



<u>Committee</u>	<u>Item</u>
HR Leadership – 10 September 2019 Directors – 16 September 2019 Portfolio Holder briefing – 18 September 2019 Cabinet – 16 October 2019 Health, Safety & Welfare Group - 24 October 2019	TBC

ANNUAL REPORT ON HEALTH AND SAFETY PERFORMANCE FOR 2018/2019

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1. Summary

This report reviews the health and safety performance for 2018/2019 of Shropshire Council, and identifies key priorities for 2019/2020.

2. Recommendations

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

- Good progress has been made during 2018/2019 on managing health and safety across the Council.
- Reportable employee accidents to the Health & Safety Executive (HSE) have decreased and minor accidents have increased 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 2019/2020 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.
- To fulfil contractual monitoring and support to Academies and customers under Service Level Agreements
- To engage with Service Areas to ensure that health and safety compliance is in place and to review Self-Monitoring Checklist to ensure roll out to Premise and Team Managers.
- 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 and roll-out for the management of accident data and case management arrangements for occupational health.
- To engage with Service Areas to ensure that health and safety compliance is in place and to review Self-Monitoring Checklist to ensure roll out to Premise and Team Managers.
- To continue to implement the Wellbeing Plan and facilitate three themes of Be Active, Be Minded and Be Informed. Step challenge planned for March/April 2019.

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 2018/2019

1. Positive progress has been made with the completion of the actions for Shropshire Council arising from the Action Plan for 2018/2019. Some of the key actions where progress has been made are:

- 33 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. These included: Electrical Equipment - Portable & Transportable Electrical Equipment, Eye Tests Policy, Fire Safety Arrangement, First Aid, Flammable and Dangerous Substances Arrangement, Laptop Computer Guidance, Legionella, Personal Protective Equipment (PPE), Violence Prevention Procedure, Working at Height and Working Space Arrangement. See item 32 for full list.

New guidance documents and arrangements completed included Portable Heater Policy and incorporating Festive Decorations.

- To engage and retain services across the Council and externally with associated Service Level Agreements in place

See Appendix One on page 17 for detailed information on progress with the 2018/2019 plan.

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 2017/2018 from 16 to 7. The number of incidents related to non-employees has decreased from 10 to 7 incidents. There was also 1 reportable Dangerous Occurrence this year. See Appendix Two, Chart 1.
8. The main causes of the reportable employee accidents to the HSE are Slips/Trips/Falls 2 (29%), Impact Injury 2 (29%), Manual Handling related accidents 1 (14%), Work Equipment (knife) 1 (14%) and a Dangerous Occurrence 1 (14%). See Appendix Two, Chart 2.
9. This year, Shropshire Council had 753 accidents in total, comprising 14 RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), 564 minor accidents and 175 near-misses. The previous year's figure was 693.
10. There were 564 minor accidents reported in total (549 last year), 339 to employees (301 last year), 58 to service users (63 last year), 18 to visitors (27 last year), and 138 to pupils (149 last year). The remainder were low numbers (11) in the categories 'contractor', 'agency staff', 'trainees', 'volunteers' and 'work experience'.
11. The main causes of the minor injuries to employees were violent incidents 138 (41%) This has increased from last year (113 / 38%). 53 (16%) Slips, Trips & Falls (57 / 19% last year) and 39 (12%) relating to human error e.g. bumped head on unit, hit thumb using hammer (45 / 15%-last year). See Appendix Two, Chart 3.
12. Of the 41% 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. Some additional security has been deployed at these sites also.
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 1.18 compared with the average AIR figure is 2.91 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 23.30, which is below the average for the participating Councils, which is 45.72. 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 57.24. This is however above the average for the participating Councils, which is 45.46. 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:

- There was an accident where one of the passenger lifts failed to level off before the doors opened and stopped approximately 8 inches above floor level. An employee fell and was taken to hospital from the scene. The team investigated in conjunction with the Premise Manager and the lift maintenance company inspected the lift.
- There were a number of slip, trips and fall incidents in premises that the team looked at.

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 2018/2019, the HSE contacted the council to follow up on a reported Asbestos incident at a Shropshire Primary School during the summer holidays 2017. The HSE had requested data and investigation reports from the team and were provided with these. Further feedback from the HSE is yet to be received.

Tree incident in Market Drayton. Part of a tree failed in high winds and struck member of the public, HSE looked into, were passed data and we have received no feedback thus far. A full investigation was undertaken by Arboriculture team.

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.
27. Resilience 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. Total absence for all sickness reasons for the period was 37,886.57 full time equivalent (fte) lost days compared to 43,038.09 fte lost days last year. The percentage of stress related absences has risen by 5% from 21% (9038.00 fte lost days) to 26% (9850.51 fte lost days). The percentage of absences relating to work-related stress has also risen from 4.95% (447.70 fte lost days last year to 7.09% (698.56 fte lost days). (Please note the reasons categories have changed and Stress now covers, Anxiety, Depression and Mental Health). See Appendix Four, Chart 7. 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 remained at 21% (7956.18 fte lost days) compared to last year's figure with the overall percentage of absences due to work-related musculoskeletal disorders reduced by 6.46% from 8.43% (737.70 fte lost days) to 1.97% (157.86 fte lost days). See Appendix Four, Chart 8. 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 14 staff were referred for 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

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 approximately 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 provides immediate advice and support and follows 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 including: Consultation with Employees, Electrical Equipment - Portable & Transportable Electrical Equipment, Eye Tests Policy, Festive Decorations - an appendix to Housekeeping, Fire Safety Arrangement, First Aid, Flammable and Dangerous Substances Arrangement, Health & Safety Advice, Information and Training, Kitchen and Food

Safety, Lasers, Laptop Computer Guidance, Legionella - Policy & Procedures, Legionella Leaflet - A Quick Guide, Legionella Responsibility Register Lifting Operations & Lifting Equipment (LOLER), Lighting, Personal Protective Equipment (PPE), Photocopier & Laser Printer Arrangement, Play Equipment Safety, Portable Heating Appliances, Safety Representatives and Safety Committees, Temporary and Casual Staff, Voluntary Workers, Young People and Work Experience, Operation of Passenger Lifts, Premises Management, PUWER Arrangement, Temperature Control in Buildings uses as Workplaces & Hot Weather Working, Violence Prevention Procedure, Working at Height, Working at Height – Fall protection and arrest, Working Place and Working Space Arrangement.

New guidance documents and arrangements completed included Portable Heater Policy and incorporating Festive Decorations.

