



Portfolio Holder Decision Making
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Item
1
Public

ANNUAL REPORT ON HEALTH AND SAFETY PERFORMANCE FOR 2013/2014

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1. Summary

This report reviews the health and safety performance for 2013/2014 of Shropshire Council, and identifies key priorities for 2014/2015.

2. Recommendations

Reasons for decision

To permit the Council to publicise its Annual Health and Safety Performance Report on its website and to share the findings of the Annual Accident Statistics Benchmark exercise with the other participating Councils.

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

- Good progress has been made during 2013/2014 on managing health and safety across the Council.
- Reportable employee accidents to the Health & Safety Executive (HSE) and minor accidents have 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 Health & Safety Team continues to maintain a good relationship with the HSE, both proactively and in response to involvement regarding specific incidents. The HSE has responded positively to how incidents have been managed.

B. The Key Actions for 2014/2015 are agreed

The key actions for Shropshire Council are:

- To develop and pilot electronic CARS reporting form for use with outlook.
- H&S training package to be developed and delivered to Service Managers and Team managers with H&S responsibilities in line with recent senior managers training.
- Work with IP&E to produce and implement H&S management system including policies, procedures and arrangements.
- Develop and implement Employee Protection Register / PVP database for the council in conjunction with stakeholders from across the council.
- Continue monitoring of Workstation Safety Plus to reduce risks associated with musculoskeletal disorders.

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 2013/2014

1. Positive progress has been made with the completion of the actions for Shropshire Council arising from the Action Plan for 2013/2014. Some of the key actions where progress has been made are:
 - Audits – To implement recommendations contained in targeted audits and inspections across the council.
 - To implement new and revised H&S guidance into Service Areas to ensure it is communicated to all employees.
 - 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.
 - Targeted work on musculoskeletal absences in Special Schools to investigate causes and implement remedial actions where necessary.

See Appendix One on page 13 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 is the 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 reduced compared to the data from 2012/2013 from 19 to 12. The number of incidents related to non-employees has reduced from 15 to 14. See Appendix Two, Chart 1.
8. The main causes of the reportable employee accidents to the HSE are Slips/Trips/Falls (33%), Impact accidents (33%) and Manual Handling related accidents (25%). See Appendix Two, Chart 2.
9. This year, Shropshire Council had 1395 accidents in total, comprising 27 RIDDORS, 1083 minor accidents and 285 near-misses. The previous year's figure was 1511. This lower figure can be attributable in part to the following:
 - Schools do not have to report very minor injuries via the CARS reporting form system
 - Each accident form is reviewed by a Health and Safety Officer and as a result some forms are not recorded onto the Accident Database if they do not fall into the criteria of a workplace accident, i.e. child had nose bleed after swimming.
 - This year, the council has again outsourced some service areas and these are consequently no longer included in our statistics.
10. There were 1083 minor accidents reported in total (1192 last year), 489 to employees (644 last year), 100 to service users (103 last year), 103 to visitors (106 last year), and 359 to pupils (305 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 182 (37% - 305/49% last year - this significantly lower figure can be attributable to the reasons noted above), 84 Slips, Trips & Falls (17% - 90/14% last year) and 50 relating to human error e.g. bumped head on unit, hit thumb using hammer (10% - 64/10% last year). See Appendix Two, Chart 3.
12. Of the 37% 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 which 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 and Benefits, and relating to members of the public visiting leisure or cultural services.
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 very favourably with other Councils for reportable accidents (RIDDORS) to the HSE. Shropshire Council has an AIR figure of 1.35 compared with the average AIR figure is 2.84 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 20.48 which is below the average for the participating Councils which is 43.46. 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 55.03. This is below the average for the participating Councils which is 76.13. 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 natures of the investigations in addition to those noted below were accidents including:

- an injury to a pupil who fell while playing tag rugby on a primary school playground, facial injuries were sustained and the activity is being reviewed
 - a teacher injured by a pupil at a special school when they stepped in to assist a colleague being assaulted by a SEN (special educational needs) teenage pupil.
 - a member of the public taken to hospital with a head fracture after being hit by a falling tree branch at Colemere Country Park. Tree surveys had been undertaken pre-accident and remedial action has been taken:
 - 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. There has been four occasions when the Health and Safety Executive (HSE) has made direct contact. These were legally defined reportable accidents.

