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Review of Progress for the Health and Safety Service and Plan 2019/20

www.lboro.ac.uk/health-safety

CONTENTS

PURPOSE OF REPORT

The purpose of this report is to review the progress made during 2018/19 and in particular to report progress against the 2018/19 plan.

In addition, the Health and Safety Service plan for 2019 / 20 is outlined.

The report is in four sections:

- Section 1: The Health and Safety Service Vision and strategic principles
- Section 2: 2018/19 progress
- Section 3: Specific detail of progress against each element of the 2018/19 plan
- Section 4: Detail of the plan for 2019/20

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SECTION 1
Health and Safety Service Vision and Strategic Principles

Our Vision

Educating for Success - A future where excellent Health and Safety is achieved inspiring best practice by all.

Our Strategic Principles

- Excellence comes from colleagues who are happy and healthy. The Health and Safety Service will provide advice to support the development of employee wellbeing, both mental and physical.
- Clear and effective communication is part of the bedrock of excellent Health and Safety. Every effort with be made to enhance the effectiveness of communication.
- Each individual should be clearly aware of the risks they own.
- Those who own the risk are aware of their responsibilities for the assessment and management of that risk
- Structures will also be put into place to ensure a good oversight of the most significant risks to the University and how they are being managed.
- Safety should be designed into projects and structures from their inception.
- Responsibilities will be clearly defined and individuals will be held accountable for the delivery of their responsibilities
- The Health and Safety Service will provide advice, support and guidance, but the responsibility for the management of key risks lies with the owners of those risks.
- The Health and Safety Service will work flexibly as a team, drawing on the skills and competencies of the team members as appropriate.

Work Plan 2019/20

Developing a whole University wellbeing approach

Supporting the physical and mental health of staff and students is fundamental to a world class University. As part of the University People strategy 2019/20 will see us evaluating and assessing our existing wellbeing portfolio and then developing and promoting a cohesive programme which takes into account recent research and developments.

Mental wellbeing

Mental wellbeing continues to be a priority not only for the sector but for UK society as a whole. As a specific part of the overall wellbeing programme we will continue to develop our training and support arrangements and seek to find ways to inform and to challenge stigma.

Investigating the link between perceptions, absence and support in Mental Health

There is a discrepancy between the perceived level of stress and mental health cases in the sector and the actual reported levels of sickness absence for stress anxiety and depression.

There are a variety of reasons why this situation exists across the sector and it is unlikely to change in the near future. However, as many of the support

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SECTION 2
2019/20 Progress

In April 2019 Loughborough University Health, Safety

Virtual reality
As part of our commitment to try and work with and learn from some of our academic colleagues, during 2018/19 we worked with our Computer Sciences Department to explore how virtual reality could be used to enhance our training offering.

Benchmark visits to Thames Water, the British Safety Council and Leicestershire Fire and Rescue have shown how the technology can be used.

The equipment purchased has been used to explore different design, development and delivery mechanisms. A fire safety program should be available for the start of the 2019 Autumn term.

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Enhancing communication

Communications with l ower risk professional services
Efforts have been focused on maintaining and enhancing the network of safety co-ordinators across the University to ensure that relevant information is delivered to each area. Targeted E-mails, Safety Alerts and general communications are used to ensure that each area is fully aware of important information. In addition, two fora are held each year for safety co-ordinators so that issues of importance and concern can be identified.

Permit to work
A systematic review of the current Permit to Work process has been undertaken and a ‘clean flow’ process developed. This, along with an understanding of the needs of the various stakeholder groups allowed the development of an idealised Permit to Work system.

