

NOTICE OF MEETING

Meeting: HR COMMITTEE

Date and Time: THURSDAY, 17 SEPTEMBER 2020, AT 9.30 AM*

Place: SKYPE MEETING - ONLINE

Enquiries to: Email: andy.rogers@nfdc.gov.uk
Andy Rogers

PUBLIC PARTICIPATION:

*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Cabinet's terms of reference which are not on the public agenda; and/or
 - (b) on individual items on the public agenda, when the Chairman calls that item.
- Speeches may not exceed three minutes. Anyone wishing to speak should contact the name and number shown above.

Bob Jackson
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

This Agenda is also available on audio tape, in Braille, large print and digital format

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 11 June 2020 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To note any issues raised during the public participation period.

4. HR UPDATE (Pages 5 - 6)

To receive an update on the work of the HR function, including case loads of job evaluations, restructuring advice, grievances, disciplinaries and sickness absence matters.

5. EMPLOYEE SIDE LIAISON PANEL - MINUTES OF 27 AUGUST 2020 (Pages 7 - 10)

To receive the minutes of the meeting of the Employee Side Liaison Panel held on the 27 August 2020.

6. EMPLOYEE SURVEY RESULTS (PRESENTATION)

To receive a presentation on the results of the most recent employee survey.

7. RETURN TO WORK (PRESENTATION)

To receive an update on future arrangements for employees' return to work.

8. TRAINING UPDATE (Pages 11 - 14)

To receive an update on corporate training undertaken since 2020.

9. WORKFORCE PROFILE AND INCLUSION REPORT (Pages 15 - 22)

To receive general statistical information on the District Council's workforce relating to ethnicity, sex, disability and age.

10. WELLBEING REPORT AND ACTION PLAN (Pages 23 - 26)

To note the content of the Wellbeing Action Plan which assists in assessing the needs of employees in respect of mental health wellbeing where required, and related issues.

11. QUARTERLY HEALTH AND SAFETY REPORT (Pages 27 - 30)

To receive an update on the key health and safety issues raised over the last quarter together with actions requiring monitoring or intervention.

12. EMPLOYEE AND PUBLIC ACCIDENT/INCIDENT STATISTICS 2019-2020 (Pages 31 - 48)

To receive details of accidents and incidents involving council employees and members of the public from 1 April 2019 to 30 March 2020 together with comparative results from previous years.

13. DATES OF MEETINGS 2021/2022

To agree the following dates of meetings for 2021/22 (Thursdays at 9.30 am):

- 17 June 2021
- 16 September 2021
- 13 January 2022
- 17 March 2022

14. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

NEW FOREST DISTRICT COUNCIL – VIRTUAL MEETINGS

Background

This meeting is being held virtually with all participants accessing via Skype for Business.

A live stream will be available on YouTube to allow the press and public to view meetings in real time and can also be found at the relevant meeting page on the Council's website.

Principles for all meetings

The Chairman will read out Ground Rules at the start of the meeting for the benefit of all participants. All normal procedures for meetings apply as far as practicable, as the new Government Regulations do not amend any of the Council's existing Standing Orders.

The Ground Rules for all virtual meetings will include, but are not limited to, the following:-

- All participants are reminded that virtual public meetings are being broadcast live on YouTube and will be available for repeated viewing. Please be mindful of your camera and microphone setup and the images and sounds that will be broadcast on public record.
- All participants are asked to mute their microphones when not speaking to reduce feedback and background noise. Please only unmute your microphone and speak when invited to do so by the Chairman.
- Councillors in attendance that have not indicated their wish to speak in advance of the meeting can make a request to speak during the meeting by typing "RTS" (Request to Speak) in the Skype chat facility. Requests will be managed by the Chairman with support from Democratic Services. The Skype chat facility should not be used for any other purpose.
- All participants should note that the chat facility can be viewed by all those in attendance.
- All participants are asked to refer to the report number and page number within the agenda and reports pack so that there is a clear understanding of what is being discussed at all times.

Voting

When voting is required on a particular item, each councillor on the committee will be called to vote in turn by name, expressing their vote verbally. The outcome will be announced to the meeting. A recorded vote will not be reflected in the minutes of the meeting unless this is requested in accordance with the Council's Standing Orders.

By casting their vote, councillors do so in the acknowledgement that they were present for the duration of the item in question.

Technology

If individuals experience technical issues, the meeting will continue providing that it is quorate and it is still practical to do so. The Chairman will adjourn the meeting if technical issues cause the meeting to be inquorate, the live stream technology fails, or continuing is not practical.

Public Participation

Contact details to register to speak in accordance with the Council's Public Participation Procedures are on the front page of this agenda.

In order to speak at a virtual meeting, you must have the facility to join a Skype for Business Meeting. Joining instructions will be sent to registered speakers in advance of the meeting.

The Council will accept a written copy of a statement from registered speakers that do not wish to join a Skype Meeting, or are unable to. The statement will be read out at the meeting and should not exceed three minutes. Please use the contact details on the agenda front sheet for further information.

To:

Councillors:

Councillors:

Barry Rickman (Chairman)
Mark Steele (Vice-
Chairman)
Hilary Brand
Keith Craze

Kate Crisell
Michael Harris
Maureen Holding
Mahmoud Kangarani

HR COMMITTEE – 17 September 2020

HR Update

1. BACKGROUND

- 1.1 This report gives an update on HR matters since the last HR Committee. These matters are in addition to the reactive caseload which includes job evaluations, restructuring advice, grievances, disciplinarys and sickness absence matters.

2. ITRENT HR SYSTEM

- 2.1 The final aspect of the HR system to go live has been the performance module. Managers and employees are now able to start their performance reviews
- 2.2 We are pleased to announce that we have been able to support this module with an online video which is available for all to see.

3. PAY AWARD 2020

- 3.1 The National pay award has now been agreed at 2.75%.
- 3.2 We have already implemented this, backdated to April so there is no further action required.

4. FURLOUGH

- 4.1 The closure of the Leisure centres from 18 March has meant that we have furloughed 396 employees.
- 4.2 All five leisure centres have now reopened. Due to social distancing we have had to work up a different programme for group exercise instructors.
- 4.3 This has meant that some Group Exercise instructors remain on furlough until a more permanent programme is put in place.
- 4.4 It is anticipated that the swimming instructors will return to work on 21 September.
- 4.5 Some smaller group of instructors also remain on furlough – Gym Instructors, Trampoline Instructors and Assistant Swimming Instructors.
- 4.6 It is anticipated that Gym Instructors will return at the beginning of November.

5. MOVING FORWARD

- 5.1 Comprehensive risk assessments have been completed for all areas within the Leisure Centres and these have been shared with Employee Side
- 5.2 All five of our Health and Leisure Centres have now reopened. Many changes have been made to ensure that the facilities are safe for both customers and staff.
- 5.3 A limited programme of Group Exercise classes are now running. Children swimming classes will also be running by the end of September.
- 5.4 All our Information Offices are now open, except for Hythe. Again robust risk assessments have been completed and shared with both staff and Employee side.
- 5.5 We are currently working on guidance for staff and risk assessments for a phased reopening of ATC.

6. HEALTH AND LEISURE REVIEW

- 6.1 After the initial delay due to COVID 19, the review is now progressing, with updated information provided to bidders in early September. We will continue to meet with Trade Unions and Staff forums regularly. We aim to have open staff and customer forums in December/January.

For further information contact:

Name: Heleana Aylett
Title: HR Service Manager
Tel: 02380 285588
E-mail: Heleana.aylett@nfdc.gov.uk

Employee Side Liaison Panel

27 August 2020 via Skype

Employer Side Attendees:

Cllr Barry Rickman
Cllr Hilary Brand
Cllr Jeremy Heron
Cllr Mark Steele (item 4)

Employee Side Representative Attendees

Kevin Beckett
Bertie Russell

Officers Attending

Bob Jackson
Alan Bethune
Heleana Aylett
Manjit Sandhu (item 4)

Advisors to Employee Side Attending:

Richard White - Unite
Peter Terry – Unison
Emma Lang - Unison

Item 1

HR Ctte Reports

There were three reports due to go onto the HR Ctte in September. These were the Wellbeing Action Plan, Workforce Profile and Training Update Report. HA wanted to check that any comments received so far were all that were coming. PT commented that the longer the unions had to prepare their comments the better.

Item 2

Employee Survey Results

HA presented the overall results from the recent Staff Survey. Each Service Manager has now been given the results for their own service area in order to discuss issues within their teams. The employee side welcomed the presentation. It was commented by the employee side that the views of the furloughed Leisure workforce was also important considering the Leisure Centres' re-opening plans.

Item 3

Return to Work Presentation

BJ gave a presentation on the actions that have been taken so far and that will continue to be taken to ensure a safe phased reopening of ATC. Clarification was sought on the timescale for this. Services had been given indicative timescales to develop a plan to, but BJ confirmed that we will only reopen when we are ready. The timescale would be flexed accordingly. The Employer side were working to be in a position to share the Risk Assessments and the Return to work guidance with the unions for them to comment on early in September. The Unions stated that their expectation would be that we

should aim for 2m distance rather than 1m+. The employer side commented that 2m was also the preference, but in some spaces with narrower walkways for example, this wasn't possible, hence also working with 1m+.

Item 4

Health and Leisure Employment Aspects

MS went through a few slides to give an update on the progress so far in relation to the review.

The Unions were unhappy with several points in the contract. In places they did not feel that the wording was strong enough.

They felt that in relation to the pension arrangements the council was looking to save money at the expense of the workforce.

They felt there was a lack of detail in terms of Employee Relations information from bidders. They would have liked details on issues such as the number of Employment Tribunals bidders had attended or their policy on Trade Union Recognition.

MS stated that the evaluated section on Organisation and Resources is all about employees. Before we get to the best and final offer stage, we will be seeking further clarity on several issues and we will also be asking questions from the local authority reference sites.

RW stated that the Recognition Agreement should transfer under TUPE. MS confirmed that this is in the contract.

Update: The exact wording from the contract is as follows:

The Operator shall and shall procure that each and every Sub-contractor shall recognise the trade unions representing the Transferring Employees to the same extent as they were recognised by the Authority before the Service Transfer Date.

Item 5

Homeworking Allowance

Unison requested that the Council consider paying an allowance to those working from home to cover the additional costs that may have been incurred such as shelving, additional electricity or heating.

Unite requested that also considered are those that have continued to work throughout the pandemic delivering services in operational areas and so do not have the opportunity to work to home. They were opposed to having a two-tier system.

Cllr Heron pointed out that employees were just as likely to be better off as a result of working from home, both in terms of fuel savings and savings in commuting time.

It was agreed that the council would consider the request and inform the unions of their decision.

Item 6

Callout Payments

The current standby payment system is split into two payments. One payment is for being on standby and available and this is paid whether you need to leave home or not.

The second part is a call out payment. This is paid when an employee needs to leave home and attend site in an emergency. On these occasions the payment is based on the number of hours away from home.

There are several staff on standby who do not necessarily need to leave their home to resolve an issue.

The unions are concerned that these staff are primarily female and that the practice is unfair. It was agreed that this would be investigated.

Item 7

Extremely Clinically Vulnerable

The council was asked to explain how they would be treating these employees in relation to getting them back into the workplace.

HA explained that these employees would all be treated on an individual basis. Robust risk assessments have been completed and employees will be able to see these. We do have to balance the fears and anxiety of individuals about returning with ensuring that there is no detrimental effect on their mental health and wellbeing if they remain at home

Item 8

Any Other Business

Domestic Violence

PT expressed disappointment that this issue had not been progressed. HA agreed to follow this up with the team.

Pay Award 2020

The employee side commented that the 2.75% pay offer had now been accepted by the unions and requested that NFDC reflect this in pay back to April at the earliest opportunity. HA confirmed that the council had already implemented this the final 0.75% being in May pay, backdated to April. No further payments were required.

END

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TRAINING UPDATE

1. INTRODUCTION

1.1 This paper updates EMT and the HR Committee on corporate training undertaken since April 2020.

2. BACKGROUND

2.1 Over lockdown we have been pleased to be able to prioritise our commitment to assisting our employees through a much larger and fuller range of training opportunities that we would normally offer. This has been because we appreciate the challenging and changing times we are in, and that investing in our staff to help get them through has been of paramount importance.

2.2 We have been able to benefit from the flexibility of training providers newfound availability and remote training ability. This has led to large cost savings and has meant we can stretch our budget further.

3. OVERCOMING NEW CHALLENGES

3.1 Arranging this volume and range of training within our existing HR resources has had its difficulties, such as sheer volume, ICT platforms, working with trainers to ensure they could present in a way that works for us, and employee availability especially those with childcare responsibilities where frequent breaks are required, but we have overcome all of these together in the following ways:

- The introduction of the Learning module on the HR Hub has enabled employees to book their spaces on the programmes quickly and easily and has made the administration and management of this volume of courses possible
- We have worked closely with training providers to ensure they have been able to use Skype effectively
- We have used time slots that parents have said work best
- We have put in place slightly longer sessions with reasonable breaks, so that other commitments could be accommodated as well as attending the sessions

4. TRAINING UNDERTAKEN

4.1 Below (in 4.2) is a table of all the corporate training we have organised across the Council since lockdown, all of which has been very well attended and has received very good feedback. Further details on the sessions are given below the table separately.

