

OUR PEOPLE

Focus on Occupational Health & Safety

Annual Review **2022/2023**

Warwickshire County Council, a place that promotes a safe and healthy work environment keeping our people healthy and safe, every day at work.



At a glance

- 1.** The Health & Safety team continue to develop the Council's approach to the management of Health & Safety, focusing on the longer-term objectives of embedding a robust Health & Safety Culture, supported by an appropriate Health & Safety Management System to ensure the Council maintains high standards of Health & Safety compliance to legislation.
 - 1.1** The past year has seen many great service achievements, including.
 - The safe relocation of Westgate primary school following the immediate closure of the school due to unsafe structural conditions.
 - Specific training sessions provided to the Adult Social Care and Children and Families services to meet the Council's Health & Safety mandatory training requirements.
 - Creation of bespoke online video training for manual handling awareness for the library service to effectively manage their manual handling requirements.
 - Establishment of a monthly training schedule, (as a result of customer feedback), to guarantee that mandatory training requirements can be fulfilled.
 - Leading the tendering process for the Occupational Health (OH) & the Employee Assistance Programme (EAP) services.
 - 1.2** Developing the Health & Safety team's professional competence and knowledge is essential to maintaining the high levels of support & guidance given to the Council. This year the Health & Safety team completed:
 - Health & Safety Executive training in the Control of Substances Hazardous to Health (COSHH) practical assessment and control.
 - Display Screen Equipment (DSE) assessor training.
 - Train the Trainer training to deliver Health & Safety courses.
 - Consortium Local Education Authorities Provision of Science Services (CLEAPSS) which included auditing Design & Technology and Food Technology department training.
 - Health and Safety Executive mental health focused training.
 - Mental Health first aid courses.
 - Health & Safety professional network events at the NEC Birmingham as well as the required Institution of Occupational Safety and Health (IOSH) career professional development.
- 2.** The Council's aspirational objective is to consistently strive towards a vision zero approach to work-related injuries and causes of ill health. The quality and accuracy of the data plays a crucial role in identifying areas of increased risk, which are reported to each Directorate in their quarterly performance reports.
 - 2.1** Based on the available performance data we have no significant concerns regarding accident/incident reporting. The number of RIDDOR's remains low and in line with pre- pandemic levels. Whilst there has been an increase in the number of corporate incidents reported this can be linked to the focus of DLT's on Health & Safety through the quarterly reporting process. We have also seen an increased emphasis on near miss reporting which is a positive indicator in terms of developing a positive Health & Safety culture. Slips, Trips & Falls continue to be the main cause of injury in relation to work related accidents/incidents and the team continue to work with DLT's to minimise these.

2.2 The Health & Safety team have successfully completed the analysis of the available data and provide the below insights on the Council's overall annual Health & Safety performance.

- There was a slight increase in RIDDOR incidents this year, which are now comparative to pre-pandemic numbers, with 7 of the 149 corporate incidents requiring a formal legal notification to the Health & Safety Executive (HSE) under the RIDDOR regulations. All RIDDOR incidents are investigated as serious events jointly by the health and safety team and the manager responsible. All resulting root causes of serious events have been identified and control measures implemented.
- RIDDOR incidents in Schools saw a decrease from 16 in 2021/22 to 7 this year which is a positive step towards reducing these further in the coming year.
- All injury incidents are reported to the relevant line managers/schools for investigations and the implementation of actions and recommendations monitored to prevent similar incidents recurring.
- The number of near misses recorded (Corporate and Schools) show a positive increase from 66 in 2021-2022 to 171 this year, which is comparative to pre-pandemic records. The Health and Safety team have been communicating the benefits of near miss reporting throughout the year and this has seen a positive increase in near miss reporting, indicating the organisation is improving in its safety culture and staff are becoming more comfortable with reporting hazards rather than ignoring them. It is important therefore that we continue to monitor any changes in this positive data to ensure we are identifying emerging trends.
- There has been a slight increase in the Corporate total recorded accident and incidents (excluding Schools) from 194 incidents in 2021-2022 to 219 this year.
- Of the 219 corporate incidents recorded on the Council's current database, 149 reported a personal injury resulting from a work placed incident (84 FTE employees and 65 non- employees)
- In the school setting, there was a slight decrease in the total number of recorded accidents and incidents from 794 in 2021-22 to 721 this year. Out of the 721 school incidents recorded, 678 reported a personal injury resulting from a work placed incident (318 FTE employees and 360 non-employees).
- Incidents involving Slips, Trips, and Falls in the workplace continue to be the top identified cause for injuries in the corporate workplace. Corporate records show a 31% increase from 48 reported in 2021-2022 to 63 reported in 2022-2023. The data indicates that the numbers of slips, trips and falls is still higher than would be desirable (working on an aspirational zero incident level), as previously the increased levels may be down to increased reporting but also to continuing increased use of Council buildings. The work to improve risk awareness through learning continues and the number of incidents of this type will continue to be monitored and reported accordingly to the Directorate teams on a quarterly basis for action.
- Incidents involving violence to school staff from pupils continues to be the top identified cause for injuries in the school setting, with 202 incidents recorded. Schools continue to record high numbers of incidents of violence against staff compared to the rest of the organisation, with the numbers remaining high over the last 3 years (excluding pandemic)

lockdowns between 2020-2021). All incidents were reported to the relevant line managers to investigate if further control measures could be successfully implemented to help reduce this number.

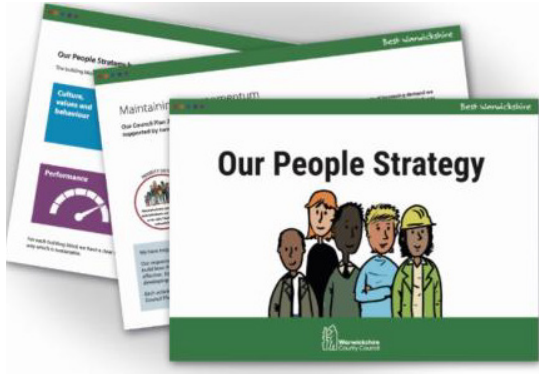
- Health & Safety claim payments for 2022-2023 totaled £207,000 with a further £923,000 payments estimated as outstanding. (Claim payments in 2022-2023 may include claims submitted in previous years).

Definitions:

RIDDOR: Reporting of Infections, Diseases and Dangerous Occurrences Regulations

Accidents / Incidents: Are unplanned events that result in the injury or ill health of an employee or a member of the public or have enough significant risk to merit recording and investigation.

Near Miss: Any event that could have resulted in injury, damage or loss but did not on this occasion but could in the future.



Through the later end of 2020, the Council refreshed it's Our People Strategy, to drive through the vision of Warwickshire County Council, a great place to work where diverse and talented people are enabled to be their best.

Embodying our Values and Behaviours, the Our People Strategy is built on 6 building blocks:

Our behaviours

Our behaviours were first introduced in 2016 and these haven't changed. Our behaviours frame how we should behave at work. They help us to understand how we should go about our work and the way we should interact with each other and our customers.

- do what we say.
- move with purpose and energy.
- focus on solutions.
- help people and communities to find their own solutions.
- build strong working relationships.
- be the best we can be.

To support the achievement of our vision, five key organisational values have been identified:



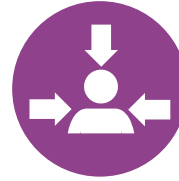
High performing



Collaborative



Customer focused



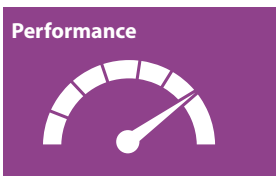
Accountable



Trustworthy

Our People Strategy building blocks

the building blocks provide the foundations for the delivery of Our People Strategy vision. We have identified six key building blocks:



One of the main enablers of the Our People Strategy is that **“We will listen, learn and act to create an inclusive organisation with a sustainable and resilient workforce.”** in order to do this, keeping our people safe and healthy and at work remains a key priority.



For each building block we have a clear set of outcomes we need to achieve so that we can fulfill our vision and transform as an organisation in a way which is sustainable.



Aims and Objectives

For each building block, the Council has a clear set of Health & Safety outcomes to achieve in order to fulfil the Council's commitments to Health & Safety.

