

# Accident and Incident Data Analysis 2019/20

## 1. Summary Data

TWBC have 307 directly employed staff. A number of contractors working on TWBC behalf on a regular basis. There are a range of operational properties accessed by the public, along with a number of properties which Tunbridge Wells have liability for but do not operate from.

In total there were 108 reported incidents during the last financial year, a slight decrease on the previous year. This decrease could potentially be due to the Covid-19 related lockdown procedures starting prior to the end of the year, reducing normal council activities quite considerably. The figures include 20 injuries to staff members, compared to 18 in 2018/19. Along with 16 injuries to third parties, compared to 27 in 2018/19. N.B. Data for slips injuries at the Ice Rink has been excluded from these figures.

The most common type of recorded incident is 'Conflict / threats of violence/actual violence' with a similar number of incidents to last year. There has been another decrease in 'Slips, trips and falls' incidents which has been due to consistent improvement in management of the causes by the Site Managers and the Facilities Team on TWBC controlled sites. Other accident and incident data figures remained similar to previous annual data over the last couple of years. 'Impact' incidents (the collision of a body with a moving or stationary object) have decreased this year compared to a large increase in incidents last year.

There was one third party incident that required reporting to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). No staff incidents required reporting. To date, the reported incident has not attracted investigation from the HSE. This is compared with one staff reportable incident and three third party reportable incidents in 2018/19.

2019/20 came with a number of obstacles for TWBC to manage whilst maintaining a good level of Health and safety for staff and the public. With the management of a number of buildings coming to the end of their life, potential no deal Brexit, a range of elections as well as the Coronavirus. This also included the planning for the Calverley Square project, along with having to change direction in the planned futures of a number of buildings when this was cancelled.

## 1.1. Total Incidents

There were 108 recorded incidents during this time period compared to 113 last year. This is a 4% 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	% Increase / decrease on last year
<b>Total (not including slips on the ice at the Ice Rink)</b>	109	104	113	<b>108</b>	<b>-4% (decrease)</b>

