

# Annual Health, Safety and Wellbeing Report



## Workforce & Change

February 2025



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## **1 Executive Summary**

- 1.1 This report details Bristol City Council's employee occupational health, safety, and wellbeing performance for the period April 2024 – March 2025. It includes our key areas of work for 2024-25 and reports against progress on the Health, Safety and Wellbeing Strategy for 2024-2029.
- 1.2 A key area of work this year has been to implement and embed the new health and safety governance arrangements which included revised arrangements for consultation with our Trade Unions.
- 1.3 Our delivery plan for the coming year is targeted to continue to support the Council and provide our workforce with a safe, secure, healthy workplace and environment. The implementation of our strategy will help us to do this along with a new Occupational Health and Employee Assistance Programme contract.
- 1.4 There are currently 800 employees who are trained as Mental Health First Aiders and over 200 workplace assessments for the prevention of heart disease, stroke and diabetes were carried out during January and February 2025.
- 1.5 Our accidents and incidents have reduced in all areas for 2024-2025. There has been no enforcement activity from any of our regulators.
- 1.6 Compliance with our Corporate Health and Safety Monitoring System (CHaSMS) has improved, with a 100% completion rate.
- 1.7 Construction Design Management (CDM) was one of the highest health and safety risks for the Council in 2024/25. This is partly due to an inconsistency in how we deliver construction-related activity and on occasion, the performance of our contractors undertaking work on our behalf. However, mitigating action has been taken and is ongoing which has brought the level of risk down.
- 1.8 The report updates Corporate Leadership Board and HR Committee on progress of the corporate arrangements for how employee (and other) health, safety and wellbeing are being managed.

## **2 Governance and Accountability**

- 2.1 Accountability for our duty of care to our employees under the Health and Safety at Work Act etc. 1974 and the Management of Health and Safety at Work Regulations 1999 sits with the Chief Executive Officer. The Council has established comprehensive Health, Safety, and Wellbeing Governance arrangements. This framework acts as a central backbone, ensuring that key risks, decisions and outcomes from various departments are communicated to the corporate leadership board for organisational oversight.
- 2.2 Arrangements describing how accountability is discharged is outlined in our Corporate Policy Statement, Organisation and Responsibilities Policy, with roles and responsibilities dispersed throughout the organisation. This policy is reviewed annually and signed off by the Chief Executive and Leader of the Council. Managers are responsible for ensuring that they discuss this with their teams on an annual basis.

### **Progress So Far**

- 2.3 During the last six months the new governance arrangements are beginning to embed themselves into the organisation. The framework is starting to give greater visibility, accountability, and assurance in how we review, manage and monitor our health safety and wellbeing activity and reduce our risks in this area. Ongoing collaborative work with Directorates and Trade Unions continues to strengthen how we identify and respond locally to health safety and wellbeing issues and help us develop a consistency and one council approach. The revised policy is signed and visible on the intranet.
- 2.4 The Corporate Health, Safety and Wellbeing Executive Board (which is the Corporate Leadership Team) has established its Terms of Reference with a standing agenda allowing it to achieve its principle of corporate oversight and assurance. Refresher training is taking place to ensure that roles and responsibilities are clear and understood at a senior level.
- 2.5 The Corporate Landlord Building Safety Board is established and working well. Other groups and boards are in the early stages of implementation. Work is ongoing to establish local workplace committees with local managers and trade unions. The Housing and Landlord Consumer Board also feeds into the reporting framework.
- 2.6 Where the council has a contractual relationship with any of our companies, provision is made in the relevant contracts to adequately allocate Health and Safety risk, responsibility, and management between the parties, and this is overseen by the relevant contract manager.

In all cases however, it is the responsibility of the Board of Directors of the company to have operational oversight of Health and Safety matters, and to ensure the companies are operating in a safe and legally compliant way, and to provide assurance to the Shareholder (BCC) in that regard. The company reports on such matters on a quarterly basis through performance reporting to the Shareholder group and via the board's own audit and risk assurance processes.

### 3 Health, Safety and Wellbeing Strategy

- 3.1 The Council's Health, Safety and Wellbeing Strategy is published on the intranet and is progressing year on year. **Appendix 1** sets out the work programme for 2025-2026 to deliver the objectives to enhance, promote, value, and nurture the health, safety, and wellbeing of our workforce.
- 3.2 It continues to be informed by, and support, the Bristol City Council Corporate Strategy, and links to the wider Workforce Strategy. The delivery of this strategy continues to employ the Plan, Do Check, Act (PDCA) methodology, to validate, control and achieve continuous improvement. This methodology is supported by our main regulator the Health and Safety Executive (HSE). Our strategy continues to support a consistent and sustainable approach and puts the people we are responsible for at the centre of our work.
- 3.3 Our vision continues to provide a secure, safe, and healthy workplace and environment for all our people with an aim to:
- Meeting all our health and safety statutory obligations so that we can achieve the required level of compliance.
  - Developing a culture where we have a one council approach to health, safety and wellbeing that achieves **consistent, sensible, and proportionate outcomes**.

