



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: Tuesday, 19 September 2017

Committee: Cabinet

Date: Wednesday, 27 September 2017

Time: 12.30 pm

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

You are requested to attend the above meeting.
The Agenda is attached

Claire Porter
Head of Legal and Democratic Services (Monitoring Officer)

Members of Cabinet

Peter Nutting (Leader)
Steve Charmley (Deputy Leader)
Joyce Barrow
Lezley Picton
David Minnery
Robert Macey
Nic Laurens
Nicholas Bardsley
Lee Chapman
Steve Davenport

Deputy Members of Cabinet

Clare Aspinall
Dean Carroll
Rob Gittins
Roger Hughes
Elliott Lynch
Alex Phillips

Your Committee Officer is:

Jane Palmer Senior Democratic Services Officer

Tel: 01743 257712

Email: jane.palmer@shropshire.gov.uk

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May 2015

AGENDA

1 Apologies for Absence

2 Disclosable Pecuniary Interests

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

3 Minutes (Pages 1 - 6)

To approve as a correct record and sign the Minutes of the Cabinet meeting held on 6 September 2017.

4 Public Question Time

To receive any questions or petitions from members of the public, notice of which has been given in accordance with Procedure Rule 14. Deadline for notification for this meeting is 5.00pm on Friday 22 September 2017.

5 Member Questions

To receive any questions of which members of the Council have given notice. Deadline for notification is 5.00pm on Friday 22 September 2017.

6 Scrutiny Items

To consider any scrutiny matters from Council or any of the Council's Scrutiny Committees.

7 Annual Customer Feedback (Complaints, Comments and Compliments) Report 2016/17 (Pages 7 - 30)

Lead Member – Councillor Steve Charmley – Deputy Leader and Portfolio Holder for Corporate Support.

Report of the Director of Place and Enterprise

Contact: George Candler Tel: 01743 255003

8 Annual Report on Health and Safety Performance 2016/2017 (Pages 31 - 48)

Lead Member – Councillor Steve Charmley – Deputy Leader and Portfolio Holder for Corporate Support

Report of the Head of HR and Development

Contact: Michele Leith Tel: 01743 254402

9 Exclusion of the Public and Press

To resolve that, in accordance with the provisions of Schedule 12A of the Local Government Act 1972, and Paragraph 10.4 (3) of the Council's Access to Information Procedure Rules, the public and press be excluded during consideration of the following item/s.

10 Highways Term Maintenance Procurement

Lead Member – Councillor Steve Davenport – Portfolio Holder for Highways and Transport

Exempt Report of the Director of Place and Enterprise **TO FOLLOW**

Contact: George Candler Tel: 01743 255003

11 Disposal of Land for the residential development and provision of new community hub on land at former Oakland School site and library site, Bayston Hill

Lead Member – Councillor Robert Macey – Portfolio Holder for Planning and Regulatory Services.

Exempt Report of the Director of Place and Enterprise **TO FOLLOW**

Contact: George Candler Tel: 01743 255003

12 Land at Mile End, Oswestry (Pages 49 - 54)

Lead Member – Councillor Steve Charmley – Deputy Leader and Portfolio Holder for Corporate Support

Report of the Director of Place and Enterprise

Contact: George Candler Tel: 01743 255003



Committee and Date

Cabinet

27 September 2017

CABINET

**Minutes of the meeting held on 6 September 2017 in the Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND
12.30 pm - 1.00 pm**

Responsible Officer: Jane Palmer
Email: jane.palmer@shropshire.gov.uk Tel: 01743 257712

Present

Councillor Peter Nutting (Leader)
Councillors Steve Charmley (Deputy Leader), Joyce Barrow, Lezley Picton,
David Minnery, Robert Macey, Nic Laurens, Nicholas Bardsley and Lee Chapman

44 Apologies for Absence

Apologies for absence were received from Councillor S Davenport.

45 Disclosable Pecuniary Interests

None were declared.

46 Minutes

RESOLVED:

That the Minutes of the ordinary and Special Cabinet meetings held on 12 and 25 July 2017 respectively be approved as correct records and signed by the Leader.

47 Public Question Time

No questions had been received from members of the public.

48 Member Questions

No questions had been submitted by any member of the Council.

49 Scrutiny Items

There were no scrutiny matters for consideration.

50 Performance Report Quarter 1 2017/18

The Deputy Leader and Portfolio Holder for Corporate Support presented a report from the Director of Place and Enterprise on the Council's performance on its key Outcomes for Quarter 1 2017/2018. He drew particular attention to the increased visitor numbers to leisure centres, outdoor recreation sites, visitor attractions, Theatre Severn and The Old Market Hall. The Portfolio Holder for Culture and Leisure commented that the hard work of staff at the Shrewsbury Museum and Art Gallery had reaped significant benefits and their efforts were to be applauded.

Responding to a Member's query on improvements to the 55% satisfaction level on transport and highways, the Director of Place and Enterprise commented that 100% satisfaction remained the target but the volume of roads in a rural county needed to be accepted. He stated that ongoing works remained a topic of frustration for users with plaudits rarely being received once works had been successfully completed. Another Member drew particular attention to the issues surrounding the works at Meole Brace, Shrewsbury and suggested that satisfaction rates separated out specifically for the Shrewsbury area and then for other parts of the county would be interesting. Another Member commented that works in the Much Wenlock area had been completed in a timely manner and had been of good quality to the satisfaction of local people.

RESOLVED:

- i) That the key underlying and emerging issues in the reports and appendices be considered; and
- ii) That the performance portal be reviewed and any performance areas for consideration in greater detail or referred to the appropriate Overview Scrutiny Committee be identified.

51 Application by Condover Parish Council to be considered as a Neighbourhood Plan Area

The Portfolio Holder for Planning and Regulatory Services presented a report by the Director of Place and Enterprise seeking approval for the application by Condover Parish Council for the area of the Parish Council to be considered as an appropriate area for a potential Neighbourhood Plan to be prepared by the Parish Council. He stated that another community coming forward into the process was to be welcomed.

RESOLVED:

- i) That it be agreed that the Condover Parish Council area (shown in Appendix B to the report) is appropriate for the development of a Neighbourhood Plan, and that the Parish Council will be notified accordingly.

- ii) That it be noted that if the proposed Neighbourhood Plan Area is agreed, Condober Parish Council will be able to prepare a Neighbourhood Plan for this area, which will be subject to public consultation, examination and local referendum as set out in Regulations. Assuming any subsequent local referendum if successful, Shropshire Council's full Council will then be asked to adopt the final version on the Neighbourhood Plan.

52 Financial Monitoring Report Quarter 1 2017/2018

The Portfolio Holder for Finance presented a report from the Head of Finance, Governance and Assurance [Section 151 Officer] on the projected revenue expenditure for the whole of 2017/2018 as at Quarter 1 and the capital expenditure up to the end of Quarter 1.

The Leader commented that much of the current picture was a reflection of the previous Administration and he stressed that robust decisions were being and would continue to be made, where needed.

RESOLVED:

- i) That at the end of Quarter 1 (30 June 2017), the full year revenue forecast is a potential overspend of £4.188m, be noted;
- ii) That the impact of this on the Council's General Fund Balance be considered.
- iii) That a budget of £0.783m for the remaining elements of the Education Services Grant is vired from Corporate Budgets to Learning and Skills as detailed in Appendix 2, be approved.
- iv) That net budget variations of £3.367m to the 2017/18 capital programme, detailed in Appendix 3/Table 6 and the re-profiled 2017/18 capital budget of £77.162m, be approved.
- v) That re-profiled capital budgets of £29.438m for 2018/19 and £3.600m for 2019/20 and £0.167m for 2020/21 as detailed in Appendix 1/Table 9, be approved.
- vi) That the capital expenditure to date of £6.709m, representing 9% of the revised capital budget for 2017/18, with 25% of the year having elapsed, be accepted.
- vii) That the virement of £1m of Department of Transport National Productivity Investment Funding from Highways to the University project as set out in paragraph 8.2, be approved.

53 Annual Treasury Report 2016/2017

The Leader and Portfolio Holder for Strategy presented a report from the Head of Finance, Governance and Assurance [Section 151 Officer] detailing the treasury

activities for Shropshire Council for 2016/17, including the performance of the internal treasury team to 31 March 2017.

RESOLVED:

That the position detailed within the report be accepted.

54 Treasury Management Update Quarter 1 2017/18

The Leader and Portfolio Holder for Strategy presented a report from the Head of Finance, Governance and Assurance [Section 151 Officer] outlining the treasury management activities of the Council in the last quarter.

RESOLVED:

That the position as detailed in the report, be accepted.

55 New Business Rates Discretionary Relief Scheme 2017/18

The Portfolio Holder for Finance presented a report from the Head of Finance, Governance and Assurance [Section 151 Officer] detailing the proposed parameters for the new Business Rate Relief Scheme.

The Chief Executive commented that only one single authority had to date distributed this grant. The Leader added that the scheme was extremely complex and funding would be issued as soon as possible. A Member commented that small businesses were currently suffering and hoped that the funding allocated to Shropshire would be fully allocated for the benefit of Shropshire businesses and not be returned to Government coffers.

RESOLVED:

- i) That the proposals for the New Business Rate Relief Scheme be approved and the arrangements for consultation be confirmed as detailed in the report;
- ii) That, in consultation with the Portfolio Holder for Finance, the Head of Finance, Governance and Assurance be delegated authority to finalise the scheme for 2017-18 following consultation.

56 Variation to West Mercia Energy Joint Agreement

The Portfolio Holder for Economy and Growth [one of the Council's representatives on the West Mercia Energy Joint Committee] presented a report from the Head of Finance, Governance and Assurance [Section 151 Officer] on the proposal to vary the Joint Agreement for West Mercia Energy held by the constituent authorities to enable WME to supply utilities, alongside the supply of energy.

RESOLVED:

- i) That the current Joint Agreement be varied to include the provision to be able to broker and supply utilities; and
- ii) That the Head of Finance, Governance and Assurance [Section 151 Officer] be authorised to finalise and execute the variation.

57 The Minimum Income Guarantee [MIG]

The Portfolio Holder for Health and Adult Social Care presented a report from the Director of Adult Services recommending the retention of Shropshire Council's existing rates of Minimum Income Guarantee [MIG], with no increase in 2017/18. He explained that the lower the level of MIG, the greater the income that could be levied by the Council in the form of non-residential care contributions. Members noted that local authorities had the discretion to set the MIG at a higher rate thereby allowing service users to keep additional income; Shropshire Council's MIG levels were already set at a higher level than those set out in statute by the Department of Health.

A Member voiced concern that money was being taken away from the most vulnerable. The Portfolio Holder gave assurances that those with net assets of less than £23k to £25k would not make any contribution and the level of reduction to those with assets above £25k would depend on the result of their individual means tests.

RESOLVED:

That the Personal Budgets Contribution Policy be updated for 2017/2018, retaining Shropshire Council's existing levels of Minimum Income Guarantee [MIG], at £194.50 per week for a single person and £148.50 per week for a member of a couple.

58 Exclusion of the Public and Press

RESOLVED:

That, in accordance with the provisions of Schedule 12A of the Local Government Act 1972, and Paragraph 10.4 (3) of the Council's Access to Information Procedure Rules, the public and press be excluded during consideration of the following item/s.

59 Confidential Minutes

RESOLVED:

That the confidential Minutes of the ordinary and Special Cabinet meetings held on 12 and 25 July 2017 respectively, be approved as correct records and signed by the Leader.

Signed (Leader)

Date:



Committee and Date

Cabinet

27th September 2017

Annual Customer Feedback (Complaints, Comments and Compliments) Report 2016/17

Responsible: Tom Dodds, Commissioning Support Manager
e-mail: tom.dodds@shropshire.gov.uk tel: 01743 258518

1. Summary

- 1.1 This report presents Cabinet with an overview of the formal customer feedback the Council received during 2016/17. Formal customer feedback includes complaints, compliments, comments and other types of enquiry. MP enquiries are monitored and reported separately because they can often duplicate complaints.
- 1.2 2016/17 saw an increase in the amount of feedback from customers to the Council compared to previous years. The largest increase was in compliments which rose by 40% from 462 in 2015/16 to 646 in 2016/17, with smaller increases in the number comments (12%, 40 more) and complaints (5%, 48 more) compared to the previous year. Customer feedback provides the Council with the opportunity to improve services and recognise where customers have had a good experience. The learning and actions that are identified through the complaint investigations are used to improve services provision.

2. Recommendations

Members are asked to:

- A. Approve the Annual Customer Feedback Report 2016/17 (Appendix 1) for publication on the council's website.
- B. Agree the recommendations included within the Annual Report (pages 15 and 16), highlighting key issues and areas for improvement.

3. Risk Assessment and Opportunities Appraisal

- 3.1 Effective monitoring and follow-up provides the opportunity to manage risks and identify any trends and common issues being raised through customer feedback. Customer feedback reporting is likely to reflect the impact of commissioning decisions made by the Council.

4. Financial Implications

- 4.1 This report presents information to support decision making and does not itself carry any direct financial implications. Accountable officers and senior managers may use the information to inform actions or interventions for improving service performance and the prioritisation and use of resources.

REPORT

5. Introduction

- 5.1 The Customer Feedback Annual Report for Shropshire Council covers the formal feedback Shropshire Council received during 2016/17 (excluding MP enquiries; these commonly duplicate complaints). The Annual Report covers all service areas and, as a result, the handling of complaints under all three complaints procedures (the statutory and nationally set processes for Adult Social Care and Children's Social Care, and the Council's locally defined Corporate Complaints procedure). Additionally, more detailed reports have been produced for Adult Social Care and Children's Services.
- 5.2 The Annual Report details the performance of Shropshire Council during 2016/17. In addition, quarterly monitoring take place and where necessary issues are addressed within the year.

