

To: Finance, Resources and Customer Services Policy Board

On: 13 June 2024

Report By: Chief Executive

Heading: Chief Executive's Service – Annual Health and Safety Report
2023/2024 and Action Plan & Performance Indicators 2024/2025

1. Summary

- 1.1 The Council's Health, Safety and Welfare Policy requires each service to submit an annual report and an annual Health and Safety action plan to the relevant Policy Board.
 - 1.2 The Chief Executive's Service annual progress report is attached as Appendix 1. This summarises the achievements from 1 April 2023 to 31 March 2024 setting out the arrangements for the management of health, safety and wellbeing within the service.
 - 1.3 In terms of looking forward, the Chief Executive's Service action plan and performance indicators for 2024/2025 is attached as Appendix 2 to this report. It sets out the planned actions the service will undertake during 2024/2025, outlining the service's commitment to continuous improvement in health and safety performance in accordance with the People Strategy – Ongoing implementation of key priorities (Health and Wellbeing Plan 2024/2029).
-

2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:
 - i) notes the content of the annual report attached at Appendix 1; and
 - ii) approves the Chief Executive's Service health and safety action plan and performance indicators for 2024/2025 at Appendix 2.
-

3. Background

- 3.1 The Chief Executive's Service delivers a range of strategic services within the organisation. We do this through a range of activities delivered across our service areas: policy and partnerships, economy and development, City Deal and infrastructure, and communications, marketing and events. Our services are delivered by 241 employees, led by the Chief Executive who is supported by the Head of Policy and Partnerships, the Head of Marketing and Communications, the Head of Economy and Development, and the Programme Director (City Deal and Infrastructure).



- 3.2 The Chief Executive's Service Head of Policy and Partnerships is the lead officer for health, safety and wellbeing within the service and is supported by the Strategy, Policy and Insight Manager and a Policy Officer. We have a proactive approach and commitment to health, safety and wellbeing which is supported by the service's working group.
- 3.3 As with other Council services, employees have been hybrid working, splitting their working week between home and office. The service has adapted its processes and procedures to ensure that standards for all employees working from home or in the office are maintained, with the health, safety and wellbeing of employees being a priority. The service's health and safety working group meet's quarterly via Teams. Since 1 April 2023, Community Learning and Development have been part of the Chief Executive's service, and Procurement has transferred to Finance and Resources.
- 3.4 The annual report 2023/2024 (Appendix 1) looks back at health, safety and wellbeing achievements over that period.
- 3.5 The action plan and performance indicators 2024/2025 identifies areas for future and continued action which is included as Appendix 2 to this report. The action plan is monitored on a quarterly basis by the service's health and safety working group and a biannual progress report will be presented to the Finance, Resources and Customer Services Policy Board in both Autumn 2024 and Spring 2025.
- 3.6 The preparation of this annual report and action plan has been supported by the Finance and Resources, People and Organisational Development (People & OD) Health and Safety Team.
-

Implications of the Report

1. **Financial Implications** – None.
2. **HR & Organisational Development Implications** – This report has taken into account the restructuring of services with Community Learning & Development now part of the Chief Executives Service and procurement having left the service and now report to Finance & Resources.
3. **Community/Council Planning Implications** – None.
4. **Legal Implications** – None.
5. **Property/Assets Implications** – None.
6. **Information Technology Implications** – None.
7. **Equality & Human Rights Implications** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety Implications** - The report supports and demonstrates the Council and the Chief Executive's service's commitment to ensuring effective health and safety management.
9. **Procurement Implications** - None.
10. **Risk Implications** - The report supports the overarching management of risk within Renfrewshire Council.
11. **Privacy Impact Implications** - None.
12. **Cosla Policy position** – None.
13. **Climate Risk** – None.