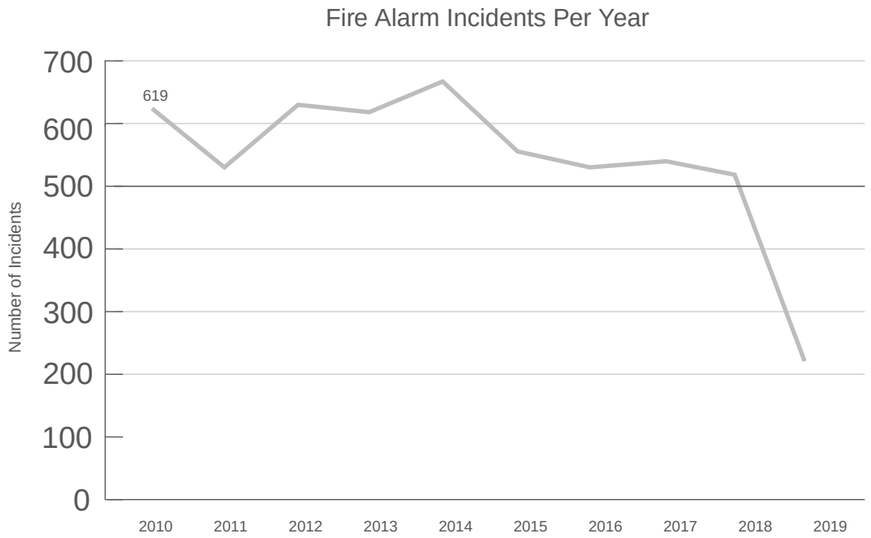
Using the idealised system as a basis, computerised Permit to Work systems have been evaluated and three have been identified as worthy of further consideration. The final evaluation of these systems will take place early in the 2019/20 academic year.

To prepare for a range of outcomes two processes have now been drafted, one which revolves around the use of a computerised permit to work system and one which will use a more traditional paper based system and the appropriati1oeified a.* [arv51 (e f) (ehol)10ET B15 (erappr)30 (oprant inf)15.1 earyeras soand one

Fire

Respond to the Grenfell Towers Fire
The University's fire Design Strategy is continually under review to ensure that the emerging lessons learned from the tragic events at Grenfell Towers are incorporated. Additional physical checks are now routinely being undertaken on passive fire protection, such compartmentalisation and fire door integrity. These checks supplement the ongoing routine tests of active systems.

False alarm reduction



The above graph shows the dramatic reduction in fire alarm incidents shows the dramatic reduction in fire alarm incidents achieved over the last 2 years. This reduction has been achieved through robust data analysis and targeted interventions.

In particular the installation of alarms which trigger when fire doors are propped open in self-catering halls has led to a very significant reduction in false alarms across the Loughborough campus. The measure was developed in 2016, piloted on a limited basis in 2017 and fully implemented in 2018

Further analysis of false alarm data has identified steam and aerosols as the most common cause. A number of different approaches were trialled to see if it is possible to further reduce false alarms through engineering solutions. The only effective method was the replacement of the detector head with a 'smart' detector head which is able to distinguish between different materials. It is not possible to retrofit this type of detection to existing systems, but smart systems will be considered, if appropriate, for new builds and refurbishments.

A focus on training and awareness also appears to have had a positive impact on the number of false alarms in 2018/19.

Historical analysis clearly shows the impact of the arrival of a new cohort of students on alarm signals.

During 2019/20 further work will be undertaken to determine what additional steps can be used to influence students during their first few weeks on campus.

Mental health

In December 2017 an Employee Assistance Programme was introduced, which provided a 24 hour helpline, as well as online support. In April 2018, the programme was extended so that face-to-face counselling and on line cognitive behavioural therapy was offered to anyone who needed it.

Monthly communications as well as specific mental health awareness events have been used to continue to promote the Employee Assistance Programme.

A network of Mental Health First Aiders will be introduced across the University progressively throughout 2018/19

A programme of events was also run throughout Mental Health Awareness week in order to keep the awareness of mental health fresh.

Training

During the 2018/19 academic year the Health and Safety Service arranged 168 courses, delivered to 1811 members of University staff, totalling 9,336 learning hours. This was a slight decrease on the previous year primarily due to the impact of the Facilities Services restructuring.

