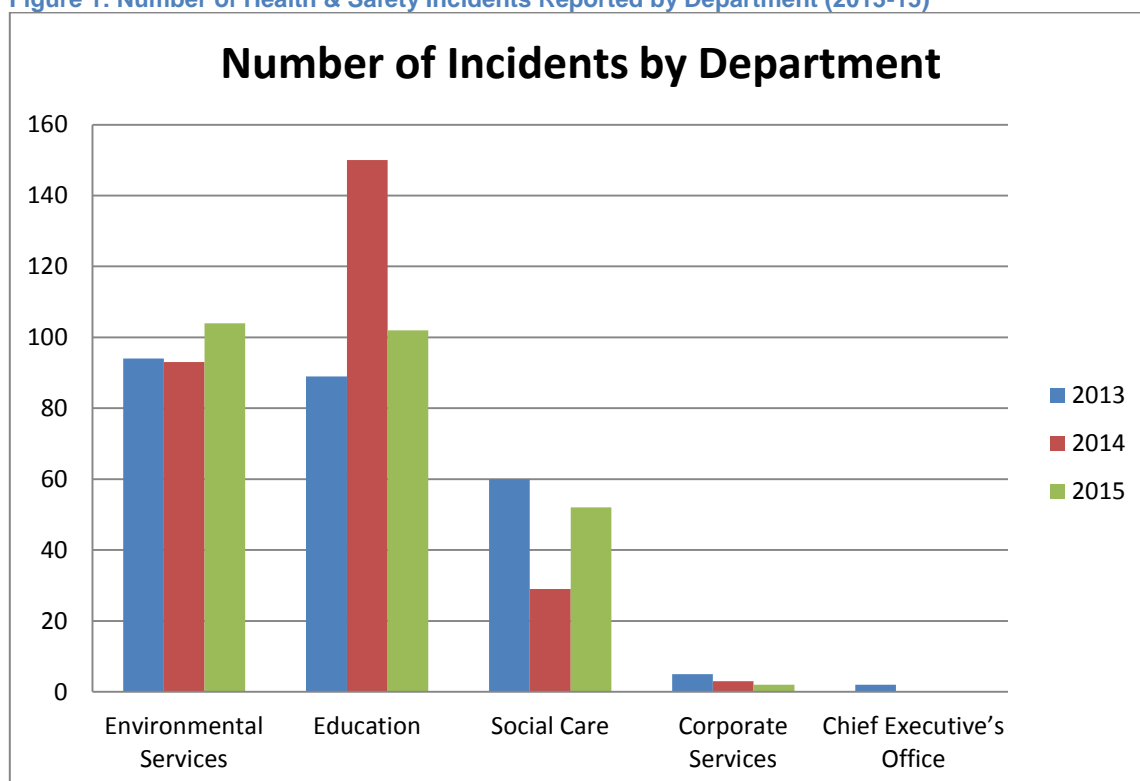


HEALTH AND SAFETY INCIDENTS 2013 TO 2015**Table 1: Reported Health & Safety Incidents**

| Department | 2013 | 2014 | 2015 |
|--------------------------|------------|------------|------------|
| Environmental Services | 94 | 93 | 104 |
| Education | 89 | 150 | 102 |
| Social Care | 60 | 29 | 52 |
| Corporate Services | 5 | 3 | 2 |
| Chief Executive's Office | 2 | 0 | 0 |
| Not reported | | 0 | 1 |
| Total | 250 | 275 | 261 |

Figure 1: Number of Health & Safety Incidents Reported by Department (2013-15)

The number of Health and Safety incidents reported in 2015 was 5% lower than in 2014, but 4.4% higher than in 2013. Environmental Service and Social Care both reported more incidents than in 2014 (12% and 79% increases respectively), but the decrease in incident numbers for 2015 was due to a 32% reduction in incidents reported by the Education Department.

The largest change from 2014 to 2015 is the reduction in the number of slips, trips and falls on the same level for employees in the Education Department down from 58 reported incidents in 2104 to 40 in 2015. There were also 10 fewer incidents reported due to school pupils and education auxiliaries being injured during sport or play. In addition, the number of incidents involving hitting a fixed or stationary object reduced from 19 in 2014 to 10 in 2015.

Environmental Services reported fewer falls from a height; incidents caused by defective equipment; trapped by something collapsing and overturning; attacks by

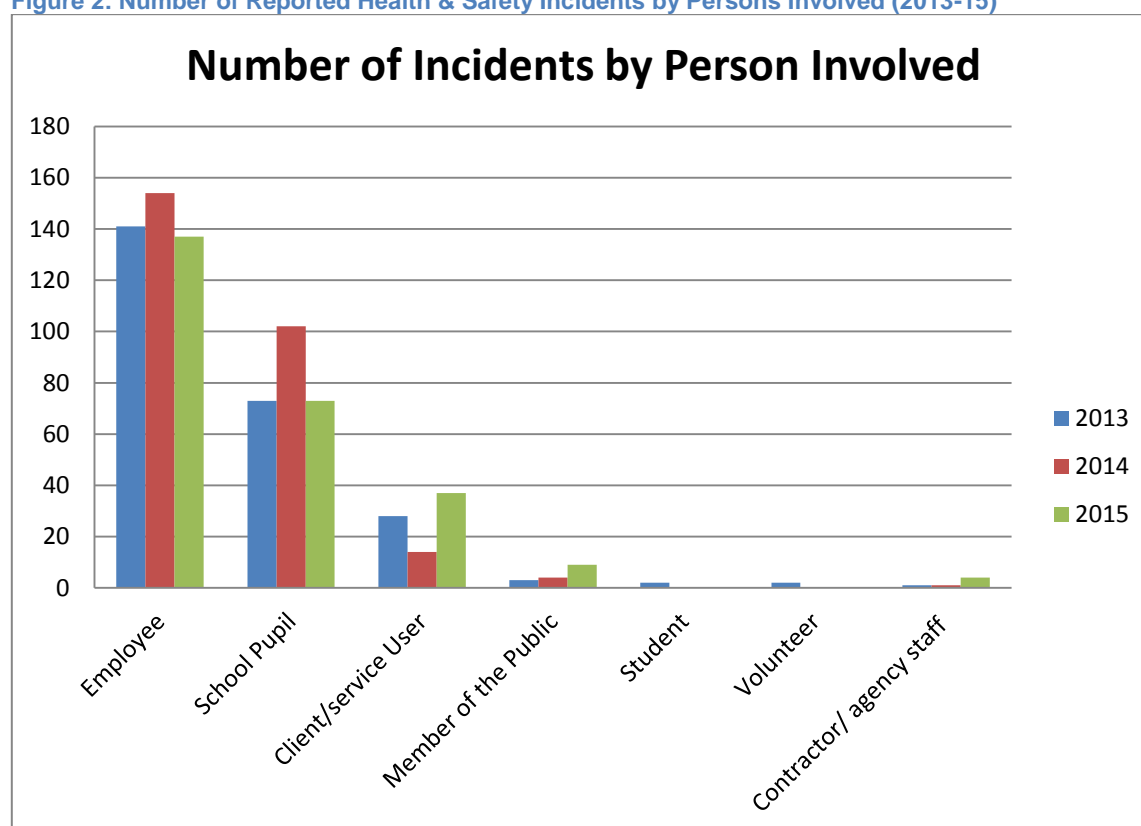
an animal; contact with a sharp object or tool; vehicle incident; exposure to a harmful substance, and to temperature extremes and a poolside incident. However, these reductions were offset by more than double the number of employees hit by objects, or hitting a fixed or stationary object. There was a doubling in the number of slip, trip or fall from the same level incidents reported by Social Care employees and client/service users (from 11 to 21).

