

# Health & Safety

## Annual Report 2023-24



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# Executive Summary

Welcome back to the Health and Safety report for 2023/24, this report highlights our continued recognition that good health, safety, and wellbeing is essential for the delivery of our services to the people of Lincolnshire.

Due to many radical changes we've had to implement over the last several years, and a process of reflection and evaluation that we've undertaken since, many improvements in the way we provide support to our employees, which in turn, helps with the delivery of our services, have been implemented.

One of these being the rapid move to digital, the need for our employees to quickly and easily have access to key information, related to health and safety, from various locations around the county has become a key element in the ability of LCC to provide a healthy and safer working environment for our employees. The move to SharePoint and the transferring of important policies, procedures, and guidance into a digital HUB format, has vastly helped towards meeting these demands.

With the national spotlight starting to widen and not just focusing on mental health but a more general awareness of a person's wellbeing, we continue to embrace the key principles of good health and wellbeing for our employees, with the services we offer improving and the uptake of these increasing. This investment in our employees will create a better working environment, a healthier, more motivated workforce which can only have a positive impact on the services provided to the people of Lincolnshire.

These successes have given the Corporate Health and Safety Team the confidence to push the digital format forward, with the introduction of e-vouchers for eye tests for DSE users. This will not only increase our capacity to offer eye tests to staff four-fold, but will increase effectiveness, efficiency, and compliance with regulation for a negligible impact financially. This same approach was also used when developing the new property checklist system, utilising new internal digital software to develop our own in-house system, improving not only the method and ease of reporting but the monitoring, scrutiny, and compliance by our services.

The march to digital is being embraced within the world of health and safety and LCC do not intend to be left behind, with the transfer of information into a more digital format and the ongoing development and introduction of ever more modern methods of delivering support and assistance.

We hope this enables us to continue the provision and maintenance of a healthy, safe and well managed environment for both our service users and employees.



**Andrew Crookham**  
Executive Director – Resources



**Cllr Mark Whittington**

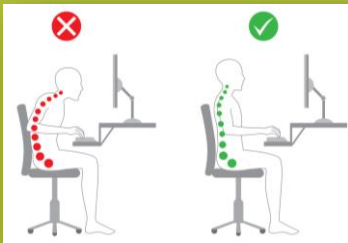
# Key Results

This corporate update report provides a summary of the Health and Safety activities for 2023-24 and gives assurance on how well the council manages its health and safety risks.



As in previous years, LCC have not been subjected to investigation or intervention by the enforcement agencies - (including the Health & Safety Executive) no formal / enforcement action has been taken against us.

E-learning continues to be the main format by which health and safety courses are being completed, with around 10,000 individual courses having being completed by LCC employees in 23-24.



The introduction of the on-line SHINE DSE assessment system within Lincolnshire Fire & Rescue. Helping to ensure they are compliant with their legal duties under the DSE regulations.

We continue the switch to digital with 14 more policies and guidance documents being reviewed, updated and transferred into the digital HUB format.



23-24 saw the sixth consecutive year we received a 100% return rate from our Schools H&S self-assessment programme. The format was changed, focusing on less subjects, but in more detail, helping us to identify several areas of additional support to improve compliance.

# Key Results

## *“I can see clearly now”*



This year saw the introduction of a trial for Display Screen Equipment (DSE) eye test vouchers for employees. Using the Specsavers Corporate eyecare scheme, we purchased 800 vouchers, which doubled our current average capacity for DSE eye tests for half the average annual cost. The trial received a 98% positive feedback score and will replace the old process in 24-25.

## *“Bricks and mortar”*

Working with Property Services we reviewed the old Compliance Checklists for H&S within LCC premises. Designing a new digital checklist, making the process easier to complete, it centrally records all completed checklists, helping to cross reference and pinpoint trends, patterns, and pin-pointing areas of non-compliance, or where further support or assistance is required. This is now being rolled out to all LCC premises by the Property Services Team.

## *“Grow your own”*



The Corporate Health & Safety team continue to look to the future with our successful training and apprenticeship scheme. We've had two internal promotions, with both our trainee and technician successfully moving up to Assistant Health & Safety Adviser positions. We're also looking to create another new trainee Health & Safety apprenticeship role in 2024-25.

