

OUR PEOPLE

Focus on Corporate Health and Safety

Annual Review 2021/2022

Warwickshire County Council, a place that promotes a safe and healthy work environment keeping our people healthy and safe, every day at work.





Message from Monica Fogarty, Chief Executive

Here at Warwickshire County Council, we believe that the best way we can show a person that we care is to be concerned for their personal health, safety and wellbeing. The safety of our people continues to be one of our top priorities and is central to supporting our people to be their best at work. Maintaining this focus enables the council to achieve and exceed its objectives.

Throughout 2021-2022 we faced an unprecedented challenge to keep all our people safe and healthy. It is a credit to our workforce that each challenge was responded to rapidly, enabling us to remain effective as a council during this difficult time.

We are committed to promoting health and safety and to supporting our people to be the best they can be. I know that we all look forward to sustaining our ability to adapt and learn innovative ways to enrich the health, safety and wellbeing of our people over the coming year.

At a glance

1. The Health and Safety team continue to support the organisation successfully both during and after the Pandemic.
2. The Health & Safety team are returning to pre-pandemic service levels, including scheduled face-to-face management of Health & Safety audits and workplace inspections, safety training sessions, DSE workplace assessments and support and guidance to teachers in Council schools.
3. Developing the Health & Safety team's professional competence and knowledge is essential to maintaining the high levels of support & guidance given to the Council. This year all the Health & Safety advisors completed lead auditor training and lead investigator training.
4. This year, for the first time, the review includes high level data on the number of personal injuries sustained due to work related incidents. As reporting technology and analytical data improves it will become more in depth and allow the identification of trends and weakness for pro-active measures to be implemented.
5. The Health & Safety Team are working with HROD colleagues in relation to the Council's sickness absence data, (which is reported within the Leading Organisational Wellbeing report) in order to identify any pro-active health & safety support that could help reduce the absence figures. (For example, help, support and guidance if any musculoskeletal absences are due to poor work posture or poor lifting practices)
6. There has been an increase in the total recorded incidents (excluding Schools and Operational Fire & Rescue data) from 155 recorded incidents in 2020-2021 to 194 incidents in 2021-2022. (Definition: Accident/Incident which may or may not have resulted in an injury including work related ill health violent incident (verbal and physical), road traffic incident.)
7. The number of near misses (Corporate and Schools) reported, and opportunities for intervention reports have dropped from 71 to 66 this year. Near miss reports are a clear indication that the organisation has a good Health & Safety culture, is aware of risks, and comfortable with reporting rather than ignoring them. It is important therefore that the Council monitors any changes in data to ensure the Council is identifying emerging trends. (Definition: Near miss, dangerous occurrence, outbreak of fire, environmental incident, and security / vandalism / property / equipment damage, that has the potential risk of harm to people on-site.)
8. Of the 194 incidents recorded, 100 cases recorded that a personal injury had been sustained due to the incident. Slips, trips, and falls continue to be the top common identified cause for incidents in corporate settings however the numbers of incidents have decreased on the previous years.
9. Of the 100 incidents resulting in personal injuries, 6 were of significant severity or resulted in a length of time absent from work which required the Council to report the incident to the Health & Safety Executive (HSE) under the RIDDOR regulations. (Reporting of Infections, Diseases and Dangerous Occurrences Regulations.) Our RIDDOR figures remain relatively static, dropping from 7 in 2020/21 to 6 in 2021/22.

At a glance

10. Within Schools there has been an increase in the number of incidents from 387 in 2020-2021 to 794 in 2021-2022. Whilst this is a significant increase it should be noted that pre-pandemic levels were comparable to 2021-22 with 738 incidents recorded in 2019-2020. The number of RIDDOR reports for schools has increased from 6 in 2020/2021 to 16 in 2021/22. This in part may be due to the lifting of COVID restrictions and increasing numbers of people re-entering educational settings however it is also an increase on pre-pandemic figures for 2019-2020 which indicate there were 10 RIDDOR incidents.
11. The Warwickshire Fire & Rescue Service Health & Safety annual report is included as appendix A. This contains areas of Health & Safety that are specific to the Fire and Rescue Service and their Health & Safety business plan for 2022/2023
12. The Health & Safety service continues to develop the Council's approach to the management of Health & Safety focusing on the longer-term objectives of developing a Health & Safety culture that is supported by an appropriate management framework which emphasises; communication & empowerment; technology innovations to support greater data; and improving the council's risk assurance & resilience.



Through the later end of 2020, the council refreshed it's Our People Strategy, to drive through the vision of Warwickshire County Council, a great place to work where diverse and talented people are enabled to be their best.

Embodying our Values and Behaviours, the Our People Strategy is built on 6 building blocks:

Our behaviours

Our behaviours were first introduced in 2016 and these haven't changed. Our behaviours frame how we should behave at work. They help us to understand how we should go about our work and the way we should interact with each other and our customers.

- do what we say.
- move with purpose and energy.
- focus on solutions.
- help people and communities to find their own solutions.
- build strong working relationships.
- be the best we can be.

To support the achievement of our vision, five key organisational values have been identified:



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our People Strategy building blocks

These building blocks provide the foundations for the delivery of Our People Strategy vision. We have identified six key building blocks:



For each building block we have a clear set of outcomes we need to achieve so that we can fulfill our vision and transform as an organisation in a way which is sustainable.

One of the main enablers of the Our People Strategy is that **"We will listen, learn and act to create an inclusive organisation with a sustainable and resilient workforce."** in order to do this, keeping our people safe and healthy and at work remains a key priority.

For each building block we have a clear set of outcomes we need to achieve so that we can fulfil our vision and transform as an organisation in a way which is sustainable.

Our People Strategy Alignment

Our Health and Safety Objectives

Throughout the report, the authors have used the Council's 'Our People Strategy' building block icons to help the reader connect with the Council's Health & Safety objectives. What follows is just a selection of the Council's work on Health & Safety over the last year.

Our People Strategy Building Blocks	Theme	Objective	Expected Outcomes
	Develop the Council's Health & Safety Culture	Communication & Empowerment	<ul style="list-style-type: none"> • Increase face to face engagements • Encourage contributions from individuals who want to make real change • Maintain a strong connection with the front-line services translating health and safety insights into workable action plans • Listen and seek a range of opinions on Health & Safety matters.
	Develop management systems that support and strengthen the Council's Health & Safety culture	Technology based innovations	<ul style="list-style-type: none"> • Use new technology as a health, safety & wellness enabler to understand the needs of our people • Share information across the council • Listen to our people at every level
	Develop management systems that continue to support and strengthen the Council's Health & Safety culture	Use data to improve the Council's risk assurance	<ul style="list-style-type: none"> • Align all Health & Safety data to improve leadership insights • Monitor safety performance across the whole Council • Identifying risks through improved audits and inspections • Turn collected data into actions and remediations, track actions, compliance accountability and report on progress to leadership • Increase operational risk visibility • Unify corporate and operational risk to improve visibility and spot trends to proactively implement corrective and preventative actions

Looking back

The Health and Safety team continue to support the organisation successfully both during and after the Pandemic.

The Health & Safety team are returning to pre-pandemic service levels, including scheduled face-to-face management of Health & Safety audits and workplace inspections, safety training sessions, DSE workplace assessments and support and guidance to teachers in Council schools.



Achievements 2021/2022

Key focus areas for 2021/2022

The following objectives were set by the Council as priorities for 2021/2022

Communication & Empowerment

Effective communication with our people is key to promoting a positive health and safety culture.

Technology based Innovations

The Council's project to implement new technology is a vital step forward in improving our knowledge and understanding of where to prioritise our resources.

Use insight data to improve our risk assurance and resilience

Building better data through technological improvements will give the Council the capability to identify emerging risk trends early and implement early preventative measures.

Communication & Empowerment



Collaborative

The council's progress so far:

- Aligned all Health & Safety compliance services together to form a single strategic group working together across the Council.
- Reviewed the Council's Health & Safety stakeholder groups to include a greater cross section of employee representatives and increased the opportunities for face-to-face discussions on Health & Safety matters.
- Reviewed how the Council can increase collaboration with our employee health and wellbeing champions and listening mates to promote a healthy and risk-free culture.
- Re-introduced the Council's 'have your say' form to improve customer feedback.
- Re-branded and aligned the Health & Safety campaign calendars with colleagues in the Wellbeing team, focusing on areas of support and guidance to improve Health & Wellness.
- Refreshed the Health & Safety portal page to make information more accessible to all users and reviewing the use of traditional notice boards to increase communication coverage.

Technology based Innovations



High performing

The council's progress so far:

- Established the required outputs from new technology to meet the complex needs of the Council's Health & Safety performance long-term objectives.
- Approached the technology marketplace to identify the best and most cost-effective solution options available.
- Developed the functionality and cost evaluation exercise of existing Council legacy systems for potential phase out and replacement with new cost beneficial technology.
- Collaborated with all compliance services across the Council to establish one system requirements so the right technology with the broadest applications can be procured.

Use Insight data to improve our assurance and resilience



Accountable

The council's progress so far:

- Focused on improving the quality and consistency of the Council's existing data.
- Worked on establishing the Council's risk assurance levels.
- Collaborated with the Council's broader business on data governance and systems.

Looking Forward

Key focus areas for 2022/2023

- The Council will continue to develop the core cultural values that define the Council's principles for managing Health and Safety.
- The Council will continue building Health & Safety management systems to meet ISO international standards and comparative Health & Safety management systems.
- The Council will continue to gather better performance data to enable the Council to benchmark performance with comparators. Benchmarking the Council's performance with public sector comparators will be essential to measuring the Council's success and setting the Council's own achievable measurable targets. Working with professional peers across similar size Council's the Health & Safety team continue reviewing ways this can be continually improved.
- The Council will set and measure corporate and directorate Health & Safety targets.
- The Council will continue to develop and test ways to share performance data and look at new opportunities to communicate and engage with all our people on where the Council is relative to where the Council wants to be.
- Working with partners across the Council the Health & Safety team will continue to explore new communication channels for Health & Safety information and align with the Council's Wellbeing agenda.
- The Council will continue to promote communication and engagement channels that encourage all our people to speak openly and honestly on Health & Safety matters

Conclusions

The Health & Safety service continue to develop the Council's approach to the management of Health & Safety focusing on the longer-term objectives of developing a Health & Safety Culture which is supported by an appropriate Management framework which emphasises; Communication & Empowerment; Technology Innovations to support greater data; and improving the Council's Risk Assurance & Resilience.



Key Measures and Definitions

Full Time Equivalent (FTE): Full Time Equivalent relates to the number of hours an employee is contracted to work each week as a proportion of the number of hours per week defined as full-time as per contracts of employment. Thus, a full-time employee would have an FTE of 1/0 and an employee working 18.5 hours per week in a role based upon a 37 hours contract would have an FTE of 0.5

Days per Full Time Equivalent (FTE): Days per FTE relates to the number of days of sickness absence per FTE

Key Highlights

Absence has **increased** over the last 12 months from **7.45** days to **8.6** days per FTE.

The balance between Long term and short term is moving toward becoming more **equal**.

Mental Health is the top reason for absence and the days per FTE has remained static this year, although we have seen an increase absence rates. **Covid** has had more impact on our absence figures this year, accounting for 12% and over 1 day per FTE.

