

ANNUAL REPORT 2021/2022

EMPLOYEE WELLBEING

1st April 2021 – 31st March 2022

Cyngor Sir Gâr • Carmarthenshire County Council

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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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 2021/2022 period. The early part of this period was significantly focused on the COVID-19 pandemic and the continuing impact on health, safety and wellbeing of our staff, customers, and residents of Carmarthenshire County Council.

In the early part of 2021/2022, the health and safety team continued to provide competent advice and support to the authority as it recommenced services following a third lockdown. Additionally, this vital support continued as the restrictions lifted on a phased basis. The team's amended and adjusted risk assessments and safe working practices for services in line with the relevant legislation, guidance, and best practice.

Throughout the remaining part of 2021/2022 steps were taken to ensure that Carmarthenshire County Council, began to reset general health, safety, and wellbeing management with a positive and strategic focus, this included reviewing the Corporate Health and Safety policy.

Throughout 2021/2022 Occupational Health continued to provide vital support to employees, managers and services. The demand for the service increased and supported 2559 internal employees and 597 external employees over the 12-month period.

Employee Wellbeing Co-ordinators continued to develop and provide relevant support information and initiatives to support the mental and physical wellbeing of employees through a variety of methods including online workshops, general health and wellbeing interventions and a wide range of self-help and other support services that were targeted from employee feedback on issues such as hybrid working, mental health and healthy lifestyles.

Corporate Health and Safety Training recommenced a blended learning approach with courses being held both virtually and face-to-face.

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

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

Overall, 2021/2022 was a productive and positive year, even with the challenges faced. However, additional continuous improvements have been identified and will be the focus for 2022/2023.

2.0 Health and Safety Update

The health and safety team continued to provide vital service to support the authority's response to the pandemic, this continued through the first half of 2021/2022 as restrictions were lifted in a phased manner following a third lockdown.

For the second part of the year, the health and safety team commenced steps to 'reset' health and safety. These steps included:

- The re-commencement of the Corporate Health and Safety Leadership Board meetings to discuss strategic risks and to identify key priorities for the authority.
- Reviewing the Corporate Health and Safety Policy that underpins the authority's approach to the positive management of health, safety, and wellbeing.
- Continuing to engage, support and advise departments in relation to health, safety, and wellbeing matters and in particular to continue to build upon relationships developed throughout the pandemic to maintain the focus on health, safety and wellbeing.
- Continuing the improved communication and consultation processes at all levels from Corporate Management Team (CMT) / Cabinet to local level meetings and engagement with Trade Unions.
- Promoting health, safety, and wellbeing matters at a strategic level and supporting statutory and other key elements of the authority including local elections, events and emergency response situations.
- Continuing to monitor health, safety, and wellbeing performance by producing clear and relevant reports to enable departments to monitor their own health and safety via DMT's and other forums.
- Producing relevant reports to enable analysis of accident / incident data, occupational health statistic and health, safety, and wellbeing initiatives across the authority.
- Continuing to promote, encourage and support employees and managers to record, report and investigate accidents and incidents to address gaps in their existing controls and achieve successful management of health, safety, and wellbeing.

Despite the continued demand on the service, advice, guidance and support and in particular responses to queries and concerns were provided efficiently, in line with priorities and to the highest possible standards.



3. 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
 - Mental Health
 - NHS
 - LGBTQIA+
 - Domestic Abuse
 - Substance Abuse
 - Cancer Support
 - Bereavement
 - Health & Social Care 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 Corporate Health and Safety Training

Introduction

For most of the early part of 2021 face to face training was suspended due to the risks presented by the Coronavirus Pandemic. This pandemic also shifted the focus of training during this period, and multiple training and briefing sessions for CCC managers and head teachers regarding managing the risks from Coronavirus were held via Teams.

While face to face manual handling training was suspended during this period there was still a requirement to support both Domiciliary and Residential Care services in their recruitment programme to fill the gaps left by staff being off with Covid. To support the CCC staff that were being moved into these services as care assistants, the Working Safely Advisors developed a number of manual handling training videos that covered the key moving and handling activities they would be supporting as part of their role. These were made available to them during their induction and made available as an online resource for reference at any time. These training videos eventually ended up being used by a large number of private care providers and other Local Authorities.

Other examples of this innovative approach to delivering training included the delivery of 6 online workshops for over 600 Polling Station Supervisors and staff during the run up to the 2021 Election. These Teams based workshops included information on setting up and maintaining a “Covid Secure” Polling station and were supported by a number of training videos produced by CCC’s Marketing & Media Team.

In addition, weekly “Covid Drop In” briefing sessions were set up on Teams to keep head teachers and school leaders up to date with Coronavirus developments and their implications for schools. These were very well supported, and head teachers welcomed both the up to date information and the opportunity these briefings provided to query issues in their own school. These have continued after the pandemic though they are now focused on general school operational issues.

Manual Handling Training

As the threat level from Coronavirus was reduced during the Summer of 2021 there was a welcome return to face to face training. Throughout July, August and September the key focus of this training was supporting the recruitment process in Domiciliary and Residential Care and ensuring that all new carers were fully trained in manual handling to allow them to take up their roles as quickly as possible. This also included training and support for the Manual Handling Key Workers in these services who were required to provide support and guidance in this activity. This was delivered via Teams workshops and also face to face workshops.

All face to face training was delivered under Coronavirus restrictions with the mitigations in the training room mirroring the procedures in place in care homes.

The following face to face manual handling training was delivered to staff in Domiciliary and Residential Care during this period:

- Client Handling Foundation (three day) courses x 25
- Manual handling Key Worker courses x 11
- Client handling Update courses x 22

In addition to the first aid training delivered in schools, 9 x Paediatric Manual Handling training courses was delivered to school staff working in SEN settings.

A further 3 workshops were delivered to school's catering staff

First Aid Training

After the Summer holidays and with the reopening of schools, there was a requirement to ensure that all schools had in place adequate first aid cover in the event of any accident and to also ensure that they met their legal duties under the First Aid at Work Regulations.

First Aid audits were held with head teachers and as a result of the findings, 65 Paediatric Emergency First Aid courses were held in schools during this period with another 42 arranged for the next reporting period.

As services restarted or became fully operational after the pandemic, a similar piece of work was undertaken in Environment Department and with Residential Care to assess their first aid training needs and the following first aid training was delivered:

- One Day Emergency First Aid at Work course x 30
- Managing Catastrophic Bleeding for Chainsaw Operatives x 4
- Three-day First Aid at Work courses x 2
- Paediatric Emergency First Aid courses for Passenger Assistants x 6
- Epilepsy Awareness x 2
- Administration of Buccal Midazolam (Passenger Assistants) x 4

IOSH Managing Safely

In March 2022, the first of a number of planned IOSH Managing Safely courses was delivered to managers and supervisors with health and safety roles and responsibilities.

