



## **Safety Health and Environment Department Annual Report**

### **(Including Emergency Planning and Business Continuity)**

**September 2023 to August 2024**

*Prepared by Peter Hill – Lead SHE Adviser / Joint Interim Head of Health & Safety*

*Reviewed by Mike Sheppard – Executive Director of Estates & Campus Services*

## **Introduction**

The University is committed to pro-actively managing its activities to safeguard the health, safety and wellbeing of its employees, students, visitors and the community.

The University's safety, health and environment policies and management procedures provide arrangements and guidance and provides the means of promoting continuous improvement in safety, health, and environmental matters.

The University's SHE Integrated Management System (IMS) is accredited to international management standards ISO 45001 Occupational Health & Safety and ISO14001 Environmental Management Systems.

The University's Safety, Health & Environmental Department fulfils the University's statutory duty as an employer to appoint competent persons to help it meet its health and safety duties and responsibilities.

The Department not only acts as the competent authority on safety, health and environmental compliance, but also incorporates the remit for emergency planning, business continuity and the management of the University's externally provided staff Occupational Health Service.

The SHE management arrangements continue to evolve in line with the University's Strategic Plan 2021 – 2028, its supporting Sub Strategies, changes to national and local SHE priorities and new legislative and best practice requirements.

The following report represents the University's safety, health and environmental performance and achievements for the period September 2023 to the end of August 2024 including the publication of a revised SHE Strategy for 2023-2024.

## **Update on SHE Department Responsibilities**

The Director of Safety, Health and Environment left the university on the 1<sup>st</sup> of August 2024, a Head of Health & Safety is currently out to advert with interviews scheduled for October 2024. In the interim Dave Foy and Peter Hill Lead SHE Advisers are covering the Head of Health and Safety's responsibilities.

From the 1<sup>st</sup> of August 2024, the SHE Department changed its name to the Health & Safety Department, with responsibility for environmental issues transferring over to Estates and Campus Services under the Head of Sustainability. The responsibility for Operational Resilience also transferred out of the Health & Safety Department to Estates and Campus Services.

## University Safety, Health & Environment Policy

The University's Safety, Health & Environment Policy details how everyone has a responsibility for safety, health, and environment within the University and this is managed via the line management structure to ensure its effective management.

The Policy outlines the responsibilities of the Board, the Vice Chancellors Group, Deans of School & Directors of Professional Services, Line Managers, Supervisors, Academics, Technicians, other staff, Students, Contractors, Visitors, and members of the Public. The successful implementation of the policy requires the full support and active co-operation of all our staff, students, and other interested parties.

The University Safety, Health & Environment Policy can be viewed [here](#).

## University Safety, Health & Environment Strategy 2021-2028 (revised Nov 2023)

SHE is a fundamental cross-cutting issue that lies at the heart of all we do in the University. It is therefore essential the University has a clear strategic SHE strategy which contributes to the University's Mission, Values and its six strategic priorities, while also helping to ensure statutory compliance and continual improvement in our SHE performance.

The SHE Department has updated the University's existing Safety, Health & Environment Enabling Strategy 2021-2028 to ensure that it continues to demonstrate continual improvement in the implementation of the key requirements of the University's Safety, Health and Environmental Policy as well as the core functions of emergency planning and business continuity which also sit within the Departments remit.

The Strategy's Vision: Together we will achieve excellence in safety, health, emergency planning, risk and resilience and environmental compliance by increasing institutional-wide recognition of the importance of SHE practices throughout the organisation We will continue to have in place effective management systems and support to drive forward continuous improvement in performance, contributing to the University's Mission, Values and its six strategic priorities.

The Strategy details the overarching approach and specific activities the three distinct functions of the SHE Department will take to achieve the objectives, including:

- Safety and Health
- Environmental
- Business Continuity and Emergency Planning

The Strategy sets out 12 core objectives with associated key performance indicators. The SHE Department consulted with trade unions represented within the University as per its statutory requirement, minor amendments were suggested which were incorporated, Trade Unions are fully supportive of the SHE Enabling Strategy.

The updated SHE Enabling Strategy can be found on the University's University [Strategy, Vision and Values](#) intranet page.

The SHE Department has also developed its own action plan that outlines additional measures and performance targets that the SHE Team is working on throughout the course of the academic year which will actively contribute to achieving the University's SHE Enabling Strategy's targets.

The activities have been incorporated into action plan which sets out the responsibility for each activity, a target completion date, performance indicators/measures, and targets for year 2 achievement.

Progress on the Year 2 (2023-24) Action Plan & Key Performance Indicators can be found in appendix 1.

Additionally, and in support of the SHE Enabling Strategy the SHE Department has in place a new 3-year Operational Resilience & Emergency Planning Strategy, further details can be found in the Operational Resilience: Emergency Planning & Business Continuity section [below](#).

The University's new Head of Sustainability is working on a new 3-year Sustainability Strategic Plan for the University which will be published towards the end of 2024.

## Safety, Health & Environmental Integrated Management System (IMS)

The University's SHE IMS is accredited to the international management standards ISO 45001 Occupational Health & Safety and ISO14001 Environmental management. Such accreditations with externally driven audits provide the Board and VCG with a demonstratable assurance that the University has excellent processes and management arrangements in place to address its safety, health and environmental duties and responsibilities.

As part of the ongoing accreditation process the University was audited for 10 days in early February at the Preston, Westlakes and Summergrove campuses by the British Standards Institute (BSI) and for 7 days in July at the Preston, Burnley and the University Sports Arena. The audits covered and tested a wide range of safety, health and environmental activities and processes at strategic and operational levels.

A small number of minor Non-Conformities covering both standards were identified during the February and July audits. No Major Non-Conformities were identified.

All issues identified by BSI were low risk operational issues, with all issues actioned and mitigations put in place through the Corrective Action Plan (CAP) process submitted and approved by the auditors BSI.

11 existing actions from previous ISO audits were signed off by the auditor as complete.

The audit at Summergrove Halls of Residence was to determine whether their activities comply with the university's SHE management processes. We are pleased to confirm the audit was successful with BSI making the recommendation to certify Summergrove to both ISO 45001 and 14001 standards.

The SHE Integrated Management System will subject to a further Surveillance audit by the British Standards Institute (BSI) during early July 2024 at the Preston and Burnley campuses including the University Sports Arena.

BSI's Audit Reports are available on the [SHE auditing SharePoint page](#).

In line with the requirements of the ISO standards during 2023-2024 the SHE Department will look at ways of continually improving effectiveness of the University's IMS and UCLan's SHE performance through the Management Review process.



Further externally led audits were also completed covering Estates compliance, fire and the university's health and safety governance structures, further information on the outcomes will be made available when the audits reports are published.

## Accident, Incident & Near Miss Reporting

The SHE Department [electronic reporting system](#) enables colleagues and students to promptly report accident, incidents and near-misses that may either occur to them or they may witness. This helps to ensure reports can be investigated and suitable measures put in place where possible to ensure the incident does not occur again.