There is nothing to suggest that the level of reporting decreased in 2015 since reports were made by a wide cross section of Council departments, and for incidents involving employees, school pupils, clients & service users and members of the public.

Table 2: Classification of Person Involved in Incident

| Classification of Person Involved | 2013 | 2014 | 2015 |
|--|-------------|-------------|-------------|
| Employee | 141 | 154 | 137 |
| School Pupil | 73 | 102 | 73 |
| Client/Service User | 28 | 14 | 37 |
| Member of the Public | 3 | 4 | 9 |
| Student | 2 | 0 | 0 |
| Volunteer | 2 | 0 | 0 |
| Contractor/Agency Staff | 1 | 1 | 4 |
| Not specified | | 0 | 1 |
| Total | 250 | 275 | 261 |

Figure 2: Number of Reported Health & Safety Incidents by Persons Involved (2013-15)



The number of employees who were injured at work this year was 5% lower than in 2014, and was similar to the number of injuries reported in 2013. After a spike

last year the number of school pupils injured has reverted to the 2013 level. Five (7%) of these incidents happened during a science or home economic lesson, while 44 (55%) occurred during a PE lesson or sporting event. Two incidents occurred during a workshop compared to 4 incidents in 2014.

The number of incidents reported by Client/service users more than doubled from 14 in 2014 to 37 in 2015. The majority of these incidents (30) were reported by CmS Care clients and included 14 slips, trips or falls from same height; 4 cases of hitting a fixed or stationary object; 3 people exposed to temperature extremes (2 involving hot drinks and one the opening of a dishwasher mid-cycle) and 3 manual handling incidents.

The number of Moray Council health and safety incidents involving members of the public remains low, although the 9 incidents reported in 2015 are above the average for the last 5 years. Five of these incidents involved slips, trips or fall from the same level, and 2 members of the public were hit by vehicles driven by Council employees when they stepped into the path of the vehicle. Fortunately, none sustained serious injury.

Figure 3: Breakdown of Reported Health & Safety Incidents by Category (2015 Data)

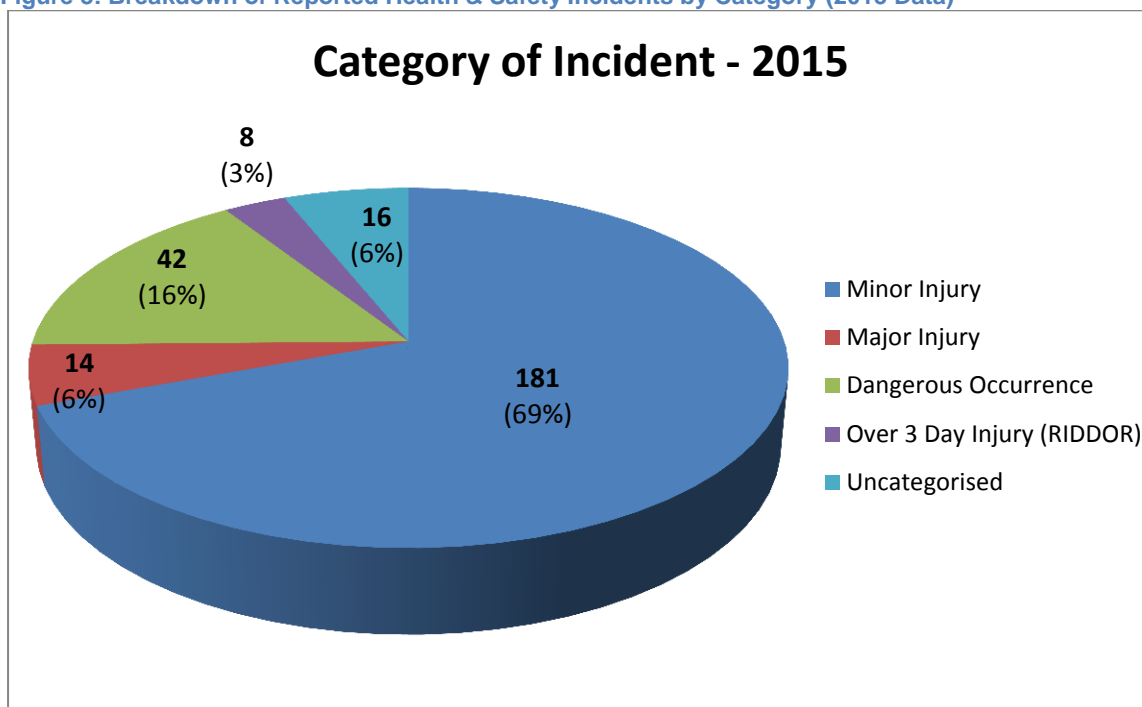
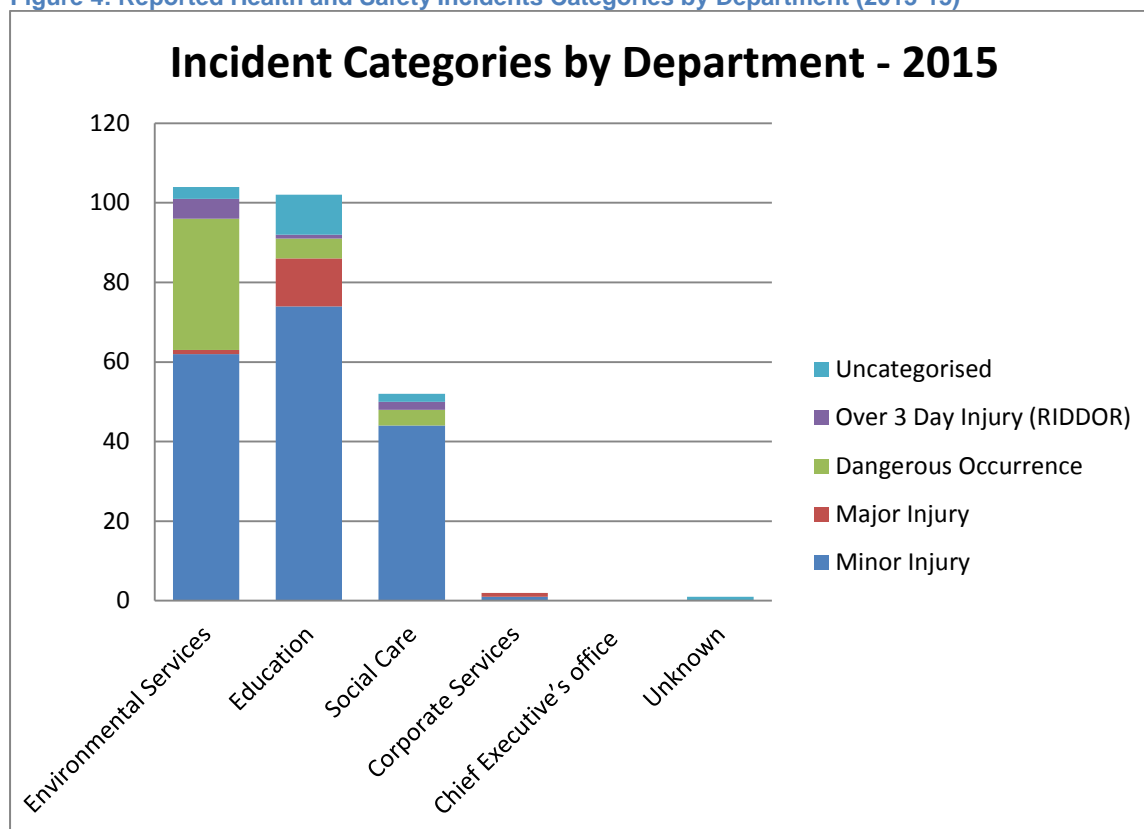


Figure 4: Reported Health and Safety Incidents Categories by Department (2013-15)



The majority of incidents were classified as Minor Injuries (e.g. cuts & bruises, sprains, small burns, foreign bodies and head injuries where the patient had not lost consciousness). Most Major Injuries (10 out of the 14 reported) involved school pupils sustaining fractures or bone breaks, often while undertaking sporting activities or during playtime.

