



Derbyshire
Fire & Rescue Service
Making Derbyshire Safer

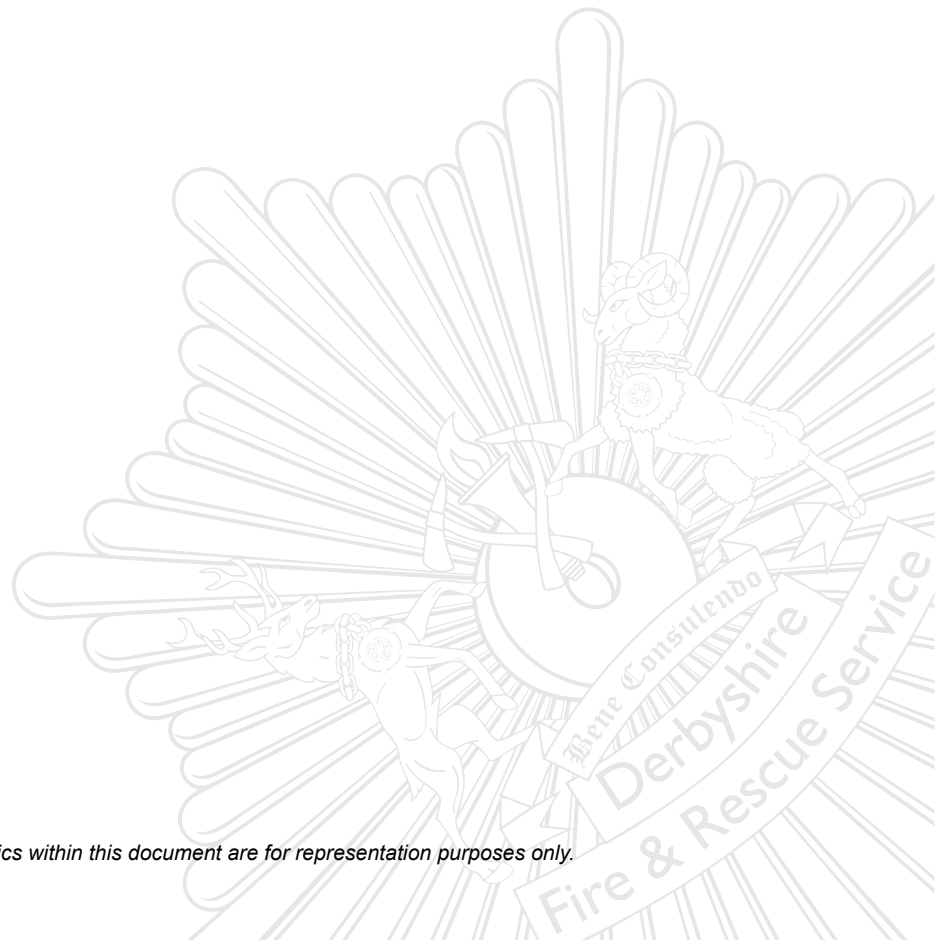
Derbyshire Fire & Rescue Service

Safety and Risk Management

Annual Report 2015-2016



Contents



All graphics within this document are for representation purposes only.



Foreword



Our employees are key to the implementation of our vision of 'Making Derbyshire Safer'. They provide a broad range of excellent services to the public. The health, safety and wellbeing of all our employees is a priority, remaining under close scrutiny despite continuing financially challenging times.

To address this priority we continually develop, review and implement policies, systems and training to ensure our workforce is developed and equipped, to minimise the distress caused by injuries at work and work related illness. We have been working hard for a number of years to embed a culture that supports learning from accidents, near hits and work related illness information from both within and outside the Service to reduce future risks.

It is very pleasing to again see progress and service improvement in this area as outlined in this annual report. The culture towards Health, Safety and Wellbeing is continuing to improve as a result of everyone's increased efforts across all departments. This has been reflected in the high score received in the independent service wide cultural survey, in which 90% of employees agreed with the statement 'I believe that Health and Safety is something that DFRS takes very seriously' and in the overall reduction in sickness absence across the service.

I would like to thank and congratulate everyone for their commitment to this critically important aim. Our efforts have been supported by representative bodies who have continued to positively engage in promoting the health, safety and wellbeing of all our employees and I thank them for their enthusiasm and contributions this year.