The number of people on long term absence and those hitting triggers has **increased** this year.

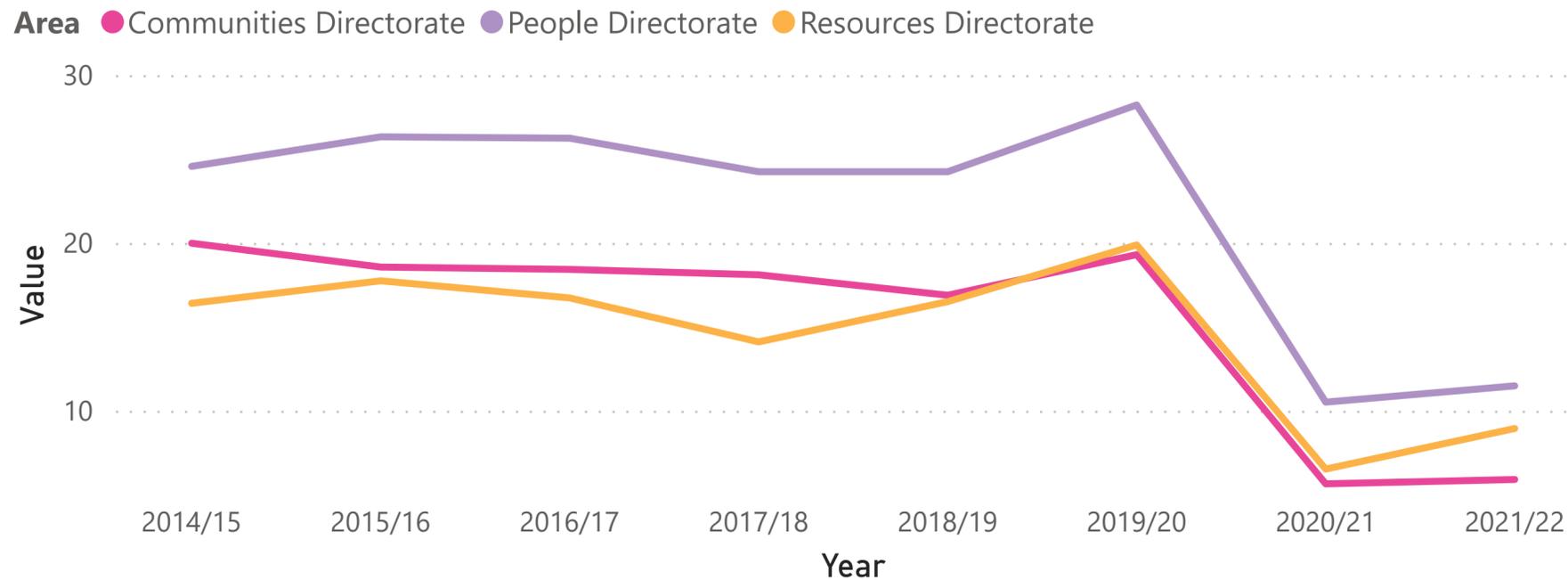
Warwickshire County Council, a great place to work where diverse and talented people are enabled to be their best.



We will listen, learn and act to create an inclusive organisation with a sustainable and resilient workforce.

Absence

Days per FTE



Days per FTE has **increased**

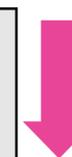
WCC Days per FTE
20/21
7.45



WCC Days per FTE
21/22
8.61

% of staff with no absence has **decreased**

% staff with no absence 20/21
67.6%



% staff with no absence 21/22
54.1%

Top Sickness absence reasons 21/22

Stress and Mental Health
28.2%

Musculo-skeletal
15.1%

Coronavirus
12.0%



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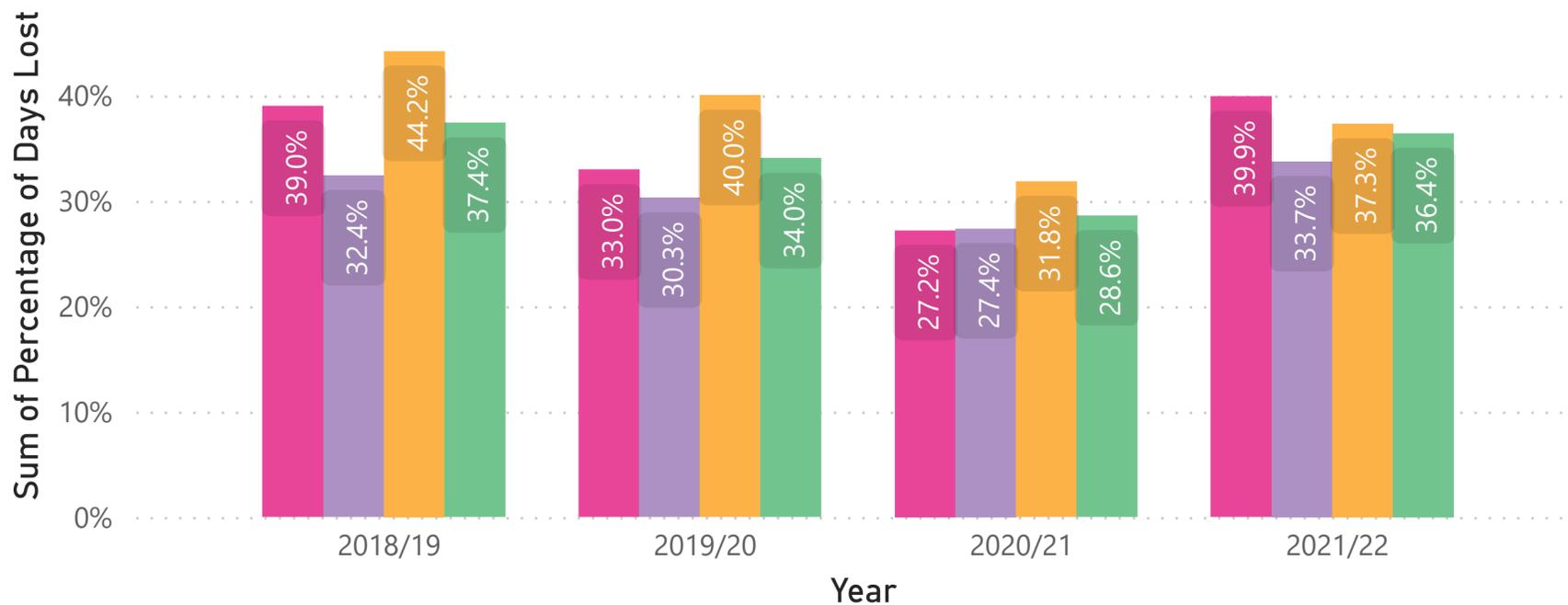
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Sustainable and Resilient Workforce Annual Report 21-22



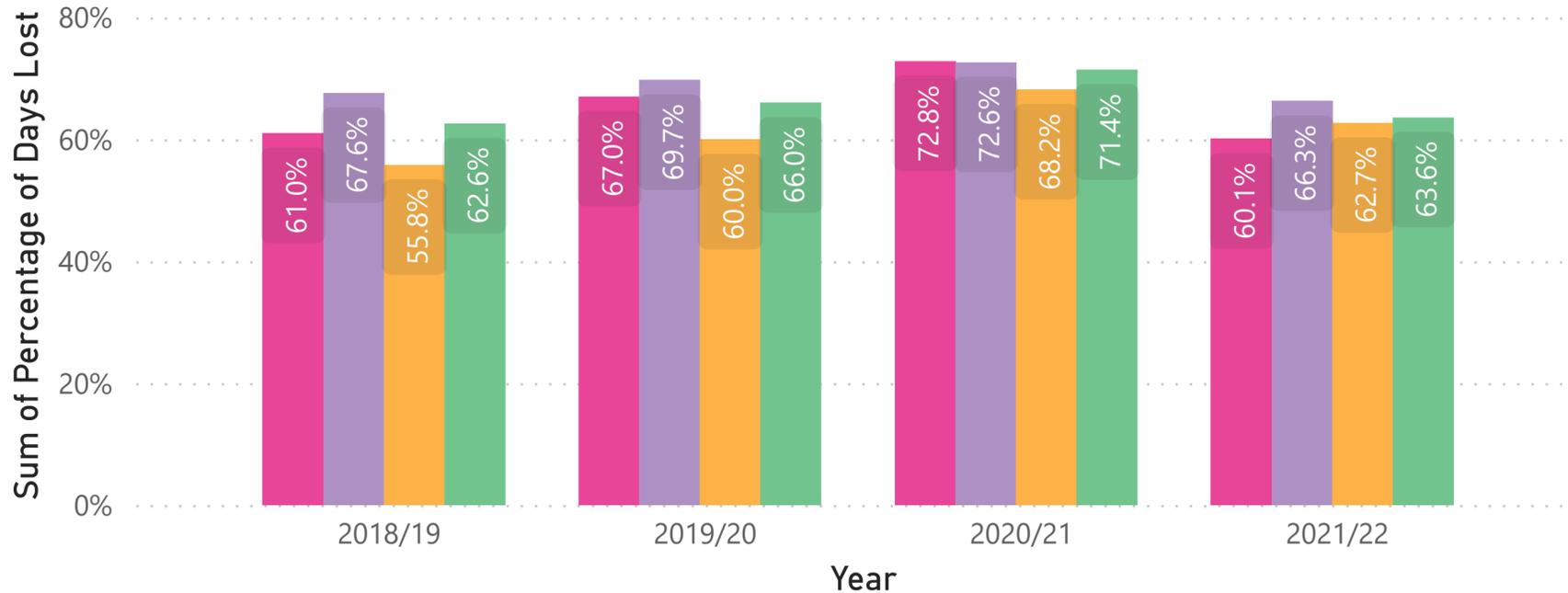
% days lost to short term absence

Area ● Communities Directorate ● People Directorate ● Resources Directorate ● WCC



