

EMPLOYEE AND PUBLIC ACCIDENT/INCIDENT STATISTICS 2018/19

1. INTRODUCTION

- 1.1. The following report provides details of accidents and incidents involving council employees and members of public from 1 April 2018 to 31 March 2019, 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

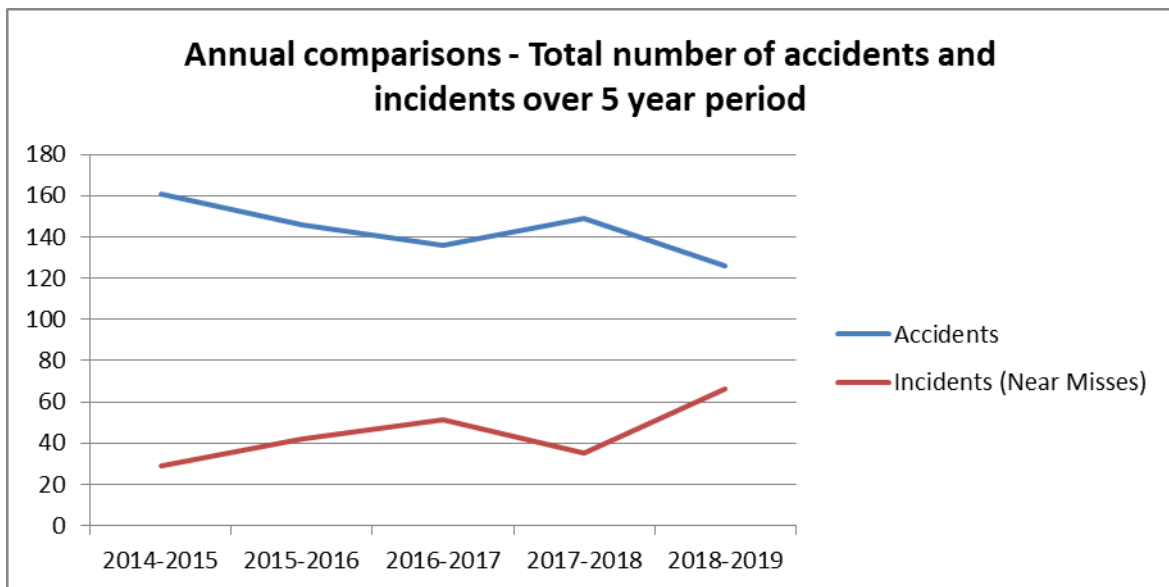
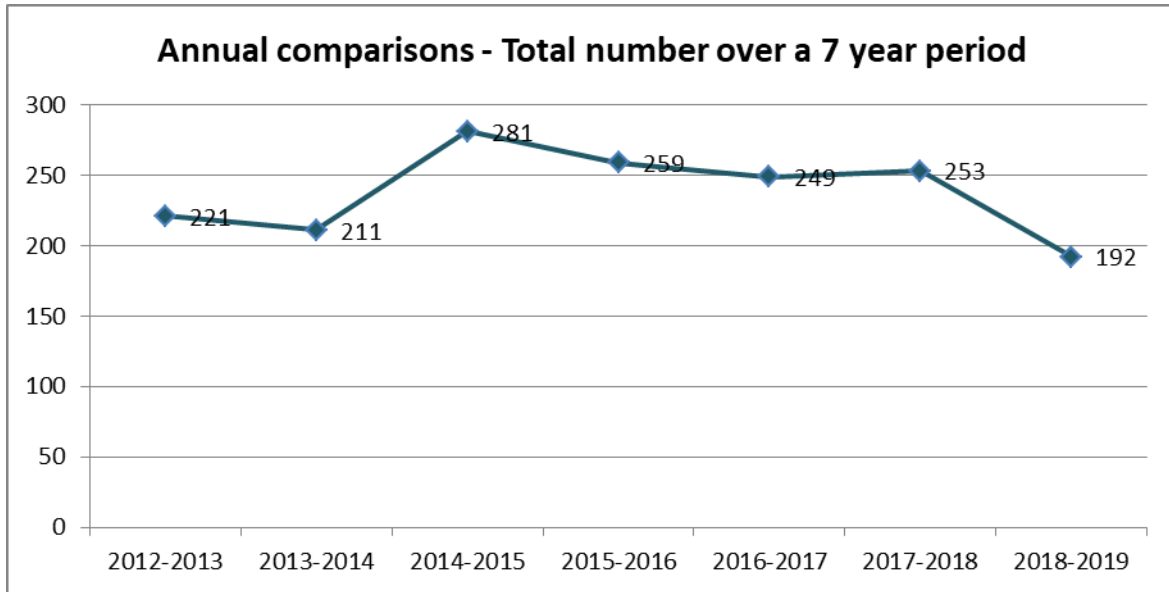
In 2018/19 a total of 192 accidents and incidents (near misses) were reported, a decrease of 67 from the previous year.

126 of these were accidents with injuries compared to 151 the previous year; 8 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 1 for reportable accidents.

There were 66 incidents (near misses) without injuries in comparison to 35 the previous year.

There were 55 vehicle incidents in comparison to 73 the previous year - see section 4.3 Vehicle/Motor incidents for further information.

It is a positive to see the trend in reducing accidents and vehicle incidents whilst increasing near miss reporting.



2.2 **Operational Services** - The majority of accidents and incidents reported in 2018/19 occurred within the operational service areas. Accidents were predominantly reported by Refuse and incidents by Enforcement. The majority of vehicle accidents and incidents reported for 2018/19 also occurred within Refuse; however there were also reports within Housing Maintenance, Streetscene and Grounds Maintenance.

A total of 86 accidents and incidents were reported, a decrease of 5 from the previous year. 48 of these were accidents with injuries, a positive reduction of 38% from the previous year; 6 being reportable under RIDDOR. There were 38 near misses during 2018/19, a promising increase of 171% 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 reduced considerably in response to the guidance that was circulated and 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 55 vehicle incidents were reported, a decrease of 18 from the previous year - see section 4.3 Vehicle/Motor incidents for further information.