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.
34. 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. 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. Virtually all Shropshire Primary schools and the majority of Senior schools continue their Safer Schools involvement. 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 whenever circumstances dictate.

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.

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 2018/19, 33 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. As in previous years, a number of visits were undertaken by the Health & Safety Team to assist Property Services Group (PSG) with the monitoring their construction projects. In addition all PSG surveyors were encouraged to document their observations relating to site conditions using a standard template and forwarding this to the H&S team for comment

The Health & Safety Team visited seven projects. Generally contractors were reminded on either documentation or procedures relating to the management of hot work on roofing projects. Appropriate asbestos refurbishment surveys undertaken, with the exception of one project, where asbestos had been considered and a survey deemed unnecessary due to site conditions. A survey was undertaken and no asbestos identified. Risk Assessments and Method Statements were generally available, although, Construction Phase Plans were often unavailable – CPPs are a requirement under CDM. The Health & Safety Team and PSG meet at regular intervals to continually develop understanding and awareness around health and safety.

39. Self-Monitoring Checklists are available to premises to self assess their level of compliance with the Councils 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 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.

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 or council premise enforcement notices or prohibition notices have been served. Two improvement notices were issued for works relating to Shirehall and Raven Meadows Multi-Storey Car Park and necessary works were carried out.

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 offered 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. Much is done face-to-face in a tutorial style, however, many of the regular subjects are now available on the online platform 'Leap into Learning' and directly accessible to all employees via the Shropshire Council intranet home page.

Over the year, 79 courses were delivered to 829 council delegates. This was 34 courses less than the previous year and attendances decreased by 29% when compared with 2017/18. See Appendix Five, Chart 9. The decrease in the number of courses delivered between February and April 2018 is partly due to a period where a new Health & Safety trainer was being recruited.

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 some of these subjects. Resilience (Managing Work-related Stress) was been added to the core topics but take up remains low.

19 on-site H&S training courses were delivered to external fee-paying clients and 338 delegates attended. This was 1 course less than the previous year. School Academies, Town Councils, and Housing Management remain the main category of external client. We have provided safety training for employees and volunteers working for nearby Parish Councils.

No new or amended Health and Safety legislation that directly affects the Council was introduced over the 12-month period. Hence, no new courses were necessary. The Fire Safety Awareness course has been modified to reflect the national concern over the Grenfell Tower disaster. The aim of the changes is to warn against 'complacent attitudes' towards fire safety measures and arrangements. The tragic incident is also used as discussion-point to explain why prompt action with a fire extinguisher on a small fire can prevent a dangerous fire developing.

A summary of the number of courses and number of Shropshire Council and external employees which attended is shown in the table below.

Corporate H&S Courses 4 April 2018 - 31 March 2019	No. of Courses	Attendees	Onsite External Courses	No of Courses	No of Attendees
H&S Awareness	3	23		0	0
H&S Awareness - Refresher	0	0		0	0
CDM 2015	0	0		0	0
IOSH Managing Safely	4	4		0	0
H&S for Directors & Managers	1	2		0	0
H&S - Premise Managers	1	2		0	0
Asbestos Awareness	4	27		1	6
Asbestos Refresher	4	28		0	0
Risk Assessment	2	9		0	0

Resilience	0	0		0	0
Fire Safety	13	279		8	200
Fire Safety - Refresher	2	61		0	0
Fire Extinguisher	0	0		1	64
Fire Warden	13	109		1	10
Fire Warden - Refresher	1	8		0	0
Lone Working	5	22		3	16
COSHH + PPE	5	49		2	17
Ladder Safety	7	87		1	6
Legionella Awareness	3	30		0	0
Moving & Handling of Loads	6	55		2	19
Moving & Handling of Loads Refresher	0	0		0	0
Evac+Chair	3	16		0	0
Evac+Chair - Refresher	1	15		0	0
Tool-Box-Talk – Discarded Needles	0	0		0	0
Risk Assessment (Service users)	1	3		0	0
TOTAL	79	829	TOTAL	19	338

Fire Safety training topics remain the most requested type of safety course and account for the majority of on-site training. Fire safety is further supported by a mix of refresher courses and Fire Warden training. This in combination accounted for a total of 731 employees over the year.

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 137 attendances across 17 courses. This shows an improvement in maximising delegate places on courses, with an average of 8 attendees per course this year, compared to 7 last year. Courses delivered were Moving and Handling Induction, Moving and Handling People Refresher, Practical Hoist Refresher, and Moving and Handling Champions training.

Course	Number of Course events in 17/18 year	Total SC Attendances 17-18	Number of Course events in 18/19 year	Total SC Attendances 18-19
Combined Moving and Handling People and Practical Hoist Refresher - whole day	10	86	7	61
MH Champions - whole day	3	17	2	19
Moving and Handling People and Practical Hoist Induction - 1.5 days	6	30	6	42
Moving and Handling People Refresher - Half Day	2	10	0	0
Practical Hoist Refresher - Half Day	1	4	2	15

OT & OTA Sling update – whole day	2	17	0	0
TOTAL	24	164	17	137

Health and Safety related training commissioned from external providers for SC adult social care only

In 18-19, Joint Training also delivered a small number of other health and safety related courses specifically for SC adult social care only. Courses delivered were Food Hygiene, Food Hygiene for Service Users, Assessor Workshop for Medication Handling, Emergency First Aid at Work (one day) and Trusted Assessor Training.

Course	No. of course events in 17/18 year	Total SC Attend. 17-18	No. of course events in 18/19 year	Total SC Attend. 18-19
Food Hygiene	1	15	5	75
Food Hygiene for Service Users	-	-	2	20 (all ASC day service service users)
Assessor Workshop for Medication Handling	-	-	4	20
Emergency First Aid at Work (commissioned by Joint Training and delivered by Clive Ireland)	-	-	3	32
Trusted Assessor Training	1	6	1	6
TOTAL	2	21	15	153

Health and Safety related training from the wider Joint Training programme

In addition, Joint Training delivered and commissioned 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 this wider health & safety training, in 2018-19 345 attendance across 2 course topics run by Joint Training. Of these, 71 attendances were by Shropshire Council staff.

Places on Health and Safety related training courses run externally and funded by Joint Training

Joint Training also funded 42 places for Shropshire Council staff on health & safety courses delivered by other providers in 18/19. The courses accessed in this way were Food Hygiene levels 2 & 3 bought in from Public Health, Emergency First Aid at Work one day, First Aid at Work 3 three day and First Aid at Work 2-day requalification bought in from both SPIC and Corporate Health & Safety.