The use of E learning has nearly doubled in the last year with 2292 people undertaking training over 2195 learning hours.

Catering remains a major cost in the delivery of training, however this cost has been reduced by 50% over the last two years by carefully specifying the best value catering option for each course.

Cancellation on training with less than 24 hours' notice has improved slightly with 109 cancellations received with less than 24 hours' notice, compared to the last reporting period of 118. 245 cancellations were received with more than 24 hours' notice, a decrease on the previous year of 62.

Changes to the 2019-2020 programme

To improve the user experience and to provide cost
savings, the Connecting Regulator and Decanting
Liquid Nitrogen training will now be delivered in-house
by the Radiological, Chemical and Biological Safety year ofr8 rbbepordah,v1Dece an(v)10vessivt e pre5 (a15 (eiv)101.7o292 peono)10 (v)

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Key stakeholder involvement

An active programme of stakeholder engagement was undertaken in 2018/19 in order to effectively introduce the newly relaunched Occupational Health Department.

The new Occupational Health Offering was presented directly to stakeholders and at key stakeholder meetings including the Health, Safety and Environment committee, the Professional Services Forum, various senior management team meetings, the Health and Safety Forum, school health and safety meetings and professional services team leader meetings.

In addition, meetings were held with all 3 recognised trades unions based at the University.

Absence management arrangements have been revised and regular meetings are now held with individual operational managers and with relevant HR Business Partners to agree an approach for each individual case in their respective areas of responsibility. Occupational Health is now also included on the sickness absence training for managers delivered in partnership with Human Resources.

Sickness absence management

The one measure we can consistently use to compare how well we manage health as an organisation compared to others is our sickness absence rate.

The Office for National Statistics has reported an average sickness absence in terms of days lost per employee, across all industries to be 4.1 days. The CIPD reported a figure of 5.9 days per employee. In Higher Education the average is 6.1 days per employee.

At Loughborough University our absence rate is 5.5 days. Higher sickness absence in the public sector is partly explained by the profile of the workforce: the sector employs more older people and women, both of whom tend to have higher rates of sickness absence; the sector is more likely to employ staff with a long-standing health condition who are more likely to go off sick and the sector tends to offer more generous sick pay arrangements.

In all higher education establishments, there is also a discrepancy in sickness absence reporting between academics and professional services staff.
We have initiated a small research programme in order to explore ways of engaging with academic staff to ensure that appropriate health and wellbeing support is offered to all staffing groups on campus.
The University and College Union (UCU) has highlighted across the sector increased stress and poor mental health in academics due to workload. However, this is not reflected in the Loughborough absence data.

A considerable amount of work has been completed to ensure that the quality of reports generated following a management referral is consistently high, and that useful information is provided. Effective and speedy reporting means that individuals are provided with the support they need quickly and helps the appropriate utilisation of the Occupational Health clinic.

Reports are now provided to a specific structure to improve consistency and this applies both the inhouse team and our out-sourced partner. A robust audit procedure is also in place to ensure these standards are adhered to.

Key performance indicators have been established regarding the time taken to triage referrals, offer appointments and release reports to managers. More sophisticated indicators will be developed as the Occupational Health management system matures.

