
Report to: Audit and Scrutiny Committee

Date of Meeting: 27 October 2022

Subject: Health & Safety Annual Report 2021/22

Report by: Health & Safety Manager

1.0 Purpose

- 1.1. This report provides the 2021/22 annual report on Health & Safety performance across the Council.

2.0 Recommendations

- 2.1. Committee is asked to note the report, commenting and challenging as appropriate.

3.0 Considerations

- 3.1. The Council has a legal duty to ensure the health and safety of the staff its employees and anyone who comes into contact with the services we provide. As well as ensuring no person comes to harm, this also helps prevent loss or damage to property, disruption due to incidents and claims being made against the Council.
- 3.2. Committee should note that the Health & Safety Team have been heavily involved in the response to the pandemic. This has impacted on work which had previously been planned.
- 3.3. Despite these challenges, significant work has been undertaken over the last year to improve the health and safety culture across the organisation and the report provides detail of this activity and performance measures. The success of this has been underlined by the fact that no statutory breaches or enforcement action was taken against the Council in 2021-22. This is the first time that this has been the case since 2014-15.
- 3.4. However, work remains to be undertaken to ensure the Council fully meets its legal obligations. To support this a Health & Safety Strategy 2022-2025 has been developed and this was considered and approved at the Council meeting on 6th October.

4.0 Sustainability Implications

- 4.1. None Noted.

5.0 Resource Implications

- 5.1. *Financial Details*

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing*

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

Clackmannanshire will be attractive to businesses & people and ensure fair opportunities for all

Our families; children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?
Yes No

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

- **Appendix 1:** Health & Safety Annual Report 2021/22

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

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Approved by

NAME	DESIGNATION	SIGNATURE
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Health and Safety

Annual Report 2021–2022

Be the
Future



Be the Future

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1. INTRODUCTION

1.1 Aims and Objectives

In order to manage Health and Safety (H&S) effectively, it is essential to carry out and report on periodic reviews of H&S performance. This report aims to provide senior management and Elected Members with insight into the deployment of H&S across the Council. Management information is included for the period between 1st April 2021 and 31st March 2022. Information relating to the use and performance of the Occupational Health contract is also considered.

The report also provides information on H&S risks and any enforcement action / Health and Safety Executive (HSE) involvement where the effectiveness of internal controls and H&S risk management have not achieved their intended aim(s).

The Council uses the system set out in the HSE publication *Managing for Health and Safety (HSG65:2013)* as the basis for its H&S Management System. This is based on principles of Plan, Do, Check and Act which are common to many management systems.



The ultimate objective of this report is to monitor performance and to provide an indication of the level of assurance on the achievement of statutory compliance.

1.2 H&S Team goals

The H&S Team aims to ensure, as far as is reasonably practicable, that Council business is conducted and services are delivered without causing harm or ill health to our staff, or any others affected by our activities. Advice provided on the management of H&S will be reasonable, proportionate to the level of risk and benchmarked with similar organisations. The team also manages the Council Occupational Health Services contract. The H&S service contributes to maintaining a healthy workforce, improving efficiency, reducing costs and claims, managing risk and reducing absence.

The corporate H&S Team satisfies the statutory requirement to appoint an adequate number of competent persons to assist the Council and its Directorates to comply with legal duties, without removing the direct responsibility on Services to assess risk and operate in a safe manner.

Over the past year the team has continued to play a significant role in the Council's response to the Covid19 pandemic as well as supporting the Council's recovery from the pandemic. This has involved providing advice and guidance to staff and managers on the national guidance and regulations, carrying out assessments of all buildings to ensure they are "Covid Secure", carrying out individual risk assessments to ensure appropriate measures are in place for staff with underlying health conditions and co-ordinating and issuing PPE to Council services and to wider groups on behalf of the HSCP. This has all been undertaken while continuing a wide range of business as usual activities.

2. EXECUTIVE SUMMARY

Highlights from the broad range of work undertaken from the period 2021-22 include:

- No statutory breaches or enforcement action against the Council for the first time since 2014-15.
- Completion of a Behavioural Safety Culture Audit
- Development or review of 5 policies,
- Completion of 2966 Health and Safety training activities,
- Completion of General Health & Safety Audit visits to 12 Council properties in conjunction with trade union representatives,
- Completion of 326 Health Surveillance checks,
- Support provided through 854 contacts with PAM Assist and 29 referrals to Physiotherapy,
- Completion of the analysis of 35 Stress Risk Assessments.