(Please note: Online sessions are much better run with smaller numbers to be successful, and numbers were purposefully limited)

4.2 Table of training undertaken

Course title	Number of sessions	Number attended
Mental Health Awareness for Managers	3	11
Wellbeing & Mindfulness techniques	2	22
Mental Health First Aider	1	10
Managing employees remotely	3	13
Brief Bite Mental Health Awareness for managers	2	TBC
Brief Bite Embracing Equality & Diversity	3	41
Brief Bite Homeworking	1	9
Brief Bite Managing Performance	1	7

Brief Bite Sickness & Absence Management	1	6
Brief Bite Performance Reviews on the Hub	2	62
Excel Introduction	4	32
Excel Intermediate (external)	3	15
Dealing with difficult behaviour and situations	1	8
Developing your leadership brand	1	9
Delegation and Motivation	1	9

4.3 **Mental Health and Wellbeing**

A key focus has been, and continues to be, on Mental Health support for all staff.

In addition to our existing 13 mental health first aiders, we were able to source an online provider and run another mental health first aider course. We now have an additional 10 mental health first aiders, taking our total to 23 fully trained staff across all services, including operational areas.

We have offered a blended mix of sessions for employees and managers, in various formats and using various trainers (including the HR Team). Feedback has shown that this has provided very useful support to those who wished to take part, giving skills for now and into the future too.

4.4 **Excel**

Many of us may rely on assistance from others for skills such as excel tips – working remotely removes this. The Excel sessions were packed with really useful tips and techniques that I am sure many of us will use regularly and rely more upon our own skills.

4.5 **HR Brief Bites**

The HR Team had to quickly adapt to virtual training sessions to deliver our Brief Bite modules via Skype. We were entirely new to this in March, but by April were hosting well attended sessions. We learnt how to share our PowerPoint presentations, add in 'poll questions', and use a virtual whiteboard. We received good feedback from our sessions and are now confident and ready to run a further set of sessions in the autumn. We have continued to run our standard Brief Bites, but we also added some new modules due to the pandemic, which will now remain part of our programme – these are the 'Managing Mental Health' and 'Homeworking' modules.

4.6 **Embracing Equality & Diversity sessions**

During 2019/20 the HR Team delivered this short 45-minute powerful session to all operational teams. We then started some sessions for office-based staff prior to lockdown. We have now started offering these sessions remotely and will continue to roll out further sessions with the aim that all employees will have attended this by the end of the year.

4.7 **Management Development online courses**

We have accessed some key management skills via online sessions. This has enabled new managers and those requiring a refresher the opportunity to develop their skills from home and without any delay to enhance their skills. This has been especially valuable to those new to managing staff in recent months, where they had not previously undertaken management training skills sessions.

4.8 **Apprentices**

Our apprentices continue with their studies online now, with the exception of three Grounds Apprentices. The studies are over virtual programmes, and most apprentices have been able to continue studies seamlessly. However, the Level 5 Management students have experienced difficulties as they are on a mixed organisation programme, all other organisations have allowed Zoom access but this has not been available to our students from home and we have had to find different ways of working around this.

The Grounds Apprentices will commence their apprenticeship training in September through Sparsholt College. This has been delayed from the proposed May start. This will be a blended mix of online and socially distanced 'onsite' training.

5 CONCLUSION

5.1 This details the training this year so far, and we will continue our commitment to developing our employees where possible throughout the rest of the year and into the future.

6. FINANCIAL IMPLICATIONS

6.1 There are direct financial implications related to this report, however we have been able to utilise the budget better as training courses are cheaper online and do not incur further expenses; therefore we are able to reach more employees and offer more courses to benefit our workforce.

7. ENVIRONMENTAL IMPLICATIONS

7.1 The online nature of the training has meant no employees or trainers have had to leave their homes to undertake the training, making it much greener for the environment.

8. CRIME AND DISORDER IMPLICATIONS

8.1 There are no crime and disorder implications arising from this report.

9. EQUALITY AND DIVERSITY IMPLICATIONS

9.1 Training is available to all relevant employees and all have the technology to undertake this.

9.2 Out of the 29 sessions ran, attended by 254 employees, the following breakdown is given:
64% were female
94% were white, 2% were BME, 4% declined to answer
1% were under 20, 13% were between 20 – 30, 25% were 31 – 40, 29% were 41 – 50, 28% were 51 – 60, 4% were over 60.

10. EMT COMMENTS

10.1 EMT were supportive of the training conducted and supported this moving forward.

11. EMPLOYEE FORUM AND EMPLOYEE SIDE COMMENTS

Employee Forum Comments:

11.1 None submitted

Employee Side Comments:

11.2 None submitted

12. RECOMMENDATIONS

12.1 That the HR Committee acknowledge the training undertaken and continue to support training throughout the year and into the future.

For Further Information:

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023 8028 5588

Or
Zoe Ormerod
HR Advisor
Zoe.ormerod@nfdc.gov.uk
023 8028 5588

EMT – 4th August 2020
HR Committee – 17th September 2020

WORKFORCE PROFILE AND INCLUSION APPROACH

1. INTRODUCTION

- 1.1 This is a covering report to provide observations on NFDC's Workforce Profile and highlight our approach to inclusion and diversity.

2. BACKGROUND

- 2.1 Inclusivity at NFDC is important. The information in the workforce profile can be used to highlight the Council's workforce is representative of the New Forest area and contribute positively to our Equal Opportunities culture.
- 2.2 The data in the profile is a snapshot from 7th July from iTrent. Appendix 1 contains the full Workforce Profile.
- 2.3 Data is compared in the report to local community statistics from the New Forest Area Covid-19 Data Pack, July 2020.

3. WORKFORCE PROFILE OBSERVATIONS

- 3.1 NFDC's ethnicity profile is representative of the local area.
- 3.2 The gender profile is wholly even, 51.33% of employees are female. This representation is maintained throughout all age ranges within a range of 10%. This is representative of the local area, 52% of the local population are female.
- 3.3 Age representation is distributed across all age ranges.

4. INCLUSION AND DIVERSITY APPROACH

- 4.1 The Equal Opportunities policy is available to all, discrimination is removed against any employee or application in their access to employment, training, working conditions, promotion or dismissal. This is advocated by management across the organisation and the HR Team cover this in their HR Brief Bite training sessions to all managers across the organisation.
- 4.2 Dedicated Inclusion and Diversity pages on the Councils intranet and external web pages that are up to date with simple, clear information.
- 4.3 The HR Team deliver regular Embracing Equality and Diversity Training to all employees. It's designed to be an accessible overview covering what Equality and Diversity means, Banter, Unconscious Bias and Inclusion at NFDC. We've run over 20 sessions in the last 9 months, with 2 future dates scheduled in the coming months. These are to all employees: operational, office based and now through skype video training.
- 4.4 All employees complete an 'Essential Equalities' e-learning module on a 3-yearly basis. This was updated in January 2020.
- 4.5 The Council is a committed Disability Confident Employer. This means that:

- Our recruitment process is inclusive and accessible. The HR Team deliver regular training to line managers covering the importance of upholding our fair processes throughout the recruitment process, and the benefits of diversity within a team. HR support and guidance is available throughout the recruitment process for managers to ensure fair, inclusive decisions are made.
 - We communicate and promote our vacancies in methods accessible for all members of the community. We use a variety of methods including the Councils recruitment portal, various social media platforms, local newspapers/publications and professional publications. This encourages diverse recruitment.
 - Offer interviews to any disabled candidate who meet the essential criteria for the role, anticipate and make reasonable adjustments for employee and candidates (as needed) and support existing employees who acquire a disability or long-term health condition.
- 4.6 Encourage the completion of Equality Impact Assessments for new projects, policy changes and any decision that may impact employees and customers. This has been improved by simplifying the guidance and form managers complete with support from the HR Team.

5. CONCLUSIONS

- 5.1 This details our current workforce profile. A culture of inclusion and equal opportunities at NFDC will continue to be advocated.

6. RECOMMENDATIONS

- 6.1 Workforce Profile document to be published on the Councils external web pages, annually reviewed and updated.

7. EMT COMMENTS

- 7.1 EMT continue to advocate the commitment to inclusion, diversity and equal opportunities across the Council.

8. UNION COMMENTS

- 8.1 None

9. EMPLOYEE FORUM COMMENTS

- 9.1 None

For further information contact:

Sophie Thompson
 HR Advisor
 Sophie.thompson@nfdc.gov.uk

NEW FOREST DISTRICT COUNCIL WORKFORCE PROFILE

JULY 2020

1.0 Introduction

1.1 The Public Sector Equality Duty (section 149 of Equality Act 2010) supports good decision making by ensuring public bodies consider how different people will be affected by their activities, helping them to deliver policies and services which are efficient and effective, accessible to all and which meet different people's needs.

1.2 The Equality Duty is supported by specific duties which require public bodies to publish relevant, proportionate information demonstrating compliance with the Equality Duty.

1.3 This report provides general statistical information for New Forest District Councils (NFDC) workforce relating to ethnicity, sex, disability and age.

1.4 Data Recording, Quality and Reporting

The data summarised in this report is obtained from the Councils HR Management Information System (iTrent). The details summarised are treated as confidential personal data and processed within the requirements of GDPR Regulations.

NFDC encourages all employees to provide diversity information. It is however the decision of the individual employee as to whether they provide this sensitive personal information. Employees can now update their diversity information on iTrent.

1.5 The data is accurate as of July 2020

1.6 All employees were asked in June 2020 to update their personal information if it was outdated and reminded how to do this.

1.7 The report covers NFDC staff on all contracts (permanent and fixed term), including casual employees.

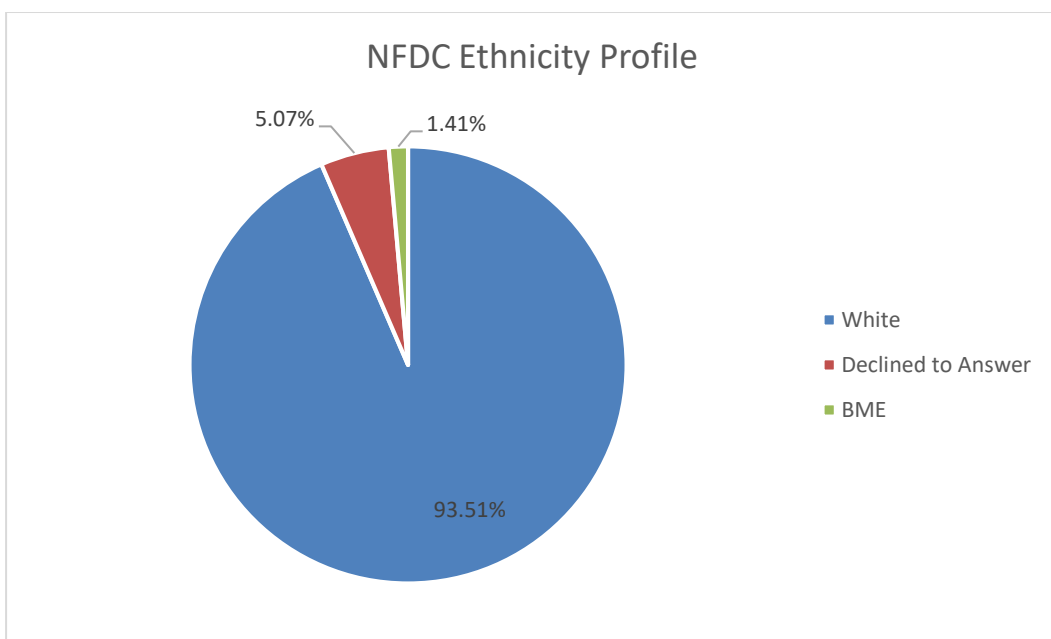
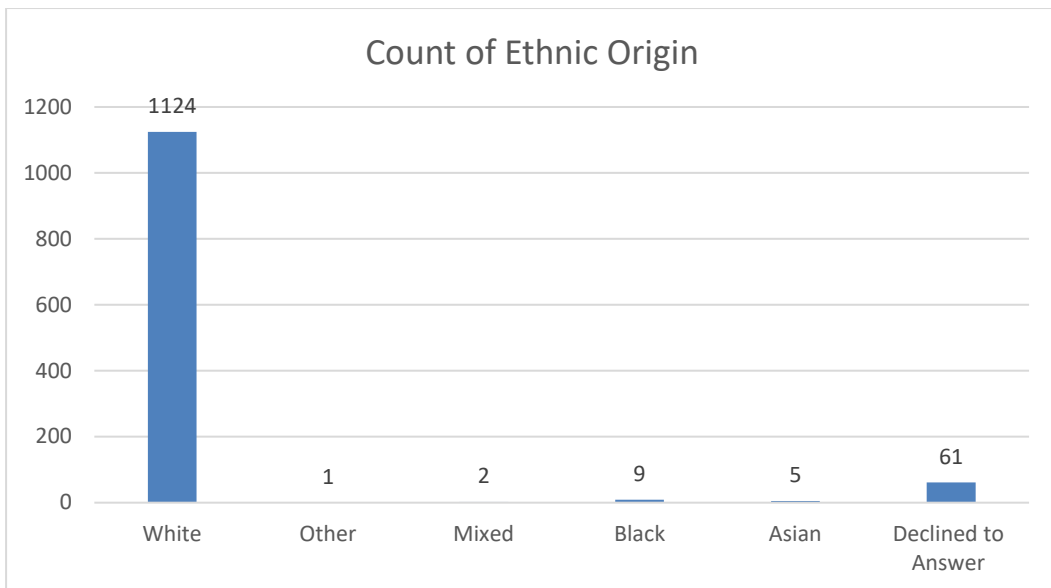
2.0 Workforce Profile

2.0.1 NFDC's headcount as of 7 July 2020 is 1202 employees. This is a mix of predominately contracted hours and includes some casual and variable staff.