The Occupational Health Service has also been
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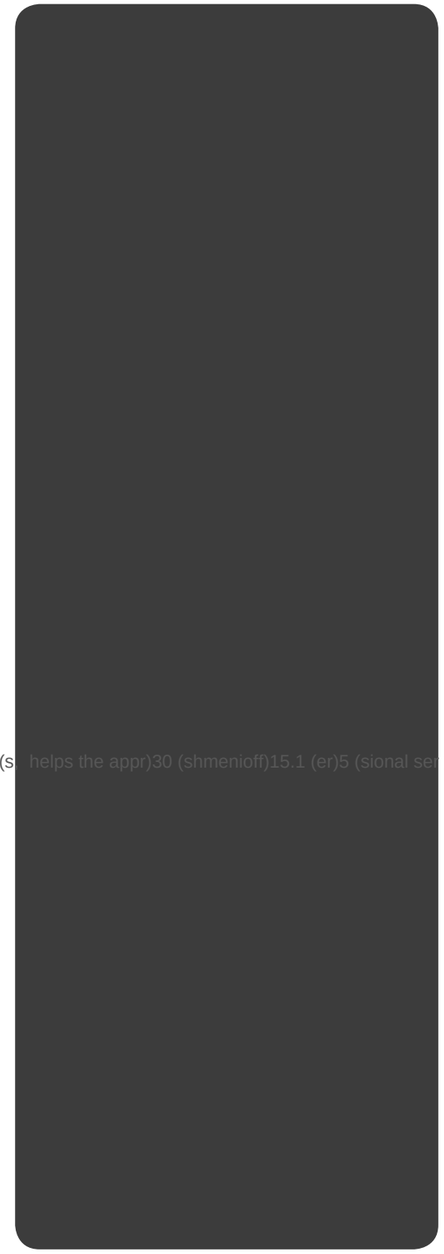
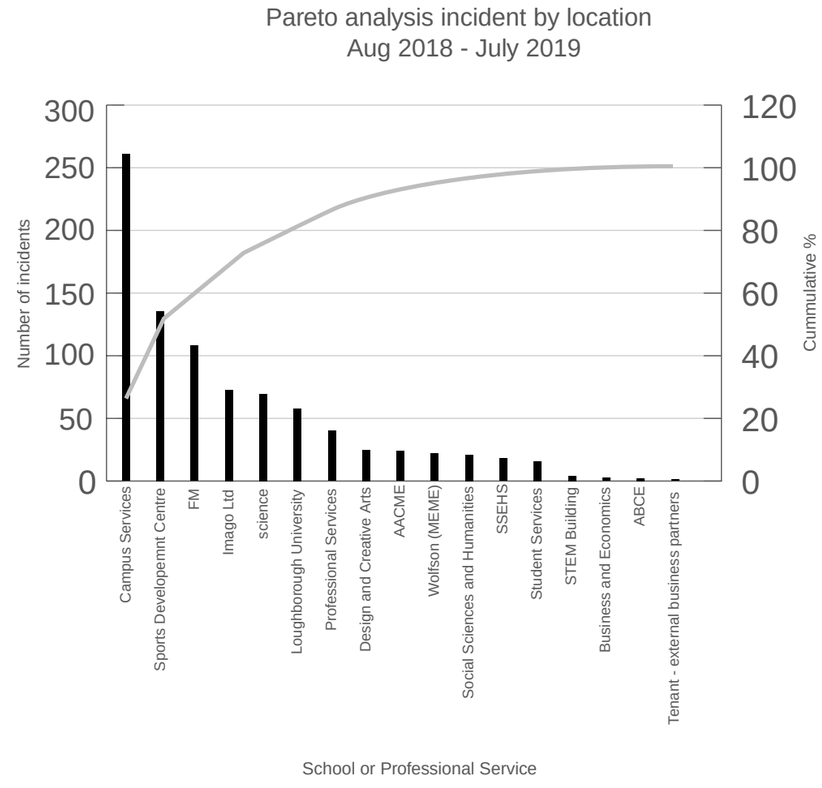


INCIDENT DATA



Near miss
Fire alarm incident
Cuts (general)
Non-occupational sports injury
Slip, trip or fall on same level
Chemical/Biological incident
Non-Occup on Campus accident/illness
Injured while handling, lifting or carrying
Struck/trapped by
Cuts caused by sharps/glassware
Traffic Accident/Incident
Exposure/contact-harmful substance
Exposure to fire/burns
Occupational ill health
Fall from a height
Foreign object in eye
Injured by an animal
Contact with Electricity/Electrical Discharge
Struck against something fixed/stationary
Exposure to, or in contact with, harmful substance
Struck by moving, including flying or falling object
Contact with moving machinery or material being machined
Environmental incident
Exposure to harmful gases or vapours
Needle stick injury
Trapped by something collapsing or overturning
Violence or aggression

