

CABINET

17 SEPTEMBER 2019

ANNUAL HEALTH AND SAFETY REPORT: April 2018 to March 2019

Report of the Strategic Director of People, Partnerships and Communications,

1.0 Purpose of Report

- 1.1 A summary health and safety report is produced for Cabinet every year to review the management of health and safety at work within the Council.
- 1.2 This report refers to the period April 2018 to March 2019; however, some of the incident statistics cover April 2016 to March 2019 in order to provide some medium-term context to the data.

2.0 Description of Decision (Recommendations)

- 2.1 It is recommended that Cabinet note the content of the Annual Health and Safety Report: April 2018 – March 2019, and refer the report to Council for information.

3.0 Background

- 3.1 This report follows a standard format, detailing significant health and safety events, incidents reported to the Health & Safety Executive, Council-wide initiatives to improve health and safety performance as well as information from formal health and safety audit/inspection reports used to maintain and challenge the Council's health and safety management system.

4.0 Significant Health and Safety Incidents during 2018/19

4.1 Cremator installation – May 2018

A "near miss" occurred over the weekend of the 27th and 28th May 2018 due to the unsafe condition in which a cremator was left by a contractor commissioned by the Council to carry out the installation of a new cremation and abatement plant at Sunderland Crematorium.

The consequences of a collapse could have been major injuries/fatality to the contractor's or council employees and fire within the building, which may have compromised the safety of other people.

This incident was also considered in the context of an earlier near miss at the start of the contract, regarding the removal of an old gas cremator.

Steps were taken to ensure that the Principal Designer and the Principal Contractor complied with their duties for the remainder of the project. This resulted in extra scrutiny to the adequacy of the risk assessments, with feedback given to client officers where necessary and additional monitoring to check that employees were working in accordance with risk assessment controls and changes were made to the procurement process to ensure that contactors understand their legal obligations and in particular in relation to CDM 2015.

4.2 Port of Sunderland – Fall from Height – June 2018

A team of Port Operatives were discharging steel slabs from the cargo hold of a ship. As this lift was being carried out the load slowly began to turn. The injured person (IP) stepped backwards to ensure he was clear of the lift when he tripped, lost his balance and fell approximately 6ft landing in a void between the steel slabs. This incident was notified to the HSE under RIDDOR as an over 7-day injury.

Operatives are instructed to fill the voids created when the steel slabs are removed with fall arrest bags before continuing with work thus preventing/reducing the risk of falls from height. This is communicated by the supervisor to all operatives involved in the discharge via toolbox talks every morning before work commences. On-going supervision is provided during the discharge of the vessel, including on the quay and in the cargo hold. This discharge was 5 days in and the IP had attended all 5 toolbox talks and has stated that he had identified the void but had taken no action.

All staff (including Agency) involved in work activities where a fall from height is identified as a significant hazard will complete Work at Height Training which is refreshed periodically.

Where it is identified that an employee is not following safe working procedures follow up action will be taken by the manager to ensure the safety of all those involved in a work activity.

Risk Assessments and operating procedures have been updated to include the hazard of working at height and adequate controls identified and implemented.

4.3 Port of Sunderland – Explosion of pontoon resulting in a fatality to a contractor – July 2018

This investigation is on-going and subject to legal privilege therefore no details can be disclosed.

A Pre-Inquest Review will be held in the Coroner's court in October 2019.

4.4 Falling tree and lamp post in Roker Park – September 2018

During gale force winds which were affecting most of the UK (wind speeds of up to 75 mph) an Ash tree failed at the base causing it to fall. It was reported that a branch of the tree had struck a member of the public on the head causing a laceration. Trees in the park were inspected and identified remedial works carried out.

The incident was not notified under RIDDOR as the IP's personal details (name address etc) were unknown; the incident was not witnessed at the time, but immediately afterwards.

Emergency works were carried out to make the tree safe. Remaining trees were surveyed and some remedial works, post storm carried out.

A 5m high heritage style cast iron light column had collapsed leaving exposed electrical cables; the collapse was a consequence of corrosion around the column base. All columns were inspected and 19 were replaced. Although this was a near miss it highlighted that all of the lighting columns within the park had not been included in the maintenance schedule for many years. Columns are now subject to periodic inspection going forward.

