



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Corporate Health and Safety

Annual Report

2023–2024





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INTRODUCTION

1.0 EXECUTIVE SUMMARY

This report provides an overview of South Kesteven District Council's Health and Safety performance during the 2023/24 financial year. This report will also cover business continuity and emergency planning actions for the same financial period.

The council's overall performance is strong with a good level of assurance that these key areas have robust policies and procedures with risk mitigation in place. As with previous years this is based on both internal and external audit findings.

The Chemical Regulation Division of Health and Safety Executive completed a visit during this period to inspect the control and use of Chemicals at SKDC, with particular focus on the storage and use of Pesticides. This inspection was passed without issue and no concerns were raised.

The number of accidents/ incidents reported to the council has seen a significant increase from the previous year. In isolation this rise would be cause for concern however there are a number of factors which have contributed and are detailed later in the report. These include a welcome increase in near miss reporting across the authority and a greater level of reporting as a result of awareness sessions and training, the recent return of Grounds maintenance to an house service and a large number of incidents involving members of the public at our sites but with no fault of SKDC and categorised as human error

Business Continuity and Emergency Planning saw one of the most challenging periods in recent years. Unprecedented levels of rainfall and the subsequent impact on the fluvial system saw flooding within SKDC reach levels not seen in over 50 years, this led to a significant impact on a number of communities. The Council provided support to these communities both in response and through recovery and a program of providing support for the creation of community plans is underway with a number of Parish Councils. The Councils response was swift, comprehensive and ensured the impact to the community was reduced as much as possible.

1.1 The Health and Safety Management Approach

The direction for health and safety is set by the Corporate Management Team with Cabinet Members involvement. This sets the corporate priorities for health and safety across the council's activities. The Corporate Management Team (CMT) and Senior Management Team (SMT) have overall responsibility for ensuring sufficient time and resources, making sure these are available to council officers to fulfil health and safety responsibilities and provide staff with any additional support and training. Members and staff at every level carry a moral, legal, and financial obligation to adhere and actively support health and safety. This approach has proven effective and there are no plans to change this.

As noted in last years report, the Council has created an Officer Safety Working Group which is now embedded in the management approach towards safety improvement. The group meets 4 to 5 times a year depending on need and discusses a wide range of items including accident trends and behaviours to increase the knowledge, build awareness for colleagues to share and be able to take some actions.

Significant matters or concerns raised will be led on by the H&S team but will include the individuals/ service area raising this and ultimately the H&S lead will report any actions and strategic concerns to CMT /SMT where appropriate and when a wider council response is required.

1.2 Corporate Health and Safety Role

The Corporate Health and Safety team's role remains unchanged from the last annual report. It is the responsibility of the Health and Safety team to monitor accidents and trends, ensuring investigations are prompt and appropriate. Should it be required at any point the Health and Safety team will notify the HSE, or other relevant bodies of any reportable matters and coordinate the council's cooperation and response.

The team continue to produce and provide guidance to managers and all service areas on a number of topics, as well as carrying out other core functions including, risk management support and audit, technical support on health and safety related matters and training provision.

The team has successfully recruited into a new post within the team which has increased the operational and support and the capacity the team can provide to the management and service areas.

2.0 BUSINESS CONTINUITY & EMERGENCY PLANNING

2.1 Business Continuity

The Business Continuity (BC) arrangements at SKDC is a two part process, both of which will be undergoing a full review to ensure compliance with the latest standards and will be completed by June 2024. The first part is an overarching BC plan which, much like the Emergency plan, provides the strategic level approach to an event interrupting service provision and which may impact a number of service areas and wider corporate activities.

This plan identifies those areas which are classified as a critical service, and which would take priority in a widespread business interruption event.

The second part is a service specific assessment known as a Business Impact Analysis (BIA) This is effectively a risk assessment for service provision and looks at the threats to the service, ranging from loss of power or location to failure of a provider or contractor, and anything in between, which may affect the service.

Service areas are then required to identify the mitigations they can introduce at service level and those areas with which they would need corporate support to continue to provide the service, the level at which they could tolerate operating and the projected time for which they could operate at this level before business impact became critical.

A programme of awareness and information training will be provided to those officers responsible for the BIA completion in July 2024, with an additional session planned later in the year.