Throughout the annual review, we have used Our People Strategy building block icons to help the reader connect the stories we tell with our Health & Safety objectives.

Aims and Objectives

Our People Building Blocks	Theme	Outcomes
 <p>Performance</p>	<p>Develop management systems that continue to support and strengthen the Council's Health & Safety culture</p>	<ul style="list-style-type: none"> • Publish new Corporate Health & Safety Policy • Align all Health & Safety data to improve leadership insights • Identify risks through audits and inspections • Align all Health & Safety data to improve leadership insights • Turn collected data into actions and remediation, track actions, compliance accountability and reporting on progress to leadership • Unify corporate and operational risk to improve visibility and spot trends to proactively implement corrective and preventative actions
 <p>Organisational Development and Design</p>	<p>Develop management systems that continue to support and strengthen the Council's Health & Safety culture</p>	<ul style="list-style-type: none"> • Adopt ISO 45001 as the standard for Occupational Health and Safety, and take an integrated system approach pulling in the most relevant and useful elements of international management standards • Ensure the Council can demonstrate it meets Occupational Health & Safety standards and that all significant risks are recorded on a corporate Health & Safety risk register with control measures that are sufficiently in line with legislation.
<p>Develop technology based systems that continue to support and strengthen the Council's Health & Safety Culture</p>	<ul style="list-style-type: none"> • Explore the Implementation of new technology to allow effective management of Health & Safety through improved visibility of performance and by providing insight into inspections, actions and remediation 	

	<p>Develop the Council's Health & Safety Culture</p>	<ul style="list-style-type: none"> • Develop revised roles and responsibilities in line with changing working environments • Ensure Health & Safety is openly discussed and considered in decision making processes
	<p>Develop the Council's Health & Safety culture</p>	<ul style="list-style-type: none"> • Communicate Health & Safety information that is beneficial and appropriate for employees to remain healthy and safe • Develop customer feedback and reporting channels to encourage increased reporting on matters of Health & Safety • Promote communication and engagement channels that encourage all our people to speak openly and honestly on Health & Safety matters • Work with partners across the Council, the Health & Safety team will continue to explore new communication channels for Health & Safety information and align with the Council's Wellbeing agenda

Looking Back

The Council set the following priorities for 2022/2023

Develop the Council's Health & Safety Culture

The Council will continue to develop the core cultural values that define the Council's principles for managing Health and Safety.

The Council will continue to gather better performance data to enable the Council to benchmark performance with comparators. Benchmarking the Council's performance with public sector comparators will be essential to measuring the Council's success and setting the Council's own achievable measurable targets. Working with professional peers across similar size Council's the Health & Safety team continue reviewing ways this can be continually improved.

Develop Management Systems that continue to support and strengthen the Council's Health & Safety Culture

The Council will continue to build a Health & Safety management system to meet ISO international Health & Safety management standards.

The Council will set and measure corporate and directorate Health & Safety targets.

The Council will continue to develop and test ways to share performance data and look at new opportunities to communicate and engage with all our people on where the Council is relative to where the Council wants to be.

Working with partners across the Council the Health & Safety team will continue to explore new communication channels for Health & Safety information and align with the Council's Wellbeing agenda.

The Council will continue to promote communication and engagement channels that encourage all our people to speak openly and honestly on Health & Safety matters.

Progress Update

Developing the Council's Health & Safety Culture



Accountable

Our progress so far, we have

- Developed the Council's Health & Safety Policy for publication in Autumn 2023 outlining the Council's assurances to maintain a Healthy & Safe workplace in line with current legislation.
- Re-defined Roles, Responsibilities and Accountabilities for Health & Safety to improve awareness throughout the Council's structure for publication in Autumn 2023.
- Consulted with the leadership teams to improve the Directorate quarterly performance reports to improve Health & Safety insights.
- Published Health & Safety bespoke training sessions to improve Health and Safety knowledge and competence, in addition to regularly mandatory training schedules.
- Communicated the Council's post covid requirements, including infection and prevention control, and provided guidance for the completion of documentation to ensure legislative compliance.

Develop management systems that continue to support and strengthen the Council's Health & Safety Culture



High performing

Our progress so far, we have

- Designed the Health & Safety compliance portal/channel on the Council's internal property portfolio database (AtlasWeb) to record Health and Safety reports and improve access to Health & Safety information.
- Worked in partnership with key stake holders on the Council's HROD policy reviews to maintain a consistent approach to design and language, including the Council Health & Safety Policy register.
- Launched in partnership with the Councils' insurance team, a new external supplier to complete statutory equipment inspections and subsequent certification certificates to ensure equipment remains safe for use.
- Identified service level key performance targets as part of the HROD delivery measures.
- Worked in partnership with Council colleagues across HROD to improve automated notifications for mandatory Health & Safety training using the Council's internal learning management system (Learning Hub).
- Delivered the annual management of Health & Safety audit programme to each directorate to improve co-operation and collaboration.
- Launched the new Directorate Quarterly Health & Safety performance figures to measure accident and incident rates in each Directorate.
- Explored the implementation of technology to improve our customers' interaction with Health & Safety information, improve efficiency in the way customers can report on matters of Health & Safety and most importantly to maximize the analysis of Health & Safety data to identify areas where proactive management can benefit the reduction of accidents and injuries.

Looking Forward

Key focus areas for 2023/2024

- **Improve awareness of the Health & Safety roles, responsibilities, and accountability of all employees in lines with the changing working environments, through existing and new communication.**
- **Embed the new Corporate Health & Safety Commitment Statement at all levels of the Council.**
- **Continue to develop ISO 45001 as the Councils standard for Occupational Health and Safety and take an integrated systems approach pulling in the most relevant and useful elements of international standards that add value to the Council.**
- **Ensure the Council can demonstrate it meets Occupational Health & Safety standards and that all significant risks are recorded on a corporate health & safety risk register with control measures that are sufficiently in line with legislation.**
- **The Council will set a schedule of compliance audits and workplace inspections focused on identifying significant risks and opportunities for improvements with each Directorate and set annual Health & Safety objectives.**
- **The Council will continue to develop the quality of Health & Safety data to provide each Directorate with improved visibility of Health and Safety performance and clearer insights into inspections, actions and remediations as part of their Quarterly Health & Safety Performance reports.**
- **The Council will regularly communicate through the Council's existing channels on Health & Safety information that is beneficial and appropriate for employees to remain healthy and safe.**
- **Develop customer feedback and reporting channels to encourage increased reporting on matters of Health & Safety.**



Key Measures and Definitions

Full Time Equivalent (FTE): Full Time Equivalent relates to the number of hours an employee is contracted to work each week as a proportion of the number of hours per week defined as full-time as per contracts of employment. Thus, a full-time employee would have an FTE of 1/0 and an employee working 18.5 hours per week in a role based upon a 37 hours contract would have an FTE of 0.5

Days per Full Time Equivalent (FTE): Days per FTE relates to the number of days of sickness absence per FTE

Key Highlights

Absence has **decreased** over the last 12 months from **9.04** days to **8.99** days per FTE.

The balance between long term and short term absence is moving toward becoming more **equal**, however short term absence has increased in 2022/23 and long term absence decreased overall.

Stress and Mental Health is the top reason for absence and the days per FTE have **increased** slightly this year. The percentage of days lost to Stress and Mental Health have also **increased** in this year from **28.2%** to **30.3%**.

Coronavirus has had an impact on our absence figures this year, accounting for 11.4% and over 1 day per FTE. This has decreased from the previous year.

The number of people on long term absence and those hitting triggers has **decreased** slightly this year.

Employee engagement has increased this year to **76%**.

Warwickshire County Council, a great place to work where diverse and talented people are enabled to be their best.



We will listen, learn and act to create an inclusive organisation with a sustainable and resilient workforce.

