

EAST SUSSEX FIRE AND RESCUE SERVICE

Meeting	Scrutiny & Audit Panel
Date	25 July 2019
Title of Report	Safety Events Statistics Report – Q1, 2019-20
By	DCFO Mark O'Brien
Lead Officer	Hannah Scott-Youlton, Assistant Director – HR, OD, Training & Assurance
Lead Member	Councillor Lambert

Appendices	Appendix A – Full breakdown of statistics Appendix B - Additional Information Relating to the Breakdown of Age & Gender
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Background Papers	Health, Safety & Wellbeing Strategy (2017-2020)
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Implications

CORPORATE RISK	✓	LEGAL	✓
ENVIRONMENTAL		POLICY	
FINANCIAL		POLITICAL	
HEALTH & SAFETY	✓	OTHER (please specify)	
HUMAN RESOURCES		CORE BRIEF	

PURPOSE OF REPORT	To appraise the Scrutiny & Audit Panel of the safety events, hazard reports and KPIs recorded for Q1, (April-June) 2019/20
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EXECUTIVE SUMMARY	This Scrutiny & Audit report summarises safety events data and hazard reports received by the Health, Safety & Wellbeing Team for 2019/20.
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This report also includes the report for the shared 3F KPIs, ESFRS Home Office Statistics, Level 2 Accident Investigations tracker and age and gender data .

RECOMMENDATION	The Scrutiny and Audit panel is asked to:
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- i. **Consider the Quarter 1 health and safety statistics for 2019/20 as set out in the report.**

- ii. **Continue to monitor and scrutinise performance in 2019/20.**
 - iii. **Identify any areas where Members require further assurance.**
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1. INTRODUCTION

1.1 This report contains quarter 1 statistics for 2019/20, compared with 2018/19 of ESFRS performance against the Health & Safety lagging indicators.

2. MAIN ISSUES

2.1 A full breakdown of the statistics can be found in appendix a. However, below provides a narrative around the statistical data for quarter 4 statistics.

2.2 Indicator No. 1 - The number of safety events received

There were 52 Level 1 Safety Events reported to the HSW Department in Q1 and they are spread across the five category types of incident as:

Injury sustained	23
Vehicle accident	10
Near Hit	16
Damage to premises/equipment	2
Ill health	1

This compares with 69 safety events reported in the same quarter in 2018-19. The other indicators will give further breakdown into the accident types across these categories e.g. slips/trips, manual handling etc.

2.3 Indicator No. 2 – The number of RIDDOR¹ incidents

There were 2 RIDDOR reportable incidents in Q1 which compares with 0 reported in Q1 last year. The RIDDORs were:

- 1 member of the public taken directly to hospital after receiving a burn on the arm when moving an urn of boiling water during a community meeting; and
- 1 > 7 day absence for support staff member due to lower back and neck pain after driving a service vehicle.

Both of these are subject to a Level 2 accident investigation.

As part of the Health & Safety Management System review and the development of a legal register, the HSW Team have re-examined RIDDOR reporting and has identified a gap in reporting. RIDDOR states that for over seven day incapacitation

¹ RIDDOR – “Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013. RIDDOR puts duties on employers to report certain workplace accidents, occupational diseases and specified dangerous occurrences (near misses).” Health & Safety Executive

of a worker, when that accident results in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury, then this is reportable under RIDDOR. To date the Service has been reporting when an injured person has been absent from work for over 7 days but not if that person is taken off the run or put onto light duties and therefore is not able to perform their normal work duties. The HSW Team are currently working with HR to look at how these injured persons can be identified and included in the reporting process. As a result of this, the Service will inevitably see an increase in RIDDOR reports.

2.4 Indicator No. 3 – The number of manual handling incidents

There were 11 manual handling injuries reported in Q1 as compared with 4 in the same quarter last year.

7 manual handling reports occurred at special service calls (all were assistance to ambulance), 1 was a near hit (no injury) and the other 6 all resulted in strain injuries of the back. The activity was assisting the ambulance service with movement of casualties (including plus size). This quarter continues to see a significant uplift in this type of injury and this trend is reflected across other FRS in the SE region. ESFRS are participating in a working group set up by Kent FRS and with SECAMB to address the increase in injuries when patient handling.

2 injuries were sustained at the same operational incident removing cast iron railings (part of a balcony) that were in a dangerous/unsafe condition.

1 back strain while operating a fire hydrant; and

1 back strain while using hydraulic cutting equipment at a training event.