All of the above support the Council in achieving statutory compliance and enhancing the health, safety and wellbeing of staff.

As a result of the Covid-19 pandemic, the team has also been involved in the following during 2021/22:

- supporting the Emergency Planning team in providing access to Covid testing,
- completing 156 individual risk assessments, bringing the total completed to 632,
- regularly reviewing and updating building risk assessments for all operational buildings,
- reviewing 84 DSE self-assessments and completing 46 full assessments,
- providing over 241,000 items/boxes of PPE to Council locations as well as 14,000 boxes of PPE through the HSCP Hub
- answering a large number of queries on the subject from across all Council Service areas, and on a re-active basis.

3 PERFORMANCE - H&S MANAGEMENT SYSTEM

3.1 Key Performance Indicators

In March 2018 a set of Key Performance Indicators were agreed for Health and Safety Performance across the Council. The results from this can be found at Appendix 1.

Objective	Description	Measure
Monitor and review risk assessment programmes	Monitor the implementation of risk assessment procedures	Number of assessments completed against number expected as a %
Ensure effective communication of Policies and Guidance	Measure of how well policies have been disseminated through the organisation	Number of employees receiving a toolbox talk on new H&S policies expressed as a % of those who should have received such a talk.
Ensure employees have completed basic H&S training recently.	Measure of implementation of core H&S Training (H&S Intro, Electricity, First Aid, Fire, Slips & Trips MicroLearn or Toolbox Talk)	Number of employees completing core H&S Training (refreshed each year) expressed as a % of total number of employees.
Ensure appropriate controls are in place to protect employees from violent behaviour	Measure of the number of violent incidents experienced by employees.	Number of violent incidents to employees expressed as a % of the overall number of employees.
Ensure Incidents are reported promptly	Measure the implementation of accident reporting procedures	Number of incidents reported within 5 working days expressed as % of incidents reported.
Ensure Health Surveillance is carried out in line with statutory requirements.	Monitor implementation of the health surveillance programme.	Number of HS appointments attended expressed as a % of the number of appointments offered by Occupational Health.
Ensure that Health & Safety is embedded throughout the organisation	Monitor how well employees feel health and safety is being managed using an HSE tool	Score out of 100 provided.

Work has been undertaken to create a new Health & Safety Strategy for 2022-2025 with a new set of Key Performance Indicators. This is the subject of a separate report to Audit & Scrutiny Committee.

3.2 Statutory Breaches & Enforcement Action

There were no Statutory Breaches found or Enforcement Action taken during the 2021-22 period. This is the first time this has occurred since the 2014-15 reporting period.

Scottish Fire and Rescue Service have continued to carry out regular fire safety audits across the Council estate and Ludgate House received a report with no recommended improvements required.

3.3 Significant Incidents/Accidents

During 2021/22 there were no full HSE investigations following the reporting of accidents under the RIDDOR Regulations. Where requested by HSE further additional information was provided.

3.4 Accident Data

A new accident reporting system was launched on 1st April 2022. This online system allows incidents to be reported from any internet enabled device. This has greatly increased the efficiency of the system as data is only entered once, whereas previously it could be entered up to three times. The system also allows the H&S team and senior management greater visibility of up to date incident data.

Paper based reporting is also available for those who do have, or are unable to, access IT equipment.

Table 1 below summarises the accident data for employees for the financial year 2021/22, previous years are included for comparison.

TABLE 1 - COUNCIL ACCIDENT STATISTICS – 2019/20, 2020/21 and 2021/22			
Number of Reports	2019/20	2020/21	2021/22
Staff	375	264	532
Others	Not available	Not available	1903
RIDDOR (HSE) reportable accidents within the above			
Staff	8	7	9
Others	Not available	Not available	6
Staff accident incidence rate (AIR) Total riddor reportable x 100,000 / FTE employees.	8 x 100000 /2029 = 394.28	7 x 100000 / 2090 = 334.93	9 x 100000 / 2127 = 423.13

There has been a significant increase in the number of incidents reported, which is due to the introduction of a new system for reporting accidents which is more accessible, and was widely promoted across the Council during this period. There has been a moderate increase in the number of incidents requiring reporting to the Health & Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). All nine were due to injuries which prevented the employee carrying out their normal duties for more than seven days. Table 2 illustrates the proportion of incidents across all services areas. During the 2021/22 financial year the Transformation Team were established as a separate Directorate, but no accidents were reported from this area during this period.