This required CCC to be reaccredited as an IOSH Training Centre and licensed to deliver this training. It is expected that 52 managers and head teachers will attend this course this year.

Fire Warden

The continuing emphasis on home working during this period meant that the normal requirement for Fire Warden training to support CCC's Fire Management arrangements in our

occupied premises was significantly reduced during this period, although 2 workshops were held during this period.

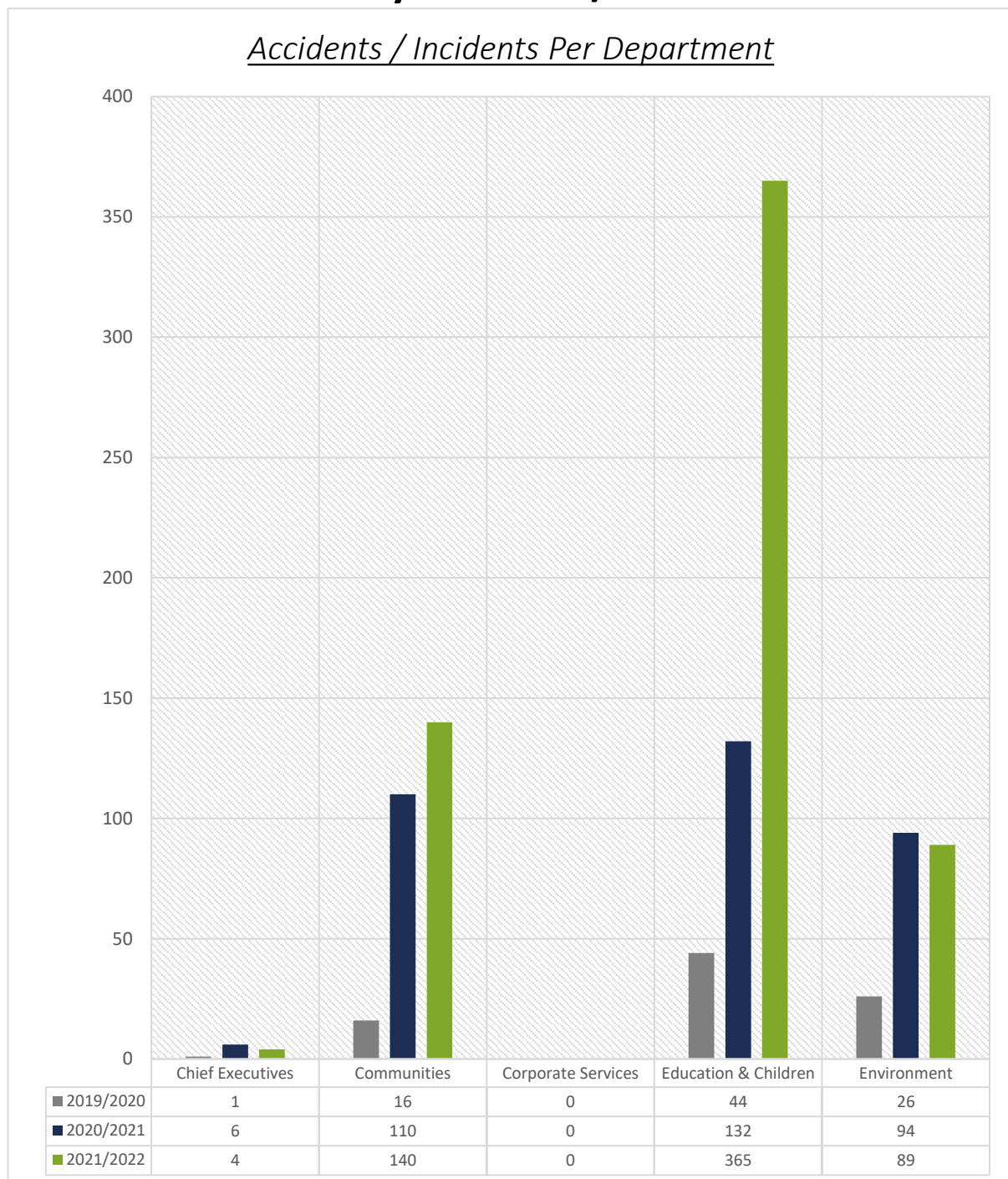
As there now appears to be plans for services to return to workplaces and with the introduction of BWoW, a review of the roles associated with the management of some of our occupied premises will affect both the requirement and associated roles and responsibilities for Premises Responsible Persons, Fire Wardens and First Aiders. Any future training will be predicated on the outcome of this review.

Other face to face training during this period included a Risk Assessment Principles and Practice workshop and 2 x H&s Awareness workshops for school caretakers.

2022 - 23

A full programme of Health and Safety, First Aid and Manual Handling is scheduled for 2022-23, and as well as face to face training, new, innovative ways of delivering training is being developed with the Learning and Development team and external partners. This will ensure that all H&s training is delivered in a way that is cost effective, relevant to our services' activities, risks and managers and staffs' roles and responsibilities and ensures CCC meets its legal requirements.

