



Leicestershire County Council

Annual Health Safety & Wellbeing Performance Report April 2019 – March 2020

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Table of Contents

Key Facts	3
Accident Data Analysis for Leicestershire County Council April 2019 – March 2020.....	4
Location of Accidents (those resulting in injury)	5
RIDDOR Reportable Incidents and Incidents of Significance.....	6
Health and Safety Audits	13
HSE Enforcement Action.....	13
Training Statistics.....	14
Key Performance Indicators	15
Wellbeing Activity.....	17
Occupational Health Referrals Update.....	19
Recent and Forthcoming Changes.....	20
Guidance and Information.....	21
Conclusion	22

Key Facts

The Health, Safety and Wellbeing (HSW) Service endeavour to continually monitor HSW performance within the authority in order that improvements can be made to ensure legal compliance, financial savings and most importantly the safety of staff, clients, pupils, service users, volunteers and contractors. This annual report highlights some of the work that has been undertaken in the past year to put in place proactive measures, to address compliance issues and to raise awareness of the appropriate hazards and risks and highlight what departments have done to mitigate them.



1087

Injuries



28

RIDDOR Incidents



3084

Counselling sessions to
corporate staff



65

Audits undertaken



1391

DSE assessments
undertaken by staff



339

Injuries caused by slips
trips and falls



206

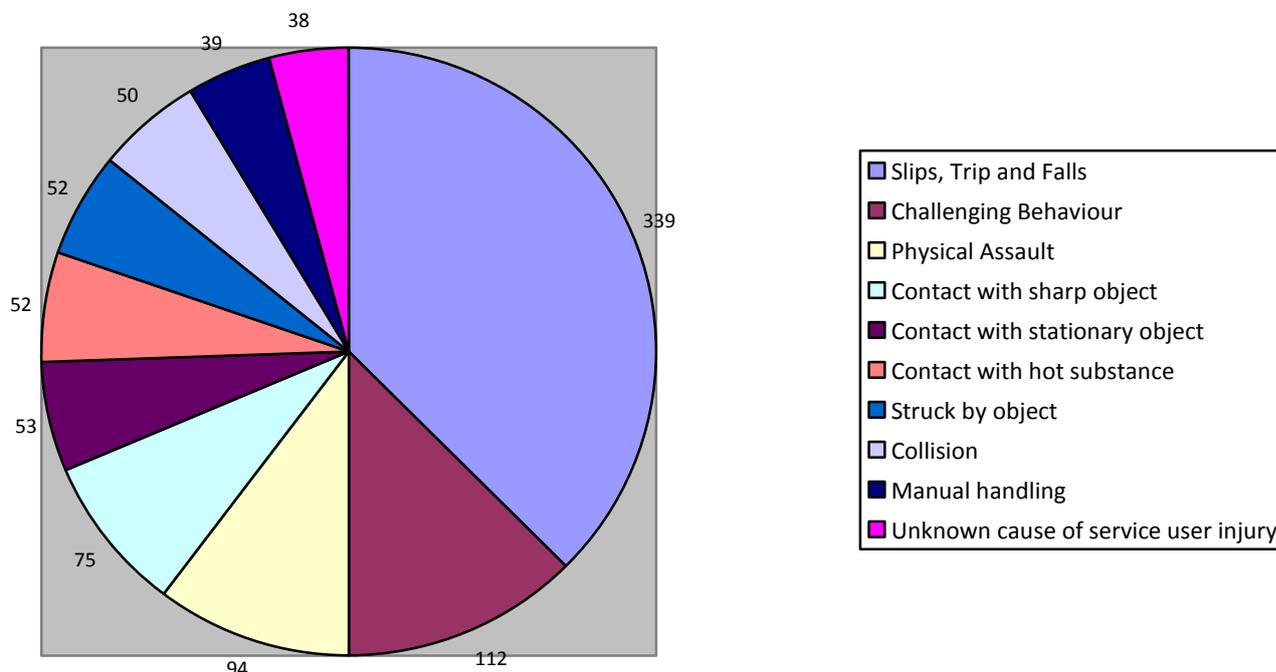
Injuries caused by
physical assault and
challenging behaviour



