

ANNUAL REPORT 2020/2021

EMPLOYEE WELLBEING

1st April 2020 – 31st March 2021

Cyngor Sir Gâr • Carmarthenshire County Council

	Subject	Page/s
1.0	Executive Summary	
2.0	What We Have Done as a Department Through COVID-19	
3.0	Health and Wellbeing Update	
4.0	Corporate Health and Safety Training	
5.0	Overall Authority Accident / Incident Statistics	
6.0	Overall FTE Days Lost & Authority Sickness Data	
7.0	Overall Authority Occupational Health Data	
8.0	Department Focus – Chief Executive’s	
9.0	Department Focus – Communities	
10.0	Department Focus – Corporate Services	
11.0	Department Focus - Education and Children	
12.0	Department Focus – Environment	
13.0	Priorities for 2021/2022	
14.0	Contact for Employee Wellbeing	

1.0 Executive Summary

This is the Annual Corporate Employee Wellbeing (Health and Safety, Occupational Health, Working Safely and Employee Health and Wellbeing) Report. The report will provide a brief overview of the work the team have been involved in over the past 12 months. This work increased significantly due to COVID-19 and the impact on health, safety and wellbeing of our staff, customers and residents of Carmarthenshire County Council.

The Health and Safety Team initially supported critical services including Care Service, Schools, Waste, Highways, Children / Adult Social Care and other key services to enable them to continue to provide these essential services despite the national pandemic and the uncertainty involved due to the unknown risks and lack of relevant national guidance.

During the pandemic, the health and safety team were recognised as the authority's lead for professional, competent, and balanced advice in the absence of national or public health advice or guidance which assisted in the measured and proportionate decision making required during the early stages of the pandemic.

Following the emergency phase, the health and safety team continued to be a vital and required element of the recovery phase, providing a direct and professional link to Silver and Gold command who would not progress any recovery of a service without the involvement of the strategic health and safety team as they could be assured that the required risk assessments and safe working practices for the services recovering were being undertaken in line with the relevant legislation, guidance and best practice.

The Employee Wellbeing team, quickly responded to the pressures the pandemic placed on the authority by adapting the way in which we provided our support to services. This was achieved by adopting flexible working arrangements, providing immediate access to the Strategic Health and Safety Advisors and providing remote clinics etc.

Despite the demand on the service, responses to queries and concerns from the team were provided efficiently, in line with priorities and to the highest possible standards.

The Strategic Advisors became key members of strategic forums where they were able to provide competent advice and guidance by constantly and consistently reviewing and monitoring Government and Public Health Wales guidance as the pandemic progressed.

The outcome of the work being undertaken resulted in 330 risk assessments, safe working practices, guidance and briefing documents being developed by the team between 1st April 2020 and 31st March 2021. These documents, accompanied by essential visits to support the provision of COVID secure environments, have ensured that the authority, its employees, elected members and the people who access authority services have been able to do so while being assured that risks have been minimised as far as reasonably practicable and in line with Welsh Government legislation and guidance.

Occupational Health services continued to operate on a remote basis and were able to continue to provide essential services to employees who were working in critical roles as well as those employees who were in need of relevant support whilst adapting to new ways of working, who were identified as at a higher risk from Coronavirus and those who were finding coping with the pandemic and its impact on their work and personal life a challenge.

Employee Wellbeing Co-ordinators developed new intranet pages directing employees to a wide range of self-help and other support services in response to the issues being faced such as homeworking, mental health and health fitness interventions. The 1st virtual health and wellbeing fayre was held and provided a variety of online sessions for employees to select from depending on their particular needs and interests.

The Working Safely team adapted its approach to training so they could continue to provide required learning for critical services to enable the safe redeployment of employees from alternative work areas to support business continuity.

Additionally, the report will provide statistical data on the following:

- Accident / incident statistics.
- Sickness absence figures.
- Occupational Health data.

Overall, it has been a challenging year. However this has highlighted the importance of good health and safety leadership, engagement, consultation and imbedding health and safety management as part of the authorities corporate objectives and business planning.

2.0 What Have We Done Through COVID-19?

Health & Safety

Between 1st April 2020 and 31st March 2021, H&S have created, reviewed and maintained, in line with Government guidance, 330 documents which allowed services to operate in a new and safe way during the emergency and recovery phase. The breakdown of these is shown in the table below.

Documentation	Number of Documents Created
FAQ's	1 – overarching which included FAQ's for staff, pupils, managers and members of public.
Forms e.g., Health Assessments / Contact Tracing	3
COVID Guidance e.g., Asthma / Face Coverings / Transport / Remote Working / DSE	16
Risk Assessments (RA) e.g., Service Specific, Overarching, Bespoke.	149
Safe Working Practices (SWP) e.g., Service Specific, Overarching, Bespoke.	161
Total	330

EMERGENCY PHASE

The Health and Safety Team initially, during the emergency phase of the pandemic, provided competent advice to Silver and Gold Tactical Groups and advised and supported critical services. The team ensured compliance with coronavirus regulations, guidance and best practice by developing relevant risk assessments, safe working practices and specific guidance to be followed by all critical services, key support services and all other areas of the authority who were working from home or in alternative roles supporting critical services.

A **brief** overview of **key pieces** of work undertaken in the emergency phase included:

- Development of relevant risk assessments and safe working practices for the Care Homes and Domiciliary Care services to ensure that all required measures identified through Welsh Government and Public Health Wales guidance were being identified and implemented.

- Development of relevant risk assessments and safe working practices to support the safe working arrangements for the preparation and delivery of food parcels from schools and to vulnerable families, and those at the highest risk of Coronavirus who were advised to shield.
- The health and safety team in collaboration with Employee Health and Wellbeing and People Management developed and shared up-to-date guidance for managers and employees who were required to work from home and the requirement to undertake relevant Display Screen Equipment (DSE) assessments were promoted.
- Development of relevant risk assessments and safe working practices for the Refuse and Recycling service who were required to continue operating and maintaining services throughout the pandemic.
- Development of relevant risk assessments and safe working practices for school hubs that were open throughout to provide childcare support for those working in critical services or those classed as vulnerable learners.
- Development of relevant risk assessments and safe working practices for the safe delivery of Domiciliary Care services provided to people in the community.
- Development of relevant risk assessments and safe working practices for other critical services such as Fleet Services and Highways Maintenance who were required to continue essential elements of their service.
- Guidance development and advice for Carmarthenshire County Council employees on specific topics including personal protective equipment (PPE) provision, hand sanitizer provision, asthma and supporting those employees who were in vulnerable categories.
- The health and safety team supported the Property division in identifying and implementing reasonable measures to be introduced at key buildings to ensure that where working from home was not possible the buildings were 'COVID secure'.
- Supported and worked in collaboration with central support services to develop and publish relevant information to be provided to staff including guidance for managers, FAQ's and specific topics.
- Took the lead in providing competent, professional advice to DMT's and senior management teams within departments.

RECOVERY PHASE

The Health and Safety Team were vital in the recovery phase of the pandemic. Each service or element of services who were preparing to resume required risk assessments, safe working practices and where essential, site visits to premises to advise on the requirements specific to each service to ensure their premises were able to be COVID secure.

The Strategic Health and Safety Advisors worked with Directors and Heads of Service and the Gold and Silver Commands to ensure The Authority was Covid compliant.

The large number of RA and SWP demonstrates the necessity for the services managers to have competent advice and support.

The Strategic H&S Advisors provided regular updates and recommendations from Gold and Silver command decisions.

A **brief** overview of **key pieces** of work undertaken to support services in the recovery phase included:

- The health and safety team were involved in the initial development of the recovery documentation including the recovery checklist, risk assessment template and process.
- The health and safety team facilitated site visits to identify and implement reasonable measures to be introduced at relevant buildings to ensure that as services were recovering the buildings being accessed by staff and members of public were 'COVID secure'.
- Health and safety were a key element of any recovery of a service / activity whereby the service was required to engage with health and safety at an early stage in order to develop and 'sign off' risk assessments and safe working practices to enable them to progress through the Silver / Gold recovery process.
- Risk assessments for schools in line with Welsh Government guidance. In addition, visits to schools were undertaken to identify key aspect that were required to enable the safe return to schools both in June 2020 and September 2020.
- Drop-in sessions / workshops for Head Teachers were held to support the development of site-specific risk assessments for each school. The sessions provided opportunities for Head Teachers to raise and discuss any concerns that were being identified and consistent messages to be provided.
- Support with the development of a Social Distancing Toolkit to identify standard items that would be required by all services to resume e.g., signage, screens, floor markings etc.

- The health and safety team have consistently monitored the Welsh Government and Public Health Wales legislation and guidance in order to ensure that the most up-to-date advice, guidance and support was offered to managers.
- The health and safety team worked to support key services in providing relevant and specific risk assessments and safe working practices relating to areas such as registering births and deaths, setting up and working safely in temporary morgues and the provision of wedding ceremonies.
- Additionally, whenever any changes occurred with legislation, guidance or alert levels (including further lockdowns / fire breaks) all relevant risk assessments and safe working practices were reviewed and amended as required.
- As measures were introduced e.g., the requirement wear face coverings etc. were announced, the team developed and produced guidance and liaised with other relevant services (e.g., PPE General, Public Facing Services etc.) to ensure that the measures were understood and implemented as and when required.
- As the development and approval of vaccinations progressed, the health and safety team were involved in the implementation of a Mass Vaccination Centre set up at Y Ffwrnes Theatre and were part of the Vaccination Working Group to provide support and competent advice to support the safe deployment of employees who were identified to work in collaboration with Hywel Dda Health Board to deliver the initial phases of the vaccinations.
- The health and safety team have worked closely with the Test, Trace, Protect and Infection Control teams to enable consistent and competent advice provision across the authority. The teams have developed positive working relationships and share key information and data to manage authority and education services safely.
- The health and safety team undertook the lead in reviewing the compliance of measures introduced during recovery of services and schools. To achieve this the team developed a compliance survey and produced a report for Silver and Gold command groups to provide a strategic overview and reassurance to the Chief Executive and the Corporate Management Team. This was undertaken in line with the identified HSE priorities who were undertaking specific visits to various sectors across the authority.
- The health and safety team, in liaison with key individuals from Education and Infection Control developed risk assessments and procedures to support the Introduction of Lateral Flow Testing within schools.