The reporting system categorises into five content types, Accident, First Aid, Near-Miss, Environmental and Occupational Ill-Health, this also enables us to clearly see the types of issues that are occurring across our campuses so we can also identify if there are any trends or reoccurring incidents, that required University wide mitigation measures.

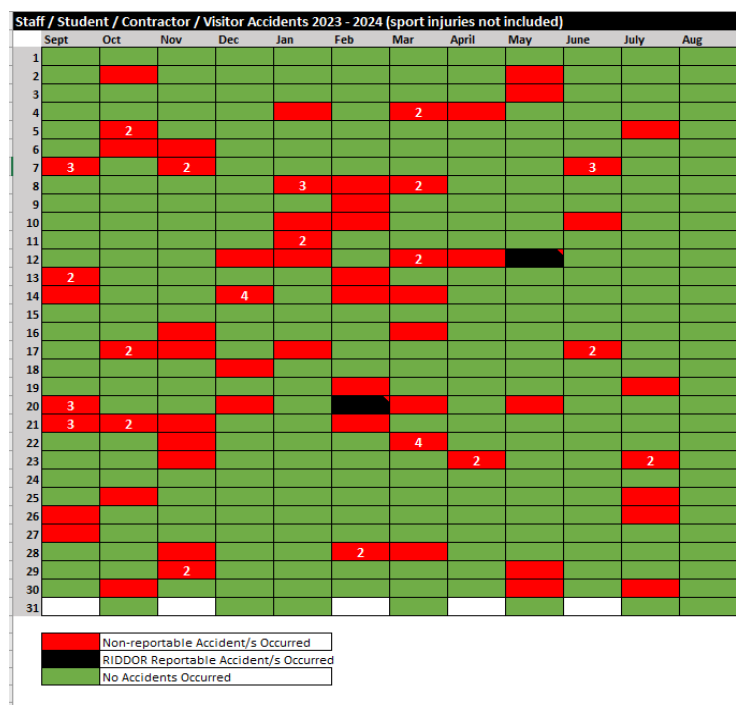
To raise awareness of accidents and incidents across the University the SHE Department has developed an 'In the Green' initiative. This provides a tangible view of the frequency of accidents.

The diagram below shows all accidents notified to the SHE Department for the period September 2023 to the end of Aug 2024.

Days shaded red indicate that an accident/incident occurred to a member of staff/ a student or visitor.

Days shaded black indicate a more serious accident/incident that required reporting to the Health & Safety Executive (HSE) under the requirements of RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

### Comparative Accident Data



Reported Accidents and Near-Misses 2023 - end of July 2024	
<b>43</b> - Staff accidents reported	<b>37</b> - Student (non-sport) accidents reported
<b>5</b> - Contractor accident	<b>16</b> - Visitor accidents
<b>2</b> - Accidents requiring notification to the Health & Safety Executive (HSE) under the requirements of RIDDOR <b>1</b> - Member of public jumping off a boundary fence at sports arena. <b>1</b> - Member of staff fell from stool.	

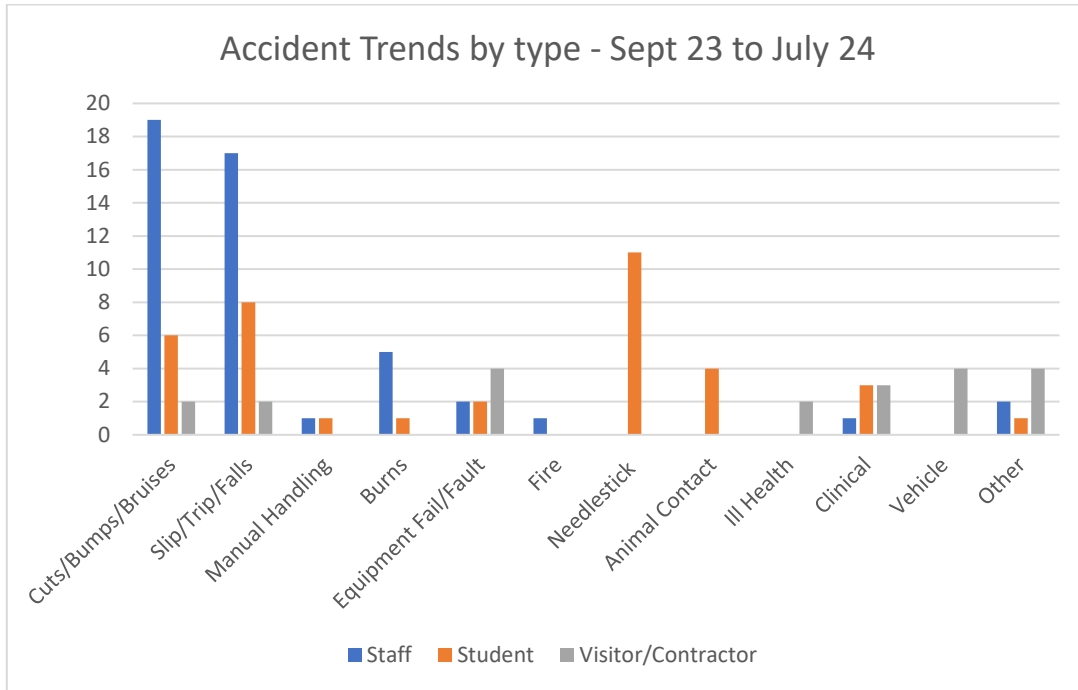
Total Accidents 2020-21 = <b>104</b>	Total Accidents 2021-22 = <b>79</b>	Total Accidents 2023-24 = <b>102</b>
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While total accidents in 2021-22 had decreased over the previous year by 32%, 2023-2024 saw an increase of 29% though a reduction of 2% over 2020-21, this should be viewed in the context of the work the SHE Department has implemented to ensure all accidents, incidents and near-misses are reported, improving the reporting process and introducing QR codes to simplify reporting. The increase should be regarded as success of these measures rather than a concerning rise in accidents. The SHE Department was always aware there was significant under reporting of accidents across the university's campuses.

## Accident Trends Sept 2023 to August 2024

All accidents, incidents and near misses are investigated by the SHE Team to identify root causes and ensure as far as is reasonably practicable there is no recurrence.

The only discernible trends identified in the reports grouped together below, related to trips and falls during the winter months, general minor cuts, bumps and bruises and needle stick injuries to nursing / midwifery / students undertaking clinical skills training/practice in the use of hypodermics, which are difficult to mitigate whilst replicating real life practice in training sessions.



## Near-Misses

Near miss reporting is essential to ensure the safety of colleagues, students and visitors. Near misses represent potential threats to the safety of everyone and it is important we report these before they escalate into an accident.

From experience a near miss which has been witnessed by one person and is not addressed will in fact end up causing harm to another.