List of Background Papers

None

Author: Pamela McDonald, pamela.mcdonald@renfrewshire.gov.uk

CHIEF EXECUTIVES SERVICE

ANNUAL HEALTH AND SAFETY REPORT 2023/24

The Council's new Health and Wellbeing Plan 2024/2029 sets out the vision for employee wellbeing. It aligns to the Council Plan 2022/2027 and our People Strategy "Our People Our Future 2021-2026". This Plan builds on the progress made within the previous Health, Safety and Wellbeing Strategy 2019- 22.

This annual report has been prepared by the Chief Executive's Service in accordance with the plans referenced above jointly with Renfrewshire Council's Health and Safety Policy and Plan, the purpose of which is to evaluate the health and safety performance of the service during 2023/2024 and set future health and safety objectives for 2024/2025.

The Council's vision is to provide a 'safe, healthy, and inclusive workplace' considering physical, mental, social and financial wellbeing and we will support this and continue to raise the profile of health and wellbeing across the service.

1. Management of health and safety within the Chief Executive's Service

1.1 The corporate policy on health, safety and wellbeing was revised and approved in December 2021 and due for review in 2024. The current policy outlines the organisational responsibilities of the Chief Executive, managers, employees and others (e.g. fire wardens, first aiders and lone workers). The following details are included:

- the health and safety arrangements within the service;
- the specific information regarding health and safety advice and training; and
- how to raise health and safety concerns and how to report an accident.

1.2 The policy is available for employees to read within the service or from the Chief Executive's Service health and safety page on the intranet. While the Chief Executive has overall responsibility for the implementation of the policy, the Senior Management Team and managers have a general responsibility to ensure that safe conditions of work apply at all times.

1.3 The service's strategy aims to ensure that health and safety is an integral part of the overall management of the service and the service continually seeks ways to ensure a safe workplace for all employees.

2. Organisation for implementing health and safety management

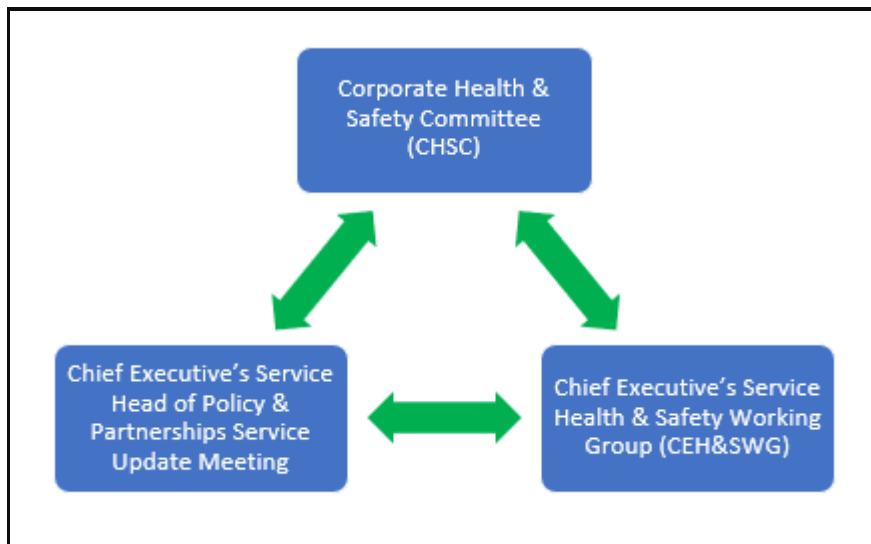
2.1 The Head of Policy and Partnerships is the lead officer for health, safety and wellbeing within the Chief Executive's Service and is supported by the Strategy, Policy and Insight Manager. This ensures that health and safety remain a priority within the service.

2.2 The service's health and safety co-ordinator attends the Corporate Health and Safety Committee (CHSC) and provides a service update on health, safety and wellbeing. The working group is informed of outcomes from the CHSC which they then share with their local teams and managers.

The CHSC also enables the escalation of any health, safety and wellbeing issues that cannot be resolved at local level and also to share lessons learned across services.

