

**MORAY COUNCIL
HEALTH AND SAFETY ANNUAL REPORT
(January 2023 to December 2023)**

1. Purpose

- 1.1 The purpose of this report is to provide information on the performance of the Council in ensuring the health and safety of the workforce and service users. This is done through the utilisation of monitoring data and includes recommendations for improvements required to procedures and/or systems.
- 1.2 The national context for similar organisations on incidents and enforcement action is also considered for the purposes of shared learning.

2. Summary of Key Themes

- 2.1 Good progress on the priorities identified in the 2022 report has been made, including a focus on fire risk assessment, with a risk based, planned programme of work providing an important framework, particularly in ensuring that any outstanding fire risk assessments were scheduled and completed.

The Scottish Fire and Rescue Service changed the way they respond to alarm activations in July 2023. This change in approach had a considerable impact on the work required from the H&S team, liaising as appropriate with other services, to ensure that the organisation is equipped to meet the changing requirements. Guidance and instruction for all premises duty holders has been introduced on how to manage this new approach by SFRS by implementing a call challenge strategy which involves trained members of staff identifying if signs of fire are present and attendance by the Fire Service is needed or if it is a false alarm.

- 2.2 Systems, process and format improvement has continued to be a key focus in 2023 with considerable work undertaken on a range of guidance documents that have been reviewed and updated. This is an important area of work to support the organisation in improving health and safety performance. A refreshed Driving Safely Policy and associated Safer Driving handbook was produced to help reduce vehicle related incidents. Work is continuing on an electronic reporting system for incidents and Violence & Aggression at a corporate level.
- 2.3 Health and Safety Culture is a continuing key theme where detailed actions and interventions have been planned and are beginning to be implemented. It is important that there continues to be a focus on this area of work which will be an ongoing project given the long term nature of implementing and sustaining culture change. Relevant articles are being submitted for each Connect magazine edition and issues of importance are also being communicated via various service bulletins to aid the visibility of the Health & Safety team and ensuring that Health and Safety is an integral part of everyone's time at work.
- 2.4 Incidents based on human error continue to occur, particularly in some safety critical services and work is ongoing to eliminate the underlying causes. This will enable the continued targeting of resources to service areas with the highest rates of relevant incidents. With organisational development support, improvements in embedding health and safety awareness into the workforce is being progressed.

2.5 Violence and Aggression in schools has been a major theme for a number of years but improvements in terms of staff and service user health and safety are anticipated from the ongoing implementation of the Action Plan being led by the Head of Education. Reference is made to a report presented by the Head of Education to the Education, Children's and Leisure Services Committee regarding behaviour in schools. The national context is referred to, in that a recent report, 'Behaviour in Scottish Schools 2023' undertaken by the Scottish Centre for Social Research on behalf of the Scottish Government¹, identified an increase in disruptive behaviour and Violence and Aggression in schools across Scotland. The report indicates that the majority of pupils are still well behaved, however low level and more serious disruptive behaviours have increased in Scottish Schools, including physical violence and aggression, since the report in 2016. Work is now ongoing nationally to obtain a deeper understanding of the challenges faced by schools and identify what policies and guidance could support more positive behaviours. At a local level, it is recognised that the rise in Violence and Aggression and the impact this has is of concern and it is noted that the national trend is mirrored in Moray. In addition, the majority of incidents involve a relatively small number of pupils. It is also noted that some of the increase seen this year may relate to the introduction and promotion of the new electronic recording system and encouragement from the Local Negotiating Committee for Teachers (LNCT) to report every incident, with further analysis to be undertaken. Concern for the welfare of employees is of paramount importance and it is encouraging that the shared aim of improved reporting and better insight into the data is possible given the improvements made to the reporting of incidents.

2.6 Incidents of work-related violence have increased across all Council service areas in 2023. Due to the increased levels of incident reports recorded in the corporate reporting system and following the identification of a training need within some services, due to a change in operations, a training module on how to deal with challenging behaviour was produced and training delivered to front line services via the online learning platform and face to face training sessions where required. Since the delivery of this training, numbers of reported incidents of work-related violence have dropped markedly within the particular services involved.

3. Review and Monitoring of Council Performance

3.1 Statistical Review

3.1.1 **Appendix A** sets out the analysis of health and safety incidents that were reported during the year January – December 2023, with comparison to previous years' performance.

3.1.2 The main points to note are:

a) The number of incidents reported in 2023 was 176, down by 3% when compared to 2022, this is down 41% (122 incidents less) when compared with 2019. Incident trends within services will continue to be monitored to ensure targeted support is provided where required.

¹ 'Behaviour in Scottish Schools 2023' published November 2023
<https://www.gov.scot/publications/behaviour-scottish-schools-research-report-2023/>

b) Education have the most reported incidents, followed by Environmental and Commercial Services, then Housing and Property, followed by Health & Social Care.

c) The majority of incidents resulted in minor injuries, with these accounting for 73% of the incidents in Education, 80% in Housing & Property and 100% in Health & Social Care. They also accounted for 50% of incidents in Environmental and Commercial Services, down 14% from 2021. Dangerous Occurrences accounted for 48% of incidents in Environmental and Commercial Services, which is an increase on the 32% recorded the previous year. This increase in proportion of Dangerous Occurrences is due to all vehicle accidents now being reported as Dangerous Occurrences when in previous years many Vehicle incidents, which resulted in vehicle damage only, were only reported to Fleet Services rather than Health & Safety.

d) Slips, Trips and Falls continue to be the top cause of accidents across the Council, accounting for 36% of incidents. Hitting a fixed object is the most common cause of incidents within Environmental & Commercial Services and Housing and Property

e) Violence and aggression involving staff continues to be a significant area of concern. There were 3696 incidents in 2023, which is an increase of 60% on the 2022 figure.

The majority of these incidents were recorded in Education, referred to in more detail in paragraph 3.3.6. The number of incidents within a Primary or Secondary school setting in 2022/23 (academic year) was 3278, an increase of 71% compared to 2021/22. 84% of Education incidents occurred in primary schools. The most common incident type was Physical Assault with No Weapon at 59%, while Physical Assault with a Weapon increased from 13% in 2020/21 to 21% in 2021/22.

f) During 2023, a Supported Accommodation Facility reported 332 Violence & Aggression incidents, down from 355 in 2022 (down 6.5%). 18% of these incidents resulted in staff injury with scratching, biting and kicking accounting for nearly 80% of injuries. It is of note that during the first few months of 2023, where the largest number of incidents is recorded, significant staff absences were reported. Careful monitoring of these issues and the interventions required will continue in 2024.

g) Elsewhere in the Council, 37 incidents of Work Related Violence were reported, up from 8 in 2022. This could possibly be attributable to some increased awareness in the need to report all instances of WRV following awareness training. Many of the 16 incidents within Governance relate to a single member of public sending malicious communications via email.

h) Work on the incident reporting processes for both workplace incidents and incidents involving violence and aggression have been and are continuing to be reviewed and the changes made will improve the reporting of data and it's analysis in future years.

The electronic V&A form is being used within Education for all reports of Violence and Aggression and feedback from users confirm that the electronic form is much easier and quicker to complete than the paper based version. This has led to the improved reporting of incidents which has contributed to the increase in reported incidents when compared to previous years. The new electronic incident report form for the reporting of Corporate Incidents is nearing completion and will be launched by 31 March 2024.