2.0.2 All information presented in this report is based on a data capture as of 7 July 2020 from the Councils HR Management System.

2.1 Ethnicity in the Council Workforce

2.1.1 Black and Minority Ethnic (BAME) Group Representation

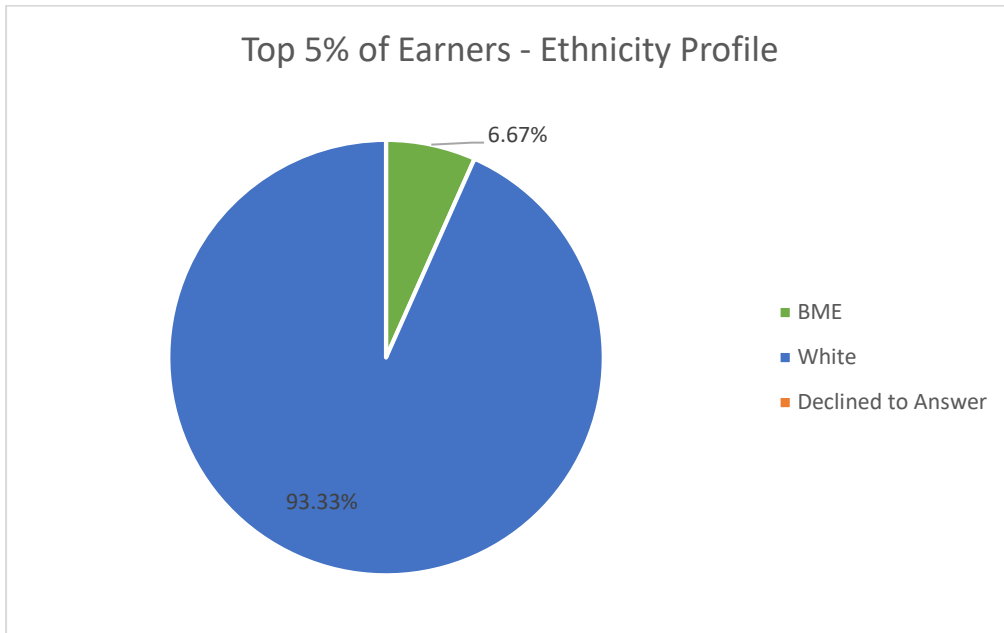


93.51% of employee's were White and 1.41% from BME groups. The *Count of Ethnic Origin* graph displays the BME group breakdown, a total of 17 employees. The remaining 5.07% declined to answer.

The 61 employees who have declined to answer may be historical, accounted for following a move to the Councils newly implemented HR Management system in April 2019. iTrent now encourages employees to update their own diversity information. If Ethnicity was missing from employee profiles in the previous system, and the employee has not actively updated their data since migration, they will be recorded as Declined to Answer.

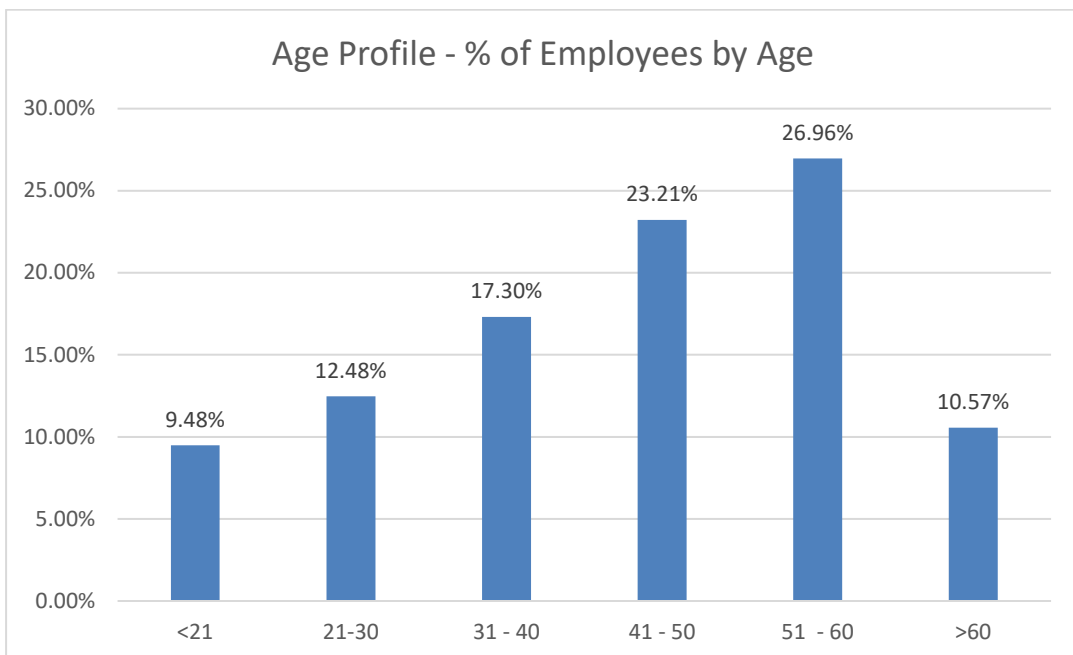
BME representation in the Councils workforce is representative of the New Forest community. Most recent community data (New Forest area Covid-19 Data pack, July 2020) shows 98% of the New Forest community are White.

2.1.2 Black and Minority Ethnic Group Representation, Top 5% of Earners



Within the top 5% of earners, 93.33% were White and 6.67% were from BME groups. No employees declined to answer. This is a higher representation than the New Forest community.

2.2 Age Profile

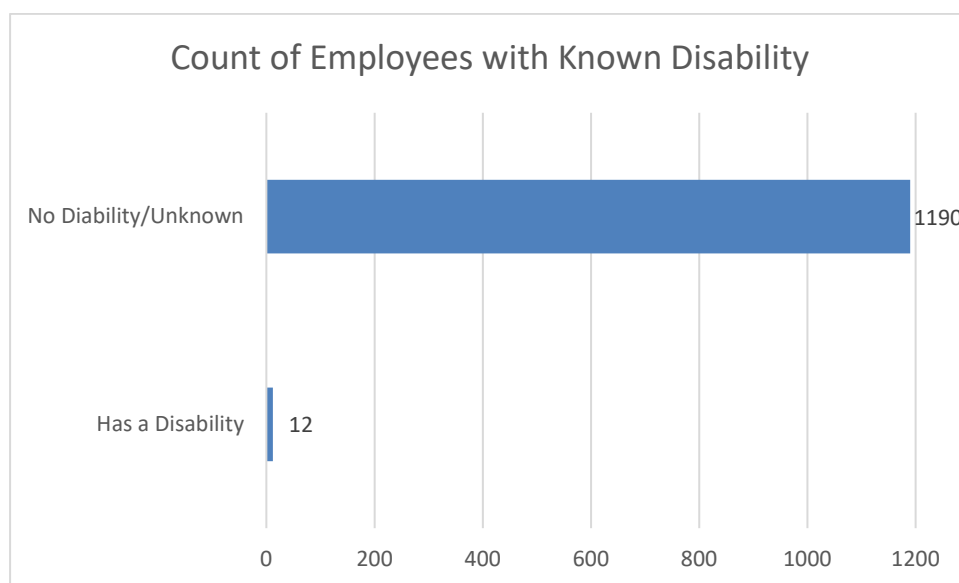


The NFDC age profile shows 26.96% of employees are aged between 51 – 60. 21.96% of employees are aged 30 and below. 40.51% of the workforce are aged between 31 – 50. 10.57% are aged over 60.

ONS mid-year population estimates from 2019 have been used to compare the Councils workforce to New Forest representation. For the purposes of fair comparison against Council workforce the data of ages 18 – 75 has been used.

In the New Forest area 16.63% of people are aged 18 – 30. 30.44% of the population are aged 31 – 50 and 21.62% aged 51 - 60. 31.31% are aged 60 – 75. All age groups are represented across the Council workforce.

2.3 Disability - Disability declared across Staff



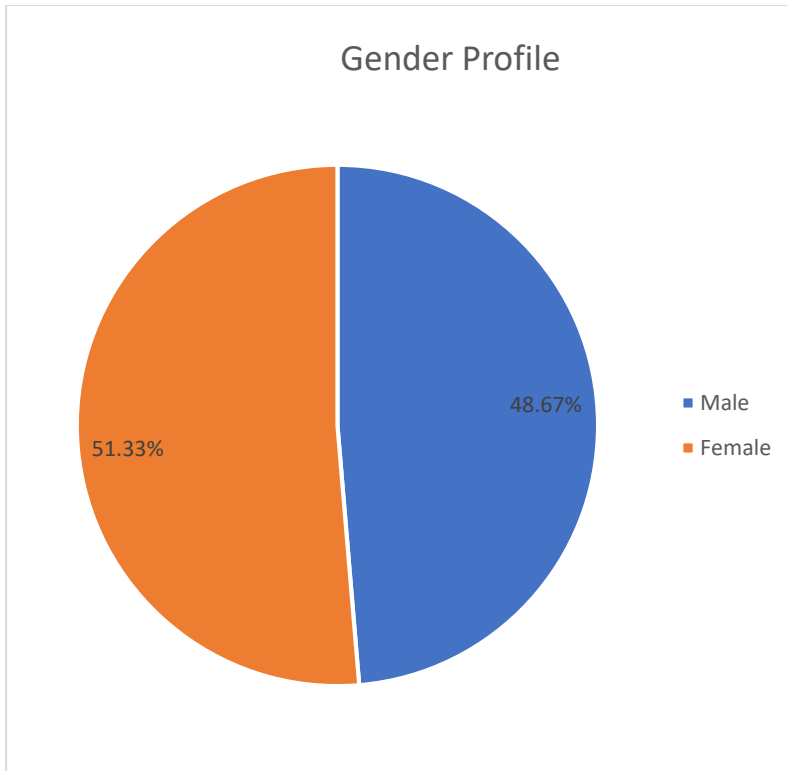
12 employees have self-declared to have a disability. This is 1.01% of the workforce. 41.67% of employees who have declared a disability to the Council are male.

This information was not automatically populated from the previous HR Management system to the newly implemented system in April 2019. This information relies on employees declaring it themselves on the system, talking to their line manager about their needs or informing the Council at commencement of their employment.

Employees were reminded in June 2020 to update their personal information if it was outdated.