2679

Staff attended Health and
Safety Courses

Accident Data Analysis for Leicestershire County Council April 2019 – March 2020



NB: All data less than 38 has been omitted to enable clarity in the pie chart

28 RIDDOR Reportable incidents occurred across the authority

410 near misses were recorded **202** Violent Incidents were recorded

- During the 2019/2020 financial year **1087 accidents** which resulted in injury were recorded within the Authority (CFS & LA Schools, A&C, CR, CEx, E&T, Public Health and ESPO). This is an 13.2% decrease in injuries compared to 2018 / 2019. This can be attributed to several years of undertaking health and safety audits and inspections which have improved safety standards across all departments.
- **Slips, trips and falls** continue to be the greatest cause of accidents and represent 31% of all accidents within the Authority (31% in 2018 / 2019). The H&S team will continue to monitor this trend and will implement safety initiatives, campaigns and training sessions to help reduce the number of slips, trips and falls.
- The number of physical assaults (resulting in injury) has decreased since 2018/2019 by 57.7%, however an additional 112 incidents of challenging behaviour have been reported which also resulted in injury. Combined, this is a 7.2% decrease since 2018/2019.
- **410 near misses** were reported in 2019/2020 – 7% decrease from 2018/2019.
- **28 RIDDOR incidents** were reported in 2019/2020 – compared to 34 in 2018/2019.
- **202 violent incidents** (this includes physical and verbal abuse) were reported in 2019/2020 – 53% decrease from 2018/2019

Information within this report has been gained from Leicestershire County Council's accident and incident reporting system, AssessNET on 26/04/2020



Accident Data for the Council

Location of Accidents (those resulting in injury)

The Council uses the AssessNET system to report all accidents and incidents. The information below shows the 9 services that have reported the highest number of injuries throughout the Council.

Department	Service Area	No. of Injuries
CR	Commercial Services > LTS Catering	101
CFS	CFS > Oakfield PRU	67
CFS	Nursery School > The Menphys Centre Wigston	35
ESPO	ESPO	34
CFS	Nursery School > Sketchley Hill Menphys Nursery	29
E&T	E&T > Highways Transportation > Highways Delivery > Highways Operations	29
A&C	A&C > Provider Services > Coalville Community Resource Centre	28
CFS	CFS > Schools > Ellistown Community Primary School	24
E&T	E&T > Highways Transportation > Transport Operations > Passenger Fleet	23



RIDDOR Reportable Incidents and Incidents of Significance

The Council is obliged to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. It is a requirement that certain incidents that are more serious are reported to the HSE. The following information outlines the incidents by department that have been reported under the RIDDOR regulations during 2019/2020.

Corporate Resources reported 10 RIDDOR incidents within 2019-2020. This has decreased from 14 in 2018-2019. These incidents are summarised below:

1. Corporate Facilities and Operations > Contract and Business Development > Post and Premises 03/05/2019

A Furniture and Logistic team member dislocated a finger when they were winding the jockey wheel on a recycling trailer and the plastic knob came away and hit the Injured Party's (IP's) hand. The IP was off work for 62 days. The investigation found that there were no risk assessments or safe systems of work in place for the work activity, however it was unclear exactly how the incident occurred. Recommendations were made to ensure risk assessments and safe system of work are correctly documented and communicated.

2. Commercial Services > LTS Catering, Rothley School Kitchen 06/06/2019

A School Food Assistant (IP) caught her left hand whilst placing a steamer on the drip tray located inside of the steamer causing a wound to two fingers. A first aider applied a bandage and the IP went to her doctor who applied steri-strips and a bandage. The HS&W team conducted an accident investigation and a rubber strip cover was added to the steamer. The IP was off work for 11 days.

3. Commercial Services > LTS Catering, St Margaret Primary Schools 19/06/2019

A School Food Assistant (IP) was filling a transport box with hot water by balancing it on the side of the sterilising sink, the box tipped causing a burn to her foot. It was identified that this was a breach of procedure and should not have happened. Following the incident, the IP received refresher training on the use of the steriliser. The IP was off work for 25 days.

4. Corporate Facilities and Operations > Contract and Business Development > Post and Premises – 08/08/2019

The IP was at Croft Highway's Depot hitching a trailer onto a vehicle when the 'A frame' of the trailer dropped onto IP's right foot, causing a fractured metatarsal and an open wound to the top of the foot. The investigation identified that the jockey wheel clamp was not secure, and the IP had placed his feet underneath the A-frame which is incorrect procedure. The IP was off work for 101 days follow this incident.

5. Commercial Services > LTS Catering Sketchley Hill Primary School– 11/09/2019

The IP was moving trays from the draining board to put away after they had been sterilised. IP slipped on wet floor as she fell she dipped her arm into the steriliser causing burns and blisters. The IP was inexperienced as it was her first day and she had not yet been provided with PPE footwear. The IP was off work for 14 days.



LTS catering have since reviewed their procedure to ensure new staff have PPE on their first day of employment.

6. Commercial Services > LTS Catering > Moira Primary School 18/09/2019

The IP walked out of the kitchen into the school hall to collect trays, she slipped on the floor and injured her knee and left wrist. It was unclear what caused the slip however the IP had not yet been provided with PPE footwear. The IP was off work for 13 days as a result of the incident. LTS catering have since reviewed their procedure to ensure new staff have PPE on their first day of employment.