- 2.3 **Housing Maintenance (formerly Building Works)** – A total of 23 accidents and incidents were reported, a decrease of 16 from the previous year. 17 of these were accidents with injuries, a positive decrease of 7 from the previous year; with only 1 being reportable under RIDDOR. There were only 6 near misses reported during 2018/19, a decrease of 9 from the previous year.

The reduced number of near miss reports is not 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.

- 2.4 **Housing Estates Management & Support and Housing Options** - A total of 20 accidents and incidents were reported, an increase of 17 from the previous year, 7 of these were accidents with injuries, an increase of 5 from the previous year; not reportable under RIDDOR. There were 13 near misses during 2018/19, an increase of 11 from the previous year.

Although the services have increased reporting of accidents and incidents, the health and safety team do not consider this 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. Near miss cards have been introduced for ease of reporting and should be encouraged to be used.

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.

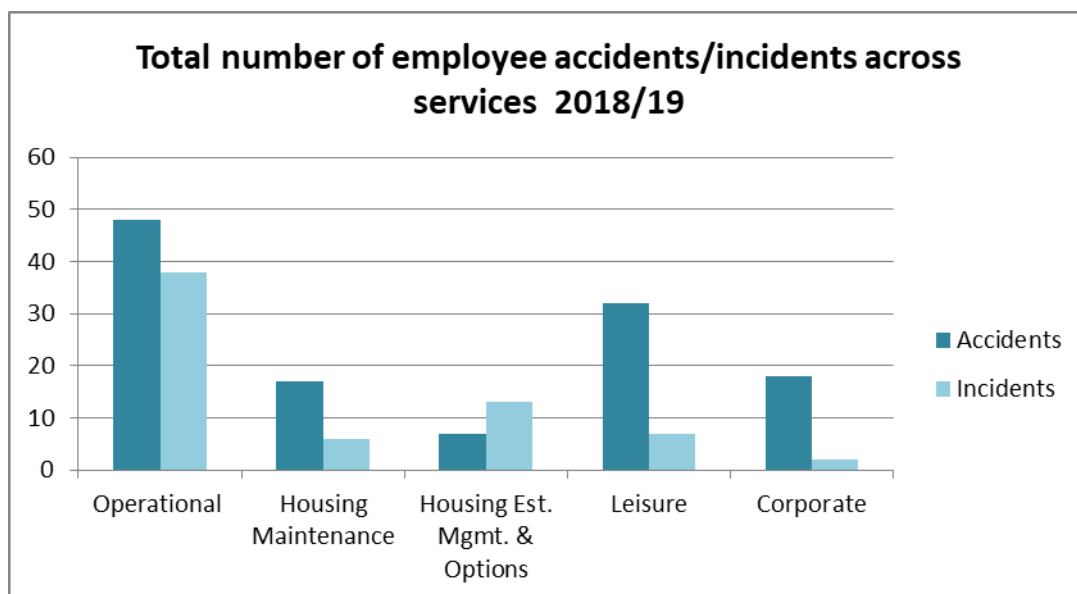
- 2.5 **Leisure Services** – A total of 39 accidents and incidents were reported, a positive decrease of 9 from the previous year. 32 of these were accidents with injuries, a positive reduction of 13 from the previous year; with only 1 being reportable under RIDDOR. There were 7 near misses reported during 2018/19.

35% of employee accidents and incidents occurred whilst moving equipment, this is in accordance with the previous year.

The service must remain mindful when arranging activities to avoid the need to move and transport heavy equipment such as spin bikes and staging units.

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 20, this is an increase of 14 from the previous year. 18 of these were accidents with injuries in comparison to 5 for the previous year, none being reportable under RIDDOR. There were 2 near misses, an increase of 1 from the previous year.



- 2.7 Most of the RIDDOR's were reported as a result of over 7 days absences from work, however one related to asbestos disturbance. It was agreed 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 2018/19 is 17, a positive reduction in comparison to 22 the previous year. This means that for every 100 employees, 17 will experience an accident/incident each year.
- 3.2 The accident rate for the authority for 2018/19 is 11, a positive decrease of 2 from the previous year.

The incident (near miss) rate for the authority for 2018/19 is 6, a 100% increase from the previous year.

The vehicle incident rate for the authority for 2018/19 is 5, a decrease of 1 from the previous year.

Note: The number of employees is an average end of year figure of 1126 for 2018/19.

- 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. 1 claim was closed during 2018/19 and liability denied. 3 new claims have been opened.

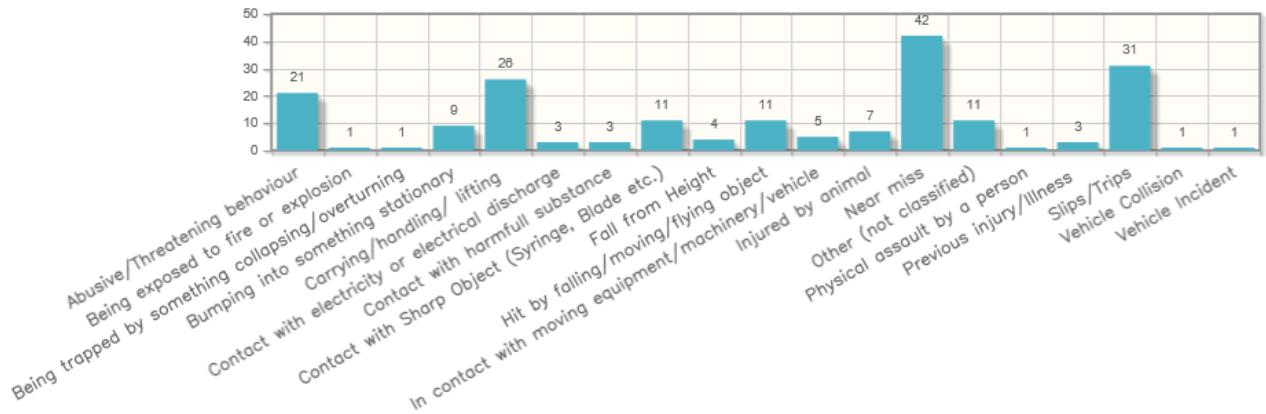
4 TYPES OF ACCIDENTS AND INCIDENTS

4.1 Accidents

As expected, and in accordance with national figures and trends slips, trip and falls and manual handling remain the two main causes of accidents closely followed by

abusive/threatening behaviour. This is as a result of the health and safety teams efforts to ensure this type of incident is being reported.