- The health and safety team, in liaison with key individuals from Communities and Infection Control developed risk assessments and procedures to support the Introduction of Lateral Flow and PCR Testing with Care Homes and Domiciliary Care.
- The health and safety team worked with the Infection Control team to risk assess and develop safe working practices to introduce relevant and safe visits to Carmarthenshire County Council and private sector care homes.

Occupational Health

The Occupational Health Centre adapted its service model on the first day of the initial lockdown so that it could continue to run all clinics remotely. However, for a short period of time, some of our services like Health Surveillance, were paused in line with Government Guidance. Only following HSE and Government updates did this service resume in a limited capacity, on a remote basis. Consultation was undertaken with managers to inform the process to ensure it was easy and efficient for all employees to undertake.

Following a Gold command sign off later in the year, our face-to-face Health Surveillance tests resumed from 01.12.2020. Since this time, we have continued to follow the strict risk assessment and safe working practice in place, to protect the health of all employees required to visit the centre

As mentioned above all Wellbeing Support Service Appointments, Occupational Health Advisor/ Physician and Consultant appointments have all continued virtually either via phone or MS Teams. From feedback provided, the majority of employees have welcomed the change, as often travel, parking, health conditions etc. may all have been barriers to them accessing the centre previously. These reasons could be linked to the 37% decrease we have seen in the number of charged non-attendances.

Employee Wellbeing Support and Advice Service

Due to the heightened concerns raised by staff to managers and the impact on staff wellbeing attributed to the pandemic, the Employee Wellbeing team temporarily launched the Employee Wellbeing Advice and Support Service to support employees through the emergency phase of the pandemic. The self-referral form was accessible to all employees who required extra support, information or signposting.

Individual risk Assessments

When shielding came to an end in August 2020, we saw a steep increase in referrals. All employees in high-risk categories who were unable to work from home and were required to return to the workplace were referred to Occupational health for an assessment by one of our clinicians. These medicals ensured that managers were equipped with important advice and knowledge regarding the health of their employee to enable managers to make appropriate and measured decisions about a return to the workplace.



3.0 Health and Wellbeing Update

1. Introduction

Below is a summary of the work carried out so far in 2020/21. This financial year has been led by COVID-19 related wellbeing requirements.

At the beginning of the year, we entered lockdown and the initial work revolved around dealing with the immediate potential wellbeing issues identified. These included:

- COVID anxiety
- Change in routine
- Reduced connection with people
- Reduced activity (although there was an increase for some)
- Change in habits (linked to change in routine)

As time has gone on, we have been talking with staff and managers as well as business partners including Occupational Health to investigate the wellbeing issues that are arising following the initial emergency. The main issues identified include:

- Post-COVID anxiety
- Fatigue / burnout / tired of COVID
- Loneliness
- Job security / financial issues
- Uncertainty on the future, timescales etc.
- Muscle and joint pain from working from home in temporary conditions
- Personal issues
- Reduced resilience
- Loss of motivation for healthier lifestyles

The below information outlines some of the resources, training, events, and activities which we have produced or been involved in as part of our efforts to help support staff during this period

2. Awareness Raising & Promotion

The following articles were produced and communicated with staff through staff news and within the staff newsletter ([Articles](#)):

- Keeping connected
- Maintaining a routine
- Eat well and stay hydrated
- Keep your mind active
- Mental health resources
- Take a breath
- Staying active
- Take a break and stretch regularly
- Sleep well

- Combating lockdown loneliness
- Personal resilience
- Tips to avoid burnout
- Tackling post lockdown anxiety
- Tips for managing email overload
- Joint pain campaign
- Hobby and interest groups
- Mental Health Training Update
- Work-life balance E-Discussion
- Actif Anywhere
- World Mental Health Day
- National Fitness Day
- World Suicide Prevention Day
- BBQ Safety

Managers Wellbeing Week

- Around 85 managers attended sessions throughout the week on personal resilience, motivation and training on the Managers Wellbeing Toolkit and Talking Toolkit.

E-discussions run

Our organised e-chats allow staff to meet virtually and discuss their experiences during the pandemic, share and talk about their concerns as well as share examples of good practice and ideas with others. We hope to continue running regular sessions on various health and wellbeing topics as we continue to work remotely. The following sessions have been arranged thus far:

- Kindness e-chat
- Work/life balance e-chat
- Keep connected e-chat

Activities

- We have continued with our health-related staff challenges to maintain morale and motivation and hope to arrange further challenges as we continue to navigate through the pandemic. This has included:
 - A virtual Staff Active Challenge
 - Step into Christmas
 - Step into Spring

Health & wellbeing fayre

- Our first ever virtual health and wellbeing fayre was run on the 30th Nov – 4th Dec 2020; 15 sessions were run throughout the course of the week for staff on various health topics
- Examples of sessions included a mental health anti-stigma talk from a Time to Change Wales Champion, Actif Anywhere taster sessions from the Actif team and a mindfulness minute/taster session.

- In total, 109 staff attended the event from all five departments within the Authority
- Resources were available to all staff on an interactive platform after the event for those unable to attend.

3. Documents/resources produced

The following documents were produced and either circulated as PDFs or put onto the intranet.

- Wellbeing guidance for critical services
- Employee support information
- Furlough staff wellbeing
- Looking after your wellbeing intranet page
- Looking after your wellbeing video
- Wellbeing guidance for managers
 - Overall guidance
 - Sample charter
 - Sample action plan
 - Talking Toolkit
 - Flow chart
- Anxiety factsheet
- Managers return to work staff wellbeing guidelines
- Return to work wellbeing support
- Schools looking after your wellbeing page
- Schools return to school wellbeing toolkit
- Wellbeing screensavers
- Keep active challenge
- BYOD wellbeing support
- Virtual meeting best practice
- Staying well while on a period of furlough
- Helping your team stay well while on a period of furlough
- Wellbeing tips for the festive period

4. Presentations delivered

- Environment People Managers event x 2
 - Asked to attend to show the resources and support available for managers and staff.
 - Asked to attend to talk about implementing recommended actions for H&W and what the barriers are.
- IT service meeting x 2
 - Asked to attend to show the resources and support available for managers and staff.
- Headteachers' Wellbeing Drop in Sessions
 - Half-termly session delivered focused on updating Head Teachers on the wellbeing support available to them.

- Promotion of the resources and support that we have available to school staff.
 - Discussion of wellbeing concerns, sharing of good practice.
- Time to Change Wales Conference (**External**)
 - Asked to speak at the conference to share the work that we are doing to support staff's mental wellbeing.
 - Presentation of the mental health support that we have provided staff since becoming a pledged organisation and specifically since the Covid-19 outbreak.
 - Some of the work presented at this conference is to be presented at Mind's upcoming event (Oct 28th) by Time to Change Wales as an example of good practice from one of their pledged organisations.
- Education Support Partnership Conference (**External**)
 - CCC approached by the Education Support Partnership to present at the National Conference to showcase the work that we have been doing to support school staff.
 - Aeron Rees and Sion Walker attended with Aeron providing a presentation at both the Welsh and English conference to share the wellbeing support and resources that we are providing school staff.
- Social Care Wales (**External**)
 - Asked to attend the Social Care Wales Mental Health Conference to do a presentation on the resources and support we are providing to staff.
- H&S Leadership Board
 - Attended H&S Leadership Board to present and look for approval of the Corporate H&W Group Structure.
- Corporate Services managers wellbeing workshops
 - Delivered a presentation on wellbeing for managers in two workshops to all managers.
- Adult Social Care Managers
 - Delivered a personal resilience for managers presentation.
- Heads of Service Forum
 - Delivered a presentation on the Corporate H&W groups' structure.
- People Management Workshop
 - Delivered a workshop on wellbeing to all PM.
- Homes & Safer Communities Staff Forum
- Planning service
 - Delivered workshop on talking toolkit.

The work is being recognised both internally and externally, with the team being asked to represent CCC at external events to promote and share the good practice.

5. Training organised / E-learning

Training organised

- Managing Mental Health in the Workplace for all People Managers
 - Virtual sessions piloted in June with positive feedback.

- Further rollout in October; 4 sessions now confirmed and fully booked for Oct & Nov.
- Managing Mental Health in the Workplace for all Head Teachers
 - Tailored course for leadership staff within schools.
 - 64 Headteachers have attended the course so far.
- Mental Health Awareness for all staff
 - 4 sessions now confirmed for November; further dates to be confirmed as required.
- Time to Change Wales Champion training
- Mental Health First Aid Training

E-Learning developed

- Personal resilience e-learning module
- *Alcohol and substance misuse policy e-learning (in draft)*

6. Events/training/webinars attended

- Employee Wellbeing Congress
- National Workplace Health & Wellbeing Conference
- Men's health and COVID-19
- Avoiding burnout
- Men's Health Champion training
- Mental Health First Aid England webinars
- Keeping entertained and connected from home
- Maintaining domestic harmony and positive relationships
- Best practice for remote working: in the context of COVID-19
- Health Education & Improvement Wales and Social Care Wales' Informing the Future of the Mental Health Workforce event

7. Strategy / policies

Health and wellbeing strategy

- Ideas have been gathered about what the strategy could include. Aims and objectives currently exist but need to be updated.
- A H&W Strategy Task & Finish Group will be set up to do the core work on the strategy which will then be consulted on with the Corporate H&W Group and subgroups.

Stress and mental health policy

- The existing stress and mental health policy is being reviewed and updated in line with the increasing priority of these areas within the authority.