- 2.3 The service has a working group which is attended by representatives from across the service and meets quarterly. It is also attended by a Health & Safety Adviser from People and Organisational Development (People & OD) Health and Safety Team.
- 2.4 This year saw the introduction of quarterly meetings with the Head of Policy and Partnerships, the service H&S Coordinator and Corporate Health & Safety Adviser to provide an update from both the service working group meetings and Corporate Health & Safety committee. This provides the opportunity to discuss both service and councilwide issues and any further action deemed necessary.

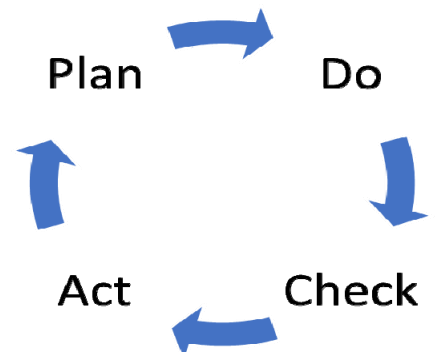
These meetings ensure there is effective communication across all levels of the service.



- 2.5 It is a requirement of the Corporate Health, Safety and Welfare Policy 2021 that the service should engage with trade union appointed safety representatives and, where elected, non-trade union representatives of employee safety. We do this in relation to any specific service developments and any other issues which would require union input.

3. Planning and setting standards: Plan - Do - Check - Act

- 3.1 The Chief Executive's service health & safety arrangements are based on the Plan – Do – Check – Act approach referred to in the Corporate Health & Safety policy. This methodology achieves a balance between the systems and behavioural aspects of management. It also treats health and safety management as an integral part of good management generally, rather than being stand-alone.



3.2 The Chief Executive's service has a risk control strategy in place to minimise employees and service users' exposure to significant risks. The risk profile includes delivering public events, activities undertaken by Communities, Learning & Development, Building Standards, City Deal, Estates, Development Management as well as management responsible for premises outwith Renfrewshire House. These risks include:

- Musculo-skeletal (DSE);
- Working at height;
- Lone working;
- Occupational driving;
- Violence & aggression;
- Stress (work and non work related);
- Council managed public events;
- Fire, safety & management; and
- Slips, trips and falls

The service has a Risk Register to monitor general risk assessments (tasks undertaken by employees) and fire safety risk assessments to ensure they are current and accurate.

3.3 Following the recent restructure and the movement of Community Learning & Development (CLAD) to the Chief Executive's service we will review current practice and identify any learning or improvements within CLD that can also be shared across the service.

3.4 Going forward during 2024/25, the review of risk assessments will remain a key focus for the service with the introduction of a performance indicator to ensure risk assessments are reviewed within 30 days of their planned review date. The service recognises that risk assessments may be required to be reviewed before their review date based on change of tasks, legislation or following an adverse event.

3.5 The events team manage a programme of public events each of which are individually risk assessed. A bespoke Event Management pack is created in conjunction with multi agency partners and Council services for each event, with public safety the main priority. The Executive Events Group chaired by the Head of Marketing, Comms and Events with membership from Events, Health and Safety, Civil Contingencies, Risk Management and Regulatory Services have oversight of all event management plans and provide final sign off on the major events management and delivery plans.

3.6 Over the past few years the team have upskilled in crowd management profiling and science by working alongside a crowd management industry expert and undertaking crowd management training. The team continue to work with council services, blue light partners and freelance health and safety support to design and deliver the major events programme.

