

# Tunbridge Wells Borough Council Annual Health and Safety Report 2020/21

## Accident and Incident Data Analysis

### 1. Summary Data

As of the end of March 2021 TWBC have 309 directly employed staff, along with a number of Casual workers and a range of contractors working on the councils behalf on a regular basis. TWBC are responsible for a range of operationally managed sites accessed by the public, along with a number of properties which TWBC have liability for but do not operate from.

In total there were 33 reported incidents (not including the Ice Rink) during the last financial year, a 69% decrease in incidents compared to last year and very much reduced from the average over the last few years. There were a total of 49 incidents (including all sites) over this year compared to 177 in the previous year. The figures include 4 injuries to staff members, compared to 20 in 2019/20. There were 4 injuries to third parties (not including the Ice Rink) within this year, compared to 16 last year. The total number of third party injuries (including all sites) was 20 compared to 85 in 2019/20.

These figures are considerably reduced compared to previous years, due to the Ice Rink only being operational for one week, Covid-19 pandemic and lockdowns. A range of TWBC sites were closed to the public or had restricted access, with staff working from home rather than office environments, with less work within the community.

The most common type of recorded incident this year was again Conflict / threats of violence/actual violence, although with a reduced number of cases compared to last year. This is most likely to be due to a reduction in staff working in the community compared to how they would normally operate.

The second highest number of cases again this year was Slips, trips and falls incidents, with the reduction due to the public having restricted access to TWBC sites. Impact incidents (the collision of a body with a moving or stationary object) have decreased this year compared to increases over the last few years, mostly likely due to staff working from home more and less in the community. Other types of accident and incident data figures were also less in number compared to the figures seen over previous years.

There were no third party or staff incidents that required reporting to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). This is compared with one third party reportable incident in 2019/20 and 3 in 2018/19.

Following a road traffic accident and a separate incident leading to a fatality, there was a Police investigation and investigations by the HSE into incidents within the TWBC waste contractor practices this year, with no action taken against TWBC or the contractor at the time of this report.

Incident data is monitored with trends fed back to the Health and Safety Committee quarterly by the Health and Safety Advisor, issues can then be actioned and/or escalated prior to them increasing in severity or frequency.

### 1.1. Total Incidents

There were 33 recorded incidents during this time period compared to 108 last year. This is a 69% decrease.

N.B- Excluding members of the public slipping on the ice at the Ice Rink.

	Number of incidents 2016/17	Number of incidents 2017/18	Number of incidents 2018/19	Number of incidents 2019/20	Number of incidents 2020/21	% Increase / decrease on last year
<b>Total (not including slips on the ice at the Ice Rink)</b>	109	104	113	108	<b>33</b>	<b>-69% (decrease)</b>

## 2. Incidents trends and comparisons

With the outbreak of Coronavirus over the last few weeks of the 2019/20 financial year and having an impact on all operations within the Council over this last year, these figures would normally have been expected to have been considerably higher during normal operations.