8. Intranet

Intranet pages developed in order to provide a resource for all aspects of wellbeing

- New Health and Wellbeing section
 - Health and wellbeing coordinator profiles
 - Stress, mental health & emotional wellbeing
 - Back & joint pain

- Lifestyle advice
 - Eating well
 - Staying physically active
 - Staying mentally active
 - Switching off and sleeping well
 - Giving up smoking
 - Reducing alcohol consumption
 - Managing menopause
 - Stretching regularly
 - Self-help check
- Guidance for managers and headteachers
 - Guidance for managers
 - Guidance for headteachers
- Help and support
 - Social care help and support
- Events and activities
- Strategies and action plans
- Health and Wellbeing Champions

Health and wellbeing triage/contact form

- A new contact e-form has been developed and is available to all staff via our new health and wellbeing intranet pages
- This new form gives staff the option to:
 - request support, information, or guidance on various health topics
 - provide ideas and suggestions for additional support, events, or activities
 - express an interest in becoming a health and wellbeing champion

9. Health and Wellbeing Champions

- Continuation of Health & Wellbeing Champion recruitment; now more than 60 Champions throughout the authority and over 60 in schools
- Microsoft Teams group created for regular and convenient communication with Champions
- Regular virtual meetings run to keep Champions up to date with the latest support and resources, events, promotions, and activities etc. Sharing of good practice and ideas, discussion of wellbeing concerns.
- Currently looking into additional learning and development opportunities which we can offer to Champions. Time to Change Champions training delivered to 13 Champions in January 2021

10. Targeted

Schools

- Continuation of pilot project with 4 schools (recommenced Sept 2020) - Results of which will be analysed to inform wider schools wellbeing support.
- Co-production of 'Welcome Backpack' to support schools staff in June 2020 following the closure of schools.

- More targeted approach on supporting Head Teachers' wellbeing
 - Half termly drop-in sessions for HTs on the theme of their Wellbeing
 - Wellbeing focus group set up to input into the support developed for HTs Wellbeing
 - Chair of Governors received training specifically on supporting HT's wellbeing
 - ACAS Managing Mental Health training available for all school leaders (64 trained so far)
- Health and Wellbeing Champions scheme has been introduced in schools – 60 Champions have been nominated so far, who will lead on staff wellbeing in their respective schools
- 3x 5-minute Mindfulness drop-in sessions open to all school staff to initiate calm and focus on the beginning of the school day, were delivered in November
- Collaboration with Education Support charity ongoing. Developing of a workshop for Carmarthenshire schools

Environment

- Invited to attend various meetings with DMT team as well as present at two People Manager's events
- Environment H&W group
 - Group formed and two meetings held
 - Still missing representatives from Highways and Waste Services Areas.
 - Environment Health & Well-being survey sent out end of March
- Planning
 - Working with planning to investigate the current wellbeing of staff and support work ongoing following recent audit.
 - Completed health and well-being survey for planning
 - Created action table in conjunction with head of service and champions
 - Has been to BMT for approval and all managers have taken it to their teams
- Property
 - Discussions ongoing with cleaning following high stress sickness on how we can support staff
 - Following a recent staff survey, had discussions with Property Maintenance about the number of staff with fair wellbeing
- Environment are continuing their yoga sessions virtually for staff.

Communities

- Asked to contribute into the Domiciliary & Residential Care Sickness report. Provided a report on wellbeing options.
- Dom Care
 - Working with Domiciliary Care to undertake a wellbeing assessment which links to the above, the appraisal trial and follows on from the pilot project. Survey analyzed. Have met with project group and we have drawn up some draft actions which has been presented to supervisors and seniors. Meeting again early April to firm up actions.

- Business Support
 - Working with Business Support to make assessment of current wellbeing level. Survey has been sent out and is currently being analysed. Survey analysed and results taken to managers who are putting suggestions for actions. Meeting booked for after Easter to start drafting actions.
- Residential Care
 - Working with Residential Care to look at their staff wellbeing. A H&W survey has been sent out and analysed. Care homes have been sent their individual homes responses for action. Action plan to be developed.
- Put together a programme and costs for Jake Morgan to provide group wellbeing support service sessions to care homes and options for 1:1 support
- Working with Adult Social Care to see how we can support their staff. Looking at a peer-to-peer support network.
- Agreed to have the H&W group as part of the H&S group. Have held one meeting to agree terms of reference. Next meeting after Easter.

Corporate Services

- Attended manager wellbeing workshops
- Actions have come out of these and progress is being made on these actions
- Corporate Services H&W group has been formed and first meeting held. Agreed terms of Terence and decided on H&W survey for department.

4.0 Working Safely - Corporate Health and Safety Training

The planned health and safety training programme for 2020-21 was severely affected by the suspension of face-to-face training as a result of the Covid pandemic and the associated restrictions enacted by Welsh Government. This resulted in a shift from practical training, to MS Teams based support, drop-in MS Teams workshops and online videos.

The Working Safely Advisors were also redeployed for a period to support other critical services.

Training during this period was restricted to short windows of opportunity where face-to-face training was prioritised to essential practical training identified as being critical to service continuity e.g., Manual Handling training for new Domiciliary Care staff or non-practical training that was essential, but could be delivered via Teams e.g., Epilepsy Awareness Training for Passenger Assistants.

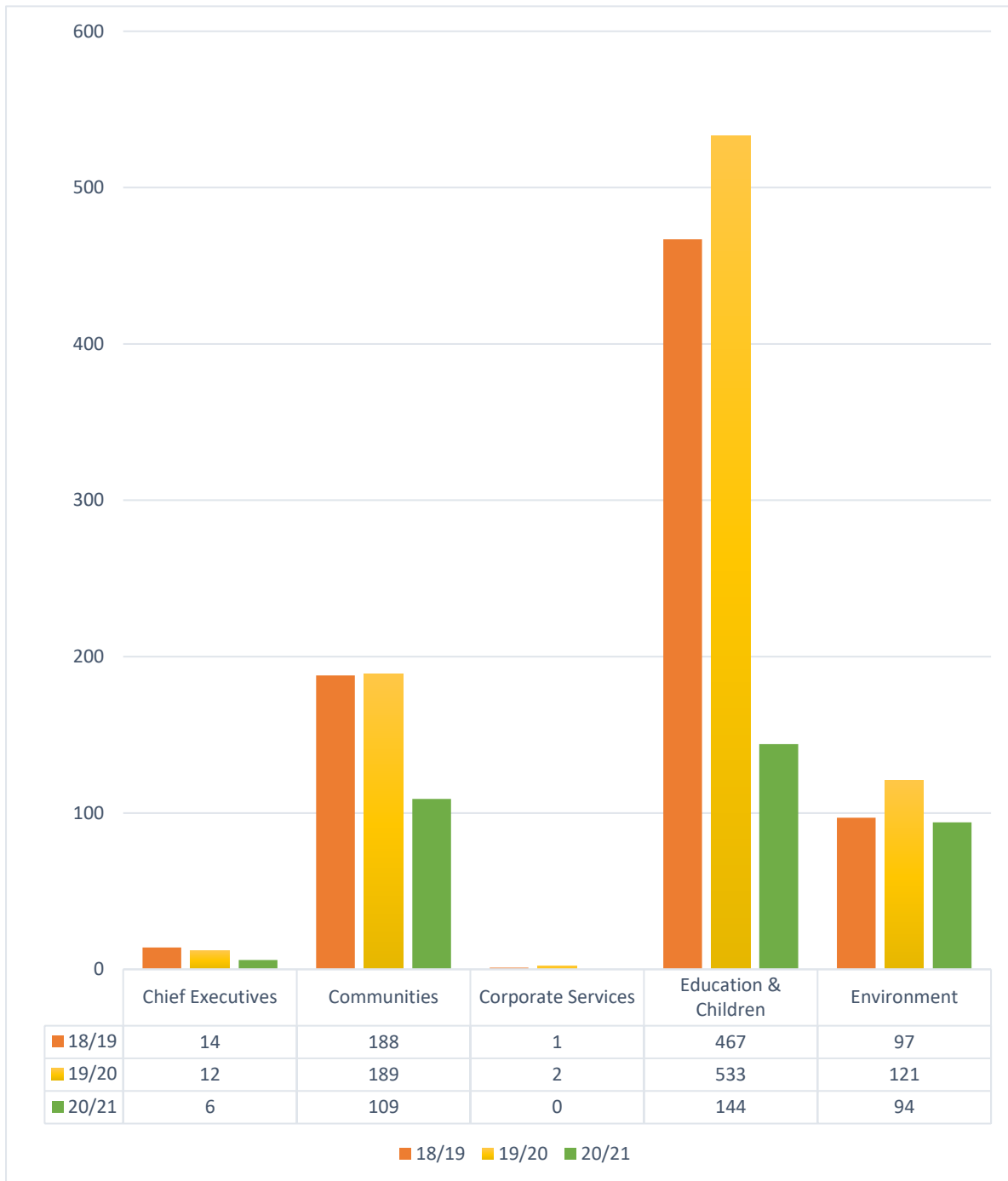
The following training was completed:

1. Covid Management workshops for head teachers available to schools and other Education and childcare settings. These were provided to support the Head Teacher and other key education staff on the specific challenges faced. They included an overview of the risk management requirements and implementation of safety measures to maximise safety within their premises.
2. Working Safely Advisors supported OD to develop manual handling training videos to support staff who were seconded into care settings and online “Conflict Management” online programmes for staff moved to public facing roles included the delivery of food parcels to vulnerable persons in the community.
3. Covid management workshops for managers and staff in school hubs. A brand-new education model was created to provide childcare hubs for the children of key workers and those classed as vulnerable learners. In the absence of any Welsh Government guidance, the team worked to reduce risks and introduce measures to include creating contact bubbles, effective cleaning regimes and infection prevention and control measures and health assessments for pupils on arrival as well as self-isolation procedures for pupils displaying known COVID symptoms.
4. The volume of enquiries from Head Teachers was becoming overwhelming and similar issues and themes were re-occurring. In order to address this, drop-in sessions / workshops for Head Teachers were held initially 3 times per week to enable Head Teachers to attend and raise any concerns or queries that were specific to their schools

and enable others to share good practice to enable peer to peer sessions so there was a consistent approach and advice across all schools.

