

ABERDEEN CITY COUNCIL

COMMITTEE	Staff Governance
DATE	1 November 2018
REPORT TITLE	Corporate Health and Safety July- September 2018
REPORT NUMBER	GOV/18/190
DIRECTOR	N/A
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TERMS OF REFERENCE	5.2; 5.3

1.0 PURPOSE OF REPORT

- 1.1** The report summarises statistical health and safety performance information for the three-month reporting period July-September 2018 to provide the Committee with the opportunity to monitor compliance with health and safety legislation.

2.0 RECOMMENDATION

It is recommended that the Committee:

- 2.1 review, discuss and comment on the issues raised within this report; and
2.2 scrutinise and review health, safety and wellbeing policy, performance, trends and improvements.

3.0 BACKGROUND

- 3.1** This report contains statistical information on the three-month reporting period (July-September 2018) and a review of health and safety activities for the same period.

3.2 Incidents (July-September 2018)

3.3 Incident information:

The following table gives a breakdown of incidents across all Functions in Aberdeen City Council.

	1. RIDDOR Reportable employee (including absences over 7 days)	2. Non-RIDDOR reportable employee (absences of 4 to 7 days)	3. Non-RIDDOR reportable employee (absences of 0 to 3 days)	4. RIDDOR Reportable Non-employee	5. Non-RIDDOR reportable Non-employee
AHSCP			6		2
Commissioning					
Customer	1		2		6
Governance					
Operations	1	3	63		27
Place					
Resources					
Total Jul-Sept	2	3	71	0	35

3.438 of the total of 111 incidents were because of physical assault by a service user on an employee. As a proportion of total incidents, the figure for physical assault has reduced from the previous quarter by 29%. The main service area where these incidents occur have introduced a new people centred risk assessment process aimed at reducing these figures.

3.7 For every incident an investigation will be completed to identify root causes and to identify remedial actions. This level of investigation will allow further controls to be put in place, where required, to prevent reoccurrence of a similar incident; also, to better improve the safety management system of the Council this improvement would be shared across the Council to other areas where the same risk exists.

3.8 HSE Reportable incidents (July-September 2018)

3.9 During the reporting period 2 employees were injured in incidents, which required to be reported to HSE which were attributed to slips/trips and falls. And prevented the employee from working for 7 or more days. There were 2 dangerous occurrences, which required to be reported to HSE involving the removal of asbestos containing material from ACC properties.

3.10 Incident (reportable employee) frequency rates

Period – Quarterly	Reportable Incident rate	Reporting period
July-Sept 2018	0.23	2018/19

The above figures are calculated using the formula:

$$\text{Incidence rate} = \frac{\text{RIDDOR injuries per year}}{\text{Employment}} \times 1000$$

3.11 This figure has decreased from the reported figure last quarter (Apr-Jun 2018) from 0.59 when there were 4 RIDDOR reportable incidents. The figure from this corresponding quarter last year was 0.50.

3.12 Reportable Diseases (July-September 2018)

There were no diseases reportable under RIDDOR; as was the case in the corresponding reporting period last year.

3.15 Near Miss information (July–September 2018)

3.16 Many safety activities are reactive, that is, they occur after an injury incident. By reporting near-miss incidents this promotes proactive safety. “Proactive” means raising awareness of potential hazards and mitigation strategies before an injury occurs. Recognising and reporting near-miss incidents can significantly improve employee safety and enhance the safety culture.

3.17 The table below shows relevant near miss information for July-September 2018.

	Near Misses Jul - Sep 2018	Employee at risk Jul - Sep 2018	No review of risk assessment Post-incident Jul - Sep 2018
AHSCP	11	10	9
Commissioning	0	0	
Customer	31	20	28
Governance	0	0	
Operations	81	64	60
Place	3	2	3
Resources	1	0	1
Total	127	96	101

3.18 The relevant line managers reported in 101 of the 127 occasions reported that there was no review of the existing risk assessment following the incident although there are risk assessments in place. This review is not always legally required but it would be best practice for it to be carried out. The relevant risk assessment and incident investigation training courses have been changed to include information that this review is an explicit requirement in ACC procedures.