Near -Misses Reported	Sept 2022 – August 2023 = <b>102</b>	Sept 2023 – July 2024 = <b>185</b>
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According to the Health and Safety Executive (HSE) for every accident there are roughly 90 near misses, on these figures there is currently a significant under reporting of near misses within the University against accidents being reported.

Accidents Reported 2023 – 2024 = 102	Near-Misses Reported 2023 – 2024 = <b>185</b>	Near Miss Numbers that should have been reported using HSE calculations = <b>9,000</b>
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The Health & Safety Department is working on several initiatives to help improve near-miss reporting, and it is encouraging to see an 81% increase in near-miss reporting over the previous year. The H&S Dept is also aware that a significant number of issues that are near misses are reported as maintenance issues directly to

the Estates Helpdesk. The Health & Safety Team will be looking to identify a process to capture and report on this data during 2024-2025.

Monthly reports including details of accidents, incidents and near misses and other SHE related issues can be found on the [SHE Committee Minutes and SHE Monthly Reports intranet page](#).

## Mandatory Training

Training is essential to achieve and demonstrate competency in SHE issues. The SHE Department continue to add training courses to its portfolio and have adapted a number of its courses for online delivery which assists staff with blended working but gives all staff a number of options to complete training to suit their specific needs.

Mandatory SHE Course Training Completion Rates	Target	2022 – 2023 Completion Rate	2023 – 2024 Completion Rate	Total training numbers
Safety, Health & Environment Awareness	100%	57%	54%	3,247
UCLan Security and Emergency Training	100%	N/A	55%	2,745

Please note: The Safety, Health and Environment Awareness course now incorporates Fire Safety, and the new Emergency Training has now been introduced. Both courses were launched in January and the percentage above reflects the percentage complete up to August 2024.

Despite efforts through many forums mandatory training completion rates remain below target. To increase take up the SHE Department is merging the SHE Awareness and Fire Safety courses into one mandatory course reducing the overall training requirements on colleagues.

The Department are also reviewing the IOSH 3-day Managing Safely mandatory course for UCLan managers, the intention is to make the course more university specific and of shorter duration, which again will hopefully increase completion rates. During 2023-2024 the SHE Department trained over 50 staff in on the Managing Safely course.

Additional training courses delivered	Staff/Students Trained
IOSH Managing Safely	50
Risk assessment and hazardous substances for laboratory users (mandatory for persons working in laboratories)	190
Overseas travel risk assessment and travel safety	270
Fire Safety	804
First Aid courses	102

## Fire Risk Management

Across the University we recognise that fire if not controlled effectively is a major hazard to the lives of our staff, students and members of the public who visit the University. The loss of buildings and infrastructure due to fire also poses significant risks to the continuing research and teaching functions undertaken within the University. Therefore, fire safety is a priority in all areas of the organisation under our control.

We utilise current and developing sector best practice and guidance to assess whether our fire risk management system is robust, that we identify and manage the risks presented across our extensive property portfolio and that we do not simply comply with our legislative requirements but strive to exceed them whenever possible. It has been identified that currently there are no comprehensive fire compartmentation surveys in place.

Throughout this year, the SHE Department continued to provide technical support and input across all Schools and Service areas to ensure the successful and safe operation of our buildings in accordance with the Fire Safety Act 2022 and other relevant fire safety legislative requirements.

The SHE Department has continued to develop its existing fire risk assessment methodology to better reflect operational and strategic fire safety aspects and guidance. The Department continues to work towards ensuring we reduce the number of unwanted fire calls placed to the Fire and Rescue Services, including updating the fire safety awareness and fire marshal training packages provided for colleagues across the campus.

The SHE Department works closely with the Estates and Campus Services Team to identify fire safety requirements required as part of refurbishment and capital projects and also currently looking at a plan for production of retrospective Fire Strategies for older buildings.

SHE also works closely with external partners such as the local Fire and Rescue Services to ensure that effective 2-way communication channels are in place. Throughout the academic year 2023/24, the local Fire and Rescue Services have undertaken regulatory fire safety audits of close to 30 buildings on the Preston Campus.

No significant issues have been identified as part of the audits. It is expected that all Preston Campus buildings will be audited by the end of 2024. The intention is to have Fire Risk Assessments completed for each building by external consultants every 5 years as an added level of reassurance with the first group of buildings to be assessed being the 8 halls of residence and the Student Centre which will be completed by the end of 2024.

All major projects have external fire consultants appointed to establish competent fire strategy.

Further details on the university's fire safety arrangements can be found on the SHE Teams [Fire Information page](#).

## Operational Resilience: Emergency Planning & Business Continuity: Update Sept 2023 - Aug 2024

For the last nine months the focus for emergency planning and incident management has been around the 24/7/365 on-call provision that enables the University to respond to minor, critical and major incidents. On-call standards and roles and responsibilities have been standardised across all services, a new rota system has been implemented to enable quicker and more efficient access to colleagues on-call.

A new draft of the University wide Incident Management Plan has been created in line with industry best practice and to focus on our ability to identify and respond to critical incidents more effectively. The team will now focus on reviewing, updating, and condensing the 31 scenario dependent emergency plans and providing incident management training to key colleagues across the business.



There have been significant progress in business continuity planning with nearly 50% of professional services business impact assessments completed. Those teams will now move on to their planning phase. It is expected that they will all be completed before or on the December 2024 deadline. Phase 1 schools have also received their introduction to business continuity and are starting their business impact assessments. Business Continuity Planning has also been commenced for major corporate events including open days, graduation and clearing.

A new project is being initiated to create a process that will allow the University to close underutilised buildings during quiet periods over Christmas and Summer with the objectives of reducing energy usage and enhancing cost savings.

## UCLan WINS RoSPA GOLD AWARD



The Royal Society for the of Prevention of Accidents ([RoSPA](#)) Adjudication Panel awarded the University in April a RoSPA Gold Award for our health and safety performance during the period of 1<sup>st</sup> January 2023 to 31<sup>st</sup> December 2023.

RoSPA state ‘the Award is the ultimate symbol of achievement in safety and excellence, the internationally renowned Health and Safety Awards they recognise organisations, teams and projects across all sectors for their unwavering commitment to protecting lives - setting the benchmark for prestige and inspiring sector-wide admiration. By earning a RoSPA Award, organisations not only receive recognition for their accomplishments but also become part of a legacy that values dedication to high safety standards, the well-being of individuals, and signifies a commitment to excellence’.

RoSPA is a not-for-profit organisation that has worked for more than 100 years to help people recognise and reduce their risk of accidents, at home, on the road, at work and at leisure.

## Sustainability

Sustaining and enhancing the wellbeing of people, places and the planet are amongst the most important challenges we face today. The UK has a legal requirement to achieve net zero emissions by 2050 and the Vice-Chancellor’s Group declared a Climate Emergency in December 2019. Sustainability is one of the University’s six priorities of the [Strategy Plan 2021- 2028](#) and *Priority 6: Future-proofing our University* sets out the vision:

“We will become the exemplar in UK higher education for our regional championing of environmental awareness.”