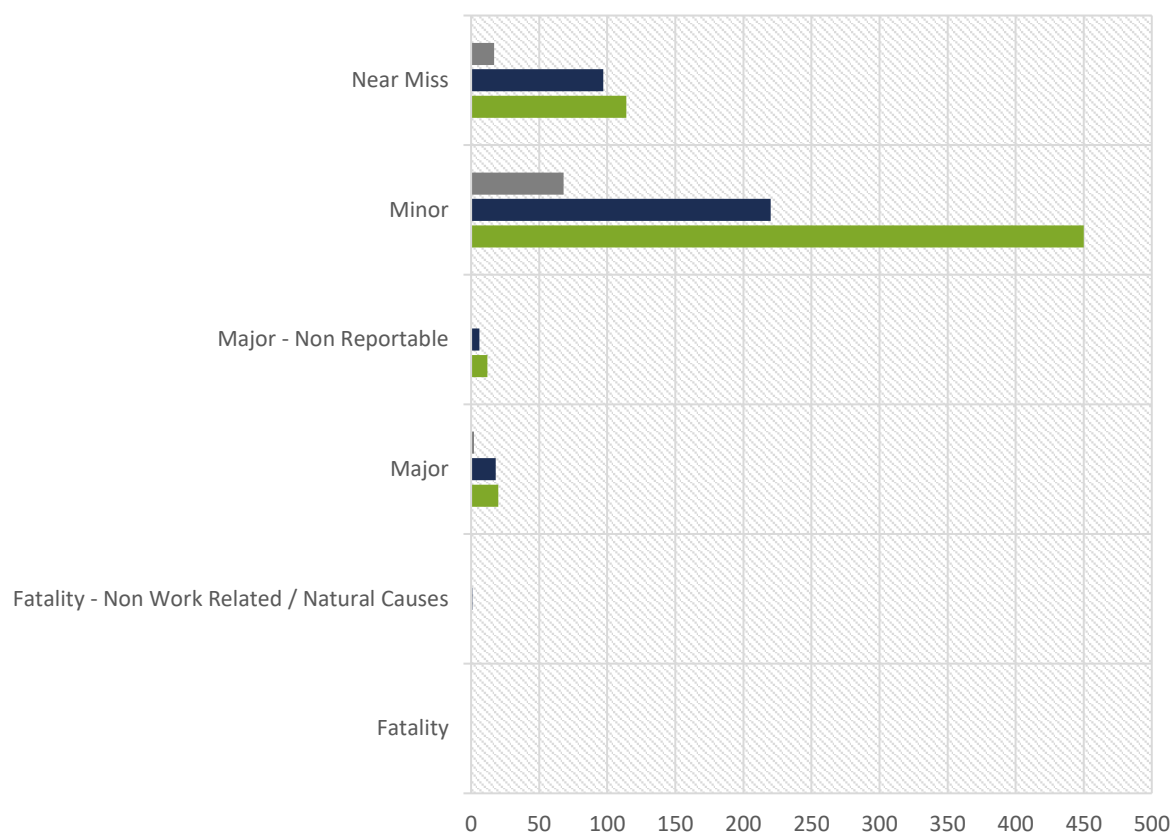
5.0 Overall Authority Accident / Incident Statistics



Total Accidents / incidents reported:

2019/2020	=	857
2020/2021	=	353
2021/2022	=	598

Severity of Accidents / Incidents



	Fatality	Fatality - Non Work Related / Natural Causes	Major	Major - Non Reportable	Minor	Near Miss
■ 2019/2020	0	0	2	0	68	17
■ 2020/2021	0	1	18	6	220	97
■ 2021/2022	0	0	20	12	450	114

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.

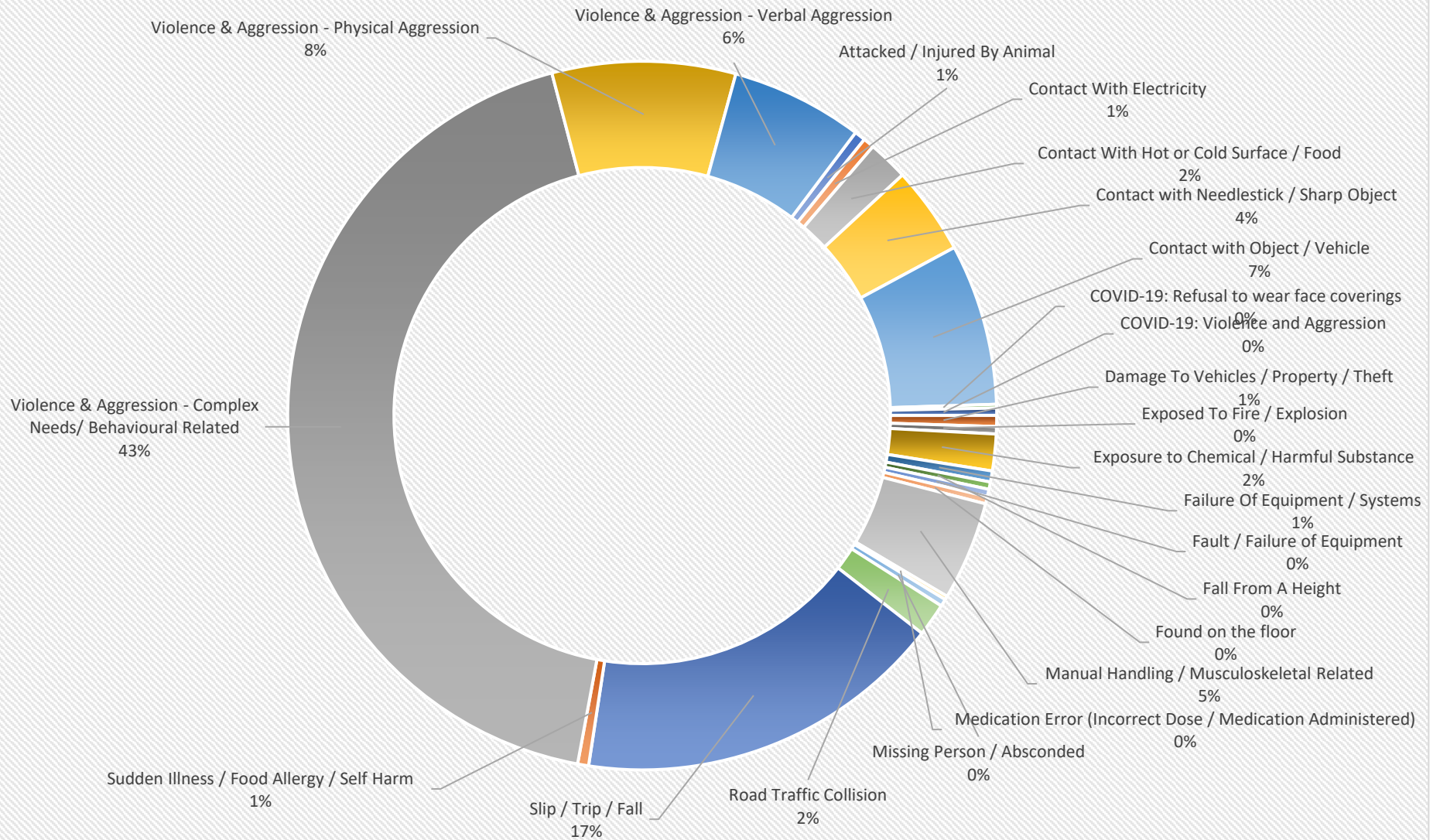
A major injury is any accident / incident that is reportable to the HSE as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

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



Analysis of Causes / Trends

Violence and Aggression – Complex Needs / Behaviour Related

43% of accidents / incidents recorded were due to Violence and Aggression – Complex Needs / Behaviour Related. There were a total of 257 accidents/incidents in relation to the above. These are primarily reports from:

- Childrens Services (53)
- Adult Social Care (22)
- Homes & Safer Communities (11)
- Primary (12) Secondary (12) & Special Education Schools (116)
- Blank (17)

Slip, Trip, Fall

17% relate to accidents/incidents categorised as slips, trips or falls.

