



**Annual Corporate
Health, Safety and
Wellbeing Report
2021-22**



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Introduction

This annual report provides a summary of Cumbria County Council's work and statistical data relating to health, safety, and wellbeing for the period 1 April 2021 to 31 March 2022.

The report also details:

- Our continuing commitment to identify, assess and manage risk to protect the health, safety and wellbeing of staff and others affected by County Council services and activities.
- An update on the work undertaken to support the Council's response and recovery to the COVID-19 pandemic.
- Provide an update on the work undertaken by the Corporate Health and Safety Team and wider council departments under our themes of Strong and Active Leadership; Improving Worker Involvement; and Health and Safety Governance.
- A summary of 2021/22 occupational accident, incident, near miss and ill-health performance data.
- A summary of the identified health, safety and wellbeing improvements and objectives for 2022/2023 as we move towards the end of Cumbria County Council as an employer and beginning of the two new unitary authorities for Cumbria.
- An overview of the work commenced by County Council and District Council Health and Safety colleagues to support the Cumbria Local Government Reform programme to ensure identification and smooth transition of statutory health and safety objectives to ensure both Cumberland and Westmorland and Furness Councils are safe and legal from 1 April 2023.

The Council Plan 2018-2022 included a priority outcome to ensure that:

“People in Cumbria are healthy and safe”

Cumbria County Council has a duty to provide for the health, safety and wellbeing of all its employees, elected members and any other person who may be affected by Council activities. We aim to promote a positive health and safety culture where everybody is expected to play a part.

The Council is committed to work in partnership with recognised Trade Union colleagues, involving them in key health and safety discussions to help drive continuous improvement in health and safety performance. We recognise that for health and safety management to be successful, all parties at all levels must be actively engaged, listened to and valued.

To promote **better health and wellbeing at work** we will continue to focus on measures to ensure:

- An effective work life balance and programme of staff engagement initiatives.
- Health, safety and wellbeing is embedded into our new ways of working programme.
- Promotion of healthy lifestyle (including physical activity and healthy eating).
- A strong focus on mental wellbeing issues (including work-related stress).

To promote a **positive safety culture**, we will focus on:

- A high corporate profile with visible and strong commitment from Council leaders and managers
- Regular engagement and co-production of improvement initiatives working with employees and recognised Trade Union colleagues
- Suitable and sufficient risk assessments, safe working practices and arrangements for effectively controlling hazards
- Compliance with legislation and meeting best practice
- Effective, proactive monitoring of our health and safety performance and management systems
- Maintaining a positive attitude towards achieving health and safety objectives
- Implementing effective training, communication and awareness campaigns
- Sufficient resources for effective health, safety and wellbeing management
- Improving the reporting, recording and investigation of accidents, incident and near misses and to learn lessons to help us to strive for continual improvement.

Background and Context

Cumbria has the second largest geographical area of all the counties in England with over half its population of approximately 500,000 people residing in rural areas.

The County Council delivers a wide range of services either directly or through contractual arrangements. These include highways, education and educational visits, transport, waste disposal, residential and community based social care services for adults and children, fire and rescue services, library and registration services, public health, trading standards and internal enabling services such as ICT, People Management, Health and Safety and Occupational Health as examples.

As an organisation, we see health and safety as being everyone's business with responsibilities therefore placed at all levels of the Council. This is also expected of all contractors that deliver work and services on our behalf.

Dedicated health, safety and fire safety professionals support the higher risk areas of the Council's direct delivery with resources prioritised and provided by the in-house Corporate Health and Safety Team to support managers and to proactively monitor the safety management systems in place to control risks.

Leadership and Governance

The Cabinet Member Environment, Executive Director Corporate, Customer and Community Services with the Assistant Director Organisational Change provide leadership to the corporate health and safety functions with the Corporate Management Team and all service-based leaders having responsibility for the safe working practices within their service areas and teams.

Despite the need for a clear effort to safely manage the COVID-19 pandemic, the Council has continued a health and safety focus on all council services through the established health and safety governance arrangements. An ongoing collaborative approach has continued with our trade union colleagues who act as co-chairs on directorate level and corporate health and safety committees and advocate and champion work-place health and safety for their members.

The County Council continues to operate within a context of limited local government resources where there are recruitment difficulties in certain sectors. With the unprecedented financial and service demand challenges on public services, there remains a continuing need to balance reasonably practicable safe working systems alongside the resources available.

Despite these challenges and the pandemic, our employees and contractors have continued to work in many roles, providing a range of vital services to the community. They can be exposed to a variety of occupational risks, and it is the Council's legal and moral duty to ensure where workplace hazards are identified that suitable risk controls are implemented to maintain a positive health, safety and wellbeing environment wherever reasonably practicable.

Corporate Health, Safety and Wellbeing Policy

The Council publishes an annual Health and Safety Policy Statement signed by the Leader of the Council, Cabinet Lead Member and Council Chief Executive demonstrating a clear commitment and leadership in accordance with section 2(3) of the Health and Safety at Work Act 1974.



This statement of policy on health and safety at work in Cumbria County Council is made in accordance with section 2(3) of the Health and Safety at Work Act 1974.

2021/22 Corporate Health & Safety Policy Statement

Cumbria County Council has a duty to provide for the health, safety and wellbeing of all its employees, elected members and any other person who may be affected by Council activities.

The last County Council policy statement was agreed by Cabinet in July 2021 and is currently being reviewed for 2022/23. This states a clear commitment for elected members, officers and trade union representatives to continue to work together to drive improved health and safety standards.

This collaborative approach has been effective and has particularly increased during the Coronavirus pandemic with weekly meetings being established between officers and trade union representatives in relation to COVID-19 to enable discussion of emerging issues and concerns.

The Council is also contributing to the development of new Health, Safety and Wellbeing policies for the two new Unitary Authorities as part of the planning for Cumbria Local Government Reform.

Response and Recovery to the Coronavirus (COVID-19) Pandemic

The County Council have continued throughout 2021/22 to prioritise and provide support to essential operational services and schools helping them to manage infection risks in line with emerging government guidance. Strategic leadership has been provided by our Director of Public Health with support from public health professionals and health and safety officers and trade union colleagues who have worked hard to support the measures to protect Council staff, service users, schools, and the wider community. We will continue to take a risk-based approach to infection prevention and control in the longer term to maintain good practice hygiene standards.

Council members and officers have contributed significantly to the County response, linking with national and regional public health experts to implement appropriate guidance, response and control measures to minimise the impact of the virus wherever possible.

Recognised trade union representatives have played a valued role in the response supporting their members and meeting Council management regularly to discuss response initiatives and any issues of concern and suggestions for improvement or additional focus.

Health and Safety Executive (HSE) Activity

The Health & Safety Executive have continued to contact a limited number of schools and council premises to undertake spot checks to check COVID infection prevention measures. The feedback from these contact calls has been very positive with no significant concerns or further action resulting. There has been no formal action instigated against the Council by the Health and Safety Executive during the 2021/22 period.

New Ways of Working

The Council has continued to invest in enabling remote and flexible working options where business needs allow. Ensuring these new ways of working remain safe has involved development of ongoing communications and guidance, including remote and homeworker learning packages which include general homeworker safety and workstation assessment to help our employees work safely and comfortably. We have also continued to support home working via an allowance for staff to purchase a desk to work at home plus the provision of chairs and additional ICT equipment where required. Support has also been provided to employees whose circumstances meant that remote and home working was not a suitable option.

Personal Protective Equipment

The sourcing and supply of suitable Personal Protective Equipment (PPE) and Covid-19 Lateral Flow Tests has continued throughout 2021/22. A dedicated team have continued to ensure adequate stocks of PPE and tests are available which supported the infection prevention and control arrangements in key service areas, especially front-line services such as in fire and rescue, education, health and social care settings. Throughout the pandemic recognised trade union colleagues requested that the specification of some PPE (in particular masks) were provided above the national recommendations. The employer regularly considered this request and following local and national discussions took the decision to provide masks to the workforce that was in line with the specifications outlined in the national guidance.

Delivery of the 2021/22 Health, Safety and Wellbeing Objectives

The Council's health and safety performance remains a high corporate priority with monitoring, reporting and scrutiny through safety governance groups.