The University appointed a new Head of Sustainability who started in late March 2024, they are currently working on a new 3-year Sustainability Strategic Plan for the University which will be published in due course.

Key updates:

- The first ever calculation of the University’s Scope 3 greenhouse gas emissions has taken place an update on results to be provided in due course.
- The staff new starter induction sustainability content has been updated to align with the new university induction format.



- The University was ranked joint 41<sup>st</sup> in the 2023-2024 People & Planet University Green League out of 151 participating universities and colleges. The next results will be published in November 2024,
- An overarching Climate Change and Sustainability Strategy was developed covering all Scope 1, 2, 3 emissions and aligned to the Estates Masterplan, this has occurred in collaboration with Twelvetreets Consulting.

As of 1st August 2024, Environmental Sustainability falls under the remit of Deputy Director of Estates and Facilities.

A Sustainability Update paper will be presented in due course, and it will include:

Details of the University Travel Plan 2025-2029 due to be published in 2024 - it builds on the previous Travel Plan 2019-2024 and is expanded to include Burnley and Westlake campuses.

Details of the Annual Carbon Management Plan.

A 3-year Sustainability Strategic Plan.

A Decarbonisation Masterplan (Preston) presented to VCG in August 2024.

Infrastructure Masterplan (Preston) presented to VCG to VCG in August 2024.

Details of energy saving targets.

Details on new contracts for gas, electricity, water and managing the building management systems.

Information on a new paper 'Concordat for Environmental Sustainability of Research and Innovation Practice' is due to be presented to VCG.



The University Travel Plan 2025-2029 is due to be published in late 2024 - it builds on the previous Travel Plan 2019-2024 and is expanded to include Burnley and Westlake campuses. It will take into account the results of the recent staff and student travel surveys and will include Burnley and Westlake campuses Scope 3 assessments for university Employee commuting Business travel. Results of the travel survey will also be used to inform a 2025 car sharing lift share database for staff and students.

The University has been awarded Gold in the Cycle Friendly Employer Scheme for Burnley and Preston campuses. The accreditation assessed UCLan across six categories, covering a range of criteria including facilities, communications, incentives, parking management and events.

The University currently runs an [electric car salary sacrifice scheme](#) an environmentally friendly car-leasing scheme which will enable staff to drive a 100% electric car for one monthly payment that includes insurance and a charging port for their home.

As of 1 August 2024, Environmental Sustainability falls under the remit of Deputy Director of Estates and Facilities. A Sustainability Update paper will be presented in due course, and it will include:

Further information on UCLan's environmental management and sustainable development can be found on the Estates Services [SharePoint page](#).

## SHE Communication Initiatives

The SHE Team recognise the key role effective safety, health and environmental communications play in raising SHE awareness and improving the SHE culture across the University.

The SHE Business Partners have worked with Deans of Schools and Directors of Professional services during 2023-2024 to facilitate each school and service having a forum or committee in place for colleagues to raise, discuss, consult on, and manage SHE related issues at a local level.

The Team have also run a number of drop-in sessions at various locations across the Preston campus as well as Westlakes and Burnley where staff can chat to a SHE adviser in an informal location about any SHE related issues, suggestions for improvement or concerns they may have.

Regular [newsletters](#) have also been developed and distributed to university fire marshals, first aiders and contractors working on university premisses.

The SHE Team also developed a set of information slides that went out to all Directors of Services, Deans of School, Associate Deans and School operations Managers outlining the SHE Team members, their roles and responsibilities, what the SHE Team do, how we can assist staff and how staff can assist the SHE team.

An example set of slide for professional services is shown below.

From the 1<sup>st</sup> of August 2024, the SHE Department will change its name and responsibility to the Health & Safety Department. Responsibility for environmental issues will transfer over to Estates Services under the Head of Sustainability. ISO 14001 Environmental Management external audits will remain under the H&S Department as they are integrated within the ISO 45001 Health and Safety audits.



# What we do...

<p><b>Policies and Procedures</b></p> <p>Health and Safety Advice SHE Management System Mandatory P&amp;P SHE Strategy</p> 	<p><b>ISO Accreditations</b></p> <p>ISO45001/14001- 6 monthly external audits</p> 	<p><b>Risk Assessment</b></p> <p>Risk management Templates Competent advice</p> 	<p><b>Accidents and Near Misses</b></p> <p>Reporting Monitoring Inspections</p> 	<p><b>Training</b></p> <p>IOSH/COSHH First Aid Fire Safety SHE Awareness Risk Assessment</p> 
<p><b>Chemical, radiation and laser safety</b></p> <p>Training &amp; Guidance Reporting &amp; Monitoring Inspections</p> 	<p><b>Fire Safety and First Aid</b></p> <p>Internal Training Fire Marshalls Fire Extinguishers Fire Risk Assessments First Aiders</p> 	<p><b>Overseas Travel and Fieldwork</b></p> <p>Risk Assessments Travel Risk Matrix Travel Safety Advice</p> 	<p><b>Buildings and Estates</b></p> <p>Working Safely Building Management Risk Assessments Capital Projects</p> 	<p><b>Event Management</b></p> <p>Risk Assessments Crowd Management Designated Event Procedure</p> 
<p><b>Operational Resilience</b></p> <p>Emergency Planning Incident Management Business Continuity</p> 	<p><b>Staff Occupational Health</b></p> <p>Health Surveillance Management Referrals</p> 	<p><b>SHE Committee</b></p> <p>SHE Governance Consultation &amp; Communication Service Committees</p> 	<p><b>Performance Reports</b></p> <p>Service Training Statistics Compliance Audits &amp; Inspections</p> 	<p><b>Audits and Inspections</b></p> <p>Internal audits SHE risk management Operational monitoring</p> 

# How we can help you...



We can provide internal training for your staff including: Mandatory SHE awareness, IOSH for managers, first aid, risk assessment training and COSHH for those requiring it. All our courses are advertised on our intranet page or get in touch if you are looking for something more specific.



We can provide Service statistical reports highlighting: Monthly training statistics, accident and near miss reports, audit findings and actions. Your business partner can also support in setting up and running of Service SHE committees with standard Terms of Reference, agendas and attending meetings. We can also arrange specific operational audits of any of your business areas in conjunction with staff members.



All Services will be required to have Business Continuity Plans in place. Our team will help guide you through the process and provide relevant training for managers. The team will also provide guidance on what to do in emergencies and your responsibilities during a critical incident.



We encourage all staff and students to download the SafeZone app, which gives them direct access to Security and first aiders for assistance anywhere on all UCLan Campuses.

# How you can help us...



It is vital that all accidents and near misses are reported to the University. This is done on SharePoint site, we can also provide toolbox talks to train your staff on these processes.