Slips and trips are the highest causes of accidents across the authority, predominantly within the Operational Services. In 2018/19 there were 31 recorded, in accordance with the previous year.



There has been a reduction in manual handling injuries with only 26 reported in comparison to 45 the previous year. 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.

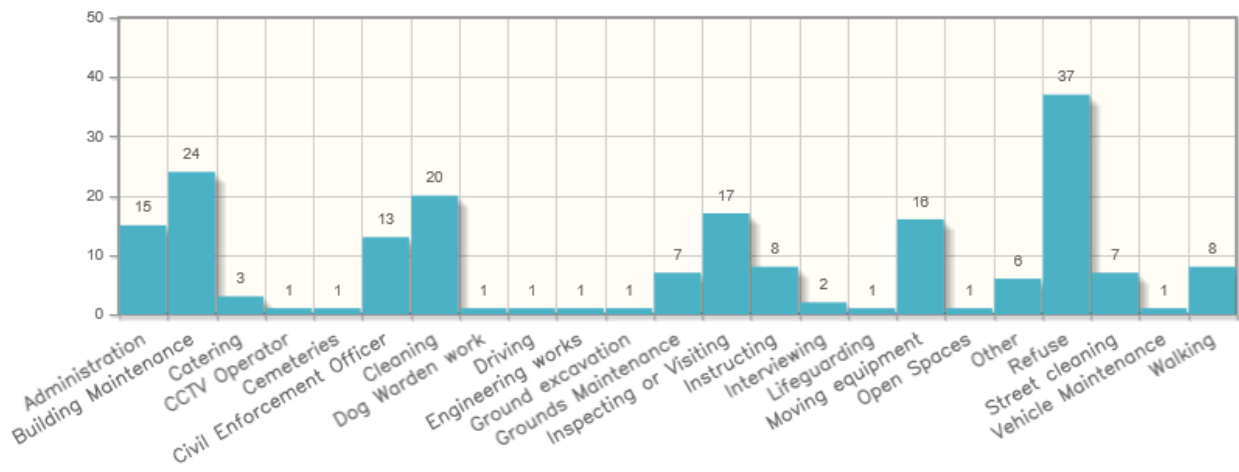
There were 15 back injuries, a 50% decrease from the previous year, 10 of which were reported from within Operational Services, predominantly refuse, in comparison to 19 the previous year.

Contact with sharp objects has also been a contributing cause of a number of the accidents, however this has reduced to 11 from 16 reported last 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 hit by falling/moving/flying object has also been a contributing cause predominantly within the leisure services as a result of moving equipment, however this has also reduced to 11 from 17 reported the previous year. Only one of these was reportable and this has been fully investigated, with recommendations for management.

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

- Refuse
- Building Maintenance
- Cleaning
- Inspecting and Visiting
- Moving Equipment



4.2 Near Miss Incidents

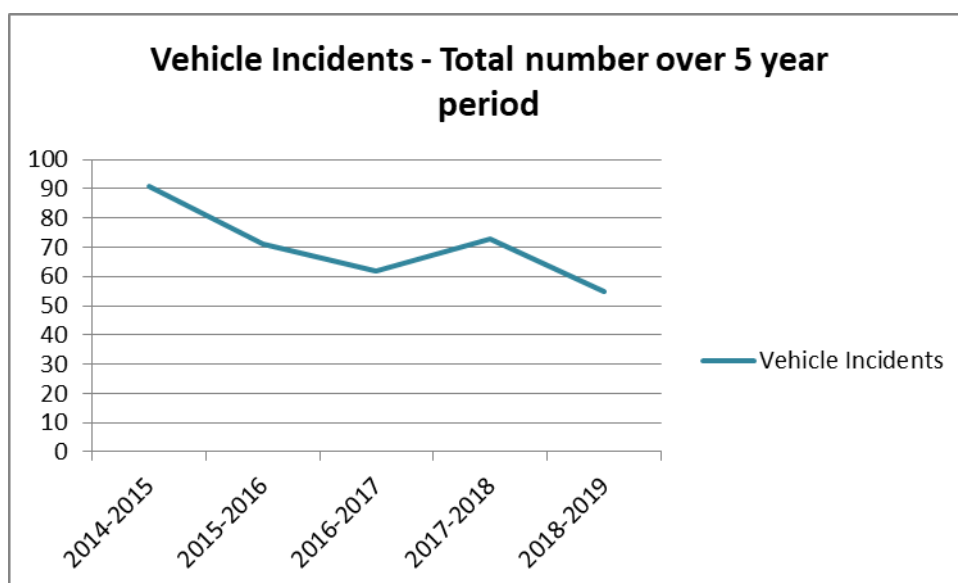
There were 66 near misses reported in 2018/19, this is an increase of 31 from the previous year.

