

**LANCASHIRE COUNTY COUNCIL  
HEALTH, SAFETY and WELLBEING ANNUAL REPORT  
FOR THE PERIOD 1 APRIL 2013 TO 31 MARCH 2014**

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### **1. Introduction**

This Health and Safety Annual Report provides a summary of the work undertaken by the Health, Safety and Wellbeing Team during the period 1 April 2013 to 31 March 2014.

The format of this report takes account of the Management Review elements of OHSAS18001: 2007, which is the standard to which the Council maintains its Occupational Health and Safety Management System (OH&SMS). The report also seeks to provide health, safety and wellbeing management information in relation to each of the Directorates for the same period.

### **2. Communication Strategy**

The primary method of communication in respect of corporate health, safety and wellbeing issues is the Corporate Health, Safety and Wellbeing Group which is chaired by the Head of Business Services and has representation from each of the Directorates including Lancashire County Commercial Group (LCCG). The Head of Health, Safety and Quality from Environment Directorate also attends the Group to update on non-occupational H&S issues relating to the Building, Design and Construction business of the County Council.

The Corporate Health, Safety and Wellbeing Manager attends and facilitates meetings of the Group. The Group meets on a quarterly basis to discuss the HS&W strategy for the County Council in addition to providing a sounding board for the discussion of initiatives raised within individual Directorates which may have an impact across the Authority and to share good practice.

### **3. Service Strategy**

The County Council fulfils its legal responsibility for health safety and wellbeing by:

- Maintaining a robust Occupational Health and Safety Management System (OH&SMS);
- Maintaining a team of professionals to provide support to managers;
- Facilitating competence training for managers;
- Measuring performance through a robust audit programme.

#### **3.1 Maintaining a robust OH&SMS**

In keeping with the requirements of OHSAS18001:2007, the Corporate OH&SMS is subject to regular review and continuous improvement.

### **3.1.1 A summary of additions/improvements during the period covered by the report is:**

- Review of accident / incident reporting guidance, and clarification on RIDDOR reporting for pupil accidents in schools, to reflect changes to the regulations.
- Review of the asbestos guidance in liaison with the CC's Senior Asbestos Manager.
- Development of a 'landlord letter' and guidance on how to gain assurances from 'host' building owners that key premises aspects are being managed prior to CC employee's taking occupancy.
- Review of the Legionella and Water Hygiene arrangements in liaison with the CC's Legionella Officer in preparation for the launch of new HSE (HSG274).
- Development of a new COSHH web site in liaison with Lancashire County Scientific Services (LCSS). The site is maintained by the HS&W team although detailed advice on hazardous substances is still available via LCSS.
- Review and development of the Risk Assessment guidance, including the provision of examples of different types of risk assessment e.g. dynamic risk assessments, workplace risk assessments and school specific risk assessments including various Site Supervisor's General Risk Assessments, Swimming Lesson Curriculum General Risk Assessment.
- A review of the contribution towards eyesight tests and spectacles for employees. The new contributions are £19.90 for an eyesight test and £49 for spectacles; both of which are reductions based on a survey of current prices at local opticians.
- Development of the Display Screen Equipment (DSE) guidance to include new FAQs on how to deal with the findings of DSE assessments.
- Introduction of a new First Aid Training contract which has achieved significant savings.
- Re-design Team's Emergency Planning Matrix to a 'sign-posting' document.
- Removal of the contract framework for fire risk assessments and the creation of an in-house Fire Safety service.
- Review and re-launch of the Occupational Health Services web site to reflect the new contract and use of the Cosmas Vista system.
- The development of a new Wellbeing Zone for CC employees in partnership with our occupational health provider.
- Review of the Workplace Experience guidance to reflect changes to the HSE guidance.
- Development of a new webpage to provide schools with accidents and sickness statistics, to allow benchmarking.
- The development of a new Infection Control web page and guidance in liaison with Public Health's Infection Control Nurses.