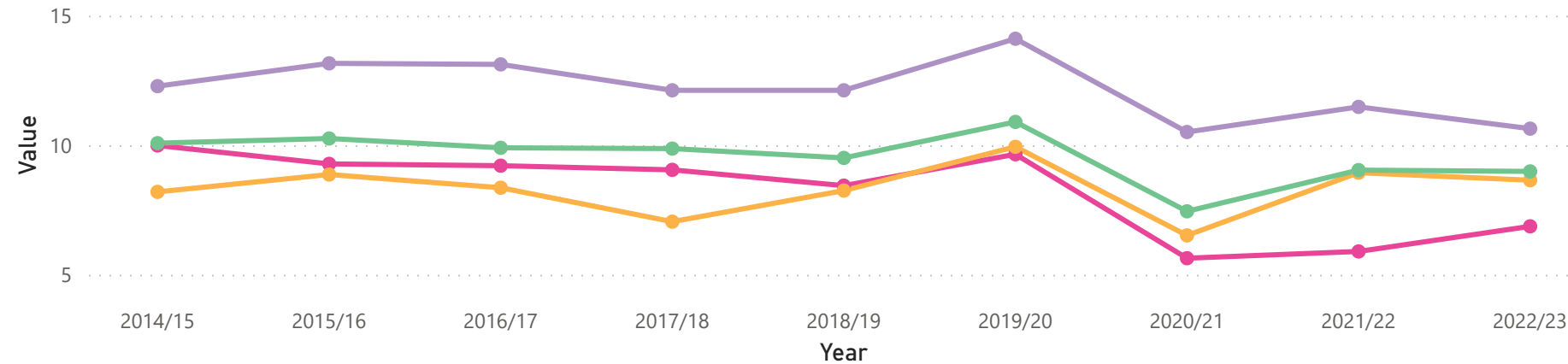


Sustainable and Resilient Workforce Annual Report 22-23

Absence

Days per FTE

Area ● Communities Directorate ● People Directorate ● Resources Directorate ● WCC (excluding schools)



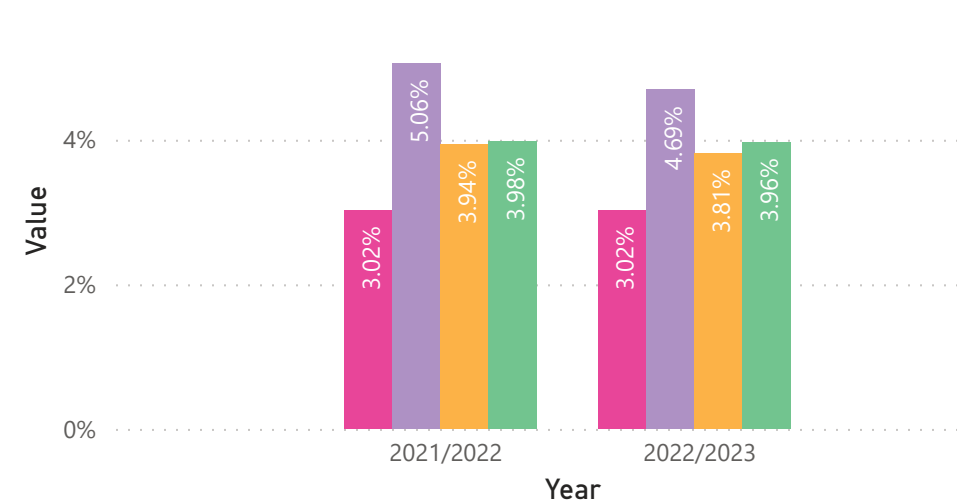
The days per FTE for WCC overall have slightly decreased from 2021/22 (9.04 days per FTE) to 2022/23 (8.99 days per FTE).

There has been a decrease in days per FTE in the People Directorate and Resources Directorate, however a slight increase within the Communities Directorate (5.90 days per FTE 21/22 to 6.87 days per FTE in 22/23).

Days per FTE were highest in 2019/20 which could relate to the outbreak of Coronavirus.

Absence % of Time Lost 22/23

Area ● Communities Directorate ● People Directorate ● Resources Directorate ● WCC



The percentage of time lost to absence in WCC has decreased from 3.98% in 2021/22 to 3.96% in 2022/23.

There has been a decrease in the percentage of time lost to absence within the People Directorate and Resources Directorate, however a slight increase within the Communities Directorate in 2022/23.

Days per FTE has **decreased**

WCC Days per FTE 21/22 9.04	↓	WCC Days per FTE 22/23 8.99
---------------------------------------	---	---------------------------------------

% of staff with no absence has **decreased**

% staff with no absence 21/22 41.9%	↓	% staff with no absence 22/23 38.3%
---	---	---

Top Sickness absence reasons 22/23

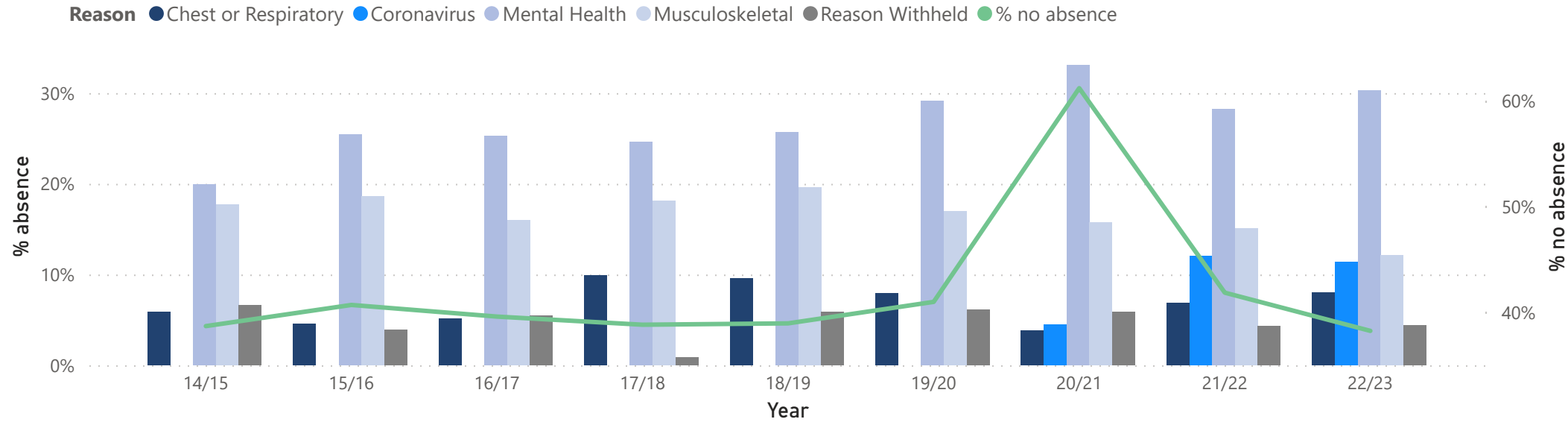
Stress and Mental Health 30.3%	Musculo-skeletal 12.1%	Coronavirus 11.4%
--	----------------------------------	-----------------------------



Sustainable and Resilient Workforce Annual Report 22-23

Absence

Top Reasons for Absence and % of all staff with no absence trend

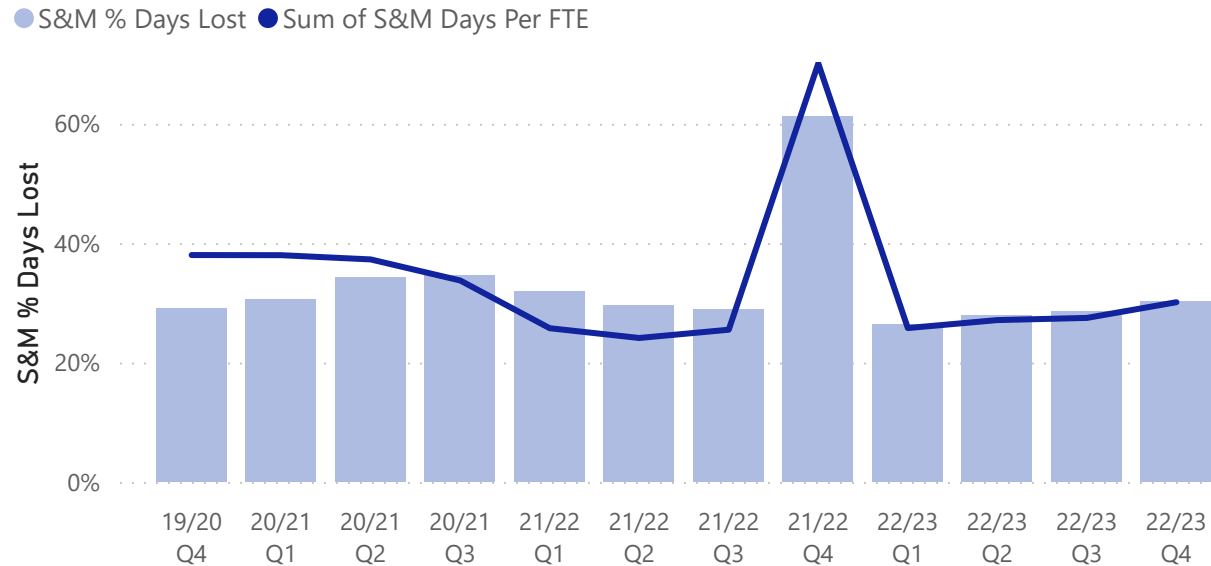


The top reason for sickness absence is Stress and Mental Health, which has increased from **28.2%** in 2021/22 to **30.3%** in 2022/23.