Over 3 day injury (RIDDOR) incidents included mainly manual handling and slips, trips or falls on the same level. One employee was hit by the door of a container when it was caught by a gust of wind. People sustained back injuries, fractures/bone breaks and strains/sprains.

Environmental Services recorded the highest number of Dangerous Occurrences (33 of the 42 reports raised). 30% of these occurred while cutting grass or strimming, and 32% involved driving incidents. Two of these incidents had the potential to have had very serious consequences. In one a van was hit by a tree during high winds, and in the second the driver experienced diabetic hypoglycaemia and lost control of the vehicle. In neither case was anyone injured.

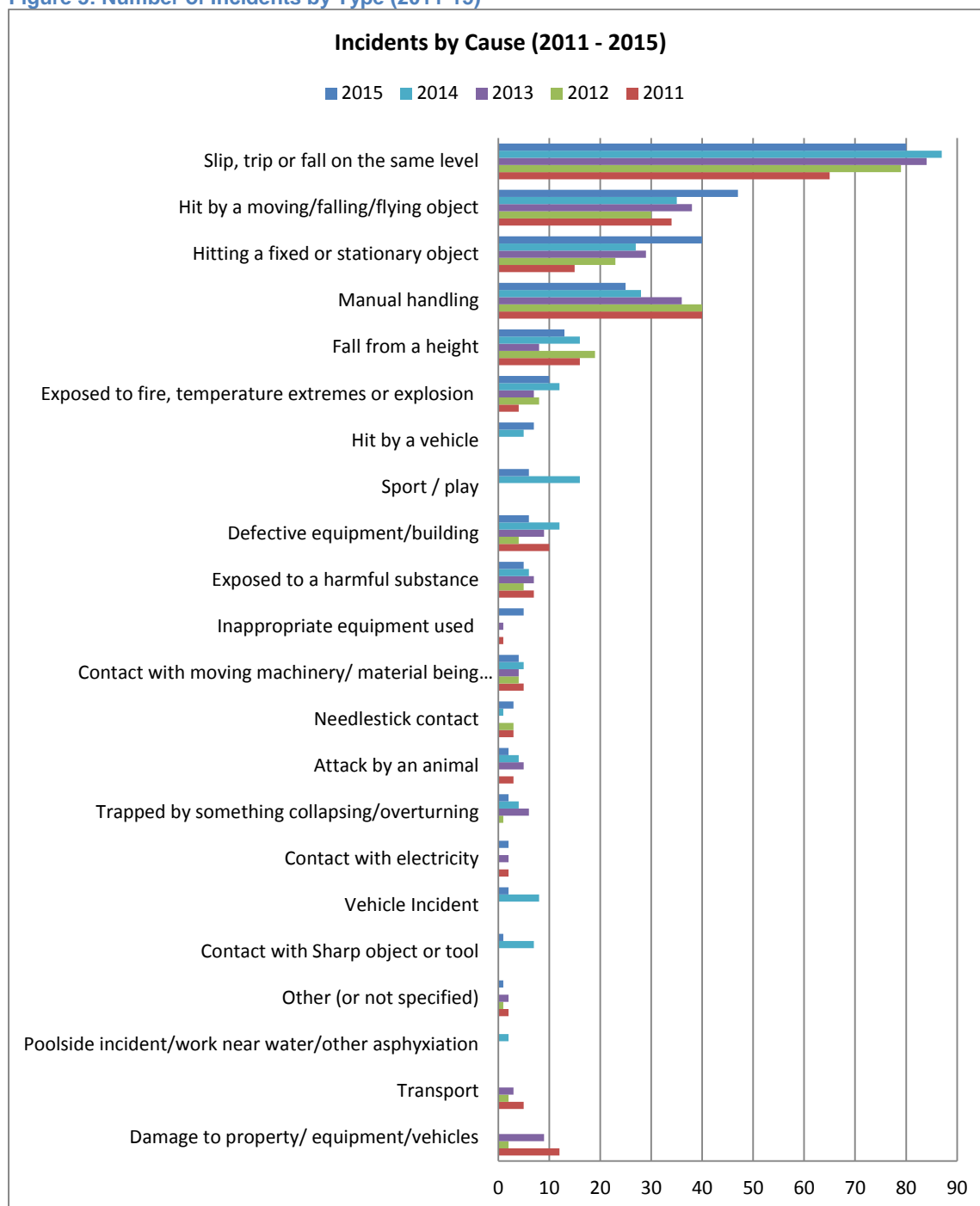
Table 3: Incident Type by Year (2013-15)

| Incident Type | 2013 | 2014 | 2015 |
|--|------------|------------|------------|
| Slip, trip or fall on the same level | 84 | 87 | 80 |
| Hit by a moving/falling/flying object | 38 | 35 | 47 |
| Hitting a fixed or stationary object | 29 | 27 | 40 |
| Manual handling | 36 | 28 | 25 |
| Fall from a height | 8 | 16 | 13 |
| Exposed to fire, temperature extremes or explosion | 7 | 12 | 10 |
| Hit by a vehicle | 0 | 5 | 7 |
| Defective equipment/building | 9 | 12 | 6 |
| Sport / play | 0 | 16 | 6 |
| Inappropriate equipment used | 1 | 0 | 5 |
| Exposed to a harmful substance | 7 | 6 | 5 |
| Contact with moving machinery/ material being machined | 4 | 5 | 4 |
| Needlestick contact | 0 | 1 | 3 |
| Vehicle Incident | 0 | 8 | 2 |
| Contact with electricity | 2 | 0 | 2 |
| Trapped by something collapsing/overturning | 6 | 4 | 2 |
| Attack by an animal | 5 | 4 | 2 |
| Other (or not specified) | 2 | 0 | 1 |
| Contact with Sharp object or tool | 0 | 7 | 1 |
| Damage to property/ equipment/vehicles | 9 | 0 | 0 |
| Transport | 3 | 0 | 0 |
| Poolside incident/work near water/other asphyxiation | 0 | 2 | 0 |
| Total | 250 | 275 | 261 |

Slips, trips or falls on the same level remain the highest type of incidents, although there has been a 8% reduction in numbers since last year. Similarly, the top 6 incidents are unchanged from 2014: hit by moving/falling/flying object; hitting a fixed or stationary object; manual handling; fall from a height; and exposed to fire, temperature extremes or explosion.

Incidents classified as “Other” during 2014 have been reviewed and re-categorised to enable meaningful comparisons to be made with the incidents reported during 2015.

Figure 5: Number of Incidents by Type (2011-15)



In 2015 there were 7 reports categorised as “Hit by a vehicle”, up from 5 in 2014. Previously, there have been no such incidents reported. There were no major injuries sustained, although one member of the public received bruising, and a school pupil suffered cuts to her head and knees, requiring hospital treatment.