7. Commercial Services > LTS Catering > Sapcote All Saint Primary School 05/11/2019

Whilst putting frozen food away in the bottom of the freezer, the IP twisted and felt her lower back click. The investigation identified that her posture and movement of lifting and twisting caused the injury. It was recommended that manual handling training is refreshed. The IP was off work for 20 days.

8. Professional and Business Services – County Hall - 31/01/2020

An employee (IP) was hit by car in County Hall car park, sustaining neck injury resulting in 9 days off work. Incident not captured on CCTV and driver details not obtained by IP. The safety arrangements in the car park were reviewed by Property Services.

9. Commercial Services > LTS Catering > St John Baptist Primary School- 13/02/2020

An employee (IP) bruised a knee from putting tables away. Resulting in 11 days off work. The investigation into this incident was postponed due to COVID 19.

10. Commercial Services > LTS Catering > New Swannington Primary School 10/03/2020

An Employee (IP) was lifting a large tin of peas out of the steamer, as she was doing so boiling water that was on the lid tipped down her arm, resulting in burns. The IP was off work for 13 days. The Service have reviewed their safe system of work for the use of the steamer.

Other incidents of significance

11. Commercial Services > LTS Catering > Tithe Barn Cafe Bosworth 26/02/2020

A visitor to the café unfortunately suffered cardiac arrest and later died. The staff from the café and Heritage site administered first aid. Paramedics were called, who transported the visitor to hospital where he later died. The staff from the Café and Heritage site were offered counselling support from the Wellbeing Service.

12. County Hall Generator Fire 15/07/2019

On the 15/07/2019 a fire occurred in the Pen Lloyd generator. At 7:30 am on the day of the incident the generator was put onto a full load test, at 8:41 am an internal fire had started. A full fire evacuation took place. Leicestershire Fire and Rescue Service attended the incident, and the fire was extinguished by 9:08 am. LFRS fire investigator and LCC Loss adjustor KD attended the site on the 15th of July and viewed the



scene and CCTV footage of the incident. KD instructed Hawkins Forensic Investigators to carry out a detailed examination of the scene of the fire. They have been unable to determine the cause of the fire but state that “it is more likely that the fire started due to fuel or lubrication oil leak from a failed pipe or pipe connection with the escaping liquid then being ignited by a hot engine component.” A summary of lessons learnt from the incident was taken to RPG on the 3rd October.

13. County Hall Basement Fire 30/03/2020

On the 30/03/2020 a fire occurred in the Basement drying room at County Hall. The source of the fire was the electrical wall mounted heater which was switched on at the time, the cause of the fire was an electrical fault within the heater. The incident was investigated by Glenfield Associated who have confirmed this to be the root cause. Leicestershire Fire and Rescue Service attended commented that the fire stopping in place had prevented the spread of fire / smoke into the adjoining rooms. The team who attended to the fire and extinguished it confirmed that there were very few flames visible and it was more “smouldering smoke”.

A&C reported 5 RIDDOR incidents within 2019-2020. There were also 5 RIDDOR incidents reported in 2018-2019. These incidents are summarised below:

1. Adult and Communities > East Care Pathway > Direct Services > Provider Services > Victoria CLC – 23/07/2019

Service User (SU) sustained a fractured wrist and bruise to right eyebrow when he was getting up from a reclining chair. He caught his foot in his coat which was kept in his bag at the side of his chair, he tripped and fell to the floor. SU placed his hands out to stop himself and fell on his right hand and side, bumping his head on the floor in the process. The SU was taken directly to hospital for treatment. Measures were put in place to store his belongings in a box to prevent tripping.

2. Adult and Communities > Communities and Wellbeing > Libraries > Earl Shilton Library – 13/09/2019

Member of the Public (MOP) approached the automatic door which opened on approach. As she got to the threshold of the doorway the door started to close on her, knocked her off balance. The door re-opened, the MOP fell forward and banged her head on the external railings. Whilst on the floor the door attempted to close once more hitting her legs. She was taken directly to hospital for treatment. Doors were adjusted, and a safety alert was sent out to remind services to check the operation of, and inspect, their automatic doors.

3. Adult and Communities > East Care Pathway > Direct Services > HART - 20/09/2019

The IP fell up a step in a Service user’s home and landed on her right knee which resulted in swelling. IP went to A&E and was advised to rest and elevate her leg. The IP may have been in a rush to get to the next appointment. Staff have been reminded not to rush.



4. Adult and Communities > East Care Pathway > Direct Services > Provider Services > Coalville Community Resource Centre CLC – 30/10/2019

The employee (IP) who was a Care Assistant was attending a Halloween party when a Service user came through wanting food. He was asked if he wanted help. SU said "yes, you do it!". When the SU was told he had got enough on his plate, the SU started shouting, screaming, and as his hands started waving he slapped the IP three times on the right upper arm. This incident was RIDDOR reportable due to the time off work. Recommendations were made to review the SU's care plan following this incident.