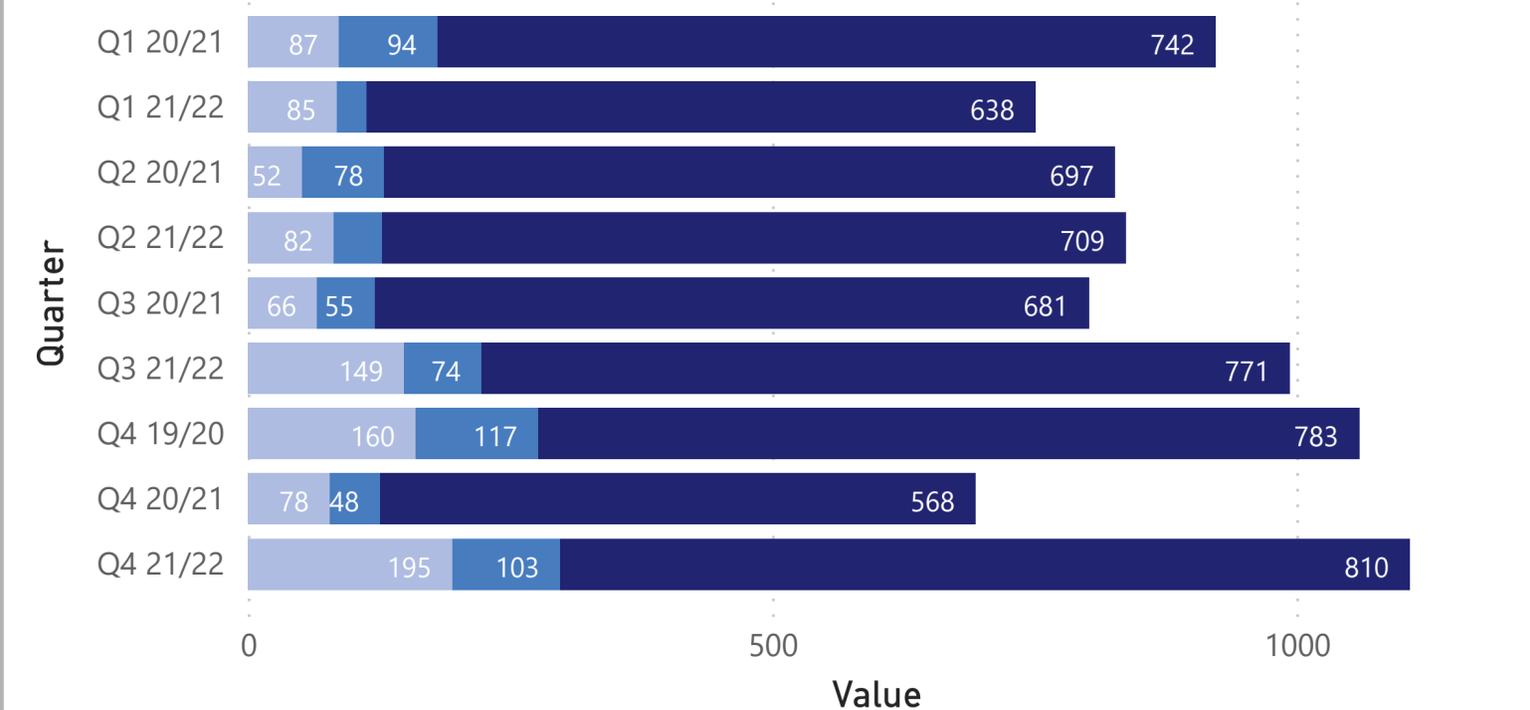
% days lost to long term absence

Area ● Communities Directorate ● People Directorate ● Resources Directorate ● WCC



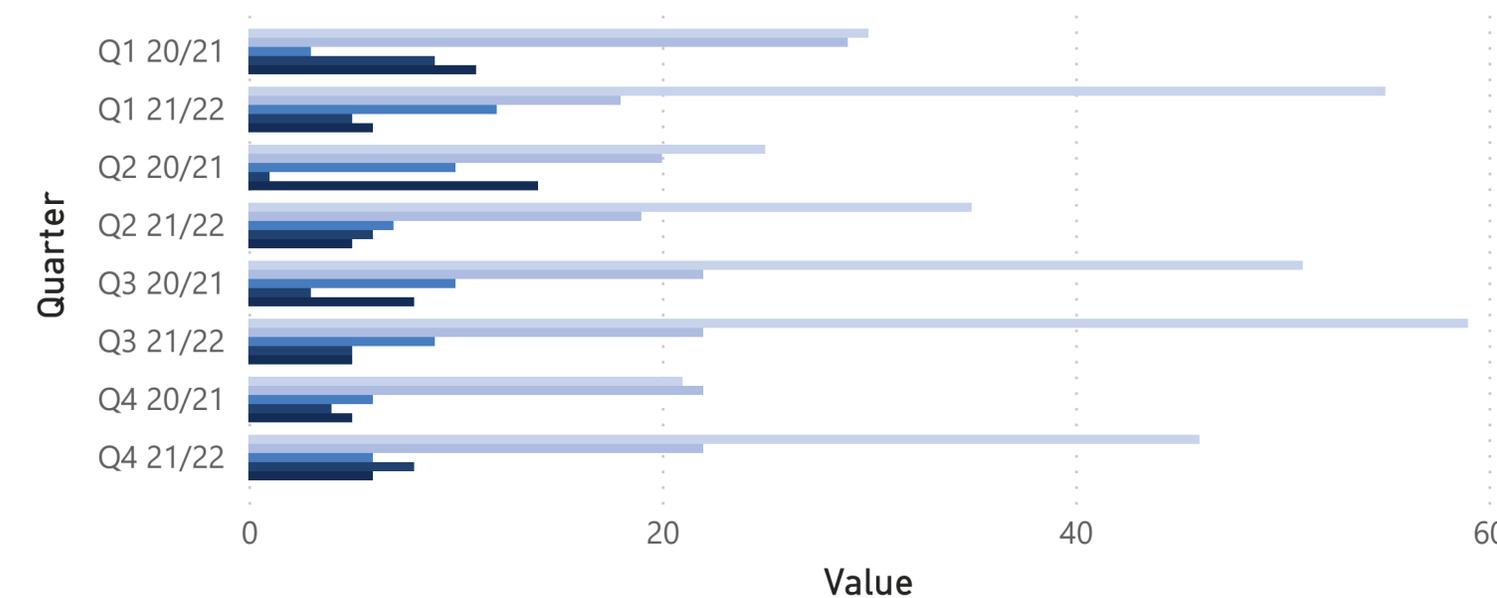
Number of staff hitting trigger indicators

Trigger ● 3 in 6 months ● 5 in 12 months ● 10 days in 12 months



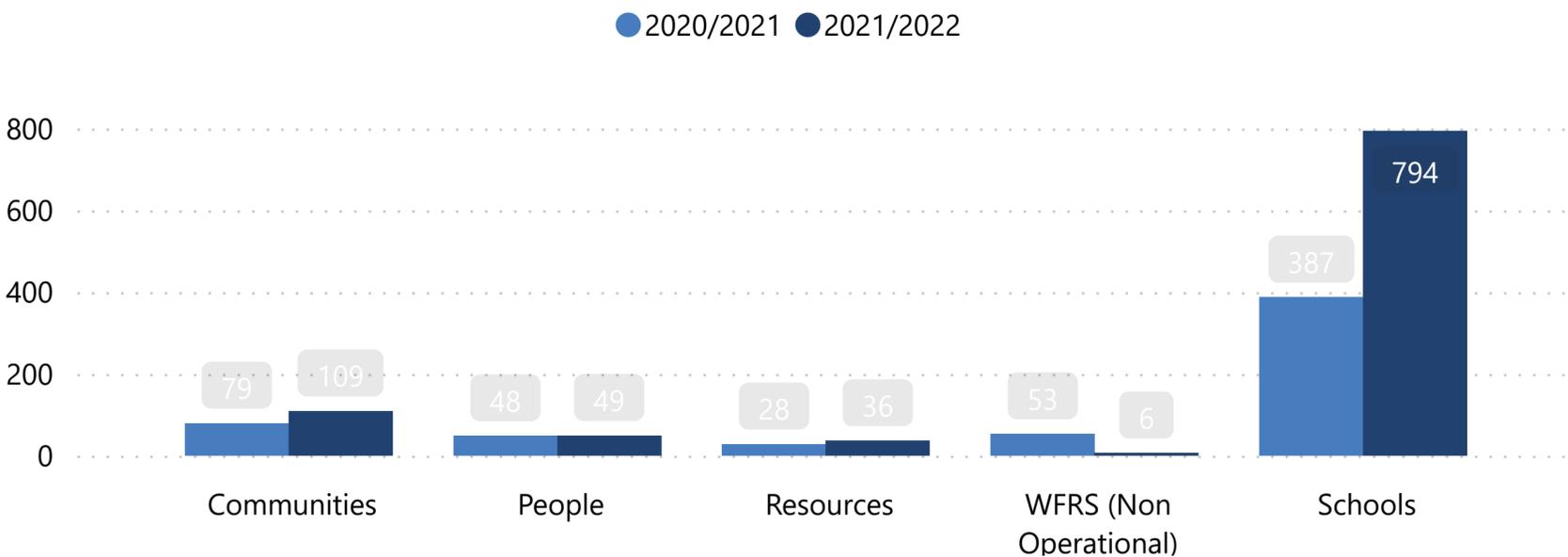
Long term absence by length

Length ● 1-3 Months ● 3-6 Months ● 6-9 Months ● 9-12 Months ● 12+ months

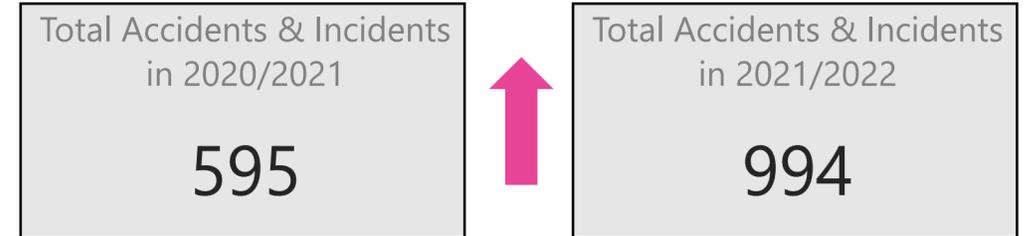


Accidents & Incidents

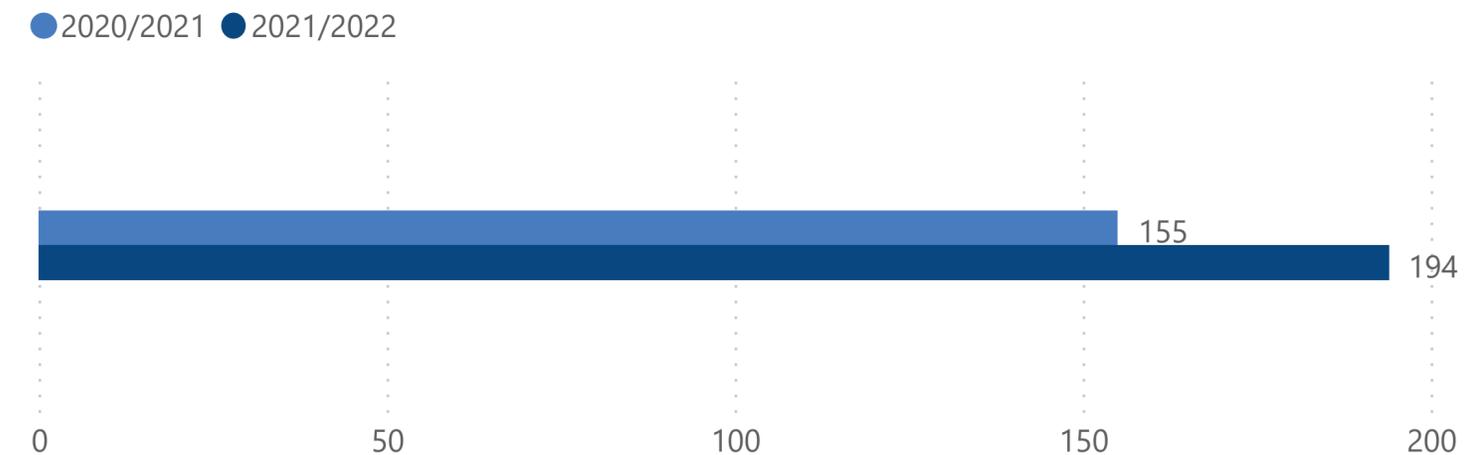
Total Accidents & Incidents by Year and Directorate



