

APPENDIX 1

Progress with Action Plan for 2021/2022

Detailed information on progress with the 2021/2022 plan follows.

Review of Health & Safety Arrangements to ensure up to date and relevant to organisation - Arrangements are being updated in line with project plan, which is based on level of risk.

Production of Annual Health & Safety Performance Report for senior management and elected members – Data collated, report completed and submitted to relevant stake holders, directors, Portfolio holder and signed off at Cabinet on 20th October 2021.

Audits – Scheduled and targeted audits across the council in line with Audit Programme Document - Although again heavily impacted by Covid, some auditing /inspections and Covid security arrangement inspections took place, both face to face and via Teams. The Health and Safety Team, as a priority, were mostly heavily involved in reviewing Covid risk assessments carried out by schools and non-schools and additionally, to support the wider opening of schools.

To work with Property Services Group (PSG) on a list of summer works construction activities for inspection over the summer school holiday period and to ensure compliance with CDM - Programme of visits undertaken to higher risk projects by officers from the Health & Safety team. Recommendations and observations similar to previous years were made. Again, protection of skylights and site security were some issues requiring action.

To engage and retain services across the Council and externally with associated Service Level Agreements in place to support their obligations and responsibilities for health and safety. To explore further opportunities with town and parish councils - Service Levels Agreements for schools (maintained and academy) are in place. The team continue to carry out work for academy and town/parish council clients this year, although have by necessity pulled back slightly from this work in order to focus on the significant works Covid generated and to get back up to speed on corporate priority.

APPENDIX 2

Reactive Safety Performance

Accident and Violence Statistics

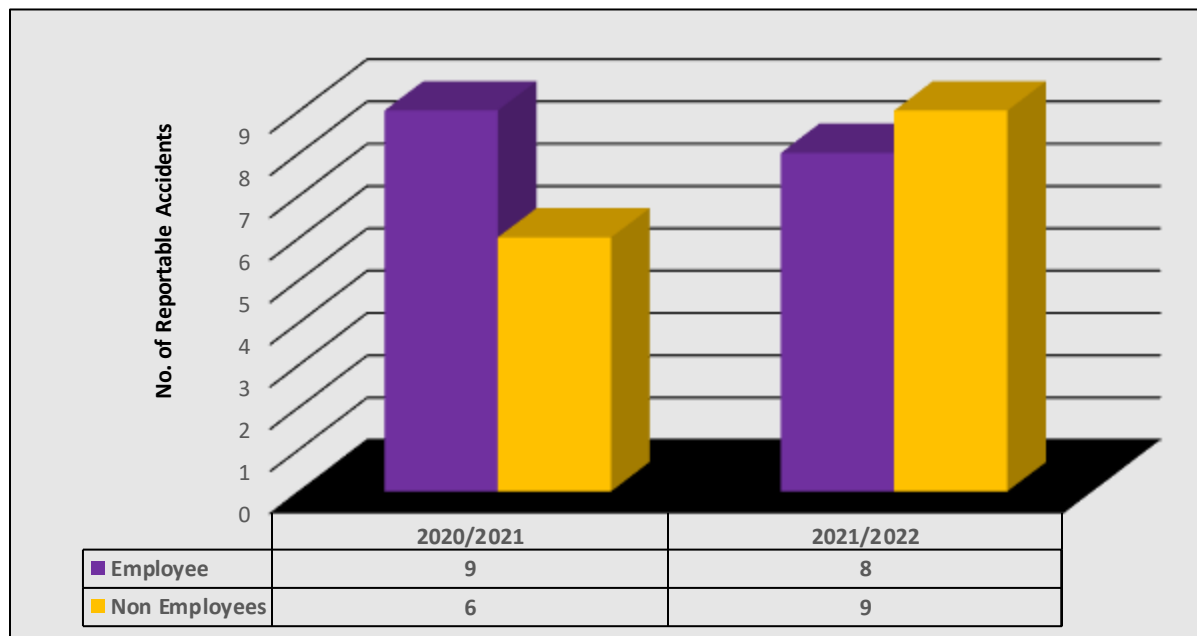
ERP our online Incident Form module is used to enable a simple and consistent approach to reporting and recording of accidents within Shropshire Council and to increase the scope and use of statistical information.

All accident forms are sent online into the Health and Safety Team via ERP 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.

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 in a timely manner and if further information is required the Health and Safety Team is the first point of contact.