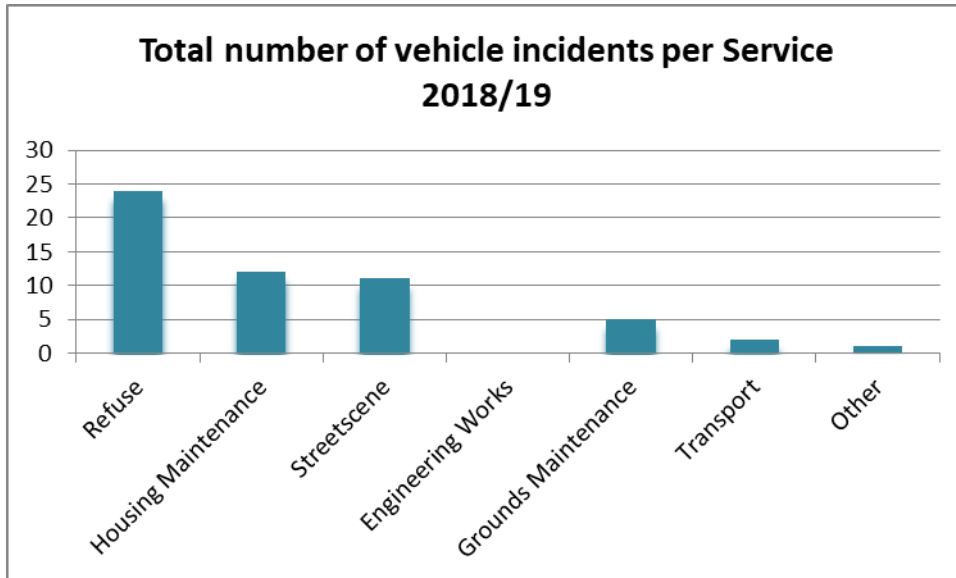
This increase is very positive and it remains an objective to encourage high levels of near miss reporting to identify any interventions required to prevent accidents occurring in the future. Other services need to adopt the culture demonstrated within Operational and Housing services to enable issues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

The marked increase during 2018/19 in near miss reporting within the Housing Estates and Management Support is a positive step in enabling lessons to be learnt and to prevent accidents.

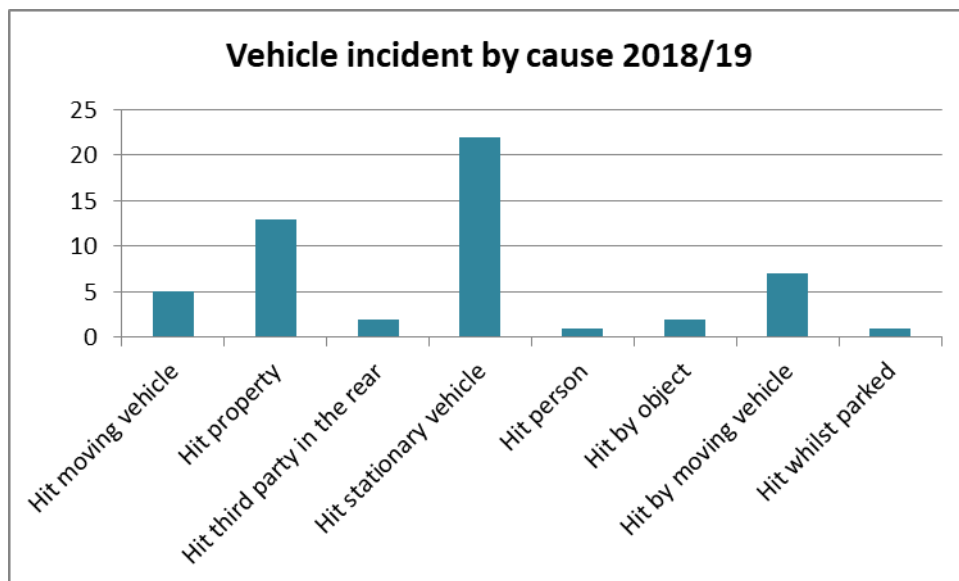
4.3 Vehicle/Motor Incidents

The total number of vehicle incidents reported during this period is showing a significant decrease of 25% from the previous year and lowest recorded in 5 years.





Last year, a total of 73 vehicle incidents occurred, compared to this year's total of 55 which is a decrease of 18 from the previous year and the lowest ever recorded. The majority were from Refuse, Housing Maintenance and Streetscene and 45% of the incidents occurred whilst reversing in comparison to 34% the previous year.



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. Since this, the trend shows a reduction in incidents for both quarter 3 and 4 in comparison to the previous year.