The category is split between:

Chief Executive	-	2%
Communities	-	23%
Education & Children	-	54%
Environment	-	21%

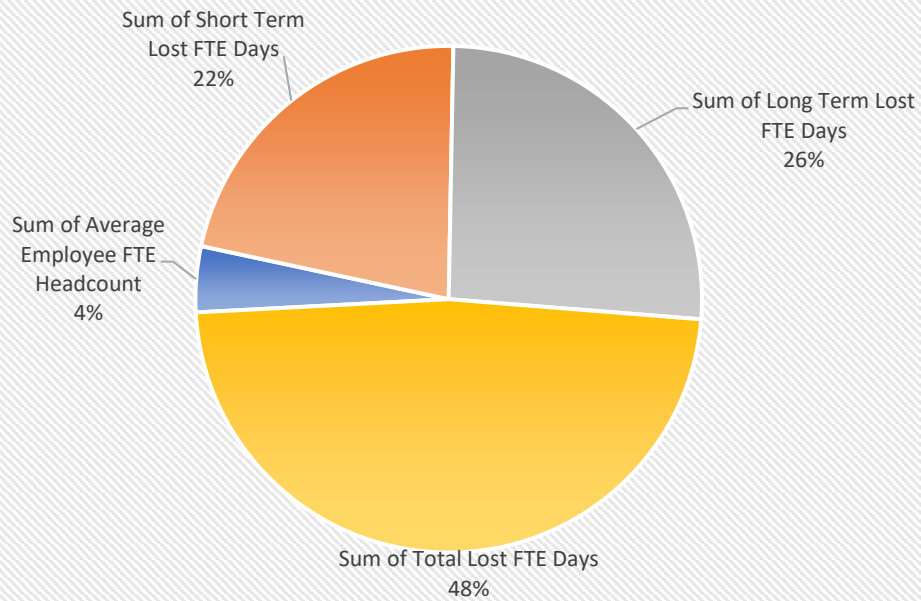
Other

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

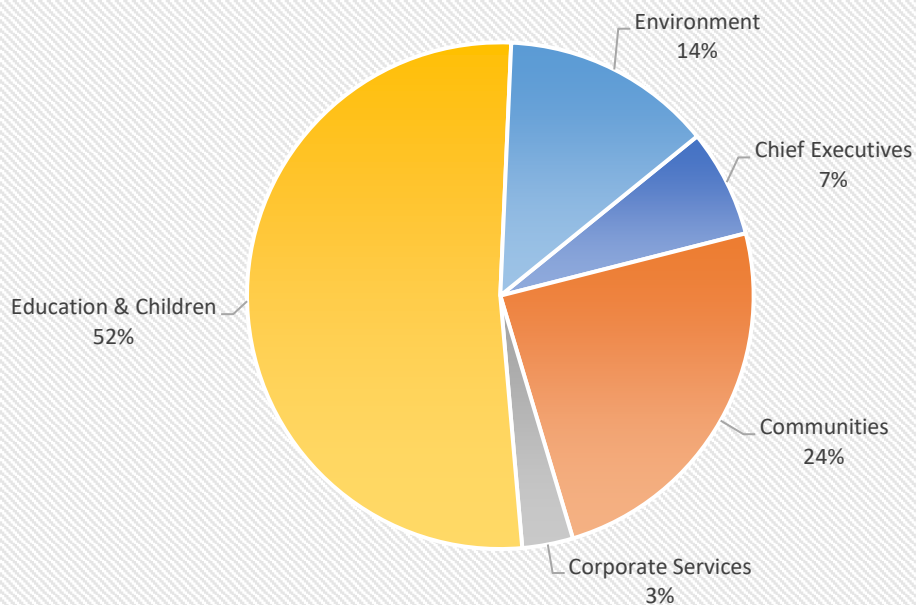
Violence and Aggression – Physical Aggression	-	8%
Contact with Object / Vehicle	-	7%
Violence and Aggression – Verbal Aggression	-	6%
Manual Handling / Musculoskeletal	-	5%
Contact with Needlestick / Sharp Object	-	4%