5. Adults and Communities > Communities and Wellbeing > Hinckley Library – 27/01/2020

Member of the public (MOP) sustained a fractured wrist after slipping off a computer chair. MOP was taken to hospital for treatment. The chair was inspected however no defect was identified.

Other incidents of significance

6. Adults and Communities > Basset Street Office – 05/11/2020

An incident occurred at Basset Street on the 5/11/2019 whereby an employee (IP) tripped in the car park. Minor injuries were reported to colleagues at the time and the IP went home to change her clothes. The IP was off work for 61 days with a sprained ankle and back. Unfortunately, the incident report form was not completed until the 7th January, it was later identified that there was no work issues related which caused the incident. It is important that the department have robust measures in place to ensure incidents are reported as soon as possible.

LA Schools reported 3 RIDDOR incidents within 2019-2020. This has decreased from 10 in 2018-2019. These incidents are summarised below:

1. Newton Burgoland Primary School – 12/09/2019

An employee (IP) fell during a PE lesson on the front playground injuring her chest and ribs as she fell against a netball post. The IP was off work for 13 days because of the injury. The school have reviewed the level of the IP's participation in PE lessons.

2. Diseworth Church of England Primary School – 19/11/2019

An employee (IP) sustained a foot injury after a child unintentionally jumped on the outside edge of her left foot during PE. The IP was off work for 14 days. The school have reviewed their procedures to ensure bigger spaces are left between the children and the adults during warm up activities.

3. St Denys Church of England Primary School – 07/02/2020

An employee (IP) was playing 'tig' with a child when she tripped and fell causing a broken radius bone. The IP was off work for 23 days. Staff have been reminded not to play 'tig'.



CFS reported 2 RIDDOR incidents within 2019-2020, compared to 1 in 2018-2019. These incidents are summarised below:

1. Oakfield PRU – 14/05/2019

On the 14/5/2019 an apprentice Teaching Assistant at Oakfield PRU sustained a sprained ankle after running on the playing field and her foot going down a rabbit hole. The IP was trying to support a pupil at the time. The IP was off work for 19 days because of the incident. Following the incident, the Premises Officer has improved his regime for inspecting the playing field prior to use.

2. YOS and Community Safety team – 04/09/2019

An employee (IP) tripped at County Hall outside room 500. The IP sustained soft tissue bruising to her shoulder, hip, thigh, knee and foot. The area that the IP tripped on was inspected by Property Services, the slabs in this area were in a reasonable condition with no obvious trip hazards. The IP was off work for 11 days because of the incident.

E&T reported 4 RIDDOR incidents within 2019-2020, compared to 2 in 2018-2019. These incidents are summarised below:

1. Highways Operations 27/08/2019

An employee (IP) slipped off the steps leading to the back platform of a Cleehill hired surface dressing chipper. The IP's foot was run over by the chipper, which was moving forward. The IP was off work for 76 days. The investigation identified that the IP attempted to access the vehicle platform while the chipper was in motion which is against protocol. The investigation also identified that the platform design was not compliant with British Standard and was not CE marked. This has been discussed with the hire company who are in the process of designing a platform which will be CE marked.

2. Passenger Fleet 04/10/2019

An employee (IP) was climbing out of a minibus when the seat belt had not retracted and became caught in the employee's jacket. The IP fell out of the vehicle causing a sprained ankle. The IP was off work for 32 days. The investigation identified that a combination of the IP rushing, the seat belt getting caught in his weighted pockets and the IP not using the handrail to steady himself, caused the incident. It was recommended that a personal risk assessment is undertaken for the individual.

3. Passenger Fleet 11/12/2019

An employee (IP) was reaching for the glove compartment on the bus when they became trapped between the grab pole and the door because the driver opened the door without realising that the IP was stood in the way. The IP was off work for 13 days. Further investigation was required to ensure the door was operating correctly and serviced in line with guidance.



4. Highways Operations 10/02/2020

An employee (IP) exited a works vehicle to adjust traffic management signs which had moved due to high winds (Storm Ciara). On his return to the vehicle he moved the temporary barrier and walked on the adjacent front garden, he tripped over a shrub and fell causing a fractured right shoulder. The IP took a short cut back to the vehicle which led him to trip. Also, it was noted that the signs were not weighted down sufficiently to prevent movement. It was recommended that the team carry out a tool box talk on avoiding slips, trips and falls and ensure sandbags are used to weigh down signs during high winds.

Other incidents of significance

5. Passenger Fleet 25/11/2019

Passenger fleet mini bus lost both back rear offside wheels while the vehicle was in motion. No injuries sustained. The incident was investigated, and it appeared that the wheels were incorrectly fitted following a tyre change a few days before the incident occurred. Due to the lack of paper trail and poor management of contractors the root cause was unclear. It was recommended that the service implement a wheel and tyre policy and review the contact with the existing tyre company to ensure the contract is compliant with LCC's procurement and framework agreement.