2.2 Emergency Planning

The Emergency Planning team of the Council has continued to provide the general "day-to-day" support such as flooding response and providing information and flood defence to parish councils and residents, as well as supporting emergency services as requested.

Following Storms Henk and Babet a number of parish councils have attended meetings on this topic and been provided support with the creation of their own emergency plans through our continued partnership with the Lincolnshire County Council (LCC) Emergency Planning team. The Councils

response to flooding was challenged during January 2024. The response was scrutinised at Committee in March 2024 with some actions identified which will further increase the Council's ability to respond in an emergency. It is worthy to note again that the Council went above and beyond the expected level of support in both the Response and Recovery phase for the communities affected.

SKDC continues to maintain a strong approach to emergency planning and supporting other agencies, which is acknowledged by our partners. There is a duty officer on call 24/7 who will work with our CCTV operators to triage/manage any calls received. In addition to this, the council's senior officers also operate a rota system for on call duties should the situation require additional resource, or it carries a wider council impact and escalation by the duty officer.

Officers regularly attending training/refresher training sessions to maintain their understanding of the actions required at both a tactical and strategic level, with several more officers added to the rota this year. SKDC now also has staff trained to command a Multi-Agency Incident (MAGIC) should that be required.

3.0 HEALTH AND SAFETY TRAINING

Providing suitable training for employees is a legal requirement and essential to ensuring employees can work safely, this also provides management with a level of assurance that their teams are health and safety competent and confident in their roles. Employee training needs are identified in one-to-ones, as well as training required for a particular role as highlighted in role or specialist works risk assessments.

The ability to provide a range of training options online has allowed the council to continue to meet its legal and moral obligations in these areas.

The move to a new online training model for Display Screen Equipment (DSE) was completed last year and is now fully embedded with users able to choose multiple options to identify their exact working style in line with hybrid working.

As with previous reports, Corporate Health and Safety continues to support the following training as part of its function:

- Health and Safety (induction for new employees)
- Workstation Safety Plus (mandatory online training for all DSE users).
- Fire Safety Awareness and Manual Handling to be provided through the new LMS.
- Fire Warden (training needs for all council workplace premises).
- First Aid at Work (3-days and 2-days refresher).
- Accident Investigation training (provided in house for those with responsibility to investigate)
- Business Continuity training (provided in conjunction with LCC EP team) to the senior team and rolling out to team leaders.
- Evacuation chair training
- Risk Assessment training.

Corporate responsibility Training Courses 2023 - 2024

TRAINING	DATES	DELEGATES
Fire Warden		
	25-07-2023	14
	15-08-2023	18
	13-02-2024	11
Total		43
First Aid at Work		
	July 2023	1
	August 2023	1
	September 2023	2
	October 2023	1
	November 2023	6
	March 2024	1
Total		12
CARDINUS PACE TRAINING	2023 - 2024	TOTAL
Delegates on Cardinus		367
Health and Safety Plus Complete		315
Outstanding Training		52

4.0 ACCIDENTS AND INCIDENTS

Services are responsible for reporting, recording, and investigating accidents and incidents that occur within their own service area and those that involve the public. In significant incidents, the Corporate Health and Safety team may assume the lead on the investigation. The council must identify the root cause of an incident and reduce the likelihood of reoccurrence. All health and safety incidents must be submitted to the Corporate Health and Safety team, who oversee a central database and provide assurance to the council that suitable and sufficient investigations are taking place, proportionate to the level of incident.

4.1 Accident and Incident Trends

In 2023/24 83 accidents were reported which is an increase of 45 reported incidents when compared with 2022/23.

This number includes accidents which involved a member of the public at one of our sites with no fault of SKDC, which accounted for 23 accidents. There has been a welcome increase of almost four times the near miss reporting from last year and the reintroduction of Grounds Maintenance into the Councils portfolio, another higher risk activity has contributed to the increase as expected.

Slip, trip or fall incident numbers remain constant and are usually the most common causes of accidents. They also make up 80% of the incidents that meet the Reporting of Incidents, Disease and Dangerous Occurrences Regulations (RIDDOR) in 2023/24

While all accidents carry the potential for significant injury or loss and are investigated on that basis, the Councils reported accidents are, for the most, made up of minor accidents that resulted in sprains, cuts, and lower-level injuries.

