) programme of study. Despite swimming being on the national curriculum around 1 in 4 pupils nationally are currently leaving primary school unable to swim.

As a school teaching activity, it is paramount that all teachers and support staff are competent, and lessons are properly risk assessed and safety procedures followed.



Oxfordshire Safe Practice in School Swimming Policy Review

The Oxfordshire Safe Practice in School Swimming Policies have been updated and communicated to schools and leisure providers.

The review included consultation with Oxfordshire Schools, representatives from National Governing bodies and other School Swimming Specialists. It includes current National Guidance and good practice whether at a school pool, hydrotherapy pool, public pool or during school visits.

Whilst our policy is for all maintained schools, It is strongly recommended that academies, foundation and voluntary aided schools also follow the guidance within the Policy, unless there is a Trust level policy already in place. Where schools use leisure provider pools, partnership working is vital, not only to keep pupils and staff safe but also to ensure consistency, and the inclusion of a safe, broad aquatic experience which meet the needs of all pupils.

Training our schools to deliver safe swimming

Feedback from schools told us there were real challenges accessing teacher training for supporting curriculum swimming. Recognising the importance safe swimming is to children's wellbeing we are working with local school pools and swim teachers to deliver training for school staff. This ensures we can offer training accredited by 'Swim England' at a competitive cost using local school venues.



Targeted Support and Intervention by the H&S Team

The H&S Team's primary role is to provide competent advice on all health and safety matters. Where a significant risk or non-compliance is identified the team may issue formal instruction or notice to the responsible manager to take corrective action. Where this is done the H&S Team will support the manager to implement the required action which may include working with other Council departments or service providers.

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Schools and Ofsted

Schools have a legal responsibility to protect pupils from harm, including risks posed by health and safety. This is deemed to be a significant element of a school's success, and it forms part of its Ofsted rating.

Where Ofsted inspections identify health and safety issues or concerns the H&S Team will collaboratively work with school leaders and other council departments to take any remedial or corrective action required. This may include issues relating to school premises and buildings, safeguarding, teaching and learning activities.

Tackling damp and mould

Working alongside Property Services the H&S Team have investigated a few incidences of damp and mould growth in buildings. Mould can pose a risk to health especially those with respiratory illness.

In cases investigated the cause of the mould is typically caused by damp penetration through defects in the roof structure.

Where any mould is discovered a risk assessment and mitigation plan is put in place, this may include remedial works to the building to prevent further damp penetration as well as treating or removing any residual mould. As a precaution until remedial works are completed temporary closures of affected areas may be required to protect occupants from exposure to airborne spores and allow drying out.



Targeted Support and Intervention by the H&S Team

Improving the standard of residential accommodation for children in our care

Following several interventions regarding health and safety concerns, the H&S Team have worked closely with Children's Social Care and Commissioning to ensure residential accommodation is appropriate and meeting quality and safety standards, this has included:

- Ensuring landlords and housing providers are meeting their contractual and legal obligations to provide safe and compliant properties including repairs and maintenance.
- Ensuring the service has adequate monitoring arrangements in place and children have the necessary levels of support to live as independently as possible.

Providing a safe environment for people we support or care for

The H&S Team have undertaken risk assessments of premises to provide a safe environment. This involves working with social workers and commissioners to ensure accommodation is suitable and meets the needs of the resident.

This may result in adaptations or improvements to the premises to manage the risks of self-harming and ligature, arson and fire, assault and damage, falls, absconding and poor hygiene.

The H&S Team undertake regular inspections of social care premises it is directly responsible or owns and will support quality and contract teams where provision is externally provided.

We have produced guidance that deals with many of these issues we have advised on which can be found on our SharePoint site.



Awesome
You've received a
Highfive

"Thank you to each and every one of you for all your work this week in what can only be described as a very complex situation. Great team effort/support with safety at the centre of all that was done"



Information and communication

Communication is a key component in health and safety management. Effective communication ensures that everyone is aware of the risks and the measures in place to manage those risks. We want to create a culture where safety is a shared responsibility, and everyone feels empowered to contribute to a safer work environment.

Click link to visit our new..

Health and Safety SharePoint Site

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We launched a new SharePoint Site packed with useful information, including:

News and safety bulletins
Reporting and accidents
How to set up your workstation
Personal safety and home visits
Policies, procedures and guidance

Wellbeing information
Toolbox talks and training
Fire wardens and first aiders
Wellbeing information
Risk assessment library



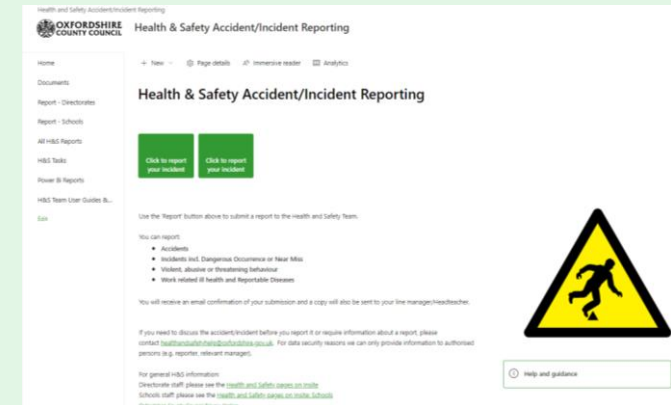
Awesome
You've received a
Highfive

"Thank you for introducing the new SharePoint system, is a huge improvement and we are always learning something new - great to have everything in one place"



