



Committee and Date

Cabinet

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ANNUAL REPORT ON HEALTH AND SAFETY PERFORMANCE FOR 2017/2018

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1. Summary

This report reviews the health and safety performance for 2017/2018 of Shropshire Council, and identifies key priorities for 2018/2019.

2. Recommendations

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

- Good progress has been made during 2017/2018 on managing health and safety across the Council.
- Reportable employee accidents to the Health & Safety Executive (HSE) have increased and minor accidents have decreased 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 2018/2019 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
- Continue updating and monitoring of Workstation Safety Plus to reduce risks associated with musculoskeletal disorders.
- Raise awareness of workstation assessments in particular agile working.
- Continuation of staff wellbeing events throughout the year.
- Support 'Leap into Learning' development for e-learning health and safety awareness courses across service areas.
- Digital Transformation Programme – support development for the management of accident data and case management arrangements for occupational health.

- 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
- Market and deliver new Defibrillator course that has been developed

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 2017/2018

1. Positive progress has been made with the completion of the actions for Shropshire Council arising from the Action Plan for 2017/2018. Some of the key actions where progress has been made are:

- 49 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: Accident and Near Miss Reporting/Recording (CARS), Asbestos, Agile Working, Control of Hazardous Substances (COSHH), Construction Design & Management (CDM) Arrangement, Display Screen Equipment, Drivers Policy, First Aid, Health and Safety Policy, Health and Safety Training, Ionising Radiation, Legionella, Lone Working, Mobile Telephones, Radon. See item 32 for full list.

New guidance documents and arrangements completed included the AED (Automated External Defibrillator) Arrangement.

- To implement and maintain robust, legal and sensible H&S management systems including policies, procedures and arrangements into new ways of working and any commercial enterprises.

See Appendix One on page 14 for detailed information on progress with the plans.

Health and Safety Performance Information

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

Reactive Safety Performance

Accident and Violence Statistics

4. The Council's Accident Reporting System (CARS) is used to enable a simple and consistent approach to reporting and recording of accidents within Shropshire Council and to increase the scope and use of statistical information.
5. All accident forms are sent into the Health and Safety Team so that remedial action to prevent a reoccurrence can be monitored by a Health and Safety Officer and if necessary advice and support can be given to implement further reasonable actions.
6. The Health and Safety Team acts as the Council's statutory reporter of accidents, which are required to be reported to the Health and Safety Executive. This ensures that accurate information is passed to the HSE and if further information is required the Health and Safety Team is the first point of contact.
7. The number of reportable incidents to the HSE for employees has increased compared to the data from 2016/2017 from 12 to 16. The number of incidents related to non-employees has increased from 7 to 10 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 8 (50%) Manual Handling related accidents 3 (19%), Physical Violence 2 (12.5%), Collision injury 1 (6%), Fall from Height 1 (6%) and Impact Injury 1 (6%). See Appendix Two, Chart 2.
9. This year, Shropshire Council had 693 accidents in total, comprising 27 RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), 549 minor accidents and 114 near-misses. The previous year's figure was 797.
10. There were 549 minor accidents reported in total (635 last year), 301 to employees (316 last year), 63 to service users (69 last year), 27 to visitors (32 last year), and 149 to pupils (201 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 113 (38%) This has slightly increased from last year (103 / 33%). 57 Slips, Trips & Falls (18% - 55 / 17% last year) and 45 relating to human error e.g. bumped head on unit, hit thumb using hammer (15% - 53 / 17% last year). See Appendix Two, Chart 3.
12. Of the 38% 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 2.33 compared with the average AIR figure is 3.62 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 16.43, which is below the average for the participating Councils, which is 41.51. See Appendix Three, Chart 5.

Comparison with other Unitary Councils on Total Accidents to Employees

21. Shropshire Council's AIR figure for Total Accidents to employees is 43.78. This is below the average for the participating Councils, which is 64.03. 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 asbestos release during building works, and the team investigated this in conjunction with our Property Services Group.
- An investigation into violent incident involving injury to a staff member was carried out and is ongoing.
- There were also 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 2017/2018, the Health and Safety Executive (HSE) has contacted the council relating to an asbestos incident (see 22) and have this far issued no feedback or taken enforcement action.

Work-related Absences

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

25. Managers are encouraged to undertake a stress risk assessment when local stress issues are identified and then implement an action plan. A Stress Risk Assessment Toolkit, which is part of the Stress Management Policy, is available to managers to help them with the risk assessment process. The toolkit incorporates the HSE's Stress Management Standards. Coaching and support on the toolkit is available through Employee Relations Teams, Occupational Health Team and the Health and Safety Team.

26. Stress Risk Assessment training can be provided to managers by Health and Safety and Occupational Health. These sessions will also illustrate and define the roles of Health and Safety and Occupational Health in the management of stress.
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. The percentage of stress related absences has risen by 5% from 16% to 21%. The percentage of absences relating to work-related stress has also risen from 2.63% last year to 4.95%. (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 risen by 1% up from 20% to 21% compared to last year's figures with the overall percentage of absences due to work-related musculoskeletal disorders rising by 7.01% from 1.42% to 8.43%. 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. Manual Handling training continues to be offered and manual handling accidents related to work activities are investigated and monitored to make sure that remedial action is put into place