From the work commenced during 2018/19 to raise and maintain the profile of health and safety across the whole council, we have continued to work closely with our internal managers, external partners, and trade union colleagues to build on that work and promote continuous improvement during the last year.

Our main objectives were:

Objective	How did we do?
Our health and safety governance groups and reporting arrangements will remain effective	We have continued to ensure that our H&S Committees met regularly and maintained our incident reporting systems arrangements, providing regular reports to CMT and Directorate level Management Teams.
Implement and deliver a revised 2021/22 health and safety management audit plan in line with Corporate Health and Safety Procedures	<p>Unfortunately due to the continuing COVID-19 pandemic and risk based approaches taken by other relevant national bodies e.g. CQC, HSE and OFSTED, we continued suspension of some on-site health and safety management audit programme with only essential and safety critical visits taking place.</p> <p>Our audit programme has now recommenced with fire safety and health and safety inspection and audits currently being arranged and delivered.</p>
We committed to ensure that a programme was in place for health and safety competence, awareness & training;	<p>We had to continue to suspend some corporate (non-essential) face to face training due to the pandemic and in line with guidance. We have continued to run IOSH accredited Managing Safety in Cumbria County Council as a supported E-Learning module.</p> <p>We also developed and rolled out a variety of awareness modules to support safe homeworking and safe systems of work during the pandemic.</p>
We committed to continue to focus on behavioural safety, safety performance and risk management arrangements to ensure they are established in our governance structure.	A one-team approach has continued to progress key health and safety objectives with key action milestones embedded within the Workforce Plan Delivery Plan.

Other key objectives achieved in 2021/22 included:

Strong and Active Leadership

- Cabinet approved the 2020/21 Annual Report and 2021/22 Corporate Policy Statement;
- Continuation of strong health and safety governance through the established safety committees to ensure effective communication and consultation arrangements for discussion and promotion of health and safety improvements at scale and pace;
- A health and safety section in the council's annual corporate governance self-assessment and quarterly business assurance frameworks;
- All Cabinet reports consider health and safety implications to demonstrate a clear commitment to health and safety management within key decisions made by the Council;
- Continuation of regular '*Th!nk Safe Be Safe*' health safety and wellbeing communications organisation-wide and to schools in the form of updates, bulletins and alerts;
- Health safety and wellbeing performance reported quarterly to Lead Member, CMT, DMT's and Health & Safety Committees;
- Engagement with partner agencies and contractors on multi-agency infection prevention, and health safety and wellbeing related issues;
- Recruitment of an Integrated Transport Safety Manager post and Health Safety and Wellbeing Advisor to support safety of our home to school transport and Adult and Provider Services functions.

Improving Worker Involvement and Engagement

A positive approach to health and safety is part of our core, daily business commitments and we continue to work hard to ensure that our employees feel involved, informed and able to contribute.

Statutory consultation with employees is managed through trade union attended safety committees and joint consultation groups where relevant. There continues to be a strong commitment to work alongside recognised trade unions and partner colleagues to further improve engagement, continue to develop efficiencies, and ensure more effective safety monitoring. Operationally, communication and consultation is included in induction, one to one meetings, formal appraisal, specific employee focus groups, safety working groups and toolbox talks.

During the year the Council has

- Developed and communicated infection prevention guidance to Council Teams and, Schools and Early Years settings
- Held regular meetings with trade union colleagues to provide updates and address concerns in relation to the current COVID-19 pandemic and other service safety issues.
- Monitored and evaluated tools to ensure safety related training is being completed and is effective through *My Learning*;
- Continued roll out of Valuing Individuals and Performance (VIP) approach, with 1-2-1 discussions including health, safety and wellbeing;
- Published corporate and directorate communications with signage within the *Th!nk Safe Be Safe* brand issued via the intranet, email, displayed in buildings and "face to face" channels.

Assessment and Review

The Council has both a legal and moral responsibility to ensure that each service area identifies risks with action plans in place to implement appropriate controls where required.

During 2021/22 work in this area has included:

- Updates to the Corporate Health and Safety *Intouch* site and pages;
- Updates to schools' information guidance notes and revision of the health and safety library on the Cumbria Schools Portal.
- Escalation of issues to relevant Senior Managers and Health and Safety Committees.
- Monitoring of the Council accident incident reporting system (E-Safety).

Work will continue to explore options for a corporate ICT 'app' to be added to all Council mobile phones to aid the reporting of safety incidents and near misses. For operational workers without easy access to a computer, safety observation reporting cards are issued which can be passed to managers to action.

Health and Safety Competence and Resources

The Organisational Development and Workforce Training (ODWT) team have worked closely with the Health and Safety Team to support the 2021/22 health, safety and wellbeing objectives through a variety of learning and development opportunities. Along with senior representation within the H&S Committees, we have ensured effective communication, focus and prioritisation of resources during an evolving and dynamic year.

We have worked with due diligence in respect of all training in line with HSE and industry specific guidance. Where training could be delivered effectively by virtual means, this was continued to support the Council's infection prevention risk assessment protocols.

Where face to face training was necessary, risk assessments of the training activity and the venue were undertaken, with suitable control measures put in place and adhered to. These arrangements were communicated to all persons directly or indirectly affected by the activities.

The ODWT team developed and rolled out a variety of tips, advice, guidance, resources and training to provide ongoing support for safe homeworking and safe systems of work during the pandemic.

These included fire safety awareness in the home, remote working resources, workstation assessment guidance, working from home eLearning and working safely during the Coronavirus Pandemic tools.

Core Health and Safety Training Programme 2021/22

A core programme of health, safety and wellbeing training was delivered during this period.

- **Introduction to Health and Safety (eLearning)** - 2924 completions

This course is included in the essential learning for all to provide employees with an understanding of the key requirements and procedures in relation to health and safety at work.

Communications were issued about the core health and safety programme and the essentials that should be completed with manager asked to ensure compliance.

Training needs for first aid, fire safety and manual handling were identified as priorities and met through a risk assessment process tailored to specific requirements. ODWT have worked closely with the Health and Safety Team and the building facilities team to provide access to training where gaps were identified in First Aid and Fire Warden roles.

- **First Aid**

Course Title	No. of Completions
CPC - First Aid (Training Event)	95
Emergency First Aid at Work (Training Event)	127
Emergency Paediatric First Aid - Foster Carers (Training Event)	47
Emergency Paediatric First Aid (Training Event)	6
First Aid at Work 3 Days (Training Event)	33
Level 3 Award in Emergency First Aid at Work (EFAW) (Training Event)	96

- **Fire Safety Training**

Course Title	No. of Completions
Fire Safety Awareness (eLearning)	364
Fire Safety Awareness Extinguisher Training (Training Event)	189
Fire Warden (Training Event)	120
Fire Warden Residential (Training Event)	65

- **Manual Handling**

Course Title	No. of Completions
Key Worker Manual Handling - Adults Residential (Training Event)	167
Manual Handling - Community Equipment Service (Training Event)	34
Manual Handling Annual updates Reablement / Support at Home Services (Training Event)	16
Manual Handling Awareness - Objects (eLearning)	133
Manual Handling Objects (Training Event)	59
Manual Handling of People Basic Awareness (Blended) Cumbria Care	601

- **Institute of Occupational Safety & Health: Managing Safely in Cumbria County Council**

The County Council is accredited by Institute of Occupational Safety and Health (IOSH) to deliver the 'Managing Safely at Cumbria County Council' course. This results in a nationally recognised qualification in health and safety management aimed at those who are responsible for ensuring that risks to staff and those using our services are being managed safely and effectively.

Managing Safely at Cumbria County Council provides managers, team leaders and supervisors with the knowledge and skills they need to identify hazards, control risks and proactively manage health and safety within their teams.

In 2021/22 we enrolled 52 employees onto the course with 33 delegates completing the course so far. The remainder will continue to be supported through to completion.