## *“How do you measure up?”*

23-24 saw a full review and redesign of the Health & Safety KPI's. Reducing the total number from 12 general targets to 5 more specific compliance and measurable ones for 24-25. To assist with the monitoring, overview and scrutiny of Directorate performance against these new KPI's a new H&S update report format was designed for introduction in 24-25, giving H&S leads and representatives detailed quarterly reports, highlighting their performance against the KPI targets but also other Directorates.

# Key achievements

## This shouldn't shock you

As part of our ongoing commitment to improving the H&S training offer to employees and embracing the preferred method of delivery, we introduced 2 new e-learning courses, Electrical Safety and Slip, trip and falls on Lincs2Learn in Q3 2023-24.

## One place to reflect and learn



We've continued to develop our on-line audit process with the introduction of a single 'one stop shop' HUB where all current new digital audit reports will be located and can be accessed and viewed by relevant managers. This HUB also contains, where possible, any previous hard copy audit reports, going back several years so managers can easily compare year on year their performance, improvements or ongoing concerns/issues.

## You are not alone

Renewal of the lone working device contract, introduction of a new on-line evaluation and on-line HUB page to better manage the issuing and monitoring of these devices and improved controls for lone working.

## Leading by example



Q4 of 2022-23 saw the official launch of our new managing safety course and we continued to deliver this training on a regular basis through 2023-24 with a KPI target of 25% of managers each year to completed. However, one of our Directorate took the lead by working with us to get all their 91 managers through the training over several sessions - and any new managers getting booked onto the next available session.

# Health, safety & wellbeing

## Employee Health and Wellbeing Group Project Team

This group was established in early summer 2020 to oversee the delivery of our Employee Health and Wellbeing Strategy. In light of the impact of the COVID-19 pandemic on health and wellbeing the delivery plan for the strategy was reviewed and refocused, ensuring a range of support is available for employees and managers with both physical and mental health and wellbeing.



The group ensures work is focussed and targeted appropriately and links in with work currently being led by Lincolnshire Community Health Services Trust (LCHS) to support employees with health and wellbeing particularly across the health and social care sector in Lincolnshire.



The LCC group is made up of representatives from HR, Public Health, Employee Support and Counselling, Children's Services, Adult Services, Fire and Rescue and Communications. This ensures relevant intelligence can be fed into all initiatives we undertake - to support employee health and wellbeing and to reflect the council's supportive and inclusive culture.

Meetings are held with the Chairs of the Staff Network groups. This ensures feedback is captured, and an offer is developed that appropriately supports all - including carers, employees with a disability, LGBTQ employees and Black, Asian and Minority Ethnic employees.

Our offer has been further enhanced this year and a comprehensive package of support is now available to both employees and managers on all aspects of wellbeing. This includes both proactive, preventative measures such as resilience and mindfulness workshops, mental Health First Aiders, Personal Support passports, grief and loss workshops, menopause cafes and trauma support as well as reactive support such as an enhanced counselling offering including one off wellbeing check ins as well as targeted support from LPFT which LCC staff can now access.



# Health, safety & wellbeing

As an organisation we know that it is hugely important we take care of our mental health. As part of our LCC employee health and wellbeing offer we have a wide range of support open to all, ranging from advice to specialist sessions and practical assistance.

This includes:

- Employee Support and Counselling Service
- Brilliant Me resilience sessions
- Mindfulness Hour
- Mental Health First Aider network
- Being a Mindful Employer
- Being a member of the Employers Initiative on Domestic Abuse



This year we have enhanced the offer from our employee Support and Counselling service to include sessions on menopause, grief and loss and a trauma support pathway for managers to help them support their teams should a traumatic incident happen at work. This work won a National Award in April 2024 (PPMA Excellence in People Management Awards)

## People Strategy Engagement Group

The group is made up of representatives from across the council. It is one of our key engagement groups for workforce issues and meets quarterly, working collaboratively and creatively to support both the delivery of our Employee Health and Wellbeing initiatives but also the wider People Strategy initiatives for the Council..



Further details and information on employee health and wellbeing can be found on the LCC Employee Health and Wellbeing SharePoint pages and in our Equality, Diversity and Inclusion page and Annual Report.