We have seen a continued trend of reduction in accidents and have seen an increase in the number of near hits, moving the service to a positive balance of prevention vs response in accidents. As a service we have positively embraced improving awareness and support for Mental Health. Mental Health is equally as important as physical health and it is all our responsibilities to ensure we understand and recognise the symptoms and provide support to colleagues where it is needed.

Thank you to all the teams in the organisation who have contributed to delivering the objectives of the Health and Safety strategy, and particularly to the members of the Health and Safety Committee who continue to display great enthusiasm, innovation and empathy to ensure all our employees work in a healthy and safe working environment.

J Smith

Joy Smith
Deputy Chief Executive
Derbyshire Fire & Rescue Service

Introduction

Derbyshire Fire and Rescue Service (DFRS) is committed to achieving the very highest standards of health and safety for all our employees, visitors and contractors. We strive for continual improvement and development of our safety and risk management system. This annual report is an opportunity to look back on the progress we have made throughout 2015/16.

About the Safety and Risk Management Team

The Safety and Risk Management Team are based within the Executive Support Portfolio. The team's responsibilities include providing an efficient and effective safety and risk management system for the Service; providing safety, corporate risk, business continuity and protective security advice; promoting a positive safety culture; and, along with the Group Manager in Executive Support, ensuring the maintenance of operational assurance with regard to safety, business continuity and risk.

Working along with the Head of Safety and Risk Management, there is a Senior Safety Advisor, a Watch Manager, and Safety and Risk Advisor. There is also an Administrator, who is a shared resource within Executive Support.

The Safety and Risk Management System

In order to fulfil our duties we operate a safety and risk management system based on the 'plan, do, check and act' management system. This diagram provides a summary of how this works:



Our work falls under four work streams from our health and safety strategy:

- Support the organisation through change
- Continue to improve our health and safety performance
- Champion the health of the workforce
- Develop operational safety

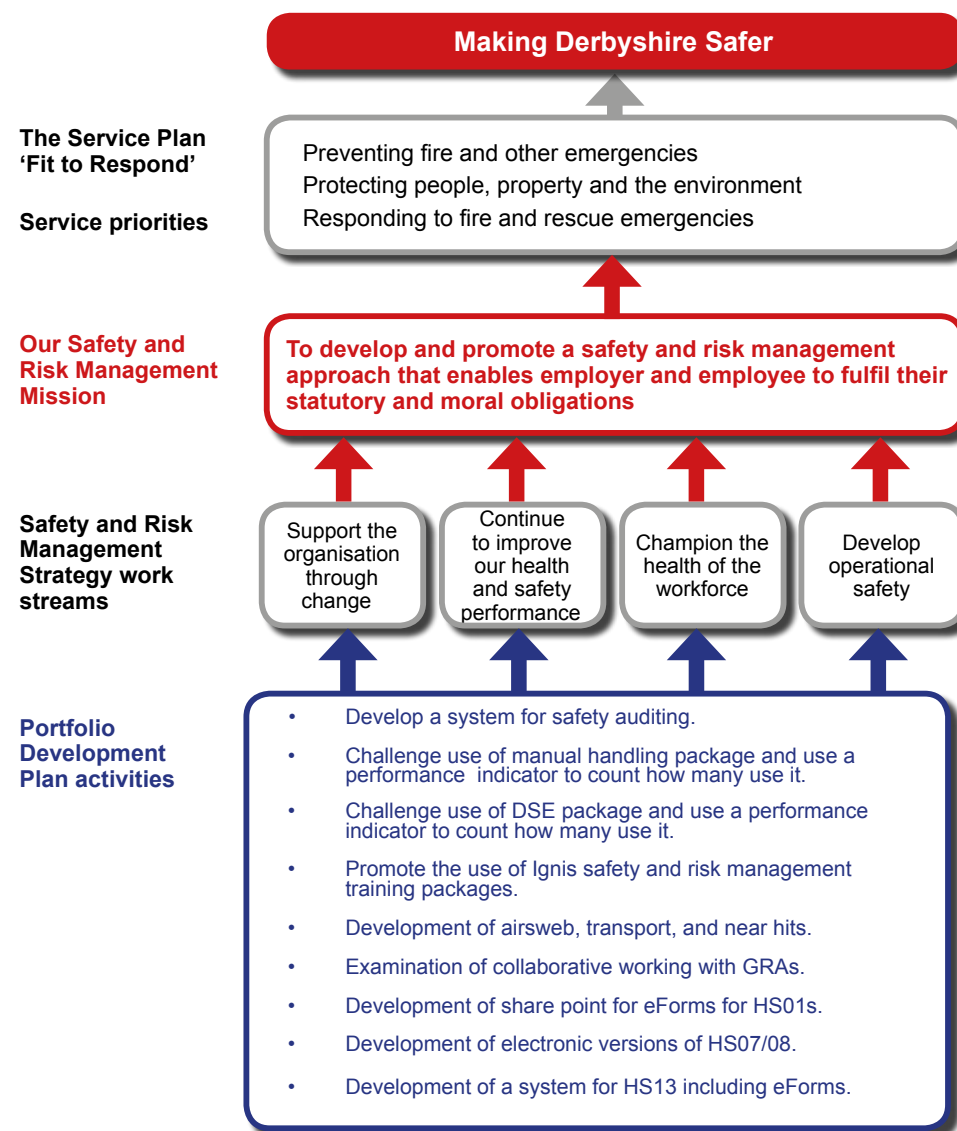
An important part of safety and risk management is encouraging a positive culture, along with promoting good communication. We are committed to learning from experiences, be this through accident investigation, near hit reporting, through the debriefing system or via lessons learned from other organisations.