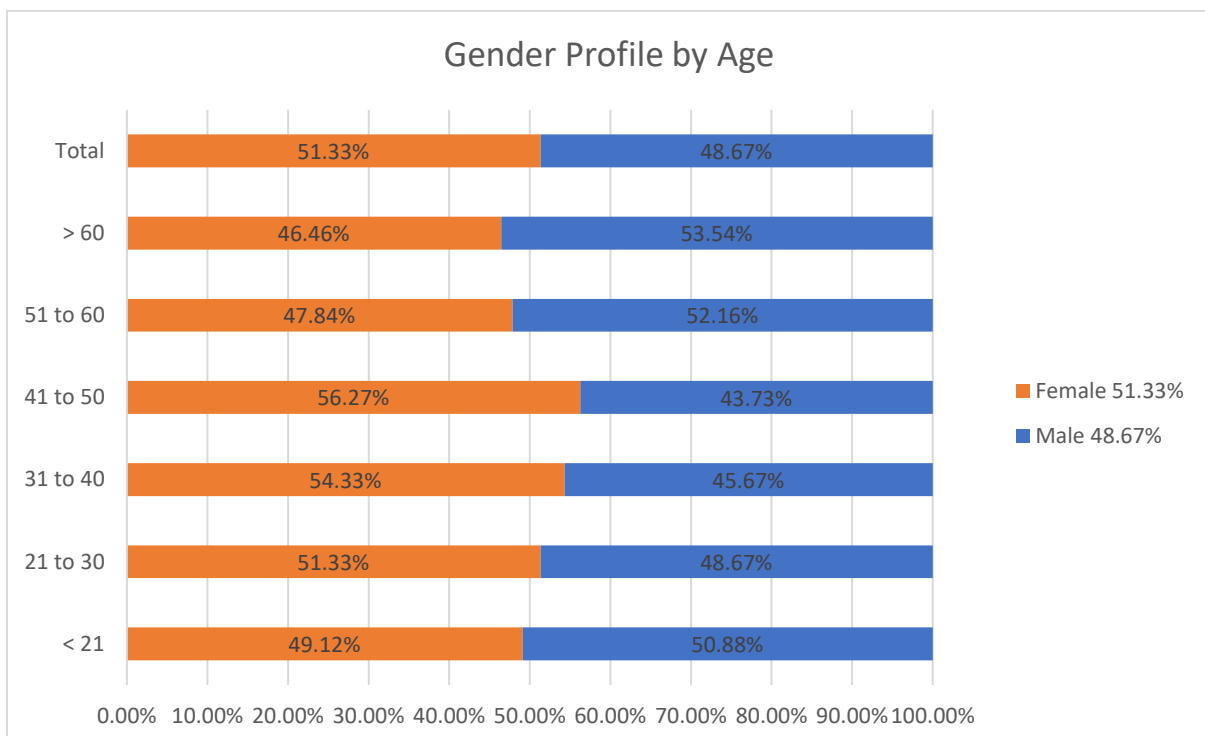
2.4 Gender Profile

2.4.1 Gender split in Workforce – Current Profile

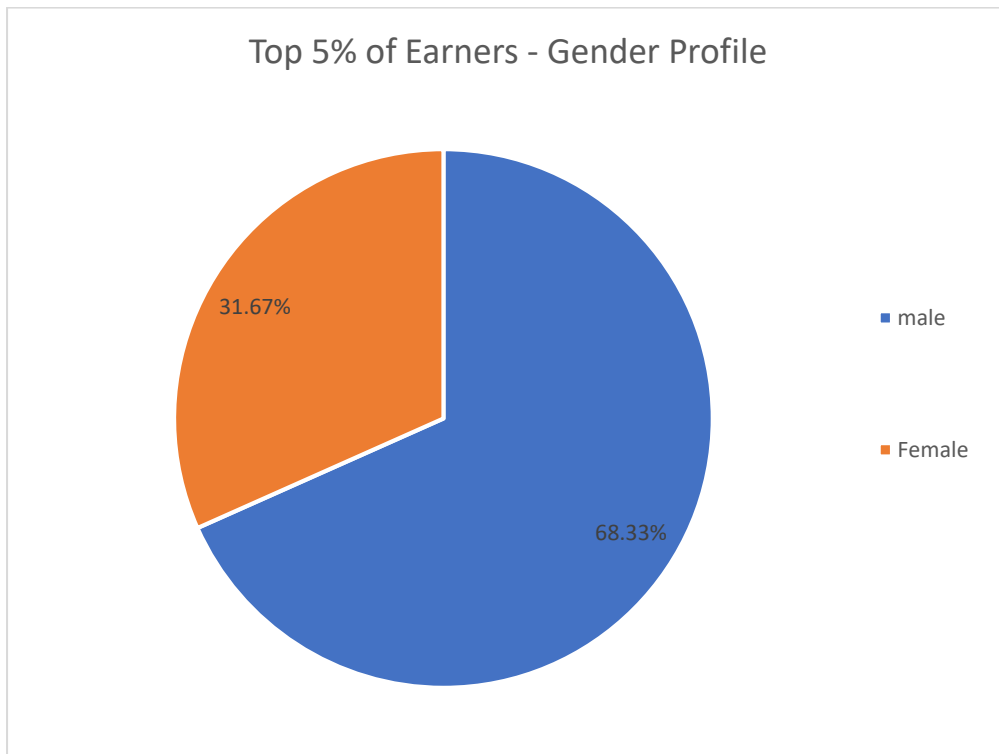


This is representative of current New Forest community gender statistics (New Forest Area Covid-19 Data Pack), that shows 52% of the population are female.

2.4.2 Gender split in workforce by age



2.4.3 Gender split in workforce – Top 5% of earners



3.0 Future Reporting

NFDC will continue to develop the reporting of Equality data. The summary of information contained in this report will be updated annually and be used to identify trends in future reports.

This data will continue to contribute to the HR Strategy, attracting a diverse workforce that represents the community we deliver services to.

EMT – 4 AUGUST 2020

HR COMMITTEE – 17 SEPTEMBER 2020

WELLBEING ACTION PLAN

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to explain to members of the HR Committee the introduction of a Wellbeing Action Plan.

2.0 INTRODUCTION

- 2.1 The mental health of our employees is very important, and the pressure on our mental health has changed very much as a result of Covid-19 and having to work remotely.

3.0 BACKGROUND

- 3.1 As a HR response to Covid-19 we have provided updated guidance on employment related issues from an employee and manager's perspective.
- 3.2 During Mental Health Awareness Week (18-24 May 2020) each day we offered guidance and support on various issues during lockdown eg, health and fitness, juggling work and home-schooling.
- 3.3. We offered 'managing mental health for managers' sessions, and 'managing working from home' which were 2-hour virtual sessions for employees.
- 3.4 It is also planned that the team will run twice yearly 'Managing Homeworking' brief bites sessions for managers together with a "Managing Mental Health for Managers", brief bite. These will be run via Skype.

4.0 THE WELLBEING ACTION PLAN

- 4.1 As a tool to encourage discussion between an employee and their manager the HSE Stress Questionnaire has been used by our managers to gain a perspective on how an employee is feeling by answering a series of questions. The questionnaire is attached as appendix 1.
- 4.2 In addition to the HSE questionnaire, and during lockdown we have adopted the use of the Wellbeing Action Plan (WAP) (attached as appendix 2). This has been developed with the expertise from the Mind mental health charity and will be promoting the use of this with managers and including it in the brief bite on Managing Mental Health for Managers.
- 4.3 The Action Plan is a personalised, practical tool that can be used whether an employee has a mental health problem or not. It will help to identify what things keep us well at work, what causes us to become unwell and the support we would like to receive from our manager to boost our wellbeing or aid recovery.

- 4.5 The WAP is not automatically initiated as part of a particular employment process, but can be used to assist in dealing with performance issues, sickness issues and general management of a team. For example, at an annual appraisal if issues are raised concerning mental health then the employee and manager could meet again to discuss, and use the WAP as a guide.
- 4.6 The existence of the action plan serves as a focus point to start a conversation and can be used as a working document and revisited on a regular basis. It will be for the manager and the employee to agree who this information is shared with remembering that the purpose is to support an employee.

5.0 CONCLUSION

- 5.1 In addition to the training and information we have recently provided to managers and staff during the pandemic, it is important to highlight the umbrella of measures we have in place to support stress and mental health within the workplace. To clarify, these are:
- Employee Support Line, offering online, telephone and face to face support
 - Mental Health First Aiders
 - Occupational Health Team
 - Dedicated brief bites on homeworking and managing mental health
 - HSE Stress Questionnaire
 - Wellbeing Action Plan
 - Dedicated wellbeing webpages on Forest Net

6.0 FINANCIAL IMPLICATIONS

- 6.1 None.

7.0 ENVIRONMENTAL IMPLICATIONS

- 7.1 None.

8.0 CRIME & DISORDER IMPLICATIONS

- 8.1 None

9.0 EQUALITY & DIVERSITY IMPLICATIONS

- 9.1 There is a range of tools available to support stress and mental health within the workplace, this will enable all our staff to access support.

10.0 EMT COMMENTS

- 10.1 EMT sought clarification on when this action plan would be used. This has now been addressed in the report.

11.0 EMPLOYEE SIDE COMMENTS

11.1 Unite the union commented and wanted to highlight that the Wellbeing Action Plan can also be used to manage wellbeing of those employees working out in the field and to ensure that managers of such staff are made aware of its existence.

12.0 RECOMMENDATIONS

12.1 That EMT and the HR Committee notes the contents of the report.

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EXECUTIVE MANAGEMENT TEAM: 18 AUGUST 2020
HR COMMITTEE: 17 SEPTEMBER 2020

QUARTERLY HEALTH AND SAFETY REPORT

1. INTRODUCTION

1.1 This report provides an update on the key health and safety issues in the last quarter and summarises any significant issues raised at each of the safety panels held virtually via Skype during July 2020. A table of the high-risk actions to monitor is provided to EMT.

2. ISSUES RAISED AT THE LATEST SAFETY PANELS

2.1 The table summarises significant health and safety issues raised at the leisure, office, housing and operational service safety panels and sets out actions required by the services.

2.2 Responsible lead officers are identified for each issue and the status of each will be kept up to date to show progress. Completed actions will be removed from the table on a quarterly basis whilst ongoing actions will remain for monitoring and new items added.

2.3 The majority of the points raised should be resolved within the relevant service, but a few may require Executive Heads to agree and sign off.

3. CONCLUSION

3.1 The health and safety team have been, and continue to, work with Service's in order to respond to the current health pandemic and ensure COVID secure workplaces. COVID-19 risk assessments and guidance documents have been completed across Leisure, Operations and Housing Services and these continue to be updated in accordance with governmental guidance updates and in consultation with employees.

3.2 Some critical services such as household waste collection, CCTV control room operations, environmental health and housing tenancy and homeless management continued to operate throughout the pandemic, whilst new services were established such as the food hub at Applemore to support the vulnerable shielding. The health and safety team were instrumental in the setting up and assisting of these services and ensured they were suitably assessed with clear procedures in place. The majority of other services have since returned as lockdown has eased and the team have focused their efforts on supporting these to reopen safely such as public conveniences, car parks, leisure centres and information offices. A recovery plan is now underway to ensure the safe re-opening of the main offices at ATC for a greater number of employees in accordance with COVID-19 government guidance.

3.3 An action from the recent Health and Safety audit which was to remind all services of the importance of accident/incident reporting has been addressed. This featured as an agenda item at all panels and all employee representatives and Managers were reminded of the importance of reporting and detailing full and factual information to ensure the Council fulfills its legal reporting obligations. Services have also been encouraged to use the online employee report form which contains mandatory fields to ensure all necessary information is gathered.

- 3.4 The Transport Service achieved a health and safety audit score of 53% in January 2020 and progress had been made with the 42 actions identified in the plan. The highest priorities related to induction, training, development of risk assessments, systems of work and monitoring. The action plan and completion timescales will need to be reviewed since lockdown and will be monitored by their linked health and safety advisor and at safety panel. A full update on progress with all operational service safety audits will be reported at the October safety panels.
- 3.5 A health and safety audit is scheduled to take place end of August 2020 for the CCTV and Community Safety Service in response to departmental changes. This audit will identify any health and safety concerns and be presented to safety panel in October. Actions required will be assigned to officers with timescales for completion. Progress will be monitored by Management and through the panel.
- 3.6 Since approval of the fire strategy by Cabinet, arrangements and implementation plans have been developed across the housing landlord services, leisure centres and main council office to ensure clarity on roles and responsibilities. Final arrangements and site-specific emergency evacuation procedures for depots and shared buildings of which we are the landlord (Lymington Town Hall), remain at the implementation stage.
- 3.7 Work has begun on local arrangements for control of contractors and asbestos management within Housing. A key priority is to develop a corporate strategy and associated arrangements for the control of contractors and asbestos management in accordance with the approach to fire safety compliance.
- 3.8 Procedures on action to be taken in response to both non-emergency and emergency incidents in interview rooms were developed. These were finalised, agreed and implemented. Work had begun, taking the same approach, for the security of front desks. This piece of work remains and needs to be led by Facilities, in close consultation with Housing and with advice and support from the health and safety team.
- 3.9 In response to temporary homeworking and new guidance developed by the HSE, information has been circulated to assist those working from home and smaller items of equipment such as keyboards made available for collection from ATC where required. The completion of DSE assessments is not required during a temporary homeworking situation, however Managers should continue to identify any risks and controls which may need to be implemented for their employees.
- 3.10 Operational services trialled a split of their panels due to the size of the service areas, to ensure a balanced representation and consistent approach across services. Each panel was well attended by employee representatives from various work areas, ran effectively and will continue to operate in this manner.
- 3.11 All high-risk services have been tasked with reviewing their service specific safety plans for this financial year ensuring key challenges are detailed and realistic targets set. These plans were placed on hold during lockdown and have now been reinstated as a priority and will inform the health and safety teams work programmes and service plan priorities.
- 3.12 Developments had been made with uploading training needs onto the Itrent HR Hub System. Open spaces were trialling the system and have uploaded all essential employee training needs. The system is now due to be rolled out to Waste, Streetscene and Transport. This will then enable valuable information to be drawn from employees essential training needs matrices.

4. EMPLOYEE SIDE COMMENTS

4.1 None received.

5. RECOMMENDATION

5.1 HR Committee is asked to consider the contents of this quarterly update and be aware of ongoing actions that may require monitoring or intervention. Those requiring special attention have been highlighted in red in an actions table and provided to EMT.