All of these are subject to a Level 2 accident investigation.

The Service Fitness Adviser has also followed up with these individuals to support them with any recovery and strengthening exercises to help prevent future injuries.

2.5 Indicator No. 4 – The number of slips, trips and falls

There were no reports of slips, trips and falls in Q1 2019/20 compared with 4 in 2018/19.

Historically, this type of injury has remained quite static and, given the nature of the work that the Service undertakes, the figure for slips, trips and falls remains consistently low.

2.6 Indicator No. 5 – The number of vehicle collisions

There were 10 vehicle incidents in Q1 and this is lower than the 14 reported in Q1 in 2018/19.

The causes are as follows:

- Low speed impact – 1 front bumper valance caught on uneven farm track
- Impact with other objects - 7 (bush 1, branch 1, road sign when reversing 1, side mirrors 2 – striking a bay door and a column/pillar, railings 1, bay doors 1 KFRS vehicle on standby)
- Being struck by another vehicle 1
- Striking another vehicle 0
- Vehicle fault – 1 (suspension failure)

2.7 **Indicator No. 6 – The number of incidents where working time was lost.**

There were 5 incidents of lost working time in Q1 when compared with 1 incident in the same time period in 2018/19.

1 was a member of technical support staff who dropped a standpipe on their foot;
1 member of operational staff, with a pre-existing back injury caused further injury when undertaking fitness training;

1 member of operational staff who suffered knee pain after a driving course and repeated use of the clutch;

1 was the RIDDOR described above, support staff suffering back and neck pain as a result of driving a service vehicle.

1 was an operational member of staff attending a course at Fire Service College who suffered temporary tinnitus following a loud bang from an explosive.

2.8 **Indicator No. 7 – The number of incidents of work-related violence.**

There were 5 reports of work related violence in Q1 compared with no incidents reported in Q1 in 2018/19.

The incidents were:

Verbal abuse when operational staff requested that a large domestic bonfire, located close to fencing and bins, was extinguished. This incident was reported to the Police and crews made aware of the address.

2 separate incidents at Service Training Centre where neighbours made violent objections to burning by throwing stones and damaging the gates to gain access to the site. On both occasions training activities were suspended and police called. Since then a number of meetings have been held with the residents in conjunction with Police, Fire, Council and Environment Agency representatives to address this issue.

The incident happened to an officer who was first on scene at an RTC and was verbally abused by a group of teenagers while trying to ensure scene safety. When other ESFRS resources arrived the group left the scene.

A response officer responding to an incident on blue lights was tail gated by a member of the public at high speeds over some distance. This was reported to the Police.

Historically, incidents of violence have been low and this Q1 increase in reports of violent behaviour against ESFRS staff is a reflection of a national trend across all emergency services.

2.9 **Indicator No. 8 – The number of incidents of stress**

There were no reports of work related stress in Q1, which is the same as in Q1 in 2018/19.

2.10 **Indicator No. 9 – The number of near hits**

In Q1 there were 16 reports of near hits which compares with 33 reported in Q1 2018/19. (Q1 in 2018/19 was higher because of the launch of 4i).

These cover a wide variety of issues which are broken down below:

- The incident of verbal abuse at the domestic bonfire (reported in Indicator No 7);
- Assistance to ambulance – casualty handling, no injury but reported as a near hit (reported in Indicator No 3);
- Equipment defect – ‘deadman’ handle on cutting gear not returning to central stop position;
- 2 incidents of violent behaviour at STC from neighbours upset about the smoke generated by burning activities (reported in Indicator No 7);
- Gaining entry to a premises due to cause for concern for elderly male resident, with no police or ambulance in attendance as they had no resources to send;
- 3 incidents of possible exposure to hazardous substances when support staff handled equipment from an incident without being told of possible contamination;
- Fumes generated by hot works entered offices (managed by West Sussex CC) through air conditioning system causing discomfort for staff;
- Equipment failure – mobilising laptop issued which did not work and had no hand over test to check efficacy of equipment;
- Working cross border at an RTC incident and Kent FRS crews cut through curtain air bag causing a loud bang and debris. Full hot debrief at scene undertaken by KFRS;
- Poor housekeeping of kitchen fire demo unit. Build-up of grease caused fire during a demonstration;
- Mobilising system froze during a call. Another call handler took over but risk to delay in mobilising. Under investigation with Telent and Remsdaq ;
- Failure of equipment: radio and fist mike, identified when carrying out final checks before being committed under air. Defected and taken OTR; and
- Verbal abuse by teenagers at RTC scene as reported in Indicator No.7).