## 2. Incidents trends and comparisons

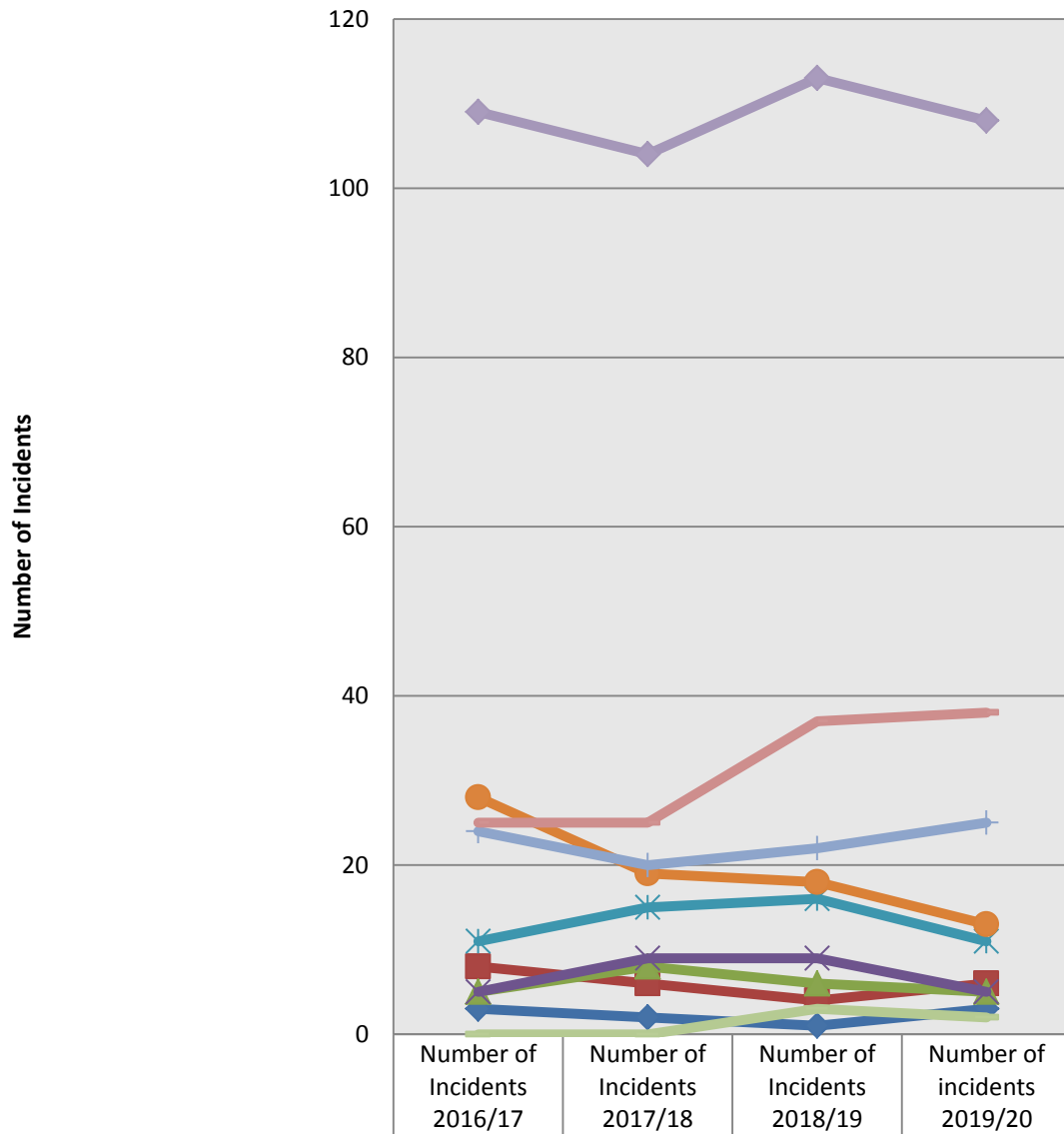
The two most common types of incidents recorded are 'Conflict / threats of violence / actual violence' and 'Slips, trips and falls', with data continuing to indicate that prior to 2016/17 there was an under reporting of incidents across the council. From 16/17 there was an increase in training for officers and a more accessible, better designed on-line reporting system and form, which has improved reporting with the authority.

There has been a concentration of effort, by all (Health & Safety Advisor, Site Management, Facilities Team and employees) to reduce the cause of incidents in Tunbridge Wells BC sites which shows in a continuing reduction in Slips, trips and falls incidents.

With the outbreak of Coronavirus over the last few weeks of this financial year the figures were expected to have been slightly higher overall.

