

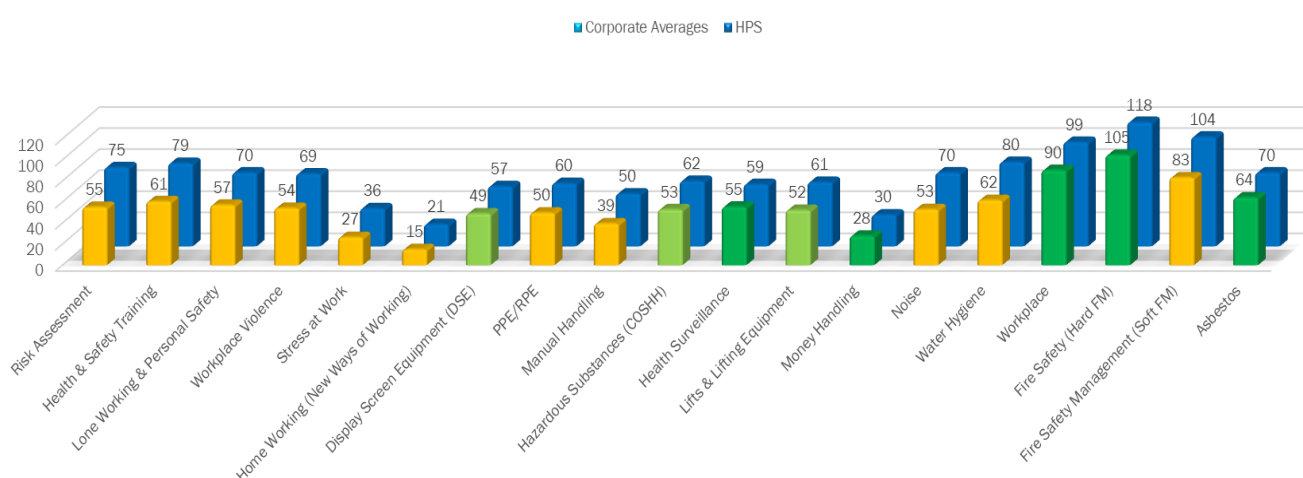
Corporate Audit Program

The recently revised corporate audit program will conclude in March, and the resulting data will provide a benchmark performance measure on how the council as a whole entity performed against its own health and safety management standards and policies.

The chart below shows the current position with some of the commonly selected RCPIs (Risk Control Performance Indicators). The column in blue shows the highest possible audit score relating to that RCPI and the RAG coloured columns at the front shows the how the whole council is performing against the related management standard.

The results as shown as averages and are based on audits conducted so far in the program, and the complete picture will be presented in an annual performance report at the end of the program.

Corporate Averages vs Maximum Score



The audit results continue to show that there are improvements that can be made to risk assessment and training, and it is recommended that these become areas of focus for the organisation. This is because risk assessment and training are the most common areas that regulators look for and find material breach of in terms of the Health and Safety at Work etc. Act 1974. Risk Assessment and Training are mandatory RCPIs and all services are audited in these two areas.

RAG RATING 100 -85 85 -60 <60	Risk Assessment	Health & Safety Training
Delivery; Comms & Political Governance	83%	82%
Education	52%	60%
Estates & Building Services	89%	82%
Housing	72%	76%
Neighbourhood & Environmental Services	77%	77%

Planning; Development & Transportation	85%	84%
Adult Social Care	59%	66%
Children's Social Care		

Children's Social Care have yet to be audited.

The authority wide results as a percentage are showing conformance at

- 73% Risk Assessment
- 77% Training
- 75% Stress Management
- 76% Management of Noise
- 78% Water Hygiene
- 78% Manual Handling
- 71% Home Working
- 80% Fire Safety Management (Soft FM)
- 89% Fire Safety Management (Hard FM)
- 82% Lone Working & Personal Safety

Each service audited is provided with a recommendation report post examination, which will provide advice on how to improve.

The audit this year should be viewed as a baseline assessment from which the council can implement targeted, and data driven strategies as part of its commitment to continuous improvement.

More detailed division level and service level dashboards can be presented at SMT or DMT level and will be shared at consultative committees, with Authority Wide H&S Consultative Committee being provided the corporate wide overview as per this report.

Accident and Incident Data

81 Injuries in Q3 is  17% compared to the previous reporting period.

2 Physical Assaults  60% compared to the previous reporting period.

15 Slips and Trips  14% compared to the previous reporting period.

12 Manual Handling  8% compared to the previous reporting period.

Slips and trips are typically more common in the winter months and although there is an increase in the reporting period, there is a 25% reduction in slips and trips Q3 22/23 compared to Q3 21/22.

81 Injuries were reported in Q3 which made up 42% of all incident reports is a 45% decrease in injuries compared to the same period in 21/22, and 22% decrease compared to Q3 2020.

Improvements in the management of manual handling risks will remain a focus for the health and safety team.

Near Miss

Near misses are accidents rising in or out of connection to work, without injury. Since the beginning of April, the H&S team are working with managers to ensure incidents that need reporting are reported using the correct classification, and where categorised incorrectly, are reclassified appropriately. This has resulted in a 30% reduction in reports overall.