- Minimising harm through learning
- Supporting the health and wellbeing of our workforce so that they can stay well and remain in work or return to work as soon as possible.

3.4 Our strategy remains focussed around the agreed five areas (leadership and culture, maintaining competence, health and wellbeing, safe place and safe people and process and performance) with each one aligned to a corporate strategic theme.

#### **Progress so far**

3.5 There has been ongoing targeted work against the strategic themes from the Corporate Health, Safety and Wellbeing team which has included delivering core health and safety training and site visits to support managers with a variety of risk issues.

3.6 A fire risk assessment programme is in place and delivered by the Corporate Fire Safety Advisor. Training for fire safety, legionella and asbestos is also delivered through the corporate function.

3.7 Work has been ongoing in reviewing and developing existing and new procedures for health, safety, and wellbeing alongside updating the intranet advice pages.

## **4 The Built Estate and Corporate Landlord Health and Safety**

4.1 There are significant health and safety statutory requirements that must be met in the construction, refurbishment maintenance and repair and occupation and use of the Council's Built Estate. It includes the Building Safety Act 2022, (the standards but not the procedural arrangements apply to our corporate estate) Fire Safety Act 2021, Fire Safety Regulatory Reform Order, Workplace Health, Safety and Welfare) at Work Regulations, Management of Asbestos Regulations, Lifting Operations Lifting Appliances Regulations. There are also standards for electrical safety, glazing and management of legionella in water. All these requirements impose specific duties on the Council who has the legal duty to manage these risks to the given standards to ensure that anyone using our buildings is protected.

4.2 The Built Estate and Property related health and safety risk is managed in two distinct areas:

1. Corporate Landlord including Schools.
2. Housing and Landlord Services.

The approach for each function is different but we continue to work in collaboration with key stakeholders to ensure consistency and meet the specific requirements and needs of those services and ensure reporting via the framework to the Executive Board. Where appropriate we are continuing to work to develop corporate policy and procedures for specific key areas of statutory requirements.

4.3 The Council is currently in transition arrangements to move to a Corporate Landlord Model which will, when fully implemented, have delegated responsibilities for managing and maintaining the Council's land and property including school estate. It will be responsible for ensuring all buildings and land outside of the HRA are compliant with statutory and regulatory standards. Health and Safety for HRA stock and Residential Landlord compliance is delivered by Housing Property services to meet Social Housing Regulation Act 2023.

4.4 Much of the delivery for our statutory and regulatory standards for the Corporate Estate are delivered through our FM Contractor or other specialist contractors. The outcomes and actions from

these are currently managed through Building Practice who are responsible for coordinating any actions with local managers and/or other key people. All health and safety incidents related to our contractor's performance who are delivering work on our behalf is reported, investigated and actions taken to ensure learning and improvement.

- 4.5 Until the arrangements of the Corporate Landlord are fully implemented there remains some risk to ensure the safety of staff, visitors and building users. The level and type of health and safety risks are currently being identified and assessed through the Corporate Risk Register Pentana.
- 4.6 The Council submitted a self-referral to the Regulator of Social Housing (RSH) on 15 April 2024, outlining where it felt the Council was failing or was at risk of failing to meet the Consumer Standards and improvement plans to respond to the areas requiring improvement.
- 4.7 The RSH considered the self-referral and on 9 July 2024 issued a regulatory judgement confirming a C3 rating. In the regulatory judgment the RSH "...concluded that there are serious failings in the landlord delivering the outcomes of the Safety and Quality Standard and significant improvement is needed". The regulatory judgement highlighted weaknesses in; electrical safety, smoke and carbon monoxide detection, asbestos safety, fire safety, the management of response repairs including damp and mould, up-to-date stock condition surveys and data quality / data management.