6. Customer Feedback 2016/17 (focus on complaints)

- 6.1 Shropshire Council received 1,989 cases of formal feedback during 2016/17. There were 922 complaints (46%), 374 comments (19%) and 646 compliments (32%). The number of complaints rose by 48 (5%) compared to 2015/16, but reduced as a proportion of the overall customer feedback received by the Council (51% reducing to 46%).
- 6.2 Of the 922 complaints received, 731 were complaints handled under the Council's corporate complaints procedure and these were also the type of complaints which increased compared to 2015/16. 191 were statutory complaints (with an element of social care so handled under the nationally set Adult or Children's complaints procedures) which maintained a similar number to previous years. Almost all of these were addressed and closed at the first stage of the complaints procedures with only 46 (5%) progressing beyond this stage in 2016/17, which is slightly higher than the 38 in 2016/17.
- 6.3 More than two thirds of the complaints received relate to five main service areas; Adult Social Care and Children's Services, and Highways and Streetscene, Planning, Waste/Recycling and Revenues and Benefits. This is consistent with patterns for previous years and reflects the size of budget and number of staff, the nature of the services provided, and the number of people and/or organisations which come into contact with, or receive, these services. Complaints for most service areas relate to quality of services and failure to deliver a service or take action.

- 6.4 On average it took a little longer to respond to stage 1 complaints during 2016/17 (20.2 days) compared to 2015/16 (17.4 days) and 2014/15 (13.4 days), but remains well within the LGO timescales of 60 days for Stage 1 and Stage 2 investigations to be completed. (The Council work to 30 days for each stage). Complex and long running cases can impact on this, and it is recognised that reduced officer capacity may also have an impact on the ability to respond to all comments and contacts in a timely manner. This is equally likely to be true for the time taken to respond to Freedom of Information and Data Protection requests.
- 6.5 The learning and actions resulting from complaints are an important element of customer feedback reporting and improving services. Understanding the causes of complaints and common themes informs learning and the identification of actions to address the underlying causes of the complaint being made.
- 6.6 Learning from complaints during 2016/17 covered a range of issues. Communication and information provision were the most common theme and ranged from responding to correspondence and comments in a timely manner and keeping people up to date, through to clear communication about the level and reach of services that were provided. Service quality provided another key area of learning and included issues such as access to services, the quality of work done, and the attitude and behaviour of those providing services.
- 6.7 Appendix 1 of the Annual Report includes Shropshire Council's annual report from the Local Government Ombudsman (LGO). The LGO publish data on the investigations that they have carried out, including whether they upheld the complaints they looked into. During 2016/17 the LGO carried out 23 investigations into complaints about Shropshire Council of which 11 (48%) were upheld, compared to 50% in 2015/16 and the 2016/17 national average of 54%.
- 6.8 Appendix 2 of the Annual Report highlights recommendations made by the LGO within 2015/16. All recommendations are monitored and actioned by the Shropshire Council service area responsible for the complaint.

7. Customer Feedback Development

- 7.1 The recommendations included within the Annual Report highlight areas of development designed to improve customer feedback handling. Key areas of focus for 2016/17 include:
- A focus on effective recording of all types of customer feedback.
 - Maintaining robust complaints handling (including ensuring that complaints are managed within timescales and that stage 1 responses are robust).
 - Making the best use of learning from customer feedback to inform service improvement.
 - Supporting staff and third party service providers through improved information and guidance.
 - Delivering accessible training on the Council's Learning Management System.
 - Implementing the new Complaints system as part of the Customer Relationship Management System (CRM) through the Digital Transformation Programme.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
Cabinet Member (Portfolio Holder) Cllr Steve Charmley - Portfolio Holder for Corporate Support
Local Member All
Appendices Appendix 1 – Customer Feedback Annual Report 2016/17

Customer Feedback Annual Report Shropshire Council 2016/17

Feedback and Insight Team, Commissioning Support
July 2017



1. Introduction

The annual customer feedback report is made available to members of the public, councillors and council staff to share information on the range of formal feedback received over the last year. This report covers complaints, compliments, comments and other types of feedback recorded from 1 April 2016 to 31 March 2017.

Quarterly reporting and more regular monitoring takes place within the Council during the course of the year. This work ensures an up to date understanding of customer experiences and enables learning and actions for service improvement.

Complaints containing an element of social care fall under the statutory guidelines. These are classed as statutory complaints for either adult or children's services and are handled in line with the statutory complaints procedures. The remainder of complaints are corporate complaints. Corporate complaints relate to a support service or services that do not provide social care and these are handled under the Council's corporate complaints procedure. You can find out more on Shropshire Council's website.

Complaint

We aim to make it as easy as possible to make a complaint. A complaint is a written or verbal expression of dissatisfaction about the service provided by the council. Family members and advocates may also make a complaint on behalf of one of our customers. We will ask for consent to ensure that the complaint is not being made against the customer's wishes.

Compliment

Many people get in touch with a compliment when the information or support they have received has exceeded their expectations. It is really helpful to learn when a service has been provided well or when a member of staff has done a great job. We like to recognise compliments alongside any complaints. It is good for us to say 'thank you' to our teams and staff members too.

Comment

Feedback about a service could be:

- a suggestion to improve it.
- a question as to whether something could be done differently.
- an idea for delivering a service differently.



2. The Complaints Process

Shropshire Council encourages users of our services, their family members and carers to give feedback and highlight any concerns so that they may be addressed as quickly as possible. If problems cannot be resolved and the customer wishes to make a complaint, staff members offer advice on how to make a complaint. Support is also available from complaints officers based with Shropshire Council's Feedback and Insight Team.

- Speak to a member of staff and fill in one of our complaints leaflets.
- Telephone us: 0345 678 9000
- Email us at: customer.feedback@shropshire.gov.uk
- Fill in the customer feedback form on the council's website. Use the 'make a complaint' button at: <https://new.shropshire.gov.uk/feedback/corporate-complaints/>



Complaints will be acknowledged within 3 working days of being received and we let the complainant know how their complaint will be handled.

STAGE 1

An appropriate Investigating Officer will be allocated to the case and asked to investigate the complaint. This is usually a manager within the service area the complaint relates to. The complainant will be provided with a written response within approximately 6 weeks (12 weeks is the timescale for stage 1 and stage 2 responses and 6 weeks is usually allocated to each). In some complex cases it may take longer than 6 weeks at Stage 1 but we let the customer know if this extra time is needed and why. The Investigating Officer will write to explain the outcome of their investigation, any learning or actions and information outlining how to progress the complaint if the customer is not satisfied with the outcome.



STAGE 2 - Review

An Investigating Officer will investigate the complaint in more detail. The investigating officer is often a more senior manager, commissioner or the Complaints Monitoring Officer. They will decide if there is more the service can do to address the concerns raised. If the reviewing officer believes the service has done all they reasonably can do, the customer will be written to and advised of this. They will also be given information about the Local Government Ombudsman.



Ombudsman

If a complaint cannot be resolved locally it can be investigated by the Ombudsman. The council has a timescale of 28 calendar days to provide a response to the Local Government Ombudsman (LGO). Responses are often complex, lengthy and require a large volume of appendices to be collated, catalogued and returned to the LGO. Complainants can request to go to the Ombudsman without a review if they choose to.

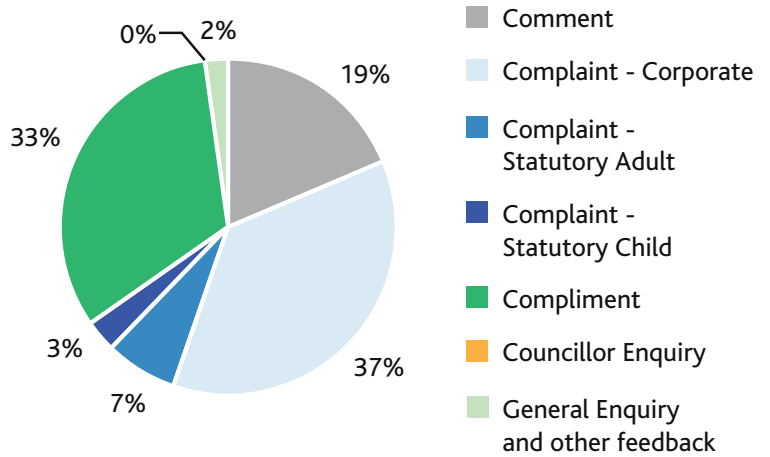
We cannot promise to get the result complainants want, but we do make sure that complaints are dealt with as quickly and as thoroughly as possible and we work to keep customers informed of what is happening and the progress being made.

3. Customer Feedback 2016/17

● In 2016/17 there were 1,989 cases of formal feedback recorded by Shropshire Council. There were:

- 731 corporate complaints
- 139 Adult Services statutory complaints
- 52 Children’s Services statutory complaints
- 5 councillor enquiries
- 39 general enquiries and other types of feedback (including premature enquiries).
- 374 comments
- 646 compliments

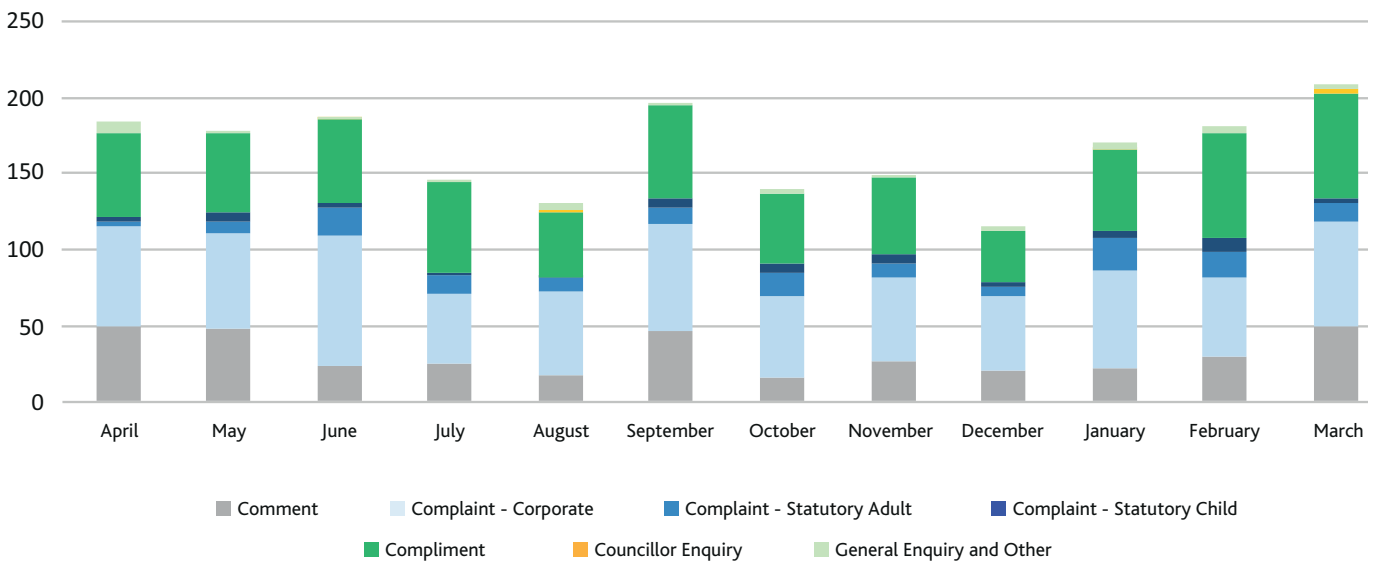
Types of Customer Feedback Received 2016/17



Complaints formed 46% of all cases, followed by compliments at 33%. 19% of all customer feedback cases were comments and 2% of cases were other types of enquiry.

A separate report is available for MP enquiries since MP enquiries often relate to complaints and inclusion would result in double counting and the over reporting of cases.

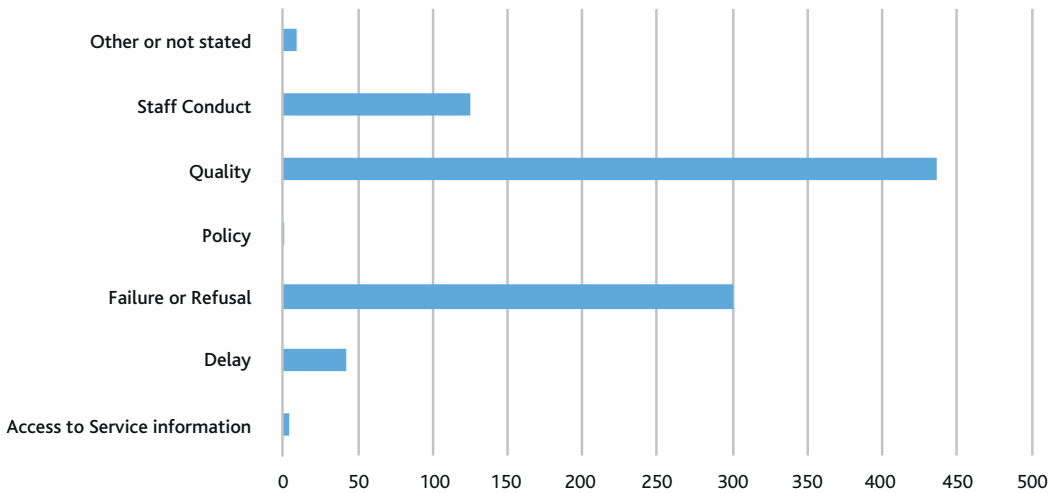
Customer Feedback by Month 2016-17



Over the year, there was an average of 165 customer feedback cases. March 2017 saw the greatest number of cases at 208, followed by September 2016 at 199 cases. December and August, as the months containing the main holiday periods, saw fewer cases of customer feedback than any other months. There were, on average 77 complaints made to Shropshire Council each month.

The last quarter of 2016/17 (January to March 2017) saw a greater volume of customer feedback cases than any other quarter in the year, followed by quarter 1, suggesting that there is no overall pattern of increases over the course of the year.