- **Health and Wellbeing**

A strong focus on health and wellbeing was promoted during delivery of all our training activities. Working closely with the People Management team we have aimed to have a positive impact on employee physical and mental wellbeing. In addition to having this embedded into all our learning, we have also delivered the following activities specific to mental health and wellbeing;

Course Title	No. of Completions
Mental Health Awareness (eLearning)	230
Mental Health First Aiders	24 new and 16 (refresher)
CPC - Mental Health and Wellbeing in Logistics (Training Event)	18
Wellbeing, Resilience and Managing Stress (eLearning)	144
Wellbeing & Conversations Toolkit Train the Trainer (Virtual Training)	100
Managing work related stress - a guide for managers (eLearning)	14
Wellbeing, Resilience and Managing Stress (eLearning)	144

- **Health and Wellbeing support referral helpline**

The training team supported by the people management team enabled a telephone support service for anyone seeking advice and guidance on wellbeing. 15 calls were taken in 2021/22 of which 12 led to a coaching conversation with relevant signposting to support and follow up. The promotion of *Able Futures* support service has not superseded this service and it is still being actively promoted and used.

Corporate Health, Safety & Wellbeing Governance

Elected members play a key leadership role on behalf of their constituents to ensure effective health and safety arrangements are in place; champion the need for high safety standards and scrutinise performance. The Cabinet, (chaired by the Leader of the Council) has the responsibility to consider the Annual Health and Safety Policy Statement and Annual Report. During 2020/21 the Lead Member with portfolio responsibility for Corporate Health and Safety was Councillor Celia Tibble, Lead Member – Environment.

Corporate Management Team chaired by the Chief Executive and attended by the Executive Directors, Chief Fire Officer, Chief Legal Officer and Directors of Finance and Public Health provide senior officer oversight with health and safety a standing item of the weekly agenda.

Corporate Health and Safety Group is co-chaired by the Assistant Director Organisational Change with responsibility for Health and Safety and a recognised Senior Trade Union Representative, which is in line with best practice. The Group meets quarterly to review and monitor cross cutting safety issues which affect the County Council. The committee review corporate health and safety policies, supporting procedures and investment requirements as advised by qualified health and safety professionals who act as 'competent persons' as required by the Health & Safety at Work Act.

Formal reporting of health and safety issues has also continued with a quarterly health and safety performance dashboard presented to Directorate Management Teams, the Corporate Management Team and Cabinet Lead Member.

The Senior Officer Health and Safety Group includes Assistant Directors that co-chair Directorate groups and other key senior managers to ensure cross council learning and implementation of initiatives to ensure join up, rigour and challenge. Where necessary, escalation procedures ensure that key issues requiring strategic decisions or actions are directed to the appropriate level and forums in consultation with lead Health and Safety Advisors and the work of trade union health and safety representatives.

The Health and Safety Practitioners Group is chaired by the Senior Health, Safety and Wellbeing Manager and leads the development of health and safety policy and procedures and consists of professional safety advisors from the Corporate Health and Safety and Fire and Rescue services.

Recognised Trade Union representatives have an important role to co-chair health and safety committees, champion and challenge health and safety issues in the workplace, conduct health and safety audits and represent their members by liaising with Council officers where concerns exist or to co-produce improvement and best practice initiatives.

The Occupational Health Service provides pre-employment health screening, night worker assessments, management referrals and legislative health surveillance. The service will also work with other teams on the promotion and improvement of employee health and wellbeing. Other services such as counselling, physiotherapy and specialist medical referrals are available via partner organisations or commissioned services.

Managers can make staff referrals via the Occupational Health Service Portal (EOPAS). Telephone and face to face appointments may be with an occupational health nurse, advisor or physician and will be held at various clinics around the County. Advice is then provided to managers and employees on how best to support the person through adjustments or preventative and occupational medicine so they can continue at work or make reasonable adjustments. If this is not possible, then ill health retirement options are considered on a case-by-case basis.

The Corporate Health and Safety Team

The Corporate Health & Safety Team provides the 'competent person' role to the Council. The team's capacity has been focused to provide direct support across all service areas to assist in interpreting guidance and the development of infection prevention and control risk management arrangements, information, guidance, advice and training.

The function of the corporate team is to work throughout the County to:

- Provide advice and support to managers and employees at all levels within directorates and to Cumbrian schools within the control of the County Council;
- Develop safety policy and organisational procedures including safety alerts;
- Develop and provide risk management tools such as model risk assessments;
- Measure performance through a comprehensive, proactive programme of audits and inspections;
- Produce statistical safety data and management information to assist with managing health and safety performance, challenging areas of risk or underperformance with action plans implemented where required;
- Work with the Council's learning and development team to review and facilitate competency-based training programmes which consists of e-learning, face to face briefings on appropriate health and safety topics and commissioning of specialist training by external contractors;
- Provide reactive support in the event of incidents to support investigations and lessons learned reviews;
- Develop and provide face to face safety sessions covering a range of topics for school governors, elected members and operational staff groups as required.
- Promote a strong and positive health and safety culture to improve training, reporting and ongoing learning and through regular '*Th!nk Safe Be Safe*' communications and supporting focused campaigns with other teams such people management and the Hull University programme on work-related stress with a working group also established to improve the Council's approach to managing the risks of violence or abuse of staff from third parties.

Corporate Health and Safety Management Systems Audits

The scheduled health and safety audits and fire risk assessment reviews to County Council premises and maintained schools from 1 April 2020 – 31 March 2021 were largely suspended due to the pandemic. Visits that were carried out were only those considered to be essential or safety critical. As restrictions ease and transmission rates fall, work is planned to recommence both services. This includes health and safety audits with revised question sets and action tracking improve the monitoring and resolution of any issues identified. There will also be an escalation process to the relevant Assistant Director when required.

Property Fire Safety Risk Assessments

The Councils dedicated Fire Safety Advisor continues to work closely with the property team and service-based colleagues. Routine fire safety risk assessment reviews were also severely disrupted in 2020/21 because of the COVID-19 infection control measures. The backlog of reviews is now being addressed on a prioritised basis, with care homes and children's homes a priority.

Despite the continued need to be mindful of the pandemic, the Council remains committed to ensuring compliance with our statutory duties under the Regulatory Reform (Fire Safety) Order 2005.

The Fire Safety Advisor is also now completing a schedule of fire risk assessments for County Fire Stations on behalf of Cumbria Fire and Rescue Service. This provides an excellent opportunity for cross-departmental working; input and support from the fire enforcing authority provides a clearer understanding of the current enforcement regime and is helping to further inform and develop the risk assessment process and associated documentation.

Supporting our Services

In addition to the work of the Corporate Health and Safety Team, all services have a responsibility to manage the risks from their activities which impact on health, safety and wellbeing. Whilst risks are present in all service areas and all require effective management, some service areas have greater levels of operational risk than others. The following section outlines additional detail for the higher risk services of People (Adults and Provider Services); Cumbria Fire & Rescue Service; Economy and Infrastructure services; and support to schools.

Economy and Infrastructure Directorate

During 2021/22, Economy and Infrastructure (E&I) service areas have continued to work on progressing actions identified as key hazard areas within the directorate Health and Safety Improvement Plan.

This structured approach has enabled the directorate to continue to identify potential safety risks and increase the levels of health and safety compliance and competence amongst the service area employees.

The Economy & Infrastructure Health & Safety Improvement Plan

The directorate level Health & Safety Improvement Plan is based upon three objectives: legal compliance; keeping our people safe; and an improving safety culture.

These objectives are being met through actions around monitoring and improving our management of contractors, Construction Design Management desktop audits, continued health and safety reporting, inspections, and investigations, reviewing of actions and lessons learned, increasing knowledge and awareness of the service area colleagues, establishing H&S champions and improved collaboration with our contractors, consultants, and other directorates within the council.

From the plan agreed with senior managers in June 2021, nine priorities and thirty discrete actions were developed. These have been monitored and reported through quarterly H&S committee meetings throughout the year. The H&S Improvement Plan is an 18-month plan so some actions continue past the end of this financial year and will set the directorate up for integration into the future unitary authorities. To date, we have completed 47% and progressed a further 30% of the actions.

Key indicators – inspections

Capital Programme and Highways Safety, Health and Environment (SHE) Inspections have continued to be carried out regularly and form a critical part of the Council's monitoring regime. As part of the E&I H&S Improvement Plan, new service area specific SHE inspection templates have been developed and updated, including highways project, vehicle (previously gate) and fleet inspections, as well as significant updates to the capital programme construction SHE inspection template.