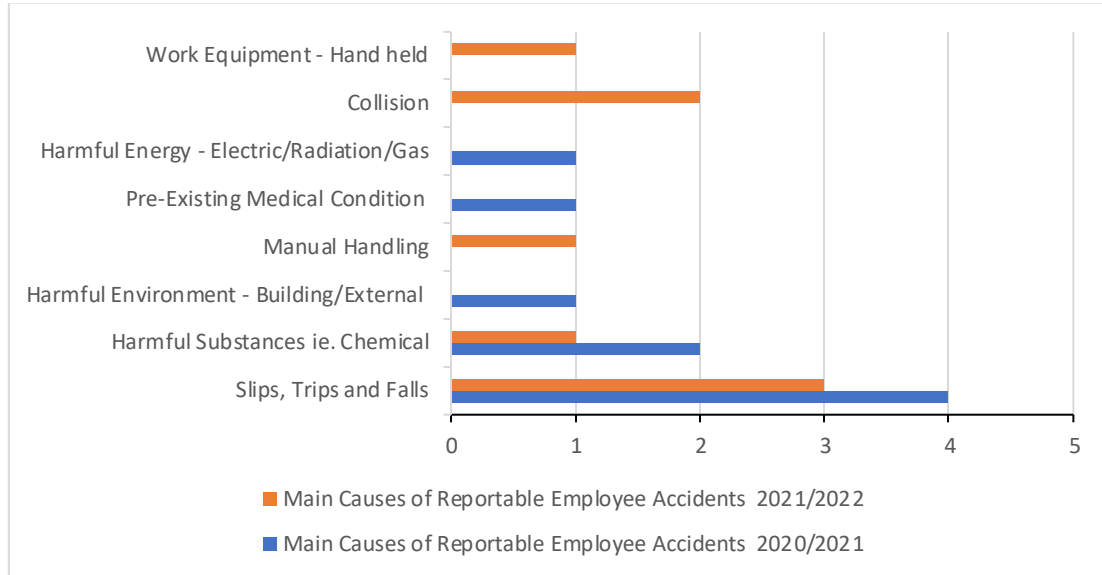
The number of reportable incidents to the HSE for employees has decreased compared to the data from 2020/2021 from 9 to 8. The number of incidents related to non-employees has increased from 6 to 9. See Chart below.

Number of Reportable Employee Accidents for 2020/2021 and 2021/2022



The main causes of the reportable employee accidents to the HSE are Slips/Trips/Falls 3 (38%), Collision 2 (25%), Chemicals/Substances 1 (13%), Manual Handling - People/Children 1 (13%), Work Equipment - Hand held 1 (13%). See Chart below.