# Identified Priorities

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. Several priorities were identified within the 2022-23 annual report, our progress on these is highlighted below:

## What we have done

Actions identified/undertaken	Progress
Development of a digital property health and safety checklist and guidance	completed
Review and launch a new e-learning fire marshal training course	completed
Implementation of the SHINE workstation assessment system within Lincolnshire Fire and Rescue.	completed
Development of new display screen equipment eye test and glasses voucher protocol/policy	On-going
Development, trialing, implementation of reviewed Working Safely Course Review	completed

# Future priorities

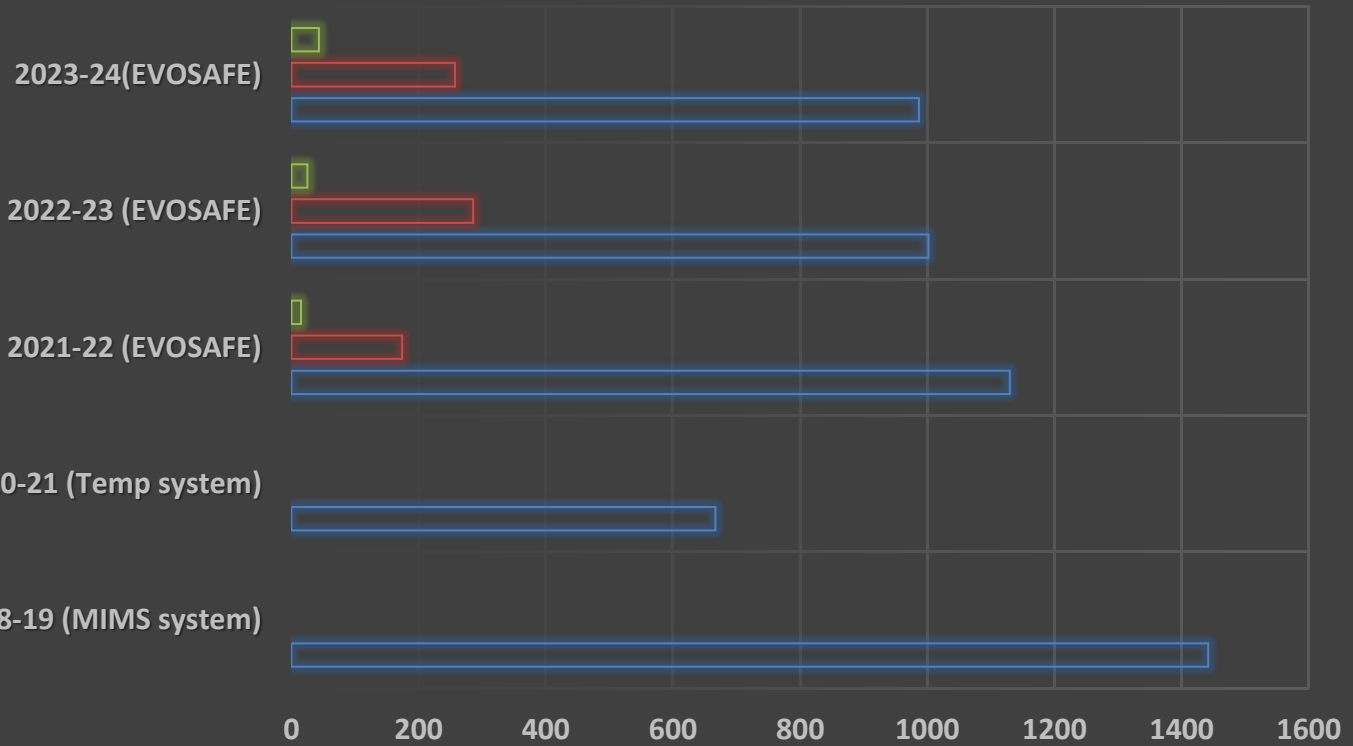
To ensure our systems and processes remain in good working order and we continue to grow our service provision, we continually review and investigate areas where improvements or efficiency savings can be made. Our focus for 2024-25 includes the following areas:

Key activity	Lead officer/team	Timescales
Full implementation of the new Corporate eye care voucher scheme	Corporate Health and Safety Team	April 2024 to March 2025
Launch of the new Health & Safety KPI's and the online update and monitoring HUB pages	The Corporate Health and Safety Team	April 2024 to March 2025
Implementation of the SHINE Driving Assessment Toolkit (DAT) system within Lincolnshire Fire and Rescue.	The Corporate Health and Safety Team & LFR	From May 2024
Restructure of the Corporate H&S team including the appointing a new trainee health and safety apprentice	Corporate Health and Safety Team	From July 2024
Designing, development, trialing, and implementation of an all-new internal accident and incident reporting system	Corporate Health and Safety Team	From May 2024