6. Highways Operations 30/09/2019

While feeding timber into the wood chipper an employee's (IP) finger was trapped, as the timber was forced upwards against the top of the chipper. The IP was off work for 7 days; therefore, it was not RIDDOR reportable. The H&S team investigated the incident due to the serious nature and identified that the IP did not have much experience using the machine. He was using it under the training and supervision of a qualified operative, however there was no record of the training that had been given. It was recommended that an induction form is developed and used going forward.

7. Passenger Fleet (Croft Depot) 18/08/2019

It was reported that an employee (IP) tripped and fell over an inspection chamber cover along the walk way near the Network Management Bungalow at Croft Depot. The IP sustained a broken tooth and cuts and swelling in and around his mouth. The inspection cover did not constitute a trip hazard as it was not raised above 20mm. However, following this incident, the footpath has been improved and the depot are continuing to monitor the condition of the footpaths.

Public Health reported 2 RIDDOR incidents within 2019-2020, compared to 1 in 2018-2019. These incidents are summarised below:

1. County Hall Car Park 21/05/2019

An employee's foot was run over by another vehicle in the car park. The IP sustained crushing injuries to her foot and was off work for 69 days. The incident was investigated by the Police, however through internal enquiries it appeared that the driver of the vehicle did not see the pedestrian.



2. Cycle path between County Hall and Enderby 03/02/2020

An employee fell off an electric bike while traveling to an off-site appointment. The IP fell off the bike onto the handle bars causing bruising and swelling to her abdomen. The IP was off work for 28 days. The accident was caused by a wet and muddy cycle route. The IP was using an e-bike purchased by her team with money from a Choose How You Move grant provided by LCC. During the investigation it was identified the IP did not have any formal training or competency assessment to use the bike.

ESPO reported 2 RIDDOR incidents within 2019-2020, compared to 2 in 2018-2019. These incidents are summarised below:

1. ESPO Goods sorting area 27/08/2019

Whilst constructing a cage used to store goods an agency worker (IP) alleges that he pulled one of the cage pieces towards himself and felt a pull in his lower back. The IP states in his statement that he was struggling to manoeuvre a piece into its fixing location and therefore applied more force and was also bending at the waist. The IP was off work for 23 days. Following this incident all staff underwent manual handling refresher training.

2. ESPO Goods sorting area 13/11/2019

Employee was manually wrapping a pallet of goods. He had tied on the wrap to the bottom corner of the pallet and was beginning to unwind the wrap and felt a sharp pain in his lower back. The IP was off work for 19 days. Following this incident staff were reminded of correct techniques of manual pallet wrapping.



Health and Safety Audits

By auditing proactively, issues are identified at the earliest opportunity. Where non-conformities are identified, the auditor supports the manager through the development of an action plan and provides practical advice. The frequency of future audits is determined based on the findings of the previous audit. Using a simple score system, the auditor will give individual services an audit score of 1, 2 or 3. If an audit receives a score of 1, then another audit is completed in the following year (high priority); a score of 2 would result in a bi annual audit (medium risk) and a 3 would generate an audit every 3 years (low priority).

Monitoring and support visits are undertaken by the responsible advisor.

A total of 65 audits were carried out during the year, 26 of which were in LA schools.

Major non-conformities were identified in 26 of these audits. Detail of these major non-conformities are described in the audit reports and summarised in the departmental annual reports.

Teams with major non-conformities will be closely monitored during 2020-2021 and will be re-audited where necessary.

HSE Enforcement Action

The Corporate Resources department was subject to an Improvement Notice on the 19/06/2019. The notice was issued to the Strategic Property Services team relating to Holt Farm, Walton.

The improvement notice: "The slurry store on this farm is not fitted with suitable child resistant fencing and gates which are designed to deter access with the risk that a child could get access to the store and drown."

To comply with the notice all farms which the County Council owns, and leases were inspected and necessary works relating to the safety of slurry stores were identified and timetabled, the immediate work required at Holt Farm was completed. The notice was fully complied with on the 31/10/2019.



Training Statistics

The following section highlights the numbers of delegates from the Council that have attended or completed corporate Learning and Development courses provided by the HS&W Service. **Note:** Figures also exclude job specific training which may have a safety consideration and any training which may have been arranged directly by managers within the department.

