

Staff & Pensions Committee

Annual Health, Safety and Wellbeing Report 2019/2020

8 June 2020

Recommendation(s)

That the Staff and Pensions Committee:

- Notes the information contained within this report
- Endorses and supports a proactive approach to the management of health, safety and wellbeing
- Endorses and supports the promotion of a positive health, safety and wellbeing culture

1. Executive Summary

In addition to the continued delivery of a proactive and professional service, the HSW team has observed and evidenced a general improvement in positive health, safety and wellbeing culture across the authority.

- 1.1 The following is a summary of good practice and improvement;
 - Reduction in reportable (to HSE) accidents/incidents
 - No regulatory intervention
 - Overall improvement in awareness of health, safety and wellbeing requirements and responsibilities
 - Good practice in workplace inspections and management of HSW audits
 - Increased awareness and understanding of wellbeing and mental health requirements and support available
- 1.2 These have been identified;
 - Through HSW actions taken by managers
 - During audits and inspections
 - Discussion and feedback through delivery of HSW training
 - Proactive requests for further HSW support
 - Visits and meetings with managers
- 1.3 Key areas of work during 2019/20 have included;
 - Improved and robust auditing process and documentation
 - County Fleet Maintenance noise level measurement
 - Launch of listening mates
 - Delivery of wellbeing and mental health training
 - Introduction of individual and team wellness plans

- Improved access and awareness of wellbeing/employee support information
- Extension of the EAP service to Foster Carers and traded offer to maintained schools.

2. Financial Implications

None

3. Environmental Implications

None

4. Supporting Information

The purpose of this report is to provide Staff and Pensions Committee with information on the management and performance of health, safety and wellbeing within Warwickshire County Council* (WCC). It summarises the key health, safety and wellbeing (HSW) initiatives/progress/statistical analysis for the period of 1st April 2019 to the 31st March 2020.

*This report **does not** include any information or data related specifically to Warwickshire Fire and Rescue Service (WF&RS) as they produce their own report to Staff and Pensions, alongside this report.

This report includes information on;

- Key areas of health, safety and wellbeing
- Relevant HSW performance and comparison data
- HSW priorities for 2020/2021

5. Background

This report includes corporate level HSW information only. The information relates to WCC employees and their work activities for which we have statutory health and safety responsibilities. Therefore, this includes Community and Voluntary Controlled Schools.

The report also contains information on accidents/incidents to others; pupils, members of the public and clients, that access our WCC sites and services as we have a legal duty of care to ensure their safety as far as is reasonably practicable.

Specific Directorate/Business Unit/service and team level information is reported on and presented at the relevant Directorate Leadership Team meeting on a quarterly basis. This ensures timely information which enables and encourages positive action to be taken by senior management, where necessary.

5.1 Legal updates

The RIDDOR Regulations have recently been temporarily amended to include the reporting procedures for COVID -19:-

You must only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:

- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence, or
- a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.

5.2 WCC Regulatory Intervention

There were no regulatory interventions affecting WCC during 2019/20.

5.3 Health and Safety Monitoring/Performance Data

Accident/Incident Statistics Analysis

There was a total of 1168 reported accidents/incidents in 2019/20 across the three Directorates including schools where WCC is the employer (Community and Voluntary Controlled). This is an overall increase of 11% of reported accidents/incidents in comparison to 1054 in 2018/19.

There has also been an increase of 26% in employee accidents/incidents with no change in the amount of non-employee accidents/incidents. Most of this increase is in schools – violence involving pupils (see **kind of accidents** for details)

- 513 accidents/incidents were to employees
(*against an FTE employee figure of 8014*) which equates to only 6% of employees. As the organisation continues to change, we will include these % statistics against the FTE to show the comparison year on year.
- 655 accidents/incidents involving non-employees (pupils and visitors)
- Country Parks had a visitor footfall of 985,377 for 2019/20. There were 55 accidents/incidents to non-employees (visitors) this equates to only 0.0056%.
- Libraries had a visitor footfall of 1,366,590 for 2019/20. There were 29 accidents/incidents to non-employees (visitors) this equates to only 0.0021%.

The majority of these non-employee incidents were minor slips, trips and falls resulting in grazes and bruises.

In consideration of the large volume of visitors and the activities at these sites, these statistics demonstrate the effective safety management these services have implemented.

There has also been a reduction of 41% in reportable accidents/incidents; those reported to the HSE under the Reportable, Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR), 16 in comparison to 27 in 2018/19. (See **Kind of Accidents** for details)

Factors that may potentially attribute to the reduction in RIDDOR's are; improved management of health and safety and suitable control measures; improved HSW training, awareness and proactive and targeted support and advice.

The highest kind of accident/incident continues to be 'slip, trip and falls', however the highest increase in kinds of accident/incident compared to 2018/19 is in schools "violence involving pupils". **(2)** below

Kinds of accident/incidents reported

The highest kinds of accident/incidents, in order are as follows:

Category	2018/19	2019/20
1.Slip, trips and falls	242	220
2.Schools – violence involving pupils	84	192
3.Schools – accidental during play	154	155
4.Abuse/verbal/written/digital/media	53	68
5.Near miss	57	55

(1) Slips, trips and falls continue to be the highest "kind of accident" although there has been a slight reduction from last year. The majority of these involve members of the public and pupils in schools.

