



**CORPORATE ACCIDENT / INCIDENT REPORT  
MANAGEMENT TEAM  
1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013**

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## 1. INTRODUCTION

### 1.1 General

The Health and Safety at Work etc Act clearly places responsibility on those who create the risk to manage it. The new HSE Strategy, 'Being Part of the Solution' highlights that members of the board have both collective and individual responsibility for health and safety. As such, the need is for board-level members to champion health and safety and be held accountable for its delivery.

Part of this includes identifying areas for improvement in health and safety management with the intention of improving staff morale, reducing in work-related sickness absence and lowering insurance premiums. In particular having robust health and safety procedures in place provides safeguards against legal action being taken against the Authority.

### 1.2 Health and Safety Management System

In order to demonstrate how Halton Borough Council as an employer is delivering the HSE Strategy, this report is to provide Management Team with details of health and safety performance in relation to Key Performance Indicators (KPI). Details of KPI's are as follows:

#### **LEAD INDICATORS**

Proactive action taken and any outcomes

KPI No.

1. **Number of risk assessments completed on corporate systems**  
Rationale – creating a safe working environment
2. **Number of Near Misses**  
Rationale – action taken to prevent further similar incidents and before injuries
3. **Number of officers who are registered on the Lone Working Monitoring System and are utilising the system**  
Rationale – demonstrating effective management of lone working risks

#### **REACTIVE [Lagging] INDICATORS**

Reactive action taken in response to accidents/incidents

4. **Number of Significant<sup>1</sup> and RIDDOR Reportable Accidents<sup>2</sup>**  
Rationale – identify accident/incident trends and actions required to prevent similar occurrences
5. **Number of Violent Incidents**  
Rationale – identify incident trends and actions required to prevent similar occurrences

By responding positively to identified trends, the Authority can demonstrate compliance with the recommendations of the Health and Safety Executive's guidance HS(G)65 "Successful Health and Safety Management".

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<sup>1</sup> Accidents that either require more than basic first aid, incur time lost or arise from a failure in health and safety management

<sup>2</sup> Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, (RIDDOR) 1995, including Fatalities, Major Injuries, Over 7-day Injuries, Dangerous Occurrences

### **1.3 Local Information**

#### **1.3.1 Prohibition Notice**

The Authority was served with a Prohibition Notice by the HSE and was subsequently charged requisite fees under the Fees for Intervention scheme. This was due to the failure to manage contractors employed by Scottish Power who were working on the Council premises. As a result a series of measures have been approved, which includes the provision of a site briefing and revised 'signing in' system for contractors. These procedures will be disseminated to all buildings and communicated to Building Managers by Property Services.

#### **1.3.2 Defibrillators**

There has recently been heightened media publicity around schools and Local Authorities providing defibrillators. Defibrillators assist in providing first response treatment to persons who are in cardiac arrest. They are intrinsically safe in that they automatically measure and apply the required electric shocks to stop an irregular beating heart to restore it a normal heartbeat.

A report from the Director of Public Health highlights that the main risk group from cardiac arrest are males over 50 years old and buildings where health improvement schemes are operating. Current position,

- 1) North West Ambulance who have offered to provide the defibrillators, training and maintenance at no cost to the Authority;
- 2) The Stobart Stadium Safety Group has recommended that the Stadium provides defibrillators within the reception areas at the gym and main Stadium. The provision is to be coordinated with North West Ambulance;
- 3) The provision of defibrillators at community buildings has been raised and discussed at Community Forums; and
- 4) 3 Primary Schools within Halton already have defibrillators and others are considering the provision.

### **1.4 General Information**

#### **1.4.1 Professor Löfstedt report 'Reclaiming Health and Safety for All'**

The report was published in 2011 and followed Lord Young's report "Common Sense: Common Safety", of October 2010. It highlighted a review of legislation and guidance with a view to remove or improve 84 per cent of health and safety regulations by the end of 2014.

To date all the recommendations have either been delivered or are on track to be completed by the agreed date. However, significant work remains to be done to ensure that the regulations and directives coming out of Europe do not compromise the reform.

One area is the First Aid Regulations (1981) and the removal of the requirement for HSE to approve first aid training providers. From the 1 October 2013 (subject to ministerial approval), the Authority as a competent training provider for workplace first-aid, will have to ensure that the following criteria have been delivered:

- Accredited qualifications of trainers and assessors;
- Develop quality assurance systems;
- Monitoring teaching and standards of first-aid practice; and
- Maintain standard syllabus content.

