



EMPLOYMENT COMMITTEE: 18 SEPTEMBER 2025

HEALTH, SAFETY AND WELLBEING **ANNUAL REPORT 2024-2025**

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

Purpose of the Report

1. The purpose of this report is to present to the Employment Committee an overview of Health, Safety and Wellbeing performance during the period 2024-2025. This details the Council's overall position on Health, Safety and Wellbeing.

Policy Framework and Previous Decisions

2. The County Council is required, under the Management of the Health and Safety at Work Regulations 1999, to have in place an occupational health and safety management system. This system requires the council to have a Health and Safety Strategy, and to consult and communicate with all interested parties on health and safety performance.
3. The Council's Health and Safety Strategy 2020-2025 details key performance indicators for the Council, progress for which is included in this Health, Safety and Wellbeing annual report.

Background

4. The health, safety and wellbeing of staff, service users and customers is of paramount importance to the council. The Health, Safety and Wellbeing Team continuously monitors, so far as is possible, performance in this area to ensure the council meets its legal requirements and, where necessary, improves standards.
5. This report provides a high-level overview of health and safety performance across the council. Each department has a departmental annual report with a detailed specific plan to improve compliance.
6. The following areas will be covered within this report:
 - Accident and Incident Data
 - Health and Safety Audits
 - Mandatory Health and Safety Training
 - Key Performance Indicators

- Priorities and Projects
- Wellbeing Service

Accident and Incident Data

7. The Council uses the Assess.NET system to report all accidents and incidents. The table below (figure 1) shows the number of accidents and incidents that have been reported across the Council, along with the percentage change over the past three years.

Incident Type	2024/25	% Change	2023/24	% Change	2022/23
Injury	899	+12%	801	+0.1%	800
Near Miss	309	-28%	432	+33%	325
Property Damage	253	+47%	172	+10%	157
Violent Incident	197	+34%	147	+21%	121
Illness/Disease	24	+140%	10	-38%	16
Total	1682	+7%	1562	+10%	1419
RIDDOR	25	-4%	26	-28%	36

Figure 1

8. Children and Family Wellbeing Centres, Leicestershire Traded Services (LTS) Catering, Recycling and Household Waste Sites, Provider Services, Highways Operations, and Passenger Fleet consistently report the most accidents, reflecting the nature of their services and associated risks.
9. Despite a 12% increase in reported injuries this year, there has been an overall decline in injuries over the past five years, with 1,082 injuries recorded in 2019/20. Additionally, the proportion of injuries relative to total incidents in 2024/25 rose by only 2.2%, indicating that this change is not statistically significant.
10. Accident and incident data is closely monitored as part of quarterly reporting and the Council encourages a 'no blame' culture whereby staff feel safe to report any accident or incident, no matter how serious it is. In addition, managers are required to conduct an accident investigation each time an incident is reported to identify the root cause and rectify any issues. To reflect the seriousness, each RIDDOR reportable incident (reportable to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) is investigated thoroughly by a Health, Safety and Wellbeing Advisor and the manager is provided with an action plan with the steps they need to take to prevent recurrence.

11. The number of near misses reported has decreased by 28%. The number of near misses reported in 2024/25 is less than half the number of injuries reported. It is commonly theorised (Heinrich Pyramid) that for every 300 near misses that occur in the workplace, 30 minor accidents and 1 serious accident occur. This theory suggests that within the Authority, many near misses likely go unreported. In 2025, the Health, Safety and Wellbeing team will be relaunching a near miss reporting campaign aimed at improving near miss reporting across the authority.

Health and Safety Audits

12. The Health, Safety and Wellbeing team conducts annual audits across various council services and schools, with each service audited every five years. Council occupied sites also undergo health and safety inspections every three years.
13. A total of 37 audits took place in 2024/25, with major nonconformities being raised in eight of those audits. The major nonconformities were mainly in relation to inadequate risk assessment and risk control.
14. After each audit, service managers or head teachers receive a detailed report and action plan to address any noncompliance. Each department within the Authority is updated quarterly on audit outcomes and progress. Noncompliance issues not resolved within required deadlines are reported to the Assistant Director or Director.

