

HEALTH, SAFETY AND WELLBEING ANNUAL REPORT
2021-2022

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EXECUTIVE SUMMARY 2021/2022**PLAN**

HSW Business plan 2021/2022
 Corporate HSW Policy
 Health and safety performance standards
 Mandatory training / training matrix
 COVID Risk assessments
 COVID Safe systems of work
 Competent Advice
 TU engagement

HSW: Health, safety and wellbeing
 TU: Trade Union

DO

HSW Steering Group
 COVID Emergency Response
 DSE Assessments - NWW
 Wellbeing Pulse Survey
 Monitoring mandatory training
 Incident reporting standard 6 days
 New HSW Policy signed off
 PIC: Person in Control (of a building)
 NWW – New Ways of Working

ACT

HSW Business Plan 2022/23
 HSW Steering group to continue quarterly
 New ways of working implementation
 Asbestos Management Compliance
 Achieve Gold Wellbeing@Work Award
 Recruit up to 11 more wellbeing champions
 Flu clinics (450 employees)
 Focus on personal safety
 Maintain HSW mandatory compliance
 20% target for near miss reporting
 Decrease incident reporting standard from 6 days to 4 days
 Implement standards for completion of incident investigations
 Implement incident closure process
 Roll out SHE Assure modules: Audit, risk assessment, DSE

CHECK

HSW Steering group updated TOR
 Contemporaneous COVID generic RA, SSOW and TBT implemented at local level
 COVID ventilation surveys and monitoring across the PCC estate
 Bronze review and Silver Wellbeing@Work Award achieved
 Improved wellbeing offer as a result of surveys
 49 Wellbeing Champions
 390 flu vaccinations / 5 clinics
 No HSE / DFRS Enforcement actions
 28 RIDDOR reportable incidents of which
 7 RIDDOR reportable COVID cases
 11.4% near miss reporting*
 29.2% Lost Time Incidents*
 97.56% of incidents reported in 6 days (April 22)
 Highest reported incidents: COVID, Unintentional violence and near miss

RA: Risk Assessment
 SSOW: Safe System of Work
 TBT: Tool Box Talk

*based on 6 month sample data in SHE Assure 1 Nov 21 – 30 April 22

EXECUTIVE SUMMARY

This report is a statement of Plymouth City Council's occupational health, safety and wellbeing (HSW) performance to the end of the financial year 2021-22, with any relevant updates included to the date of writing the report. It also includes our improvement plan for 2022-23.

The Health Safety and Wellbeing of the Council's employees continues to be an integral part of the People Strategy which can be viewed [here](#)

GOVERNANCE AND ACCOUNTABILITY

Accountability for our duty of care to our employees under the health and Safety at Work Act etc. 1974 and the Management of Health and Safety at Work Regulations 1999 sits with the Chief Executive Officer of the Council. Arrangements describing how this accountability is discharged are outlined in our new Corporate Policy and Corporate HSW Management arrangements, describing a systems leadership approach, with roles and responsibilities dispersed throughout the organisation.

The new policy includes the role of Executive Person in Control which has existed in the organisation in some areas informally. This is now mandated to ensure our buildings related health and safety management has Strategic Leadership for each site.

The Executive Lead for HSW and Chair of the Health, Safety and Wellbeing (HSW) Steering Group is the Strategic Director for Customer and Corporate Services, The Service Director for HROD holds HSW within their Department. The Council's Portfolio Holder for HSW in 2021-22 was Councillor Riley and going forward into 22-23 is Councillor Richard Bingley.

The HSW Steering Group has met twice during 2022-23, with some business conducted digitally to keep the agenda moving. The changing requirements of the COVID pandemic response has meant that the business plan for 2021-22 will be carried forward to 2022-23.

The SHE Assure HSW system for the management of incidents and hazard reporting has now been rolled out across all Directorates, except for Street Services which is in the process of modelling their structure and workflows in order to go live. Once fully operational, this will give Managers and various committee meetings real time insights into the types and frequency of incidents occurring in their service area, and the rest of the Council, and employees a greater ease of reporting. HROD was restructured during 2021, resulting in a change of structure within the Health and Safety Team, which is designed to provide greater capacity to deliver the health and safety business plan going forward. In addition Street Services has a dedicated health and safety position in their structure, in response to the high level of risk carried across this department.

ENFORCEMENT ACTIVITY

Control of exposure to vibration

At the time of writing this report, the council awaits the HSE decision as to whether they will seek to prosecute following their intervention in 2017-2019. No further contact has been made.

No additional HSE or DRFS enforcement action has been taken against the Council in 2021-22

IMPROVEMENT PLAN DELIVERY

AUDIT AND RISK

HSG65 – HSW Management audit

The planned audit programme to assess the council's compliance against HSG65 (HSE best practice HSW Management) was put on hold during the pandemic due to services needing to focus on COVID-19 controls and adjusted ways of service delivery. This is now a priority as COVID restrictions have been lifted and services resume normal operations.

Hand arm vibration

Devon Audit Partnership has been commissioned to undertake a repeat audit of the council's arrangements for the management of control of exposure to vibration starting June 2022. The audit will focus on the procurement, maintenance, and replacement of vibrating equipment.

Risk Summits

A risk summit was held in August 2021 due to lack of progress against major capital works required at Chelson Meadow. The summit served to bring clarity to the status of each project and an action plan was agreed. Progress against the projects is now monitored at the Street Scene HSW Board, with periodic oversight from the Chief Executive.

COVID – 19

The health, safety and wellbeing of the council's employees has continued to be at the heart of the COVID-19 pandemic response with close working between Public Health, Health Protection and HSW to ensure all infection control standards were implemented and effective. Clear leadership continued to be provided by the emergency operations centre (EOC) and the corporate emergency management team (CEMT), with the Service Director for HROD and Head of Health and Safety leading safe systems of work.

The key focus for 2021-22 has been:

- Maintaining contemporaneous COVID risk assessments, safe systems of work and toolbox talks for employees
- Ensuring adequate ventilation across the estate (mechanical and manual)
- Lateral Flow Testing and vaccination
- Transitioning between COVID controls to managing COVID as another respiratory disease
- Working from home – use of display screen equipment
- Wellbeing

WELLBEING

Over the course of the pandemic, three wellbeing surveys were conducted, to aid understanding of the impact on our employees and to take improvement actions to support wellbeing at work. The last survey was conducted in August 2021, and received the highest response rate overall (46%), however a low response rate from front line employees. At the time of writing, The Big Listen staff engagement survey is in progress, and actions are in place to encourage and support more front line employees to participate.

As well as the pandemic, employees of the Council joined with the City to mourn the loss and support the community, following the shooting of five residents in Keyham; also the tragic loss of Bobbi – Anne McLeod who was murdered in November 2021. Collaborative working with the Devon Wellbeing Hub, PAM Assist our employee assistance provider, and the local trauma informed network meant we were able to wrap a support offer around our employees which provided individual trauma informed assessments, access to counselling and psychotherapy according to need and trauma informed training.

The annual report will demonstrate the feedback employees gave about their wellbeing and show that the majority of employees access support for their wellbeing outside of the Council. However,

aspects of work that are known to impact on wellbeing and resilience such as demands, control, relationships, support and role have been addressed by Managers to enable employees to work more flexibly as far as possible.

TRAINING

The majority of the HSW training courses continued to be suspended during 2021-22 due to the extenuating circumstances employees have been working under. However, any courses delivered by e-learning have continued, along with three critical courses including:

- HSW Induction (e-learning)
- Managers Introduction to HSW at the council (e-learning + remote learning session)
- IOSH Managing Safely (e-learning)
- Wellbeing and Resilience Risk Assessment (remote learning sessions)
- Conflict resolution (remote learning sessions)

A changeover of employee management systems from itrent to Core HR has meant that there has been a hiatus in mandatory training compliance reporting, and work is still on-going to validate the information now available. Indicative figures show:

Training aspect	2020-21	2021-22
HSW Induction	94%	74.2%
Introduction to HSW management	97.9%	84.6%
IOSH Managing Safely	97.2%	80%

The only aspect of this training that requires a taught course is the HSW for Managers. There are 66 Managers who have not completed the e-learning aspect and 35 who have not done their taught aspect. These will be new managers in post since November 2021 when the last course was run, and arrangements will be made to enable this to be completed in mid to late July.

There are 23 Service Managers who need to complete IOSH Managing Safely, of which one is a Service Director. Of this number one person is on long term sick and 9 are currently registered.

Tender documents are in the process of being prepared to outsource health and safety training in the future in keeping with the strategic approach to HROD training generally in the Council.

INCIDENT REPORTING AND LEARNING

With the roll out of SHE Assure during 2021-22, the most reliable data available is between 1 November 2021 and April 2022. This is due to the parallel running of two systems whilst each service area has been on-boarded to SHE Assure.

Any incidents received from services not yet on the new system have been triaged, and entered onto SHE Assure by the Health and Safety Team in priority / risk order; the remaining incidents are in the process of being inputted, which will provide a full set of data by year end for 2021-22 and 2022-23.

Information has also been collated in full, in relation to our reporting standard, which was reduced from 8 days to 6 on 1 July 2021. In April 97.56% of incidents were reported within 6 days, which is the highest rate of the last six months from 1 November 2021 and 6% higher than the mean for the same period.

The Council has reported 28 RIDDORS in the last 18 months: 2 members of public to hospital; 7 occupational diseases (all COVID); 15 over 7 day absence and 4 specified injury.

Specific guidance was provided to managers to enable the assessment of any employee with symptoms of, or testing positive to COVID, to appraise the likelihood of workplace transmission.

Based on a comparison of six months of data 1 November to 30 April, for 2020-21 and 2021-22, there has been a decrease in near miss reporting of 6.1% from the same period last year. It is also 2.66% lower than the same period in 2019-20. This is likely to be due to the demands placed on employees throughout the pandemic. The hazard spotting module of SHE Assure is now live and a new impetus on near miss reporting will be a focus of 2022-23 to meet our 20% improvement target (initial target set towards 50% aspiration)

Lost time incidents (LTI) have risen from 4.2% in 2019-20 to 11.88% per cent in 2020-21 and 29.19 in the same period (1 Nov to 30 April 2022) in 2021-22. This increase is mainly due to COVID absence and should reduce over the next year now COVID has been removed as a workplace incident except in very specific circumstances.

In 2021-22 the highest reported incidents were 'sub' which represents our COVID reporting. Of these 17 were Reporting Injuries Diseases and Dangerous Occurrences Reportable to the HSE. In general UV and verbal violence (VV) stay ranked as the top and third reasons for reporting respectively; UV and VV remain a high concern for Senior Leaders, Managers, Employees and TU health and safety representatives due to their impact on the wellbeing and resilience of employees. As reported in previous Annual Reports UV typically occurs in services where customers do not have control over their behaviours; individual risk assessments are undertaken and reviewed regularly to support workers manage the predictable as far as possible. Protocols are in place to support employees managing VV, which typically occurs in our Customer Services and Community Connections Service, and are subject to regular review.

Serious incidents continue to be escalated in real time to ensure remedial actions are put in place in a timely fashion. There have been 13 alerts issued by the Health and Safety Team to the Head of Health and Safety, Service Director of HROD and HR Business Partners during 2021-22, of which three were RIDDOR reportable. For each incident a Health and Safety Consultant works alongside the Service in support of producing a suitable and sufficient level 4 incident investigation to inform future practice.

Ten incidents occurred in the Street Services department, of which five involved the use of dangerous machinery, two were due to the manual handling of white goods, two involving trees and one freak accident involving two members of the public. Two incidents involved the Facilities Management Team and one Strategic Planning and Infrastructure.

An analysis of the root causes and learning from these incidents is currently underway, with a view to sharing any transferable learning across the Council.

MAIN REPORT - DELIVERY IN 2021-22

GOVERNANCE AND ACCOUNTABILITY

Accountability for our duty of care to our employees under the health and Safety at Work Act etc. 1974 and the Management of Health and Safety at Work Regulations 1999 sits with the Chief Executive Officer of the Council. Arrangements describing how this accountability is discharged are outlined in our Corporate Policy and Corporate HSW Management arrangements, describing a systems leadership approach, with roles and responsibilities dispersed throughout the organisation.

The Executive Lead for HSW is the Strategic Director for Customer and Corporate Services. The Chair of the Health, Safety and Wellbeing (HSW) Steering Group is the Service Director for HROD, who reports to the Executive Lead for HSW. The Service Director for HROD holds HSW within their Department. Following the Local Elections held in May 2021, The Council's Portfolio Holder for HSW was Councillor Riley and for 22-23 is Councillor Richard Bingley.

The HSW Steering Group met 21 March 2021, 19 July 2021, 14 February 2022 and 27 April 2022.