Since adopting hybrid working, post Covid-19, we have a reduction in the number of fire marshals on campus at any given time. If you have any staff who are on campus frequently and would consider being a fire marshal then please ask them to contact Jess Oates via the SHEsection inbox. We would be grateful for any volunteers.



We are always on the lookout for new first aiders across all three campuses. If you have any colleagues who would be interested in being a first aider, they are recompensed £12.50 a month and would need to have the SafeZone app enabled on their phone. Stuart Ascroft, our First Aid Co-Ordinator, is available for a chat should anyone be interested.



All Services should have a SHE committee for managers to ensure that the health, safety and welfare of their staff and students are a priority and being safeguarded appropriately. We encourage Directors of Services to ensure their SHE committee meets once per semester. Your business partner can support in setting up and running of your Service SHE Committee.

## Occupational Health: Staff

The University’s Occupational Health (OH) Service is an independent advisory service currently provided by Optima Health who took over the contract from Salus in March 2023. Their main role is to provide impartial advice on health-related matters to employers (People Partners and Line Managers).

Occupational health advice may be required whenever health and work affect each other. This may be in relation to, for example, absence from work, advice on a return to work, or situations where work might be adversely affecting your health. This advice is given by occupational health doctors and nurses, OH services do not routinely provide treatments.

Optima Health have regular meetings with the People Team and SHE team to evaluate and feedback on the quality of services to further improve services for staff. This business approach with the University continues to be a key objective to deliver safe, effective high-quality care.

The majority of key performance indicators set by the university were met by Optima Health during the academic year, see slide Occupational Health Summary August 2023 to July 2024 below.

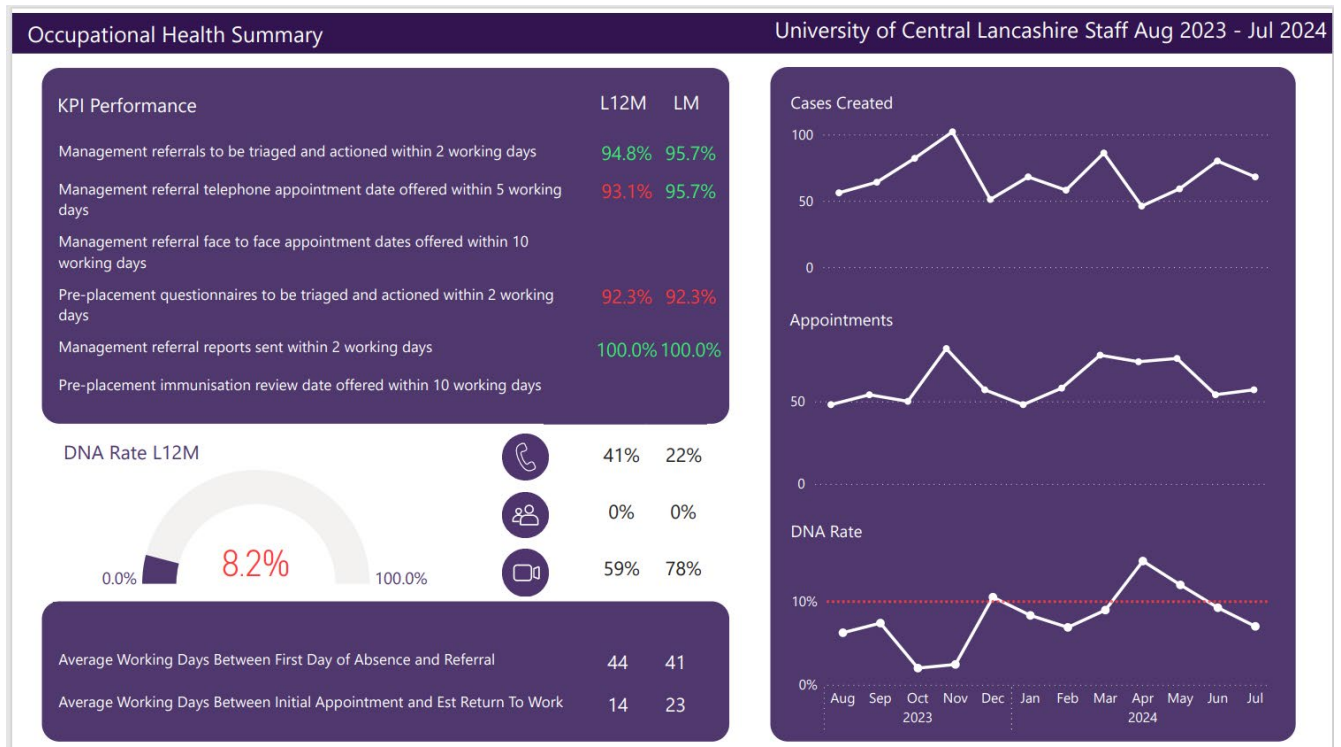
However, due to various issues there have been delays in commencing a significant number of occupational health surveillance during 2023-2024, this issue is being resolved with Optima Health, the full health surveillance programme will recommence in October 2024.

Actions have been taken to such that staff all including those at increased risk are being supported by mitigating the risk and providing advice to protect workers' health.

The following represents the headline occupational health statistics from August 2023 to July 2024, figures for August 2024 will not be available until mid-October when all data has been collated by Optima.

Formal contract review meetings with Optima will be implemented from October 2024.

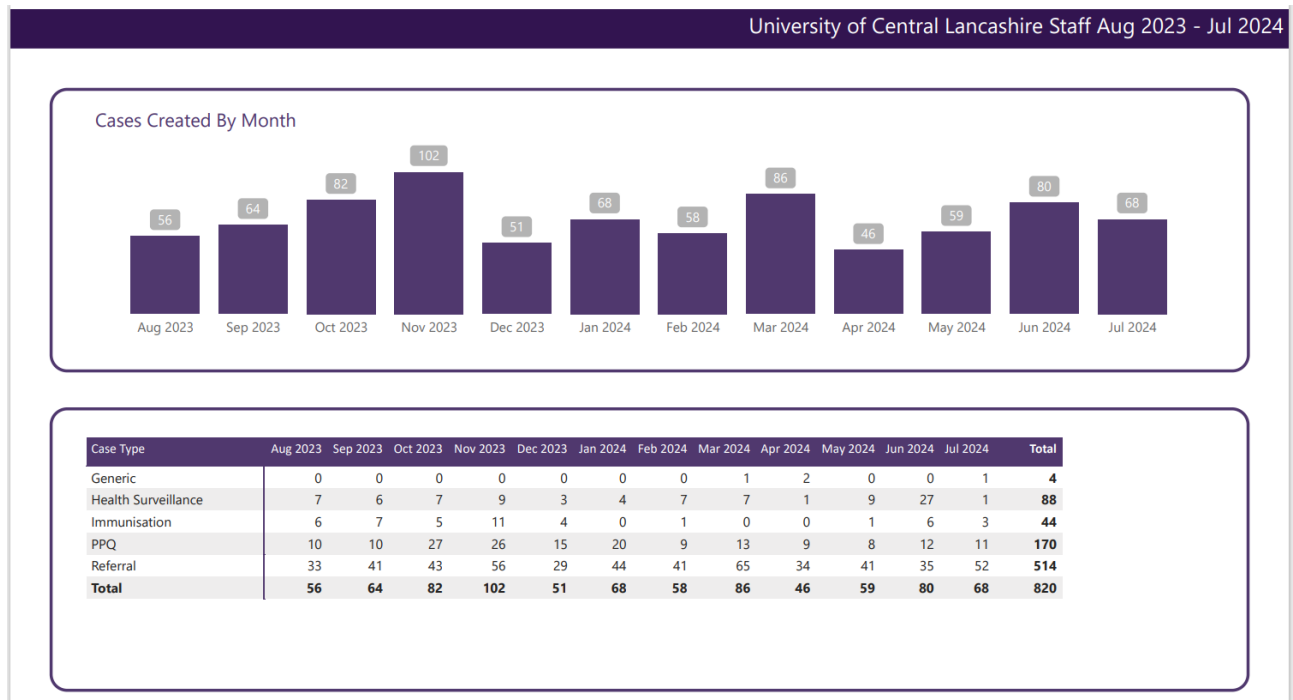
### Occupational Health: General Summary August 2023 to July 2024