Total accidents and incidents has **increased**

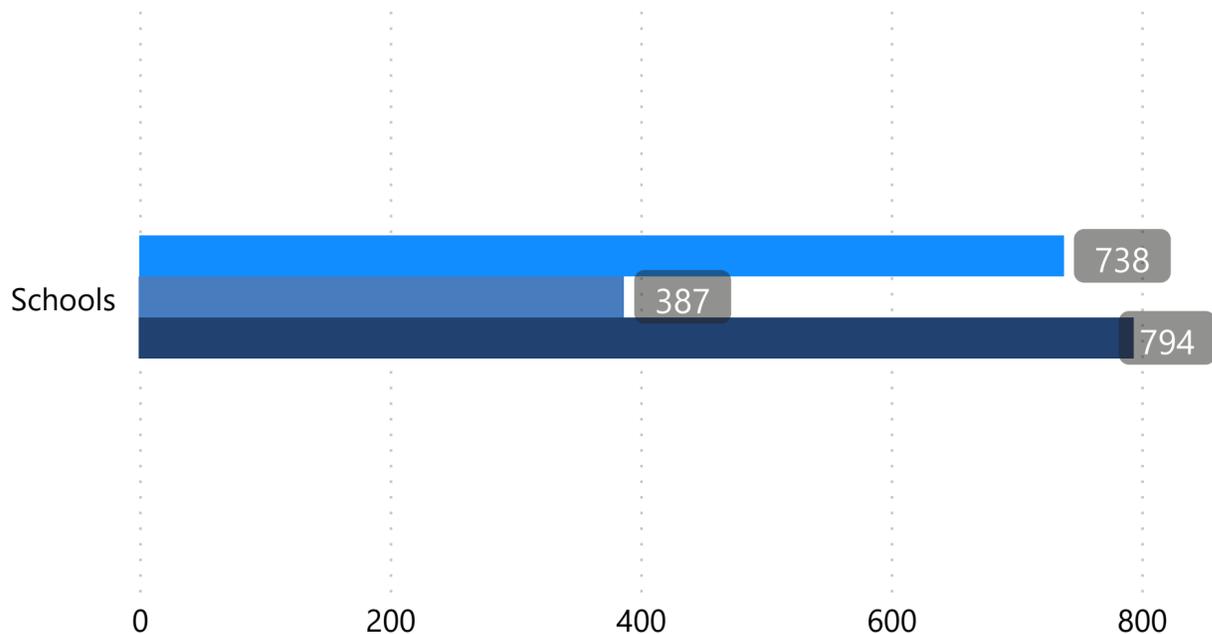


Total Corporate incidents and accidents (excluding schools and fire & rescue)



Total Accidents and Incidents- Schools

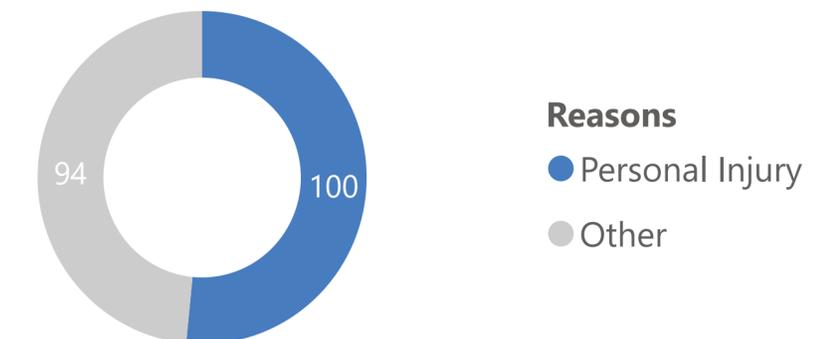
Sum of 2019/2020 2020/2021 2021/2022



Schools Incidents have seen an increase from 387 in 2020-2021 to 794 in 2021-2022. This significant increase can be tempered by comparing the 738 incidents recorded in pre-pandemic 2019-2020, giving a better post pandemic comparator

Total corporate incidents and accidents 2021/2022 by reason

From the 194 incidents and accidents recorded 100 cases recorded a personal injury



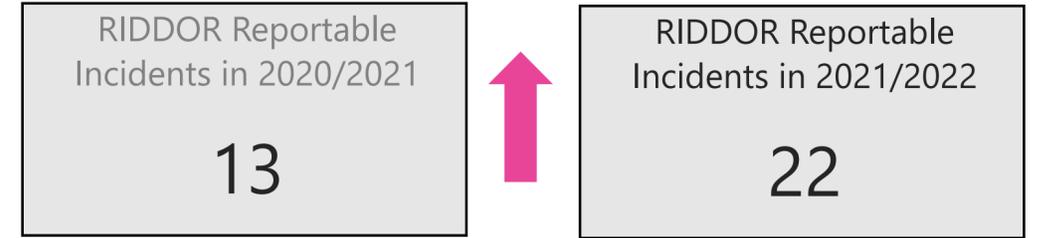


RIDDOR Accidents & Incidents

What Are RIDDOR Reportable?

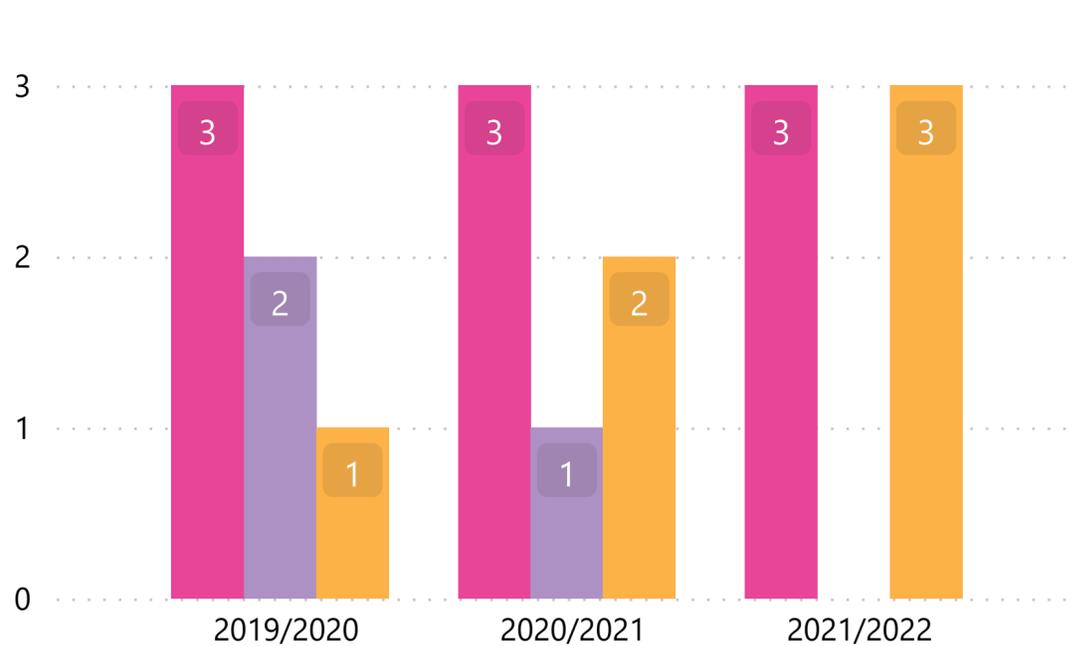
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) make the reporting of certain accidents a legal requirement.

RIDDOR reportable incidents has **increased**



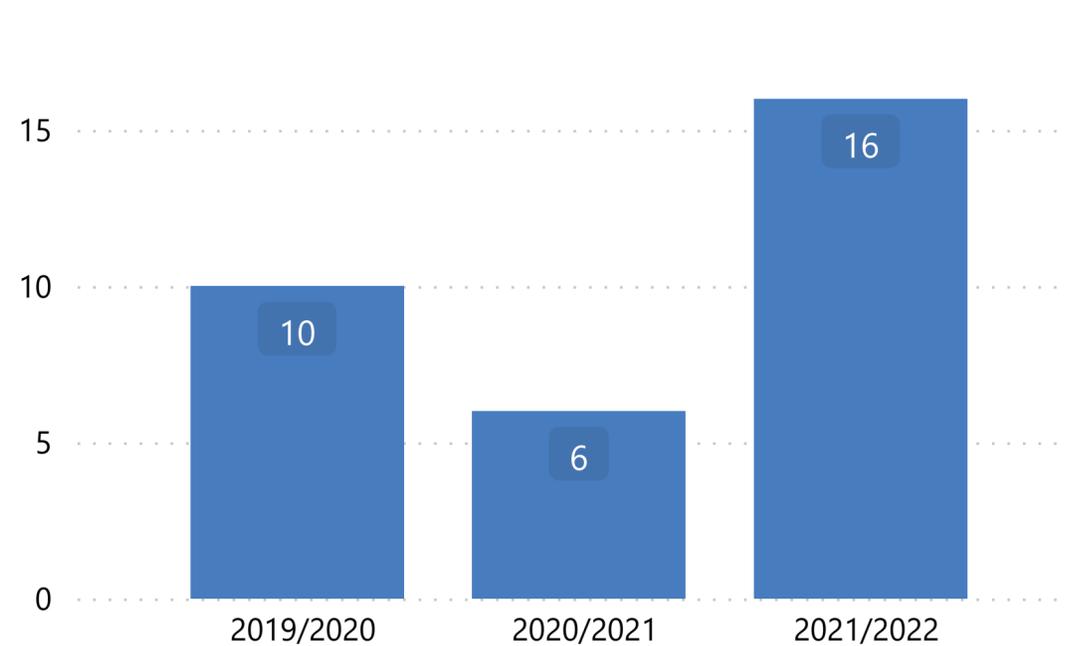
RIDDOR Reportable Incidents by Year and Directorate

Directorate ● Communities ● People ● Resources



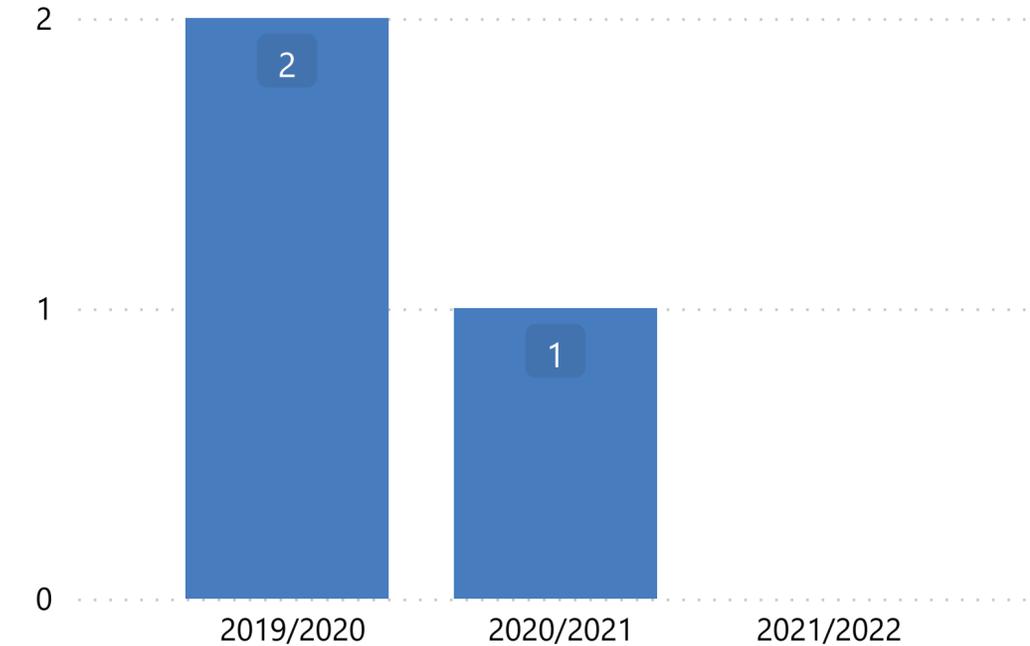
Education RIDDOR Reportable Incidents by Year