3.2 Summary of issues arising from Incidents/Accidents/Interventions

3.2.1 The following summarises some of the main issues arising from incidents and accidents to illustrate the nature and range of risks the council has faced and to inform decisions on improvements for the future with appropriate remedial actions.

1. Violence and Aggression continues to feature heavily and appropriate actions and interventions are being addressed through the measures outlined at para 3.3.6
2. An investigation into a particular incident where a member of staff fell from height during the repair and maintenance of Council assets, highlighted the importance of properly planning works and ensuring that suitable access and egress arrangements are put in place for all work at height. The H&S team are advising the service on new guidebooks for staff which contain suitable risk assessments and safe working practices for all high risk tasks.
3. As hybrid working continues to become embedded within the Council, there continues to be calls for assistance with workstation and display screen equipment (DSE) issues but most of these tend to be related to ongoing health matters rather than problems transitioning to hybrid working. This does serve as a reminder that all affected employees should carry out a self-assessment of their workstation to ensure any problems can be identified, discussed with their line manager and resolved. This was re-emphasised during the manager and service engagement workshops as part of the Smarter Working project.

3.3 Review of Progress

3.3.1 Health and Safety activity is set out in the annual action plan and then monitored through the council's performance management framework via the service plan and a more detailed workforce plan.

3.3.2 The following outlines the progress that has been made in addressing action areas established in the 2022 Health and Safety Annual report.

3.3.3 Accident/Incident:

- a) *Audit high risk services or issues (Continue with programme of audits in accordance with the timescales for completion according to prioritisation in order of importance.)*

Audits have been carried out by the H&S team in Catering Services and Roads Maintenance to ensure the documentation being used was suitable and sufficient for the tasks carried out. The audits have led to reviewed and refreshed H&S handbooks being provided to staff by the services. Of note is the reduction by 50% of incidents within Catering Services between 2022 and 2023; whilst further analysis is required, it appears that the targeted approach taken to ensuring safe working practices and suitable and sufficient risk assessments are in place has been successful in driving improvements in health and safety performance. Also within Environmental and Commercial Services, there has been a notable decrease of 75% in incidents within Facilities Services.

Within Education, following an Audit of Primary School security by the Corporate Compliance team, all schools were visited and a risk assessment undertaken at each premises to identify any issues with security. As a result, a number of policies, such as Lockdown Policy and CCTV policy have been reviewed and going through the

agreed approval processes. This work placed additional demands on the small central team resulting in re-prioritisation of other planned work, for example policy review and development. The work is now moving on to Early Learning facilities, which again will place additional demands on the team and whilst it is anticipated that this will be less demanding in terms of nature and scope, there will be an impact again on the planned work of the H&S team.

b) Work with services to ensure that appropriate winter maintenance plans are in place.

Communications were provided to services via bulletins and Connect and reminders sent to Managers to ensure a winter maintenance plan and arrangements to carry out that plan are in place.

Monitor the implementation of Driving Safely Policy and guidance within targeted services.

Following the introduction of the reviewed Driving Safely Policy and guidance, work has continued within services to provide further driver training where this need has been identified. Vehicle damage incident statistics compiled by Fleet Services over the last year (2023) recorded 110 incidents, which is down from 162 incidents reported during 2022. However, serious incidents continue to occur so data monitoring will continue, as will investigation of specific incident trends and events with appropriate interventions based on the findings. In addition, the section of the Safety Management System covering Driving Safely has been reviewed as referred to in para 3.3.5 below.

c) Produce updated Accident / Incident investigation guidance

Updated Accident / Incident investigation guidance has been produced and will be issued in co-ordination with and as part of the launch of the new electronic report form.

3.3.4 Implement changes to the Incident Reporting System including launch and communications across the organisation.

Good progress has been made with a review of the incident reporting process, including the development of an electronic form. Work is also progressing with the review of the Violence and Aggression Incident reporting process. It is anticipated that the work will be finalised and the revised processes launched, with appropriate communications, by the end of March 2024. The electronic recording system for Violence & Aggression in Education has now been in place for over a year and any feedback from users on this system has been taken into consideration when finalising the corporate systems.

3.3.5 Implement changes to Safety Management System:

The Driving Safely Policy and supporting documentation has been reviewed and revised.

Implementation within services took place during the latter half of 2023.

The Corporate Fire Safety Policy has been reviewed with a revised Policy and supporting guidance progressing through the agreed Policy Framework and once agreed, will progress through to implementation of the changes.

A Corporate Hot Works Policy along with associated guidance has been formulated and circulated for comment within affected services and will progress through the agreed Policy framework as necessary.

A Corporate Radon Management Policy along with associated procedures has been formulated and is currently being consulted upon by the appropriate service.

3.3.6 *Violence and Aggression – continue to support the work identified through the review of ASN services and roll out of identified training as appropriate.*

Work is continuing to implement the requirements identified through the review of ASN services led by the Head of Education and supported as appropriate by the Health and Safety Team and Social Work Training Team (SWTT). A Staged Intervention Training Proposal has been developed by the Head Teacher SEBN, supported by ASN Training Teachers. Work has taken place to improve the incident reporting process, which will assist in data collection and improve the identification of incident trends. There is now an ASN Management Group in place where V&A incidents are reviewed and resources directed to provide support in schools where there is a developing trend that causes concern. The ASN Management Group includes officers from across Education and Education Resources & Communities. As referenced above a report on Behaviour in Schools was considered at the Education, Children's and Leisure Services Committee on the 20 February 2024. This outlines the range of interventions across schools and the work being taken forward on a wider multi-agency children's services partnership basis on short, medium and long term actions.

3.3.7 *Fire Risk Assessments: Continue to implement the fire risk assessment rolling programme.*

The rolling programme, which uses a risk based priority approach for fire risk assessment has been refreshed. Progress has been good and more Fire Risk Assessments have been carried out than originally planned for and the rolling register is now up to date. The Health and Safety Team will continue to undertake the required assessments according to the priority attributed to them.

3.3.8 *Risk Assessment: Develop audit of risk assessment; training and guidance for managers on Risk Assessment. Develop online training package.*

Significant work has been carried out with Education Services in particular and risk assessment guidance for Head Teachers has been produced. Work is continuing on developing an appropriate training package, including a blended learning approach as appropriate to the target audiences.

3.3.10 *Inspection: Monitor Joint Inspection programme introduced late 2022.*

A joint inspection programme has been developed and implemented in accordance with the Partnership agreement with the trades unions. Guidance and recording forms, including specific information for schools, have been issued to services and this programme of inspections is being monitored at Departmental Health and Safety meetings. A number of inspections have taken place over the first half of 2023 within depots and work is ongoing in liaison with Education Services to identify how inspections in schools can be supported.

3.3.11 *Risk Management: work with Organisational Development colleagues to implement measures in targeted areas with high or increasing incident reports.*

Close links have been established with OD colleagues, with the work on health and safety culture focussing primarily on increased and improved communications and support with audit activity across the organisation and appropriate training interventions e.g. information on the changes in legislation around driving safely, development of training to support employees with managing challenging behaviour from service users/public.

Further work on behavioural safety and links with other work outlined in the plan for 2024, such as better incident reporting, incident investigation training package, risk assessment online training packages are being developed.