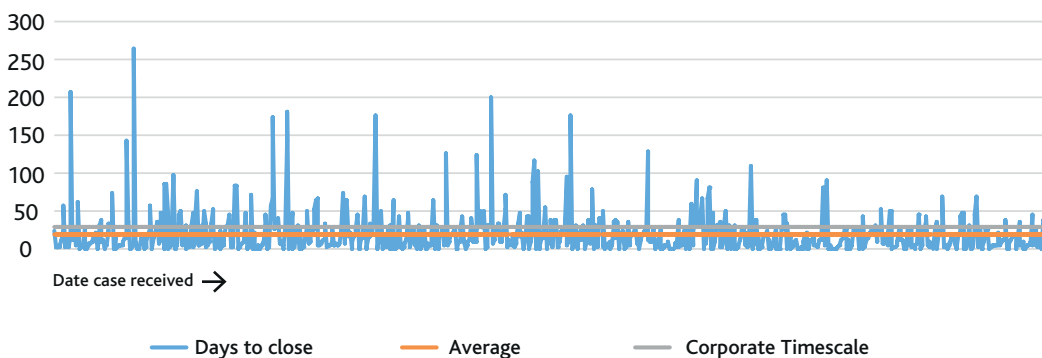
Category of Complaints Received 2016/17



There were 922 complaints made within the year. 'Quality' was the main category under which complaints were made within the year. Only the main or dominant issue may be recorded and it should be noted that some complaints are more complex and cover a number of different categories. Within 'quality' there are a number of sub categories and analysis highlights that 'quality – service provided' and 'quality - unreasonable decision' were the dominant sub categories. 'Failure or refusal' was the second main category under which complaints were recorded in 2016/17 and the dominant sub category within that was 'failure or refusal to deliver a service'.

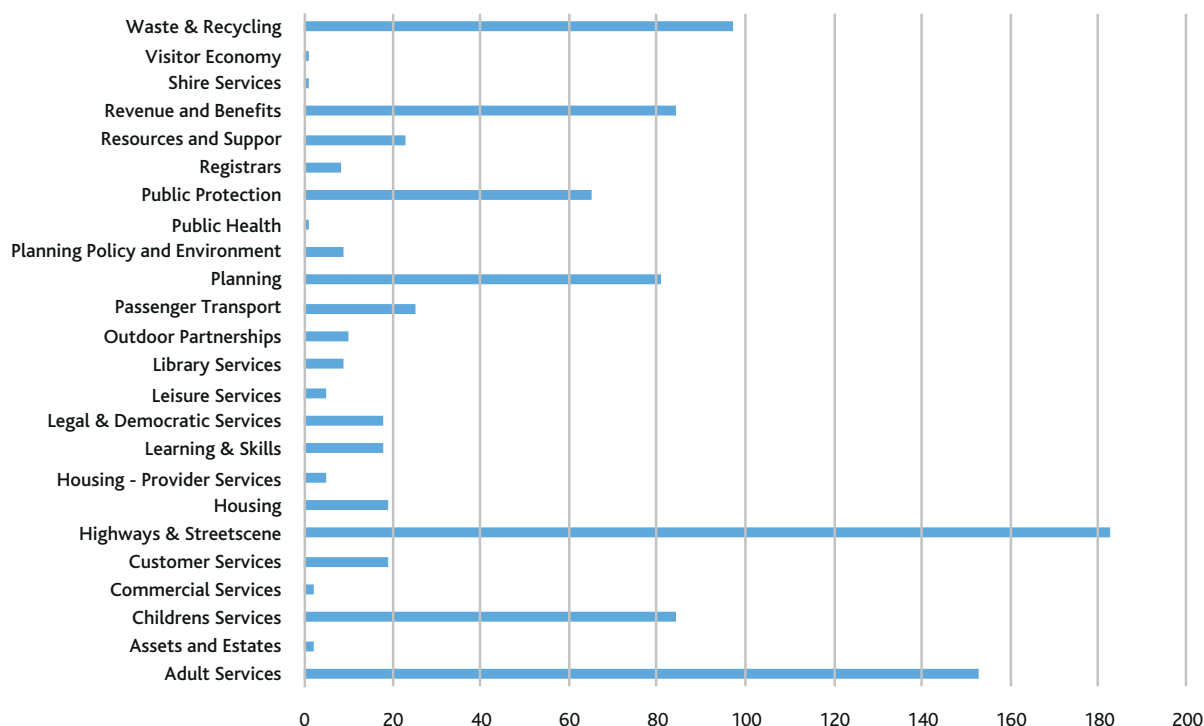
During 2016/17 Shropshire Council took an average of 20.2 days to respond to stage 1 complaints. This is well within the 30 day timescale Shropshire Council works to. However it should be noted that there is significant variation around the average and some cases, particularly complex complaints, can take longer than the 30 days allocated to respond (60 days total for stage 1 and 2 responses for corporate complaints). The chart shows the cases received (in date order) and the time taken to close each case. As a result, despite good average performance, days to close should remain a focus for ongoing performance monitoring.

Days to Close Stage 1 Complaints 2016/17



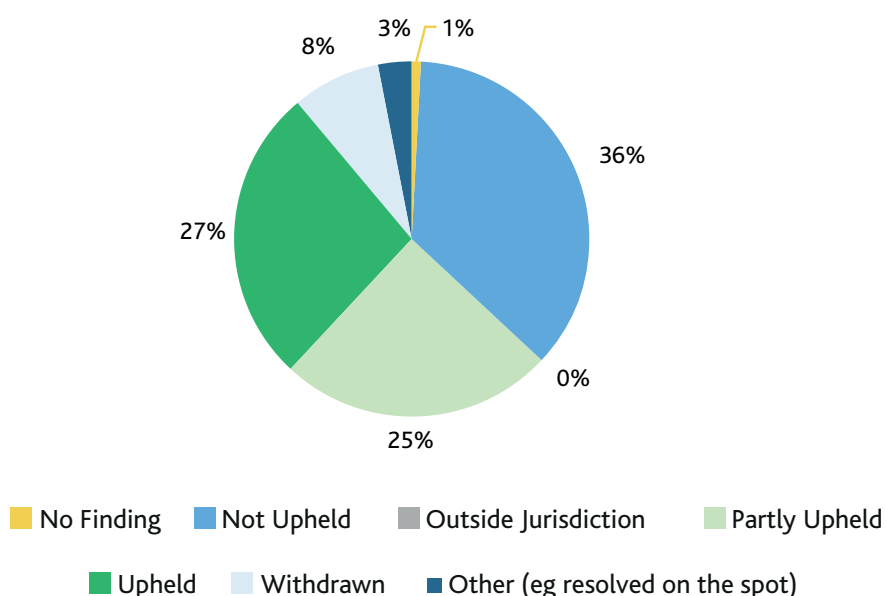
Some types of service are more likely to result in complaints than others and the chart below highlights complaints by service area. Highways and Streetscene received 20% of all Shropshire Council's complaints during 2016/17 followed by Adult Services at 17%. Children's Services, Planning and Revenue & Benefits each received 9% of complaints.

Complaints by Service Area 2016/17



- At the end of 2016/17 828 stage 1 complaints were completed or closed. Other stage 1 complaints remained open or had been cancelled. A proportion of complaints had also progressed to stage 2 or beyond.
- Of the closed stage 1 complaints 27% were upheld (226 complaints), 25% were partly upheld and 36% were not upheld.
- Of the complaints that were upheld, 22% were with Waste & Recycling, 19% Highways & Streetscene and 16% Adult Services.

Outcome of Stage 1 Complaints 2016-17



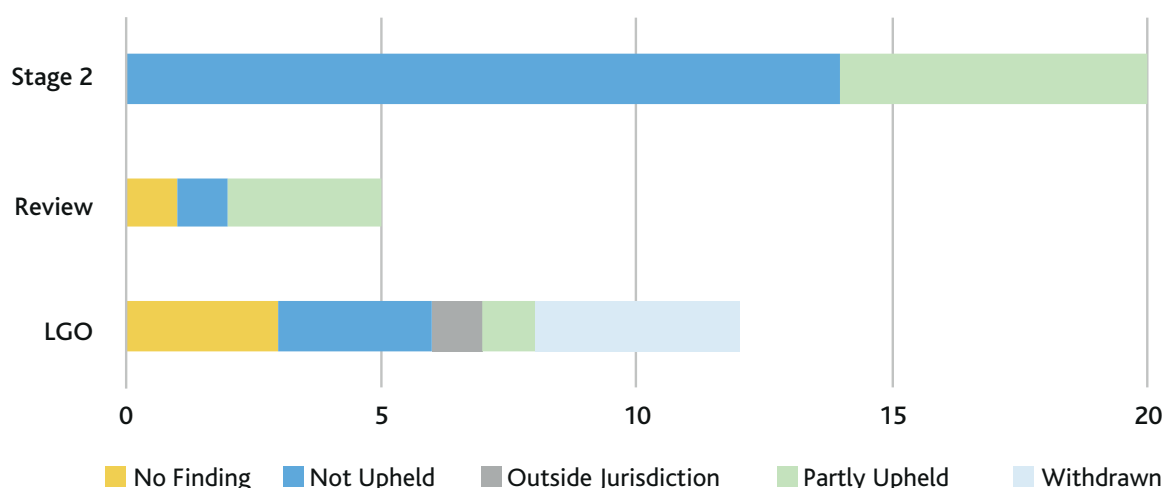
4. Progression of Complaints

Effective stage 1 complaint handling can reduce the number of stage 2 complaints. It is important to understand how many complaints progress beyond stage 1 and this is a measure included within regular performance reporting. During 2016/17 only a small proportion of all the complaints Shropshire Council received progressed beyond stage 1.

34 complainants requested that their complaint should be progressed beyond stage 1 during 2016/17. There were 46 separate investigations completed beyond stage 1 (complainants could progress their complaint to stage 2 and then to LGO). The table below shows the number of closed complaints within the year that progressed beyond stage 1 by service area and the chart below highlights the outcome of those complaints.

	LGO	Review	Stage 2	Total investigations
Adult Services	6	5	3	14
Children's Services			2	2
Highways & Streetscene			2	2
Housing	1			1
Learning & Skills	1		2	3
Passenger Transport	3			3
Planning	3		9	12
Planning Policy and Environment			2	2
Public Protection	2		3	5
Registrars			2	2
Total investigations	16	5	25	46

Outcome of Cases Beyond Stage 1 2016/17



The Shropshire annual report from the Local Government Ombudsman (LGO) highlighted that 90 complaints and enquiries were made to the LGO from Shropshire during the year (see Appendix 1). Of those, 23 resulted in an investigation outcome: 12 were not upheld and 11 were upheld. The LGO reports Shropshire Council's upheld rate at 48%. Some of the complaints the LGO investigated related to complaints received by Shropshire Council before the start of the financial year (and so not covered within this report).

Appendix 2 highlights recommendations made by the LGO within 2015/16. All recommendations are monitored and have been actioned by the Shropshire Council service area responsible for the complaint.

Overall Shropshire Council has performed well. Slightly fewer complaints were upheld by the LGO compared to last year (15), and a small proportion of total complaints are subject to review/stage 2 or LGO investigation. Despite good performance overall there is a recognition that the learning from complaints may help to reduce complaint numbers in future. Learning is explored in more detail later in this report.

5. Annual Comparison 2014/15 and 2015/16

Number of compliments - increased

In 2015/16 462 compliments were recorded for Shropshire Council and this has increased to 646 in 2016/17. Compliments average at 54 a month with fewer compliments recorded in August and December than in any other months of the year. Overall the numbers of compliments received are fairly steady over the year but quarter 4 saw the greatest number of compliments overall.



Number of complaints - increased slightly

The number of complaints received was 922 in 2016/17 compared to 874 in 2015/16 (an increase of 5.5%). Although this can be viewed as a negative development, the positive consideration is that people feel able to make a complaint and increases can be a result of improvements in complaint recording.



Nature of complaints - problems remain similar

The table below highlights that the nature of complaints over the last 2 years follows a very similar pattern and the results are almost identical.



Category	2015/16	2016/17
Access to Service or Information	1%	1%
Delay	8%	5%
Failure or Refusal	30%	33%
Policy	1%	0%
Quality	46%	47%
Staff Conduct	13%	14%
Other or not stated	1%	1%
	100%	100%

Days to close - a little longer to resolve complaints

In 2015/16 it took Shropshire Council an average of 17.4 days to close stage 1 complaints. In 2016/17 this increased to 20.2 days. This well within the 30 day corporate timescale we work to for stage 1 complaints. The slight increase is likely to be the result of a number of factors including an overall increase in complaint numbers, an increase in the number of complex complaints cases received and the capacity within teams to respond to complaints (overall staffing levels have reduced).



Outcome of complaints - Slightly fewer complaints are upheld

In 2015/16 30% of complaints were upheld, 25% were partly upheld and 36% were not upheld. The proportions are very similar in 2016/17. In 2016/17 27% of cases were upheld, 25% were partly upheld and 36% were not upheld. (Other cases may have been withdrawn, resolved on the spot or resulted in a no finding).



Complaints Progressing Beyond Stage 1 - has decreased

- On the 31 March 2015, 13 cases were open at stage 2 or beyond. On 31 March 2016 there were 7 cases open at stage 2 or beyond. Within the year 31 cases had progressed beyond stage 1 and been closed (some had been withdrawn). During 2014/15 the number of closed cases at stage 2 and beyond was 35.



6. Example Compliments

Shropshire Council received 646 compliments during 2016/17. Many of the compliments highlight recognition for staff members who provided a higher standard of service or care than customers expected to receive.