4.5 Houghton Feast Parade – October 2018

During the Saturday pedestrian and vehicle parades there were a number of incidents noted by the Event Safety Co-ordinator.

The Council's Health and Safety Manager raised concerns regarding the management of safety issues for this parade event with the event organiser.

It was recommended that roles, responsibilities and liabilities for the parade event were reviewed, with the aim that the primary management responsibility for the event is either directly given to the Council's Events team or that specific contractual arrangements are agreed and understood before the planning of the next year's event. A meeting has taken place to address these issues.

4.6 SCAS Hoist Failure – October 2018

A hoist fell from its overhead tracking whilst transporting a customer. A Support worker was hoisting a customer from the floor in the sensory room towards the door exiting the sensory room and leading to the hallway. The customer was successfully hoisted until he reached the door area, when at this point the customer dropped to the floor. The customer did not appear to be hurt but staff called paramedics as a precautionary measure. Paramedics attended the site and confirmed the customer had not sustained any injuries.

The system used to ensure that all lifting equipment is inspected under Lifting Operations & Lifting Equipment Regulations (LOLER) had failed.

The LOLER inspection system has been reviewed and made more robust so that all equipment is tested within specified timescales.

4.7 Member of Public found semi-conscious in Civic Centre Car Park Basement – December 2018

The IP was found lying in the basement of the car park while under the influence of drugs/drink and was taken to Sunderland Hospital for treatment of his injuries which were not life threatening. It is believed that the IP fell a short distance from a vehicle ramp leading to the basement. This ramp is closed off by a barrier and has signage displayed to inform car park visitors that the basement is closed however the "No Pedestrians" signs have faded.

Recommendations were made to management with regard to signage and reducing the gaps between the railings on vehicle ramps to less than 100mm to prevent falls. This work has now been completed.

4.8 Adult Services - Social Worker Assault – February 2019

A social worker within Adult Social Care went to visit a service user. Prior to seeing the service user the social worker attended a meeting and as she left the meeting room with other health professionals she saw the service user in the corridor. Without warning he attacked the social worker. A member of hospital staff was present and performed breakaway training to separate the service user from the social worker. The social worker returned to the workplace and reported the incident to her Line Manager.

A specific risk assessment for the social worker was undertaken and an appropriate protective device identified.

4.9 Health and Safety Enforcement Interventions during 2018/19

There have been no enforcement interventions this year.

5 Council wide Health and Safety initiatives and priorities

The following initiatives and priorities to drive improvements in performance were progressed during 2018/19:

5.1 Development of Employee Protection Register (EPR)

Development of an EPR has steadily progressed over the past year with key milestones reached.

It is anticipated that following the testing process the live system will be operational in late 2019.

5.2 Lone Worker Protection

Lone working can be high risk especially for those staff who work on their own in the community. A project was started to identify lone worker controls that are required to give adequate safeguards and assurances to staff.

The Health and Safety Team are working with service areas to identify: -

- The numbers of lone workers,
- ensuring that appropriate risk assessments are in place
- the types of lone worker protection devices required, the testing of these and associated costs to the council.

5.3 Health & Safety Assurance Framework

A Corporate Health & Safety Assurance Framework has been developed to map the Health & Safety responsibilities that the Council has, establish who is responsible for managing those responsibilities and gather the appropriate assurances that the responsibilities are being fulfilled.

The Assurance Map is based on the 4 Health & Safety risks within the Corporate Risk Profile, in addition to key "Operational" risks which in essence are based on the suite of Health and Safety Codes of Practice.

The results of the assurances gathered through the Framework are reported to the Executive Health & Safety Forum, Chief Officers Group and feed into the Audit and Governance Committee reporting arrangements.

At present there are 5 areas with limited assurance: -

- Premises Management
- Management of driving at work
- Management of workplace transportation
- Lone worker protection
- Employees subjected to physical violence

The Health and Safety Team have prioritised these areas and are working with key staff to address issues.

