

Appendix A

Health and Safety Annual Report 2023/2024

South Ribble & Chorley Council
Date 28th August 2024
Dawn Highton – Head of Audit and Risk



WORKING TOGETHER

Introduction	
1	<p>The Health and Safety Annual Report 2023/24 provides a summary of the work undertaken for South Ribble Council and Chorley Council by the Health and Safety Team.</p> <p>The annual report demonstrates that the Council shows a strong commitment to the health and safety for their workforce and others who may be affected by their activities. The Council(s) employ over 700 employees (full, part-time and casual) which equates to 644 full time equivalent employees in varied roles and exposed to many differing risks.</p> <p>The annual report includes details on the following:</p> <ul style="list-style-type: none"> • Background to the Service • Key Activities during 23/24 • Training • Accident Statistics / Key Performance Indicators • Staff Development • Health and Safety Plan 24/25
2	<p>Please note that the Health and Safety Team does not take responsibility for matters relating to South Ribble or Chorley Leisure companies as each company is responsible for their own health and safety obligations.</p>

Background to the Service	
3	<p>Following the Health and Safety Service Review in 2021, the Health and Safety Team became an integral part of the Audit and Risk Service as part of the shared service arrangements. Previous arrangements and the COVID 19 pandemic had resulted in a gap in the provision of health and safety and with separate policies and processes for both authorities.</p>
4	<p>Initial staffing challenges blighted the work able to be progressed during a large part of 2022, until a further recruitment exercise was undertaken in early 2023. This resulted in a settled, well-motivated team who have made significant progress over the past 12 months.</p>
5	<p>As reported to SMT in October 2022 in order to support the new team, a consultant was appointed to provide health and safety management support to the Health and Safety Advisors. This arrangement ceases in February 2025.</p>
6	<p>During 2023, the Waste Compliance Officer also transferred into the Audit and Risk Service. Whilst initially her role was to undertake audits / review compliance within the SRBC Waste Service, an initial review identified areas whereby processes were failing or needed further development. It was therefore agreed that she would be seconded back into the Waste Service to set up new robust processes and procedures for Waste Officers to undertake. It is the intention that the Waste Audits / Compliance checks will re-commence during the latter part of 2024.</p>

Key Activities during 23/24	
7	The section below highlights all key pieces of work completed by the Health and Safety Team between the period January 2023 and March 2024.
	Health and Safety Policies
8	<p>A key part of the function of health and safety is the provision of policies and guidance to provide managers and employees with the necessary support to meet their statutory health and safety obligations.</p> <p>A comprehensive suite of shared policies reflective of both Council's current operational arrangements has now been developed. This work commenced in January 2023 and during the year, 21 policies were compiled, consulted with the Senior Leadership Team and are now available on the Learning Hub.</p>
9	A programme of ongoing review is in place to ensure policies remain current and reflective of both council arrangements and any legislative changes.
	Fire Safety
10	The Regulatory Reform (Fire Safety) Order 2005 requires employers to have a strategy to evacuate all occupants within a building. Following the COVID pandemic and the introduction of hybrid working, these arrangements had fallen into disrepair.
11	New arrangements are now in place with nominated staff trained as Fire Wardens with sufficient numbers trained to ensure coverage of all operational council buildings. In addition, the Health and Safety Team support the no-notice fire evacuation drill test to test the response and procedures.
	First Aid
12	<p>The Health and Safety (First Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work.</p> <p>As part of this requirement, the Council provides two levels of first aid trained staff in its buildings. Staff are either fully First Aid at Work (FAW) trained and are required to undergo three days initial training with re-qualification every three years or are trained in Emergency First Aid at Work (EFAW) which is a one-day training course with re-qualification every three years.</p> <p>Similarly to the Fire Warden position, the Councils could not ensure sufficient coverage with the introduction of hybrid working. Since then, a comprehensive review has taken place with additional training either undertaken or planned for delivery. The review risk assessed each building, the usage and number of employees and types of potential injuries and identified the number of first aiders and the level of training required.</p>
13	It is the intention that the Learning Hub will be fully utilised to ensure training is recorded and reminders routinely issued in advance to ensure coverage does not lapse. The Health and Safety Team will also be informed so that training can be arranged.