6.0 Overall FTE Days Lost & Authority Sickiness Data

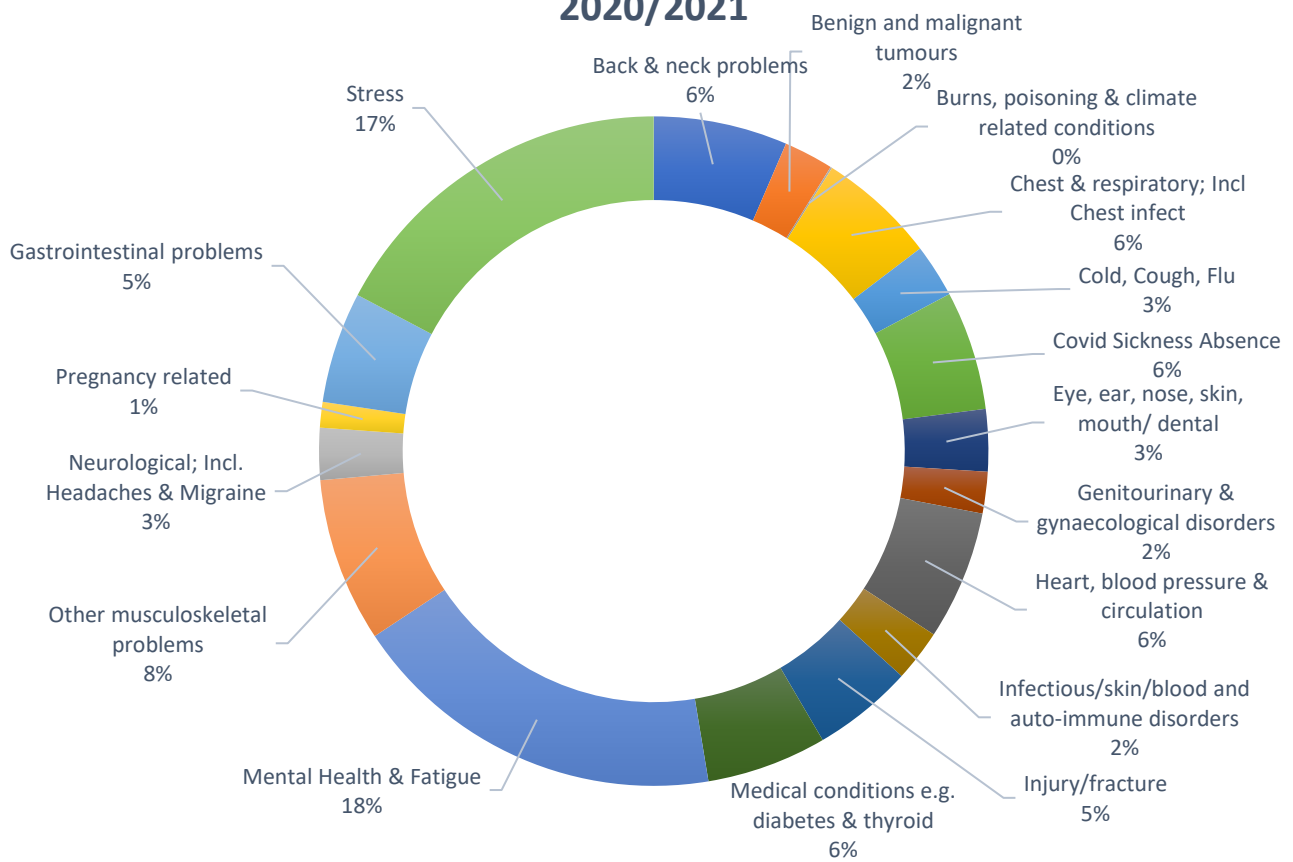
Authority FTE Days Lost
2021/2022



Authority FTE Days Lost by Department
2021/2022



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 (21/22) have increased by 6.3% on the previous year (20/21). This is likely due to a culmination of factors, particularly an increase in Health Surveillance New Employment Medicals, Individuals requiring support from our Wellbeing Support Service due to increased NHS waiting time. Due to heightened sickness absence figures this may have also contributed to the increase in our sickness absence consultations.

Departments	19/20 Attended Appointments	20/21 Attended Appointments	21/22 Attended Appointments
Chief Executives	245	211	201
Communities	1374	1326	1398
Corporate Services	123	114	56
Education & Children	1825	1746	1780
Environment	999	698	838
External	673	443	555
Grand Total	5239	4538	4828

The Occupational Health Centre is continuing to successfully run all Wellbeing Support Service and all medical consultations remotely. However, where required (deemed appropriate following clinical triage) face to face appointments can be accessed. Feedback to our Wellbeing Support and medical consultations has been positive from both managers and employees and this is something we will continue to monitor.

Health Surveillance, however, is undertaken face to face and has been since July 2021. All tests, with the exception of spirometry are now undertaken as previous. ***We are currently reviewing the process of spirometry, as the physical aspect has not been undertaken since the beginning of the pandemic due to it being an Aerosol Generated Procedure (AGP).***

Department	Charged Non-Attendance 19/20	Charged Non-Attendance 20/21	Charged Non-Attendance 21/22
Chief Executives	17	14	7
Communities	143	106	155
Corporate Services	5	4	4
Education & Children	168	103	113
Environment	73	41	102
External	71	28	42
Grand Total	477	296	423

Unfortunately, we have seen a rise in charged non-attendances on the previous period, an increase of 43%. With restrictions easing over the previous year individuals are no longer remaining at home and other commitments have had an impact on attendance. However, we know, particularly from looking at the figures above that much of the increase is due to staff shortages and not being able to release employees for their annual Health Surveillance appointments. We are now working closely with the Environment department to find solutions to reduce these instances, as well as ensuring all new employees are checked and cleared efficiently to support the high-volume of recruitment currently in progress.

Appointment Breakdown

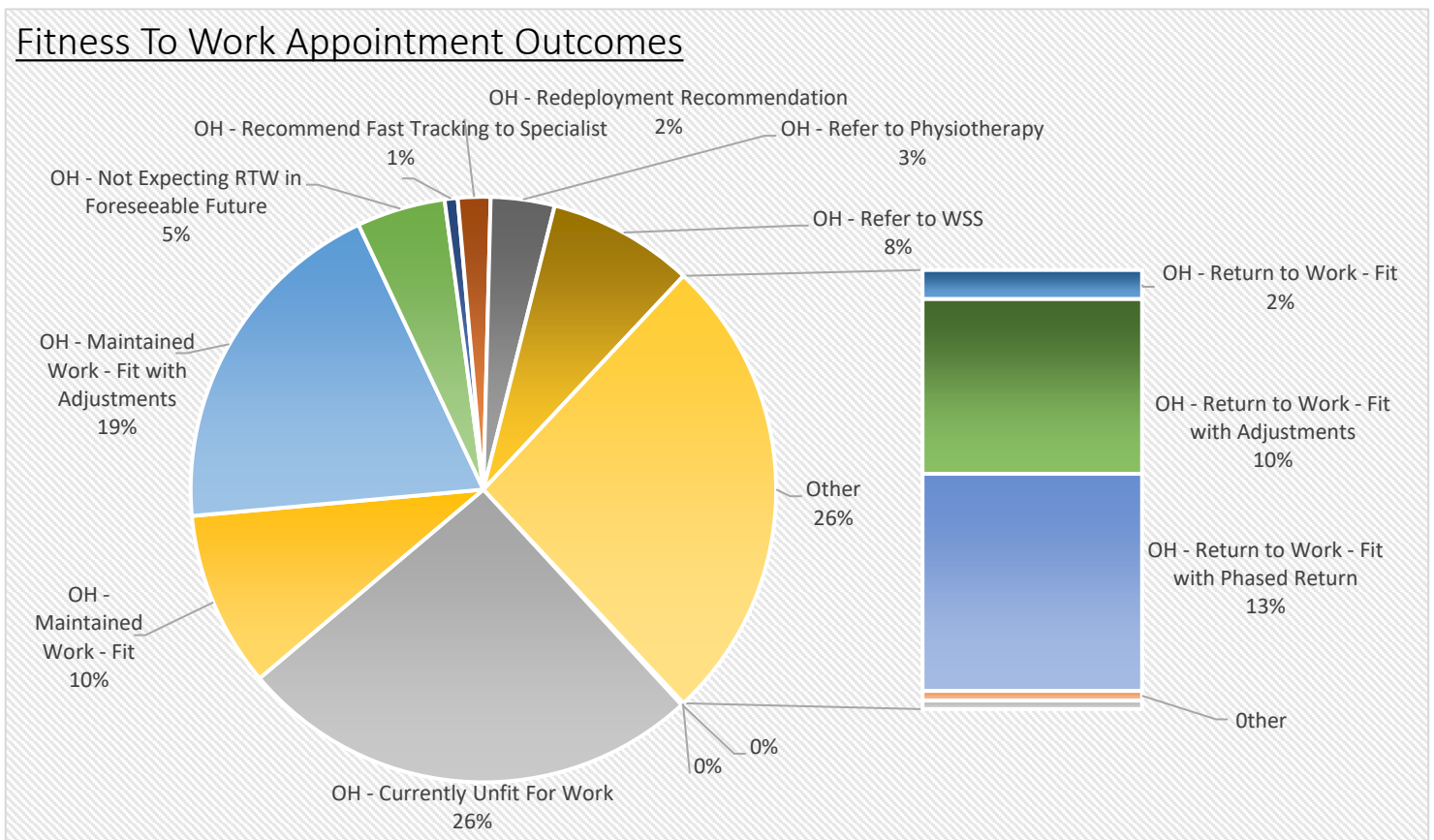
The table outlines below the appointment breakdown per department during the period between April 2021 and March 2022.