For further information contact:

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Background Papers:

None

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EXECUTIVE MANAGEMENT TEAM: 18 AUGUST 2020
HR COMMITTEE: 17 SEPTEMBER 2020

EMPLOYEE AND PUBLIC ACCIDENT/INCIDENT STATISTICS 2019/20

1. INTRODUCTION

- 1.1. The following report provides details of accidents and incidents involving council employees and members of public from 1 April 2019 to 31 March 2020 and compares results with previous years to review the organisations performance.
- 1.2. Members of the public include those who use our facilities, visit our land and housing tenants.
- 1.3. Trends will be examined and conclusions and recommendations drawn from accident/incident investigations.
- 1.4. Certain key words and phrases will be used regularly throughout this report:

Accident: an unplanned event that results in injury or damage to property.

Incident: Near miss: an unplanned event that, while not causing harm, has the potential to cause injury or damage to property.

Operational Services: This includes: Waste & Transport, Streetscene and Open Spaces.

Corporate Services: This includes: Business Improvement and Customer Services, Environment and Regulation, Legal, Democratic, Financial, Human Resources, Coastal and Public Facilities, Policy and Strategy, ICT, Planning and Building Control.

Housing Services: This includes Housing Maintenance, Housing Estates and Management Support and Housing Options.

Leisure Services: This includes the five Health and Leisure Centres.

2. FINDINGS – EMPLOYEE ACCIDENTS AND INCIDENTS

2.1 Number of Accidents and Incidents

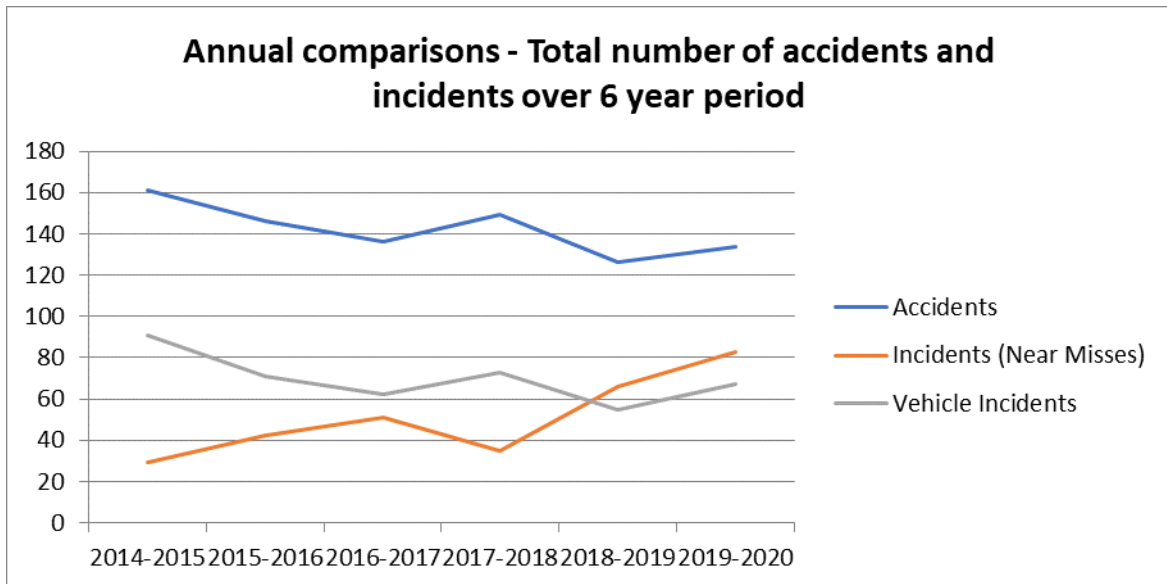
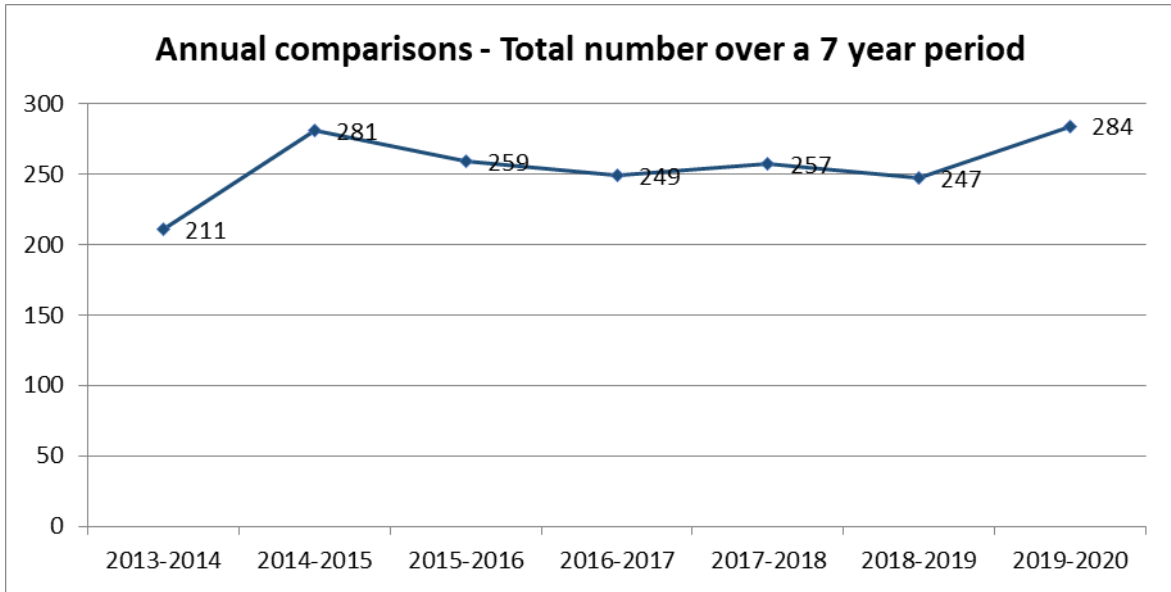
In 2019/20 a total of 284 accidents and incidents (near misses) were reported, an increase of 92 from the previous year.

134 of these were accidents with injuries compared to 126 the previous year; 10 of these were reportable to the Health and Safety Executive in accordance with the Reporting of Injuries, Disease, and Dangerous Occurrences Regulations 2013 (RIDDOR). See appendix i for reportables.

There were 83 incidents (near misses) without injuries in comparison to 66 the previous year. This is a positive increase.

There were 67 vehicle incidents in comparison to 55 the previous year - see section 4.3 Vehicle/Motor incidents for further information.

There has been a slight increase on accidents and vehicle incidents however the figures are still low in comparison to other years and it is positive to see the trend in increasing near miss reporting.



2.2 Operational Services - The majority of accidents and incidents reported in 2019/20 occurred within the operational service areas. Accidents were predominantly reported by Refuse and incidents by Streetscene. The majority of vehicle accidents and incidents reported for 2019/20 also occurred within Refuse; however there were also a number of reports within Housing Maintenance and Streetscene.

A total of 134 accidents and incidents were reported, an increase of 48 from the previous year. 81 of these were accidents with injuries, an increase of 33 from the previous year; 8 being reportable under RIDDOR. There were 53 near misses during 2019/20, a positive increase of 39.5% from the previous year. It was noted that the number of retrospective accidents reported during the year, with no evidence that the injury was caused whilst at work, has been eliminated in response to the guidance that was circulated and refresher training provided to all operational supervisors.

Near miss reporting has increased however this reporting will continue to be encouraged across the services. This allows for trends to be identified and lessons learned, preventing serious accidents.

A total of 67 vehicle incidents were reported, an increase of 12 from the previous year - see section 4.3 Vehicle/Motor incidents for further information.

- 2.3 **Housing Maintenance** – A total of 30(23) accidents and incidents were reported, an increase of 7 from the previous year. 22 of these were accidents with injuries, an increase of 5 from the previous year; with 2 being reportable under RIDDOR. There were only 8 near misses reported during 2018/19, a slight increase of 2 from the previous year.

The slight increase in number of near miss reports is beneficial to the service in order to prevent accidents. It is important that the service encourages reporting of both accidents and incidents however minor, via service days, tool box talks, safety panels, newsletters, bulletins, communications and safety training.

Property damage and identification of construction hazards are other areas expected to be reported on. These services must encourage these types of incidents to be reported in order for the organisation to understand the risks presented to employees and learn from any incidents in order to make improvements for prevention.

- 2.4 **Housing Estates Management & Support and Housing Options** - A total of 20 accidents and incidents were reported in accordance with the previous year, 10 of these were accidents with injuries, an increase of 3 from the previous year; not reportable under RIDDOR. There were 10 near misses during 2019/20, a decrease of 3 from the previous year.

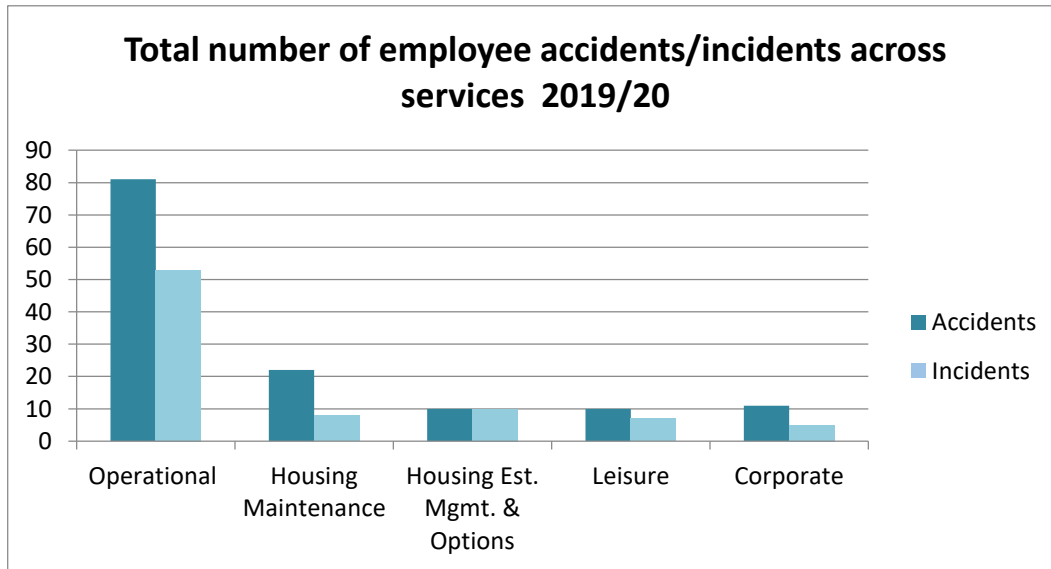
Although the services have increased reporting of accidents, the health and safety team do not consider the number of near misses to be a true reflection of the number occurring within these services such as those of an abusive/threatening nature experienced by officers especially during interviews. Online reporting has been introduced for ease of reporting and should be encouraged.

- 2.5 **Leisure Services** – A total of 17 accidents and incidents were reported, a substantial decrease of 22 from the previous year. 10 of these were accidents with injuries, a positive reduction of 22 from the previous year; with only none being reportable under RIDDOR. There were 7 near misses reported during 2019/20 in accordance with the previous year.

53% of employee accidents and incidents occurred whilst moving equipment. A trend identified an issue from the newly laid sports hall floors causing difficulties in the moving and setting up of trampolines on the new surface. The safe systems of work was reviewed to reflect safer working practices as recommended by a trampoline professional and retraining delivered to employees.

It remains an objective to encourage increased levels of near miss reporting to identify any interventions required to prevent accidents occurring in the future. The current number of reports is not a true reflection of the incidents experienced in reality.

- 2.6 **Corporate Services** – The total number of accidents and incidents reported were 16, this is a decrease of 4 from the previous year. 11 of these were accidents with injuries in comparison to 18 for the previous year, none being reportable under RIDDOR. There were 5 near misses, an increase of 3 from the previous year.



- 2.7 Most of the RIDDOR's were reported as a result of over 7 days absences from work, two were as a result of confirmed fractures and one related to a gas safety concern with a flue system. It was agreed for the health and safety officer to investigate this further and to take a more conservative approach and report due to unknown risk significance.

3. ACCIDENT/INCIDENT RATES

$$\frac{\text{Number of accidents/incidents} \times 100}{\text{Number of employees}}$$

- 3.1 The accident/incident rate per 100 employees for the authority for 2019/20 is 23, a slight increase in comparison to 17 the previous year. This means that for every 100 employees, 23 will experience an accident/incident each year.

- 3.2 The accident rate for the authority for 2019/20 is 11 in accordance with the previous year.

The incident (near miss) rate for the authority for 2019/20 is 7, a slight increase from the previous year.

The vehicle incident rate for the authority for 2019/20 is 5 in accordance with the previous year.

Note: The number of employees is an average end of year figure of 1240 for 2019/20.