H&S Reporting System

A new electronic accident/Incident reporting and recording system was developed, implemented, and communicated to all staff and schools. This will improve the quality of assurance reports and better inform future investigations and corrective actions. Day-to-day operation of this system is being managed by the H&S Team who monitor to ensure incidents are considered and wider issues and risks addressed in a timely manner. Work is ongoing to further develop and embed this system, which will include the ability to provide more detailed and regular Power BI reports to managers in relation to incidents.



Improving Near Miss Reporting

In 24/25 we will promote the benefits of near miss reporting as key to preventing accidents occurring.

Schools Annual H&S Monitoring Visits

Monitoring is an important element of health and safety management and will assist in improving performance.

Ofsted doesn't have set criteria for evaluating health and safety, but it'll report on any failure to comply with statutory requirements.

This is a traded service within Education providing H&S management support services to Headteachers and Governing Bodies (client). The service also provides assurance on H&S management to the Director of Children's Services (responsible for schools) where the council has employer responsibilities for Community and Voluntary Controlled Schools and has consistently achieved 100% buy back year on year. The service also trades with some academies in Oxfordshire and neighbouring counties.

Annual H&S Monitoring Visits – Academic Year 22/23

A key element of the service is an annual H&S monitoring visit to assess levels of compliance and schools receive an action plan to address any areas requiring improvement.

For increased assurance, we have also changed our procedure so that the H&S Team will follow up actions with Headteachers 3 months after the visit to ensure progress is being made against any significant issues.

Service Improvements

We have reviewed the team structure with the aim of improving management and professional support, collaborative working and service resilience. As a result, the Schools H&S Team will be line managed by the County Health and Safety Manager. By reorganising and maintaining full cost recovery, the team can continue offering a competitive SLA to schools with only a modest inflationary increase on charges for 2024/25.



167 school H&S monitoring Visits 2022/223
120 maintained (+47 academies)



Overall, a good level of performance across maintained schools with only 2 primary schools with less than 85% compliance.

Number of Schools	Compliance % Score	Compliance RAG Rating
100	95%+	Good
25	85%-94%	Some areas need Improvement
2	Less than 85% compliant	Significant issues – requires improvement



- Focus on priority risk areas

In 24/25 we will look to support schools to improve their performance in the following risk areas:

- **Planning for critical incidents and emergencies**
- **Prevention of slips trips and falls by pupils**
- **Control of legionella and prevention of scalding**

Corporate Health and Safety Audits and Inspections

The Corporate Health and Safety Team undertake a programme of health and safety audits and inspections to check that preventative and protective control measures are implemented and effective.



Improving the quality and effectiveness of risk assessment

In 24/25 we will conduct a review of how risk assessment is being undertaken across the organisation examining competency of assessors, tools and guidance.

