

## **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**

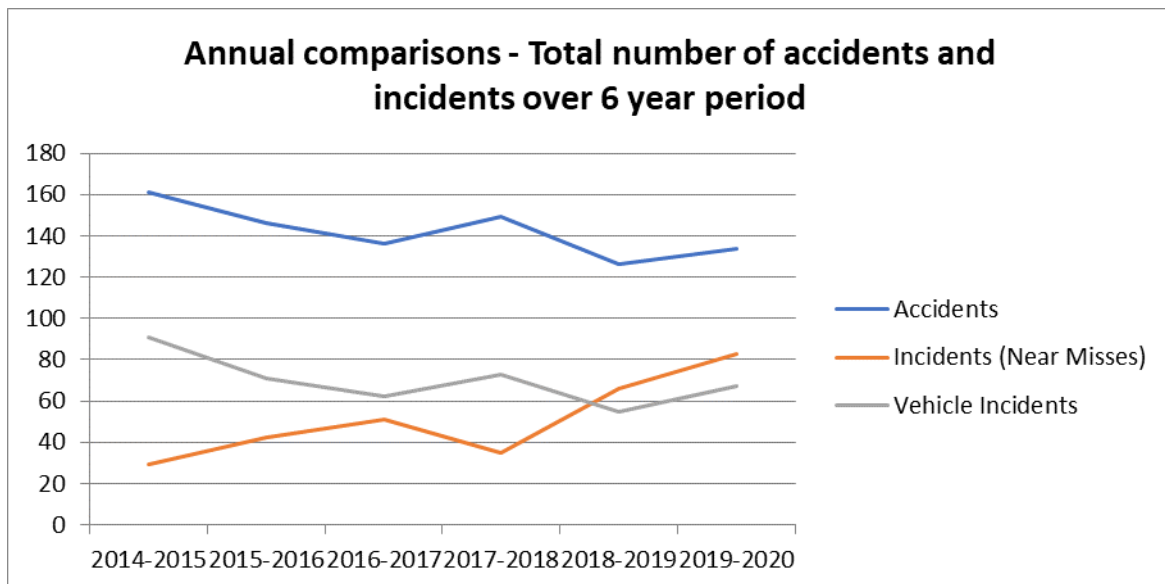
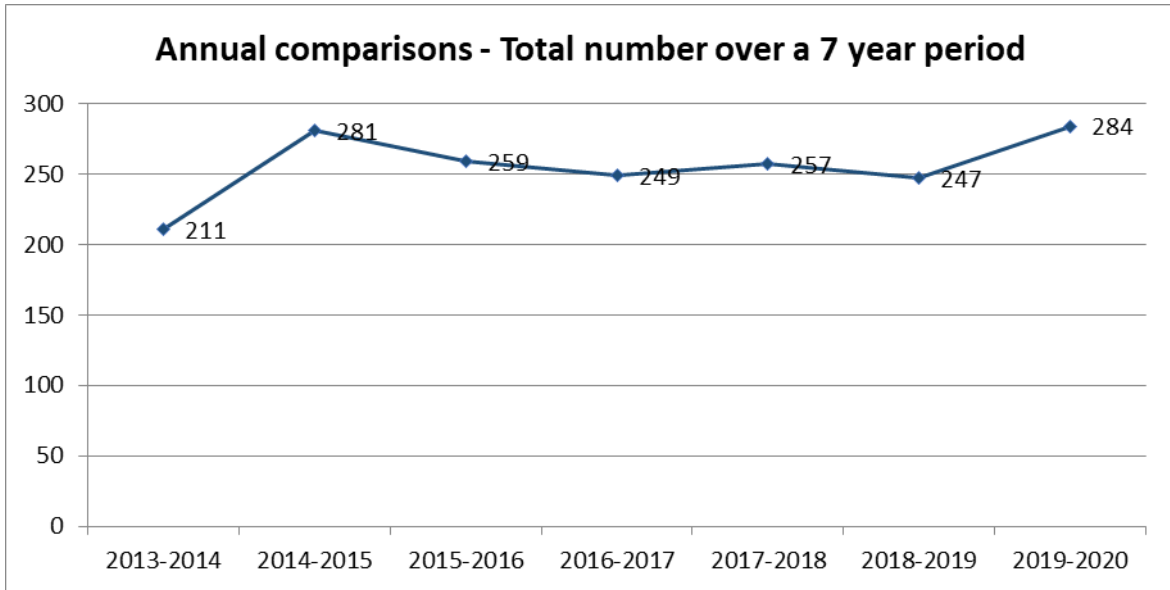
In 2019/20 a total of 284 accidents and incidents (near misses) were reported, an increase of 92 from the previous year.