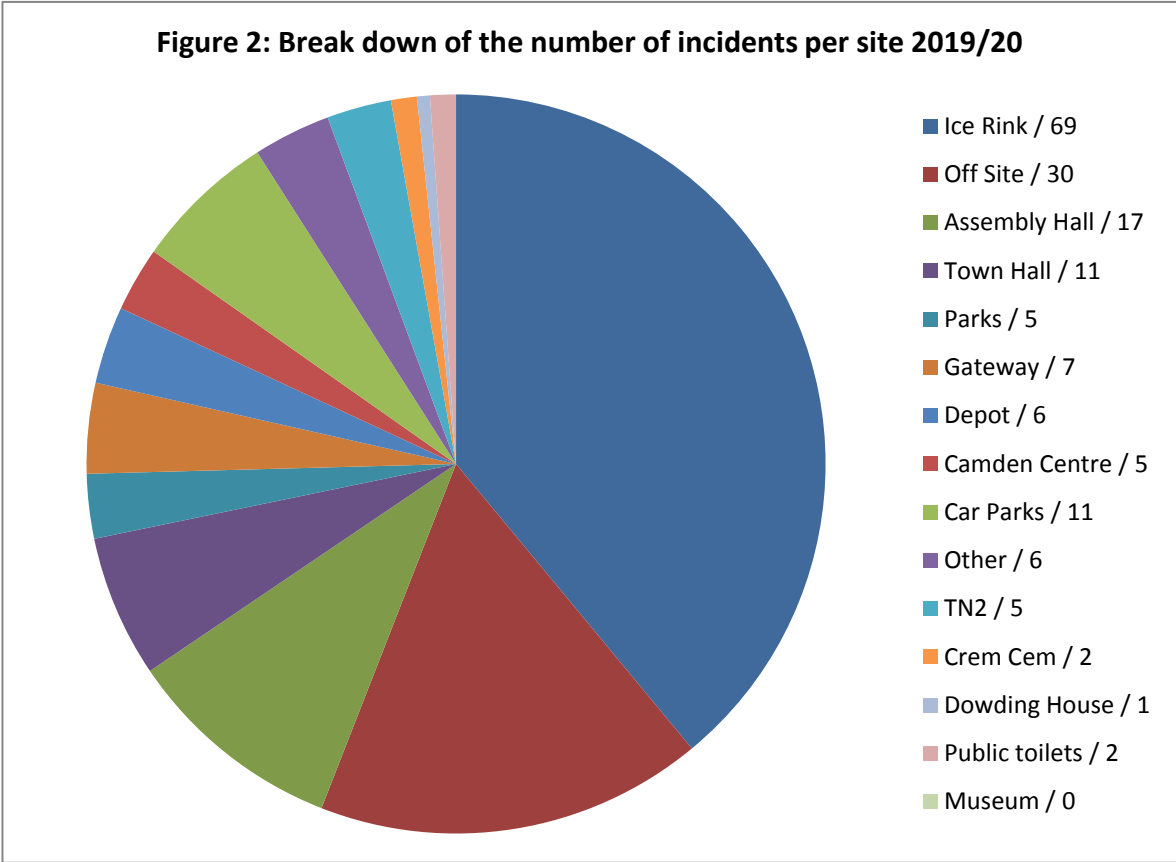
Incidents of conflict are 38 out of 108 incidents, making up 35% of the total number. Over the last few years there has been an upward trend, although not at the same rate, due to work put into this area over the last couple of years. These may also have been under reported previously, with the possibility of some departments still not reporting the less severe incidents.

**Figure 1: Break down of Incident data by type over the last four years.**



	Number of Incidents 2016/17	Number of Incidents 2017/18	Number of Incidents 2018/19	Number of incidents 2019/20
◆ Musculoskeletal	3	2	1	3
■ Property Damage	8	6	4	6
▲ Collapsed/Panic attack/ Allergic reaction	5	8	6	5
✕ Other	5	9	9	5
✱ Impact Injury	11	15	16	11
● Trips/Slips/Falls (not including the Ice Rink)	28	19	18	13
+ Dangerous Occurrence, Near Miss	24	20	22	25
— Conflict /Threats of Violence and Actual Violence	25	25	37	38
— Fire			3	2
◆ Grand Total	109	104	113	108

### 3. Location of Incidents



There is a continued decrease in recorded incidents at the Assembly Hall and reduction at the Town Hall, this could be attributed to the concentrated effort by site management to reduce staff injuries and reduce hazards to members of the public.

There is an increase in recorded incidents from 'Other sites' (smaller, less visited TWBC operated sites) as well as 'Off Site' incidents being reported in high numbers, (public and private places not owned or operated by TWBC e.g. inspection of building sites, restaurants). This could be attributable to better training and knowledge of on line reporting systems.

In general this year's incident data follows a similar pattern to previous data, with the majority of incidents occurring at the Ice Rink due to slips on the ice.

As expected higher levels of reported incidents occurred at locations where large numbers of the public visit, such as the Assembly Hall Theatre.