#### **1.4.2 Corporate Manslaughter**

To date there have been 141 corporate manslaughter cases opened, with 56 currently being investigated for prosecution and with three companies prosecuted. The most recent was Lion Steel Equipment LTD from Manchester who were prosecuted when an employee fell through a fragile roof panel. They received the largest fine yet of £480,000 (£600,000 discounted by 20% for a guilty plea) plus £84,000 prosecution costs. It has been recorded in the media that this potentially will have a severe impact on the Company and its 142 employees.

#### **1.4.3 Lone Working**

Recent publicity by the British Security Industry Association's (BSIA) Lone Worker Forum highlighted the need to implement robust solutions to reduce the risk of prosecution should an incident occur. It highlighted that employees need to ensure that systems for lone workers is a key measure in order to provide both safeguards and also reassurance to the people involved.

#### **1.4.4 Fees for Intervention**

The first Fees for Intervention went out in the week commencing the 21st January 2013 and the total sum invoiced from October to November was £727, 644.81. Details are,

- 10% of invoices are for values greater than £1K
- 70% of the invoices are for less than £500
- 30% are for less than £200

## 2. RECOMMENDATIONS

### 2.1 Update for 2012/13

No.	Recommendations	I/C	Update
1	To deliver the actions identified for Waste & Environmental Improvement Services as a result of the HSE inspection. This will include the collection of bin bag collections and accident trends around sharp injuries	Operational Director, Community and Environment	HSE have reported that they are satisfied with health and safety arrangements within the service
2	To ensure that all relevant managers have received training in the management of stress within the last 3 years in order that they are able to carry out Stress Risk Assessments	Strategic Directors	Since April, 19 managers have been trained and further courses are planned
3	To ensure that noise and vibration risk assessments are carried out and, if required, review occupational risk assessments in line with results	Strategic Directors	Email sent to relevant OD's & DM's Core Brief publicised
4	To review the current Drugs and Alcohol Policy to ensure that it meets the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007	Personnel / Health and Safety Team	Policy is nearly completed and undergoing consultation
5	In light of the use of the Lone Working monitoring system, managers to review the Lone Working risk assessments and systems to ensure that they are suitable and sufficient	All	See update 3.3
6	Independent Living to review arrangements and risk assessments for manual handling of service users	Divisional Manager Independent Living	There have been 7 incidents since April. All staff are MH trained and risk assessments carried out and reviewed in accordance with service user needs. A Manual Handling People policy including standard risk assessments is now available .
7	Brief new Public Health team on health and safety management processes and arrangements	Health and Safety Team	'On going'
8	To ensure that there are programmes and resources for the maintenance and servicing of equipment	All	'On going'
9	Within the Efficiency Review process where any changes are likely to create material risks to the health and safety of staff or others affected by our actions to ensure that in making the decisions there are auditable records to demonstrate that account has taken to mitigate against the health and safety risks	Management Team	Approved by Management Team on Tuesday 11 <sup>th</sup> September 2012

## 2.2 New Recommendations for 2013/14

### KEY PERFORMANCE INDICATORS

No.	KPI No.	ACTION	I/C
1	1.	To promote the use of the new corporate Stress Risk Assessment system (see 3.1.3)	Operational Directors/ Divisional Managers
2	3.	Review Lone Working Risk Assessments to ensure that they are suitable and sufficient and establish if use of Contact Centre Monitoring system is required (see 1.4.3 & 3.3.1)	Communities Directorate - Operational Directors/ Divisional Managers
3.	4.	Review and update following risk assessments; a) Admin Shared Services – Manual Handling (Objects) (see 4.1.3.1) b) Open Space Services – Slip Trip Fall & Thrown Objects/PPE (see 4.1.3.3) c) Schools – Manual Handling (see 4.1.3.4) Implement and monitor effectiveness of revised measures; d) Independent Living – Manual Handling (People) (see 4.1.3.3) e) School Catering – Manual Handling (Objects) (see 4.1.3.3) General; f) Ensure that there are sufficient resources for the maintenance and servicing of equipment (see 4.1.2) g) Ensure that noise and vibration risk assessments are carried out and, if required, review occupational risk assessments in line with results (carried over from 2012/13 – see 2.1.3)	Operational Directors/ Divisional Managers
4.	5.	Review Occupational Risk Assessments and monitor effectiveness of measures for 'violence and aggression'; a) Adult Care (see 4.2.1.1) b) Children's Residential Care (see 4.2.1.2) c) Rev's & Benefits and One Stop Shops (see 4.2.1.3) d) Primary Schools (see 4.2.1.4)	Operational Directors/ Divisional Managers