Course	Run by	Places funded for SC staff 17-18	Places funded for SC staff 18-19
Food Hygiene level 2	Public Health	7	4
Food Hygiene level 3	Public Health	0	1

Emergency First Aid at Work one day	SPIC	25	6
Emergency First Aid at Work one day	SC Corporate Health & Safety	5	3
First Aid at Work two day requalification	SPIC	0	7
First Aid at Work two day requalification	SC Corporate Health & Safety	5	6
First Aid at Work three day	SPIC	3	6
First Aid at Work three day	SC Corporate Health & Safety	2	0
Medication Handling Workshop	SPIC	0	9
TOTAL		47	42

Joint Training provide Management of actual or potential aggression (MAPA®) training courses. This is about keeping those who pose risk to themselves or others safe, whether in the context of staff caring for people safely or managing difficult situations. A summary of the number of MAPA® courses is shown in the table below

Activity	Target Group	Attended
1 day MAPA® Safe Care	Staff in adult services in Shropshire and T&W, incl health, social services and independent sector identified by risk assessment	333 trained over year
1 day MAPA® Personal Safety at Work	Staff in adult services in Shropshire and T&W, incl health, social services and independent sector not providing direct support to service users Staff working for Shropshire council in public support roles. Identified by risk assessment (TNA)	280 trained over year
Half day MAPA® Personal Safety at Work Refresher	Staff in adult services in Shropshire and T&W, incl health, social services and independent sector not providing direct support to service users who have attended PS@W training in the previous twelve months	26 trained over year (new course)
2 day foundation MAPA® Programme	Staff in adult services in Shropshire and T&W, incl health, social services and	131 trained over year

Activity	Target Group	Attended
	independent sector identified by risk assessment 51 + 4 T&W CYP	
Advanced skills training (1/2 day course for initial and refresher training) (this will have been preceded by 2 day foundation or foundation refresher training)	Staff in adult services in Shropshire and T&W, incl health, social services and independent sector identified by risk assessment	29 trained over year
Dementia Capable care behaviours – 2 day course	Staff in adult services in Shropshire and T&W, incl health, social services and independent sector identified by risk assessment	12 trained over year
Foundation refresher (1 day)	Staff (as above) who have completed MAPA training	210 trained over year

45. Five workshops specifically developed for Head Teachers, Business Managers & School Governors were advertised in 2018/19. The April 2018 workshop had to be cancelled due to lack of numbers, but the following held in June, September and November 2018 together with one held in March 2019 were well attended. All were well attended with 43 internal candidates and 21 external candidates attending. The workshops covered a range of topics including. legal updates, fire safety\risk assessment, incident investigations, health and safety training, etc

First aid training - There were 63 First Aid training courses delivered, attended by 559 delegates as follows:

	Number of courses	Number of delegates
First Aid at Work	11	78
RE-Qualification course	11	90
Emergency First Aid at Work	18	202
Paediatrics First Aid	11	118
Emergency First Aid at Work/Paediatric First Aid	8	59
Annual Update	0	0
Public Access Defibrillator	4	12
TOTAL	63	559

A new in-house training course became available from Shropshire Council in April 2018. This is a three-hour course for trained and non-trained people who wish to become confident in the use of a public access defibrillator.

Shire Services ran 102 training courses, attended by 789 delegates and these included Shire Services Induction, Refresher Manual Handling +STF awareness +safeguarding +Fire Awareness, Working at Height, RSPH Health and Safety Level 2, RSPH Health and Safety Level 2 refresher, Line Manager Health and Safety Awareness Workshop, RSPH Food Safety Level 1, RSPH Food Safety Level 2, RSPH Food Safety Level 3, Refresher Food Safety Level 2, Refresher Food Safety Level 3, Facilities Management Manual Handling and Basic kitchen Fire Safety. Shire Services also have Catering Managers (155 delegates) and Cleaners in Charge (86 delegates) annual meetings which include any retraining in Health and Safety key points and their manuals are updated with any changes.

Course Title	Number of Courses	Number of delegates
Shire Services Induction	19	152
Refresher Manual Handling + STF awareness +Safeguarding +Fire Awareness	20	159
Fire Awareness	1	7
Ladder Safety	15	89
CIEH Health and Safety Level 2	4	26
CIEH Health and Safety Level 2 refresher	3	31
Line Manager Health and Safety Awareness Workshop	8	54
CIEH Food Safety Level 1	3	15
CIEH Food Safety Level 2	7	66
CIEH Food Safety Level 3	3	40
Refresher Food Safety Level 2	17	110
Refresher/ Food Safety Level 3	2	40
Total	102	789
Annual Meetings		
Catering Manager Annual Health and Safety Update	11	155
Cleaner in Charge Annual Health and Safety Update	12	86
Total	23	241

There were also four Institution of Occupational Health (IOSH) Managing Safely Courses, attended by 12 delegates, of which 5 were employees and 9 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 facilitate a small range of health and safety courses through e-learning modules on two parallel 'platforms'. 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.
48. The online platform will continue for the time being so as to maintain continuity of training content, 1000 licences are hosted on an online server.
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 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	Completed
Fire Safety Plus	39
Manual Handling Plus	50
Manual Handling in the Office	3
Safety for Line Managers	11
Risk Assessment	22

Leap into Learning H&S e-learning modules have been available since early 2017 when the Learning Pool platform was launched. Full year data is not available but there has been a significant rise in uptake as more modules have been added. Last year 47 modules were completed over the 12-months from April, whereas over 1000 were completed in Quarters 3 and 4 for this year. Analysis of the evaluation feedback will be compiled and considered by the Learning & Development Group and more courses will be added to the system next year also.

Online Workstation Assessment Tool

51. The software system for undertaking intranet-based risk assessment and training continues to be used. The software system for undertaking 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. The council is in the last year of their intranet company-based contract and has now moved from a self-hosted option to being hosted by the company themselves. This means less IT support is needed in-house and the reliability of the system is better.
52. During 2018/2019 there were approximately 3991 users on the system and 2856 workstation assessments were completed on the system See Appendix Five, Chart 10. 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 33%, medium risks reduced to 14% and the low risks stayed the same at 51%.

Health, Safety and Welfare Group

53. The Group met three 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. The team took a more strategic approach concentrating resources on three key areas (be active, be mindful and be informed) and rebranding the Feel Good Team utilising these key aspects.