There maybe an under reporting from Dowding House due to the management and reporting on site being arranged by Paramount management company and not directly by TWBC staff.

There has been an improvement in safety processes at the Crematorium this year after potential under reporting last year.

There are consistent figures this year for a number of sites where traditionally numbers of incidents are low, although a number of incidents happen when council staff are working away from TWBC sites where the environment cannot be managed.

Car Parks incidents have increased this year which could in part be attributed to the condition of these buildings along with increased reporting of incidents of conflict to parking staff.

Although incident figures at the Ice Rink were higher than last year so were the attendance figures and incident ratios show an increase in safety standards on site (please see 3.1 below).

Site	Number of incidents 2016/17	Number of incidents 2017/18	Number of incidents 2018/19	Number of incidents 2019/20	% Increase / decrease on last year
Car Parks	8	5	5	11	+120% (increase)
Assembly Hall	19	26	20	17	-15% (decrease)
Gateway	7	5	7	7	0%
Town Hall	9	8	16	11	-31% (decrease)
Other TWBC sites	0	4	3	6	+100% (increase)
Ice Rink	65	99	55	69	+25% (increase)
Depot	7	4	6	6	0%
Parks	10	5	9	5	-44% (decrease)
TN2	2	2	2	5	+150% (increase)
Camden Centre	5	3	5	5	0%
Public Toilets	1	0	0	2	+200% (increase)
Cemetery / Crematorium	4	9	2	2	0%
Museum	4	1	1	0	-100% (decrease)
Off site	27	25	31	30	-3% (decrease)
Dowding House	-	-	2	1	-50% (decrease)
<b>Total</b>	168	196	162	177	+9% (increase)

### 3.1. Ice Rink

Figure 3: Ice Rink incident data

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

There were 69 reported slip injuries on the ice with no other incidents on site at the Ice rink complex, which is a decrease in incidents off the ice, showing improved management procedures. Total number of incidents increased since last year but visitor numbers increased as well. The Incident ratio is similar to last year but injury ratio is considerably better due to there being fewer injuries per skater this year. This was the first year of having two Ice rinks which may have had a contributing factor in the reduction of injuries.

There was the least number of 'Advised to seek further medical attention' incidents compared to the last few years, with these being 32% of incidents. No reported Ambulance visits to site were required, along with a reduction in incidents to under 18s, although these are still three quarters of the incidents. Poor weather conditions during the 2017/18 season may have been a cause of the higher figures for that year. The increase in recorded accidents between 2016/17 and 2017/18 may also be due to better reporting system technology, data compilation and tracking of trends. This enabled better management of the rink in the following years, focusing on specific areas and managing 'at risk' sectors of public. There was a drive on improvement in the public awareness of the Ice Rink rules and managing behaviours on the ice, especially towards the end of the season which is when it is most busy.