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.

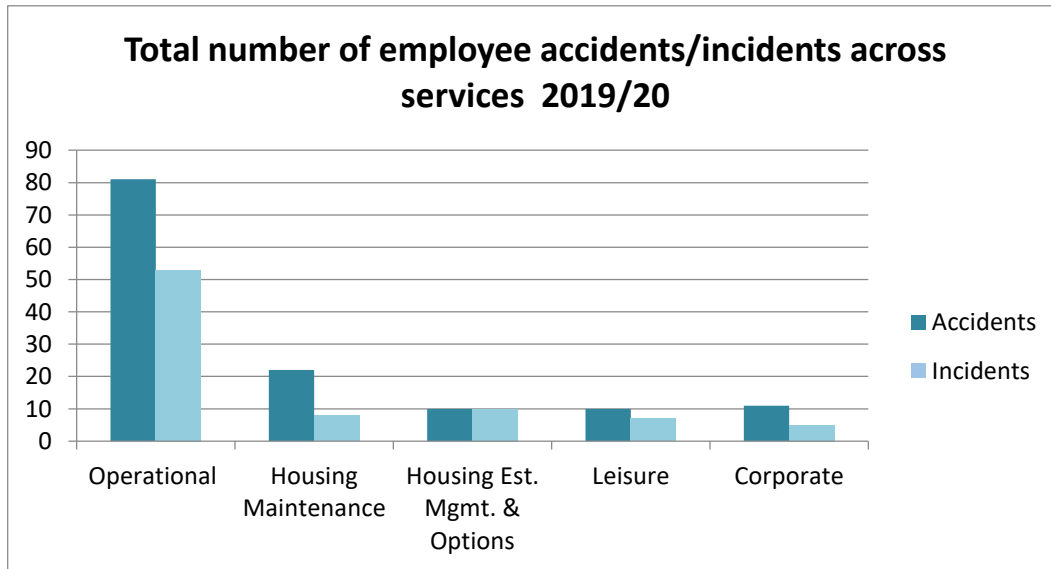
Although the services have increased reporting of accidents, the health and safety team do not consider the number of near misses to be a true reflection of the number occurring within these services such as those of an abusive/threatening nature experienced by officers especially during interviews.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

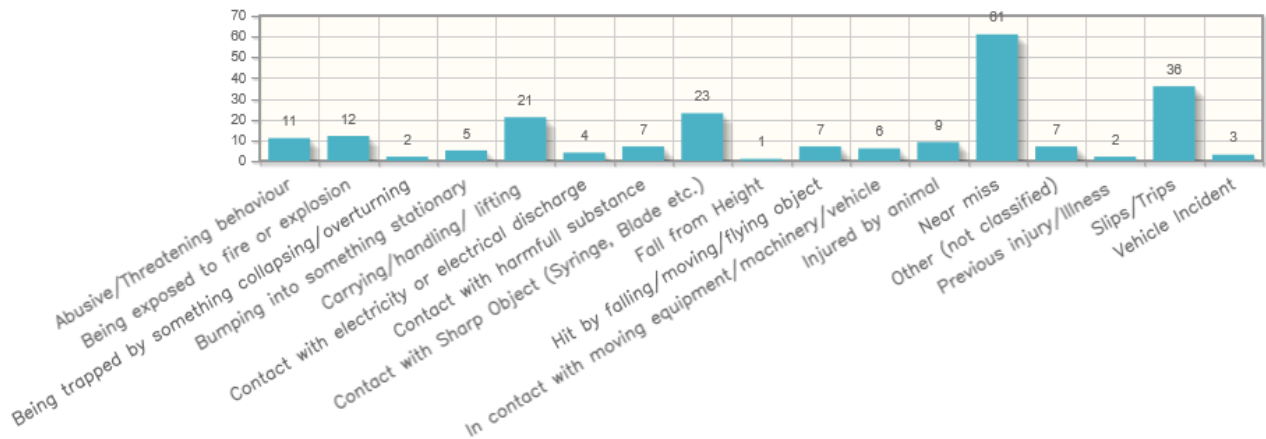
- 3.3 Whilst a reduction in accident rate is preferred it remains an objective to encourage high levels of near miss reporting to identify any interventions required to prevent accidents occurring in the future.
- 3.4 There have been no successful insurance claims to date concerning a workplace accident. 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.