There were 2 “attacks by an animal” in 2015. One was incurred when an employee from Social Care was bitten in the leg by a dog during a visit to a client. The other was due to a tick bite.

Table 4: Type of Incident by Department

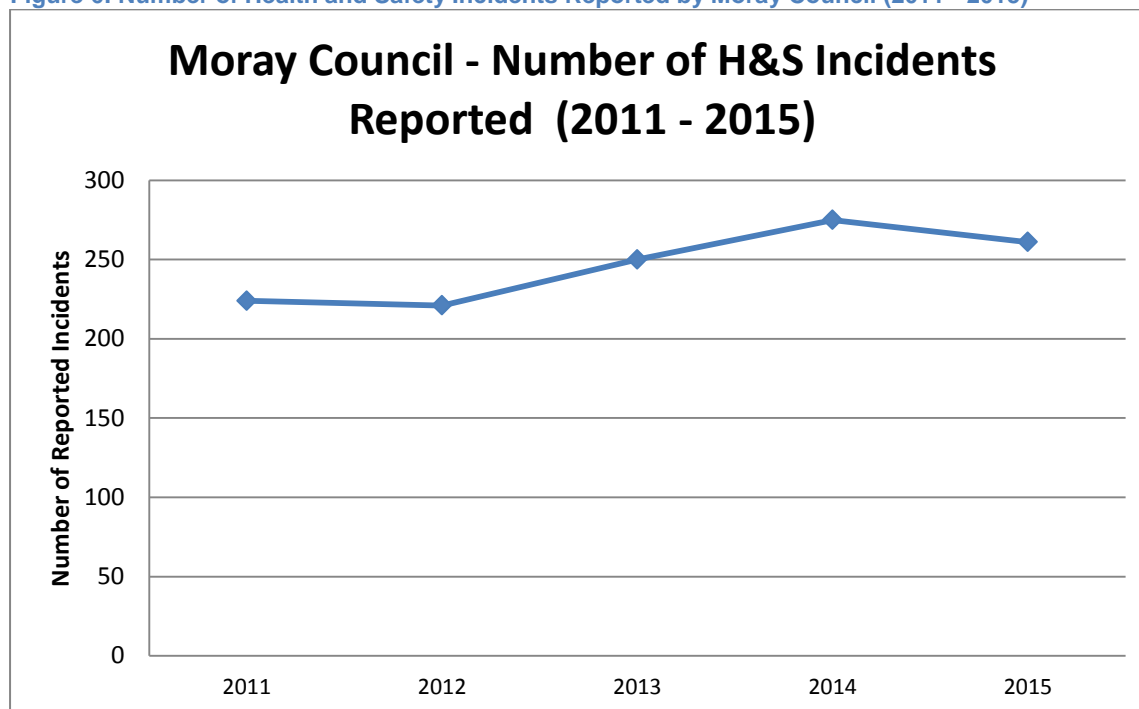
| Incident Type | Environmental Services | Education | Social Care | Corporate Services | Chief Executive's office | Department not recorded | Total |
|---|------------------------|------------|-------------|--------------------|--------------------------|-------------------------|------------|
| Slip, trip or fall on the same level | 19 | 40 | 21 | 0 | 0 | 0 | 80 |
| Hit by a moving/falling/flying object | 25 | 18 | 4 | 0 | 0 | 0 | 47 |
| Hitting a fixed or stationary object | 23 | 10 | 6 | 1 | 0 | 0 | 40 |
| Manual handling | 15 | 2 | 8 | 0 | 0 | 0 | 25 |
| Fall from a height | 2 | 7 | 3 | 1 | 0 | 0 | 13 |
| Exposed to fire, temperature extremes or explosion | 0 | 6 | 4 | 0 | 0 | 0 | 10 |
| Hit by a vehicle | 5 | 1 | 0 | 0 | 0 | 1 | 7 |
| Defective equipment/building | 3 | 1 | 2 | 0 | 0 | 0 | 6 |
| Sport / play | 0 | 6 | 0 | 0 | 0 | 0 | 6 |
| Exposed to a harmful substance | 2 | 3 | 0 | 0 | 0 | 0 | 5 |
| Inappropriate equipment used | 4 | 0 | 1 | 0 | 0 | 0 | 5 |
| Contact with moving machinery/material being machined | 3 | 1 | 0 | 0 | 0 | 0 | 4 |
| Needlestick contact | 2 | 1 | 0 | 0 | 0 | 0 | 3 |
| Contact with electricity | 0 | 2 | 0 | 0 | 0 | 0 | 2 |
| Trapped by something collapsing/overturning | 0 | 2 | 0 | 0 | 0 | 0 | 2 |
| Attack by an animal | 0 | 1 | 1 | 0 | 0 | 0 | 2 |
| Vehicle Incident | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| Incident Type not recorded | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Contact with Sharp object or tool | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to property/equipment/vehicles | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Transport | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Poolside incident/work near water/other asphyxiation | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 104 | 102 | 52 | 2 | 0 | 1 | 261 |

Table 5: Incident Type by Person Involved

| Incident Type | Employee | School Pupil | Client/service User | Member of the Public | Student | Volunteer | Contractor/ agency staff | Classification not recorded | Total |
|---|------------|--------------|---------------------|----------------------|----------|-----------|--------------------------|-----------------------------|------------|
| Slip, trip or fall on the same level | 31 | 27 | 16 | 5 | 0 | 0 | 1 | 0 | 80 |
| Hit by a moving/falling/flying object | 29 | 12 | 3 | 1 | 0 | 0 | 2 | 0 | 47 |
| Hitting a fixed or stationary object | 25 | 9 | 6 | 0 | 0 | 0 | 0 | 0 | 40 |
| Manual handling | 21 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 25 |
| Fall from a height | 4 | 7 | 1 | 0 | 0 | 0 | 0 | 1 | 13 |
| Exposed to fire, temperature extremes or explosion | 1 | 5 | 4 | 0 | 0 | 0 | 0 | 0 | 10 |
| Hit by a vehicle | 4 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 7 |
| Defective equipment | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Sport / play | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Exposed to a harmful substance | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Inappropriate equipment used | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| Contact with moving machinery/material being machined | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 4 |
| Needlestick contact | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Contact with electricity | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Trapped by something collapsing/overturning | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Attack by an animal | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Vehicle Incident | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Incident Type not recorded | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Contact with Sharp object or tool | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Damage to property/equipment/vehicles | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Transport | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Poolside incident/work near water/other asphyxiation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 137 | 73 | 37 | 9 | 0 | 0 | 4 | 1 | 261 |

It is worth noting that around 70 incidents reported in 2014 and 2015 were classified as “Other”. These reports were scrutinised and allocated to a more appropriate incident type. This illustrates the possible lack of familiarity with the reporting process by school pupils and client/service users. 31% of incidents reported on involving school pupils were classified as “Other”, and 45% were classified as “Other” by client /service users. By comparison, only 17% of incidents were reported in this category by employees.

Figure 6: Number of Health and Safety Incidents Reported by Moray Council (2011 - 2015)



In 2015 there was a reverse in the trend of the number of health and safety incidents reported by the Moray Council.