## 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 2019/20, compared to previous years.

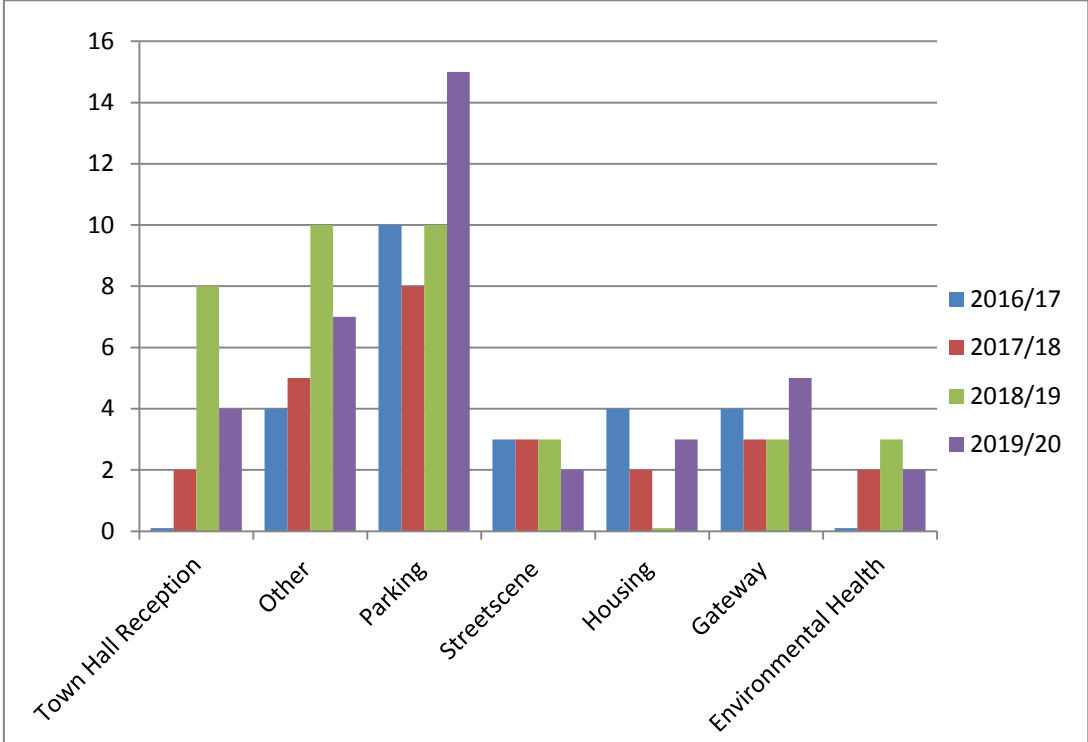
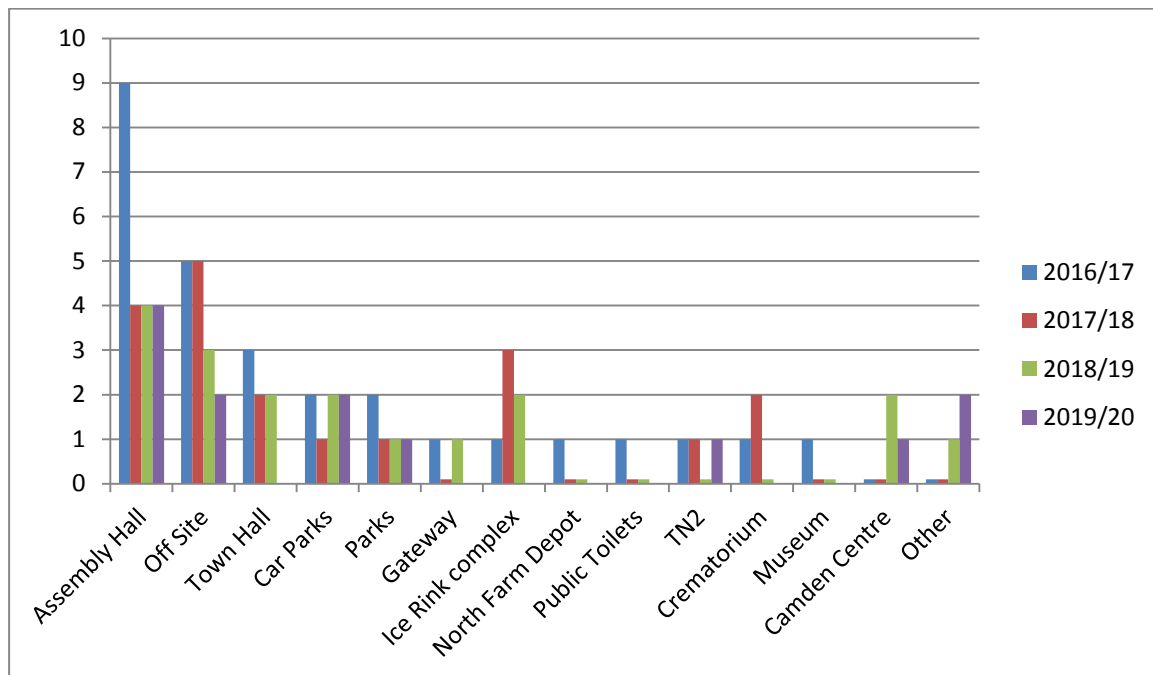