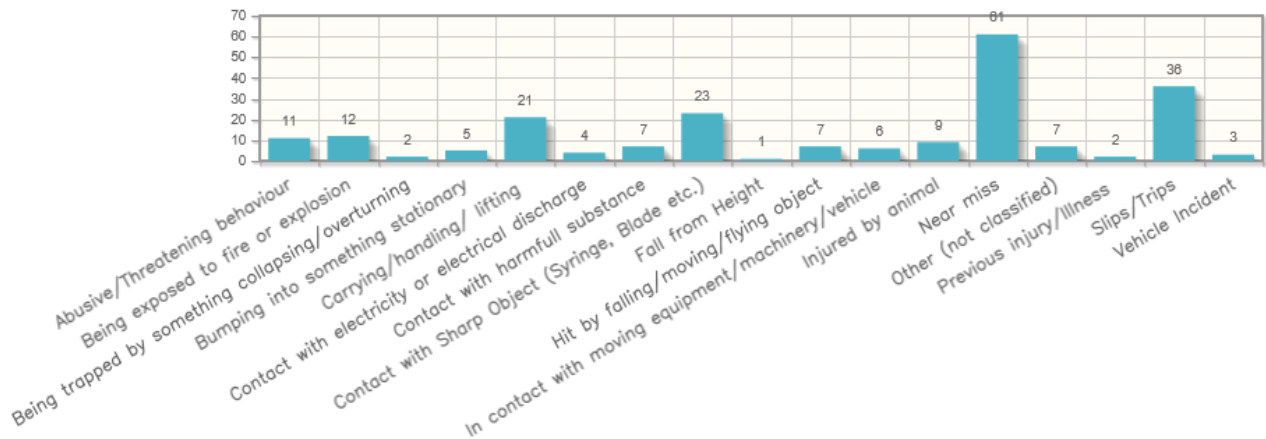
- 3.3 Whilst a reduction in accident rate is preferred it remains an objective to encourage high levels of near miss reporting to identify any interventions required to prevent accidents occurring in the future.
- 3.4 There have been no successful insurance claims to date concerning a workplace accident. 2 claims were closed during 2019/20 and liability fully denied.

4 TYPES OF ACCIDENTS AND INCIDENTS

4.1 Accidents

As expected, and in accordance with national figures and trends slips, trip and falls and manual handling remain two of the main causes of accidents. Contact with sharp objects have risen and also contribute as one of the main causes during 2019/20.

Slips and trips are the highest causes of accidents across the authority, predominantly within the Operational Services. In 2019/20 there were 36 recorded a slight increase of 5 on the previous year.



There has been a further reduction during 2019/20 in manual handling injuries with only 21 reported in comparison to 26 the previous year and 45 in 2017/18. This indicates that continuing awareness training and monitoring and the introduction of easily accessible onsite competent manual handling trainers in Operational Services, has had a positive effect on this type of accident.

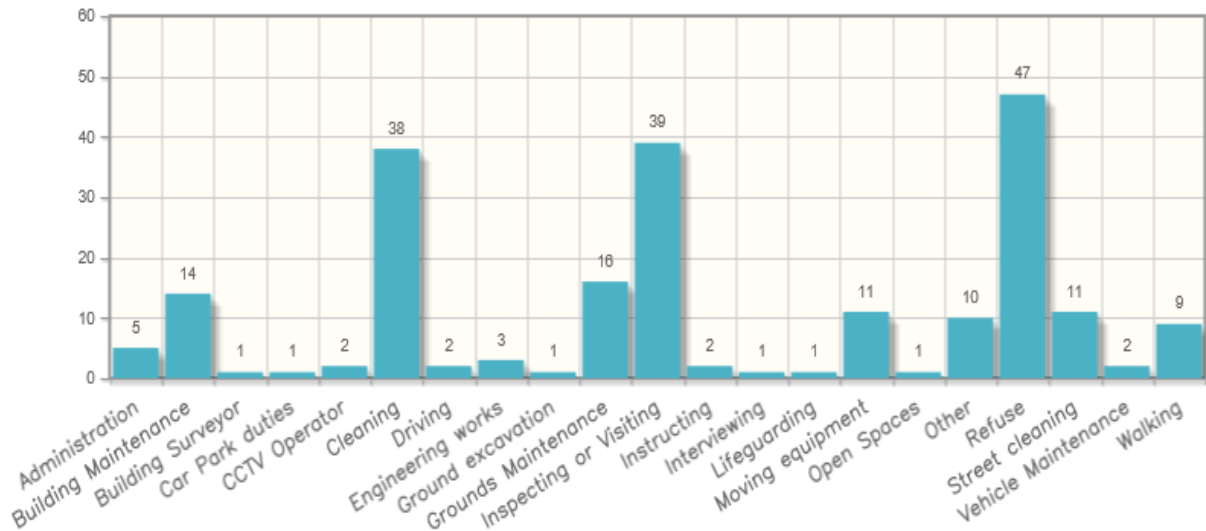
There were 13 back injuries, a further decrease from the previous year, only 9 of which were reported from within Operational Services, predominantly refuse, in comparison to 10 the previous year.

Contact with sharp objects has also been a contributing cause of a number of the accidents, 23 in total, an increase of 12 from the previous year. This has been highlighted and discussed at the operational safety panel. Initiatives have been established including correspondence to all district residents on discarding sharp objects safely.

Being exposed to fire or explosion incidents are notably higher this year and most of these relate to toilet roll being set fire to in public conveniences. Larger lockable dispensers have been considered which enable a bigger roll and reduces the need for additional rolls to be sited within the cubicle to discourage vandalism.

As expected, accidents and incidents (near misses) mainly result from the following processes:

- Cleaning incl. Street Cleaning
- Refuse
- Inspecting or Visiting
- Grounds Maintenance
- Building Maintenance
- Moving Equipment



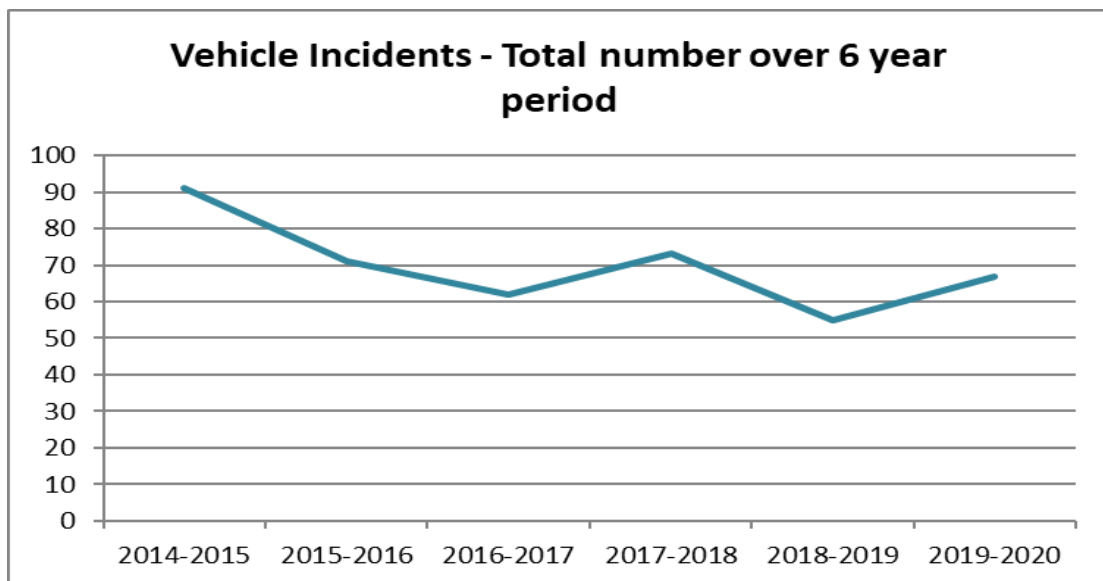
4.2 Near Miss Incidents

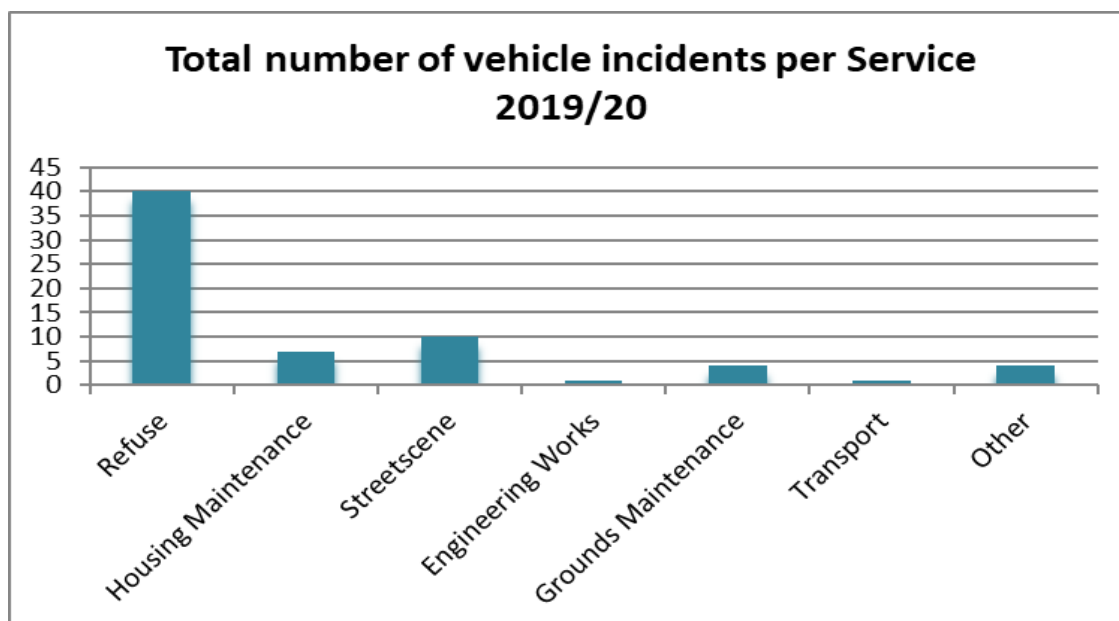
There were 83 near misses reported in 2019/20, this is a further increase of 17 from the previous year.

This increase is very positive and it remains an objective to encourage high levels of near miss reporting to identify any interventions required to prevent accidents occurring in the future. Other services need to adopt the culture demonstrated within Operational services to enable issues to be identified and risk control measures improved.

4.3 Vehicle/Motor Incidents

The total number of vehicle incidents reported during this period is showing a slight increase of 22% from the previous year but remains low across the 6 year period.





A total of 67 vehicle incidents occurred, compared to the previous year's total of 55, an increase of 12. The majority were from Refuse, Streetscene and Housing Maintenance. Over 50% were due to reversing manoeuvres.

Reminders have been given to Managers to ensure induction, tool box talks and eye tests are being completed in accordance with the agreed standards. Measures have also been introduced to combat repeated incidents including a requirement to complete a driver assessment with an external provider.

A review of the content and delivery of both the driver and waste handbook and training for reversing assistants has been completed. Hand signals have been simplified in accordance with advice from the HSE and we wait for any further steer on additional recommendations.

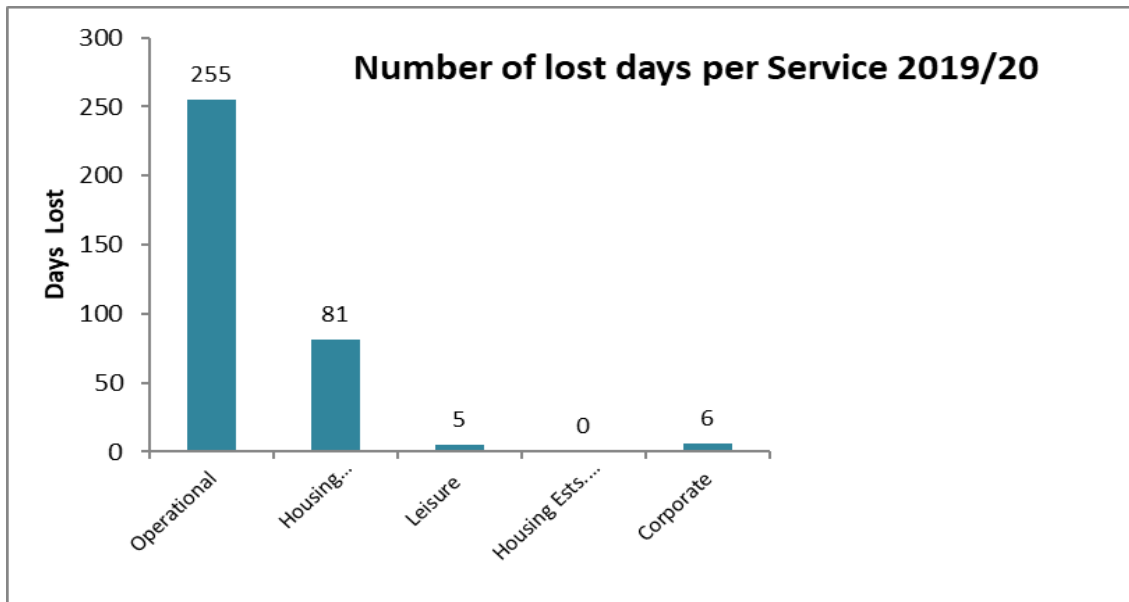
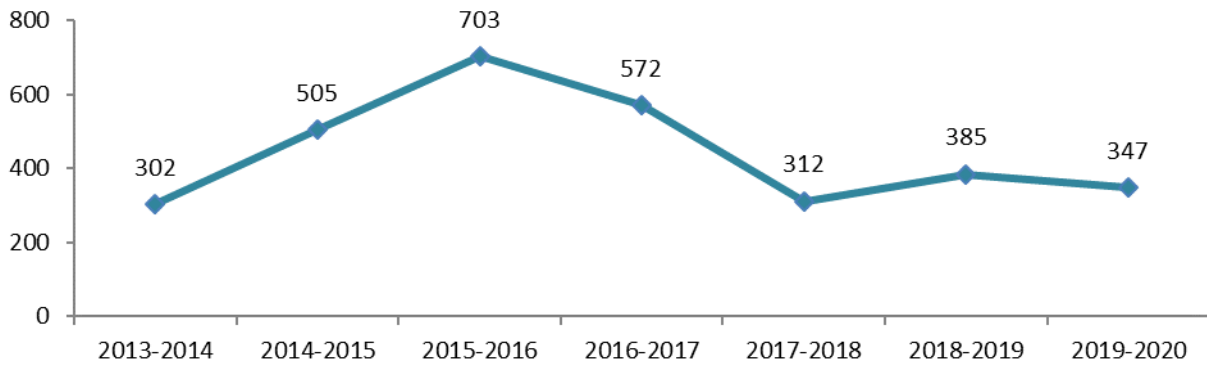
Feedback has identified concerns over the standard of applicants for driver roles which may contribute to incidents.