Full details of all system changes carried out during the period covered by this annual report are available on the HS&W website at:  
(<http://lccintranet2/corporate/web/view.asp?siteid=3726&pageid=23925> )

### **3.1.2 Proposed developments for the period 2014/15 include:**

- Working with Building Design & Construction to improve the Premises Management Guidance and Records, particularly in relation to Legionella Risk Assessment, Water Hygiene and Lead in Water. Arrangements to reflect revised HSE guidance, and the new contract with LCSS for lead in water testing;
- Development of an Accident/Incident reporting overview table for schools and Directorates;
- Further development of the Occupational Health Services web site to reflect new core and bespoke services available under the contract;
- A review of the Smoke-free Policy in liaison with colleagues in Public Health;
- Development of a new campaign web page linking to the European Campaign 2014/15 – Healthy Workplaces Manage Stress;
- A review of the HS&W Team's in-house charging policy for attendance on externally commissioned training courses;
- Reflecting the outcomes of the review of the strategic partnership with BT in the management system, including the on-line occupational health referral system;
- A review of the First Aid guidance to reflect the updated HSE document 'First Aid at Work' (L74).

### **3.2 Maintaining a team of professionals to provide support to managers**

Lancashire County Council maintains a team of competent Health and Safety professionals supported by the admin team within OCE Business Services Group.

During the period covered by this report, the operational team remained stable at 8 Health and Safety Officers providing general support and 1 Technical Officer (Fire Safety) providing specific support relating to fire safety and Fire Risk Assessments.

At the end of March 2014, one of the Technical Officers (Systems and Projects) left the authority, the post will not be replaced. This will impact on resources within the team in 2014/15.

#### **3.2.1 The team is responsible for:**

- Maintaining a robust Occupational Health and Safety Management System as outlined in section 3.1 above;
- Providing health and safety management information to Directorates to assist them in managing health and safety and in setting health and safety goals;
- Providing telephone and e-mail advice and support on a range of Health, Safety and Wellbeing issues;

- Providing face to face support for Managers to enable them to deal with specific issues which have not been resolved by the above methods;
- Providing face to face, e-mail and telephone support for Managers in relation to all aspects of fire safety;
- Undertaking a comprehensive health and safety internal audit programme;
- Providing briefing sessions covering a range of topics including; Premises Management Briefings, Bursars' briefings, Governors' briefings, preparation for audit workshops, new manager briefings, work place briefings and Fire Risk Assessment briefings.

### **3.2.2 Proposed team development 2013/14**

In order to ensure that the Health, Safety and Wellbeing continues to maintain its professional status and as part of succession planning, Officers within the team continue to progress towards achievement of NEBOSH Diploma and arrangements are made for professionals from other parts of the County Council to brief the team on topics associated with their specialist areas e.g. Counter Terrorism, Asbestos Awareness, Ionising Radiation and the work of LCCG.

### **3.3 Supporting manager competency in health and safety**

The Health Safety and Wellbeing Team continues to facilitate learning to support competency for managers in health and safety, in 3 ways:

- Maintaining e-learning in association with the Corporate contractor; DeltaNet;
- Developing and providing face to face briefings on appropriate health and safety topics;
- Commissioning training by external contractors.

#### **3.3.1 Learning opportunities launched during the period covered by this annual report:**

- Occupational Health Awareness;
- Health and Safety Management System updates;
- Stress Risk Assessment for Managers;
- Monitoring Health and Safety performance; e-learning course;
- Asbestos Awareness;
- Site Supervisor's / Handyperson's Health & Safety briefings;
- Work Experience Organisers briefing;
- DSE Assessment and Outcomes briefing;
- Fire Risk Assessment Briefing.

#### **3.3.2 Further learning opportunities to be launched during the period 2014/15:**

There are no new briefings planned for the period April 14-March 15, however work is ongoing to ensure that all briefings are up to date and reflect the priorities of the County Council.

The team continues to commission external training providers to deliver a targeted programme of face-to-face training. From these external contracts Managers have the facility to 'call-off' training sessions for delivery on-site to a specific group of employees which reduces the cost to them.

The following external training contracts are managed by the team:

**Core competency training and manual handling** – the contract was awarded to Agility UK (Training and Consultancy) Limited on 1<sup>st</sup> June 2013 for an initial period of 1 year with the option to extend to a maximum of 4 years.

**First Aid at Work** – the contract was awarded to Green Cross Training from 1<sup>st</sup> January 2014 for an initial period of 2 years with the option to extend for a further 2 years.

### **3.4 Measuring performance through a robust audit programme**

During the period April 2013 to March 2014 the team continued with the audit programme for Directorates and Schools.