(2) Of the 192 for schools - violence involving pupils, 17 were pupil on pupil injuries and 165 were incidents involving a pupil and an employee/volunteer. Of these incidents, there were no issues or trends and were mainly pupils kicking or biting resulting in bites, bumps and bruises. The increase from 84 last year to 192 this year could be in part based on improved reporting of this type of incident by schools.

To add context to these statistics -

- Half of the reported accidents/incidents in this category were from the same 4 schools, Water Orton (32), Lillington (23), Long Lawford (20) and Round Oak (19). The others were from 30 other schools.
- Water Orton, Long Lawford, Round Oak and Brookhurst schools, 50% or more of the accidents/incidents reported in this category were for the same one or two pupils.
- Almost a third of these incidents overall were relating to the same one or two pupils.
- Nearly 3 out of 5 children involved in the accident/incident have special needs/ Educational, Health Care plans.

The HSW team have been promoting the requirement for accident/incident reporting as part of the Management of H&S training over the past year.

Violence and aggression towards teaching staff has also been on the agenda of the Teaching Representative Panel meetings recently. Members have also been reminding schools and teaching staff that these incidents must be reported. The unions also discussed setting up a working group to produce a school specific guide on how to reduce violence and aggression towards staff. The HSW team have offered to be part of this working group when formed.

(3) The majority of the school's incidents were in the playground/play area of the school.

(4) Abuse/verbal for 2019/20 relates mostly to face to face verbal abuse to operatives on HWRC's (22); and social care staff (17) e.g. when making appointments to see parents or discussing subjects like financial support, giving messages that parents don't want to hear.

(5) 50% of the near misses were during Household Waste Recycling Centre activities, usually members of the public attempting to access prohibited areas where heavy plant is operating.

A further breakdown on accidents/incidents against each Directorate and on the kinds of accidents/incidents can be found in **Appendix 1**.

HSE RIDDOR Reportable Accidents/Incidents

A total of 16 incidents were reported to the HSE as required under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR).

In total there were 14 employee RIDDOR's and 2 non-employee RIDDOR's. Of the 14 that involved employees 8 occurred in schools and most of these involved slips, trips and falls, resulting in fractures and other injuries preventing the injured persons attendance at work for 7 days and over.

Of the 6 non-school employee RIDDOR's: -

2 occurred at the County Fleet Maintenance sites which were investigated by the HSW team to ensure the service had implemented measures to prevent recurrence:

- 1 incident was caused by a mechanic using an inappropriate tool for the task. Following the investigation, a more appropriate tool was identified and purchased for this task in the future. (a torque multiplier rather than a torque wrench)
- 1 incident was as a result of a member of staff not opening a door fully to allow them free entry/egress. This resulted in a bin they were moving hitting the door and impact to their lower leg aggravating an existing issue. The member of staff has been reminded and instructed to use a stack truck and to fully open the door in future

The other 4 were:

- 1 road traffic accident involving a member of staff
- 1 member of the public who hurt his arm on the faulty automatic door in Shire Hall (the sensor was replaced, and regular checks now being undertaken on the door)
- 1 member of staff affected by inappropriate remarks and intimidated by a client they were visiting
- 1 member of staff in Education services demonstrating drama activity, popped her knee

(all the incidents involving staff resulted in them being off sick for more than 7 days)

Inspections and Audits

Workplace Inspections

Annual/bi-annual inspections have been undertaken across 60% of all workplaces/sites prior to being suspended due to COVID19. These have identified consistent good practice in general with just a few areas for improvement. No significant hazards have been identified during the inspections for 2019/20.

There has also been continuous improvement in site responsible persons understanding the importance of undertaking the inspections.

The HSW Team are now measuring and rating the performance of each workplace inspection. This has shown a positive result with all the inspections receiving a majority rating of over 90% and a minimum of at least 82%.

Common areas of non-compliance identified were inconsistent record keeping in areas such as fire risk assessment actions, COSHH risk assessments and water hygiene checks.

Management of Health, Safety & Wellbeing and COSHH Audits

A total of 5 comprehensive audits were undertaken by the HSW team across WCC services following the new audit procedure, introduced in June 2019. Generally, there was a good level of compliance.

The main, common areas identified for improvement were risk assessments not being undertaken/not being “suitable and sufficient” or not being up to date, closely followed by mandatory training not being identified, completed or effectively managed.

Audit reports are now rated, allowing us to benchmark against other services, services subsequent audits and advise on sharing best practice where applicable.

Audit actions are now aligned to specific individuals with agreed and reasonable target dates for completion which the HSW team support and monitor through to completion.

Note: Due to COVID 19 pressure on services, any outstanding audit actions against the timescales are being discussed and reviewed with the service manager to reflect this.

The HSW team will provide data on the overall audit ratings and actions for each service, providing visibility on areas of improvement made and to improve the overall effectiveness for reporting and monitoring of Health, Safety & Wellbeing related areas.

These audits will also allow us to identify where there are common areas and trends that may need overall, strategic improvement across WCC services and where the HSW team can provide further information, guidance and support.

Control of Substances Hazardous to Health (COSHH) Audits

A total of 48 audits were undertaken by the COSHH Officer during 2019/20.

The main, common areas identified for improvement were missing or outdated risk assessments and data sheets, although this was less than in the previous years. Some COSHH risk assessments were also lacking the annual review, but this has improved from previous years due to the addition of a review sheet.