- **Asbestos disturbance at a school**

During summer holiday works, contractors disturbed known asbestos in ceiling tiles at a Shrewsbury School whilst refurbishment work was being undertaken. The School was sealed off and work stopped whilst air tests, asbestos removal and a clean-up operation occurred. The H&S Team investigated the incident and worked with Property Services and the contractors to establish the immediate and underlying causes of the incident. The School was able to re-open on time after the holidays and the Head Teacher and Chair of Governors were kept fully briefed.

The HSE followed up on the incident and they have reviewed the Health and Safety Team's investigation report and fed back their thoughts. This resulted in the Council receiving a 'Letter of Contravention' from the HSE. It was their view that we failed to effectively manage the work that led to the asbestos exposure. In particular, the demolition and refurbishment survey fell outside of the scope of the rewiring work, communication and information exchange was not adequate, and in addition, there was no appointment made of a main contractor.

In the Inspectors opinion the circumstances of this incident indicated that there is a breach of the Health and Safety at Work, etc. Act 1974 and the Control of Asbestos Regulations 2012.

As the above contraventions, in their opinion, material breaches, for which a fee was payable under Fee for Intervention Regulations of £744.00.

- **Support Assistant-Significant injuries during a PE session at a School.**

The incident involved a teacher during a PE session. The teacher was crouching down and lost balance. The momentum took her forward and she crashed into the wall below the window. She sustained unusually serious injuries. The Health and Safety Executive (HSE) investigated due to the seriousness of the injuries. They concluded their investigation and agreed with the H&S Team's investigation that no 'fault' can be found or any breach of the law. The main summary points are:

- The activity was deemed as low risk
- The injuries were not foreseeable.

The injured person has submitted a civil claim under our Employers Liability Insurance. This will be dealt with by our insurers.

- **School's procedures for recording and reporting accidents.**

The HSE visited a School due to a complaint from a member of the public (possibly an aggrieved ex- employee) regarding the School's procedures for recording and reporting accidents. The team accompanied the Inspector on his visit. The Inspector has written to the School and indicated that he does not intend to take any action in relation to the complaint. He has made some suggestions, which require implementation regarding future reporting and recording of accidents. These will be discussed with the School and action will be taken by the H&S team to support the school.

24. Update on choking incident.

Briefly the Health and Safety team investigated an incident involving a service user at a day centre in December 2012. During lunch time, a service user was given first aid due to a choking incident. The service user was taken to hospital and later pronounced dead. The incident was reported to the Coroner and the Health and Safety Executive (HSE). The HSE and the Health and Safety team carried out individual investigations. The outcome of the Coroners Court was a narrative verdict.

The Health and Safety Executive's investigation into this fatality has continued as no decision regarding any possible outcome has been made.

25. No enforcement action has been taken by the HSE as a consequence of their investigations or follow-up meetings.

Work-related Absences

26. 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.

27. 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.

28. 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.
29. 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.
30. 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.
31. The percentage of stress related absences has risen by 3%. The percentage of absences relating to work-related stress has risen from 7.18% last year to 12.02%. Targeted work continues between Employee Relations, the Occupational Health Service, 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 Service, access to a Counselling Service and instigating an action plan.
32. The percentage of absences relating to work-related musculoskeletal disorders has fallen by 0.86% compared to last year's figures with the overall percentage of absences due to musculoskeletal disorders falling by 1%. 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. A targeted approach to reviewing musculoskeletal absences in Special Schools has commenced to review absences and look at causes, effects and remedial action.