Main Causes of Reportable Employee Accidents for 2021/2022

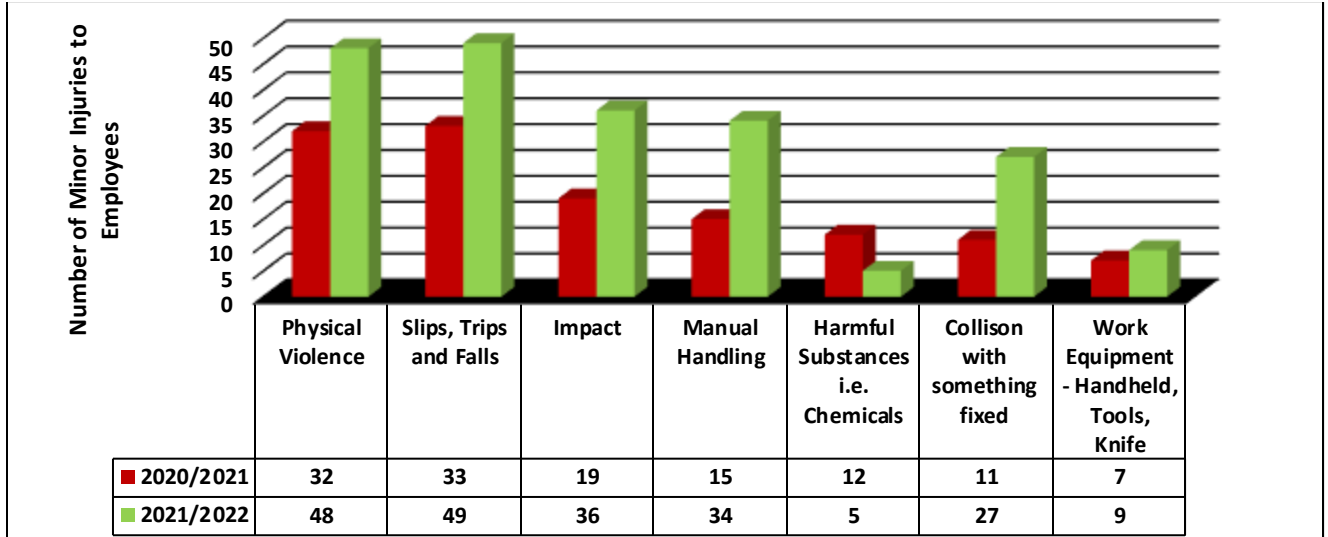


This year, Shropshire Council had 645 accidents in total, comprising 17 RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), 454 minor accidents and 191 near-misses. The previous year’s figure was 431.

There were 454 minor accidents reported in total (274 last year), 249 to employees (153 last year), 47 to service users (43 last year), 27 to visitors (4 last year), and 113 to pupils (68 last year). The remainder were low numbers, 18 in total, (6 last year) in the categories, ‘agency staff’ 7, ‘contractor’ 4, ‘volunteers’ 2 and Employed by External Client 5.

The main causes of the minor injuries to employees were Slips, Trips & Falls 49 this has decreased from 33 last year, 48 violent incidents 32 last year, 36 Impact (19) last year, 34 manual handling (15) last year, Harmful Substances i.e. Chemicals 5, 12 last year, Collision with something fixed 27, 11 last year, Work Equipment - Handheld, Tools, Knife 9, 7 last year. See Chart below.

Main Causes of Minor Injuries to Employees for 2020/2021 and 2021/2022



Of the 48 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.

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.

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. Some higher risk teams utilise the Stay Safe app to monitor staff out in the field.

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. This training has been revamped to include practical elements in line with HSE guidance.

The Health and Safety Team will continue to review each online accident form and ensure that remedial action is put into place to prevent a reoccurrence and undertake investigations as necessary.

APPENDIX 3

Health and Safety Investigations

The nature of investigations included:

IP tripped over some play equipment, causing them to fall on their face, without putting out their arms. Injury preventing the injured person from working for more than 7 days. A review of the risk assessment was undertaken. All equipment is to be safely and securely stored away from doorways and areas that could cause an accident.

A painted steel 'hockey stick type' street lighting column collapsed and fell onto a parked car at the side of the roadway injuring one of the vehicles passengers who was in the process of getting out of the vehicle. The remaining lighting columns in the street were inspected. An action plan was implemented for a program of re- inspections and non-destructive testing of painted steel lighting columns.

The IP attended a Day Centre for adults with learning difficulties. They were eating their lunch under supervision and appeared to have difficulty swallowing. Staff assisted administering back slaps which initially appeared to have relieved the situation. Abdominal thrusts were also administered following further back slaps and an ambulance called. The IP was treated at the scene and taken to hospital by ambulance staff. Unfortunately, the IP passed away. Internal investigation completed. At HSE's request, this report and further additional information has been forwarded to the HSE to support HSE's further fact finding relating to the incident which remains ongoing.

There were also a number of slip, trips and fall incidents in premises that the team looked into and followed up. 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.

APPENDIX 4

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

As noted previously in Appendix 3 following the fatality of a Service user who attended a Centre for adults with learning difficulties. At The Health and Safety Executive (HSE) request, following the Health & Safety team investigation, a report and further additional information has been forwarded to the HSE to support HSE's further fact finding relating to the incident which remains ongoing.

The HSE have had no significant dealings with schools since early last year, having completed a number of Covid-related spot-checks and audits previously.

APPENDIX 5

Work-related Absences

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.

2. 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.
3. Stress training is available via LEAP. With courses aimed at managers and employees to look at how to recognise signs of stress and to instigate strategies for dealing with and managing stress.
4. 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. Mental Health First Aiders are operational across the council and the current list of previously trained employees has been added to the Intranet pages. The council's Wellbeing function also offers some support in relation to stress.
5. The percentage of stress related absences has fallen by 5.12% from 16.8% to 11.68%. The number of employees taking a period of absence due to Stress (which includes anxiety, depression and mental health) was 412 employees this year (11.6% of all employees who took a period of sickness absence between April 2021 to March 2022) compared to 319 employees for the same period last year (14.1% of all employees who took a period of sickness absence). 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.
6. The percentage of absences relating to musculoskeletal disorders has fallen by 5.07% compared to last year's figure from 30% to 24.93%. For Musculoskeletal 421 employees (which equates 11.9% of all employees who took a period of absence between April 2021 to March 2022) compared to 338 (14.9% of all employees who took a period of absence last year). A scheme of early referral to a Physiotherapy

Service through the Occupational Health Team continues to try and support employees with musculoskeletal disorders. Over the year 13 staff were referred for fast track Physiotherapy. 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.