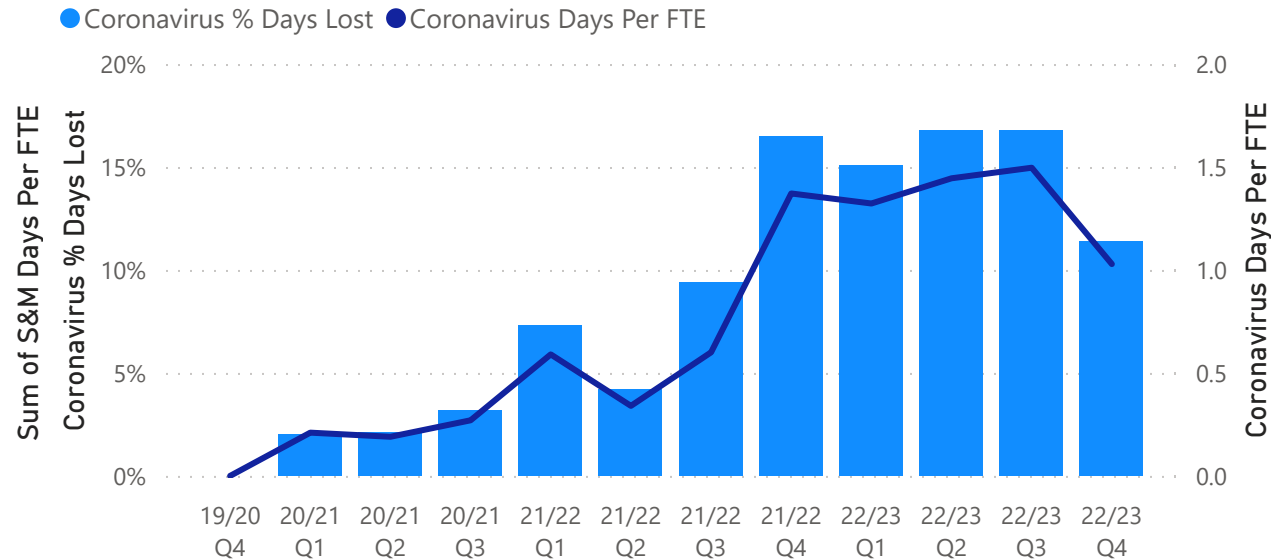
Musculoskeletal is the second cause of absence, although this has decreased from **15.1%** in 2021/22 to **12.1%** in 2022/23.

The percentage of no absence has decreased from 2021/22 from **41.9%** to **38.3%** in 2022/23.

Stress and Mental Health % of days lost



Coronavirus % of days lost



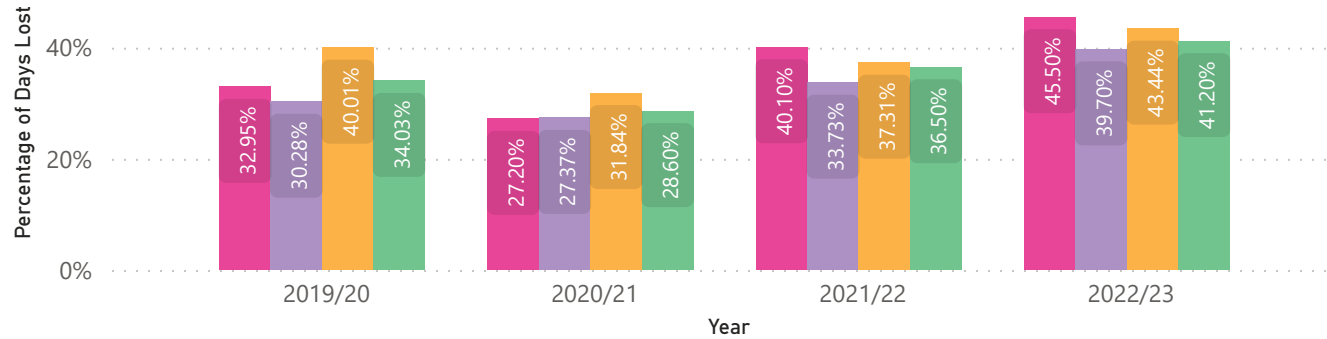


Sustainable and Resilient Workforce Annual Report 22-23

Absence

% days lost to short term absence

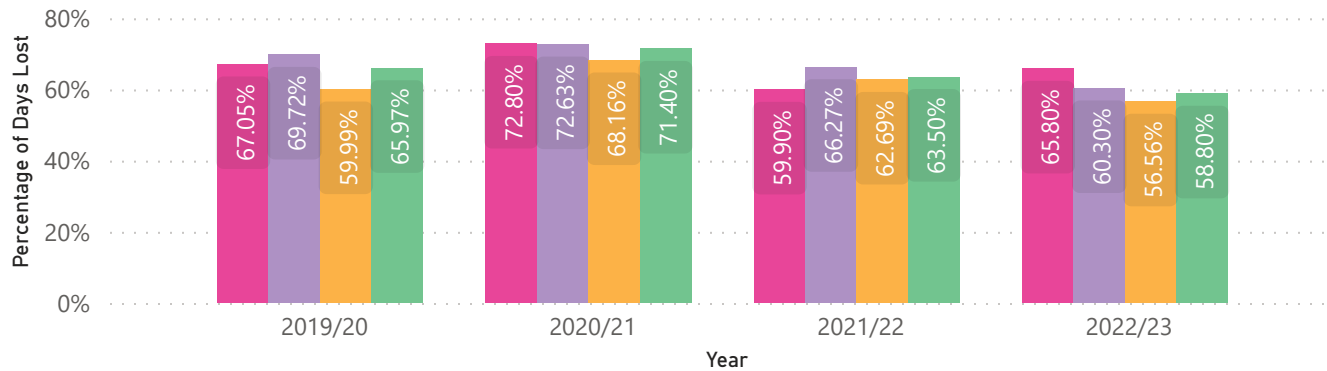
Area ● Communities Directorate ● People Directorate ● Resources Directorate ● WCC



The percentage of days lost to short term absence has increased since 2020/21 and is at its highest in 2022/23. There has been an increase in all Directorates.