Mandatory Health and Safety Training

15. The Health, Safety and Wellbeing Team and Learning and Development have set mandatory health and safety courses for all employees or managers to meet the Council's legal training requirements.
16. These mandatory courses are as follows:
 - Health and Safety Essentials – mandatory for all staff;
 - Management of Health and Safety - mandatory for all managers;
 - Display Screen Equipment (DSE) – mandatory for all computer users;
 - DSE assessment – not training, however mandatory upon completion of the DSE training.
17. Additional health and safety, and job-specific training is available through Learning and Development. Managers are responsible for identifying the training requirement for each job role.
18. The Health, Safety, and Wellbeing Team closely monitor the Council's adherence to mandatory training requirements, with compliance updates provided to each department's management team as part of the quarterly reporting process.

19. Figure 2 below displays the compliance data, accurate from end of March 2025.

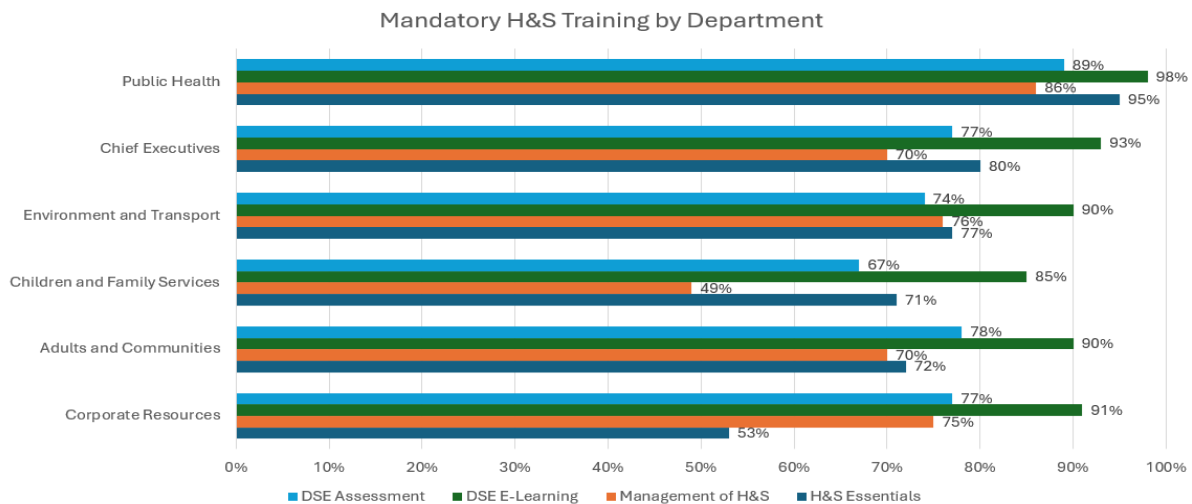


Figure 2

20. Overall compliance for each course is shown in Figure 3 below, accurate from end of March 2025.

Course	Compliance
Management of Health and Safety	69%
Health and Safety Essentials	74%
DSE Training	89%
DSE Assessment	74%

Figure 3

21. Compliance with mandatory health and safety training has improved over the past 12 months in most areas, however areas of noncompliance have been highlighted as part of departmental reports. For example, the Children and Family Services department noted that Management of Health and Safety is its lowest area of compliance. To help address this, specific training sessions will be arranged by the Health, Safety and Wellbeing team and the management team will be requesting that all managers who have not yet completed this training, book onto one of the sessions to boost compliance in this area. Health and Safety Essentials training compliance is also set to improve in Corporate Resources once the training has been rolled out to LTS Catering staff.
22. To further support compliance, both face-to-face and online training options are available, for several of the Health and Safety courses, to accommodate various learning preferences. In January 2025, Learning and Development introduced a new platform, Thrive, which facilitates better monitoring of training compliance. Additionally, a recently launched Tableau dashboard enables department-level tracking of all mandatory training. Starting in 2025, the Health, Safety and Wellbeing

Team contact all new managers via email to invite them to participate in the 'Management of Health and Safety' course as a prompt, to help improve compliance.