There is also close working with colleagues in Waste Management to ensure that site inspections by our internal colleagues within E&I, as well as third party suppliers are also benefiting from this shared inspection template as best practice. Due to the pandemic, there has been a decrease in inspections from the previous year with most completed through a mix of the Corporate H&S advisors, service teams, and external contractors.

In total, 399 Highways SHE inspections were completed, of which 268 were at project sites, 84 on vehicles and 4 at depots. There were also 43 highways inspections of external contractors carried out in the year. For the Capital Programme, the new construction based SHE template was rolled out in August 2021 and is working well and being established. So far, 11 Capital Programme SHE inspections have been completed in this new template.

As well as service-level led inspections, the Corporate H&S team have been working collaboratively with the property team to ensure that all back-dated Corporate H&S audits are populated within the new building management system (Concerto). A new process has also been developed for ensuring that future Corporate H&S audits and inspections will be auto populated into this system, meaning that vital H&S information is more robustly tracked and available to all relevant property and safety teams.

Key indicators – incidents and investigations

We continue to stress the importance of timely and accurate reporting of safety incidents and near misses within the E-Safety system, and whilst numbers of reports have increased during the year, concern remains that many safety issues continue to be under-reported. Near miss reporting within the E&I directorate has however significantly increased during the year.

As part of the E&I Improvement Plan, health and safety champions have been key in supporting the directorate with timely reporting of incidents and near misses, as well as supporting in root-cause analysis investigations. Within the directorate we have also developed a lessons learned workshop (LLW) process and template. We complete adverse event investigations (AEI's) for all RIDDOR incidents, as well as for very serious non-RIDDOR incidents or significant near misses.

More recently, accident evaluation forms completed informed meetings reconvened no later than six weeks after to review the preventative actions, lessons learned and to understand if anything new has come to light. Within Economy & Infrastructure directorate, there were six RIDDOR incidents (two slip, trip or falls, one damage to vehicle, one collapse of equipment, one manual handling and one 'other' kind of accident). 67 non-RIDDOR incidents and 91 near misses were recorded this financial year. Of these, the service area completed 23 AEI's and held 3 lessons learned workshops.

Procedural, Management System and Project Updates

As part of the Economy & Infrastructure H&S Improvement Plan, generic risk assessments, toolbox talks and COSHH assessments continued to be reviewed and updated by the H&S champions with support of the corporate team. The corporate risk assessment procedure is being updated to include this good practice demonstrated within the directorate, including the updated template and guidance on how to complete risk assessments. There were a total of 248 risk assessments across the directorate, and the service are well underway reviewing these with 57 completed to date. We are also looking to consolidate these during the review process as a key activity in the Improvement Plan that will continue into the next financial year.

Since starting work with the Highways H&S Champions and subsequently Fleet H&S Champions, we have improved the approach to risk assessment reviews. We have now organised the champions into groups, as feedback has suggested this works better. Health and safety champions have been identified from each service area to encourage the sharing of good practice across the directorate and it is intended this work will further involve trade union colleagues.

The Construction Design Management (CDM) Manual has been under development with our consultant colleagues Capita over the course of this last year. Working collaboratively with the Corporate H&S team and key project representatives across the E&I directorate, the manual is nearing publication. Once agreed, the manual will be rolled out to key construction project teams plus colleagues in other directorates. Familiarisation sessions will be jointly hosted by the Corporate H&S team and Capita to advise colleagues of the new template documentation, manual layout on *InTouch* and to remind colleagues of our client duties when working with construction contractors.

In addition, the Corporate H&S team have undertaken CDM desktop audit dip samples of key projects within the capital programme framework. As part of the E&I H&S Improvement Plan, these dip-samples are based on evidence of key CDM documentation and deliverables, as well as the quality of that evidence, be it provided by the contractor or by the client project manager. This was the first time we have completed CDM desktop audits, and it was very successful in highlighting some gaps in documentation evidence and process. Information and training was provided to close the gaps identified, and it is believed that with the imminent publication of the CDM manual these gaps will be addressed further.

The Corporate H&S team have also been working collaboratively with the New Ways of Working project team and Property team to ensure that our First Aider and Fire Warden numbers within corporate buildings are compliant. This is an on-going piece of work and is helping to ensure that we have visibility of high-risk areas of occupation across our County Council estate, as well as appropriate facilities available to support our employees and customers where appropriate.

Safety Communications

As part of the directorate safety communications plan, and a key activity of the E&I H&S Improvement Plan, we continue to share internal and external communications relevant to the E&I service areas. These are communicated via email, shared in monthly and quarterly safety meetings, and presented within Highway's depots via bright signs.

These communications are necessary to give a better understanding and learning of incidents throughout the UK industry, and provides valuable insight, benchmarking and learning of how other companies have learnt and applied safety controls. We ensure that the safety communications distribution list is up to date and relevant, by periodically pulse-checking those on the list and checking the relevance of the H&S content we are sharing. This helps to make sure that the communications we share are useful and applicable to the service area.

This year we have shared 73 safety communications within Economy & Infrastructure. Back dated safety communications have also now been made available internally via *InTouch* to provide an archive for good health and safety practice.

There was also a new initiative started in Spring 2022 for the Summer Highways Operations where the Corporate H&S team will work collaboratively with the Highways teams to develop and share Behavioral Safety Communications relating to dealing with difficult situations and verbal abuse from members of the public, traffic management on construction sites and public facing areas and sunscreen, hydration and appropriate PPE when working outdoors.

There is also a plan for Winter Highways Operations Behavioral Safety Communications for issue later in 2022. This proactive approach to tackling H&S issues in advance is evidence of a positive culture shift within the service area.

Training updates – Economy & Infrastructure (E&I)

As part of the E&I H&S Improvement plan, the Corporate H&S team have worked with the E&I directorate to identify 56 H&S Champions across the directorate and supported them in upskilling in H&S activities like writing and reviewing risk assessments, carrying out H&S inspections, contributing to root-cause analysis investigations and incident and near miss reporting.

As well as providing this internal training, support and guidance, the Corporate H&S team have been able to successfully work with the H&S champions to promote H&S training throughout the directorate, This work included the already developed and accessible e-learning courses, construction focused inspection training and soon, guidance in the new CDM manual, as well as increasing uptake in IOSH Managing Safely training.

The IOSH Managing Safely course has continued to be made available for senior managers and managers, and this course is now included in the employee level-training needs analyses for many of the E&I directorate. Course uptake and completion continues to be monitored and encouraged within the directorate.

At the end of the 2021/22 financial year, 45 E&I colleagues have enrolled and 16 have completed the course.

People Directorate - Adults and Provider Services

A strong focus on ensuring infection prevention and health and safety governance has continued with regular meetings taking place of the directorate and service health and safety committees.

Dedicated regular meetings on infection prevention and control and manual handling have also taken place. During this year a review was carried out with the Organisational Development and Workforce team to ensure that key worker manual handling training is refreshed and safely delivered to new staff. Work has also taken place to identify training venues for Cumbria Care.

With the sector being the largest staffed cohort in the organisation, the Corporate Health and Safety Team have provided direct support to Adults and Provider services.

A focus has been given to –

- Service risk assessments and safe working procedures that require development, review or amendment.
- Monitoring of developing national guidance in relation to health and care settings and implementing this into operational procedures for managing services, travel and visitors.
- Regular health and safety reports and updates developed and circulated from the Health & Safety Team for Adults and Provider Services operational and governance meetings.
- Regular attendance at manager and operational level meetings, contributing to themed discussions.
- Providing support and guidance to managers on health, safety and wellbeing issues that relate to their services.
- Supporting the work of the Service and People Management Team who are reviewing working time procedures and address any reported issues or concerns.
- Joint promotion with ICT to roll out of the *PeopleSafe* lone worker monitoring app for higher risk lone workers particularly focused on the social care roles in the people directorate.
- Visits to Adults and Provider services sites to carry out H&S inspections, creation of management action plans and escalation of property-related safety issues to the Property Assets Team.
- Promotion of the importance of reporting work related accident and ill health events in order to gather good quality data, monitor trends, identify common themes, and investigate and identify any learning outcomes.
- Manual population of e-safety notification lists to ensure managers can view reported incidents.
- Reviews of residential care fire risk assessments.
- Assisting with Trade Union colleagues reported safety concerns as they arise.
- Property Team have appointed Building Management Advisors to be a first point of contact for property related issues or concerns.