TABLE 2 – COUNCIL STAFF ACCIDENT STATISTICS – by Directorate													
	P&P			People			Place			HSCP			Transformation
	19/20	20/21	21/22	19/20	20/21	21/22	19/20	20/21	21/22	19/20	20/21	21/22	21/22
Non RIDDOR	17	19	0	244	145	468	98	85	46	8	8	9	0
RIDDOR	0	0	0	1	2	5	7	4	3	0	1	1	0
Total	17	19	0	245	147	473	105	89	49	8	9	10	0

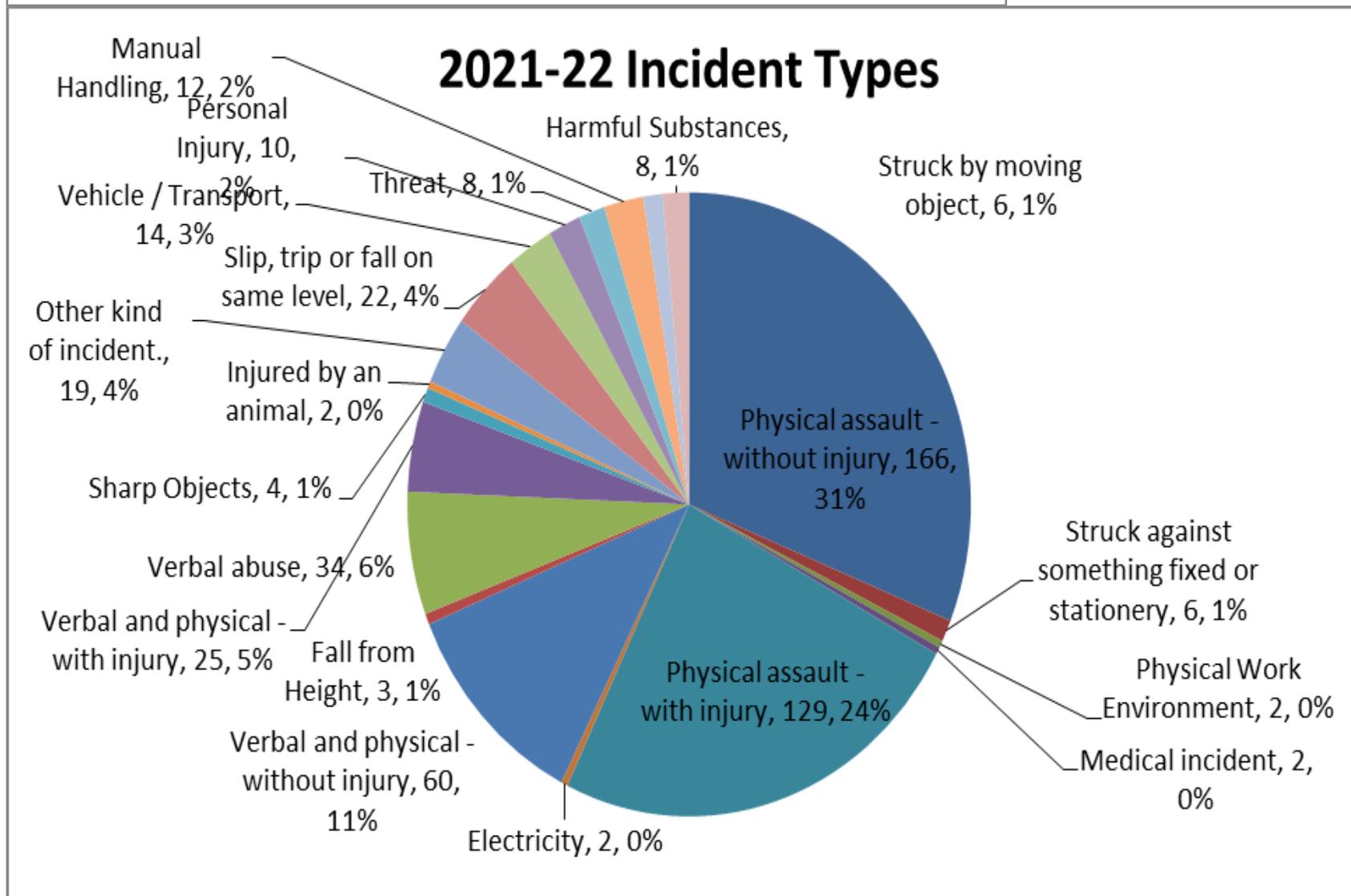
All accident reports are scrutinised by the H&S team and action(s) taken where required in the identification of trends and the provision of recommendations in order to prevent a reoccurrence. From April 2021 all incidents were reported via our new H&S system, Evotix Assure, which allows all managers to see accident data in real time with powerful tools for easily analysing these.