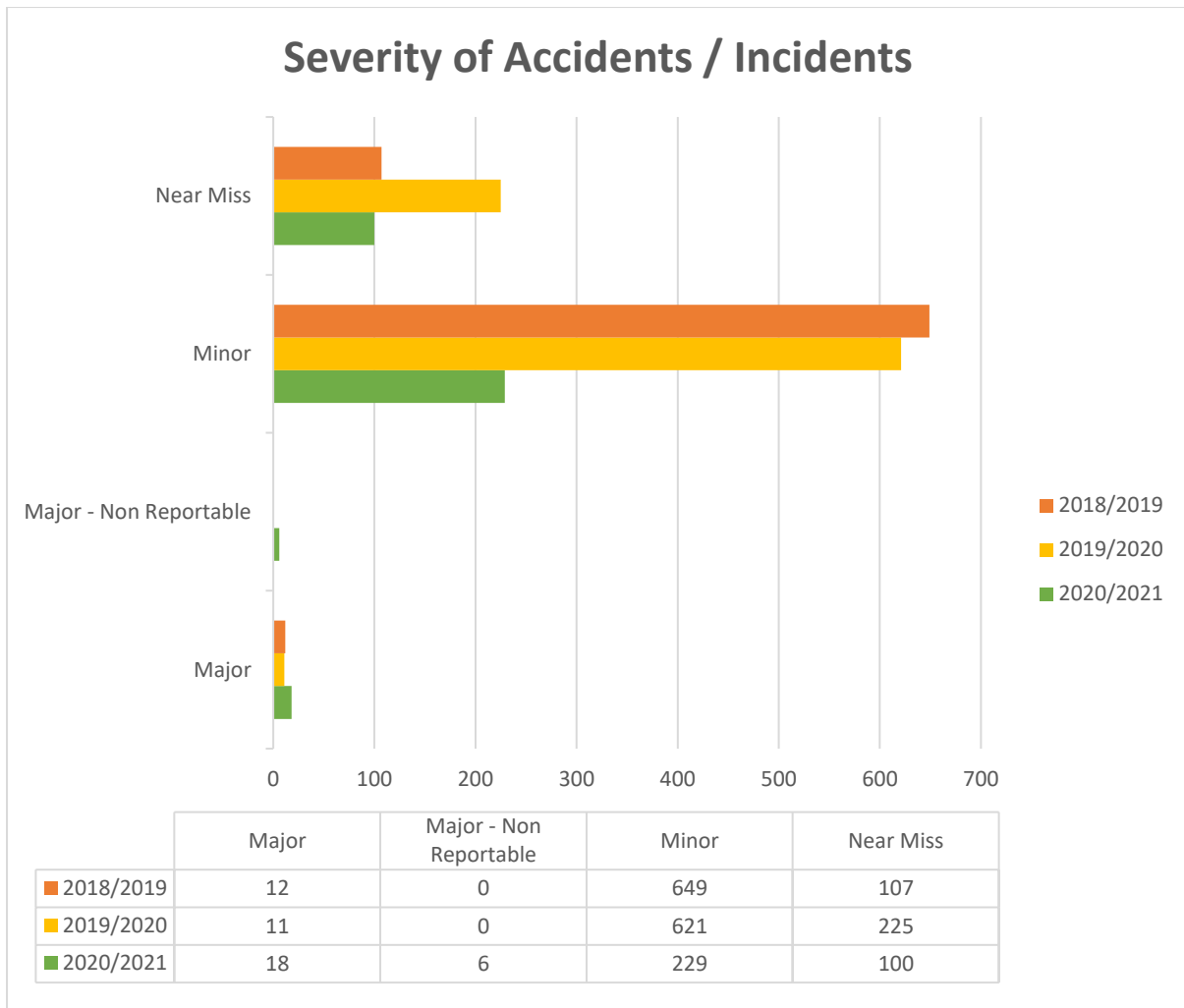
5. Additionally, as school re-opening was announced and preparation began for the 'keep in touch' sessions in June and the full re-opening in September, drop-in sessions / workshops for Head Teachers were held to discuss the development of site-specific risk assessments for each school. The sessions provided opportunities for Head Teachers to raise and discuss any concerns that were being identified and consistent messages to be provided. This further developed when the Kent variant was identified and became an additional consideration for schools in their risk assessments for a safe return following the summer break.
6. Epilepsy Awareness training (via MS Teams):
 - a. Passenger Assistants x 6 workshops
 - b. Myrddin Unit x 2 workshopsThese are workshops that are critical to support the safe transportation of children with epilepsy.
7. First Aid at Work Refreshers and Emergency First Aid at Work courses were held as soon as the HSE relaxation and extension to certification was lifted to ensure that certification remained current.
8. Pediatric Emergency First Aid at Work courses (schools) were held to ensure that schools met the legal requirements for provision of qualified staff upon re-opening of schools in the Autumn term.
9. Manual Handling – Three Day Client Handling Foundation (Domiciliary Care) were held following recruitment into the service to enable the safe and effective provision of care and to support business continuity.
10. Drop in session for the Registrars service were held to support the recovery of their services and provide an opportunity to raise any queries or concerns as they were preparing the service re-opening.

5.0 Overall Authority Accident / Incident Statistics



Total Accidents / incidents reported:

2018/2019	=	767
2019/2020	=	857
2020/2021	=	353



Key to Severity

A fatality is where an accident / incident that was due to or in connection with a work activity has resulted in a fatal injury.

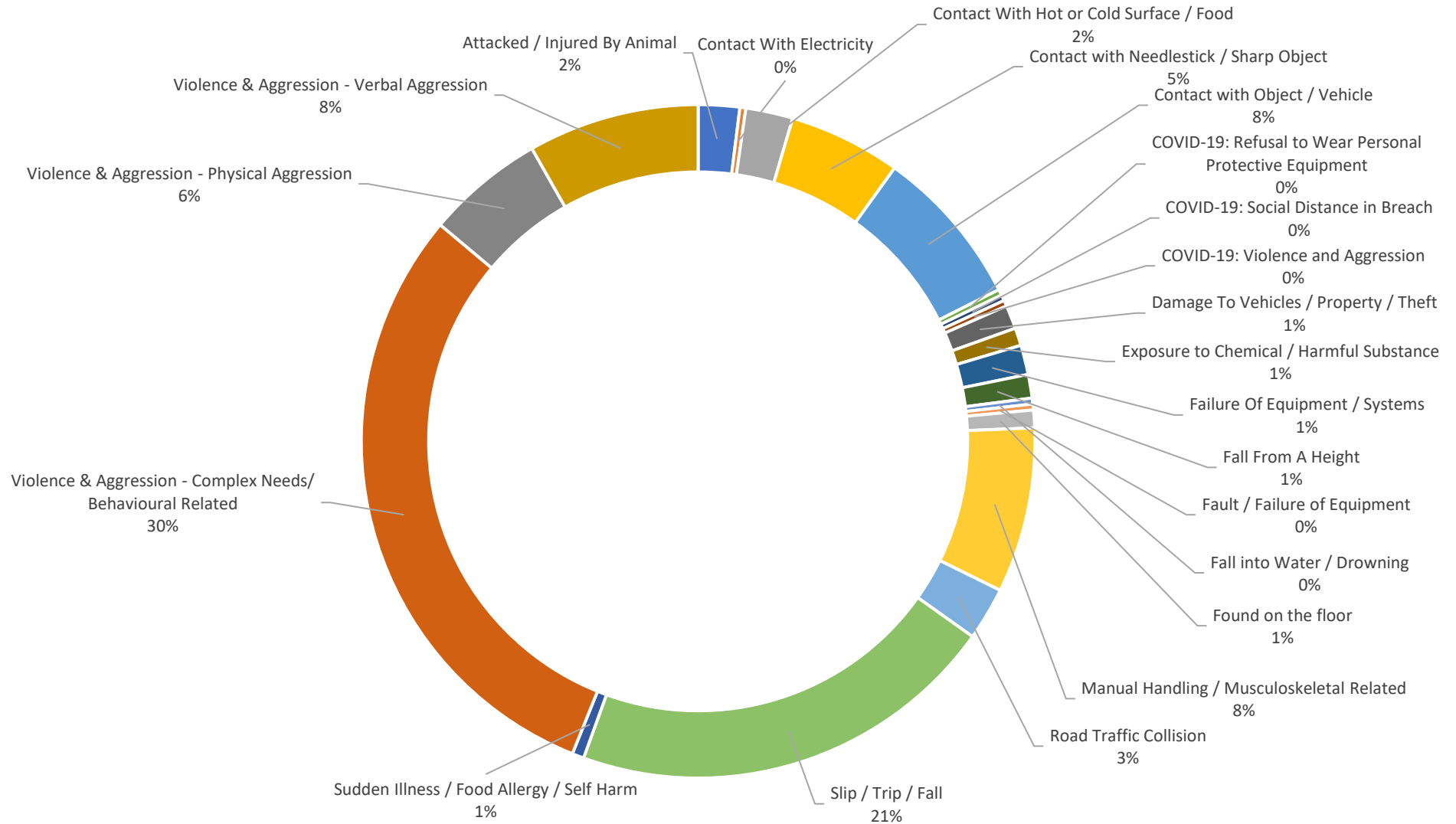
A major injury is any accident / incident that is reportable to the HSE as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

A minor injury is defined as any injury due to or in connection with a work activity that has resulted in an injury requiring no more than first aid treatment. It may also include more serious injuries that are not reportable as defined in the major injury description above.

A near miss is defined as an accident or incident that did not result in injury but had the potential to.

All the above are monitored and amended as required by the Employee Wellbeing Health and Safety Advisors.

Causes of Reported Accidents/Incidents 20/21



Analysis of Causes / Trends

Violence and Aggression – Complex Needs / Behaviour Related

30% of accidents / incidents recorded were due to Violence and Aggression – Complex Needs / Behaviour Related. There were a total of 97 accidents/incidents in relation to the above. These are primarily reports from:

- Adult Social Care (11)
- Childrens Services (10)
- Homes & Safer Communities (6) / Property (1)
- Primary (9) Secondary (4) & Special Education Schools (56)

Slip, Trip, Fall

21% relate to accidents/incidents categorised as slips, trips or falls.