Figure 4 shows the sites and service areas most at risk, along with those who report the most incidents. Departments such as Streetscene Enforcement continues to be an area where conflict can be expected due to the nature of the work, fortunately reported incidents remain low. Incidents recorded as 'Other' are sites or departments such as North Farm Depot and the Tourist Information Centre which have experienced recorded incidents in small numbers. There is concern that for some service areas these figures are indicative 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, leading to not reporting lower level incidents. There is a decrease in some areas such as the Town Hall reception, although an increase in areas such as Housing, Gateway and the Parking Team. These figures would have been higher or effects would have been more severe if time and effort were not put into this area this year. Extra training, risk assessments, lone working devices and better links with the Police have helped in this area this year and this will continue to be an area to concentrate on going forward. The spike in incidents may partially be due to an under reporting in this area in the past, along with making this area more high profile leading to an increase in reporting.

## 4.2. Slips, Trips and Falls Incidents



**Figure 5: Breakdown of Slips, Trips and Falls per site over 2019/20 compared to previous years.**

The Assembly Hall would be expected to have a high number of incidents due to the high numbers of members of the public who attend the theatre. There has been a continuing emphasis on reducing these incidents this year which has seen a decrease in numbers of slips and trips in most TWBC sites. Ensuring the promotion of correct footwear for the task to staff has helped. The only area where there has been an increase is in 'Other' TWBC sites, this maybe where site management may be less consistent. This should be monitored going forward so there is not an increase in this area.

## 4.3. Other Trends

- There were 8 reported incidents to persons under 18 years old compared to 14 last year, along with three quarters of the incidents at the Ice Rink.
- 32 lone working incidents involving staff occurred in 2019/20 compared with 28 in 2018/19 and 33 in 2017/18. This is 30% of incidents this year compared to 25% of incidents last year. This could be due to a concentration in this area this year leading to better reporting.
- The average reporting time for incidents on the reporting system was 1.68 days in 2019/20 compared to 1.99 days in 2018/19 and 3.72 days in 2017/18. The expected standard within TWBC is 3 days and this was achieved in most cases. This shows a continuing increase in staff knowing the importance of reporting incidents to reduce the chance of reoccurrence.

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 prior to them increasing in severity or frequency.



## 5. Staff Incidents

During 2019/20 out of 108 incidents 20 involved staff injury, with 8 out of the overall 20 incidents 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)
Slips trips and falls	11	6	5	4
Physical assault	2	5	2	4
Manual Handling	2	2	1	3
Impact	3	10	6	7
Other	4	4	4	2
Collapse	-	2	0	0
<b>Total number of injuries</b>	22	29	18	20

Similar to the last two years, Impact injuries have been the highest single cause 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.

We continue to see a reduction in slips, trips and falls injuries this year, following the priority it was given after the 2016/17 report, with staff injuries now being almost a third of what they were then.

Physical assault increased with a large increase in incidents to Parking staff away from TWBC properties.

No staff related incident was required to be RIDDOR reported to the Health and Safety Executive this year.

## 6. Third Party Incidents

There were 16 injuries to third parties on TWBC property or effected by Council activities out of the 108 reported incidents over 2019/20. This added to 69 injuries from slips on the ice at the Ice Rink gives a total of 85 incidents that resulted in injury, relating to visitors, contractors and members of the public occurring during 2019/20.