The services continue to face staffing pressures in line with those in the independent health and care sector which sees the same challenges nationally. It has therefore been vitally important to focus on managing outbreaks, maintain business continuity, drive smarter recruitment processes and robust procedures to carefully manage hospital discharges and admissions into care settings.

Work has also taken place to re-open vital day services for adults as safely as possible. Many of these settings were forced to close during the height of the pandemic.

Cumbria Fire and Rescue Service

Health, safety and wellbeing are integral to everything that Cumbria Fire and Rescue Service does and are fundamental aspects of the management of all activities, both operational and non-operational. This applies equally to our responsibilities to the public we serve and our employees within CFRS.

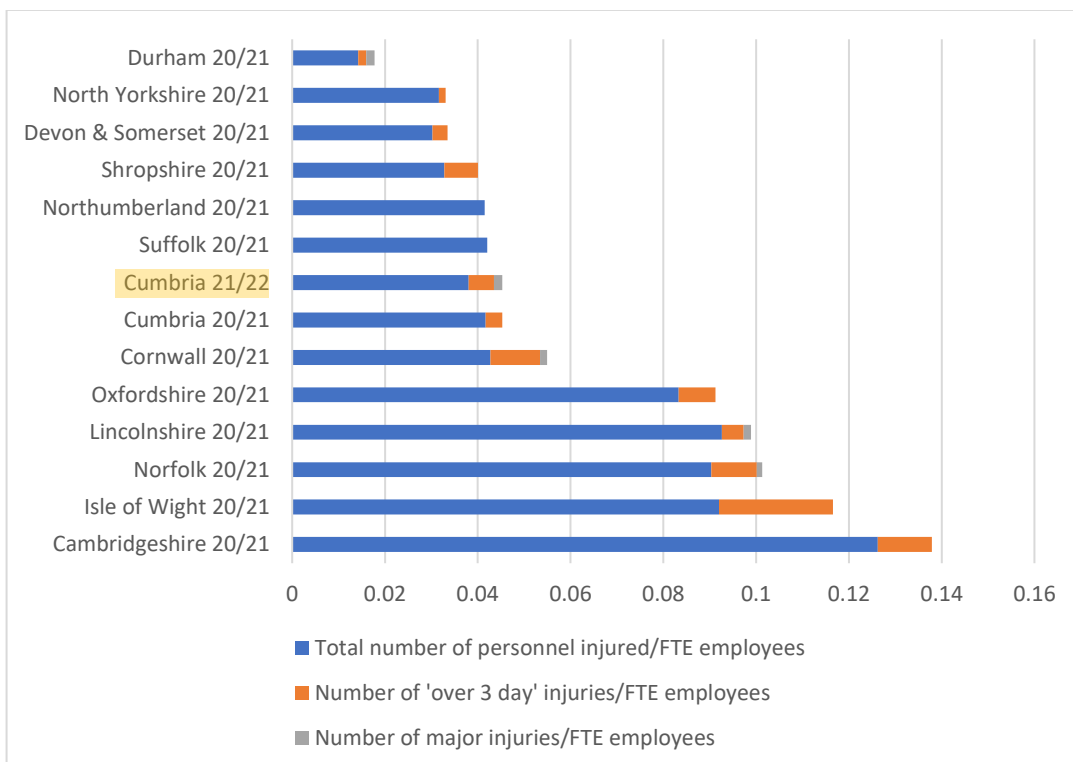
Key issues to note in 2021/2022 include:

- The continuing COVID-19 pandemic had a significant impact on management of the health and safety of personnel and maintaining the safe delivery of our core services under a new risk environment.
- Infection prevention and control has also been managed in new tasks that the service undertook to support the wider Council’s COVID response such as assisting in the delivery of testing and vaccination programmes.
- Adverse safety events have once again fallen since last year and CFRS still has a lower injury rate than similar Fire & Rescue Services.
- Avoidable vehicle accidents and consequent risk and costs continue to fall as a result of further risk controls introduced by the service.

The figure below shows a comparison of Fire & Rescue Service injury accidents in Cumbria for 2021/22 and 2020/21 compared against the latest published data (2020/2021) in other similar predominantly rural Fire & Rescue Services.

The data shows that Cumbria had below the average number of accidents last year and this strong performance has further improved again in 2021/22.

Firefighter Injury Accidents and Severity in UK Predominantly Rural FRS Comparison

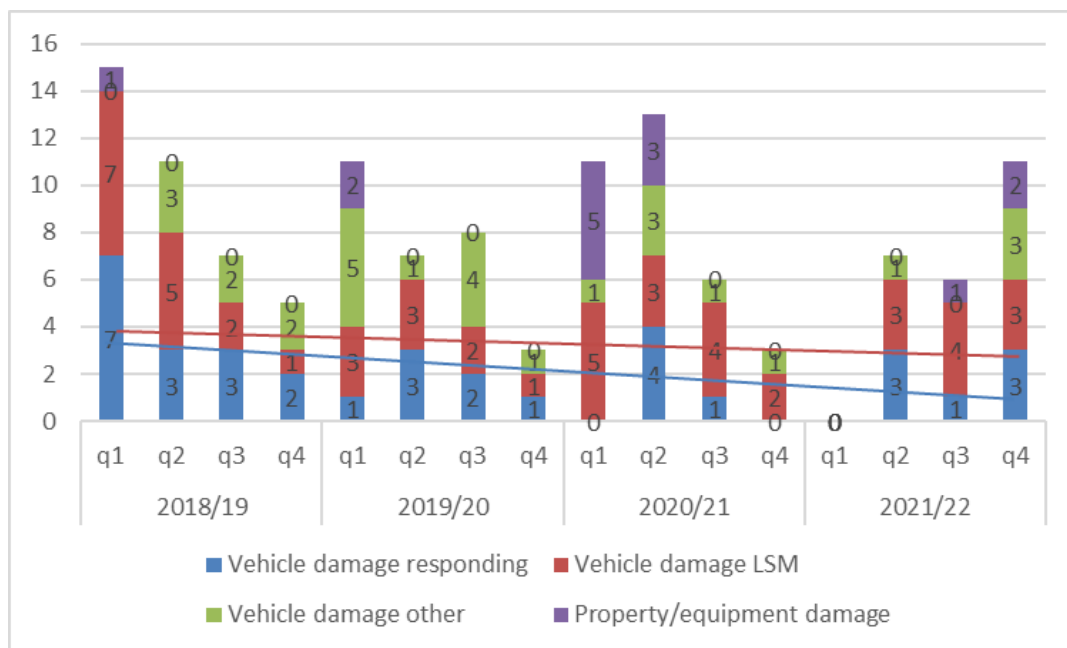


In 2018/19 it was noted that there had been a significant rise in avoidable vehicle accidents while undertaking low speed movements as shown in the graph below. In 2020 the service introduced improvement measures to reduce this risk including additional periodic training for all staff and enforcing the use of banks-persons.

These measures had some success in reducing low speed accidents, but additional measures were introduced during the past year to continue the improving trend.

Around 40% of the Service’s adverse safety events still involve vehicles and property.

Further low speed training has been undertaken and the coming winter will see the driving instructors carrying out practical low speed training on every station for drivers and banks-persons.



The service will continue to investigate vehicle accidents to determine the root causes and introduce measures to control this avoidable risk to persons and vehicles and the associated costs. The Service is also investing in updating the CCTV systems on the blue light fleet to assist in the investigation process and learning from events.

During 2021/22, the Fire & Rescue Service health, safety and wellbeing ambitions included:

- Recommencing a programme of fire station health and safety audits in line with the wider County Council’s health and safety management audit programme.
- Ensuring learning from operations and adverse safety events are used by the Service to improve the safety of personnel.
- Improved investigation of vehicle accidents via CCTV and driver instructor led practical training in low-speed vehicle movements to continue the fall in avoidable vehicle accidents.
- Continual reduction in adverse safety events creating a safer, healthier working environment for firefighters and the people we serve and work with.

