



LONDON FIRE BRIGADE

Decision title

Half Yearly Monitoring of Health and Safety Performance 2019/20

Decision by

London Fire Commissioner

Decision Number

LFC-0279-D

Protective marking: **NOT PROTECTIVELY MARKED**

Publication status: Published in full

Summary

The attached report is the Health and Safety update and monitoring report for the 12 months to the end of September 2019, which also includes Q1 and Q2 specific commentary. This report covers performance against a number of key health and safety indicators and measures.

Decision

That the London Fire Commissioner notes the attached report and the contents of Appendices 1 and 2 of the attached report.

Andy Roe

London Fire Commissioner

Date

28/01/20

Access to Information – Contact Officer

| | |
|------------------|-------------------------------|
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LONDON FIRE BRIGADE

Report title

Half Yearly Monitoring of Health and Safety Performance 2019/20

| Report to | Date |
|--------------------------|------------------|
| Safety and Assurance DB | 20 November 2019 |
| Operations DB | 21 November 2019 |
| Commissioner's Board | 04 December 2019 |
| London Fire Commissioner | |

| Report by | Report number |
|--|---------------|
| Assistant Director – Health and Safety | LFC-0279 |

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Summary

This is the Health and Safety update and monitoring report for the 12 months to the end of September 2019, which also includes Q1 and Q2 specific commentary. This report covers performance against a number of key health and safety indicators and measures.

Recommended decision(s)

That the London Fire Commissioner notes the report and the contents of Appendix 1 and 2.

Introduction

1. This is the half year 2019/20 monitoring report. The report provides data on performance, as well as a commentary on the key performance indicators. A detailed breakdown of data from safety events can be found in appendix 1.
2. The report also includes an update on:
 - preventive initiatives and interventions;
 - premises audit;
 - occupational health;
 - workforce liaison (health and safety committees);
 - compliance and liaison with the Health and Safety Executive (HSE); and
 - health and safety training.
3. The report also includes information on leading indicators of health and safety performance; these can be found in appendix 2 of this report.

Performance monitoring

4. Information on the 12 months to the end of September 2019 performance for the three corporate performance indicators is set out in table 1, with comparative data for 2017/18 and 2018/19. The five year trend indicator reflects the change in performance since 2015/16. For greater clarity, targets are displayed for all indicators, and performance for 2018/19 is colour (RAG) coded to show achievement against the normal target (see key below Table 1).

Table 1 – corporate key performance indicators

| | 2017/18 | 2018/19 | 2019/20 | Target 2019/20 | Trend over 5 yrs |
|--|---------|---------|---------|----------------|------------------|
| | | | | normal | |
| CO 11: RTCs involving Brigade vehicles | 465 | 495 | 441 | 437 | ▼ |
| CO 12: Injuries from operational incidents | 208 | 159 | 146 | 122 | ▼ |
| CO 13: All RIDDOR ¹ injuries | 82 | 75 | 56 | 94 | ▼ |

| | | | |
|--------------|--|--|--|
| KEY | Performance Green – on target | Amber – within 10% of target | Red – more than 10% outside target |
| Trend | ▲ Numbers increasing, good performance trend | ▼ Numbers decreasing, good performance trend | ▲ Numbers increasing, poor performance trend |
| | ◀ No discernible trend | ▼ Numbers decreasing, poor performance trend | |

Performance highlights – corporate indicators

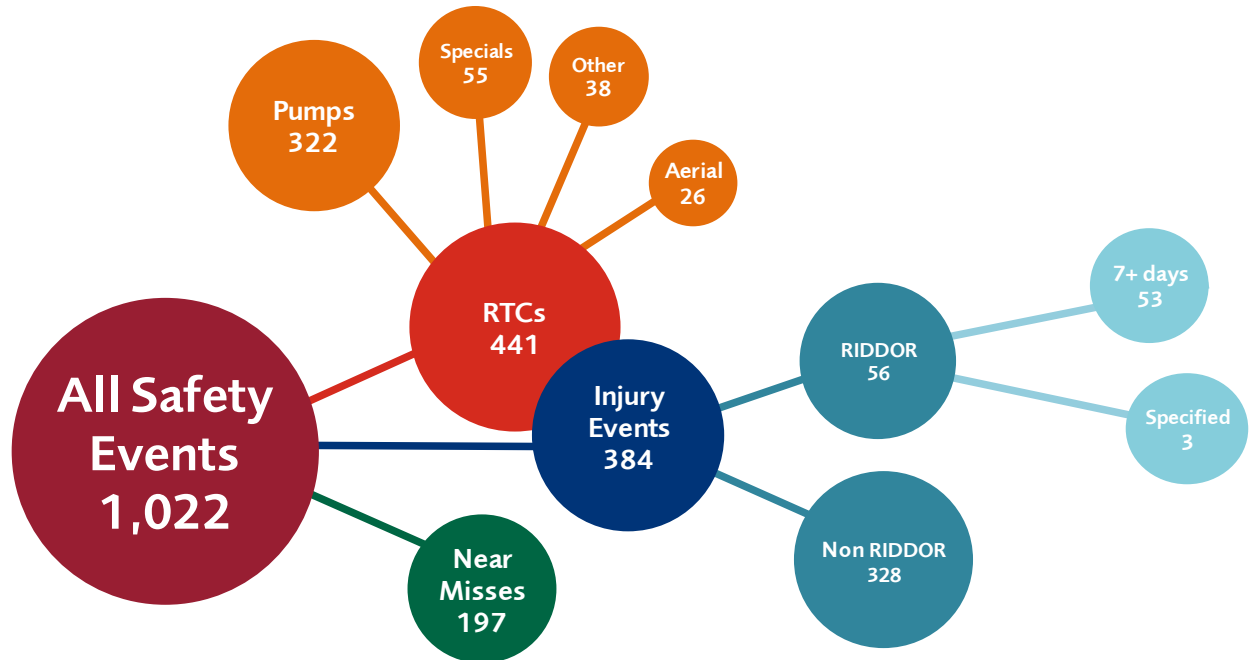
5. In the long term there has been a reduction in RIDDOR¹ injuries to staff, which has been sustained over several years. The number of vehicle events has remained relatively static over the last 5 years and there has been a decrease in vehicle events when compared with 2018/19, but the newly agreed target is not being met. The annual performance target for injuries sustained at operational incidents is not being met despite an improvement over the last 12 months. More detailed information for the key indicators for the 12 months to the end of September 2019 is set out in appendix 1, but highlights are as follows:
- the total number of **vehicle events** (441) indicates the annual performance target is not being met but performance has improved over the last 5 years;
 - the **injuries from operational incidents** figure has decreased during the 12 months to the end of September 2019 (146); it is currently over the target but the long term trend indicates a reduction in the number of injuries at operational incidents, and
 - the number of **RIDDOR injuries** (56) is a reduction when compared to the outturn for 2018/19, and it is well below target (94). See appendices 1E and 1F for further detail.

Safety events overall

6. The total number of safety events for the 12 months to the end of September 2019 was 1,022 (more details in appendix 1A), and this shows a reduction when compared to the same period last year. The long term trend is a continuation of the reduction in the number of recorded events over the five year period from April 2015/16.

¹ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

7. The overall number of personal safety events (including near-misses) for the 12 months to the end of September 2019 is 581 (more details in appendix 1A and 1H). Of this total, 384 (66%) involved some form of personal injury and 197 (34%) were near misses.
8. All safety events for the 12 months to the end of September 2019 broken down by type and showing the relationship between different types of event, are shown in the graphic below.



Road Traffic Collisions (includes all vehicle safety events)

9. Of the 441 Road Traffic Collisions (RTCs) recorded during the 12 months to the end of September 2019, 227 (51%) occurred in non-emergency situations (further data in appendix 1D) and 322 (73%) involved pumping appliances (further data in appendix 1C). Officer cars accounted for 16 (4%) of the RTCs.
10. The RTCs do not just include those incidents involving front line pumping appliances but all brigade vehicles, including specials, aerials and officer cars (including leased cars).
11. Injuries that occur in RTCs are classified separately to other injury events in this report because they are excluded from the requirements of RIDDOR. During the period, 14 injuries occurred to brigade staff as a result of 9 road traffic collisions. This is broadly in line with the number of injuries to staff from RTCs reported last year (2018/19) and shows the improvement over the 2017/18 figure (30 injuries to staff) has been maintained. There was an increase in the number of injuries to members of the public in road traffic collisions involving Brigade vehicles; 18 events were recorded in the 12 months to the end of September 2019 compared to 12 in 2018/19.
12. It is estimated that there are 1.3 million vehicle movements per annum (pump and pump ladder). When divided by the data for the number of RTCs just involving pumping appliances (322) it equates to approximately one collision in every 4,000 vehicle movements.
13. Specifically during Q1 and Q2 2019/20, there were 227 RTCs, of which:
 - 160 involved pumping appliances (further data in appendix 1C); and
 - 107 (47%) occurred in non-emergency situations (further data in appendix 1D).

Injury events

14. Injury events are all those events that result in an injury to staff or a member of the public (where the injury was caused by Brigade's undertaking).
15. During the 12 months to the end of September 2019, 384 injuries were reported (further data in appendix 1A), of which 56 injuries (15%) were reported as RIDDOR injuries to the HSE (further data in appendix 1E).
16. 23 RIDDOR events occurred at operational incidents during the period (further data in appendix 1H). This is a 53% reduction when compared with the half yearly report from last year (49 RIDDOR injuries). The principal causes for personal injuries during operational activities over the period were:
 - **Manual handling**
 - Total injuries = 39 injuries
 - **RIDDOR reportable = 6 injuries**
 - Non-RIDDOR or No lost time injuries = 33 injuries
 - **Struck by moving objects**
 - Total injuries = 19 injuries
 - **RIDDOR reportable = 6 injuries**
 - Non-RIDDOR or No lost time injuries = 15 injuries
 - **Slip/trip/fall**
 - Total injuries = 19 injuries
 - **RIDDOR reportable = 5 injuries**
 - Non-RIDDOR or No lost time injuries = 14 injuries
 - **Exposure to heat/fire (includes burns and heat exhaustion)**
 - Total injuries = 14 injuries
 - **RIDDOR reportable = 1 injury**
 - Non-RIDDOR or No lost time injuries = 13 injuries
 - **Falls from height**
 - Total injuries = 3 injuries
 - **RIDDOR reportable = 2 injuries**
 - Non-RIDDOR or No lost time injuries = 1 injuries
 - **Injuries during RTCs enroute to operational incidents (Note: RIDDOR does not generally apply)**
 - Non-RIDDOR or No lost time injuries = 8 injuries
17. There was a 30% reduction in the number of injuries reportable under RIDDOR during the 12 months to the end of September 2019 when compared to the same period the previous year. This figure is well below the target of 94 events set for the year. RIDDOR injuries represent 15% of all injury events.
18. The overall number of injuries reported (384) has reduced by 10% when compared to the same period the previous year during which 426 injury events were reported.
19. The table below shows the RIDDOR injury event data for the last five financial years.

| 2015/16 | 2016/17 | 2017/18 | 2018/19 | 12 months to the end of September 2019 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 12 months to the end of September 2019 | Trend over 5 years |
|----------------|---------|---------|---------|--|-----------------------|---------|---------|---------|--|--------------------|
| RIDDOR Numbers | | | | | RIDDOR Incidence rate | | | | | |
| 94 | 73 | 82 | 75 | 56 | 1,630 | 1,320 | 1,500 | 1,300 | 950 | ▼ |

20. From the table it is apparent that there has been a general reduction in the number of RIDDOR injuries over the last 5 years. The overall number of RIDDOR events and the incidence rate has decreased over the last 5 years.
21. The RIDDOR incidence rate is the number of injuries reportable under RIDDOR that have occurred in a year, and is expressed as a rate per 100,000 employees. It is calculated as follows:
 - RIDDOR incidence rate = (number or injuries reportable under RIDDOR in a year/ number of staff) x 100,000
22. The RIDDOR incidence rate, expressed per 100,000 workers, is the commonly accepted rate that the HSE use for their statistics and as such will allow for comparison with other industries and other fire and rescue services.
23. Remedial and preventive measures have been introduced following investigations and, where relevant, information has been provided to the Operational Assurance Team, which works closely with health and safety staff. Information from health and safety investigations is used to inform the operational improvement process and in the production of Operational News.

Near misses

24. The number of near misses reported during the 12 months to the end of September 2019 (197) has increased by 12% when compared to the 2018/19 outturn (see appendix 11). The number of near misses reported has increased since the introduction of the new near miss reporting process in October 2018, which introduced a shorter and more user friendly near miss reporting form.
25. Near miss reporting is important to the Brigade because the sequence of events that lead up to a near miss is usually the same as those which result in an injury. The reporting of near misses allows managers to determine whether there is a trend, a further training need, a required improvement in personal protection or an equipment deficiency. An increase in near miss reporting is considered as positive, because emerging trends can be identified and managed proactively before they cause an injury or damage.