We have continued to focus on communicating the message of safe working through noticeboards, bulletins and training packages. We have improved our intranet site making sure safety and risk information is accessible and easily navigated. We have held meetings with the Police Safety team to explore opportunities for collaborative working. Further details of our achievements can be found on page 10 of this report.

The framework for Safety and Risk Management

The Safety and Risk Management Strategy 2014 -2017 was drawn up to ensure that we had direction for our planning. Our team's mission is 'to develop and promote a safety and risk management approach that enable employer and employee to fulfil their statutory and moral obligations'. We deliver this within the framework of Derbyshire Fire and Rescue Service: the Service plan 'Fit to Respond', our portfolio plan and Safety and Risk Management Strategy.

The Service plan defines the priorities for the Service; the Strategy highlights four key work streams; and the portfolio plan outlines our activities that contribute to these.



Actions and Activities

What we said we'd do and what we achieved:

- **Develop a system for safety auditing**
Research was completed and the project scoped out.
- **Challenge the use of the manual handling package and use a performance indicator to count how many use it**
We advertised the training and monitored the uptake of the training package through the Health and Safety Committee.
- **Challenge the use of the DSE package and use a performance indicator to count how many use it**
We advertised the training and monitored the uptake of the training package through the Health and Safety Committee.
- **Promote the use of our internal elearning safety and risk management training packages**
This was done through 'Safety and Risk Management Bulletins' and email prompts.
- **Development of a replacement for Airweb injury reporting and investigation software, transport accident reporting and near hits**
The vehicle accident system was implemented; injuries and near hits will be completed by next year.
- **Examination of collaborative working with the East Midlands Operational Group to produce generic risk assessments for operational incidents**
A gap analysis was completed and the way forward agreed.
- **Development of share point for eforms**
Work began to make risk assessments more accessible on our intranet.

Actions specific to the work streams were:

Support the organisation through change

A system was implemented to ensure that all employees moving to the new joint Fire & Police Headquarters were security vetted to a standard required by our police partners.

Working with the Property Department, systems were put in place to improve security on all fire stations and HQ.

Security of personnel, premises and business was promoted.

Champion the health of the workforce

We improved a self-assessment for display screen equipment users and planned a campaign for June 2016 with Occupational Health and the Fitness and Well-being Officer.

Develop operational safety

We worked with Learning & Development to promote analytical risk assessment (ARA) as a tool for tactical decision making on the incident ground.

We worked with various sub-groups including Safe Working at Height, Water Rescue, Bariatric Rescue and the Operational Assurance Group.

Noise assessments were carried out for Driver Training instructors and recommendations made.