Proactive Safety Monitoring

Health and Safety Team - Advice and Guidance

33. 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 accidents, premise safety workstation safety and health and safety training. The Duty Safety Officer provided immediate advice and support and followed up with a site visit if necessary.
34. 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 Abrasive Wheels, Access and Egress, Accident and Near Miss Reporting/Recording (CARS), Agriculture (Safety in), Compressed Gas Cylinders, Confined Space, Consultation with Employees, Contractors - Management of: A Guide for Premise Managers, Control of Hazardous Substances (COSHH), Disabled Persons, Emergency Bomb Threat, Eye Tests Policy, Fire Safety Arrangement, First Aid, Health & Safety Advice, Information and Training, Health & Safety Management Arrangement, Hepatitis B, Hot Working (Welding & Cutting), Housekeeping, Induction of New Employees, Interview Room Safety Guidance, Ionising Radiation, Lasers, Lifting Operations & Lifting Equipment (LOLER), Lifts - Operation of Passenger Lifts - Guidance for Premise Managers, Lighting, Lone

Working, Mobile Telephones & Driving FAQ'S, Portable & Transportable Electrical Equipment, Working Place and Working Space Arrangement, Young Persons at Work.

A new Infection Control guidance document and arrangement was also completed.

35. 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.
36. 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 personal safety. In addition, assisting with addressing problems/issues i.e. anti-social behaviour, theft, burglary and staff safety. The work is across all sectors of the Council. Crime Prevention promotes and assists Shropshire schools with the 'Safer School' scheme. 118 Schools are now accredited a 'Safer School' and a further 19 schools are working to accreditation. Following their successful accreditation, a schools' accreditation is reviewed every 2 years. Schools continue to recognise the scheme, many of which have been involved for 10 years. West Mercia Police appreciate the commitment of both the Council and schools and this is reciprocated by their excellent support of the scheme.

Corporate Health and Safety Audits

37. The Health and Safety Team continue to undertake Health and Safety Audits in a variety of premises to offer support and advice through inspections, establishment/team visits, etc. During 2013/14, 45 audits were undertaken across the Council compared to 31 audits the previous year. The team also completed 4 Manual Handling of People audits within Residential and Day Services.
38. 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.
39. 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.
40. The Health & Safety team carried out a number of targeted inspections involving construction works in schools over the summer period. Works included refurbishment, roofing and electrical activities. A total of sixteen inspections were completed. Various issues were identified and recommendations were made regarding site safety, fire safety, site management, scaffolding, working at height, working practices of contractors and use of PPE.

Health and Safety Monitoring (Self Audits)

41. Self-Monitoring Checklists are available to premises to self assess their level of compliance with the Councils Health and Safety Policy and guidance.
42. Schools in particular are very committed to undertaking the local assessments usually with active Governor input. Other Service Areas haven't really engaged with the process this year although this isn't a cause for concern. This is attributed to the restructuring of services.
43. 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.

Fire Safety

44. 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 carry out a fire risk assessment 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) has proven to be an effective way of dealing with issues which arise from their audits of council premises and has helped to ensure that to date, no enforcement notices or prohibition notices have been served. The council’s Fire Safety Group - which includes representation from SFRS and all council service areas – meets every three months to provide a high level overview of fire safety matters affecting council premises. Operational level consultation meetings are held each month to consider specific issues; these meetings also provide an opportunity for SFRS to comment on proposals for improvement works to council premises and schools.

The Learning and Skills Fire Improvement Strategy Panel meet each month to consider fire safety improvements which are required to all schools throughout the county. Schools are surveyed and considered in order of priority and the panel commission improvement works to school buildings where these are found to be necessary. Over the period up to summer 2014 improvement schemes have been developed and implemented at each secondary school; these works can be expected to bring the buildings up to a standard necessary to meet fire safety legislation. Funding has been secured and similar work is now in progress with regard to higher priority primary schools

Health and Safety Training

45. Health and Safety Training continues to be delivered to employees to ensure that skills are achieved and maintained to undertake work activities safely. 116 courses were delivered to 992 delegates. The subjects delivered included: Asbestos Awareness, Lone Working, 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. Risk Assessment of Service Users
46. In addition to the Corporate Training Programme, 44 specialised health and safety courses were attended by 371 delegates including Moving & Handling refresher, Moving & Handling induction, Back 2 Back refresher, Moving & Handling Champions, People Handling Refresher.

There were 3 H&S Workshops 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.

