

2017/18 Reporting Criteria - Health and Safety (ISS, AFR and ASR)

Background The Crown Estate (TCE) collects, investigates and reports all work-related accidents and incidents that occur to ensure that lessons are captured and learnt to prevent a reoccurrence. This process is also one measure that enables us to track our health and safety performance over time and comply with our legislative reporting duties (to the Health and Safety Executive (HSE) or the relevant local authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) which amended the 1995 and 2012 Regulations.

Definitions

Workplace injuries:
Work place injuries include all injuries sustained by a Crown Estate employee, which occurred whilst at work and caused by undertaking a Crown Estate work activity. This includes minor injuries and more serious injuries (injuries reportable under RIDDOR). This excludes injuries to members of the public or non TCE employees and any incident that does not result in an injury.

Incident Severity Score (ISS):
The Crown Estate's incident severity score is a unique measure which aggregates injuries and serious near misses that occur on The Crown Estate's property portfolio and as a result of our business. This includes incidents involving members of the public, a Crown Estate employee or an employee of our managing agents and their supply chain. The measure excludes construction projects and injuries sustained that were not in connection with our business. Every incident is allocated a score dependent on:

- Whether the activity is directly or indirectly managed by TCE, and
- its severity or potential severity (in the case of a serious near miss)

The score for each incident type are described below. These individual incident scores are totalled for the month to provide a monthly incident severity score and build cumulatively throughout the year to provide an annual incident severity score for that financial year. The scores allocated are the same for both directly managed activity and indirectly managed activity. However, a different score is recorded and reported for directly managed incidents and indirectly managed incidents to allow us to see how each area performs separately and/or together. For 2017 -2018 a 10% reduction target is calculated based on an average of the last two years ISS and this will move to an average of three years in 2018-2019.

Accident Frequency Rate (AFR):
The reported accident frequency rate measures the total number of injuries sustained by a Crown Estate employee, reportable to HSE under the RIDDOR regulations, per 100,000 employee hours worked. This is calculated by: number of employee RIDDOR injuries / total hours worked x 100,000). This excludes non injury incidents.

Accident Severity Rate (ASR): Total number of Crown Estate employee lost days / total hour worked x 1000: Number of employees lost days per 1000 hours worked – (any lost days from 1 – 180) relating to direct employees only including absence relating to accidents. This changed in May 2018 to exclude sickness absence to enhance the accuracy of the calculation and applies to the 2017 - 2018 whole financial year data.

Employees:
Employees are individuals employed directly by The Crown Estate and are on The Crown Estate's payroll. This includes full time and part time workers on

either a fixed term or a permanent contract. Agency and casual workers are excluded.

‘Work-related’ means that the incident occurred in relation to activities undertaken on behalf of TCE or caused by activities undertaken on behalf of TCE that affects TCE employees.

‘Directly managed activities’ means incidents arising from or in connection with TCE activity. Where TCE was in sole control of establishing requirements for that activity and delivering those requirements using direct employees.

‘Indirectly managed activities’ means incidents arising from or in connection with TCE activity, which is managed by a third party organisation on behalf of TCE. TCE does not take day to day responsibility for management decisions but maintains a strategic overview and/or has a client responsibility.

Scope

For our AFR and ASR we report accidents where an injury was sustained by a Crown Estate employee.

For our ISS we report all incidents that occurred on our property portfolio in connection with our activities. This excludes construction projects.

Method

All accidents and incidents that are reported are done so through to a specific phone line which is operated by William Martin (external third-party Health and Safety consultant). Any accidents which result in an injury are investigated by TCE.

Information on lost days and occupational illness is collated by the HR team using a system called ‘Cascade’. Accident and incident statistics are subsequently consolidated at a group level.

A monthly dashboard is presented to The Board and quarterly reports to The Board on performance.

Working hours for ASR and AFR – working hours are calculated as follows: = working days x average number of employees for example: 251 (working days) x 394.1 (average number of employees) x 8 (hours worked in a day) = 791,352.8. Working days are as calculated on www.work-day.co.uk. No adjustments are made for holiday, maternity, paternity, sickness or overtime. Adjustments are made for part time workers.

Source

All accidents and incidents are reported to a specific phone line which is operated by William Martin.

Information on lost days and occupation illness is collated by the HR team using a system called ‘Cascade’.

ISS Examples	Category	Example
	0	A TCE employee falls from a roof causing fatal injuries.
	1	A piece of timber falls on a TCE employee whilst undertaking a site visit, causing them to fall and break a bone in their leg.

ISS Scoring	DIRECTLY MANAGED ACTIVITIES		
	Category	Incident Categories	Score
	0	<u>RIDDOR - Fatality</u> Fatality which requires notification to a regulator or enforcement authority.	25
	1	<u>RIDDOR – Specified Injury</u> A specified injury to an employee which requires notification to a regulator or enforcement authority.	10
	2	<u>RIDDOR – Other</u> Any other incident or injury reportable in line with RIDDOR (other than a specified injury or fatality) OR <u>High Potential Near Miss</u> An incident with the potential to cause significant and immediate harm but where no actual injury occurs.	5
	3	<u>Minor Injury</u> An incident or injury to an employee that does not require notification to a regulator or enforcement authority.	1
	4	<u>Non Injury Incident</u> An incident that does not result in injury, and is not reportable to a regulator or enforcement authority.	0
	INDIRECTLY MANAGED ACTIVITIES		
	Category	Incident Categories	Score
	5	<u>RIDDOR – Fatality</u> Fatality which requires notification to a regulator or enforcement authority.	25
	6	<u>RIDDOR – Specified Injury</u> A specified injury which requires notification to a regulator or enforcement authority.	10
	7	<u>RIDDOR – Other</u> Any other incident or injury reportable in line with RIDDOR (other than a specified injury or fatality) OR <u>High Potential Near Miss</u> An incident with the potential to cause significant and immediate harm but where no actual injury occurs.	5
	8	<u>Minor Injury</u> An incident or injury that does not require notification to a regulator or enforcement authority.	1
	9	<u>Non Injury Incident</u> An incident that does not result in injury, and is not reportable to a regulator or enforcement authority.	0

	<p><u>RIDDOR - Other</u> A TCE employee is lifting office equipment and drops it on their foot causing swelling and bruising and is off work for more than seven days.</p>
2	<p>A member of the public trips on a poorly managed pathway, sustains injury and goes straight to hospital for treatment.</p> <p><u>High Potential Near Miss</u> A TCE employee falls from a roof onto fall arrest airbag, but no injury is sustained.</p>
3	<p>A TCE employees trips on lose carpet, falls and bruises their knee. First aid treatment is provided.</p>
4	<p>An emergency evacuation of a TCE premises is required in response to an alert about a suspect package.</p>
5	<p>A contractor falls from a roof causing fatal injuries.</p>
6	<p>A contractor employee using a chop saw amputates their hand as a result of incorrect use.</p>
	<p><u>RIDDOR – Other</u> A managing agent employee slips on a wet floor, recently cleaned by a managing agent service provider, and hurts their back resulting in them being off work for more than seven days.</p>
7	<p>A managing agent service provider is electrocuted by faulty equipment provided by their employer.</p> <p><u>High Potential Near Miss</u> A scaffold pole from a managing agent contractor falls into a public area but no one is injured as a result.</p>
8	<p>A member of the public falls over on uneven paving in a shopping centre and bruises knee, receiving first aid treatment.</p>
9	<p>A service provider employee trips on the stairs in a TCE commercial property whilst using their mobile phone, but no injury was sustained.</p>

Reporting Period	1 st April 2017- 31 st March 2018
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