Key agenda items throughout the year were:

- Revisions to the Health, Safety and Wellbeing Policy - approved by Chief Executive in March 2022
- Role of Persons in Control and mandating of Executive PIC roles for Strategic oversight of buildings safety – approved for inclusion in HSW Policy
- Asbestos compliance
- Capital works at Chelson Meadow – risk summit held in September 2021 (see below)
- Wellbeing - increasing demands in SEND and Children's Social Work
- Monitoring of HSW Operational Risk Register
- Review of Terms of Reference and membership – emphasis on Service Director mandate from Chief Executive and deputies at the same level

In December 2021 our Corporate and Senior Leadership Teams spent a half day reviewing leadership for health, safety and wellbeing. Discussions were held about:

- Leadership lessons from COVID and how these inform our general approach to HSW
- Review of progress against the 2021-22 business plan
- Wellbeing pulse survey results

Key outputs included:

- Individual commitments relevant to respective areas
- Wellbeing Charters in Place by 31 March 2022
- Health, Safety and Wellbeing Business Plans to be in place for each department for 22/23
- Refresh of HSW Steering Group

HROD was restructured during 2021, resulting in a change of structure within the Health and Safety Team, which is designed to provide greater capacity to deliver the health and safety business plan going forward. An additional post has also been appointed to in Street Scene and Waste, in response to the high level of risk carried across this department. The following table illustrates the changes:

Before	After	Comment
Head of Health, Safety and Wellbeing Assurance	Head of Health and Safety	Discreet wellbeing function moved to culture and engagement team
HSW Assurance Specialists x 3	Health and Safety Consultants x 4	Increase +1
Assistant Assurance Specialist x 2	Health and Safety Culture Assistant	Decrease -1
Wellbeing Specialist	N/A	Wellbeing and Engagement Advisor in Culture and Engagement Team
Safety, Health and Environment Apprentice	N/A	No apprenticeship post in new structure as could be undertaken by other post holders as they become available at the right level

ENFORCEMENT ACTIVITY

Control of exposure to vibration

At the time of writing this report, the council awaits the HSE decision as to whether they will seek to prosecute following their intervention in 2017-2019; no further contact has been made.

RISK SUMMITS

There has been one risk summit called in August 2021 due to concerns about the delays in delivering the capital works required at Chelson Meadow and the management of health and safety generally at the site. A number of actions were agreed to increase the pace of delivery, which were completed by the end of August.

Monitoring of progress has continued through the Street Services Health and Safety Board, however progress has continued to be hampered by procurement processes and changes of project management personnel.

The Chief Executive holds periodic meetings with the Service Director for Street Services, Exec Lead, Service Director for HROD and Head of Health and Safety to remain apprised of delivery against the Street Services action plan, which is proportionate to the level of risk held within the service.

COVID-19

The health, safety and wellbeing of the council's employees has continued to be at the heart of the COVID-19 pandemic response with close working between Public Health, Health Protection and HSW to ensure all infection control standards were implemented and effective. Clear leadership continued to be provided by the emergency operations centre (EOC) and the corporate emergency management team (CEMT), with the Service Director for HROD and Head of Health and Safety leading safe systems of work.

Generic COVID-19 risk assessments, safe systems of work and tool box talks have continued to be provided for adaptation at service level and these have been reviewed and updated at every change in Government Guidelines.

Ventilation across the Council's estate was reviewed by Facilities Management, with all mechanical systems set on 100% fresh air, or to the maximum capacity possible given the age of some of the systems. Guidance was provided to employees on the importance of manual ventilation, achieved through the opening of windows and the purging of meeting rooms between uses; each meeting room was assessed for maximum capacity given the various social distancing requirements, and the ability to ventilate; some 20 rooms were put out of use as they were without any ventilation.

When all legal restrictions were lifted in February 2022, The Council continued to promote working from home if employees were able, and safe systems of work remained in place for employees working at the front line, and in our offices where employees could attend if they had a business or wellbeing need. This was due to the number of COVID cases in Plymouth being higher than the South West and England, with a continued impact on hospital admissions and school / care home outbreaks.

The Council used a traffic light system to assess our risk of work place transmission of COVID, using purple to denote that we would not be returning to a pre-covid 'green' status, and that we would instead be implementing our New Ways of Working Strategy. It became increasingly difficult to rely on statistical information relating to case numbers, in the first instance due to the lifting of the legal requirement for testing, and then the withdrawal of free testing kits for the general public.

On 28 April 2022 the HSE revised their guidance, stating that they no longer required business to have a specific risk assessment for COVID or have specific measures in place, except where employees are likely to come into contact with people who have symptoms or have tested positive to COVID. Public Health Guidance has continued to be issued in relation to COVID, specifically in relation to the importance of vaccination, ventilation, lateral flow device testing and what to do if someone has symptoms of, or have tested positive to COVID. The Council's guidance has been updated accordingly.

ONS data was used to assess our position in Plymouth, alongside local data on hospital admissions, school and care home outbreaks, resulting in our move from amber to purple on 1 May 2022.

Meetings with lead Health and Safety Trade Union Representatives continued through to Feb 2022, led by the Service Director for HROD and attended by the HROD Management Team as appropriate. These were mutually beneficial in being able to address any concerns that were being flagged by employees at an early stage. The frequency of these meetings reduced as less changes were required. Concerns were raised by Lead Reps in relation to the lack of engagement when we moved to purple, and specifically in regards to the reinstatement of sickness thresholds where COVID absence was the reason. This oversight was acknowledged by HROD and discussions are ongoing at the time of writing this report to redress this.

Site Surveys and monitoring

A Safe System of Work Readiness Group continued to meet weekly, led by the Head of Health and Safety and comprising members of the Health and Safety and Hard/Soft FM Teams

This group led the:

- Review and adaptations of ventilation across the estate to provide maximum fresh air
- Review and update of staff room comms in relation to safe systems of work
- Updating of COVID generic risk assessments, safe systems of work and toolbox talks

- Linking with new ways of working and delivering the requirements to reopen space in corporate buildings, whilst maintaining various levels of COVID controls and transitioning to purple

Vaccination

All employees of the council have continued to be strongly encouraged to accept COVID vaccination when offered, and Service Managers facilitated social care employees to access this at an early opportunity, according to the Government prioritisation process. Whilst employees have not been asked to confirm their vaccine status, it is thought that uptake has been generally very high.

COVID testing

Symptomatic testing has been made available to employees as per Government Guidelines, and over the course of the year the Council has had only one work based outbreak affecting seven employees. Prompt infection control action was taken by the Service to prevent further transmission and the incidents were reported under RIDDOR to the HSE with no further action following to date.

At the point where legal restrictions were lifted and COVID test were no longer available free to the general public, the Council identified key groups of employees where there was higher risk of COVID transmission during the course of their work. Testing kits were still available for adult social care workers via the Government Portal, and employees working at the front line, in the Directorate of Children's Services were provided with two testing kits per week.

The Council continues to advise any employees who have symptoms of, or have tested positive to COVID, not to attend work.

WELLBEING

COVID has impacted on wellbeing in different ways for different groups of employees: employees working at the front line who have continued to deliver high quality services to our customers on the streets, in their homes, school transport and communities; customer services and library services who have adapted their ways of working to ensure people have access to services that meet their needs and wearing unfamiliar PPE for some activities; the election team and volunteers who worked to deliver a compliant election within COVID safe systems of work; back office workers who navigated the trials and tribulations of working from home, whilst maintaining productivity; public health colleagues who provided subject matter expertise around the clock in infection control to schools, care homes, businesses and the residents of Plymouth, along with the Council's health and safety colleagues to keep our employees safe.

The demands on children's social work and SEND teams increased significantly and they were early returners to an office base to ensure they had access to timely management, supervision and collegial support, with Senior Managers working hard to secure additional resources to meet the rising demand, against a backdrop of a general lack of children's social workers to recruit.

WELLBEING OFFER

Over the course of the pandemic, the following wellbeing support has been added to our offer:

- Pathway out of loneliness
- Andy's 'Man Club'
- Compassionate Friends
- Signposting to weight reduction help
- 60 second activities to look after your mental health guide
- Wellbeing Champions check in / Team's channel
- Twice weekly wellbeing drop in sessions with the Wellbeing Specialist
- Over 1120 pieces of equipment in total have been distributed to support DSE needs

- Wellbeing pop-up sessions for front line employees with the Wellbeing Specialist
- Launch of the Devon Wellbeing Hub for Health and Social Care Professionals (funded by NHS England)
- Wellbeing Champion 'buddy' scheme, for employees needing a brief weekly catch up

In addition The Devon Wellbeing Hub was initiated by Devon Partnership Trust through Government Funding to support the wellbeing of Health and Social Care Employees affected by COVID. This service provides mental health assessment and referral according to need.

In the wake of the Keyham shootings and death of Marie-Anne McLeod, The Devon Wellbeing Hub opened their doors to any council employees who were supporting these communities.

In addition, arrangements were put in place to enable each employee to have a support interview with a trauma informed specialist, whatever role they played in supporting the communities. These were an opportunity for individuals to flag any signs of vicarious trauma, and to be signposted to the right support.

Our core wellbeing offer continues to include:

- Employee Assistance Programme (EAP) – access to a range of information and support on-line and up to 6 sessions of counselling (video call / telephone or email) according to need; specialist counselling also available e.g. Eye Movement Desensitisation Reprocessing (EMDR) for post traumatic shock and group supervision / counselling
- Occupational Health provision through Medigold for advice on fitness for role and reasonable adjustments
- DSE – Casual home worker assessments / DSE self-assessments and provision of equipment to support home working
- Hints and tips to maintain health and wellbeing whilst WFH
- Wellbeing Champions – 49 active champions
- Access to Work – assess and contribute to the provision of specialist equipment for people with accessibility needs e.g. dragon software, dyslexia coaching
- Able Futures – access to mental health support
- Wellbeing and resilience risk assessment training for managers
- Staff room – sign posting to additional external support
- Encouragement for 45 minute meetings to reduce back to backs and provide for comfort breaks supported by SLT

Wellbeing Champions

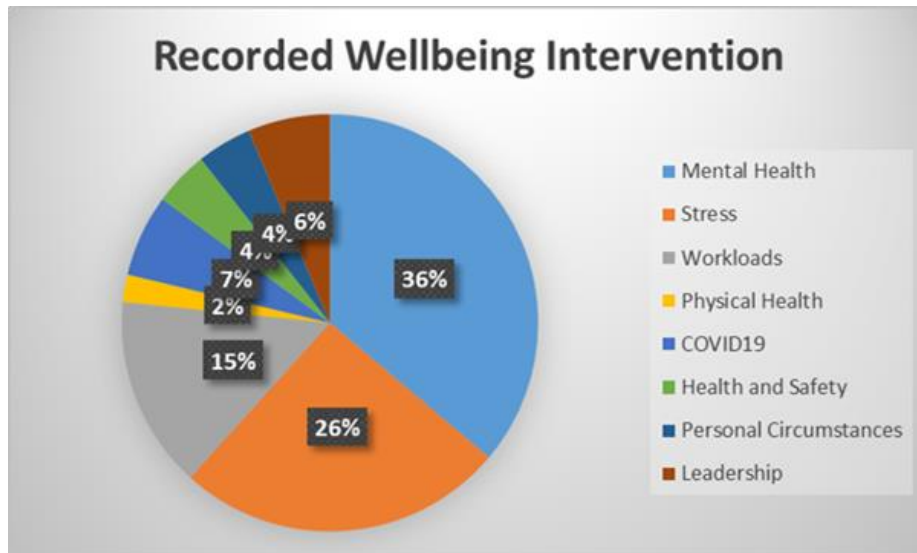
There are currently 47 wellbeing champions active across the council and we are proud that the team of wellbeing champions were nominated for Wellbeing Champion Team of the Year for Plymouth. We also had two nominations for individual Wellbeing Champion of the year and our Wellbeing and Engagement Advisor was awarded Wellbeing Mentor of the Year for Plymouth for her work in supporting our own wellbeing champions and networking across the city.

The wellbeing champs have continued to support any public health campaigns locally and were integral to supporting our wellbeing week this year which saw an increase in attendance.

A trial of taking a co-ordinated approach of a Wellbeing Champion Buddy scheme has been positively received, and further development of this is being considered. Our Wellbeing Champions continue to see an increase in discussions around mental health with heavy work demands being a consistent topic. Some of our Wellbeing Champions recently attended a training session for Community Suicide

Awareness facilitated by Livewell Southwest giving additional knowledge around what to look out for and how to appropriately respond.

In the past six months over 63 hours of Wellbeing intervention has been recorded on Firm-step with many more interventions provided that are not recorded.



Wellbeing and resilience training

Our training offer for our Wellbeing and Resilience Risk Assessment sessions has continued throughout the pandemic providing managers and team leaders the knowledge around how best to support any staff who have been absent from work for any reason. This training is also a preventive measure for our teams across the organisation strategically looking at how we can intervene or support teams who may be under pressure due to work demands during this time. Alongside the additional virtual training offered we have reviewed and increase our E-Learning offer for all of our staff.

A number of team stress and resilience risk assessments have been undertaken to support managers understand particular issues and work with their teams to find solutions. These are based on the HSE RA model, focusing on the core contributing factors of:

- Demands
- Control
- Relationships
- Support
- Role

Wellbeing at Work Awards

The Council was successful in being awarded the Silver Wellbeing at work award and also our Bronze review award. And we are now on our way to achieving gold, having completed the first of the four toolkits for submission.