Directorate ● Education



WFRS RIDDOR Reportable Incidents by Year

Directorate ● WFRS (Non Operational)





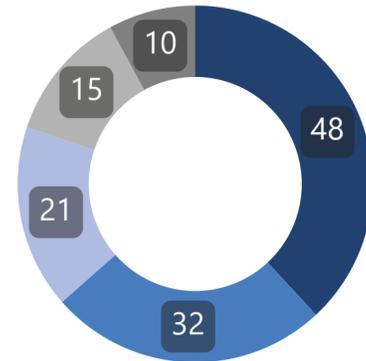
Health and Safety Annual Report 21-22

Common Causes

Corporate - Top 5 Common Identified Causes in 2021/22

Type Classification

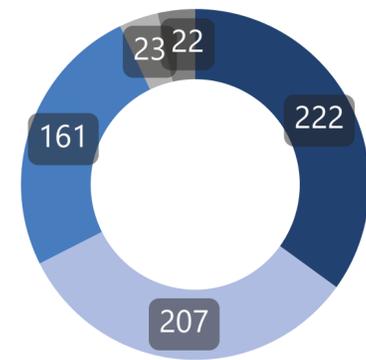
- Slip, trip & Fall
- Acts of aggression to WCC FTE st...
- Vehicle related
- Other
- Manual Handling



Schools - Top 5 common Identified Causes in 2021/22

Type Classification

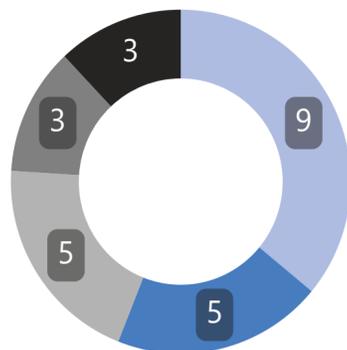
- Acts of aggression involving pu...
- Incident during Play
- Slip, trip & Fall
- Hit something fixed or stationary
- Other



Fire and Rescue (Operational) - Top 5 Common Identified Causes in 2021/22

Type Classification

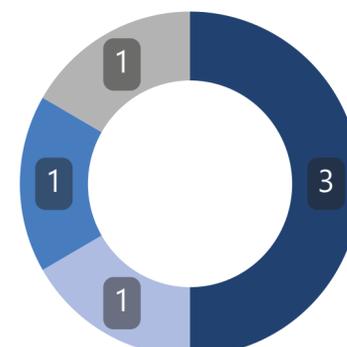
- Manual Handli...
- Hit something ...
- Slip, trip & Fall
- Hit by moving,...
- RIDDOR over ...



Fire and Rescue (Non-Operational) - Top 5 Common Identified Causes in 2021/22

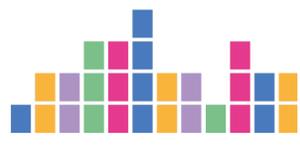
Type Classification

- Manual Handli...
- Hit by moving,...
- Hit something ...
- Slip, trip & Fall
- Acts of aggres...



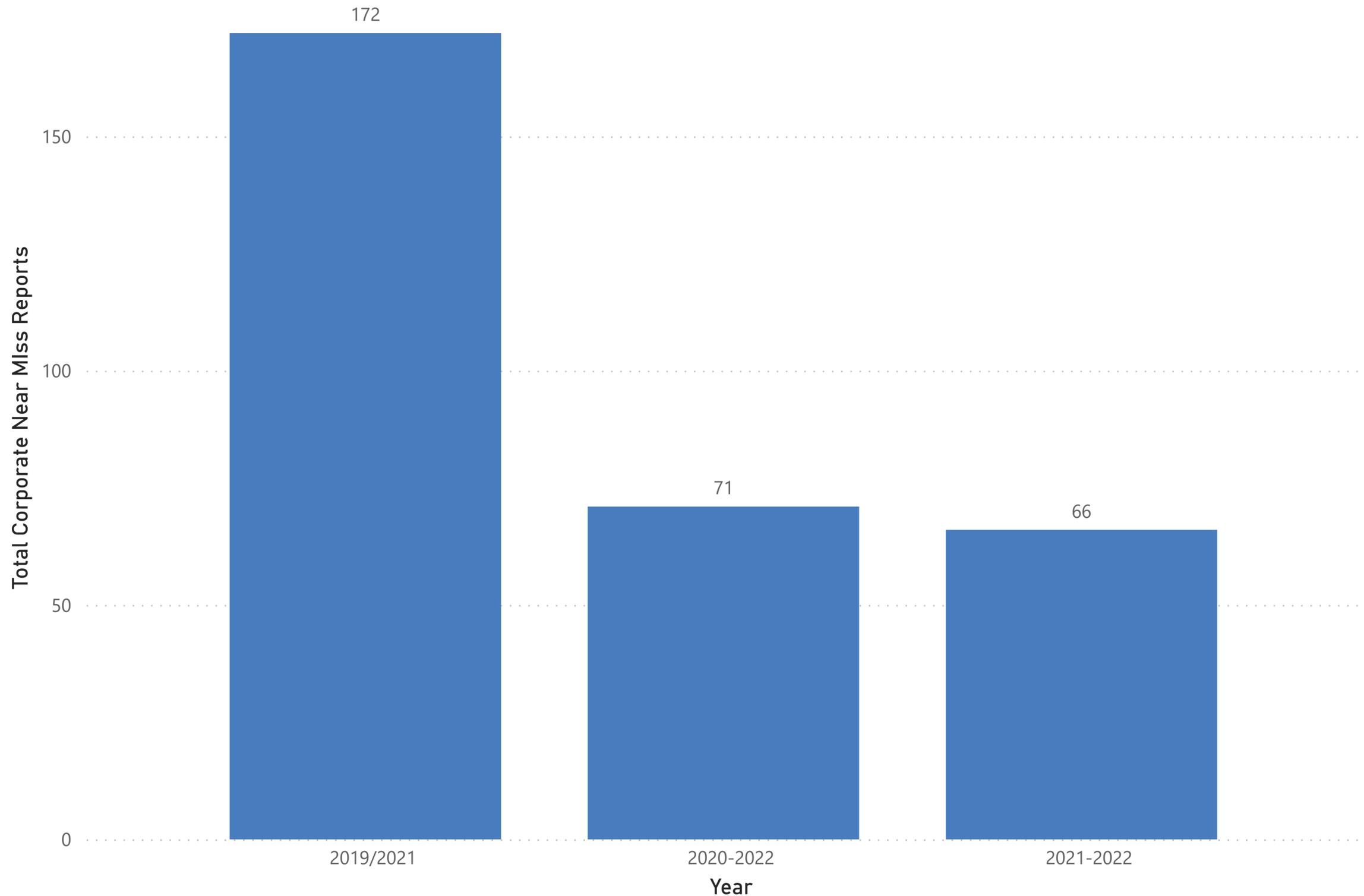
	Top Common Identified Causes 2021/22	Total identified causes 2021/22	From 2020/21
Corporate	Slip, trip & Fall	161	↓
Schools	Acts of aggression involving pupils	222	↑
Fire & Rescue (Operational & non-operational)	Manual Handling	12	↑

The health & Safety advisors are working closely with colleagues in each area to give assistance and guidance on practical measures to help reduce these numbers



Pro-active risk management - near miss/near hits reported

Total Corporate Near Miss Reports by Year



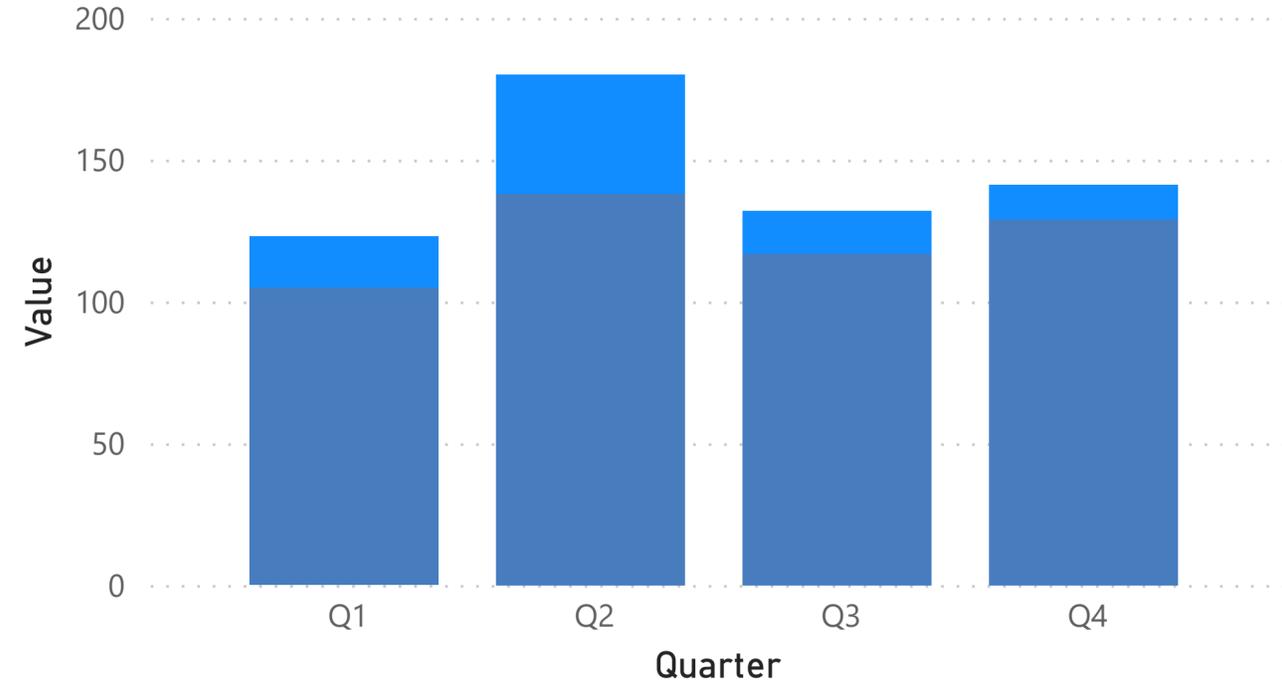
Near misses, or close calls, are events that didn't harm anyone, but could have. They are not accidents, but they could have been accidents if the circumstances had been slightly different. Near misses happen more often than we think and recording and investigating near miss reports is important in preventative safety