INCIDENTS OF VIOLENCE AND AGGRESSION 2013-2015

Figure 7: Violence and Aggression Incidents by Service (2013-15)

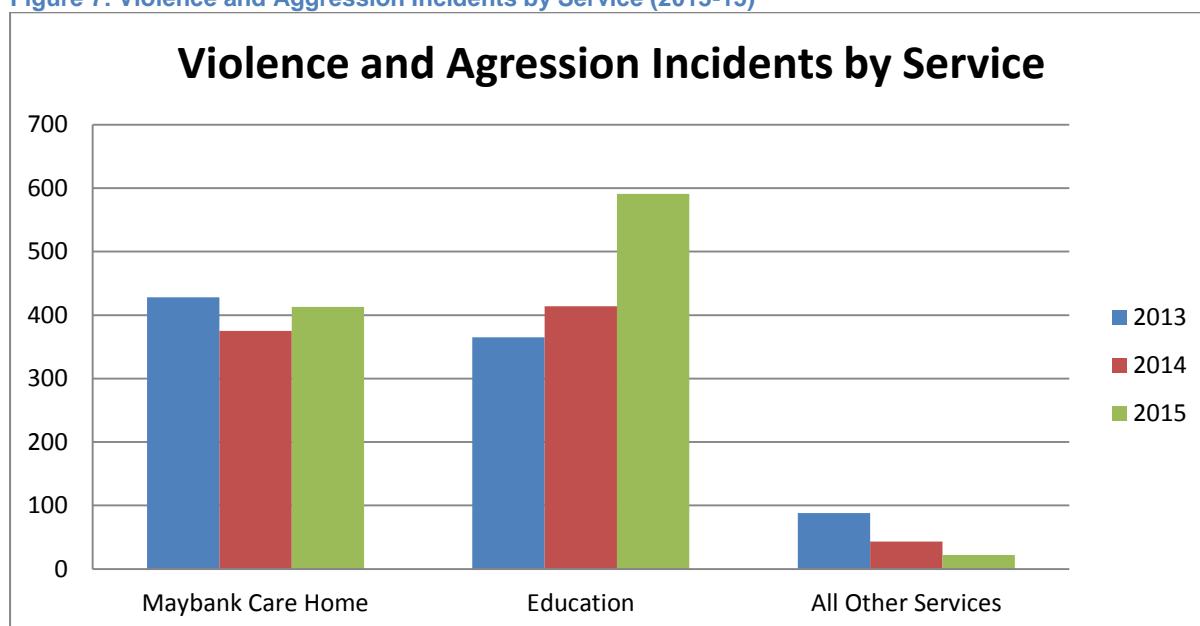


Table 6: Source of Incident Reports (2013-15)

| Source of Incident Reports | 2013 | 2014 | 2015 |
|----------------------------|------------|------------|-------------|
| Maybank Care Home | 428 | 375 | 413 |
| Education | 365 | 414 | 591 |
| All Other Services | 88 | 43 | 22 |
| TOTAL | 881 | 832 | 1026 |

Maybank Care Home

The number of incidents reported by the Maybank Care Home remains at historic levels, and accounts for 40% of all violence and aggression incidents reported within the Moray Council for 2015. Given the challenging behaviour of the residents of the Maybank care home the level of incidents are unlikely to decrease.

Schools

There were 177 more violence and aggression incidents reported for Moray schools in 2015 compared to 2014; an increase of 43%. The figures for the six-month period August 2015 to January 2016 were reviewed to ascertain any underlying trends.

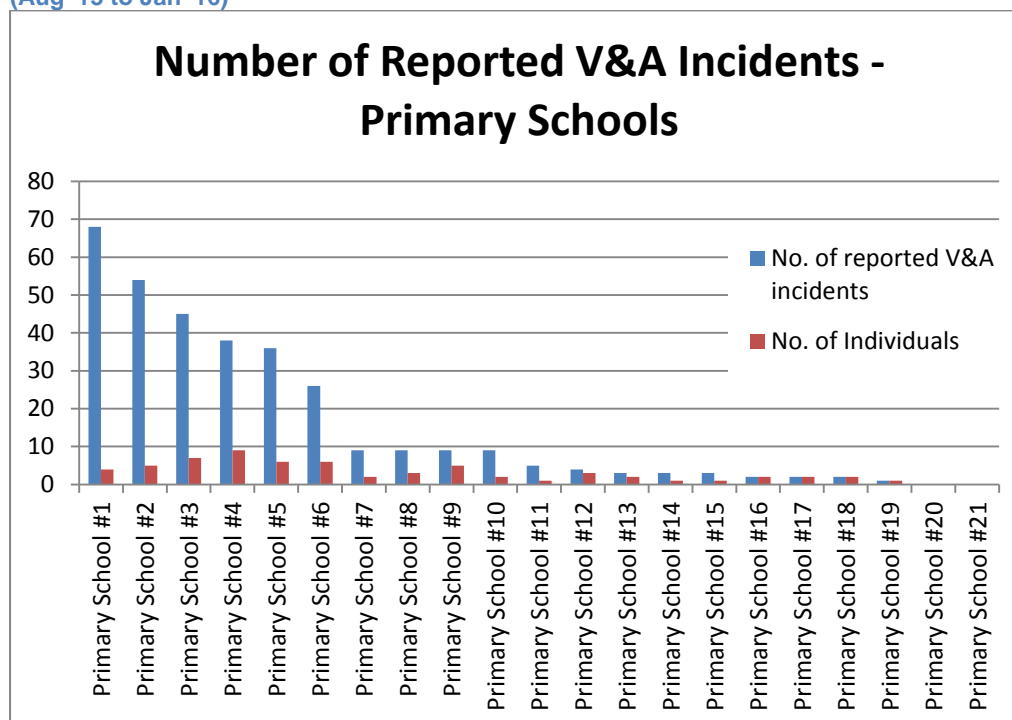
Four primary schools were the source of over half (54.4%) of all reported incidents for both primary and secondary schools. Looking more closely at these four schools there were 12 pupils, out of a Moray school roll of 11,951¹, who had the highest number of reports raised against them. Between them they accounted for 156 (41%) of all violence and aggression incidents reported by schools throughout Moray.

¹ Moray School Roll Numbers as of September 2015

A relatively small number of pupils are reported for violence and aggression incidents, with 80% of all incidents involving pupils who have been reported five times or more. Twenty six pupils in Moray (24 at primary school, and 2 at secondary school) were responsible for 282 reported incidents of the 377 reported during the six-month period under review (75%). Or put another way there were 95 incidents that these 26 individuals were not responsible for.

Averaging these 95 incidents out across all Moray schools over the six-months equates to approximately 3¼ reported incidents per school, or 1 incident per school every 2 months involving pupils who have been reported fewer than 5 times.

Figure 8: Number of Reported Violence and Aggression Incidents in Primary Schools (Aug '15 to Jan '16)



There is a wide range in the level of reported incidents between primary schools, and it should be noted that 26 primary schools reported no incidents in 2015. Two of these are included on the above chart as they had each excluded a pupil during the year (see Figure 8).

Figure 9 illustrates the situation for secondary schools, and shows the number of violence and aggression incidents are considerably lower than the number reported for primary schools. Note also that two secondary schools reported no incidents in 2015, but one of these had excluded 6 pupils during 2015.

The rate for violence and aggression incidents is 4.75 incidents per 100 pupils for primary schools. For secondary schools this rate is less than 1 per 100 pupils (0.8).