- 3.3.12 Further development of the approach and guidance on employee protection markers will be progressed in 2024, liaising and taking learning as appropriate from other Local Authorities for whom this is also an important area of work.
- 3.3.13 *High level review of Safety Management System and identification of priorities for the revision of policies, ensuring availability of up to date resources for managers.*

The Health & Safety Policy for the organisation contains all the arrangements that the Council has in place to manage Health & Safety and consists of a large collection of supporting policies, procedures and guidance on the range of areas that require to be managed. These form the basis of the Corporate Health & Safety management system. Due to the range and complexity of these various areas, and the documents in place to support these, the Policy/ Procedures will be reviewed in stages with priority given to those areas that have been assessed as higher risk.

An index of all related Health & Safety documents, policies, procedures, guidance and forms has been collated and will be used to chart progress during the review period.

Priority areas have been identified and for 2024, this includes the review of the Health and Safety Policy.

Audits will take place within Communities, Care at Home and Education to ensure compliance with current standards and regulations.

The Corporate Compliance team are to be carrying out an Audit of Security within ELC settings, this may lead to a considerable volume of visits by the H&S team being required along with supporting guidance, policy and assessments as required.

4. Benchmarking and National Developments

- 4.1 Annual Incident Rate (AIR) figures based on RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) incidents for 2023 is 1.58 for Moray Council based on the number of Full Time Equivalent employee numbers. In comparison, the AIR figures for 2022 were 1.12, 2020 were 1.42 and 2019 3.17.

Benchmarking with other local Councils indicates that, the AIR for Moray Council is similar or slightly lower than the returned rate from members of the North of Scotland Health & Safety Liaison Group (anonymised): Moray 1.58, LA1 1.5, LA2 2.22, LA3 2.43, and LA4 3.59

- 4.2 The incident rate for 2023 is up slightly in comparison with previous years. Figures available from the HSE for all UK employers in 2023 show a similar trend, though

comparing the Council with HSE data is difficult as the HSE figures are generally sector based, whereas the Council is a multi-sector organisation.

- 4.3 A list of the top 10 prosecutions for health and safety breaches in 2023 has been provided by Safety and Health Practitioner Magazine. These show a continuation of the trend for very high fines for poor health and safety, ranging from £1.2m for maintenance worker crushed whilst servicing a machine in a depot to £10 M for Transport for London as a result of the Croydon Tram accident. The highest fine for H&S breaches in 2023 is £5 million higher than the highest fine in 2022 and all fines in the top ten are over £1 Million. Within the Top Ten are a £ 3 million fine for the deaths of two workers in the Waste industry, both working for the same company with both accidents involving being crushed by a load.
- A large supermarket chain was fined £3.5 million after a shop worker died after suffering an epileptic seizure and falling from a stairwell. Within other Local Authorities, Plymouth Council was fined £800k following prosecution by the HSE due to a number of cases of Hand, Arm Vibration syndrome (HAVs) Moray Council have robust procedures in place to identify employees at risk of HAVs and Health Surveillance used to identify and monitor the condition in those that may be affected, Audits of HAVs compliance within services were completed previously and found no improvement required to the procedures. Health Surveillance is organised and controlled from within the affected services. Apart from the devastating outcome of these incidents to those involved, the punishments applied highlight the importance of getting things right.

5. Conclusions and Proposed Developments

- 5.1 A slight decrease in reported incidents other than Work Related Violence can be seen.
- 5.2 Overall, in general terms there are no significant concerns highlighted as regards the Council's Health and Safety performance. The risks that have been identified are being appropriately managed with plans in place to progress with addressing the concerns.
- 5.3 Good progress has been made on the issues reported on last year, including risk assessment, driving safely, health and safety culture as well as work that was not planned for in the 2022 report, including supporting the change in the Scottish Fire and Rescue Service approach and the work arising from the Safety and Security Audit across Primary Schools. Work will continue on the areas identified in accordance with the plans in place which will be the subject of continual review, taking account of any competing priorities and demands.
- 5.4 Continuing monitoring and audit work is required particularly in relation to Work Related Violence. Continuing concerns regarding Violence and Aggression are being managed and addressed through a planned approach within the services where these type of incidents are most prevalent, supported by the Health and Safety Team as appropriate. There is significant work underway in the Education service including the roll out of a comprehensive training programme along with interventions across schools and continuing work on a multi agency partnership basis. The relationship between the implementation of the revised Violence and Aggression Action plan within Education with the statistics on WRV in schools will be explored. In addition, the national context will continue to be monitored and any implications and changes required will be taken forward as appropriate.
- 5.5 Further monitoring of Reversing Incidents and Driver behaviour will continue in 2024.

- 5.6 Important progress on revising guidance, systems and processes has been made with changes being implemented as required. The review and updating of the incident reporting system in particular is a key piece of work which will be implemented in 2024.
- 5.7 Work will also continue with the OD team in terms of utilising the range of tools and techniques available and the framework for communications to support managers in targeted areas to monitor and raise awareness amongst their teams, including appropriate use of training interventions.

6. Action Plan.

Actions	Target for Completion
Accident/Incident: Audit high risk services or issues Monitor the implementation of Driving Safely Policy and guidance within targeted services	Continue with programme of audits in accordance with the timescales for completion according to prioritisation in order of importance Quarterly review October 2024
Implement changes to the Incident Reporting System including launch and communications across the organisation	March 2024
Accident/Incident: Produce updated Accident / Incident investigation guidance (as part of the launch of the changed incident reporting system)	March 2024
Implement changes to Safety Management System: Review of Fire Safety Policy Review of Health & Safety Policy	March 2025 (or at such earlier date as may be appropriate in accordance with the Policy Review Framework timetable) March 2025
Fire Risk Assessments: Continue to implement the fire risk assessment rolling programme	Adhere to identified timescales for completion according to prioritisation in order of importance Quarterly review
Violence and Aggression – continue to support the work required in accordance with the priorities identified by Head of Education	In accordance with timescales outlined in the work on Violence and Aggression in Schools being taken forward by the Head of Education
Risk Assessment: Develop online training package	July 2024
Inspection: Continue to monitor Joint Inspection programme	Ongoing
Risk Management: work with OD colleagues to implement measures in targeted areas with high or increasing incident reports	Planned work to be implemented in order of priority over the course of 2024

Employee Protection Markers – development of approach for consideration	July 2024
High level review of Safety Management System and identification of priorities for the revision of policies, ensuring availability of up to date resources for managers	Ongoing with outline plan of work for first phase by March 2025

Health & Safety Annual Report 2023



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Introduction

The Health and Safety at Work etc Act 1974 requires employers protect the health, safety and welfare of all employees, clients, visitors and the general public.

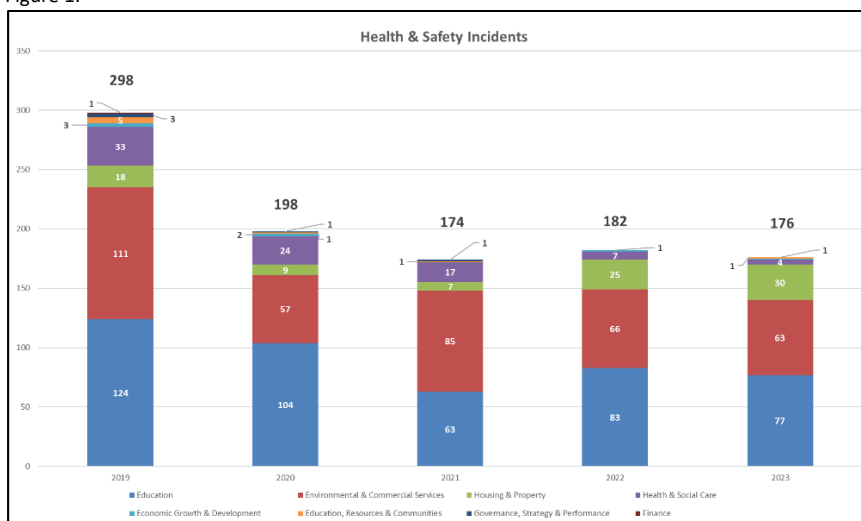
To ensure all work and operations are conducted in line with these regulations, Moray Council operates a Health & Safety management system based on a widely accepted model of Planning, Doing, Checking and Acting. To help with this, details of any incidents that do occur are logged and the information used to identify where preventative and protective measures may be needed. This appendix provides an overview of recorded incidents during the period January to December 2023.