Wellbeing pulse surveys

Over the course of the pandemic, three wellbeing surveys were conducted, to aid understanding of the impact on our employees and to take improvement actions to support wellbeing at work. The last survey was conducted in August 2021, and received the highest response rate overall (46%), however a low response rate from front line employees.

The following table illustrates the approach to engaging with front line employees:

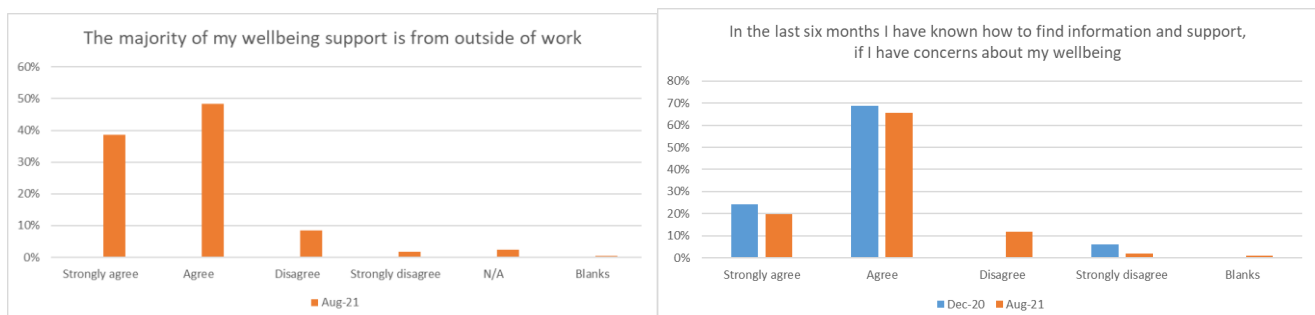
Date	Methodology	Returns
May 2020	The survey was sent to each employee at their home address, with a pre-paid envelope for return; posters with QR codes provided locally	103
Dec 2020	The survey was distributed by managers of front line workers; posters with QR codes provided locally	112
Aug 2021	The survey was distributed by managers of front line workers, supplemented by a on-site pop up clinic provided by the Wellbeing Specialist to help employees complete the survey; posters with QR codes provided locally	86

The overall response rate from front line workers was disappointing, and there has now been investment in touch screens in the depots to enable on-going access to staff room and promotion of surveys for employees and a greater investment in face to face time to provide wellbeing pop-up sessions as a regular feature for front line workers.

To improve communications for front line workers, pocket guides of essential information have been distributed to home addresses of c500 frontline workers. Three guides have been distributed, with a forth guide to be distributed shortly.

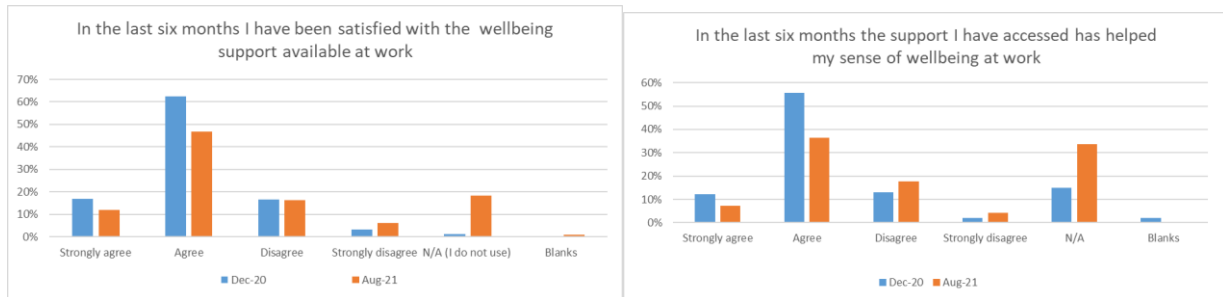
Results

The wellbeing survey undertaken in Dec 2020 demonstrated that the majority of wellbeing support is gained outside of work. This is further confirmed by a direct question asked in the Aug 2021 survey:



Some 10% of participants reported they utilise the employee wellbeing offer as their main source of wellbeing support. 86% of participants have been able to find information and support if they have concerns about their wellbeing, however 14% have not.

The graphs below compares the answers from Dec 2020 with Aug 2021 in terms of satisfaction with our wellbeing offer and the support provided.



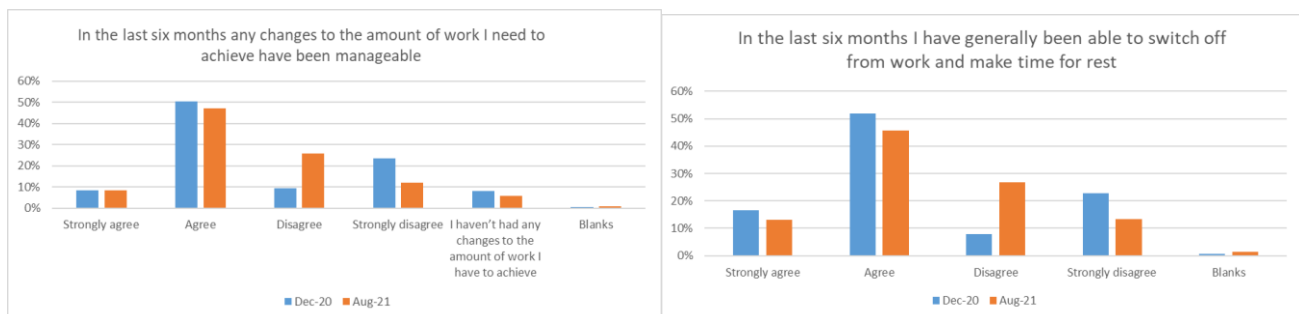
Overall there is a decline in the satisfaction with the wellbeing offer between Dec 2020 and August 2021 and the support that is provided; there has also been a 17% increase in the number of employees who do not access our wellbeing offer. 59% of participants have been satisfied with the wellbeing support available at work, and 24% are not satisfied. Of those actually using the support available 43% have been satisfied with the support they have received and 22% have not been satisfied. There has been an increase in concerns coming through in relation to the service provided by PAM Assist, in particular the long waiting times to access counselling. This has been raised with the Client Relationship Manager on a case by case basis, and new KPIs are in the process of being negotiated. This contract is also being retendered for 2022/23.

Taking the three surveys together demonstrates that the majority of employees take care of their own wellbeing and if they feel it depleting, seek support outside of work. Where employees have needed to access internal support the themes emerging from comments include:

- Work demands impacting on the ability to access our offer during working hours
- Access to PAM Assist – once in receipt of services the quality is good, but waiting times are long

WORKLOAD

The next two graphs relate to questions about changes to work load and the ability to switch off and rest.



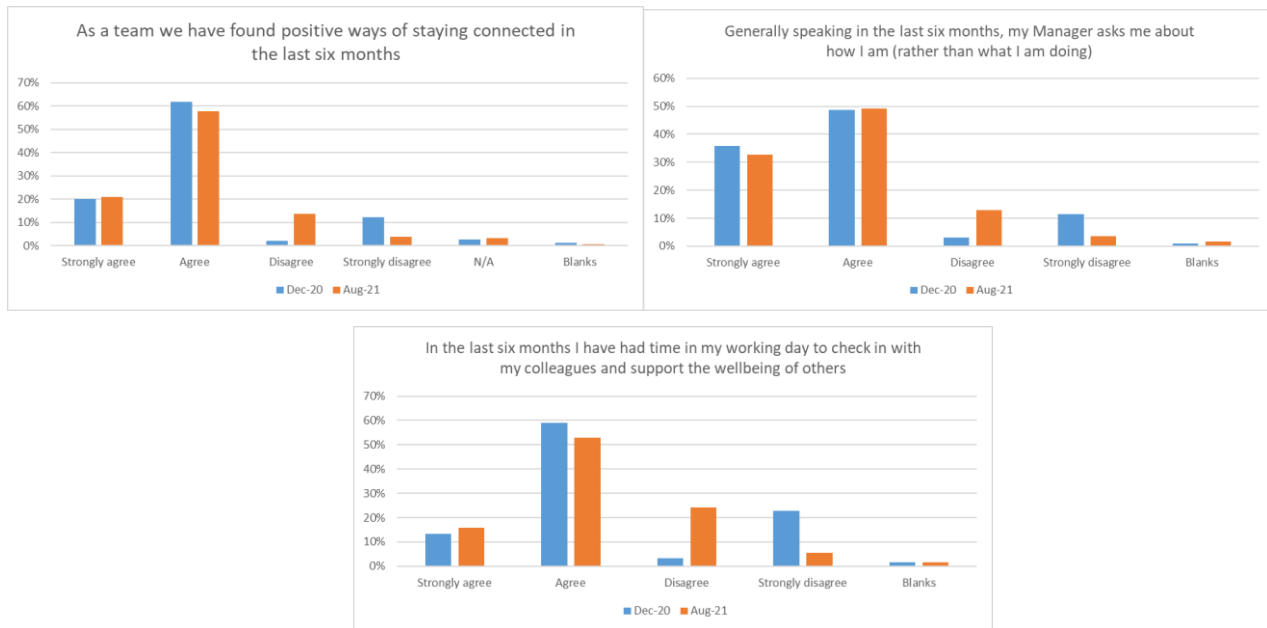
It is evident from these two graphs that the most significant shift is in the 'disagree' columns, where there is an increase of 19% (manageable changes to workload) and 17% (ability to switch off and rest). This is a worrying shift in terms of sustainability of pace and intensity of work. Managers keep workloads under review and ensure that annual leave and flexi time is being taken in support of individual wellbeing.

Themes emerging from comments in respect of workload include:

- Mixed responses in terms of how working from home improves ability to manage workload
- Mixed experiences in terms of Managers support to prioritise and manage workload
- Views that workloads are unmanageable and not sustainable
- Ability to take leave / flexi time is variable
- Commitment to Customers v maintaining personal wellbeing and resilience

KEEPING IN CONTACT

Contact between colleagues and managers are overall positive, and there is a shift in the right direction from 'strongly disagree' to 'disagree' in each of the graphs below.



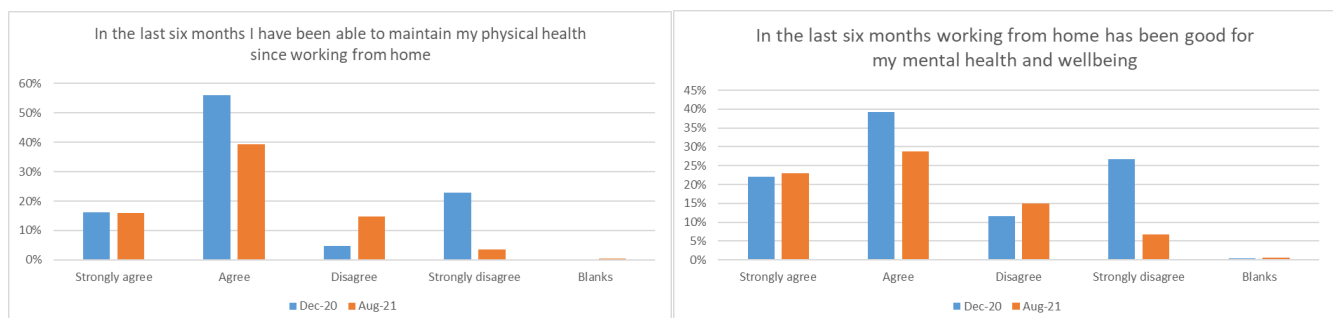
From the comments it is clear that the ability to keep in contact with Manager and Colleagues is variable across the Directorates. With some feeling at disadvantage because of their service delivery models

Managers were asked to review communications and explore possibilities to increase the sense of connection between colleagues and teams where service delivery models are more difficult to allow flexibility

As in December 2020 the survey had a core set of questions for everyone to complete, and then a sub-set of questions depending on whether employees were working from home or a front line worker. The survey repeated most of the questions posed in the December 2020, to allow for comparisons; with some variations to gain an understanding about vaccination uptake, lateral flow testing and to inform new ways of working.

WORKING FROM HOME

These questions were answered by participants who answered 'yes' to working from home.

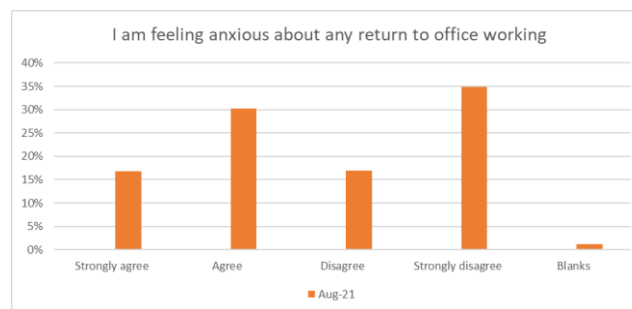


Overall these graphs show there is a shift towards 'disagree' in terms of participants being able to maintain their physical and mental health and wellbeing. This may reflect the fact that generally speaking people are experiencing 'COVID' fatigue, and should be taken into account as we are not yet out of the pandemic.