% days lost to long term absence

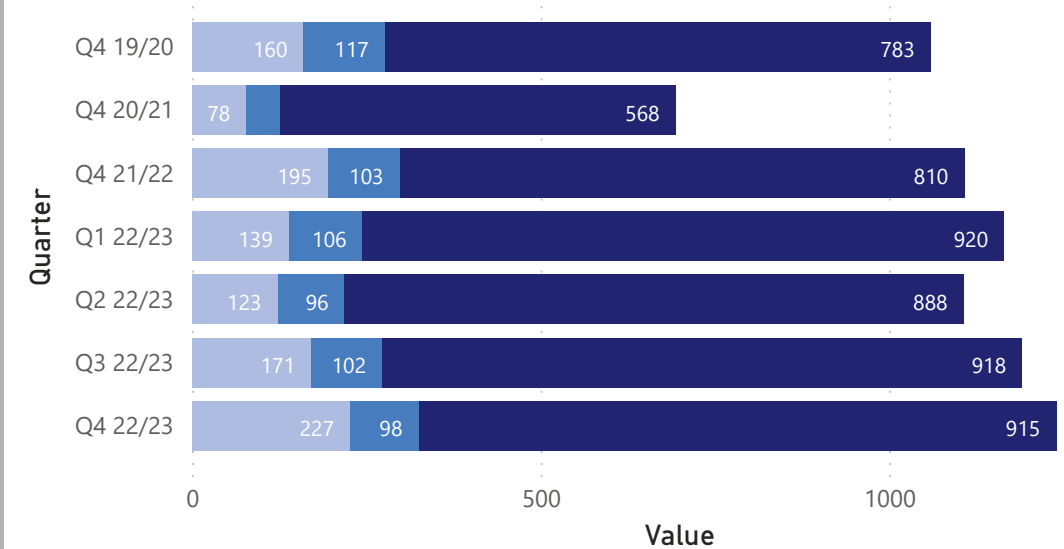
Area ● Communities Directorate ● People Directorate ● Resources Directorate ● WCC



The percentage of days lost to long term absence has decreased since 2020/21 for WCC overall and is at its lowest in 2022/23 at **58.8%**. All Directorates report a decrease, aside from the Communities Directorate that has had an increase from 59.9% in 2021/22 to 65.8% in 2022/23.

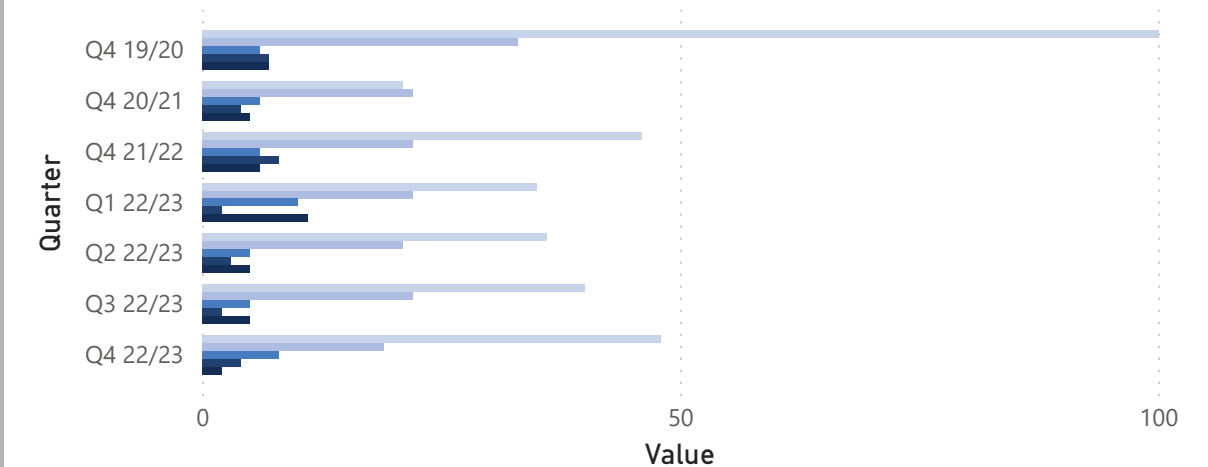
Number of staff hitting trigger indicators

Trigger ● 3 in 6 months ● 5 in 12 months ● 10 days in 12 months



Long term absence by length

Length ● 1-3 Months ● 3-6 Months ● 6-9 Months ● 9-12 Months ● 12+ months

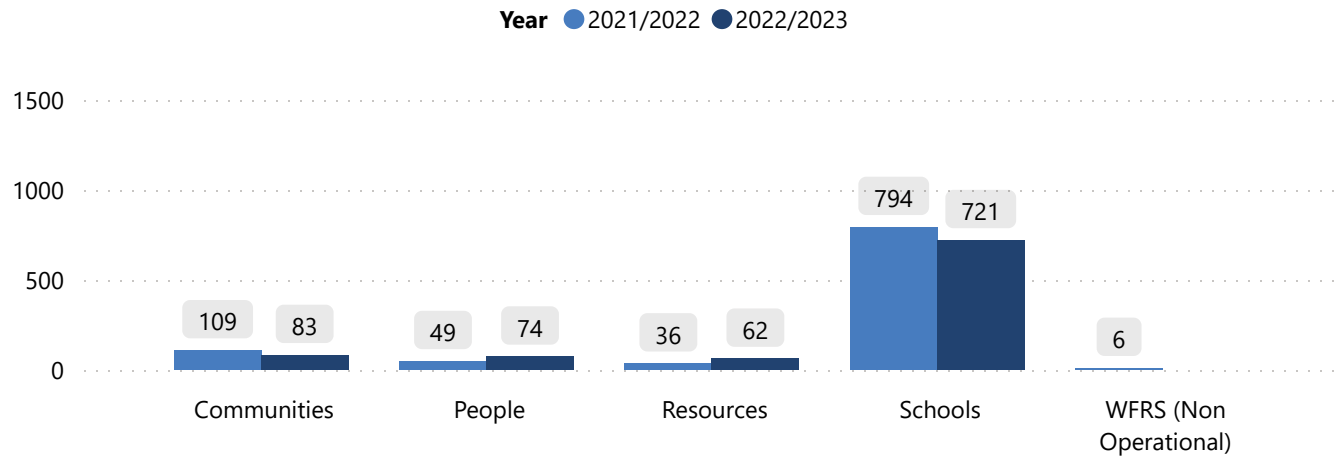




Health and Safety Annual Report 22-23

Accidents & Incidents

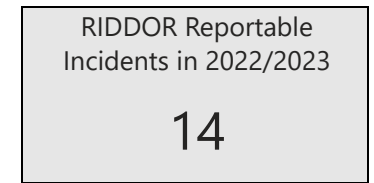
Total Accidents & Incidents by Year and Directorate



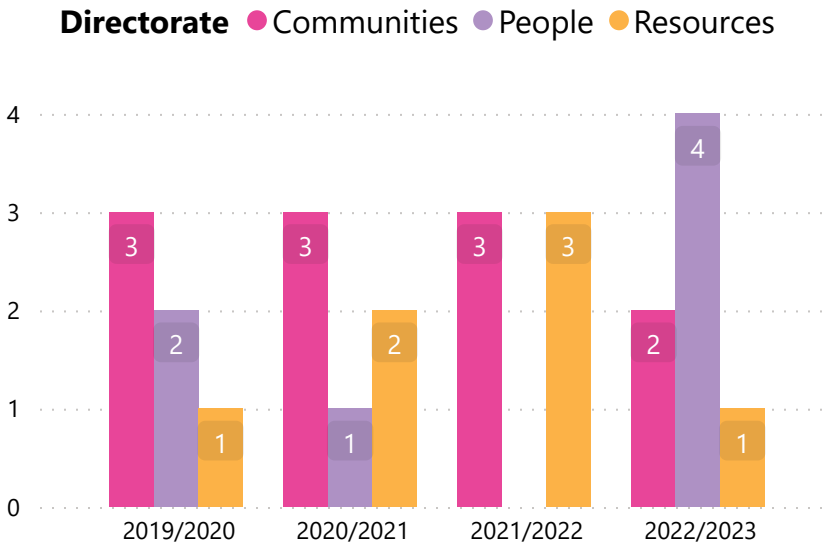
Total accidents and incidents has **decreased**