4.2 Accident and Incident Numbers and Charts

Chart A shows the number of reported accidents/incidents over the last three years for council work - related activities by reporting area.

The Waste services have maintained a low number of recorded accidents involving staff and while this is encouraging given the size of the service and its operations It requires constant attention to safety controls and behaviours within the service to ensure that accidents remain as low as possible and that all accidents are reported.

The sharpest increase has been seen in the Arts and Culture service area. Increased footfall for events and visits to the site will always bring with them the increased risk of accidents and incidents with the public and two thirds of this increase are related to this as noted in 4.1. There is no evidence that these accidents are linked to the site maintenance but are connected to behaviours of visitors and site users when in the building

Tables 1 Provides a breakdown by type of accident and the overall percentage for the periods 2022/23 and 2023/24.

Table 2 Provides the specific service area and type of accident to highlight any trends within service areas.

The largest accident category figures for 2023/24 are slips and trips, accounting for 33 accidents. This remains in line with the main cause of accidents nationally.

Regardless of the context, the council, its officers and members have a legal, moral and financial responsibility to constantly review all its activities and procedures and to drive safety improvements wherever practical.

Although the numbers are still considered low for the size of organisation and the activity undertaken, it is important to note an increase in the number of near miss reports for the second year running. The reporting of near misses has always been a challenging area with people either not understanding what a near miss is or simply not being willing to report them.

The work of the H&S team over the last 12 months to reset the understanding of the importance has improved reporting levels and whilst we do not wish for incidents this is one category the Council should be interested to see increase.

The Corporate Health and Safety team continue to highlight this message through training and awareness sessions and the continued support of the leadership team is key to improving this aspect of the safety culture a SKDC.

CHART A - This chart shows the trend in accident numbers by service areas over the last 3-years.