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 Workforce and Transformation Officer, arranged various wellbeing events. Several events were held and were well-received. A workplace walking Step Challenge was held in April/May, to encourage walking and exercise during the working week. 136 staff took part, forming 32 teams, and the event was supported and endorsed by the council's senior management team.

A workplace workshop was held on 26th September 2018 at Shirehall to encourage employees to engage with several activities such as a Physiotherapy Clinic for aches and pains, Seated Head, Neck and Shoulder massages, Mindfulness session and a number of information stalls from our counselling provider, Our benefits providers, the Occupational Health Team and the National Trust. Around 50 people attended the sessions over the lunch time period.

A six-week yoga course started on 2nd October 2018 at Shirehall with over 20 people attending the first session

Healthy Heart sessions have again been run, with good take up (81 people). Sessions were delivered primarily at Shirehall, but this was opened out to include delivery at Ptarmigan House; Castle View, Oswestry, Canern Brook, Bridgnorth; and Food Enterprise Centre, Shrewsbury. Canern Brook also hosted a Wellbeing Roadshow in June, and a further Shirehall event in the autumn.

Event	Attendees
Mindfulness	20
Step challenge	74
Belly dancing	8
Skin Clinic	Stand
NOSS-Managing Conflict	12
NOSS-Stress Management	18
Guided wellbeing walk'	10
Men's health workout	3
Health information	Stand
Alternative therapies	11
Led walk	0

A Step Challenge was launched in April/May 2018 for a period of 6 weeks, where 32 teams took part (136 employees) using a variety of different methods for tracking steps including pedometers which were purchased to loan out for the event. Feedback from the event was positive and staff have asked for the event to be "repeated; they found it inspiring; it made individuals make up their steps.

Summary of Key Performance Indicators







55. Good progress has been made during 2018/2019 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 decreased and minor accidents have increased 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 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 2019/2020

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 (SLA) in place.
- To fulfil contractual monitoring and support to Academies and customers under Service Level Agreements
- To engage with Service Areas to ensure that health and safety compliance is in place and to review Self-Monitoring Checklist to ensure roll out to Premise and Team Managers.
- 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 and roll-out for the management of accident data and case management arrangements for occupational health.
- To engage with Service Areas to ensure that health and safety compliance is in place and to review Self-Monitoring Checklist to ensure roll out to Premise and Team Managers.
- To continue to implement the Wellbeing Plan and facilitate three themes of Be Active, Be Mindful and Be Informed. Step challenge planned for March/April 2019.

Progress on Action Plan for 2018/2019

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 2018/2019 annual report. 2017/18 report completed and agreed at Directors meeting on 1 st October 2018. Portfolio Holder briefed. Presented to Cabinet on 17 th October 2018. All signed off.
Audits – Scheduled and targeted audits across the council in line with Audit Programme Document.		33 Audits were completed to implement recommendations following monitoring visits, i.e. audits, inspections, safety tours across the council.
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 H&S team. Recommendations and observations similar to previous years. Protection of skylights and site security were sometimes 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.		SLA's reviewed, contracts updated to reflect GDPR implementation. Many clients renewed for the coming year, and new business secured in various areas, a Town Council in Powys has come on board, some work has been carried out for a residential care home in Oswestry, a special school in Herefordshire now have a contract, and several schools have expressed interest in Fire Risk Assessments to be carried out by the team.
Develop Leap into Learning E-modules: <ul style="list-style-type: none"> • Transfer Health & Safety Modules to platform • Include Wellbeing information • Include booking option for Wellbeing event • First Aid annual refresher (non-certificated) added. 		<ul style="list-style-type: none"> • Work to support H&S Induction section of Induction training completed. • Wellbeing sessions able to be booked via Leap • The annual refresher added to the e-learning

