

ABERDEEN CITY COUNCIL

COMMITTEE	Staff Governance Committee
DATE	18 June 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Corporate Health and Safety January - March 2019
REPORT NUMBER	GOV/19/270
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Colin Leaver
TERMS OF REFERENCE	Remit – 4.1 - 4.6

1. PURPOSE OF REPORT

- 1.1 The report summarises statistical health and safety performance information for the three-month reporting period January – March 2019 to provide the Committee with the opportunity to monitor compliance with health and safety legislation.

2. RECOMMENDATIONS

That the Committee: -

- 2.1 Review, discuss and comment on the issues raised within this report;
- 2.2 Scrutinise and review health, safety and wellbeing policy, performance, trends and improvements; and
- 2.3 Note that future reports will provide comparative performance data.

3. BACKGROUND

3.1 This report contains statistical information on the three-month reporting period (January-March 2019) and a review of health and safety activities for the same period. The information presented takes account of the recent audit of health and safety compliance and reporting to this Committee will demonstrate improvements in performance.

1. All incidents involving employees and members of the public (serious and minor)
2. HSE Reportable Incidents
3. Reportable Diseases
4. Near Miss Information
5. Enforcement Interventions
6. Fire Risk Assessment
7. Health and Safety Audits
8. Compliance Monitoring
9. Health and Safety Policies and Guidance

Incidents (January – March 2019)

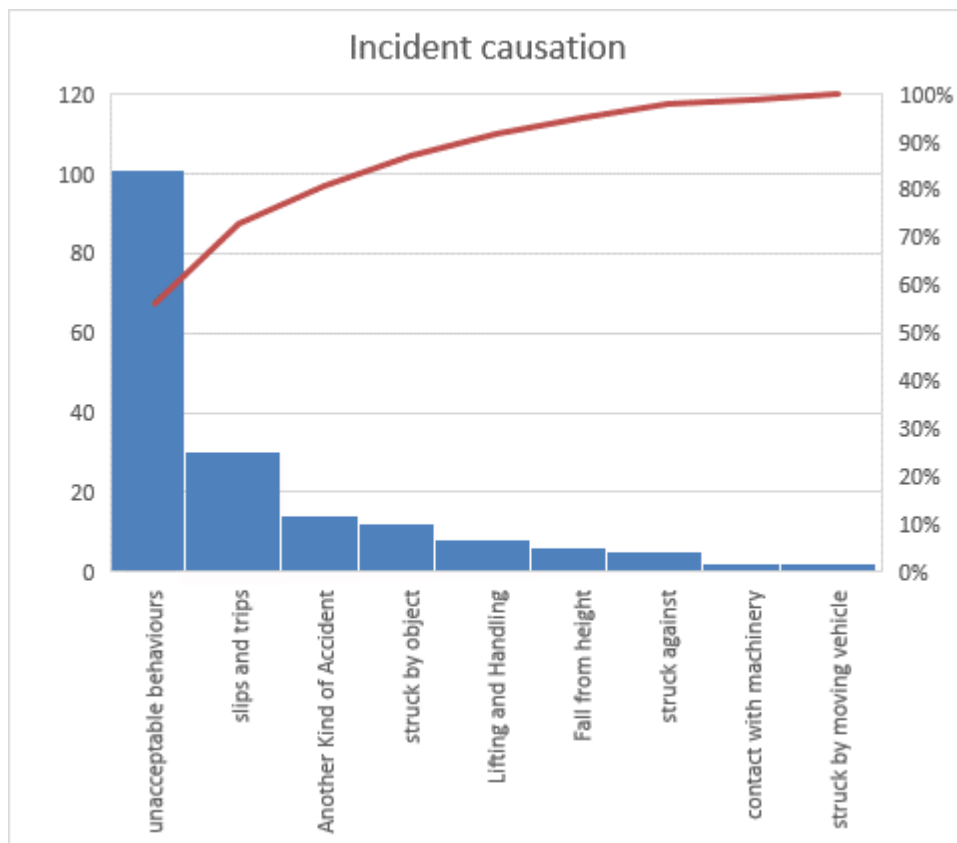
3.2 Incident information:

The following table gives a breakdown of all incidents across all Functions in Aberdeen City Council. Total incidents involving employees decreased by 19% for the equivalent reporting period in 2018:

Cluster	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	Total
AHSCP	0	0	2	0	3	5
Older Adult Services	0	0	2	0	2	4
Younger Adult Services	0	0	0	0	1	1
Commissioning	0	0	1	0	0	1
Commercial & Procurement	0	0	1	0	0	1
Customer	0	0	3	0	3	6
Customer Experience	0	0	1	0	3	4
Early Intervention and Community Empowerment	0	0	2	0	0	2
Governance	0	0	1	0	0	1
Operations	3	2	122	0	37	164

Cluster	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	Total
Operations and Protective Services	1	1	15	0	0	17
Integrated Children and Family Services	2	1	107	0	37	147
Place	0	0	1	0	1	2
Strategic Place Planning	0	0	0	0	1	1
City Growth	0	0	1	0	0	1
Resources	0	0	0	1	0	1
Corporate Landlord	0	0	0	1	0	1
Total Jan-Mar	3	2	130	1	44	180

3.3 Incident causation is detailed in the table below. The blue bars show the number of incidents for each cause in descending order. The red line shows the accumulative percentage total. For instance, 53% of the incidents were attributed to unacceptable behaviours, this increases to 74% when slips and trips are added.



- 3.4 The largest percentage of incidents reported is related to unacceptable behaviours, which is a range of actions towards employees which the organisation defines as unacceptable. These are defined in the Unacceptable Action Policy:
- Aggressive or abusive behaviours
 - Unreasonable demands
 - Unreasonable levels of contact
- 3.5 Work is being carried in the relevant service areas to review policies and procedures and identify training which can assist employees in de-escalating issues quickly.
- 3.6 When an incident is reported the corporate system generates an investigation report which the reporting officer is required to complete. This report highlights categories of criteria which require to be considered including root cause, actions identified and completion dates. These investigation reports are reviewed and where non-compliant the reporting manager is contacted to advise on the need to complete and to be offered assistance with their investigation. For incidents where there is a requirement to RIDDOR report to HSE then the reporting manager is assisted in completing their investigation.

HSE Reportable incidents (January - March 2019)

- 3.7 During the reporting period 3 employees and 1 member of the public were injured in incidents, which required to be reported to the Health and Safety Executive.
- 3.8 Every RIDDOR incident has been followed up by the corporate health and safety team to get assurance that the correct causation and remedial actions been identified; also, that these remedial actions have been implemented. The checks on all 4 incidents have confirmed that these elements were all completed correctly.

Incident (reportable employee) frequency rates

Period – Quarterly	Reportable Incidence rate	Reporting period
Jan-Mar 2019	0.5	2018/19

- 3.9 The above figures are calculated using the formula:

$$\text{Incidence rate} = \frac{\text{RIDDOR injuries per period}}{\text{Number of employees}} \times 1000$$

- 3.10 This figure has decreased from the reported figure for the corresponding period last year (Jan-Mar 2018) of 0.87 when there were eight RIDDOR reportable incidents.

Reportable Diseases

- 3.11 There were no diseases reportable under RIDDOR; which was also the case in the corresponding reporting period last year.