Health and Safety - Key Performance Indicators

23. The following summary outlines the performance against Key Performance Indicators (KPIs) set out in the 2020–2025 Health and Safety Strategy, focusing on compliance, accident reduction, and manager training.
24. The KPI to reduce major nonconformities in audits by 10% yearly was not consistently achieved, with fluctuations in audit outcomes. During 2024/25, there were eight audits identifying major nonconformities, up from four the previous year. Numbers of noncompliance's varied considerably over the five-year period, in part due to the Covid-19 pandemic which halted audits in 2020/21.
25. The Council consistently met its KPI of producing audit reports and action plans within five working days of audit completion, achieving this target 100% of the time across all years.
26. Efforts to reduce workplace accidents resulting in injury by 10% annually were only partially successful, despite a 12% increase in reported injuries this year, there has been an overall decline in injuries over the past five years, with 1,082 injuries recorded in 2019/20. Additionally, the proportion of injuries relative to total incidents in 2024/25 rose by only 2.2%, indicating that this change is not statistically significant.
27. Regarding RIDDOR reportable incidents, the target was to reduce these by 10% each year. The number dropped by 4% in 2024/25, and a 7% reduction was achieved over the five-year span using 2019/20 as the baseline (2020/21 data discounted due to Covid-19). Every RIDDOR reportable incident was investigated, maintaining a 100% compliance rate.
28. Finally, the KPI to boost the percentage of managers trained in Health and Safety by 10% was met, rising from 54% in April 2022 to 69% in April 2025, reflecting steady progress over several years. This has further increased to 74% in August 2025.
29. Overall, the Council has made improvements in key areas, despite challenges posed by the pandemic and fluctuating performance in some metrics. New KPI's will be set within the 2025/2030 Strategy.

Health and Safety - Priorities and Projects

30. Over the past 12 months, the Health, Safety and Wellbeing Team has undertaken a substantial amount of proactive work to continuously improve the service offering to the council, including:

- Launching the Health and Safety Essentials Training.
- Introducing revised training on Fire Safety, Risk Assessment, DSE, and Management of Health and Safety.
- Collaborating with the Communications Team to launch monthly Health, Safety and Wellbeing bulletins and intranet updates.
- Publishing updated health and safety management system guidance, aligned with the Plan, Do, Check, Act model.
- Maintaining and reviewing the suite of health and safety guidance available on the intranet.
- Continuing business-as-usual activities such as audits, inspections, and investigations.
- Maintaining ISO 45001 certification.

31. Priorities for 2025/2026 include:

- Continuing business-as-usual activities, including auditing, inspecting, supporting and advising managers, and investigating RIDDOR reportable incidents.
- Supporting the health and safety management of the rural estate in collaboration with Property Services colleagues.
- Launching a new Health and Safety Strategy for 2025–2030 and delivering campaigns to meet the new KPIs outlined in the strategy.
- Continuing to share health and safety updates and information through corporate communication channels.
- Launching a campaign to improve near miss reporting.
- Working with departments to further improve compliance with health and safety training.
- Launching revised eLearning modules on topics such as manual handling, working at height, asbestos management, and COSHH, following the transition to Thrive.
- Managing the re-procurement of a lone working management solution. The contract that is currently in place provides high risk lone workers with a mobile app which gives them access to an emergency alert, allowing them to call for help in an emergency.