5.4 Watch Your Step - Slips, Trips, and Falls Initiative

Apart from incidents of violence, slips, trips and falls remain the most common kind of accident reported to the Health and Safety Team. In order to try and reduce the number of slips, trip and falls within the Council, SCAS, TFC, schools and academies the completion of an Introductory STEP training package by all employees will be promoted.

The package provides an easy way to learn about slips and trips, how they are caused, why preventing them is important and how to tackle hazards in the workplace to prevent them from happening. The training is provided in three levels, introductory, intermediate and advanced and has been tailored to suit different work areas.

5.5 Alcohol and Substance Misuse Testing

As an employer the Council has a duty to provide a safe working environment for all employees and to ensure the safety of our customers, visitors and residents. Following feedback from various council officers, service areas and Health and Safety forums it became apparent that there was a requirement for a procedure to determine the council's approach to alcohol and substance misuse. The Alcohol and Substance Misuse Code of Practice was implemented in August 2019. Testing will only take place under the following circumstances:

Post-Incident Testing

Following an accident or incident where one or more employees have been involved in one or more of the following:

- A serious injury
- Motor vehicle incident risk-ranked as high-risk on our premises
- Another incident risk-ranked as high-risk or having the potential to be high risk.

Reasonable Cause Testing

Where an employee is suspected of being under the influence of alcohol or misusing drugs whilst at work.

Testing will be carried out by an experienced independent external organisation accredited to ISO 17025. This is an International Standard to show competence in alcohol and substance testing carried out in the following way:

- A sample of breath will be used to test for alcohol
- A sample of urine or a swab from the inside of the mouth will be used to test for all other substances.
- Testing will be strictly controlled and designed to give accurate results, as well as maintaining the employee's dignity.

5.6 Health and Safety Training for Senior Leaders

The IOSH 'Leading Safely' qualification, which is the nationally recognised and accredited training for senior leaders, will be repeated for Chief Officer Group and Assistant Directors including senior leaders in connected companies.

5.7 Policy, Codes of Practice and Reporting

The Policy and Codes of Practice have all been updated into a more user-friendly format. Regular reviews will continue, as and when changes are required, and as a minimum within a 3-year cycle.

The online incident reporting system (IR1) is now firmly embedded within the organisation and managers are now empowered with regards to incident investigation with reports now, in the main, being completed within specified timeframes.

6.0 Recommended Priorities for 2019/20

The priorities for Health and Safety Management in the coming year are:

- to continue to focus on the implementation of an Employee Protection Register and Corporate lone worker solution;
- the implementation of the Alcohol and Substance Misuse Code of Practice; and
- the refresh and implementation of the Slips, Trips and Falls initiative.

Chief Officers have been asked to ensure that there are robust directorate arrangements in place for health and safety (including with connected companies) with discussions on key issues, such as incident statistics/trend analysis, audit compliance and fire risk assessment findings and to develop and implement health & safety action plans targeting areas of improvement.

7.0 Incident Reporting and Statistics

7.1 [Appendix 1](#) details the incidents reported for 2016/17, 2017/18 and 2018/19 with a total of 1901 incidents occurring in 2018/19.

7.2 Of all major incidents reported, the percentage of incidents that are defined as incidents which are reportable to the HSE under *RIDDOR were 2.25% for 2016/17, 4.03% for 2017/18 and 1.6% for 2018/19.

Due to incidents now being recorded more accurately via the online IR1 system figures for 2017/18 included for the first time incidents other than to those of employees, e.g. members of the public and dangerous occurrences and therefore there was an increase in the volume recorded. This increase has continued through 2018/19 via promotion of incident recording particularly to those of violence and near miss, however and positively, the percentage reported to HSE has decreased to 1.6%.

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

7.3 The total number of reports to the HSE for 2016/17 were 14, for 2017/18 there were 49 and for 2018/19 there were 30.

7.4 The greatest number of RIDDOR incidents reported to HSE are from slips, trips and falls with physical assault and manual handling joint second. Of all incidents reported the highest causes are from physical assault which has surpassed slips, trips and falls.

The Health and Safety team will focus on the underlying causes over the forthcoming year to establish areas for improvement as per the priorities identified in paragraph 6.