Proactive Safety Monitoring

Health and Safety Team - Advice and Guidance

31. A Duty Safety Officer System is used within the Health and Safety Team to allow employees and managers to access telephone advice from a Safety Officer across the Council. The response time is based on the level of risk. The team took over 1,000 telephone calls, where a response was required. The most frequent queries were related to giving Safety Advice, Health & Safety Training and accidents. The Duty Safety Officer 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: Abrasive Wheels, Accident and Near Miss Reporting/Recording (CARS), Asbestos - Policy & Procedures, Asbestos - Premises Plan for Asbestos Management, Asbestos Leaflet - A Quick Guide, Agile Working, Cold Weather Advice, Compressed Gas Cylinders, Confined Space, Control of Hazardous Substances (COSHH), Construction Design & Management (CDM) Arrangement, Cryptosporidium outbreaks, Disabled Persons, Display Screen Equipment, Display Screen Equipment Hardcopy Risk Assessment, Drivers Policy plus appendices, First Aid, Health and safety considerations during strike action, Health and Safety Policy, Health and Safety Training, Hot Working, Housekeeping, Induction of New Employees, Ionising Radiation, Kitchens & Food Safety, Legionella - Policy & Procedures, Legionella Leaflet - A Quick Guide, Lone Working, Mobile Telephones, Mobile Telephones & Driving FAQ'S, Photocopier & Laser Printer Arrangement, Radon - Arrangement & Quick Guide, Respiratory Protective Equipment, Slips Trips & Falls, Ventilation, Waste Electrical & Electronic Equipment.

New guidance documents and arrangements completed included the AED (Automated External Defibrillator) Arrangement.

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

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

34. Crime Prevention promotes and assists Shropshire schools with the 'Safer School' scheme and this includes academy schools. Over 140 Schools have been accredited a 'Safer School' and more are working to the accreditation. This includes the first private school and schools beyond the Shropshire border. Virtually all Shropshire Primary schools and the majority of Senior schools are involved in Safer Schools. Following a successful Safer School accreditation, the school is reviewed every 2 years. Many schools have been involved in the scheme for 15 years or more. In partnership, West Mercia Police provide excellent support and appreciate the commitment of both the Council and schools. The Crime Prevention function has a strong link with the Shropshire Officers of West Mercia Police, permitting good partnership working when circumstances dictate.

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

Corporate Health and Safety Audits

35. The Health and Safety Team continue to undertake Health and Safety Audits in a variety of premises to offer and advice through inspections, establishment/team visits, etc. During 2017/18, 49 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. A number of visits were undertaken by the Health & Safety Team to assist Property Services Group (PSG) with monitoring their construction projects. PSG were encouraged this year to adopt a more formal self-monitoring role for site health and safety. General training / awareness was given to PSG around construction risks, the role of pre-start meetings, common issues etc. Two internal processes were planned within PSG. One involved targeted visits to sites by the two-experienced Clerk of Works and the other encouraged all surveyors to formally document site conditions on every project visit using a standard template and forwarding this to the H&S team for comment.

The H&S Team visited seven projects. Issues raised were site security, absence of hot working permits/fire strategy communications, failure of all contractors to read and sign asbestos register

and wear appropriate PPE as identified in their risk assessments. Generally, Construction Phase Plans were available – a requirement under CDM.

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 enforcement notices or prohibition notices have been served

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

Health and Safety Training

44. Health and Safety Training is 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, 113 courses were delivered to 1,174 council delegates. This was 5 more courses than the previous year but attendance decreased by 5% when compared with 2016/17. See Appendix Five, Chart 9.

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 last year but take up remains low.

20 on-site H&S training courses were delivered to external fee-paying clients and 320 delegates attended. This was 13 fewer courses 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. We were able to deliver Fire Safety to a County-wide firm of Accountants after one of their managers attended an Institution of Occupational Health (IOSH) – Managing Safely course we ran last year.

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 employees which attended is shown in Table 1.

Table 1.

Corporate H&S Courses	No. of Courses	Attended
1 April 2017 to 31 Mar 2018		
H&S Awareness	10	210
H&S Awareness - Refresher	1	17
CDM 2015	0	0
IOSH Managing Safely	4	20
H&S for Directors & Managers	3	7
H&S - Premise Managers	2	7
Asbestos Awareness	4	32
Asbestos Refresher	6	27
Risk Assessment	1	5
Resilience	4	39

Fire Safety	22	255
Fire Safety - Refresher	5	92
Fire Extinguisher	1	1
Fire Warden	18	171
Fire Warden - Refresher	2	16
Lone Working	4	44
COSHH + PPE	5	39
Ladder Safety	5	46

Manual Handling	11	110
Manual Handling - Refresher	0	0
Evac+Chair	3	22
Evac+Chair - Refresher	2	7
Tool-Box-Talk – Discarded Needles	0	0
Risk Assessment (Service users)	1	7
TOTAL	113	1,174

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 535 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. We recorded 164 attendances across 24 courses.

Courses delivered were Moving and Handling Induction, Moving and Handling People Refresher, Practical Hoist Refresher, Moving and Handling Champions training and Sling Update for Occupational Therapists and Occupational Therapy Assistants.

Course	Number of Course events in 17/18 year	Total SC Attendances
Combined Moving and Handling People and Practical Hoist Refresher - whole day	10	86
MH Champions - whole day	3	17
Moving and Handling People and Practical Hoist Induction - 1.5 days	6	30
Moving and Handling People Refresher - Half Day	2	10
Practical Hoist Refresher - Half Day	1	4
OT & OTA Sling update – whole day	2	17
TOTAL	24	164

Health and Safety related training from the wider Joint Training programme

In addition, Joint Training delivered a number of health and safety courses as part of their wider training programme, open to both Shropshire Council adult social care staff and the independent, health and voluntary sector in Shropshire. For these courses they recorded 98 attendances across 7 courses run by Joint Training. Of these, 68 attendances were by Shropshire Council staff.