## 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
Slips Trips and Falls (minus Ice Rink)	15	12	11	8
Physical Assault	1	1	1	0
Impact	4	5	9	4
Other	4	2	2	1
Collapse	2	4	4	3
Slips on the ice at the Ice Rink	59	92	51	69
<b>Total number of injuries</b>	85	116	78	85

The majority of third party incidents were slips, trips and falls, both at the Ice Rink and at other TWBC sites. Numbers of injuries from slips, trips and falls incidents on TWBC sites continues to drop, due to a continued improvement of management standards on site. Not including slips on the ice at the Ice Rink there were 27 injuries to members of the public in 2018/19, 24 in 2017/18 and 26 in 2016/17. So with 16 this year this shows a considerable reduction in injuries away from the Ice Rink on TWBC sites. Other than at the Ice Rink all types of incidents reduced compared to the previous year.

## 6.2. Injuries sustained

Mainly minor injuries with the more severe cases potentially reported as RIDDOR incidents to the Health and Safety Executive.

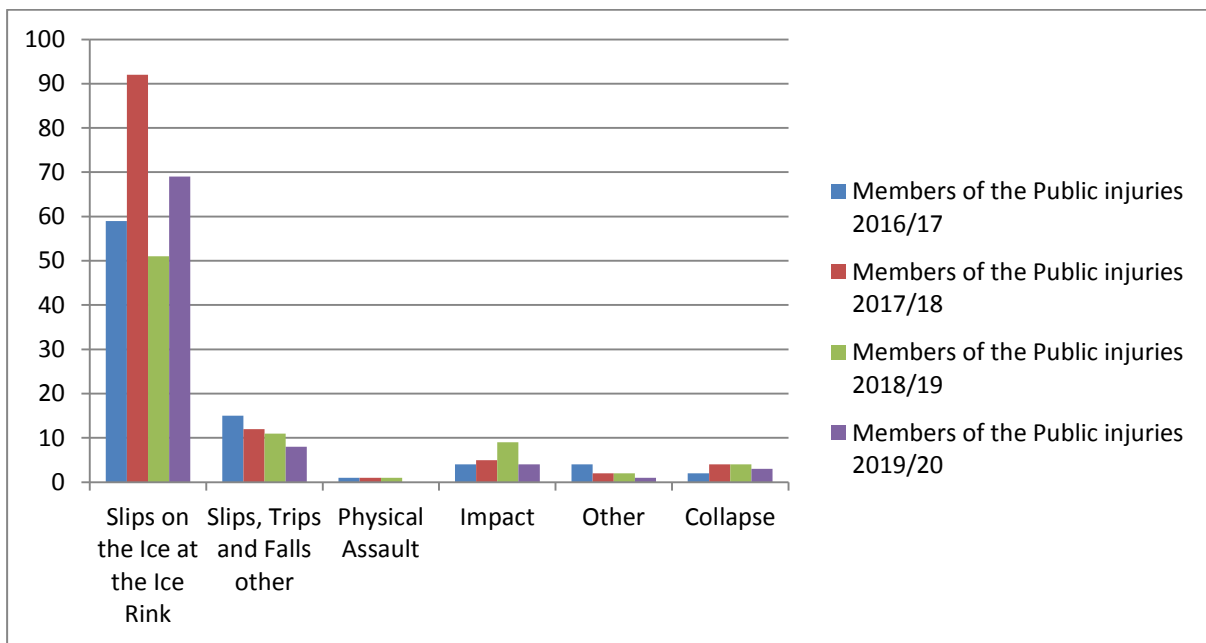


Figure 6: Injuries to third parties by type compared to previous years.

### **6.3. Third parties**

Almost all of the third party incidents during 2019/20 involved members of the public rather than contractors. TWBC contract managers are aware that any accidents reported by contractors should be reported to the Health and Safety Advisor to record centrally.

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

One incident was RIDDOR reported to the Health and Safety Executive over this time period.

- (i) A member of the public tripped when entering the Assembly Hall Theatre. This may not class as work related but a RIDDOR report was made due to the injured party being taken directly to hospital from site by an ambulance.