



Annual Health and Safety Report

Report to: Board
Date: 18 December 2012
Report by: Gillian Batchelor, HR Adviser (Health and Safety)
Report No: B-12-2012
Agenda Item: 12

PURPOSE OF REPORT

To advise the Board of the health and safety performance of the Care Inspectorate for 2011-2012 and to detail the progress of health and safety matters for 2012-2013.

RECOMMENDATIONS

That the Board:

1. Notes the health and safety performance for 2011/2012 and the summary health and safety progress for the Care Inspectorate 2012/2013.

Version Control and Consultation Recording Form

| Version | Consultation | Manager | Brief Description of Changes | Date |
|---------|----------------------------------------------------|---------|------------------------------|----------|
| | Senior Management | ET | | 04/10/12 |
| | Legal Services | | | |
| | Resources Directorate | GW | | 24/09/12 |
| | Committee Consultation (where appropriate) | | | |
| | Partnership Forum Consultation (where appropriate) | | | |

Equality Impact Assessment

To be completed when submitting a new or updated policy (guidance, practice or procedure) for approval.

| | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----------------------------------------|
| Policy Title: | Not Applicable | |
| Date of Initial Assessment: | | |
| EIA Carried Out | YES <input type="checkbox"/> | NO <input checked="" type="checkbox"/> |
| If yes, please attach the accompanying EIA and briefly outline the equality and diversity implications of this policy. | | |
| If no, you are confirming that this policy will have no negative impact on people with a protected characteristic and a full Equality Impact Assessment is not required. | Name: Gillian Batchelor Position: HR Adviser Health and Safety | |
| Authorised by Director | Name: Gordon Weir | Date: August 2012 |

1.0 BACKGROUND

- 1.1** The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 places duties on employers to ensure, so far as is reasonably practicable, the health and safety of their employees at work. This report outlines the health and safety performance of the Care Inspectorate between 1 April 2011 and the 31 March 2012.
- 1.2** This report supports the Care Inspectorate's commitment to ensuring the health, safety and well-being of its employees.
- 1.3** The Corporate Health and Safety Policy notes that the annual health and safety report will be sent to the Board each year.

2.0 ORGANISATION FOR HEALTH & SAFETY

- 2.1** To ensure the smooth transfer of health and safety monitoring within the Care Inspectorate, the policies and procedures of the former Care Commission are being used and are being updated and replaced by ones specific to the Care Inspectorate on an ongoing basis.

Health and Safety arrangements are detailed within the Corporate Health and Safety Policy and note:

- Senior Management, management, employee and partnership forum responsibilities
- Health and Safety Policy and procedures
- Health and Safety Planning
- National Health and Safety Forum
- Risk Management
- Monitoring
- Review

The National Health and Safety Forum monitors and reviews health and safety performance throughout the year. The HR Adviser, Health and Safety, supports managers and employees where necessary.

The National Health and Safety Forum, chaired by the Director of Resources, is planned to take place twice a year. The National Health and Safety Forum took place March 2012. The National Forum reviews and monitors the overall strategy, policies and procedures, national accidents/incidents and any trends as well as the overall health and safety performance.

- 2.2** The Board approved the Care Inspectorate's' Corporate Health and Safety Policy on the 16 June 2011.

3.0 HEALTH & SAFETY ACHIEVEMENTS DURING 2011/2012

3.1 Policies and Procedures

The following policies and procedures were updated or developed in 2011-2012:

- Corporate Health and Safety Policy
- Health and Safety Risk Assessment Policy
- Emergency Evacuation Procedure
- Accident and Incident Reporting Procedure
- Disabled Evacuation Procedure
- Non standard Equipment Procedure
- Panic Room and Interview Procedure

3.2 Measuring Performance

3.2.1 Accidents and Incidents

All accidents and incidents require to be reported in accordance with the accident/incident reporting and investigations procedure. All reported accidents and incidents have been investigated and reviewed to ensure controls are implemented to minimise future risks. Definitions of accident and incident are detailed below:

- Accident – an unplanned and unwanted event which results in injury or loss of some kind, i.e. results in harm
- Incident – an unplanned and unwanted event that had the potential to result in injury or loss of some kind, i.e. had the potential to result in harm

The number of reported accidents/incidents for 2011/2012 is shown below.