The Occupational Health Service ran 76 training courses, attended by 944 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, Stress Awareness for employees and Stress Awareness for Managers.

Shire Services ran 131 training courses, attended by 1287 delegates and these included Shire Services Induction, Refresher Manual Handling + Slips/Trips/Falls Awareness, Fire Awareness, Ladder Safety, CIEH Health and Safety Level 2 & Level 2 refresher, Line Manager Health and Safety Awareness Workshop, CIEH Food Safety Level 1, 2, 3, Refresher Food Safety Level 2 and Safeguarding refresher.

There were also four IOSH Managing Safely Courses, attended by 26 delegates, of which 15 were employees and 11 were external delegates. The course is accredited by the Institution of Occupational Safety and Health (IOSH) and is aimed at Managers who have a responsibility for health and safety in their day to day duties.

47. The Health & Safety Team have produced 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 is an Excel application that identifies Health & Safety training courses required for a general or job specific role within Shropshire Council.

The demonstration of the application gained the approval of the senior management teams. Managers at all levels were positive about the purpose of the matrix and considered it would be a useful tool.

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

49. Further development work continued during 2013/2014 with Cardinus, with 1000 licences hosted by Cardinus on their server; this provided 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.

50. The additional fully interactive e-learning courses are:

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

51. These new 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.

Cardinus Workstation Safety Plus

52. 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. During 2013/2014 there were approximately 3076 users (this fluctuates as staff leave/join the Council) and 1530 workstation assessments were completed. Users completing a risk assessment, produce 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 25%, medium risks reduced to 15% and the low risks increased to 59%. Numbers on the system will reduce this year when Resource Link is amended, and staff that have left on retirement / voluntary redundancy are removed from the staff roster.

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.

Summary of Key Performance Indicators

54. Good progress has been made during 2013/2014 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.

55. The Health and Safety Team continue to monitor performance through audits and inspections.

56. Reportable employee accidents to the HSE and minor accidents have reduced compared to last year's figures. Regular reporting occurs to the Health, Safety and Welfare Group to monitor accident statistics throughout the year.

57. On comparison with other Unitary Councils, who took part in a benchmarking exercise, Shropshire Council looks very favourable in all the benchmarked areas for accident statistics.

58. 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 2014/2015

Key priorities for Shropshire Council are:

- To develop and pilot electronic CARS reporting form for use with outlook.
- H&S training package to be developed and delivered to Service Managers and Team managers with H&S responsibilities in line with recent senior managers training.
- Work with IP&E to produce and implement H&S management system including policies, procedures and arrangements.
- Development of contracts across council and externally with associated Service Level Agreements in place.
- Develop and implement Employee Protection Register / PVP database for the council in conjunction with stakeholders from across the council
- Continue updating and monitoring of Cardinus-Workstation Safety Plus to reduce risks associated with musculoskeletal disorders.

Conclusions

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

Progress on Action Plan for 2013/2014

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.
Work together with HR and Occupational Health and jointly review musculoskeletal absences data for Special Schools as requested by HSW group in April 2013.	☺	Completed October 2013 On the basis of the available data, there would appear to be no particularly unusual traits or trends over the musculoskeletal absence rates at present, although training must be refreshed periodically and all incidents continue to be reported. The Health & Safety Team will continue to monitor the accident forms received, and liaise with HR and Occupational Health to monitor the musculoskeletal issues arising.
Work with IP&E to produce and implement H&S management system including policies, procedures and arrangements.	☺	On-going To agree framework and objectives for the team with MD once timeline for services transfer known.
Development of contracts across council and externally with associated Service Level Agreements in place.	☺	On-going To provide information on request in a timely and responsive manner. Where needed the Health and Safety Manager to meet with any prospective customers.
Development/procurement of new audit system including training for officers	☺	The Safety Auditing Arrangement has been updated to reflect a review of the classifications currently used to show the performance output in the Audit Report. This is due to a move away from the current Auditing Software tool being used by the Health and Safety Team. This will bring the outputs in line with other statutory inspectors.
Develop and implement Employee Protection Register / PVP database for the council in conjunction with stakeholders from across the council	☺	On-going The Council currently operates several independent systems holding local information on known potential risks – potentially violent persons (PVP). There is no process for sharing this information. A successfully implemented Employee Protection Register (EPR) would allow all employees of the Council to interrogate a comprehensive database containing records of known potentially dangerous persons/addresses prior to making community visits/appointments. The Council is currently exploring the potential of using the Customer Relationship Management System (CRM) and Data Hub to identify known PVP's from across the current electronic databases. Feasibility and costs are being worked on by the Council's consultants.
Review use and layout of interview rooms across the council and give advice and support on necessary improvements –	☺	On-going A report has been drafted for the Head of Service Support, Marketing & Engagement,