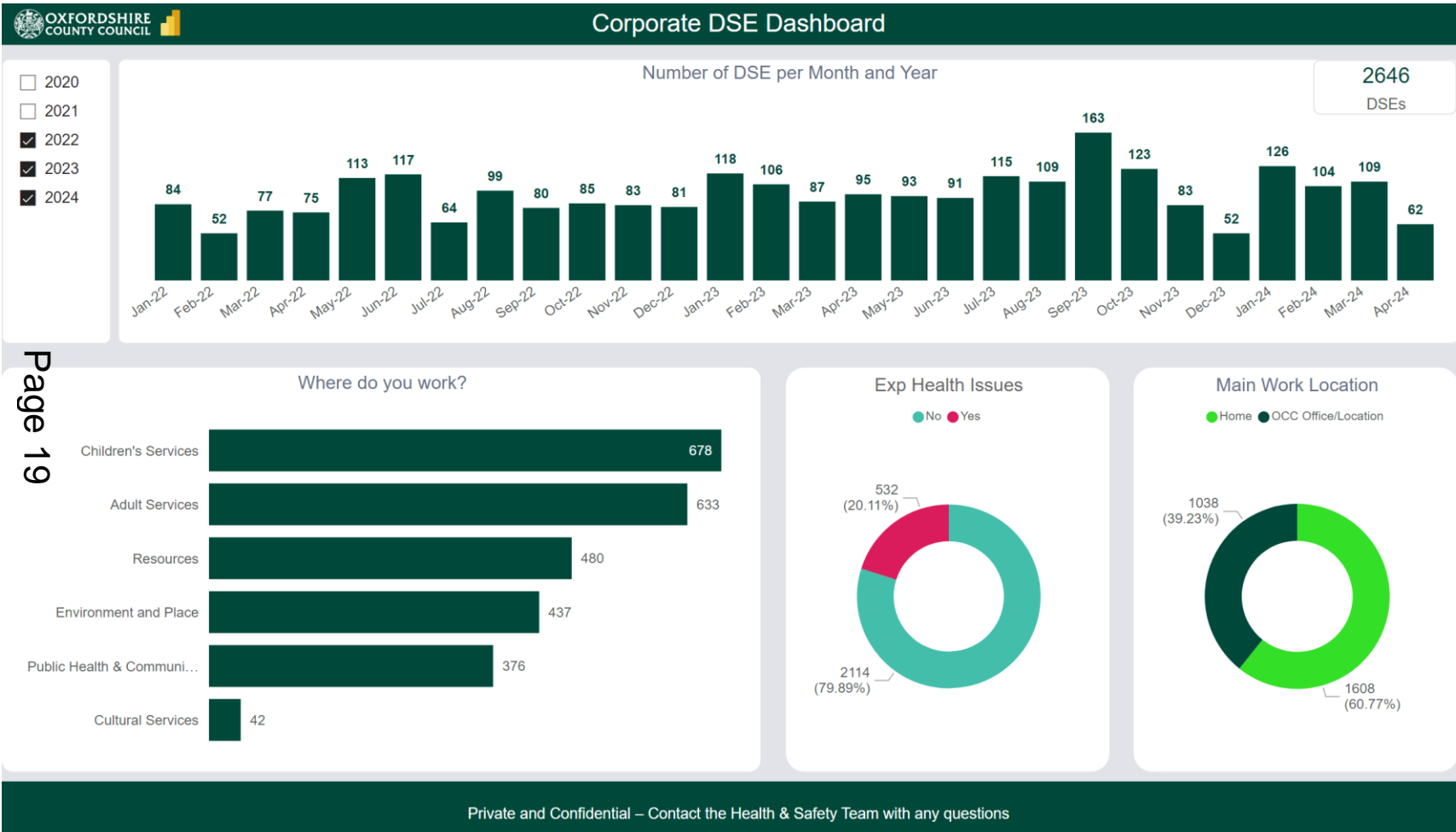
Summary of Health and Safety Audits carried out 23/24

Directorate/Service	Activity Location	Summary of outcomes
Cultural Services	The Oxfordshire Museum, Woodstock	Overall, the service demonstrated a good level of compliance. Some areas need improvement but can be addressed over a longer term including: Improving quality and consistency of risk assessment across the service. Some property improvements need to improve fire safety and public slips, trips and falls.
Children's Services	Residential Edge of Care - Children's Homes	Overall, the service demonstrated a good level of compliance. Health and safety was an integral part of care planning and children's safety and given high priority. Risk management in some areas need improvement but can be addressed over a longer term including the quality and consistency of risk assessment across the service. significant property hazards were raised during the audit one of the homes including unsafe outbuildings on the site (Responsibility of Property Services) which have been made safe [Completed Oct 23].
Adult Services	Community Support Services	Risk Assessment was being carried out but could be more consistent across the service including adopting a common approach. The service could make better use of centralising procedures and generic risk assessments using the service SharePoint site. Individual specific client risk assessments will be retained in support/care plans. Maintaining up to date training records is important for identifying staff competence and CPD, in some areas this could be improved.

Healthy workstyles and use of display screen equipment

Display Screen Equipment (DSE) Assessments

20% of users who have completed a DSE self-assessment are indicating they are experiencing some pain or discomfort. Where health issues are identified further referrals to the H&S Team is made whereby specialist equipment can be considered.



Promote the importance of Digital Wellbeing

In 2024/25 we will continue to raise the profile of working safely especially at home where influencing behaviours is more problematic. We are exploring ways of introducing digital wellbeing into 12:3:2 conversations including healthy use of DSE and workstation safety.