Leading indicators

26. Leading indicators provide information to help the Brigade respond to changing circumstances, and take actions to achieve desired outcomes or avoid unwanted outcomes. They also help improve future performance by promoting action to correct potential weaknesses without waiting for demonstrated failures. Leading indicators can provide a more realistic picture of health and safety performance and can be used positively to both reinforce health and safety improvement and to increase the visibility of health and safety effort.
27. More detailed information for the leading indicators are set out in appendix 2 but the highlights are as follows:
 - The number of late **local accident investigations** stood at 158 investigations outstanding at the end of Q1 2019/20, with a significant reduction at the end of Q2 at 119 investigations (-25%) (See appendix 2A). Attention is being focussed on reducing the number of late investigations.

Preventive initiatives and interventions

28. The Health and Safety department continue to work on a range of preventive initiatives and interventions, including:

- **Reducing risk from 'contaminants'**. In conjunction with Operational Policy the Health and Safety department has issued guidance reemphasising existing control measures or introducing new risk control measures to minimise the risks to staff from contaminants (i.e. the toxic/volatile products of combustion) through inhalation or absorption. The majority of risk control measures currently focus on the principles of hygiene/cleanliness (personal, clothing/PPE and equipment) and the correct use of respiratory and personal protective equipment. In collaboration with the Wellbeing team the Health and Safety team is also coordinating the Brigade's participation in research to better understand the risks from contamination, which may lead to improved or additional control measures. Work in partnership with Bureau Veritas on an incident ground monitoring programme has also started. The aim is to assess officers' exposure to the by-products of combustion when attending fire incidents.
- **Belt Up! Campaign**. A safety campaign to encourage firefighters to wear their seatbelt when riding fire appliances is ongoing. It included a short film with messaging to promote the wearing of seatbelts and posters which are to be displayed on fire stations. These initiatives were designed to demonstrate the benefits of wearing seatbelts and to reduce the number and extent of injuries to firefighters when involved in road traffic collisions.
- **Monitoring of Brigade drivers' exposure to diesel fumes**. In collaboration with Kings College London the Brigade took part in a study to assess Brigade driver's exposure to diesel emissions during 2018/19. The study involved 20 fire appliance drivers carrying a small personal issue air pollution monitor for four consecutive days. The purpose of the research is to identify what conditions lead to the highest exposure levels and the results will be used to develop guidance on how to reduce drivers' pollution exposure. This study has been completed and the summary findings are that firefighters had the lowest exposure to diesel emissions of the range of occupations tested and exposures while not driving were also low. However, Lambeth River station was seen to have elevated exposures and this warrants further examination.
- **Improving food safety and kitchen hygiene standards**. To make sure that the food prepared on fire stations is safe to eat and that the Brigade complies with the current food safety legislation, a food safety computer-based training (CBT) package for all station-based personnel was made available in August 2018. To date 25% (1,203) of station based personnel have completed all four modules of the CBT package. Health and Safety will provide regular updates to Area DACs and area performance teams to ensure all food handlers are swiftly enrolled.
- **Identification and assessment of risks at fire stations**. The health and safety team carries out visits to fire stations to assess the risks associated with the use of the gym and gym equipment and to conduct station slips and trips risk assessments. The reports produced assist station managers in highlighting the areas of concerns and providing recommendations for improving premises safety standards.
- **Analysis of statistics and identification of risk trends**. Risk trends, and relevant policy and risk controls, are communicated to staff through Operational News publications and dedicated monthly reports for the Area DACs.

Health and safety premises audits

29. The integrated Health, Safety and Environmental premises audits represent one of Brigade's established leading indicators.
30. A new three year audit cycle began in Q1 2019/2020 during which all Brigade premises will be audited. To date 24 audits have been completed and recorded using our new health and safety audit recording system (More details are available in Appendix 2B)
31. The main findings are as follows:
 - (a) Incorrect waste disposal arrangements,
 - (b) PPE not stored or marked correctly,
 - (c) Lockers not secured,
 - (d) Many items missed during portable appliance testing,
 - (e) First aid boxes with out of date products, and
 - (f) Training tower often found to be unlocked.
32. All premises scoring below 80% compliance are revisited within 3 months.

Occupational health

33. The health and safety team continue to work closely with the occupational health provider of the Brigade (Health Management Ltd (HML)). The process of introducing the Chief Medical Officer to the different occupational working environments of operational staff has developed into arranging for a number of clinicians from the HML team to view the operational equipment used by the Brigade along with discussions with trained operatives. This is to increase awareness of our equipment, procedures and working methods, which should enable them to give more pertinent advice to the Brigade and patients.
34. A competent senior safety advisor continues to be made available to attend meetings and provide advice to HML and the Wellbeing team. The ongoing firefighter recruitment process provides a significant number of cases to be considered by the 'medical panel' where the health and safety advice feeds in to the decision making process.
35. A joint project has started between health and safety, wellbeing and the chief medical officer to match individual job role characteristics with the demands that will be placed on the employee's undertaking such roles. This will encompass physical demands as well as the psychological pressures a particular job role will involve. This long term project will hopefully result in a better match of individuals against any specialisms that will be required from them.
36. The recently introduced Enhanced Routine Periodical Medical (ERPM) has now been introduced for Brigade staff who are exposed to real fire training environments for extended periods. It is intended that the provision of this more detailed health check will be offered to senior operational staff in the near future with other higher risk groups of staff also benefiting from this due diligence also being included as soon as practical.

Workforce liaison (Brigade Joint Committee for Health, Safety and Welfare, BJCHSW)

37. The Brigade Management have continued to meet regularly during Q1 and Q2 with staff side safety representatives regarding health and safety issues relating to operational policies and procedures as well as the introduction of new equipment and initiatives. Consultation has taken place through the scheduled BJCHSW meetings as well as through a large number of side meetings which provide a greater opportunity for more detailed analysis and discussion of issues with responsible officers outside of the main BJCHSW committee meeting.

38. In total the committee opened 32 new items and closed 21. One of the items that was opened and closed is the railway procedure. Other initiatives that were discussed include the introduction of new portable hygiene units which are now in use, the introduction of new improved combi-tools as well as the procurement that is in progress for half mask respirators to improve firefighter safety at incidents and when cleaning operational equipment.

Compliance and liaison with the Health and Safety Executive (HSE)

39. The HSE conducted inspections of 6 Fire and Rescue Services (Scottish FRS; West Midlands FRS; North Wales FRS; Manchester FRS; West Yorkshire FRS; Devon and Somerset FRS) in the latter half of 2018/19. The HSE described these inspections in broad terms as proactive management inspections to assess the effectiveness of risk control systems. The HSE used small inspection teams and spent a limited amount of time in each service and as such they have intimated that their findings should be treated as 'indicative' rather than 'definitive'. They focussed on specific topics, including:
- Training and competence (Maintenance of skills);
 - Identification and communication of operational risks, and
 - Dissemination of lessons learned.
40. In summary the HSE stated that the inspections had generally been positive, that FRS's had effective systems in place to manage risks and that there were indicators of good practice. They saw evidence that FRS's understand risk and risk control but they stated that there still an over reliance on paperwork and 'tick box' processes to manage health and safety. They saw evidence that leading indicators for health and safety performance were being used but that they needed refinement as it was not always clear that they were linked to priorities.
41. The HSE highlighted a number of areas where performance may need to be improved or where systems did not appear to be effective, including:
- i) There was not always evidence of monitoring of the training delivered on fire stations;
 - ii) Lessons learned were not always being shared in a timely fashion;
 - iii) There was not always evidence of 'closing the loop'; where people are encouraged to report, need to take action and ensure actions are effective;
 - iv) The collection of site-specific risk information was unstructured and there was only limited evidence that FRSs were trying to prioritise based on risk;
 - v) There is sometimes an overcomplicated approach to risk assessment;
 - vi) The use of E-learning was criticised by some staff, and
 - vii) There is an over-reliance on staff goodwill and 'going above and beyond', particularly in relation to retained duty staff.
42. The HSE have stated that they will not be producing a report following the inspections. Instead they have provided feedback through a presentation to the NFCC Health and Safety Committee. The HSE do not intend to take any further action with any of the FRS's inspected.
43. In Q2 2019/20 a complaint was made to the HSE by a trade union representative in relation to the Brigade's management of asbestos risk at operational incidents. As a result Brigade staff met with the HSE and provided a response in relation to the complaint. The HSE were broadly satisfied that risk control measures and training in this regard were satisfactory. The Brigade have however committed to making minor amendments to operational policy, which was already under review, and to ensure that incident commanders are reminded of the procedures for the management of asbestos at operational incidents.

Changes to health and safety legislation

44. HSE continue to identify statutory instruments that can be revoked and make alterations and improvements to existing regulations. The health and safety team take the lead on assessing these changes for their potential impact on the Brigade.
45. There were no significant changes to the legislation relevant to the Brigade during this reporting period.

Health and safety training

46. The Health and Safety team take an active role in monitoring the health and safety performance of the training provider, which is achieved through regular meetings with Babcock Training's Health and Safety Advisor, monitoring of any safety events that occur at Babcock-delivered training events and via specific items in contract management/oversight meetings.
47. The health and safety team are carrying out a wider review of the strategy for delivering manual handling and safety event investigation training to all staff. A CBT package for safety event investigation has been developed. This was successfully piloted in Q2 2019/20 and will be rolled out to operational staff.

Conclusions

48. For 2018/19, performance on the key indicators showed that:
 - CO 11:** RTCs involving Brigade vehicles has reduced and was amber status at the end of the period (actual - 441 and target - 437);
 - CO 12:** the injuries from operational incidents as also reduced but target is not currently being achieved (actual - 146 and target - 122), and
 - CO 13:** the all RIDDOR injuries total is being met and is well below the target (actual - 56 and target - 94).

Finance comments

49. The Chief Finance Officer has reviewed this report and has no comments.

Workforce comments

50. No specific consultation with the workforce has been undertaken in the preparation of this report. The report is made available to trade unions via the Brigade's Committee for Health, Safety and Welfare (BJCHSW) following approval.

Legal comments

51. This is a performance monitoring report for noting only, therefore no direct legal implications arise.
52. The London Fire Commissioner is under a statutory duty to comply with the Health and Safety at Work etc. Act 1974 ('the Act'). Section 2 of the Act imposes a general duty on the employer to 'ensure, so as is reasonably practicable, the health, safety and welfare at work of all of his employees.' This general duty extends (amongst other things) to the plant and systems of work, the provision of information, instruction, training and supervision, and to the provision and maintenance of a working environment that is, so far as reasonably practicable, is safe, without risks to health, and adequate as regards facilities and arrangements for welfare at work.
53. In accordance with Section 2(6) of the Act, it is the employer's duty to consult any such representatives with a view to the making and maintenance of arrangements which will enable him and his employees to co-operate effectively in promoting and developing measures to ensure the health and safety at work of the employees, and in checking the effectiveness of such measures.

54. The work undertaken and described in this report discharges the aforementioned duty and contributes towards the London Fire Commissioner's compliance with other obligations set out in the Act and subordinate legislation made under it. Measuring performance on Health and Safety matters also enables the Brigade to remain efficient and effective.

Sustainability implications

55. Health, safety and wellbeing is one of the five themes under the Brigade's sustainable development framework. This report is consistent with the objective under the Sustainable Development Strategy 2016-20 (FEP 2580) to 'protect and promote the health, safety and wellbeing of our staff' through business as usual activities detailed in the report, and the monitoring of performance data to reduce the impact of days lost to safety events.

Equalities implications

56. The Public Sector Equality Duty applies to the London Fire Commissioner when it makes decisions, including when it is making decisions about how to exercise its functions. The duty requires us to have regard to the need to:

- a) Eliminate unlawful discrimination harassment and victimisation and other behaviour prohibited by the Equality Act 2010. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful.
- b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
- c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.

57. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant to (a).

58. This report is consistent with the Brigade's aims under the Diversity Policy and Equality at Work – Code of Practice to behave in a professional manner and impose professional standards on our staff. Monitoring and managing the impact of safety events enables the Brigade to develop a workforce that is well trained, motivated and respectful to one another. This will not only help us to provide more responsive services, but it will also help to build confidence in each community of a professional and representative workforce.