The category is split between:

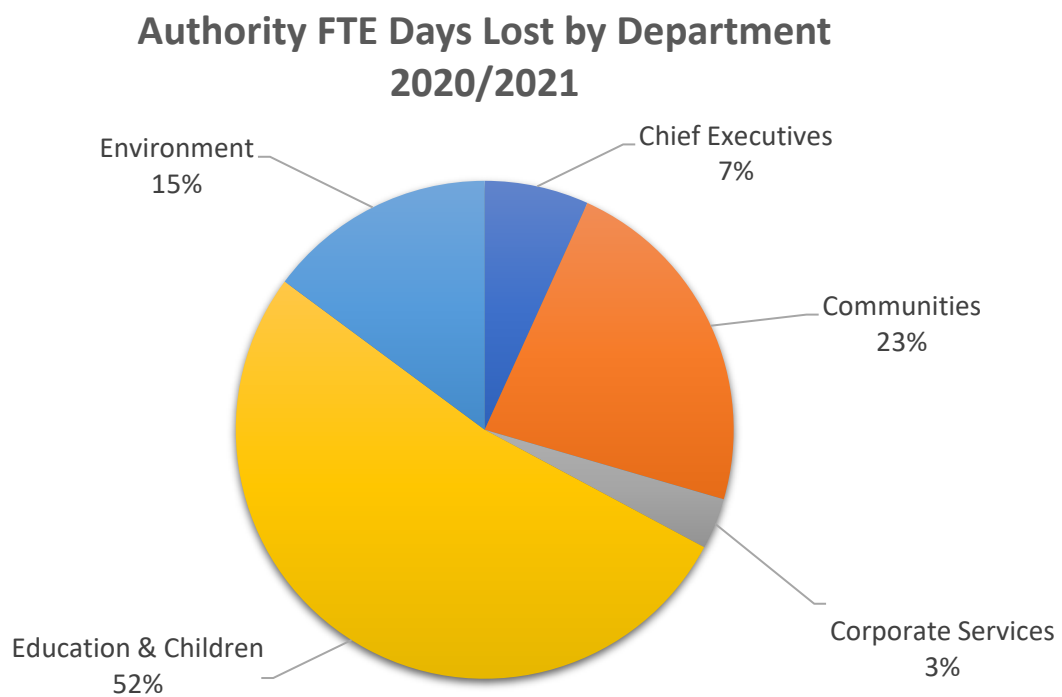
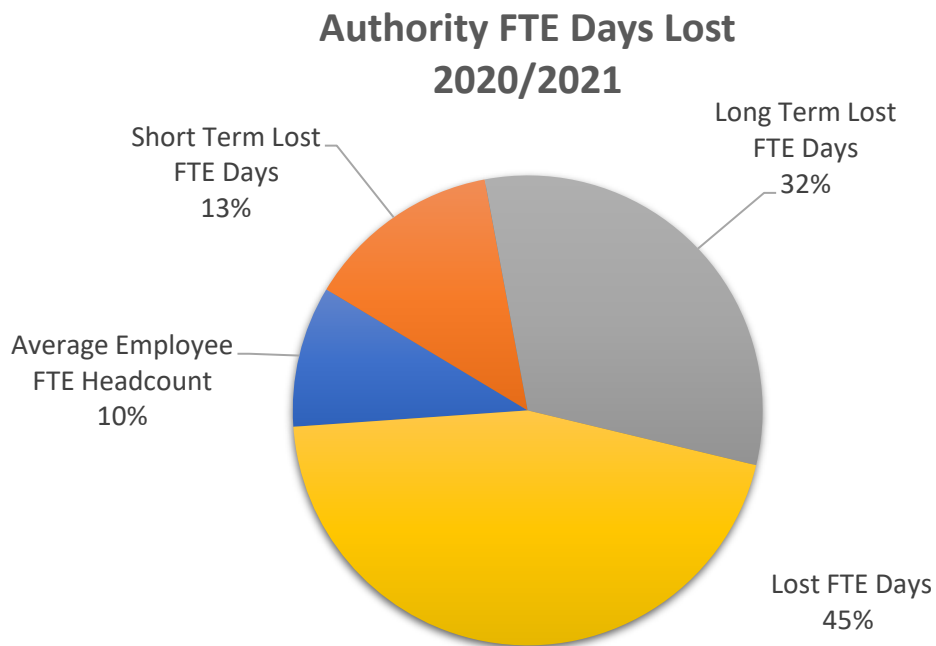
Communities	-	37%
Education & Children	-	31%
Environment	-	32%

Other

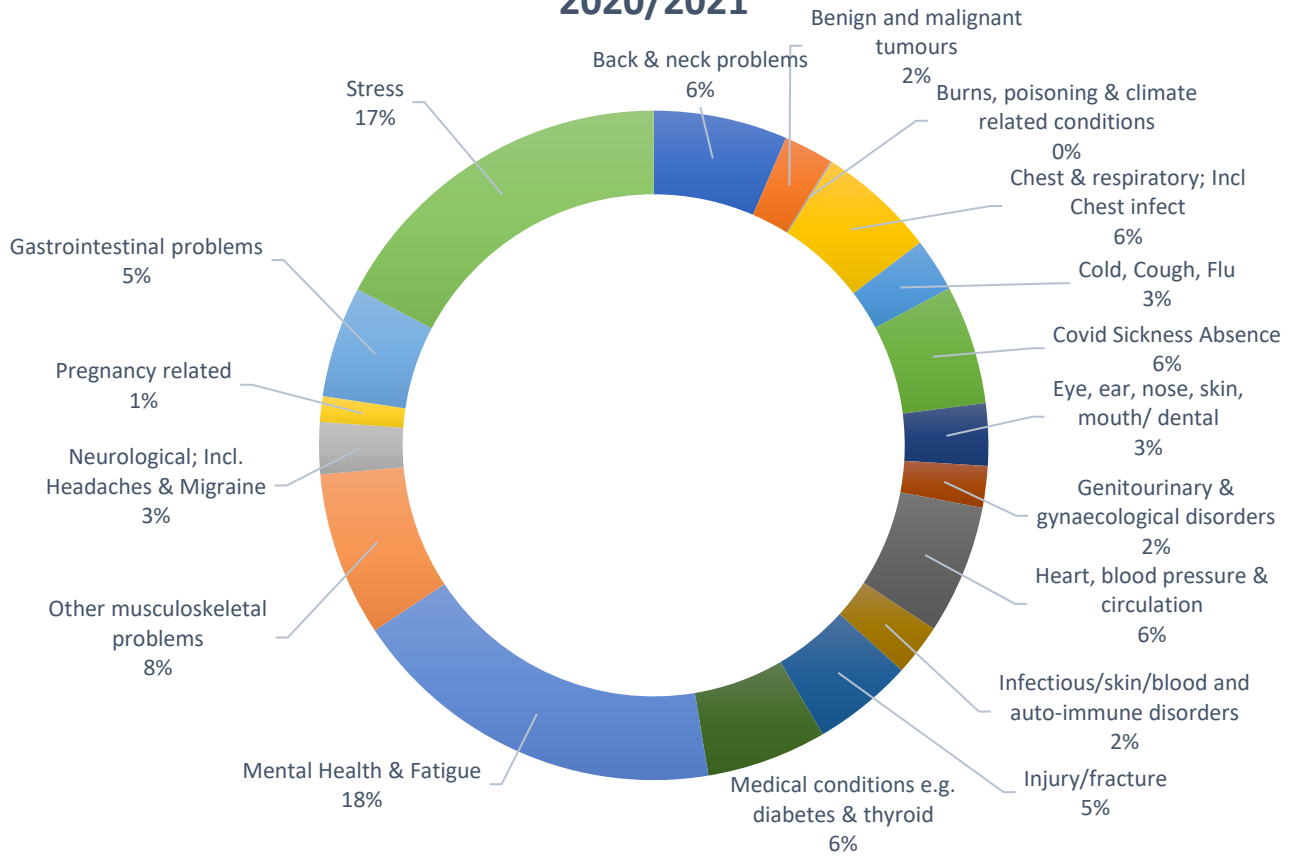
The other categories accounting for the highest numbers of reports are:

Contact with Object / Vehicle	-	8%
Manual Handling / Musculoskeletal	-	8%
Violence and Aggression – Verbal Aggression	-	8%
Violence and Aggression – Physical Aggression	-	6%

6.0 Overall FTE Days Lost & Authority Sickiness Data



Authority Total Sickness & Reason Detail 2020/2021



7.0 Occupational Health Data

Occupational Health Appointment Data

The below table illustrates the total number of attended appointments within the periods set out below. As can be seen from the below, Occupational Health attended appointments (20/21) have decreased by 13% on the previous year (19/20). This is likely due to a culmination of factors attributed to the Coronavirus pandemic such as redeployment/ furlough/ home working etc.

Departments	18/19 Attended Appointments	19/20 Attended Appointments	20/21 Attended Appointments
Chief Executives	263	245	211
Communities	1201	1374	1326
Corporate Services	59	123	114
Education & Children	1641	1825	1746
Environment	940	999	698
External	431	673	443
Grand Total	4535	5239	4538

The Occupational Health Centre continued to run all clinics remotely. However, for a short period some of our services, like Health Surveillance, were paused. This is likely to be the overarching reason for the reduction in appointments within the Environment and Communities departments.

From feedback provided, the majority of employees have welcomed the change of virtual meetings (phone/MS Teams). Often travel, parking, health conditions etc. may all have been barriers to them accessing the centre previously. These reasons could be linked to the 37% decrease we have seen in the number of charged non-attendances.

Department	Charged Non-Attendance 18/19	Charged Non-Attendance 19/20	Charged Non-Attendance 20/21
Chief Executives	16	17	14
Communities	120	143	106
Corporate Services	5	5	4
Education & Children	120	168	103
Environment	104	73	41
External	40	71	28
Grand Total	405	477	296

Appointment Breakdown

The table outlines below the appointment breakdown per department during the period between April 2020 and April 2021.