Course	A&C	E&T	CFS	CE	CR	PH
Stress Awareness E-learning	47	8	10	4	9	2
Managing Wellbeing, Stress and Pressure	30	4	11	3	11	4
COSHH	147	7	12	1	11	0
Fire Safety E-Learning	142	11	40	9	71	3
Fire Safety Practical	151	6	16	12	31	3
Introduction to H&S (Mandatory)	313	141	264	89	286	32
Legionella Awareness	17	3	10	0	4	0
Management of H&S (Mandatory)	39	12	29	16	44	6
Manual Handling	43	127	37	14	56	5
Principles of Risk Assessment	26	33	15	3	9	3
Working at Height	8	21	0	27	18	2
Asbestos Awareness	3	10	11	0	2	0
Fire Risk Assessment	5	0	11	1	1	0
Albac Mat	16	0	0	0	0	0
Evac Chair	0	0	9	4	0	0

The HS&W recognise that training must be effective, time efficient and engaging. The HS&W team are exploring new, digital methods of training which cater for a wide variety of learning styles. The team are hoping that by improving our training delivery the numbers of staff and managers attending/completing our courses will increase, this will in turn help to improve compliance.



Key Performance Indicators

The following Key Performance Indicators (KPIs) were set in the 2015 – 2020 Health, Safety and Wellbeing Strategy to monitor improvements in Health, Safety and Wellbeing across the County Council. The tables below detail the performance of the Council against the KPIs.

Annual Performance

No.	Key Performance Indicator	2019-2020 Performance
1	Improvements in audit scores across all services of the authority, aim to achieve 50% reduction by 2018 on reports achieving 1 yearly audit revisits, and 100% by 2020.	65 audits were undertaken within 2019/2020. Major non-conformities were identified in 26 audits.
2	All audit reports and action plans are developed within 5 working days from the completion of the audit.	The KPI was met for all audits.
3	LCC would like to realise a 10% reduction in workplace accidents and incidents year by year.	There has been an 16% reduction in the number of incidents.
4	A 10% reduction in RIDDOR reported incidents year on year	There has been a 23% reduction in the number of RIDDOR incidents.
5	Robust documented investigations conducted in all instances where accidents are RIDDOR reportable for employees	100%
6	Ensure overall compliance with all applicable legislation across the authority.	The audits undertaken demonstrated partial compliance to applicable legislation. Details of major non-conformities are included in the departmental reports.

5 Year overview

No.	Key Performance Indicator	2015-2020 Performance
1	Improvements in audit scores across all services of the authority, aim to achieve 50% reduction by 2018 on reports achieving 1 yearly audit revisits, and 100% by 2020.	In the first year 19 audits were scored 1 (major non-conformities), whereas in 2019-2020 26 audits were scored 1. This KPI has not been achieved.
2	All audit reports and action plans are developed within 5 working days from the completion of the audit.	This KPI was met for 90% of audits
3	LCC would like to realise a 10% reduction in workplace accidents and incidents year by year.	2015-2016 = 1942 2016-2017 = 1699 (12% reduction) 2017-2018 = 1682 (1% reduction) 2018-2019 = 2037 (21% increase)



		2019-2020 = 1711 (16% reduction) Overall reduction – 12%
4	A 10% reduction in RIDDOR reported incidents year on year	2015-2016 = 57 2016-2017 = 41 (28% reduction) 2017-2018 = 35 (14% reduction) 2018-2019 = 34 (3% reduction) 2019-2020 = 28 (17% reduction) Overall reduction – 50%
5	Robust documented investigations conducted in all instances where accidents are RIDDOR reportable for employees	100%
6	Ensure overall compliance with all applicable legislation across the authority.	This has not been fully achieved.

A new Health and Safety strategy will be agreed in 2020, which will include a new set of KPI's for the next 5 years.



Wellbeing Activity

The data below is in relation to the usage of the internal Wellbeing Service (Counselling Sessions);

Department	Q1		Q2		Q3		Q4	
	New referrals	No. of Sessions						
Adults and Communities	18	198	18	181	21	194	16	160
Chief Executives	1	13	4	23	0	30	3	24
Children and Family Service LA Schools	5	84	2	52	13	23	14	61
Children and Family Service Non Schools	14	149	15	164	21	213	19	227
Corporate Resources	9	141	6	122	9	124	12	184
Environment and Transport	4	70	4	56	5	43	9	47
Public Health	2	12	3	14	1	21	3	50
Non-Declared	0	0	0	0	0	0	0	0
ESPO	1	5	0	9	0	0	1	0
Traded	12	101	11	76	23	111	21	102
Totals	66	773	63	697	93	759	98	855

Overview	2016/2017	2017/2018	2018/2019	2019/2020
Total new referrals	391	247	304	320
Total sessions	1442	1018	2183	3084

5% increase in number of **referrals** compared to 2018/19

41% increase in number of **sessions** compared to 2018/19

The service operates with 3.2 FTE staff. The service also has 4 volunteer counsellors who conduct approximately 13 hours per week.

Presenting issues – see figure 1

The referrals from all departments consisted of employees presenting with personal issues; work issues and a combination of both work and personal, (as shown in the graph below). 53% of referrals presented with a personal issue and there was a 6% increase in referrals presenting with either a work-related issue or a combination of work-related and personal issues, compared to the previous year.