Courses delivered were Food Hygiene, Care Certificate Health & Safety Introduction and Infection Control.

Course	No. of course events in 17/178 year	Total SC Attendances	Total Non-SC Attendances
Food Hygiene	1	15	0
Health & Safety Introduction / Awareness (2 hours) part of Care Certificate Day 4 covering Standard 13 of Care Certificate	3	2	30
Infection control – half day	3	51	0

TOTAL	7	68	30
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Places on Health and Safety related training courses run externally and funded by Joint Training

Joint Training also funded 40 places on externally delivered health & safety courses in 17/18, of these 35 places were for Shropshire Council staff.

The external courses accessed in this way were Food Hygiene bought in from Public Health, Emergency First Aid at Work one day and First Aid at Work 3 three day both bought in from SPIC.

Course	Run by	Places funded for SC staff	Places funded for non-SC staff
Food Hygiene	Public Health	7	0
Emergency First Aid at Work one day	SPIC	25	5
First Aid at Work three day	SPIC	3	0
TOTAL		35	5

45. Four workshops specifically developed for Head Teachers, Business Managers & School Governors were advertised in 2017. The April workshop had to be cancelled due to lack of numbers. The following three held in June, September and November were well attended and the total number of candidates was 34. The workshops covered a range of topics. legal updates, fire safety/risk assessment, incident investigations, health and safety training, etc

There were 70 First Aid training courses delivered, attended by 743 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.

A new in-house training course will be available in April 2018 from Shropshire Council. This will be 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 95 training courses, attended by 828 delegates and these included Shire Services Induction, refresher Manual Handling + STF awareness + safeguarding, 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 (108 delegates) and Cleaners in Charge (89 delegates) annual meetings which include any retraining in Health and Safety key points and their manuals are updated with any changes.

There were also four Institution of Occupational Health (IOSH) Managing Safely Courses, attended by 20 delegates, of which 6 were employees and 14 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', Cardinus and Leap into Learning. 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 Cardinus platform will continue for the time being so as to maintain continuity of training content, 1000 licences hosted by Cardinus on their 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	Requested	Completed	Unfinished
Fire Safety Plus	22	21	1
Manual Handling Plus	46	40	6
Manual Handling in the Office	4	4	0
Safety for Managers	5	4	1
Risk Assessment	69	43	26

Leap into Learning H&S e-learning modules have been available since early 2017 when the Learning Pool platform was launched. Quarterly summaries have been released for uptake of H&S modules. 47 modules were completed over the 12-months from April. Analysis of the evaluation feedback is being compiled and will be tabulated for comparison purposes in next year's annual report.

Cardinus Workstation Safety Plus

51. The software system for undertaking intranet-based risk assessment and training continues to be used. The software is well received by managers and employees as it allows cost effective and accessible training to be available. This negates the necessity for employees to leave their workstation to undergo training and to complete a workstation risk assessment. The council has extended the Cardinus contract and has now moved from a self-hosted option to being hosted by Cardinus themselves. This means less IT support is needed in-house and the reliability of the system is better. Work to transfer the system to a new version has continued this year in conjunction with Cardinus, and a proposed launch date in summer 2018 is likely.
52. During 2017/2018 there were approximately 3829 users on the system and 2762 workstation assessments were completed. 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 29%, medium risks reduced to 17% and the low risks stayed the same at 54%.

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. 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. There continues to be many 'feel good' events held on a monthly basis across the Council with 13 events being arranged, 2 cancelled and 126 staff attending. The table below provides a breakdown of the events and attendees.

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 2017 until June 2017 for a period of 6 weeks, where 14 teams took part (74 employees) using a variety of different methods for tracking steps including 24 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 2017/2018 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 increased 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.
58. On comparison with other Unitary Councils, who took part in a benchmarking exercise, Shropshire Council looks favourable in all the benchmarked areas for accident statistics.
59. The Health and Safety Team has provided robust and responsive service to service areas on health and safety issues through offering advice by telephone, site visits, and attendance of meetings, provision of investigation reports and the delivery of the Managing Safely Course to managers and supervisors.

Actions for 2018/2019

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
- Continue updating and monitoring of Workstation Safety Plus to reduce risks associated with musculoskeletal disorders.
- Raise awareness of workstation assessments in particular agile working.
- Continuation of staff wellbeing events throughout the year.
- Support 'Leap into Learning' development for e-learning health and safety awareness courses across service areas.
- Digital Transformation Programme – support development for the management of accident data and case management arrangements for occupational health.
- 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
- Market and deliver new Defibrillator course that has been developed

Progress on Action Plan for 2017/2018

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 2017/2018 annual report. 2016/17 report completed and agreed at Directors meeting on 18th September 2017. Portfolio Holder briefed. Presented to Cabinet on 27th September 2017. All signed off.
Targeted Safety Auditing to measure compliance and provide recommendations for improvements.		On track with plan
Work with Service Areas to produce and implement H&S management system including policies, procedures and arrangements.		Draft H&S arrangements have been provided as needed to teams on request and as needed.
Development of contracts across council and externally with associated Service Level Agreements in place.		Collaborative work on SLA's and Contracts underway
Continue updating and monitoring of Cardinus-Workstation Safety Plus to reduce risks associated with musculoskeletal disorders		Structure amended to reflect change from Commissioning to P&E. Passed to Cardinus January 2017 to upload so testing can take place on Cardinus hosted system. Both systems still operational and in use.
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 		H&S modules reviewed online and the majority are satisfactory and awaiting to transfer to live platform