Corporate Health and Safety Training

Mandatory H&S Training

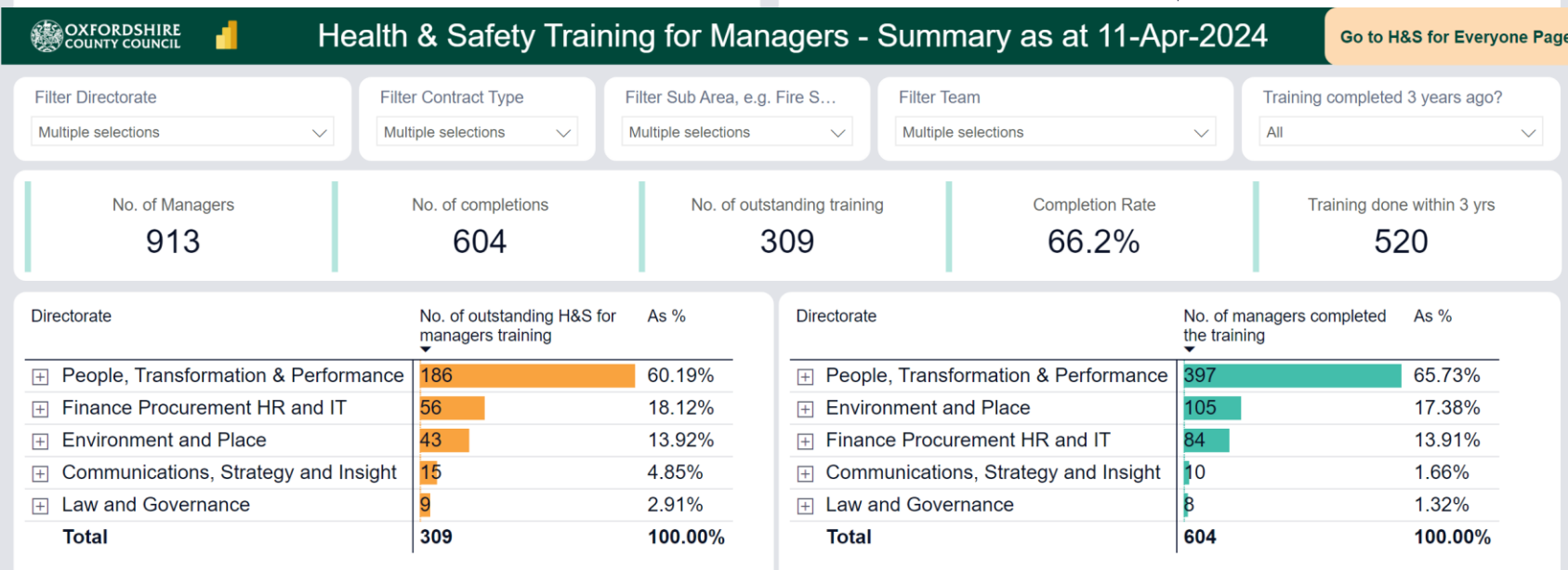
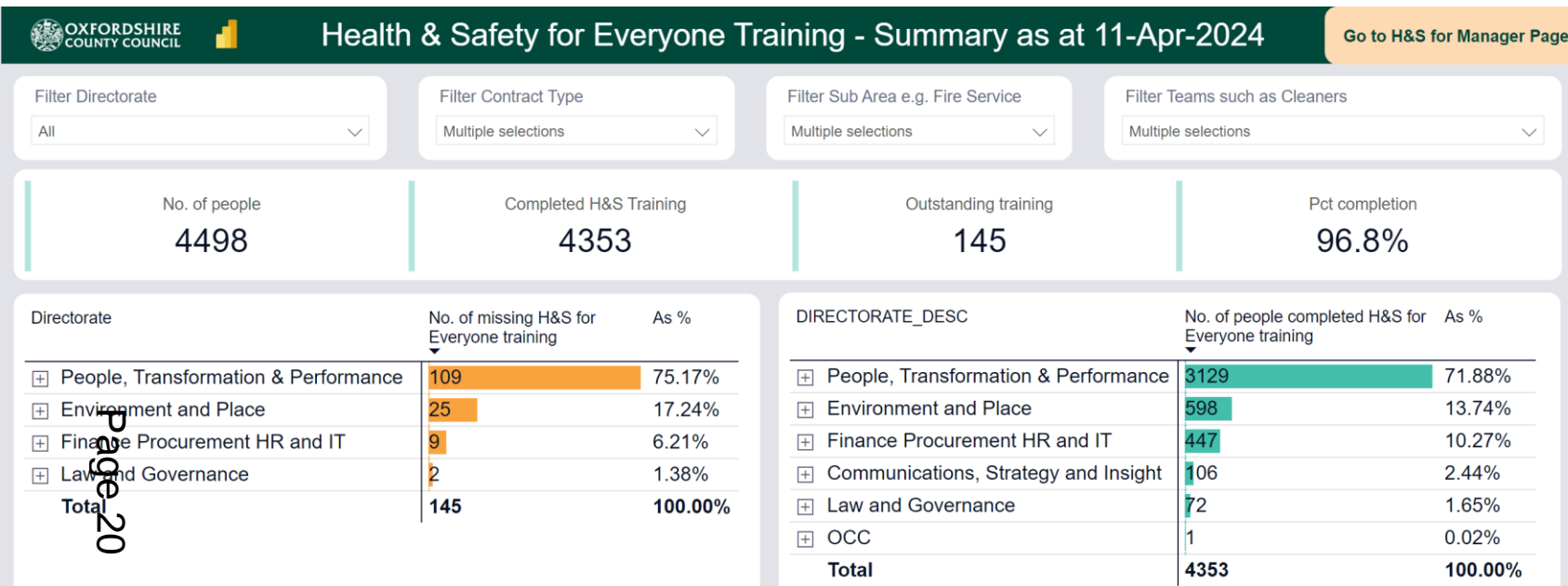
All staff are required to complete health and safety relevant to their role. This includes 'essential' training which is mandatory for all employees and is completed as part of the corporate induction programme and refreshed every 3 year. Essential training comprises:

- **Intro to H&S for Everyone (eLearning) – 97% completion rate (141 Outstanding)**
- **Health and Safety for Managers (1day blended classroom) – 66% completion rate (309 Outstanding)**



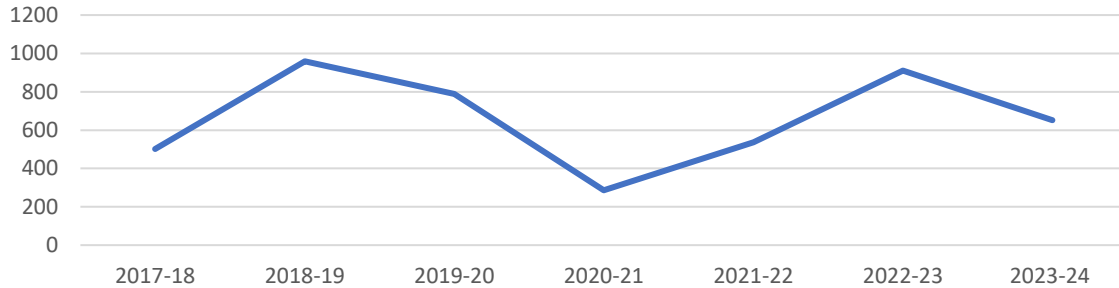
Increase completion of H&S Training for managers

We will undertake a full review of health and safety training as part of the essential managers training programme to ensure it is fit for purpose and work with senior managers to ensure this is a priority for all managers within the organisation.

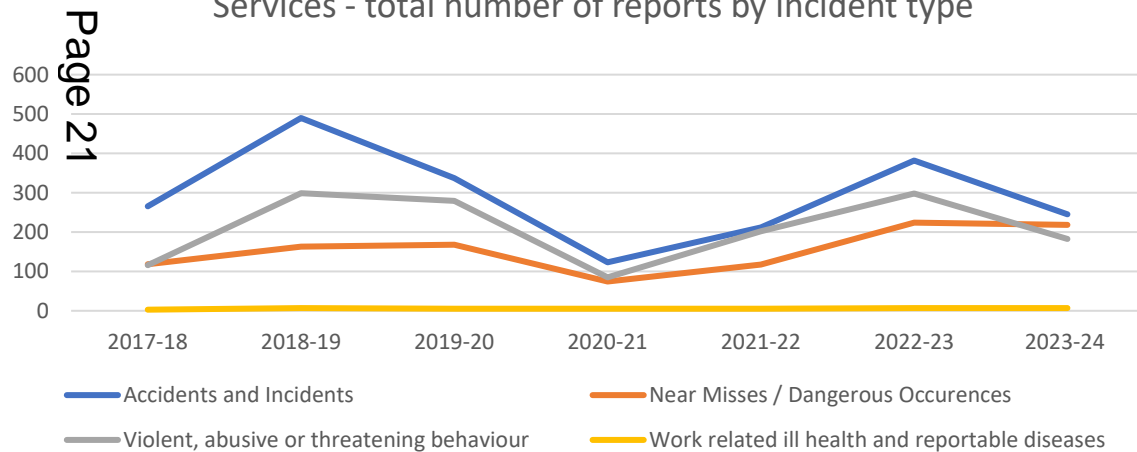


Accidents and Incidents in Services Highlights for 2023/24

Services – total number of accident/incident reports



Services - total number of reports by incident type



	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Accidents and Incidents	265	490	337	123	212	382	245
Near Misses / Dangerous Occurrences	118	163	168	74	117	224	218
Violent, abusive or threatening behaviour	116	299	279	85	202	298	182
Work related ill health and reportable diseases	3	7	5	5	5	7	7
TOTAL	502	959	789	287	536	911	652



In services, the overall number of accidents and incidents including violence and aggression decreased by 28% compared to the previous year.

Accidents and Incidents decreased by 43% compared to the previous year.



Slips, trips and falls are the main causes of accidents reported by Services. Adult Services reported the greatest number of accidents and Incidents (86) typically in connection with physical support tasks or involving people we support.



Incidents of violence, abusive or threatening behaviour decreased by 40% compared to the previous year.

Libraries reported the greatest number of incidents or threatening behaviour (90) typically including verbal abuse and anti-social behaviour by customers. Social care reported (Adult Services 39, Children's Services 39) which are mostly attributable to verbal abuse or aggressive behaviour by looked after children or people we support.



In total there were 7 RIDDOR Incident Reports regarding service activity notified to the HSE.

In Services most reports were as result of injury leading to more than 7-day absence from work.

Overall, the proportion of near miss reporting (positive indicator) increased compared to accidents and incidents.



There has been 1 enforcement action: Notice of Contravention issued by HSE following inspection at a school to review asbestos management.