There has been a notable increase in the number of new school caretakers for this period compared to previous years. This has increased the requirement to provide specific COSHH advice and on-site training and requests for an audit outside of the usual school schedule. This is a positive trend as the caretakers are aware of their COSHH responsibilities and proactively requesting support.

Appendix 2 shows further detail of the audits undertaken in the specific services, overall audit ratings, agreed actions and actions outstanding.

Display Screen Equipment Assessments

The DSE referral is a process that the HSW service offers to managers and staff. This is when managers are unable to find a suitable solution to workstation issues identified by staff and require assistance. Telephone advice or a face to face DSE assessment are undertaken by an HSW Advisor.

There have been 65 requests for DSE referrals in 2019/20, 61 of which have resulted in face to face DSE Assessments being undertaken.

Feedback has been received on 27 of these assessments at the time of writing this the report of which

- 89% have confirmed that the recommendations made have been implemented
- 93% have confirmed that the recommendations made have improved their workstation set-up and therefore eliminated or reduced the issues raised
- An average rating of 9.4 out of 10 was given for the quality of the DSE referral process and the recommendations made

Comments from feedback include:

- “Recommendations have been extremely helpful in improving my workstation setup”
- “The assessment has definitely improved my workstation and has made me much more aware of right height for screen, chair and sitting position
- “Assessment has been very helpful”

Work Equipment

WCC services have had 2898 items of work equipment tested and examined by our Zurich engineer contractors during 2019/20 to ensure that these are safe to use/operate and comply with the relevant legislation. This includes lifts and lifting equipment.

The HSW team have proactively audited and monitored the progress on actions required for any defects identified by the engineers, through the WCC Crimson System that holds this information.

There has been a slight improvement in comparison to last year that shows that 79% of the equipment tested and examined passed, compared to 73% in 2018/19, whilst only 1% showed a major defect (consistent with 2018/19).

Employee Assistance Programme (EAP)

The EAP provision has continued to be extensively communicated and promoted to employees. An event was held in July to promote the benefits of the provision, this was well attended with positive feedback. Managers and the intranet were the main source of awareness of the service.

This provision is available to all WCC employees (excluding WFRS who have their own in-house provision). During 2020 this was also made available to all WCC’s 260 foster carers.

This has also now been made available as part of the WES traded offer to schools (where WCC is the employer). 107 schools have currently subscribed for the 2020/21 financial year. Educaterers also purchase this provision.

Summary of Use (April 2019 – March 2020)

The following is a summary of the use of the provision for the period April 2019 through to March 2020. The average usage rate during this period was 4.2%.

The standard utilisation benchmark for EAP is 5% of the workforce.

The highest work issues presented were:

1. Work stress
2. Mental health
3. Control Over Work

The highest personal issues presented were:

1. Mental health

2. Family
3. Relationships

For the emotional support service, the highest Directorate users were:

1. People 84
2. Resources 49
3. Communities 36

The highest use in services (compared to others) were:

1. People – Social Care & Support and Children and Families
2. Resources – Customer Services
3. Communities – Communities Services

Further information is shown in **Appendix 3**.

Occupational Health (OH)

The OH provision continues to be used proactively and effectively by managers. This ensures that employees are referred at the right time to enable support/adjustments to be made to maintain their attendance at work or an effective and quick return to work. This is available to all WCC staff and in schools where WCC is the employer. (this excludes WF&RS who have their own in-house provision).

In terms of contract management, occupational health is a proactive provider who work positively and supportively with HSW, referring managers and HR Advisors to address any case queries or process issues and regularly offer support on further progress and improvement for the OH provision.

The improved provision in terms of speed of the assessment and report outcome enables managers to support staff appropriately to enable them to continue in work or for staff to return to work as soon as possible.

This is one of the measures of improvement that will subsequently, continually assist in reducing the sickness absence rate.

Summary of Use (April 2019 – January 2020) - (MI only available for up to Jan 2020 due to changes in reporting process)

The following is a summary of the use of the provision over the period April 2019 through to January 2020. Further information is shown in Appendix 3.

The number of referrals made during the period of the contract are, generally, comparative with the last two years for the previous contract provider:

The highest numbers of referrals made in Directorates were:

1. People – 260
2. Resources – 132
3. Communities – 118

4. Schools – 197

The highest in services (compared to others) for July 2019 – Jan 2020 were:

1. People – Children & Families (84) Social Care & Support (80)
2. Resources – Customer Services (24)
3. Communities – Education and Learning (21)

The two main reasons for referrals during the period July 19 – Jan 20 were;

- Mental health issues at 46%
- Musculoskeletal at 20%

70% of all referrals were non-work related with 7% primarily work-related, 15% work aggravated, and 7% work attributed and 1% work accident.

Further information is shown in **Appendix 4**.

Workplace Health and Wellbeing

Projects and initiatives on employee wellbeing have continued to meet the actions of the Workplace Health and Wellbeing Strategy 2018-2020.

Most of the actions from the first phase implementation plan have now been completed. The implementation plans included elements such as staff engagement; communication and awareness; sickness absence; occupational health, employee assistance programme and more understanding around mental health.

Relevant colleagues, managers and staff were involved in the health and wellbeing actions and initiatives, through the steering group. This includes a strong link with Public Health, Year of Wellbeing external partners such as NHS and Mind Mental Health.