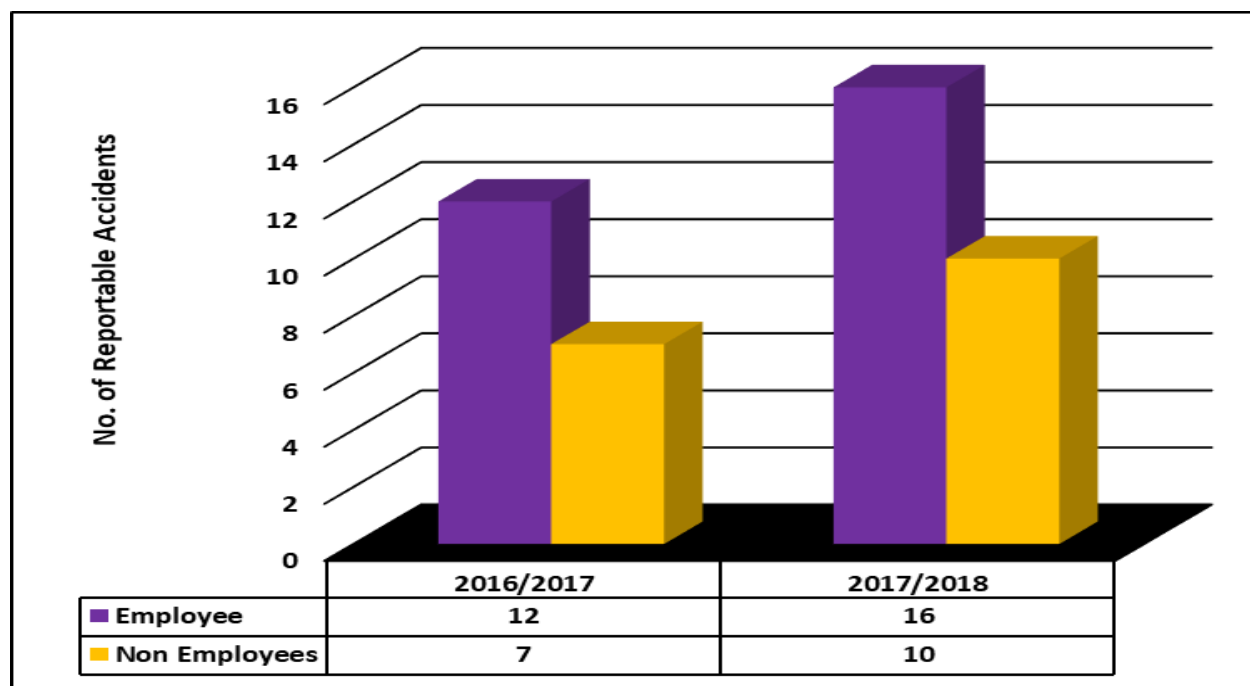
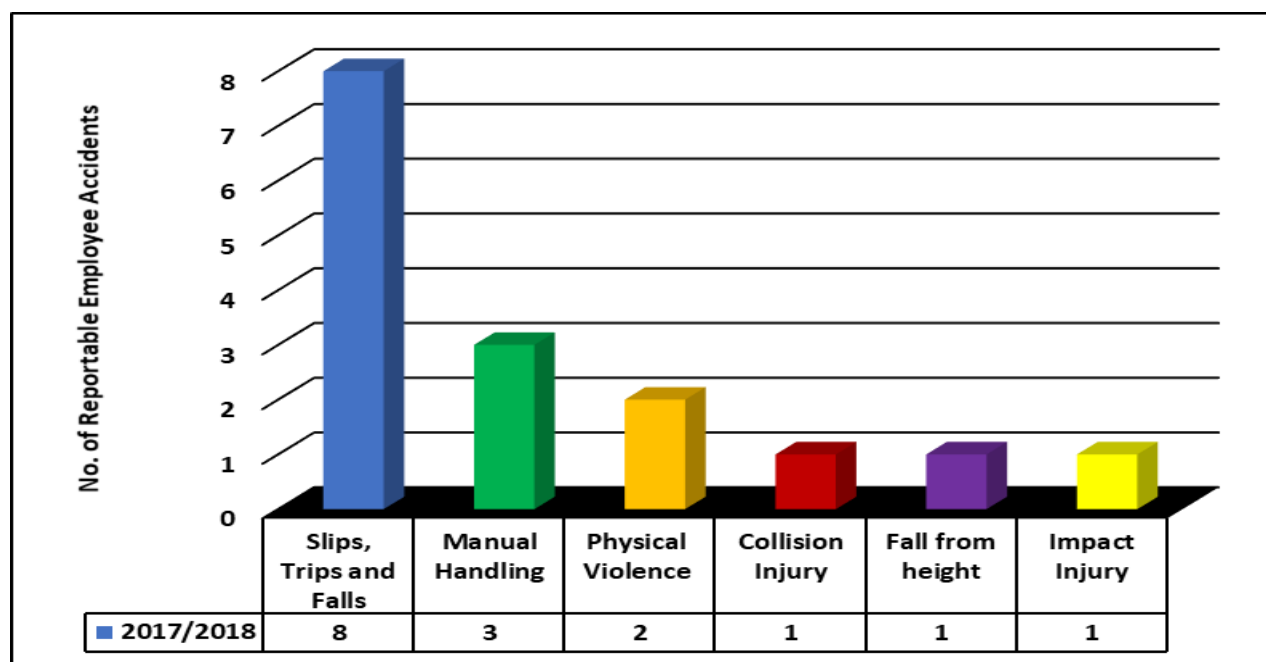
Accident Charts for Shropshire Council**Chart 1: Number of Reportable Employee Accidents for 2016/2017 and 2017/2018****Chart 2: Main Causes of Reportable Employee Accidents for 2017/2018**