current guidance is not being followed so a more hands-on approach is necessary.

with recommendations to improve both procedures and layout of the interview rooms at the Guildhall. Incidents continue to be reported in relation to members of the public becoming aggressive, mainly when dealing with either Housing or Benefits issues. A review of other Customer Service Face To Face points is ongoing.

Accident Charts for Shropshire Council

Chart 1: Number of Reportable Employee Accidents for 2012/2013 and 2013/2014

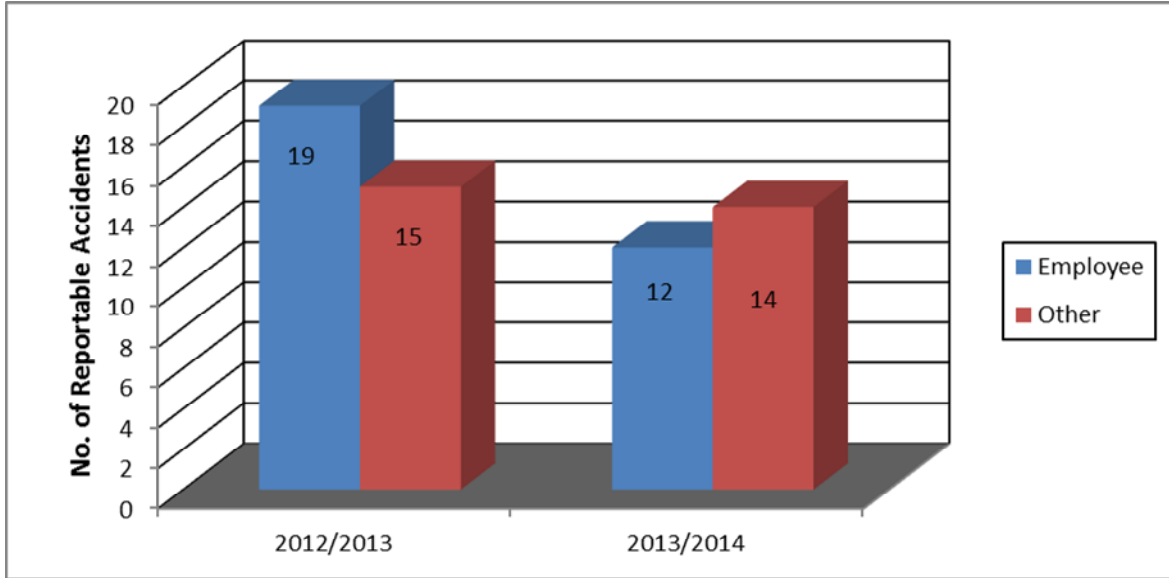


Chart 2: Main Causes of Reportable Employee Accidents for 2013/2014

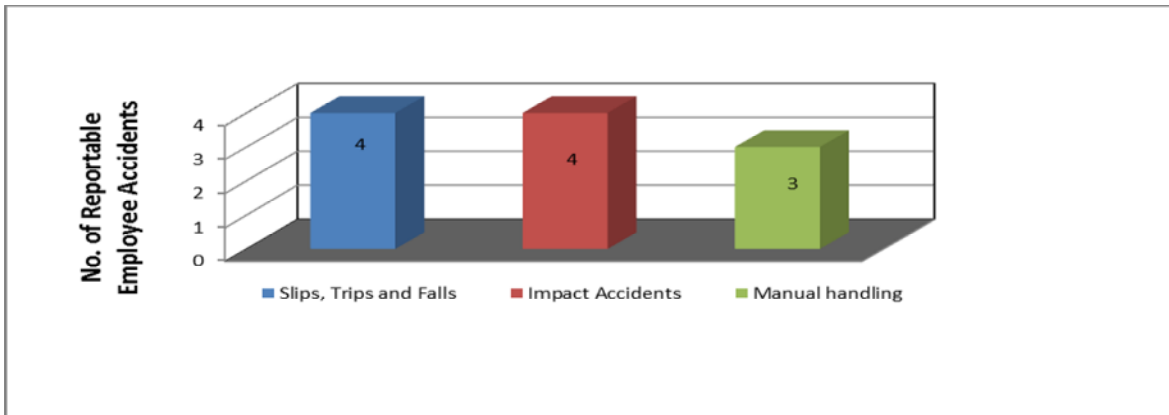
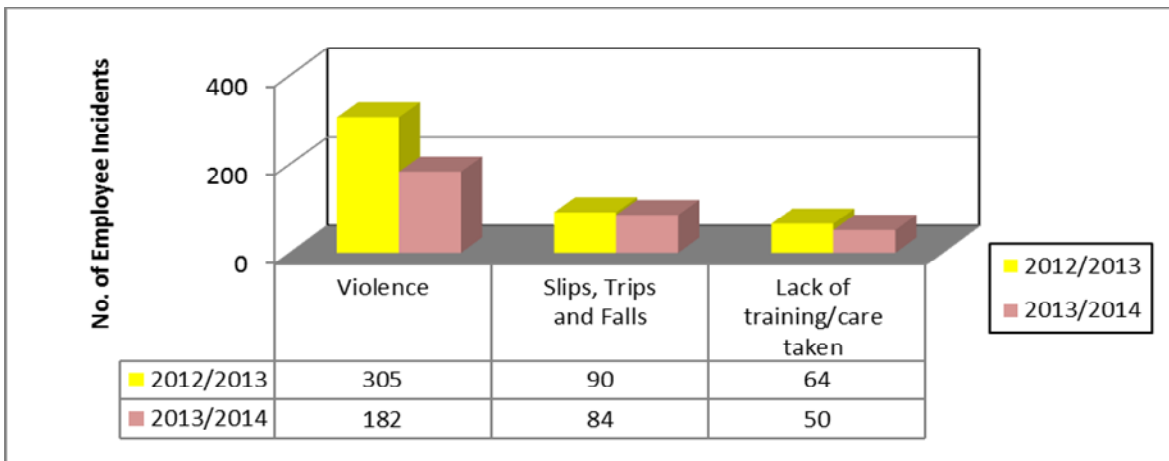