Key actions progressed and implemented from the strategy plan, are as follows: -

- Your Wellbeing intranet page being regularly updated with information and resources from OH and EAP, health topics, training, support and information
- Continuation of Wellbeing Wednesday (WW) intranet slots which promoted health and wellbeing campaigns, information and signposting to EAP and Year of Wellbeing initiatives.
 - This method of communication has now been updated since January 2020, based on read rate of the WW articles and instead, general wellbeing updates are being included in directorate briefings and Working for Warwickshire to maximise audience reach.
- Recruitment, training and promotion of WCC Wellbeing Champions to support teams and staff with positive health and wellbeing.
 - There are 31 trained Champions in WCC plus a large number across West Midland Combined Authority. The Senior Wellbeing Officer coordinates the WCC Champions and regularly updates and meets with them. The Champions also have a monthly newsletter as a way of keeping up to date with best practice.

- Recruitment, training and promotion of WCC Listening Mates to replace the Dignity at Work contacts to support and signpost staff if something is wrong at work, or at home and it is affecting them at work. They received mental health first aid training, bullying, harassment and discrimination training, and active listening training.
 - Worked with the EDI team to coordinate recruitment and training and worked with WFRS Occupational Health & Wellbeing manager to provide training.
- WCC sign up to the Thrive at Work commitment, working on attaining the Bronze Level to benchmark against best practice and identify gaps within WCC; this now has 83% completion.
- Wellbeing and mental health awareness sessions delivered to teams:
 - Wellbeing = 32 sessions (Communities x7; People x13; Resources x6; Apprentice inductions x2; Corporate HSW training x2; Schools HSW training x1)
 - Mental Health = 22 sessions (Communities x3; People x3; Resources x3 [plus bespoke training at 5 libraries]; Learning at Work sessions x4; School Governors SEMH Conference [100 governors in attendance]; Mental Health Awareness training for managers x1; Mental Health Awareness training for staff x2)
- Additional resilience and mindfulness training sessions.
- New work life balance training sessions.
- Health, Safety and Wellbeing service attendance at all building user group meetings to identify any wellbeing/work environment issues for advice and support.
- Development of Individual and Team Wellness Plans to replace the Stress Risk Assessments as a proactive and preventative tool available to all staff, not just those who are absent.

There was a 4% increase in the 2019 Your Say survey response for the question “*employee wellbeing is promoted at work*” which is an overall increase of 9% since 2017 and demonstrates staff awareness of positive wellbeing within WCC.

Sickness Absence

The Annual Sickness Absence report will be presented to the committee in September; however, it should be noted within this report that the end of year figure is an increase to 10.84 days per FTE in comparison to last year 9.51.

The two highest causes for sickness absence remain as musculoskeletal (MSK) and mental health. Whilst MSK has reduced from 19.6% to 17.16% this year, mental health has increased from 25.7% to 29.12%. Although mental health is still an area for improvement, the increase could be a result of staff feeling more comfortable to discuss this openly with their manager and record that they are mentally ill rather than using a physical reason instead.

COVID 19 Related Initiatives

This is a summary of specific initiatives and actions since March 2020, in relation to COVID 19.

- Employee Assistance Programme (EAP) provision to schools (as a buy-in option) in place before schools closed
- EAP provision to staff in 280 Social Care Provider organisations: care homes; domiciliary and supported living provision.
- EAP bereavement, trauma and grief provision defined
- Availability of COVID 19 Occupational Health referrals and assessments
- Team of representatives set up to discuss wellbeing information and support to staff; key actions to date: Keeping you well and at work, information, guidance, tips and support to staff on the intranet pages
Wellbeing articles and updates in the Working4Warwickshire weekly newsletter
Staff wellbeing check-in survey implemented (see Appendix 5 for initial results)
Action plan for further information, support, initiatives from survey

Health, Safety and Wellbeing Service Priorities for 2020/21

- Health, Safety and Wellbeing policies and guidance reviewed and updated as user friendly, clear and concise documents in line with current health and safety legislation
- Schedule of management of health, safety and wellbeing audits
- Phase 2 of the Workplace Wellbeing Strategy; focusing on mental wellbeing, in line with the requirements of the Thrive at Work bronze level commitment - *Mental health issues both personal and work-related remain our highest sickness absence illness, reason for referrals to OH and our EAP presenting reasons*
- Effectively integrate the traded, Safety and Premises service within the HSW service

COVID-19 Specific Priorities:

- Support and input into assessing the staff feedback from the wellbeing check-in survey to include:
 - Raised awareness of all employee support available
 - Wellbeing, physical and mental health support and information
 - Information, guidance and tools for managers and staff to continue to work from home as safely and effectively as possible
 - Guidance and tools for managers to ensure effective communication, check-in and support to staff
 - Risk assessment and health, safety and wellbeing guidance, documents, support and advice to services on recovery and re-instatement

5. Timescales associated with the decision and next steps

None

Background Papers

None

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The report was circulated to the following members prior to publication:

Local Member(s): None

Other members: Councillors Kaur, Gifford and Stevens

Appendices

Appendix 1

Accidents/Incidents break down by Directorates

Directorate	2018/19	2019/20
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People Directorate	91	99
Resources Directorate	84	75
Communities Directorate	259	256
Schools (Community and Voluntary Controlled)	620	738
Total	1054	1168