We looked at the risks associated with Community Safety Officers, process mapped the referral system to identify risks to lone workers and put in control measures. We designed and delivered a safety seminar for community safety officers to highlight new risks and control measures.

Training for face fit testing for disposable face masks in relation to the Control of Asbestos Regulations was organised and a schedule rolled out for the testing.

Continue to improve our health and safety performance

We analysed accident statistics to target specific accident trends e.g. wrist and hand injuries. We regularly published 'Report it to Sort it' and S&RM Bulletins, designed to highlight facts and figures and learning outcomes. For example, a link to wrist and hand exercises; a reminder of the previous year's 'Backchat' campaign and videos on strength and flexibility.



Participants on the 'Backchat' Pilates course

The Service Procedure 'Fatal Injury or Serious Accident' (FISA) was reviewed and a handbook produced detailing how an investigation should be conducted. The Working with Contractors procedure was updated to address changes in working practice regarding asbestos and security measures.

Review of Safety Performance

Statistics published by the Department for Communities and Local Government Fire and Rescue Operational Statistics Bulletin for England 2014-15 (the latest statistics published) offer a retrospective benchmark for Derbyshire against other Fire and Rescue Services.

The statistics are for the previous year but highlight how Derbyshire compared to other Fire and Rescue services within the region:

Total number of whole time and retained duty system fire fighters injured during operational activities, training activities and routine activities

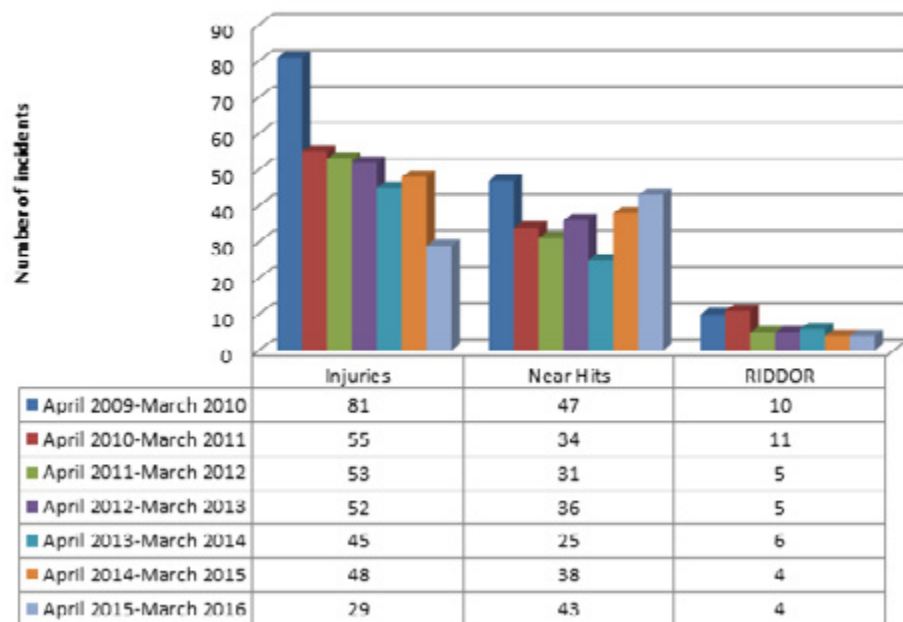
Service	Total number of personnel injured	Total over 3 day injuries	Total major Injuries	Total fatal injuries
Derbyshire	37	4	0	0
Leicestershire	58	9	1	0
Lincolnshire	47	4	0	0
Northamptonshire	49	8	6	0
Nottinghamshire	43	10	0	0

In order to highlight how injuries and near hits have compared over the years within Derbyshire Fire and Rescue the table below compares the number of injuries reported during 2015/16 with those reported since 2009. There was a reduction of 19 injuries from the previous year and an increase in 5 near hits. This represents a downwards trend in reported injuries and an upward trend in near hits, which is a positive outcome.

The number of injuries reported to the HSE as RIDDOR incidents (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) has remained the same at 4 as the previous year, but is still an improvement on previous years. A further breakdown of RIDDOR incidents can be found in the 'Performance Dashboard' section on page 20.