RETURNING TO THE OFFICE

The graph below shows that just over 50% of participants felt anxious about returning to work in an office, and there has been a particular emphasis on 'respect' in the communications since we have moved to purple. Respecting different approaches to:

- Mask wearing
- Vaccination
- Social distancing
- Attending meetings in person

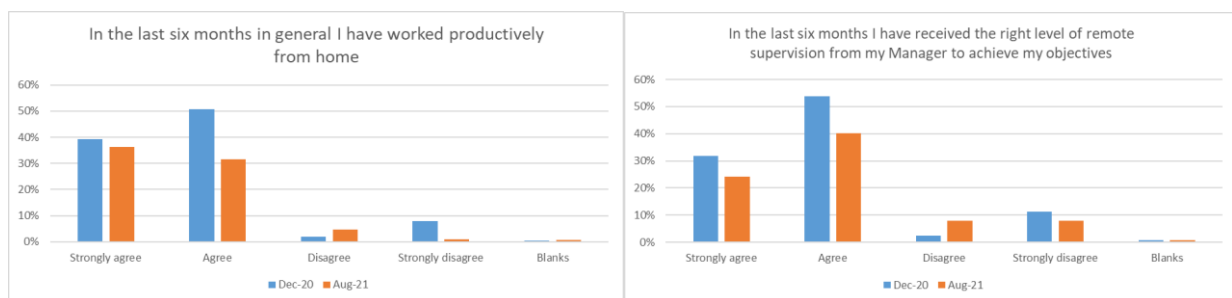


1:1 meetings are in the process of being held for individual employees to determine their worker type, and therefore how often they will work from an office, from home or at another location. Collaborative working spaces have been created for people to meet together and these have been promoted on staff room.

The Chief Executive has held two engagement meetings on New Ways of Working, which have been well attended and enabled employees to ask questions about the new arrangements. All the questions and answers have been published on staff room.

WORKING REMOTELY

In the meantime the following graphs offer reassurance that participants are mainly working productively and have the right level of remote supervision from their manager.

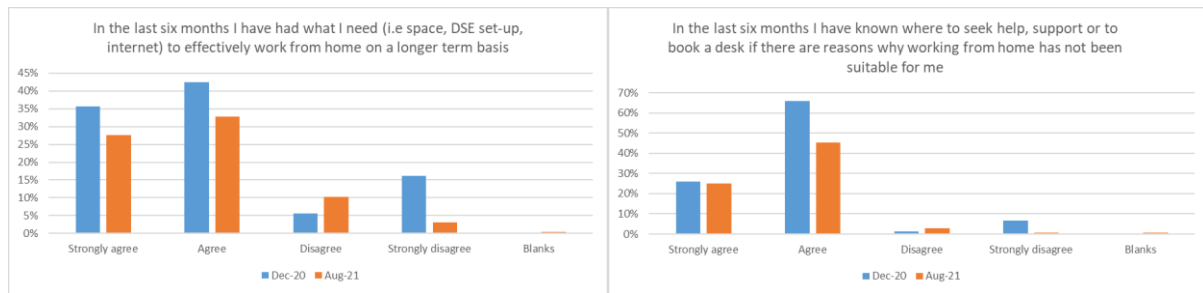


DSE EQUIPMENT

In the graphs below we can see that less participants were reporting that they had the equipment they need to work at home safely, and that less agree they know where to seek support if there are reasons why working from home has not been suitable. This is disappointing as there have been on-going communications about DSE assessment and review of homeworking arrangements. The home working checklist had been updated and circulated to Team Plymouth encouraging further reviews.

As the 1:1 discussions have progressed, there have been more referrals for specialist advice, which have been triaged by the Health and Safety Team. Where it is possible to meet an individual's need, an

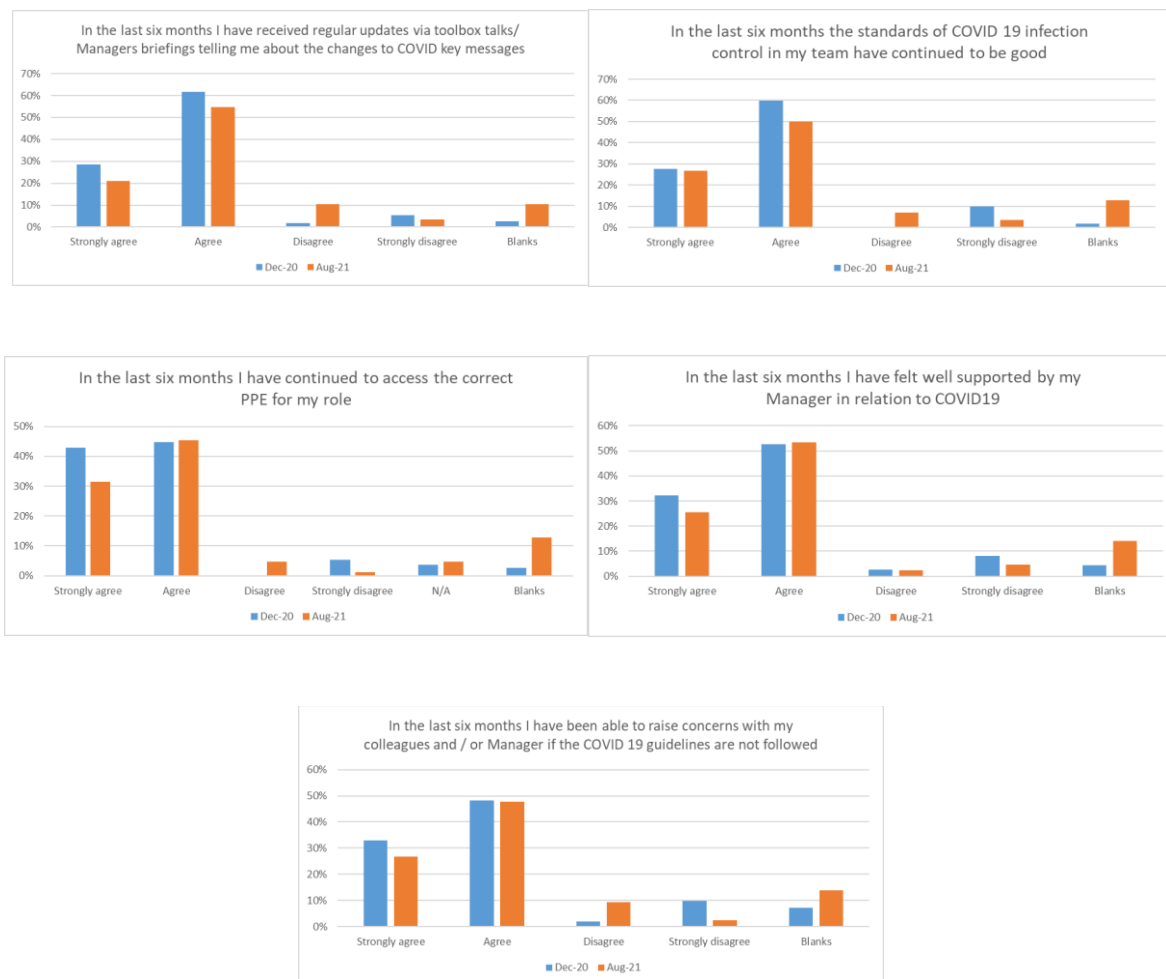
assessment is undertaken by a Health and Safety Consultant; otherwise a referral for an ergonomic assessment from Medigold is recommended.



There were still comments coming through which suggested some employees do not have the correct DSE set up at home. Action was taken by the HSW Steering Group to include assurance in relation to DSE and homeworking assessments in Directorate quarterly reports and this continues to be monitored.

COVID CONTROLS FOR FRONT LINE EMPLOYEES

The following graphs relate to specific questions asked about COVID controls, and it is encouraging to see that the majority of participants have had the information, support, PPE and advice required to maintain a COVID safe environment. N=86 2021-22



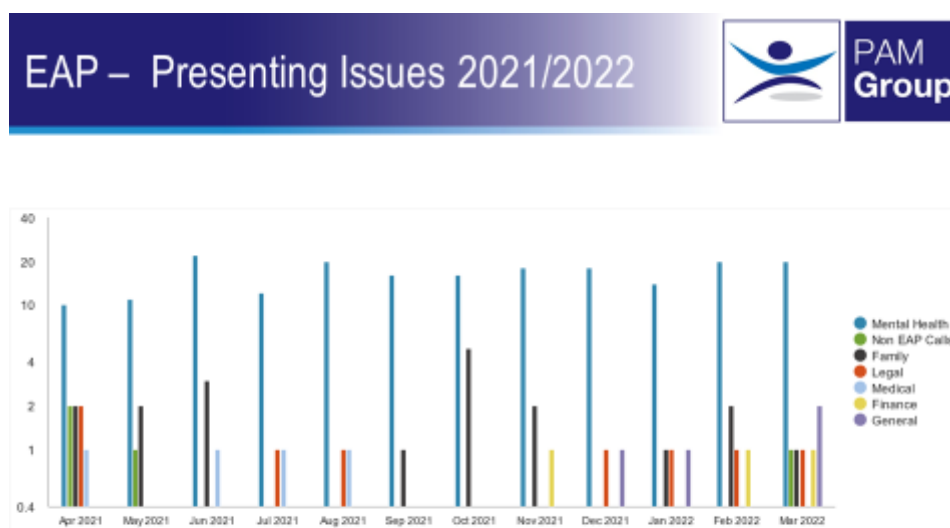
All Departments were promoted to ensure risk assessments have been reviewed in the light of 16 August guidance and new generic templates (25 August) published on staff room and revised TBT to be delivered to all employees.

At the time of writing, The Big Listen staff engagement survey is in progress, which for this year has been commissioned externally to increase confidence in confidentiality. Actions are in place to encourage and support more front line employees to participate.

PAM ASSIST – EMPLOYEE ASSISTANCE PROGRAMME

There has been a decrease in take up of our employee assistance programme from 571 in 2020-21 to 239 in 2021-22, with evidence of access to web information via mobile device (103) and desk top (155). Videos were accessed 43 times and 57 employees engaged in live chat. In addition to this there were 1666 page views, without log-in to access the breadth of information available.

Mental health needs continue to be the highest category of reason for engagement with the service as demonstrated in the graph below.



There were a number of red flag cases where PAM assist assessed may be in danger of taking their own life. If perceived immediate danger, the Counsellor sends for the emergency services and contacts the GP. Anyone found to be in this condition would immediately speak with a counsellor for in the moment support. All of this is kept confidential unless there was a threat of harm to anyone at work then PAM assist would contact the HR Team.

Access to counselling

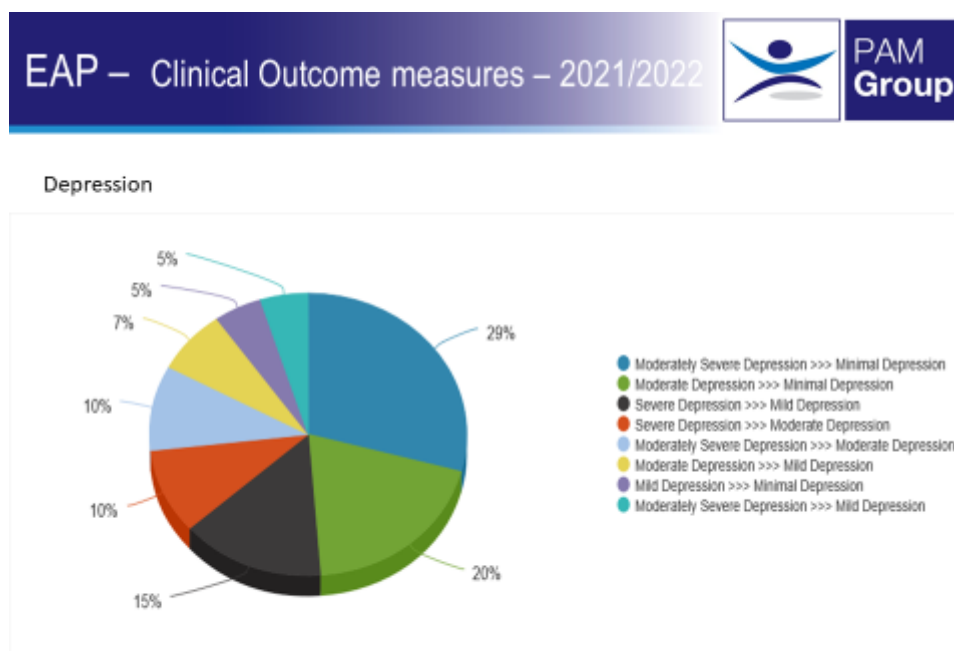
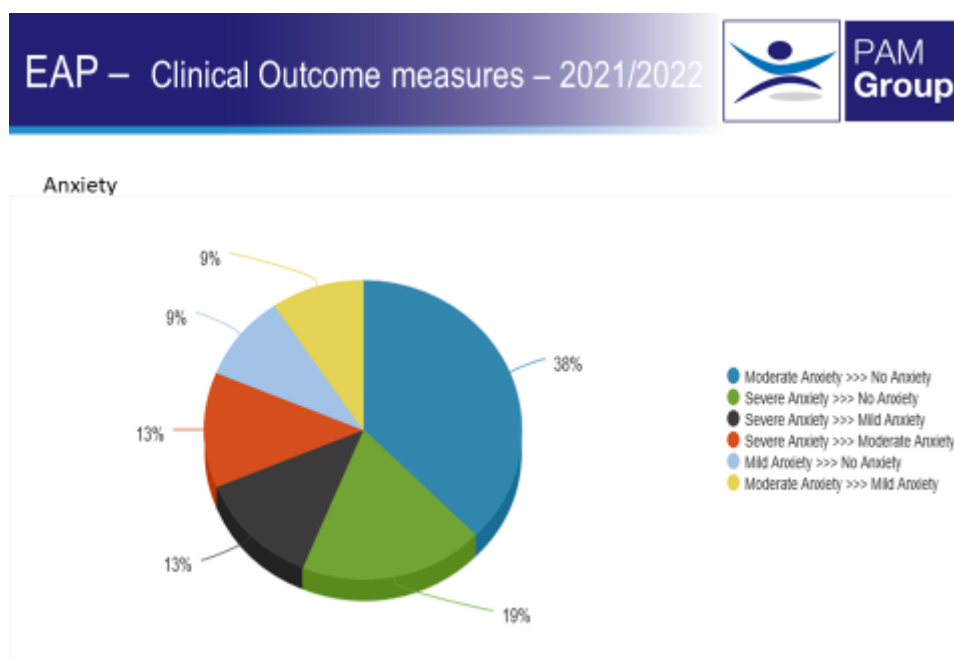
118 employees engaged with counselling of which 22 were in receipt after 31 March 2022.