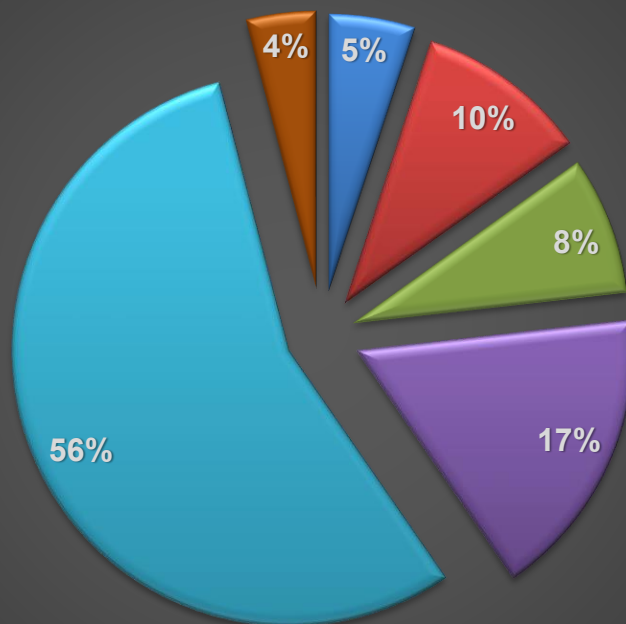
# EVOSAFE report forms 23-24

## Total number of reported incidents

Incidents Near Miss Accidents

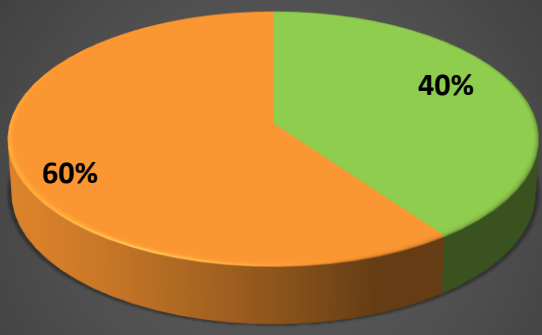


## Percentage split of reported incidents



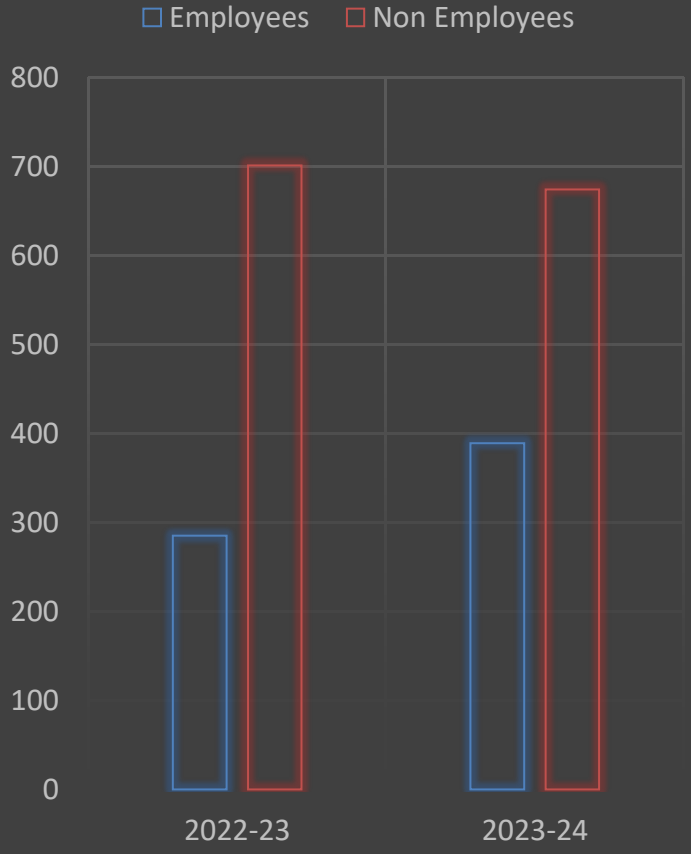
# EVOSAFE report forms

### Split of report forms

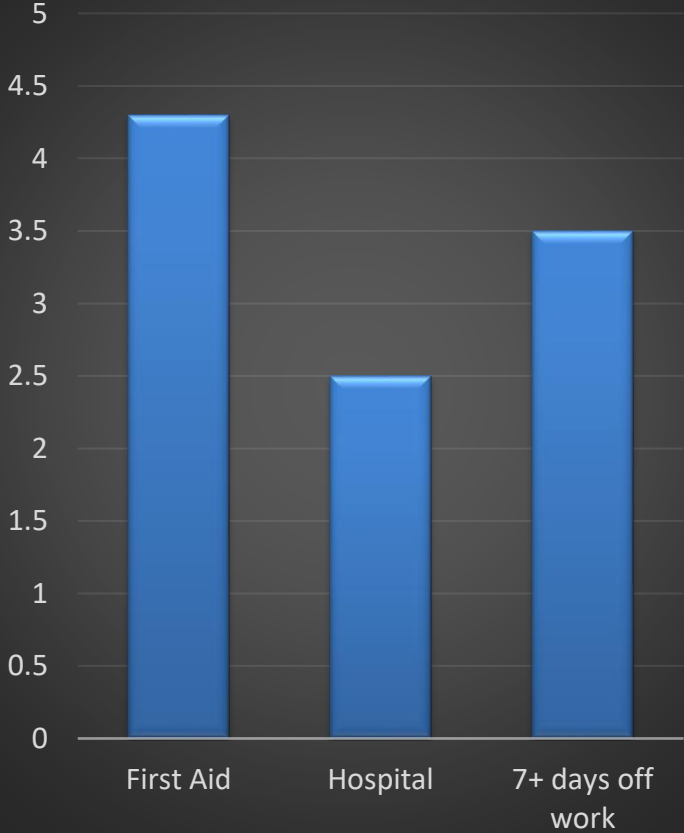


■ Employees ■ Non-Employees

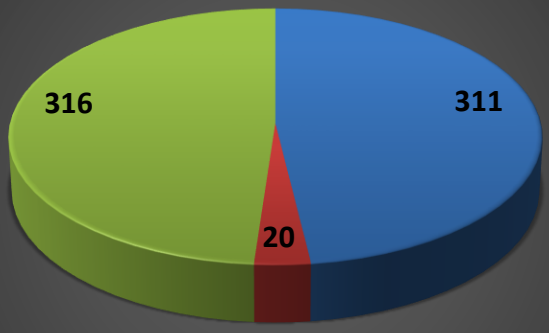
### Accidents resulting in Injury



### Outcome of employee injuries



### Non-Employee Accidents



■ Pupils ■ Contractors ■ Public

# Our risks

## Health and Safety risks

There are no changes to 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"> <li>Policy and guidance to be reviewed.</li> <li>EVOSAFE system fully rolled out.</li> <li>Process to be incorporated within Managers Health &amp; Safety training</li> </ul>	Amber	Substantial
Inadequate Health & Safety knowledge/ understanding within middle and senior management	<ul style="list-style-type: none"> <li>New Managing Safety launched in 2022-23</li> <li>Over 150 managers have now completed the Managing Safety Training</li> <li>Targeted questions within digital audit</li> </ul>	Green/ Amber	Improving
Maintenance of effective governance arrangements	<ul style="list-style-type: none"> <li>Corporate Steering Group</li> <li>Directorate groups</li> <li>TOR for Health &amp; Safety Gov' structure</li> </ul>	Green/ Amber	Substantial