List of Appendices

| Appendix | Title | Protective Marking |
|----------|---|-------------------------|
| 1. | Performance against a number of key indicators for the 12 months to the end of September 2019 | Not Protectively marked |
| 2. | Leading indicators for the period to the end of September 2019 | Not Protectively marked |

Consultation

[Note: this section is for internal reference only – consultation information for public consideration should be included within the body of the report]

| Name/role | Method consulted |
|------------------|--|
| SADB | Meeting (20 th November 2019) |
| Operations DB | Meeting (21 st November 2019) |
| CB | Meeting (4 th December 2019) |

All safety events

| | |
|--|-----------|
| <u>Appendix 1A – All safety events</u> | <u>13</u> |
|--|-----------|

Road traffic collisions (includes all vehicle events)

| | |
|--|-----------|
| <u>Appendix 1B – RTCs involving Brigade vehicles (CO 11)</u> | <u>15</u> |
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|---|-----------|
| <u>Appendix 1C – RTCs - type of Vehicle</u> | <u>19</u> |
|---|-----------|

| | |
|---|-----------|
| <u>Appendix 1D – RTCs – on/off 'Blue Light'</u> | <u>21</u> |
|---|-----------|

Personal events

| | |
|--|-----------|
| <u>Appendix 1E – All RIDDOR injuries (CO 13)</u> | <u>23</u> |
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|---|-----------|
| <u>Appendix 1F – RIDDOR events – severity Level</u> | <u>26</u> |
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|---|-----------|
| <u>Appendix 1G – Injury events – top 2 causes</u> | <u>28</u> |
|---|-----------|

| | |
|--|-----------|
| <u>Appendix 1H – Injuries from operational incidents (CO 12)</u> | <u>30</u> |
|--|-----------|

| | |
|----------------------------------|-----------|
| <u>Appendix 1I – Near Misses</u> | <u>32</u> |
|----------------------------------|-----------|

All safety events

ALL EVENTS (rolling 12 month figures)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015/16 | 1,044 | 1,033 | 1,024 | 1,007 | 997 | 973 | 994 | 990 | 990 | 956 | 967 | 979 |
| 2016/17 | 993 | 1,008 | 1,001 | 1,014 | 1,027 | 1,025 | 1,007 | 1,008 | 1,019 | 1,035 | 1,035 | 1,016 |
| 2017/18 | 1,014 | 985 | 1,073 | 1,070 | 1,043 | 1,050 | 1,045 | 1,081 | 1,071 | 1,057 | 1,066 | 1,074 |
| 2018/19 | 1,067 | 1,116 | 1,031 | 1,063 | 1,092 | 1,086 | 1,094 | 1,054 | 1,058 | 1,078 | 1,079 | 1,073 |
| 2019/20 | 1,079 | 1,079 | 1,071 | 1,035 | 1,014 | 1,022 | | | | | | |

INJURY EVENTS (rolling 12 month figures)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 429 | 427 | 409 | 387 | 378 | 359 | 367 | 352 | 352 | 328 | 330 | 343 |
| 2016/17 | 343 | 344 | 345 | 360 | 367 | 368 | 370 | 370 | 370 | 375 | 380 | 366 |
| 2017/18 | 372 | 364 | 406 | 400 | 392 | 400 | 397 | 423 | 423 | 420 | 430 | 426 |
| 2018/19 | 428 | 440 | 401 | 412 | 427 | 426 | 425 | 397 | 403 | 414 | 397 | 402 |
| 2019/20 | 399 | 404 | 398 | 387 | 383 | 384 | | | | | | |

chart 1 : rolling 12 months

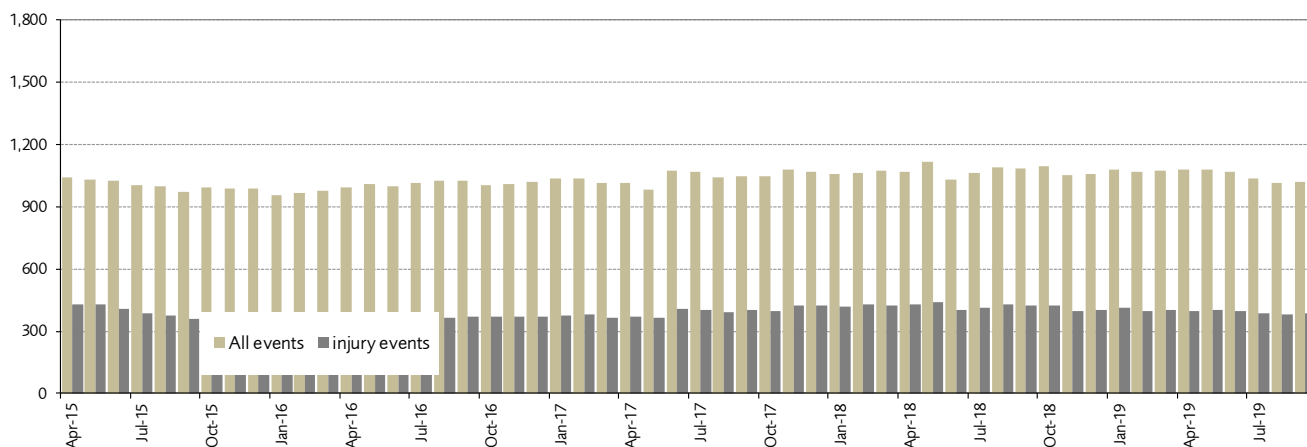
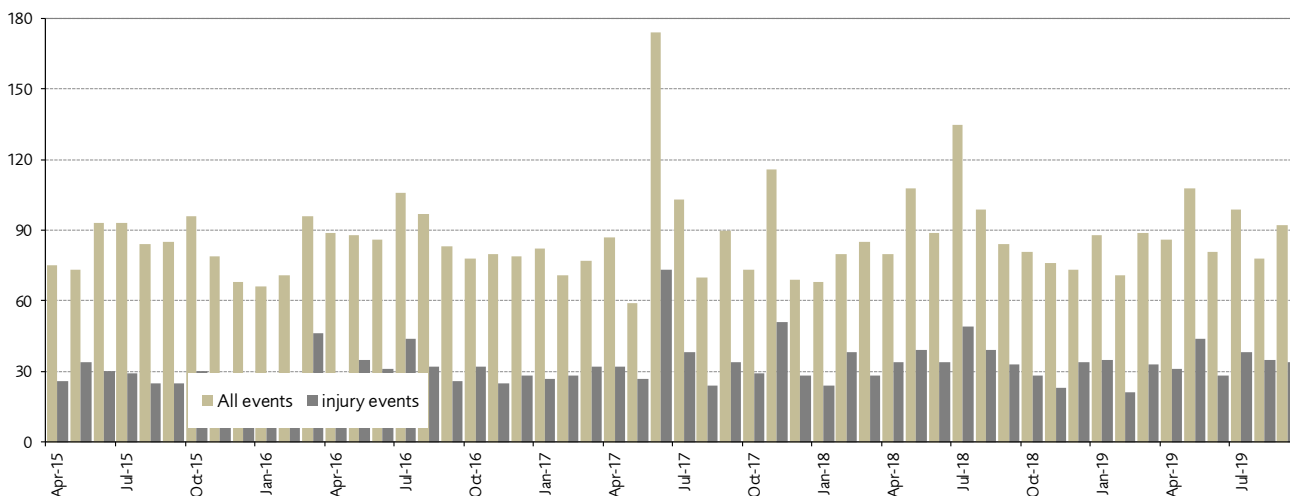


chart 2 : monthly



Indicator Description

The tables and graphs display the number of health and safety events recorded across the Brigade.

The "All safety events" table includes any event in a sequence of occurrences which results in injury to an individual(s) (physical), damage to property where injury could have resulted, damage to the environment through actions of LFB employees, or a 'near miss'. It includes all vehicle events and personal injury events.

The "injury events" table includes only those events that resulted in an injury and excludes near misses (a near miss is an uncontrolled occurrence, which could have resulted in injury or damage but did not) and injuries sustained during a vehicle event.

The all safety events figure for the 12 months to the end of September 2019 (1,022) shows a slight drop when compared to the same period last year. The number of event has plateaued over the last five years.

There has been a 10% reduction in the number of injury events recorded in the period when compared to the same period the year before.

Of the 106 injury events that occurred during training activities during the 12 months to the end of September 2019, 55 (52%) were during training events managed by Babcock.

Performance Management

Over the longer term the reduction in safety events is due to the continual monitoring and improvement of the health and safety management system and the monitoring of risks through corporate and departmental risk registers (e.g. CRR1: A death or serious injury occurs as a result of our staff not operating a safe system of work).

All risk controls, including the proactive identification of risks and risk controls through risk assessment at the policy stage or the reactive management of risk through accident investigation will contribute to maintaining and/or further reducing the numbers of safety events.

During the period, Health and Safety continued with proactive work to reduce risks on fire stations conducting HSE audits. Recommendations for improvement were made to the person in control of the premises through detailed reports.

RTCs involving Brigade vehicles

ALL VEHICLE EVENTS (rolling 12 month figures)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | target |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| 2015/16 | 474 | 467 | 476 | 485 | 486 | 481 | 489 | 500 | 495 | 485 | 495 | 490 | 509 |
| 2016/17 | 503 | 509 | 500 | 500 | 510 | 510 | 497 | 497 | 506 | 512 | 501 | 497 | 509 |
| 2017/18 | 487 | 475 | 480 | 487 | 468 | 460 | 457 | 463 | 456 | 455 | 457 | 469 | 484 |
| 2018/19 | 468 | 496 | 489 | 497 | 508 | 506 | 514 | 500 | 498 | 496 | 500 | 495 | 460 |
| 2019/20 | 490 | 481 | 474 | 449 | 434 | 441 | | | | | | | 437 |

chart 1 : rolling 12 months

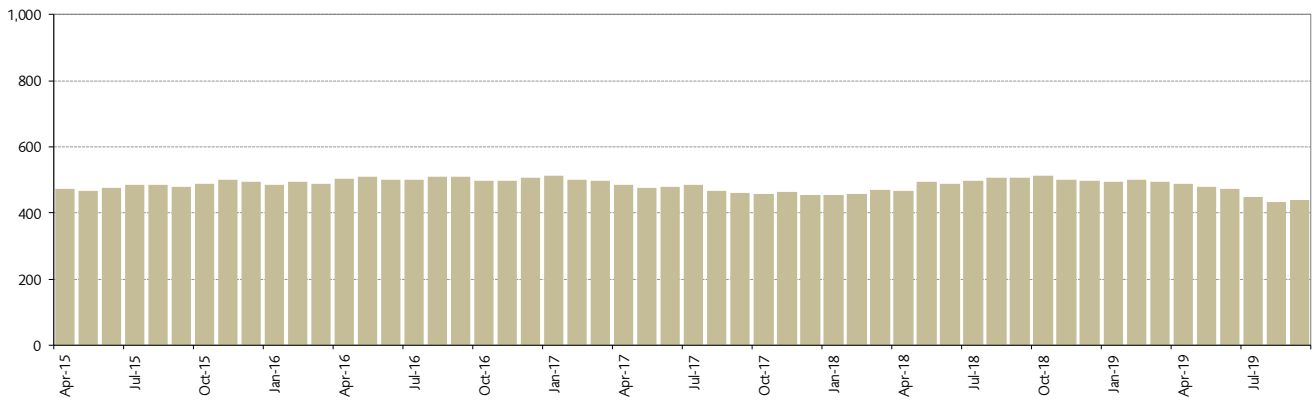
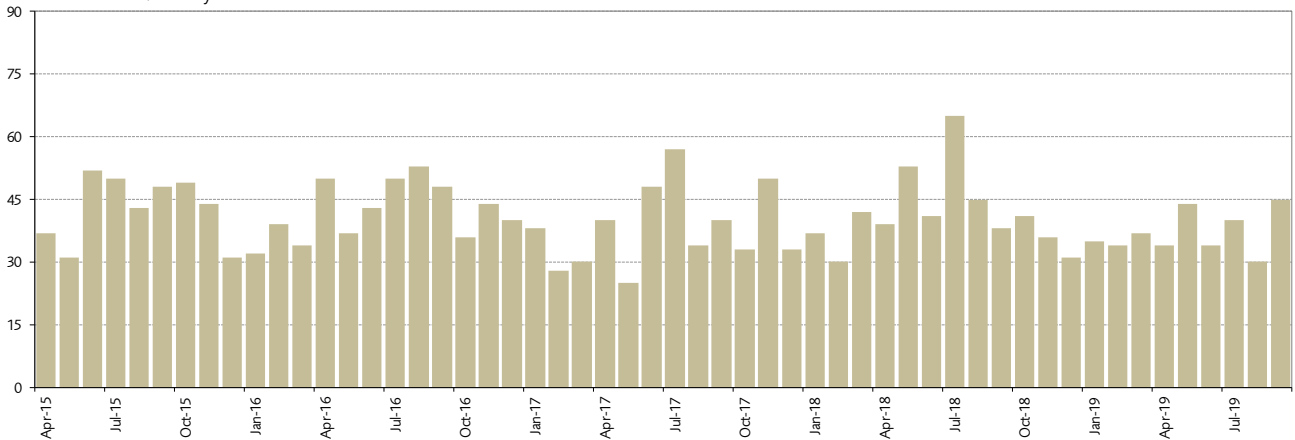


chart 2 : monthly



Indicator Description

The tables and graphs display the number of all RTCs (CO11) recorded across the Brigade. The RTCs involving Brigade vehicles data includes all RTCs with other vehicles and/or with street furniture (regardless of fault) and it also includes all damage done to vehicles on station and at training venues (not on the public highway) that are caused by vehicle movement.