Department	Appointment Breakdown 20/21					
	OHA	OHP/OHC	*All WSS Appts	H/S (Including New employments Screening)	*Other	Total
Chief Executives	20	8	181	0	2	211
Communities	225	133	911	44	13	1326
Corporate Services	16	8	85	0	5	114
Environment	100	40	244	309	5	698
Education & Children	219	95	1401	20	11	1746
External	154	101	100	82	6	443
Total	734	385	2922	451	43	4538

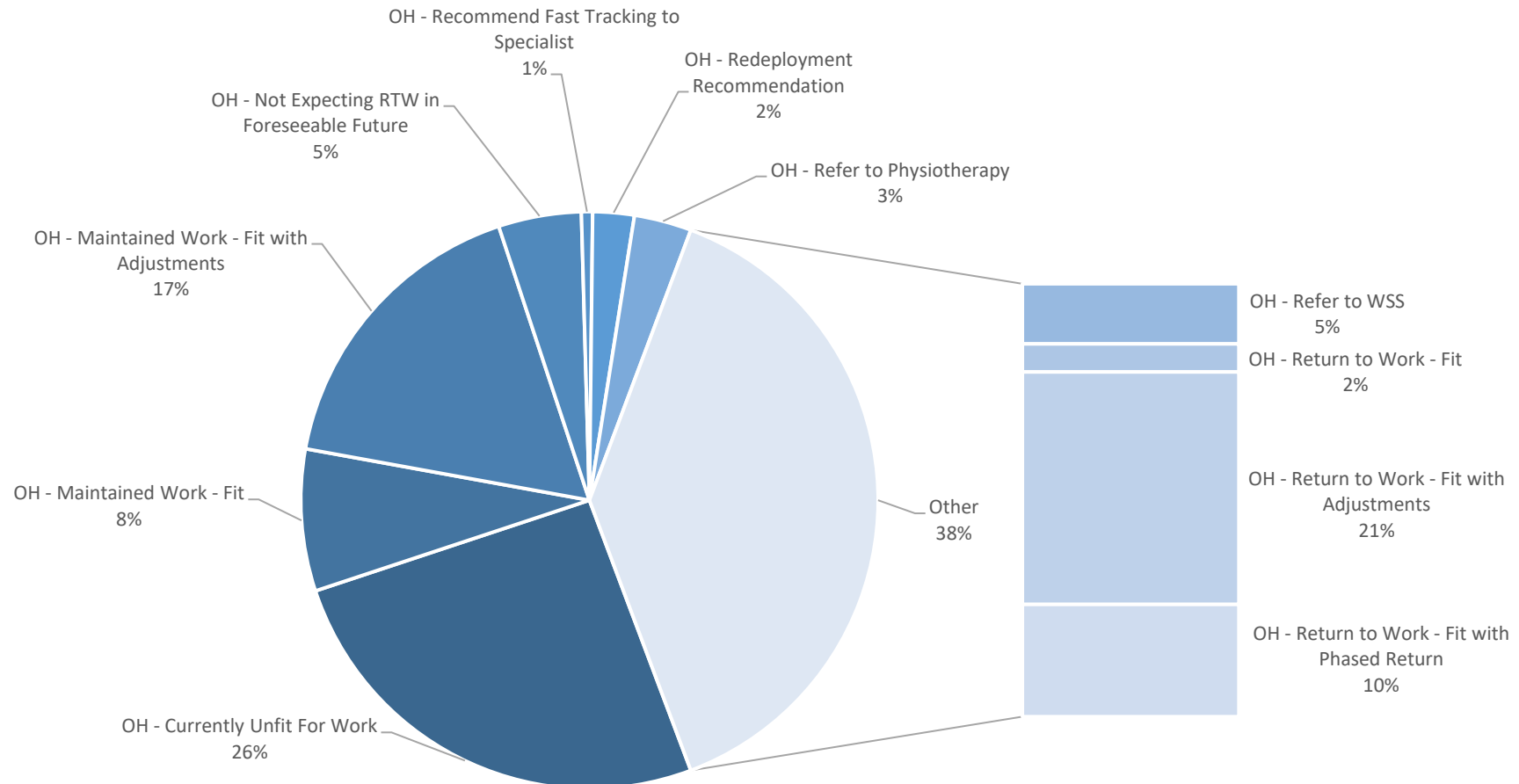
**Other Appointments include: Chair Assessments, Ill Health Retirement Appointments with the pensions doctor, Case Conference*

**All WSS refers to both initial assessments and all follow up appointments.*

As can be seen from the below chart, following the appointments the majority of employees are either maintaining or returning to the workplace with or without adjustments. However, there are a large number of employees receiving the outcome "Currently Unfit for work". When broken down to reasons the largest proportion at 33% is attributed to Stress Mental Health and Fatigue followed by Musculoskeletal problems which makes up 19%.

Appointment Outcomes

The below chart table highlights the appointment outcomes from all fitness for work assessments, which are undertaken by the Occupational Health Advisor, Physician and Consultant.

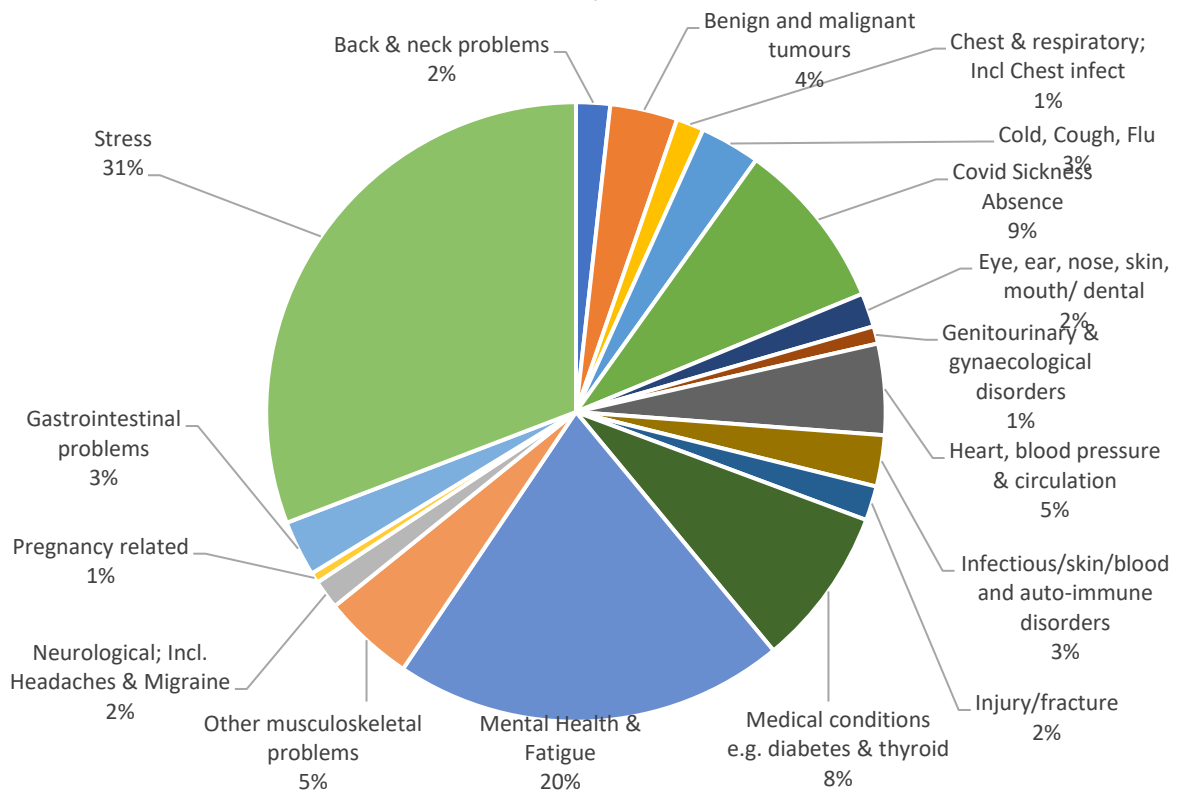


8.0 Department Focus – Chief Executive’s

Accident / Incidents by Division

Chief Executives’ 2020/2021	Minor	Near Miss	Grand Total
Media and Marketing	0	6	6
Violence & Aggression - Verbal Aggression	0	6	6
2020/2021	0	6	6
2019/2020	4	8	12
2018/2019	6	3	9