#### **Progress so far**

- 4.8 The requirements for health and safety compliance including Fire, Legionella, Electrical, Gas, Asbestos and Glazing statutory inspections and checks are delivered by our main contractor on behalf of the Council. This contract is managed by Building Practice who have several systems and processes in place to manage and monitor performance the contractor. There continues to be robust engagement and monitoring of our contractors responsible for delivering our statutory health and safety requirements to ensure that they meet the required performance indicators set out in the contractual arrangements.
- 4.9 Risk Insurance arranges and has oversight of arranging the Council's statutory inspections (engineering inspections (lifts)) through the Council's insurers. Actions following the inspections are the responsibility of the Council to implement. There are arrangements in place through the HRA and Corporate Landlord to ensure this happens.
- 4.10 Health and safety risks related to the Built Estate, Property and Housing can be found on the Corporate Risk Register – Pentana. This system provides a holistic and strategic view of our health and safety risk in this area and the impact it has on our performance. The Corporate Landlord are currently reviewing and updating their risk register. The Corporate Landlord has secured Capital funding to the management and improvement of key health and safety risks including Asbestos, Legionella, Fire and Glazing.
- 4.11 Housing and Landlord Services have discreet teams to support the requirements of construction activity for repairs and maintenance and for the requirements set out under the Building Safety Act 2022. The appointment of a Principal Asbestos Coordinator in the Construction Safety Team is supporting the risks related to Asbestos Management.
- 4.12 A programme Board was put in place following the C3 rating from the RSH (Housing & Consumer Standards Programme). It is chaired by the Executive Director of Growth & Regeneration. The board also includes other senior leaders from across the Council. The Council has also commissioned Savills as a 'critical friend' to support the Board in delivering against the programme's improvement plan. Progress is being made against the improvement plan and regular updates are given to the Corporate Leadership Board and the Homes and Housing Delivery Committee."

- 4.13 The board reports outcomes and key health and safety risks through H&S governance framework to the Health and Safety Executive Board.
- 4.14 Estate-related health and safety is being made part of the wider Council health and safety policies and procedures. The management of Asbestos, Legionella and Fire Safety Corporate Procedures are out for consultation with the Corporate Landlord before going to Housing and Landlord Services and Trade Unions.

## 5 Construction Design Management

- 5.1 Construction Design Management (CDM) was one of the highest health and safety risks for the Council during 24/25. In part this is related to the amount of construction work. There are currently 186 live projects reporting through the Capital Portfolio dashboard all of which will be required to meet the health and safety requirements of CDM.
- 5.2 Mitigating action has been taken and is ongoing which has brought the level of risk down. During 2024 a sample audit of construction design management was completed by our strategic partners. Although the outcomes did not raise any serious concerns, further work is underway to audit a wider range of projects. Alongside this, a new Gateway Process for Health and Safety and CDM has been introduced whereby the Corporate Health and Safety team give assurance and sign-off.
- 5.3 The Council continues to monitor contractors for work related to our building maintenance and repair where health and safety is a key risk. Where contractors fall below the given standard then those contractors are suspended from delivering a service to the Council.

### Progress so far

- 5.4 Following the outcomes of this audit, there is a revised programme of activity in place to ensure that by the end of March 2025 we will have addressed the key concerns.
- Build on the work to remove the silo approach by developing the corporate Gateway process to ensure that each stage of any construction project or work activity meets the required standards.
  - Approval of a revised CDM strategy and procedure
  - Have delivered a revised audit programme for a wider range of projects, to give a bigger sample size.
  - Develop an ongoing monitoring of construction design and management activity
  - Developed and agreed a Corporate CDM training programme
  - Report quarterly on numbers of projects notifiable to the HSE

## 6 Regulatory Activity and Incident Reports

- 6.1 The Health and Safety Executive (HSE) and Fire Authority are the main agencies for regulating and enforcing who have the legal authority to serve notices of contravention, improvement or prohibition on an operation/activity that does not comply with the relevant statutory requirements. Notices can lead to prosecution of the Council or individuals.

6.2 There are several regulations that require the Council to report to the Regulator regarding health and safety. These reporting requirements promote health and safety by early intervention and prevention, support targeted strategies and creates a culture of accountability and compliance alongside facilitated collaboration with key stakeholders.

These include:

- Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
  - F10 – Notification of a Construction Project – Construction Designs Management Regulations 2015
  - Mandatory Occurrence Reporting (MoR) - The Building (Higher-Risk Buildings Procedures) (England) Regulations 2023
- There has been no enforcement action taken against the Council for the period covering April 2024- February 2025.

### **Progress so far - Enforcement**

6.3 There has been no enforcement action by the regulators for 2024-2025 taken against the Council. There was one planned visit during this period from the HSE related Asbestos for a school. Actions required of the School and Building Practice were signed off by the HSE.

### **Progress so far – Accident Incident Management and Reporting**

6.4 All accidents and incidents are required to be reported and recorded on the Council 's Accident Incident Reporting System - Claims Control. This is an online reporting system and managers are required to ensure that all their employees can access the system to report an incident. All incidents are triaged and undergo a level of suitable investigation and follow up from the Corporate Health, Safety and Wellbeing Team.