### GENERAL ACTIONS

5.	To carry out the biennial review the Corporate Health and Safety Policy (see 1.1)	Chief Executive / Principal Health and Safety Officer
6.	To ensure that health and safety standards of contractors (see 1.3.2) employed by HBC are suitable and sufficient by; a) Employing effective procedures at tendering, employment and employed stages b) Monitoring contractors c) Implementation of agreed actions	Operational Directors/ Divisional Managers/ Procurement & Health and Safety Team
7.	To consider the provision of defibrillators within HBC with a view to developing a corporate approach (see 1.3.2)	Management Team
9.	To ensure that the revised procedures for First Aid Training are implemented (1.4.1)	Divisional Manager Learning & Development

10.	To review the current Drugs and Alcohol Policy to ensure that it meets the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007 (carried over from 2012/13 – see 2.1.4)	Personnel / Health and Safety Team
11.	Brief new Public Health team on health and safety management processes and arrangements (carried over from 2012/13 – see 2.1.7)	Director Public Health/Health and Safety Advisor



### 3. LEAD INDICATORS

#### 3.1 KPI 1. Number of risk assessments completed on corporate systems

3.1.2 An electronic risk assessment system, based on the Intranet, has been 'live' since September 2011. Total number of assessments completed are;

Policy & Resources		Children & Enterprise		Communities	
2011/12	2012/13	2011/12	2012/13	2011/12	2012/13
191	246	64	119	99	197

- To date 167 members of staff have been trained in the use of the system and 562 risk assessments entered onto the system, compared to 363 last year. This is in part due to an increase in the number of Home Working Risk Assessments completed;
- In order to enhance competencies an Elearning Risk Assessment training programme was went 'live' on the 1<sup>st</sup> April 2011 and so far 149 members of staff have been trained. Also, this year 20 members of staff have completed IOSH Managing Safely courses; and
- Although schools do not utilise the system, this year the Health and Safety team has carried out 23 health and safety audits of schools. This covers risk assessments and includes the Grange All Through school. The average score was 83%, which is a significant increase from previous years.

3.1.3 The on-line Stress Risk Assessment went 'live' on the 15<sup>th</sup> October 2012. The total number of Stress Risk Assessments completed are;

Policy & Resources	Children & Enterprise	Communities
24	10	5

3.1.4 The Authority uses an intranet based system to complete workstation assessments (Cardinus). So far 1319 assessments have been completed and there has been a significant reduction in the number of low risks to 70% this year; compared with 56% last year.

#### 3.2 KPI 2. Number of Near Misses KPI 3.

3.2.1 Total number of near misses reported within the last 3 years are:

2010/11	2011/12	2012/13
6	5	10

### 3.3 KPI 3. Number of officers who are registered on the Lone Working Monitoring System and are utilising the system

3.3.1 Lone Working – Contact Centre Monitoring update [comparative period September to February]

	2010/11		2011/12		2012/13	
	Registered Users	No's Using System	Registered Users	No's Using System	Registered Users	No's Using System
<b>Policy &amp; Resources</b>	49	13	48	22	49	23
<b>Children &amp; Enterprise</b>	111	25	139	22	157	85
<b>Communities</b>	175	17	205	26	123	29
<b>TOTAL USERS</b>	335	55	392	70	329	137
<b>% OF USE</b>	16%		17%		41%	