The current Health, Safety and Wellbeing Audit Strategy operates on a 3 year rolling programme:

Year 1 – on-site audit;

Year 2 – offer of on-site support on any specific areas of concern;

Year 3 – completion of an electronic questionnaire to check progress with health and safety and to identify potential areas of risk for the next audit cycle.

The 3 year strategy is designed to ensure that the County Council meets its legal obligations in relation to the management of health and safety and to ensure a safe and healthy environment in all its undertakings.

The proposal for 2014/15 is for the County Council to review and enhance its risk based approach for health and safety audit and support.

## **4. External Certification to OHSAS18001:2007**

Although the corporate occupational safety management system is compliant with the requirements of OHSAS 18001:2007, only those services identified as being high risk continue to maintain external certification to OHSAS 18001.

Services currently maintaining/seeking to achieve external certification during the period April 2013 – March 2014 are:

- Lancashire County Scientific Services;
- Lancashire Highways Services (Operations);
- Building Design and Construction;
- Waste Management Group;

- One Connect Limited (a new contract was established with BTLs from 01/04/2014).

The Health, Safety and Wellbeing Team continues to provide a high level of occupational health, safety and wellbeing support and assistance to those areas involved in this process.

## **5. Partnership working**

### **5.1 Lancashire County Commercial Group (LCCG)**

LCCG continue to adopt the County Council's Corporate Health and Safety Policy and a number of high level health and safety procedures. The group provides its own audit and support function.

### **5.2 Environment Directorate**

Whilst the Corporate Health, Safety and Wellbeing Team is responsible for providing support and the internal audit function in respect of occupational health, safety and wellbeing, the Environment Directorate's Health, Safety and Quality Team (HSQ) provides HSQ assurance to its Senior Management Team, the Environment Directorate Management Team (EDMT) via its governance group, and the Health Safety and Quality Group (HSQG). Specific services of the Directorate are represented at this monthly meeting:

- Highway Operations
- Building Design and Construction
- Trading Standards
- Scientific Services
- Local Network Management and Engineering Design
- Strategic Network Management
- Environmental Planning and Countryside
- Sustainable Transport
- Waste Management

Whilst others are kept abreast of developments:

- Commissioning
- Emergency Planning
- Planning

Outputs from the meeting are communicated to the EDMT by the Chair of the Group. An annual Business Plan is updated monthly and also communicated to the EDMT.

External health and safety accreditation (OHSAS18001) and quality accreditation (ISO9001) is facilitated by the Corporate HS&W Team (for OHSAS 18001 only) and the Environment Directorate HSQ Team for both Highway Operations and Building Design and Construction whilst ISO9001 is facilitated for both Scientific Services and Trading

Standards. Calibration external accreditation (ISO17025) is facilitated for both Scientific Services and Trading Standards.

### **5.3 Lancashire Care Foundation Trust (LCFT)**

During the period April 2013 – March 2014, the HS&W Team sought to re-establish contacts with LCFT in a bid to refresh the joint working agreement and to take this initiative forward to the benefit of both parties. In order to facilitate this, the HS&W Team contacted managers in LCFT to obtain a complete list of LCC employees working in LCFT environments. Following this, questionnaires were issued to those employees, out of 118 questionnaires, only 20 were completed and returned.

The Corporate Health, Safety and Wellbeing Manager is seeking support and guidance on how to progress this issue from the Lead for Mental Health within Adult Services, Health and Wellbeing.

## **6. Consultation and Communication**

### **6.1 Internal Consultation and Communication**

The Health, Safety and Wellbeing Team consults with Directorates through a variety of channels:

- Development and maintenance of a robust Occupational Health and Safety Management System communicated via the website on the intranet, schools portal and via HR Bulletins:
- Attendance at meetings including:
  - Corporate Health, Safety and Wellbeing Group;
  - Environment Directorate, Health, Safety and Quality Meetings;
  - Directorate Health and Safety Committee Meetings;
  - CYP Emergency Planning and Response Group incorporating the former CYP Strategy Board;
  - CYP Sounding Board;
  - Primary Heads in Lancashire (PHIL) groups;
  - Specific interest groups i.e. Bursars Away Day and Briefings;
  - Schools Portal Team;
  - Schools H&S Committee.
- Professional discussions with Directorate leads when arranging Directorate audit programmes.
- Communication with Directorate Business Partners.