Sustainable and Resilient Workforce Annual Report 21-22

Employee Assistance Programme & Occupational Health

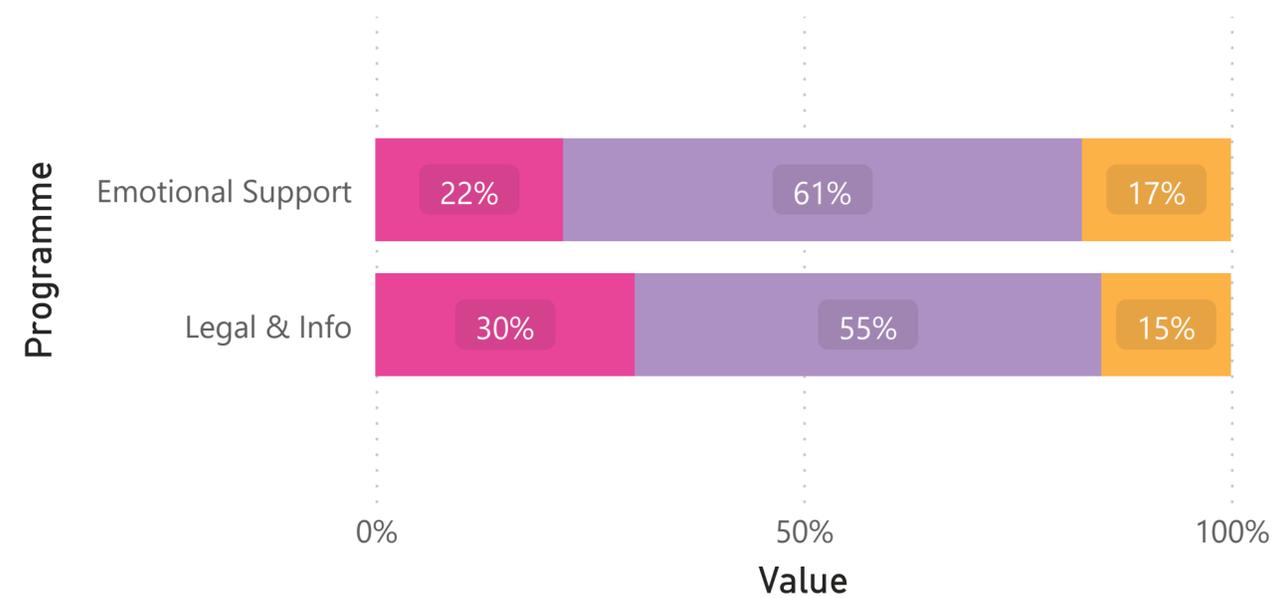
Employee Assistance Programme

Programme ● Emotional Support ● Legal & Info



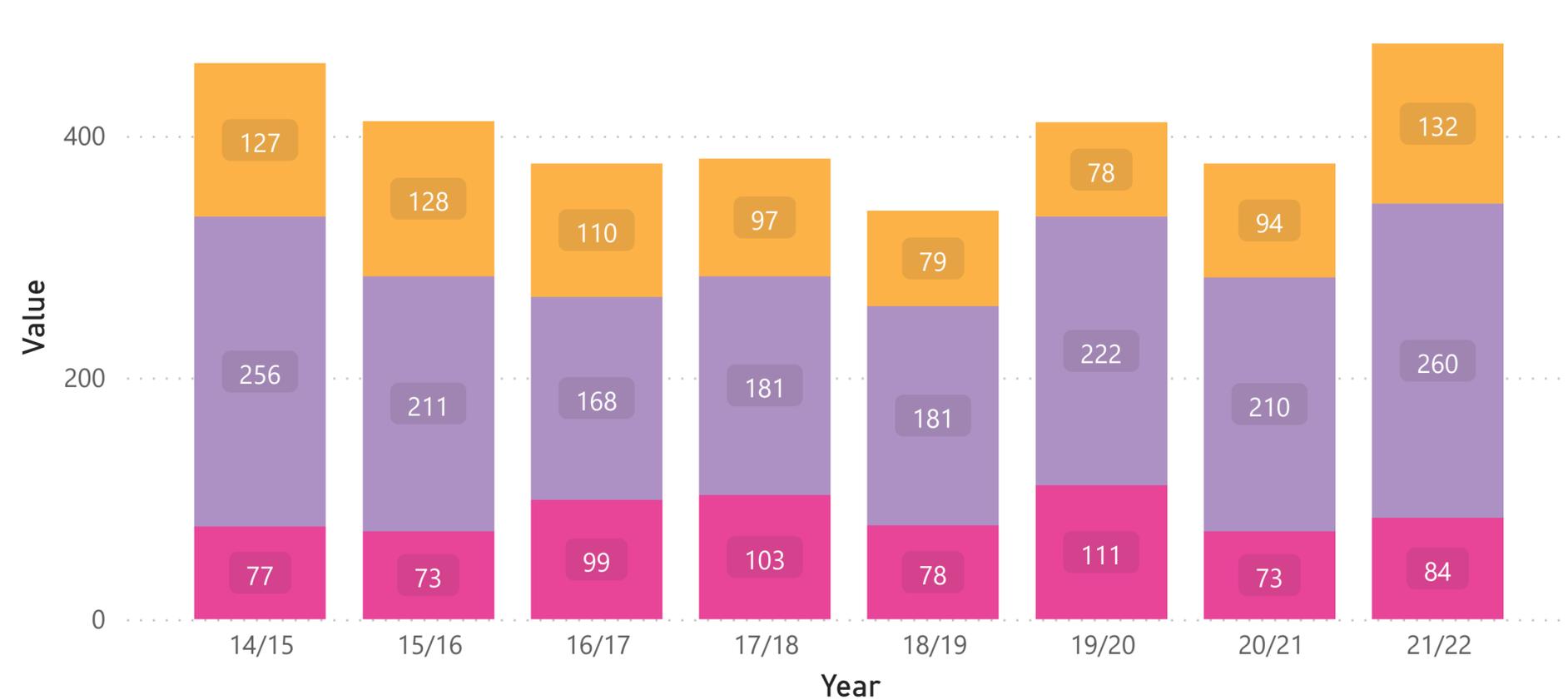
Programme by Directorate

Area ● Communities ● People ● Resources



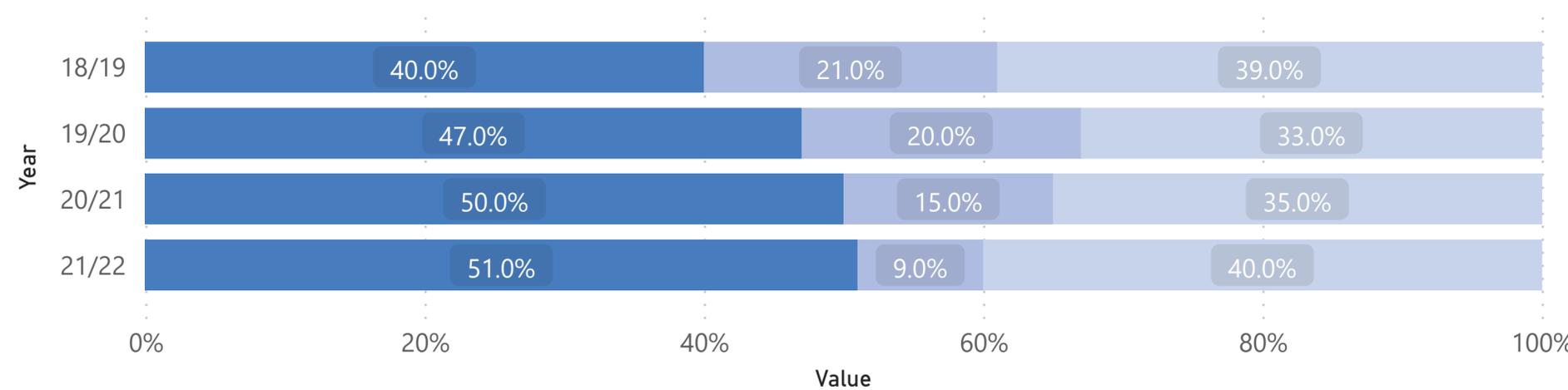
Number of Occupational Health Referrals by Year and Directorate

OH referrals ● Communities ● People ● Resources



Occupational Health Referral reason by year

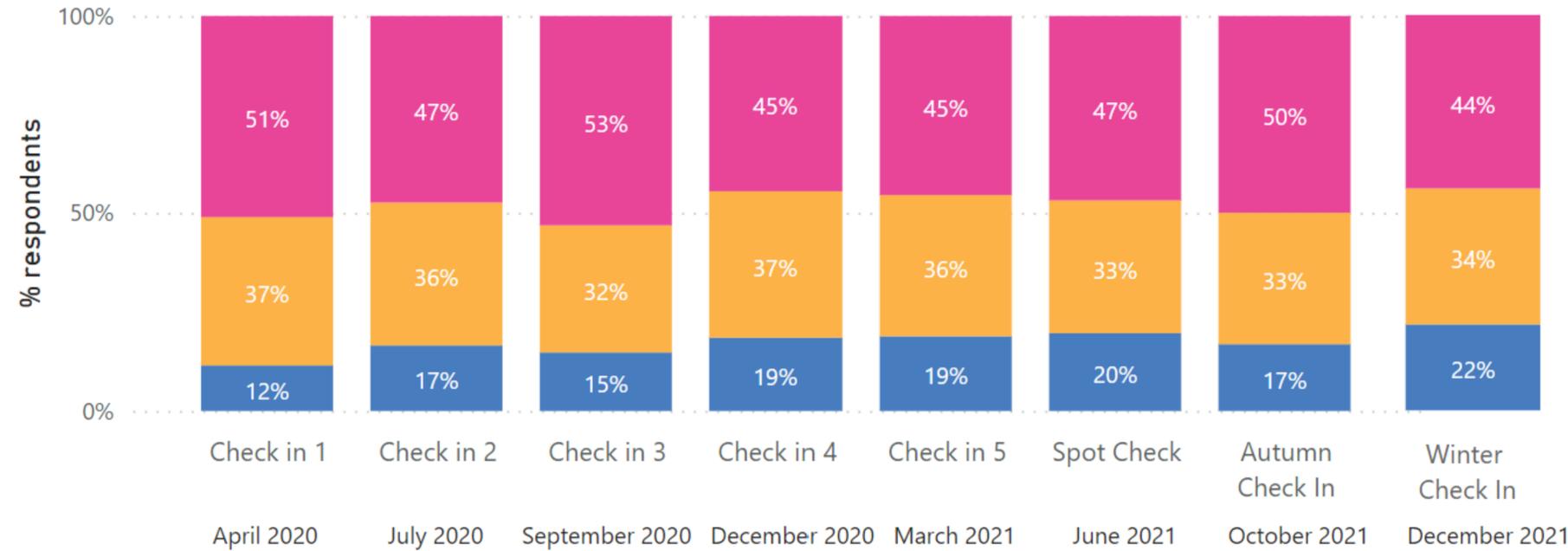
OH referral reason ● Mental Health ● Musculo-Skeletal ● Other Reasons