Figure 9: Number of Reported Violence and Aggression Incidents in Secondary Schools (Aug '15 to Jan '16)

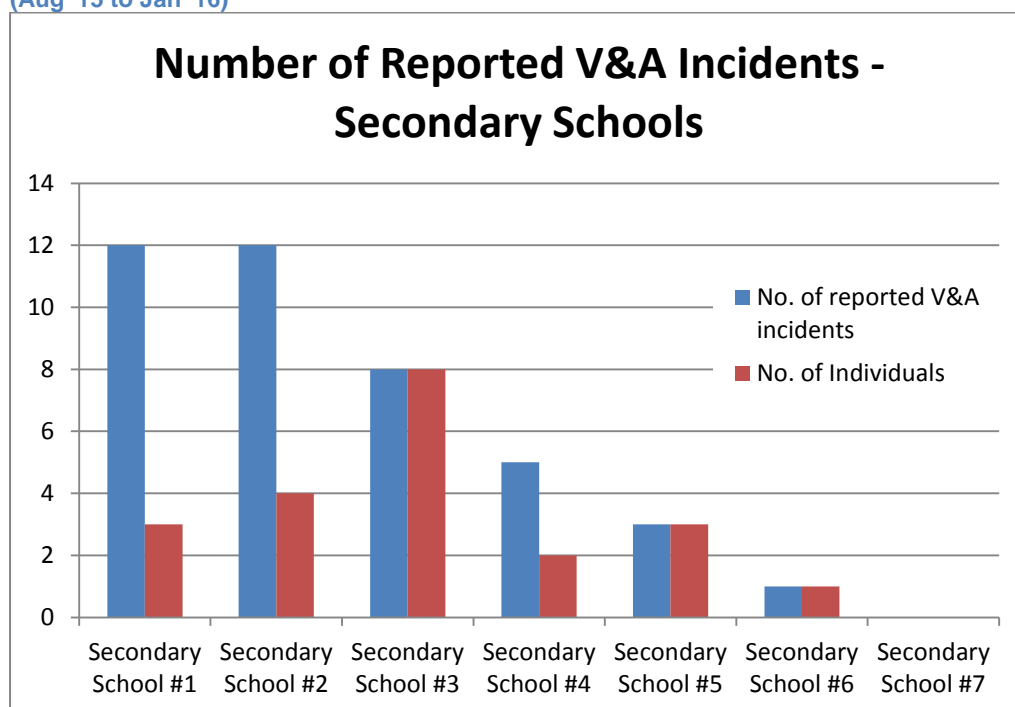
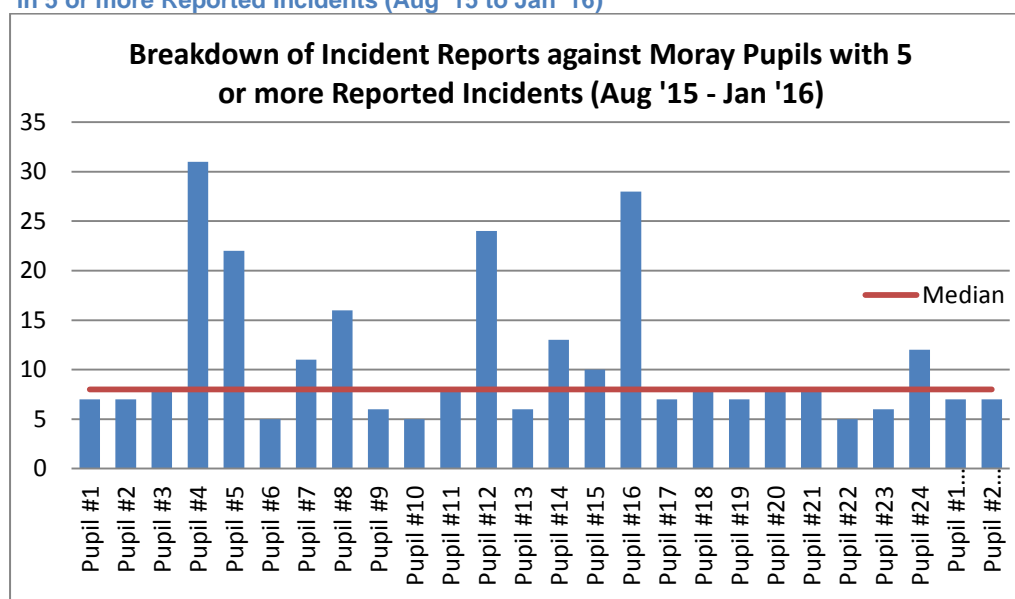


Figure 9: Breakdown of Incident Reports by Pupil for Pupils at Moray Schools who have been Included in 5 or more Reported Incidents (Aug '15 to Jan '16)



To summarise, the number of violence and aggression incidents in schools are due to a very small proportion of the school population of 11,951 pupils. The 9 pupils with the most incidents recorded against them were responsible for 167 incidents (44% of all incidents)

Other Services

There were half as many incidents reported by other services during 2015 compared to the number reported in 2014, and a quarter of the number reported in 2013.

Figure 10: Violence and Aggression Incidents Reported by Other Services (2012-15)