The number of incidents reported in 2021/22 increased but it should be noted that the previous years were impacted by changing work practices as a result of the Covid pandemic with fewer employees in the workplace for significant periods.

Figure 1 displays incident types for 2021-22. The highest types of incident were physical assaults, with nearly all of these taking place within educational establishments. The Council is taking part in a project with Health & Safety Executive to look at reasons for this trend and possible control measures to reduce the number of such incidences.

In 2021/22 the proportion of Near Miss events has dropped significantly. Work is ongoing across services to increase this near miss reporting allows early identification of potential issues before they cause actual harm.

same level, 21,
6%



3.5 Audits

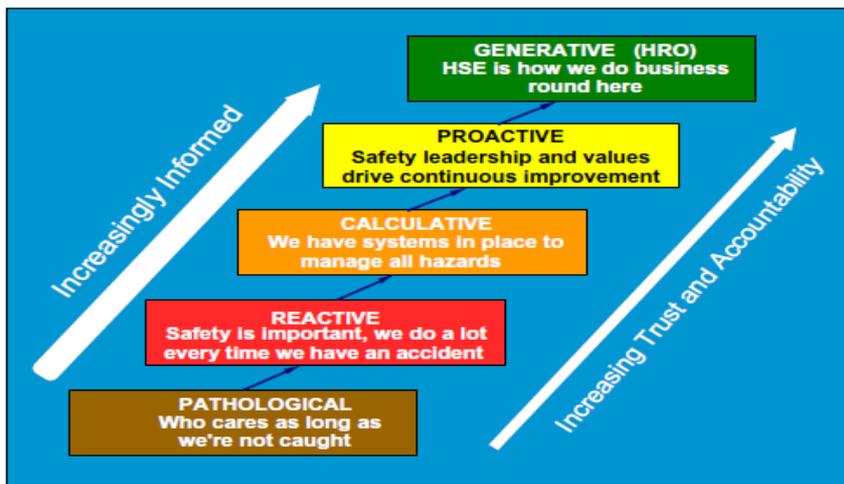
A programme of general Health & Safety Audit visits to 105 identified Council properties commenced in October 2017. These are properties which the Council maintains the responsibility for safety and upkeep. The final 20 buildings were assessed during 2019/20 which concluded the programme. Basic Health & Safety management arrangements are in place for most buildings, although some issues with the building fabric are now being addressed by the Planned Works & Compliance Team.

A new programme has been drawn up for the next round of visits. These will again take place in conjunction with our trade union representatives and commenced once Covid restrictions allowed. Our audit programme will focus on the 47 buildings in operational use. 12 visits had been completed by 31st March 2022.

In addition to this the Health & Safety team have completed a number of visits to worksites. The main issue identified from these visits has been a failure to wear Personal Protective Equipment (PPE) correctly. Toolbox talks have been undertaken to help resolve these issues.

Work is nearing completion to develop a new audit tool on Evotix. As well as providing a more in depth audit for our buildings, it will also allow us to undertake benchmarking with similar properties or services in Angus and Perth & Kinross Councils. There is scope to roll this out to a number of other Authorities in the future.