3.19 Overall the number of near misses increased slightly, from 108, when compared to the same period last year.

3.20 Enforcement interventions (HSE / SFRS)

3.21 There are occasions where HSE and Scottish Fire and Rescue Services (SFRS) contact Aberdeen City Council to request further information or ask for action to be taken. HSE interventions are usually to request further information on work tasks following a complaint or to investigate a serious incident which has been reported. SFRS interventions usually follow an audit visit they have carried out of Aberdeen City Council properties where they have found fire safety issues.

3.22 The intervention figures for the corresponding period last year was 2 HSE and no SFRS interventions.

3.23 Health and safety training

3.24 A selection of training has been delivered over this quarter through the health and safety development programme.

Course – face to face (July – September 2018)	Number of courses	Number attended
First Aid (EFAW) 1 day	13	40
First Aid (FAW) 3 day	1	2
First Aid (FAW) 2 day Requalification	1	6
Evac Chair Operator Training	3	12
Fire Extinguisher Training	2	17
Developing Personal Resilience	1	8
Personal Wellbeing	4	40

Course – eLearning (July – September 2018)	Number of completions within the period July, August, September 2018
Basic Health and Safety Awareness	66
Asbestos awareness	72
Fire safety awareness	308
Fire warden responsibilities	40
Food hygiene L2 certificate	42
Moving and Handling Module 1- object handling	20
Moving and Handling Module 2 - object handling	26
Moving and Handling Module 3 – People handling	12
Prevent	203
Stress Awareness for Managers	20
Display Screen Equipment E-Learning	24

3.25 Most Clusters hold local records where employees training records are held. Work is being undertaken to transfer these records to the central

organisational database (CoreHR). This work will allow the organisation to provide an accurate report on the percentage of training completed against the identified training needs analysis. This will involve identifying the compulsory skills and training required for each job role.

3.26 Fire risk assessment

3.27 Fire risk assessments are completed on a rolling 5-year programme. A total of 27 fire risk assessments were completed during this reporting period of which 9 of were completed of Bon Accord Care premises. The overall average compliance score was 85%, which compares to 83% in the same reporting period last year.

3.28 Health and Safety Audits

3.29 The overall average audit score for all audits completed in a reporting quarter and for this reporting period was 72%.

3.30 The average figure has increased from the last four reporting quarters; being between 60% and 66%. There is still however a need for the remedial actions identified in each audit to be implemented by the auditee. It is equally important that the message is shared with other managers within the Cluster to ensure that they are also compliant. This should allow the safety management performance to improve and therefore the average figure to increase as the same issues would not reoccur.

3.31 Compliance Monitoring

3.32 A process of compliance visits has been carried out over the period looking at risk topics such as premises security, personal protective equipment, driver checks, provision and use of work equipment, manual handling operations, etc. The average score for all compliance visits completed was 82%. Again, the lessons need to be implemented and shared to ensure that employees and members of the public's safety is not being endangered. The average score for the same period last year was 94%; this score was for different topics so it is difficult to reach an exact comparison.

3.33 Health and safety policies and guidance

3.34 There were no policies or procedures reviewed this reporting quarter.

3.35 Work-related absence

3.36 The sections below detail the absence levels for both work-related injury and stress.

3.37 Mental health

3.38 The percentage of employees by headcount who were absent for this period reported as being for mental health issues is 1.68%. The trend in this figure has remained relatively constant over a period of transition for the

organisation. The completion of Quality of Working Life risk assessments by all line managers who have teams or employees who are likely to be pressured in their jobs could help in identifying work-related causes. This should especially be the case where employees are absent for work-related reasons to potentially prevent others from being similarly affected.

3.39 Physical Injury

3.40 The percentage of employees who are absent following a work-related injury is very low at slightly over 0.15% of the headcount workforce, which is the same as the previous reporting period.

4.0 FINANCIAL IMPLICATIONS

4.1 There are no direct Financial implications arising from the recommendations of this report. Analysis of the causes of the incidents, near misses and work-related absences and resultant improvements to prevent, where possible, reoccurrences, can reduce the financial exposure to the Council.

4.2 An effective health and safety management system in which risks are identified and either eliminated or reduced will result in a reduction of costs to the organisation.

4.3 If the Enforcing Authorities take a case to court against Aberdeen City Council for breaches of legislation then it could leave the Council liable to pay any fine or damages imposed and also for the costs of any subsequent civil claim, which follows where an individual has suffered personal injury.