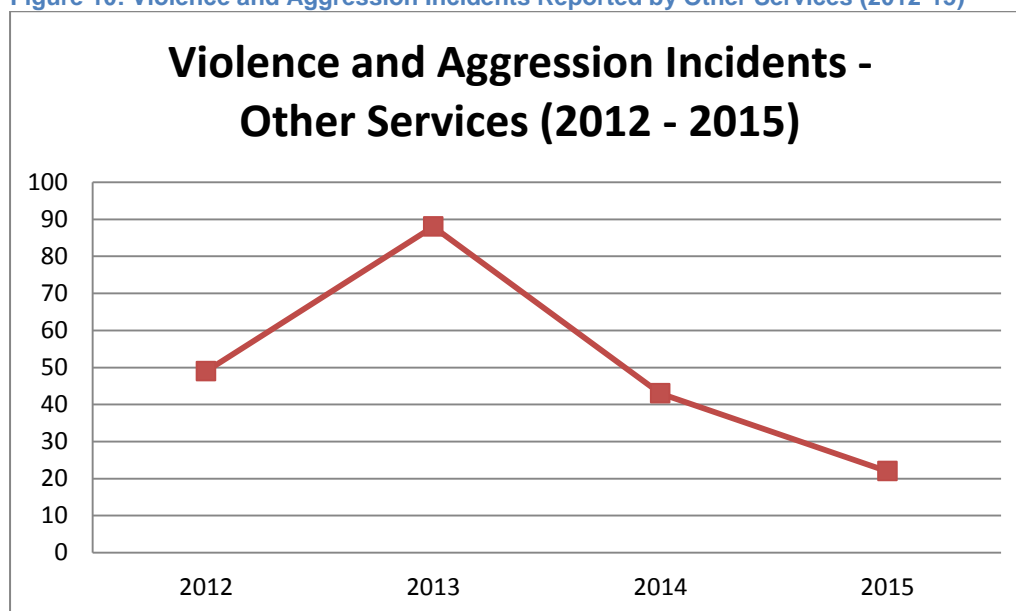
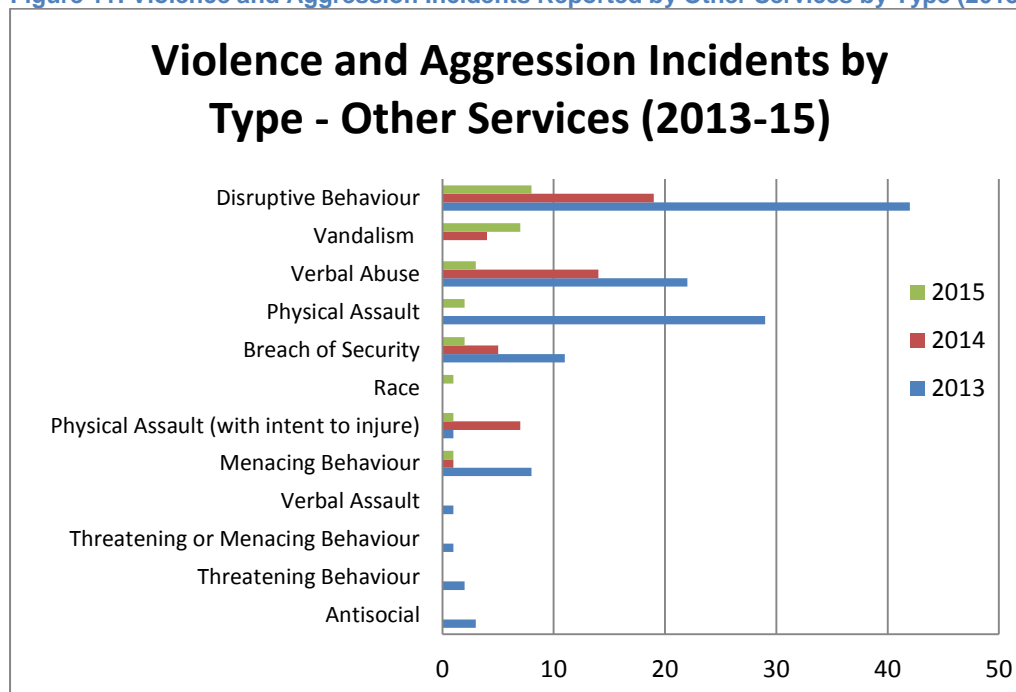
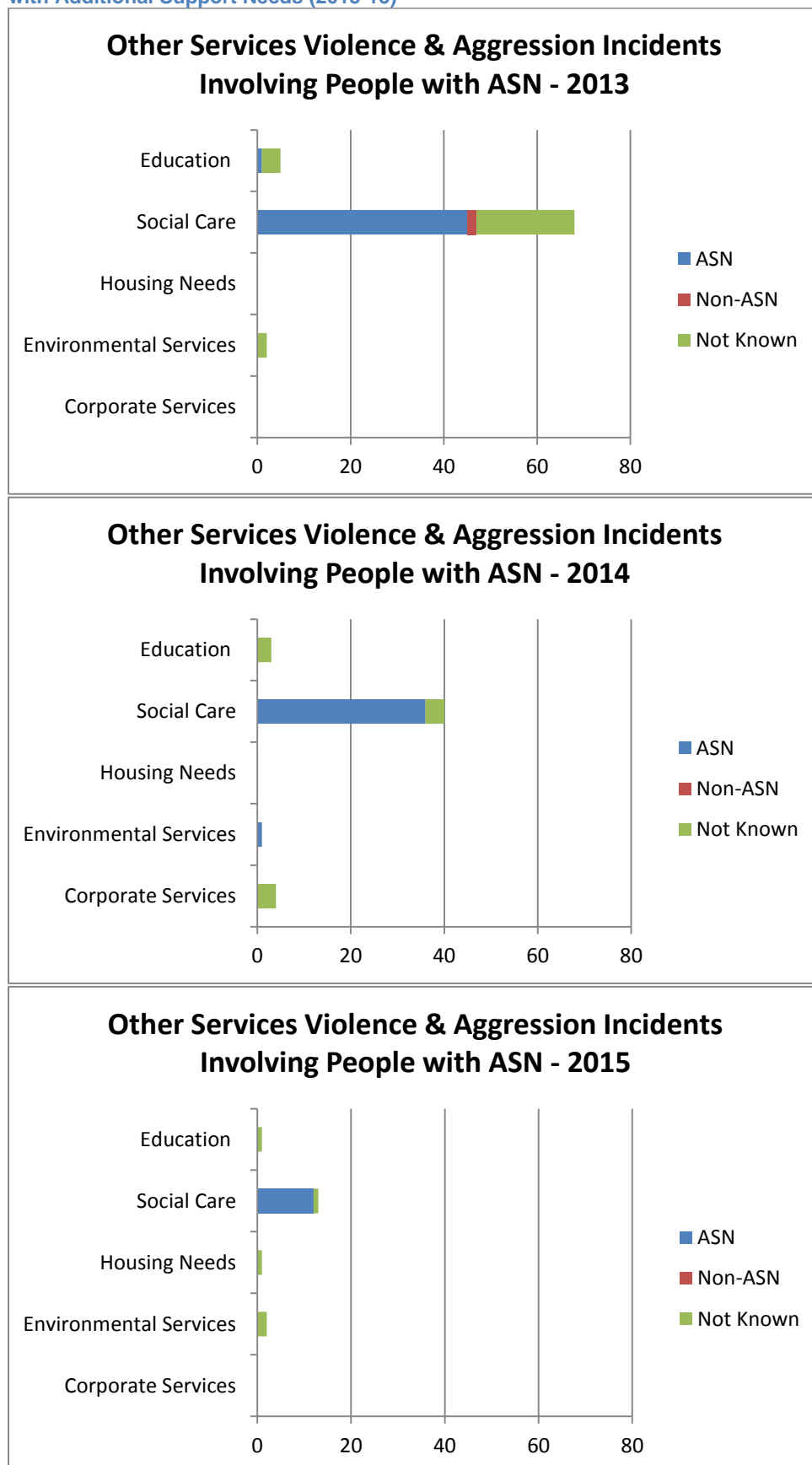


Figure 11: Violence and Aggression Incidents Reported by Other Services by Type (2013-15)



All types of incident have reduced since 2013 apart from vandalism which, although still rare, is showing an increasing trend. Note that many incidents are categorised as 2 or more incident types (e.g. Verbal Abuse/Breach of Security/Disruptive Behaviour).

Figure 12: Violence and Aggression Incidents Reported by Other Services Involving People with Additional Support Needs (2013-15)