Kind of Accident/Incident	2018-2019	2019/20
Slip, trip or fall	242	220
Schools only - violence involving pupils	84	192
Schools only - accidental during play	154	155
Abuse - Verbal/written/digital/media	53	68
Near Miss	57	55
Hit by moving object	47	48
Hit fixed/stationary object	48	46
Dangerous Occurrence	18	41
Vehicle related incident	37	40
Manual Handling - objects	28	37
Play equipment	24	35
Non - work related ill health	35	26
Sharp Object/Surface - contact with	21	24
Trapped	9	17
Anti-Social Behaviour	22	15
Assault - Physical - malicious	32	13
Moving & handling people	4	12
Psychological or emotional distress	10	12
Hot substance/surface - contact with	16	11
Machinery/plant/equipment	6	10
Security Incident	14	10
Animal related	11	9
Other	0	8
Assault - Physical - non malicious	14	7
Sports Equipment	6	7
Environmental Incident	16	6
Foreign Object	4	6
Hand Tools	3	5
Absconding	6	4
Choking / Swallowing	3	4
Fall from a height	4	4
Fire	2	4
Asbestos	0	3
Electrical related	5	3
Harmful Substance - contact with/exposed to	3	3
Water Incident - on/in water	2	3
Gas/Steam - release of	3	2
Work Related Ill-Health	1	2

Assault not involving WCC staff (e.g. pupils, customers)	4	1
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Appendix 2 Audit report ratings and action breakdown for directorates

Audit					
Directorate	Communities	Communities	Communities	Resources	People
Service	Forestry	Design Services	Waste	Property, Construction & Engineering	Children & Families
Audit Date	24/06/2019	23/07/2019	16/12/2019	25/11/2019	17/02/2020
Audit Report	Amber	Amber	Amber	N/A	N/A
Actions Agreed	19	16	22	N/A	N/A
P1 Actions	0	0	0	N/A	N/A
P2 Actions	14	11	15	N/A	N/A
P3 Actions	5	4	6	N/A	N/A
Observations	0	1	1	N/A	N/A

Forestry	P1	P2	P3	OB
Overdue	N/A	3	0	0
Days Overdue	N/A	171	N/A	N/A
Forthcoming Overdue (30 Days)	N/A	0	0	0
Completed	N/A	11	5	N/A

Forestry currently have 3 overdue actions. The Lead Auditor has supported the service to complete the agreed actions, specifically with risk assessment creation and safe systems of working. Forestry are awaiting a specialist consultant to support with the remainder of the actions but due to some technical changes in climbing that affected the whole of the Forestry industry the consultant is working with the Arboriculture Association and HSE to help work through the proposed changes which is expected to have a big impact on the industry.

Design Services	P1	P2	P3	OB
Overdue	N/A	2	0	0
Days Overdue	N/A	127	0	0
Forthcoming Overdue (30 Days)	N/A	0	0	0
Completed	N/A	9	4	1

Design Services currently have 2 overdue actions. The Lead Auditor has been supporting the service to complete the agreed actions. The remaining Risk Assessment workshop training action and risk assessment completion action were due to be completed in March 2020 but were delayed due to the COVID19 restrictions.

Waste Services	P1	P2	P3	OB
Overdue	N/A	4	4	1
Days Overdue	N/A	62	2	2
Forthcoming Overdue (30 Days)	N/A	1	0	0
Completed	N/A	1	0	0

Waste Services currently have 9 overdue actions. Some actions have only recently become overdue however they will fall into the audit escalation procedure to try and ensure the actions are completed in a timely manner alongside the actions that have been overdue for some considerable time. The Lead Auditor has been supporting the service to complete the agreed actions, with mandatory training and risk assessment completion and monitoring.

COSHH	P1	P2	P3	OB
Overdue	N/A	3	1	1
Days Overdue	N/A	114	59	86
Forthcoming Overdue (30 Days)	N/A	1	1	0
Completed	N/A	1	0	1

The following key good practice and improvement was identified during the audits: -

- Employee knowledge and participation in wellbeing initiatives has increased
- Services were aware of how to locate corporate Health and Safety information such as the Health and Safety policy
- Health and Safety is discussed during team meetings
- Improved practical compliance for COSHH in terms of storage, labelling, use of personal protective equipment and safe working methods

Report Rating Definitions			
Red	Amber	Yellow	Green
Critical weaknesses in the completion and implementation or operation of policies and standards, that individually or collectively increase the risk of a "major/fundamental" event occurring.	Significant deficiency in the implementation or operation of arrangements and procedures, that individually or collectively increase the risk of a "significant" event occurring.	Minor weaknesses in the implementation of an element of policies or standards, that individually or collectively increase the risk of an "important" event occurring.	Generally acceptable implementation or operation of policies and standards. Some opportunities for improvement may exist.
% of P1's greater than 40% of the total audit score	P1 Finding and (or) % of P2's greater than 40% of the total audit score	No P1 findings and (or) % of P3's greater than 40% of the total audit score	No P1 or P2 findings % of P3's is less than 40% of the total audit

Action Rating	Guidance
Priority1	A critical element of Health, Safety & Wellbeing management is missing. A critical deficiency exists in the implementation of WCC policies and standards Non-compliance with legislation (e.g. mandatory training, risk assessments, workplace equipment)
Priority2	A significant deficiency exists in completion and (or) implementation of arrangements and procedures in place to effectively manage risk. Administrative breach of legislation (e.g. training records, accident/incident reporting, emergency arrangements)
Priority3	Minor or isolated deficiencies in the implementation of an element of policies or standards to meet WCC's expectations (e.g. risk assessments, training, and workplace equipment)
Observation	Items that the auditor wishes to highlight to management for consideration.