APPENDIX 6

Proactive Safety Monitoring

Health and Safety Team – Advice and Guidance

A Duty Safety Officer System continues to be used within the Health and Safety Team to allow employees and managers across the Council to access telephone and email advice from a Safety Officer, with the response time based on the level of risk.

The Health and Safety Team continue to review the Corporate Health and Safety Policy and arrangements and update when necessary. Many of the health and safety arrangements were reviewed and updated this year.

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. Crime Prevention promotes and assists Shropshire schools with the *Safer School* scheme and this includes academy schools and more recently, independent schools. Over 140 Schools have been accredited a *Safer School* and more are working to the accreditation.

From a corporate perspective, CP supports the health and safety team with policies, 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.

APPENDIX 7

Health and Safety Audits

Despite Covid, the team continued business as usual activities but trying where possible to carry these out via Microsoft Teams. As part of the preparation for reopening of services/premises, some site visits were undertaken by officers to review Covid arrangements and support premise managers with completion of risk assessments and procedures ahead of opening.

Although heavily impacted by Covid, some auditing/inspections took place, both face to face and via Teams. The Health and Safety Team were heavily involved in reviewing both school and non-school Covid risk assessments and additionally, to support the wider opening of schools. Some Health and Safety remote audits were also completed for Academy Schools and external contracts with SLA's, bringing in additional income.

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.

The school audit has been streamlined to make it a quicker process for both school and auditor which enables more schools to be visited in a year.

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 instigates an action plan to meet any recommendations made.

APPENDIX 8

Health and Safety Monitoring Schools

With COVID-19 pandemic still prominent, it meant Shropshire Council (along with many other organisations) had to adopt new and innovative ways of working to support our services and ensure they continued to be compliant

In order to support schools, the Health & Safety team provided revised guidance and support in reviewing Covid risk assessments in line with changing government guidance. The team worked closely with public health, senior officers in Children Services and liaised regularly with Trade Unions to discuss, advise and support with employee matters.

The Health and Safety Executive (HSE) had no significant dealings with schools during the period, having completed a number of Covid-related spot-checks and audits previously.

School Construction Projects

As in previous years, a number of visits were undertaken by the Health & Safety Team (9 site visits) to assist Property Services Group (PSG) with the monitoring of their construction projects. Fewer projects were undertaken and limited availability of Officers to undertake visits over Summer break – hence smaller number of inspections.

In addition, all PSG surveyors undertake monitoring of contractors/contracts.

Topics of concern can be summarised as follows:

Hot works management.

Asbestos management issues.

Work at height.

Site Security and awareness of the need to maintain.

Availability of RAMS/CPP.

The Health & Safety Team and PSG continue to meet at regular intervals.

Self-Monitoring Checklists are available to premises to self-assess their level of compliance with the Councils Health and Safety Policy and guidance. The Health and Safety Team use 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.

Schools in particular are very committed to undertaking the local assessments usually with active input from Governors. Other Service Areas do undertake the Self-Monitoring, but completion has been sporadic and this is attributed to the restructuring of services and will be addressed by the Health and Safety Team.

Service Level Agreements

The Health & Safety Team continue to provide services on contract via Service Level Agreements (SLA's) with a number of Academy Schools and also externally with a range of partner organisations.

APPENDIX 9

Fire Safety

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.

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 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. Shropshire Council now has a Statutory Compliance officer – Fire Safety, who is the key point of contact with Shropshire Fire & Rescue Service. This has helped to ensure that to date; no school or council premise enforcement notices or prohibition notices have been served. Below is a summary of Fire Safety key points:

Ongoing is SFRS interest in all premises over 18m as they classify these as high risk, irrespective of what the premises is used for.