7.5 SCAS have the greatest number of incidences of violence however the vast majority of these are “unintentional” or ‘known behaviour’, related to the challenging behaviour of the customers they care for. Changes made to the IR1 system in October 2018 have made the distinction of these incidents easier to record therefore the numbers reported will increase as a result.

8.0 Health and Safety Audit Reports and Statistics

8.1 Each topic of the audit template is suitably weighted and designed to streamline, simplify and ensure consistency across all areas of the organisation, making it easier to compare and benchmark improvements across all service areas. Where necessary, action plans are contained within the audit report that managers receive. The ‘core’ compliance criteria are applied to all areas of the council and trading companies, making the subsequent compliance score directly comparable no matter what service area is audited.

Each Directorate including SCAS and TFC have an audit schedule with all areas receiving an audit every 2 years.

8.2 [Appendix 2a](#) details the total number of health and safety audits undertaken in each directorate for 2018/19 and identifies areas of good practice as well as areas of improvement.

110 audits were carried out with an average compliance score of 82.67% - a score of over 90% gives assurance of best practice with a score of 50% or below indicating that the H&S management system is failing.

8.3 The poorest ten performing Service Areas/Establishments have been identified in the table in [Appendix 2b](#). Arrangements, reports and or action plans have been developed with the service area lead officers to address those non-conformances identified that have a score of less than 60%.

8.4 Core elements with an average score of less than 70% are Health & Safety Training (68%), Lone Working (66%) Manual Handling (60%), Display Screen Equipment (52%), Swimming Pools (50%). These elements will be targeted for improvement across all directorates in the forthcoming year.

9.0 Fire Risk Assessment (FRA) Reports and Statistics

9.1 [Appendix 3a](#) details the total number of fire risk assessments undertaken in all service areas for 2018/19; areas of both non-compliance and compliance have been identified.

9.2 24 FRA's were carried out with an average compliance score of 70.75% - the score only gives an indication of fire management and is not weighted as the audit results are; it is worth noting that even one non-compliance, depending upon the nature, has the potential to fail the Regulatory Reform (Fire Safety) Order.

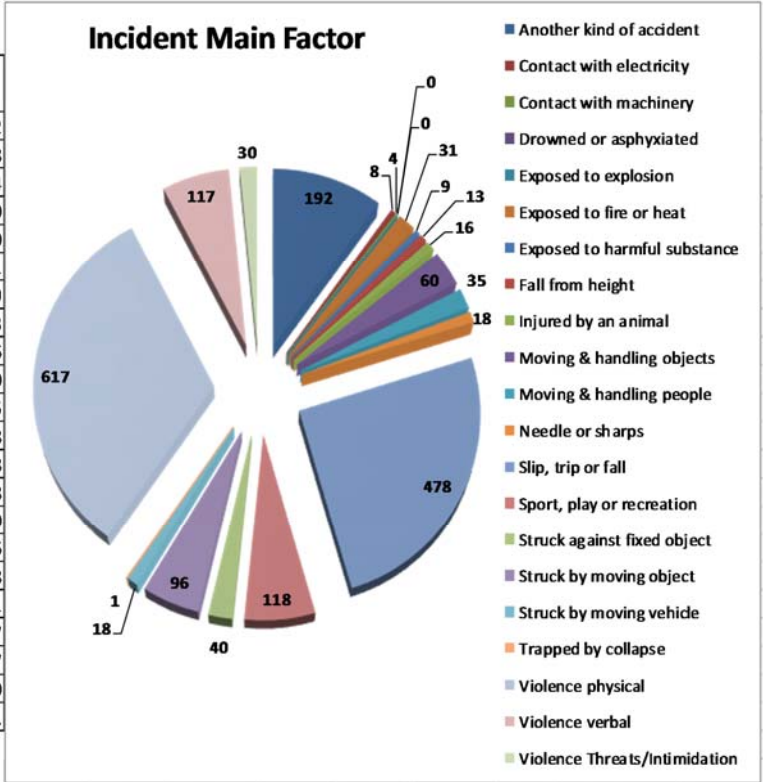
9.3 576 items required improvement with arrangements, reports and or action plans developed with the service area lead officers/premises manager, property services to address those non-compliances identified.