Wellbeing Service

32. The Leicestershire County Council Wellbeing Service continues to play a pivotal role in supporting the emotional and mental health of employees. Staffed by five qualified counsellors, the Service offers tailored support through in-person, online, and telephone counselling, ensuring accessibility across hybrid working arrangements.

Wellbeing - Key Performance Indicators

33. Over the past five years, referrals into the Wellbeing Service have more than doubled, rising from 213 to 455.
34. In 2024–2025 alone, 401 individual employees accessed support, with the Children and Families Service and Adults and Communities

departments accounting for the highest referral volumes. The Service delivered 3,224 sessions this year, including counselling, advice, and single-session support such as 'Pause to Talk', menopause clinics, and same-day advice. 'Pause to Talk' is an alternative to traditional counselling which offers staff an opportunity to talk to a counsellor during a 'one off', thirty-minute session. This scheme helps to reduce the waiting list for traditional counselling and supports staff that need short term support.

35. Work-related stress (WRS) remains the most prevalent issue, reported by 33% of clients, followed by anxiety (27%), personal relationships (17%), bereavement (13%), and depression (12%). A significant proportion of those reporting WRS also experience anxiety, often describing symptoms of burnout and impaired cognitive function.
36. Despite this, 85% of employees that accessed support were attending work, 15% were either absent from work due to sickness; suspended or undergoing a therapeutic return to work. Of those off sick, work-related stress or anxiety was cited as a presenting issue in 82% of cases.
37. In order to help tackle work related stress, the Wellbeing Service are launching a new course titled 'Managing Stress at Work for Managers.' This course aims to train managers in their legal responsibilities to manage stress in the workplace, whilst also exploring essential tools to prevent and tackle sources of stress. The course will demonstrate techniques from the Health and Safety Executive, to manage stress within a team and with individual employees. There will be an emphasis on 'soft skills', as well as teaching managers how to deal with their own experiences of stress.

Wellbeing - Priorities and Projects

38. Further service developments and initiatives launched or in progress include:
 - **Fibromyalgia Survey** – 101 responses highlighted the need for increased awareness and flexible support for Central Sensitivity Disorders. This data will inform the development of resources to support staff managing this condition.
 - **Sudden Death Guidance** – developed with HR to support teams affected by employee deaths.
 - **Posters for managing crisis calls** – for frontline staff managing abusive or suicidal calls.
 - **Suicide Training** – to help equip managers with the knowledge and skills to take appropriate steps to support staff in crisis.
 - **Trainee Therapist Placements** – developing a handbook to support trainee counsellors joining the service as part of a temporary placement.
 - **Outreach Campaigns** – posters and attendance at departmental events to raise awareness.

- **Depression Resources** – interim e-learning module published, full course in development.
 - **Bereavement Listeners** – staff who have been trained to be a listening ear and a supportive first step for employees that have experienced a bereavement.
39. The Corporate Wellbeing Board has also been reestablished, the terms of reference have been updated and agreed and a new action plan for April 2025-March 2027 has been agreed.
40. The new action plan is aligned to the Health Needs Assessment undertaken by the Public Health, topics discussed in the counselling room and the Councils COMMS Plan on Wellbeing. This plan contains the seven topics:
- Mental Health;
 - Diet and Healthy Eating;
 - Physical Activity;
 - Sleep;
 - Line Managers;
 - Financial;
 - General Health and Wellbeing topics.
41. The Council will launch, in the latter part of 2025, a men's health campaign to address stigma around seeking wellbeing or health support.

Recommendations

42. It is recommended that the Employment Committee notes the Health, Safety and Wellbeing Annual Report 2024-25 and endorses the work, undertaken in partnership with departments, by the Health, Safety and Wellbeing Service to keep the council compliant in this area.

Background Papers

43. None.

Circulation under the Local Issues Alert Procedure

44. None.

Equality Implications

45. There are no equalities implications arising directly from this report.

Human Rights Implications

46. There are no human rights implications arising directly from this report.

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