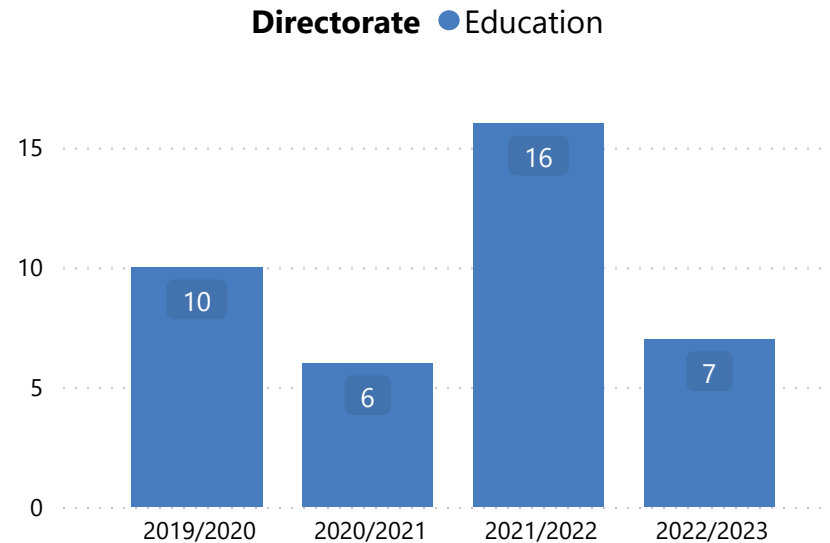
RIDDOR reportable incidents has **decreased**



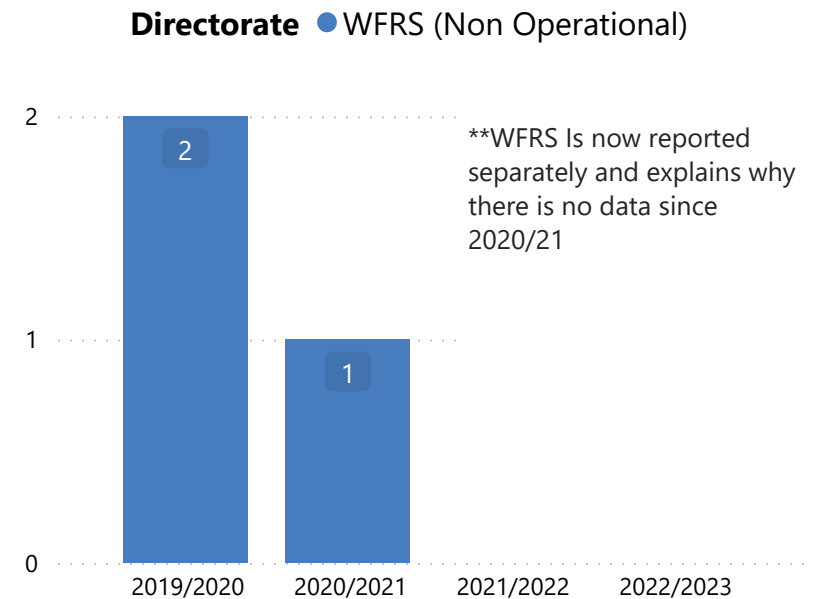
RIDDOR Reportable Incidents by Year and Directorate



Education RIDDOR Reportable Incidents by Year



WFRS RIDDOR Reportable Incidents by Year





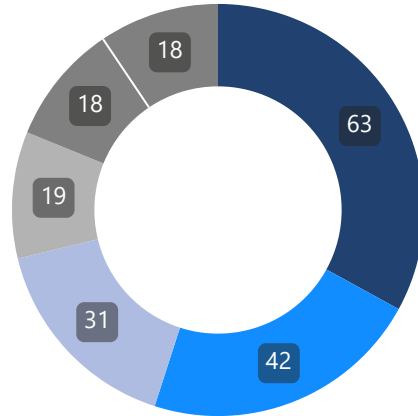
Health and Safety Annual Report 22-23

Common Causes

Corporate - Top 5 Common Identified Causes in 2022/23

Type Classification

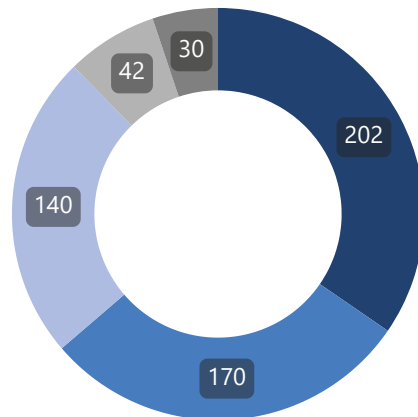
- Slip, trip & Fall
- Abuse - Verbal / Written / Digita...
- Vehicle related
- Anti-Social Behaviour
- Hit fixed stationary object
- Near Miss



Schools - Top 5 common Identified Causes in 2022/23

Type Classification

- Schools Only - Violence involvin...
- Slip, trip & Fall
- Schools Only - Accidental durin...
- Assault - Physical - non malicious
- Near Miss



	Top Common Identified Causes 2022/23	Total identified causes 2022/23	Total identified causes 2021/22
Corporate	Slip, trip & Fall	63	48
Schools	Schools Only - Viole...	202	222

For 2022/23 WFRS data is now reported Separately.



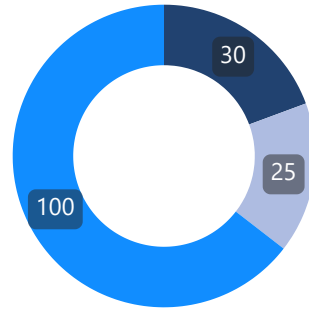
Health and Safety Annual Report 22-23

Pro-active risk management - near miss/near hits reported

Corporate - Near Misses/Hits 2020/21 - 2022/23

Year

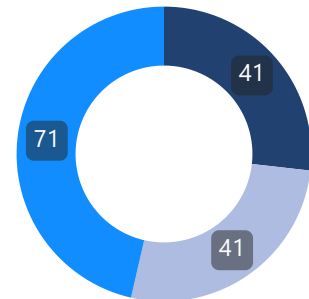
- 2020/2021
- 2021/2022
- 2022/2023



Schools - Near Misses/Hits 2020/21 - 2022/23

Year

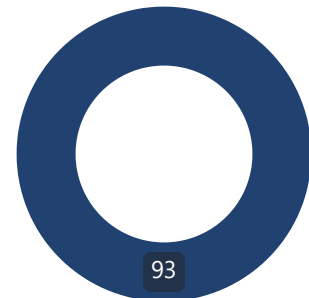
- 2020/2021
- 2021/2022
- 2022/2023



Fire and Rescue (Non - Operational) - Near Misses/Hits 2020/21 - 2022/23

Year

- 2020/2021
- 2021/2022



Accidents/Incidents involving near misses/hits has increased for **Corporate** and **Schools** between 2021/22 and 2022/23 data.