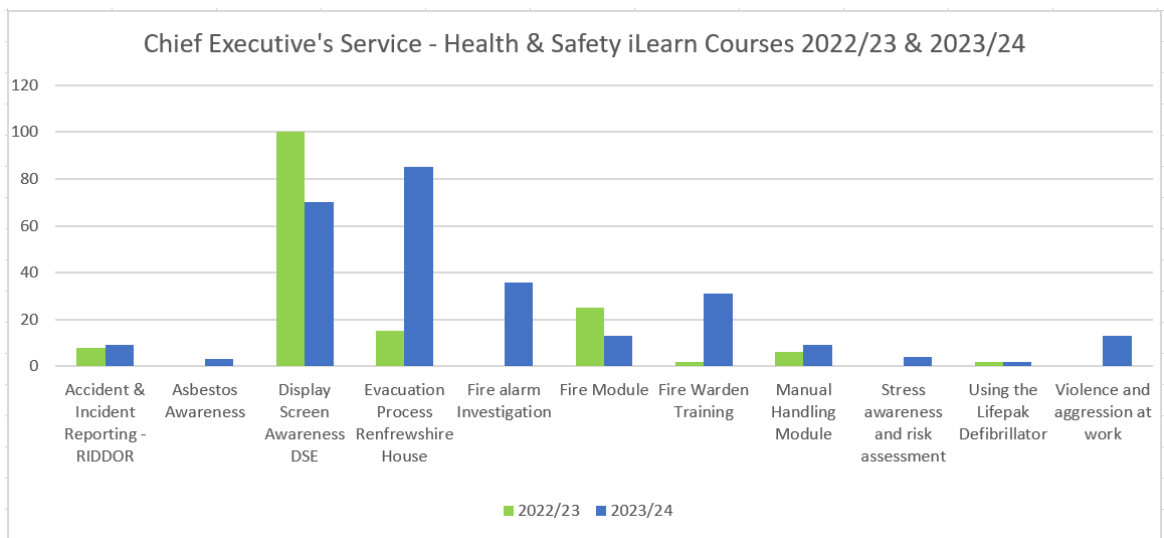
- 3.7 During 2023/24, the service has continued to monitor DSE assessments across the service, we recognise the monitoring of DSE compliance has been mainly reactive. Now that Business World has a DSE Manager report, this will enable managers to proactively monitor compliance within their local teams. This will be taken forward as a new action for 2024/25.
- 3.8 Fire safety is managed by fire evacuation drills, risk assessments and training for all premises occupied by employees.
- 3.9 As of 1 July 2023, Scottish Fire and Rescue no longer automatically attend 999 calls to 'non-exempt' premises including offices and shops unless a fire or sign of fire has been confirmed to reduce the amount of responses to unwanted fire alarm signals (UFAS). For Chief Executive's this affected the Russell Institute, InCube and premises occupied by CLAD. Prior to the implementation date, the FAR HR and OD Health and Safety team issued regular comms and prepared an iLearn course to help managers prepare.
- 3.10 Managers collaborated with other services on site to ensure adequate arrangements were in place for this change. There was also communication and discussion with employees to ensure awareness.
- 3.11 Following the approval of the Health and Wellbeing Plan 2024 – 2029, the Chief Executive's service for 2024/25 will address wellbeing by having it as a standing item on the working group agenda. Our programme of personal development plans and one-to-ones allow us to identify the impact of any work-related or personal issues on colleagues and provide support and early intervention linked to personal wellbeing and resilience. We also require senior management to ensure health, safety and wellbeing is included as a standing item as part of regular team meetings and the Chief Executive's SMT.
- 3.12 We are at present actively monitoring absence reasons including utilisation of employee support services (i.e. Occupational Health and employee counselling) to help inform our approach to wellbeing during 2024/25. Collaboration and suggestions from employees across the service about what matters most will allow the group to focus on these, this may involve guest speakers on topics or short spotlight session similar in approach to what is offered corporately.
- 3.13 The Chief Executive's service has a wealth of knowledge and expertise which will allow us to address the four key themes specified within the Health and Wellbeing Plan 2024 – 2029 which are mental, physical, social and financial wellbeing.

4. Measuring performance – Active and Reactive monitoring

Active monitoring

- 4.1 Due to the recovery phase coming out of the Covid pandemic, the Chief Executive's Service Health & Safety Action Plan 2023/24 included a number of actions to monitor key areas with no specific performance measures put into place at that time. Following the development of the Chief Executive's Service Health & Safety Action Plan 2024/25, a number of leading performance indicators have been identified which will be monitored through the reporting year.