Health & Safety Incidents – Moray Council

During 2023, 176 Health & Safety incidents were reported by Moray Council, a decrease of 6 (3%) from 2022.

Incidents fell for Education, Health & Social Care and Environmental & Commercial Services while in contrast, incidents reported by Housing & Property continued to increase. No Health & Safety incidents were recorded by Finance or Governance, Strategy & Performance (Figure 1).

Figure 1:



RIDDOR Incidents (incidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) increased in 2023 (Figure 2) with Environmental & Commercial Services accounting for 3 incidents (Figure 3). Causes were identified as Defective Equipment, Manual Handling and Fall from Height.

Figure 2:

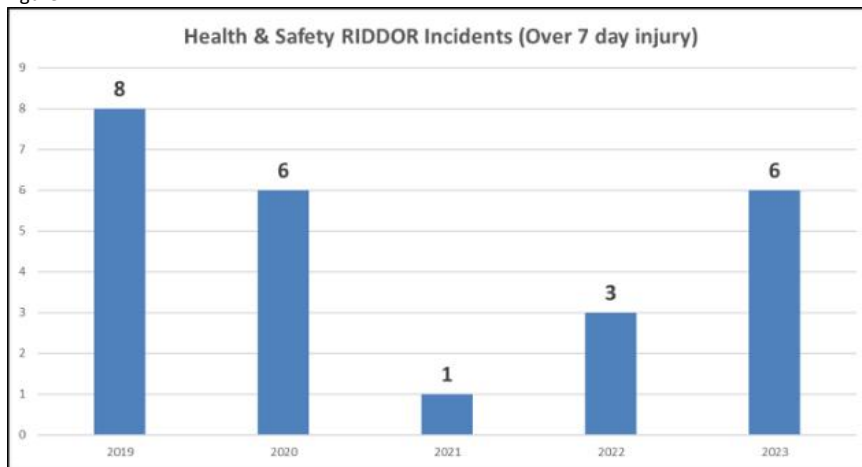
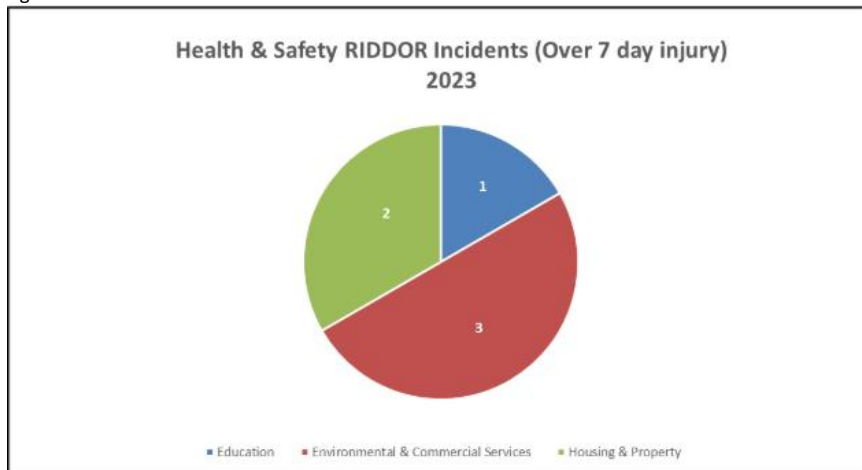


Figure 3:



Overall, occurrence of a Health & Safety Incident at Moray Council remains low. Anonymised data for 2023 from the North of Scotland Health & Safety Liaison Group ranks Moray second lowest with a rate of 1.58 incidents per 1,000 FTE employees (Figure 4).

Figure 4:



Health & Safety Incidents by Service – Education

Of the 77 incidents recorded by Education in 2023, 52 (68%) took place within a Secondary school setting (Figure 5). 69 incidents (90%) involved a school pupil (Figure 6).

Figure 5:

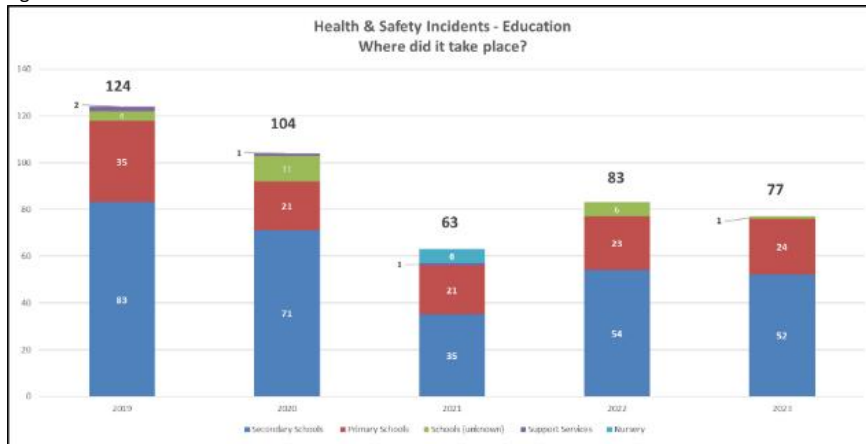
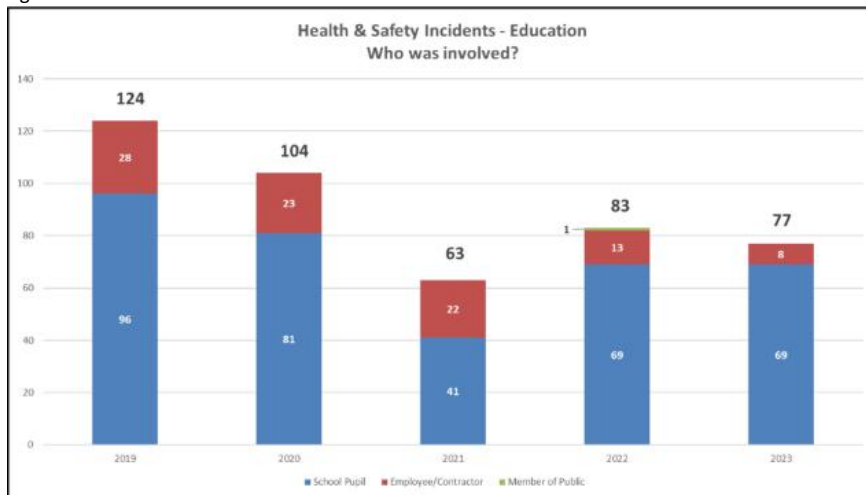


Figure 6:



In 2023, the most common cause of a recorded injury for Education was ‘Slip, trip or fall on the same level’ (Figure 7). 20 incidents resulted in a ‘Fracture or bone break’, 16 of which related to sporting activities or play (Figure 8).