Chart 3: Main Causes of Minor Injuries to Employees for 2016/2017 and 2017/2018**Appendix Three****Benchmarking with other Unitary Councils**

*AIR = Accident Incident Rate - used for benchmarking purposes

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

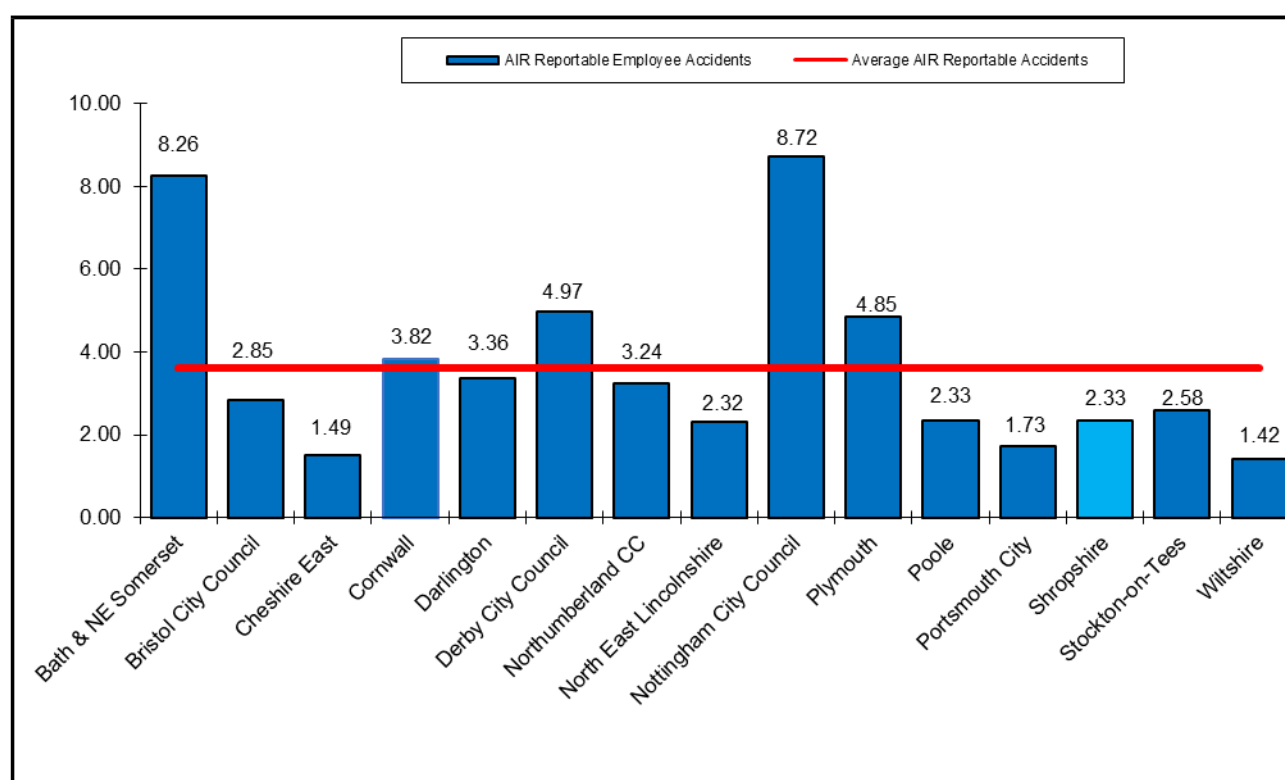
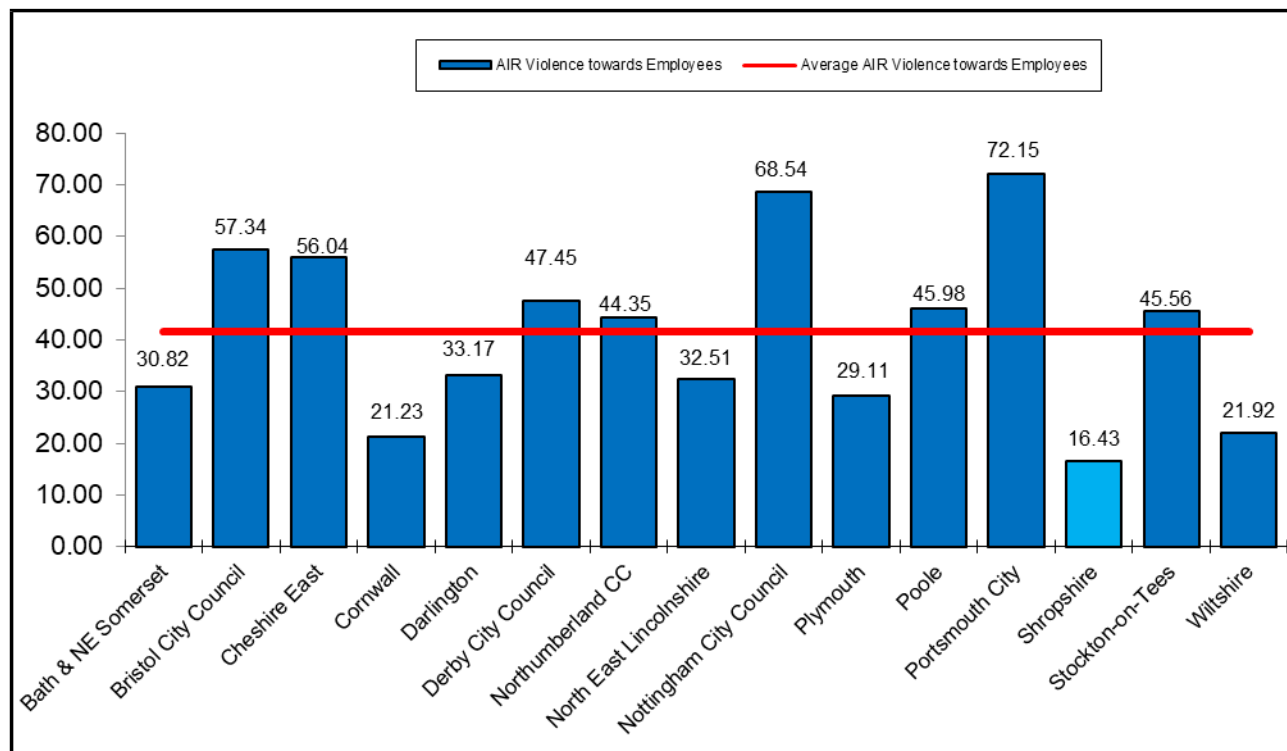
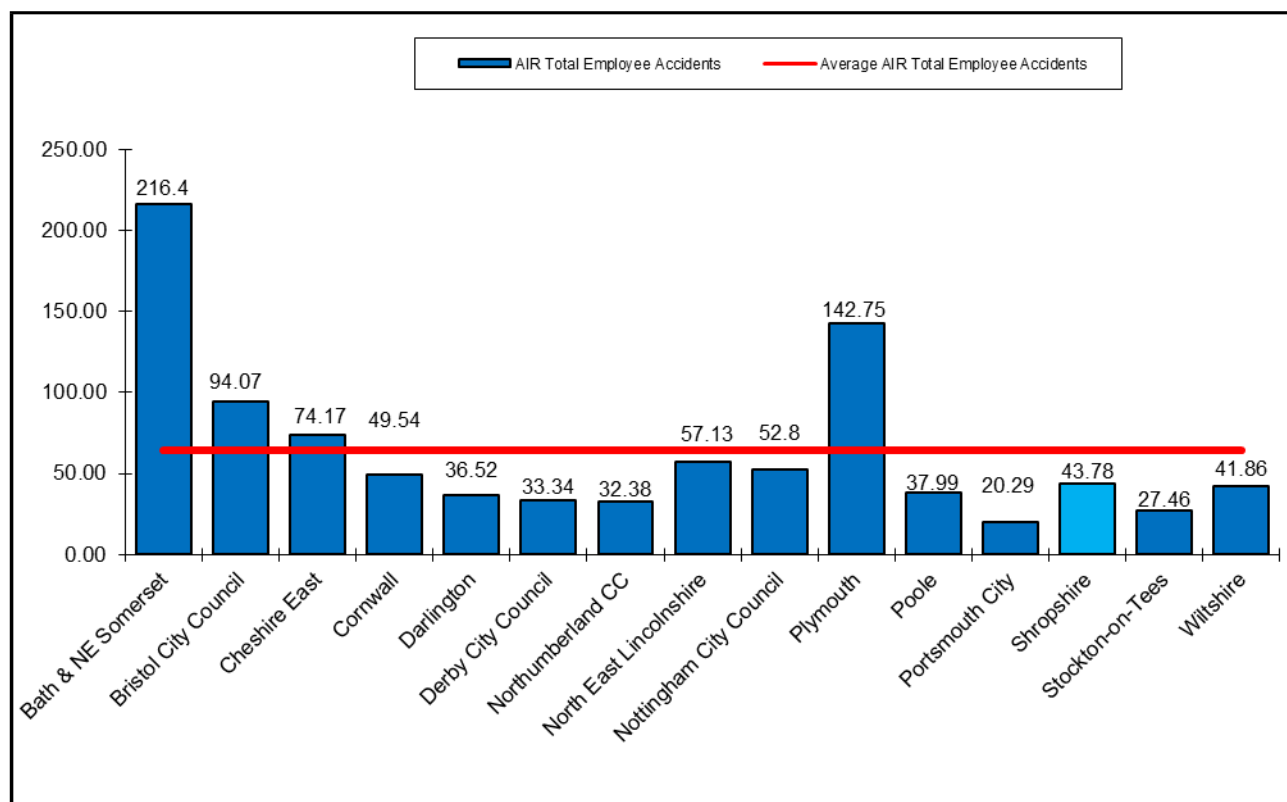