Chart 3: Main Causes of Minor Injuries to Employees for 2012/2013 and 2013/2014



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

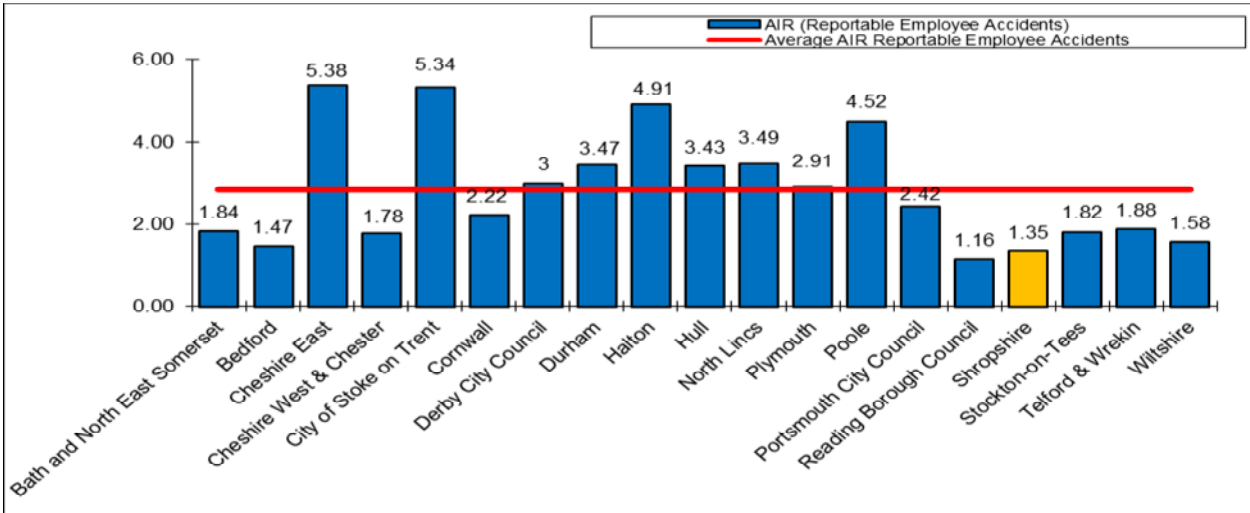


Chart 5: Benchmark for Violence to employees

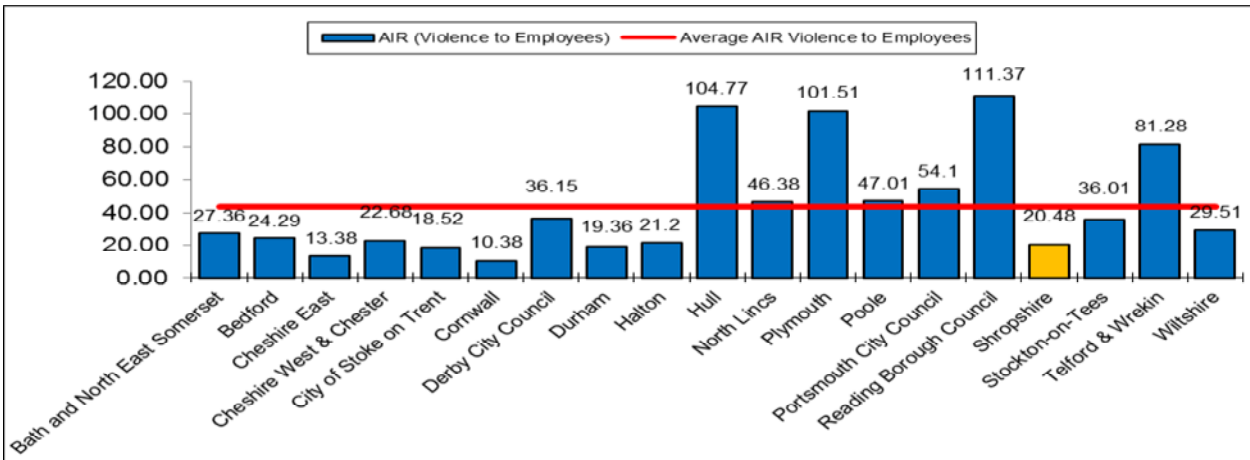
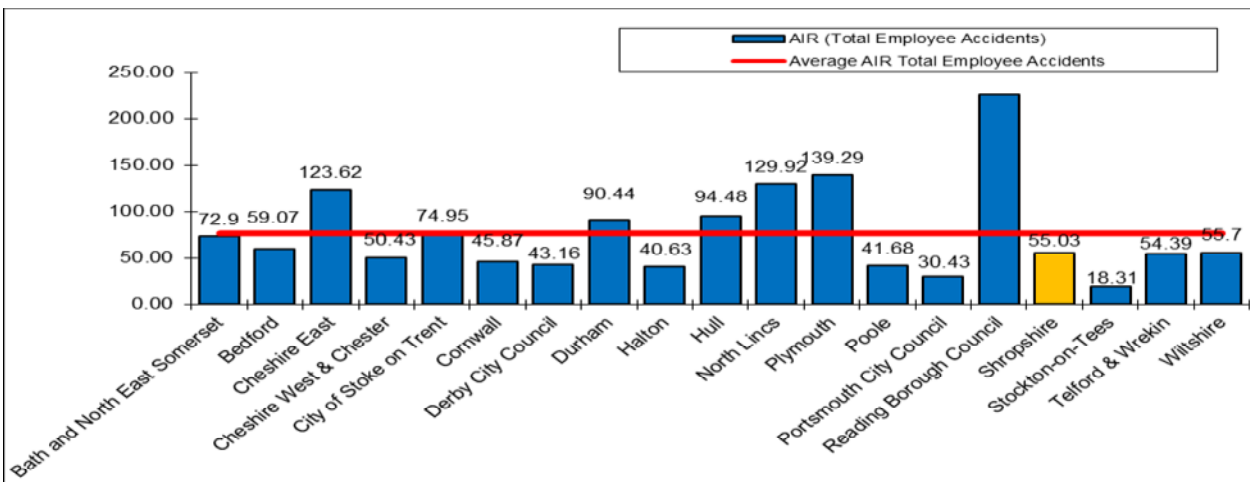