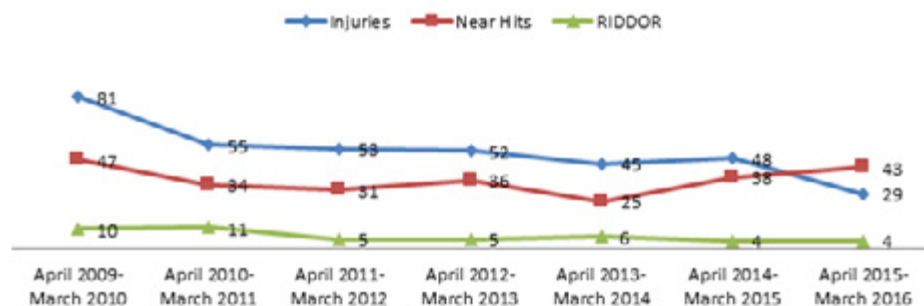
Near hit reporting has increased but is still slightly less than the peak number reported in 2009. The general rule of thumb is that there should be a greater number of near hits reported than injuries – and this year we have achieved that target. Encouraging the reporting of near hits assists with the prevention of injuries as near hits can be investigated and dealt with before they cause injuries.

Comparison of Injury, Near Hit & RIDDOR Statistics



The graph below charts the trends of incident types and shows the reduction of injuries, along with the increase in near hit reporting. The graph also shows that near hits have overtaken injuries for the first time.

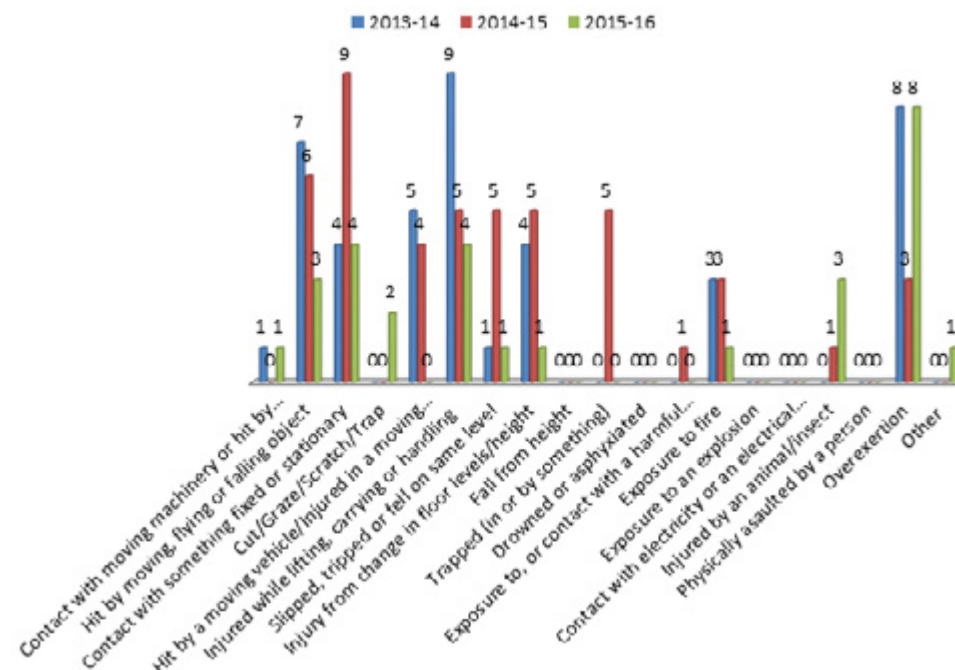
Trend of Events



This all means that the health & safety pyramid model aligns, as it should, for the first time - with near hits sitting at the bottom, injuries in the middle and finally RIDDOR reportable injuries at the peak.