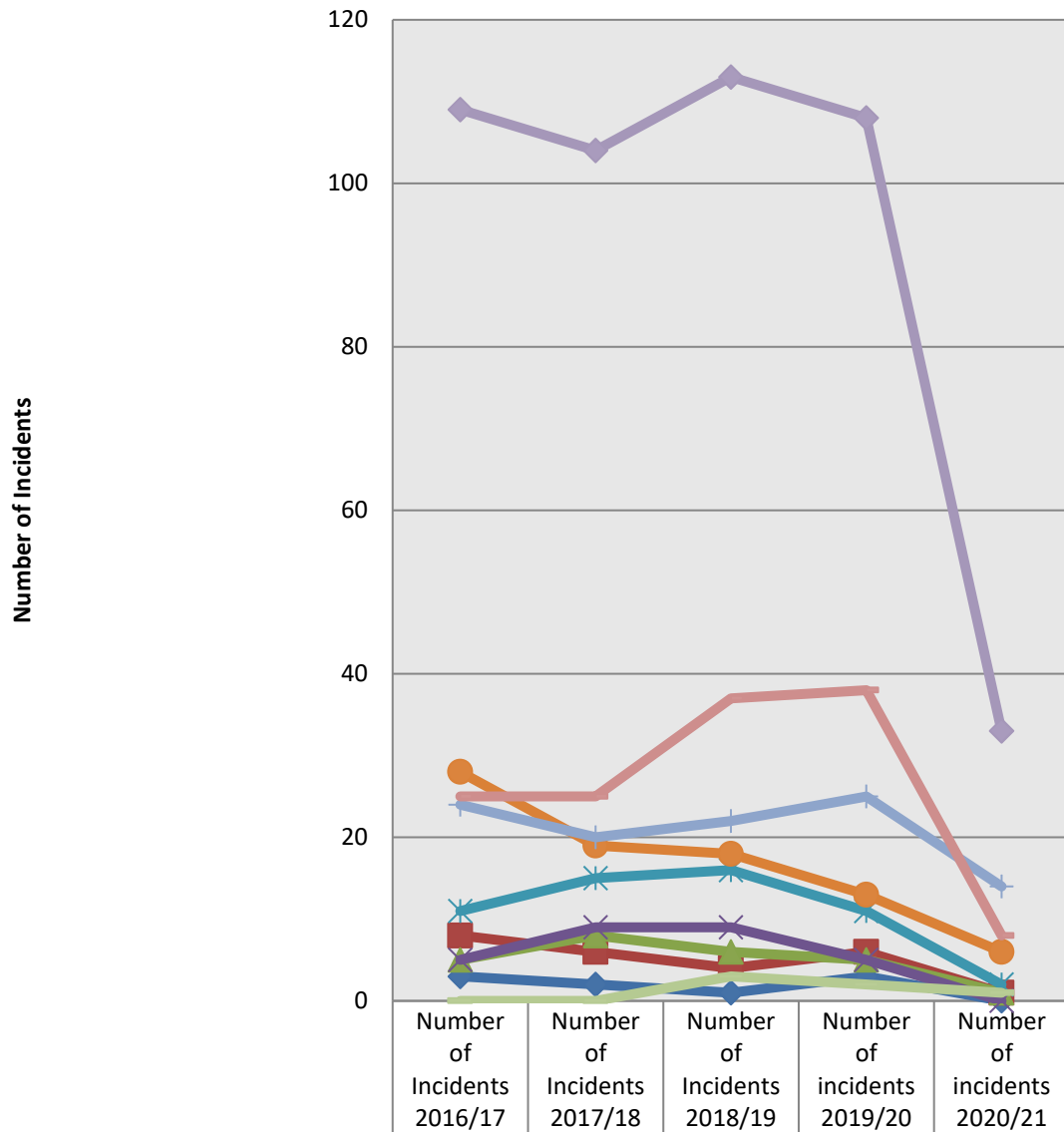
The most common type of recorded incident is year was again Conflict / Threats of Violence/Actual Violence, although with a reduced number of cases compared to last year. This could be due to a reduction in staff working in the community compared to how they would normally operate.

The second highest number of cases again was Slips, Trips and Falls incidents, with reductions due to public and staff having restricted access to TWBC sites.

Impact incidents (the collision of a body with a moving or stationary object) have decreased this year compared to increases over the last few years. This could be due to staff having to work from home more and less in the community.