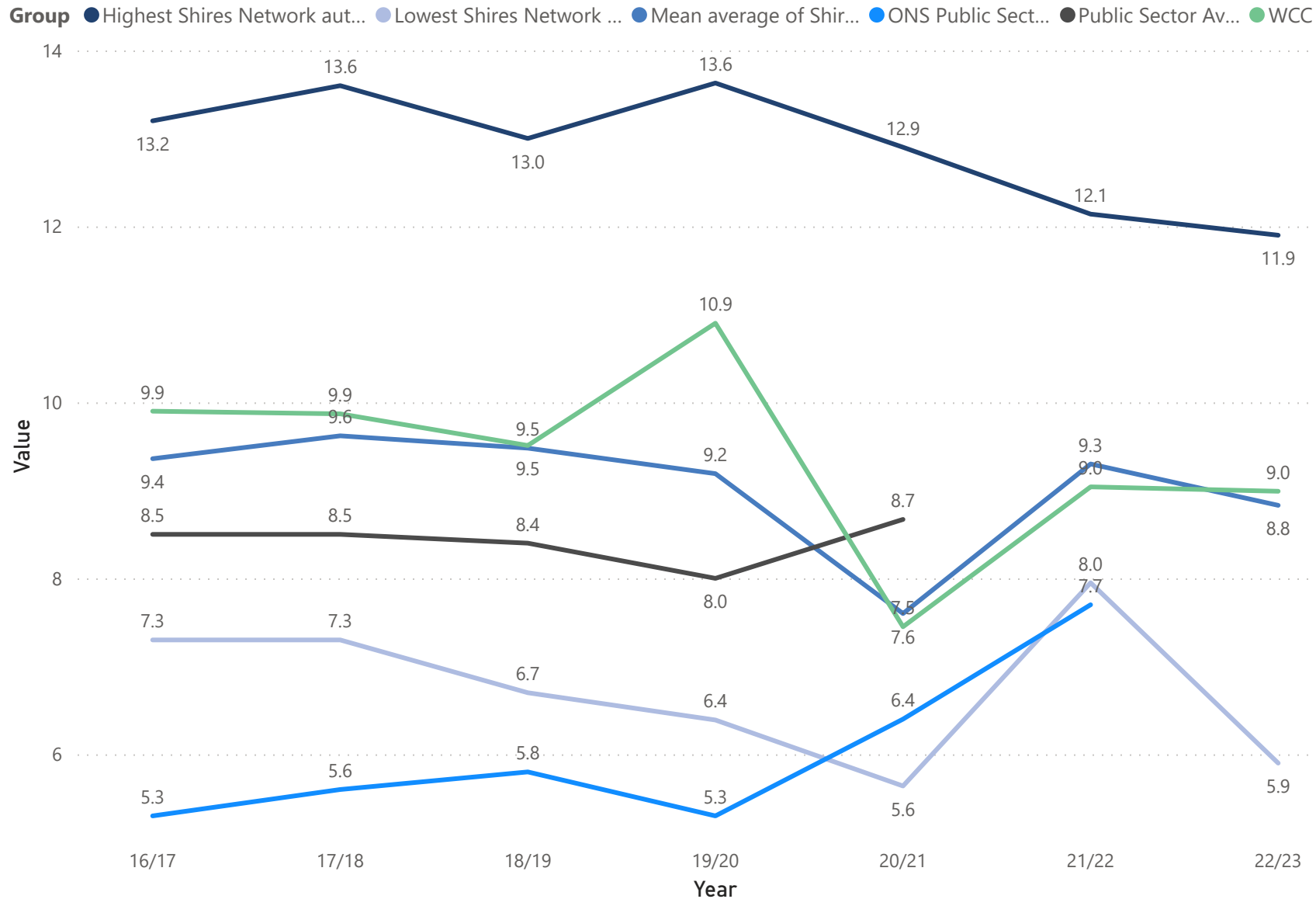
The WFRS data is now going in its own separate report and therefore not supplied in this dashboard for 2022/23.



Sustainable and Resilient Workforce Annual Report 22-23

Benchmarking

Benchmark by year



Benchmark data on average days absence has been obtained from 13 local authorities across the Shire Counties network to provide comparative data. The data compares the highest, lowest and mean average against Warwickshire's annual days per FTE figure.

In terms of national statistics, there is a lag in the data available, with the most up to date data being available for 2021/2022. The CIPD no longer publish data, therefore ONS data has been included instead.