Health and Safety Support to Schools

2021/22 continued to be very challenging for schools as the COVID pandemic continued to cause significant issues around absences of both staff and pupils.

The Health and Safety team have continued to work closely with the County Council's Infection Prevention Control team to ensure that advice being issued to schools was consistent. Regular updates have been provided to schools and other education settings together with model risk assessments which have reflected changes in national guidance.

Throughout the year, the team continued to support schools with constant review of COVID operational risk assessments as well as reviewing, updating and producing other documents on the school's portal.

Nationally there has been a focus on the importance of ventilation in schools and workplaces. Poor ventilation was identified as a significant issue and the Department for Education (DfE) made available Co2 Monitors to support schools to take temporary measures to improve ventilation in the areas in schools that were giving high readings. Some schools also received air cleaning units where there were no quick fixes to improving ventilation.

Accident data for the year April 2021 to March 2022 shows that whilst Coronavirus continued to be prevalent in schools, the number of accidents reported doubled from the previous year. This can partly be explained due to many schools open more compared with the previous year.

Eleven RIDDOR reportable incidents were recorded which more than doubled from the previous year. This included six over 7-day injuries resulting in absence to school staff, four non-employees taken directly to hospital and one RIDDOR specified dangerous occurrence. No HSE visits to schools were communicated to the Local Authority during this period.

Slips, trips and falls continue to be the main cause of accident reported accounting for 50% of all reported incidents. Two of these incidents resulted in RIDDOR over 7-day absences.

The number of reported physical assaults and challenging behaviour fell this year accounting for 42 out of the 479 total incidents reported. One incident resulted in a member of staff being absent for over 7 days and was therefore RIDDOR reportable.

We continue to have a small number of incidents reported to the Local Authority which relate to the behaviour of pupils or parents towards school staff. We encourage reporting of all incidents where school staff have been exposed to violence or abuse.

A new briefing document has been produced with the aim of publishing one at the beginning of each new term with key information from a variety of sources including CLEAPSS and Association for Physical Education (AfPE)

The County Councils health and safety management audits are scheduled to resume in the 2022 summer term.

Schools Safety Committee

The School Safety Committee meets on a termly basis and is co-chaired by the Children's Services AD Schools and Learning and nominated Trade Union colleague. The meetings are also attended by the County Council's Lead Safety Practitioner for Children's Services Directorate, and one safety representative from each trade union recognised by Cumbria Council.

The group acts as a consultation forum to raise and discuss health, safety and wellbeing issues and share best practice in schools through their appointed representatives.

The group is also the statutory safety committee for Cumbrian Schools under the responsibility of the County Council to consider the interests of all local authority maintained school-based staff.

The group:

- Identifies schools' health, safety and wellbeing policy and procedure matters that require development or amendment;
- Receives and comments on new and amended draft school health, safety and wellbeing procedures and wellbeing reports circulated from the lead health & safety practitioner for Children's Services;
- Raise and discuss health, safety and wellbeing issues that relate to schools;
- Reviews work related accident and ill health data in order to monitor trends, identify common themes and identify any learning outcomes;
- Review school health and safety audit reports, information and reports from council health and safety steering groups and the lead health & safety practitioner for Children's Services;
- Promotes co-production initiatives with trade union colleagues and encourages good working relationships between the group and the Health & Safety Executive including reviewing reports on inspections and visits made by the HSE to schools.

School related offsite visits - The Outdoor Visits Advisory, Notification and Approval Services for Schools and Children's Services

This service is delivered under a shared service arrangement between Cumbria County Council and Sunderland City Council. This service operates from Derwent Hill Outdoor Centre and provides oversight of the safe delivery of educational visits which is a key responsibility for the County Council as well as providing emergency back up and support when required.

Since residential visits were allowed to resume on the 17 May 2021, schools in Cumbria have been actively involved in a range of visits. Clearly, there have still been additional challenges of managing and organising visits during the pandemic. However, visit leaders have been proactive in ensuring this current cohort of pupils don't miss out on what can be positive life memorable experiences. Day visits to museums, castles and art galleries are all possible again as well as cultural visits to cities and capitals and outdoor education residentials to centres. Visits abroad are now starting to be booked and several providers are giving schools confidence by offering a 'Covid Guarantee.'

All educational visits are dependent on teachers voluntarily offering to give up their own time away from their families for the benefit of their pupils and this has been even more appreciated at the current time.

2021/22 has seen an increase in educational visits from the previous year. A total of 6,408 visits were tracked on the County Council's EVOLVE system during 2021/22, an 89% increase from the 3,386 visits the previous year

It should be noted that some special visits require notification to the local authority and a total of 1,127 visits required approval during 2021/22, a marked increase from the 236 visits in the previous year. The table below shows the special visits and volumes during the last 3 years.

Type of School Special Visit	Numbers of School Special Visits requiring Local Authority approval		
	2019/20	2020/21	2021/22
Overseas	74	0	4
Residential	560	15	175
Adventurous Activities (externally led)	605	81	420
Adventurous Activities (own staff)	424	140	528
Total	1,663	236	1,127

Training has also been provided by the Outdoor Education Advisor to Schools Educational Visit Coordinators and visit leaders although this was provided remotely where required.

Children and Young People

2021/22 proved a challenging year for Children & Young People staff as they had to deal with staff absences due to the COVID pandemic and having to work to strict control measures through their risk assessments. Accident data for the year April 2021 to March 2022 shows that only 28 incidents in total were reported, 15 of which were attributed to physical and verbal abuse, threat and challenging behaviour. There were 4 RIDDOR reportable incidents, 3 of which relate to the violent incidents reported above. There were no HSE visits within Children and Young People.

Throughout the year, services were supported with regular reviews of COVID operational risk assessments and providing verbal support where requested.

Provision of safe home to school transport for qualifying Cumbrian pupils is a statutory responsibility for the County Council. This year we recruited a new Integrated Transport Safety Officer post within the Corporate Health and Safety Team. This role links with those teams commissioning, procuring, and providing transport for pupils and some adults who have special educational needs or requirements due to a disability.

The role assists to ensure that suitable and sufficient risk assessments are developed and that appropriate measures are put in place to ensure the individuals safety and the safety of those travelling with them.

Education and Skills

Only one incident was reported this year and that was a challenging behaviour incident.

Cumbria Outdoors were contacted by the HSE as part of their COVID recovery inspections and there were no significant issues raised but some small recommendations were made and implemented.

2021/22 Health, Safety and Wellbeing Performance

This section provides a summary of the County Council accident and incident data for the period 1 April 2021 to 31 March 2022 where a total of 2,270 accident or incident reports were submitted to the Corporate Health and Safety Team.

We continue to promote and improve reporting and data quality in respect of accidents, incidents and near misses but have seen a very slight decrease in reports from 2,303 in the previous year.

RIDDOR Reportable Incidents

This year we reported a total of 37 incidents to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), an increase from the 22 RIDDOR incidents reported in 2020/21. The lower RIDDOR numbers for 2020/21 were unusual but can be explained in line with our schools and services not operating as normal during the pandemic.

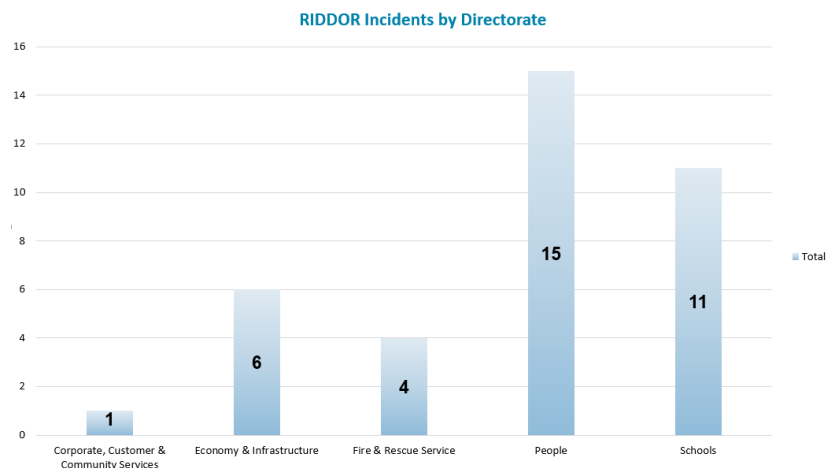
From 1 January 2020 to 31 March 2022 there have been no incidents reported which have been assessed as RIDDOR reportable in relation to work related exposure to COVID-19 (dangerous occurrences, fatalities or specified disease). Whilst recognised Trade Union colleagues have reported concerns with this approach and expressed concerns around legal compliance, the Councils Health and Safety and legal professionals have reviewed the position closely and provided assurance that the Council position is appropriate in line with Health & Safety Executive guidance.