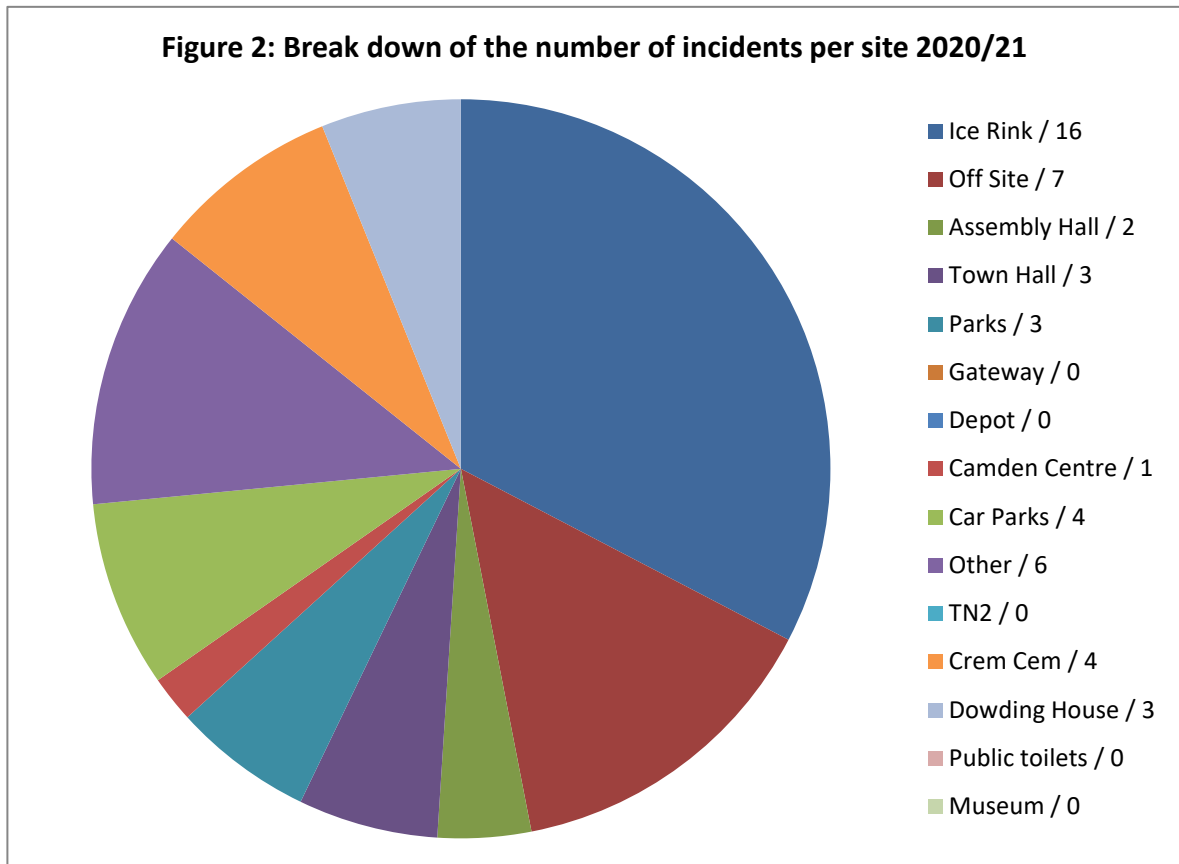
Collapsed/Panic attack/ Allergic reaction numbers have reduced due to their being less members of the public accessing TWBC operational sites over the year.

**Figure 1: Break down of incident data (not including slips on the ice at the Ice Rink) by type over the last five years.**



◆ Musculoskeletal	3	2	1	3	0
■ Property Damage	8	6	4	6	1
▲ Collapsed/Panic attack/Allergic reaction	5	8	6	5	1
✕ Other	5	9	9	5	0
✱ Impact Injury	11	15	16	11	2
● Trips/Slips/Falls (not including the Ice Rink)	28	19	18	13	6
+ Dangerous Occurrence, Near Miss	24	20	22	25	14
— Conflict /Threats of Violence and Actual Violence	25	25	37	38	8
■ Fire			3	2	1
◆ Grand Total	109	104	113	108	33

### 3. Location of Incidents



Most figures were reduced compared to the previous year due to:

- Some TWBC sites being closed to the public or with restricted access,
- TWBC offices only having access for reduced numbers and staff working from home,
- Staff working less in the community.

It would be expected normally for the Ice Rink and Theatre to have the most amount of incidents in our operational sites, due to the high numbers of members of the public who would attend, with Off site and the Car Parks being sites where most of the incidents of conflict occur with the public. This has not been the same as what would be expected this year, but it would be expected for figures to rise in all areas next year and for these sites to again be the sites where most incidents occur.