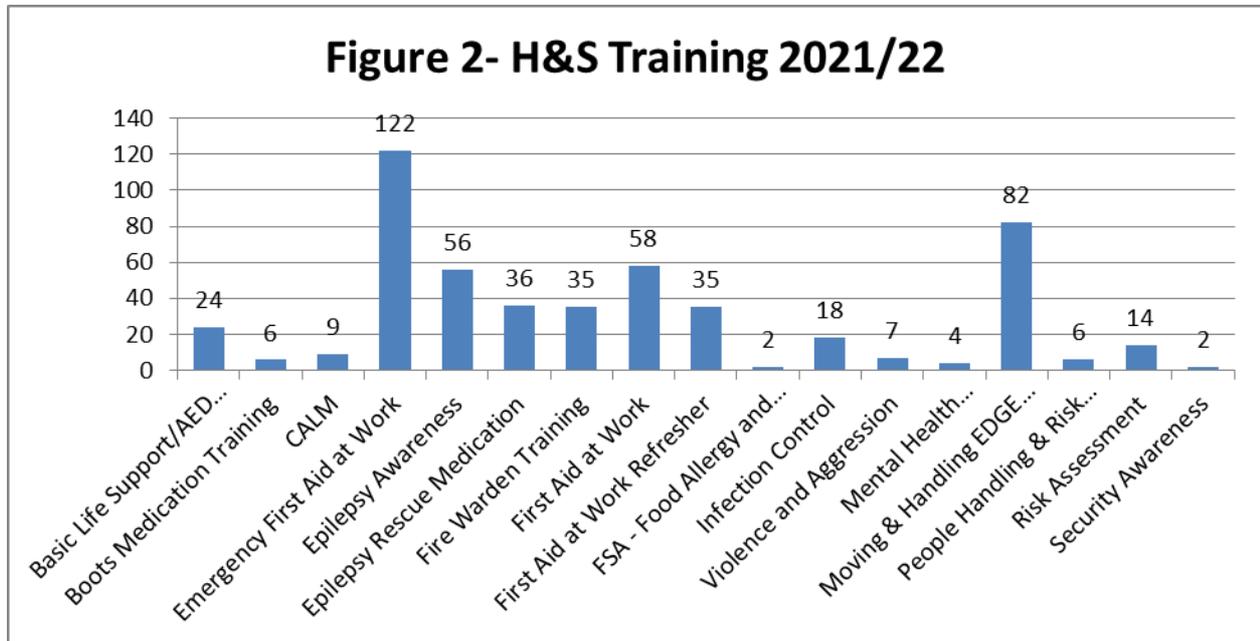
An audit of the Safety Culture took place and found the Council to be “Reactive”. This was based on interviews with a number of staff from all services across the Council. This means that there is some good work going on, but that it tends to be in reaction to specific events rather than a more systematic approach. The Council is committed to progressing towards a “Generative” culture.



3.6 Training

H&S training plays a significant role in reducing overall H&S risk. In 2021/22 there were 539 attendances at events which would improve the safety and health of employees and service users.

Figure 2 details the attendance at H&S training courses during the financial year 2021/22.



In November 2020 a First Aid Officer was employed within the Health & Safety Team. A significant part of his role is to provide First Aid Training across all Council Services. This has led to a decrease in the costs experienced by the Council and improved satisfaction with the courses as they can be tailored to different groups of staff. It is anticipated that this will be extended to partner organisations in future years with the potential to generate income through this.

A growing number of courses are being run as e-learning, allowing employees to choose where and when they access the course. Table 3 shows the number of employees completing key courses across each of the last three financial years. These were deemed to be mandatory courses for all employees. No reminder about these courses was sent out during this period which may explain the low uptake.

Course	2019/20	2020/21	2021/22
H&S Intro	172	478	60
Electricity	76	239	39
First Aid	93	285	64
Fire	184	1313	1503
Slips & Trips	86	261	44
Total	611	2576	1710

In addition, Toolbox Talks have been developed for key aspects of Health & Safety. Table 4 shows the number of employees who have received these since 2020.

Table 4 – Toolbox Talk		
Subject	2020/21	2021/22
H&S Policy		55
Fire Safety Policy		203
Construction (Design & Management) Policy	22	
Accident Reporting & Investigation Policy	172	71
Management of Asbestos Policy	177	
Management of Contractors Policy	45	
Control of Vibrations Policy	8	
Catheter Care Guidance		30
Covid 19 Guidance for Care Homes		73
Covid Social Care Setting Update		25
Covid Visiting Guidance update		21
Employee Health Assessment		26
Infection Control		19
OPUS Guide to Safeguarding Issues with Medication		13
Returning to work for HSCP staff		26
Service Users Meaningful Activity		32
SI for residents in Adult Care Homes		24
Updated Public Health Actions		32
Winter Response – SI for SC staff		32
Care Assured and Clinical Outreach Team		17
TOTAL	424	717

The increase has largely happened due to the resumption of talks following the relaxing of pandemic restrictions. We are likely to see an even bigger increase in uptake for the 2022/23 year.