Performance for the 12 months to the end of September 2019 at 441 vehicle events represents a drop of 11% when compared to 2018/19 during which 495 events were reported. This indicator is currently 1% above the 437 events target.

The number of events involving pumping appliances during the 12 months to the end of September 2019 (322) has decreased by 18% (68 events) when compared to the figure at the end of 2018/19.

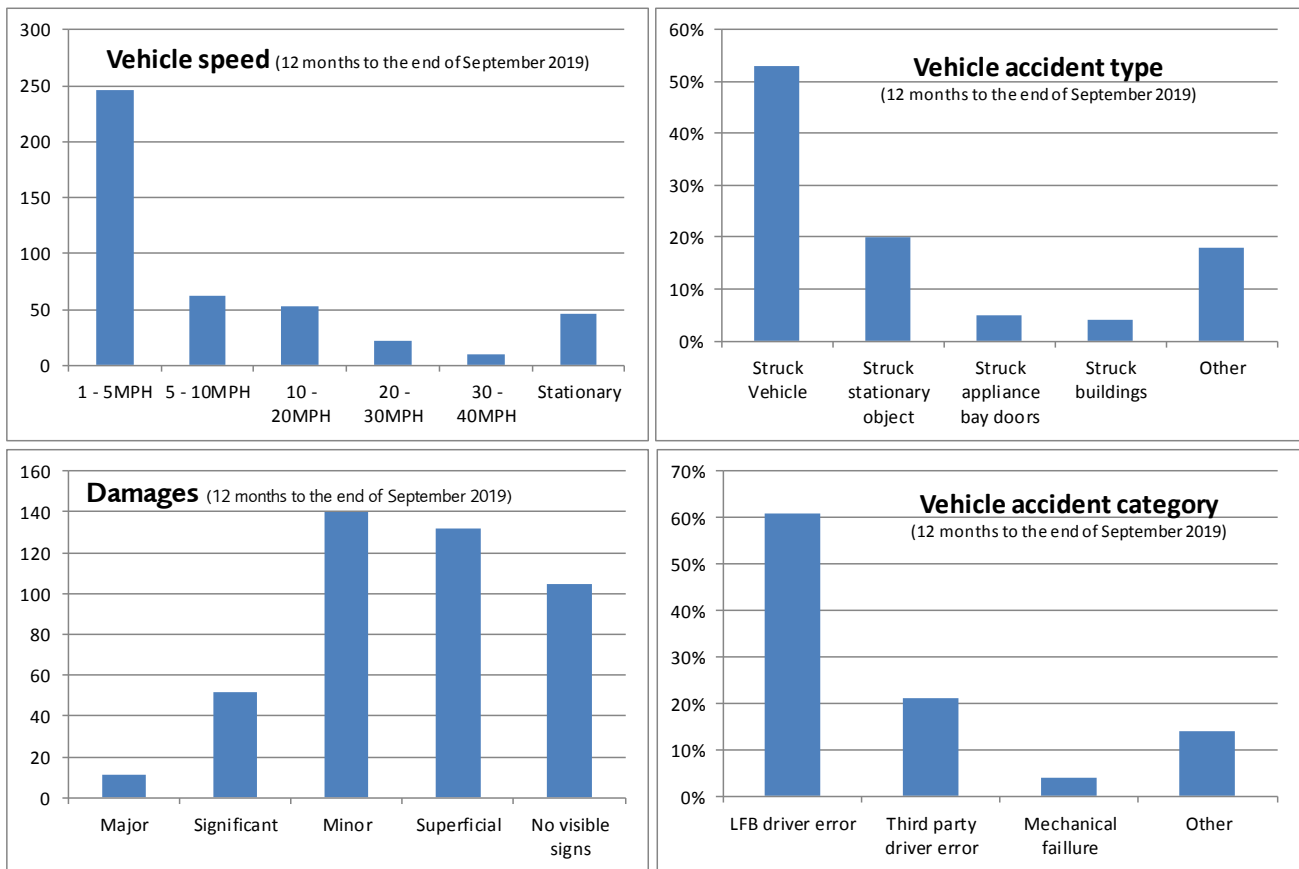
| Vehicle type | Number of RTCs 2015/16 | Number of RTCs 2016/17 | Number of RTCs 2017/18 | Number of RTCs 2018/19 | Number of RTCs 12 months to the end of September 2019 |
|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--|
| Pumping appliances | 381 | 376 | 352 | 380 | 322 |
| Special appliances | 52 | 76 | 56 | 62 | 55 |
| Aerials | 22 | 11 | 29 | 28 | 26 |
| Other vehicles (includes vans and officer cars) | 34 | 34 | 32 | 30 | 38 |

The table below gives an indication of the number of injuries to members of the public as a result of road traffic collisions involving LFB vehicles.

| | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 12 months to the end of September 2019 |
|--------------------------------------|----------------|----------------|----------------|----------------|---|
| Responding to emergency | 7 | 5 | 5 | 8 | 8 |
| Not responding to emergency | 3 | 6 | 1 | 4 | 4 |
| Fire appliances (including FRU&ALP) | 9 | 10 | 6 | 10 | 10 |
| • Collisions with cars | 7 | 6 | 5 | 5 | 8 |
| • Collisions with motorcycles/cycles | 2 | 1 | 0 | 4 | 1 |
| • Collisions with pedestrians | 0 | 2 | 1 | 1 | 1 |
| Officers' cars / vans | 0 | 1 | 0 | 2 | 2 |
| Total injuries | 10 | 11 | 6 | 12 | 12 |

The total number of injuries to members of the public has remained the same than the number reported during the previous reporting period. There were no fatal injuries.

The graphs below provide more details about RTCs that occurred during the 12 months to the end of September 2019.



During the period, most events were collisions with third party vehicles and street furniture occurring at low speed and causing minor damages to Brigade vehicles.

The majority of RTCs (60%) were due to LFB driver errors. Actions to prevent recurrence included discussions and briefings to drivers and crew members reminding them of their responsibilities and LFB policies, personal development plans, and disciplinary measures.

Performance Management

Continued efforts are being made to drive down the number of vehicle events across the Brigade. Driving policy and training has been reviewed; vehicle event trends and driver behaviour were considered as part of that review. The Emergency Response Driver refresher training programme started in Q2 2017/18. This training includes a reassessment of driver skills in accordance with the Joint Emergency Services High Speed Driver Training (HSDT) codes of practice.

To ensure focus is maintained, this subject is covered at quarterly meetings between AC Fire Stations and the area Deputy Assistant Commissioners. The health and safety team are supporting this by providing specific data on vehicle events each quarter to AC Fire Stations and the Director of Operations.

This also helps maintain a consistent approach across the four operational areas, and allows for Area DACs to apply a similar approach when holding 1-2-1 meetings with Borough Commanders. This focus has helped to reduce the number of vehicle events over the last few years. Managers at stations ensure that there are suitable plans in place to prevent, as far as possible, the occurrence of all types of vehicle events. Actions taken include:

- risk assessment of vehicle movements on the fire station;

- establishing a system of follow up, working with those drivers who have recorded two or more road traffic collisions or other vehicle events in a year;
- reminding all staff of their responsibilities as set out in the firefighter role map;
- recording all types of training on staff individual training records (ITR), and
- discipline when it is established personnel breach conduct or performance standards.

RTCs by type of vehicle

PUMPING APPLIANCES (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 371 | 368 | 371 | 374 | 373 | 370 | 377 | 383 | 384 | 373 | 383 | 381 |
| 2016/17 | 389 | 396 | 394 | 389 | 397 | 393 | 384 | 382 | 386 | 394 | 381 | 376 |
| 2017/18 | 369 | 360 | 359 | 361 | 345 | 342 | 343 | 353 | 345 | 338 | 342 | 352 |
| 2018/19 | 347 | 363 | 360 | 373 | 381 | 383 | 382 | 372 | 371 | 372 | 380 | 380 |
| 2019/20 | 377 | 369 | 362 | 344 | 327 | 322 | | | | | | |

SPECIALS (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 51 | 48 | 49 | 53 | 54 | 53 | 51 | 52 | 50 | 52 | 53 | 52 |
| 2016/17 | 57 | 58 | 55 | 60 | 63 | 68 | 69 | 76 | 77 | 75 | 75 | 76 |
| 2017/18 | 75 | 71 | 76 | 73 | 68 | 62 | 59 | 52 | 57 | 58 | 55 | 56 |
| 2018/19 | 61 | 68 | 64 | 65 | 69 | 69 | 70 | 70 | 67 | 65 | 63 | 62 |
| 2019/20 | 57 | 56 | 55 | 52 | 51 | 55 | | | | | | |

AERIALS (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 17 | 18 | 20 | 21 | 20 | 21 | 19 | 25 | 23 | 22 | 23 | 22 |
| 2016/17 | 20 | 20 | 18 | 17 | 18 | 18 | 18 | 13 | 14 | 13 | 12 | 11 |
| 2017/18 | 10 | 10 | 12 | 18 | 20 | 20 | 20 | 20 | 20 | 25 | 28 | 29 |
| 2018/19 | 29 | 30 | 30 | 25 | 24 | 23 | 28 | 29 | 31 | 28 | 28 | 28 |
| 2019/20 | 26 | 26 | 25 | 25 | 26 | 26 | | | | | | |

OTHER VEHICLES (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 33 | 29 | 31 | 32 | 34 | 32 | 37 | 36 | 34 | 34 | 32 | 34 |
| 2016/17 | 34 | 34 | 33 | 34 | 32 | 31 | 26 | 26 | 29 | 30 | 33 | 34 |
| 2017/18 | 33 | 34 | 33 | 35 | 35 | 36 | 35 | 38 | 34 | 34 | 32 | 32 |
| 2018/19 | 31 | 35 | 35 | 34 | 34 | 31 | 34 | 29 | 28 | 31 | 29 | 30 |
| 2019/20 | 30 | 30 | 32 | 28 | 30 | 38 | | | | | | |

chart 1 : rolling 12 months

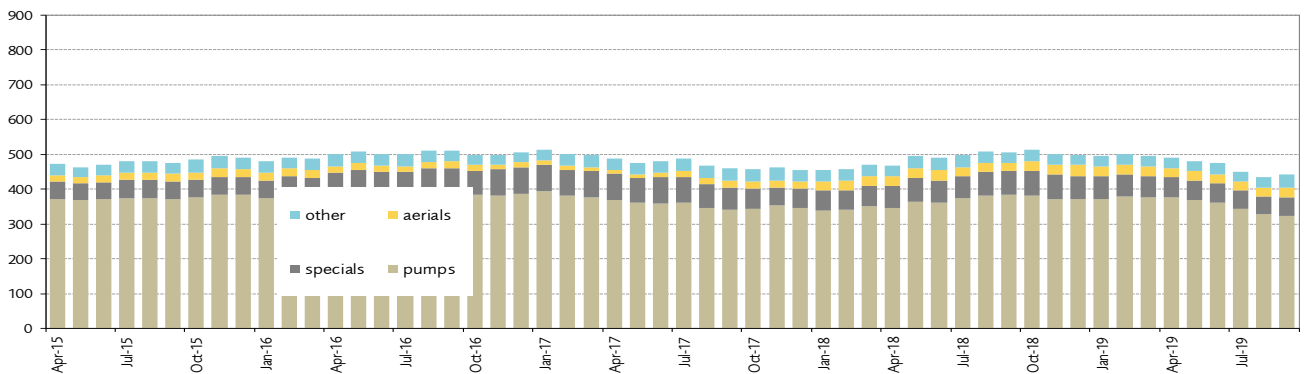
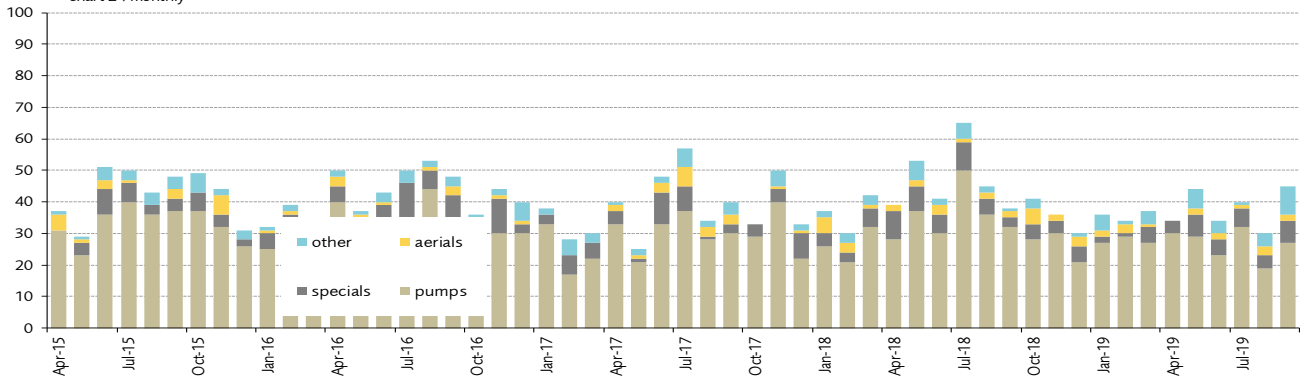


chart 2 : monthly



Indicator Description

The tables and graphs display the number of vehicle events recorded across the Brigade per type of vehicle. This includes road traffic collisions where a non-Brigade driver may have been responsible.