5 WORKING DAYS LOST DUE TO ACCIDENT AND INCIDENTS

- 5.1 The total number of days lost due to accidents in 2019/20 was 347; a decrease of 38 days from the previous year. Of the 10 RIDDOR accidents, days lost totalled 298 within Operational, Housing Maintenance and Leisure Services. 6 of these being long term sickness injury cases over 20 days that totalled 233 days.

The remaining 4 reportable accidents resulted in short term sickness injury cases totalling 45 days in comparison to 26 the previous year.

Number of days lost - annual comparisons for 7 years



6 MEMBERS OF PUBLIC ACCIDENTS AND INCIDENTS

6.1 Non-Leisure

There were 34 reported public accidents/incidents excluding those that occur within the leisure centres, an increase of 89% in comparison to the previous year. It is positive to see this improvement in reporting culture. The Health and Safety Unit have placed their efforts on encouraging and making it easier for officers to report to enable the organisation to understand and respond as appropriate.

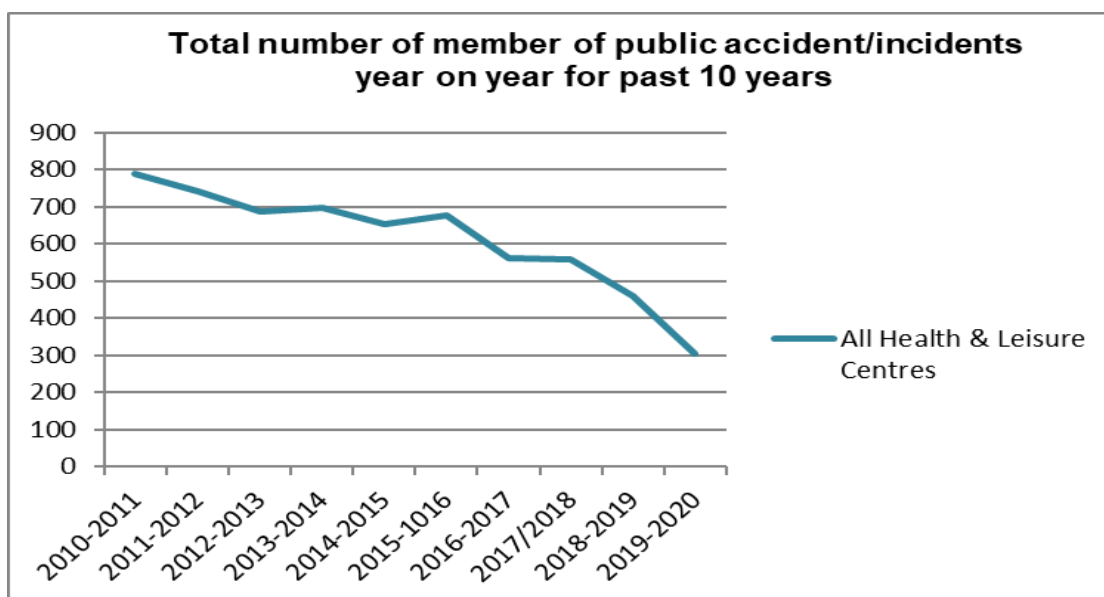
The majority of these were incidents reported by housing tenants in relation to slips and trips and concerns raised over passenger lifts being out of order with no injuries sustained. The lifts have been fixed and are back in full working order.

An accident to an elderly member of public who was visiting her sons grave in poor weather conditions was also reported by cemeteries. There was also a minor accident which resulted in a cut hand from a bush but this happened elsewhere and an information officer carried out first aid to assist him.

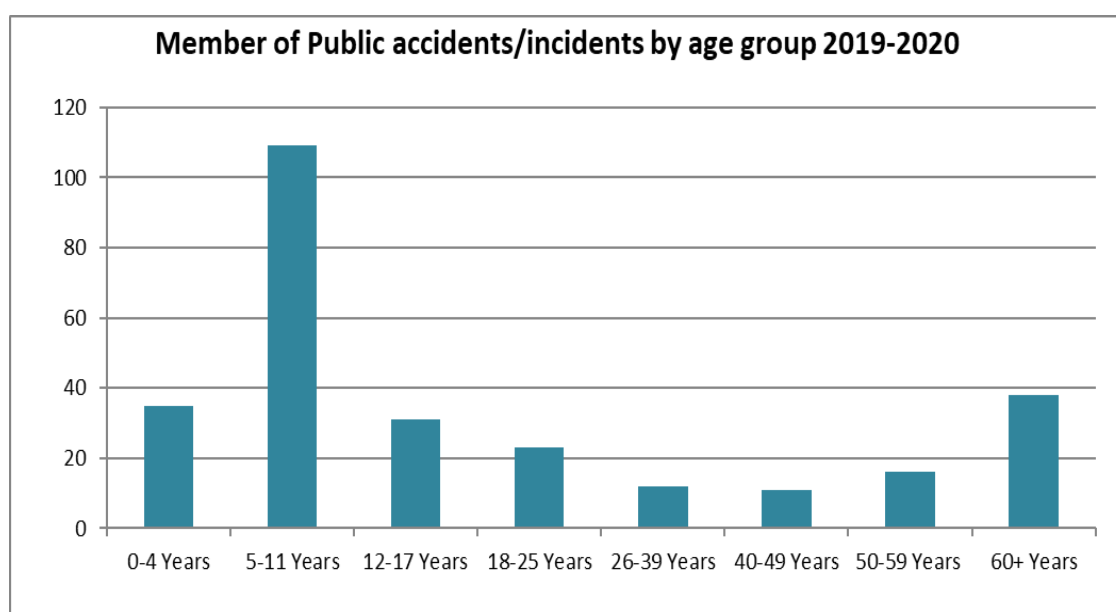
6.2 Leisure Centres

There were 303 public accidents and incidents, including 32 near misses, reported during 2019/20, with 4 being reportable to the Health and Safety Executive in accordance with the Reporting of Injuries, Disease, and Dangerous Occurrences Regulations 2013. 89% resulted in injury. See appendix ii for reportables.

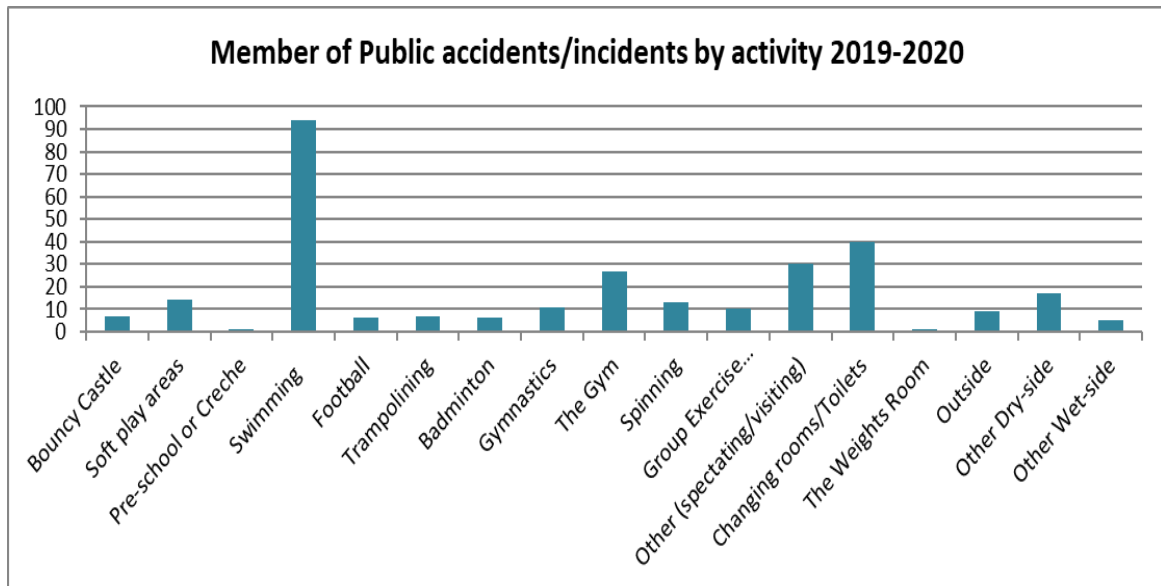
This is another decrease, from the previous year's figure of 461 and its record lowest in 10 years. While this figure still appears high, it needs to be considered in the context of the business undertaking, with five busy centres operating seven days a week.



- 6.3 As shown below, young people using the facilities suffer the majority of accidents/incidents with a total of 35 in the 0-4yrs category, 109 in the 5-11yrs category and 31 in the 12-17yrs category. Customer over 60+yrs also sustain a number of accidents/incidents totalling 38.



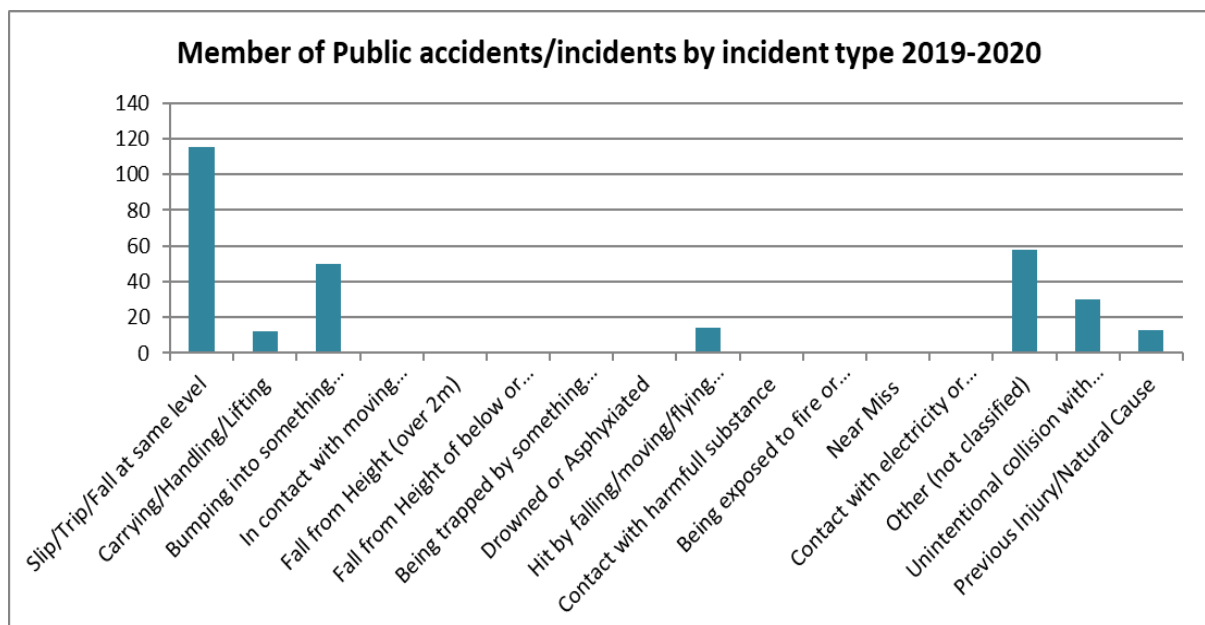
6.4 Swimming including casual, academy and club sessions remains the most common activity for accidents/incidents. With over 4000 swimmers on swim academy and pool sessions running 7 days a week this is to be expected. The pool hall is always supervised when pools are in use, hence any accidents/incidents, however minor being reported and logged.