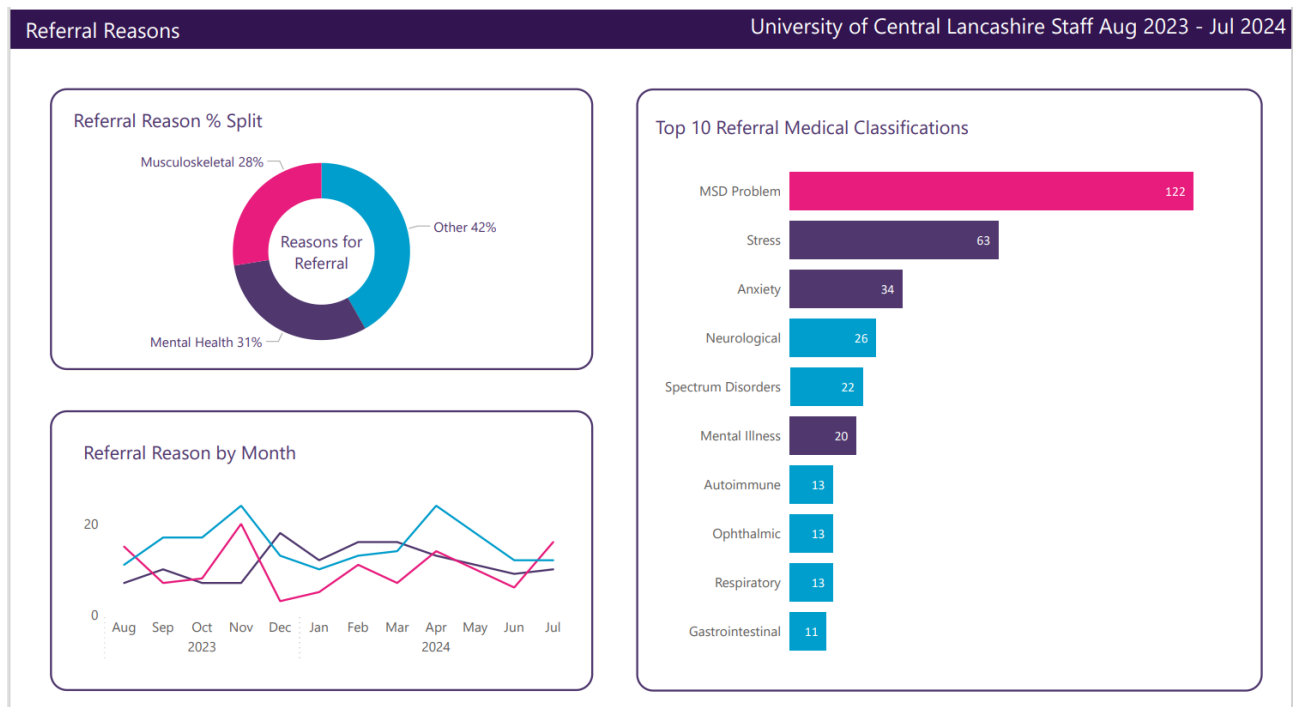
## Occupational Health Cases August 2023 to July 2024

The following statistical representation outlines the number of cases the staff occupational health service dealt with during the academic year. Case numbers remained constant throughout the year. Regarding the case type the vast majority (63%) were referrals by line managers via the People Team for ill health and well-being issues rated to their staff members.

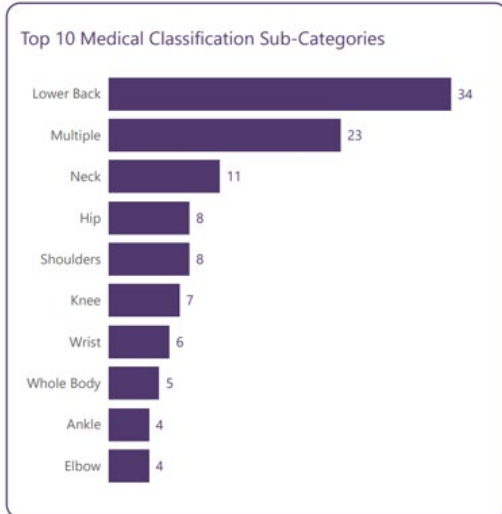
The second slide details the medical classifications of referrals, the largest specific cause is identified as musculoskeletal disorders (MSD), these include back, neck, shoulder, hip, etc., disorders. The second largest specific cause of referrals is mental health related including stress, anxiety, neurological, mental illness and spectrum disorders.