Nature of Illness within Chief Executives
2020/2021



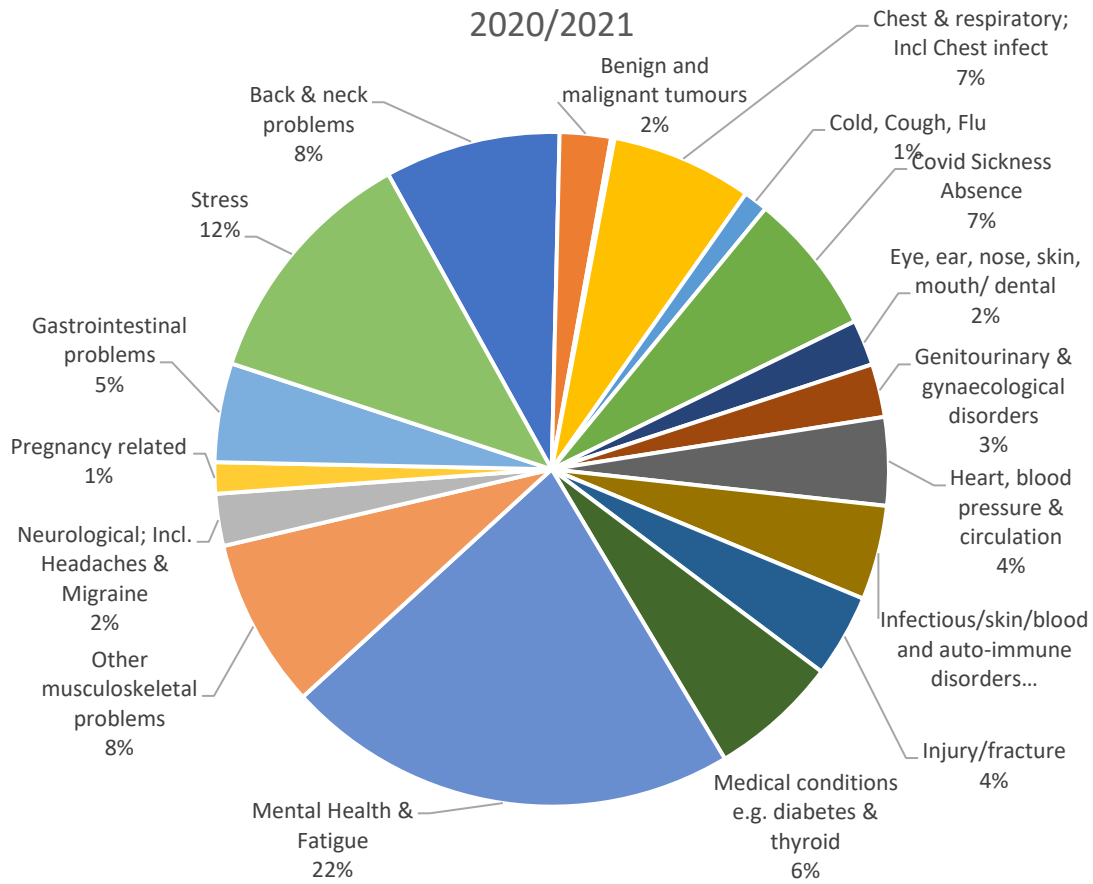
9.0 Department Focus – Communities

Accidents / Incidents by Division

Communities 2020-2021	Major	Minor	Near Miss	Grand Total
Adult Social Care		33	11	44
Attacked / Injured By Animal		2		2
Contact with Needlestick / Sharp Object		2		2
Contact with Object / Vehicle		2		2
Fall From A Height		2		2
Manual Handling / Musculoskeletal Related		6	1	7
Road Traffic Collision			1	1
Slip / Trip / Fall		11	2	13
Sudden Illness / Food Allergy / Self Harm			1	1
Violence & Aggression - Complex Needs/ Behavioural Related		7	4	11
Violence & Aggression - Physical Aggression		1	1	2
Violence & Aggression - Verbal Aggression			1	1
Business Support & Service Improvement	1			1
Violence & Aggression - Verbal Aggression	1			1
Commissioning			1	1
Violence & Aggression - Verbal Aggression			1	1
Delta Wellbeing		2	1	3
Attacked / Injured By Animal			1	1
Manual Handling / Musculoskeletal Related		1		1
Slip / Trip / Fall		1		1
Homes & Safer Communities		33	16	49
Contact with Needlestick / Sharp Object		1		1

Contact with Object / Vehicle		2		2
Failure Of Equipment / Systems		2	1	3
Found on the floor			1	1
Manual Handling / Musculoskeletal Related		5	1	6
Slip / Trip / Fall		9	1	10
Violence & Aggression - Complex Needs/ Behavioural Related		3	3	6
Violence & Aggression - Physical Aggression		10	4	14
Violence & Aggression - Verbal Aggression		1	5	6
Integrated Services		6	1	7
Contact with Needlestick / Sharp Object		1		1
Contact with Object / Vehicle		1		1
Fall From A Height		1		1
Manual Handling / Musculoskeletal Related		1		1
Slip / Trip / Fall		2		2
Violence & Aggression - Verbal Aggression			1	1
Leisure	1	2	1	4
Contact With Hot or Cold Surface / Food		1		1
Contact with Object / Vehicle		1		1
Slip / Trip / Fall	1			1
Violence & Aggression - Verbal Aggression			1	1
2020/2021	2	76	31	109
2019/2020	3	118	68	189
2018/2019	3	146	39	118

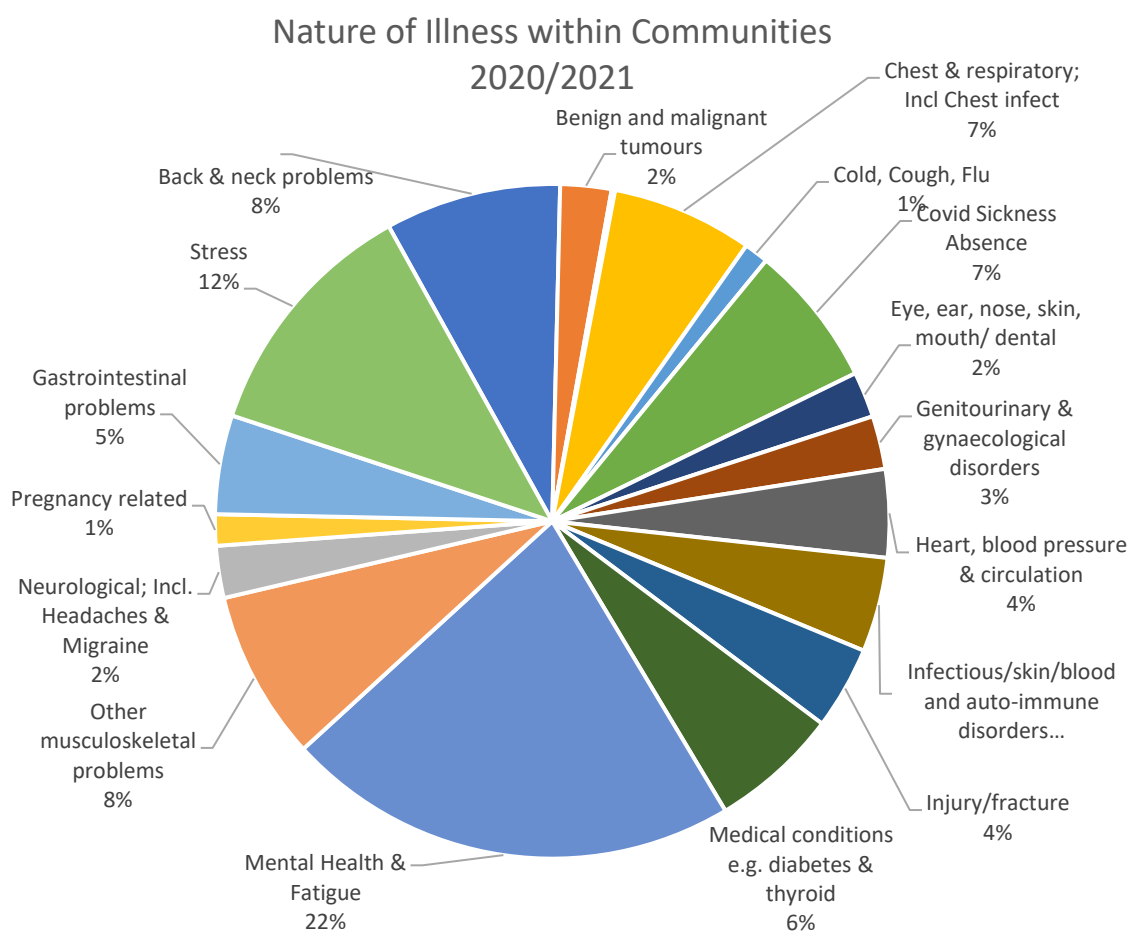
Nature of Illness within Communities 2020/2021



10.0 Department Focus – Corporate Services

Accidents / Incidents by Division

Corporate Services 2020/2021	Minor	Near Miss	Grand Total
	0	0	0
2020/2021	0	0	0
2019/2020	1	1	2
2018/2019	1	0	1



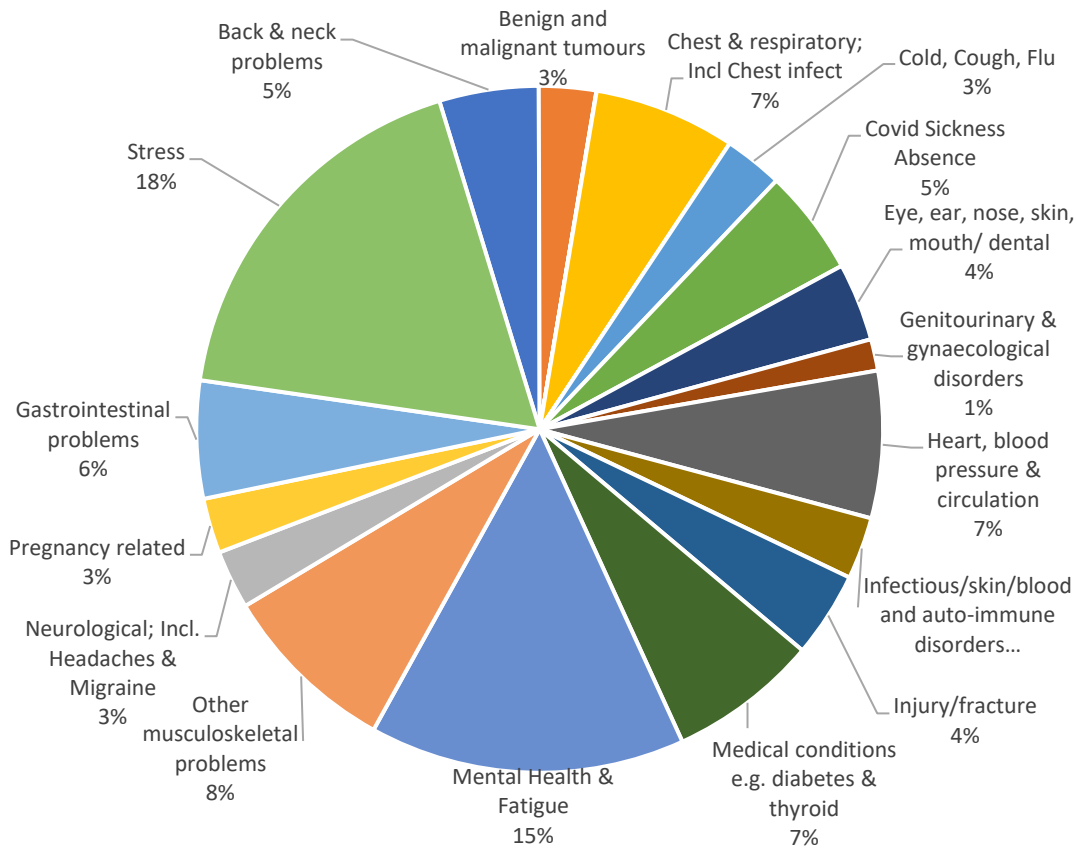
11.0 Department Focus – Education & Children