Figure 7:

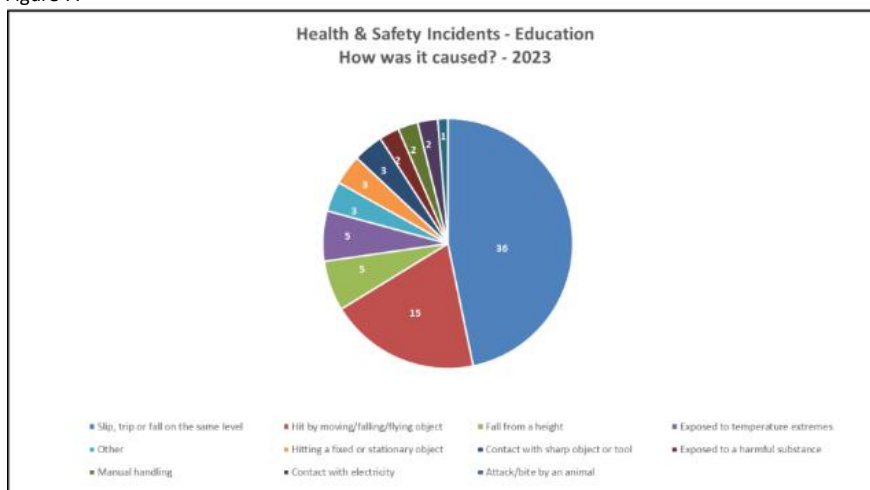
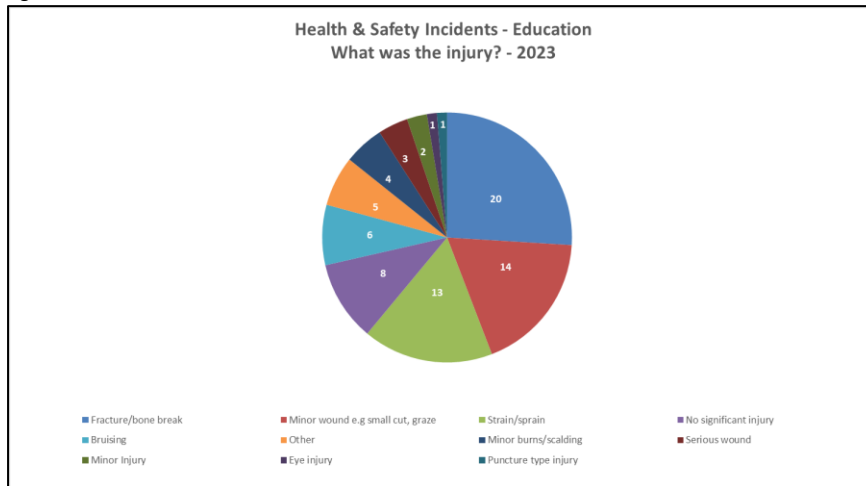


Figure: 8



Although a level of injury is an anticipated risk of sporting activities, monitoring of these incidents will continue to ensure any changes in frequency or type of injury are identified and measures to reduce risks are introduced.

Health & Safety Incidents by Service – Environmental & Commercial Services

63 incidents within Environmental & Commercial Services took place across 5 sections, with Open Spaces and Waste Services accounting for 21 incidents each (33%) (Figure 9). No members of the public were injured as a result of these incidents. The most common cause was ‘Hitting a fixed or stationary object’ with ‘Equipment or building damage’ the most likely outcome rather than personal injury (Figures 10 and 11).

Figure 9:

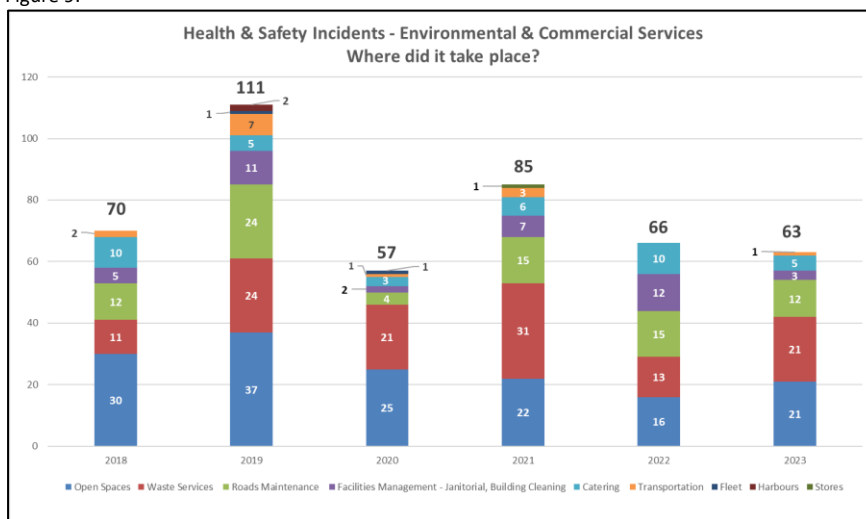


Figure 10:

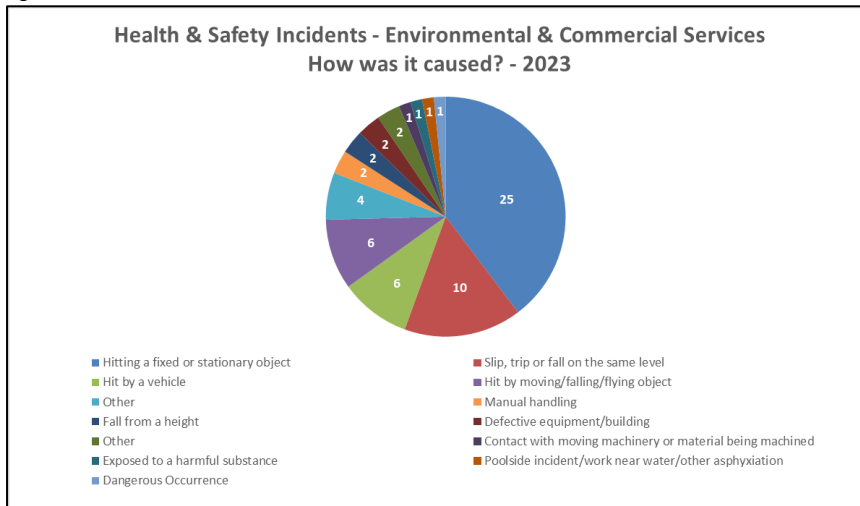
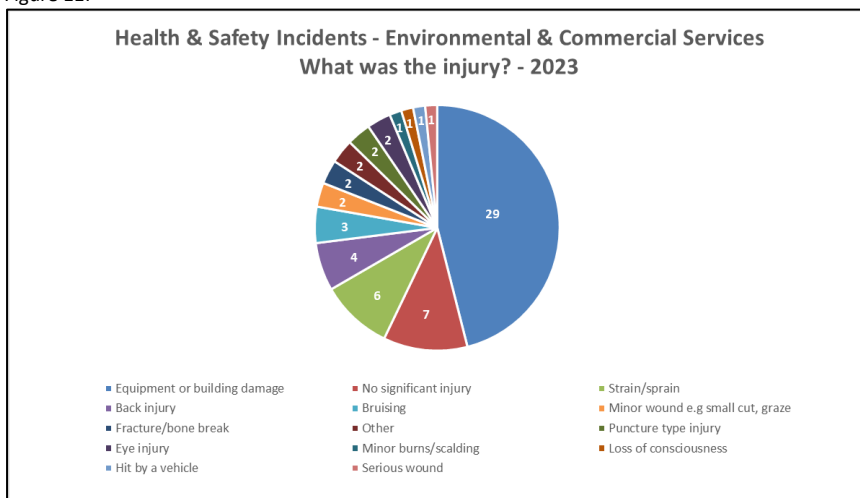


Figure 11:



With most incidents identified as involving a vehicle, work continues within Environmental & Commercial Services to reduce vehicle and reversing related incidents. An updated Safer Driving Policy and Guidance was produced and adopted by the Council in April 2023. This has been discussed with employees at service level and vehicle incidents are investigated by management to ensure any learning outcomes are identified that may help keep these incidents to a minimum. H&S inspections of depots and premises continue while Health & Safety Handbooks have been refreshed for Roads Maintenance, Open Spaces and Catering.