Accident Charts for Shropshire Council

Chart 1: Number of Reportable Employee Accidents for 2017/2018 and 2018/2019

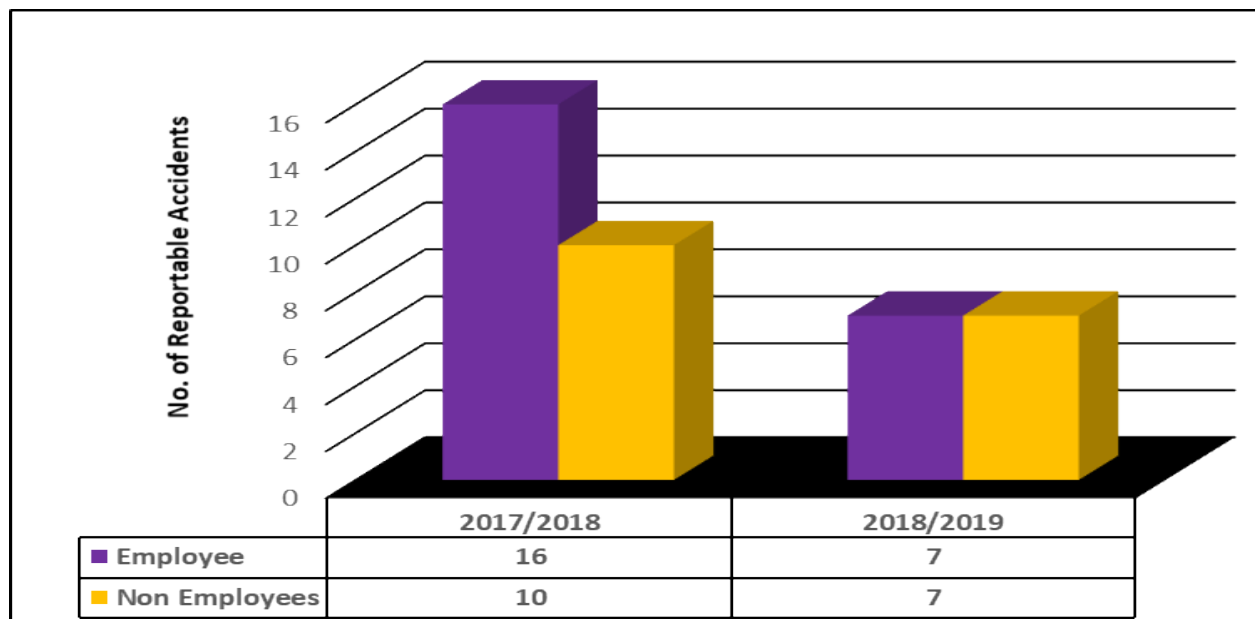


Chart 2: Main Causes of Reportable Employee Accidents for 2018/2019

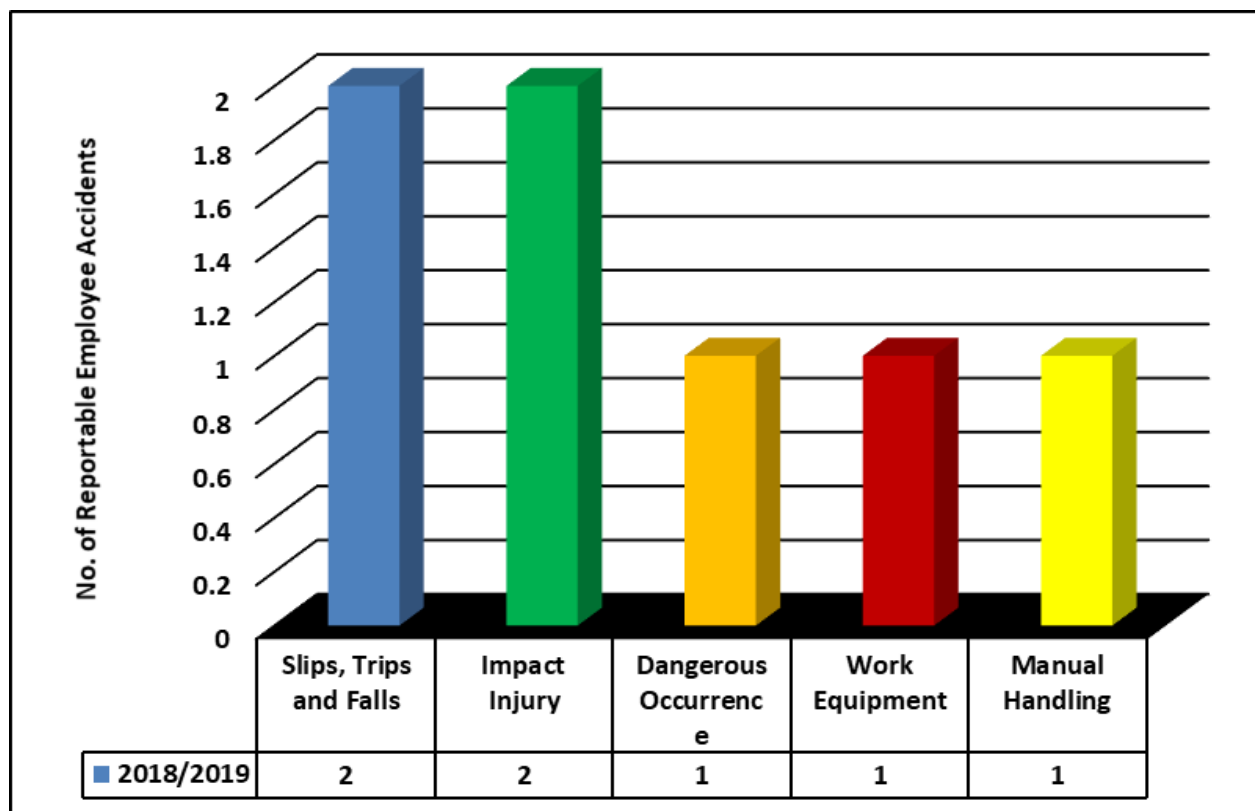


Chart 3: Main Causes of Minor Injuries to Employees for 2017/2018 and 2018/2019**Appendix Three****Benchmarking with other Unitary Councils**

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)
Bristol City Council	9188	33	3.59	495	53.87	879	95.67
Cornwall	6653	17	2.56	180	27.06	332	49.90
Darlington	2380	8	3.36	108	45.38	95	39.92
Derby City Council	6722	20	2.98	337	50.13	197	29.31
Halton Borough Council	4074	17	4.17	85	20.86	206	50.56
Northumberland County Council	8481	32	3.77	579	68.27	328	38.67
Poole (Borough of)	2338	8	3.42	104	44.48	102	43.63

Portsmouth City	5539	5	0.90	440	79.44	107	19.32
Shropshire	5922	7	1.18	138	23.3	339	57.24
Stockton-on-Tees	3179	16	5.03	198	62.28	98	30.83
Wiltshire	10510	11	1.06	293	27.88	473	45.00