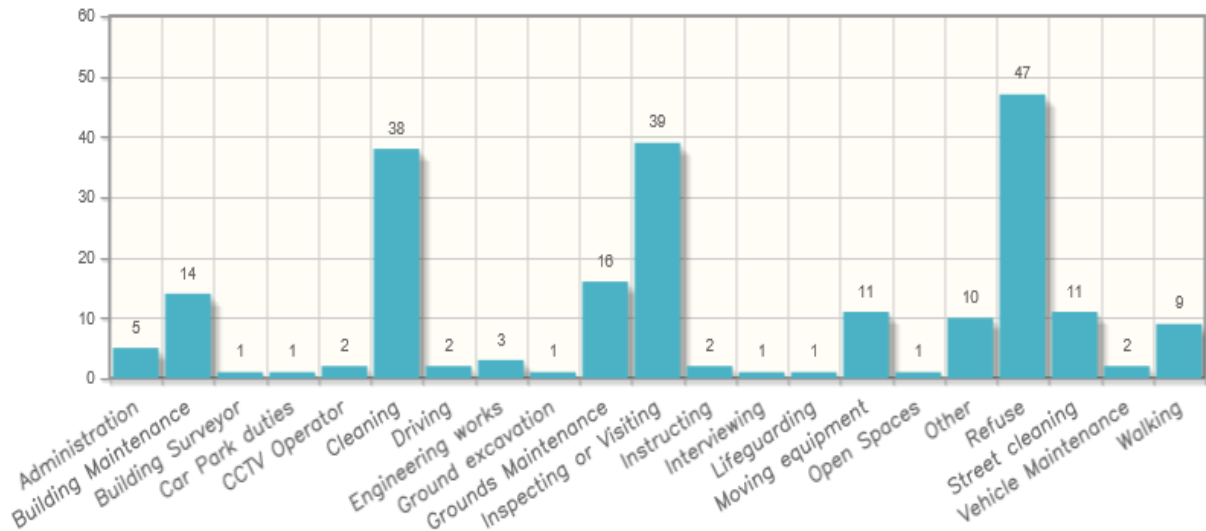
There were 13 back injuries, a further decrease from the previous year, only 9 of which were reported from within Operational Services, predominantly refuse, in comparison to 10 the previous year.