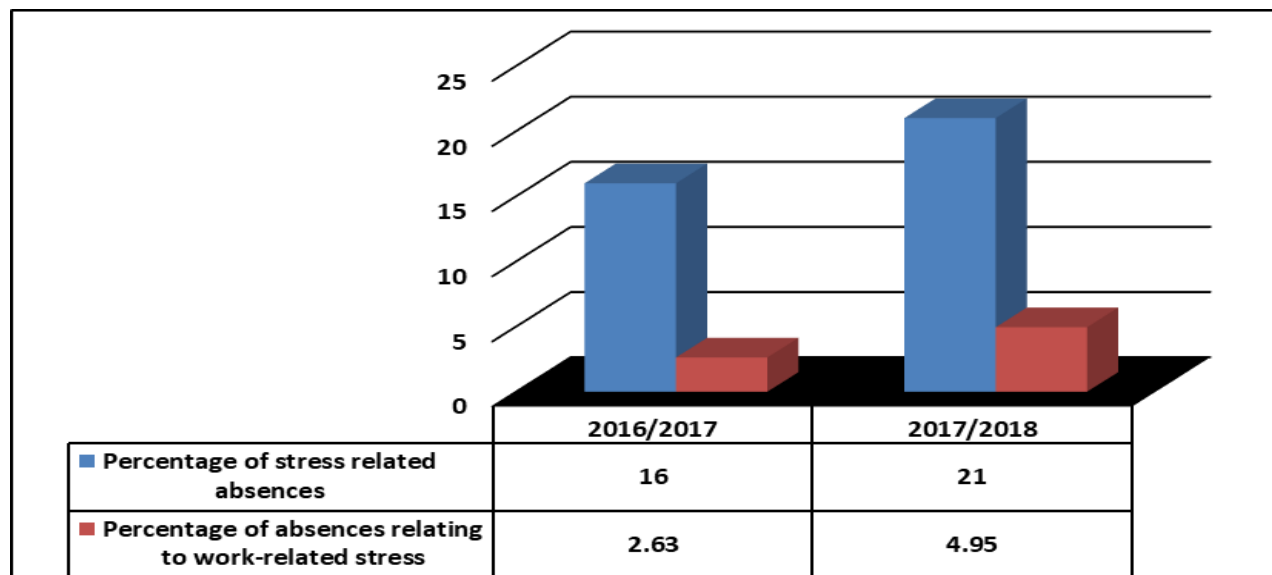
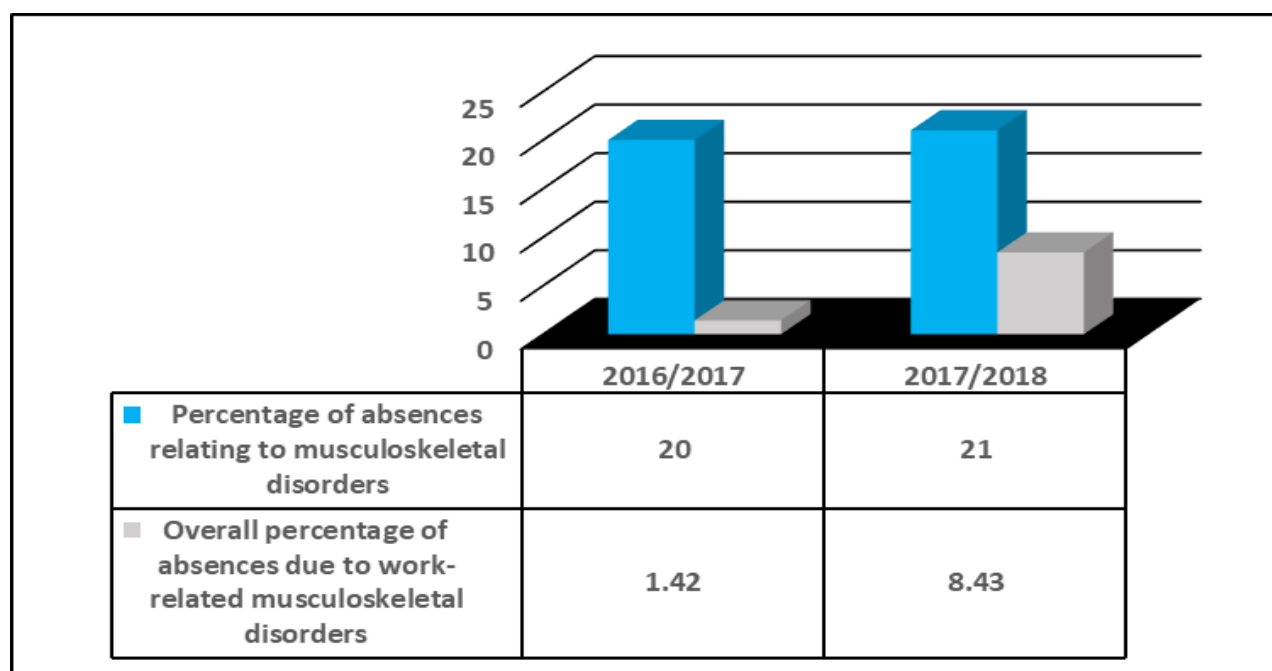
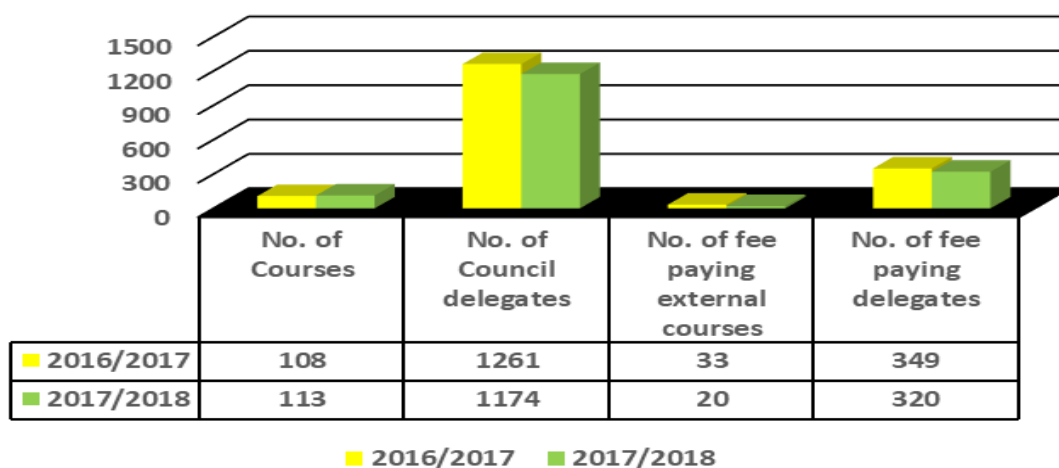
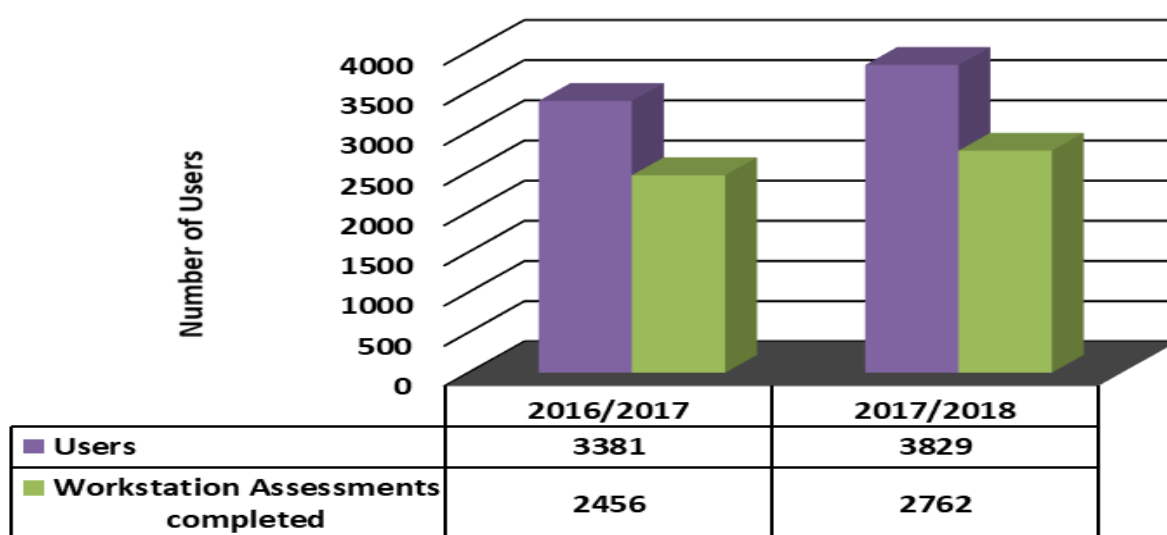
Chart 4: Benchmark for Reportable Injuries to Employees