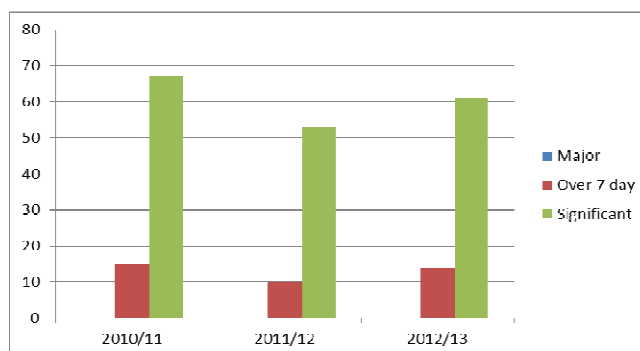
- 54 Lone Working Risk Assessments have been entered onto the Corporate Risk Assessment system;
- There has been a 40% reduction in the number of Communities registered users. As a result of an instruction from senior management, measures are in place to re-register users and also increase use of the system; and
- Within Children & Families Operational Services managers have reinforced the use of the system and have identified procedures to improve effectiveness, i.e. different SIM cards (Network providers) for staff in Runcorn and Widnes. Also, a number of Personal Safety Training courses have been delivered to the teams. This has resulted in an increase of use of the system, from 16% last year to 54% this year.

#### 4. REACTIVE ['Lagging'] INDICATORS

##### 4.1 KPI 4. Number of Significant and RIDDOR Reportable Accidents

4.1.1 The number of accidents that took place this year compared with the last two years are:

Directorate	Major	> 7-Day	Significant
Policy & Resources	0	1	12
Children and Enterprise	0	2	7
Communities	0	11	42
<b>TOTAL YTD 2012 / 2013</b>	<b>0</b>	<b>14</b>	<b>61</b>
<b>TOTAL YTD 2011 / 2012</b>	<b>0</b>	<b>10 (&gt; 3day)</b>	<b>53</b>
<b>TOTAL YTD 2010 / 2011</b>	<b>0</b>	<b>15 (&gt; 3day)</b>	<b>67</b>

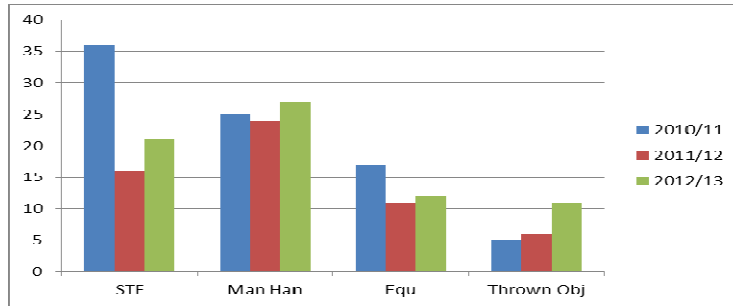


- There were no 'major injuries' and there has been a slight increase in over 7-day injuries, although RIDDOR was changed in April 2012 from over 3-day injuries.

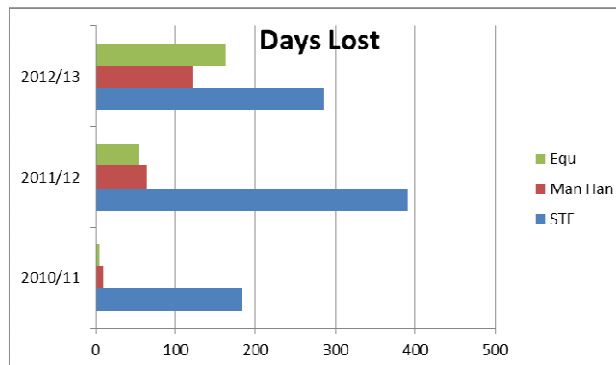
##### 4.1.2 Accident Categories

- A further breakdown of the categories of incidents are as follows,

Main Categories	Accidents		
	10/11	11/12	12/13
1. Slips, trips and falls	36	16	21
2. Manual handling	25	24	27
3. Use of equipment	17	11	12
4. Thrown object	5	6	11



Main Categories	10/11	11/12	12/13
1. Slips, trips and falls	183	390	285
2. Manual handling	9	64	121
3. Use of equipment	50	54	163



- The total days lost are 735, with 508 in 2011/12 and 257 in 2010/11;
- The total number of incidents leading to days lost is 38, including violent incidents. This equates to 8 accidents to every 1,000 employees;
- It does not take account of school accidents with a total of 77 days lost and two manual handling accidents resulting in 69 days lost;
- There has been a decrease in the number of slips trips and falls accidents/days lost. Of these 9 incidents took place inside premises with 10 outside;
- 64% of the days lost can be attributed to,
  - a) A slip trip fall incident resulting in 203 days lost
  - b) A physical violent incident resulting in 154 days lost
  - c) Two incidents involving use of equipment resulting in 120 days lost
- Last year the increase was due to 2 slips trips and falls accidents resulting in 341 days lost and these were due to snow and icy conditions; and
- There has been a significant increase in,
  - a) Severity of injuries involving manual handling, with all but one involving the lifting of objects
  - b) Severity of injuries involving use of equipment. This is across several service areas