| | Q1 Apr –Jun 2011 | Q2 Jul -Sep 2011 | Q3 Oct-Dec 2011 | Q4 Jan – Mar 2012 | TOTAL 2011/ 2012 |
|-----------------|------------------------|------------------------|-----------------------|-------------------------|------------------------|
| Accident | 1 | 0 | 0 | 0 | 1 |
| Incident | 4 | 5 | 3 | 0 | 12 |
| TOTAL | 5 | 5 | 3 | 0 | 13 |

As 2011/2012 was the Care Inspectorate's first year there is no direct comparison to a previous year. However, the final statistics from the Care Commission were 33 incidents and 11 accidents across all areas that are now occupied by the Care Inspectorate. Further comparative analysis will be undertaken following collation of the 2012/2013 data.

Of the 13 accident and incidents reported there were:

- 1 accident – slip
- Of the remaining 12 incidents 10 were verbal aggression incidents. These can be broken down into staff groups. 8 verbal aggression incidents affected 8 complaints inspectors, 2 were against inspection inspectors. All the verbal aggressive incidents recorded against staff were from external individuals.

A violence and aggression policy that supports staff when they lonework and when they co-work is currently being developed and is expected to be available by the end of Quarter 3.

3.2.2 Absence

| Quarter 1 % | Quarter 2 % | Quarter 3 % | Quarter 4 % | Cumulative Total 2011/2012 |
|----------------|----------------|----------------|----------------|----------------------------------|
| 3.6% | 4.8% | 4.2% | 4.7% | 4.2% |

Further details of absence can be found in the HR update to the Resources Committee. Sickness absence reasons are reported individually and this has helped Human Resources and the HR Adviser (Health & Safety) to work together to progress absence cases.

The Care Inspectorate is continuing to collate benchmark statistics through a HR network set up with the following bodies:

- Audit Scotland
- Health Improvement Scotland
- Education Scotland
- Scottish Environment Protection Agency

This networking group is having a workshop to discuss sickness absence on the 19 September 2012 hosted by Audit Scotland.

3.2.3 Risk Assessment

The Risk Assessment Policy was approved by the Executive Team on 5 April 2012. Prior to this managers had been asked to complete their team assessments in March 2012. The completion rate for 2011 2012 was 100%.

Key notes within the completed risk assessments included:

- As the incident statistics show violence and aggression incidences and awareness of lone working and co working in potentially difficult scenarios was raised in risk assessments. As a result violence and aggression training now forms part of the employee development and health and safety work plan. Investigation into e learning options is underway to support this

- Updated communication equipment was required in a remote office. This has now been installed
- A stress management policy is available and managers are supported where applicable. Stress management and stress awareness sessions are also available for employees. Pressure around workload and change was referenced in risk assessments to the organisational changes. The Stress Management Policy will be reviewed this financial year
- Requests for satellite navigation equipment – this equipment is provided as non standard equipment for staff with additional support requirements such as navigation issues due to dyslexia
- Up to date communication contact details for team members – teams are advised to ensure they have relevant contact details for their line managers, senior managers and team members in the event of emergency contact being required

3.2.4 Premises Inspection

All offices had a minimum of one premise inspection completed during 2011/2012. No major health and safety issues were raised and action plans were created to resolve any minor issues identified.

3.2.5 Disabled Evacuation

We have completed disabled evacuation chair and/or evacuslide mattress training in the Dundee, Aberdeen, Hamilton and Musselburgh offices. Paisley has had an upgrade in regards to a suitable fire evacuation compliant lift to accommodate disabled or mobility impaired employees or visitors in the event of an emergency evacuation. The remaining offices have varying levels of accessibility for people with mobility impairments in relation to safely evacuating in an emergency. Improving accessibility forms part of the review of lease options available to the Care Inspectorate where possible.

A benchmarking exercise was completed with information from Education Scotland, Audit Scotland, Dundee City, Edinburgh City, Perth and Kinross, Scottish Borders and Highland Councils in relation to disabled evacuation procedures. The comparison showed that the Care Inspectorate procedures meet and in some cases exceed those of the benchmarked organisations.

The disabled evacuation procedure advises steps to take when planning a meeting where people with mobility impairments will be in attendance. Suitable support arrangements are put in place and we ensure that meeting venues that allow safe escape are used. This procedure also advises what to consider when there is an unplanned visitor with a disability or mobility impairment comes into Care Inspectorate premises.