Weeping Cross Depot had a SFRS audit, both Shropshire Council and Veolia were audited and each received audit letters, the depot was deemed broadly compliant, however there were a number of issues raised requiring attention, which PSG, department managers who have a store there, and Veolia have actions to undertake. Work is progressing. Shropshire Council has had a fire risk assessment carried out for the whole premises which was one of the actions.

Shifnal Primary School received a SFRS audit. It was deemed broadly compliant but the Nursery at Shifnal Primary School received actions that required attention

Likewise, Mardol House received a broadly compliant audit report, but with a number of issues raised which required attention.

The Building Safety Bill has received Royal Assent. This is an enabling act and a range of Regulations will come into force over the next 12-18 months.

Shropshire Council now requires that a PSG approved fire risk assessor conducts all of its’ fire risk assessments. Internal assessors are no longer deemed competent. The Corporate Landlord premises have been split into a high and low risk category. All premises categorised as high risk have received a

fire risk assessment conducted by an external PSG approved
fire risk assessor.
Fire safety improvement work continues at Shirehall.

APPENDIX 10

Health and Safety Training

1. A full range of health and safety courses have continued to be provided during the ongoing Covid-19 pandemic. With face-to-face courses being delivered with regards to social distancing, Government guidance, and specific premises procedures. These necessary precautions have resulted in some instances, with courses being delivered, but with smaller numbers of delegates per session. As the restrictions were removed, the number of courses increased along with an increase in delegate numbers per training session.

Over the year, 131 courses were delivered to 753 delegates.

Courses have been reviewed to reflect the nature of risk within the Authority and external clients. This included Hot Working activities, reflecting a general wide concern within the Insurance sector and the one-day IOSH Managing Safely Refresher Course. Although this course's availability is currently being confirmed by IOSH, it is likely to be open to individuals who have completed the full IOSH Managing Safely Course within the past three to five years.

Microsoft Teams (MST) was found not to be as successful as hoped as a platform for the delivery of health and safety courses. Some aspects which arose were: poor signal reception both at Shirehall and staff locations e.g., home premises and workplaces; a lack of interaction with delegates compared to face-to-face training and delegates undertaking work activities at the same time as receiving the training, also possibly leading to a lack of interaction.

Health and Safety Workshops / Training

2. Health and Safety Workshops resumed this year. 4 workshops specifically developed for Head Teachers, Business Managers and School Governors were scheduled, however 2 were cancelled due to staff absences. The team opted to run these 2 via Microsoft Teams and these were well attended. The workshops covered a range of topics including legal updates, compliance issues, risk assessment, incident investigations, health and safety training, etc. plus any questions the candidates wanted to ask.

In addition to this, 6 School Governor Training sessions were run this year.

First Aid training

3. First Aid courses continued to run, with standard courses and refreshers delivered. Course delivery was amended in line with guidance from UK Resuscitation Council with revised protocols to counter Covid risk, particularly around eliminating contact with expired air.

There were 59 First Aid training courses delivered, attended by 468 delegates.

e-Learning

4. The Health & Safety Team facilitate a small range of health and safety courses through e-learning modules on Cardinus and LEAP. This style of learning supports our employees by allowing them to undertake training at a time and pace that is convenient to their work patterns.

Leap into Learning Health & Safety e-learning modules have been available since early 2017 when the Learning Pool platform was launched. Over the previous years there was a significant rise in uptake as more modules were added. Courses now tend to get added on an ad hoc basis. Last year 3946 modules were completed over the 12-months from April, however only 1842 were completed this year. The previous year figure included 1940 completions of the Return to Work module, which was a new module produced when staff had to come to work during lockdown etc. This year there were only 115 completions of Return to Work hence the reduced figure.

Online Workstation Assessment Tool

5. The software system for undertaking online intranet-based risk assessment and training continues to be used. The software 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.

We launched a new version of the system ("Help with Temporary Homeworking and Healthy Working"). With Covid lockdowns again introduced by the Government, many staff worked from home, so this tool provided staff with an awareness of homeworking and the opportunity to take immediate action to address issues where possible. This was only a temporary awareness course for staff and it was felt no longer considered fit for purpose. Therefore, since January 2022, if a member of staff reports they have an issue with their workstation via their Line Manager, we have started to roll out a new module called Healthy Working (HW) for staff to complete, hence the HW figures are low. There is a project underway to implement a new Healthy Working module which will be fully launched to staff later in 2022.