*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

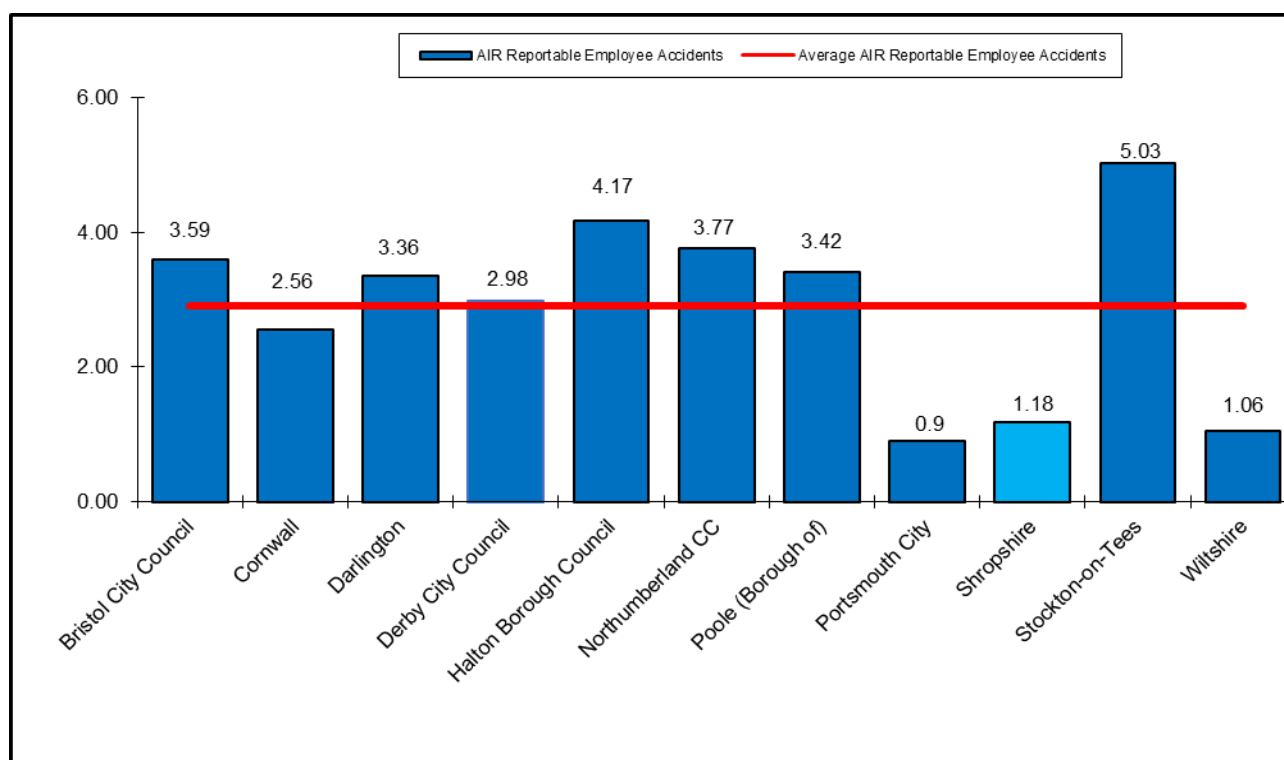


Chart 5: Benchmark for Violence to employees

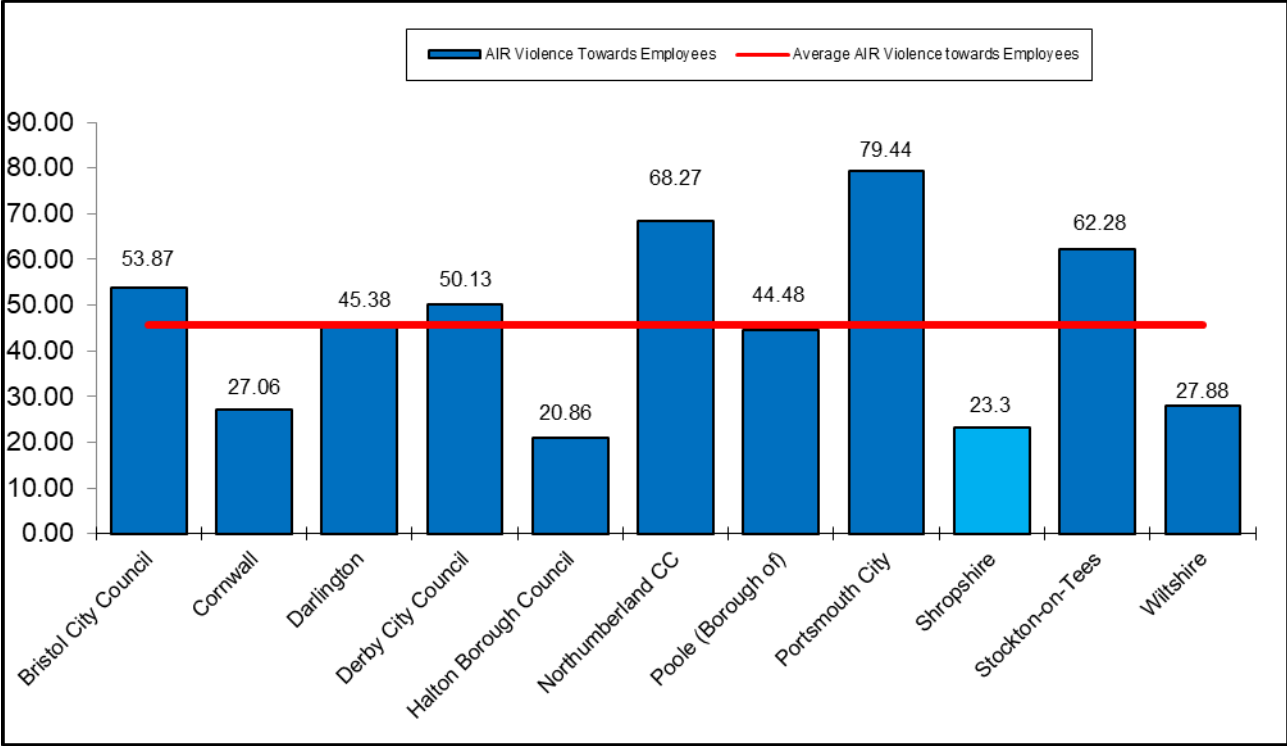
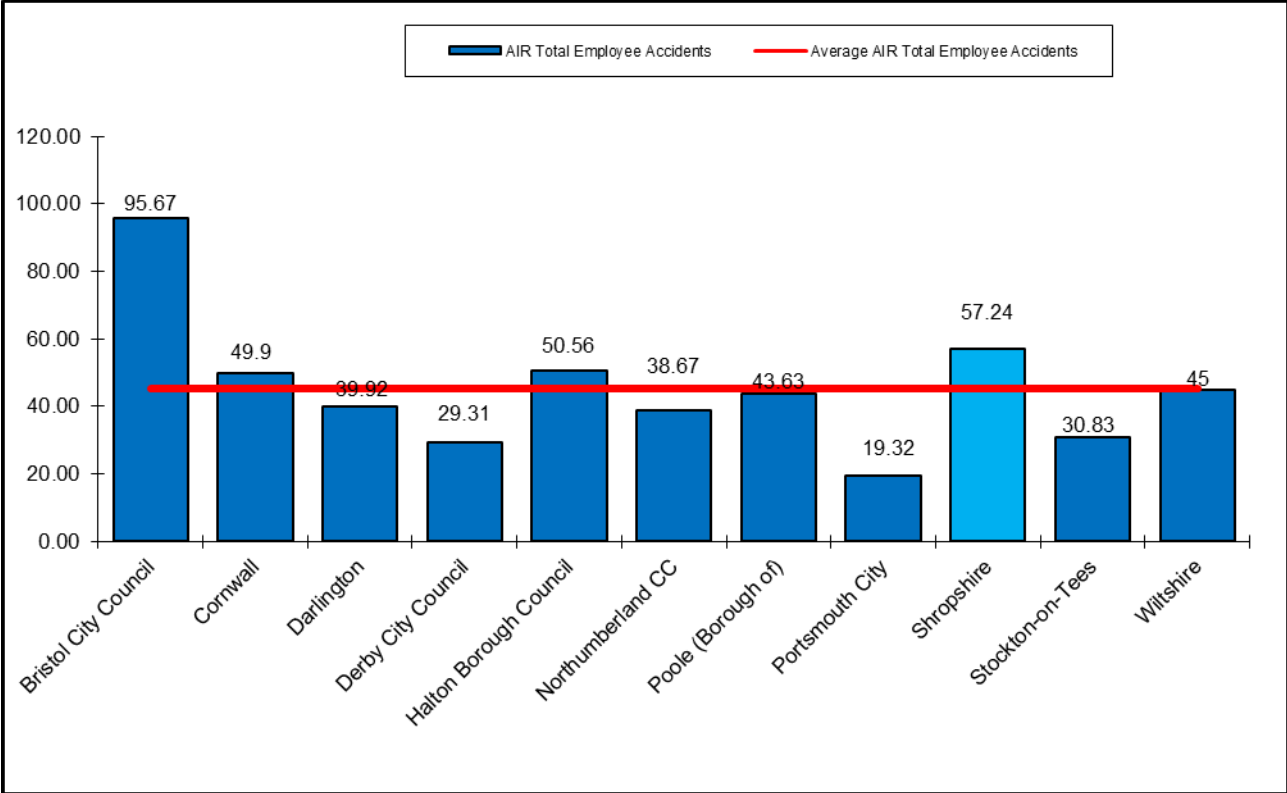