The 'pumping appliances' category contains all events involving Pump Ladders (PL) and Dual Pump Ladder (DPL). The 'Other' category includes events involving cars, vans and people carriers and the 'Special' category contains all other vehicles, including Fire Rescue Units (FRU) and Command Units (CU). Aerials includes hydraulic platform (HP), aerial ladder platform (ALP) and turntable ladder (TL).

Performance Management

See appendix 1B.

RTCs on/off 'blue light'

UNDER BLUE LIGHT EVENTS (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 157 | 157 | 168 | 170 | 180 | 179 | 181 | 185 | 180 | 173 | 185 | 182 |
| 2016/17 | 188 | 186 | 178 | 181 | 180 | 171 | 161 | 163 | 175 | 182 | 173 | 168 |
| 2017/18 | 169 | 153 | 153 | 153 | 149 | 152 | 158 | 160 | 160 | 157 | 159 | 168 |
| 2018/19 | 169 | 183 | 185 | 191 | 199 | 202 | 202 | 200 | 200 | 199 | 205 | 207 |
| 2019/20 | 210 | 214 | 213 | 209 | 206 | 214 | | | | | | |

NON EMERGENCY EVENTS (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 317 | 310 | 308 | 315 | 306 | 302 | 308 | 315 | 315 | 312 | 310 | 308 |
| 2016/17 | 315 | 323 | 322 | 319 | 330 | 339 | 336 | 334 | 331 | 330 | 328 | 329 |
| 2017/18 | 328 | 322 | 327 | 334 | 319 | 308 | 299 | 303 | 296 | 298 | 298 | 301 |
| 2018/19 | 299 | 313 | 304 | 306 | 309 | 304 | 312 | 300 | 298 | 297 | 295 | 288 |
| 2019/20 | 280 | 267 | 261 | 240 | 228 | 227 | | | | | | |

chart 1 : rolling 12 months

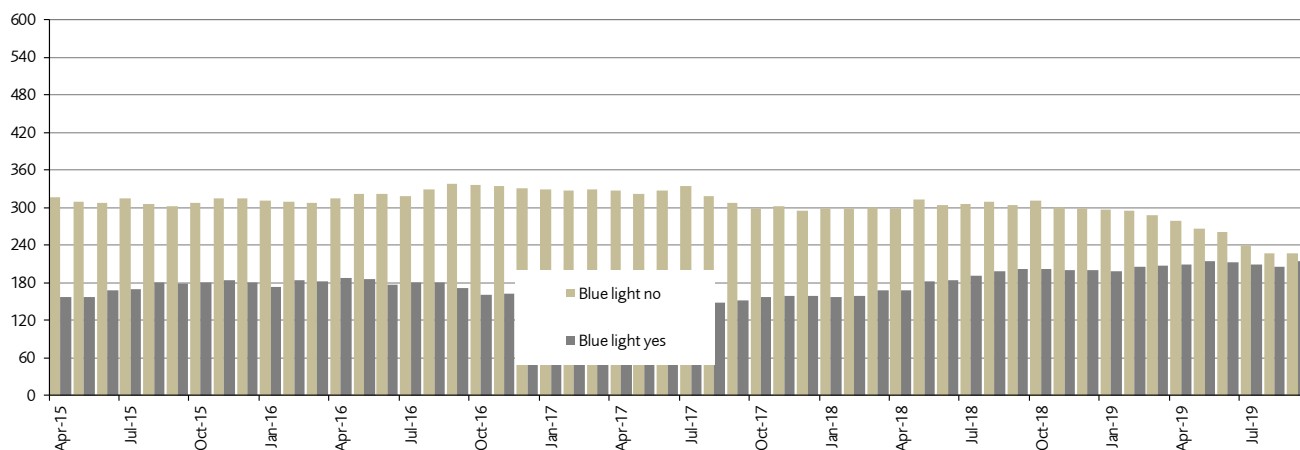
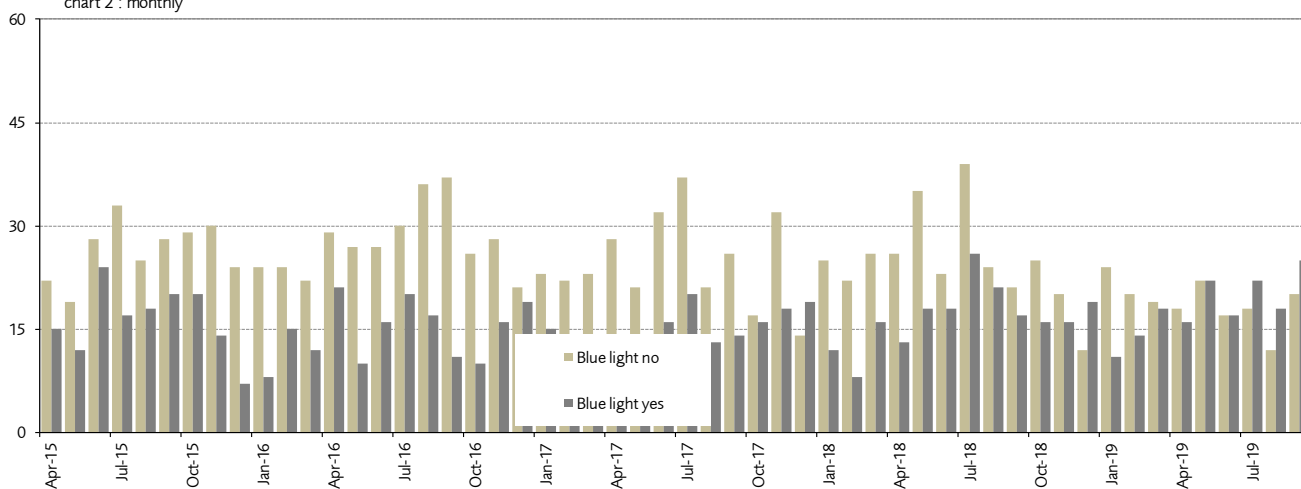


chart 2 : monthly

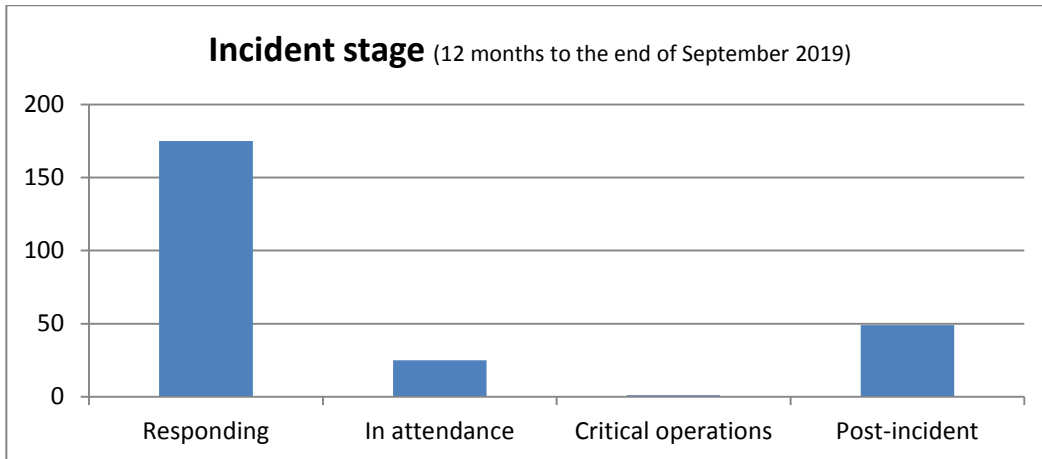


Indicator Description

The tables and graphs display the number of vehicle events recorded across the Brigade that occurred under blue light and in non-emergency conditions.

For the past five years, the majority of RTCs have occurred in non-emergency circumstances. There was a 21% reduction in the number of RTCs during the 12 months to the end of September 2019 when compared to 2018/19. The number of RTCs under blue light have slightly increased during the period.

During the period, most RTCs under blue light occurred while responding to incidents as indicated in the chart below.



Performance Management

The number of vehicle events under emergency (and non-emergency) conditions is monitored through the SERD database.

The Emergency Response Driver refresher training programme started in Q2 2017/18. This training includes a reassessment of driver skills in accordance with the Joint Emergency Services High Speed Driver Training (HSDDT) codes of practice.

The Health and Safety team are working with colleagues to ensure that road traffic collisions and other vehicle events that occur when driving under non-emergency situations are sufficiently covered in training as these represent the majority of our vehicle events.

The Health and Safety team provide monthly reports to the Area DACs with statistical information, safety event causation and preventive actions.

CO13 - RIDDOR events

CO13 - RIDDOR EVENTS (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | target |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| 2015/16 | 123 | 129 | 115 | 110 | 114 | 107 | 111 | 100 | 101 | 98 | 95 | 93 | 109 |
| 2016/17 | 92 | 84 | 86 | 85 | 85 | 85 | 79 | 77 | 72 | 73 | 78 | 73 | 109 |
| 2017/18 | 76 | 75 | 86 | 85 | 78 | 76 | 79 | 84 | 85 | 83 | 81 | 82 | 104 |
| 2018/19 | 85 | 89 | 80 | 78 | 78 | 80 | 73 | 72 | 70 | 77 | 75 | 75 | 99 |
| 2019/20 | 68 | 64 | 59 | 56 | 59 | 56 | | | | | | | 94 |

chart 1 : rolling 12 months

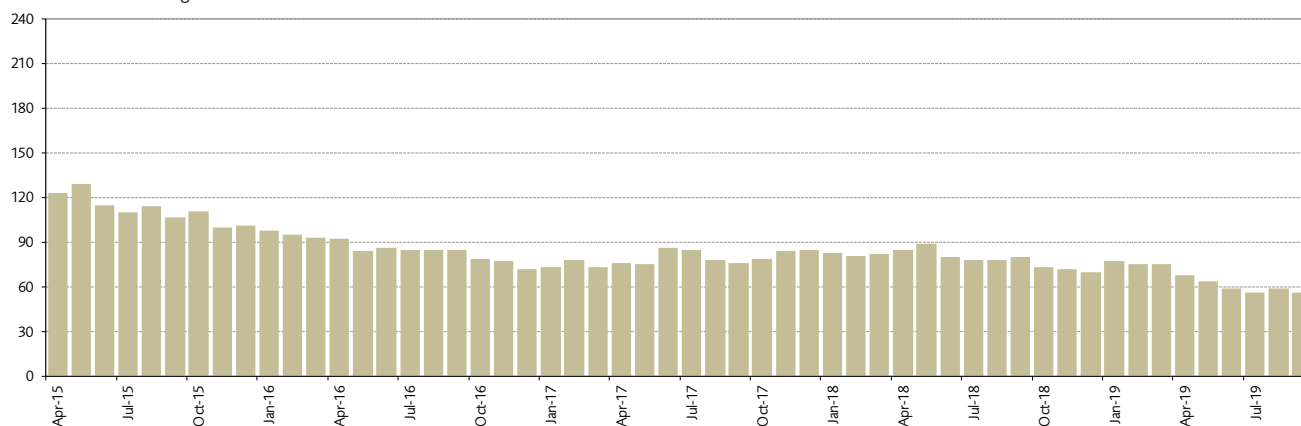
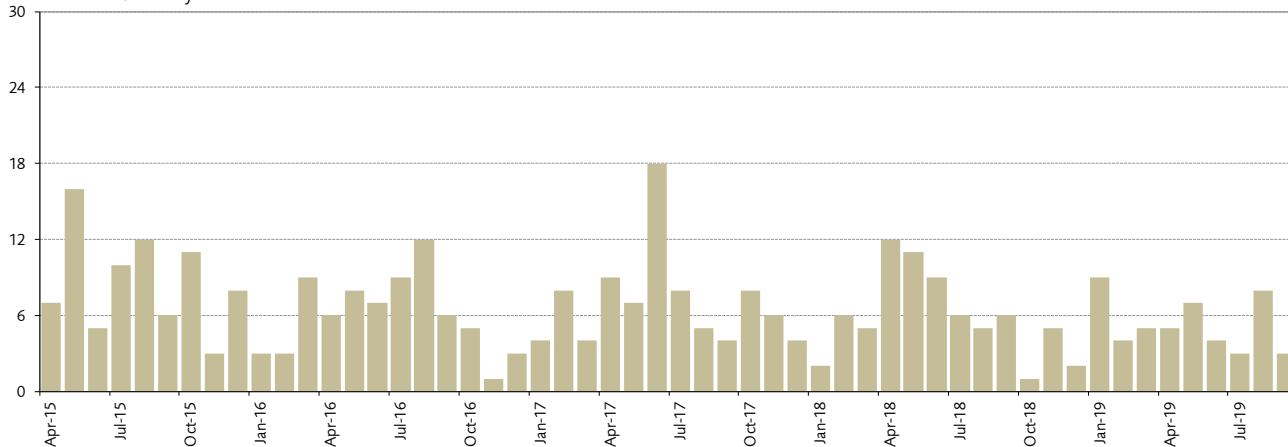


chart 2 : monthly



Indicator Description

RIDDOR events are those required to be reported to the Health and Safety Executive (HSE), under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) 2013. Data shows the majority of RIDDOR injury events fall within the 'over seven day injury' category, in other words, where an employee has been off sick for more than seven days following a safety event. Very few of these injuries fall within the category of 'specified' injuries as described in Appendix 2.