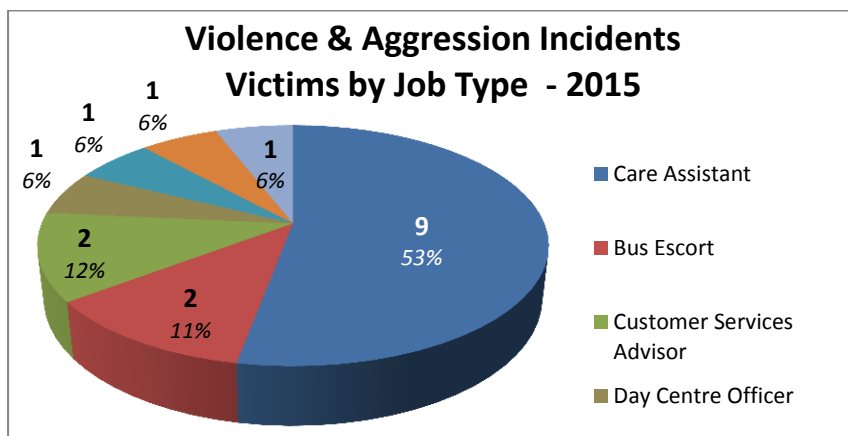
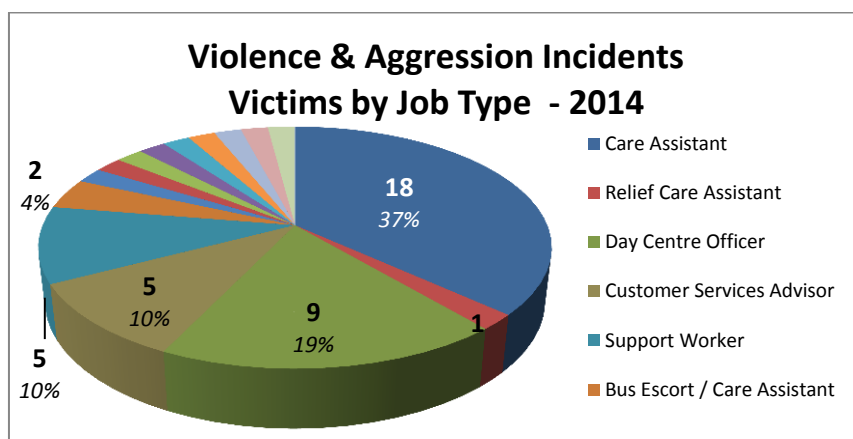
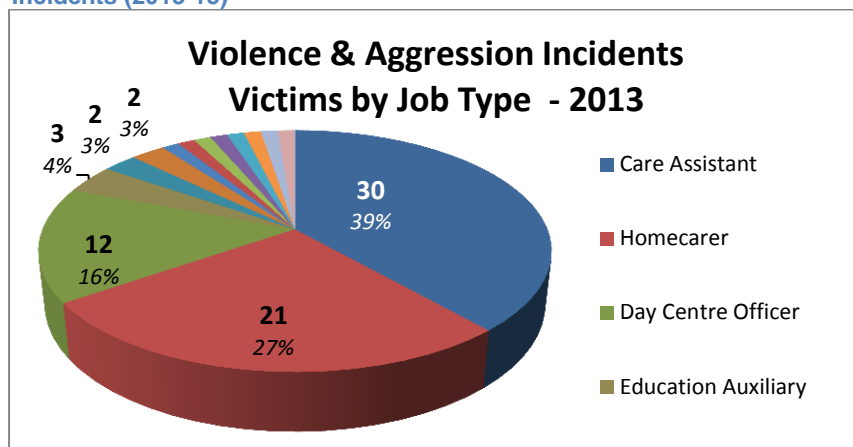
A significant number of reported violence and aggression incidents not involving school pupils concerned people with known additional support needs (67.4% of all incidents during the period 2013-15). Removing these incidents from the figures for 2015 leaves the following 6 incidents:

Table 7: Overview of Violence and Aggression Incidents Reported by Other Services in 2015

| Incident Type | Department/Service Area | Job Type of Person Affected | Location |
|-------------------------------|--------------------------------|------------------------------------|------------------|
| Verbal Abuse | Housing Needs | Housing Needs Officer | HQ Annexe |
| Verbal Abuse | Environmental Services | Gas Engineer | Client's Home |
| Physical Assault | Education & Social Care | Care Assistant | Maybank |
| Menacing Behaviour | Education & Social Care | Care Assistant | Day Centre |
| Verbal Abuse/ Racial Abuse | Education & Social Care | Customer Services Advisor | Access Point |
| Breach of Security | Environmental Services | Driver | Moray Youth Café |

The three charts at Figure 13 indicate that the job type of victims on violence and aggression changes from year-to-year. Care assistants are involved in the highest number of incidents each year, with Day Centre Officers featuring in the top 4 job types each year. However, the relatively small numbers of incidents means that the type of job featuring in such incidents, and the ranking in incident numbers recorded each year, fluctuates considerably with no obvious trend.

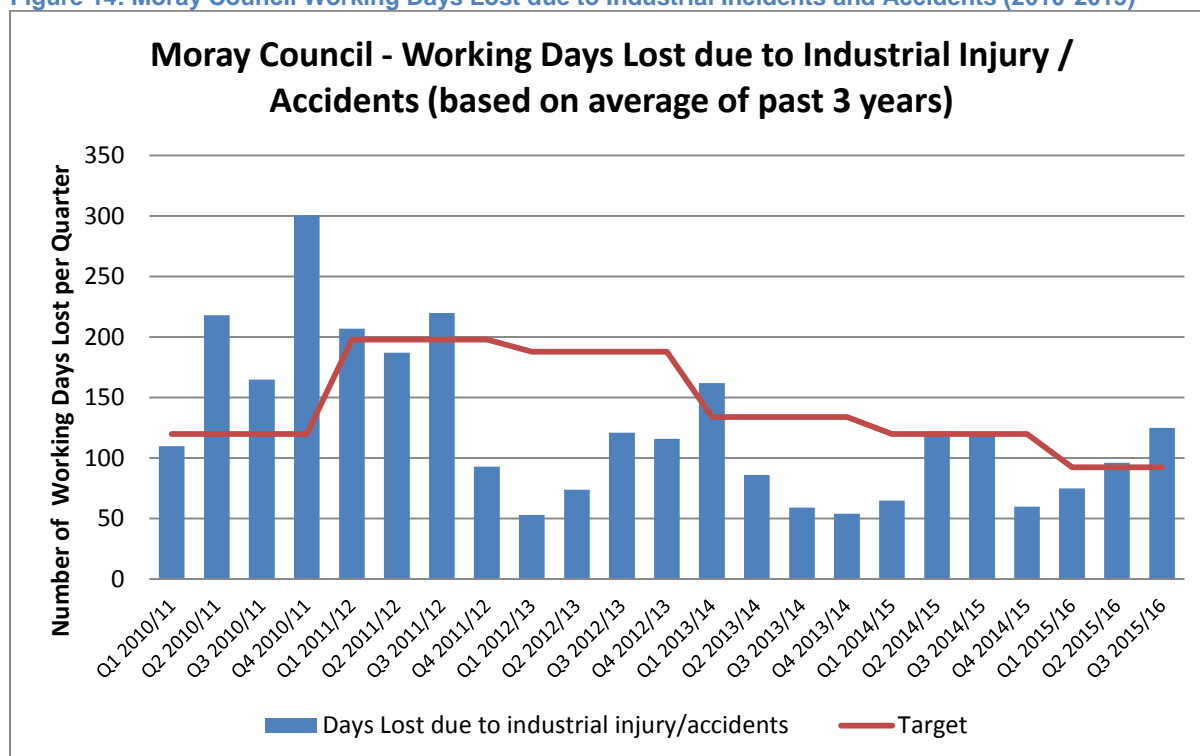
Figure 13: Comparison of Job Types of Victims of Violence and Aggression Incidents (2013-15)



What these 3 charts demonstrate is that all Council employees whose work puts them in touch with the public routinely, whether as a care-worker, social worker, tradesman, access point staff or office worker need to remain vigilant when dealing with the public and be aware of the possibility they may encounter violence and aggression while undertaking their duties. They need to know how to deal with such incidents, and the follow-up action required. It is incumbent upon line managers to undertake risk assessments and train their staff on the correct responses, and to review working practices to reduce the chances of incidents occurring, or mitigating the potential impact.

WORKING DAYS LOST DUE TO INDUSTRIAL INJURY/ACCIDENT 2010-2015

Figure 14: Moray Council Working Days Lost due to Industrial Incidents and Accidents (2010-2015)



The number of working days lost due to industrial injury or accident is less than $\frac{1}{2}$ the rate of Q4 2010/11. The rate fluctuates considerably from quarter-to-quarter, but is generally following a long-term downwards trend. However, for the past 4 quarters there has been a steady upwards increase in the number of days lost, with the rate doubling over that period from 60 to 125 working days lost per quarter.