Chart 5: Benchmark for Violence to employees**Chart 6: Benchmark for Total Accidents to Employees**

Benchmarking with other Unitary Councils

Council	Number of Employees (Head Count)	Reportable Employee Accidents	AIR* (Reportable Employee Accidents)	Violence to Employees	AIR* (Violence to Employees)	Total Employee Accidents /Incidents	AIR* (Total Employee Accidents)
Bath & North East Somerset Council	3147	26	8.26	97	30.82	681	216.40
Bristol City Council	10184	29	2.85	584	57.34	958	94.07
Cheshire East	7388	11	1.49	414	56.04	548	74.17
Cornwall	7065	27	3.82	150	21.23	350	49.54
Darlington	2382	8	3.36	79	33.17	87	36.52
Derby City Council	7439	37	4.97	353	47.45	248	33.34
Northumberland County Council	10192	33	3.24	452	44.35	330	32.38
North East Lincolnshire	2153	5	2.32	70	32.51	123	57.13
Nottingham City Council	6420	56	8.72	440	68.54	339	52.80
Plymouth	3916	19	4.85	114	29.11	559	142.75
Poole	3001	7	2.33	138	45.98	114	37.99
Portsmouth City	5766	10	1.73	416	72.15	117	20.29
Shropshire	6876	16	2.33	113	16.43	301	43.78
Stockton-on-Tees	3,095	8	2.58	141	45.56	85	27.46
Wiltshire	10584	15	1.42	232	21.92	443	41.86

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****Chart 10: Cardinus Workstation Safety Plus**

60. Financial Implications

There are no financial implications associated with this report. There may be future financial implications in respect of the Actions for 2018/2019 although these will be approved by Senior Managers before they are progressed.

61. Conclusions

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

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

List of Background Papers
None
Human Rights Act Appraisal
The recommendations contained in this report are compatible with the provisions of the Human Rights Act 1998.
Environmental Appraisal N/A
Risk Management Appraisal
The contents and key actions of this report are in compliance with good risk management.
Community / Consultations Appraisal
Mechanisms are in place for consultation with employees and Trade Unions.
Cabinet Member
Portfolio Holder for Corporate and Commercial Support - Steve Charmley
Local Member
N/A
Appendices - 5
Appendix One - Progress on Action Plan for 2017/2018 Appendix Two - Accident Charts for Shropshire Council Appendix Three - Benchmarking with other Unitary Councils Appendix Four – Work Related Absence Charts Appendix Five – Health and Safety Training Charts