Appendix 3 – Employee Assistance Programme Use (April 2019 – March 2020)

Service Type	April 2019 – March 2020
Emotional Support	179
Legal & information	26
Management Support	3
Utilisation rate	4.2%

The standard utilisation benchmark for EAP is 5% of the workforce.

Outcome of helpline calls.

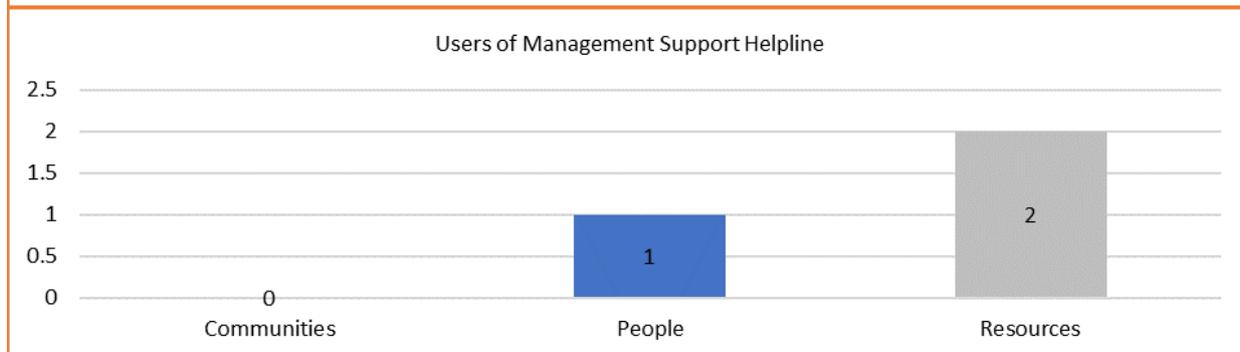
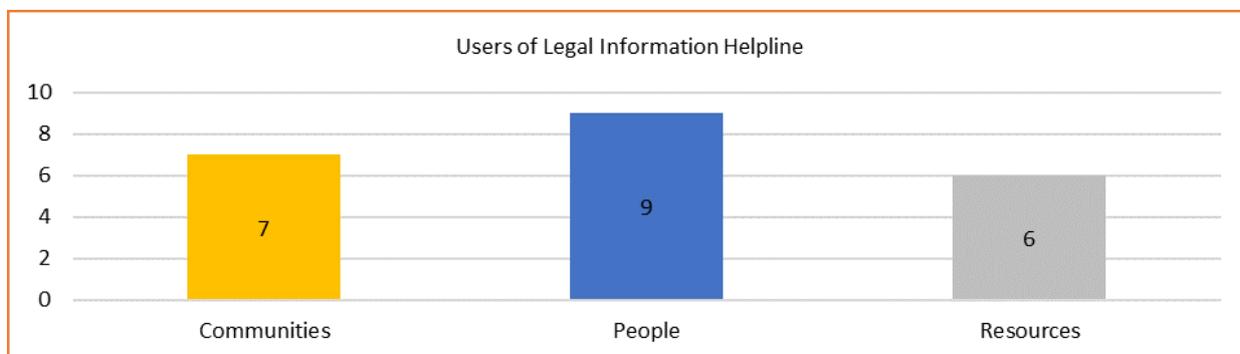
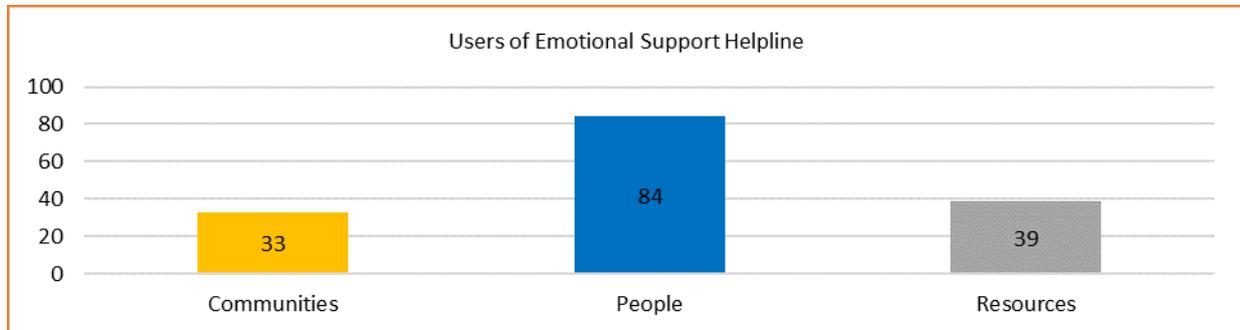
Pathway Placement	April 2019 – March 2020
Referred to Structured Wellbeing Counselling	22
Facilitated Onward referral	10
One Call Solution	120
Referred to guided self help	26