Appendix 1

All Incidents by Type	2018/19				2017/18				2016/17			
	Incidents	%	HSE	Non HSE	Incidents	%	HSE	Non HSE	Incidents	%	HSE	Non HSE
Accident	983	52.54	22	961	777	61.47	44	733	284	44.58	12	272
Dangerous Occurrence	11	0.59	3	8	12	0.95	1	11				
Near Miss	116	6.20	0	116	96	7.59	0	96	9	1.41	0	9
Violence at Work	755	40.35	4	751	369	29.19	2	367	341	53.53	1	340
Work related Ill Health	6	0.32	1	5	10	0.79	2	8	3	0.47	1	2
Total	1871	100	30	1841	1264	100	49	1215	637	100	14	623

All Incidents from 1st April 18 to 31st March 19

Incident Main Factor	Non RIDDOR	RIDDOR	Total Incidents
Another kind of accident	191	1	192
Contact with electricity	7	1	8
Contact with machinery	4	0	4
Drowned or asphyxiated	0	0	0
Exposed to explosion	0	0	0
Exposed to fire or heat	30	1	31
Exposed to harmful substance	9	0	9
Fall from height	11	2	13
Injured by an animal	16	0	16
Moving & handling objects	57	3	60
Moving & handling people	34	1	35
Needle or sharps	18	0	18
Slip, trip or fall	468	10	478
Sport, play or recreation	117	1	118
Struck against fixed object	39	1	40
Struck by moving object	92	4	96
Struck by moving vehicle	16	2	18
Trapped by collapse	1	0	1
Violence physical	614	3	617
Violence verbal	117	0	117
Violence Threats/Intimidation	30	0	30
Total	1871	30	1901
Unintentional/Known Behaviour	163	0	

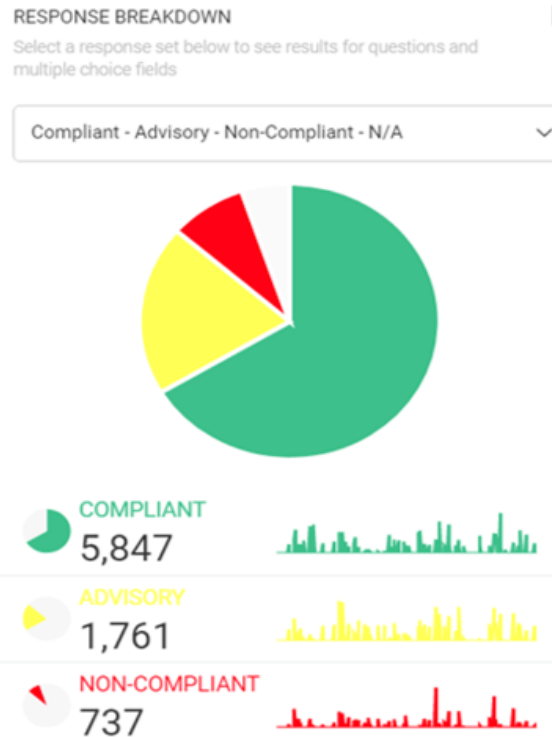


Incident Type	Non RIDDOR	RIDDOR	Percent of all incidents
Accident	983	22	52.9
Dangerous occurrence	11	3	0.7
Near miss	116	0	6.1
Violence at work	755	4	39.9
Work related ill health condition	6	1	0.4
Total	1871	30	1.6
% RIDDOR Incident Rate for all Incidents			

Incidents of Violence	Totals
Corporate Services	23
Economy and Place	42
People Services	39
Sunderland Care and Support	514
Strategy Partnerships and Transformation	0
Together for Children	141
Total	759