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



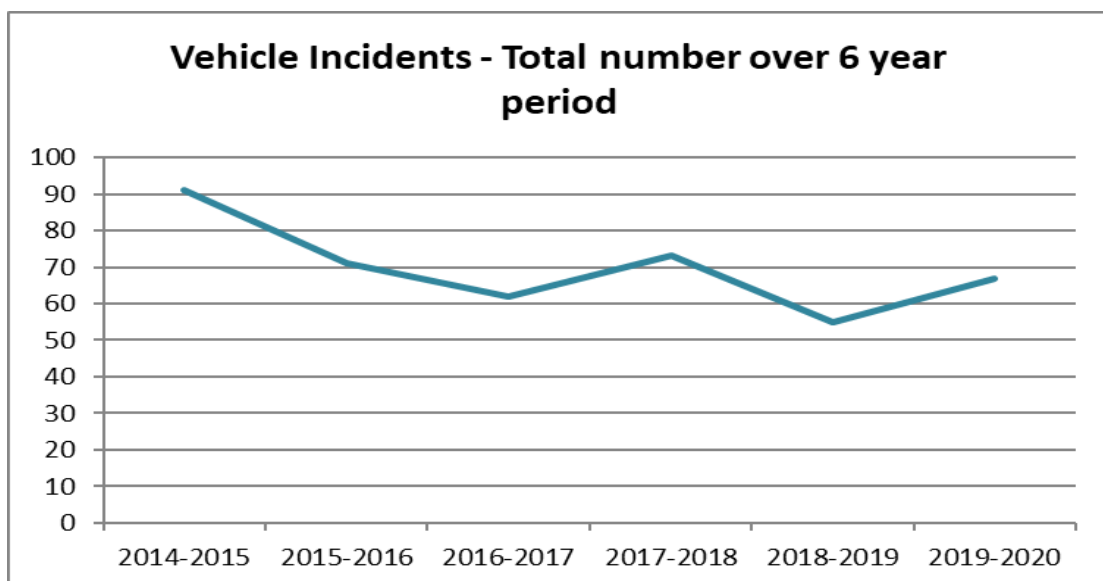
#### 4.2 Near Miss Incidents

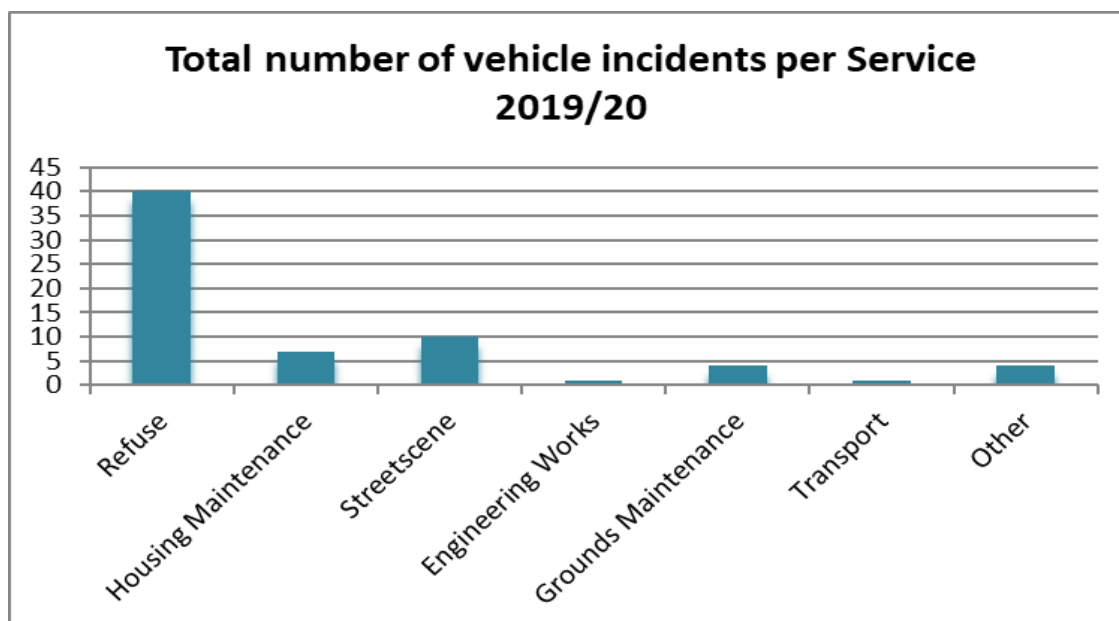
There were 83 near misses reported in 2019/20, this is a further increase of 17 from the previous year.

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.