As council services and schools have returned to more business-as-usual situations, we have seen the numbers of RIDDOR reportable incidents rise again, but encouragingly to slightly less than 2019/20 pre-pandemic levels. As a Council however, we are not complacent, and we will continue to proactively strive to control risk and reduce accidents further.

2018/19	2019/20	2020/21	2021/22
44	39 (10% decrease from previous year)	22 (44% decrease from previous year)	37 (68% increase from previous year)

The breakdown of the categories and number of RIDDOR reportable incidents is shown in the table below:

RIDDOR Reportable Incidents	21/22	20/21	19/20
RIDDOR – Employee Over 7-day injury to a person at work	26	12	33
RIDDOR - Injured non-employee taken directly to hospital	6	2	4
RIDDOR – Employee specified injury to a person at work	2	7	2
RIDDOR - Specified Dangerous Occurrence	3	1	0
Grand Total	37	22	39



Of the 37 overall RIDDOR reportable instances in 2021/22, there were 28 **employee related** RIDDOR reported accidents. The table below shows employee related RIDDOR instances compared with data for the last 6 years.

Employee RIDDOR statutory reportable incidents	16/17	17/18	18/19	19/20	20/21	21/22
Total No. reportable over 7-day Injuries	28	26	30	33	12	26
Total No. reportable specified injuries	10	4	4	2	7	2
Total employee RIDDORs reported	38	30	34	35	19	28

Near miss reporting

142 near miss incidents were reported this year, a significant rise from 75 in 2020/21. Promotion of the importance of reporting near misses continues and this remains a concern. Feedback from Trade Union colleagues and workforce health and safety representatives anecdotally suggests that a greater number of near misses are happening but are not being reported.

Near misses reported broken down by Directorate

Directorate	2020-21	2021-22
Corporate, Customer & Community Services	1	4
Economy & Infrastructure	31	91
Fire & Rescue Service	12	5
People	29	35
Schools	2	7
Grand Total	75	142

We are continuing to look to increase the ease of how employees can report. This remains a priority and we are investigating the benefits of an ICT app being added to corporate mobile telephones to encourage greater real time incident and near miss reporting which be an advantage for front facing teams working within the community.

We have widened the use of safety observation cards to frontline workers in Cumbria Care to provide an easy way for them to record and alert managers of any health and safety concerns and where they see good health and safety practices that can be shared.

As can be seen for the 2021/22 period, the Council has seen:

- an increase in the total number of employee related RIDDOR accidents (over 7-day injuries)
- A rise in RIDDOR reportable (specified injuries) from the unusually low position of the previous year.
- A positive rise in the reporting of near miss incidents, but with under reporting remaining a concern.

Corporate and Directorate Accident Data and Trends

Trend analysis shows incidents attributed to slips, trips and falls remain the highest total contributor for the organisation when taking into account both employees and non-employees. Incidents involving violence and aggression have also consistently been a contributor over recent years.

For the purposes of the 2021/22 annual report accident data has been summarised. The tables on the following pages show the top two accident or incident trends for the County Council as a whole and then broken down to Directorate and School related incidents.

Directorates and relevant safety forums are provided with more in-depth statistical and information reports from the Corporate Health and Safety Service.

For the purposes of this report summary only, the Corporate, People Provider Services and Adults and Schools have figures broken down into employee and non-employee sections due to their size and range of activities.

Council wide (whole organisation)				
	Top 2 Accident / Incident Types	Top 2: as a % of total accidents	Total Non-RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
Total Incidents	Slip, Trip, Fall (Same Level)	58%	2090	37
	Violent Incidents inc. challenging behaviour/ physical assault	15%		
Incidents to Non-Employees	Slip, Trip, Fall (Same Level)	69%	1725	8 (3 CCC) (5 Schools)
	Violent incidents inc. verbal abuse/ challenging behaviour/ physical assault	11%		
Employee Incidents	Violent incidents inc. verbal abuse/ challenging behaviour/ physical assault	39%	365	29 (26 Over 7 day injury) (1 Specified dangerous occurrence) (2 specified injury)
	Slip, Trip, Fall (Same Level)	13%		

In 2020/21, slip trip and fall incidents replaced lifting and handling related incidents as the second highest reported accident/incident type for employee incidents. This has remained the same in 2021/2022. Lifting and handling related incidents still accounted for 20% of employee injury incidents in this period.

People – Whole Directorate				
	Top 2 Accident / Incident Types	Top 2: as a % of total accidents	Total Non-RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
All Incidents	Slip, Trip and Fall (same level)	68%	1508	15
	Violent incidents inc. verbal abuse/ challenging behaviour/ physical assault	17%		
Incidents to Non-Employees	Slip, Trip, Fall (same level)	77%	1306	1
	Violent incidents inc. verbal abuse/ challenging behaviour/ physical assault	12%		
Employee Incidents	Violent incidents inc. verbal abuse/ challenging behaviour/ physical assault	47%	289	14
	Slip, trip fall (Same level)	14%		

People – Adults/ Provider Services (subset of People Directorate stats)				
	Top 2 Accident / Incident Types	Top 2: as a % of total accidents	Total Non-RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
Incidents to Non-Employees	Slip, Trip, Fall (same level)	77%	1299	0
	Violent incidents inc. verbal abuse/ challenging behaviour/ physical assault	13%		
Employee Incidents	Violent incidents inc. verbal abuse/ challenging behaviour/ physical assault	47%	181	11
	Slip, trip fall (same level)	13%		

Children's Teams People (subset of overall People Directorate stats)				
	Top 2 Accident / Incident Types	Top 2: as a % of total accidents	Total Non-RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
All Incidents	Violent Incidents inc. verbal abuse/ challenging behaviour	45%	28	4
	Slip, Trip, Fall, (same level)	20%		

Schools				
	Top 2 Accident / Incident Types	Top 2: as a % of total accidents	Total Non-RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
Non-Employee Incidents	Slip, Trip, Fall (same level)	55%	461	11
	Struck by moving object	13%		
Employee Incidents	Violent Incidents inc. Physical assault/ challenging behaviour	38%		
	Slip, Trip Fall (Same Level)	23%		

Economy and Infrastructure				
	Top 2 accident/ incident trends	Top 2: as a %age of total accidents in each area	Total Non-RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
Non-Employee Incidents	Violent Incidents inc. verbal abuse/ Physical assault	35%	67	6
	RTC/ Injured whilst driving/travelling	20%		
Employee Incidents	Violent Incidents inc. verbal abuse/ Physical assault	21%		
	Lifting/ Handling	15%		

Corporate Customer and Community Services & Finance				
	Top 2 accident/ incident trends	Top 2: as % of total accidents in each area	Total Non- RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
All Incidents	Slip, Trip Fall (same level)	32%	21	1
	Verbal abuse/ Threat/ Challenging Behaviour	23%		

Cumbria Fire and Rescue Service				
	Top 2 Accident/ Incident trends	Top 2: as a % of total accidents in each area	Total Non- RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents
All Incidents	Lifting and handling	36%	32	4
	Damage to vehicle	19%		

Wellbeing and Attendance

The 2021/22 Workforce Plan continued to work towards 3 main themes:

- Improve employee engagement;
- Build on skills and behaviours;
- Promote employee wellbeing.