All Service Areas - Incidents from 1/04/18 to 31/03/19				
Directorate/Organisation	Service Area	Non RIDDOR	RIDDOR	Percent RIDDOR
Corporate Services	Assurance Procurement & Performance	0	0	#DIV/0!
	Commercial Finance	3	0	0.0
	Customer Services Network	27	0	0.0
	Elections	0	0	#DIV/0!
	Financial Management	0	0	#DIV/0!
	Human Resources & Organisation Developme	4	0	0.0
	ICT	1	0	0.0
	Law and Governance	1	0	0.0
	Transactional Services	0	0	#DIV/0!
Economy & Place	Business and Investment Team	0	0	#DIV/0!
	Infrastructure & Transportation	41	1	2.4
	Place Management	119	11	9.2
	Planning & Regeneration	8	0	0.0
	Port	8	1	12.5
	Property	7	0	0.0
	Public Protection & Regulatory Service	4	0	0.0
	*Blanks	3	0	0.0
Peoples Services	Adult Social Care	34	0	0.0
	Events	40	0	0.0
	Housing Support & Community Living	6	0	0.0
	Integrated Commissioning	15	0	0.0
	Library Services	21	0	0.0
	Programmes	4	0	0.0
	Public Health	0	0	#DIV/0!
SP & T	Member Support & Community Partnerships	0	0	#DIV/0!
	Policy Partnerships and Communications	0	0	#DIV/0!
	Transformation & Business Support	2	0	0.0
Sunderland Care & Support	Business Development & Performance	1	0	0.0
	Children's Services	1	0	0.0
	Community Equipment Store	2	0	0.0
	Day Services and Short Breaks	220	0	0.0
	Grace House	6	0	0.0
	Management Hub 1	36	0	0.0
	Management Hub 2	59	1	1.7
	Management Hub 3	38	1	2.6
	Management Hub 4	5	0	0.0
	Recovery at Home: Community Services	41	3	7.3
	Recovery at Home: Single Point Access	57	0	0.0
	Short Breaks	28	0	0.0
	Supported Living Services	359	3	0.8
	Vilette Lodge	14	0	0.0
	*SCAS Blanks	24	0	0.0
TFC	Early Help	17	1	5.9
	Education	579	6	1.0
	Quality and Performance	2	0	0.0
	Social Care	26	2	7.7
	*Blanks	8	0	0.0
		1871	30	1901

H&S Audits from April 18 to March 19



Text to qualify audit scores

Sunderland City Council Health and Safety Team carry out periodic audits of the health and safety performance of all Schools and Services on a two yearly cycle.

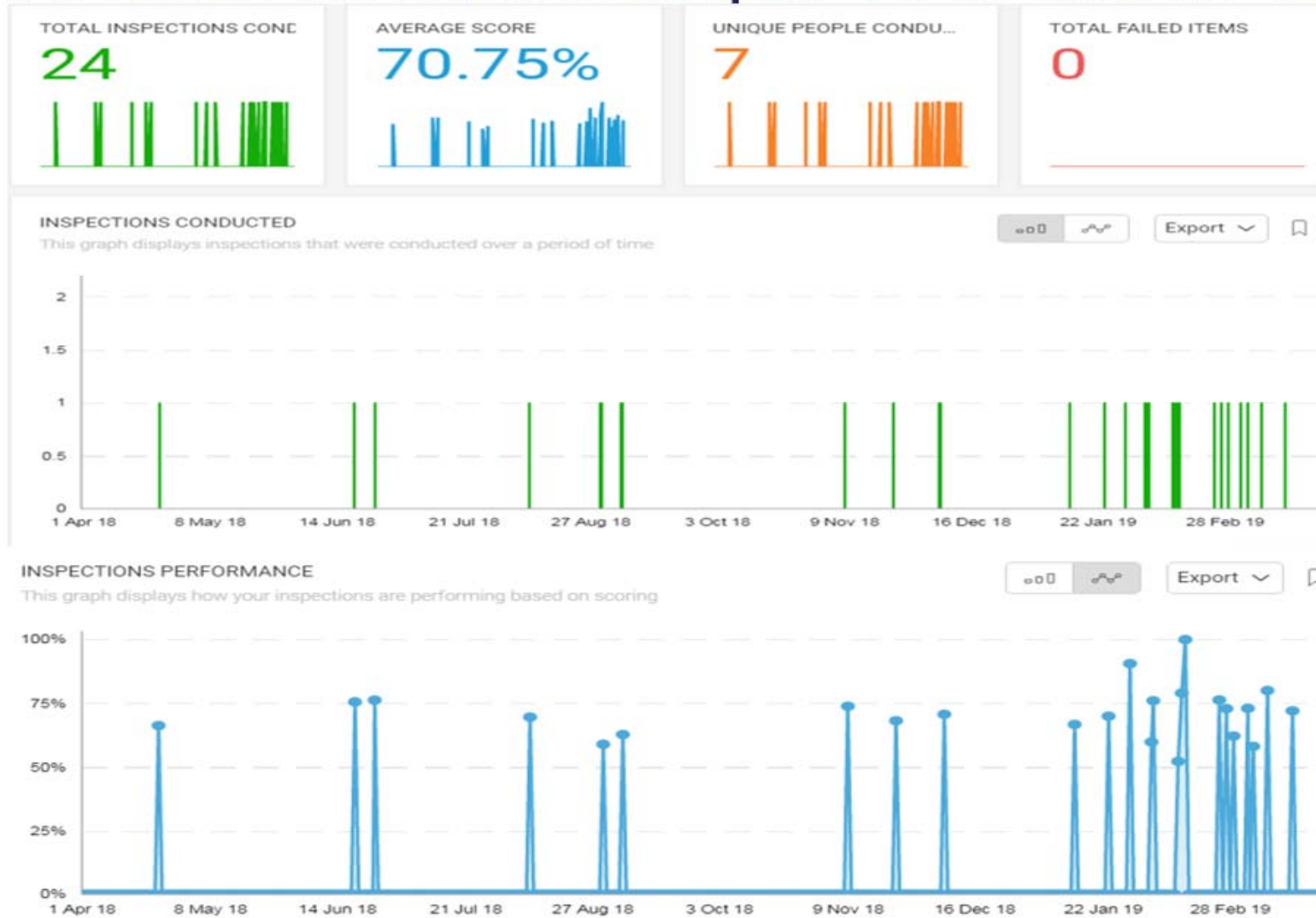
The scoring system is graded progressively on a percentage basis as follows:-