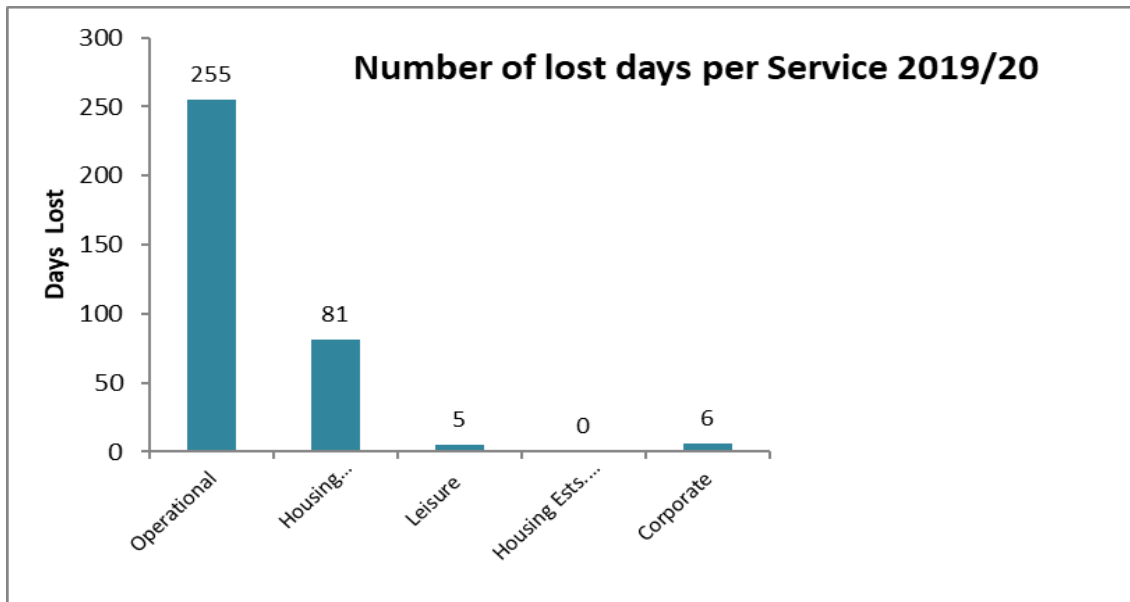
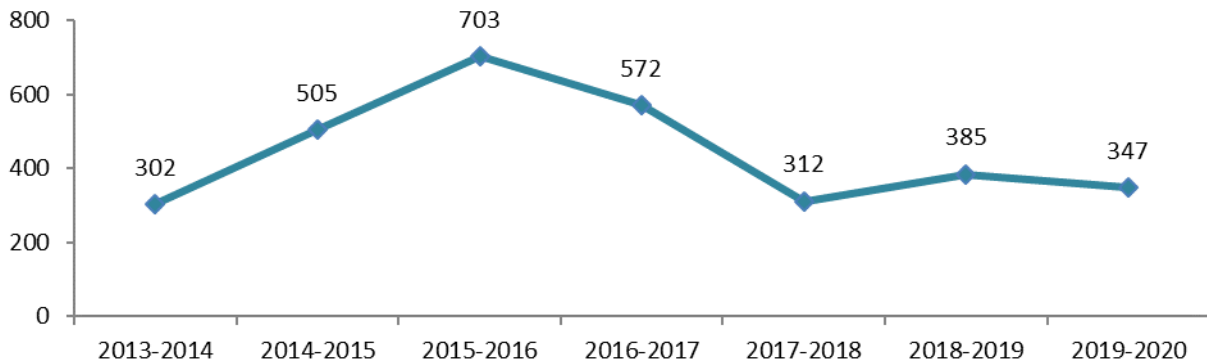
Feedback has identified concerns over the standard of applicants for driver roles which may contribute to incidents.