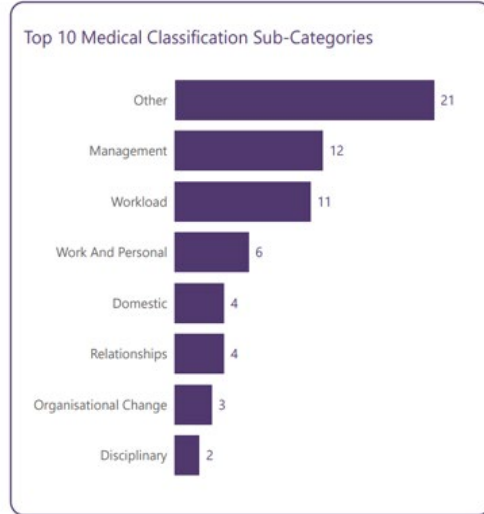
## Staff Referrals to Occupational Health by Month August 2023 to July 2024 and MSD & Stress Referrals Classifications



MSD Referrals



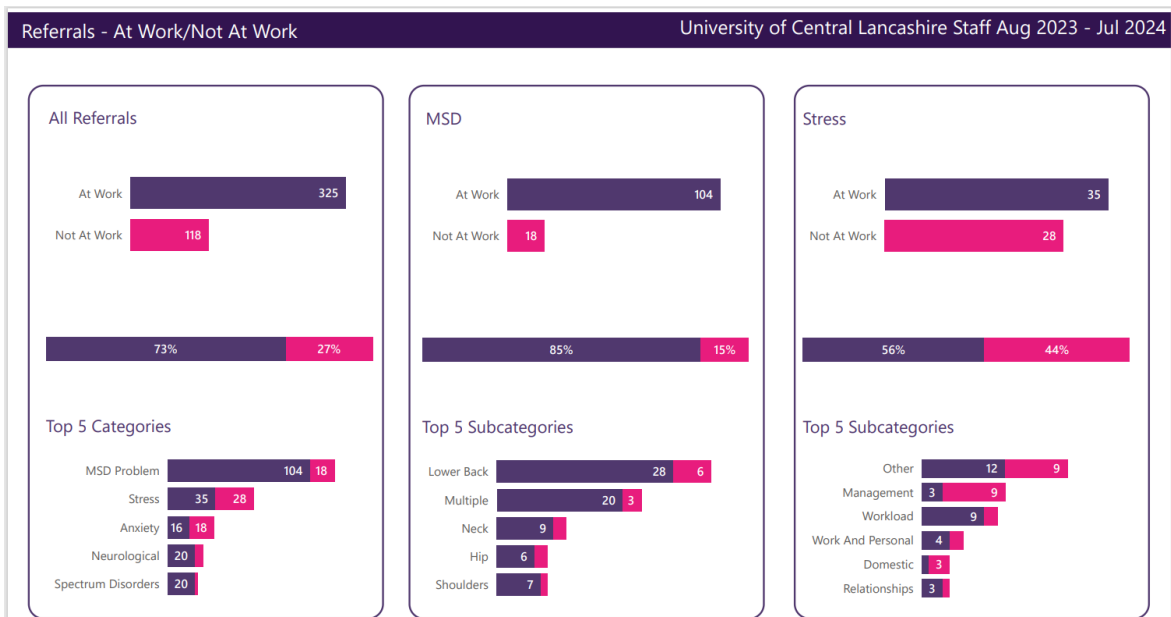
Stress Referrals



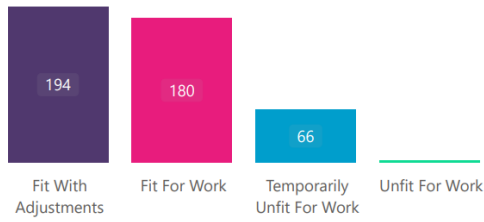
**Occupational Health Activity Referrals August 2023 to July 2024: Work or Non-Work related.**

The following statistical analysis breaks down occupational referrals based on work or non-work related, their medical classification and the referral outcome in relation to whether the staff member is fit for work, fit with reasonable adjustments made or temporarily unfit for work.

For Non-work-related cases, the cause of the issue may not originally be related to a work activity but may have an effect on the staff members ability to undertake their role in some way. Work activities may also without reasonable adjustments being put in place contribute to making the specific or general ill health condition or disability worse. An anomaly has been identified in the statistics related to the number of MSD cases attributed to work during period 2023-2024. The number of cases is significantly above the number of accidents, incident and ill-health reports the SHE Department recorded in the same period. The Department will work with the provider to further breakdown the statistics and identify the root causes of the cases and whether there are instances of underreporting by staff and their line manager.



Fitness To Work



Most Frequently Recommended Adjustments



**Occupational Health Activity August 2023 to July 2024: Did Not Attend (DNA)**

The following outlines instances where staff did not attend appointments with the occupational health service and did not cancel the appointment, while the DNA figure of 8.2% is below the key performance indicator of less than 10%, non-attendance has nevertheless still cost the university an estimated £3,635 of the past academic year. Work will be undertaken into 2024-25 to understand why non-attendance is taking place.

DNA Summary

DNA % (Target <10%)

8.2%

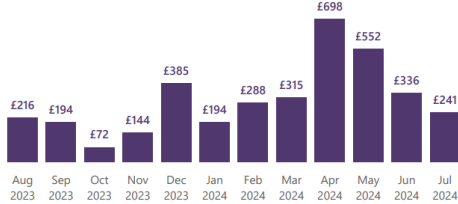
Estimated DNA Cost

£3,635

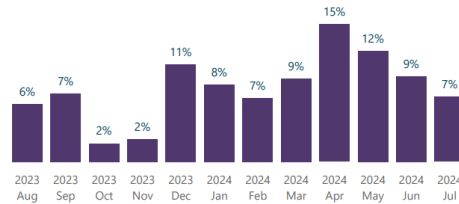
DNA Volumes by Case Type

Case Type	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Total
Referral	3	2	1	2	5	2	4	2	9	5	4	3	42
Health Surveillance	0	0	0	0	0	0	0	2	0	4	1	0	7
Immunisation	0	0	0	0	0	2	0	3	1	0	0	0	6
PPQ	0	2	0	0	1	0	0	0	1	0	0	1	5
<b>Total</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>60</b>

Estimated DNA Cost



Monthly DNA %



**Health & Safety Department  
August 2024**



## Appendix 1. Year 2 (2023-24) Action Plan & Key Performance Indicators

We strongly believe that safety, fire safety, health, environmental compliance, emergency planning, security and risk and resilience management are fundamental cross-cutting issues that lie at the heart of all we do within the University, and therefore the ‘five Rs’ apply to all SHE activities.

Recruitment	Retention	Research	Resource	Reputation
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	Activity	Responsibility	Target Completion Date (TCD)	Performance Indicator / Measure	Target Year 2.	SHE Objective	Progress to date
1.	Review University Strategic Plan 2021-2028 and associated Sub and Enabling Strategies from a SHE perspective.	SHE Department	February 2023	Strategy reviewed	Strategy reviewed by completion date.	<a href="#">1</a> , <a href="#">2</a>	Complete
2.	Ensure SHE policies and procedures are within renewal / review date.	SHE Department	August 2024	Number of policies and procedures up to date	Policies and procedures 100% up to date	<a href="#">4</a>	All policies and procedures are currently in date
3.	Continue to embed a proactive safety culture through mandatory and non-mandatory training, including IOSH Managing Safely, improved staff induction and SHE induction training for new managers, VCG/Senior staff/ Board members.	SHE Department / People Team	August 2024	% of mandatory training course completed <sup>1</sup>	100% completed	<a href="#">5</a>	Training stats included with all SHE reports – new LearnUpon platform has made it easier to locate relevant courses.
	Develop an alternative 1-day SHE course for UCLan managers to sit alongside IOSH Managing Safely.	SHE Department	February 2024	Development completed and delivered.			Course under final development feedback process to follow
4.	Proactively seek out opportunities for continual improvement in SHE management.	SHE Department / SHE Committee / Schools and Services	August 2024	All accidents are reported and subsequently investigated.	100% of accidents investigated. 10 near misses reported per month.	<a href="#">4</a> , <a href="#">9</a>	Complete - No outstanding investigations on reporting system. As of 28/08/2024.