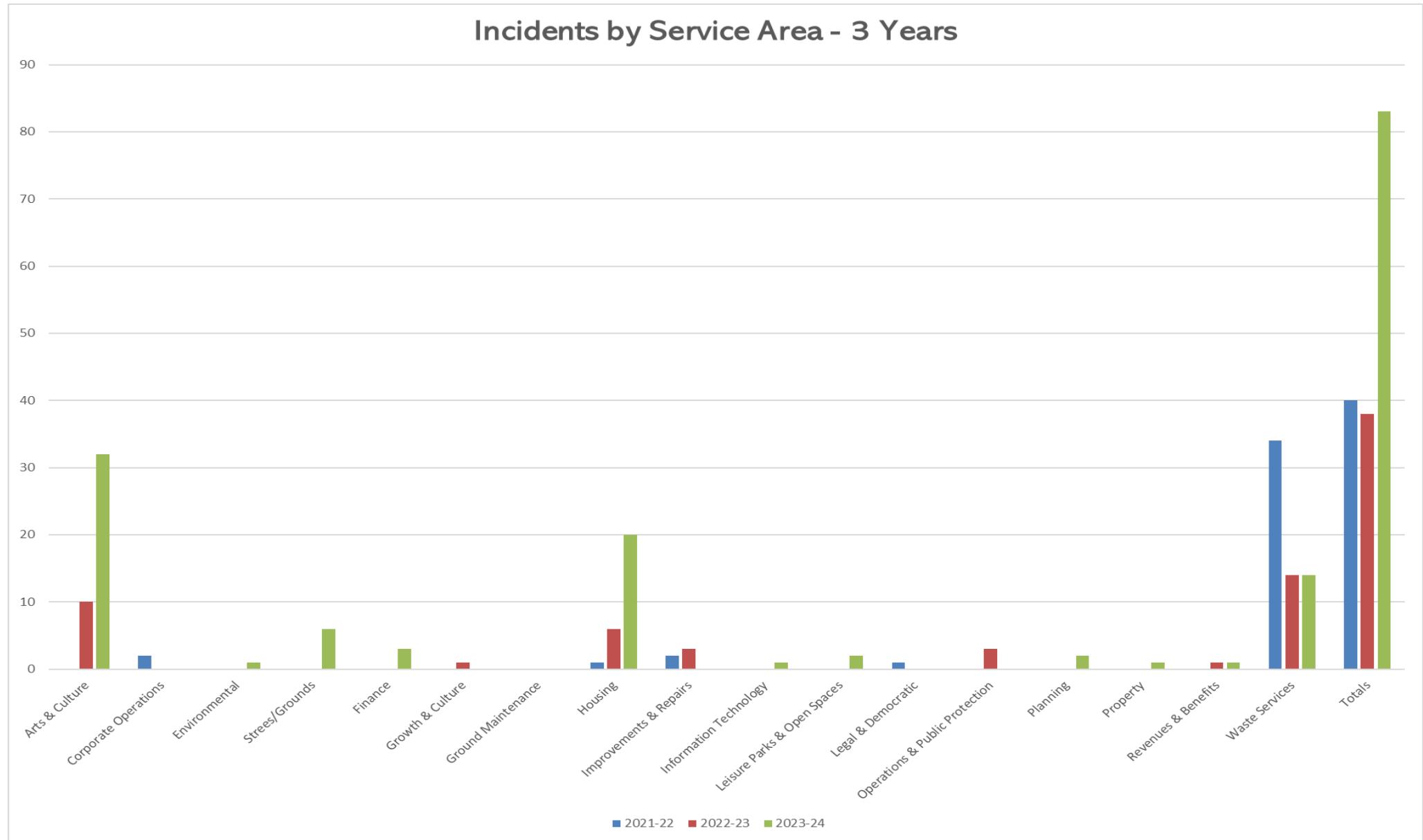


TABLE 1 - Comparison by Accident Type 2022/23 - 2023/24

CATEGORY	2022/23	% OF TOTAL	2023/24	% OF TOTAL
Assault - Verbal	1	3.00%	1	1%
Bruising/Swelling/Grazing	7	18.00%	0	0%
Exposure/Contact with Harmful Substance	0	0%	4	5%
Injured while handling an person	0	0%	1	1%
Injured while handling an object	0	0%	5	6%
Lacerations/Cuts	8	18%	1	1%
Manual Handling	0	0%	1	1%
Medical	0	0%	5	6%
Multiple Injuries	1	3%	0	0%
Near Miss	3	8%	11	13%
Needlestick	1	3%	0	0%
Slips/Trips/Falls	2	8%	33	40%
Sprains/Strains	3	8%	0	0%
Struck Against	0	0%	6	7%
Tendon/Tissue Damage	1	3%	0	0%
Vehicle Accidents/Incidents	11	29%	15	18%
TOTALS	38		83	

TABLE 2 - Comparison by Service Area 2022/23 - 2023/24

CATEGORY/INJURY TYPE	ARTS & CULTURE		ENVIRONMENTAL HEALTH		STREETS / GROUNDS		FINANCE		GROWTH & CULTURE		HOUSING		IT SUPPORT		LEISURE PARKS & OPEN SPACES		OPERATIONS & PUBLIC PROTECTION		PLANNING		PROPERTY		REVENUES & BENEFITS		WASTE SERVICES		TOTAL			
	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24				
Assault - Verbal	1	1																									1	1		
Bruising/Swelling/Grazing	2												3						1							1		7		
Exposure/Contact with Harmful Substance						1							3															4		
Injured while Handling a person		1																											1	
Injured while handling object		2											1								1						1		5	
Lacerations/Cuts	3						1		1		1						1									1	1	7	1	
Manual Handling													1																1	
Medical		4											1																5	
Multiple Injuries	1																												1	
Near Miss	1	2				2					1	4						1					1			2	3	11		
Needlestick																											1		1	
Slips/Trips/Falls	1	17					2					9		1		1									1	2	2	3	33	
Sprains/Strains												2														1		3		
Struck Against		5										1																	6	
Tendon/Tissue Damage	1																												1	
Vehicle Accidents / Incidents		1		1		3		1		1								1			1					9	8	11	15	
TOTAL	10	33	0	1	0	6	1	3	1	0	8	20	0	1	0	2	3	0	0	2	0	1	1	1	14	14	38	83		

4.3 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

RIDDOR regulations require certain specified accidents, ill health, and dangerous occurrences to be reported to the relevant enforcing authority, in this instance the Health and Safety Executive.