#### 4.1.3 Accident Trends

##### 4.1.3.1 Policy & Resources

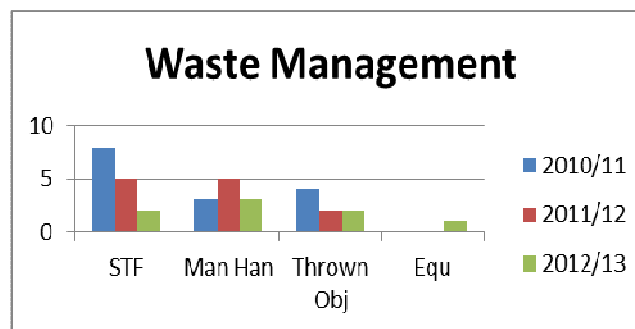
There has been an increase in manual handling accidents within Admin Shared Services.

#### 4.1.3.2 Children & Enterprise

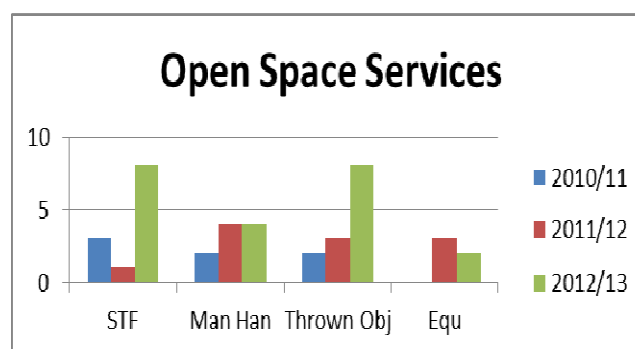
- There have been several incidents (including near misses) across the Directorates that are office or property related. In order to address these areas Property Services continue to carry out annual Condition Audits of properties and individual services carry out annual Environmental and Fire Risk Assessments addressing housekeeping risks, utilising the corporate Risk Assessment system.

#### 4.1.3.3 Communities

- Accidents within the Communities Directorate reflect the higher risks involving front line operational services;
- 7 manual handling of service users accidents occurred within the Independent Living team, compared with 10 last year. A review has taken place of procedures and this has led to a decrease of incidents since September 2012. Also a Manual Handling of People Policy has been developed with a revised risk assessment process;
- Over the past two years there has been a decrease in the number of accidents within Waste Management, particularly around manual handling with 5 sharp injuries involving bag collections last year and none this year. See below chart;



- There has been an increase within Open Space Services particularly involving thrown objects with 8 this year and 3 last year. 5 of these involved items being flicked into face or body behind PPE. Another increase involves slips, trips and falls with 8 this year and 1 last year. See below chart;



- There has been an increase in manual handling accidents within School Catering with 4 this year and none last year. The service is carrying out a full review of risk assessments and in June is providing health and safety training to all kitchen supervisors.

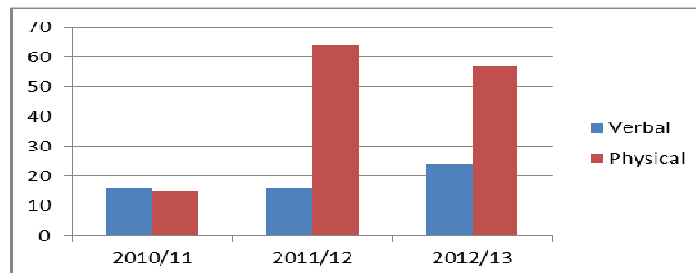
#### 4.1.3.4 Schools

- There was one significant accident involving a caretaker working at heights. As a result the Schools Working at Heights policy has been reviewed and a schools circular sent to all schools;

- There has been a decrease in incidents involving school staff, although there has been increase in manual handling accidents;
- In order to address sports accidents for pupils, the Health and Safety team have developed and circulated templates of Sports Risk Assessments in line with national guidance;
- A schools bulletin has been sent to schools regarding prevention of trapped fingers in doors for vulnerable pupils; and
- A school implemented the 'lock down' procedure as a result of an external threat. The debrief highlighted how effective the procedure was in protecting staff and pupils.