Corporate Health and Safety Incident / Accident Report Directorates 2023-24

Top 5 Causes of incidents:

- Slip, trip, fall (same level)
- Violent aggressive or unreasonable behaviour
- Hitting or colliding with stationary or fixed object
- Health related (physical and mental health)
- Hit by moving, flying or falling object

Top 5 Injury Types:

- Bruise /abrasion/blister
- Cut/Laceration
- Sprain/ Strain
- Musculoskeletal
- Bite from person

Top 5 Near Miss Types:

- Fall or potential for fall or slip
- Potential for violence or assault
- Moving or flying object
- Vehicles and transport
- Absconson / leaving vulnerable person unattended

7 RIDDOR Reports:

- 5 x Over 7 day injuries (employees)
- 1 x Person we support transported to hospital

652

Total Reports

Quarter

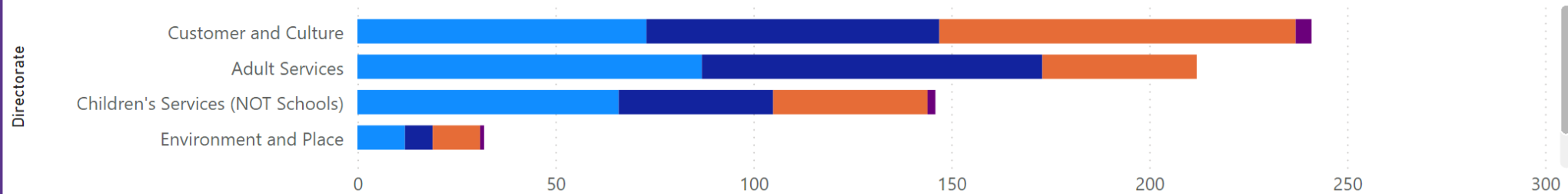
- ✓ 1
- ✓ 2
- ✓ 3
- ✓ 4

Directorate

- ✓ Adult Services
- ✓ Children's Services (NOT Schools)
- ✓ Customer and Culture
- ✓ Environment and Place
- ✓ Resources

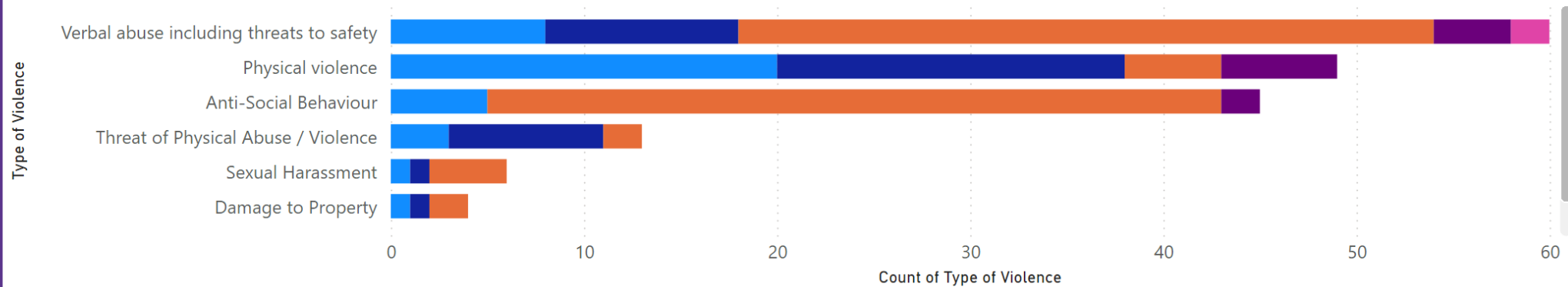
Incident Type

● Incident Accident and Over 7-day Injuries
 ● Near Miss / Dangerous Occurrence (no injuries)
 ● Violent, abusive or threatening behaviour
 ● Work-related Ill Health and Reportable Diseases



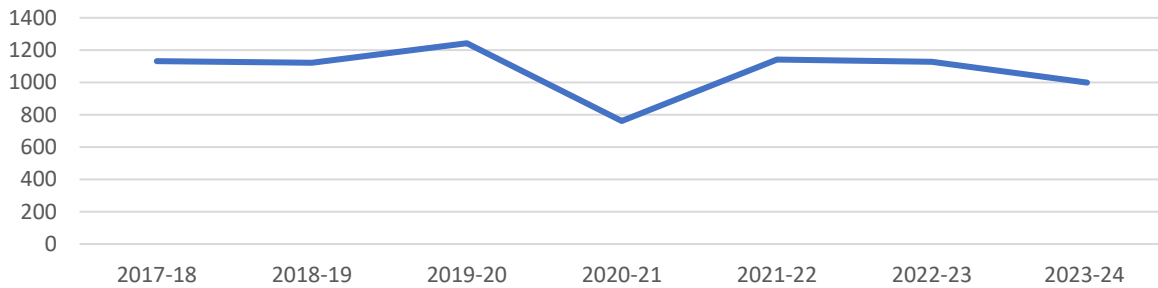
Type of Violence

● Adult Services
 ● Children's Services (NOT Schools)
 ● Customer and Culture
 ● Environment and Place
 ● Resources