Number of users 2748

Completion of Temporary Homeworking Assessment	1512
Completion of Temporary Homeworking Training	1512
Completion of Healthy Working Training (new)	135
Completion of Healthy Working Assessment (new)	135

APPENDIX 11

Health, Safety and Welfare Group

1. The Group met twice with both meetings being virtual meetings due to Covid to consult with Trade Union colleagues and Service Area representatives on health and safety matters. The group 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. The Terms Of Reference were reviewed this year.

APPENDIX 12

Occupational Health - Workplace Wellbeing

1. Line Manager Mental Health Awareness and Resilience training commenced in October 2021. Workshops ran until mid-February 2022 - 12 sessions were delivered with 107 attending. 6 virtual sessions running from 24th January - 17th February were postponed due to Omicron activity taking priority for many managers and teams.

Training came to an end between May and July, when four face to face sessions were delivered.

The course was aimed at raising manager awareness of the importance of mental health and removing the stigma that can be associated with it. It also provided an opportunity to look at manager resilience and that of teams.

Menopause guide (for employees and line managers) launched in October 2021, along with an educational video from Henpicked (leaders in this field) aimed at all staff. Work continues on enhancing support in this area - including launching a Support Group, providing training (via our Integrated Care Service partner) for line managers and employees, and offering menopause appointments to employees via Occupational Health Advisors.

In November 2021, some of our Mental Health First Aiders and Wellbeing Champions (14 in total including 3 male colleagues) trained to become Menopause Champions.

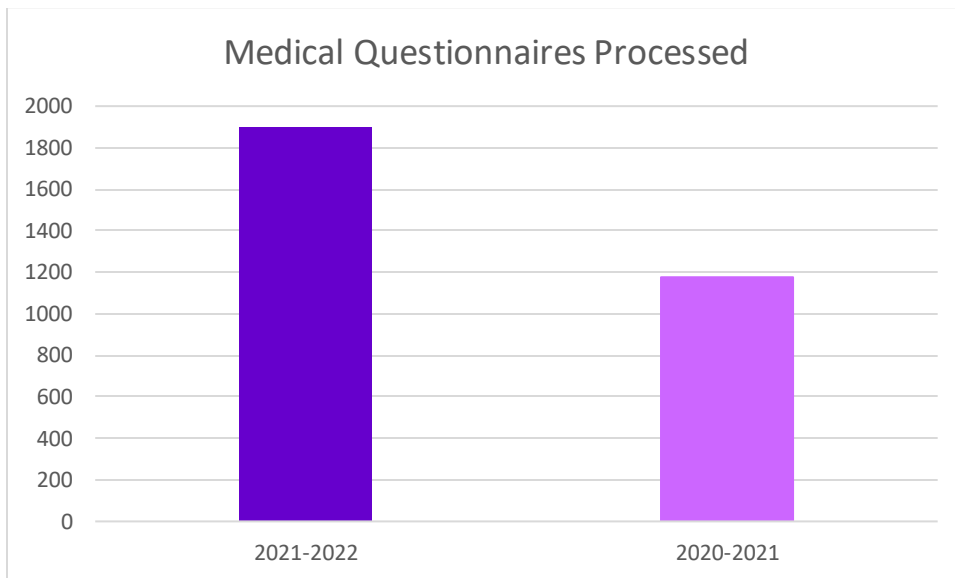
The Occupational Health Team was recently awarded Thrive at Work accreditation (Foundation Level) from the West Midlands Combined Authority. The Team continue their Thrive journey by now embarking on Bronze Level accreditation.

Access to Work, a programme of coaching support for mental health was launched and implemented in April/May 2021. This initiative continues to be promoted at intervals. Employees were invited to partake in a virtual sign up day in August 2022 which provided the opportunity to have a one to one briefing session and fast tracking to the programme.