	Harriet / Risk Assessments
14	Under the Management of Health and Safety Regulations 1999, employers must make suitable and sufficient assessment of risks to employees' health and safety. To comply with this requirement, it was agreed with the Senior Leadership Team in March 2023 that in order to align, standardise and automate the process, all risk assessments would be held on HARRIET, a dedicated risk assessment system. This was due to inconsistent recording formats and differing risk matrices being used. Once fully populated the use of HARRIET will allow the Health and Safety Team to have oversight of the quantity and quality of risk assessments to be able to provide assurance.
15	The use of HARRIET was launched in April 2023 using a risk based approach. Training on both the use of HARRIET and the compilation of risk assessments was delivered to over 100 officers to ease the transition.
16	Whilst not fully embedded, good progress is being made with the transfer to HARRIET and updates are periodically provided to the Senior Leadership Team to highlight any gaps in compliance.
	Hand Arm Vibration (HAVS)
17	Following a HSE investigation into Lancashire County Councils arrangements for HAVS and an internal employment health surveillance report, the Health and Safety Team worked closely with senior officers within Neighbourhoods and Streetscene to review the arrangements and it was established that these could be strengthened with the introduction of dedicated software for monitoring purposes.
18	Several systems were tested with various operational teams and on pieces of equipment and HAVSPRO was implemented during 2023. HAVSPRO monitors vibration levels accurately and triggers alerts to protect both staff and the Council against the risks of HAVS. Supervisors and team leaders now routinely monitor vibration levels and take appropriate action where required.
	Display Screen Equipment
19	Work was undertaken to ensure compliance with the Health and Safety (Display Screen Equipment) Regulations 1992, (amended 2002) by aligning the processes and to ensure all officers completed a DSE for both office and home working. Any identified issues which were escalated to the Health and Safety Team have now been satisfactorily addressed.
20	Work has continued to further improve the DSE process by automation of alerts and escalation and this will be launched during 2024.
	Compliance with LOLER regulations
21	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), place duties on people and companies who own, operate or have control over lifting equipment. It was identified that there were a number of issues arising with our LOLER equipment inspection process provided by British Engineering.

	<p>Issues included:</p> <ul style="list-style-type: none"> • Incorrect contact details • Equipment not being available • Improvements not being actioned from previous inspections. <p>A significant amount of work has been undertaken with Property Services and Building Managers to strengthen these processes and although the arrangements are improving, this work is still on-going and has been widened to include the Provision and Use of Work Equipment Regulations 1998 (PUWER) regulations.</p>
	<p>Solo Protect / Lone Working</p>
22	<p>Each Council had a differing approach to lone working and the tools available to managers to protect their lone / remote workers. Chorley Council utilised the Solo Protect devices whilst this was not available at South Ribble.</p>
23	<p>During 23/24, these arrangements have been aligned and Solo Protect is now in place at South Ribble with the benefits of the devices being seen in many areas.</p>
24	<p>There is still further work to do regarding the use of Solo Protect in ensuring escalation processes are robust and that management are able to fully utilise the suite of reports available to them so that they have the assurance that their teams are operating in a safe manner. This work will continue into 24/25.</p>
	<p>Dedicated support</p>
25	<p>During 23/24 proactive ongoing support has been provided to high-risk areas and projects. A comprehensive action plan has been developed for the Neighbourhoods / Streetscene Service with actions assigned owners and recorded on GRACE for monitoring purposes. A targeted area of work has been supporting the teams with the water body safety policy review and subsequent process for water body inspections and risk assessments.</p>
26	<p>Further support has been provided to other Directorates and major projects. Examples include:</p> <ul style="list-style-type: none"> • Jubilee Gardens • Decarbonisation works • Leyland Town Deal • Property Services • Event management • Chorley Bus Station arrangements following the transfer of ownership • Bengal Street re-location <p>In addition, to the above, a dedicated section on the Loop has been developed signposting to polices, contact details, news and articles and training etc.</p>

	Reactive Work
27	<p>A significant amount of time during 23/24 was focused on reactive work and issues that arose during the course of other works. Reactive work has included:</p> <ul style="list-style-type: none"> • Investigation of accidents and incidents – making recommendations to improve safety where necessary. • Dealing with Worden Hall Clock Tower • Supporting the procurement and installation of new flagpoles at the Town Hall. • Denham Quarry • Civic Buildings Security