Department	Appointment Breakdown 21/22				
	OHA <i>(Including Case Conference)</i>	OHP/OHC <i>(Including Case Conference and Reviews following HS)</i>	Wellbeing Support Service (WSS)	Health Surveillance <i>(Including New employments Screening)</i>	Total
Chief Executives	25	22	153	1	201
Communities	315	191	846	46	1398
Corporate Services	5	5	46	0	56
Environment	93	73	274	398	838
Education & Children	265	110	1380	25	1780
External	155	186	157	57	555
Total	858	587	2856	527	4828

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

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.



As can be seen from the above, following the appointments the majority of employees are either maintaining or returning to the workplace with or without adjustments. However, 26% of employees who attended for a fitness to work medical received the outcome “Currently Unfit for work”. When broken down to reasons the largest proportion at 24% is attributed to Mental Health, 17% Other Musculoskeletal, 11% Stress, 7 % Neurological, 7% Back and Neck problems.

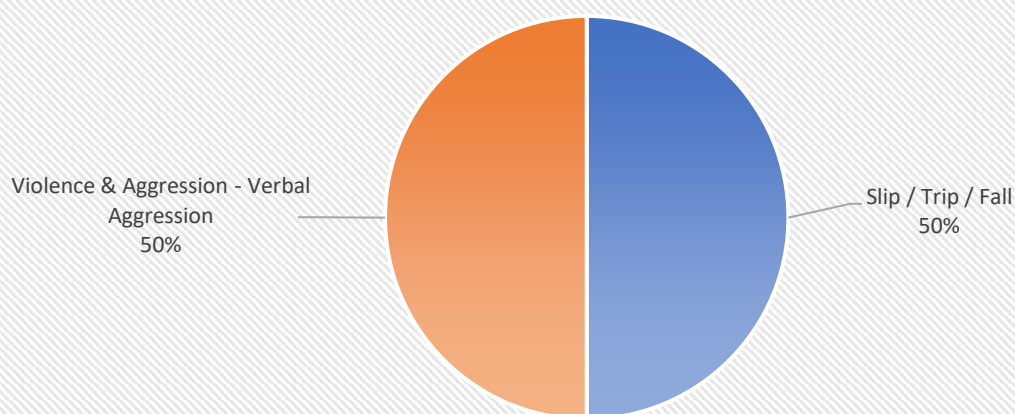
8.0 Department Focus – Chief Executive’s

Accident / Incidents by Division

Chief Executives' 2021/2022	Minor	Near Miss	Grand Total
ICT Corporate Policy	0	1	1
Slip / Trip / Fall		1	1
Media & Marketing	1	0	1
Violence & Aggression - Verbal Aggression	1		1
Regeneration	2	0	2
Slip / Trip / Fall	1		1
Violence & Aggression - Verbal Aggression	1		1
2021/2022	3	1	4
2020/2021	4	8	12
2019/2020	6	3	9

Nature of Illness within Chief Executives

2021/2022



9.0 Department Focus – Communities

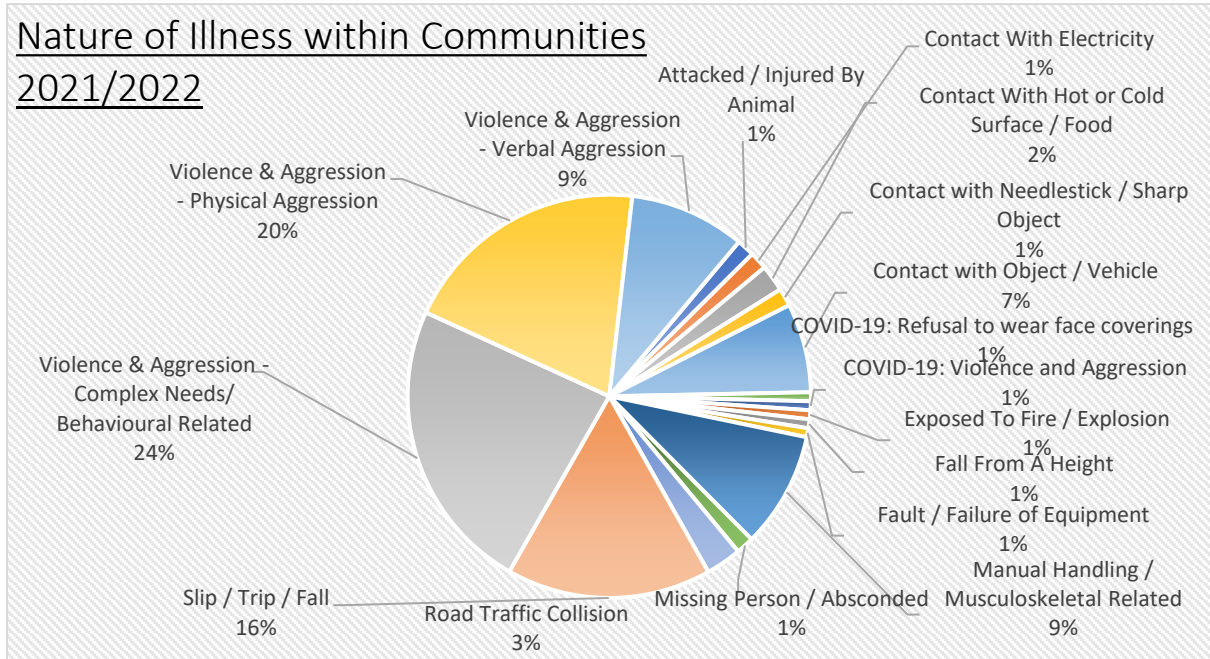
Accidents / Incidents by Division

Communities 2021/2022	Major	Major - Non Reportable	Minor	Near Miss	Grand Total
Adult Social Care	5	2	62	7	76
Attacked / Injured By Animal	1		1		2
Contact With Hot or Cold Surface / Food	1				1
Contact with Object / Vehicle			4		4
Fault / Failure of Equipment			1		1
Manual Handling / Musculoskeletal Related	1		7		8
Missing Person / Absconded			2		2
Slip / Trip / Fall	1	2	10	2	15
Violence & Aggression - Complex Needs/ Behavioural Related	1		19	2	22
Violence & Aggression - Physical Aggression			18		18
Violence & Aggression - Verbal Aggression				3	3
Delta Wellbeing	0	0	4	1	5
Contact With Hot or Cold Surface / Food			1		1
Exposed To Fire / Explosion			1		1
Road Traffic Collision			1	1	2
Slip / Trip / Fall			1		1
Homes & Safer Communities	2	0	18	10	30
Contact With Hot or Cold Surface / Food			1		1
Contact with Needlestick / Sharp Object	1				1
Contact with Object / Vehicle			3		3
COVID-19: Refusal to wear face coverings				1	1
Fall From A Height				1	1
Manual Handling / Musculoskeletal Related			1	1	2