### **6.2 External Consultation and Communication**

The Health, Safety and Wellbeing Team consult with external interested parties including:

- The LCC Occupational Health provider – ATOS **N.B.** ATOS changed its name to OH Assist effective from 14<sup>th</sup> February 2014;
- The Health and Safety Executive;
- Public Health England;
- Lancashire Fire and Rescue Service;
- Lancashire Care Foundation Trust;
- Other local authorities and district councils;

- External accreditation providers; and
- External training providers.

### **7. Health, Safety and Wellbeing Objectives**

The Health, Safety and Wellbeing Team sets annual objectives which are based upon and complement those set by the OCE Business Services Group and the wider objectives of the County Council.

The table below provides a review of the objectives set for 2013/14 and identifies the objectives for the period 2014/15.



### Health, Safety and Wellbeing Objectives 2014/2015 and Review of 2013/14 Objectives

Objective 2013/14	Review	New Objective 2014/2015
1. Agree and implement a Service Level Agreement for further schools converting to academy status	Completed	1. Establish the HS&W service as a traded service with schools
2. Assist Scientific Services in the improvement of their COSHH website that the Corporate Safety Management System links in to	Completed	2. Develop a HS&W Strategy
3. Prepare the ITT for external first aid training provision	Completed and contractor appointed	3. Ensure the Occupational H&S Management system meets the requirements of the Authority
4. Ensure that the schools "buy back" arrangements provide a cost effective package of services	The buyback arrangements for CLEAPSS, Radiation Protection and H&S Training were reviewed and updated. EVC buy back now goes straight through to that service team rather than through HS&W	4. Ensure arrangements for measuring legal compliance with H&S requirements are as efficient as possible
5. Ensure that the SLA for Academies represents an attractive package of services and value for money	Reviewed and now includes options for a 1 year package and 3 year package both for H&S and Fire Safety	5. Generate more external income
6. Ensure accurate budget forecasting and monitoring arrangements are in place	Completed	6. Ensure that the forthcoming restructure considers all possible options for the delivery of HS&W support

Objective 2013/14	Review	New Objective 2014/2015
7. Ensure appropriate external contracts e.g. HS&W training, ergonomic furniture, DSE are in place and kept under review	HS&W Training contract was awarded. The Ergonomic furniture contract was delayed until 2014/15 and the proposal for changes to DSE have been put on hold.	
8. Ensure the most efficient and cost effective working arrangements are in place for the HS&W Team	Ongoing	
9. Ensure the process for close out of CARs is efficient / cost effective and ensures compliance with audit outcomes within a reasonable timescale	The procedure for closing out CARs has been changed to a 'confirmation of compliance arrangement' managed by the admin team	
10. Ensure the audit programme is delivered in the most effective way and is based on a risk profile approach	Ongoing	
11. Ensure Corporate HS&W provide appropriate support to the arrangements for Premises Management	Ongoing	

## **8. Status of Incident Investigations, Corrective Actions and Preventive Actions**

During the period covered by this annual report there were no direct interventions in respect of LCC by external enforcement agencies in terms of general health and safety compliance.

A summary of Accident/Incident Statistics showing the top two accident/incident trends for each Directorate/Schools, and for the County Council as a whole is included at **Appendix 1**.

## **9. Follow-up Actions from Previous Annual Reports/Management Reviews**

All actions identified in the previous annual report were completed with the exception of the tender for the Ergonomic Furniture Contract which has been carried forward to 2014/15.

## **10. Changing Circumstances, including Developments in Legal and Other Requirements Related to Occupational Health and Safety**

The following changes impacted on the work of the Health, Safety and Wellbeing Team during the period covered by this report:

- Changes to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations – the Regulations were revised in 2013 and resulted in a review of the Accident and Incident Reporting Guidance.
- Consultation on a new draft Approved Code of Practice for Managing and Working with Asbestos (CD255) – the HS&W Team liaised with the authority's Senior Asbestos Manager to review the Asbestos Guidance and Arrangements.
- Changes to the requirements for organisations who provide First Aid at Work training – this impacted on the tender process for procuring a new contract for the County Council and resulted in a review of the First Aid Guidance and Learning & Development web pages.
- The COSHH Approved Code of Practice was revised by the HSE – the revisions were taken into account as part of the development of the new COSHH web site.
- New guidance was issued from the HSE on controlling legionella bacteria in water systems – the HS&W Team consulted with the CC's Legionella Officer to plan the required changes to the guidance.