The figure for the 12 months to the end of September 2019 (56) is lower than the performance for 2018/19 when 75 events were reported. The five year trend remains one of improvement; RIDDOR events have fallen by 57 per cent when compared to the figure at the end of May 2015. The number of specified injuries reported under RIDDOR has dropped. Three injury events were reported as specified injuries during the period. These events were:

- Leg fractures caused by a fallen RSJ at an operational incident;
- A firefighter slipped on a curb and suffered an ankle fracture, and
- A firefighter caught between a reversing appliance and the appliance bay wall (resulting in broken ribs).

The Resources Committee in September 2014 (*FEP2312*), asked that a distinction be made between RIDDOR injury events involving FRS and operational staff, and a further breakdown of the events for operational staff into categories. Data for the 12 months to the end of September 2019, broken down by quarter, is shown below:

| | Accident type | Q3 2018/19 | Q4 2018/19 | Q1 2019/20 | Q2 2019/20 | Total |
|--------------------------|---------------|---------------|---------------|---------------|---------------|------------|
| Operational staff | Operations | 3 | 7 | 8 | 5 | 23 |
| | Training | 1 | 7 | 3 | 4 | 15* |
| | General | 3 | 4 | 5 | 5 | 17 |
| | Total | 7 | 18 | 16 | 14 | 55 |
| FRS staff | Total | 1 | 0 | 0 | 0 | 1 |

* 7 RIDDOR injuries occurred at Babcock led training sessions during the 12 months to the end of September 2019. These events included: two injuries during real fire training; three injuries while swimming during Swift water rescue training; one during USAR training and a trip in one of the training centres.

The number of RIDDOR events has reduced during the 12 months to the end of September 2019, when compared to 2018/19.

| | Q1 | Q2 | Q3 | Q4 |
|----------------|----|----|----|----|
| 2015/16 | 28 | 28 | 22 | 15 |
| 2016/17 | 21 | 27 | 9 | 16 |
| 2017/18 | 34 | 17 | 18 | 13 |
| 2018/19 | 32 | 17 | 8 | 18 |
| 2019/20 | 16 | 14 | | |

Performance Management

All accidents, including RIDDOR reportable incidents, are investigated and the causes identified. Where an accident occurs that has corporate implications, the Senior Accident Investigation (SAI) team will lead and provide a report for corporate consideration. Where significant risks are identified these may be subject to thematic audit by Health and Safety Services staff.

Analysis of the current incidents shows that slips and trips, and the moving and handling of operational equipment are the major causes of RIDDOR and other injuries.

A training package (CBT) to raise awareness of the risks (and control measures) from moving and handling loads is available for all staff via the intranet. This training has been promoted to staff through departmental risk assessments.

More work has been done to encourage 'near miss' reporting as identifying the potential for injury early provides an opportunity to prevent RIDDOR injuries occurring. As well as making general improvements to the investigation and reporting of safety events and injuries and to accident investigation training near miss reporting has been improved as part of the new safety event reporting system which was made available to staff on the 1st October 2018. It allows near miss reporting by all staff (anonymously if they wish) directly to the safety event database, which should further promote near miss reporting.

RIDDOR events - severity level

7+ DAYS (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 109 | 115 | 104 | 99 | 102 | 96 | 101 | 92 | 93 | 90 | 88 | 89 |
| 2016/17 | 90 | 83 | 85 | 84 | 84 | 84 | 78 | 75 | 70 | 71 | 76 | 71 |
| 2017/18 | 74 | 73 | 80 | 79 | 73 | 71 | 74 | 80 | 81 | 79 | 77 | 78 |
| 2018/19 | 80 | 84 | 79 | 76 | 75 | 75 | 68 | 66 | 64 | 70 | 68 | 67 |
| 2019/20 | 61 | 57 | 52 | 50 | 54 | 53 | | | | | | |

SPECIFIED INJURIES (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 12 | 13 | 11 | 11 | 12 | 11 | 10 | 8 | 8 | 8 | 7 | 4 |
| 2016/17 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2017/18 | 1 | 1 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2018/19 | 4 | 4 | 0 | 1 | 2 | 4 | 4 | 5 | 5 | 6 | 6 | 7 |
| 2019/20 | 7 | 7 | 7 | 6 | 5 | 3 | | | | | | |

chart 1 : rolling 12 months

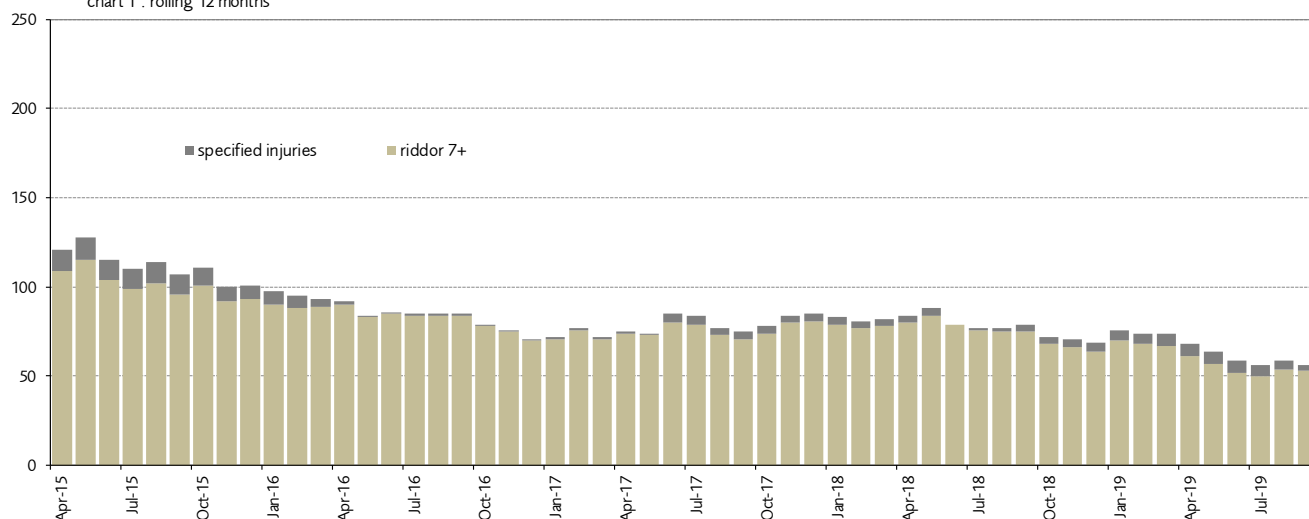
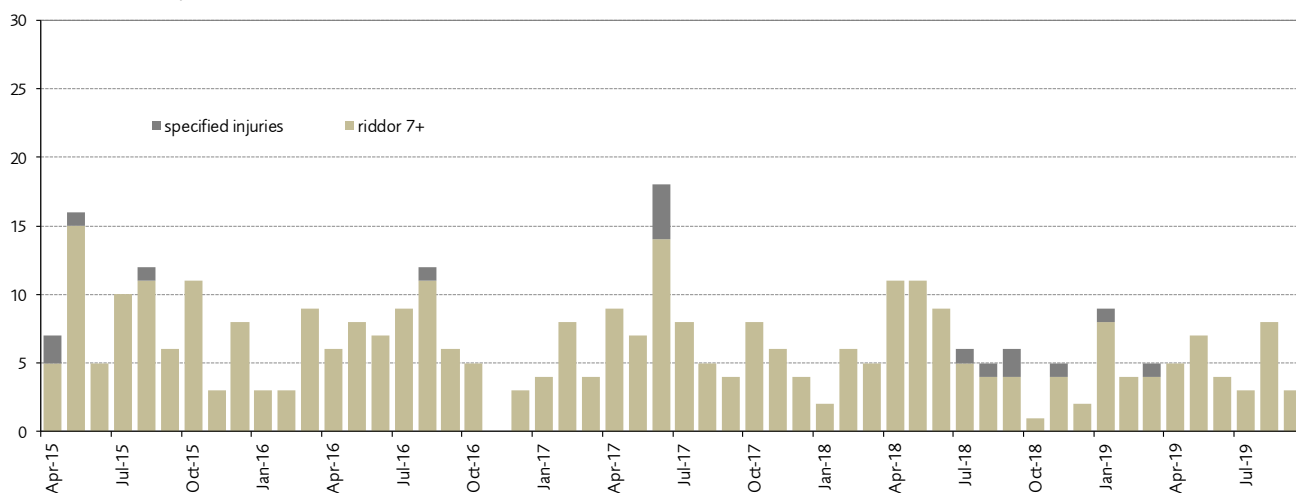


chart 2 : monthly



Indicator Description

The tables and graphs display the severity level of RIDDOR events recorded across the Brigade.

Those events categorised as 'specified injuries' are relatively low in number (these events were previously classified as 'major' injuries under RIDDOR). During the 12 months to the end of September 2019, three safety events were reported as 'specified' injury to the HSE. The specified injuries were a leg injury caused by a fallen RSJ, a slip on a curb causing an ankle injury and a firefighter caught between a reversing fire appliance and the appliance bay wall.

For those incidents categorised as '7+ days', the figure of 56 for the 12 months to the end of September 2019 is an improvement in performance when compared to 2018/19. Over the long term, the trend is also one of improvement; current performance reflects an improvement of 56% when compared with the high point of 129 which occurred in 2015/16.

Performance Management

Information on the management of reportable injuries is described in Appendix 1E.

Injury events - type (2 main causes)

SLIPS, TRIPS & FALLS (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 112 | 111 | 103 | 99 | 93 | 88 | 88 | 77 | 82 | 73 | 72 | 80 |
| 2016/17 | 76 | 79 | 79 | 76 | 78 | 78 | 80 | 82 | 79 | 84 | 90 | 80 |
| 2017/18 | 86 | 80 | 100 | 106 | 101 | 106 | 107 | 108 | 105 | 99 | 100 | 100 |
| 2018/19 | 97 | 100 | 82 | 85 | 92 | 86 | 79 | 78 | 79 | 81 | 76 | 76 |
| 2019/20 | 71 | 66 | 63 | 53 | 44 | 44 | | | | | | |

MANUAL HANDLING (rolling 12 months)