Enforcement action from the Health & Safety Executive against LCC	<ul style="list-style-type: none"> <li>Reviewing policies/procedures</li> <li>Increased corporate training programme</li> <li>Provision of competent support/advice</li> </ul>	Amber/ Red	Substantial
Enforcement action from the Health & Safety Executive against LCC's partners/contractors	<ul style="list-style-type: none"> <li>Contractor Health &amp; Safety evaluation</li> <li>Joint partnership meetings</li> <li>Oversight and scrutiny</li> </ul>	Amber	Substantial

### Key

The Impact	Inherent risk rating	Assurance rating
Enforcement Action / Prosecution Financial Costs – fines, claims Representational costs – negative media coverage Harm to employees Harm to services users Impact on service delivery	<b>RED</b> - very large fines, criminal prosecution, death or life changing injury, prohibition of services.	<b>Low</b> – minimal level of confidence over the design and operation of controls, performance or management of risk.
	<b>AMBER</b> - significant fine, breaches of legislation, serious injury or harm, improvement notices for service.	<b>Limited</b> - medium level of confidence over the design and operation of controls, performance or management of risk.
	<b>GREEN</b> - monitor and be aware, activity to mitigate the risk within existing service delivery plans / management arrangements.	<b>Substantial</b> - high level of confidence over the design and operation of controls, performance or management of risk.