3. **Hazard Reports**

3.1 **Summary of Q1**

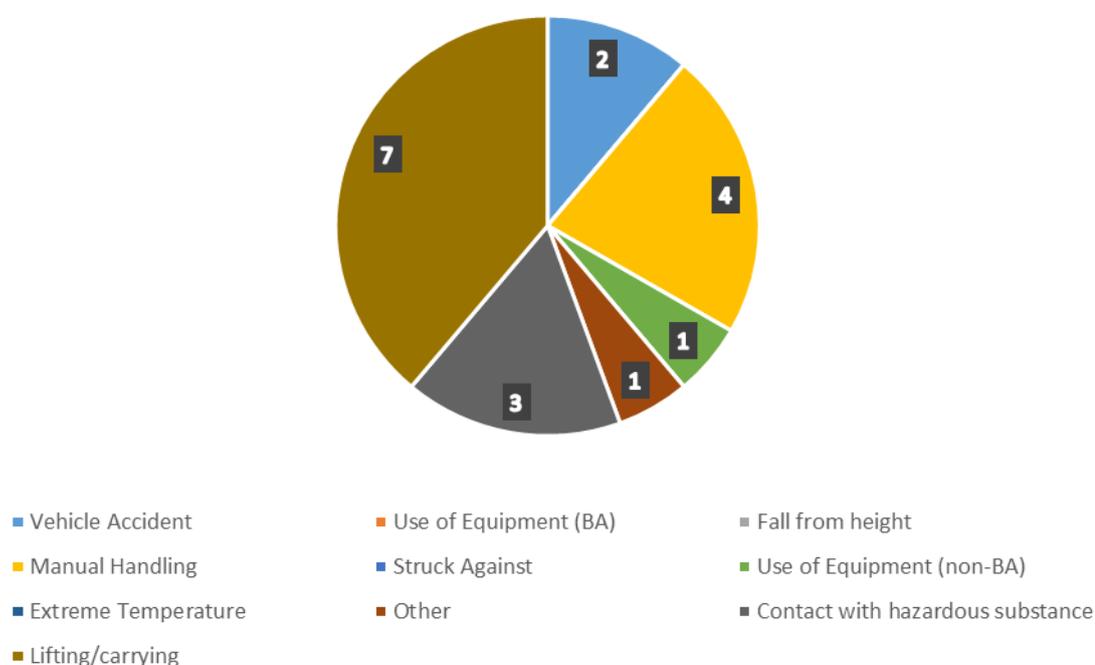
The number of hazard reports received continues is considerably lower than in Q1 in the previous year. Q1 in 2018/19 was particularly high because of the changes in

mobilising. The HSW Team received 81 Hazard Reports, 71 of which were VMDT/Mobilising.

If we exclude the VMDT/mobilising issues then the number of Hazard Reports in Q1 2019/20 is comparable with Q1 2018/19. It is, again, evident that the pattern of hazard reports is indicative of key changes in the service during this period. The hazard reporting procedure does seem to reflect and highlight policy, procedural, equipment and appliance changes and where these are bedding in and perhaps not operating effectively. It presents the service with an opportunity to revisit and review these in light of the Hazard Report submissions.

4. Level 2 Accident Investigation Outcomes

4.1 Level 2 Accident Investigation Q1 2019-20



4.2 The Service has commissioned a total of 18 Level 2 Accident Investigations in Quarter 1 of 2019/20. The two greatest categories are for manual handling, lifting and carrying, totalling 11 and this accounts for 61% of all Level 2 investigations. Over half of these manual handling, lifting/carrying injuries (6) were at special service calls for assistance to ambulance. This follows on from the trend that was emerging at the end of Quarter 4 2018/19.

5. 3F Key Performance Indicators: Q4 2018/19 and annual performance

As part of the 3F Collaboration Work the Health and Safety Group have identified some shared KPIs against which the 3 fire services are going to start comparing their performance. 2018/19 was the first time that these KPIs have been reported on. It is now time to review our 2018/19 figures and set new KPIs for 2019/20 based on the previous three years statistics.

- 5.1 **KPI OHSW1:** Reduce number of overall workplace safety events (injuries only) to 100 or below.

In order to set this KPI for ESFRS, the injury only stats for the last 3 years are as follows:

2016/17	2017/18	2018/19
111	108	97

The average over the 3 year period is 105 injuries (last year average = 109), with the target of a 5% reduction as ESFRS KPI.