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 79 | 81 | 81 | 80 | 80 | 79 | 84 | 80 | 78 | 76 | 75 | 73 |
| 2016/17 | 76 | 73 | 68 | 68 | 62 | 63 | 62 | 60 | 60 | 61 | 60 | 58 |
| 2017/18 | 60 | 58 | 70 | 72 | 80 | 73 | 69 | 76 | 75 | 72 | 75 | 79 |
| 2018/19 | 85 | 90 | 83 | 89 | 90 | 92 | 92 | 85 | 88 | 93 | 90 | 95 |
| 2019/20 | 97 | 100 | 96 | 90 | 95 | 100 | | | | | | |

chart 1 : rolling 12 months

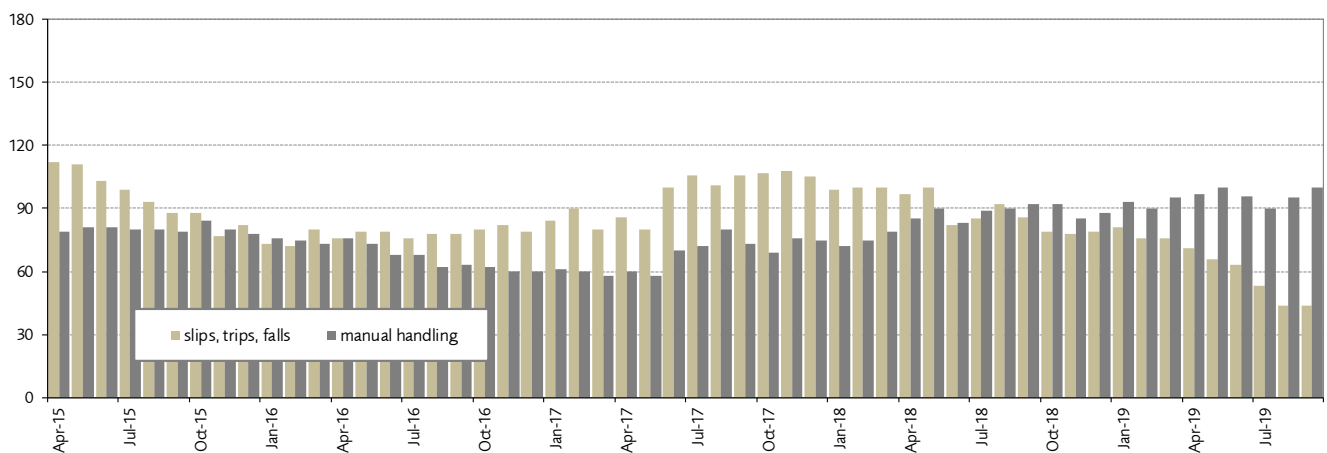
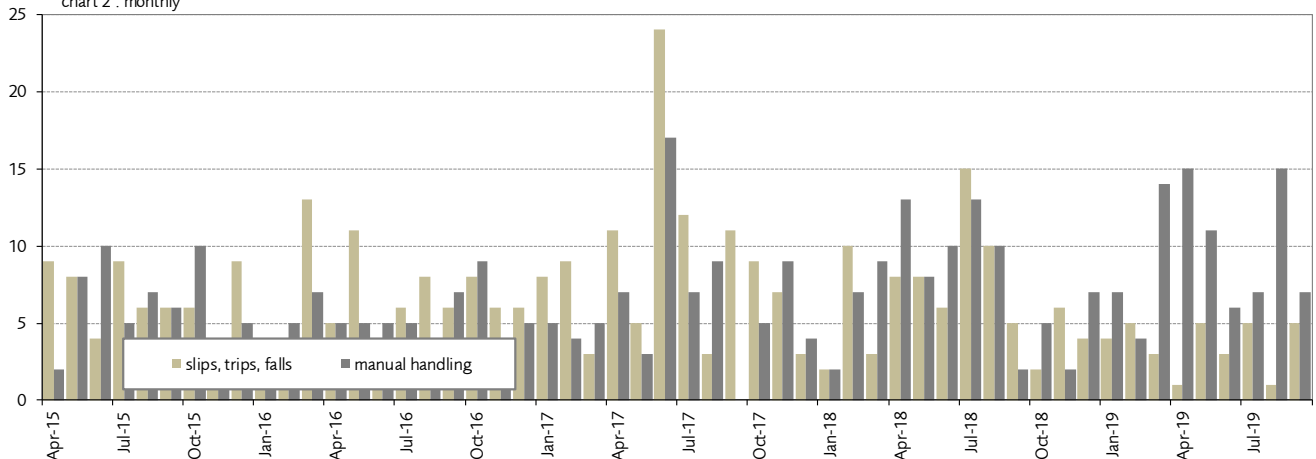


chart 2 : monthly



Indicator Description

Slips, trips, falls and manual handling remain the two largest causes of injury events across the Brigade. Together these accounted for 38% of all injuries recorded during the 12 months to the end of September 2019. The tables and graphs display the number of these injuries recorded across the Brigade.

There has been a 9% increase in the number of manual handling events when compared to the same period last year and a 49% reduction in the number of slips/trips/falls events.

In the 12 months to the end of September 2019, the majority of manual handling injuries (43%) occurred during training. Manual handling injuries were mainly associated with the handling of hoses, ladders, pieces of equipment, casualties and when forcing entry to premises.

21 (45%) slips, trips and falls injuries occurred on the incident ground during the 12 months to the end of September 2019 and were caused by uneven floor surfaces, debris, handling hoses and while mounting/dismounting fire appliances. Other injuries occurred on Brigade premises (21 injuries) and during training (4 injuries).

Performance Management

We continue to undertake premises slips and trips risk assessments to proactively identify and record slips and trips risks on Brigade premises. The health and safety team has been focusing on hose operation and management as it is one of the main causes of slips and trips on the incident ground.

Awareness training in relation to moving and handling risks has been introduced and has been made available via the intranet for all staff. The health and safety team are currently reviewing manual handling risks associated with forcing entry, handling hose and patients/casualties.

The health and safety team continue to work with colleagues in Training and Professional Development and Babcock Training to ensure that moving and handling input is incorporated into all operational training.

Injuries from operational incidents

CO12 - INJURIES FROM OPERATIONAL INCIDENTS

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | target |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| 2015/16 | 184 | 188 | 190 | 195 | 197 | 187 | 193 | 185 | 191 | 169 | 179 | 187 | - |
| 2016/17 | 192 | 141 | 142 | 139 | 142 | 144 | 144 | 140 | 136 | 143 | 148 | 135 | - |
| 2017/18 | 132 | 129 | 197 | 190 | 186 | 185 | 181 | 200 | 202 | 197 | 201 | 206 | 135 |
| 2018/19 | 210 | 214 | 152 | 165 | 170 | 171 | 173 | 151 | 147 | 157 | 155 | 163 | 135 |
| 2019/20 | 165 | 169 | 159 | 153 | 147 | 146 | | | | | | | 122 |

chart 1 : rolling 12 months

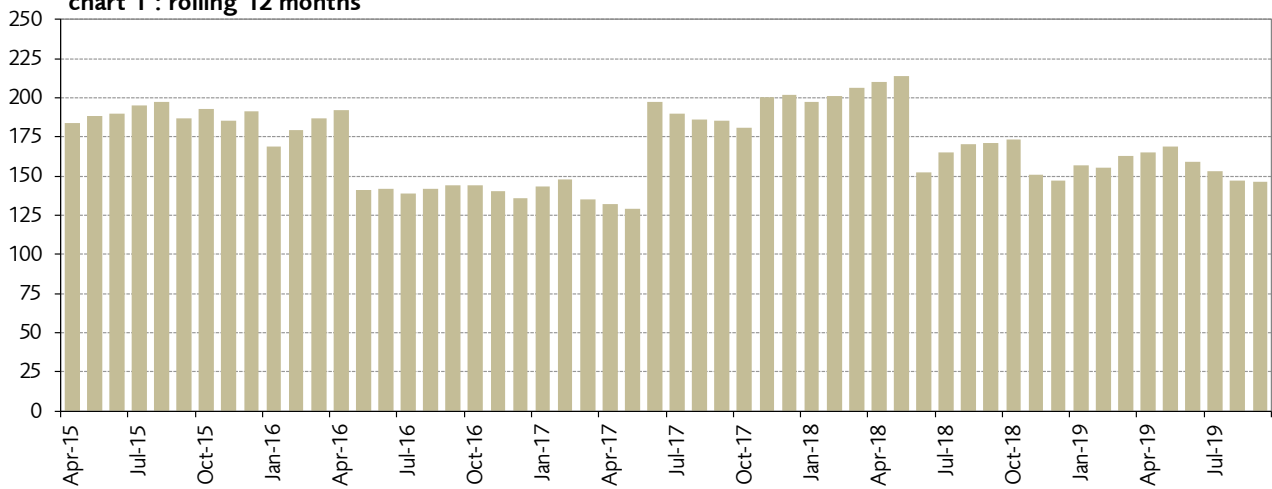
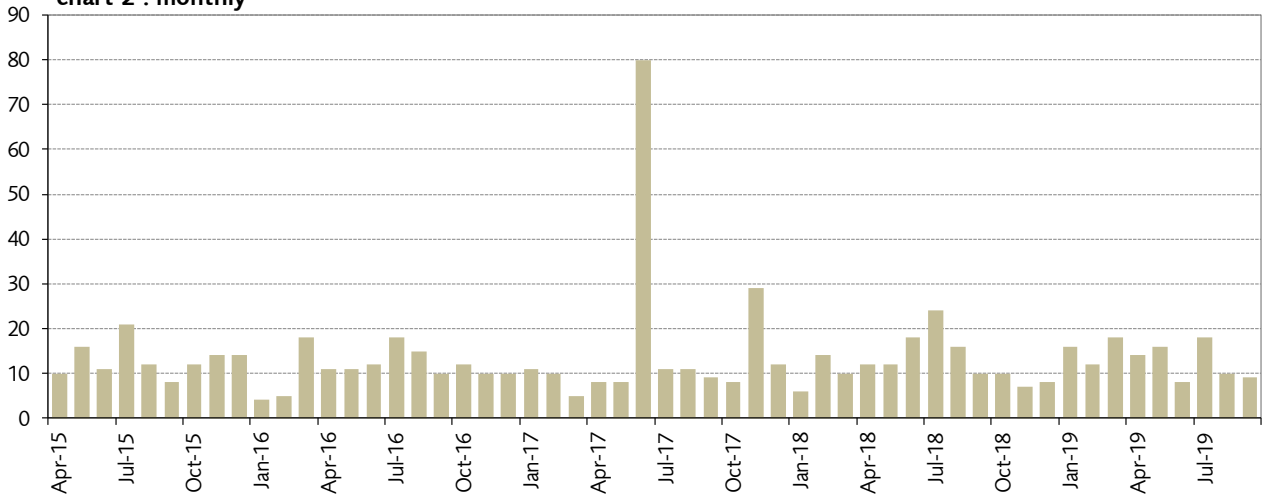


chart 2 : monthly



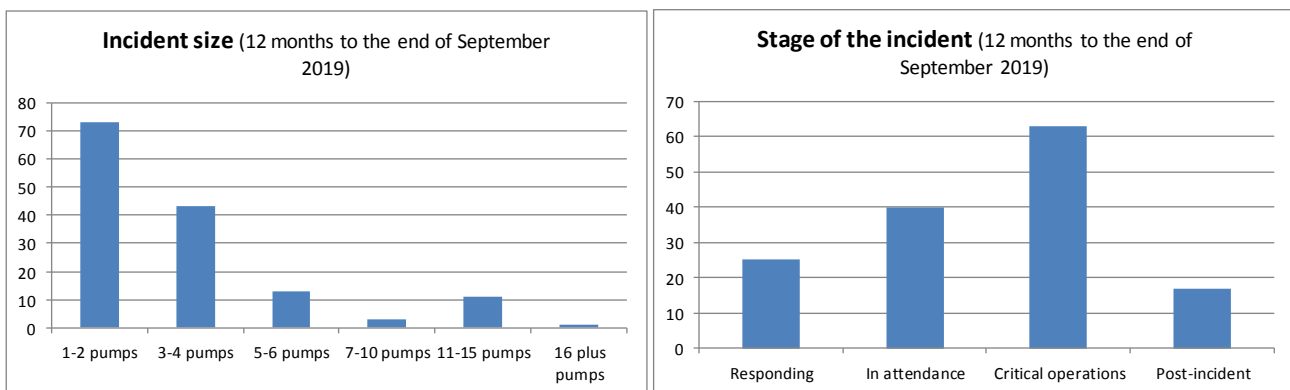
Indicator Description

Injuries from operational incidents include all injuries that occurred on the incident ground from the moment the crews arrive on site to the moment they leave. Injuries that occur during RTC while enroute to an incident, or on return to station, are not included.

These operational injuries represent 38 per cent of the total number of injuries and are the main cause of RIDDOR events. During the 12 months to the end of September 2019, 23 operational RIDDOR events were reported representing 50 per cent of all RIDDOR events reported during the period.

The two main causes of operational injuries are slips and trips and moving and handling injuries which represent respectively 14 per cent (21 events) and 30 per cent (44 events) of all operational injuries reported in the 12 months to the end of September 2019.

The graphs below indicate that during the period most operational injury events occur at critical stage of operations. They also show that most operational injuries occurred during smaller incident which is partly explained by the fact that they are the type of incident we attend the most.



The target of 122 events for this performance indicator was not achieved during the period but the figure of 146 events represent a 22 per cent improvement in performance over the 5 years period.

Performance Management

This is a new corporate target; work to specifically reduce the number of injuries that occur at operational incidents has commenced. Operational injuries have been analysed and the main causes of injuries have been identified. This has led to work to specifically target reductions in injuries that occur from the activities of forcing entry to premises and hose management at incidents.

A training package (CBT) to raise awareness of the risks (and control measures) from moving and handling loads has been completed and the package is now available for all staff via the intranet. This training has been promoted to staff through departmental risk assessments and Operational News.