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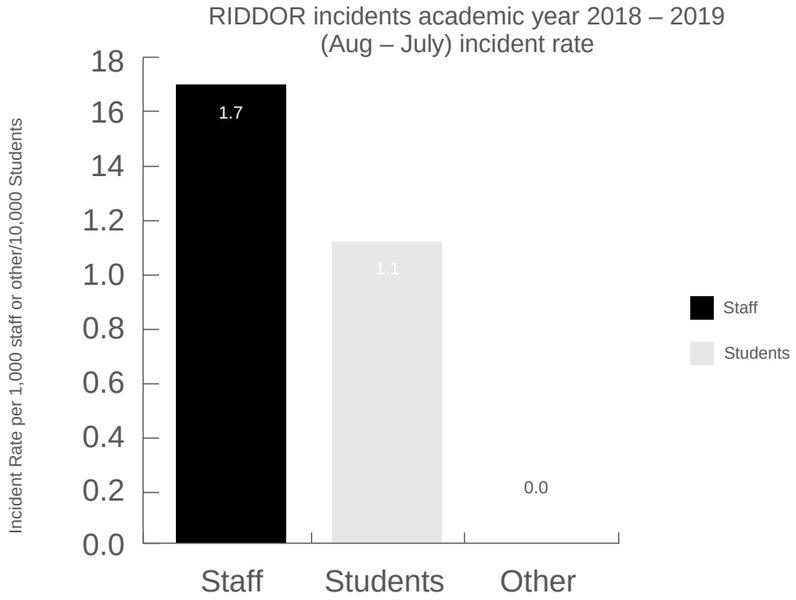
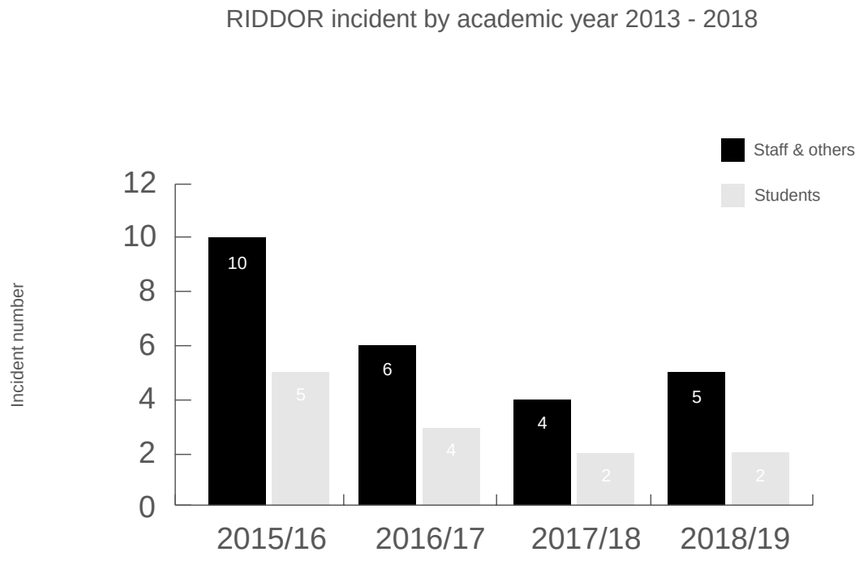
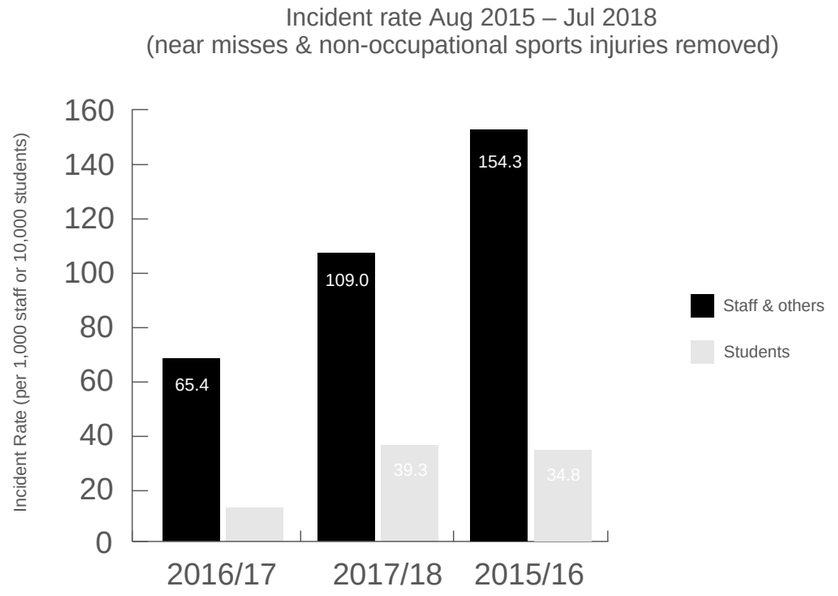