"I used your [Shropshire Archives] new website for the first time today... It is easy to use and very visual. I obtained the information I needed immediately! ... I would also like to congratulate you on obtaining the Accreditation. That is wonderful news and something to be very proud of. It is so important for Shropshire to have the acknowledgement of your high standards and professionalism." (Archives)

"I phoned up only yesterday to report that my black refuse bin was split open. I had my new bin delivered today. The gentleman who delivered it unlocked my gate for me as I'm unable to ... Thank you for such an extremely quick service and top marks for the most polite, helpful gentleman who saw to my gate". (Waste & Recycling)

"I would like to express sincere appreciation for the absolutely excellent quality of surfacing work that has been done on the lane and around our property. Following decades of heartache with flood damage to this lane and our property my wife and I can now at last relax and we are very grateful for the care and attention you have given both with the sorting of the drainage and the re-surfacing". (Highways & Streetscene)

"The customer had her bus pass and handbag stolen and went into Castlegates for a replacement. She was still a little shaken by the incident. She said the service was "wonderful and everyone was so kind." (Customer Services)

"You have been extremely helpful, offered constructive comment and been hugely informative and have addressed the issues I have raised with you very professionally and positively – and without delay. On behalf of the many others I have spoken for on the matter, may I thank you again for all your help and advice". (Public Protection)

"Thank you for the superb job Rights Of Way have made on the Dowles Brook bridleway... ..you have done a really good job putting this one right. A lovely new bridge and more space by the side of the brook. Thank you very much". (Outdoor Partnerships)

"I would like to pass on our sincere thanks to the Registrars who conducted our Marriage Ceremony at Oswestry. We were extremely well looked after, and the sensitivity shown to us helped make the day extra special". (Registrars)

Compliment from All Stretton Reading Group. "Many thanks for your help and efficiency. We appreciate the excellent service offered by the library". (Libraries Service)

"X [social worker's name] was knowledgeable, efficient, friendly, conscientious, always ready to listen and always keeping her promises". (Children's Services)

"the Understanding Your child course...was fantastic and a brilliant help to me... I feel a much more happy and confident Mum." (Children's Services)



7. Example Complaints

Shropshire Council received 922 complaints during 2015/16. Understanding these complaints is important. Common concerns and issues are identified as early as possible to help ensure further complaints are not necessary. Some example complaints have been included below in order to highlight the type of feedback Shropshire Council receives. These examples were not all upheld and many related to a lack of understanding of the service Shropshire Council was able to provide. Where necessary wording within complaints has been removed within the examples to ensure anonymity. The next section of this report looks more closely at learning and the actions taken as a result of complaints.

"I would like to make a complaint about the manner in which the planning process has been handled with regards to a development in [name removed]. The Planning Department has not exercised sufficient control over the development allowing the developer to carry out works for which he did not have consent". (Planning)

The customer reported a dangerous situation with a fallen tree and nothing appears to have been actioned, resulting in a second contact to report the issue again. (Planning Policy and Environment)

The customer reported that they "collected ten bags of litter, a bicycle, half a tyre, parts of a car and a road cone from a small area of bushes next to the footpath on Crowmere Road Roundabout, in front of Shrewsbury Baptist Church". They wanted to say that it was "clear this hadn't been cleaned for a long time. Bushes were overgrown etc." (Highways & Streetscene)

Complaint about the Oswestry Trail. "It was very disappointing to find that the walk was made difficult and longer because of changes that have been made to the route. the route had in places been redirected. The gate which gave them entry to farm land had been chained closed"...They found that stiles had been replaced by fences, blocked by water tanks... and in one place "the route had been completely obliterated by sludge and slurry" (Outdoor Partnerships)

The customer paid a £60 deposit for an advance booking. She understood that this amount was non-refundable and was a booking cost. However, she was never made aware that if she booked within 12 months then this fee would not be applicable. The customer commented that if she was made aware that there was another option she would have waited a few months and booked then. (Registrars)

The complainant wishes to complain about the "fairly useless service SC offer library users, particularly when there is a charge of some £6 to arrange a book to be transferred from another Shropshire library". (Libraries)

"Communication was indirect and inconsistent. The timescales and the transitions between each worker have been appalling." (Children's Services)

"this case has been handled with lack of care and professionalism from the beginning.." (Children's Services)

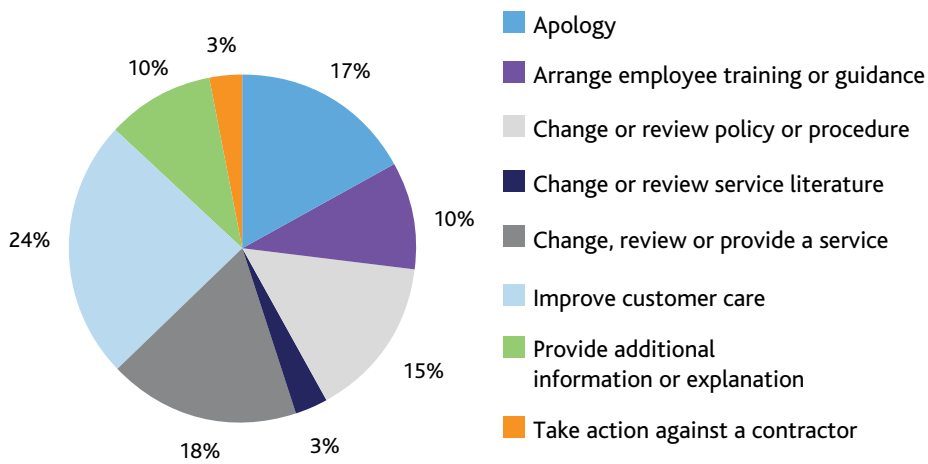
The complainant is unhappy about the lateness of invoices received relating to a care package. The customer comments they didn't know how much they had to pay. (Adult Services)



8. Learning and Actions

Shropshire Council recorded learning and or actions against 54% of complaints in 2016/17. 34% of complaints had an improvement action recorded and 20% had a learning point recorded. Limitations in the system used to record complaints mean that the ability to easily record and report multiple learning and action points is not currently in place but has been identified as a future requirement within Digital Transformation and the Customer Relationship Management system (CRM). Currently learning and actions are considered by each service area and it is not easy to identify the type of learning that could be applied across the whole organisation. The charts below highlight the primary action and learning point recorded.

Improvement Actions Recorded 2016/17



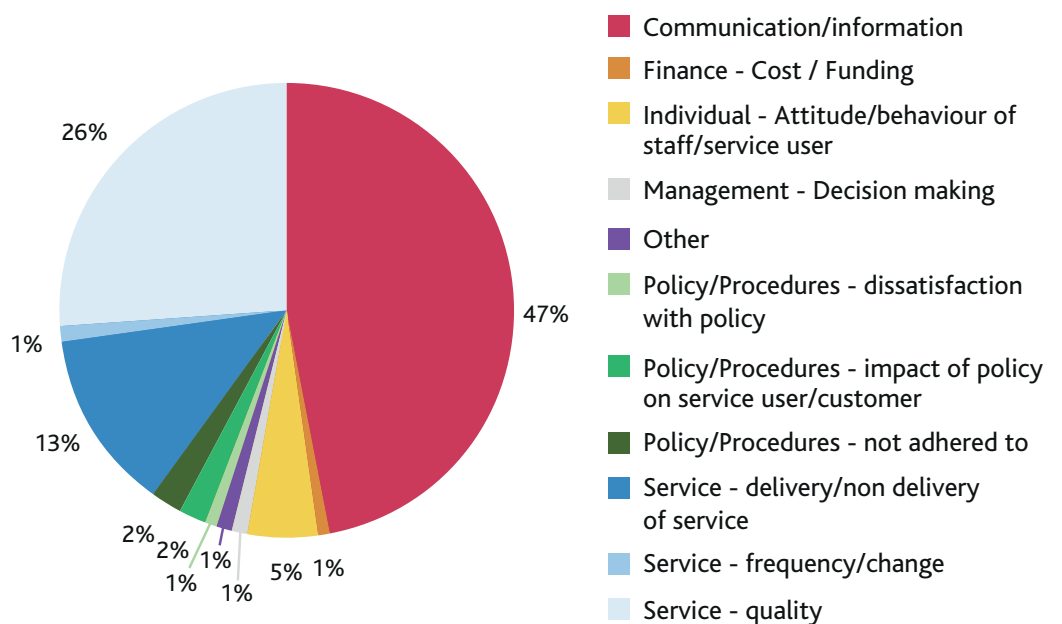
Of the actions that were recorded against complaints closed in 2016/17:

- 24% were to improve customer care
- 18% were to change, review or provide a service
- 17% were to make an apology
- 15% were to change or review a policy or procedure.

Consideration of the learning points recorded during the year highlights:

- 47% of learning points related to communication/information
- 26% of learning points were in relation to service quality
- 13% of learning points fell into the category of delivery or non-delivery of a service
- Other types of learning points were not seen in any significant numbers.

Learning Points Recorded 2016/17



9. Example Learning and Actions

Shropshire Council has been implementing learning from complaints over the course of the year. Examples are shown below to highlight the type of action taken in order to minimise the number of complaints received and try to ensure that customers receive a good standard of service. Wording within the examples has been altered slightly for simplicity and to ensure confidentiality.

We talked the customer through the process of how to use the online planning register and advised of details concerning the development proposals.

The customer was provided with an apology. The officer covering the area was contacted and asked to investigate the paths further to see what actions could be taken to resolve the situation.

An apology was provided to the customer for the level of service they received and any inconvenience this may have caused. It appears that whilst their call was on hold and the advisor was attempting to transfer the call, the call became disconnected, and no attempt was made to call the customer back. As a result of your complaint staff members will be reminded how to handle longer hold times.

A night scout was completed on 26 January 2017 and a number of street lighting faults were recorded (not all of them are the responsibility of Shropshire Council) only one still remains as a fault because parts cannot be obtained so the Council has asked the contractor to replace it. The feedback received suggests that there could be more faults that the Council is not aware of so the customer will be asked for additional information to help find the additional lighting faults.

Following the complaint the street lighting fault was reported and repaired within 4 days.

An apology was made for the problems the customer has been experiencing in respect of bins not being returned to where they are presented. The council will report the concern to the contractor.

A letter has been issued to the customer apologising for the delay in communications regarding responding to their complaint. Following on from this reply a site meeting has been suggested to help find a way forward.

A letter of apology has been sent to the customer for the manner in which they were spoken to by a member of staff. The customer was informed that Shropshire Council always strives to provide a high standard of customer service and they are sorry that they did not find this to be the case on that day. The manager will work with the member of staff concerned.

The customer was emailed and apologies given for the delay they experienced as a result of traffic light problems. The sensors were adjusted as a temporary fix so as not to cause problem over the weekend. The customer was thanked for raising this issue as without feedback these items may not come to the forefront to be resolved.

I didn't really want to make a complaint.

I hoped that if I told the council about my experiences, lessons would be learnt, things would change, and other people wouldn't experience the same situation again.



10. Conclusions

Local data highlights that, overall there were more cases of customer feedback recorded in 2016/17 compared to 2015/16. There were more complaints in 2016/17 than in 2015/16 (a 5.5% increase) but there were also more compliments. The nature of complaints remains similar. Stage 1 complaints handling remains effective with small a small proportion of complaints progressing to Stage 2. Where attention is required these performance issues are highlighted within the recommendations.

A close analysis of complaints by service area (separate and more detailed reports are provided for Children's Services and Adults Services) highlights the main themes for services receiving the greatest number of corporate complaints. Please note that these are reported issues and not necessarily upheld complaints:

- **Highways & Streetscene** – lack of response/communication, complaints about roadworks and road closures, concerns about the cleanliness of streets/roads (particularly grass or hedge cuttings not being cleared away), potholes, and to a lesser extent concerns about lack of street lighting.
- **Waste & Recycling** – missed bin collections, not returning bins or recycling containers to properties after emptying, removal of second bins, attitude and behaviour of individuals collecting waste, long waiting times for new bin delivery.
- **Revenue & Benefits** – challenges setting up payments, difficulties contacting the service on the telephone, delays in service, and customers believing administrative mistakes have been made.
- **Planning** – failure to respond to communications, difficulties contacting the service on the telephone, complaints that concerns do not appear to be taken into account, failure to undertake enforcement action and concerns about the Council's service/processes.
- **Public Protection** – complaints about verbal communication by parking enforcement officers, problems using parking payment machines, difficulties contacting the licensing department.

It is difficult to assess how well Shropshire Council is performing overall with a lack of benchmarking data available to compare Shropshire Council with other local authorities. The Local Government Ombudsman has issued the Shropshire Council report included as Appendix 1. The LGO upheld rate in 2015/16 for Shropshire Council was 50% and in 2016/17 the upheld rate was 48%. Overall the LGO received 83 enquiries from Shropshire Council area in 2015/16 and 90 in 2016/17 (23 were investigated by the LGO). Overall performance is similar across the 2 years.



11. Recommendations

This annual report helps to highlight areas where performance may still be improved with the aim of reducing the number of complaints received. Recommendations for attention during 2016/17 are included below.

1. It is important to include a core recommendation concerning the ongoing recording of customer feedback by all staff. Information will be made available on the staff intranet for all staff members to refer to and to remind staff of the value of customer feedback and the learning it can generate.
2. Communication is an underlying theme for many complaints and for some areas of service complaints appear to be generated because customers are frustrated that they cannot contact the service or have not had a response to an initial enquiry. These complaints could be avoided with improved customer contact and it is recommended that staff are encouraged to update customers even if an answer cannot be provided in order to reassure customers that their concerns are taken seriously, they have not been forgotten and a response will be made.
3. The time taken to respond to stage 1 complaints increased by an average of 3 days for 2016/17 (to 20.2 days). Average performance remains well within the 30 working day timescale. If the number of complaints increases further during 2016/17 there is a danger that timescales could increase further. It is recommended that this continues to be monitored within quarterly reporting (and the more regular reports provided to some service areas). Investigating officers will be reminded of the need to respond within the agreed timescales.
4. Overall the number of cases handled at stage 2 or beyond has increased slightly. This isn't a concern at the moment and it appears to be a result of the increase in complaint numbers rather than ineffective stage 1 handling. However, it is recommended that this continues to be monitored closely. Should the number of stage 2 complaints increase there will be a significant impact on Shropshire Council's Complaints Monitoring Officers and Feedback and Insight Team.
5. An ongoing recommendation should be that all staff are supported through the complaints process. Certain types of service and role are likely to generate more complaints than others. The more pressure staff are under the more likely that some mistakes could be made. The emphasis must be placed on making the most of the learning from complaints and preventing future complaints.



Recommendations continued...

6. It is recommended that all complaints investigators record the learning and actions from complaints and, where appropriate, highlight learning and actions within response letters. This focus on learning and action should result in a reduction in complaint numbers and limit the officer time spent on complaint handling and investigation.
7. Toward the end of 2015/16 the LGO issued expectations concerning the way in which local authorities deal with provider complaints. Shropshire Council has made progress in adopting a more robust approach to the handling of provider complaints (with an emphasis on adult social care). However, it is recognised that there is further work required and that the Council should aim to adopt good practice across all service areas.
8. It is recommended that all services ensure their customers understand how to provide customer feedback (compliments, complaints and comments). Although information is available on the Council's website it is recognised that some people are less likely to access websites and could benefit from verbal or written communications. (Leaflets are available for staff to use and posters will be available shortly).
9. Work has been taking place to explore the development of training on the Council's new Learning Management System. Although still early days it is hoped that this presents an opportunity for more accessible training rather than the occasional face to face sessions held on request.
10. The Council's IT Transformation Programme presents an opportunity to overcome limitations with the current system for recording, monitoring and reporting customer feedback. It is recommended that the work to implement a new system (part of the Customer Relationship Management system (CRM) is a top priority throughout 2017/18.