Counselling is offered via:

- Telephone
- Video
- On-line

Access to counselling is a fully confidential service offered to all employees and their families for work or personal matters; each employee is able to access up to six sessions and the impact is measured using two validated depression scores pre and post the six sessions.

The following two graphs show the clinical outcome measures for anxiety and depression demonstrating a positive impact on all those in receipt.



Occupational Health

The Council contracts with Medigold Health to provide our Occupational Health Services. And in 2021-22 they have delivered 430 pre-employment checks and 414 occupational health appointments. Due to COVID the majority of these have been provided by telephone (408) with six face to face appointments under strict safe systems of work.

The majority of referrals have been due to mental health or muscular skeletal needs, which is consistent with previous years and our top two reasons for sickness absence. As part of the HROD business plan, a deep dive is being undertaken into muscular skeletal absence, which will be included in the 2022-23 annual report.

54 employees did not attend their appointments, which incur an appointment cost for their department.

Flu programme 2021-22

As in previous years the initial focus for flu vaccinations was on our frontline workers who are either at greater risk of catching the flu or at risk infecting high risk clients if they catch it. These were;

- Education, Participation and Skills
- Children, Young People and Families
- Street Services
- Customer Services and Service Centre
- Community Connections
- Bereavement Services

There will also be employees who were eligible for the NHS free offer which includes the following people;

- Adults 65 and over
- People with certain medical conditions (including children in at-risk groups from 6 months of age)
- Pregnant women
- Children aged 2 and 3 on 31 August 2019
- Children in primary school
- Are living in a long-stay residential care home or another long-stay care facility
- Receive a carer's allowance, or you're the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Uptake

The target for uptake of flu vaccinations is 15% and this was achieved in 2021. This is 3% lower than in 2020 but 2% higher than the mean for the last 5 years. Flu vaccinations were provided by Medigold in five clinics across four sites in November 2021

390 employees received a flu jab from the Council, the majority being front line employees with some from other roles. The breakdown is as follows:

Directorate	Total number	Number receiving flu jab	Percentage uptake
Customer and Corporate	601	76	12.7
CEX	64	13	20.0
DCS	612	70	11.4
ODPH	78	19	24.4
People	262	59	22.5
Place	773	153	20.0
	2491	390	15.7

In reality the total number of employees who have received a flu vaccination in 2021 will be higher than the numbers stated here. This is because there will be additional employees who:

- Met the NHS eligibility for a free flu vaccination
- Opted to pay privately

This number may also have been inflated in 2021 due to the presence of COVID, and the general awareness of the importance of vaccination against air borne respiratory diseases.

TRAINING

The strategic long term plan for health and safety training is to move from an in-house delivery model to external provision, with the majority of training being delivered via e-learning. A competitive tender process is in development which should be launched mid July.

A training needs analysis has been undertaken during 2021-22, across all Council departments to inform the tender process.

This has demonstrated that there is a high level of need for health and safety training for:

- Personal safety
- Manual handling
- Risk assessment
 - Wellbeing and resilience risk assessment
 - COSHH RA

During the pandemic a limited amount of training via teams has been provided including:

- Managers Introduction to health and safety
- Wellbeing and resilience
- Conflict resolution
- First Aid

The Health and Safety team has also responded to any specific requests from Managers where possible to mitigate risk.

There is also a large number of e-learning modules on learning zone which can be accessed by employees, and IOSH Managing Safely by licence for relevant Managers from International Workplace.

HSW MANDATORY TRAINING

The Council recognises that achieving compliance with mandatory training is fundamental to achieving a pro-active approach to health, safety and wellbeing, and raising the general ability of employees at all levels to make informed decisions on the management and escalation of risk.

A changeover of employee management systems from itrent to Core HR has meant that there has been a hiatus in mandatory training compliance reporting, and work is still on-going to validate the information now available. Indicative figures show:

Training aspect	2020-21	2021-22 24 June 2022
HSW Induction	94%	74.2%
Introduction to HSW management*	97.9%	84.6%
IOSH Managing Safely	97.2%	80%

*The only aspect of this training that requires a taught course is the HSW for Managers. There are 66 Managers who have not completed the e-learning aspect and 35 who have not done their taught aspect. These will be managers who have been a new in post since November 2021 when the last course was run, and arrangements will be made to enable this to be completed in late June, early July.

There are 23 Service Managers and one Service Director who is yet to complete their IOSH Training. Of these one is on long term sick and 9 are currently registered. The other Service Managers will be contacted to enrol by 1 July 2022.

This information suggests that there needs to be a further push on compliance with mandatory training to improve compliance again.

AUDIT AND RISK

Audit Programme

The audit programme was due to launch in March 2020 but was paused due to the COVID-19 pandemic; it is proposed to re-launch the programme circa September 2022 utilising the recently introduced SHE Assure eSystem.

The key purpose of the programme will be to provide assurance of compliance to the Council's HSW Management System, based and prioritised on:

- Higher risk service areas – based on risk profiles
- Self-Assessments – analysis presented to HSW Steering Group
- Declarations – signed by department Service Directors
- 2013/14 audits.

The programme will be based on the HSE's HSG65 model of Plan, Do, Check and Act rather than ISO45001. A decision was made not to base the audit programme on ISO 45001 due to resource constraints. Introduction of ISO45001 will now be added to Phase 2 of the Workplace Modernisation Programme.

Hand Arm Vibration Management

Due to COVID restrictions and safe systems of work, the audit planned for 2021 was not able to proceed. However this is now in progress and will focus on the procurement, maintenance and replacement schedule for equipment.

ACCIDENT AND INCIDENT REPORTING AND LEARNING

During 2021-22 we have been rolling out SHE Assure (now called Evotix), a digital incident management system across all our services, and as at 22 June 2022 all but Street Services and Controlled Schools are now using the system. Street Services will be live by 11 July and Schools by the 30 September 2022. This has meant that the old and new systems have been operating in parallel generating additional work by the Health and Safety Team to enter information onto SHE Assure on behalf of Services not yet using it, which in turn has created a backlog of data entry. There has been no impact on the incident reporting and investigating process.

All incidents have been triaged and entered in order of priority, and the backlog of incidents are currently in the process of being entered by Business Support.

For this reason, a more limited selection of data is presented in this report, drawing a comparison between 1 November 2021-31 March 2022 and the same period in 2020-21, which still provides valuable insights into areas for focus in 2022-23. Next year's annual report will resume our usual 18 month, year on year comparisons. Data for Controlled Schools is not included in this report; this will be presented to schools separately once their incidents have been added to the system, and as part of the implementation of a health and Safety Steering Group for Controlled Schools (see business plan)

RIDDOR information is available in full, as these have all been entered on the system contemporaneously to enable us to meet the HSE reporting requirements.

The reader should be aware that the data presented represents the number of incidents reported, which may not be the actual number of incidents which occur. Employees are encouraged to make sure they report incidents, as this is the avenue for investigation, learning and change.

Two deep dives have been undertaken this year:

- Verbal violence
- Incidents relating to school crossing patrols

Verbal violence

The HSW Steering Group received a report on personal safety in April 2022

The management of risk posed to front line resources has and continues to be a priority for Plymouth City Council however these approaches vary across the authority and are seen to be inconsistent, dated and in need of review.

Across the Local Authority front line resources from multiple services are exposed to a risk of workplace violence throughout the execution of their duties. Whilst existing measures seek to reduce this, advancements in technology permit greater reductions to be achieved.

It is estimated that 1.4% of working adults will be the victim of one or more assaults at work (CSE 2020) In 2019/20 there were 688,000 incidents of violence at work recorded in the UK by the Crime Survey for England. Assault accounted for almost 300,000 and threats almost 400,000. 38% of incidents

resulted in injuries including severe bruising, minor bruising and black eye, scratches cuts and other injuries. According to a survey conducted for the Suzy Lamplugh Trust, 81% of lone workers are concerned about violence and aggression. (Ref: safepointapp.com)

The Local Government Association which represents councils in England and Wales is growing increasingly concerned about unacceptable attacks on council workers.

Cllr James Jamieson, LGA Chairman, said: *“Council staff are leading local efforts to support communities through the coronavirus crisis, working day and night to protect communities and keep the services they rely on running. Local government workers should always be respected and valued – even more so in these challenging times – when they are needed more than ever. It is becoming increasingly concerning to hear that local government workers are being subjected to physical and verbal abuse as they try and play their part in keeping the country running through this crisis. This is unacceptable, and it has to stop.”*

An analysis of our incident reports shows that in 2020/21:

- 167 incidents of workers being verbally threatened or assaulted by a violent person;
- 14 of which resulted in physical injury

The impact of COVID has changed the services that we provide for the public and as seen above, has also increased the severity of the negative interactions our staff have with the public. The public have a right to complain about our services but when the abuse becomes personal to the employee this is where we challenge our level of acceptance.

In support of our People Strategy, where we aim to promote a positive working environment, and alongside our grievance resolution policy and procedure, we want to show our support with a challenge to the level of abuse our employees often face

As a result of this a zero tolerance campaign is being developed by HROD and Comms, called ‘#Ourstaff’, which will be developed and launched in 2022-23 (see business plan)

The concept is to run a two-week campaign that is public facing to remind Plymouth that our staff are members of the community also.

The content of the campaign would be a display of posters in our buildings, infographic for our social media channels (including our twitter account) and clear guidance on how to safely report any abuse.

Whilst abuse is relative to an individual, a statement to encourage people to think about their words and actions when engaging with our employees will make them feel more supported. A sense of organisation support enables employees to further influence their own behaviours. This is not about complaints but about personal attacks.

The HSW Steering Group will oversee the development of the campaign to ensure it is framed appropriately.

It was also agreed that a task and finish group be initiated to look at employee personal safety and the use of personal alarms, in recognition that there are more appropriate digital solutions available, which could be procured across services where their risk assessments demonstrate the need.

Finally, relevant services have their own protocols for addressing the threat from potentially violent persons that interact with our services; these protocols need to be reviewed to ensure a consistent approach is used, respecting the needs and rights of our employees and the potentially violent persons.

School crossing patrols

Across Plymouth we have 18 crossing sites for our primary schools, of these sites 17 currently have active school crossing patrollers. These crossing point are vital to help keep our young children safe while crossing a major road.