Sustainable and Resilient Workforce Annual Report 21-22

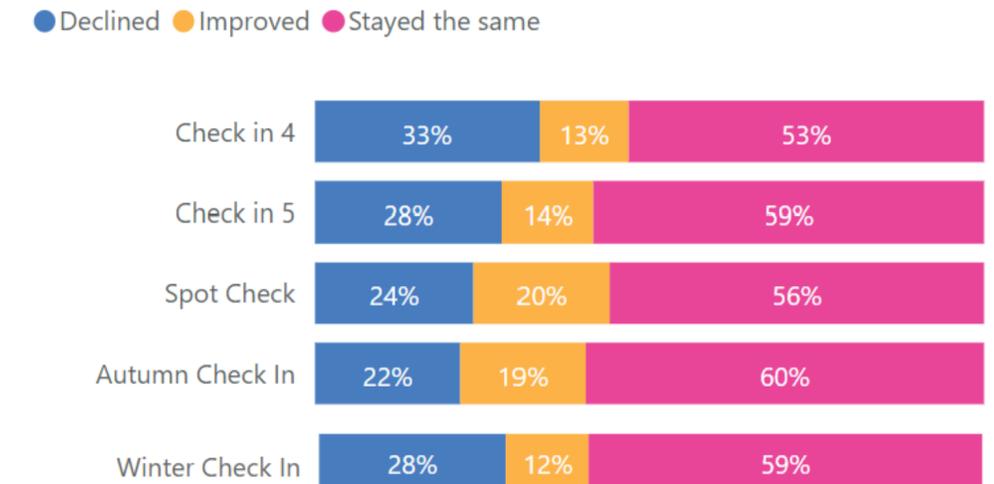
Engagement and Wellbeing

Wellbeing Score (groups) ● 1-2: I'm not feeling great ● 3: I'm OK ● 4-5: I'm doing well



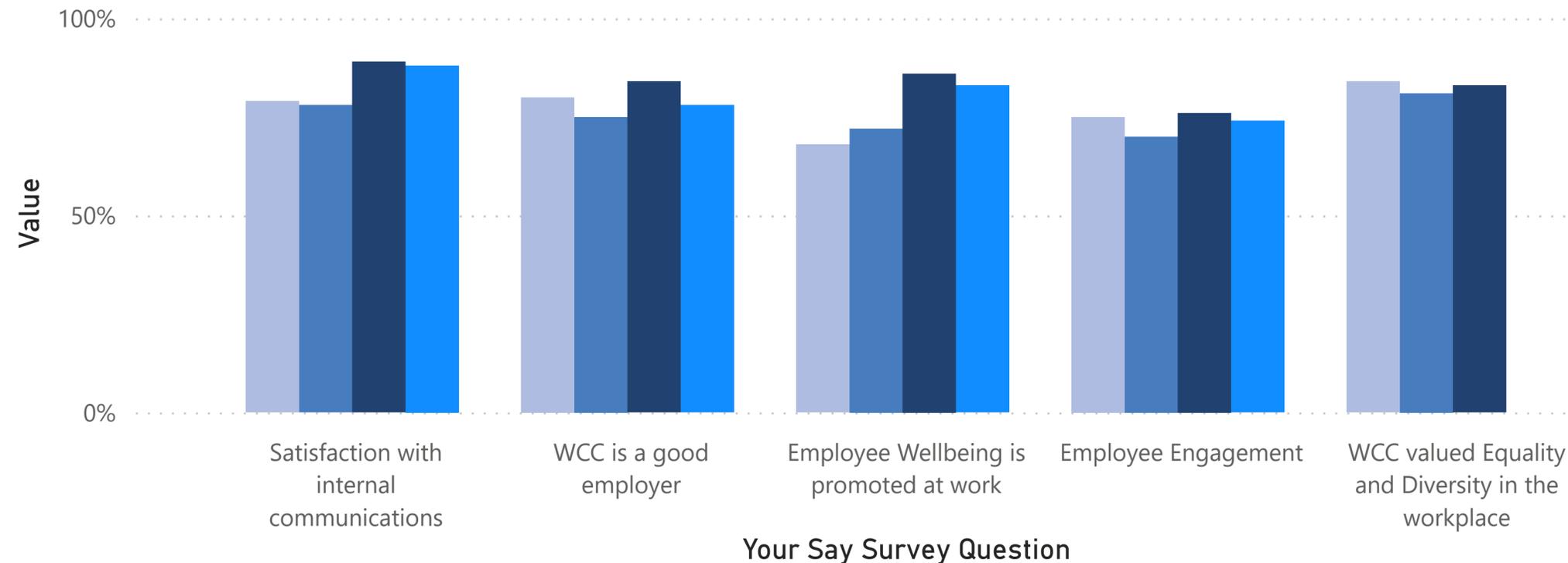
Employee wellbeing and engagement has been monitored through a series of check-in surveys from April 2020 to present.

Has your wellbeing changed?

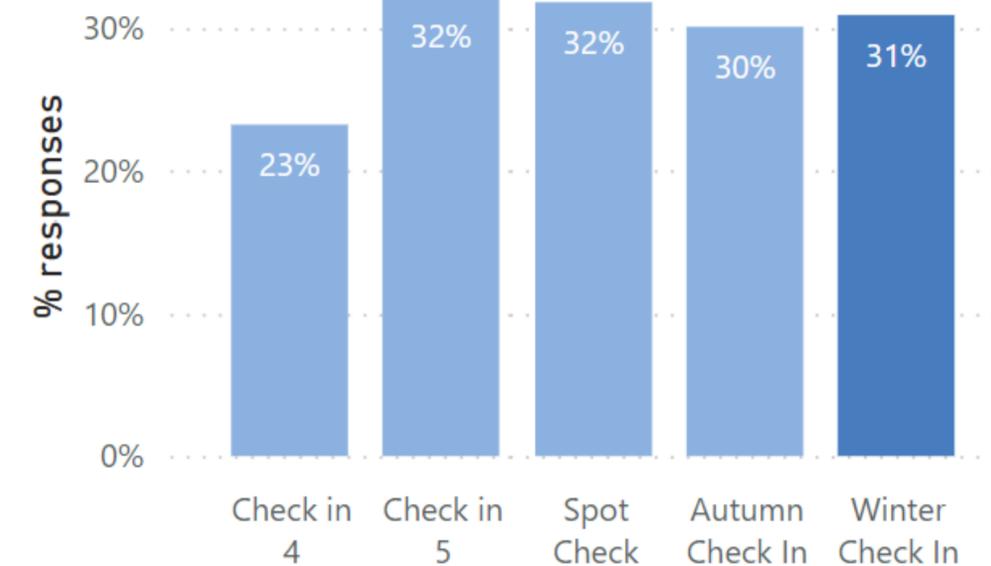


Your Say Survey Questions

Year ● 2018 ● 2019 ● 2020/21 ● 2021/22



% of respondents reaching out for help



Appendix A

Date: 9 August 2022

Warwickshire Fire and Rescue Service

Health, Safety and Wellbeing Annual Report 2021-22

1.0 Introduction

- 1.1 This is the annual Warwickshire Fire and Rescue Service (WFRS) Health, Safety and Wellbeing Report for the year ending March 2022. The report covers performance against several key Health, Safety and Wellbeing indicators and measures and identifies any emerging themes.
- 1.2 WFRS's H&S team continue to very work closely with their five regional fire partners to share learning and best practice to improve health, safety and wellbeing standards across the region. Also, as part of the 'Three Shires Partnership' WFRS liaise with Gloucestershire and Oxfordshire Fire and Rescue Services.
- 1.3 The main requirements which the Service must meet are set out in several complementary pieces of legislation and guidance which include: -

1.3.1 The Fire and Rescue Services Act 2004

The Act states that Fire Authorities must make provision for dealing with fires, road traffic accidents and other emergencies and identifies the need for adequately trained and equipped personnel.

1.3.2 Fire and Rescue National Framework for England

Last reviewed in May 2018, this framework places a duty on Fire and Rescue Authorities to consider the health, safety and wellbeing principles set out by the National Fire Chiefs Council. The framework identifies that Fire and Rescue Authorities have an important role in helping to ensure their firefighters remain fit and are supported in remaining in employment.

1.3.3 The Health and Safety at Work Act 1974

This applies to the Fire Authority as to any other employer, but it is more complex in its application to an emergency service.

In addition, there are multiple pieces of operational guidance which set out expected best practice which the Service must comply with or demonstrate good reason why it is not complying. These cover virtually every aspect of fire and rescue operations from firefighting and breathing apparatus operations through to water rescue, incident command and multi-agency response to terrorist incidents. This guidance includes:

1.3.3.1 The Operational Environment and the need for Realistic Training

For the purposes of the legislation cited above; the incident ground is our "workplace," and we are responsible for the safety of our personnel and anybody else on the incident ground once we are on scene and in charge. It is also worth highlighting that any action taken in these circumstances normally involves accepting a level of risk that would not be seen as "reasonable" in a

normal workplace.

This combination of limited information and the expectation to act quickly in a dynamic, hazardous environment explains why the Service puts such emphasis on realistic operational training and the broader “safe person concept” promoted within a good health and safety culture.

2.0 Purpose and Scope of this Report

- 2.1 The purpose of this report is to provide the Fire Authority with an annual position statement of the management and performance of Health, Safety and Wellbeing within WFRS. It summarises the key Health, Safety and Wellbeing (HSW) activities from 1st April 2021 to the 31st March 2022.
- 2.2 Please note this report does not include any information or data related to the rest of Warwickshire County Council (WCC).
- 2.3 In WFRS, the Health and Safety and Occupational Health functions are two separate departments each with their own manager. The overall strategic management is provided by the Area Manager for Response.

3.0 Background

- 3.1 The information within the report relates to WFRS employees and activities for which we have statutory HSW responsibilities.

4.0 Health, Safety and Wellbeing Communication and Consultation

- 4.1 WFRS Health, Safety and Wellbeing (HSW) information is presented and communicated routinely at the Health, Safety and Wellbeing Committee Meeting held every 8 weeks. This statutory meeting is chaired by the Assistant Chief Fire Officer. Members of the recognised representative bodies (FBU (Fire Brigades Union), FOA (Fire Officers Association), FRSA (Fire and Rescue Services Association) and UNISON) are invited to attend. This allows timely sharing and discussion of HSW related information and encourages early positive action to be taken in response to identified concerns by all parties.

4.2 Fee for Intervention (FFI)

Under the Health and Safety (Fees) Regulations 2012, those who break health and safety law are liable for the recovery of the HSE’s related costs. The current fee is charged at £129.00 per hour if the HSE deem an employer to be in ‘material breach’ of Health and Safety legislation. It is positive to be able to report that to date, WFRS have not received any FFI charges.

4.3 National Fire and Rescue Service Significant Adverse Events

The investigation into the incident which occurred in 2019 at Staffordshire Fire and Rescue Service, where a firefighter was left with ‘life-changing’ injuries has now concluded with an anticipated court date of June 2022. Once the case has been heard, an update will be provided following the subsequent outcome.

The Marine Accident Investigation Board have completed their investigation report into the firefighter fatality during a water rescue training exercise which occurred on 17th September 2019 in Mid and West Wales FRS, and this has been shared with all Fire and Rescue Services. As with all reports of this kind, WFRS carried out a gap analysis on the findings and recommendations to identify any improvements required. An action plan was produced and monitored through the HSW Committee; the identified actions required are now all signed off as complete.