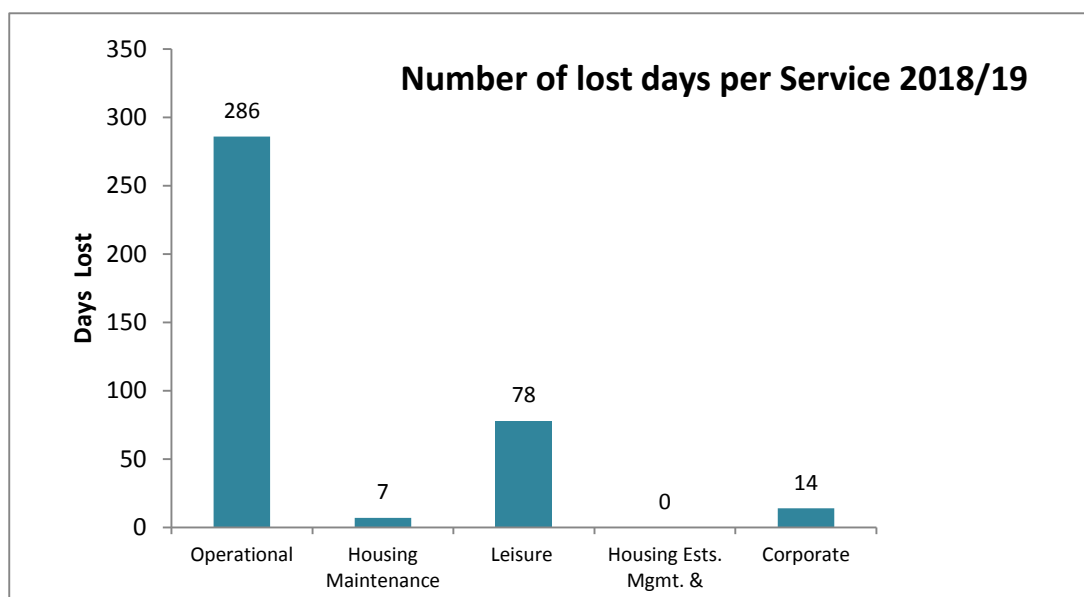
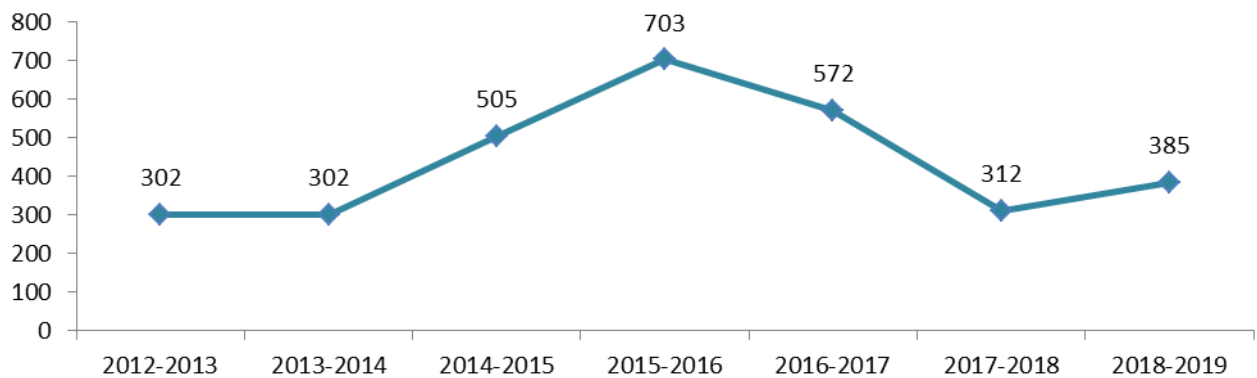
Feedback has identified concerns over the standard of applicants for driver roles which may contribute to incidents.

5 WORKING DAYS LOST DUE TO ACCIDENT AND INCIDENTS

5.1 The total number of days lost due to accidents in 2018/19 was 385; an increase of 73 days from the previous year. Of the 8 RIDDOR accidents, days lost totalled 268 within Operational, Housing Maintenance and Leisure Services. 5 of these being long term sickness injury cases over 20 days that totalled 242 days, one of which is still ongoing.

The remaining 3 reportable accidents resulted in short term sickness injury cases totalling 26 days in comparison to 65 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 18 reported public accidents/incidents excluding those that occur within the leisure centres, an increase of 800% 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.

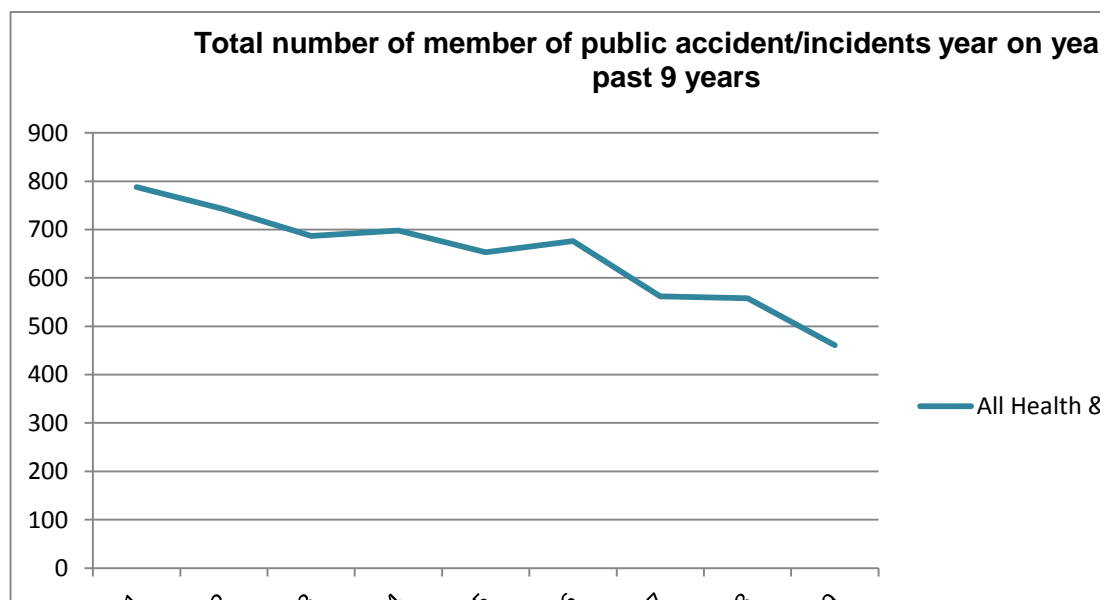
The majority of these were incidents reported by housing tenants in relation to fire or gas exposure with no injuries sustained, suitable emergency services called and areas made safe.

Accidents/incidents to 4 members of public were also reported by information officers. These were minor accidents and incidents suffered as a result of natural causes (seizures).