- 4.2 As stated in paragraph 2.5 above, we will engage with trade union appointed safety representatives and, where elected, non-trade union representatives of employee safety. They will include being added to the membership of the Chief Executive's Service Health & Safety working group.
- 4.3 In relation to ensuring statutory compliance within our outlying premises, relevant managers collaborate with other services on site to ensure compliance with the Council's current statutory inspections and maintenance guidance. The logbook used to record compliance checks requires to be reviewed to enable recording of any UFAS, mentioned in paragraph 3.9 above. The FAR (People & OD) Health and Safety Team and Environmental, Housing & Infrastructure (EHI) have jointly reviewed the safety check logbook and this was issued to managers. This logbook will be regularly audited by the responsible manager, by FAR (People & OD) Health and Safety Team, SFR and the Council's Fire Alarm maintenance contractor.
- 4.4 The service has been encouraged to utilise the health and safety training available on iLearn with the main focus for 2023/24 being the mandatory Display Screen Assessment (DSE), with 170 iLearn courses completed over the two year period as well as fire related training as evidenced within the table below. The training with lower numbers is additional and has been completed by employees where it does not directly relate to their job roles.



- 4.5 Within the service we currently have 8 trained remunerated first aiders based in Renfrewshire House and the Russell Institute. There is a central list of all trained Mental Health First Aiders published on our website, employees who would benefit from support for their own mental health and wellbeing can reach out to anyone on the list. Employees will be listened to in confidence, without judgement and be signposted to access support. The service working group will continue to raise awareness of mental health and wellbeing support and resources in 2024/25.
- 4.6 Going forward for 2024/25 the service, with management support will produce a matrix to aid with monitoring health and safety training relating to the job role/tasks undertaken by employees. During the reporting year 2024/25 we aim to raise the profile of Accident & Incident Reporting – Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) and Stress Awareness and Risk Assessment training.

From 2025/26 we aim to have a quantitative performance indicator to monitor health and safety training compliance in relation to job role requirements.

- 4.7 The Chief Executive's service health and safety working group is made up of representatives from across the service and a member of the FAR (People & OD) Health and Safety Team. The working group met quarterly and monitored the service Health & Safety plan actions. Any information communicated via the CHSC was shared with the group to share with their local teams. Looking forward to 2024/25, with the introduction of leading health and safety performance indicators, management input to these will be essential.
- 4.8 The Building Standards team have reviewed the risks in relation to exposure to blood borne viruses and it has been established that the risk of exposure, though limited, could be present during general day to day inspection activities. Therefore, the vaccine has been offered to all Building Standards staff and those who wish to take up the offer will be referred to Occupational Health for the inoculation.

Reactive monitoring

- 4.9 During 2023/24 it has been noted that the main absence reasons for the service include psychological, respiratory, stomach and cancer. Support is provided via Occupational Health and employee assistance provider (currently Time for Talking). It is noted that a new absence policy was launched at the start of March 2024 and anticipate the benefits of this new policy will become apparent during 2024/25.
- 4.10 Re-active monitoring also includes analysing accidents and incidents reported to identify and implement an accident prevention programme. Historically the number of accidents and incidents reported within the Chief Executive's service has been low. However, the working group continued to encourage a culture of accident/incident reporting within the service.

Number of service reported accidents/incidents per reporting year				
Reporting Year	Who was involved?	Accident/Incident Description	Severity	Outcome
2021/22	-	-	-	-
2022/23	1 x Employee	Another kind of accident (removal of PPE footwear)	Minor	Employee supported after incident
	1 x Employee	Violence & Aggression (V&A)	Incident	Management actions to review procedures for visiting clients and review risk assessment. V&A training requested.
2023/24	1 x Employee	Struck by object (Back of head)	Minor	Employee supported after incident
	1 x Employee	Medical incident	First Aid	Employee supported after incident and on return to work
	1 x Employee	Lifting/handling issue	Minor	Review of task RA

		(Wedged between the objects)		and importance of dynamic RA
	1 x Employee	Slip, trip or fall at same level (slip on uneven/wet ground whilst wearing work boots)	Minor	Employee supported after incident
	1 x Employee	Slip, trip or fall at same level (minor fall)	Minor	Employee supported after incident

4.11 During the last reporting year there were a total of four work related accidents and one medical incident recorded. The four work related accidents all involved employees who sustained minor injuries.