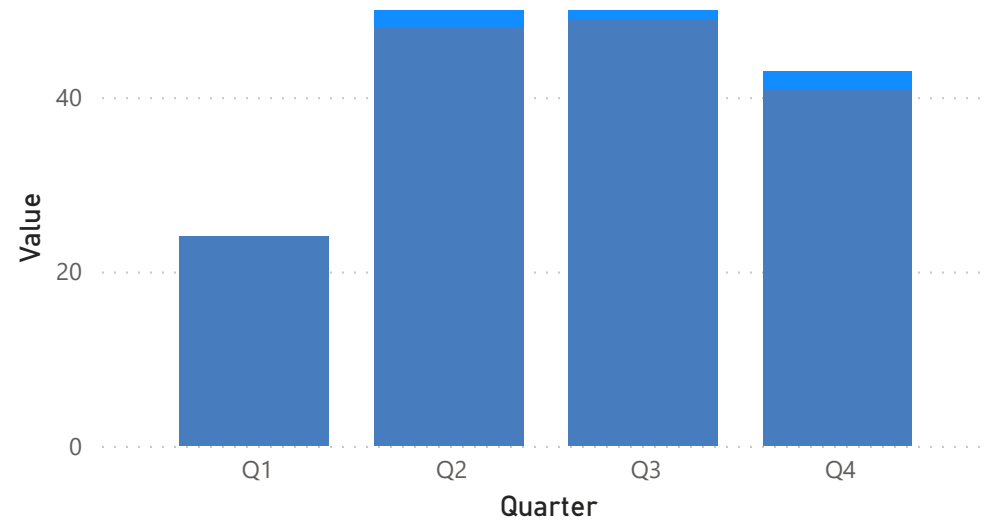


Sustainable and Resilient Workforce Annual Report 22-23

Employee Assistance Programme & Occupational Health

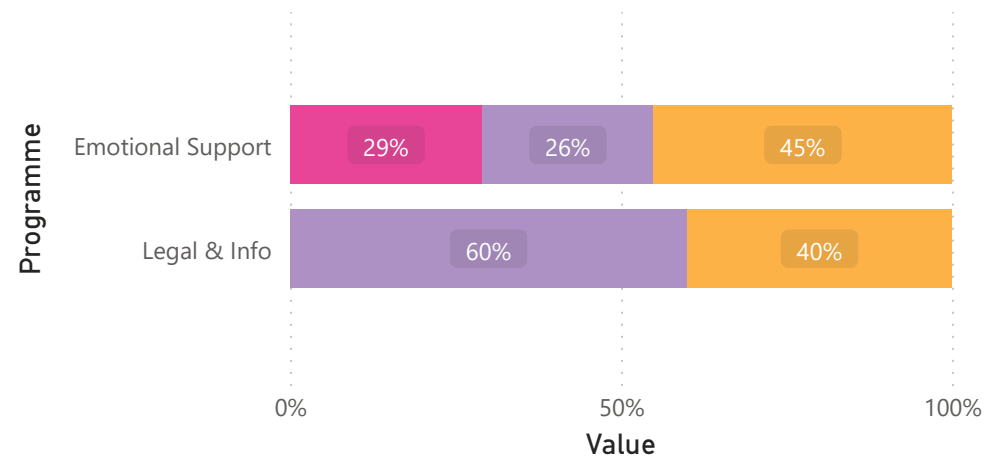
Employee Assistance Programme

Programme ● Emotional Support ● Legal & Info



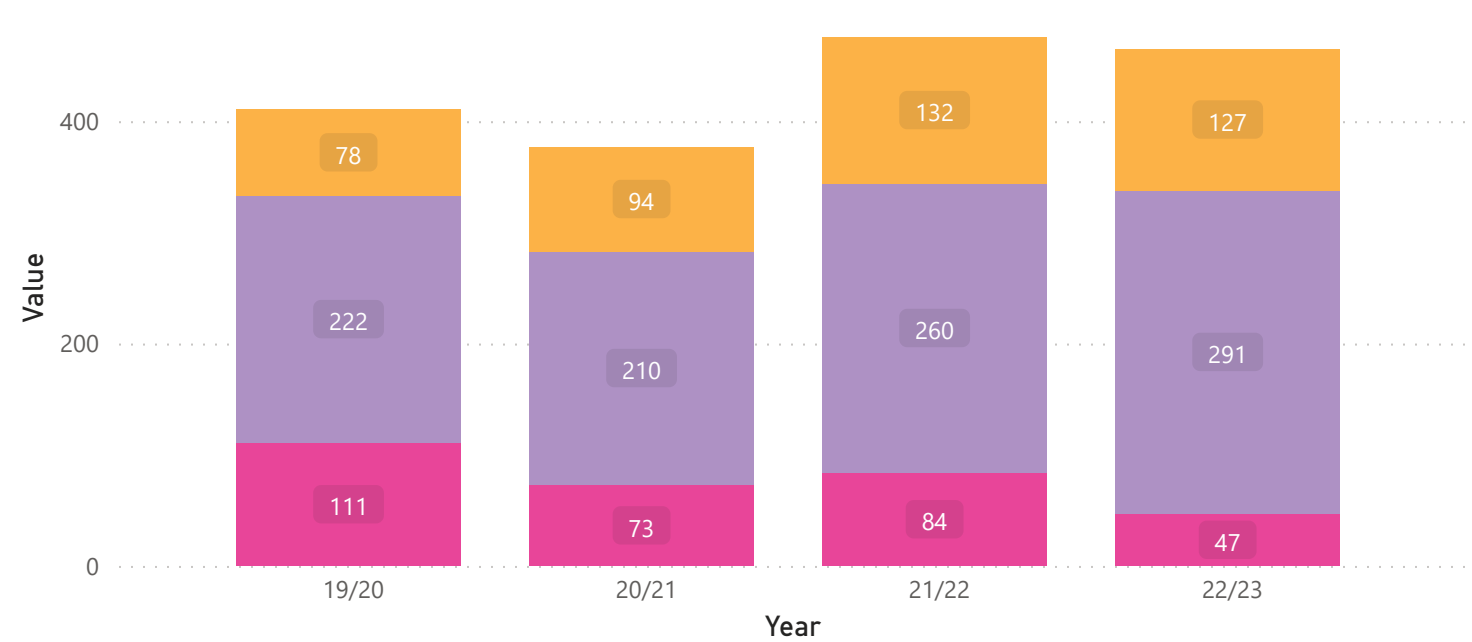
Programme by Directorate

Area ● Communities ● People ● Resources



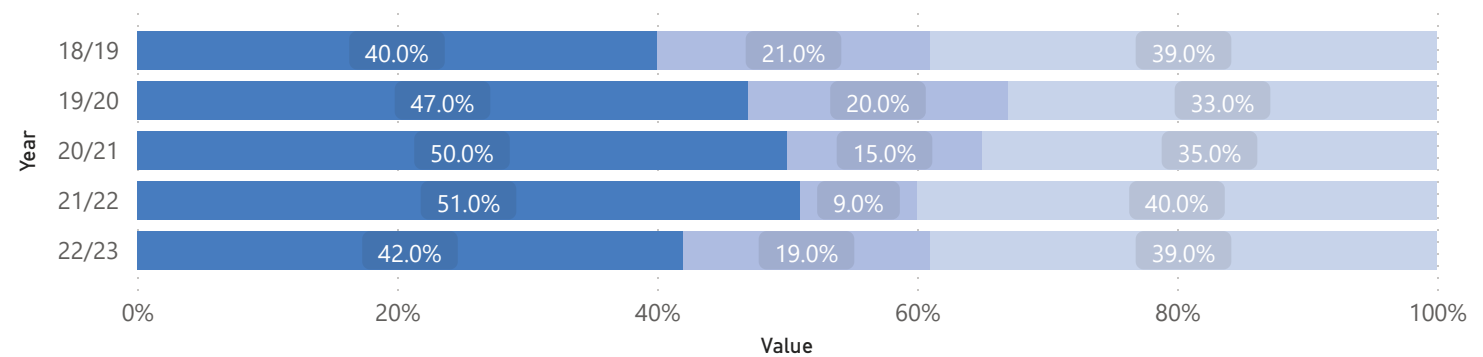
Number of Occupational Health Referrals by Year and Directorate

OH referrals ● Communities ● People ● Resources



Occupational Health Referral reason by year

OH referral reason ● Mental Health ● Musculo-Skeletal ● Other Reasons

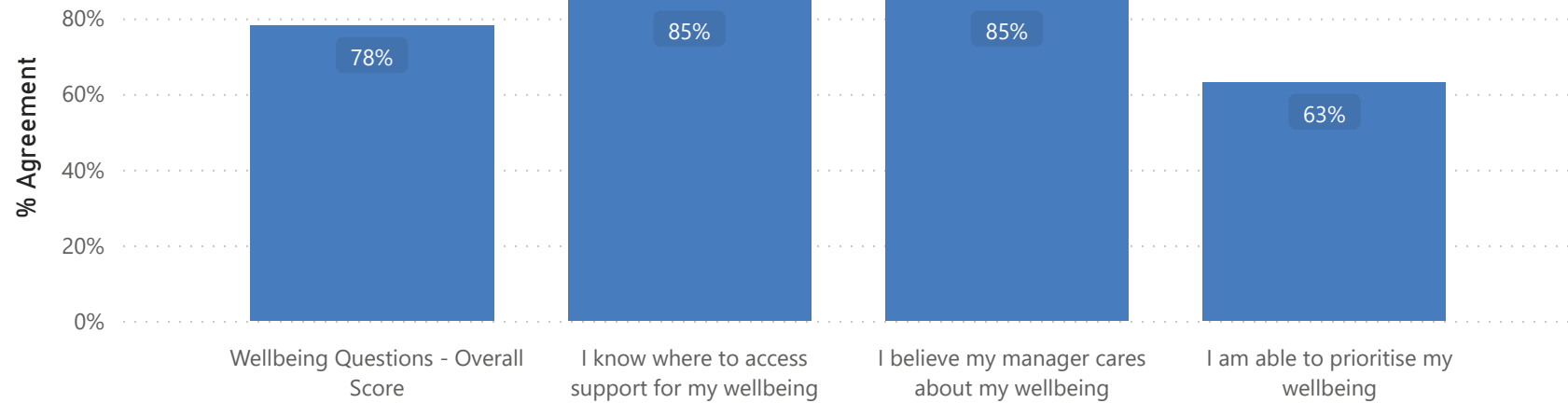




Sustainable and Resilient Workforce Annual Report 22-23

Engagement and Wellbeing

Your Say Survey Wellbeing 2022/23



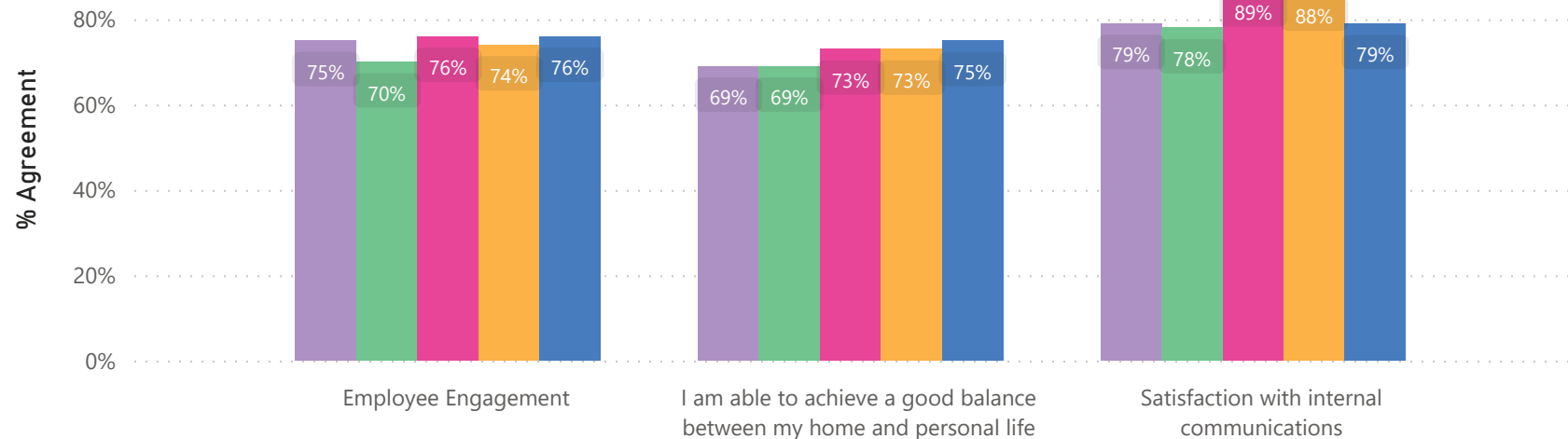
Employee wellbeing and engagement has been monitored through a series of check-in surveys from April 2020 to present.

The percentage of employees that agree 'I am able to prioritise my wellbeing' is **63%**, which is lower than the overall score for wellbeing.

Both 'I know where to access support for my wellbeing' and 'I believe my manager cares about my wellbeing' is higher than the overall score for wellbeing and is **85%**.

Your Say Survey Engagement

Year ● 2018 ● 2019 ● 2020/21 ● 2021/22 ● 2022/23



Employee Engagement has increased from 2021/22 (**74%**) to 2022/23 (**76%**). There was a decrease in employee engagement in 2019/20 which could relate to the impact of Coronavirus.

The percentage of employees that agree they are able to achieve a good balance between home and personal life has increased and is at its highest in 2022/23 at **75%**.

Satisfaction with internal communications has decreased from **88%** in 2021/22 to **79%** in 2022/23.