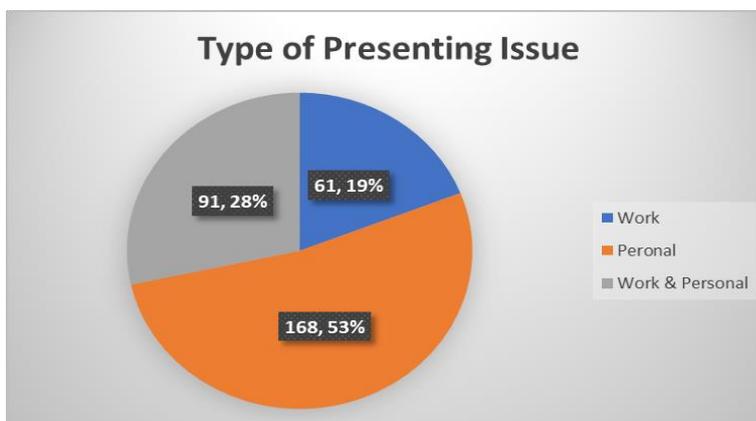


Figure 1 – Presenting issues

At point of assessment, the well-being service offered a range of interventions, including face-to-face counselling; telephone counselling; the ‘Managing Stress and Pressure at work’ training workshop; the ‘Mindfulness Now’ six-week course; and a short course on ‘Bereavement’, alongside one-off advice and signposting to appropriate external agencies.

The Mindfulness Now programme was a popular course, consisting of a combination of group discussions and meditation practice. The feedback suggested that this was of great benefit to employees. Unfortunately, this programme was put on hold due to the Covid-19 pandemic.

Employee Assistance Programme (EAP) - New for 2019/2020

Launched in April 2019 the new telephone lead counselling service was trailed for 1 year (1 further year has been agreed) throughout the Authority. The EAP works alongside our current Wellbeing Service and provides additional confidential telephone counselling and self-help via our external Occupational Health Provider. The usage of this service is shown below.

Service Type	Q1	Q2	Q3	Q4	Total
Legal & Information	4	12	8	7	31
Management Support (A dedicated Manager support helpline)	1	1	0	1	3
Emotional support	22	27	22	17	88
Total	27	40	30	25	122



Other Wellbeing initiatives

Events have been held for various wellbeing days including; World mental health day on the 10th October focus was on suicide prevention, Time to talk day 6th February focus on getting people to talk about their mental health and starting conversations.

People Services made two submissions for the PPMA awards 2019 (Public Services People Managers Associated). The Council has been shortlisted in two categories; Public Sector Team of the Year, and for the Best Health and Wellbeing Initiative which was focused on the work that has been carried out to support staff going through the menopause. The results are due to be announced shortly.

The corporate notice boards have been used throughout the year to publicise the EAP, Winter Wellness, and the HSE's stress standards.

As part of the departmental action plans the HSW team have promoted the use of the line managers stress competency tool kit to help managers reflect on their management skills. Several 'how to guides' have been published including; 'how to complete a stress risk assessment' and 'how to build resilience in yourself and your team'. The service has also undertaken several stress audits and stress risk assessments.

Various stress training options are available on the Learning Hub including e-learning and face to face training. New for 2019, the HSW team have been delivering Resilience training as requested to various teams in departments.

Occupational Health Referrals Update

DIVISION	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL
A001 ESPO	0	4	1	1	1	0	4	0	1	0	0	0	12
C0001 Chief Executive's	0	0	0	0	0	1	2	1	0	0	0	0	4
D2895 HR Leicestershire Traded Service	37	21	21	23	7	32	41	40	28	35	31	29	345
External Organisation	0	0	0	0	0	1	0	0	0	0	1	0	2
J0001 Environment & Transport	2	4	1	5	11	1	6	2	2	5	9	2	50
K0001 Children & Young People's Service	3	5	7	3	4	3	9	3	0	4	7	2	50
P0001 Public Health	0	0	0	0	1	0	1	0	0	0	0	0	2
R0001 Corporate Resources	3	4	6	3	2	6	3	8	8	7	5	2	57
S0001 Adults & Communities	5	7	2	5	4	6	7	7	1	8	7	1	60
Totals for year commencing April 2019	50	45	38	40	30	50	73	61	40	59	60	36	582
Totals for year commencing April 2018	43	78	59	42	41	41	45	66	47	52	52	53	619



Recent and Forthcoming Changes

Managers and staff within the Council are advised to be aware of the recent HSE safety alerts that could impact on service delivery.

Brexit: Transition Period

The UK has now left the EU. The transition period is in place while the EU and UK negotiate new arrangements for a trade deal. It will end on 31 December 2020.

Your responsibility to protect the health and safety of people affected by your work activities remains the same during the transition period.

The guidance, 'Health and safety made simple: the basics for your business', will help you to comply with the law.

You should continue to manage risk in your business in a proportionate way.