6.5 The Corporate Health, Safety and Wellbeing Team are responsible for reporting incidents and ensuring that any incident that is required to be reported to the HSE under RIDDOR is reported within the specified timescales.

6.6 All incidents this year have been reported within specified timescales. There has been a reduction in the number of incidents across all areas of the Council since April 2024. There has been an improvement in the time it takes to report all incidents to the HSE under RIDDOR. The Claims Control Accident Incident Reporting System has enabled improvement in the way incidents are reported and followed up.

6.7 Currently, the data is presented through the H&S governance structure on a quarterly basis. The amount of information that is shared is limited however, the Corporate Health, Safety and Wellbeing Team are working with the insights data team to develop and present the data through a dashboard.

6.8 Of the 25 Incidents that were reported there was no follow up from the HSE All reports were followed up and monitored by the Corporate Health Safety and Wellbeing Team. Managers were asked to review risk assessments and update and share learning points and actions taken to prevent a similar incident at the end of their investigation. Where an incident relates to a member of staff being absent from work managers, were required to review risk assessments and ensure that a return-to-work form is completed.

6.9 The number of incidents overall is reducing year on year. This includes all types of incidents including violence and aggression to staff. The number of Reportable incidents to the HSE have also reduced year on year. Most of the physical violence is linked to pupils. Most of the verbal aggression is related to service users and public interaction with our workforce. 45 employees were absent from



work due to a work-related injury and 81 people (staff, members of the public and pupils) required hospital treatment for an injury that was related to the workplace or activity carried out in the workplace. There was 1 Dangerous occurrence.

6.10 The following Tables (1-60 illustrate a breakdown of incidents by type, trends, and Directorate. \* Reporting for 2024-2025 records (Q1, Q2&Q3)

6.10(1) **Table 1: Total number of Incidents including Aggression /Violence over a 7-year period**

Type	*2024/2025	2023/2024	2022/2023	2021/2022	2020/21	2019/20	2018/19
Accidents	393 ↓	735	862	323	401	766	1044
Aggression / Violence	247 ↓	207	372	564	445	625	679
	640	942	1234	887	846	1391	1723

6.10(2)

**Table 2: Total number of incidents by Directorate over a 7-year period**

Directorate	*2024/2025	2023/2024	2022/2023	2021/22	2020/21	2019/20	2018/19
Adults and Communities (included C&E for <2023)	85 ↓	373	718	597	657	965	1168
Children & Education	190 ↓						
Growth & Regeneration	290 ↓	433	422	256	160	315	505
Resources	75 ↓	136	94	34	29	111	50
<b>TOTAL</b>	<b>640</b>	<b>942</b>	<b>1234</b>	<b>887</b>	<b>846</b>	<b>1391</b>	<b>1723</b>

6.10(3)

**Table 3: Breakdown of key indicators by Directorate 2024-2025**

Directorate	Days lost	Hospital Treatment	Near Miss	Traumatic Event	Physical Violence	Verbal Aggression
Adults and Communities	3	8	7	0	9	12
Children & Education	23	49	5	0	89	5
Growth & Regeneration	19	15	59	4	23	66
Resources	0	9	4	2	6	37
<b>TOTAL</b>	<b>45</b>	<b>81</b>	<b>75</b>	<b>6</b>	<b>127</b>	<b>120</b>

6.10(4)

**Table 4: Number of Reportable Incidents by Directorate over a 7-year period**

Directorate	2024/2025	2023/2024	2022/2023	2021/22	2020/21	2019/20	2018/19
Adult, and Communities (included C&E for <2023)	3 ↓	24	16	16	14	20	23
Children and Education	14 ↓						
Growth & Regeneration	8 ↓	14	12	7	16	10	32
Resources	0	0	1	1	1	0	0
<b>TOTAL</b>	<b>25</b>	<b>38</b>	<b>29</b>	<b>24</b>	<b>31</b>	<b>30</b>	<b>55</b>

6.10(5)

**Table 5: Categorised Reportable Incidents by Directorate 2024-2025**

Directorate	Work – related fatality	Specified Injury	Dangerous Occurrence	>7-day absence	Member of Public or pupil taken to Hospital for Treatment	Occupational Disease
Adults and Communities	0	0	0	2	1	0
Children & Education	0	0	0	5	9	0

<b>Growth &amp; Regeneration</b>	0	4	1	3	0	0
<b>Resources</b>	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>0</b>

### Reporting of other Health and Safety requirements.

- 6.11 The Council is also required to report and notify the HSE of certain construction projects. These are:
- If the construction is scheduled to last longer than 30 working days, and it will have more than 20 workers working at the same time at any point in the building project.
  - The construction work has more than 500 person days. All types of construction projects, including domestic projects, are subject to notification

There is currently no oversight or assurance of projects that require notifying. However, the new gateway process for CDM will allow us to record centrally and report on whether all work has been reported on time.