- A score of over 90% demonstrates best practice and should give assurance that the health & safety management system is robust.*
- A score of 75% to 90% indicates fair to good practice and gives moderate assurance that the health & safety management system is meeting the minimum requirements of legislation. The Service is taking steps to improve its health and safety systems.*
- A score of 50% to 75% indicates a basic level of assurance with passive acceptance of the organisations systems and may not be meeting legal compliance.*
- A score below 50% suggests that arrangements are not as expected and the impact is significant. The activity to date has not been appropriate and there are insufficient plans to deliver the critical H&S outputs and outcomes.*

The Audit scores are performance indicators only and managers should refer to specific content of the report for any actions that require improvement to meet legislative requirements.

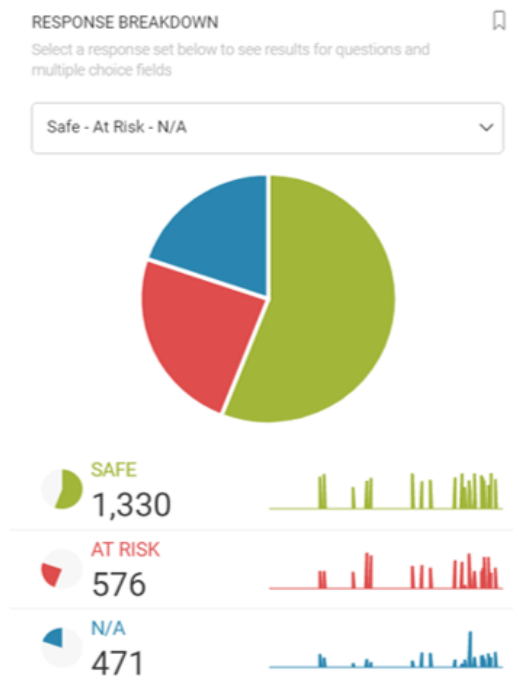
Responsibility for progressing audit recommendations rests with the service area's management team. The Health & Safety Team can provide advice and guidance on how best to progress actions as required.

Fire Risk Assessment April 18 to March 19



Appendix 3b

Fire Risk Assessment April 18 to March 19



NB: The percentage score for fire risk assessment is not weighted in the same way as that of the audit scores and therefore must only be used as a basic guide to performance only. The 'At Risk' figure identifies the total number of improvements required.