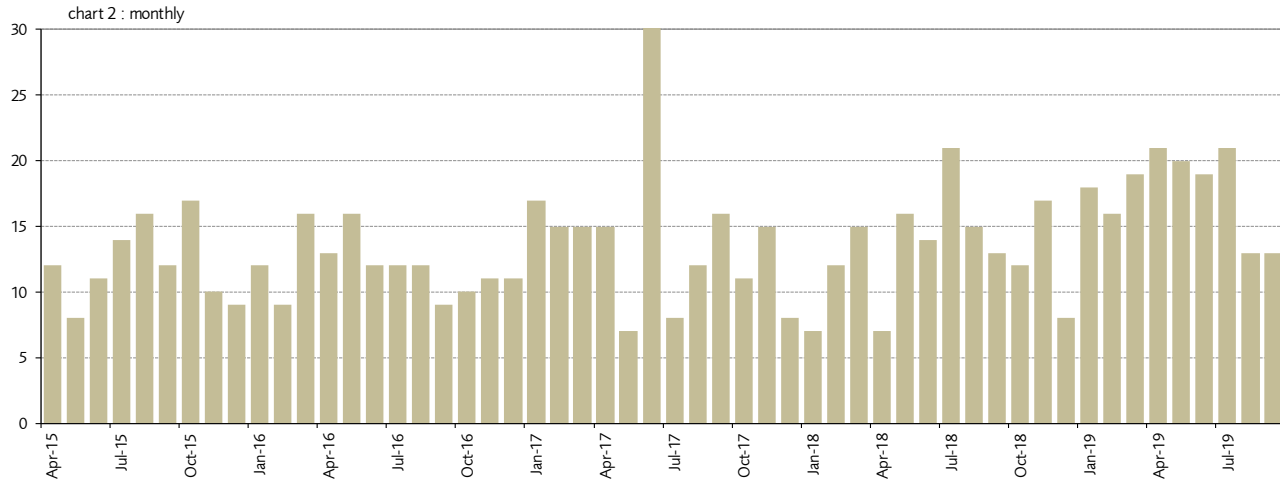
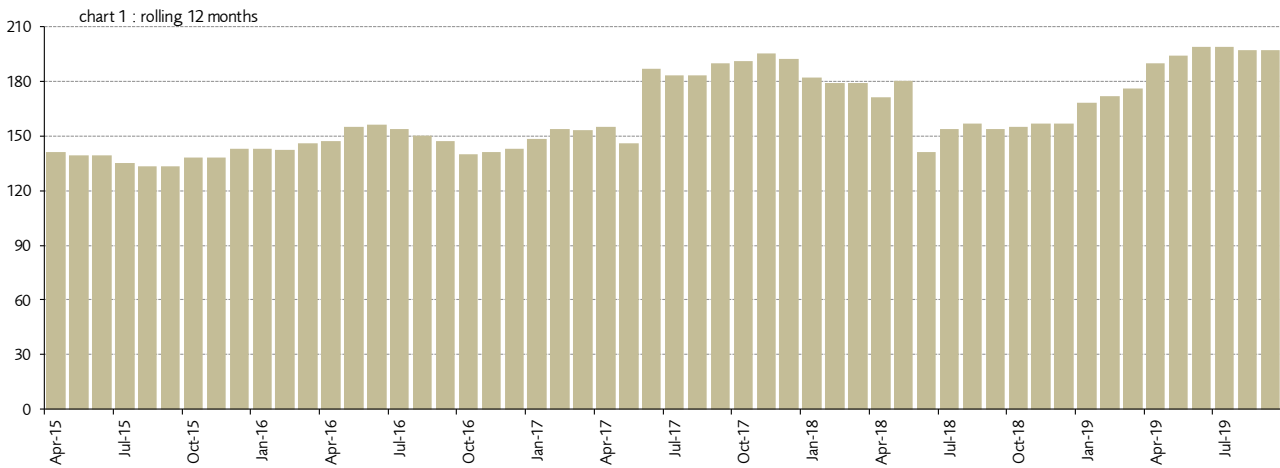
The Safety Officer role at incidents is critical for hazard awareness and management at incidents. This role is also under review, which will include an analysis of training needs.

The new SERD database (provided by Sphera) allows for more effective analysis of injuries that occur on the incident ground and as such provides opportunities to better target interventions to reduce injuries. Data for the first six months is currently being reviewed.

Near miss events

Near misses

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015/16 | 141 | 139 | 139 | 135 | 133 | 133 | 138 | 138 | 143 | 143 | 142 | 146 |
| 2016/17 | 147 | 155 | 156 | 154 | 150 | 147 | 140 | 141 | 143 | 148 | 154 | 153 |
| 2017/18 | 155 | 146 | 187 | 183 | 183 | 190 | 191 | 195 | 192 | 182 | 179 | 179 |
| 2018/19 | 171 | 180 | 141 | 154 | 157 | 154 | 155 | 157 | 157 | 168 | 172 | 176 |
| 2019/20 | 190 | 194 | 199 | 199 | 197 | 197 | | | | | | |

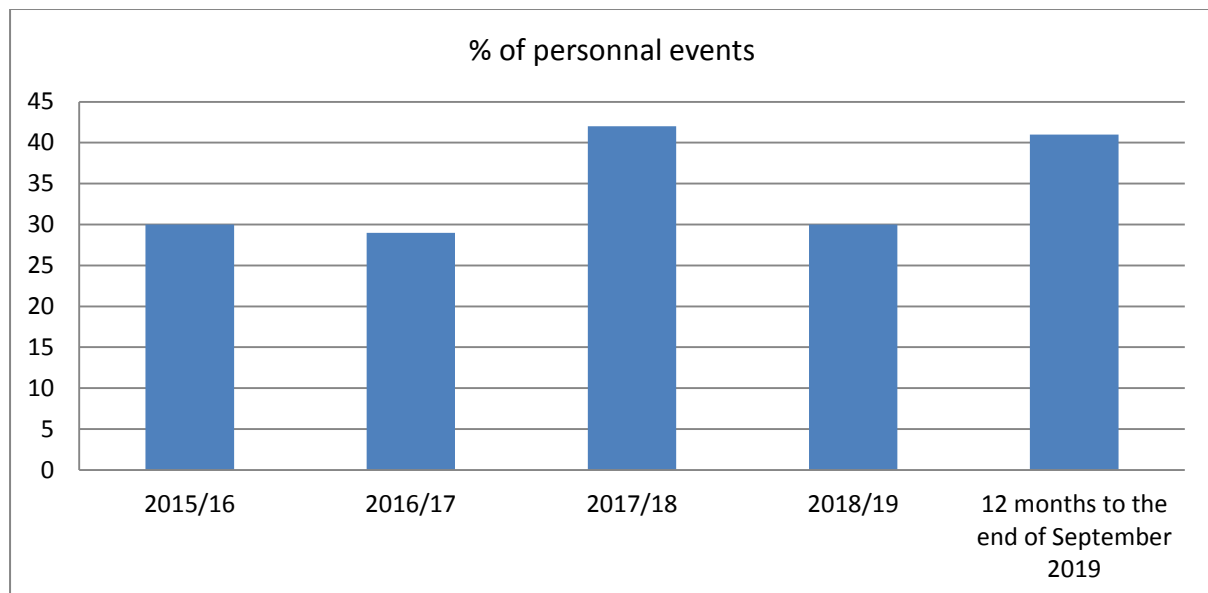


Indicator Description

A near miss is an uncontrolled event, which has the potential for injury or damage. Near miss reporting is important to the Brigade because the sequence of events that lead up to a near miss is usually the same as those which result in an injury.

The reporting of near misses allows managers to determine whether there is a trend, a further training need, a required improvement in personal protection, or an equipment deficiency. An increase in near miss reporting is considered as positive, because emerging trends can be identified and managed proactively before they cause an injury or damage.

In terms of actual volume, the figure for the period (197) is a significant increase when compared with the number reported during the same period the previous year. As a percentage of all personal events, performance is relatively consistent over the years; this is shown in the graph below. There was a noticeable increase in the number of events reported during the 12 months to the end of September 2019.



The majority of near misses reported during the period were in relation to operational equipment, ladders, vehicle failures and premises defects.

Performance Management

Near misses are included in the analysis of event/incident data to establish whether there are identifiable trends that would benefit from intervention. These also feed into the operational improvement process. Near misses involving equipment and vehicles are additionally included in the overall analysis of trends that are considered by the Engineering Compliance and Improvement Team (ECIT).

Near misses where there was high potential for injury (or work-related ill health) are investigated in exactly the same way as serious injuries.

To encourage near miss reporting the benefits have been included in training for senior accident investigators and will also be incorporated into a revision of training for local accident investigators. A simpler, quicker and more accessible way of reporting near misses has been included in the new safety event reporting database. There is also capacity for individuals to report near misses anonymously if they are concerned about being identified.

APPENDIX 2

Leading indicators

| | |
|---|----|
| Appendix 2A – Late accident investigations | 35 |
| Appendix 2B – Health, safety and environment (HSE) audits | 36 |

**Operations - Local Accident Investigations
2019/20**

| All LAIs not completed within 28 days at the end of Q1 | | | | All LAIs not completed within 28 days at the end of Q2 | | | | All LAIs not completed within 28 days at the end of Q3 | | | | All LAIs not completed within 28 days at the end of Q4 | | | | Improvement |
|--|---------------|--------------|-------|--|---------------|--------------|-------|--|---------------|--------------|-------|--|---------------|--------------|-------|-------------|
| Work flow status | | | | Work flow status | | | | Work flow status | | | | Work flow status | | | | |
| Investigation in progress | Quality check | Final review | Total | Investigation in progress | Quality check | Final review | Total | Investigation in progress | Quality check | Final review | Total | Investigation in progress | Quality check | Final review | Total | |
| 89 | 60 | 9 | 158 | 80 | 35 | 4 | 119 | - | - | - | - | - | - | - | - | ↓ |

The process for assessing late accident investigations has changed since the introduction of the new reporting system in October 2018 and was suspended until the start of the 2019/20 financial year while the system bedded in. Due to changes in the targets for completing investigations and changes in the way that progress in investigations is recorded, this data will not be directly compared to previous years performance.

The table shows the number of late safety event investigations per operational area as well as the investigation stage. Events under the *Investigation in progress* column are those still under investigation by the local accident investigator (LAI); events under the *Quality check* column are being reviewed by the person undertaking the quality check and those under *final review* are events awaiting closure by the Health and Safety team.

It is important that local accident investigations are completed within timescales, which allows preventive actions to be taken swiftly following an accident to prevent a recurrence.

The total number of late accident investigations is high. Part of this can be attributed to the release of the new safety event reporting system provided by SPHERA. There was a noticeable improvement (-25%) in Q2 when compare to the figure at the end of Q1. The Health and Safety team are reviewing ways in which the number of late investigations can be reduced.

Health, Safety, and Environment Audits 2018/19

| Premise Name | Area | Previous Percentage | Date of audit | New Percentage | Improvement |
|---------------|------------|---------------------|-----------------|----------------|-------------|
| Hainault | North East | 95% | 05 April 2019 | 98% | ↑ |
| Forest Hill | South East | 97% | 16 May 2019 | 98% | ↑ |
| Erith | South East | 96% | 21 May 2019 | 97% | ↑ |
| Surbiton | South West | 90% | 24 July 2019 | 94% | ↑ |
| Lewisham | South East | 83% | 01 July 2019 | 93% | ↑ |
| Dowgate | North East | 93% | 30 April 2019 | 93% | No change |
| Bexley | South East | 99% | 09 October 2019 | 92% | ↓ |
| Hillingdon | North West | 89% | 09 April 2019 | 92% | ↑ |
| Walthamstow | North East | 94% | 07 October 2019 | 92% | ↓ |
| Edmonton | North West | 96% | 01 April 2019 | 92% | ↓ |
| Park Royal | North West | 82% | 18 June 2019 | 92% | ↑ |
| Millwall | North East | 94% | 25 April 2019 | 91% | ↓ |
| Chingford | North East | 89% | 11 June 2019 | 91% | ↑ |
| Dagenham | North East | 93% | 11 July 2019 | 90% | ↓ |
| Sutton | South East | 83% | 18 July 2019 | 90% | ↑ |
| Chiswick | North West | 89% | 07 May 2019 | 90% | ↑ |
| Lambeth River | South West | 95% | 09 May 2019 | 90% | ↓ |
| Lee Green | South East | 88% | 08 October 2019 | 89% | ↑ |
| East Ham | North East | 87% | 26 June 2019 | 89% | ↑ |
| Euston | North West | 94% | 22 May 2019 | 89% | ↓ |
| Plaistow | North East | 70% | 07 August 2019 | 89% | ↑ |
| Brixton | South West | 86% | 27 June 2019 | 89% | ↑ |
| Ealing | North West | 86% | 26 July 2019 | 87% | ↑ |
| Twickenham | South West | 89% | 29 July 2019 | 84% | ↓ |

A new three years Health, Safety and Environment audit cycle was started during Q1 2019/20. Audit questions and scoring system were reviewed prior the start of this cycle, and audits are now recorded using Sphera. The use of this system has streamlined the audit process and it allows greater analysis of the audits results.

Overall compliance levels were good during Q1 and Q2. None of the station audited scored below 80% and most showed an improvement when compared to the scored obtained during the previous audit cycle. The mains findings are listed in paragraphs 29 through 32 of this report.