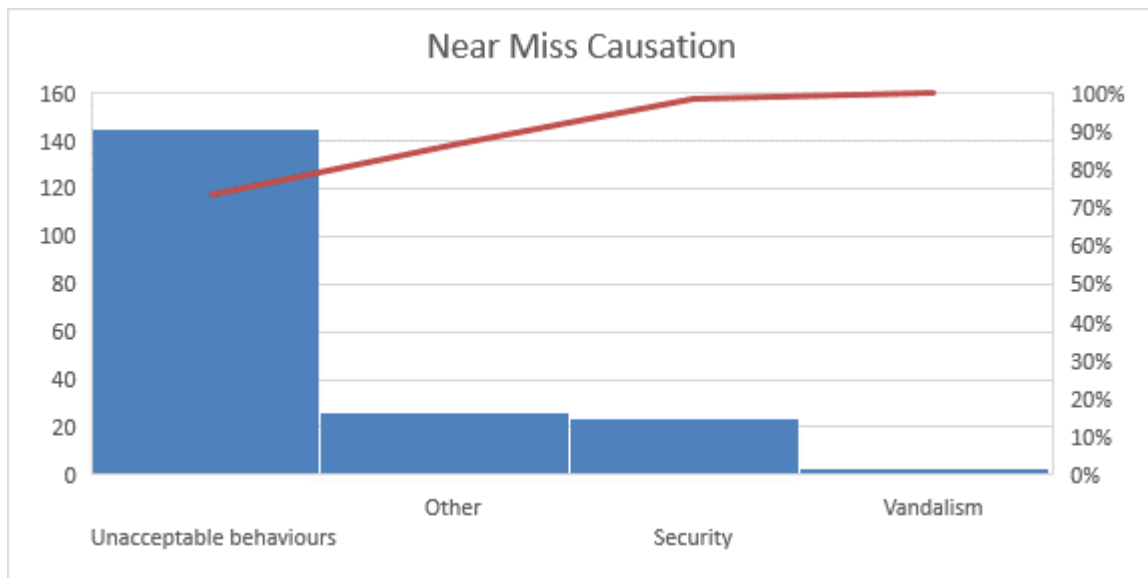
Near Miss Information

- 3.12 Many safety activities are reactive, that is, they occur after an injury incident. By reporting near-miss incidents this promotes proactive safety, thereby 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.

- 3.13 The table below shows relevant near miss information for January – March 2019.

Function	Cluster	Near Misses Jan-Mar 2019 Cluster	Near Misses Jan-Mar 2019 Function
AHSCP			13
	Older Adult Services	13	
Customer			25
	Customer Experience	10	
	Early Intervention and Community Empowerment	15	
Operations			159
	Integrated Children's and Family Services	142	
	Operations and Protective Services	17	
Place			1
	City Growth	1	
Total			198

- 3.12 The overall number of near misses increased from 145 for the same reporting period last year. The table below shows the percentages for near miss causation.



Enforcement interventions (HSE / SFRS)

- 3.13 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 with regard to the way Aberdeen City Council undertake their legal duties.
- 3.14 There was one intervention with HSE in this reporting period. HSE were satisfied with the controls we already had in place so did not have any further recommendations. This intervention did not incur any fee for intervention charges as there was no material breach.
- 3.15 There were five interventions with SFRS this reporting period due to their annual audit inspection of care homes in the area. These audits identified several issues which had already been identified in ACC's own fire risk assessment process. These actions were already underway to ensure future early compliance.

Fire risk assessment

- 3.16 Fire risk assessments are completed on a rolling 5-year programme. A total of 27 fire risk assessments were completed during this reporting period. The overall average compliance score was 86%.

Health and Safety Audits

- 3.17 The overall average audit score for all audits completed in a reporting quarter and for this reporting period was 79%.
- 3.18 The average figure has improved over the last four reporting quarters; those being between 63% and 72%. Currently the report is shared with each auditee and identified senior managers within each cluster. However work is being undertaken with Business Intelligence through their data forum procedures to

enable a recording and reporting system to be developed, which will allow reports to be available identifying actions which have not been completed by the required compliance date. This will allow the Function Health and Safety Groups to scrutinise the reports and hold responsible officers accountable. This should result in improvements to safety management, monitored through health and safety improvement plans.

Compliance Monitoring

- 3.19 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, lifting equipment, workplace inspection and work at height. The average score for all compliance visits completed was 84%. Again, the lessons need to be implemented and shared to ensure that employees and members of the public's safety is not at risk. The average score for the same period last year was 68%; this score was for different work activities so it is difficult to reach an exact comparison.

Health and safety policies and guidance

- 3.20 The document management system has been in development and has identified 11 policies and procedures which will be reviewed in this next fiscal year. The initial work on an asbestos management plan which will provide the framework for the organisation's management of asbestos is in the first draft stage. This includes an asbestos policy and will be the umbrella document under which each Cluster's asbestos procedure will sit.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report.

5. 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. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	The risk is that any incident has the potential	M	All tasks are risk assessed and the controls implemented

	to bring a reduction in the overall budget in place to provide service delivery.		<p>and supervised by line managers.</p> <p>All employees are trained to a level where they are competent to carry out the work.</p> <p>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.</p> <p>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.</p> <p>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.</p>
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	M	As above. If the task has been risk assessed; employees are trained, competent and supervised then there should be less likelihood of incidents.

	or both their employment or their life.		
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.

7. 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	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. The current electronic reporting system can be utilised to assess where trends are apparent, and resource placed there to improve safety management systems.

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. IMPACT ASSESSMENTS

Assessment	
Equality & Human Rights Impact Assessment	EHRIA not required
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not required

9. BACKGROUND PAPERS

N/A

10. APPENDICES

N/A

11. REPORT AUTHOR CONTACT DETAILS

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