The law gives the assigned crossing patroller, when wearing the approved PPE and stop sign, the power to stop traffic. However it is the parent's responsibility to ensure their children's safety while crossing

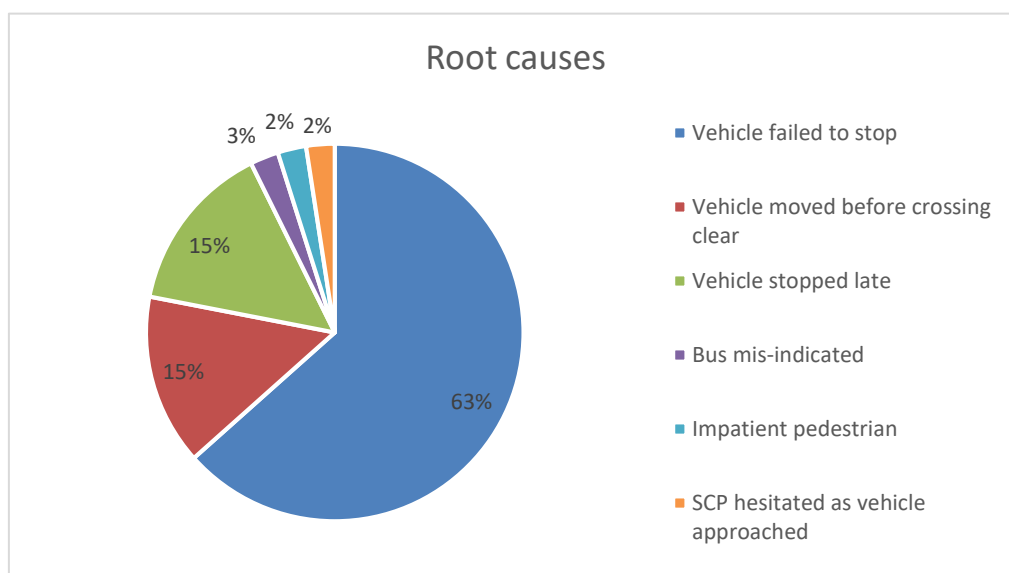
It is a finable offence for all road users who fail to stop when ordered by the crossing patroller. All incidents must be reported and if possible the registration of the vehicle recorded for reporting to the police

Crossing patrollers should use their sign from the pavement to tell drivers that they must stop. In busy traffic they must not step into the road until they are sure that approaching vehicles have stopped. Where there are suitable gaps in the traffic flow the patroller may step into the road if it is safe, with the sign upright and clearly displayed and should try to make eye contact with approaching drivers.

INCIDENT REPORTS

A review of all incidents from January 2021 has been conducted. The only incident type that has been reported is near misses involving vehicles

The main root cause of these incidents are drivers failing to stop when the crossing patroller is on the road. This is of major concern as some of these are narrowly missing the crossing patroller. The other two main causes are vehicles stopping too close to the patroller and vehicles moving before the crossing patroller had returned to the pavement.



- 61% of near misses are in the afternoon
- 80% of near misses happen in dry weather
- 14% of the incidents have been reported to the police
- 75% of near misses are by cars

Near miss reporting

In the past 12 working months 12 schools have reported near miss incidents involving moving vehicles. A total of 41 near miss incidents from our school crossing patrollers have been received. We are very fortunate that all these incidents have resulted in no injuries to the school crossing patrollers or the pedestrians.

Table below shows all the schools that have reported incidents since January 2020. Two School's no longer require an SCP since this report was done: Plympton St Mary's and Thornbury Primary School where a Zebra Crossing was installed in November 2021

School	
Beechwood Primary Academy	1
Compton C of E Primary	1
Ernesettle community primary	4
Goosewell primary	14
Manadon Vale primary School	1
Plympton St. Marys school *	2
Salisbury road primary	3
Shakespeare road primary *	6
Thornbury primary	3
Weston Mill Primary	1
Whitleigh Community primary	4
Widy Court Primary	1
Total	41

Table 1

* These schools don't currently have a crossing patroller.

The crossing patroller for Goosewell Primary school is very good at reporting incidents, with a majority of reports coming from this site. Further work needs to be undertaken to understand if this is a high risk site due to location or if there is under reporting at our other sites.

A meeting has taken place with the School crossing patrol coordinator, who informed that the previous crossing patroller potentially wasn't reporting any near misses. This added with that not all the sites have reported near misses and most having only reported one or two incidents it is likely that near misses are not being reported.

This is also the possibility that verbal violence incidents are not being reported to the Health and Safety Team.

There are three accident/incident types

Unsafe/undesirable conditions - a set of conditions or circumstances that have the potential to cause injury or ill health.

Near Miss - an unplanned event/ circumstance that did not result in injury, illness or damage -but had the potential to do so.

Accident - any unplanned event that resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity.

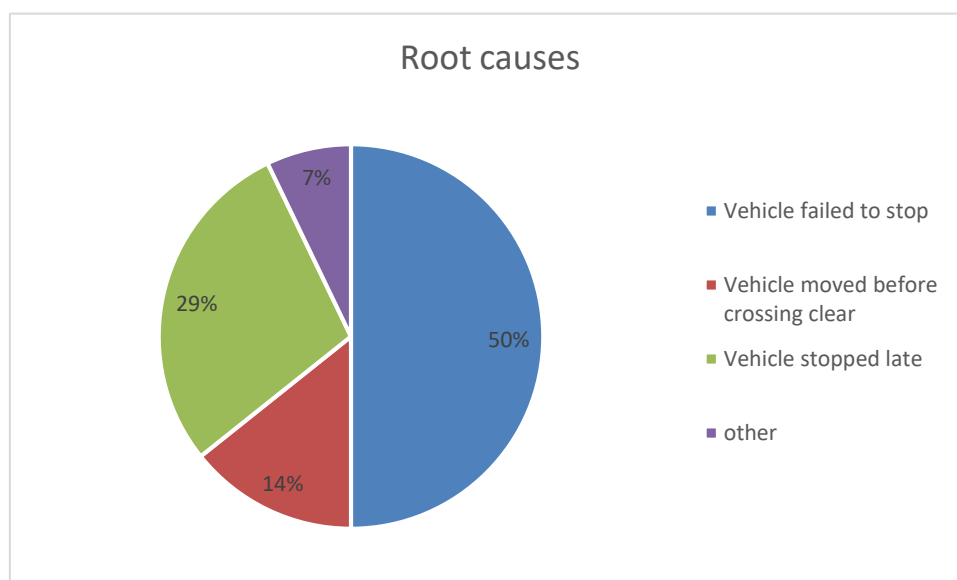
It is vital to report near misses to be able to reduce the likely hood of accidents occurring.

Goosewell primary school

The crossing patroller for Goosewell Primary school is very good at reporting incidents, with a majority of reports coming from this site.

The location of this crossing is on Furzehatt road, between Goosewell Road and Holland Road. The crossing patroller is located on the westbound side of road for visibility purposes. Given the nature of the incidents the crossing patroller has been advised to hold the sign on the left instead of the right

There are two signs on Furzehatt Road with one having amber flashing lights on the east bound side. There is no signage on Goosewell Road warning road users of the crossing site on the right.



As shown in the pie chart, 50% of the incidents at this site are from vehicles failing to stop while the crossing patroller is on the road.

A zebra crossing was installed in September/October 2021 further away from the junction with Holland Road. The crossing patroller will continue to provide a service using the zebra crossing for the foreseeable future encouraging pupils to use the new crossing site, the normal crossing procedure should be adhered to. The school crossing patrol coordinator has been on site on several occasions directing and encouraging children and parents to use the new zebra crossing.

Shakespeare Road Primary School

Shakespeare Road Primary School is the second highest reporting site with the crossing located on Honicknowle Lane in front of the school. There are warning signs on the road with amber flashing lights in both directions. The speed limit for the section of the road in front of the school to the mini roundabout and nearby roads is 20mph. Part of Honicknowle Lane to the south of the mini roundabout is 30mph. There isn't a 20mph sign on the entrance to road from the major roundabout. There is a vehicle entrance to the school next to the crossing point. A new patroller started in late September 2021.

Of the incidents reported most are vehicles failing to stop. As the road is wider vehicles drive around the crossing patroller. There are also vehicles that drive around other vehicles that have stopped. Some of these are parents to the children attending the school whose attention is distracted by the child.

Road safety are conducting a review of the crossing site and the entrance to the school to see if the pedestrian entrance can be moved away from the vehicle entrance.

TRAINING, INSPECTIONS AND MONITORING

The induction period for a new crossing patroller takes place over three days on site. The onsite training includes operating the crossing safely, the procedures on the crossing site, reporting or faulty/damaged equipment, reporting of incidents/accidents and near misses. After the first three days, another visit is scheduled for later in the week and then regular inspections are taken place. See annex A for the induction time table.

The inspections are not booked and done randomly so that the crossing coordinator can accurately record each session. The results are feedback to the crossing patroller.

In order for a crossing to be designated a site is reviewed for how many cars pass the site and how many pedestrians cross the road. This is periodically reviewed as part of inspections to the sites

Introduction to health, safety and wellbeing at the council at the council is currently not being delivered to the school crossing patrollers, there was a small project to get this training out to the crossing patrollers however the pandemic stalled that.

Safe guarding training has been provided to majority of the crossing patrollers

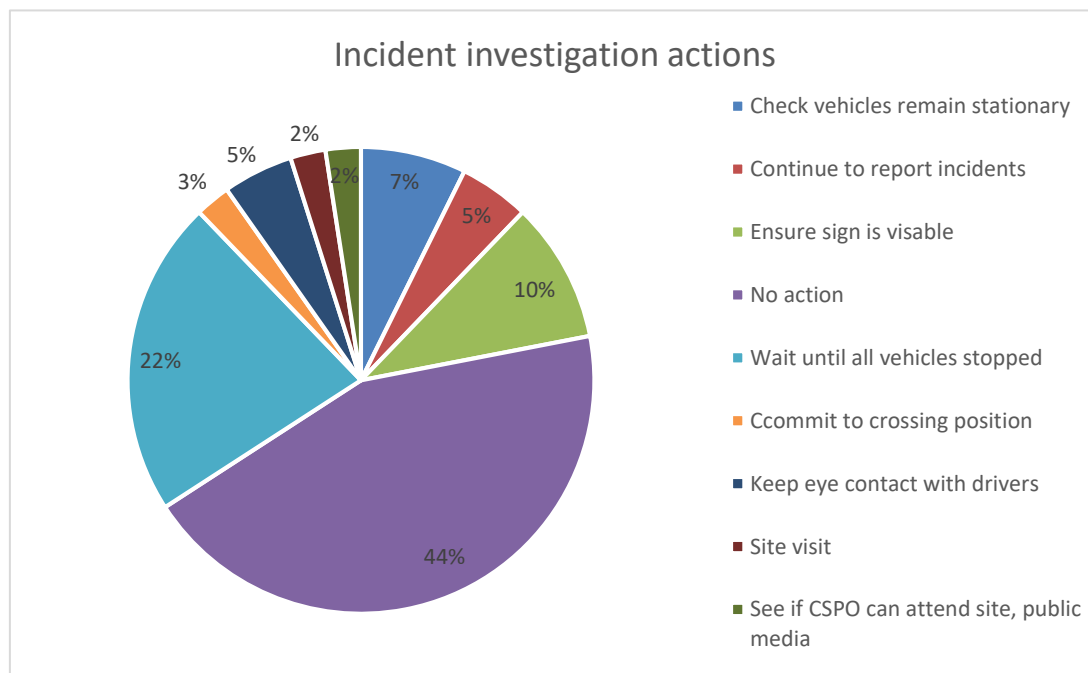
Refresher training has not been provided to the crossing patrollers in at least six years, this is due to budgets as the patroller only work five hours a week and the whole time is spent on site.

With an increase in violence and aggression incidents from other departments I have mentioned about offering Conflict Resolution training.

ACTIONS

Incident investigation actions

The main action given is no action, however since the beginning of 2021 actions have been assigned to crossing patrollers. Putting aside no actions the most common action is for the crossing patroller to wait until all vehicles have stopped.



A letter is being sent to the crossing patrollers reminding them about remaining on the path until traffic has stopped, ensuring the sign is visible to all road users, keeping eye contact, the importance of near miss reporting and reporting of other incidents

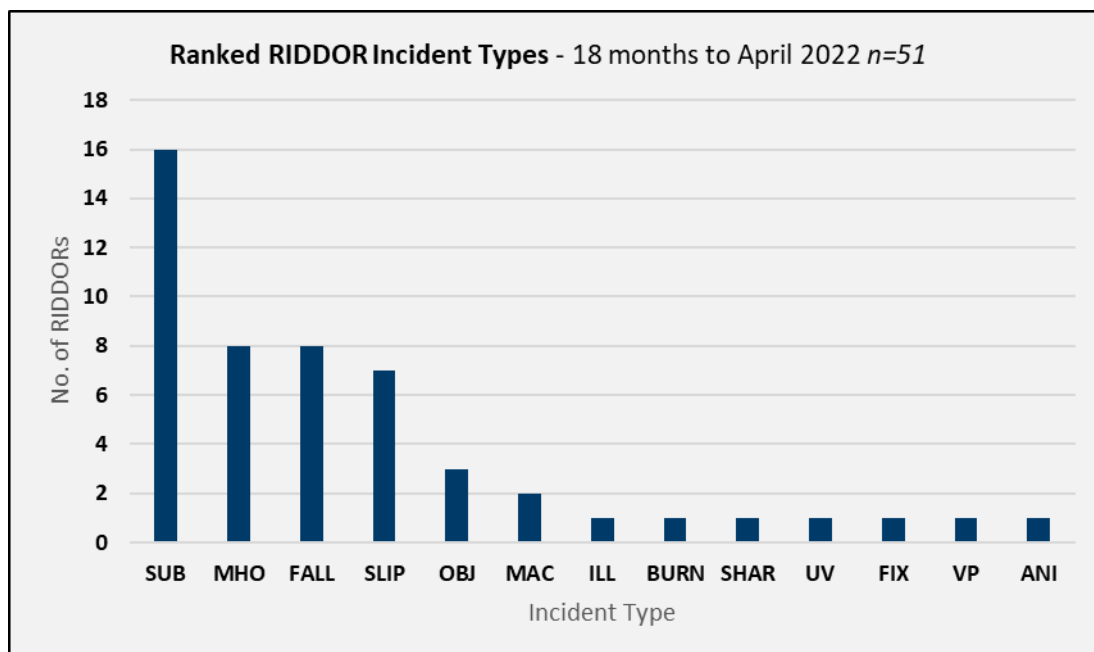
Suggested control measures

Taking the hierarchy of controls in to consideration these are the suggested control measure to help reduce the risk of a staff member or pedestrian being stuck by a vehicle.