There were 84 incidents involving employees reported as near misses in Q3 22/23. This is a 33% decrease compared with the previous reporting period and 55% lower than Q3 21/22.

46% of near miss incidents were incidents of verbal abuse and verbal threats. This is a significant reduction compared to 92% in the same period 21/22.

Verbal Abuse and Threats  50% compared Q3 21/22

Of the verbal abuse / threat incidents reported there is a notable shift in triggering events being financially related e.g. tenants not wanting operatives to use their electricity to carry out repairs, not being able to complete gas safety checks due to their being no credit on prepayment meters, incidents where members of the public were removing coins from the Town Hall Sq. fountain.

There has been significant reduction in reported incidents coming out of the Dawn Centre which explains much of the reduction in reported verbal abuse incidents. This is evidence of the good work the team have initiated to improve the H&S arrangements at the Dawn Centre.

14% of reported near misses were non injury vehicle bumps and scrapes.

Work-Related Ill Health

There were 6 reports of work-related ill health in the reported period down from 12 work related ill health reports in the previous period.

All were reports of stress where the employee had received a fit note citing work related stress and anxiety. Of the 6 reports 1 involved employees who were under some sort of management investigation before taking a period of absence. 2 reports referenced being unhappy with operational change.

SO3 – Medium Level Investigations

SO3s are categorised as high level near misses where significant injury or loss event could have occurred should the incident have caused injury, accidents resulting in injury that could lead to a significant insurance claim or a RIDDOR reportable incident. All medium level investigations or SO3s result in a corrective action plan for service managers to work to.

The Health and Safety Team undertook 9 SO3 investigations in quarter 3.

All SO3 investigations result in a written report and corrective action plan which the H&S advisor provides to service managers and Heads of Service.

Example SO3 investigations undertaken in Q3

- **Fall from Height – Museums**
- **Fall on Stairs – Housing**
- **Manual Handling Injury delivering food via a trolley – Housing (PATs)**
- **Asbestos related exposure – Parks & Open Spaces**

RIDDOR Reports

There have been 7 reports to HSE under RIDDOR in Q3

- Fall from Height - 2
- Dangerous Occurrence – 1
- Over 7 day injuries - 4

Safety Alerts

There have been 2 Internal Safety Notices Issued

- **All BROs – Asbestos Management**

Following the report of Dangerous Occurrence to HSE.

All BROs are reminded to ensure contractors are provided with a copy of the latest asbestos management survey before undertaking works.

Construction materials should be treated as asbestos containing unless there is conclusive evidence to the contrary.

- **Schools – Management & Monitoring of Trees.**

An investigation by the Health and Safety Executive (HSE) found the tree had decayed and was in a poor condition. Newcastle City Council had failed to identify the extent of the decay or to manage the risk posed by the tree. Newcastle City Council pleaded guilty to breaching section 3(1) of the Health and Safety at Work etc. Act 1974 and was fined £280,000 and ordered to pay costs of £8,020 by South Tyneside Magistrates on 10 January 2023

Trees & Woodlands have reviewed our Tree Inspection and Maintenance SMS.

A Safety Alert was issued to all schools reminding them that they need to have trees surveyed every 3 years, and periodic monitoring needs to take place on a regular basis.

The RCPI in school audits on Monitoring has had a specific question relating to monitoring and maintenance of trees added to it.

CAPA (Corrective Action /Preventative Action) Notices

A CAPA is issued when a non-compliance or unsafe act or condition has been identified that needs management attention and action outside of the audit or SO3 processes.

Example CAPAs issued in the period.

- Town Hall Bike Park -Emergency Exits & Escape Routes
- KFC risk associated with the soft play, window restrictors & stair balustrade
- Highways Gritter Shed – exposure to pigeon droppings – hazard to health

There are 9 CAPA notices with outstanding actions still to be closed off

- 6 in EBS (Estates and Building Services)

- 2 in N&ES (Neighbourhood & Environmental Services)
- 1 in Housing

The council has a proactive approach in its management of Health & Safety. It is therefore recommended that these corrective & preventative actions are addressed as soon as possible.

Occupational Health Data

There have been 186 Management referrals made to Optima Health in the reporting period.

37% were for mental health related conditions

of the mental health referrals

30% were assessed as being primarily work related

15% as having work related factors

21% of referrals were for musculoskeletal related conditions

of the musculoskeletal referrals

2% were assessed as being primarily work related

15% were assessed as having work related factors

Optima Health are working to a service level agreement that states 85% of management referrals are completed within 12 working days of referral. In the reporting period Optima Health met this SLA 100%

Legislative Updates

None in the reporting period

Other Updates

The Employee Assistance Program crossed over from UHL (Amica) to Vivup as of January 16th.

In the first 24 hours 1125 employees registered to use the Vivup portal which allows access to a number of self help resources around mental health and wellbeing. This is available in addition to the 24/7 365 in the moment telephone support and confidential counselling service.

It is recommended members of CMT promote the use of the portal within their divisions to advance the council's health and wellbeing objectives.