Chart 6: Benchmark for Total Accidents to Employees



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)
Bath and North East Somerset	5446	10	1.84	149	27.36	397	72.9
Bedford	5434	8	1.47	132	24.29	321	59.07
Cheshire East	7248	39	5.38	97	13.38	896	123.62
Cheshire West & Chester	11243	20	1.78	255	22.68	567	50.43
City of Stoke on Trent	9179	49	5.34	170	18.52	688	74.95
Cornwall	12144	27	2.22	126	10.38	557	45.87
Derby City Council	9985	30	3	361	36.15	431	43.16
Durham	17,559	61	3.47	340	19.36	1588	90.44
Halton	4480	22	4.91	95	21.2	182	40.63
Hull	6118	21	3.43	641	104.77	578	94.48
North Lincs	3148	11	3.49	146	46.38	409	129.92
Plymouth	11,989	35	2.91	1217	101.51	1,670	139.29
Poole	4871	22	4.52	229	47.01	203	41.68
Portsmouth City Council	8281	20	2.42	448	54.10	252	30.43
Reading Borough Council	4301	5	1.16	479	111.37	973	226.23
Shropshire	8886	12	1.35	182	20.48	489	55.03
Stockton-on-Tees	6608	12	1.82	238	36.01	121	18.31

Telford & Wrekin	3199	6	1.8	260	81.28	174	54.39
Wiltshire	12675	20	1.58	374	29.51	706	55.7

4. Financial Implications

There are no financial implications associated with this report. There may be future financial implications in respect of the Actions for 2014/2015 although these will be approved by Senior Managers before they are progressed.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information):

None

Key Decision: Yes

Included within Forward Plan: Yes

If a Key Decision and not included in the Forward Plan have the General Exception or Special Urgency Procedures been complied with: N/A

Name and Portfolio of Executive Member responsible for this area of responsibility:

Mike Owen

Local Member:

N/A

Appendices: 3

Appendix One – Progress on Action Plan for 2013/2014

Appendix Two – Accident Charts for Shropshire Council

Appendix Three – Benchmarking with other Unitary Councils

Declaration of Interest

- I have no interest to declare in respect of this report

Signed Date
NAME:
PORTFOLIO HOLDER FOR:

- I have to declare an interest in respect of this report

Signed Date
NAME:
PORTFOLIO HOLDER FOR:

(Note: If you have an interest you should seek advice as to whether it is appropriate to make a decision in relation to this matter.)

For the reasons set out in the report, I agree the recommendation(s) in the report entitled

Signed
Portfolio Holder for
Date

If you have any additional comment which you would want actioned in connection with your decision you should discuss this with the report author and then set out your comment below before the report and pro-forma is returned to Democratic Services for processing.

Additional comment :
.....
.....

Note: If you do not wish to approve the recommendations, or wish to make an alternative decision, it is important that you consult the report author, Head of Legal and Democratic Services, Chief Executive and the Head of Finance, Governance and Assurance (S151 Officer) and, if there are staffing implications the Head of Human Resources (or their representatives) so that (1) you can be made aware of any further relevant considerations that you should take into account before making the decision and (2) your reasons for the decision can be properly identified and recorded, as required by law.

Note to Portfolio Holder: Your decision will now be published and communicated to all Members of Council. If the decision falls within the criteria for call-in, it will not be implemented until five working days have elapsed from publication.