In 2022/23 the council had one reportable accident. This financial year 2023/24 the council reported five accidents as detailed below. These were reportable due to 7 day incapacitations and one specified injury. The number of these reports will fluctuate dependant on several factors but an increase is not a cause for immediate concern

RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

TABLE 3 – RIDDOR Summary of Accidents Reported

SECTION	ACCIDENT	REPORTED TO HEALTH & SAFETY	TRIGGER (Over 7 days or specified injury)	PERSON EXPOSED	DESCRIPTION OF INJURY	CATEGORY TYPE	HAZARD TYPE
Arts & Culture	10-08-2023	11-08-2023	Over 7-day absence	Employee	Broken coccyx by slipping on wet floor around pool.	Dislocation of a Joint	Slips/Trips/ Falls
Arts & Culture	25-01-2024	30-01-2024	Specified injury	Employee	Fell down steps while vacuuming - caught foot in cable.	Fracture	Slips/Trips/ Falls
Housing - Voids	16-10-2023	02-11-2023	Over 7-day absence	Employee	Tripped on a divet in the lawn which resulted in lower back injury.	Sprains/Strains	Slips/Trips/ Falls
Street Scene	21-07-2023	21-07-2023	Over 7-day absence	Contractor	Chemical burns to back. Dizziness, tightening of chest.	Chemical Burns	Exposure/ Contact with Harmful Substance
Street Scene	12-01-2024	15-01-2024	Over 7-day absence	Employee	Rolled and sprained ankle.	Sprains/Strains	Slips/Trips/ Falls

4.4 Leisure Centres

Table 4 shows the number of incidents at each leisure centre, along with the number of visitors and overall visitor per accident rate. These numbers are provided by Leisure SK who are ultimately responsible for recording accidents and reporting them to the relevant authority.

The accident rates across the three sites are consistent with previous years and this is with an increase in recorded footfall and visits which is a positive marker.

Over 860,000 people attended all three sites for a total of just 330 incidents.

LEISURE CENTRE ACCIDENT RATES (OVER 5 YEARS)

Footfall per Incident 2023 - 2024				
Area	Visitors			
	Footfall	Accidents	per	% Rates
			per Accident	
Bourne	255,201	155	1646	0.06
Stamford	125,102	52	2406	0.04
Grantham	481,315	123	3913	0.03
Deeping Closed				
Total	861618	330	2611	0.04

Footfall per Incident 2022 - 2023				
Area	Visitors			
	Footfall	Accidents	per	% Rates
			per Accident	
Bourne	175,293	110	1594	0.06
Stamford	83,277	22	3785	0.03
Grantham	468,525	123	3809	0.03
Deeping Closed				
Total	727095	255	2851	0.04

Footfall per Incident 2021 - 2022				
Area	Visitors			
	Footfall	Accidents	per	% Rates
			per Accident	
Bourne	120,769	70	1725	0.06
Stamford	62,779	14	4484	0.02
Grantham	289,675	71	4080	0.02
Deepings Closed				
Total	473223	155	3053	0.03

Footfall per Incident 2020 - 2021				
Area	Visitors			
	Footfall	Accidents	per	% Rates
			per Accident	
Bourne				
Deepings	Closed because of Covid-19 (No figures)			
Stamford				
Grantham				
Total	0	0	0	0.00

Footfall per Incident 2019 - 2020				
Area	Visitors			
	Footfall	Accidents	per	% Rates
			per Accident	
Bourne	176,591	100	1766	0.06
Deepings	251,485	92	2734	0.04
Stamford	142,577	50	2852	0.04
Grantham	598,569	138	4337	0.02
Total	1169222	380	3077	0.03

TABLE 4 : Leisure Centre Accident Rates (over 5 years)

5.0 HEALTH AND SAFETY PERFORMANCE MEASURES

Along with the KPI's below, a quarterly dashboard of performance indicators is shared with Corporate Management Team and Heads of Service and covers accidents and incidents, quarterly monitoring activities and any trends identified or areas which require increased focus.