Chart 6: Benchmark for Total Accidents to Employees



Work-related Absence Charts

Chart 7: Stress Related Absences

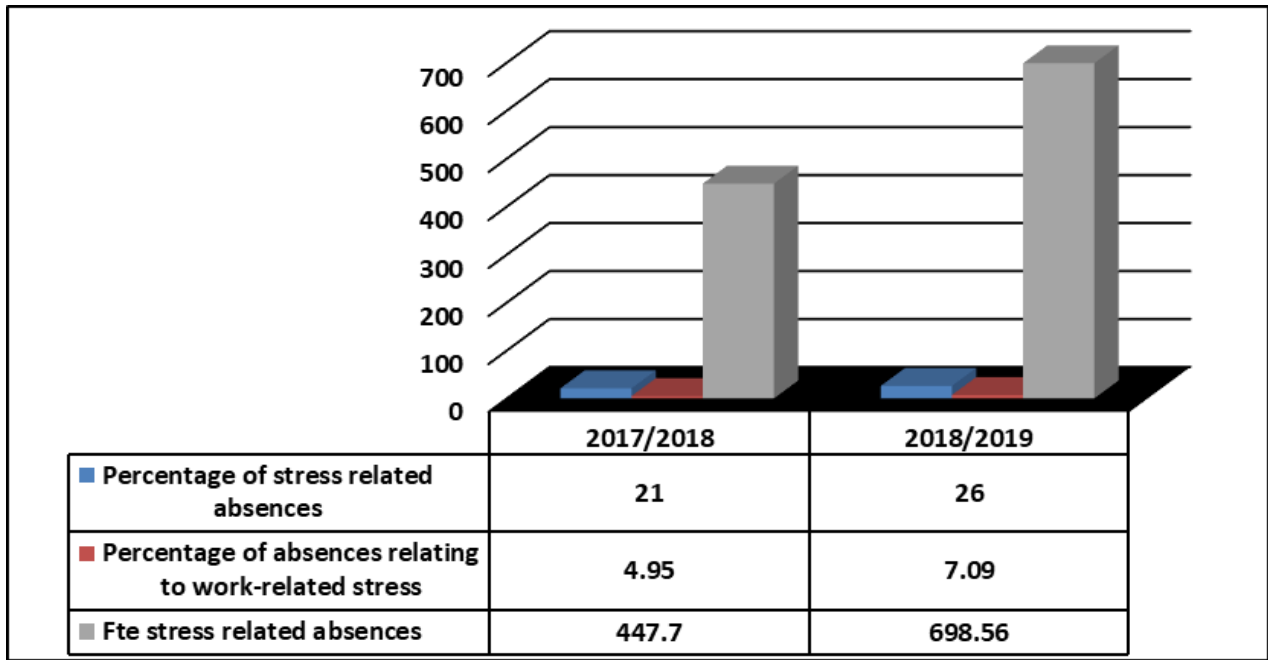
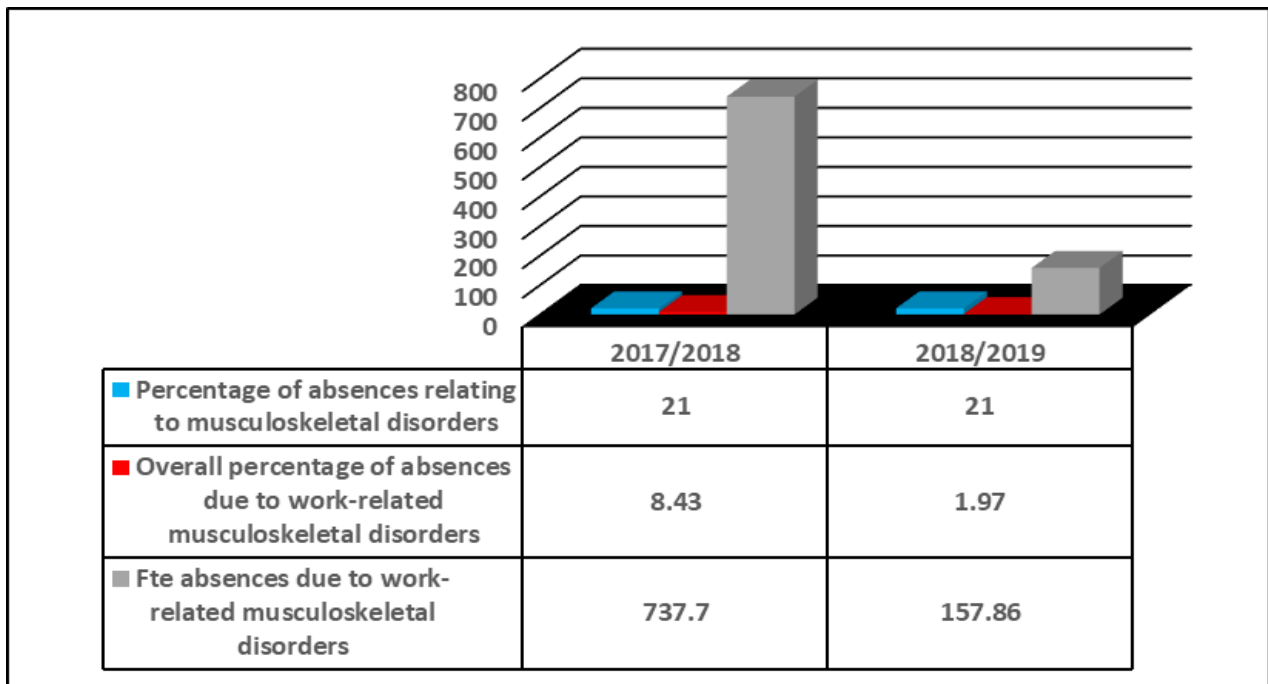