Figures for Dowding House as well as the Crematorium did not reduce in number like other sites did, due to still being operational over the year and this may also show a slight lack of reporting in the past on these sites.

Site	Number of incidents 2016/17	Number of incidents 2017/18	Number of incidents 2018/19	Number of incidents 2019/20	Number of incidents 2020/21	% Increase / decrease on last year
Car Parks	8	5	5	11	4	-63% (decrease)
Assembly Hall	19	26	20	17	2	-88% (decrease)
Gateway	7	5	7	7	0	-100% (decrease)
Town Hall	9	8	16	11	3	-73% (decrease)
Other TWBC sites	0	4	3	6	6	0%
Ice Rink	65	99	55	69	16	-77% (decrease)
Depot	7	4	6	6	0	-100% (decrease)
Parks	10	5	9	5	3	-40% (decrease)
TN2	2	2	2	5	0	-100% (decrease)
Camden Centre	5	3	5	5	1	-80% (decrease)
Public Toilets	1	0	0	2	0	-100% (decrease)
Cemetery / Crematorium	4	9	2	2	4	+100% (increase)
Museum	4	1	1	0	0	0%
Off site	27	25	31	30	7	-77% (decrease)
Dowding House	-	-	2	1	3	+200% (increase)
<b>Total</b>	168	196	162	177	49	-72% (decrease)

### 3.1. Ice Rink

**Figure 3: Ice Rink incident data**

	2015	2016	2017	2018	2019	<b>2020</b>
Numbers of paying customers	34,199	39,214	39,827	38070	46,400	<b>6139</b>
Slips injuries on the ice	57	59	92	51	69	<b>16</b>
Number of Ice skaters per incident	561	585	402	692	672	<b>384</b>
Number of Ice skaters per injury (where advised to seek further medical attention)	Not known	1188	632	1088	2109	<b>6139</b>

The Ice Rink site was only operational for a week in 2020 so limited data is available when comparing to other years. There were 16 minor injuries, with no incidents where the injured party needed to seek further medical assistance and no other incidents on site at the wider Ice Rink complex. In 2019 there were 69 reported slip injuries on the ice, with 22 advised to seek further medical assistance.

## 4. Incident by Type and Service

### 4.1. Total cases of Conflict / Threats of Violence / Actual Violence

Figure 4: Breakdown of Conflict / Threats of and Actual Violence per department in 2020/21, compared to previous years.