## **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.

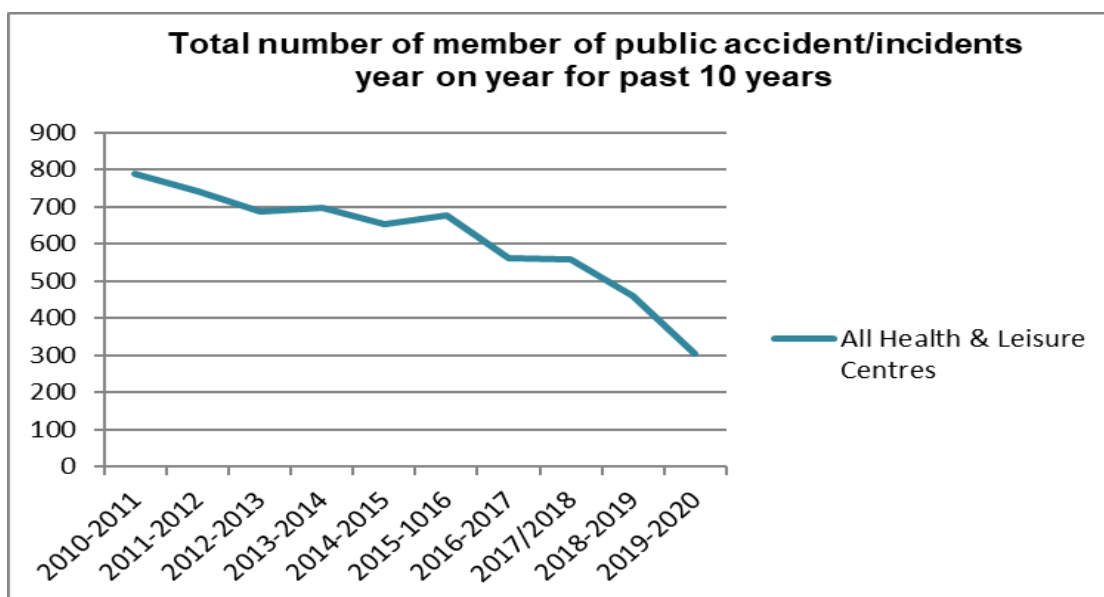
An accident to an elderly member of public who was visiting her sons grave in poor weather conditions was also reported by cemeteries. There was also a minor accident which resulted in a cut hand from a bush but this happened elsewhere and an information officer carried out first aid to assist him.



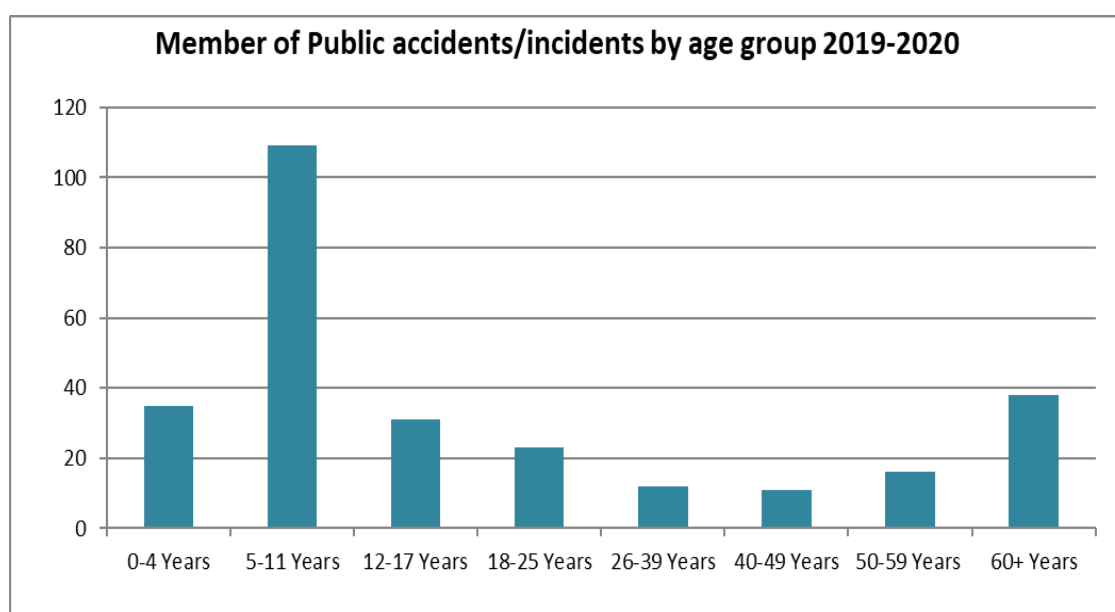
## 6.2 Leisure Centres

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.