RIDDOR incidents academic year 2018 – 2019
(Aug – July) incident rate
Incident Rate per 1,000 staff or other/10,000 Students
18
16
14
1.2
1.0
0.8
0.6
0.4
0.2
0.0
1.7
1.1
0.0
Staff
Students
Other
Staff
Students


RIDDOR incident by academic year 2013 - 2018
Incident number
12
10
8
6
4
2
0
10
5
6
4
5
4
2
2
2015/16
2016/17
2017/18
2018/19
Staff & others
Students


Incident rate Aug 2015 – Jul 2018
(near misses & non-occupational sports injuries removed)
Incident Rate (per 1,000 staff or 10,000 students)
160
140
120
100
80
60
40
20
0
65.4
109.0
154.3
39.3
34.8
2016/17
2017/18
2015/16
Staff & others
Students

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SECTION 3

Annual Plan 2018/19 Progress

AIM	TARGET	COMMENTS
Routine business	• Fire risk assessment – annual exercise to update these documents • Fire marshal training • Evacuation chair training and drills • Refuge alerter tests • Personal Emergency Evacuation Plans • Overseeing the fire extinguisher maintenance contract • Carrying out fire alarm test • Carrying out fire drills • Ensure fire signage meets standards set out in BS9999 • Review of effectiveness of fire safety committee	All complete

HEALTH AND SAFETY

AIM	TARGET	COMMENTS
Policy	• Update the key responsibilities document and ensure that all policies are relevant and up to date.	Complete and ongoing
Audit	• Implement the USHA HASMAP auditing process.	Audit approach was modified and a mixture of external and internal subject specific audits were conducted
Compliance issues	• Continue to develop compliance data gathering and reporting processes. • Develop clear compliance KPIs.	Complete Complete (but will continue to be refined)
Training	• To provide the following courses: First Aid Beginner First Aid Refresher Defibrillator Training First Aid Workshop Fire Marshal Awareness COSHH DSO Training Compressed Gas – Connecting Regulators (online and Practical) Decanting liquid Nitrogen Portable Appliance testing Management and Risk Assessment of Manual Handling Operations Manual Handling Safe Lifting Techniques Noise at Work and Risk Assessment Radiation Protection Laser safety Emergency preparedness training Vibration Bomb Threat training Accident and Near Miss Reporting and Investigation Small Works Asbestos DSEAR Working at Height Safe use of Ladders IOSH Managing Safely Risk Assessment RPE Workshop Non ionising radiation safety training course to be held regularly UV safety training for people working directly with UV sources	Complete