Health & Safety Incidents by Service Housing & Property

Housing & Property incidents increased during 2023. Icy weather conditions may have attributed to this rise with 6 incidents noted as involving ice compared to 0 in 2022. Of the 30 incidents recorded, Building Services accounted for 29 (97%) (Figure 12). No members of the public were injured as a result of any incidents within Housing & Property. The most common cause of an incident was 'Hitting a fixed or stationary object' with 'Equipment or building damage' the most likely outcome (Figures 13 and 14).

Figure 12:

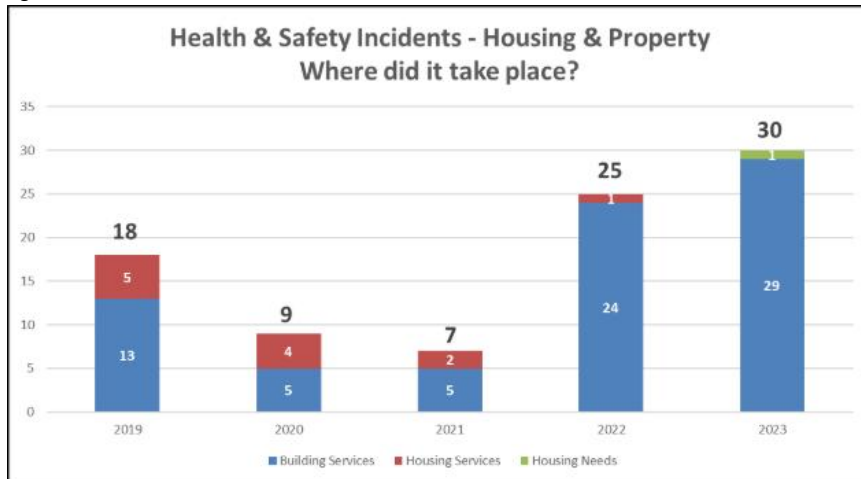


Figure 13:

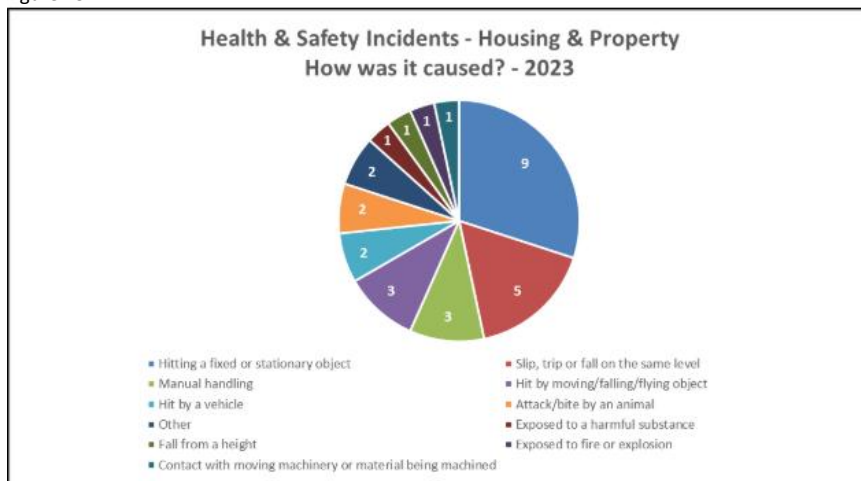
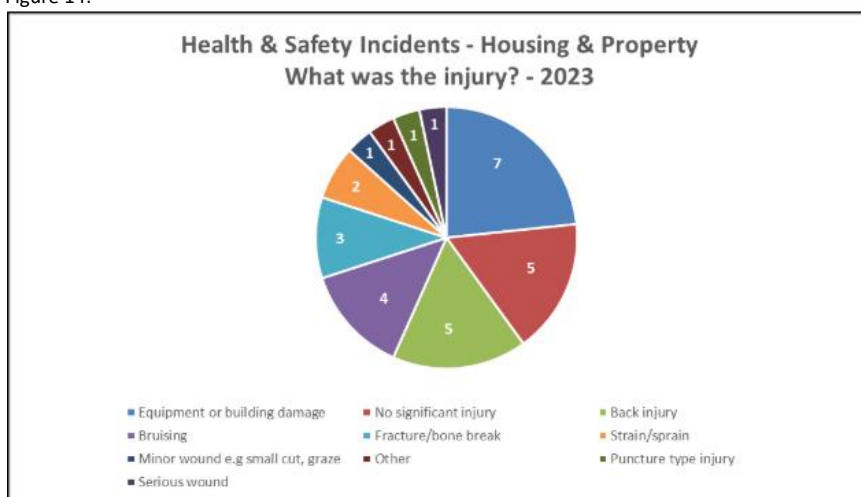


Figure 14:



As with Environmental & Commercial Services, work to reduce the number of vehicle related incidents within Housing & Property remains a priority. The updated Safer Driving Policy and Guidance has been discussed with employees and all vehicle incidents are investigated by management to identify any learning outcomes. Further driver training has also been provided to the service.

Health & Safety Incidents by Service - Health & Social Care

During 2023, 4 incidents took place within Health & Social Care; all were recorded by Social Care Services. 1 incident involved a Service User however no significant injury was recorded. Two members of staff received eye and back injuries as a result of being 'Hit by moving/falling/flying object'.

To help reduce incidents within Health & Social Care, all new Care at Home staff have attended Health & Safety awareness sessions. An audit of all Health & Safety documentation is also planned for 2024.

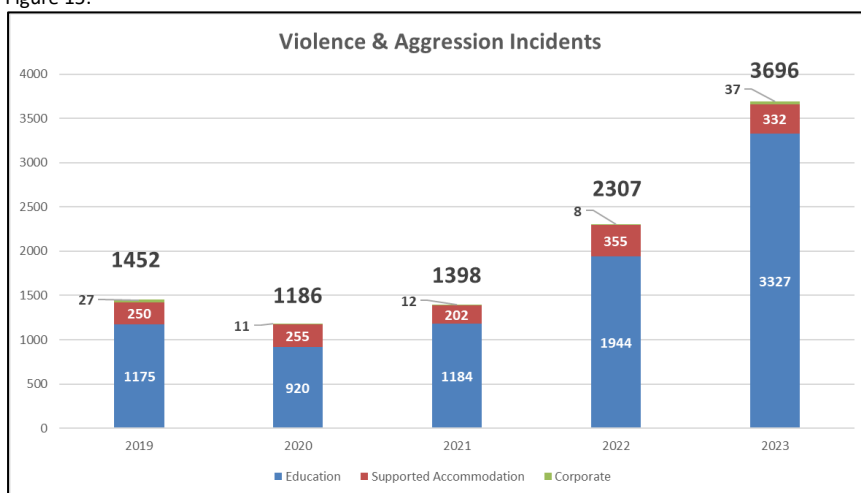
Health & Safety Incidents by Service –Economic Growth & Development and Education, Resources and Communities

Both Economic Growth & Development and Education, Resources and Communities recorded just 1 incident each in 2023. 1 involving a Service User resulted in a fracture/bone break due to a fall from a trampoline.