- 6.12 The reporting that is required is Mandatory Occurrence Reporting (MoR) to the Building Safety Regulator (BSR) (HSE). The Housing and Landlord Building Safety Team report safety occurrences of any structural flaws and fire risks that could lead to catastrophic disasters, and accordingly, mitigate safety risks throughout the life cycle of a building. All MoR have been reported to the BSR on time and in accordance with the required standards. For 2024-2025 **35** MoRs have been submitted to the BSR (HSE).

## 7 Monitoring Arrangements for Health Safety and Wellbeing

- 7.1 Our approach for checking the arrangements for health safety and wellbeing over the last 12 months for effective monitoring has included reporting key events to Corporate Leadership Board as the Executive H&S Board, using the 'Check, Act, elements from the Plan Do Check Act Cycle of our chosen management system to learn from and make any adjustments where necessary; and reviewing our data collection (CHaSMS, Occupational Health & Employee Assistance Programme and Accident Incident Near Miss data and regulatory notifications including Mandatory Occurrence Reporting (MOR) and F10's) to prioritise and target key health safety and wellbeing risks.
- 7.2 Quarterly updates have gone to Directorate meetings. Corporate Leadership Board has monitored the following activity through the Executive Board:
- Progress on Workforce related internal Health Safety and Wellbeing (inc. areas of substantial risk and non-compliance) includes performance management and Management Data.
  - Assurance and Exception Reports for key functions.
  - Health and Safety Insurance Claims
  - Data and updates
  - Policy and Procedure Updates /reviews.
  - Regulatory updates and compliance information.

### Corporate Health and Safety Monitoring System – CHaSMS

- 7.3 The Corporate Health and Safety Monitoring System (CHaSMS) is part of our checking system for health safety and wellbeing. The process is developed and managed by the Corporate Health, Safety

and Wellbeing Team. It is the responsibility of Managers, Heads of Service and Directors to complete the return on an annual basis.

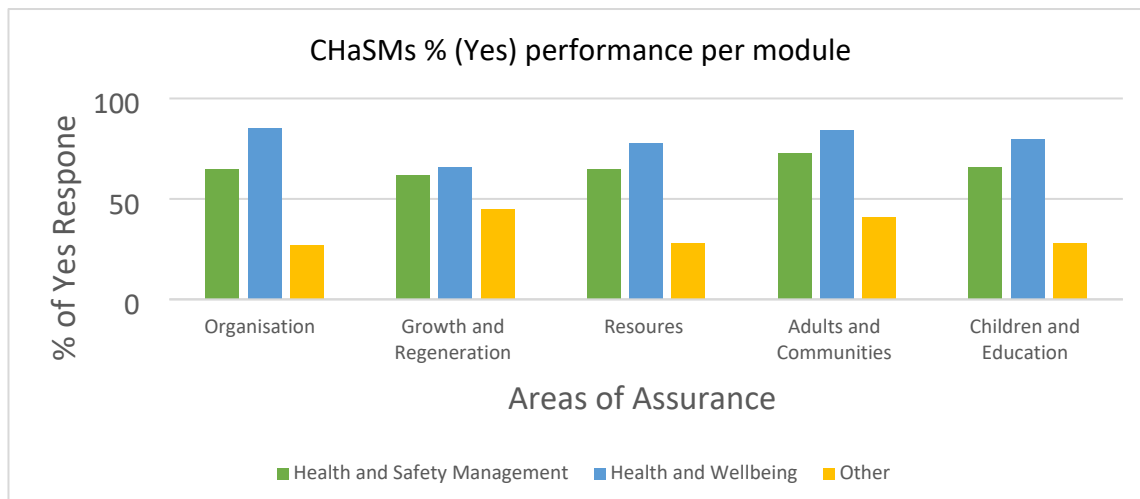
- 7.4 The purpose of the system is to allow managers to identify where they are with health, safety, and wellbeing and to measure how well they are doing and decide whether they need to anything else to either ensure compliance with the minimum legal requirements and /or to adjust or improve the way they do things. The performance target for 2024 was to reach a 100% completion of the process.
- 7.5 CHaSMS ask a selection of targeted questions in key areas to allow the Council to form a picture of where they are regarding compliance, culture, and areas for improvement at a local, directorate and strategic level. CHaSMS were completed by Managers, Heads of Service, Directors, and Executive Directors. Questions were targeted and focussed on the Management of Health and Safety and Health and Wellbeing with a couple of miscellaneous follow up questions. The questions are designed to enable managers to meet the minimum legal requirements.
- 7.6 The outcomes are based on Yes responses. Where a response was recorded as partial further work would be required and this would be captured in the Action Plan. Where a manager put a N/A or No response this indicated there was a misunderstanding of what was being asked and/or the requirement for minimum compliance had not been met. This would be followed up by the Corporate Health Safety and Wellbeing Team.