	Training																															
28	<p>Since April 2023 the Health and Safety Team have been working with Directorates and Services across both authorities on the transition and completion of risk assessments on Harriet. This work has included delivering multiple, group training sessions, attending team meetings, building example risk assessment templates, 1:1 support and providing feedback on completed assessments.</p> <p>A typical risk assessment control measure is training. An integral part of undertaking work tasks and activities safely, is the completion of relevant training. Training can also be a regulatory requirement.</p>																															
29	<p>In addition to the comprehensive training of risk assessments, training delivered during 2023/24 includes:</p> <table border="1"> <thead> <tr> <th>Training</th> <th>Method of delivery</th> <th>Number of attendees</th> <th>Regulatory requirement</th> </tr> </thead> <tbody> <tr> <td>Manual Handling</td> <td>Face to face by Health and Safety Team</td> <td>153</td> <td>The Manual Handling Operations Regulations 1992</td> </tr> <tr> <td>Asbestos Awareness</td> <td>Face to face by external provider.</td> <td>115</td> <td>The Control of Asbestos Regulations 2012</td> </tr> <tr> <td>Construction Design Management (half day and full day)</td> <td>Face to Face by external provider</td> <td>25</td> <td>The Construction (Design and Management) Regulations 2015</td> </tr> <tr> <td>Fire Marshal</td> <td>Face to Face by Health and Safety Team</td> <td>108</td> <td>The Regulatory Reform (Fire Safety) Order 2005</td> </tr> <tr> <td>Fire Suppression System</td> <td>Face to Face by Health and Safety Team</td> <td>20</td> <td>The Regulatory Reform (Fire Safety) Order 2005</td> </tr> <tr> <td>Defib and CPR Training</td> <td>Face to Face by external provider</td> <td>12</td> <td></td> </tr> </tbody> </table>				Training	Method of delivery	Number of attendees	Regulatory requirement	Manual Handling	Face to face by Health and Safety Team	153	The Manual Handling Operations Regulations 1992	Asbestos Awareness	Face to face by external provider.	115	The Control of Asbestos Regulations 2012	Construction Design Management (half day and full day)	Face to Face by external provider	25	The Construction (Design and Management) Regulations 2015	Fire Marshal	Face to Face by Health and Safety Team	108	The Regulatory Reform (Fire Safety) Order 2005	Fire Suppression System	Face to Face by Health and Safety Team	20	The Regulatory Reform (Fire Safety) Order 2005	Defib and CPR Training	Face to Face by external provider	12	
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30	<p>Further training courses have also been developed for e-learning incorporating both mandatory and service specific training. This includes:</p> <ul style="list-style-type: none"> • Induction training for new starters • Asbestos awareness for property maintenance operatives • Personal Safety Training • COSHH
31	<p>In March 2024, it was agreed by SMT that that for 24/25 onwards the Health and Safety Team should have a dedicated budget for training and develop a training plan to co-ordinate centralised training for officers promoting cost effectiveness and efficiency. Prior to this agreement, all training arranged by the team had been funded via the corporate training budget.</p>
32	<p>During 24/25, the training plan will be reviewed and work will begin to ascertain the best approach for training delivery, either in house or by specialist trainers. The first course is the IOSH Leading Safely which was delivered in May 2024 to all members of the Senior Leadership Team.</p>

Accidents Statistics / Key Performance Indicators /	
33	<p>The table at Appendix B sets out the accident figures by authority and type.</p>
34	<p>Whilst all accidents and near misses require a level of investigation, depending on the seriousness of the event, most commonly this is completed by line managers. Every accident and near miss report is reviewed and considered by the Health and Safety Team. The outcomes of accident investigations also play an important role in responding to insurance claims.</p> <p>The Health and Safety Team completed a number of in-depth accident/incident investigations and whilst it is accepted that accidents will always occur, there are failings which contributed to these including:</p> <ul style="list-style-type: none"> • Lack of evidence of training • Failure to follow risk assessments • Failure to report near misses • Communication breakdown • Failure to utilise / maintain existing systems • Poor reporting and record keeping • Lack of clarity on roles and responsibilities
35	<p>The Health and Safety Team work with senior officers to improve safety in the workplace and agree actions to address any shortfalls. This work is ongoing with further improvements planned for 24/25.</p>
36	<p>Prior to 2023/24 accident KPI data didn't include accidents involving members of the public who had been injured or harmed on council premises or because of a council work process. Reporting on this information helps to identify trends and inform decisions on improvements or changes as appropriate.</p>

	Using the Claim Control portal to record and manage accident and near miss reports, supports the Health and Safety Team to produce detailed reports. Using a wide range of data fields and filter options, the team can deliver tailored information to Directors and Heads of Service to support their approach to service area health and safety management.
37	Key performance indicators for the two councils were aligned and produced on a quarterly basis and recorded on the corporate performance management system. Similarly to accident investigations and reporting, further improvements have been made during 24/25.