Appendix 1

Local Authority Report: Shropshire Council
For the Period Ending: 31/03/2017

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
13	7	7	9	6	7	5	36	0	90

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations		Total
				Not Upheld	Upheld	
6	0	38	22	12	11	89
				Uphold Rate	48%	

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations. The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
10	1

Appendix 2

Recommendations to the Council made by the LGO during 2016/17

Department	LGO's Recommendation	Recommendation actioned
School Transport	The complaint was related to changes in school travel arrangements. The LGO findings were that the Council was entitled to make the change but should have consulted the complainant first. Consultation will need to take place in future.	Yes
Housing Benefit	The complaint was regarding a housing benefit overpayment. The LGO will not investigate. This is because the Council has decided the complainant does not have to repay any benefit. In addition, the Council has apologised for the delay in responding.	Yes
Adult Social Care	The LGO found that there is some evidence of fault in arrangements made by the Council for a capacity assessment to be carried out in the home of the complainant. The LGO believes that this did not cause injustice to the complainant. The Council has agreed to apologise and review its procedures in this area.	Yes
Democratic	There was fault in the way the independent appeal panel considered a school appeal. The recommendation was for the Council to offer a fresh appeal.	Yes
School Transport	The Council offered to reconsider a decision not to provide free school transport. As a result the LGO decided not to investigate further.	Yes
Adult Social Care	The investigation found that the Council did not communicate effectively with a service user's family regarding the date when charges would apply for care. This prevented the family from making informed decisions regarding care. The LGO recommendation was for the Council to prevent this from happening again and to remedy the injustice caused. This recommendation has been actioned.	Yes
Planning	The LGO found fault by the Council in the way it dealt with a planning application and fault in the way it considered subsequent complaints of noise nuisance from the premises. The Council agreed to pay £300.	Yes
Adult Social Care	The Council was at fault when it failed to audit Mrs X's direct payments regularly and to make her support plan clear about all support related costs. It will waive half the debt she accrued, ensure she has a clear support plan and improve the way it does this in the future.	Yes
Planning	The LGO found that the Council looked into complaints about use of a site for motorcross events without fault. There was delay by the Council in responding to two other complaints. The Council proposes to now look into these complaints. As the complainant is not directly affected by the possible change of uses in the two other complaints, this was a satisfactory remedy.	Yes, and ongoing

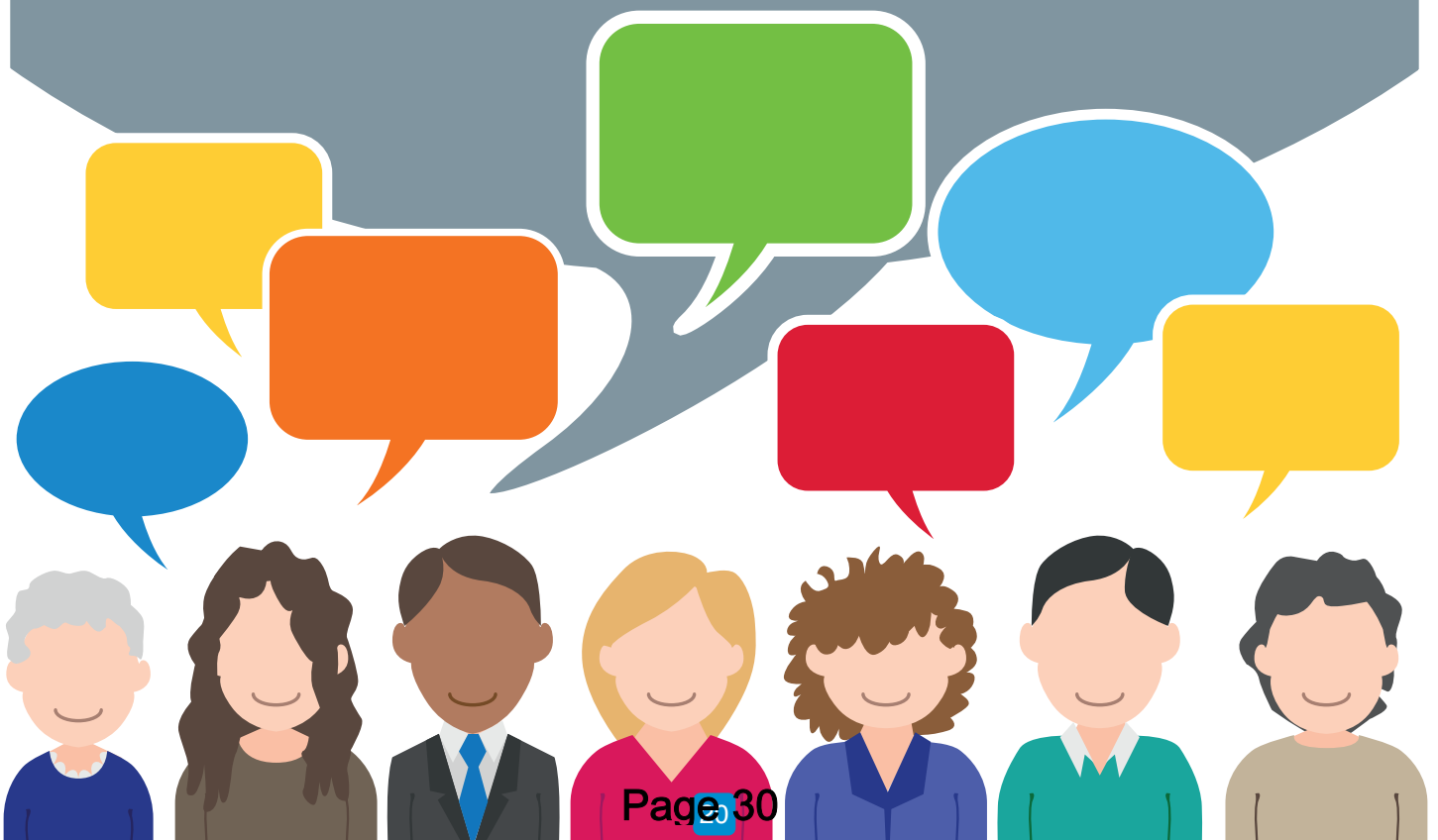
Department	LGO's Recommendation	Recommendation actioned
Adult Social Care	The complaint was about charges for an adult son's care and support. The LGO found no fault in the Council's financial assessment, but it should have reviewed the son's needs and care plan more regularly. Recommendations have been actioned.	Yes
Adult Social Care	The Council is at fault for failing to provide details of the required financial contribution at the outset of a nursing care placement. The LGO also noted a delay in assessing the complainant's finances and informing them of the amount to pay. The Council agreed to waive its charges from November 2014 to April 2015. The Council also agreed to pay £200 for the time and trouble taken to pursue the complaint and the stress of receiving a substantial bill with little prior warning.	Yes

Customer Feedback Annual Report Shropshire Council 2016/17

For more information concerning Shropshire Council's
customer feedback reporting contact:

Feedback and Insight Team,
Commissioning Support, Shropshire Council
Abbey Foregate, Shrewsbury, Shropshire SY2 6ND

Email: customer.feedback@shropshire.gov.uk
www.shropshire.gov.uk





Committee and Date

Cabinet

27th September 2017

ANNUAL REPORT ON HEALTH AND SAFETY PERFORMANCE FOR 2016/2017

Responsible Officer Carol Fox, Occupational Health and Safety Manager
e-mail: carol.fox@shropshire.gov.uk Tel: (01743) 252814

1. Summary

This report reviews the health and safety performance for 2016/2017 of Shropshire Council, and identifies key priorities for 2017/2018.

2. Recommendations

A. The contents of the report are accepted; particularly noting:

- Good progress has been made during 2016/2017 on managing health and safety across the Council.
- Reportable employee accidents to the Health & Safety Executive (HSE) have reduced and minor accidents have also reduced compared to last year's figures.
- Benchmarking with other Unitary Councils show that Shropshire Council performs well in terms of accident statistics.
- Service Areas and the Health & Safety Team work well together.
- The Council continues to maintain a good relationship with the HSE.

B. The Key Actions for 2017/2018 are agreed

The key actions for Shropshire Council are:

- The Health and Safety Team to work with Service Areas to produce and implement H&S management systems including policies, procedures and arrangements
- Development of external contracts with associated Service Level Agreements (SLA) in place.
- Continue updating and monitoring of Workstation Safety Plus to reduce risks associated with musculoskeletal disorders.
- Raise awareness of workstation assessments in particular agile working.
- Continuation of staff wellbeing events throughout the year.
- Support 'Leap into Learning' development for e-learning health and safety awareness courses across service areas.
- Digital Transformation Programme – support development for the management of accident data and case management arrangements for occupational health.

- Promote and engage with Service areas on increased use of the self-monitoring checklists to self-assess compliance with health and safety.
- Employee wellbeing will fit in as part of the Corporate Culture Change programme.

REPORT

3. Risk Assessment & Opportunities Appraisal

The structure of the report is in line with best current practice for reporting on health and safety performance. The contents of the report highlights that the Council is managing risks and identifying improvements in an acceptable and proportionate manner.

Progress with Action Plan for 2016/2017

1. Positive progress has been made with the completion of the actions for Shropshire Council arising from the Action Plan for 2016/2017. Some of the key actions where progress has been made are:
 - 31 Audits were completed to implement recommendations following monitoring visits, i.e. audits, inspections, safety tours across the council.
 - To implement new and revised H&S guidance into Service Areas to ensure it is communicated to all employees. E.g. Plant and Machinery, Work at Height (General Guidance), Pressure Systems, Managing Contractors, Legionella Policy & Procedures, Guidance for Managing Choking for Adults with a Learning Difficulty, New Working at Height–Potential Fall Protection Equipment and Local Exhaust Ventilation (LEV) guidance document arrangements were also completed.
 - To implement and maintain robust, legal and sensible H&S management systems including policies, procedures and arrangements into new ways of working and any commercial enterprises.

See Appendix One on page 12 for detailed information on progress with the plans.

Health and Safety Performance Information

2. Detailed below is performance information regarding reactive monitoring, where incidents have occurred and proactive monitoring to show what is being done to ensure that the Council has robust systems in place to prevent injury and ill-health. Council officers continue to work closely and regularly with the HSE in respect of reactive and proactive work.
3. The Health and Safety Executive encourage employers to include reporting on health and safety performance in their annual reports as part of the drive to manage and reduce work-related injury and ill-health.

Reactive Safety Performance

Accident and Violence Statistics

4. The Council's Accident Reporting System (CARS) is used to enable a simple and consistent approach to reporting and recording of accidents within Shropshire Council and to increase the scope and use of statistical information.
5. All accident forms are sent into the Health and Safety Team so that remedial action to prevent a reoccurrence can be monitored by a Health and Safety Officer and if necessary advice and support can be given to implement further reasonable actions.

6. The Health and Safety Team acts as the Council's statutory reporter of accidents, which are required to be reported to the Health and Safety Executive. This ensures that accurate information is passed to the HSE and if further information is required the Health and Safety Team is the first point of contact.
7. The number of reportable incidents to the HSE for employees has decreased compared to the data from 2015/2016 from 18 to 12. The number of incidents related to non-employees has remained the same at 7 incidents. *See Appendix Two, Chart 1.*
8. The main causes of the reportable employee accidents to the HSE are Slips/Trips/Falls 7 (59%) Manual Handling related accidents 3 (25%), Physical Violence 1 (8%) and Impact Injury 1 (8%). *See Appendix Two, Chart 2.*
9. This year, Shropshire Council had 797 accidents in total, comprising 19 RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), 635 minor accidents and 143 near-misses. The previous year's figure was 936.
10. There were 635 minor accidents reported in total (748 last year), 316 to employees (374 last year), 69 to service users (54 last year), 32 to visitors (42 last year), and 201 to pupils (242 last year). The remainder were low numbers in the categories 'contractor', 'agency staff', 'trainees', 'volunteers' and 'work experience'.
11. The main causes of the minor injuries to employees were violent incidents 103 (33%) This has slightly decreased from last year (111 / 33%). 55 Slips, Trips & Falls (17% - 60 / 16% last year) and 53 relating to human error e.g. bumped head on unit, hit thumb using hammer (17% - 85 / 23% last year). *See Appendix Two, Chart 3.*
12. Of the 33% of violent incidents to employees, the majority of these incidents were related to the challenging behaviour of service users and pupils in adults with learning disabilities service areas or Special Schools that resulted in minor injuries being sustained, i.e. bruises, bites, scratches. These areas monitor behaviour very closely and have behavioural plans in place.
13. The remaining incidents related to the behaviour of pupils in mainstream schools and incidents reported by staff working operationally in areas such as Parking Warden Services, Housing Options, Benefits, and Customer Services. The Customer Services hubs where many of these services are based had a number of incidents this year, and remedial action has been undertaken using security, additional police presence and layout advice from Crime Protection to minimise these.
14. Management of violence and aggression training is available at differing skill levels to deal with actual and potential violence and aggression. The majority of this training is job specific and tailored to manage the challenging behaviour of pupils and service users.
15. Personal safety training is also available to raise awareness of avoiding and managing violence. A course for frontline staff is available to identified staff.
16. Manual handling training is available to staff to highlight the importance of risk assessing hazardous manual handling activities and ensuring safe systems of work are in place.
17. The Health and Safety Team will continue to review each accident form and ensure that remedial action is put into place to prevent a reoccurrence and undertake investigations as necessary.
18. A comparison has been undertaken with other Unitary Councils in respect of accidents. The benchmarking compared total accidents to employees, reportable accidents to HSE and violence to employees. The benchmarking took into consideration the number of employees within each organisation so an accurate comparison can be obtained by using an Accident Incident Rate (AIR).