Slip / Trip / Fall	1		2		3
Violence & Aggression - Complex Needs/ Behavioural Related			7	4	11
Violence & Aggression - Physical Aggression			4	3	7
Housing Property & Strategic Projects	0	0	1		1
Manual Handling / Musculoskeletal Related			1		1
Integrated Services	0	0	2	1	3
Contact With Electricity			1		1
Contact with Object / Vehicle				1	1
Violence & Aggression - Verbal Aggression			1		1
Leisure	0	0	9	16	25
Contact With Electricity				1	1
Contact with Needlestick / Sharp Object			1		1
Contact with Object / Vehicle			1	1	2
COVID-19: Violence and Aggression				1	1
Manual Handling / Musculoskeletal Related			2		2
Road Traffic Collision				2	2
Slip / Trip / Fall			3	1	4
Violence & Aggression - Physical Aggression			2	1	3
Violence & Aggression - Verbal Aggression				9	9
2021/2022	7	2	96	35	140
2020/2021	3		118	68	189
2019/2020	3		146	39	118

Nature of Illness within Communities

2021/2022



10.0 Department Focus – Corporate Services

Accidents / Incidents by Division

Corporate Services 2021/2022	Minor	Near Miss	Grand Total
	0	0	0
2021/2022	0	0	0
2020/2021	1	1	2
2019/2020	1	0	1

11.0 Department Focus – Education & Children

Accidents / Incidents by Division

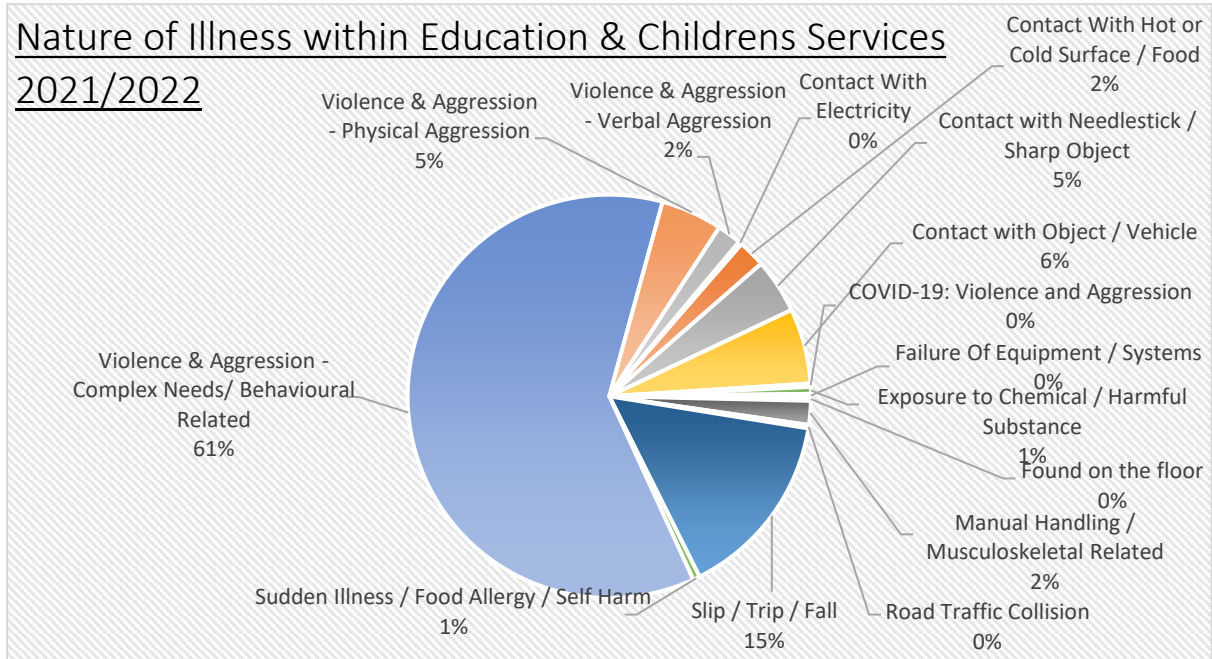
Education & Children 2021/2022	Major	Major - Non-Reportable	Minor	Near Miss	Grand Total
Children Services	2	0	44	21	67
Contact with Object / Vehicle			1	1	2
Exposure to Chemical / Harmful Substance			1		1
Failure Of Equipment / Systems			1		1
Manual Handling / Musculoskeletal Related			1		1
Road Traffic Collision			1		1
Slip / Trip / Fall	1		1	1	3
Violence & Aggression - Complex Needs/ Behavioural Related	1		34	18	53
Violence & Aggression - Physical Aggression			4		4
Violence & Aggression - Verbal Aggression				1	1
Education	0	2	8	0	10
Sudden Illness / Food Allergy / Self Harm		1			1
Violence & Aggression - Complex Needs/ Behavioural Related			5		5
Violence & Aggression - Physical Aggression		1	3		4

Education & Inclusion Services	2	0	41	1	44
Contact With Hot or Cold Surface / Food			7		7
Contact with Needlestick / Sharp Object			9		9
Contact with Object / Vehicle			1		1
Manual Handling / Musculoskeletal Related			2		2
Slip / Trip / Fall	1		13	1	15
Sudden Illness / Food Allergy / Self Harm			1		1
Violence & Aggression - Complex Needs/ Behavioural Related	1		7		8
Violence & Aggression - Physical Aggression			1		1
Primary Schools	1	1	36	7	45
Contact with Needlestick / Sharp Object			3		3
Contact with Object / Vehicle			6	1	7
COVID-19: Violence and Aggression			1		1
Slip / Trip / Fall	1	1	13	2	17
Violence & Aggression - Complex Needs/ Behavioural Related			9	3	12
Violence & Aggression - Physical Aggression			3	1	4
Violence & Aggression - Verbal Aggression			1		1
Secondary Schools	0	2	33	3	38
Contact With Hot or Cold Surface / Food			1		1
Contact with Needlestick / Sharp Object			1		1
Contact with Object / Vehicle		1	5		6
Exposure to Chemical / Harmful Substance			1		1
Found on the floor			1		1
Manual Handling / Musculoskeletal Related			2		2
Slip / Trip / Fall		1	7	1	9