HEALTH AND SAFETY

AIM	TARGET	COMMENTS
New work for 2018/19	• E learning – progressively introduce E learning tools where relevant. • Virtual reality - in c onjunction with our academic colleagues develop training solutions in Virtual Reality.	On going Program is scheduled to be deployable at start of 19/20 academic year
2018/9 Key projects	• Academic engagement, benchmark and develop plans to deliver high levels of academic engagement. • Safety culture Facilities Services – Identify and implement cultural development activities to support the reorganisation in Facilities Services. • Safety Communications - To ensure that the risks identified across our mainly administrative areas are managed properly and consistently a 'light touch' health and safety committee will be introduced. • Permit t o work- the permit to work processes will be re-engineered and a Campus wide solution developed and deployed. • Strategic Scientific Development Officer - The new role of Strategic Scientific Development Officer will seek to identify how safety can be embedded in the specification and design process. The aim will be to add process to the approach. • Mental Health - During 2018/19 a network of mental health first aiders will be introduced across the University. In addition, work will be undertaken to determine what other proactive measures could be taken. • Audit - An audit plan will be developed and delivered based on the risk registers which have been developed. The audits will seek to understand how well key risks are managed. • Biological processes - The approach to biological safety will be reviewed during 2018/19. • Confined spaces - The current approach to the management of confined spaces on site will be fundamentally reviewed during 2018/19.	(Detailed report on progress earlier in report) Benchmarking complete and development started Some activities undertaken further work required Processes developed Analysis complete final evaluation of solutions in September 2019 In place and working well Mental Health First Aiders introduced active mental health support activity underway. Audits, including external audits, have been delivered Review complete On hold pending Permit to Work outcome

LOUGHBOROUGH UNIVERSI
HEALTH AND SAFETY SERVIC

SECTION 4

Annual Plan 2019/19

AIM

HEALTH AND SAFETY

AIM	TARGET
Policy	• Update the key responsibilities document and ensure that all policies are relevant and up to date
Audit	• Implement a holis tic auditing process
Compliance issues	• Continue to develop compliance data gathering and reporting processes. • Develop clear compliance KPIs
Training	• To provide the following courses: First Aid Beginner First Aid Refresher Defibrillator Training First Aid Workshop Fire Marshal Awareness COSHH DSO Training Compressed Gas – Connecting Regulators (online and Practical) Decanting liquid Nitrogen Portable Appliance testing Management and Risk Assessment of Manual Handling Operations Manual Handling Safe Lifting Techniques Noise at Work and Risk Assessment Radiation Protection Laser safety Emergency preparedness training Vibration Bomb Threat training Accident and Near Miss Reporting and Investigation Small Works Asbestos DSEAR Working at Height Safe use of Ladders IOSH Managing Safely Risk Assessment RPE Workshop Non ionising radiation safety training course to be held regularly UV safety training for people working directly with UV sources

AIM	TARGET
New work for 2016/17 •	• E learning – Continue to progressively introduce E learning tools where relevant • Virtual reality – intr oduce the Virtual Reality training package developed by the Department of Computer Science and evaluate other opportunities for the use of Virtual Reality
2018/19 Key projects	• Develop a Whole University Wellbeing Approach • Further de velop the mental wellbeing support and communication programme •

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Health, Safety and Environment Committee Occupational Health Update October 2019:

The Occupational Health Service has undergone a transformation in the last year. The services provided and the satisfaction of users has changed almost beyond recognition.

Occupational Health now has internal policies and protocols to allow for standardisation and consistency of both the reports to managers and for legally required health surveillance.

There is now regular data collection on the utilisation (io)15.3.2 (u (c)6 (o)1(e)-6 (q)-0.7 (u(p)-0.7 (o)1.3 (.826 -2.043

Case study 1 .

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A full programme of events has been planned for the October Mental Health Awareness Day which includes:

- Matt Jones: Misadventures in Time & Space: a writer's journey through addiction and depression
- Alex da Silva: My journey from a dying addict to a TEDx speaker, helping to change the world, one person at a time.'
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