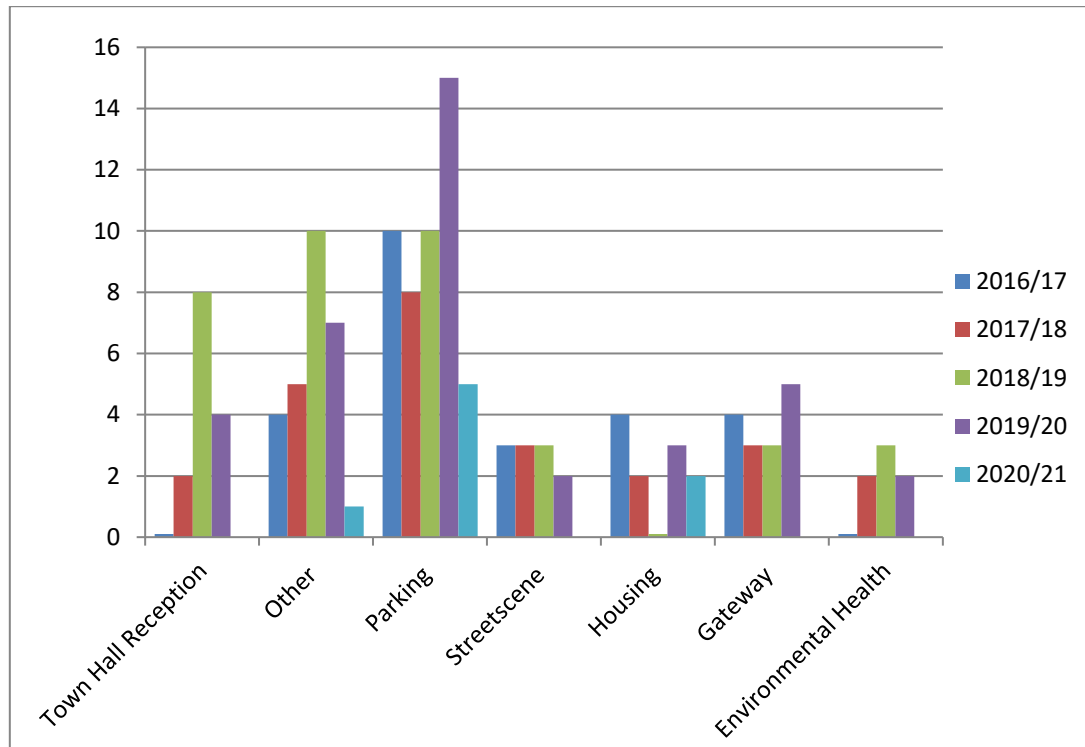


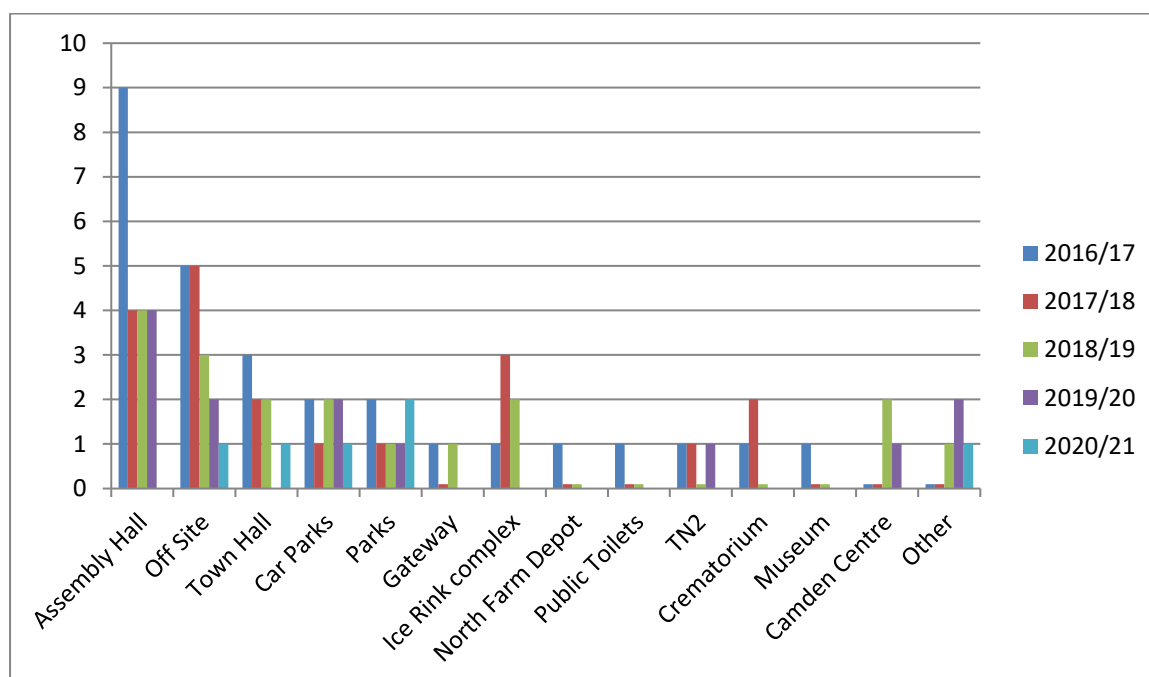
Figure 4 shows the sites and service areas most at risk, along with those who report the most incidents.