So, the **target for 2019/20 is 100 injuries or below.**
(2018/19 target = 103; final total = 105).

- 5.2 **KPI OHSW2:** Reduce the number of vehicle collisions due to 'human behaviour'.

So, the **target for 2019/20 is currently being worked on and agreed by the 3F parties.**
(2018/19 target = 40; final total = 37).

- 5.3 **KPI OHSW3:** Reduce to 20 or less manual handling injuries

In order to set this KPI for ESFRS, the injury only stats for the last 3 years are as follows:

2016/17	2017/18	2018/19
23	21	23

The average over the 3 year period is 22 (last year average = 25), with the target of a 10% reduction as ESFRS KPI.

So, the **target for 2019/20 is 20 manual handling injuries or below.**
(2018/19 target = 22; final total = 23).

- 5.4 **KPI OHSW4:** Percentage of safety events where management action has been completed against the number of safety events reported

- 5.5 **KPI OHSW5A:** Reduce the number of instances of absence 'lost time safety event injuries' by 5% on the previous year – Operational personnel

The Service has previously collated this data. It has recorded the lost time safety event injuries for all Service personnel rather than for operational personnel only. Having said that, historically, the majority of the lost time injuries have been for operational personnel and so as a starting KPI this will be based on a 5% reduction of the average of the previous 3 years data.

The lost time safety event injuries data for the last 3 years is as follows:

2016/17	2017/18	2018/19
26	26	19

The average over the 3 year period is 24 lost time safety event injuries (last year average = 24).

So, the **target for 2019/20 is 23 lost time safety event injuries or below.**
(2018/19 target = 23; final total = 19).

- 5.6 **KPI OHSW5B:** Reduce the number of lost time days/shifts as a result of safety event injuries by 5% on the previous year – Operational personnel

In 2018/19 the number of lost time days/shifts was 194 days.
A 5% reduction gives a target of 184 days.

- 5.7 **KPI OHSW5C:** Reduce the number of lost time days/shifts as a result of safety event injuries by 5% on the previous year – Support personnel

In 2018/19 the number of lost time days/shifts was 61 days.
A 5% reduction gives a target of 58 days.

- 5.8 **KPI OHSW7A:** Reduce the overall number of days/shifts lost to psychological ill health related sickness absence on previous year - All staff - Non work related

And **KPI OHSW7B:** Reduce the overall number of days/shifts lost to psychological ill health related sickness absence on previous year - All staff - Work related

The data for both of these new KPIs has not been collated by the Service previously. HSW working with colleagues in HR will begin to collate this information and will then set a more informed target.

KPI Ref.	KPI Description	Q1	Q2	Q3	Q4	Total
OHSW1	Reduce number of overall workplace safety events (injuries only) to 100 or below	23				
OHSW2	Reduce the number of vehicle collisions due to 'human behaviour' to 40 or below (exclude 3 rd party fault and vandalism)	8				
OHSW3	Reduce to 20 or less manual handling injuries	11				
OHSW4	Percentage of safety events where management action has been completed against the number of safety events reported	13/52 25% 15/52 Level 2 29%				
OHSW5A	Reduce the number of instances of absence 'lost time safety event injuries' by 5% on the previous year –Operational personnel (25)	5				
OHSW5B	Reduce the number of lost time days/shifts as a result of safety event injuries by 5% on the previous year – Operational personnel 2018/19 = 194 days 2019/20 – target = 184 days	86 days				
OHSW5C	Reduce the number of lost time days/shifts as a result of 'safety event injuries' by 5% on previous year - Support personnel 2018/19 = 61 days 2019/20 – target = 58 days	12 days				
OHSW6	Monitor the number of RIDDOR reports	2				
OHSW7A	Reduce the overall number of days/shifts lost to psychological ill health related sickness absence on previous year - All staff - Non work related	-	-	-	-	-
OHSW7B	Reduce the overall number of days/shifts lost to psychological ill health related sickness absence on previous year - All staff - Work related	0				