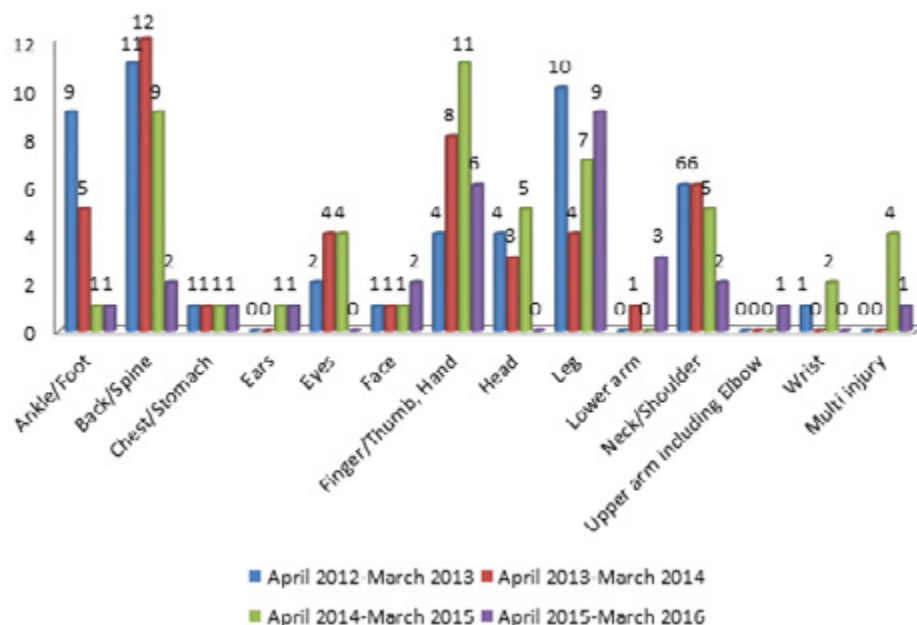
Over the last year we have frequently raised the importance of near hit reporting using our publications, (RI2SI, S&RM Bulletin) and we believe that this promotion has played a part in the overall increase in the figures.

The graph below shows an analysis of causes of accidents. This highlights that 'overexertion' caused the most injuries within a single category (8 injuries) and shows a sharp increase on last year's figures (a rise of 5). This appears to be mainly musculoskeletal injuries. A campaign is being planned for National Health and Safety Week in June 2016 to target this particular area of concern called 'EveryBody Matters'.



Manual handling related injuries continued the downward trend; which is very positive to see after our constructive BackChat campaign in 2014.

The breakdown in the graph below shows the specific area of injury, and highlights that we have seen a sharp reduction in back/spine and neck/shoulder injuries. Finger/thumb and hand injuries have also reduced on last year's results. Leg injuries have increased, as have face injuries and those on the upper arm. We will actively seek to address this in our action plan for next year with our campaign 'EveryBody Matters'.



Vehicle Accident Statistics for April 2015 - March 2016

The total number of accidents in 2015/16 was 59. **This is an increase of 2 (3.5%) on the previous year.**

The table below shows a comparison of accidents for 2014/15 to 2015/16 and the % change.

	No of Accidents	Not on Blues	Reversing	Hitting Stationery Objects
2014/15	57	49	14	35
2015/16	59	46	8	29
Change +/-	3.50%	-6.12%	-42.85%	-17.14%

The number of accidents has increased by 2 compared to the previous year, however, the number of accidents not on blue lights, reversing accidents and collisions with stationery objects have decreased compared to the previous year.

The statistics include all vehicles within the fleet: water ladders, special appliances, officer cars and pool vehicles. This is a total of 256 vehicles.

13 accidents took place whilst an operational vehicle was on a blue light response, and 46 occurred when not on a blue light response. Thus 78% of vehicle accidents occurred when the vehicle was not responding, a decrease of 4% on the previous year.

Out of the 59 accidents, 8 were reversing. Thus 13.5% of vehicle accidents occurred when the vehicle was reversing which is a reduction of 10.5% on the previous year.

29 accidents (49%) involved the vehicle hitting a stationary object, a reduction of 11% on the previous year.

The vehicle accident sub group consisting of representatives from Transport, Learning and Development, Response and Safety and Risk Management, met to discuss vehicle accident statistics. Suggestions were made on how vehicle accidents could be reduced.

The Managing Operational Road Risk service procedure was reviewed and a Collision Monitoring System introduced. It is used to evaluate the severity of accidents. This provides a framework for monitoring those drivers involved in accidents and allows for the appropriate follow up with individual drivers where required.