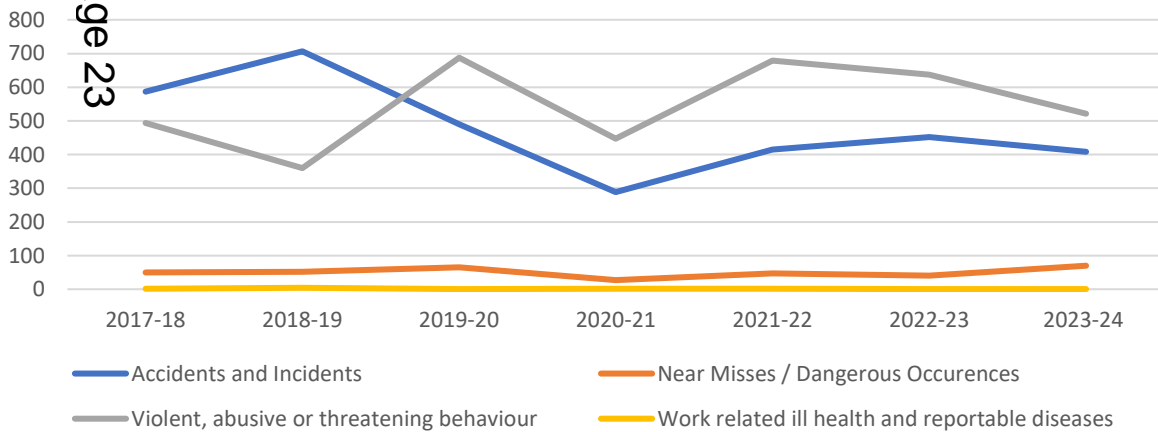


Accidents and Incidents in Schools Highlights for 2023/24

Maintained Schools - Total number of accident/incident reports



Maintained Schools – total number of reports by incident type



In schools, the overall number of accidents and incidents including violence and aggression decreased by 12% compared to the previous year.

Accidents and Incidents decreased by 10% compared to the previous year.



Hitting or colliding with fixed objects and slips, trips and falls are the main causes of accidents reported by schools and the significant majority involve pupils.



Incidents of violence, abusive or threatening behaviour decreased by 18% compared to the previous year.

Special Schools report proportionally higher levels of physical abuse of staff than other school types

In total there were 35 RIDDOR Incident Reports regarding school activity notified to the HSE.



In Schools, most reports were as result of pupil fractures or being taken directly to hospital for treatment



There has been 1 enforcement action: Notice of Contravention issued by HSE following inspection at a school to review asbestos management.

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Accidents and Incidents	587	707	490	288	415	452	408
Near Misses / Dangerous Occurrences	50	52	65	27	47	40	70
Violent, abusive or threatening behaviour	494	360	688	447	679	637	521
Work related ill health and reportable diseases	1	4	0	1	1	0	0
TOTAL	1132	1123	1243	763	1142	1129	999

Corporate Health and Safety Incident / Accident Report Maintained Schools 2023-2024

Quarter

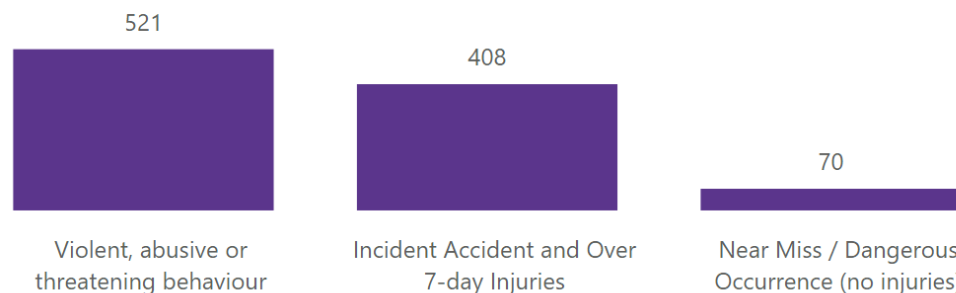
- 1
- 2
- 3
- 4

Service Area

- Nursery
- Primary
- Secondary
- Special School

Incident Type

Count of Incident Ty...



999

Total Reports

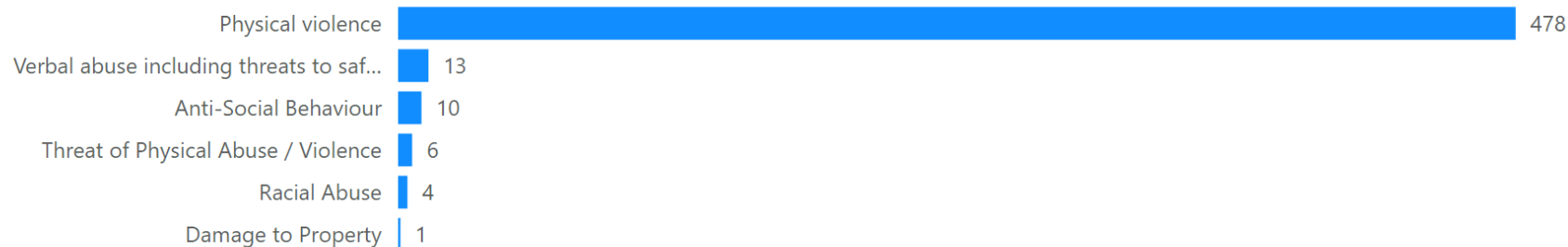
Top 5 Causes of incidents:

- Violent aggressive & unreasonable behaviour
- Hitting or colliding with stationary or fixed object
- Slip, trip, fall at same level
- Hit by moving, flying or falling object
- Fall from height

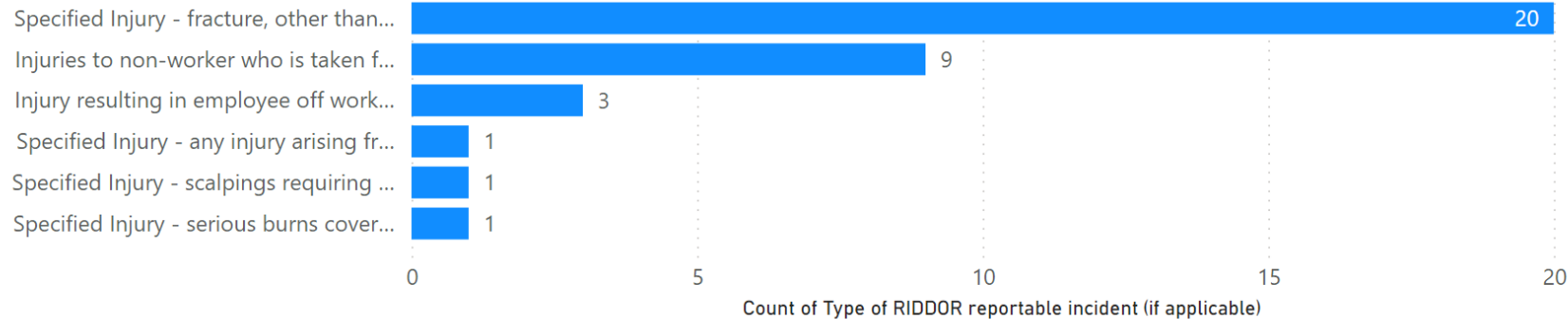
Top 3 types of Near Miss:

- Moving or flying object
- Fall or potential for fall or slip
- Absconson / leaving vulnerable person unattended

Type of Violence



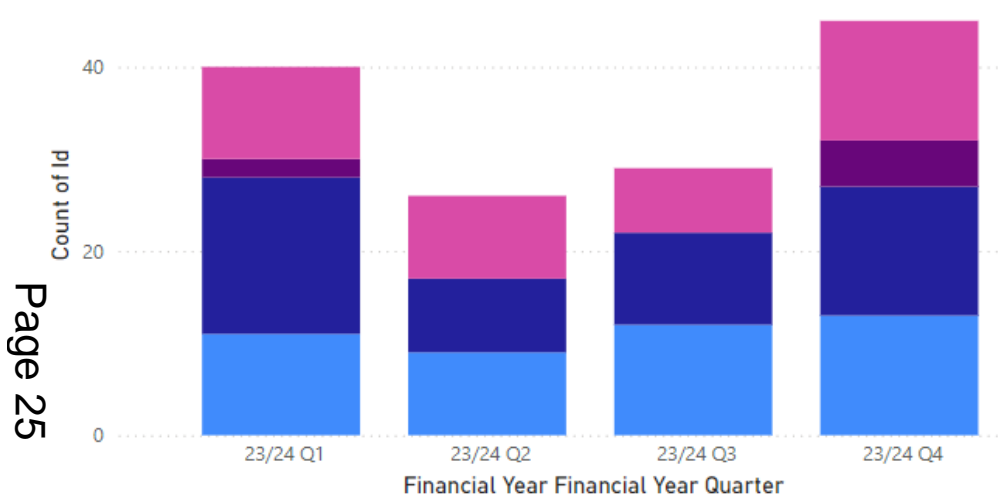
Type of RIDDOR reportable incident



Accidents and Incidents in Fire & Rescue Highlights for 2023/24

Number of Investigations by Safety Event Type

Safety Event Type ● Injury ● Near Miss ● Unsafe Condition ● Vehicle Incident



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In Fire and Rescue there were a total of 140 Incidents for 2023/24



Top causes of injury were manual handling, slips trips and falls and either striking or being struck by an object



In total there were 13 RIDDOR Incident Reports. 4 of these related to Breathing Apparatus faults, just before entry to irrespirable atmospheres.

Financial Year	23/24			
	Q1	Q2	Q3	Q4
Injury	11	9	12	13
Near Miss	17	8	10	14
Occupational Ill Health				
Unsafe Condition	2			5
Vehicle Incident	10	9	7	13
Total	40	26	29	45

RIDDOR Reportable

Financial Year	23/24			
	Q1	Q2	Q3	Q4
RIDDOR Type				
Over-seven-days injury	1	1	1	3
	3		3	1
Total	4	1	4	4