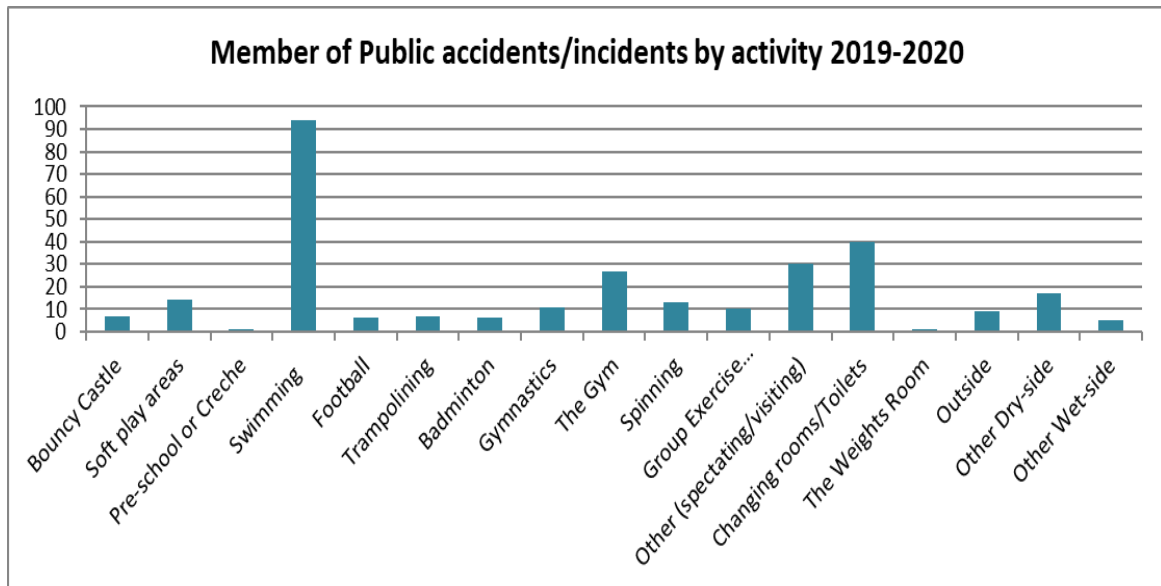
This is another decrease, from the previous year's figure of 461 and its record lowest in 10 years. While this figure still appears high, it needs to be considered in the context of the business undertaking, with five busy centres operating seven days a week.



- 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.



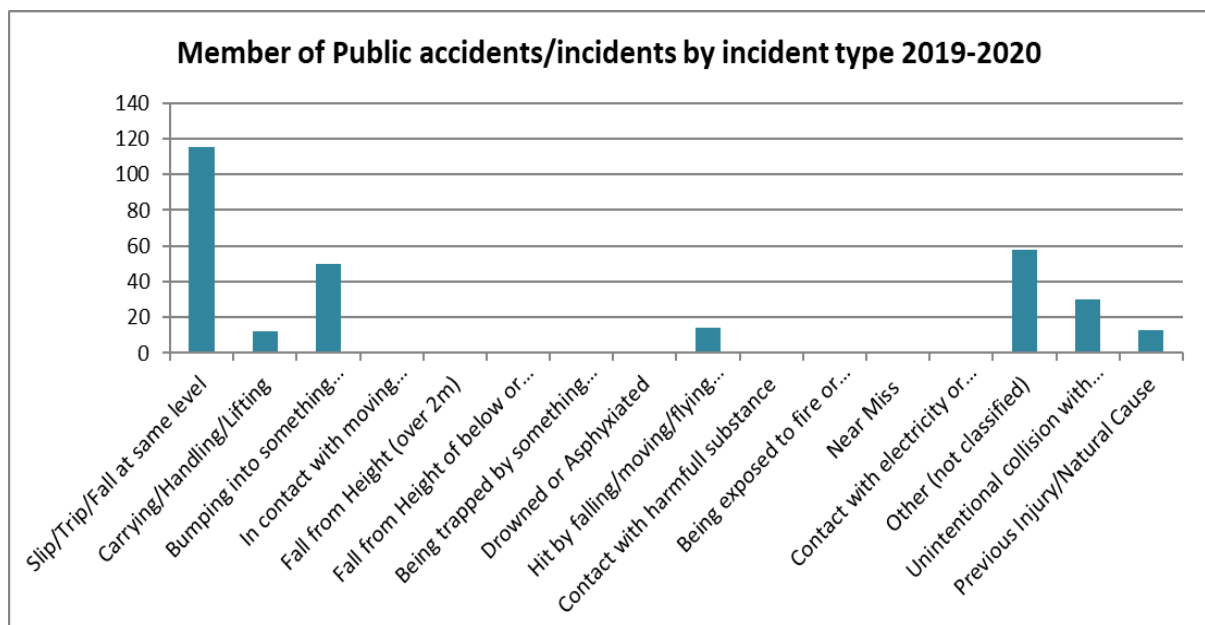
6.4 Swimming including casual, academy and club sessions remains the most common activity for accidents/incidents. With over 4000 swimmers on swim academy and pool sessions running 7 days a week this is to be expected. The pool hall is always supervised when pools are in use, hence any accidents/incidents,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