Comparison with other Unitary Councils on Reportable Accidents

19. Shropshire Council compares favourably with other Councils for reportable accidents (RIDDORS) to the HSE. Shropshire Council has an AIR figure of 1.64 compared with the average AIR figure is 2.72 for participating Councils. See Appendix Three, Chart 4.

Comparison with other Unitary Councils on Violence to Employees

20. Shropshire Council has an AIR figure of 14.03, which is below the average for the participating Councils, which is 32.58. See Appendix Three, Chart 5.

Comparison with other Unitary Councils on Total Accidents to Employees

21. Shropshire Council's AIR figure for Total Accidents to employees is 43.06. This is below the average for the participating Councils, which is 56.36. See Appendix Three, Chart 6.

Health and Safety Investigations

22. The Health and Safety Team continue to investigate and follow up accidents. The majority of these investigations were related to accidents, which were reportable under legislative requirements and were either a full investigation with recommendations or a follow up after an accident to ensure that corrective action had been put into place. The nature of the investigations in addition to those noted below included:

- A partial collapse of a section of the wooden canopy structure to the rear of a school occurred. No injuries were sustained.. Premises Services responded to the issue and surveyors were quickly at the School supported by a member of the H&S Team to ascertain the extent of the problem. As a precaution, following a preliminary structural inspection and pending further investigations, a decision was taken to close the school on 14th April 2016. Parents were informed of this closure and the school continued to provide updates to parents during this incident. An investigation commenced and similar structures were reassessed.
- A Land Surveyor fell down a manhole whilst on a site visit and sustained multiple fractures; the manhole cover had been removed. Risk assessments and monitoring of condition of roadsides were in place, all procedures are being reviewed as a result of this accident.
- A primary school pupil fell from a climbing frame and fractured their arm. The equipment was not defective and had been inspected and ROSPA checked and the surface beneath was in good condition
- There were also a number of slip, trips and fall incidents.

The Health and Safety Team were able to provide advice on additional control measures. Service Area teams have been very responsive to any recommendations put forward and have implemented remedial action.

Health and Safety Executive's (HSE) Involvement and Enforcement Activities

23. During 2016/2017 there were no occasions when the Health and Safety Executive (HSE) has taken enforcement action.

Work-related Absences

24. The Management of Health and Safety at Work Regulations requires every employer to conduct risk assessments for health and safety hazards, including work-related stress. The HSE have developed Stress Management Standards to represent a set of conditions that reflect high levels of health, wellbeing and organisational performance. The Standards can be used to identify any gaps in performance and develop possible solutions.

25. Managers are encouraged to undertake a stress risk assessment when local stress issues are identified and then implement an action plan. A Stress Risk Assessment Toolkit, which is part of the Stress Management Policy, is available to managers to help them with the risk assessment

process. The toolkit incorporates the HSE's Stress Management Standards. Coaching and support on the toolkit is available through Employee Relations Teams, Occupational Health Team and the Health and Safety Team.

26. Stress Risk Assessment training can be provided to managers by Health and Safety and Occupational Health. These sessions will also illustrate and define the roles of Health and Safety and Occupational Health in the management of stress. Also, to assist with stress management a new training course, Building Resilience Training, has been introduced and this has been received well.
27. Stress Awareness training is available through the Core Skills Framework. These courses are aimed at managers and employees to look at how to recognise signs of stress and to instigate strategies for dealing with and managing stress.
28. A Counselling Service, Network of Staff Supporters (NOSS), is available to offer confidential support to employees who feel that they would like to discuss personal and work related concerns.
29. The percentage of stress related absences has fallen by 4% from 20% to 16%. The percentage of absences relating to work-related stress has also fallen from 3.51% last year to 2.63%. Targeted work continues between Human Resources Advice and Project Team, the Occupational Health Team, the Health and Safety Team and the NOSS Counselling Service to try to reduce stress related absences through the use of the Stress Risk Assessments, action plans and training for managers. All support mechanisms are based on identifying work related and personal stress at an early stage and taking early intervention through referral to the Occupational Health Team, access to a Counselling Service and instigating an action plan
30. The percentage of absences relating to musculoskeletal disorders has reduced by 3% down from 23% to 20% compared to last year's figures with the overall percentage of absences due to work-related musculoskeletal disorders rising by 1.06% from 0.36% to 1.42%. A scheme of early referral to a Physiotherapy Service through the Occupational Health Team continues to try and support employees with musculoskeletal disorders. Manual Handling training continues to be offered and manual handling accidents related to work activities are investigated and monitored to make sure that remedial action is put into place

Proactive Safety Monitoring

Health and Safety Team - Advice and Guidance

31. A Duty Safety Officer System is used within the Health and Safety Team to allow employees and managers to access telephone advice from a Safety Officer across the Council. The response time is based on the level of risk. The team took over 1,000 telephone calls, where a response was required. The most frequent queries were related to giving Safety Advice, Health & Safety Training and accidents. The Duty Safety Officer provided immediate advice and support and followed up with a site visit if necessary.
32. The Health and Safety Team continue to review the Corporate Health and Safety Policy and arrangements and update when necessary. This year many of the health and safety arrangements were updated, these included Plant and Machinery, Work at Height (General Guidance), Pressure Systems, Managing Contractors, Legionella Policy & Procedures, Guidance for Managing Choking for Adults with a Learning Difficulty.

New guidance documents and arrangements completed included Working at Height – Potential Fall Protection Equipment and Local Exhaust Ventilation (LEV).

33. The Health and Safety Team continue to work closely with service areas to provide advice, bespoke training and monitor activities to ensure that risks are being managed sensibly and proportionately.

The Crime Prevention (CP) function is part of the Health and Safety team and covers all aspects of Shropshire Council premises, property and staff. Crime Prevention contributes to the Authority's participation in the Crime and Disorder Act 1998, Section 17. The work of CP includes advising on pro-active security, crime prevention and increasingly, personal safety. In addition, the function has a re-active role addressing problems/issues i.e. anti-social behaviour, theft, burglary and staff safety. The work is across all sectors of the Council.

34. Crime Prevention promotes and assists Shropshire schools with the 'Safer School' scheme and this includes academy schools. 135 Schools are now accredited a 'Safer School' and more work to the accreditation. Virtually all Shropshire Primary schools and the majority of Senior schools are involved in Safer Schools. Following a successful Safer School accreditation, the school is reviewed every 2 years. Many schools have been involved in the scheme for 15 years or more. In partnership, West Mercia Police provide excellent support and appreciate the commitment of both the Council and schools. The Crime Prevention function has a strong link with the Shropshire Officers of West Mercia Police, permitting good partnership working when circumstances dictate.

From a corporate perspective, CP supports the health and safety team with policies and arrangements and also advises/contributes with the Council security guarding/intruder alarm contracts. The CP role continues to have a strong role in issues relating to buildings or staff safety at Council properties.

Corporate Health and Safety Audits

35. The Health and Safety Team continue to undertake Health and Safety Audits in a variety of premises to offer and advice through inspections, establishment/team visits, etc. During 2016/17, 31 audits were undertaken across the Council.

Health and Safety audits were also completed for Academy Schools and external contracts with SLA's, bringing in additional income. Additionally a number of audits were completed including 'safety tour' audits comprising informal audits and inductions to support new Headteachers, Manual Handling of People audits within Residential and Day Services and Stress audits were undertaken across a range of service areas.

36. These audits and inspections were based on a prioritisation of risk, i.e. a response to incidents and specific request from senior managers to review the premise health and safety arrangements.
37. Reports on the findings of Health and Safety Audits and Inspections were sent to key people with health and safety responsibilities in service areas and key concerns were discussed and noted at the Corporate Health, Safety and Welfare Group. The Premise Manager instigated an action plan to meet any recommendations made.

Health and Safety Monitoring (Self Audits)

38. The H&S Team undertook more than 20 site visits over the summer holiday period to assist Premise Services with monitoring their construction projects. Overall findings are similar to last year. The main issues being around:

- Asbestos Management – Often the school's asbestos register is not signed by all contractors working at the school.
- Work at height – Risk assessment around fragile surfaces. Skylights not protected or considered. The Health & Safety team had to stop contractors working on 3 occasions:
- Security of school and construction site – Sometimes little control evident around visitors to school and to areas within the school where construction may be taking place. Contractor/School responsibility with input from Premises Services.
- Sometimes no Risk Assessment and Method Statement (RAMS) or Construction Phase Plan (CPP) on site.
- Personal Protective Equipment (PPE) not always worn as identified by contractor's own risk assessment.

39. Self-Monitoring Checklists are available to premises to self assess their level of compliance with the Council's Health and Safety Policy and guidance.
40. Schools in particular are very committed to undertaking the local assessments usually with active input from Governors. Other Service Areas have not really engaged with the process this year although this is not a cause for concern. This is attributed to the restructuring of services and will be addressed by the Health and Safety Team
41. The Health and Safety Team will continue to use the scoring from the self-monitoring documentation to select and undertake health and safety audits through the year of premises and teams based on the outputs from the self-monitoring process. This will target areas where support is required to improve health and safety performance.

Service Level Agreements

- 42 The Health & Safety Team have developed contracts with associated Service Level Agreements (SLA's) in place with a number of Academy Schools and also externally with a range of companies. These have proved beneficial to both the team and the organisations involved.

Fire Safety

- 43 The Regulatory Reform (Fire Safety) Order 2005 places responsibility for fire safety at any particular premises on the "responsible person" i.e. the employer and/or the person who has control of the premises. Under this legislation, the "responsible person must ensure a fire risk assessment is carried out to determine whether the premises are safe to use and ensure that all necessary fire precautions are properly implemented.

Support, advice and training is made available to premises managers in all council buildings regarding fire safety and particularly the technical aspects of fire risk assessments. Throughout the year, compliance monitoring is undertaken with respect to all premises, which are owned, occupied or used by the council – including schools – to ensure that our statutory duties under the Fire Safety Order are being properly carried out.

Regular and close liaison with Shropshire Fire and Rescue Service (SFRS) continues and has proven to be an effective way of dealing with issues, which arise from their audits of council premises. This has helped to ensure that to date; no school enforcement notices or prohibition notices have been served

SFRS have also completed a number of school audits and again no enforcement notices or prohibition notices were served.

Health and Safety Training

- 44 Health and Safety Training is being delivered to Council's employees to ensure that they continue to attain knowledge, understanding and develop skills to enable them to plan, manage, supervise or undertake their work activities safely.

Over the year, 108 courses were delivered to 1,261 council delegates. This was 14 fewer courses than the previous year but achieved an increased attendance of 7.5% when compared with 2015/16.

A wide variety of topics are still being delivered, e.g. Asbestos Awareness, Lone Working and Personal Safety, Moving and Handling of Loads, Ladder Safety, Fire Safety, Fire Warden, Control of Substances Hazardous to Health, Health and Safety Awareness, Risk Assessment, Evac+Chair. A few refresher courses were also arranged and delivered for these subjects. Resilience (Managing Work-related Stress) has been added to the core topics

H&S training to external fee-paying clients has increased from 9 on-site courses the previous year to 33, attended by 349 delegates. These were run for a variety of clients i.e. School

Academies and Colleges, Town Councils, Housing Management, who are mostly signed-up to a Service Level Agreement.

There is no new Health and Safety legislation expected in the next few months and no need to develop any new courses.

The impact of The Sentencing Guidelines introduced on 1st February 2016 is having a profound effect on organisations convicted for breaches of H&S law. The total level of fines has risen from £8.2Million in 2015/16 to £13.3Million in 2016/17 this trend is expected to continue to rise over the next few years. This information is being relayed in relevant H&S training topics with the aim to emphasise the need for developing and improving H&S managements systems and improving the quality of evidence to demonstrate systems are being used.

- 45 In addition to the Corporate Training Programme, Joint Training delivered the Moving and Handling People training programme for Shropshire Council adult social care staff. They recorded 153 attendances across 22 courses. Courses delivered were Moving and Handling Induction, Moving and Handling People Refresher, Practical Hoist Refresher and Moving and Handling Champions training.

Joint Training also delivered a number of health and safety courses as part of their wider training programme, open to both Shropshire Council adult social care staff and the independent, health and voluntary sector in Shropshire. For these courses, they recorded 225 attendances across 19 courses. Of these, 82 attendances were by Shropshire Council staff. Courses delivered were Health & Safety Awareness, Food Hygiene, Care Certificate Health & Safety Introduction and Care Certificate Emergency First Aid at Work.

There were two Health & Safety Workshops attended by 28 delegates run specifically for Head Teachers, Business Managers & School Governors covering topics including Contractor Information / legal obligations surrounding building work on school sites, Fire Safety / Risk Assessment, Legal Updates.

There were 68 First Aid training courses delivered, attended by 740 delegates and these included First Aid at Work, Re-Qualification Course, Emergency First Aid at Work Course, Paediatric First Aid, Emergency First Aid at Work/ Paediatric First Aid.

Shire Services ran 80 training courses, attended by 930 delegates and these included Shire Services Induction, Refresher Manual Handling + Slips/Trips/Falls Awareness, Fire Awareness, Ladder Safety, CIEH Health and Safety Level 2, 3 & Level 2 refresher, Line Manager Health and Safety Awareness Workshop, CIEH Food Safety Level 1, 2, 3, and Refresher Food Safety Level 2 & 3. Shire Services also have Catering Managers (112 delegates) and Cleaners in Charge (81 delegates) annual meetings which include any retraining in Health and Safety key points and their manuals are updated with any changes.

There were also three IOSH Managing Safely Courses, attended by 14 delegates, of which 6 were employees and 8 were external delegates. The course is accredited by the Institution of Occupational Safety and Health (IOSH) and is aimed at delegates who have a responsibility for health and safety in their day-to-day duties.

- 46 The Health & Safety Team provide a training matrix available on both the Health and Safety Intranet and Shropshire Learning Gateway. This is designed as an on-line tool to help managers find out what is considered as essential Health & Safety training for each member of staff in their team.

The matrix identifies Health & Safety training courses required for a general or job specific role within Shropshire Council.

- 47 The Health & Safety Team provide further health and safety courses through e-learning; this supports the learner by negating the requirement for several formal (classroom style) training courses.