Performance dashboard

We have specific indicators that measure our health and safety performance:

Accident investigations signed off within 10 days (MI3.1q)

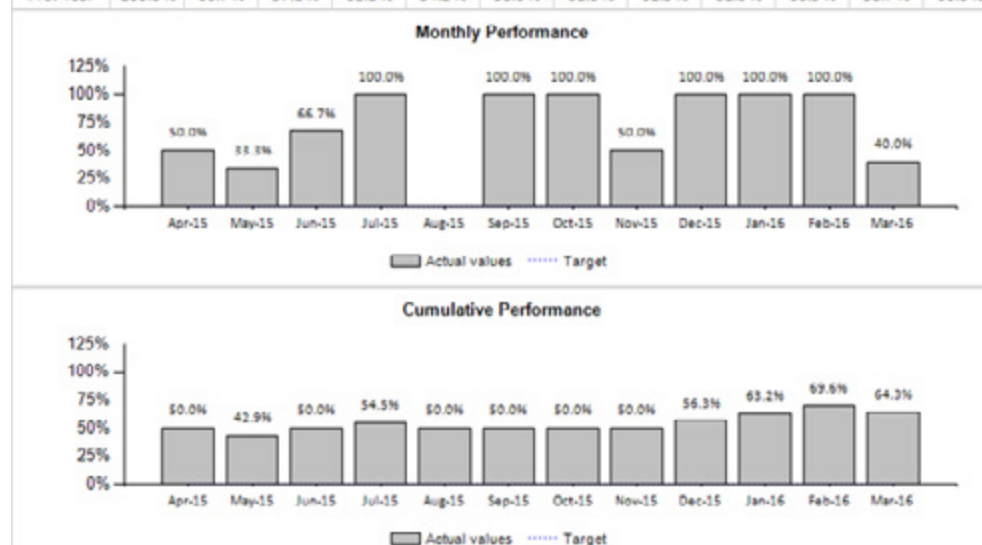
We aim to have an investigation completed and signed off within 10 days. This indicator was designed to encourage accident investigators to examine the causation of an injury and ensure remedial measures are in place as soon as possible to prevent the accident from happening again. The performance indicator illustrates how well we did. This is a leading indicator, designed to identify where procedures are or are not being followed.

Monthly Performance

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
Actual	50.0%	33.3%	66.7%	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	40.0%
Target												
Breakdown	2 of 4	1 of 3	2 of 3	1 of 1	0 of 1	0 of 0	0 of 0	1 of 2	2 of 2	3 of 3	4 of 4	2 of 5
Prev Year	100.0%	50.0%	40.0%	75.0%	33.3%	80.0%	80.0%	60.0%	50.0%	50.0%	33.3%	75.0%

Cumulative Performance

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
Actual	50.0%	42.9%	50.0%	54.5%	50.0%	50.0%	50.0%	50.0%	56.3%	63.2%	69.6%	64.3%
Target												
Breakdown	2 of 4	3 of 7	5 of 10	6 of 11	6 of 12	6 of 12	6 of 12	7 of 14	9 of 16	12 of 19	16 of 23	18 of 28
Prev Year	100.0%	66.7%	57.1%	61.1%	54.2%	58.6%	61.8%	61.5%	61.0%	60.5%	58.7%	60.0%



Performance Indicator Accident investigations signed off within 10 days (MI3.1q)

Our internal performance management process tells us that we have improved on the figures for the time taken to sign-off events. This demonstrates the benefit of the automated reminder system and the follow up at the Health and Safety Committee put in place in 2014. We have seen a 9% improvement since 2013-14.

2013-14	2014-15	2015-16
55%	60%	64%

RIDDOR Incidents (MI3.1p)

RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) occurrences are collated. These provide us with a picture of what is happening in relation to types of adverse events. It is a lagging indicator.

RIDDOR occurrences are specific types of injury (considered to be 'major'); adverse events such as a breathing apparatus failure; or any injury occurring as a result of a work activity where an employee is off sick for more than 7 days. The breakdown of RIDDOR occurrences has been compared to the previous two years:

	2013-14	2014-15	2015-16
Over 7 days	6	3	4
BA failures	-	-	-
Major injuries	-	1	-
Total RIDDOR	6	4	4

Near hits

The performance indicator for near hit reporting (MI3.1r) reveals that the number of near hits reported has increased. The team has used different methods of communication as well as reviewing the mechanisms of reporting in order to raise the profile of near hits. A small number of near hits are also reported via the debriefing system (The DBI form).