## **11. Occupational Health and Wellbeing and Attendance Management**

### **11.1 Occupational Health Services**

On 14<sup>th</sup> February 2014, the County Council's Occupational Health provider changed its name from ATOS Healthcare to OH Assist. There were no other changes in the terms of the contract.

The contract runs until 31<sup>st</sup> March 2016 with the option to extend for a further year.

Since the contract was awarded, there have been a number of issues and concerns raised by Directorates and Schools. The team has worked closely with OH Assist and Directorate and School representatives to resolve these and to ensure that the service provided to LCC is of a consistently high quality and standard and facilitates the effective management of attendance across the County Council. New services and developments will be added as needs arise.

### **11.2 Employee Support and Wellbeing**

The [Employee Support & Wellbeing](#) web site was launched on 1<sup>st</sup> April 2013, when the Employee Support Service previously provided by ATOS Healthcare was withdrawn.

The site provides advice and guidance on common employee concerns relevant to work, personal and social health and wellbeing. It provides a signposting service to HR and other professional external agencies such as the Samaritans, NHS Direct, Financial Assistance web sites, etc. The site is used as a vehicle for monthly health promotions.

### **11.3 Management of Attendance**

When required, the Health, Safety and Wellbeing Team inputs into the production, of the attendance management report which is presented to Management Team and, when required, to CCPI and Cabinet meetings quarterly and annually.

Statistics for 2013/14 have evidenced an increase in sickness absence within the county council. The number of days lost due to sickness absence for 2013/14 is 8.12 per full-time equivalent employee (FTE).

The top three reasons for sickness absence are:

1. Mental Health (24%);
2. Medical/Hospital (including post-op recovery) (13%);
3. Musculo-Skeletal (13%).

## **12. Recommendations and Opportunities for Improvement and the Need for Changes to the Occupational Health and Safety Management System, Policy and Objectives**

The following future development will impact on the Occupational Health and Safety Management System during the financial year 2014/15:

- The replacement of existing contract arrangements with One Connect Limited with a partnership arrangement with British Telecom Lancashire Services (BTLS).

## **13. Conclusion**

The Corporate Health, Safety and Wellbeing Team continues to engage Directorate Champions and other representatives so that it is able to meet the needs of its customers in a more targeted way, supported by the Service Level Agreement.

## Appendix 1

### Accident Incidents for the Period 1 April 2013 to 31 March 2014

The table below shows the top two accident/incident trends for each Directorate and for the County Council as a whole.

Directorate	Top 2 accident/incident trends	Top 2: as a %age of total accidents in each Directorate	Total Non-RIDDOR Accidents Incidents	Total RIDDOR reportable Accidents Incidents	Overall Accident Incident Rate per 100 FTE in each Directorate
<b>ACS</b>	1. Physical Assault 2. Slips & Trips	38% 13%	213	3	7.65
<b>CYP Dir</b>	1. Physical Assault 2. Slips & Trips	33% 13%	149	2	6.24
<b>CYP Schools</b>	1. Slips & Trips 2. Physical Assault	31% 26%	448	19	2.92
<b>ENV</b>	1. Handling (Materials) 2. Slips & Trips	27% 21%	91	35	9.22
<b>OCE (*joint 2<sup>nd</sup>)</b>	1. Slips & Trips 2. *Collision / *Verbal Assault	22% 14%	32	4	4.73
<b>CT (*joint 1<sup>st</sup> - only 2 accidents reported)</b>	1. *Slips & Trips 1. *Collision	50% 50%	2	0	0.78
<b>LCC Total</b>	1. <b>Physical Assault</b> 2. <b>Slips &amp; Trips</b>	25% 23%	<b>935</b> (2.63% increase)	<b>63</b> (34% increase)	3.88 (2012/13 rate - 4.02)

\*AIR for LCC worked out as number of accidents divided by number of FTE Employees x 100.

The figures for 2013/14 show an increase; this may be due to a number of Environment RIDDOR accidents previously not being recorded on the Oracle HR reporting system. Accident trends show a rise in slip and trip accidents across CYP Directorate, Schools and Environment.