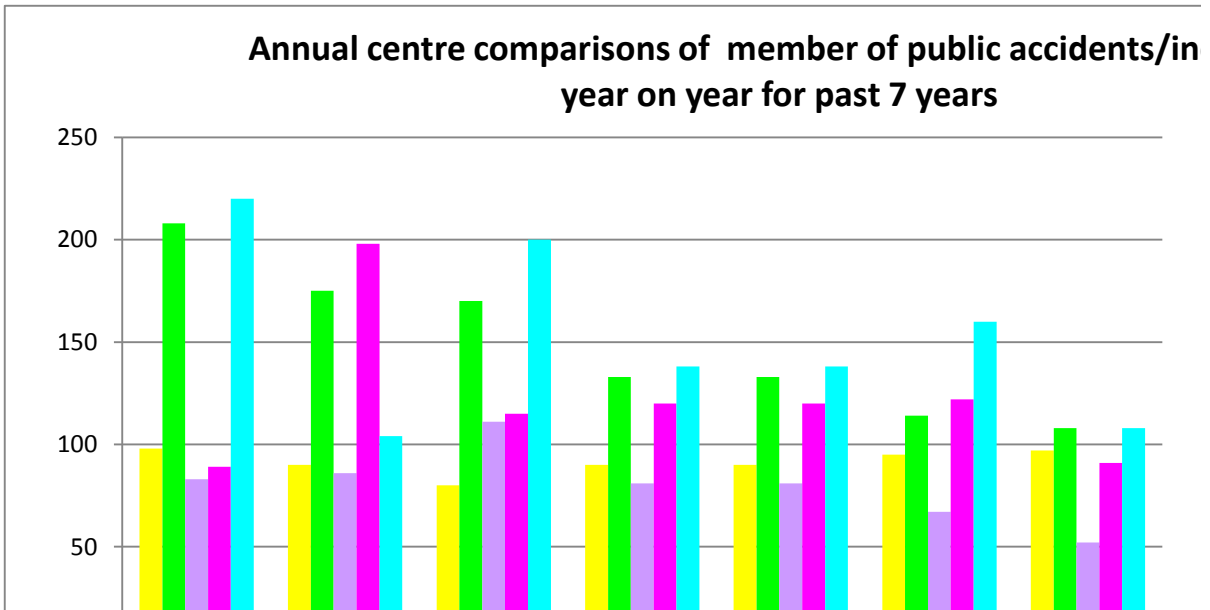
6.2 Leisure Centres

There were 461 public accidents and incidents, including 54 near misses, reported during 2018/19, with 2 being reportable to the Health and Safety Executive in accordance with the Reporting of Injuries, Disease, and Dangerous Occurrences Regulations 2013. 90% resulted in injury. See appendix ii for reportable accidents.

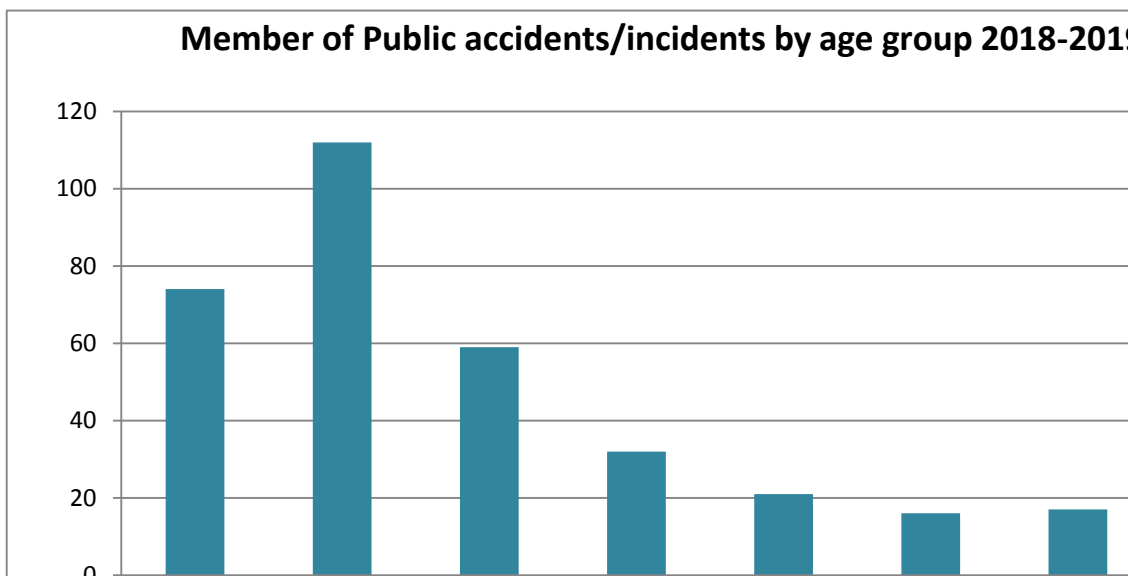
This is another decrease, from the previous year's figure of 558 and its record lowest in 9 years. While this figure still appears high, it needs to be considered in the context of the business undertaking, with five busy centres operating seven days a week.



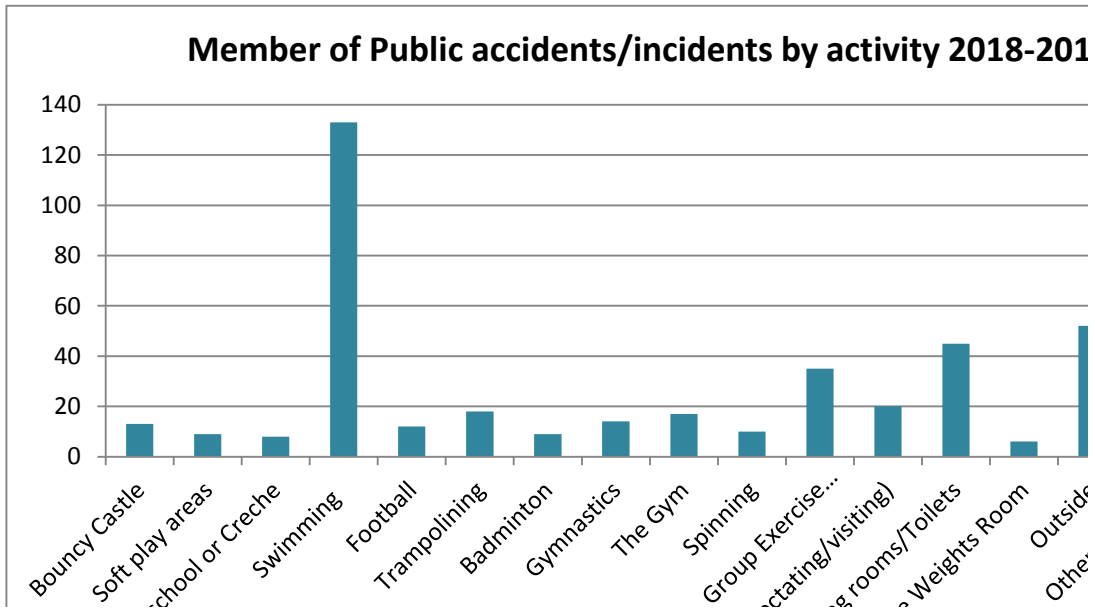
6.3 Ringwood and Applemore usually experience a higher number of accidents/incidents in comparison to other centres. This is predominantly due to the fact that they operate play-sites and facilitate bookings for junior activities/clubs resulting in children unintentionally colliding with one another or falling over. Applemore have also run a Pre-School.