OHSAS 18001 – ISO 45001

ISO 45001 is replacing the OHSAS 18001 certifications as the new international standard for the management of occupational health and safety. ISO 45001 focuses on the same core issue as OHSAS 18001, which is to reduce occupational injuries and make organisations a safe and secure place for employees to work. Like other ISO standards, ISO 45001 uses a structured framework to integrate policies, processes and controls.

OHSAS 18001 certifications will expire in September 2021 (extended by 6 months due to COVID -19)

The Council's occupational health and safety management system is currently based on OHSAS 18001. The transition to ISO 45001 is due to start in 2020 and is likely to take 2 years to fully implement.

COVID -19

First aid - The HSE has announced a 3-month extension to the validity for all certificates up for renewal on or after 16th March 2020 during the current COVID 19 crisis. The Department for Education has introduced the same extension for all paediatric first aid certificates coming up for renewal on or after 16th March 2020.

RIDDOR Reporting of COVID 19 - A report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) must be made when:

- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.
- a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- a worker dies as a result of occupational exposure to coronavirus.



Guidance and Information

The HS&W Service have been actively engaged in reviewing all of the Council's policy and guidance documents available on the Intranet. This ensures that the policy and guidance given to managers remains relevant, concise and appropriate to the changing circumstances of the Authority. The following table outlines the policies have been reviewed or developed within the 2019/20 financial year and those that are planned for review during the next. Managers are advised to ensure that they are familiar with those that are applicable to their operations.

Guidance Changes 2019 / 2020	Planned Guidance Changes 2020 / 2021
CDM Guidance	Wellbeing Strategy
HAVS Guidance	Health and Safety Strategy
Confined Spaced	Manual handling
Contractor Management	Blood Borne Viruses
First Aid	Electrical Safety
Accident Reporting	Winter Gritting and Snow Clearing
Pregnancy and Breast feeding (Formally New and Expectant Mother)	Glazing
COSHH	Fire Safety
Lone Working	Work Equipment
Safety whilst Smarter Working	Bomb threat, suspicious packages, firearms threat and lockdown
Infection Prevention and Control	Management of Stress (completed)
Personal Emergency Evacuation Plan	Display screen equipment (completed)
Young Person and Work Experience	LOLER (new)
Asbestos Management Plan	Whole body vibration (new)
Violence at work	How to guides including; How to; Do a ladder inspection Write a safe system of work Do an accident investigation Do a dynamic risk assessment Do a PEEP Do a pre-use check Report a H&S concern Calculate HAVS Carry out a noise assessment Improve wellbeing Calculate first aid requirements



	Improve H&S culture Store your chemicals Safely lift Induct new employees Administer first aid in event of electric shock
Challenging Behaviour at work	
Excavations and safe digging	
Noise at work	
SAG document; Safety Certificate, Application Procedure, Application Form, Policy, Enforcement policy.	
Hot works permit	
Visitors guidance	
How to guides including: How to; Complete a stress risk assessment Complete a workstation assessment Prepare for a health and safety audit Complete an action on AssessNET Complete the local arrangements document Complete a workplace inspection Build resilience in yourself and your team Do workstation exercises	

Conclusion

This report has shown that the number of injuries reported by the Council has reduced by 13%. Furthermore, the number of RIDDOR reportable incidents has reduced by 17%. It is encouraging to see that over the last 5 years the number of RIDDOR reportable incidents has reduced by a total of 50%. This demonstrates that the Council's management of health and safety is improving year on year. In addition, it is positive to see that the number of physical assaults and injuries caused by challenging behaviour has reduced. This can be attributed to the improvements made by various departments in managing this risk. It is acknowledged that further work is required to manage this risk as it remains the second and third highest cause of injuries.

The number of near misses reported across the Council has reduced. All departments must ensure that staff are aware of the vital part reporting near misses plays in preventing serious incidents. This will be promoted by the Health, Safety and Wellbeing team as part of next year's action plan.



Since the end of 2019-2020's reporting period the Health, Safety and Wellbeing team have been heavily involved in the Council's COVID 19 response and recovery. The HS&W team have supported many managers with ensuring their teams are operating safely, both while working at home, in an office and out on site. The Service have also been heavily involved in the corporate recovery effort to make buildings COVID secure.

Work related to COVID 19 is likely to encompass most of the team's resources throughout 2020-2021, however other priorities for the year ahead include;

- Agreeing a revised Health and Safety Strategy which will include new KPI's for the next 5 years
- Supporting and delivering various wellbeing initiatives included within the Wellbeing Strategy
- Carrying out health and safety audits and inspections
- Working towards the objectives set in each departmental action plan
- Developing a revised digital training package
- Continue to work towards the transition from OHSAS 18001 to ISO 45001 occupational health and safety management system.

Contact Us: Health, Safety and Wellbeing Service

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