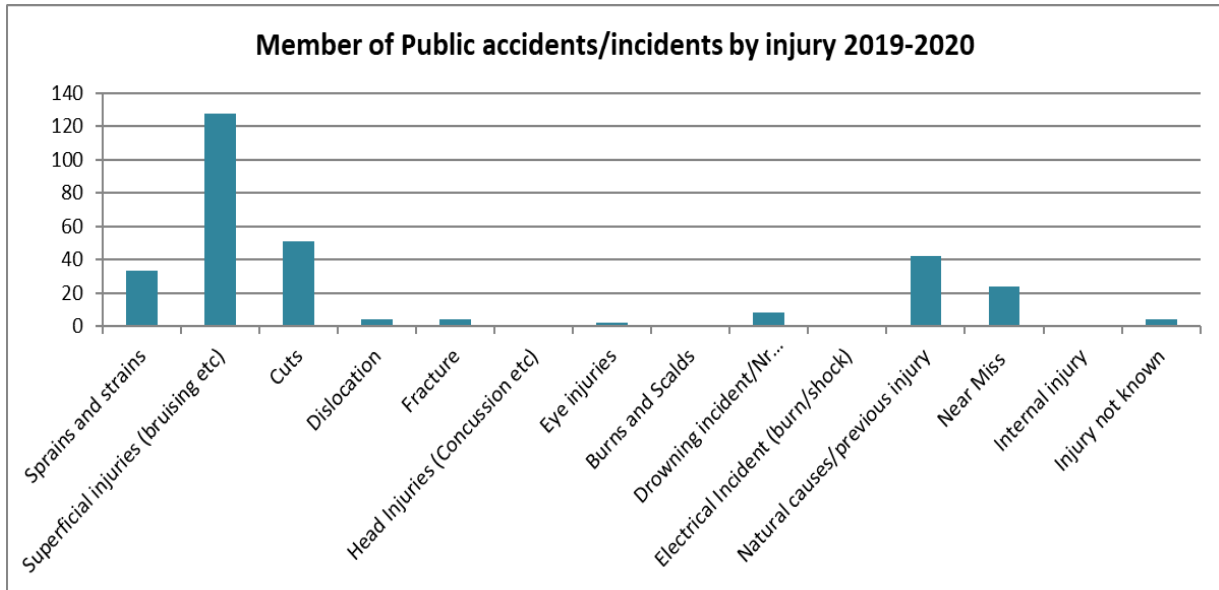


6.5 The breakdown of accident/incident and injury show clear trends. The most common causes being slips, trips and falls, and the most common injuries being superficial injuries (bruising), cuts and sprains and strains.

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.*

<b>Job Title &amp; Incident No.</b>	<b>Injury</b>	<b>Body Part</b>	<b>Days Lost</b>	<b>Description of Accident</b>	<b>Remedial Action</b>
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