Every employee who has declared a disability or impairment has a specific risk assessment completed which incorporates emergency evacuation and adjustments are made to ensure the safe evacuation takes place. When an application is made from an individual who declares a disability adjustments are put in place to support them through the application process and upon appointment.

3.2.6 Health and Safety Learning and Development

Training completed in 2011/2012 included:

- Fire Warden training
- First Aid training – external
- DSE assessor training – external
- Disabled Evacuation Chair training

3.2.7 Service Level Agreements

Scottish Social Services Council (SSSC)

The Scottish Social Services Council (SSSC) has continued to be supported by the HR Adviser (Health & Safety) for policies, procedures and general guidance. This continued through the agreed service level agreement by providing advice, health and safety learning events and support for health and safety and occupational health support.

Office of the Scottish Charity Regulator (OSCR)

The HR Adviser (Health and Safety) continued to support the Office of the Scottish Charity Regulator (OSCR) to meet their legislative responsibilities for their local health and safety. A service level agreement has been formally agreed. Key achievements in 2011/2012 were completing 2 workplace inspections, management training, individual support and DSE E-learning for OSCR.

4.0 Health and Safety Plan 2012-2013

4.1 Policies and Procedures

The following policies and procedures will be developed or updated in 2012/2013:

- Smoking Policy
- Stress Management Policy
- Environment Policy
- Display Screen Equipment Policy
- Loneworking, Violence and Aggression Policy
- Alcohol and Drugs Policy
- Loneworking/ Unacceptable Behaviour Guidance

As noted in 3.2.1 a violence and aggression policy that supports staff when they lonework and when they co-work is currently being developed. Work has commenced on looking at the complaints process and the incident reporting procedures to ensure that complaints investigations continue alongside any incident reporting investigation and vice versa.

4.2 Environment

A Carbon Management Plan was developed which has been approved by the Carbon Trust. This plan advises that the Care Inspectorate intends to reduce its carbon emissions by 10% from 1,523 tonnes of carbon emissions to 1,379 tonnes by 2015. There are several projects planned for 2012/2013 onwards that will contribute to this reduction. A separate report noting the Environment agenda and carbon management plan will be presented to the Executive Team. The projects include:

- Staff environmental awareness campaign
- Replacement of lamps
- Metering projects where possible in landlord controlled premises

In addition, joint working with the Scottish Social Services Council and the Office of the Scottish Charity Regulator will also promote reduction in the carbon emissions in Compass and Quadrant House. The HR Adviser Health and Safety will work with the Facilities Adviser and the Riverside Environment Group to promote environmental awareness and carbon reduction.

4.3 DSE E Learning

DSE E learning will continue in 2012. DSE E learning will continue to support the Care Inspectorate's obligation regarding the health, safety and welfare of staff using display screen equipment through the course of their work.

4.4 Health and Wellbeing

A health and wellbeing plan has been submitted to the Executive Team for approval. Physical campaigns and Information campaigns are planned through 2012/2013. This information will be sent to all areas and will be held on the intranet for all staff to access.

4.5 Audit

The Health and Safety Audit is an internal monitoring and reviewing tool to ensure that all offices and employees follow health and safety policies and procedures. The health and safety audit process will commence for Care Inspectorate offices in 2012 - 2013. The management of health and safety includes having monitoring and reviewing procedures. The Health and Safety Executive encourages this good practice to ensure the health, safety and wellbeing of employees remains high profile.

4.6 Health and Safety Learning and Development

Any new health and safety learning will be considered and agreed through the national health and safety plan and local partnership forums where required. Standard health and safety learning is based on the outcomes of risk assessment and individual learning and development plans. For 2012/2013 the standard health and safety training available will include:

- Fire Warden learning
- DSE Assessor learning
- DSE User awareness learning
- First Aid learning
- Manual handling assessment learning
- Stress awareness and stress management learning
- Risk assessment process and completion learning

Violence and aggression training will be looked at with the Employee Development team.

5.0 RESOURCE IMPLICATIONS

There are no direct resource implications as a result of this report.

6.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

This report details measures and actions, which should have a positive effect on our staff by widening their awareness to health and safety within their working environment. This will support a safe working environment which will have a positive impact on health and safety awareness, sickness/absence, motivation and therefore have a positive effect on the way we work in partnership with people who use care services and their carers.

7.0 CONCLUSION

This report notes achievements during the first year of the Care Inspectorate and highlights progress for 2012/2013.