48 Cardinus continued to provide an e-learning platform this year, with 1000 licences hosted by Cardinus on their server. This provides school employees and others within Shropshire Council who cannot access the intranet the opportunity to carry out health and safety (e-learning) training i.e. using external email. The system is also used by external clients.

49 The fully interactive e-learning courses are:

- Fire Safety Plus
- Safety for Line Managers
- Manual Handling Plus
- Manual Handling for the Office
- Effective Risk Assessment

50 These e-learning training courses are hosted on the intranet allowing training to be delivered directly to the employee's computer, who can access the training at their own convenience. Courses are set-up after a request from the delegate and completed in their own time; the course will remain 'live' until completed or deleted by the administrator.

Course Title	Requested	Completed	Unfinished
Fire Safety Plus	22	21	1
Manual Handling Plus	46	40	6
Manual Handling in the Office	4	4	0
Safety for Managers	5	4	1
Risk Assessment	69	43	26

New e-learning capability was introduced in the beginning of 2017 with the launch of the Learning Pool platform. H&S modules will be reviewed and added to the training portfolio over the forthcoming year.

Cardinus Workstation Safety Plus

51 The software system for undertaking intranet based risk assessment and training continues to be used. The software is well received by managers and employees as it allows cost effective and accessible training to be available. This negates the necessity for employees to leave their workstation to undergo training and to complete a workstation risk assessment. The council has extended the Cardinus contract and has now moved from a self-hosted option to being hosted by Cardinus themselves. This means less IT support is needed in-house and the reliability of the system is better. Work is underway to transfer to the latest version of the Cardinus platform.

52 During 2016/2017 there were approximately 3381 users on the system and 2456 workstation assessments were completed. Users complete a risk assessment, producing a high, medium or low risk result. They are then presented with an action report detailing the measures required to rectify issues raised and reduce risks. During the period, the high risks were reduced to 30%, medium risks reduced to 14% and the low risks stayed the same at 56%.

Health, Safety and Welfare Group

53 The Group met four times to consult with Trade Union colleagues on health and safety matters. It receives progress updates from the Health & Safety representatives and a report from the Health and Safety Manager on health and safety performance, accidents, briefings on new legislation and progress with agreed targets. The meetings are well attended with focus given to strategic health, welfare and safety matters and proactive work, which improves knowledge and performance.

Occupational Health - Workplace Wellbeing

54 To improve workplace wellbeing and ensure that employees take responsibility for their own health and wellbeing, the Occupational Health Team in conjunction with support from a Human Resources Officer, arranged a wellbeing event. The event took place on the 7th November 2016 at Shirehall and was billed as a 'Feel Good' Monday Event. It was the second wellbeing event of the year following on from one on the 12th February 2016.

The event was attended by over 115 employees and incorporated a variety of different activities, both informative and interactive.

Events on the day included:

- Help2Change who facilitated the provision of physiotherapy sessions from Robert Jones & Agnes Hunt Orthopaedic Hospital and provided Healthy Heart sessions on the day.
- A variety of pre bookable sessions were rolled out in the days prior to the event with a good level of sign up. These consisted of a variety of activity taster sessions e.g. salsa lessons, laughter workshops, and seminars on mindfulness.
- In order to ensure that employees attending on the day did not feel they had missed out if they had not pre booked, there were also sessions from local alternative therapists who offered Indian Head Massage, reflexology and neck and shoulder massage which were provided on a 'walk in' basis.
- In addition, there was use, for three days, of a Healthcare Monitor, which gave employees the opportunity to undertake measurements for height, weight, pulse and blood pressure. This provided the employee with an overall BMI reading. The trial of a healthcare monitor proved to be one of the most popular activities and consequently from February 2017 the Healthcare Monitor was leased for a 12-month period and sited in Shirehall. Since its' installation it has been used 549 times. The responses from employees regarding the equipment has been really positive.
- Shropshire Community Leisure trust offered free passes to swim and gym sessions.
- There were also stands from Human Resources and Occupational Health and Safety with information about policies, workstation assessments, and an opportunity to ask employees any questions they might have.
- The Counselling Service, NOSS, had a stand, which gave useful information and free bottles of water to keep employees hydrated.
- This event also had representation from our employee benefits providers with Paycare, P&MM and Dunham McCarthy who promoted their offers and P&MM also held a raffle on the day for £25 worth of free vouchers, which was won by a member of the pension team.
- Other health advisors such as Shropshire One You and Help2Slim were present.
- Representatives from LGPS and Pensionwise had stands, which highlighted the offer and support available to Shropshire Council employees.

Since January 2017, seven employee wellbeing sessions have been run with 56 people getting involved. The sessions for the first quarter of 2017 were:

- Early bird workout
- Let's Salsa
- How to get active in Shropshire (linking in with Shropshire Community Leisure Trust)
- Heathy Heart checks

- Stop smoking advice
- Prostate Cancer awareness session
- Nutrition and hydration workshop

Summary of Key Performance Indicators

- 55 Good progress has been made during 2016/2017 on managing health and safety across the Council. This can be demonstrated through the development of health and safety arrangements and initiatives undertaken to reduce and manage risk.
- 56 The Health and Safety Team continue to monitor performance through audits and inspections.
- 57 Reportable employee accidents to the HSE have reduced and minor accidents have also reduced compared to last year's figures. Regular reporting occurs to the Health, Safety and Welfare Group to monitor accident statistics throughout the year.
- 58 On comparison with other Unitary Councils, who took part in a benchmarking exercise, Shropshire Council looks favourable in all the benchmarked areas for accident statistics.
- 59 The Health and Safety Team has provided robust and responsive service to service areas on health and safety issues through offering advice by telephone, site visits, and attendance of meetings, provision of investigation reports and the delivery of the Managing Safely Course to managers and supervisors.

Actions for 2017/2018

Key priorities for Shropshire Council are:

- The Health and Safety Team to work with Service Areas to produce and implement H&S management systems including policies, procedures and arrangements
- Development of external contracts with associated Service Level Agreements in place.
- Continue updating and monitoring of Workstation Safety Plus to reduce risks associated with musculoskeletal disorders.
- Raise awareness of workstation assessments in particular agile working.
- Continuation of staff wellbeing events throughout the year.
- Support 'Leap into Learning' development for e-learning health and safety awareness courses across service areas.
- Digital Transformation Programme – support development for the management of accident data and case management arrangements for occupational health.
- Promote and engage with Service areas on increased use of the self-monitoring checklists to self-assess compliance with health and safety.
- Employee wellbeing will fit in as part of the Corporate Culture Change programme.

Progress on Action Plan for 2016/2017

Activity	Outcome	
Review of H&S Arrangements to ensure up to date and relevant to organisation	☺	On-going, Arrangements are being updated in line with project plan, which is based on level of risk.
Production of Annual Health & Safety Performance Report including benchmarking with other unitary LA's for presentation to senior management and elected members	☺	Data being collected for the 2016/2017 annual report. 2015/16 report completed and agreed at Directors meeting on 5th September 2016. Portfolio Holder briefed. Presented to Cabinet on 28th September 2016. All signed off. .
Targeted Safety Auditing to measure compliance and provide recommendations for improvements.	☺	On track with plan
Work with Service Areas to produce and implement H&S management system including policies, procedures and arrangements.	☺	Draft H&S arrangements have been provided as needed to teams on request and as needed.
Development of contracts across council and externally with associated Service Level Agreements in place.	☺	Collaborative work on SLA's and Contracts underway
Continue updating and monitoring of Cardinus-Workstation Safety Plus to reduce risks associated with musculoskeletal disorders	☺	Structure amended to reflect change from Commissioning to P&E. Passed to Cardinus January 2017 to upload so testing can take place on Cardinus hosted system. Both systems still operational and in use.

Accident Charts for Shropshire Council

Chart 1: Number of Reportable Employee Accidents for 2015/2016 and 2016/2017

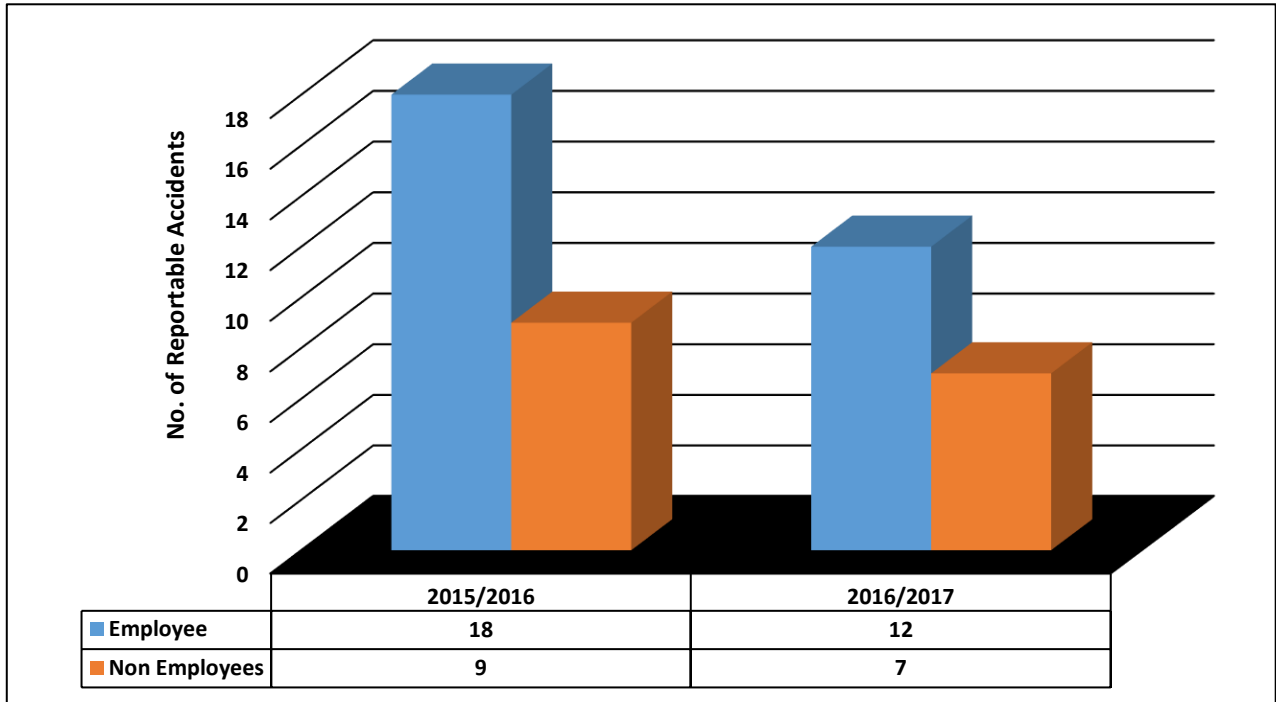


Chart 2: Main Causes of Reportable Employee Accidents for 2016/2017

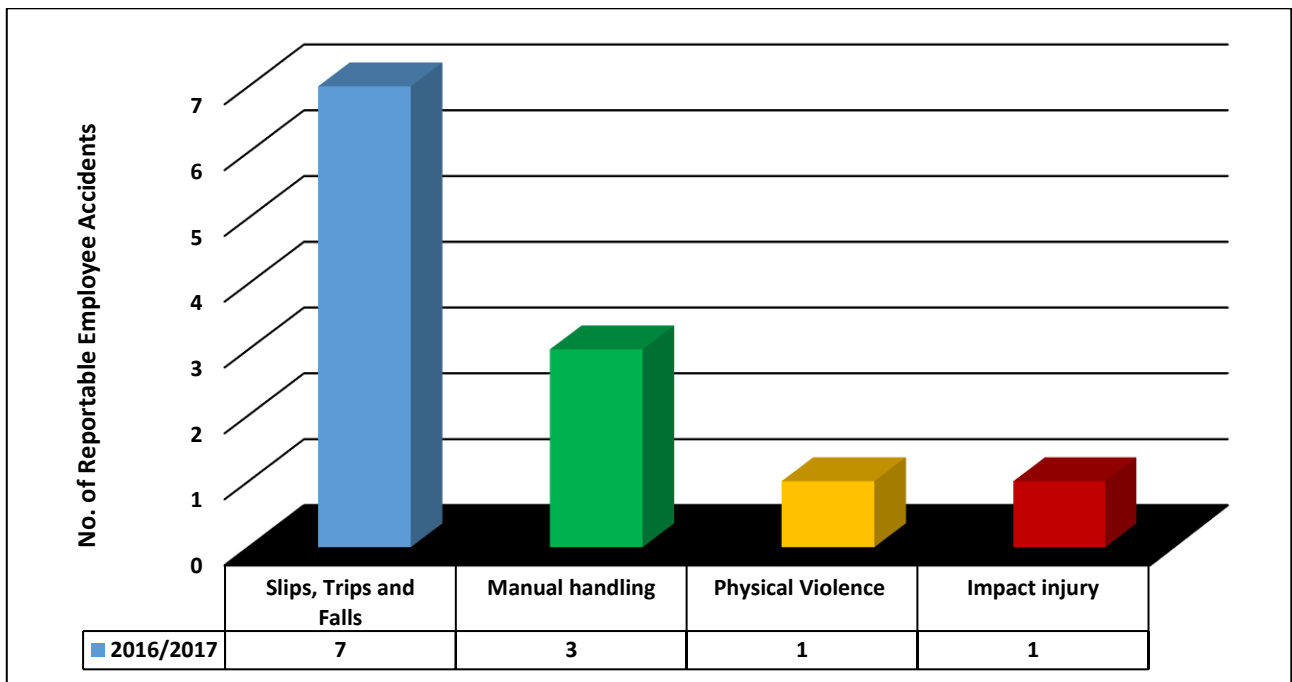
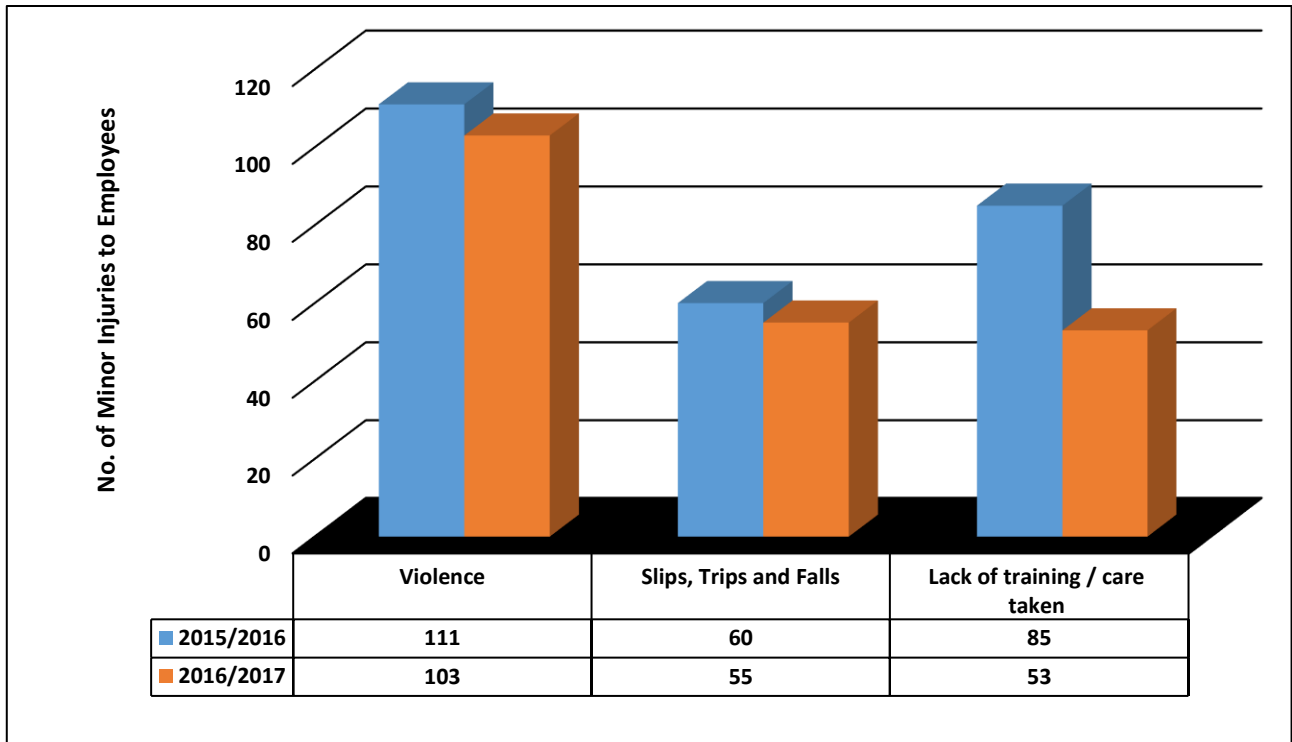