Personal issues presented

Issue	April 2019 – March 2020
Mental Health	56
Family	46
Relationships	25

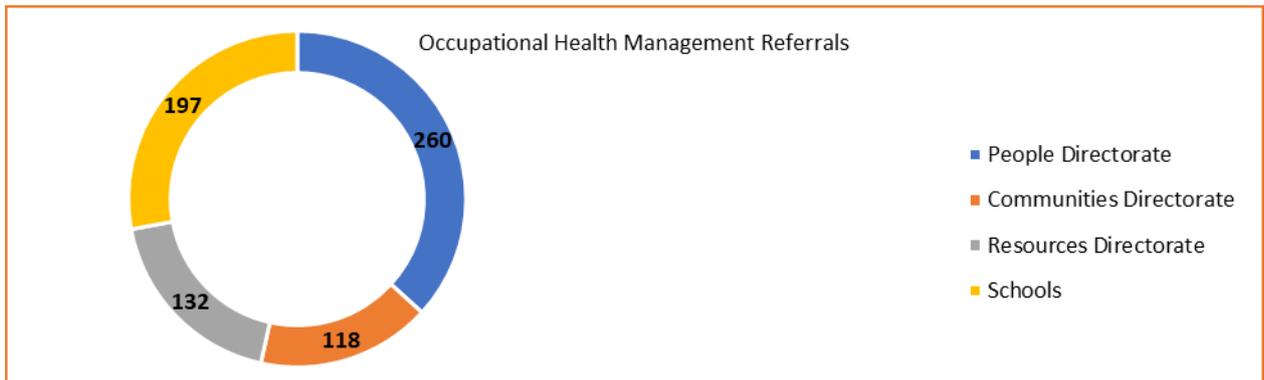
Work Issues presented

Issue	April 2019 – March 2020
Work Stress	38
Mental Health	11
Control over work	9

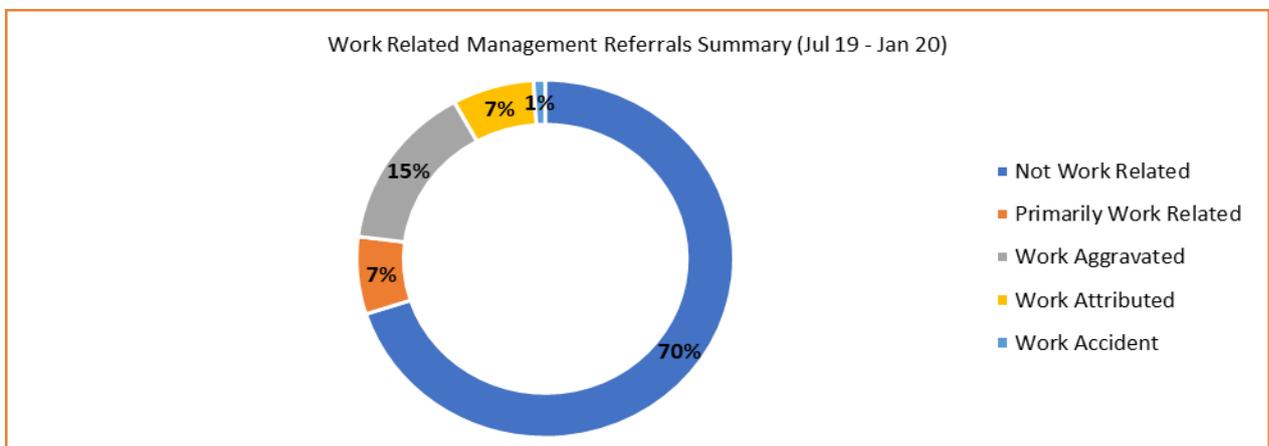
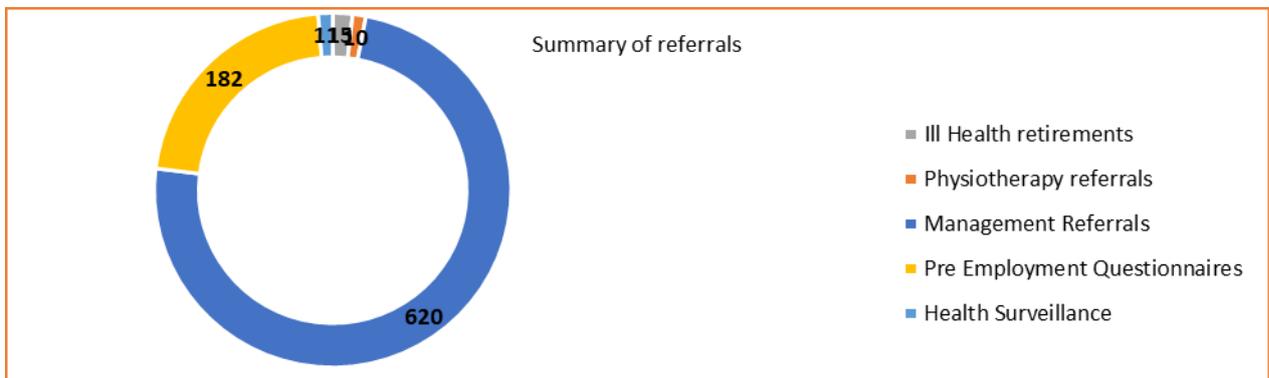


Appendix 4 - Occupational Health – Management Referrals (April 2019 – Jan 2020)