#### 4.2 KPI 5. Number of Violent Incidents

Directorate	Verbal	Physical
Policy and Resources	5	0
Children and Enterprise	15	9
Communities	4	48
<b>TOTAL 1/4/12 to 31/3/13</b>	<b>24</b>	<b>57</b>
<b>TOTAL 1/4/11 to 31/3/12</b>	<b>16</b>	<b>64</b>
<b>TOTAL 1/4/10 to 31/3/11</b>	<b>16</b>	<b>15</b>



#### 4.2.1 Further Information:

##### 4.2.1.1 Communities

- Physical incidents are mainly due to two service users who are responsible for 42 physical incidents. The first involved 22 incidents (25 last year) and the other 20 incidents (51 last year). Both 'service users' are supported by the Council's Supported Housing Network for people with learning disabilities and are supported to live in the community. They continue to increasingly enjoy an ordinary life and there have been less frequent incidents, with a reduction of 50% for one compared to last year. The Council's Positive Behaviour Support Service provides support for these individuals and their staff teams. Both sets of staff have been given extensive training in Positive Behaviour Support and have robust plans in place to reduce incidents of increasingly inappropriate behaviour. Staff are also given regular mentoring with weekly visits to one service user and telephone support to the team manager. Risk assessments have been completed and both staff teams have a very low staff turnover. Historically individuals who present such challenges to services have been placed in 'specialist residential'

placements or they are supported by the independent sector. Recently an adult abuse scandal, which took place at a residential setting (Winterbourne View), has caused the Department of Health to conduct an inquiry. The recommendations include people who present with such difficulties should be living in their local community with local support;

- Stadium – 7 teenagers entered stadium fitness, were verbally abusive to staff, physically attacked security guard, caused damage to property and left before the police arrived. **Security arrangements reviewed and updated**; and
- An incident involved sexual assault/inappropriate touching by a male ‘service user’ on a Care Worker whilst working nights. **Member of staff offered support including a change of work venue. Risk assessments have been reviewed and several protocols are in place.**

#### 4.2.1.2 Children & Enterprise

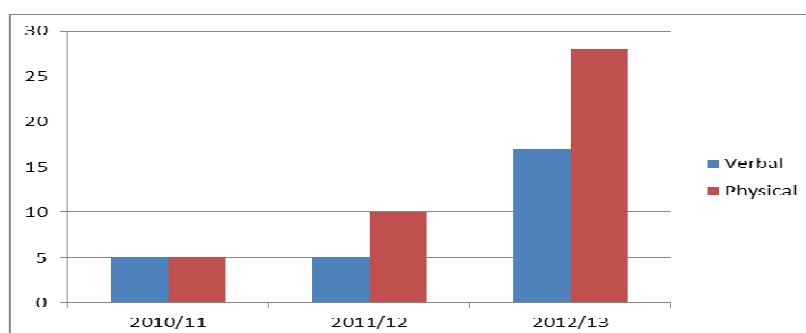
- There has been an increase in verbal incidents involving Children & Families Operational Services. **Actions as per 3.3.1**;
- A female member of staff was subject to a number of obscene phone calls (x10) from a service user. **Risk Assessment completed, service user entered onto the Corporate Caution List reassigned to male employee**; and
- 7 physical incidents involved Residential Care staff. **Both occupational and behavioural risk assessments have been reviewed and support provided to staff.**

#### 4.2.1.3 Policy & Resources

- There were 3 verbal incidents to Benefits officers involving threats and abuse and 2 further incidents involving a service user who followed staff. **Support given to staff and occupational risk assessments for the One Stop Shops and Welfare Rights have been reviewed with additional control measures implemented**

#### 4.2.1.4 Schools

Schools	Verbal	Physical
<b>TOTAL 1/4/12 to 31/3/13</b>	17	28
<b>TOTAL 1/4/11 to 31/3/12</b>	5	10
<b>TOTAL 1/4/10 to 31/3/11</b>	5	5



- There has been an increase of physical incidents involving teachers by pupils during lessons. 24 of the physical incidents took place in Primary schools and with two Primary schools reporting 17 of these incidents (9 & 8). Majority of incidents involved teachers. **Head teachers have enforced discipline with the respective pupils, in some cases excluding them.**