Conflict / Threats of and Actual Violence still had the highest number of incidents reported this year. Departments such as Streetscene Enforcement unfortunately continue to be an area where conflict can be expected due to the nature of the work, but fortunately reported incidents remain low. Although there is concern that for some service areas these figures are under reported as staff are quite likely to underestimate the levels of conflict that they encounter, as aggressive behaviour is becoming more commonplace, staff can think it is part of their job.

There is a decrease in most areas, but incidents in Parking and Housing teams remained consistent, as these services continued during the last year.

Incidents recorded as Other are sites or departments such as the Tourist Information Centre which still experience recorded incidents, although in small numbers.

## 4.2. Slips, Trips and Falls Incidents



**Figure 5: Breakdown of Slips, Trips and Falls per site over 2020/21 compared to previous years.**

The Assembly Hall would be expected to have the highest number of incidents due to the high numbers of members of the public who attend the theatre. Due to the closure of this site, as well as a range of others, along with the public not being present on site, this has led to a reduction in the numbers of incidents reported. These figures do not include slips on the ice at the Ice Rink.

## 4.3. Other Notable Trends

- There were 2 reported incidents to persons under 18 years old in 2020/21 compared to 8 the previous year.
- 13 lone working incidents involving staff occurred in 2020/21 compared with 32 in 2019/20. This is 40% of incidents compared to 30% of incidents last year. This could be due to a reduction in reporting overall rather than an increased risk in this area.
- The average reporting time for incidents this year was within 24 hours, compared to 1.68 days in 2019/20. The expected standard within TWBC is that incidents will be reported within 3 days and this was achieved in most cases. This shows a continuation of staff knowledge of the importance of reporting incidents to reduce the chance of reoccurrence.

## 5. Staff Incidents

During 2020/21 out of 33 incidents 4 involved staff injury, with 1 happening away from TWBC managed property. During 2019/20 out of 108 incidents 20 involved staff injury, with 8 out of these being away from TWBC property.



## 5.1. What types of incidents have occurred?

TWBC employee injuries	TWBC staff injuries 2016/17 (Total staff 304)	TWBC staff injuries 2017/18 (Total staff 314)	TWBC staff injuries 2018/19 (Total staff 296)	TWBC staff injuries 2019/20 (Total staff 307)	TWBC staff injuries 2020/21 (Total staff 309)
Slips Trips and Falls	11	6	5	4	2
Physical Assault	2	5	2	4	0
Manual Handling	2	2	1	3	0
Impact	3	10	6	7	2
Other	4	4	4	2	0
Collapse	-	2	0	0	0
<b>Total Number of Injuries</b>	22	29	18	20	4

Similar to previous years, Impact injuries have been one of the highest causes of injury to staff. Often either the person was not aware of the hazards around them and/or hazard spotting, or site inspections have not been completed to the required standards to reduce risks.

There were a reduced number of Slips, trips and falls injuries this year, along with Physical assault, although there is an expectation that unfortunately these numbers will rise again once Lockdown is reduced.

There were no staff related incidents that required reporting to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

## 6. Third Party Incidents

There were 4 injuries to third parties on TWBC properties, or effected by non-contracted out Council activities (not including slips on the ice at the Ice Rink), out of 33 reported incidents over 2020/21. This compares to 16 injuries to third parties out of the 108 reported incidents over 2019/20. There were an additional 16 minor injuries due to slips on the ice at the Ice Rink this year, which gives a total of 20 incidents that resulted in injury to visitors, contractors and members of the public. In 2019/20 there were an additional 69 injuries from slips on the ice at the Ice Rink, which gave a total of 85 incidents which led to injury to third parties.