Chart 3: Main Causes of Minor Injuries to Employees for 2015/2016 and 2016/2017



Appendix Three

Benchmarking with other Unitary Councils

*AIR = Accident Incident Rate - used for benchmarking purposes

$$\text{AIR} = \frac{\text{Number of Accidents}}{\text{Number of Employees}} \times 1000$$

Chart 4: Benchmark for Reportable Injuries to Employees

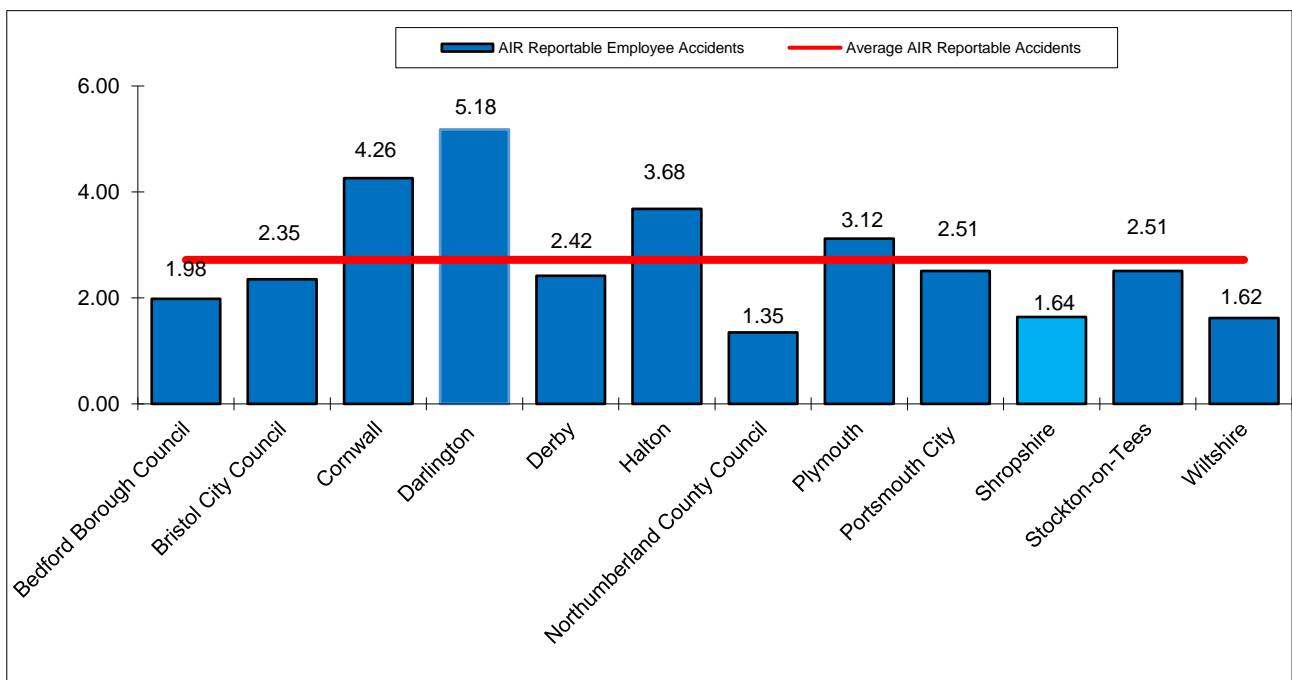


Chart 5: Benchmark for Violence to employees

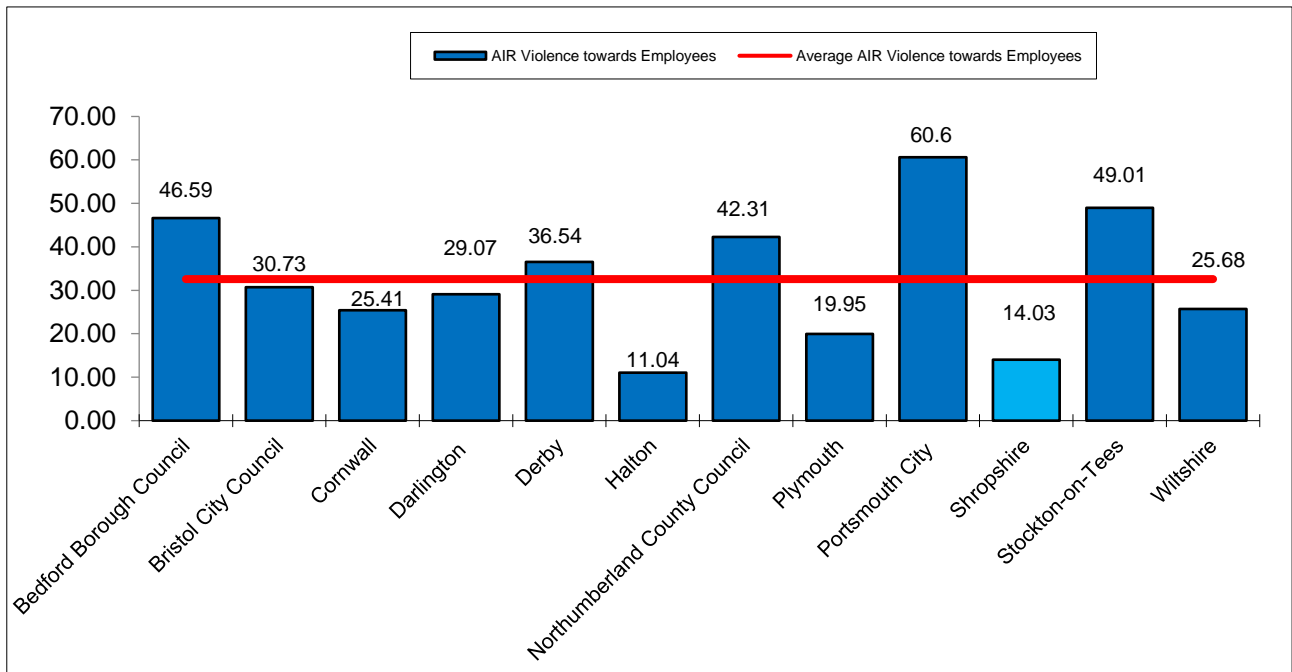
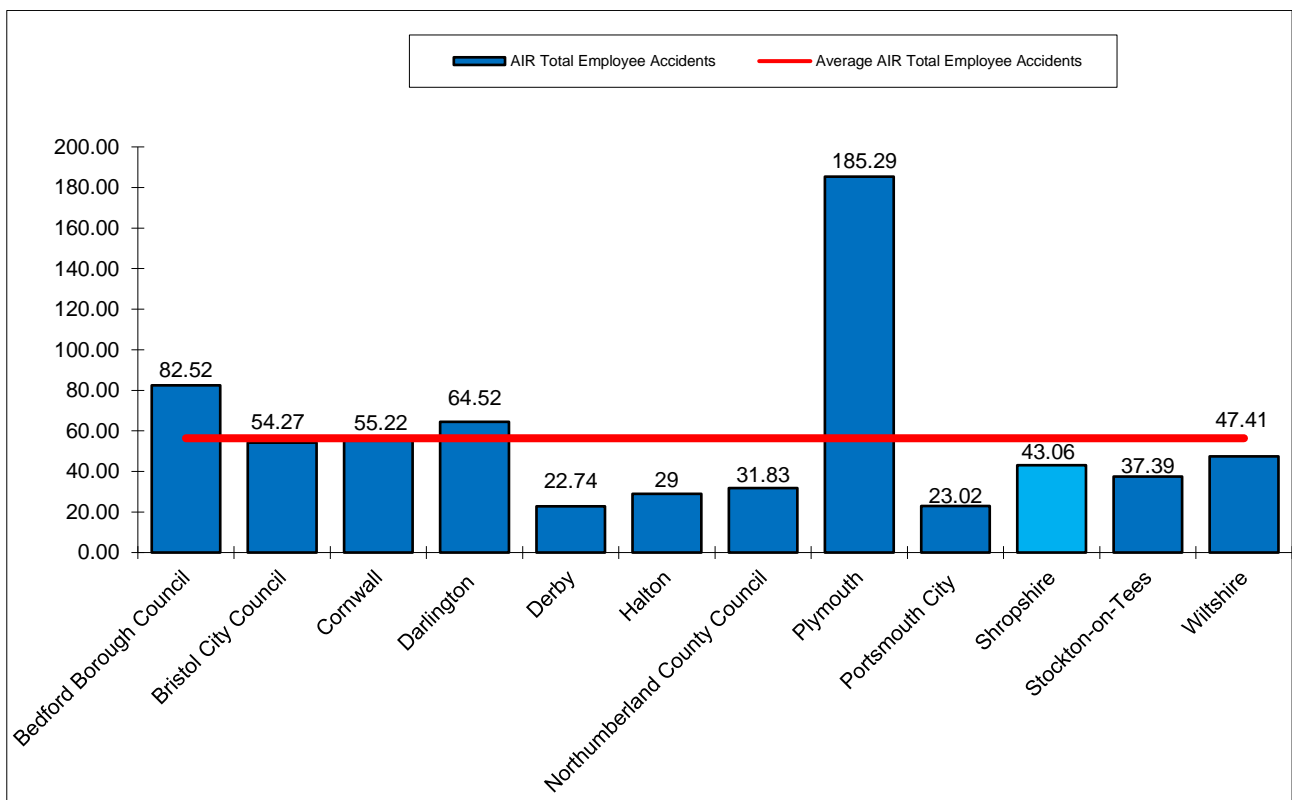


Chart 6: Benchmark for Total Accidents to Employees



Benchmarking with other Unitary Councils

Council	Number of Employees (Head Count)	Reportable Employee Accidents	AIR* (Reportable Employee Accidents)	Violence to Employees	AIR* (Violence to Employees)	Total Employee Accidents /Incidents	AIR* (Total Employee Accidents)
Bedford Borough Council	4035	8	1.98	188	46.59	333	82.52
Bristol City Council	12788	30	2.35	393	30.73	694	54.27
Cornwall	7044	30	4.26	179	25.41	389	55.22
Darlington	2511	13	5.18	73	29.07	162	64.52
Derby	9498	23	2.42	347	36.54	216	22.74
Halton	4620	17	3.68	51	11.04	134	29
Northumberland County Council	10400	14	1.35	440	42.31	331	31.83
Plymouth	5764	18	3.12	115	19.95	1068	185.29
Portsmouth City	6386	16	2.51	387	60.60	147	23.02
Shropshire	7339	12	1.64	103	14.03	316	43.06
Stockton-on-Tees	3,183	8	2.51	156	49.01	119	37.39
Wiltshire	11136	18	1.62	286	25.68	528	47.41

60 Financial Implications

There are no financial implications associated with this report. There may be future financial implications in respect of the Actions for 2017/2018 although these will be approved by Senior Managers before they are progressed.

61 Conclusions

This report indicates that the health and safety performance of Shropshire Council has been managed well over the last twelve months.

The next twelve months will continue to see new challenges in light of the financial climate. It is important to maintain focus on sensible risk management so that risks can be managed sensibly, appropriately and proportionately.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information) None
Human Rights Act Appraisal The recommendations contained in this report are compatible with the provisions of the Human Rights Act 1998.
Environmental Appraisal N/A
Risk Management Appraisal The contents and key actions of this report are in compliance with good risk management.
Community / Consultations Appraisal Mechanisms are in place for consultation with employees and Trade Unions.
Cabinet Member
Steve Charmley
Local Member
N/A
Appendices - 3
Appendix One – Progress on Action Plan for 2016/2017 Appendix Two – Accident Charts for Shropshire Council Appendix Three – Benchmarking with other Unitary Councils

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