Violence & Aggression Incidents – Moray Council

In 2023, a total of 3696 Violence & Aggression incidents were recorded by Moray Council, an increase of 1389 (60%) since 2022. Against pre-pandemic figures in 2019, incidents have risen by 2244 (150%) (Figure 15).

Figure 15:



Violence & Aggression Incidents – Education

A recent report, 'Behaviour in Scottish Schools 2023' undertaken by the Scottish Centre for Social Research on behalf of the Scottish Government¹, identified an increase in disruptive behaviour and Violence and Aggression in schools across Scotland. Emerging issues included mobile phone/social media use, vaping, in-school truanting and misogyny and gender-based abuse. Work is now ongoing nationally to obtain a deeper understanding of the challenges faced by schools and identify what policies and guidance could support more positive behaviours.

At a local level, the majority of pupils in Moray are still well behaved however the rise in Violence and Aggression and the impact this has on staff, pupils and the wider community is of concern. These behaviours are predominantly within secondary schools however data and anecdotal evidence suggests an emerging trend in early years of primary following transition from nursery.

Some of the increase seen this year may relate to the introduction of the new electronic recording system and encouragement from the Local Negotiating Committee for Teachers (LNCT) to report every incident. Further analysis of the data to determine this and identify other contributory factors, will be undertaken when capacity allows.

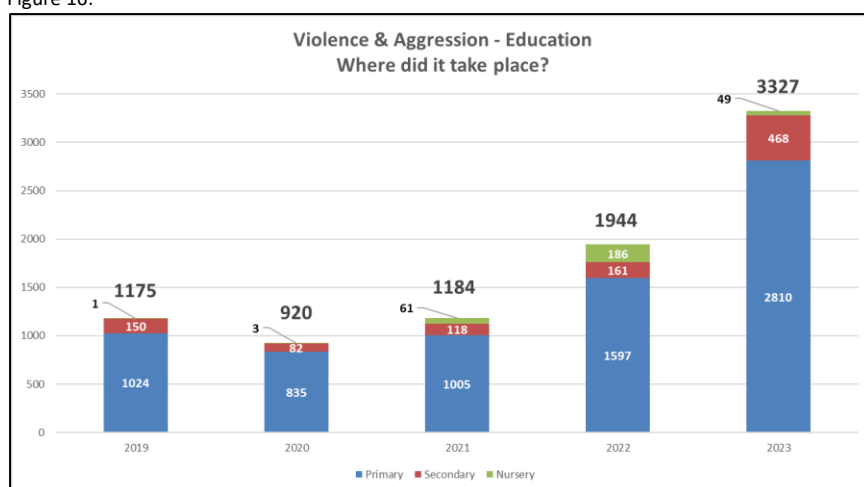
In the meantime, Education will continue to work with partner agencies and provide staff with training and development and strategies that supplement existing knowledge and support children and families in Moray.

Although usually reported by academic year, for the purposes of this report, Violence & Aggression data for Education has been supplied by calendar year.

Between January and December 2023, 3327 Violence & Aggression incidents were recorded by Education, an increase of 1383 (71%) from 2022. Incidents within a nursery setting fell by 137 (73%) however Primary School incidents increased by 1213 (76%) with Secondary Schools rising by 307 (190%) (Figure 16).

A total of 603 pupils have been reported against over 2023. Of the pupils reported - 286 had been reported once, 159 reported between 2-4 times, 84 reported 5-9 times, 55 reported 10-29 times, 10 reported 30-49 times, 6 reported 50 -100 and 3 pupils reported 100 or more times.

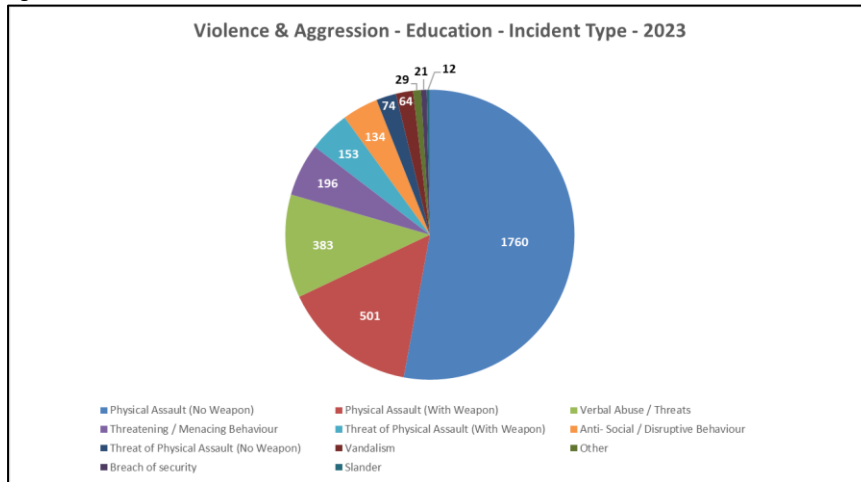
Figure 16:



¹ 'Behaviour in Scottish Schools 2023' published November 2023
<https://www.gov.scot/publications/behaviour-scottish-schools-research-report-2023/>

Each recorded incident is categorised by type. In 2023, the most common incident types were Physical Assault (No Weapon) and Physical Assault (With Weapon) (Figure 17).

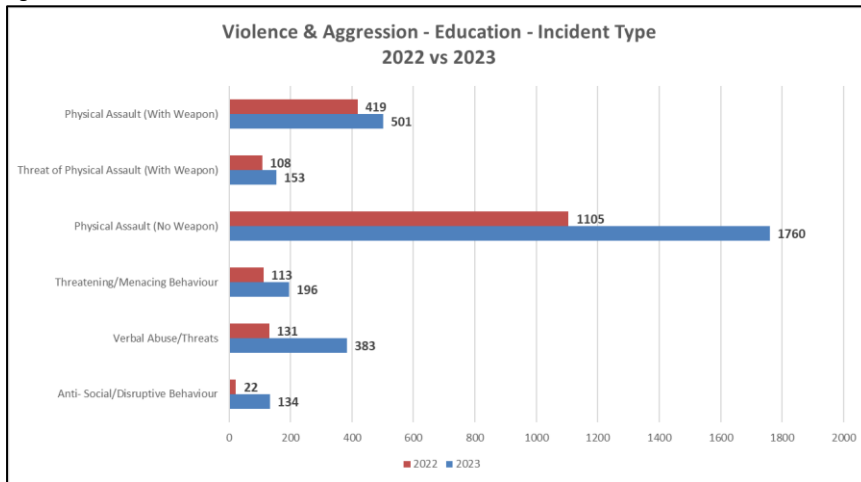
Figure 17:



Compared to last year, significant increases have been recorded in a number of categories (Figure 18), in particular:

- Physical Assault (No Weapon) – up 655 incidents/59%
- Verbal Abuse/Threats – up 252 incidents/192%
- Antisocial/Disruptive Behaviour - up 112 incidents/509%
- Threatening/Menacing Behaviour – up 83 incidents/73%

Figure 18:



Violence & Aggression Incidents – Supported Accommodation

During 2023, 332 Violence & Aggression incidents were recorded at the Supported Accommodation Facility; a fall of 23 incidents (6.5%) compared to 2022. Despite this decline, recorded injuries remained the same (Figure 19). The most common injuries sustained were a scratch or bite (Figure 20).