	Continue to assess SHE arrangements through surveys (ensuring variation of questions).	SHE Department	August 2024	% Increase in near-miss reporting Minimum of 3 surveys completed.	Collation of survey responses		UCLan awarded Gold Award for its H&S performance in 2023  Ongoing <a href="#">online survey</a> results fed into IMS Management Review
5.	Continue to be accredited to the international management standards ISO 45001 Occupational Health & Safety & 14001 Environmental Management.	SHE Department / Schools and Services being audited	February and July 2024	Successful 6 monthly surveillance audits completed.	Accreditation continues.	<a href="#">1</a> , <a href="#">2</a> , <a href="#">3</a> , <a href="#">4</a>	Complete - Continued accreditation achieved in Feb & July 2024.  Summergrove Halls successfully accredited to IMS  Only minor N/C's raised.  ? existing N/C's signed off by auditors
6.	Continue to actively promote the online SHE Handbook for Staff as a reference point for all colleagues.	SHE Department	August 2024	Promotion of SHE Handbook	Evidence Handbook promoted	<a href="#">5</a> , <a href="#">6</a>	<a href="#">Online</a> and electronic and hard copies promoted in monthly newsletters, drop-in session, school / service SHE committees.
7.	Ensure higher risk schools and services have dedicated Safety, Health & Environment Committees. Low risk school and services have a forum where SHE issues can be discussed.	SHE Department / Schools and Services	May 2024	% of schools and services with SHE committees / forums	100% completion rate	<a href="#">7</a>	Complete for schools – ongoing review low risk services.
8.	Review University stress management policy and procedures to ensure they	SHE Department / People Team	August 2024	Stress management policies and	Policies and procedures reviewed by completion date.	<a href="#">1</a> , <a href="#">2</a> , <a href="#">4</a>	Policy currently subject to procedural auditing,

	meet the HSE's Stress Management Standards and other best practice.			procedures reviewed.			consultation, and review.
9.	<p>Work towards schools and services routinely completing their own SHE audits and inspections in line with agreed auditing schedule.</p> <p>Ensure schools and services have the materials and training to audit their own areas effectively.</p> <p>Ensuring auditing schedule is visible and promoted.</p>	<p>SHE Department / schools and services</p> <p>SHE Department in consultation with schools and services</p> <p>SHE Department</p>	<p>August 2024</p> <p>August 2024</p> <p>February 2024</p>	<p>4 completed audits / inspections per month<sup>2</sup></p> <p>Schedule visible and promoted through monthly reports, SHE committees, etc.</p>	<p>100% completed.</p> <p>Positive feedback from surveys, committees, etc.</p>	<p><a href="#">4, 10</a></p>	<p>Some self-auditing completed further work required.</p> <p>Range of auditing checklists in <a href="#">place</a>, auditing training course to be developed.</p> <p>Auditing schedule on <a href="#">SharePoint</a></p>
10.	<p>Work towards improving the quality of risk and COSHH assessments completed across the University.</p> <p>Increase the number of specific risk assessment training courses and toolbox talks (e.g., events, travel, fieldtrips, etc.).</p>	<p>SHE Department / schools and services</p> <p>SHE Department</p>	<p>August 2024</p> <p>August 2024</p>	<p>No. of drop-in sessions for risk and COSHH assessments.</p> <p>% Increase in specific risk assessment courses delivered.</p>	<p>Six sessions run by Aug 2024</p> <p>50% increase in specific courses available.</p>	<p><a href="#">5</a></p>	<p>Target met - Risk and COSHH assessment training available and on target.</p> <p>Event management and overseas travel risk assessment courses under development for delivery in 2024-2025</p>
11.	<p>Improve visibility of SHE and Occupational Health</p> <p>Ensure staff informed of SHE related issues via monthly SHE newsletter and KPIs.</p> <p>Continuing to run toolbox talks / drop-in sessions for colleagues across the university, including targeting managers.</p>	<p>SHE Department/ Occupational Health</p>	<p>August 2024</p>	<p>SHE newsletter / Monthly Reports/ KPI's published.</p> <p>Number of drop-in sessions arranged; records kept of</p>	<p>Newsletter / KPI's published by target date.</p> <p>3 drop-in sessions arranged (1 per semester and 1 at</p>	<p><a href="#">6, 7</a></p>	<p>Any relevant issues included with SHE reports, school/service and UCLan SHE committees.</p> <p>Complete - 3 Drop-in sessions completed further scheduled for Westlakes in July.</p>

	<p>Revise monthly SHE report and ensure these are provided to School Operational Managers for distribution.</p> <p>Lead SHE Advisers presenting at management briefing sessions/committees in schools and professional services.</p> <p>Develop a 'bank' of SHE management PowerPoint slides accessible to all SHE Team advisers.</p>			<p>managers who attended.</p> <p>Reports revised and provided to Ops Managers</p> <p>Number of sessions presented at.</p> <p>Slides developed and in active use.</p>	Burnley and Westlakes per year)		<p>Complete - SHE Dept Info for Schools sent to all Deans, Associate Deans, Operations Managers</p> <p>Lead SHE Advisers attending all committees as requested.</p> <p>Training slides currently collated.</p>
12.	<p>Investigate measures to improve the number of 'active' first aiders. To include balancing number of mental health first aiders and first aiders and ensure process in place to ensure all registered on SafeZone.</p>	SHE Department / People Team	May 2024	<p>Number of active first aiders improved / SafeZone actively used by all FA's.</p>	All first aiders proactively registered with SafeZone.	1	<p>Complete - Drop-in consultation sessions with First Aiders commenced and First Aider Newsletter.</p> <p>Reinforcement of SafeZone use through all SHE comms methods.</p>
13.	<p>Implement activities for 2023-2024 set within Operational Resilience Three-Year Action Plan and associated Key Performance Indicators.</p>	SHE Department	August 2024	<p>Activities completed and in accordance with set KPI's</p>	!00% Completion	11,12	<p>On-call standards, roles/responsibilities standardised across all services, new rota system introduced.</p> <p>New draft UCLan wide Incident Management Plan created.</p> <p>50% of professional services business</p>

							<p>impact assessments completed.</p> <p>Phase 1 schools have received their introduction to business continuity and are starting their business impact assessments.</p> <p>New Security &amp; Emergency Management training live.</p>
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<sup>1</sup> against 2022-2023 baseline

<sup>2</sup> against published schedule

<sup>3</sup> against number identified in July 2022 BSI audit

<sup>4</sup> RIDDOR - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013