Violence & Aggression - Complex Needs/ Behavioural Related			11	1	12
Violence & Aggression - Verbal Aggression			4	1	5
Special Schools	0	1	120	14	135
Contact with Needlestick / Sharp Object			1		1
Contact with Object / Vehicle			4		4
Manual Handling / Musculoskeletal Related			2		2
Slip / Trip / Fall		1	6		7
Violence & Aggression - Complex Needs/ Behavioural Related			102	14	116
Violence & Aggression - Physical Aggression			5		5
Voluntary Aided Schools	0	0	6	1	7
Contact with Needlestick / Sharp Object			2		2
Contact with Object / Vehicle			1		1
Slip / Trip / Fall			3	1	4
(blank)	1	1	16	1	19
Contact With Electricity				1	1
Contact with Object / Vehicle			1		1
Violence & Aggression - Complex Needs/ Behavioural Related	1	1	15		17
2021/2022	6	7	304	48	365
2020/2021	3		433	97	533
2019/2020	0	5	429	34	468

Nature of Illness within Education & Childrens Services

2021/2022



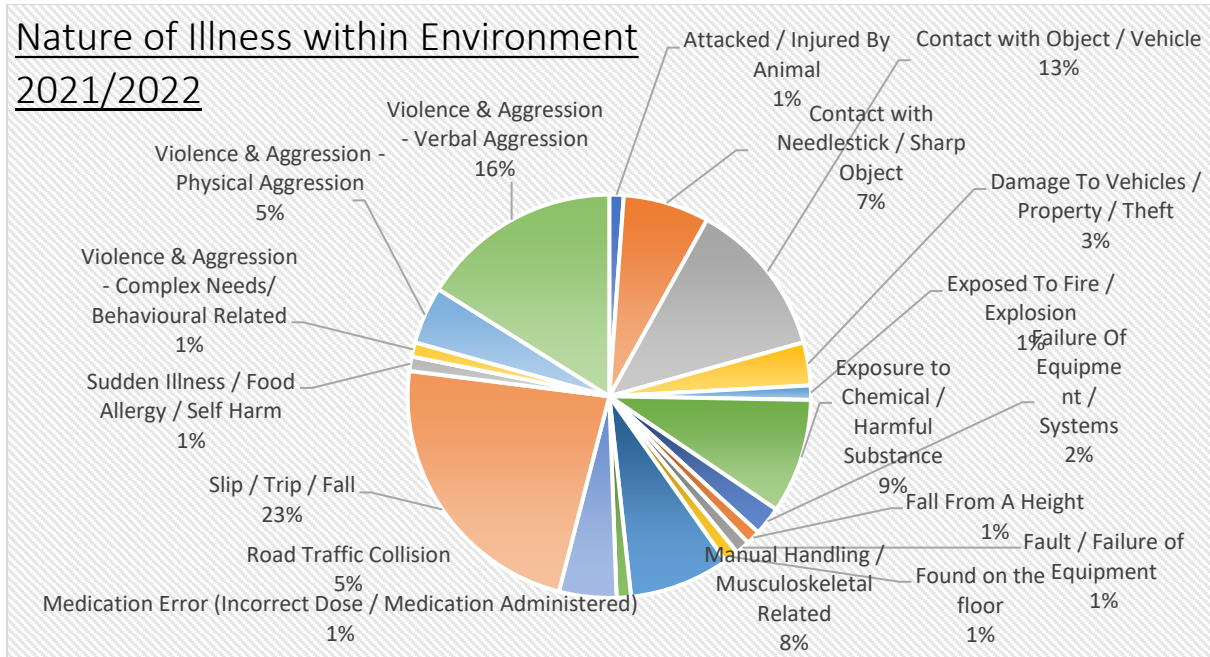
12.0 Department Focus – Environment

Accidents / Incidents by Division

Environment 2021/2022	Major	Major - Non Reportable	Minor	Near Miss	Grand Total
Business Support & Performance	0	1	4	3	8
Contact with Object / Vehicle			1	1	2
Exposure to Chemical / Harmful Substance			1	1	2
Slip / Trip / Fall			1		1
Sudden Illness / Food Allergy / Self Harm		1			1
Violence & Aggression - Complex Needs/ Behavioural Related			1		1
Violence & Aggression - Verbal Aggression				1	1
Property	2	1	12	2	17
Contact with Needlestick / Sharp Object	1		2		3
Contact with Object / Vehicle			1		1
Exposure to Chemical / Harmful Substance			3	1	4
Manual Handling / Musculoskeletal Related			2		2
Medication Error (Incorrect Dose / Medication Administered)		1			1
Slip / Trip / Fall	1		3		4
Violence & Aggression - Verbal Aggression			1	1	2
Transportation & Highways	0	0	9	8	17
Contact with Object / Vehicle				1	1
Damage To Vehicles / Property / Theft				2	2
Exposure to Chemical / Harmful Substance			1		1
Fault / Failure of Equipment			1		1
Road Traffic Collision				2	2
Slip / Trip / Fall			4		4
Violence & Aggression - Physical Aggression			2		2

Violence & Aggression - Verbal Aggression			1	3	4
Waste & Environmental Services	5	1	22	17	45
Attacked / Injured By Animal			1		1
Contact with Needlestick / Sharp Object			2	1	3
Contact with Object / Vehicle	1		4	2	7
Damage To Vehicles / Property / Theft				1	1
Exposed To Fire / Explosion				1	1
Exposure to Chemical / Harmful Substance	1				1
Failure Of Equipment / Systems	1			1	2
Fall From A Height	1				1
Found on the floor				1	1
Manual Handling / Musculoskeletal Related			4	1	5
Road Traffic Collision			2		2
Slip / Trip / Fall	1		8	2	11
Violence & Aggression - Physical Aggression		1	1		2
Violence & Aggression - Verbal Aggression				7	7
2021/2022	7	3	47	30	87
2020/2021	5	0	65	51	121
2019/2020	4	0	62	31	97

Nature of Illness within Environment 2021/2022



13.0 Priorities 2022/2023

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.
- 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:



CEHealthandsafety@carmarthenshire.gov.uk



01267 246088

WORKING SAFETY TRAINING



Workingsafely@carmarthenshire.gov.uk



01267 246180