#### **Progress so far**

- 7.6 The Council achieved for the first time since CHaSMS was introduced 100% completion of the process. This was achieved for all Directorates. The quality of the CHaSMS returns overall was good with enough information provided to support the performance score of Yes/No/In part/NA. Each Directorate has received feedback on their annual CHaSMS return.
- 7.7 The overall level of compliance across the Council is good. Health and Safety Management 65% and Health and Wellbeing 85%. Work is ongoing to ensure action plans are in place for any areas where a positive result was not provided. There was a total of 310 responses across the organisation any question that was not in place or only partially in place forms part of the managers health and safety action improvement plan. The Corporate Health, Safety and Wellbeing team are supporting managers with their action plans. Heads of Service and Directors are responsible for monitoring health and safety action plans and for ensuring that adequate resource is in place to effectively manage the risks.
- 7.8 **Module 1** – Health and Safety Management required managers to provide assurance that they had covered the basic requirements for health and safety. This included ensuring all staff had read and understood the Corporate Health and Safety Policy, completed risk assessments, core health and safety training, induction and Display Screen Equipment (DSE) assessments. It also required managers to confirm that all staff were able to report an accident or incident using the Corporate System and understood and used the Flagging system.
- 7.9 **Module 2** – Covered areas including access to Mental Health at Work First Aiders, management of stress and stress risk assessments, access to EAP and health and wellbeing plans. There was a good response to managers promoting the Employee Assistance Programme. There was also a good response to managing stress, 85% of returns had either completed or done work towards having a current stress risk assessment in place.

7.10 **Module 3** – This was the weakest area across the Council and in each Directorate. Managers need more help to fully understand the implications and the requirements of what to do if an HSE Inspector contacted them or arrived on site. All managers should have a health safety and wellbeing action plan in place and the scoring on this need's improvement.

7.11 **Chart 1: Overall outcomes and outcomes for the Council and by Directorate**



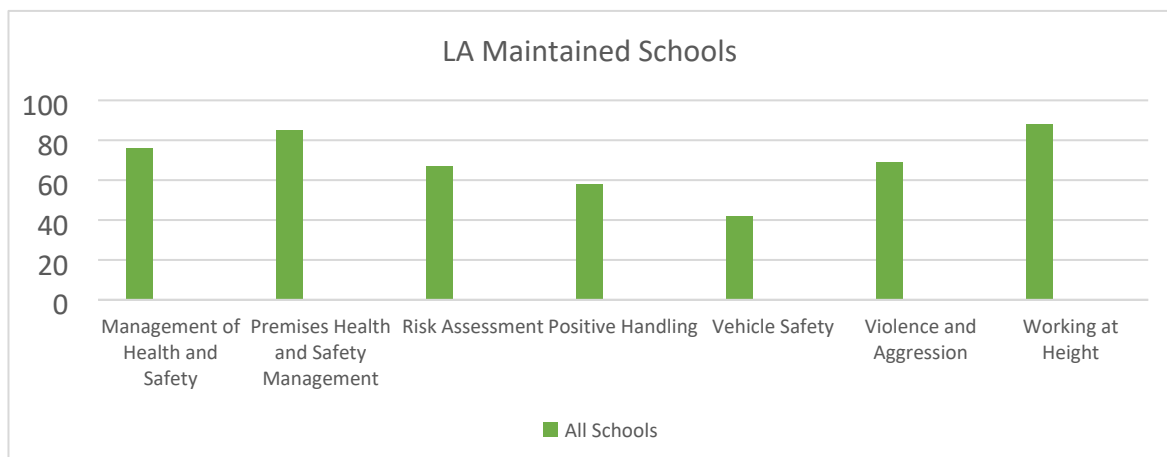
### Schools - Corporate Health and Safety Monitoring System (CHaSMs)

7.10 Bristol City Council as the employer for our maintained schools is responsible for the health and safety of school employees, pupils, and visitors in the workplaces. We must also ensure that school premises, the accommodation and facilities provided must be kept up to a standard where the health, safety and welfare of pupils are secured.