Monthly Performance

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
Actual	0	2	7	6	4	1	3	7	3	7	2	1
Target												
Prev Year	3	2	6	4	5	1	2	5	5	1	2	2

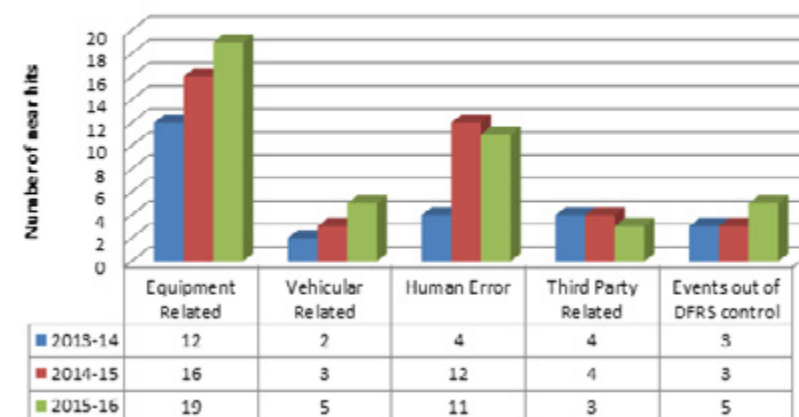
Cumulative Performance (by month)

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
Actual	0	2	9	15	19	20	23	30	33	40	42	43
Target												
Prev Year	3	5	11	15	20	21	23	28	33	34	36	38

Performance Indicator Near hits (MI3.1r)

The issues behind the near hits that were reported have been analysed to determine the types of problems that occurred. The breakdown can be found in the chart below:

Near hits breakdown



It revealed that the majority of near hits reported were equipment related, and the next most common category was human error. The system for reporting near hits is being developed further and it is hoped will encourage more near hits to be reported.

Communication

It is important that safety, health and risk issues are communicated. During 2015/16 we continued to publish 'Report it to Sort it' bulletins in the 'Weekly Information Sheet'.

The aim of this publication is to communicate the number of injuries that have been reported along with vehicle accidents and near hits. It also gives us the opportunity to highlight specific areas of concern and address them. It encourages the reporting of injuries and near hits and allows for us to explain the relevance of reporting and what we learn from doing so. Topics included preventing wrist and hand injuries and how we learn from near hits.



We continued to publish our Safety and Risk Management bulletins. These covered a wide range of topics including stress and mental health and driving in wet conditions. They are also available on the Safety and Risk Management page on our intranet site.

We continued with our noticeboard updates. The layout was displayed on the intranet, complete with hyperlinks that allowed the user to click on any poster they required and print it. This generated savings as the posters were no longer laminated or posted out.

This set-up was first rolled out in 2013 and has proved hugely successful, as it allowed us to make changes to the layout and distribute posters easily.



Looking forward

After reviewing our progress over the year, we then plan for the year ahead, taking into account any identified trends and issues that need dealing with as well as horizon scanning. Activities for the coming year include:

- Supporting and monitoring the on-going Service-wide Face Fit testing for disposable dust masks;
- New campaigns designed to highlight awareness of specific health and safety subjects ('EveryBody Matters' – musculoskeletal injuries, 'Heads-up' – Mental Health awareness);
- Completing the review of generic operational risk assessments and supporting the review of departmental risk assessments;
- Providing assurance that risks are identified at departmental level through communications with managers and their teams using seminars and road shows;
- Completing the system for safety auditing;
- Supporting the review of fire fighter personal protective equipment;
- Automating the system for business continuity plans;
- Promoting a model for decision making;
- Working with Occupational Health and the People and Well-being Team on psychological risk.
- Supporting a project lead by the Operational Assurance Team to research and identify a suitable way forward for the removal of hard metal rings.
- Examining risks associated with the introduction of positive pressure ventilation level 3 and advising on control measures.

EXCELLENT FIRE &
RESCUE
SERVICE
EQUALITY
FRAMEWORK

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Highly Commended
EMERGENCY SERVICES
Sector Award



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