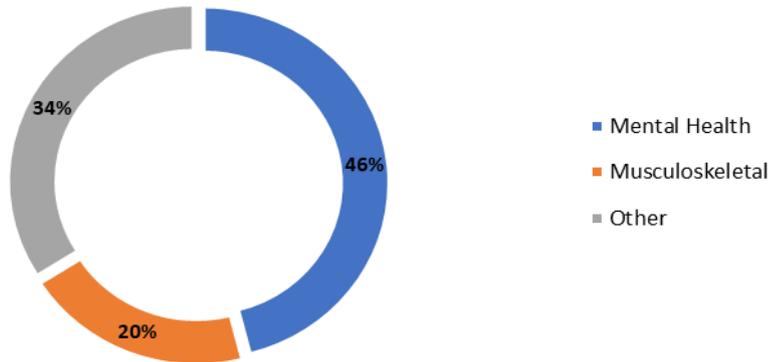
Directorate	2018/9 (9 Months)	2019/20 (10 Months)
People Directorate	181	260
Communities Directorate	79	118
Resources Directorate	79	132
Schools	167	197
Total	506	707



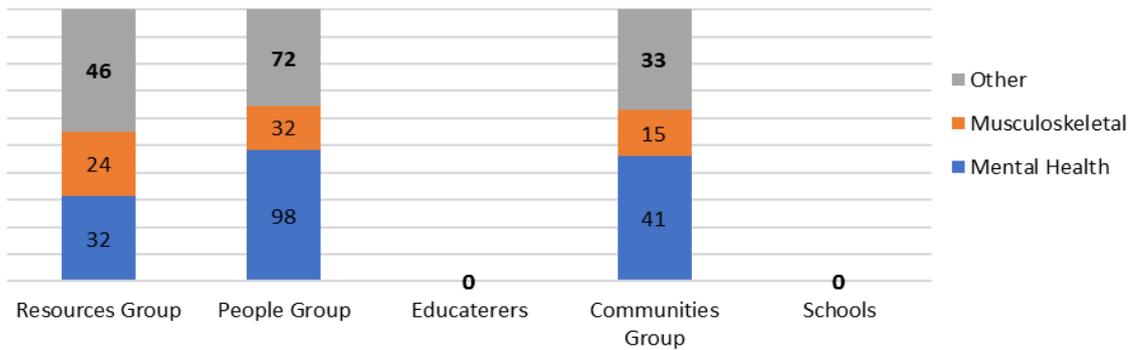
Summary of Referrals	
Ill Health retirements	15
Physiotherapy referrals	10
Management Referrals	620
Pre-Employment Questionnaires	182
Health Surveillance	11



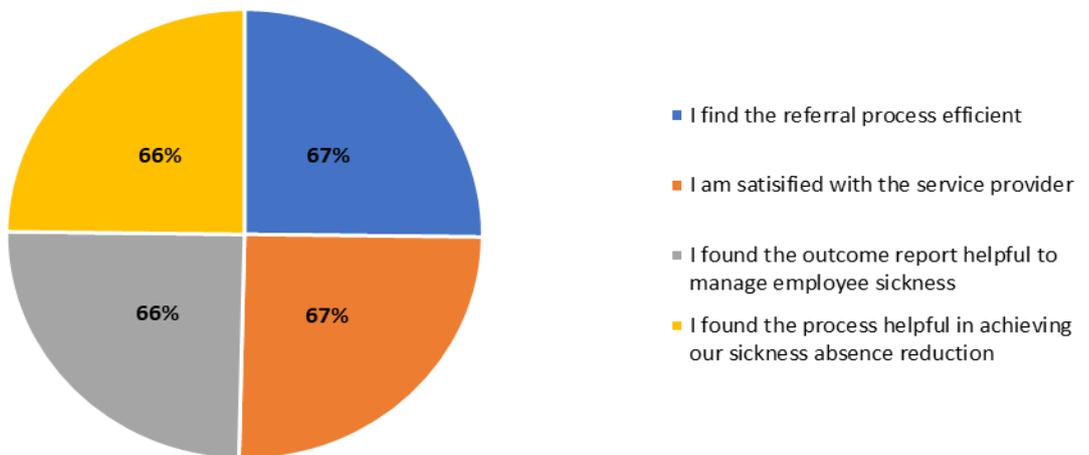
Mental Health & Musculoskeletal Outcome Summary - Management Referrals (July 19 - Jan 20)



Disease Code Outcomes by Group - Management Referrals (July 19 - Jan 20)



Results of Survey Undertaken



Appendix 5 – Wellbeing Check-in Survey

Staff wellbeing check-in

April 2020



The COVID-19 outbreak has led to WCC staff working in very changed circumstances.

We wanted to know how this was affecting you, how you were finding our new ways of working and what else could be done to support you. This is a summary of what you told us.

Who responded

2,101

responses = response rate

46%

51% identified as key workers

89% working from home



How are you feeling?

88% feeling OK or better (rating 3-5)

12% finding things harder (rating 1-2)



New ways of working

87% adapting well to the new ways of working

83% able to access the systems and technology needed to work at home



Supporting you

90% colleagues are staying connected

89% Leadership Team are providing visible leadership

87% Council is supporting staff effectively

85% immediate line manager was supporting them

74% service manager (Tier 3) was supporting them



Awareness of support

92% support from line manager

83% Intranet coronavirus pages

63% support from Tier 3 manager

44% Health and Wellbeing Champions

44% Employee Assistance Programme



41% Listening Mates

26% support through staff networks

Keeping team connected

84% regular check-ins with team colleagues

84% catch-ups with managers

79% virtual team meetings

69% listened to senior leadership live broadcasts (CX and SDs)

54% manager flexible to help them manage caring/childcare responsibilities