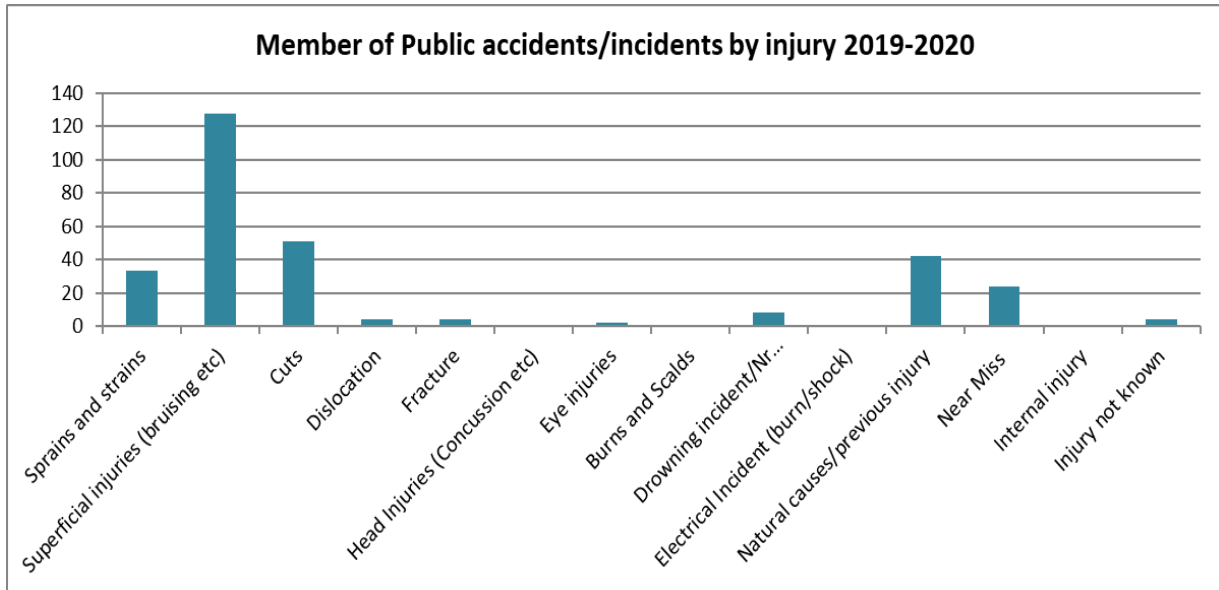


6.5 The breakdown of accident/incident and injury show clear trends. The most common causes being slips, trips and falls, and the most common injuries being superficial injuries (bruising), cuts and sprains and strains.

A number of causes of accidents/incidents are recorded under 'Other' (not classified); these include feeling dizzy after exercise, feeling a muscle pull during an activity and feeling nauseas during exercise.

It is worth noting that 14% of the reported accidents/incidents are also as a result of natural causes/previous injury such as seizures, diabetic attacks, nose bleeds and cuts and wounds from old injuries which re-open whilst taking part in activities.





6.6 ACCIDENT/INCIDENT RATES - Throughput

$$\frac{\text{Number of accidents/incidents} \times 10,000}{\text{Throughput}}$$

The Centres have been unable to provide throughput figures for 2019/20 however according to throughput stats recorded by the Centres on previous years; there are approximately 1.4 million visits.

The accident/incident rate for the Service for 2017/18 was 3.77.

This means that for every 10,000 visits to the Centre's approximately 4 people suffered an accident/incident.

With the reduction in actual accidents recorded and the assumption that throughput has been consistent on last year I would estimate a reduced rate for 2019/20.

7 FINANCIAL IMPLICATIONS

- 7.1 Risk management and the prevention of claims arising as well as effectively defending claims received help manage the council's financial losses and the likelihood of premium increases.
- 7.2 There have been no successful insurance claims to date concerning a workplace accident. Due to the resolution times of claims and settlements being made this is not necessarily reflective of the final positions. 2 claims were closed during 2019/20 and liability fully denied.
- 7.3 Considering the corporate average salary and cost of sickness per day, 347 lost days equates to an estimated cost of £30,189.00, this is a positive reduction of £3,306.00 in comparison with the previous year. In addition to this there will be costs associated with sickness cover, equipment repair, officer time to investigate, re-stock of first aid supplies, reputation etc.

8 CONCLUSIONS

- 8.1 This year's employee accidents show a slight increase from the previous year. A high number of these accidents were caused through slips, trips and falls, contact with sharp objects and manual handling.
- 8.2 The decrease in manual handling injuries indicates that, continuing awareness training and monitoring and the introduction of easily accessible onsite competent manual handling trainers in Operational Services, has had a positive effect on this type of accident.
- 8.3 Efforts have been made by the Transport Manager to investigate vehicle incidents and a number of actions have been implemented. This work will continue through 2020/21.
- 8.4 This year's member of public accidents/incidents within the leisure centres shows a downward trend from the previous year and is at its lowest recorded in 10 years.
- 8.5 Employees need to be encouraged across all services to report all accidents and incidents. Although up on the previous year, near miss reporting remains low in some service areas and this information is vital in learning lessons and preventing accidents in the future.
- 8.6 It has to be accepted that the physical nature of the health and leisure centres and operational services will always present the potential for injury to employees and public.
- 8.7 There are over 7000 fitness direct members and 4000 swimmers registered on swim academy across the 5 health and leisure centres. Whilst business performance has increased the number of accidents has continued to reduce. This is a very good result and reflects the positive health and safety culture throughout the centres.
- 8.8 With the organisation responding to the current pandemic, it is a good opportunity for Senior Managers to include positive health and safety culture as one of their business priorities.
- 8.9 Health and Safety performance:

	Desired direction of travel	Actual 2019/20	Actual direction of travel
Employee Accidents	↓	134	↑
Public Accidents	↓	291	↓
Employee Near Misses	↑	83	↑
Vehicle Incidents	↓	67	↑
Public Near Misses	↑	46	↓
Employee Occupational Diseases	→	0	→

9 EMPLOYEE SIDE COMMENTS

9.1 None received.

10 RECOMMENDATIONS

10.1 EMT/HR Committee are asked to note this health and safety performance.

10.2 Service Managers are required to promote a strong health and safety culture through a continued drive of encouraging accident and near miss reporting, active monitoring and identification of trends. This will prompt the review of risk assessments and safe working methods.

10.3 All employees should continue to work in a safe and responsible manner and bring to the attention of their line managers any health and safety concerns, accidents and near misses.

10.4 All Managers should continue to promote the reporting of accidents/incidents, in particular to encourage near miss reporting.

10.5 Measures to be introduced by all to reduce harm by continually implementing suitable control measures and improving working methods.

For further information contact:

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Background Papers:

None

APRIL 2019 – MARCH 2020, EMPLOYEE RIDDOR ACCIDENTS

Individual employee accidents resulting in day's lost.

In accordance with the HSE incidents (RIDDOR- Reporting of injuries, Disease and Dangerous Occurrences Regulations)

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

Job Title & Incident No.	Injury	Body Part	Days Lost	Description of Accident	Remedial Action
Gas Engineer - 2929	Near Miss	Near Miss	0	whilst operating the boiler engineer found products of combustion entering the property. Investigated in the loft space and found the flue system was not together properly. on closer inspection found that a gas safe registered engineer had signed it off.	Full accident investigation being undertaken by health and safety officer in Housing Maintenance.
Streetscene Operative - 2910	Sprains and Strain	Knee	14	Operative slipped entering vehicle (7.5 ton), as the operative pulled himself in to the cab his left foot slipped off of the step and his leg jarred resulting in pain in his left knee.	Operative returned to depot before attending Lymington minor injuries where he was assessed but no treatment given. Signed off until 21/2/20
Housing Maintenance Operative - 2907	Fracture	Wrist	61	Carrying concrete fence post base and tripped, fell on wrist. visited lymington hospital.	Health and safety officer has requested the risk assessment for this activity is reviewed.
Streetscene Operative - 2848	Sprains and Strains	Knee	31	Operative had tipped load from caged vehicle, an item became stuck and the operative attempted to dislodge it and in doing so it slid down and struck his left knee.	Following the incident a review of the risk assessment, safe system of work and transfer site rules was undertaken along with a period of tool box talks to ensure operatives remain vigilant and do not become complacent when at the transfer sites.

Engineering Works - 2843	Sprains and Strains	Trunk (Abdominal/ Pelvis)	63	Operative was lifting wacker plate with colleague and felt pain in his groin as he twisted. Made appointment with doctor as pain persisted and upon visiting doctor 7 days later was signed off with possible hernia.	No first aid at time of incident, doctors appointment made for 1 week. Reaffirmed manual handling best practice to be used at all times, significant height difference between operative and lifting partner may have been a contributory factor.
Refuse Operative - 2825	Fracture	Ankle	17	Twisted ankle resulting in chipped bone in ankle as a result of standing in pothole when exiting the cab of his vehicle.	Attended Lymington Minor Injury for x-ray Confirmed fracture of lateral malleolus Signed off until 21/10/19
Refuse Operative - 2807	Fracture	Wrist	14	Operative tripped over a kerb whilst loading the refuse lorry and as he fell he put his arms out to break his fall and fractured his wrist as a result.	Hospital treatment at A&E
Grounds Maintenance - 2787	Superficial Injuries i.e bruising	Trunk (Abdominal/ Pelvis)	28	Operative was using A frame of trailer to climb on to the bed of the van to gain access to the lock box containing strimmers, he swung his leg up to get on to the back of the van and missed causing him to fall and hit the left hand side of his torso on the kerb stone.	No immediate first aid received as operative felt that he could continue, operative later went to visit his GP who indicated that he may have bruised or possibly cracked his rib. No hospital visit. Signed off until 29/7 Pull out ladder available on some but not all vans that would have eliminated the need to climb on the A frame of the trailer to gain access to the bed. 2 rung ladders to be fitted to all vans as the rear and to the side so that they can still operate if a trailer is attached, if access to the bed is impeded by the trailer the trailer to be disconnected to enable access to rear of the van. Email correspondence with Transport

					Manager and Senior Supervisor 26/7
Refuse Driver - 2759	Sprains and Strains	Lower Limb	22	Refuse driver was getting out of cab and his trouser pocket caught on the door latch. As he stepped down his caught trousers twisted him resulting in him landing awkwardly.	No first aid given. Driver reminded to maintain 3 points of contact at all times when exiting the cab. Off of work 19/6 - to check if returned 26/6 Still off of work 26/6 - to check 11/7 Returned to work 10/7/19
Refuse Driver - 2733	Sprains and Strains	Shoulder	28	While emptying bin bags in to back of refuse vehicle operative threw bag which got caught on his arm and pulled his shoulder.	Incident occurred on a Thursday but operative did not go off sick until following Wednesday when accident report form was completed. Saw GP and received pain killers. Initially off of work 24/4 - 9/5 but off work again from 14/5 Returned to work again on 27/5

April 2019 – March 2020, LEISURE CENTRES - MEMBER OF PUBLIC RIDDOR Accidents.

In accordance with the HSE incidents (RIDDOR- Reporting of injuries, Disease and Dangerous Occurrences Regulations 2013)

Accidents to members of the public or others who are not at work must be reported if they result in an injury from a work activity and the person is taken directly from the scene of the accident to hospital for treatment to that injury.

MEMBERS OF PUBLIC ACCIDENTS					
Leisure Centre	Gender & Age	Injury	Part of Body	Description of Accident	Remedial Action
Applemore	Male - 60+yrs	Cuts	Head	Taking part in exercise class. Sat on chair as felt faint. Fell off chair fainting and hit head on stack of weights (plates) on way down.	Area thoroughly cleaned by team. Statement from instructor obtained. Recovery position until conscious. Pressure on wound with bandage and head and feet slightly raised. Avoid seating someone to rest who is feeling unwell adjacent to equipment. Seat them on the floor preferably in accordance with good first aid practice.
New Milton	Male - 18-25yrs	Dislocation	Knee	He was standing close to the gate, as it was closing he tried to move out the way. Knee was caught by the door gate at an awkward angle and knee cap dislocated.	Gate opened and left on fully open, contacted manager. MJ contacted Omega to check door is functioning as expected. Ice pack given and ambulance called.
Ringwood	Male – 5-11yrs	Cuts	Mouth	Turned to go up the main stairs to snack-site, feet slipped and he hit his mouth on the bottom stair.	Used white role to soak and stem blood. Cleared area of public. Advised need medical attention. Parents took child to hospital. Employee witness statement completed. Follow up call determined child had surgery.
Ringwood	Female – 5-11yrs	Fracture	Wrist	Child was leaning against the locker when her feet slipped out from under her causing her to land on her hand.	Area checked for sl Ice pack. Advised to see GP

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