Appendix A – Full breakdown of health & safety statistics

	Per quarter				2019/20 Actual Total	2018/19 Actual Total	2017/18 Actual Total	2016/17 Actual Total
	2019/20 Q1	Q2	Q3	Q4				
1. Number of safety events received	52				52	234	221	234
2. Number of RIDDOR incidents	2				2	9	15	9
3. Number of manual handling Incidents	11				11	23	21	23
4. Number of slips, trips & falls	0				0	19	29	19
5. Number of vehicle collisions	10				10	60	48	60
6. Number of incidents where work time lost	5				5	26	26	26
7. Incidence of work-related violence	5				5	8	5	8
8. Incidence of stress	0				0	9	8	9
9. Number of near hits	16				16	46	65	46

Appendix B - Safety Events Statistics Report Safety Events Statistics Report Q1, 2019-20

Additional information relating to Age & Gender

In Q1 the Health Safety & Wellbeing Team received 52 Safety Event Reports, 23 of which recorded 'injury sustained' (44%) - the remaining reports were recorded as near hits (31%), vehicle accidents (19%), damage (4%) and ill health (2%).

Age & gender were not being separated out for analysis during the first quarter of the previous year (2018-19), so there is no data against which this can be compared. Moving forward into Q2 comparisons with the previous year will be possible.

According to information provided by HR, the workforce in ESFRS is split as follows:

Male 80%
Female 20%

[NOTE: There is currently no ability to separate out non-binary individuals.]

This will inevitably skew the results, as males will statistically be more likely to suffer a disproportionately greater number of injuries than females. This is particularly the case for operational crews where only 38 are female out of a total of 580 (6.5%).

[This figure relates to all levels of operational staff, but excludes SCC]

Hence of 52 safety events, 44 (85%) were reported by males. Where this involved injury, 18 of the 23 (78%) were again reported by males. The figure of 18 represents 2.2% of the entire workforce; the remaining 5 (female) represents 0.6%

Injury sustained data has been split down into age groups as follows (these broadly match age ranges used by HSE in recording non-fatal injuries at work, reported under RIDDOR – data based on 53,348 reports where age recorded)

[Note: percentages rounded to ensure sum is 100%]

Injury sustained – total = 23 (100%)					
Age range	ESFRS data		ESFRS %		HSE data %
	Male	Female	Male	Female	
Under 25	0	0	0%	0%	11%
25 – 34	3	0	13%	0%	21%
35 – 44	6	2	26%	9%	20%
45 – 54	7	1	30%	4%	25%
55 +	3	1 **	13%	4%	23%

** Non – employee

It is apparent that due to our significantly smaller sample size (and probable age profile regarding under 25s) our data does not correlate directly with the wider UK picture shown by HSE.

It is interesting to note that within ESFRS for this quarter we do have a significantly greater percentage of 35-44 & 45-54 year olds reporting injury compared to the national (HSE) data.

The age related statistics we provide the Home Office use slightly different ranges, but are comparable

ESFRS figures:

Age range:	% total workforce	% Operational
17-24	3	3
25-35	18	21
36-45	30	33
46-55	39	39
56-65	10	5
66+	<1	

These figures show we have an ageing operational workforce, so the increase in injuries is probably correlated to this

A major cause of injuries sustained is manual handling – 11 reports received in Q1.
[Note: only 1 of these was reported by a female member of staff]

Manual handling – injury sustained (total = 11)				
Age range	ESFRS data		ESFRS %	
	Male	Female	Male	Female
Under 25	0	0	0%	0%
25 – 34	1	0	9%	0%
35 – 44	3	1	27%	9%
45 – 54	5	0	46%	0%
55 +	1	0	9%	0%

This shows a clear relationship between age & manual handling injury (although this is an extremely small sample size). This broadly matches the data available from the HSE and our own operational ratios.

Given the number of activities carried out on a daily basis across the Service the low number of recorded injuries suggests there is significant under-reporting

Additional data from Safety Events received

Near Hits - total = 16 (100%)				
Age range	ESFRS data		ESFRS %	
	Male	Female	Male	Female
Under 25	0	0	0%	0
25 – 34	1	0	6%	0
35 – 44	4	0	25%	0
45 – 54	8	2	50%	13%
55 +	1	0	6%	0

Near hit reporting is likely to be less accurate than injury sustained, as some staff do not perceive the benefit. The significant peak (45-54) could either be due to their having more experience, or a greater willingness to report.

Vehicle accident ** total = 10		
Age range	ESFRS data	ESFRS %
Under 25	0	0%
25 – 34	1	10%
35 – 44	4	40%
45 – 54	4	40%
55 +	1	10%

** This includes non-ESFRS fault incidents

Due to the small data set (and the non-ESFRS at fault incidents) it is not possible to draw any meaningful conclusions from this.