Staff Development	
38	<p>The team are keen to continue their own professional development and that of the Service. During 23/24 the following training / qualifications were either in progress or had been completed:</p> <ul style="list-style-type: none"> • NVQ Level 6 in Occupational Health and Safety Practice • Construction (Design & Management) Regulations 2015 workshop • Asbestos Awareness training • Education and Training Award – Level 3 • NVQ Level 3 in Occupational Health and Safety Practice
39	Both Health and Safety Advisors now have training qualifications, and this will allow them to deliver more training in house rather than having to source external trainers.
40	The team are also active members of the Lancashire District Health and Safety forum who meet periodically to discuss and share issues and ideas.

Health and Safety Plan 2024 / 2025											
41	During 24/25, work will continue, with the emphasis on supporting managers and officers to continue good standards of health and safety. Based on the level of resource available, a Health and Safety Plan has been developed setting out the objectives of the Service for 24/25, which is detailed below.										
42	<p style="text-align: center;">Health and Safety Plan 24/25</p> <table border="1"> <thead> <tr> <th>Planned work</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>Health and Safety Policies</td> <td>Annual Review of current policies / development of any new policies</td> </tr> <tr> <td>Solo Protect</td> <td>Comprehensive review of usage / escalation / training / device versus apps / management information and reporting.</td> </tr> <tr> <td>DSEs</td> <td>Work with ICT to develop fully automated DSE forms with documented procedures. Ensure system is established to resolve identified issues with appropriate escalation processes with H&S oversight / assurance.</td> </tr> <tr> <td>COSHH risk assessments</td> <td>Create a council wide COSHH risk assessment template and process. Define how assessments will be stored (Harriet). Deliver training if appropriate.</td> </tr> </tbody> </table>	Planned work	Comments	Health and Safety Policies	Annual Review of current policies / development of any new policies	Solo Protect	Comprehensive review of usage / escalation / training / device versus apps / management information and reporting.	DSEs	Work with ICT to develop fully automated DSE forms with documented procedures. Ensure system is established to resolve identified issues with appropriate escalation processes with H&S oversight / assurance.	COSHH risk assessments	Create a council wide COSHH risk assessment template and process. Define how assessments will be stored (Harriet). Deliver training if appropriate.
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Property H&S Statutory compliance	Continue to support the Property and Operational Assets meetings including ensuring robust arrangements for the inspections process by British Engineering.
Training Plan Delivery for Year one	Initial training identified. Training sourced or developed in house and delivered.
Training monitoring	Ensure systematic process in place to capture training records and refresher dates.
Health and Safety campaigns / loop	Produce a programme of H&S campaigns aligning with both local and national topics/campaigns. Regular posts on the Loop to link back to H&S page for reference. Schedule from start of Q3.
Dedicated support	To be provided to: Communities Environmental Health Streetscene & Waste Event Management Action plans to be developed for implementation by Heads of Service
Compliance Reviews	Undertake compliance review for Waste Services during Q3 / Q4
Senior Leadership Self Assessment	Develop a checklist (based on IOSH Diagnostic tool) to allow Heads of Service to self assess Health and Safety arrangements. Results to support the Service Assurance Statements and Annual Governance Statement.
Audit Programmes	Development of programmes to allow audits to commence during 25/26.
Development of H&S Champions	Work with SLT to create Directorate Health and Safety Champions and establish meetings / forums to ensure the profile remains high within Services.
Responsive / Routine work	To include: Ad-hoc requests Accident investigation Performance monitoring and reporting Maintenance of HARRIET

43	Progress will be monitored against the plan with quarterly reports to the Senior Leadership Team and an annual assurance report to the Senior Management Team in June 2025.

Appendix B

Health and Safety Accident, Near Miss and RIDDOR Statistics

Council	No of Accidents	No of Near Misses	No of RIDDOR Incidents
Chorley	50	12	5
South Ribble	36	88	2

Accidents by type

Council	Manual Handling	Slip / Trip / Fall	Hit by stationary object	Hit by moving object	Hit by a vehicle	Injured by animal	Another kind of incident	Fell from height	Electrical incident
Chorley	1	21	3	5	5	2	10	2	1
South Ribble	6	10	4	6	1	5	4	0	0