Most schools procure their health and safety provision from outside of the Council. However, as a minimum we expect schools to complete their annual CHaSMS return. This allows us to assure ourselves on whether they are doing enough to meet the minimum standards. For 2024 the performance was targeted in the following areas:

- Management of Health and Safety
- Premises Management
- Risk Assessment
- Positive Handling
- Vehicle Safety
- Violence and Aggression
- Work at Height

7.11 **Chart 1: % of yes outcomes for all LA Maintained Schools**



7.12 There was a 100% return from schools. Follow up visits are currently being arranged to discuss any areas of weakness, and these will be completed by September 2025.

## 8 Occupational Health and Employee Assistance Programme (EAP)

8.1 During 2024, a re-procurement of our Occupational Health and Employee Assistance Programme (EAP) took place, with a new provider in place from December. The specification was reviewed and lessons learned were incorporated for an improved service offer.

8.2 It delivers our health surveillance programme to those staff who are at risk of occupational ill health through their work.

8.3 This new service takes a targeted, risk-based approach. The management referrals will provide HR and managers with clinical support where a medical opinion is required.

8.4 The Occupational Health service will provide the following:

- Pre employment screening and health checks
- Management referrals (as per the agreed criteria with HR) for Occupational Health Assessments
- Ill Health Referrals
- Screening for Night Workers
- Health Surveillance for Hand Arm Vibration Syndrome and Noise Induced hearing loss
- Health checks and surveillance /monitoring for respiratory and skin sensitisers
- A limited physiotherapy service

The Council is also able to access other services including the Needlestick Hot line and alcohol, drug and blood testing.

8.5 The EAP service gives all Council employees individual access to the support via an App which will support their health and wellbeing. There is also a 24/7 phone line available.

8.6 This integrated approach supports the Corporate Health, Safety and Wellbeing strategy and will provide proactive solutions to improve the physical and mental health of our workforce. The service has a range of practical and emotional tools and is supported by assistive technology so our workforce can better manage their wellbeing.

## Progress so far

- 8.7 A comms strategy has been delivered to support the new Occupational Health and EAP services and bring the new provider to the attention of our workforce. There are some roadshow/drop ins that are taking place during March and April 2025 which will promote the service further.
- 8.8 The Corporate Health, Safety and Wellbeing Team and HR are currently updating any information in policy and procedures and/or the Source to ensure that it provides the correct information on the Occupational and EAP service.
- 8.9 Several onboard sessions have taken place to allow referrals to be made. HR are working through current referrals with managers to ensure that these are dealt with in a timely manner. Arrangements have commenced to implement the health surveillance programme.
- 8.10 Contractual relationship meetings are taking place weekly for the first 6 months as part of the onboarding and implementation process, they will move to quarterly after June 2025 to monitor the performance of the contract.

## 9 Health and Wellbeing

- 9.1 Supporting our workforce with their wellbeing is central to the overall vision of our Health Safety and Wellbeing Strategy. We continue to prioritise our workforce's health and wellbeing by ensuring we have an integrated approach using the 5 ways to wellbeing as a framework to create an environment that actively and consistently promotes a healthy and well workplace by supporting our workforce to have a better work life balance and reduce stress within the workplace and beyond. Our strategy focuses on **Mental Health and Wellbeing, Physical Health and Wellbeing and Workplace Health.**

### Progress so far – Mental Health and Wellbeing

- 9.2 The Council continues to use the Mental Health at Work Commitments to prioritise and to take the necessary steps to effectively support our workforce with their mental health and wellbeing. This framework sets out 6 clear standards based on what best practice has shown is needed to make a difference. Using these, we have made satisfactory progress in creating an environment where employees can thrive.
- 9.3 **Standard 1: Prioritise mental health in the workplace by developing and delivering a systematic programme of activity.**  
The Corporate (Health Safety and) Wellbeing team have delivered a broad range of activities during 2024 -2025 to actively promote this standard. These have included targeted wellbeing sessions for teams, stress management workshops, support with stress risk assessments and training on how best to respond to and manage key stressors identified and develop a realistic achievable action plan. In addition, we continue to support and promote the annual MIND 'Time to Talk' day. The Council remains committed to the Time to Change Employer pledge and supports Thrive Bristol.
- 9.4 **Standard 3: Promote an open culture around mental health.**  
The Council has improved its visibility in supporting mental health at senior management level and we now have an increased number of Mental Health Champions at Director level. This includes participation in the Mental Health First Aid training.

Currently there are approximately 800 staff who have been trained in Mental Health First Aid (MHFA) and there are several MHFA who are advertised to act as champions across the Council and can be approached by the workforce for individual support. The training for MHFA is delivered by key members of the Corporate Wellbeing team who also provide ongoing facilitated support to this group of staff who volunteer their time to provide this invaluable service to the workforce. Continued support is provided to individual employees and their managers where there are complex psychological mental health requirements that fall outside of the Employee Assistance Programme.

**9.5 Standard 5: Provide mental health tools and support.**

Our Source pages for Health and Wellbeing have been updated and provide a range of current resources that supports our workforce mental health. In addition to this our new provider of the Councils Employee Support Programme (EAP) provides access to every employee 24/7 via a telephone or through the providers wellbeing app.

9.6 The remaining standards (*Standard 2: Proactively ensure work design and organisational culture drive positive mental health outcomes. Standard 4: Increase organisational confidence and capability. Standard 6: Increase transparency and accountability through internal and external reporting*) have been included in the programme of delivery work for 2025-2026. (See appendix 1)

**Progress so far - Physical Health and Wellbeing**

9.7 A wellbeing roadshow was delivered across several sites during September 2024, and this was followed up by some joint work with Public Health and the NHS on workplace physical health checks. During February 2025 more than 200 workplace health sessions were delivered by our NHS partner. These MOTs were part of a pilot to carry out checks that would spot early signs of heart disease and provide people with the information they need to reduce their risk of having a heart attack, stroke or developing diabetes and support individuals with their health. These MOTs have been well received by the Council's workforce.

**Progress so far – Workplace Health**

9.8 Focussing on physical hazards has been key to providing a safe working environment and protecting the short- and long-term health of our workforce. The first stage is to ensure managers undertake risk assessments, as it identifies the potential health hazards, assesses their impact, and identifies steps to control them which will then inform and support any workplace health programme. During 2024 we concentrated on excessive noise, vibration, and poor ergonomics particularly related to workstation use. Risk assessments for the control of noise and vibration must ensure that any person despite actions to control the risks are not likely to be regularly exposed above a given level (Vibration is Exposure Action Level, Noise is 80 dB(A)).

9.10 The Councils health surveillance programme for targeted services where the activity and use of work equipment could expose employees to health risks and allow us to identify any initial stages of noise or vibration related disease. A total of 73 health assessments were carried out across Parks, Fleet Services and Crems and Cems. Each manager received an outcome report with recommendations for the individual employee including ongoing health surveillance requirements.

9.11 We are working with our new provider to design and provide the ongoing health surveillance programme to monitor, any existing or new health conditions/risks related to the work activity, and/or identify new health risks.

9.12 There remains an increase in the number of cases coming to the Corporate Health, Safety and Wellbeing team for Work Related Musculoskeletal disorders (WRMSD) both acute and chronic -



some linked to neck strain and other condition from display screen activity including not sitting properly at their desks.

- 9.13 All users of display screens are required to complete the e learning and a Display Screen Equipment (DSE) assessment. This is to ensure that all employees know how to set up their desk properly what equipment is required and how to sit at their desk correctly so not to cause themselves injury. The Council provides additional support and workplace assessments for any employee that has additional requirements. There have been 108 individual employee assessments during the last 6 months to support employees with their DSE requirements.
- 9.14 Some of the issues that are being dealt with jointly with colleagues in HR (reasonable adjustments) also relate to a shortage of height adjustable desk provision in all the offices and a lack of suitable DSE chairs in the offices that are not the core buildings - City Hall and Temple Street.

## 10 Key Performance Indicators for 2024-2025

10.1 The following Key Performance Indicators were set for 2024 – 2025.

1. Number of enquires triaged and answered within 1 working day – 100%
2. % of CHaSMS returns – Ex Directors and Directors 100% Heads of Service 100% Managers 100%
3. Number of RIDDOR reported to the HSE with the required timescales.

Reporting of Incidents Injury Diseases and Dangerous Occurrence Reporting Requirements			
No	Category of Reporting	Required Timescale	Outcome
1.	Specified Injury	10 Days	100%
2.	>7-day injury	15 days from injury	78.6%

## 11 Key Areas of Work 2025-2026

- 11.1 The detail of the key areas of work are set out in our Service Plan and Strategy Delivery Plan (Year 1) for 2025. Progress and outcomes will be reported quarterly through the health, safety, and wellbeing governance structure.
- 11.2 The proposed actions for 2025 – 2026 are:
1. Implementation Plan – Year 1 Health Safety and Wellbeing Strategy see **appendix 1**
  2. Delivery of the Health Surveillance Programme
  3. Delivery of the Construction Design Management Action Plan
  4. Implementation and embedding of the new Occupational Health and EAP service
  5. Continue to embed the new Health Safety and Wellbeing governance structure

**Attached Appendix 1 – Strategy Year 1 Delivery Plan**