TABLE 5 – Health and Safety Target Performance Indicators

HEALTH AND SAFETY TARGET/PERFORMANCE INDICATOR	2021/22	2022/23	2023/24
Number of staff RIDDOR notifications to the enforcing authority	2	1	5
Number of staff lost days as the result of accidents (<i>based upon information received</i>)	169	58	135
Number of accidents/incidents	40	38	83

APPENDIX 1 – Exert from Quarterly Dashboard (Overview and Status)

INCIDENT RECORDING		
SERVICE AREA	INCIDENTS OVERVIEW AND STATUS	
	RED	Immediate Action
	AMBER	Increased Monitoring and Review
	GREEN	No Further Action
Arts & Culture : Guildhall	<ul style="list-style-type: none"> Incidents : 7 Accident Type :Slips/Trips/Fall, Struck Against, Injured while handling a person, Injured while handling object, Medical Issue Broader Causes : Behaviour/Human Error, Mechanical/Structural Failure, Medical Issue 	
Arts & Culture : Stamford	<ul style="list-style-type: none"> Incidents : 2 Accident Type :Injured while handling object, Near Miss Broader Causes : Behaviour/Human Error, Mechanical/Structural Failure 	
Bourne Leisure SK : Bourne	<ul style="list-style-type: none"> Incidents : 1 Accident Type : Slips/Trips/Falls Broader Causes : Behaviour/Human Error 	
Meres Leisure SK : Grantham	<ul style="list-style-type: none"> Incidents : 1 Accident Type : Slips/Trips/Falls Broader Causes : Behaviour/Human Error 	
Housing : Repairs	<ul style="list-style-type: none"> Incidents : 1 Accident Type : Vehicle Incident Broader Causes : Behaviour/Human Error 	
Improvements & Repairs : Voids	<ul style="list-style-type: none"> Incidents : 1 Accident Type : Medical Broader Causes : Medical Issue 	
Information Technology : Support	<ul style="list-style-type: none"> Incidents : 1 Accident Type : Slips/Trips/Falls Broader Causes : Behaviour/Human Error 	
Street Scene : Waste & Recycling	<ul style="list-style-type: none"> Incidents : 7 Accident Type : Slips/Trips/Falls, Contact with Electricity, Struck Against, Vehicle Incident, Near Miss Broader Causes : Behaviour/Human Error, Environmental, Mechanical/Structural Failure 	

6.0 SERVICE PLAN 2023-2024

6.1 Health and Safety Plan

The H & S Corporate teams planned works for the coming year will include several specific actions in addition to the day-to-day role of providing frontline support and guidance to the corporate body as noted below.

6.1a: Working with colleagues across service areas to support and advise on the development and site safety during the construction phase through into the operational use and ongoing safety of the site once completed. The site presents a fantastic opportunity to increase the Health, Safety and Welfare of all those using the new location.

6.1b: Annual reviews of Risk Assessments, Fire action logs and the Control of Substances Hazardous to Health (COSHH) have now been implemented as reported in the previous report and to acknowledge the audit action. While there may not be significant change year on year with a number of services or tasks this is recognised best practice and will allow greater insight into activities and oversight/ support to be provided by the Corporate Safety team. The regular review of risk and mitigation is a fundamental requirement to ensuring safety is at the forefront of decisions the Council makes and how it manages its undertakings.

6.1c: Although this is very much a feature of day to day work and interactions for the team, the need to promote and drive cultural improvement related to safety is also a key action which demands specific focus and highlights the importance of always seeking to improve on processes, information, training and the skills of the team and officers outside of the team.

6.1d: The review and implementation of Health Surveillance in services identified with frequent / greater risk of exposure to Noise and Hand Arm Vibration (HAV's) as outlined in the Corporate guidance created to support those Managers in controlling this risk.

6.2 Business Continuity and Emergency Planning 2024/25

Working with partners in the LCC Emergency Planning team we will continue to provide training and advice to all identified tactical and strategic officers to ensure the knowledge and skills required in an emergency are current and that SKDC remains well placed to respond and has built in operational resilience.

The Council will continue to offer support with community resilience plans and engage with all those Parish and Town Councils who wish to create their own plans. As part of our continued partnership the LCC team and to support SKDC communities the Health and Safety Manager at SKDC will be chairing a working group of partners across the County to encourage and develop community plans throughout Lincolnshire.

In the event of an emergency, these plans will allow the local community to act and support themselves and other residents without delay while additional resource is organised. This can reduce the impact of the event and enhance that community spirit and is something the Council have and will continue to actively drive.

The Council will also establish a working group of officers and subject experts in relation to event safety to ensure that staff and venues are informed and trained on the requirements to protect these events and meet any requirements placed on the Council under any new legislation passed.