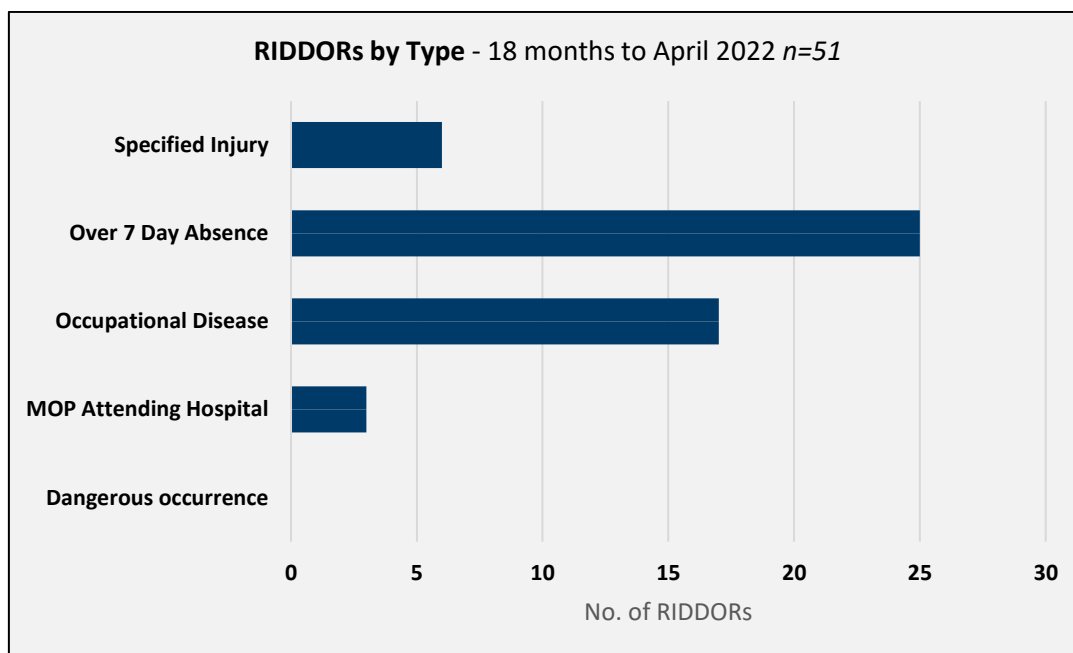
- Additional signage for Goosewell road to inform road users of crossing site (school children crossing)
- Signage for entrance to Honicknowle Lane reminding of 20mph speed limit.
A speed camera may deter speeding on that road
- Body cameras for the patrollers – these can be a deterrent to misbehaviour and can record incidents to report to police.
- Near miss/ incident reporting cards reporting cards – to note down some details to make near miss reporting easier
- Tool box talk / refresher training highlighting the importance of reporting, remaining on the path until all vehicles stop and the signs can be easily seen by road users.
- Sort out introduction for Health, safety and wellbeing at the council
- Refresher training plan – have a look at how we can ensure our staff have in date training
- Encourage reporting of violence and aggression, conflict resolution training.
- Social media reminder for when schools return
- Working with schools to send media/leaflets to parents.

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES

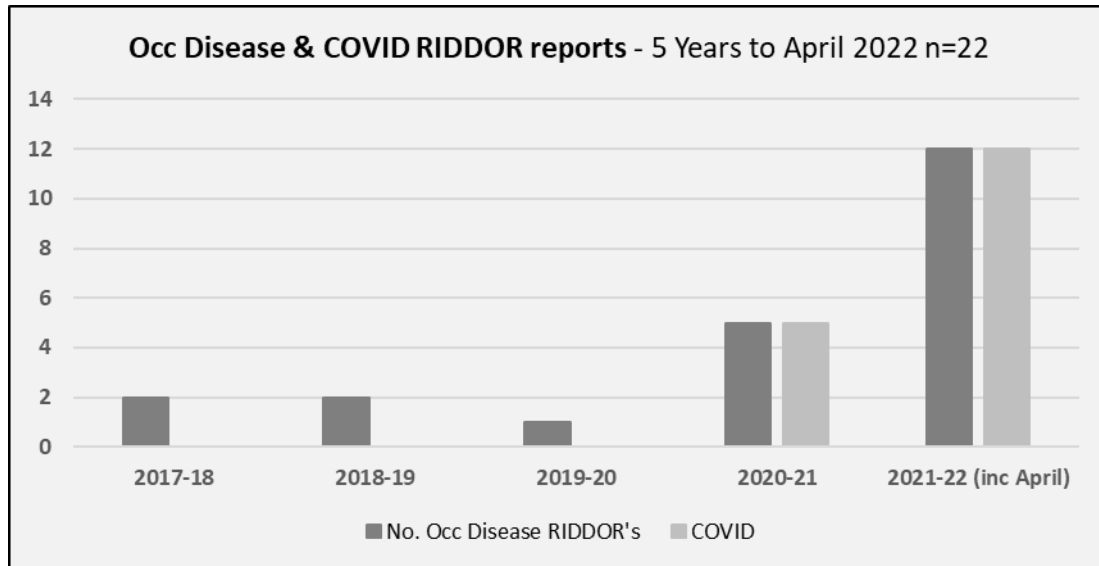
The law sets out a number of different types of incidents that must be reported to the HSE, which the HSE may decide to investigate further. In the 18 months to 31 March 2022 there were 51 such incidents, which is a 57% increase from the previous 18 months reported (to March 2021=29).



Key to Chart Data (incident Codes)	
Injured by an animal or insects	ANI
Drowned, asphyxiated, or choked	ASPH
Injury from hot or cold contact (e.g. scald)	BURN
Dangerous Occurrence (RIDDOR definition)	DO
Display Screen Equipment	DSE
Contact with Electricity or Electrical discharge	ELEC
Exposed to fire	FIRE
Hit something fixed or stationary	FIX
Injured while handling, lifting or carrying	MHO
Near Miss	NM
Other kind of accident or incident	OTH
Hit by moving vehicle or other transport incident	RTA
Self-harm	SELF
Needlestick or sharps injury (Cut by sharp object)	SHAR
Slipped, tripped or fell on same level	SLIP
Exposed to or in contact with a harmful substance	SUB
Unintentional Violence	UV
Violent Person	VP
Verbally Assaulted or Threatened	VV



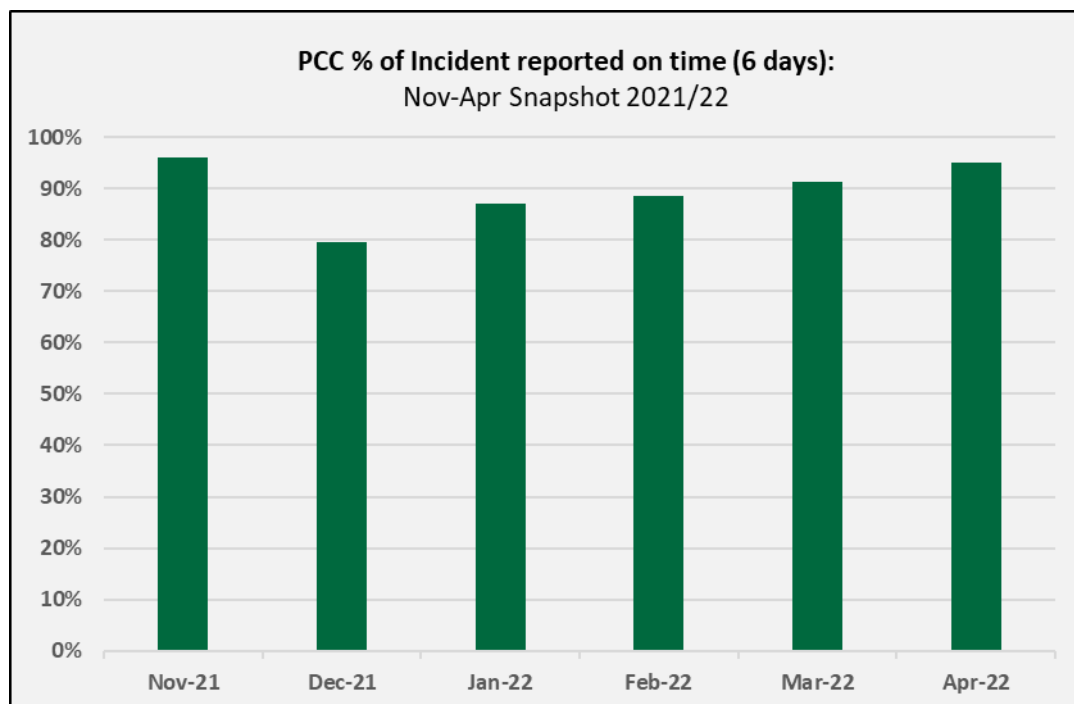
There were no dangerous occurrences in the last 18 months to report, and the increase in the number of occupational disease reports is due to the requirements to report work transmitted COVID.

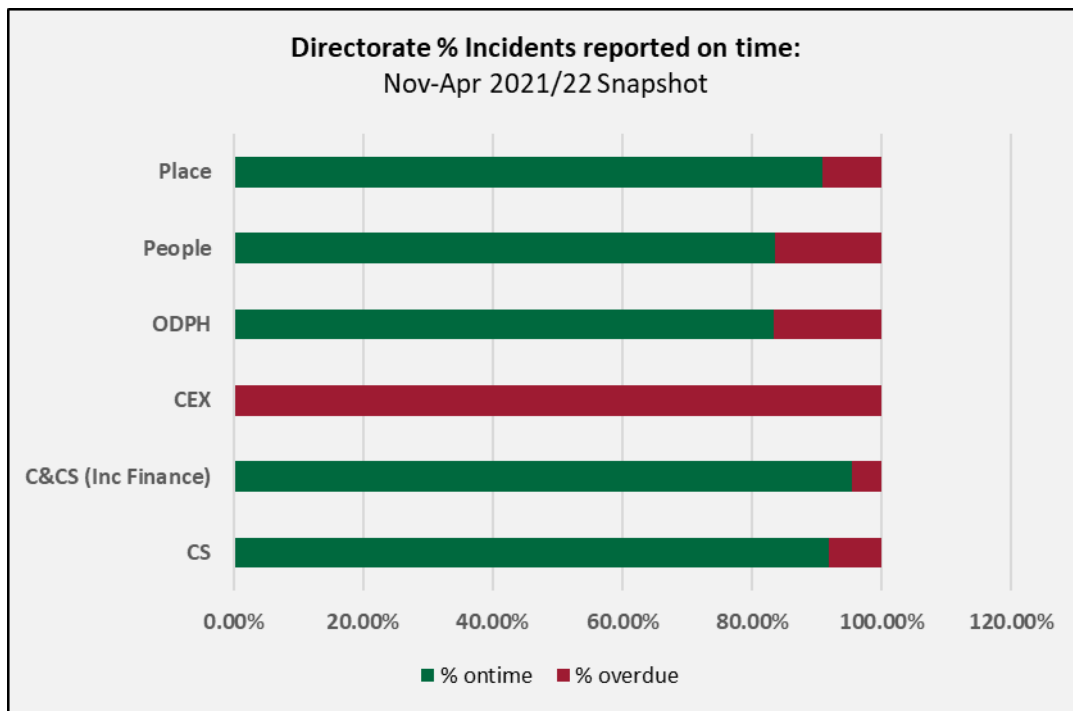


The significant increase in "Occupational Disease" RIDDORS reported in 2020/21 and then 2021-22 can be seen: these are wholly COVID incidents from 2020 onwards, whereas prior to that they were for other Occupational Diseases such as HAVS. There have been no HAVs related RIDDORS reported during 2021-22.

SIX DAY REPORTING STANDARD

The Key Performance Indicator for the reporting of incidents was reduced to six days 1 July 2021. The standard should be achieved 100% of the time to provide assurance that any immediate risks identified by the incident have been mitigated to prevent recurrence. The table below provides a snapshot of compliance between November 2021 and April 2022.