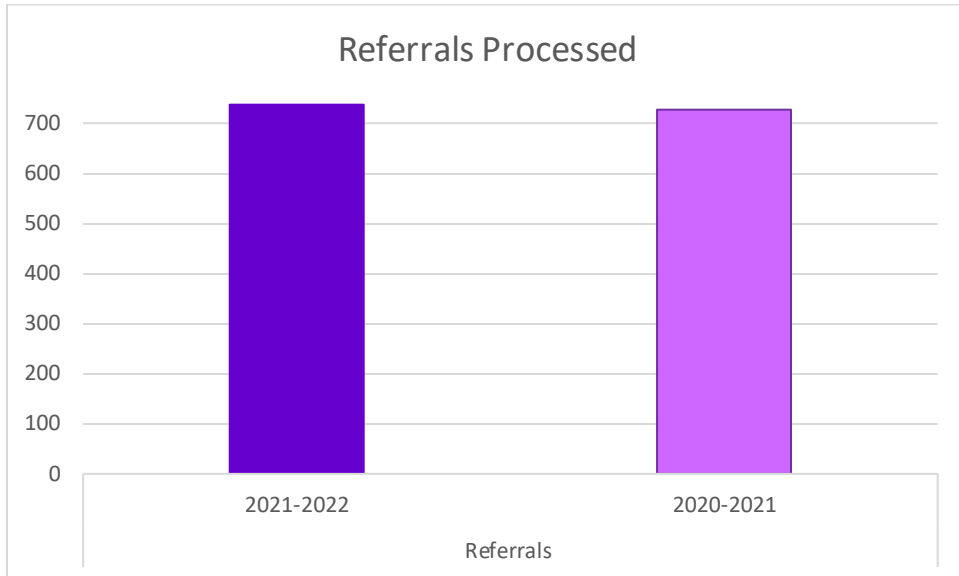
We now have 17 Wellbeing Champions across the directorates to support colleagues by signposting them to and promoting the wellbeing resources and support available to staff.

In February 2022 we teamed up with HSBC to provide a financial digital wellbeing package of support which includes monthly webinars on a range of key topics including pensions, budgeting, managing debt, savings, and a newly added webinar addressing the cost-of-living crisis, along with the offer of a free half an hour financial health check. This package of support will continue for the foreseeable future and continues to be promoted frequently in CEO briefings.

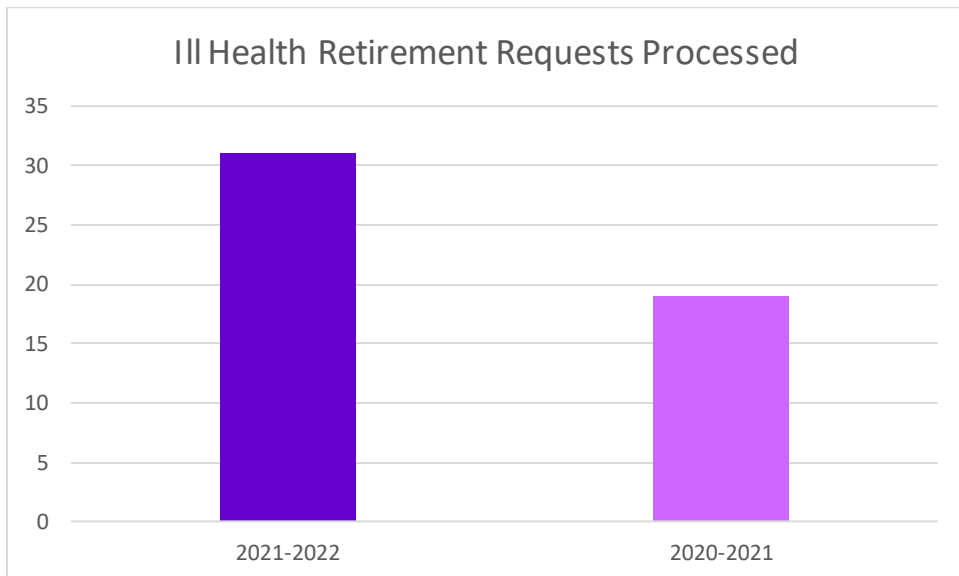
Occupational health processes relating to ill-health, absences and equality health checks for employment support.



Occupational health processed 1899 medical questionnaires for post-employment clearance from 1st April 2021 – 31st March 2022, compared to 1176 in the previous year. This process ensures that any health conditions or equality issues are supported through risk assessment and reasonable adjustments.



737 occupational health management referrals were processed during the period 1st April 2021- 31st March 2022, compared to 727 in the previous year. This provides both the manager and the employee with support during times of ill health which may have resulted in an absence for work too.



There was a significant increase in requests for ill health retirement consideration, with requests increasing from 19 (April 2020–March 2021) to 31 (April 2021 - March 2022). 1st April –31st March –reference periods. It is possible that this increase may be connected with the COVID Pandemic.

355 Boots flu vouchers were distributed to eligible staff as part of the 2021-2022 flu campaign compared to 330 in 2020/21.