4.4 Legislation Updates / Regulatory Intervention

The RIDDOR Regulations which were temporarily amended at the start of the COVID Pandemic remain in place to include the reporting procedures for COVID-19. To date WFRS have not been required to report any incidents under these amendments.

4.5 HSE

Over the course of the COVID-19 pandemic, the HSE visited several Warwickshire fire stations to undertake a COVID compliance inspection. Whilst no formal feedback was provided, inspectors stated they were impressed with the control measures implemented.

5.0 Key Areas of Health and Safety Improvement in WFRS

It is very encouraging to report that health and safety continues to be integrated into all WFRS activities. During 2021/22 the areas include:

5.1 Control of Post Fire Contaminants

This remains an area of key focus and WFRS continue to raise awareness through education and the introduction of improved working practices.

The 'Clean Cab' policy is in the process of being implemented as well as the 'Post Fire Hygiene;' Lecture Package, both of which will support the Service in reducing the risk of potential fire contaminants.

An independent report from the University of Central Lancashire, commissioned by the FBU (Fire Brigades Union) was published in November 2020. As this is now considered a best practice report, a gap analysis was carried out against its recommendations and an action plan produced. Work has started on the recommendations which the WFRS HSW Committee have identified as reasonable and practicable.

The National Fire Chiefs Council (NFCC) are in the process of finalising their report on the same subject, which will be similarly analysed on receipt.

5.2 Health and Safety Training

130 WFRS personnel received risk assessment training along with 30 personnel receiving adverse event investigation training. There were a limited number of IOSH and NEBOSH courses run during this period due to COVID-19.

Refresher health and safety training has been carried out by personnel utilising the WFRS Lecture Package Delivery System.

5.3 Health and Safety Inspections/Audits

The risk-based programme of WFRS workplace inspections was reduced during 2020/2021 due to the COVID pandemic, however the inspections continued on workplaces with a 'sleeping risk' and all workplaces will undergo the inspection during 2022.

5.4 Regional Health and Safety Peer Review Audits

As part of the West Midlands Regional Health and Safety Business plan, peer review audits are carried out every three years.

Unfortunately the review of Shropshire Fire and Rescue Service programmed for March 2021, which was to be led by WFRS, was postponed due to COVID-19 until April 2023.

The scheduled review for Staffordshire Fire and Rescue will take place in October 2022.

This peer review audit process is extremely useful and allows for the sharing of good health and safety practice within the West Midlands Region.

6.0 Health and Safety Monitoring/Performance Data

6.1 Accidents/Incidents (Adverse Events) Statistics - Trend Analysis

The figures and analysis below cover all WFRS activities, both emergency and non-emergency:

Type of Adverse Event	2019/2020	2020/2021	2021/2022
Dangerous Occurrence	1	2	0
Major Injuries	0	1	2
RIDDOR Injuries (over 7 days)	2	1	3
Near Misses	46	93	72
Personnel Injury	33	21	29
Vehicle Incident	32	23	41
Violence and Aggression	7	8	1

Whilst the number of personal injuries has increased this year that should be seen against a much-reduced figure for 2020/21 when all activity was substantially reduced as a result of Covid lockdowns. All incidents have been investigated and where required, improvements made, there were no significant trends identified.

The noticeable increase in Vehicle incidents reported is disappointing. A vehicle incident working group has been established, led by GM Enabling and Response with members from Transport Dept, Health and Safety Dept and Response.

An action plan has been produced and good progress is being made, including an enhanced inspection programme of the fleet, a poster campaign and discussion with crews, to better understand how these incidents can be reduced.

A high level of near miss reporting is an indicator of a positive H&S culture, so it is disappointing to report a drop in this number. The H&S Department, with support from the H&S Practitioners group will work to raise awareness of the benefits of near miss reporting

It is positive to report that the number of violence and aggression incidents have decreased significantly; this may, at least in part, be attributed to Crews and Control Operators undertaking diffuser training, allowing them to manage these types of situations effectively.

6.2 **The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)**

It is positive to report, no Dangerous Occurrences were reported this year, a positive reduction on last year's figures.

Two 'major injuries' were reported during this year, the first injury occurred whilst a firefighter was undertaking water rescue training in the River Dee in Llangollen.

The firefighter was initially suspected of sustaining a fracture to his coccyx, a full investigation was carried out, with a full review of the training course and risk assessment taking place. Further reasonable and practicable control measures were identified following this review and implemented.

The second 'Major Injury' occurred on the 21st February 2022, WFRS attended an incident involving an unsafe structure, at Townsend Vehicle Hire, 1 Somers Road, New Bilton Rugby CV22 7DB. During the course of operations, a firefighter sustained serious injuries. Initial findings indicated that the individual sustained the injuries following a fall from height off a ladder.

The Representative bodies were invited to work in partnership with the WFRS Accident Investigation Team in line with HSE recommended good practice.

Because of the seriousness of the incident further support, and specialist advice was provided to the investigation team by John Kingston, an independent accident investigation subject matter advisor <https://www.iohnltd.com/>.

This incident was reported to the Health and Safety Executive as a major injury, under the RIDDOR regulations relating to the Health and Safety at Work Act 1974. To date we have not received a response from the HSE regarding any request for further information or their intention to investigate, and subsequent Fee for Intervention (FFI).

6.3 Common Identified Causes

Causes	2019/20		2020/2021		2021/2022	
	Half Year	Year End	Half Year	Year End	Half Year	Year End
Personal Injury	20	33	11	21	14	29
Manual Handling	6	6	1	3	5	9
Slips, Trips & Falls	2	6	4	9	1	5
Hit by moving, flying or falling object	6	6	1	1	2	3
Hit something fixed or stationary	3	6	5	7	2	5
Burns - Operational	0	1	0	0	0	0
Burns - Training	1	1	0	0	2	2
RIDDOR Major Accidents	0	0	0	1	1	2
RIDDOR Over 7 Day Accidents	2	2	1	1	1	3
RIDDOR Dangerous Occurrences	0	1	0	2	0	0
Near Misses/Hits	19	46	44	93	37	72
Acts of aggression to Operational Staff	5	7	3	6	0	1
Acts of aggression to Non-Operational Staff	0	0	0	2		0
No. Employees	458	435	429	441	443	487

The reduction of injuries caused by slips, trips and falls is encouraging and may be attributed to the recent slips, trips, and falls campaign.

The department are currently in the process of producing a poster campaign to raise the awareness of injuries which are caused by manual handling. This should assist and help to reduce the numbers of personal injuries moving forward.

It is positive to report that the number of violence and aggression incidents continue to decrease significantly.

7.0 Occupational Health Departmental Update 2021/2022

7.1 Counselling and Psychotherapy Activity – 1st April 2021 – 31st March 2022

7.1.1 The Client Profile for the reporting period

In this reporting period there were 46 new referrals, 19 of which were returning clients with new presenting issues. Referrals might be directly work related, for example incident related PTSD, or more conventional workplace or domestic issues which still require addressing to ensure our staff wellbeing. In total, 505 formally contracted counselling/psychotherapy sessions have been provided. This figure does not include one off appointments, or people who just needed a safe and neutral space to talk through a current issue without therapeutic intervention.

Total of 79 Clients – **66** Uniformed and **13** Non-Uniformed
Male – 54 and **Female – 25**

7.1.2 Client Profile and Presenting Issues as of 31st March 2022

Total of 35 ongoing clients – **27** Uniformed and **8** Non-Uniformed
Male – 23 and **Female – 12**

7.2 Statistics for period 1st April 2021 – 31st March 2022

7.2.1 Service Medical Advisor Activity

Type of Appointment	Number Undertaken	Comments
Clinical Reviews	125	This year a vast majority have been face to face reviews with a small percentage of telephone ones. To monitor progress and phased return to work plans.
Referrals	42	A range of issues concerning physical wellbeing with a majority being Muscular Skeletal
LGV Medicals	37	100% pass rate
Asbestos Screenings	17	HSE guidance did not allow us to undertake Spirometry testing – lung function as a routine, therefore numbers are lower than usual, normal testing has now resumed.
New Recruit Medicals (On-call and W/T)	66	3 applicants failed due to colour blindness.
Post-Covid reviews	6	Symptoms of long-Covid.
Case Conferences	3	To review long-term absences and 1 Ill Health Retirement.

7.2.2 Occupational Health Advisor

Type of Appointment	Number Undertaken	Comments
3 Yearly Medicals	108	Face to face screenings resumed during this period.
Referrals and sickness absence reviews	25	Monthly meeting with HR now established to monitor and update all absences.
LGV Medicals	37	100% pass rate
BAI Medicals	9	HSE guidance did not allow us to undertake Spirometry testing – lung function, this has now resumed.
New Recruit Medicals (RDS and WT)	66	See SMA above
Post Covid-19 Review	4	To ensure individual was fit to resume operational duties following Covid-19 a spirometry was undertaken for exceptional circumstances.

7.2.4 Failed to Attend Appointments

Person with whom appointment was missed	Number of missed appointments	Comments
Service Medical Advisor	5	
Occupational Health Advisor	16	

7.2.5 Private Treatment Referrals and Flu Vaccinations

Type of Appointment	Number Undertaken	Cost to WFRS	Comments
Physiotherapy	109	£6540	Combination of upper and lower limb disorders 2 Cases required surgery A majority remained at work or on light duties
Private Scans (MRI, CT etc)	3	£1050	
External Counselling/ Mentoring	16	£1120	Conflict of interest for OHWM, therefore not ethical.
Eye Protection	22	£2640	Provision of safety glasses and BA inserts where appropriate
Other Consultants	3	£1300	
Podiatry Assessments	0		
Dyslexia Assessments	1	£550	
Ill Health Retirement IQMP Assessments and Reports	1	£600	

7.3 Annual Fitness Testing and Review of Service Fitness Advisor Role

In line with previous years, fitness testing for operational staff is being completed. 6 members of staff are unable to take the annual test due to injury or long-term sickness, but 276 have passed, which equates to a 100% pass rate so far for those able to undertake the test. To date we still have 9 fitness tests outstanding, these are vigorously being followed-up.

7.4 General update and new activities during this period

Throughout 2021 into 2022 we have continued to respond to the COVID-19 pandemic and have adjusted our service delivery as required. We have supported a number of employees reporting symptoms of long-covid and where appropriate have provided spirometry tests for lung function etc.

During the last 12 months we have undertaken a number of initiatives to support our staff and the work of Occupational Health as follows:

The Occupational Health Portal has gone live, and we intend to develop this further with it becoming a one-stop-shop for all OH information, health promotions, signposting links, health related videos and our service orders and policies. We also hope to link this to the EDI calendar, so we can link health related information to it.

In July 2021, the Hospital to Home team attended a two-day training event to develop their skills and knowledge in respect of mental health awareness and active listening skills. Following the training, several of the team have joined the Wellbeing Ambassadors team, which is very good news.

The Critical Incident Wellbeing team has increased its membership and some new volunteers have been recruited and trained, so the team is now back up to full strength.

The flu vaccination service was well received with clinics being held at HQ and Nuneaton Station; this will be repeated for 2022 with vaccines already on order.

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