## 6.1. Types of incidents occurred

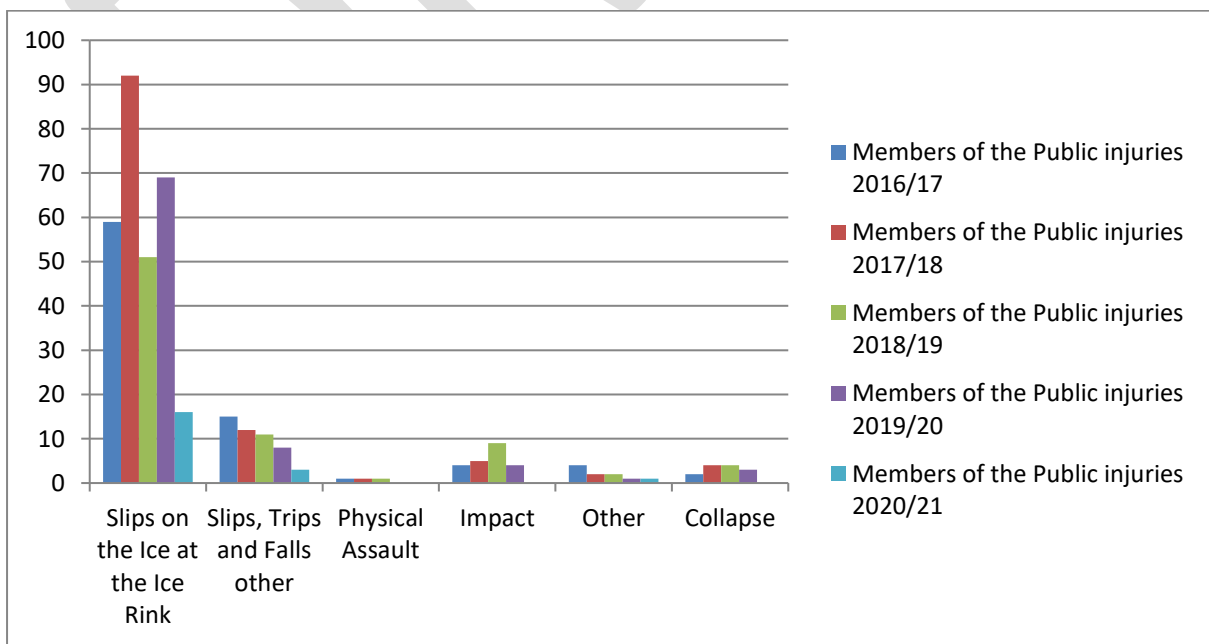
	Injuries to Members of the Public on TWBC property 2016/17	Injuries to Members of the Public on TWBC property 2017/18	Injuries to Members of the Public on TWBC property 2018/19	Injuries to Members of the Public on TWBC property 2019/20	Injuries to Members of the Public on TWBC property 2020/21
Slips Trips and Falls (minus Ice Rink)	15	12	11	8	3
Physical Assault	1	1	1	0	0
Impact	4	5	9	4	0
Other	4	2	2	1	1
Collapse	2	4	4	3	0
Slips on the ice at the Ice Rink	59	92	51	69	16
<b>Total number of injuries</b>	<b>85</b>	<b>116</b>	<b>78</b>	<b>85</b>	<b>20</b>

The majority of third party incidents would normally be Slips, trips and falls, both at the Ice Rink and at other TWBC sites. This has been the same this year but vastly reduced in number.

Not including slips on the ice at the Ice Rink there were 16 injuries to members of the public in 2019/20, with 4 this year.

## 6.2. Injuries sustained

Mainly minor injuries with none having to be reported as RIDDOR incidents to the Health and Safety Executive.



**Figure 6: Injuries to third parties by type compared to previous years.**

### **6.3. Third parties**

Almost all of the third party incidents during 2020/21 involved members of the public rather than contractors. TWBC contract managers are aware that any accidents reported by contractors on TWBC property should be reported to the Health and Safety Advisor to record centrally.

### **6.4. Accidents requiring RIDDOR notification**

No reported incidents to third parties were required to be RIDDOR reported to the Health and Safety Executive over this time period.

Following a road traffic accident and a separate incident leading to a fatality, there was a Police investigation and investigations by the HSE into incidents within the TWBC waste contractor practices this year, with no action taken against TWBC or the contractor at the time of writing this report.

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