Chart 8: Absences Relating to Musculoskeletal Disorders



Health and Safety Training Charts

Chart 9: Corporate Health & Safety Training for 2017/2018 and 2018/2019

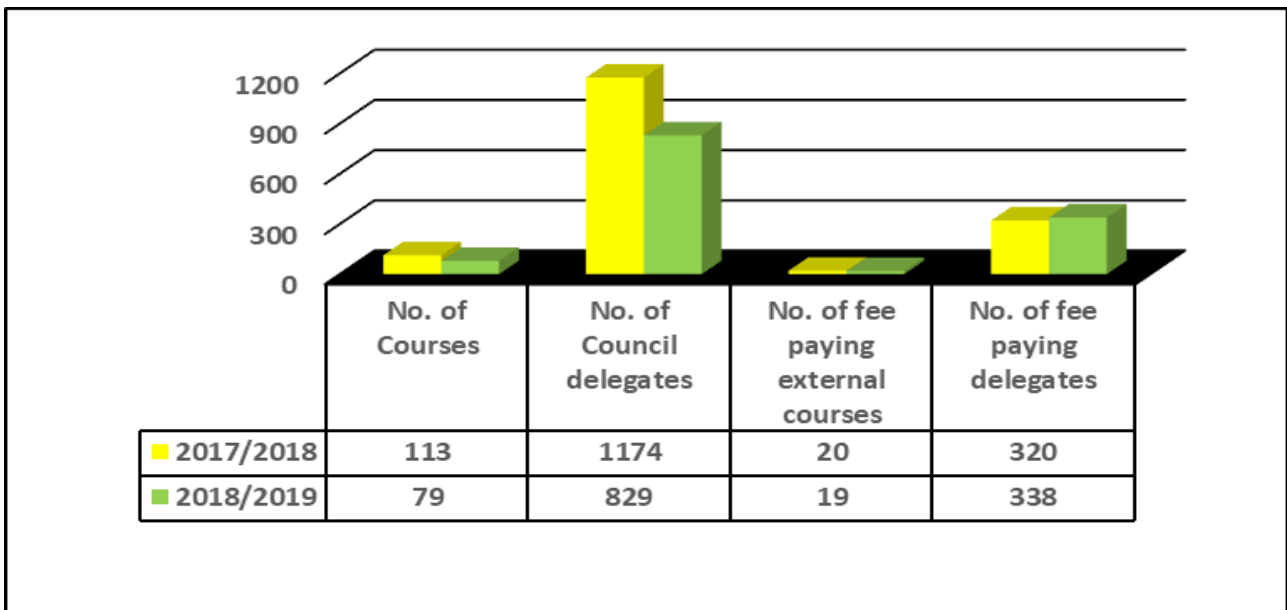
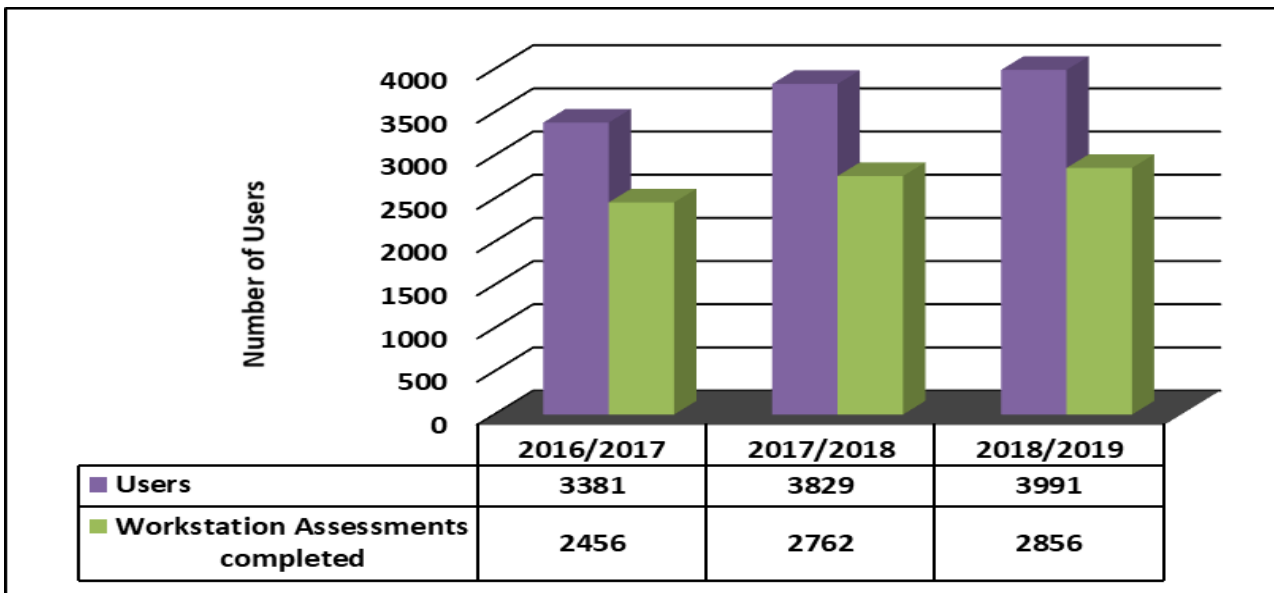


Chart 10: Online Workstation Assessment Tool



60. Financial Implications

There are no financial implications associated with this report. There may be future financial implications in respect of the Actions for 2019/2020 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.

<p>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</p> <p>None</p>
<p>Human Rights Act Appraisal</p> <p>The recommendations contained in this report are compatible with the provisions of the Human Rights Act 1998.</p>
<p>Environmental Appraisal N/A</p>
<p>Risk Management Appraisal</p> <p>The contents and key actions of this report are in compliance with good risk management.</p>
<p>Community / Consultations Appraisal</p> <p>Mechanisms are in place for consultation with employees and Trade Unions.</p>
<p>Cabinet Member</p>
<p>David Minnery</p>
<p>Local Member</p>
<p>N/A</p>
<p>Appendices - 6</p> <p>Appendix One - Progress on Action Plan for 2018/2019</p> <p>Appendix Two - Accident Charts for Shropshire Council</p> <p>Appendix Three – Accident Benchmarking with other Unitary Councils</p> <p>Appendix Four – Work Related Absence Charts</p> <p>Appendix Five – Health and Safety Training Charts</p>