5.0 LEGAL IMPLICATIONS

5.1 Health and safety legislation requires that an organisation has a suitably robust safety management system to ensure the health safety and welfare of their employees. Where any incident is of sufficient seriousness there is the potential that the Enforcing Authorities will become involved and carry out their own investigation into the circumstances of the incident. Any investigation could result in prosecution of the organisation and in some cases prosecution of managers and/or employees.

6.0 MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	The risk is that any incident has the potential to bring a reduction in the overall budget in place to provide service delivery.	M	All tasks are risk assessed and the controls implemented and supervised by line managers. All employees are trained to a level where they are competent to carry out the work
Legal	There is the risk that any injury or serious health and safety incident could result in focus from the Health and Safety Executive which could result in enforcement action in the form of notices or prosecution.	M	As above.
Employee	The risk is that any health and safety incident can lead to an injury to an employee which could have the potential to temporarily or permanently affect either or both their employment or their life.	M	As above. If the task has been risk assessed; employees are trained, competent and supervised then there should be less likelihood of incidents.
Customer	The risk to our citizens is that we are unable to provide the same level of service delivery due to staff absences from illness and injury sustained during their work. Also there is the possibility of a reduced budget due to the associated financial costs.	M	Reducing the number of incidents will reduce the number of absences and the subsequent costs to the Council.

Reputational	Local and National press coverage of any incident can present reputational damage to the organisation.	M	Should be provided by each Function having a robust safety management system in place. There are many facets to this which are important starting from ensuring employees are trained and competent, every hazard is risk assessed and up to carrying out investigation of near misses to ensure controls are reviewed to consider whether remedial actions are required.
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7.0 OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	Local Authorities play a key role in local economic growth, e.g. investment in local infrastructure. Any detriment to this investment would have a detrimental effect on this investment. Therefore any financial burden placed on the organisation in the form of legal costs and punishment; staff absence which affects service provision can lead to a lesser level of funding for investment. The aim should be to be an organisation who considers the health and safety of its workforce to be paramount and a key element in service delivery. This focus is one key in having an engaged workforce and all the additional benefits associated with this; it will also reduce the likelihood of legal challenges and their associated costs.
Prosperous People	The workplace is an environment in which most adults spend a substantial fraction of their time. It has the potential to have both positive and negative influences on their health and well-being. Where there are continuing trends of incidents there is the risk that employees become disengaged with the organisation as they feel that there is no concern for their safety. There are many additional strands from disengaged employees: poor customer

	service, increased absence rates and reduced productivity.
Prosperous Place	An engaged workforce is best-placed to provide good service delivery to the residents of the City. Any financial penalties imposed by poor health and safety practices impacts on the provision of public services, especially in an environment of reducing budgets. The provision of good service to the residents would result in good public opinion, which would benefit the City, which can extend outwardly to visitors and businesses seeking to inwardly invest.
Enabling Technology	<p>Each Function conducting an exercise where they conduct a skills and training analysis of their workforce with the results populating a skills and training matrix would benefit the organisation and give assurance that they have a workforce who have the competence levels to continue to provide Services in a safe manner.</p> <p>The current electronic reporting system can be utilised to assess where trends are apparent, and resource placed there to improve safety management systems.</p>

Design Principles of Target Operating Model	
	Impact of Report
Governance	This report gives the committee the opportunity to gain assurance that the Functions are managing health and safety effectively. This can be done by scrutinising the level of incidents as a trend and being allowed the opportunity to question relevant managers. Figures on audits, compliance monitoring and training which will allow the committee to gauge the effectiveness and suitability of the safety management system.
Workforce	The report gives the committee the opportunity to improve the health and safety management system, which would in turn reduce the risks to employees of being involved in an incident.

Process Design	This can allow the committee to identify where processes are failing to address safety risks.
Partnerships and Alliances	The report to committee allows Trade Unions, elected members and officers to collaborate on potential improvements to the Council's health and safety arrangements.

8.0 IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	EHRIA not required
Privacy Impact Assessment	Not required
<u>Children's Rights Impact Assessment/Duty of Due Regard</u>	Not applicable

9.0 BACKGROUND PAPERS

N/A

10.0 APPENDICES

N/A

11.0 REPORT AUTHOR CONTACT DETAILS

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