Accidents / Incidents by Division

Education & Children 2020-2021	Major	Major - Non Reportable	Minor	Near Miss	Grand Total
Children Services	1	1	15	9	26
Contact with Needlestick / Sharp Object			1		1
Damage To Vehicles / Property / Theft			1		1
Road Traffic Collision				1	1
Slip / Trip / Fall			2		2
Sudden Illness / Food Allergy / Self Harm		1			1
Violence & Aggression - Complex Needs/ Behavioural Related	1		10	4	15
Violence & Aggression - Physical Aggression			1	1	2
Violence & Aggression - Verbal Aggression				3	3
Education and Inclusion Services	1		10	1	12
Contact With Hot or Cold Surface / Food			4		3
Contact with Needlestick / Sharp Object			1		1
Contact with Object / Vehicle			2		2
Exposure to Chemical / Harmful Substance				1	1
Slip / Trip / Fall	1		3		4
Primary Schools		4	10	7	21
Contact With Hot or Cold Surface / Food			1		1
Found on the floor				1	1
Slip / Trip / Fall		3	1	2	6
Violence & Aggression - Complex Needs/ Behavioural Related		1	7	1	9

Violence & Aggression - Physical Aggression			1		1
Violence & Aggression - Verbal Aggression				3	3
Secondary Schools	1		13	1	15
Contact with Needlestick / Sharp Object			3		3
Contact with Object / Vehicle			1		1
Failure Of Equipment / Systems			1		1
Found on the floor			1		1
Slip / Trip / Fall			3	1	4
Violence & Aggression - Complex Needs/ Behavioural Related	1		3		4
Special Schools			59	5	64
Contact with Needlestick / Sharp Object			1		1
COVID-19: Social Distance in Breach			1		1
Slip / Trip / Fall			2		2
Violence & Aggression - Complex Needs/ Behavioural Related			55	5	60
Voluntary Aided Schools	1		2		3
Manual Handling / Musculoskeletal Related			1		1
Slip / Trip / Fall	1		1		2
Ysgol Y Bedol			1		1
Slip / Trip / Fall			1		1
(blank)			2		2
Slip / Trip / Fall			2		2
2020/2021	4	5	112	23	144
2019/2020	3		433	97	533
2018/2019	0	5	429	34	468

Nature of Illness within Education & Childrens Services 2020/2021



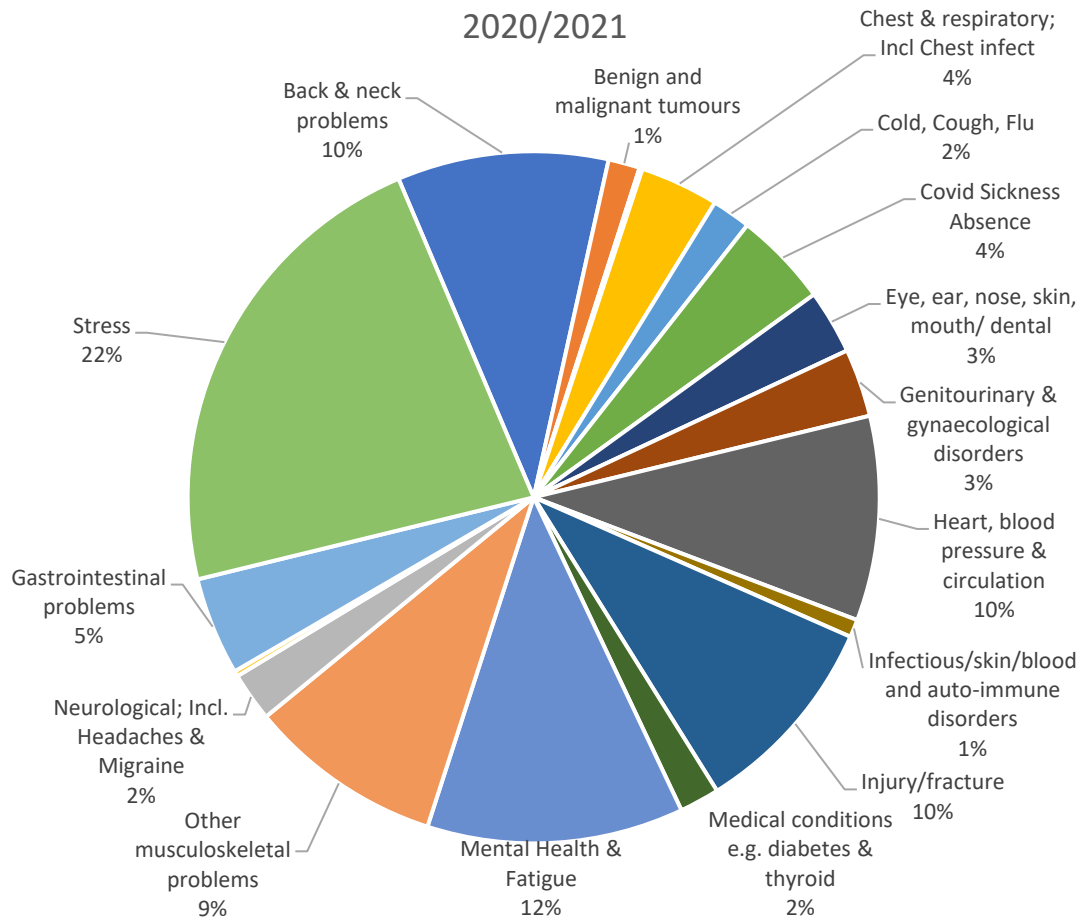
12.0 Department Focus – Environment

Accidents / Incidents by Division

Environment 2020-2021	Major	Major - Non Reportable	Minor	Near Miss	Grand Total
Business Support & Performance			1	1	2
Slip / Trip / Fall			1	1	2
Highways and Transport			5	1	6
Attacked / Injured By Animal			2		2
Failure Of Equipment / Systems			1		1
Manual Handling / Musculoskeletal Related			1		1
Slip / Trip / Fall			1	1	2
Planning Services				1	1
Contact with Object / Vehicle				1	1
Property	2		10	4	16
Attacked / Injured By Animal	1				1
Contact with Needlestick / Sharp Object			1		1
Contact with Object / Vehicle			1	1	2
Exposure to Chemical / Harmful Substance	1		1		2
Fault / Failure of Equipment			1		1
Manual Handling / Musculoskeletal Related			2	1	3
Slip / Trip / Fall			4		4
Violence & Aggression - Complex Needs/ Behavioural Related				1	1
Violence & Aggression - Verbal Aggression				1	1
Transportation & Highways	3	1	3	7	14
Contact With Electricity			1		1

Contact with Needlestick / Sharp Object			2		2
Contact with Object / Vehicle	1				1
Fall From A Height	1				1
Road Traffic Collision		1		4	5
Slip / Trip / Fall	1				1
Violence & Aggression - Verbal Aggression				3	3
Waste and Environmental Services	7		22	26	55
Attacked / Injured By Animal			1		1
Contact With Hot or Cold Surface / Food				2	2
Contact with Needlestick / Sharp Object			4	2	6
Contact with Object / Vehicle	1		5	8	14
COVID-19: Refusal to Wear Personal Protective Equipment				1	1
COVID-19: Violence and Aggression				1	1
Damage To Vehicles / Property / Theft				3	3
Fall into Water / Drowning				1	1
Manual Handling / Musculoskeletal Related	3		4		7
Road Traffic Collision				2	2
Slip / Trip / Fall	3		8	3	14
Violence & Aggression - Physical Aggression				1	1
Violence & Aggression - Verbal Aggression				2	2
2020/2021	12	1	41	40	94
2019/2020	5	0	65	51	121
2018/2019	4	0	62	31	97

Nature of Illness within Environment 2020/2021



13.0 Priorities 2021/2022

The success and positive working relationships developed throughout the pandemic placed the Employee Wellbeing service at the heart of the authorities strategic and operational management process. The priority for Employee Wellbeing is to continue to develop and build on the positive aspects of the service delivered over the last 12 months and ensure that health, safety and wellbeing continue to be a key priority for the future.

Employee Wellbeing will therefore aim to achieve this by:

- Reviewing and reinforcing the key messages identified within the Corporate Health and Safety Policy.
- Supporting the Better Ways of Working strategy to ensure that it is delivered in a safe, healthy and wellbeing focused manner whilst achieving the aims of the business.
- Continuing to provide trusted and competent Occupational, Health, Safety and Wellbeing advice and guidance across the authority.
- Continuing to monitor, amend and review current COVID-19 management arrangements and provide further advice and guidance on changes by Welsh Government including as and when there is a lifting of restrictions and the impact on the authority and the authorities ongoing duty of care.
- Reviewing the current provision of our Corporate health and safety training programme and how this can be delivered using virtual and hybrid models.
- Continuing to develop the strategic and operation contribution and build upon the added value and trusted advice from the team of Occupational Health & Safety professionals within departments and corporately.
- Continuing to promote the recording and reporting of accidents and incidents and support the relevant identified investigation process to prevent reoccurrence and identify additional controls as and when required.
- Promoting the strategic focus of health, safety and wellbeing in strategic and operational forums including consultation and communication with unions, partners, and collaborative working opportunities.

- Undertaking relevant, proportionate, and appropriate health, safety and wellbeing audits, inspections and evaluation of compliance visits and surveys.
- Continuing to promote a positive approach to the leadership of health, safety and wellbeing across the authority which is supported and endorsed by the Corporate Management Team.

14.0 Contact Us



The Employee Wellbeing Team can be contacted for Occupational Health, Safety, Wellbeing and Training advice, guidance and support via the following;

OCCUPATIONAL HEALTH & WELLBEING:



Occupationalhealth@carmarthenshire.gov.uk



01267 246060

HEALTH AND SAFETY ADVICE /GUIDANCE AND SUPPORT:



Healthandsafety@carmarthenshire.gov.uk



01267 246088

WORKING SAFETY TRAINING



Workingsafely@carmarthenshire.gov.uk



01267 246180