6.4 As mentioned in paragraph 6.3 and shown below, young people using the facilities suffer the majority of accidents/incidents with a total of 74 in the 0-4yrs category, 112 in the 5-11yrs category and 59 in the 12-17yrs category.



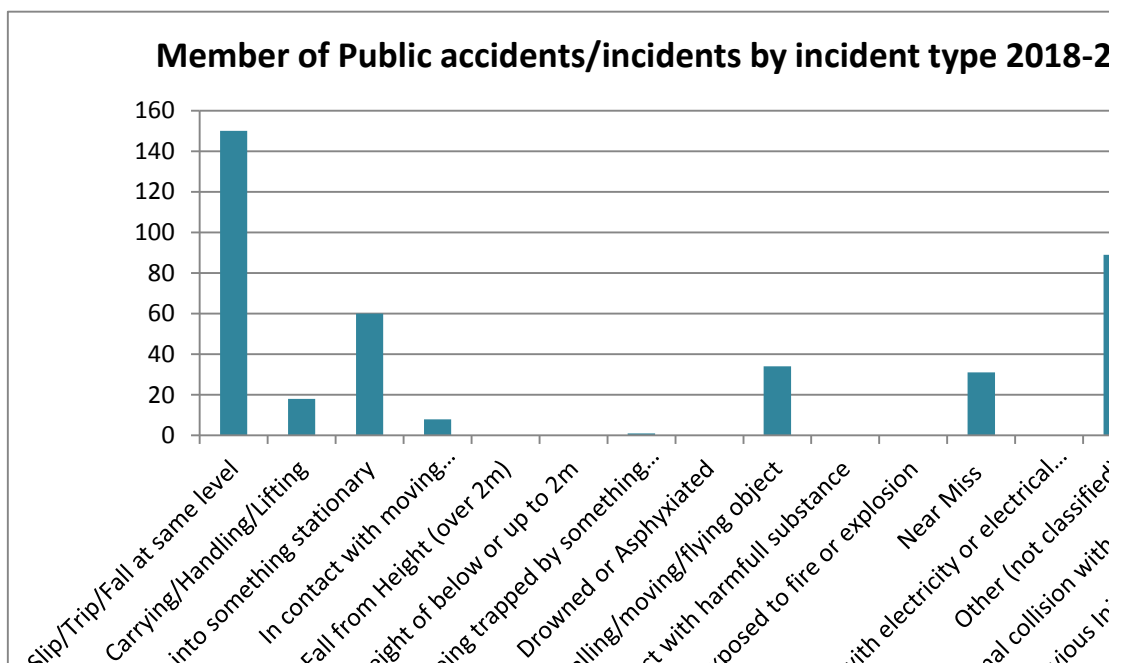
6.5 Swimming including casual, academy and club sessions remains the most common activity for accidents/incidents. With over 4000 swimmers on swim academy and pool sessions running 7 days a week this is to be expected. The pool hall is always supervised when pools are in use, hence any accidents/incidents,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

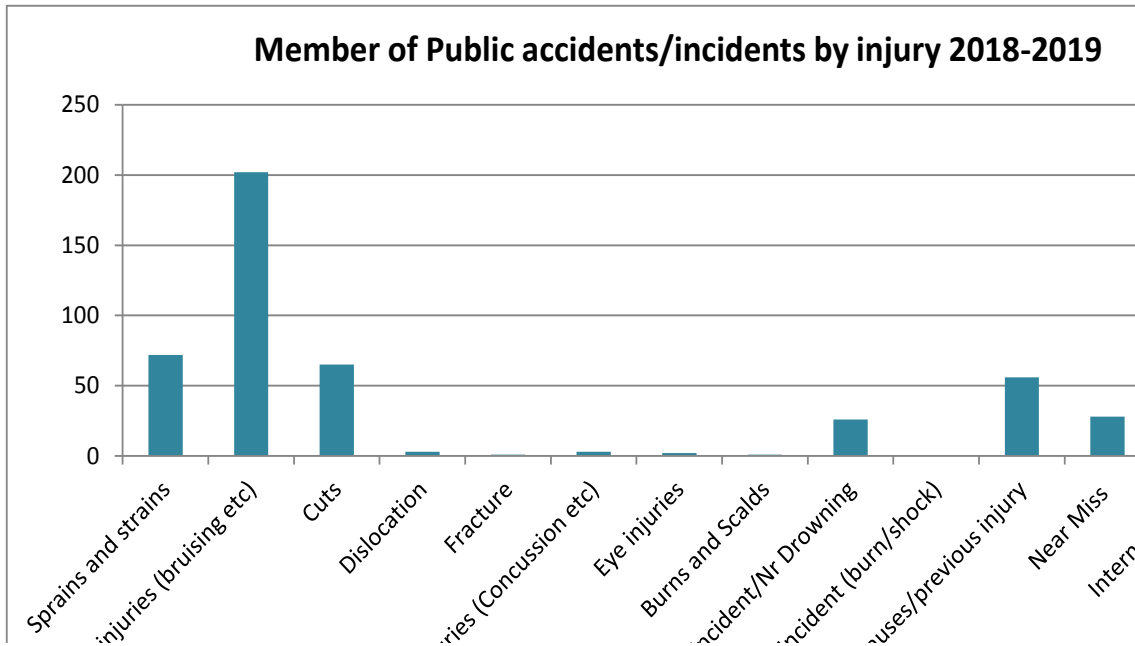


6.6 The breakdown of accident/incident and injury show clear trends. The most common causes being slips, trips and falls, and the most common injuries being superficial injuries (bruising), sprains and strains and cuts.