As of 1 July 2022 the reporting standard will be reduced to four days. A further standard will be implemented on 1 August for the closure of incidents. This includes:

- Level 1 investigations (low): 1 week
- Level 2 investigations (medium): 1 month
- Level 3 and 4 investigations (high): 2 months

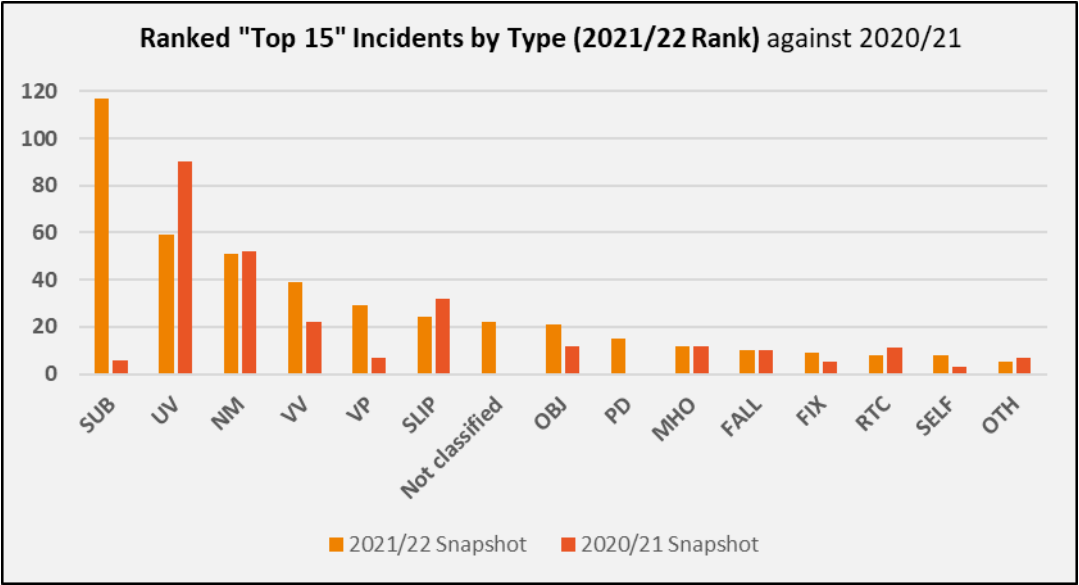
An Investigation closure panel will be chaired by the Head of HSW Assurance, to review the investigation learning and impact for level 3 and 4 investigations, and a selected number of RIDDORS.

An analysis of 15 high risk incidents reported during 2021-22 is currently being undertaken in order to identify any themes in the root causes and learning that may be transferable across the organisation to be shared.

Incident type

The graph below shows the highest incident type between 1 November and 31 April was 'sub' – this captures our COVID incidents, of which 17 were RIDDOR reportable.

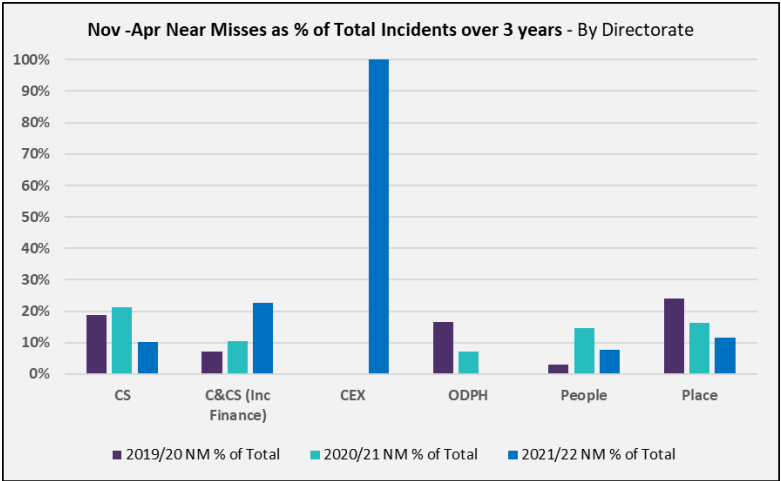
There was a reduction in unintentional violence reports compared with the same period last year, around the same number of near miss reports, but an increase in verbal violence and violent persons. This supports the targeted work on personal safety commissioned by the HSW Steering Group and focus on zero tolerance in the HSW Business Plan as noted previously.



Near Miss

The Council set a target of 20% near miss reporting for 2021-22, towards the aspiration of 50% which would demonstrate a healthy health and safety culture. The following table demonstrates a comparison over the last three years since the target was set, using the same snapshot of 1 Nov to 30 April.

The data shows that overall there was a 3.5% increase in near miss reporting from 2020 to 2021, but a 6% decrease in near miss reporting between 2021 and 2022 during the same period. Customer and Corporate Services is the only Directorate that has achieved the 20% target, with Place and Directorate of Children’s Services having achieved this in previous years and seen a reduction in 2021-22. The CEX Office is a small, primarily office based function (with the exception of elections and legal), 100% achievement represents one incident report.



CLAIMS

The following table relates to claims from employees who have suffered injury or ill health which has been attributed to a breach in the duty of care owed by The Council. Due to the length of time involved in settling a claim, and the fact that in certain circumstances a claim made in the current year

may relate to an accident occurring up to 3 years previously, or a disease claim commencing up to 40 years previously, cumulative totals have been omitted.

	2017/18	2018/19	2019/20	2020/21	2021/22
Total claims in year	13	17	23	11	13
Outcomes	4 settled (all repudiated)	2 settled (all repudiated)	4 settled (2 substantiated, 2 repudiated)	5 settled (1 substantiated, 4 repudiated)	Non settled (1 substantiated, 5 under investigation, 6 repudiated)

In 2021/22 Total number of Employers' Liability claims received: 13. Of the 11; 8 claims relate to accidents at work and 5 are disease claims. Of these 3 relate to historic asbestos exposure, 1 to hand arm vibration and 1 to the inadequate provision of PPE.

TRADE UNION ENDORSEMENTS

Plymouth City Council has a Facilities Agreement with the following Trade Unions:

- GMB Lead Rep and Health and Safety Representative Trish Small
- UNISON Lead Rep and Health and Safety Representative Kevin Treweeks
- UNITE Lead Rep Sharon Battershill

Collective endorsement:

As far as we are aware, this is an accurate reflection of what has been achieved in HSW Improvements in The Council in 2021/22.

What has gone well:

- The council took a very cautious attitude towards covid
- The work on manual handling of wheelie bins that had been started with Streets

What we would like to have seen more progress on:

- Stress relating to workloads particularly in social services education welfare
- More work on the customer alert system
- Adoption of Long Covid Protocol

Suggested improvements for 2022-23

- As per health and safety business plan for 2022-23

GMB Trish Small

UNITE Sharon Battershill

UNISON Kevin Treweeks

This is the end of the 2021-22 HSW Annual Report. The next section (Appendix A) relates to the HSW Improvement Plan for 2022/23.

The improvement plan contains actions that need to be taken corporately and at local level, with clear HSW leadership from HROD and DMT's, and the HSW Steering group providing the bridge of clear communications between the two to ensure delivery and monitor success.

APPENDIX A: HSW IMPROVEMENT PLAN 2022/23

HEALTH, SAFETY AND WELLBEING ASSURANCE CORPORATE PLAN 2022-23					
Objective	Key actions	Measurement	Owner (s)	Target Date	R A G
PLAN					
1. All employees are clear about their individual role and responsibility for HSW	1.1 Develop a programme of communications to ensure people are aware of the performance standards relevant to their work activities and the risks inherent in not following them 1.2 HSW objectives are clearly identified in people's appraisals commensurate with individual roles and responsibilities 1.3 Review of HSW mandatory and essential training programmes	1.1 A rolling programme of updates is in place bespoke to service area needs 1.2 HSW reporting through the Steering Group and JCCs demonstrates continuous improvement as identified through local Improvement Plans 1.3 Mandatory training requirements are clear and consolidated where possible 1.4 Essential training is commissioned externally to focus HSW professional work on assurance	1.1 HROD 1.2 DMTs 1.3 HROD 1.4 HROD	31/03/2023	
2. TU Engagement in HSW	2.1 Strengthen the role of Safety Representatives in HSW Improvements through improved engagement at local level	2.1 Demonstrable golden thread of engagement and management of HSW risk through JCC engagement framework	2.1 DMTs	31/03/2023	
3. Wellbeing	3.1 Every department to be signed up to a corporate Wellbeing Charter (People Strategy) 3.2 Focus on men's health and specifically manual workers	3.1 Wellbeing activities clearly demonstrated through HSW Steering Group and JCC reports 3.2 Work with external agencies to deliver wellbeing initiatives	3.1 DMTs 3.2 HROD 3.3 HROD	31/11/2023	

HEALTH, SAFETY AND WELLBEING ASSURANCE CORPORATE PLAN 2022-23					
Objective	Key actions	Measurement	Owner (s)	Target Date	R A G
	3.3 Submit evidence towards Gold wellbeing at work award 3.4 Increase number of Wellbeing Champions to 60	3.3 Achieve Gold Wellbeing at Work Award 3.4 60 Wellbeing Champions trained and active			
Do					
4. Compliance with mandatory and essential HSW training	4.1 All Service Areas have appropriate numbers of staff trained and competent to undertake risk assessments including: <ul style="list-style-type: none"> ▪ Lone working ▪ Manual Handling ▪ Wellbeing and Resilience ▪ DSE 	4.1 Training matrix identify people responsible for RA elements 4.2 HSW Toolkit demonstrates training has been achieved 4.3 Audit demonstrating risk assessments are suitable and sufficient and relevant to the hazards involved in work activities	4. DMTs	31/03/2023	
5. Strengthen and maintain a contemporary HSW risk profile across all functions	5.1 Embed the Council's digital HSW Management System (Evotix) including modules for hazard spotting, incident reporting, audit, and risk assessment 5.2 Instigate HSW Steering Group for Maintained and Controlled Schools	5.1 HSW Management Information available in real time on people's desktops 5.2 TOR, membership and quarterly meetings in place and operations	5.1 HROD 5.2 HROD / EPS	31/03/2023 31/03/2023	
6. Implement a zero tolerance campaign in relation to violence and aggression against employees	6.1 Review training provided to employees at risk 6.2 Implement a Council wide process to prevent risk of exposure to Potentially Violent Persons 6.3 Run a City Wide public campaign to raise awareness	7.1 Suitable and sufficient training in place to address all types of violence and aggression and mitigate risks to employees; positive evaluation from TU's and employees	7.1 HROD 7.2 HROD	31/03/2023 30/03/2023	

HEALTH, SAFETY AND WELLBEING ASSURANCE CORPORATE PLAN 2022-23					
Objective	Key actions	Measurement	Owner (s)	Target Date	R A G
	6.4 Review lone working risk assessments, safe systems of work and toolbox talks	7.2 Process in place to record, retain, share and review information across relevant services about PVP 7.3 Evaluation of public campaign 7.4 Contemporary lone working RA in place, and employees understand their SSOW	7.3 HROD 7.4 DMTs	31/12/2022 30/09/2022	
7. Improve HSW arrangements for building and asset compliance	7.1 Implement the new arrangements for Executive PICS and Persons in Control of Buildings 7.2 Deliver the asbestos management plan business case for the current year	8.1 New arrangements for PICs and Exec PICs in place and positively evaluated 8.2 New asbestos surveys and asbestos management plans and monitoring in place as per plan	8.1 HROD 8.1 HROD	31/09/2022	
CHECK					
8. Audit	9.1 Deliver a systemic audit programme to provide assurance of the effectiveness of the HSW Management System and performance standards	9.1 Quarterly assurance reports to HSW Steering Group and JCCs	HROD	Rolling	
10 Incident reporting and learning	10.1 KPI's initiated in relation to the time from incident to the outcome of the investigation 10.2 Provide quarterly reports to HSW Steering Group on key themes and actions arising from incident data 10.3 Implementation of an incident review panel for RIDDOR and level 3 and 4	10.1 KPI's achieved 10.2 Quarterly assurance reports to HSW Steering Group 10.2 HSW Steering Group reports presented as per plan	10.1 DMTs 10.2 DMTs 10.2 HROD 10.3 HROD	31/07/2022	

HEALTH, SAFETY AND WELLBEING ASSURANCE CORPORATE PLAN 2022-23					
Objective	Key actions	Measurement	Owner (s)	Target Date	R A G
	investigations to ensure investigations complete in identifying immediate, underlying and root causes with actions suitable and sufficient to prevent recurrence	I0.3 All investigations meeting criteria are closed by the panel within 90 days			
ACT					
11. Deliver sustainable health, safety and wellbeing improvements	11.1 All Departments / Service Areas to have an HSW action plan for 22-23 based on service priorities and learning from 2021-22 11.2 Undertake an annual review and produce an annual report capturing the impact of actions and priorities for the coming year	11.1 Contemporary action plan available and progressive delivery monitored via JCCs and HSW Steering Group 11.2 Comprehensive annual report fed back to the workforce	11.1 DMTs 11.2 HROD	30/03/2023	