4.12 We have identified we require to raise management awareness regarding their responsibility for the reporting and investigating of accident/incidents. This will be addressed during 2024/25 with the introduction of a new health and safety training matrix based on job role/tasks undertaken.

5. Review of support services

5.1 As noted in this report we are at present actively monitoring absence reasons including utilisation of employee support services (ie. Occupational Health and employee counselling) to help inform our approach to wellbeing during 2024/25, this will include summer and winter themed campaigns.

6. Annual H&S Plan 2024/2025

6.1 We considered the Service Improvement Plan 2024/2027 when preparing this annual Health and Safety plan and have identified our main risks. We also considered the significant risks referenced in the Corporate Health and Safety policy, and those specific to the service are listed in paragraph 3.2.

6.2 The Chief Executive's Service Health and Safety Action Plan and Performance Indicators 2024-2025 is included in this report as Appendix 2.

6.3 The service will ensure all performance reporting is uploaded into our performance management software, Pentana. This will be monitored on a quarterly basis at the service working group and progress of the action plan and performance indicators reported to Board biannually. This meets the requirement of the Plan – Do – Check – Act cycle in the Health and Safety policy.

7. Conclusion

7.1 Health, safety and wellbeing is a key priority within the Chief Executive's Service. Managing health and safety in the workplace is not only morally and legally responsible, it also makes good financial sense. Reducing workplace accidents and ill health saves on compensation claims, medical expenses, and legal fees while increasing productivity and efficiency. This should encourage retention of employees as they feel valued and ultimately positively impact on Renfrewshire Council's reputation and brand.

Chief Executive's Service Health and Safety Action Plan & Performance Indicators 2024-2025

Appendix 2

Action Code	Action Title	Due Date
CEH&S24.01	Recognise the Council's Health & Wellbeing Strategy ensuring all employees are aware of initiatives and participate where relevant / required, including any related performance management measures	31-Mar-2025
CEH&S24.02	Awareness and compliance with the revised Council's Corporate Policy on Health, Safety and Wellbeing (Dec 2021 – due for review in 2024)	31-Mar-2025
CEH&S24.03	Monitor and review all workplace risk assessments to ensure they remain suitable and sufficient and maintain the service's risk assessment register - this will include associated safe working procedures for employees.	31-Mar-2025
CEH&S24.04	Implement and monitor a manager led health and safety inspection programme across all service locations.	31-Mar-2025
CEH&S24.05	Monitor DSE assessments across the service with regular updates from managers.	31-Mar-2025
CEH&S24.06	Encourage and monitor health and safety training on iLearn and in-person training as required and determined by employee activities and roles. This would include all mandatory health and safety training to be determined by the service as a result of producing a health and safety training matrix for the service relating to the job role/tasks undertaken by the employee.	31-Mar-2025
CEH&S24.07	Continue to encourage reporting of incidents and monitor any workplace accidents involving employees in the Chief Executive's service.	31-Mar-2025
CEH&S24.08	Ensure that all events planned have an individual event manual which includes health and safety.	31-Mar-2025
CEH&S24.09	Ensure all service areas are represented at the Chief Executive's health and safety working group, including after any service reviews/restructures.	31-Mar-2025
CEH&S24.10	Review health and safety arrangements within Community Learning and Development and identify opportunities for cross-service learning and/or improvement.	31-Mar-2025

PI Code	Performance Indicator
CEHSRA	Ensure risk assessments have been reviewed within 30 days of their planned review date

PI Code	Performance Indicator
CEHSWOIR	Introduce a planned WOIR programme ensuring inspections are completed within the relevant reporting quarter
CEHSDSE	Monitor the number of DSE assessments completed within 28 days