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 12% of these 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.





6.7 In June 2015, the service introduced the Near Miss Quick Record Cards. It is vital to collate information on near misses to prevent further injuries and possible fatalities and the service was previously underreporting. Since the introduction of these cards, near misses increased by **500%** from 9 to 54 in 2015/16.

This year the same number were reported in accordance with previous years. All centres have received a further stock of cards and have been reminded and encouraged to continue to use them.

6.8 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 2018/19 however according to throughput stats recorded by the Centres last year; there were 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 2018/19.

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. 1 claim was closed during 2018/19 and liability denied. 3 new claims have been opened.
- 7.3 Diligent and systematic maintenance and inspections of an open space assisted with the defence of a trip claim this year made by a member of public in 2014. Officers who attended court were commended on their performance by our barrister.
- 7.4 There were 55 motor claims costing £113,550.37 in total, a reduction of £14,718.96 on last year.
- 7.5 Considering the corporate average salary and cost of sickness per day, 385 lost days equates to an estimated cost of £33,495.00. 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 decrease from the previous year and the lowest recorded in 7 years. A high number of these accidents were caused through slips, trips and falls 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. The total number of vehicle incidents this year is the lowest on record.
- 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 9 years.
- 8.5 Employees need to be encouraged across all services to report all accidents and incidents. 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 organisational restructures and service groupings continue to take shape, it will be important for Senior Managers to include positive health and safety culture as one of their business priorities.
- 8.9 Health and Safety performance statistics:
- Hit Target Key?

✓✓	Exceeded target
✓	Hit target
●	Marginally missed target
▲	Missed target

	Desired direction of travel	Target 2018/19	Actual 2018/19	Hit Target?	Target 2019/20
Employee Accidents	↓	130	126	✓✓	115
Public Accidents	↓	500	413	✓✓	390
Employee Near Misses	↑	70	66	●	80
Vehicle Incidents	↓	55	55	✓	50
Public Near Misses	↑	60	66	✓✓	80
Employee Occupational Diseases	→	0	0	✓	0

9 RECOMMENDATIONS

- 9.1 EMT are asked to note this very positive health and safety performance.
- 9.2 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.
- 9.3 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.
- 9.4 All Managers should continue to promote the reporting of accidents/incidents, in particular to encourage near miss reporting.
- 9.5 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 2018 – MARCH 2019, 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
Refuse Operative - 2686	Sprains and Strains	Back	47 as at 31/03/19	During a glass collection round, operative picked up glass box and pulled his back.	Told to take care and check weight prior to lifting as per manual handling training.
Driver (HGV) - 2683	Cuts	Hand	51	Operative's vehicle had broken down and he was taken back to the depot by a maintenance technician. The depot was locked up so the maintenance technician unlocked the depot, the waste operative went to get changed and the maintenance technician left, locking the gate. Once the waste operative had got changed he came back to find the maintenance technician had left and relocked the gate. The waste operative decided to climb the gate rather than use his key or phone for assistance and in doing so cut his hand on the top of the gate.	After investigation it was found that the waste operative had a key to the gate but did not realise and made the decision to climb the gate without giving any thought to calling for assistance. Review of lone working arrangements for depots, in particular Ringwood, taking place.
Leisure Attendant - 2674	Cuts	Foot	65 (Phased return)	Whilst setting up the staging unit for an exercise class attendant pulled down the first side, had a look to see if it was out properly and the stage collapsed onto her right foot and caused a severe cut.	After investigation further specific training was identified to ensure correct set up of the equipment.
Refuse Operative - 2627	Sprains and Strains	Hand	39	Step gave way beneath operative whilst on waste round resulting in fall on to back/leg.	Operative taken to hospital complaining of back pain, x-rays all clear and no

				*Note, this incident occurred at Parkside, Hounslow not Park Close as written on accident report form.	further treatment required. Step repaired by Housing Maintenance on 25/10/18.
Refuse Operative - 2612	Sprains and Strains	Back	14	Whilst putting refuse sacks in the back of the truck felt a twinge in lower back which became worse.	Pain killers taken. Reminded to practice safe manual handling techniques.
Housing Operative - 2622	Near Miss	Other	0	Boiler Replacement - needed to remove some boxing to relocate the flue. The bottom section of boxing was ply, when he started to remove top section of boxing it snapped and was identified as AIB board containing asbestos.	Warned tenant. Remedial action was adhered to as of HSE Guidance of any disturbance of unforeseen ACM's.
Refuse Operative - 2562	Sprains and Strains	Back	12	Bent to pick up refuse sack, sack was heavy and felt back just go. Pain to left hand side of back.	Painkillers taken initially. Operative reminded to check weight of bags before attempting to lift and when lifting observe correct manual handling technique.
Refuse Operative - 2530	Sprains and Strains	Lower Limb	40	Operative slipped on mud at the side of the road and felt something go in his leg and heard a popping sound.	Advised to seek further medical assistance. Visited hospital on 29/4 and confirmed torn muscle

April 2018 – March 2019, 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
Ringwood	Male - 18-25yrs	Fracture	Elbow	During trampoline club fell funny and fractured elbow.	Ice pack given, supported the ankle. 999 – Partner took to hospital.
Ringwood	Male - 26-38yrs	Cuts	Hand	Whilst playing football went in for a tackle running at speed and impaled/sliced hand on corner of fence/boards between pitches (metal joining part).	Checked area where he cut his hand. Sat down, elevated, applied pressure on wound - given 3 bandages. Interim remedial works on sharp areas to ATP divider boards. Servicing documentation signed off as fit for purpose.