A Training Needs Analysis for Health & Safety training is underway and from this a matrix will be developed showing what training is required for different types of roles across the organisation. This will then inform the development of a training programme over the next few years.

Work is also progressing to ensure the corporate rollout of mandatory health and safety training. This will be done as e-learning for most staff, with other forms of communication such as video content being developed for hard to reach groups.

4 OCCUPATIONAL HEALTH PROVISION

The Occupational Health Provision (OHP) is an important risk/absence management tool, allowing the Council to optimise productivity whilst reducing costs related to health issues. OHP's perform the following functions:

- Identification of the legacy of impairment/disease in new employees and the establishment of a 'baseline' of health.
- Pre employment health assessment.
- Advising on adjustments as required to comply with the Equality Act 2010.
- Identification of work-related disease and defence in the event of legal challenge.
- Provision of advice on preventing/minimising work-related illness.
- Compliance with statutory health surveillance requirements.
- Assessment of fitness for work during and after illness/disease onset and recommending adjustments and restrictions to reduce absence costs.
- Employee Assistance such as Counselling, CBT, EDMR.
- Physiotherapy.

The main OHP is currently delivered by Optima Health, with Employee Assistance provided by PAM Assist and Physiotherapy provided by Framework. The value of these contracts is £84,000 per annum, with some additional costs agreed separately for more specialist services. The initial OH Contract ran until 31st March 2021, but the option to extend this until 31st March 2023 has been implemented.

4.1 OH (Management) referrals

Table 5 below shows the number of referrals made to our OHP. These are mainly made by managers in relation to employee attendance issues, but occasionally may be made to request advice in cases where there has not been any absence.

Referral Type	Number of referrals 2019/20	Number of referrals 2020/21	Number of referrals 2021/22
Management referrals	366	365	489
Pre employment screening	535	318	439
Case conferences	0	0	0

The number of management referrals has increased largely due to cumulative effects of the pandemic with employees experiencing delays in medical treatment, an increase in mental health concerns and several experiencing difficulties following covid infection. The number of pre employment screening requests reflects recruitment activity across the Council.

4.2 Health surveillance

Health surveillance checks are required by legislation and include checks for:

- Noise Induced Hearing Loss;
- Hand Arm Vibration Syndrome;
- Occupational Asthma / lung function;
- Occupational Dermatitis (skin);
- Night worker medicals;

Table 6 below shows the number of staff attending OH for statutory health surveillance appointments over the last three years. In line with guidance from the Health & Safety Executive surveillance was paused during the initial stages of the pandemic, with paperscreen surveillance having taken place until October 2021.

There are 259 individual staff members currently included in the health surveillance programme and 43 staff on the night worker medicals programme.

TABLE 6 - Health Surveillance Appointments			
	2019/20	2020/21	2021/22
HAVS	97	59	29
Audiometry	82	64	58
Skin checks	221	121	108
Lung checks	222	122	108
Night worker assessment	16	0	23

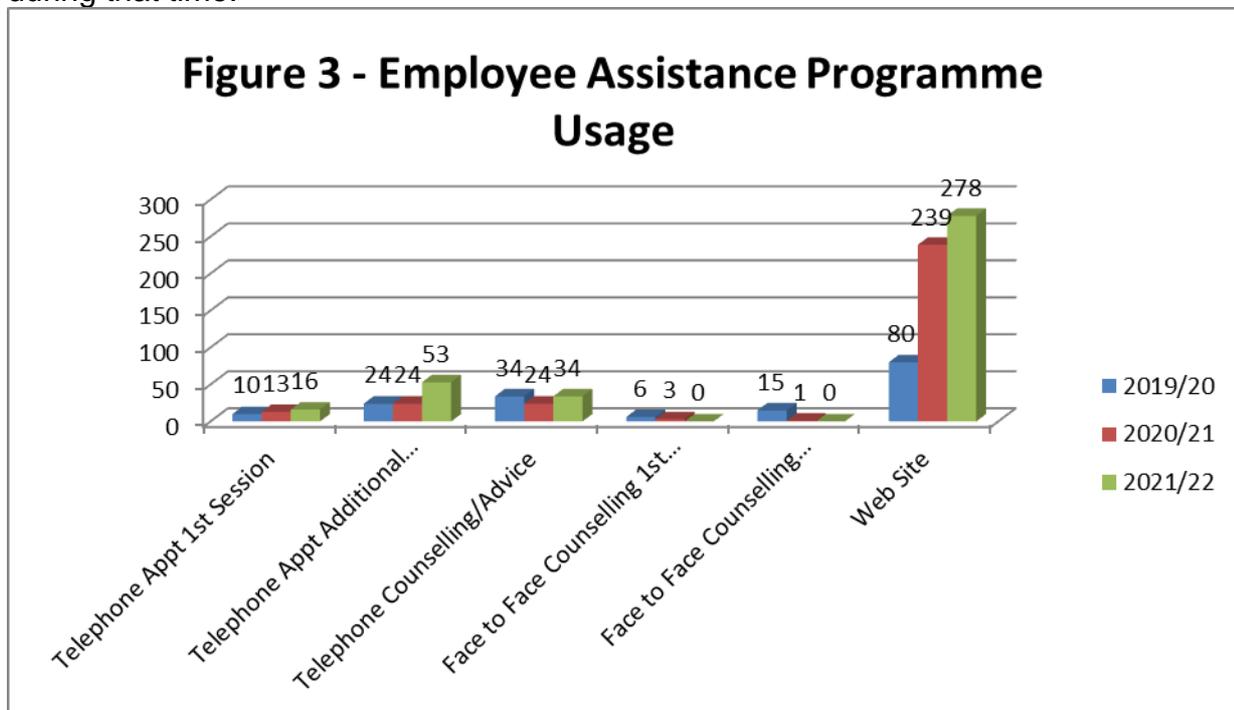
* Health surveillance checks are cyclical, some of which take place on a 3 year rotation. These figures highlight the usage of the contract and are not performance indicators.

Where symptoms are identified during routine health surveillance managers are then provided with recommendations from OH in order to ensure exposures are reduced. A structured feedback form is now used to ensure the outcome of health surveillance appointments is formally passed to staff, with results of this being recorded on iTrent.

4.3 Employee Assistance Programme

The Employee Assistance Programme provides for online and telephone assistance on a wide range of topics. If more specific support is provided such as counselling, CBT or EDMR this is charged separately to the relevant service.

Figure 3 shows the use made of this provision in the over the last three years. A total of 854 contacts were made with PAM Assist, with a steady increase in most types of contact during that time.



The main topic for phone contact was Mental Health Issues. Table 7 shows the topics viewed on the website by Council employees.

TABLE 7 – Employee Assistance Website Topics			
Topic	2019/20	2020/21	2021/22
Bereavement			28
Carers Support			3
CBT Support	1	13	19
Change Your Thinking	2	8	11
Community			90
Conditions	1	2	
Domestic Violence			2
Drugs and Alcohol	1		
Eating	6	16	11
Eating Disorders	2		4
Family & Relationships			6
Finance	1	20	
Generic	1	6	5
Health Awareness		4	7
Legal Advice	1	16	8
Managing Money	2		
Medicine Chest	1		6
Mental Health	18	84	109
Moving		2	2
MSK	3	1	1
No topic	7		8
Nutrition & Health		1	12
On-line Counselling	5		2
Pregnancy & Post Natal			3
Recipes		2	
Stress Management	11	1	61
Support	25		5
Women's Health	1	1	2
TOTAL	89	177	405

4.4 Physiotherapy

The primary purpose of the Physiotherapy Service is to either prevent absence or to facilitate a return to work as a result of a musculo-skeletal injury or illness. The Service was set up as part of the Council's absence management initiatives with the aim being to provide faster access to physiotherapy as staff could wait eight to twelve weeks for NHS provision. The physiotherapy provision is delivered by 'Frameworks Clinics'.

There were 29 referrals to Physiotherapy with 46 appointments during 2021/22.

5 STRESS RISK ASSESSMENT

Stress risk assessments aim to assist managers in the identification of stressors and the subsequent identification of risk control measures. Table 8 below summarises the demand for assessments from each Service.

TABLE 8 – Stress Risk Assessments by Service 2018-22				
	2018/19	2019/20	2020/21	2021/22
P&P	10	1	4	4
People	40	29	15	23
Place	16	3	4	7
HSCP	4	5	0	1
Total	70	38	23	35

6. PRIORITY AREAS FOR IMPROVEMENT

While good progress has been made in health and safety performance, there are still significant challenges to ensure robust Health & Safety arrangements are in place across the Council. This has led to the development of the Health & Safety Strategy 2022-2025. The Key themes identified for our 2022-2025 strategy are:

- 1) Leadership and Management
- 2) Competence
- 3) Risk Management
- 4) Health and Wellbeing
- 5) Collaborative/Partnership working

Once this is agreed, this will provide the workplan for the Health & Safety Team for the next few years.

7 CONCLUSIONS

The aim of this report is to review H&S performance and to provide general assurance on the level of compliance with statutory requirements. From the review the Health & Safety Manager, in their professional capacity can provide substantial assurance in relation to policy and processes but only limited assurance can be provided on the uniform compliance with statutory H&S duties across the Council.

Significant work has been undertaken to build the foundations of a strong Health and Safety Management System. 3 policies have been developed over the past year, in addition to the 33 which were agreed in the previous years. 12 General Health & Safety Audit visits have been carried out, building up a picture of compliance levels across the Council. A total of 2966 training activities were undertaken during the period.

Pockets of good practice exist within the Council and a key role for the Health & Safety Team is to share this good practice to help those who may not be performing as well. The development of the Evotix system will greatly assist with this as many aspects can be copied across from one team to another.

A key challenge for the team during 22/23 will be to ensure that Health & Safety remains a priority in all areas of the Council as the new working practices are developed.

The H&S Team will continue to closely monitor performance and work towards reducing the key risks facing the Council as detailed above; adjusting priorities as required in order to safeguard the health, safety and wellbeing of staff, as far as is reasonably practicable.

Key Performance Indicators Appendix 1

Objective	Description	Measure	2019/20 Actual (%)	2020/21 Actual (%)
Monitor and review risk assessment programmes	Monitor the implementation of risk assessment procedures	Number of assessments completed against the number expected as a %	Compilation of data not possible	
Ensure effective communication of Policies and Guidance	Measure of how well policies have been disseminated through the organisation	Number of employees receiving a toolbox talk on new H&S policies expressed as a % of those who should have received such a talk.	H&S – 47.6 Risk – 12.1 Accident 4.2 Asbestos – 21.7 CDM – 6.2 Contractors 3.5 Fire – 10.6 LOLER – 7.6	H&S – 47.6 Risk – 12.1 Accident 4.2 Asbestos – 21.7 CDM – 6.2 Contractors 3.5 Fire – 10.6 LOLER – 7.6
Ensure employees have completed basic H&S training recently	Measure of implementation of core H&S Training (H&S Intro, Electricity, First Aid, Fire, Slips & Trips MicroLearn or Toolbox Talk)	Number of employees completing core H&S Training (refreshed each year) expressed as a % of total number of employees	H&S – 7.9 Electricity – 3.5 Fire – 8.5 First Aid – 4.3 Slips – 4.0	H&S – 7.9 Electricity – 3.5 Fire – 8.5 First Aid – 4.3 Slips – 4.0
Ensure appropriate controls are in place to protect employees from violent behaviour	Measure of the number of violent incidents experienced by employees	Number of violent incidents to employees expressed as a % of the overall number of employees.	7.9%	
Ensure Incidents are reported promptly	Measure the implementation of accident reporting procedures	Number of incidents reported within 5 working days expressed as a % of incidents reported.	90.7%	
Ensure Health Surveillance is carried out in line with statutory requirements.	Monitor implementation of the health surveillance programme	Number of HS appointments attended expressed as a % of the number of appointments offered by OH.	88.9%	N a ap
Ensure that Health & Safety is embedded throughout the organisation	Monitor how well employees feel health and safety is being managed using an HSE tool	Score out of 100 provided.	No data available	No ava