Interventions specifically design to better understand the human story behind our sickness absence have been deployed during 2021/22. They include;

- Implementation of a case management system to better support managers to support employee wellbeing, manage absences and employee relations issues within their teams.
- Person-centered absence review with academic support which looked at long term absence cases, utilised the findings to in stakeholder workshop settings to develop a report including a number of key recommendations for implementation.
- Working with Hull University, a detailed review of Workplace Stressors linked to the HSE Stress Management Tool supported by Occupational Psychologists has taken place to better understand the workplace stressors experienced by employees in key frontline service areas. Following the use of focus groups and individual interviews, phase 2 will continue in 2022/23 and will aim to validate the findings from phase 1 with the occupational groups and across the wider council workforce and will be the evidence based for targeted action and long-term monitoring of progress.

2022/23 brings an opportunity to implement a revised **People Plan** which further strengthens the person-centred approach and focuses attention on ensuring **Our People know that their health, safety and wellbeing is a top priority**. This will be achieved by continuing to **Promote a person-centred approach when supporting health, safety and wellbeing of our valued workforce** whilst also improving business drivers such as recruitment, retention, relationships, presenteeism and absence.

As part of our commitment to this new approach, the council have committed to reviewing our approach to wellbeing including an overarching Wellbeing Policy including a revised absence procedure. The absence procedure will be streamlined and simplified with a focus on promoting support while removing triggers. Work is ongoing to develop the component parts which make up an excellent wellbeing offer to the workforce and will be progressed during the latter part of 2022.

Sickness absence performance

The council has a high rate of sickness absence with absence rates being a challenge for the Council over a number of years despite all of the positive work that has sought to promote workforce health and wellbeing. Covid rates have certainly contributed to the further rise in sickness absences levels across the whole council, but the pandemic is not the sole reason for the high overall absences recorded in 2021/22.

The 2021/22 year-end sickness absence performance outturn was **15.40** working days lost per full time equivalent which is high when comparing with similar authorities.

Sickness Absence 2021/22 (Sorted by count of absence)

#	Absence Reason	Number Absences
1	Covid-19 Confirmed Case	1,183
2	Infection and Virus; e.g. Flu, Coughs and Colds	982
3	Abdomen; e.g. D&V/Stomach/Liver/Bowel/Bladder/Kidney	951
4	Head; e.g. Eye/Ear/Nose/Throat/Mouth/Dental	422
5	Musculoskeletal-Neck, Back and Hip	313
6	Stress-non work related	296
7	Musculoskeletal-Lower Limb and Feet; e.g. Leg/Knee/Ankle/Foot	263
8	Neurological; e.g. headaches/faint/fit/migraines/fatigue	228
9	Mental Health (excludes Stress); e.g. depression/anxiety/low mood	217
10	Musculoskeletal-Upper Limb; e.g. Shoulder/Arm/Hand/Wrist	207
11	Chest and Respiratory; e.g. COPD	188
12	Vaccine Reaction	160
13	Stress-work related	141
14	Covid-19 Suspected Case	139
15	Unlisted/Other	103
16	Male and Female Related; e.g. menstrual problems/menopause	84
17	Pregnancy Related	71
18	Musculoskeletal-Other	68
19	Heart; e.g. Blood Pressure/Circulation	65
20	Undisclosed	60
21	Skin Complaints	45
22	Cancer/Tumour	36
23	Long Covid / Post Covid Syndrome	36
24	Accident on Duty	25
25	Disability Related Absence	17
26	Immune System; e.g. Lupus	17

Sickness absence 2021/22 (Sorted by sum of working days lost)

#	Absence Reason	Sum of Working Days Lost
1	Covid-19 Confirmed Case	7,831
2	Stress-non work related	6,830
3	Mental Health (excludes Stress); e.g. depression/anxiety/low mood	6,245
4	Musculoskeletal-Neck, Back and Hip	6,116
5	Stress-work related	5,762
6	Musculoskeletal-Lower Limb and Feet; e.g. Leg/Knee/Ankle/Foot	5,540
7	Musculoskeletal-Upper Limb; e.g. Shoulder/Arm/Hand/Wrist	5,530
8	Abdomen; e.g. D&V/Stomach/Liver/Bowel/Bladder/Kidney	4,958
9	Infection and Virus; e.g. Flu, Coughs and Colds	3,963
10	Neurological; e.g. headaches/faint/fit/migraines/fatigue	3,168
11	Cancer/Tumour	3,022
12	Chest and Respiratory; e.g. COPD	2,967
13	Head; e.g. Eye/Ear/Nose/Throat/Mouth/Dental	2,545
14	Heart; e.g. Blood Pressure/Circulation	2,146
15	Unlisted/Other	1,800
16	Undisclosed	1,175
17	Pregnancy Related	1,166
18	Musculoskeletal-Other	1,129
19	Male and Female Related; e.g. menstrual problems/menopause	1,075
20	Covid-19 Suspected Case	676
21	Accident on Duty	548
22	Long Covid / Post Covid Syndrome	520
23	Skin Complaints	501
24	Immune System; e.g. Lupus	388
25	Vaccine Reaction	351
26	Disability Related Absence	237

Health, Safety and Wellbeing Objectives for 2022/23

2022/23 will continue to be a challenging year as we move towards the start of two new unitary councils for Cumbria. We will keep a strong focus on health safety and wellbeing as we contribute to the Local Government Reform process which is vital to maintain council services and keep employees and the community safe.

We will continue to follow a one-team approach to deliver identified corporate health and safety objectives with key action milestones embedded within the People Plan and Organisational Change Service Plan.

We will focus on continuing to promote a strong and positive health and safety culture which includes competency training, promotion of risk assessment and risk controls, incident reporting and ongoing learning following adverse event investigations;

We will continue to embed a strong culture of positive engagement and wellbeing at all levels.

Individual directorate and service level health and safety action plans will have target dates set throughout 2022/23 with named senior officers responsible for ensuring implementation.

We will retain the key themes of Strong and Active Leadership, Improving Worker Involvement and Engagement and Assessment and Review

Key objectives for 2022/23 include:

Strong and Active Leadership

- Continue to respond and recover through the coronavirus pandemic ensuring effective communication and consultation with external and internal parties;
- Continue to drive identified health and safety improvements and safety objectives of the existing organisation and Local Government Reform programme at scale and pace;
- Senior officers, health and safety team and trade union safety representatives to facilitate and conduct a programme of safety related workplace visits in person to identify non-compliance and management actions and to demonstrate visible leadership;
- Continue to promote escalation of significant health, safety and wellbeing issues within each directorate and corporately where required;
- Improve monitoring approaches in relevant service areas to ensure that actions following health and safety audits and inspections are implemented promptly;
- Further progress ICT solutions to support staff to be confident in proactively reporting near misses, and incidences of lower-level verbal abuse which are currently under reported, making this process as easy as possible;
- Implementation of a third-party abuse policy recently agreed with recognized Trade Unions so that the Council demonstrates a strong stance to not tolerate employee abuse.
- Continue engagement at a senior level with trade union representatives, partner agencies and contractors on health and safety related issues;
- Ensure regular review, consultation and communication of corporate/ directorate/ school health and safety procedures and supporting guidance.
- Further invest in the property service as corporate landlord with additional competent persons and prioritised risk based approach to addressing planned and reactive maintenance to further improve buildings related health and safety management and compliance.

Improving Worker Involvement and Engagement

- Promote a person-centered approach when supporting health, safety and wellbeing of our valued workforce.
- Develop and promote risk assessment and accident reporting and investigation modules to help improve manager skills.
- Deliver the 2022/23 Corporate H&S training programme, and further develop the approach to ensure greatest impact and completion of IOSH level safety qualifications for managers.
- Revise and issue a refreshed suite of corporate safety procedures and corporate level risk assessments.
- Review First Aid Needs Risk Assessments and Fire Warden requirements in County Council Buildings and provide suitable training for identified staff
- Review and provide greater access to *PeopleSafe* Lone Worker Monitoring app or pendant device for lone workers who are delivering services in higher risk situations.
- Embed H&S related processes and management arrangements by closely working with Services on New Ways of Working workstreams.

Assessment and Review

- Implement and deliver a revised 2022/23 health and safety management audit plan in line with corporate health and safety procedures.
- Continue to review accident, incident and ill health data to identify trends and direct safety improvements.

In conclusion, health, safety and wellbeing remains a top corporate priority and continued progress has been made during 2021/22 with more planned during 2022/23.



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