Figure 19:

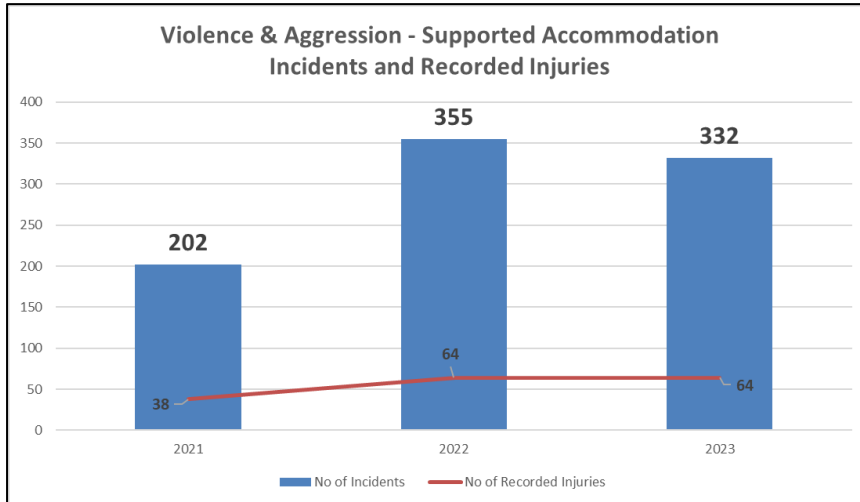
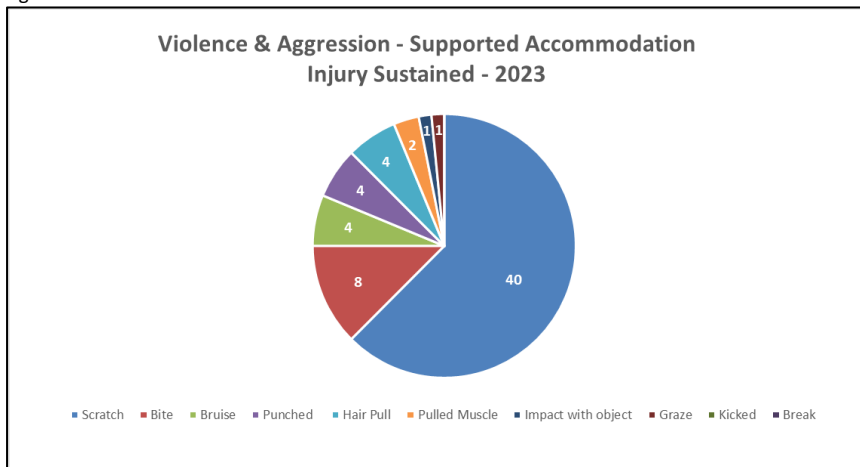


Figure 20:



Throughout 2023, the needs of service users have been closely monitored and where needed, modifications have been made to ensure more effective communication, routines and surroundings. Staff training has also been undertaken to promote better use of Positive Behaviour Support (PBS) strategies and work to develop this person-centred approach will continue in 2024.

Violence & Aggression Incidents – Corporate

Corporately reported Violence & Aggression incidents have risen during 2023 with significant increases noted in both Governance Strategy & Performance and Health & Social Care (Figure 21). Threatening Behaviour and Verbal Abuse were the most common type of incident (Figure 22). Abusive emails received by Customer Services staff account for most incidents within Governance Strategy & Performance while with Health & Social Care, most issues have occurred within a Service User/Client’s property (Table 1).

Figure 21:

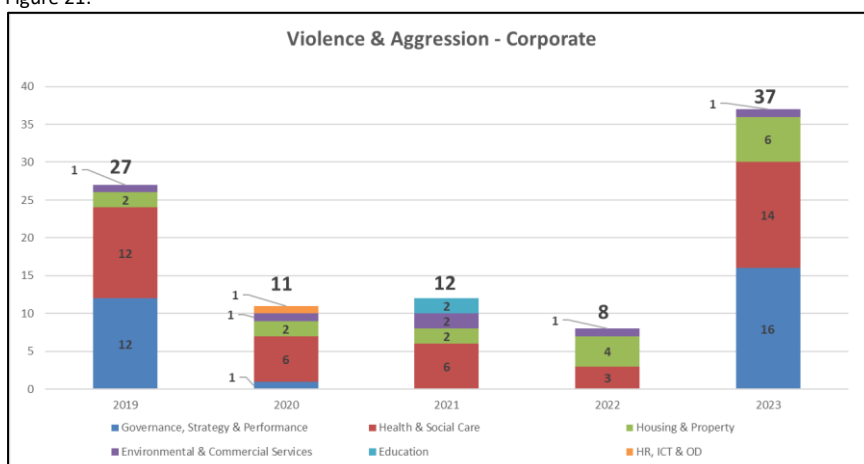


Figure 22:

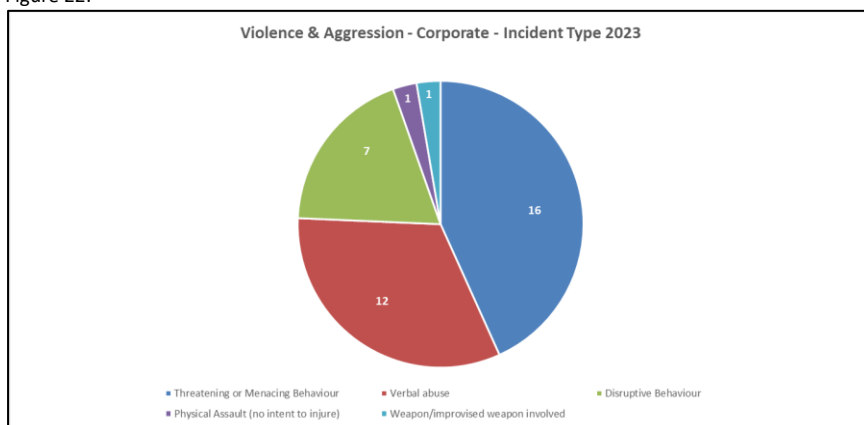


Table 1:

2023		
Service	Where did the incident take place?	Total
Environmental & Commercial Services	Service User/Client's property	1
Housing & Property	Service User/Client's property	6
Health & Social Care	Service User/Client's property	10
Health & Social Care	Telephone Call	1
Health & Social Care	In public location	3
Governance, Strategy & Performance	Elgin Access Point	1
Governance, Strategy & Performance	Telephone Call	3
Governance, Strategy & Performance	Via Email	12
Total		37

Working Days Lost to Industrial Injury

The number of working days lost to industrial injury can fluctuate considerably due to the varying circumstances. Often only one case can contribute to a significant increase.

During 2023, 10 incidents of industrial injury resulted in 86 days lost; a rise of 13 days compared to 2022 (Figure 23).

Figure 23:

