

Health & Safety

Annual Report 2018-19



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Executive Summary

The Council recognises that good health and safety management supports the delivery of our services to the people of Lincolnshire.

We are committed to providing and maintaining a healthy and safe working environment for all our employees – ensuring that their work does not adversely affect the health and safety of other people - such as service users, visitors and contractors.

Good progress has been made in managing health and safety across the Council, with service areas and the Corporate Health and Safety team working well together – focussing on our key risks. This report aims to provide a brief update and assurance on how well these arrangements are working.

Thanks to the efforts of staff and managers we can report a **decline in accident numbers by 25%** in 2018/19. Accidents and incidents **remain low** – our key issues continue to be around:

- Violence and aggression
- Slips, trips and falls

We have a number of interventions in place to address these areas – including raising awareness, training and support, undertaking risk assessments and deploying lone worker devices.

We also continue to focus on areas that don't form part of accident / incident reporting, such as asbestos / legionella management, fire safety, statutory planned preventative maintenance activities and contractor management.

During 2018/19 there were **no occasions** where the **Health & Safety Executive (HSE) has taken enforcement action**. We continue to maintain a good relationship with the HSE – responding promptly to any requests for information.



Andrew Crookham
Executive Director –
Resources



Cllr Mark Whittington

Key Results

This corporate update report provides a summary of the Health and Safety activities for 2018-19 and gives assurance on how well the Council manages its Health and Safety risks.



We are pleased to report there were **no occasions** where the Health and Safety Executive (HSE) took enforcement action.



Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) graded our Fire Service as '**Good**' for how effective it is at keeping people safe from fire and other risks, and '**Good**' for how efficiently it delivers the Service..



We recognise the importance of health and safety training – with **over 6000 individual health & Safety courses completed** either through e-learning or classroom sessions.



Over 200 site visits and inspections were undertaken – appropriate action taken to ensure improvement and compliance. Introduction of new technology - providing 100% effectiveness of highway site safety inspections.



The Corporate Health & Safety Team continue to review our health and safety **policies and guidance – updating as necessary.**



The Corporate Health & Safety Team were **highly commended** at the SHE National Health & Safety Awards for their work on training in schools on management and operational safety.



The 2018/19 schools on-line Health & Safety Self-Assessment achieved a **100%** participation and return rate for the first time since it started over 10 years ago.



Using our property database Concerto to undertake **174** desktop audits - we have improved the way compliance documentation is retained and evidenced by the Property Team.

Key Results

“The best resource is our employees”

It's good that the severity of abuse and aggression towards our employees is on the decrease, but our zero tolerance stance means continue to support staff and promote our expectations to services users - taking appropriate and proportionate action where required.

“Keep it real, keep it relevant”

We have made better use of the Health & Safety bulletin – promoting greater understanding of the health and safety risks facing us and key stakeholders to help encourage a sensible safety culture.

“Leading by example is the best way to get people to follow”

Both the Leader of the Council – Councillor Martin Hill OBE and the Head of Paid Service - Debbie Barnes set a strong 'tone from the top' – promoting compliance and accountability in health & safety management. Our Corporate Health and Safety Steering Group has oversight of the effectiveness of our arrangements.

“if you stand still, you move backwards”

The Council continues to recognise the importance of having effective health and safety management processes in place – with this years focus being:

- Improving governance arrangements
- Improving performance monitoring by setting KPI's
- Raising awareness
- Keeping people safe through a programme of audits, inspections and site visits.

Accident & Incidents Reported by Directorate Area

- % and ratio per 1000 employees*

18% /46:1000
Resources (inc LFR)



8% /48:1000

Adults & Wellbeing

14%/81:1000



Place



60% /39:1000

**Children Services
(inc schools)**

*1:1000 accident ratio rate = the number of accident per 1000 employees

Lessons Learnt

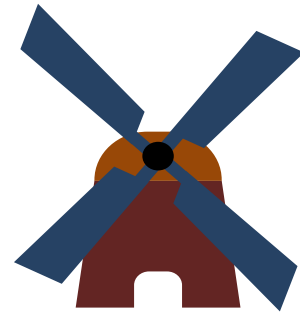


Waste Transfer Sites

The Health & Safety Executive visited several of our waste transfer sites managed for us by external contractors. Some improvements were identified and action has been taken to implement recommendations. We have also improved our audit and inspection arrangements of these sites to ensure standards are maintained.

Windmills

Following the tragic incident at Heckington Mill we reviewed the Health & Safety arrangements for our 3 windmills. A number of Health and Safety concerns were raised with Heritage Services resulting in the closure of Ellis Mill and some operating restrictions at Burgh le Marsh. Heritage are implementing plans to ensure these attractions are safe for both volunteers and visitors.

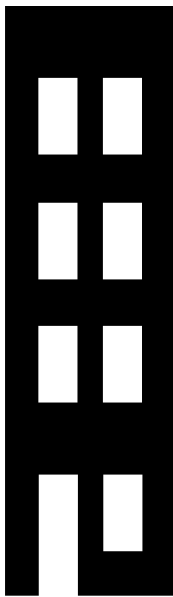


Grenfell Tower

The Council completed a comprehensive review and testing programme following the tragedy – even though none of our buildings met the “high rise” criteria.

In May 2018, Dame Judith Hackett issued her final Report on the Grenfell Tower fire. Corporate Property have considered its findings and made several recommendations to Corporate Leadership Team – demonstrating our commitment to responding to the findings of the report and learning lessons.

The Fire risk assessment process has been reviewed and a Fire Risk Assessment Programme manager has been employed under the Corporate Property Contract, to manage Fire Risk Assessments on and associated remedial work



Building Safety Programme

As part of the Corporate Property Contract over a 12 month period there have been the following number of tasks.

- 9895** Statutory Planned Preventative tasks undertaken across **483** buildings.
- 7411** Reactive remedial jobs have been raised
- 5639** Statutory remedial jobs reviewed and actioned



Employee Wellbeing

The Council is committed to improving and sustaining the health and wellbeing of its employees - through supporting a healthy and productive workforce that is highly engaged with the overall objectives of the Council.

We do this by placing importance on preventative health initiatives, providing tools and support to encourage people to stay fit, happy and healthy.

The Council recently approved an Employee Health and Wellbeing Strategy. The delivery plan is monitored separately but is closely linked to our Health and Safety work – here's a few highlights from 2018/19:-



Flu Vaccination

During last winter **871 (17%)** employees had a free flu vaccination. This year we aim to do better - increasing uptake to **35% in 2019/20**.

Musculoskeletal

Musculoskeletal conditions continue to remain a health problem – with insufficient postural change at work. Anecdotal evidence and occupational health referrals would suggest that **employees may sit for long periods without getting up – leading to stresses on soft tissue in the upper body**. During the year we promoted information on how to reduce this risk with DSE assessments – **more is planned for 2020**.



Mental Health

The Council recognises that mental ill-health is a Health & Safety issue for both managers and employees – it **acknowledges the importance** of identifying and reducing work place stressors where possible. Increased promotion of our Employee Support and Counselling Service has resulted in a significant increase in referrals - 77% of those referrals were due to Personal reasons. The Council is a proud signatory of the **Mindful Employer Charter**.



Global Corporate Challenge

Once again the Global Corporate Challenge was a huge success - all places taken within 45 minutes of its launch. **581** employees were involved with 144 countries taking part. Feedback showed that **80%** of participants identified **an improvement in their health and wellbeing** as well as **increasing physical activity levels, alongside weight loss and reduced stress levels**.

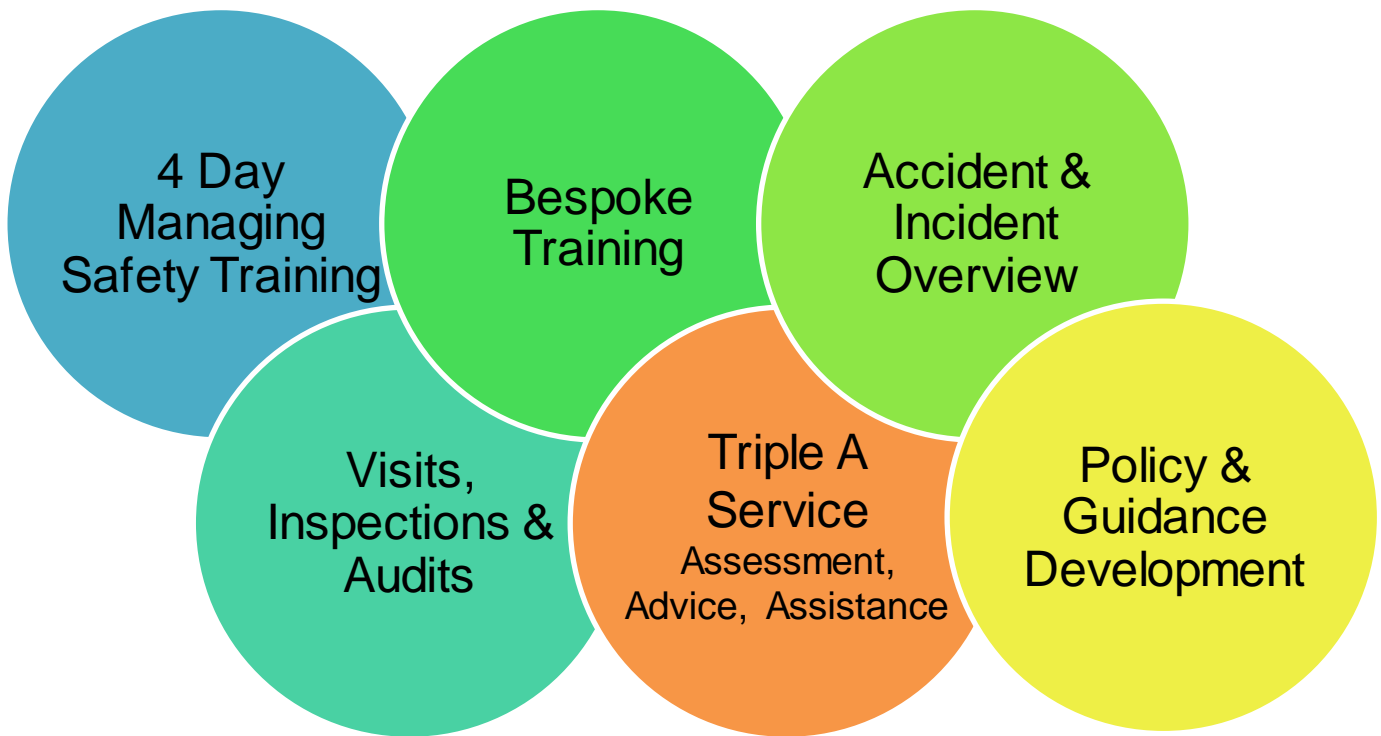


Supporting the Business

The Council's Corporate Health and Safety Team play a vital role overseeing and promoting good health and safety management, ensuring accountability and reviewing the way things are done. All aimed at trying to encourage a positive safety culture within the Council, that's seen as a tool to ensure goals are achieved and projects are successful rather than used as a restrictive element.

One of the key roles of the team this year was to provide support and guidance to new or newly appointed managers to assist them with understanding and then undertaking their duties and responsibilities in managing Health & Safety within their team.

Some of the support we provide includes:



How do we know it is working

An Internal Audit in January 2019 of the Corporate Health & Safety Team and Governance arrangements provided a **high level of assurance** - highlighting the:

- effective policies we have in place
- confidence in our managers and staff to manage risks
- ability and knowledge of the Health & Safety Team to support the business and ensure compliance.



Key Actions



The Council has appropriate systems and processes in place to ensure good Health & Safety management is maintained. We are satisfied that these work well, however there is always room for continuous improvement.

Our focus over the past several years included the following areas:

What we have done

Actions Identified/Undertaken	Progress
<p>Continue with the introduction of the Corporate Health and Safety training programme - Increased the number of courses and subjects available to employees, continue to grow the e-learning H&S courses on L2L.</p>	<p>Completed</p>
<p>Income generation - schools and academies – Developed courses aimed at Head Teachers, Governors and operational schools staff and successfully delivered to school staff across the County. This achieved a national SHE “highly commended” award.</p>	<p>Completed</p>
<p>Successful recruitment to bring the Corporate Health & Safety Team up to full capacity – Appointed a career grade Health & Safety Adviser. They successfully completed and achieved NVQ 4. Appointed a Health & Safety Technician and supported professional qualifications – resulting in a promotion. Apprenticeship post created – looking to recruit 2019.</p>	<p>Completed</p>
<p>Personal Emergency Evacuation Plans (PEEPs) – Implementation of improved system to support people – including a vibration pager system.</p>	<p>Completed</p>
<p>Revamp of the schools annual Health & Safety Self-Assessment – The 2017/18 school self assessment programme used a new IT system and focused on real events. This used less resources and resulted in a 99% return rate in 2017/18 and a 100% rate in 2018/19.</p>	<p>Completed</p>
<p>Review of Automated External Defibrillators (AED) – Review concluded that the Council will support the LIVES first responder project. AED installed at main County Office complex with awareness session held with key staff.</p>	<p>Completed</p>

Future Priorities



The Council has appropriate systems and processes in place to ensure good health & safety management is maintained. We are satisfied that these generally work well,

however there is always room for improvement. Our focus for 2019/20 includes the following areas:

Key Activity	Lead Officer	Time scales
Digital transformation – support the development of the new accident & incident reporting system. Improving data, information and action taken	Corporate Health & Safety Team	From 1 st April 2020
Implementing the revised Managing Safely in Lincolnshire Training	Directorate Health & Safety Leads	From 1 st April 2020
Raise awareness of workstation and driver assessments	Directorate Health & Safety Leads	From 1 st April 2019
Fire Risk Assessment Reviews	Corporate Property Officers	From 1 st April 2019
Develop and implement key performance measures	Team Leader – Health and Safety	From 1 st April 2020
Continuation of employee wellbeing events throughout the year – including increasing employee flu vaccinations to 35%	Director of Public Health	31 st March 2020
Work with service areas to produce & implement a risk based Health & Safety management system – including policies, advice & guidance & focussed proactive work	Implementing the new Driver Assessment Toolkit (DAT)	From 1 st April 2019
Implement a programme of contractors reviews to ensure that health and safety management systems are fit for purpose and health and safety risks reduced	Team Leader – Health and Safety	From 1 st December 2020



Appendix I

- Our Objectives

The Council recognises that good health and safety management supports the delivery of our services to the people of Lincolnshire.

We are committed to providing and maintaining a healthy and safe working environment for all its employees – ensuring that their work does not adversely affect the health and safety of there people such as service users, visitors and contractors.

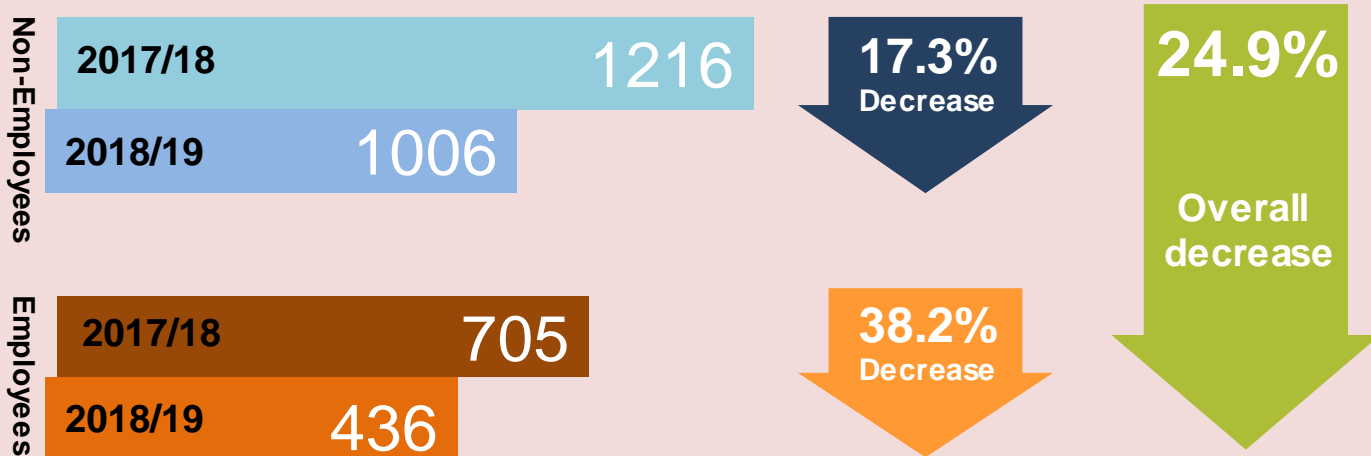
To achieve this we have the following key objectives to:

- Comply with requirements of relevant legislation
- Identify hazards (the potential for harm), assess risks (the likelihood of that harm being realised) and manage those risks
- Ensure that all employees (and others as appropriate) are adequately informed of the identified risks and where appropriate receive instruction, training and supervision
- Consult with employees' representatives on health and safety matters
- Provide and maintain safe and healthy premises and work environment
- Ensure that employees are competent to do their tasks, providing training where necessary
- Ensure that all contractors are competent to manage the health and safety aspects of their work
- Maintain appropriate health and safety management systems and arrangements
- Monitor and review the effectiveness of the safety management systems and arrangements and where appropriate implement improvements



Appendix 2 – Accidents & Incidents

Accidents / incidents reported



Note: Since June 2018 a temporary paper-based accident reporting process has been in place following the unexpected termination of our software contract. We've seen a reduction in the number of PO3 forms being manually completed to "log" incidents that do not result in an injury.

Trends & Patterns

	<p>Slips, trips & falls type incidents continue to be a significant contribution factors to PO3 stats</p>	<p>We will re-launch our Trips, Slips and Falls campaign during 2020.</p>
<p>Minor knock, bangs and bump are being reported less via the temporary paper based PO3 process</p>		<p>Monitor any increase of reporting following the launch of the new on line system</p>
	<p>Employees are using the PO3 system to log work related aggression</p>	<p>Refresh of the current zero tolerance poster campaign, more accurate reporting via the new PO3 system</p>
<p>Good news for backs - manual handling injuries are minimal. But referrals to occupational health (OH) for musculoskeletal issues is a top 2 reason for OH involvement</p>		<p>The review of current manual handling policy to refocus on musculoskeletal.</p>
	<p>We've encouraged the use of the PO3 system to recorded vehicle related incidents</p>	<p>Improve the management of the grey fleet with the implementation of a new Driver Assessment Toolkit (DAT).</p>

Appendix 3

-Our Risks

Health and Safety risks

The table below highlights some of the biggest health and safety risks the Council faces:

Risk	Mitigating Actions	Inherent Risk Rating	Level of Assurance
Failure to notify the HSE of RIDDOR reportable incidents / injuries within the regulated timescales	<ul style="list-style-type: none"> Policy and guidance to be reviewed. New IT system to be installed with automated messages. New process to be incorporated within Managers H&S training 	Amber	Substantial
Inadequate H&S knowledge/ understanding within middle and senior management	<ul style="list-style-type: none"> Revised Managing Safety in LCC course E-learning Managing Safety course Development of subject specific managers guidance/template 	Amber	Limited
Maintenance of effective governance arrangements	<ul style="list-style-type: none"> Corporate Steering Group Directorate Groups Governance review – corporate oversight 	Green/ Amber	Substantial
Enforcement action from the Health & Safety Executive against LCC	<ul style="list-style-type: none"> Reviewing policies/procedures Introduction of corporate training programme Provision of competent support/advice services RAG rated Directorate work plans 	Amber/ Red	Substantial
Enforcement action from the Health & Safety Executive against LCC's partners/contractors	<ul style="list-style-type: none"> Contractor H&S evaluation Joint Partnership meetings Inspection & overview programmes Contractor handbook 	Amber	Substantial
Enforcement action from the Fire Authority against LCC	<ul style="list-style-type: none"> Revised Fire Risk Assessment project from 2019 G5 fire policy to be reviewed in 2019 	Amber	Substantial

Key

The Impact	Inherent Risk Rating	Assurance Rating
Enforcement Action / Prosecution Financial Costs – fines, claims Representational costs – bad press Harm to employees Harm to services users Impact on service delivery	High - very large fines, criminal prosecution, death or life changing injury, prohibition of services	Low – Minimal level of confidence over the design and operation of controls, performance or management of risk
	Medium - significant fine, breaches of legislation, serious injury or harm improvement notices for service	Limited - Medium level of confidence over the design and operation of controls, performance or management of risk
	Low - Monitor and be aware , activity to mitigate the risk within existing service delivery plans / management arrangements	Substantial - High level of confidence over the design and operation of controls, performance or management of risk