



UNIVERSITY OF LEEDS

# Wellbeing, Safety and Health

Annual Report 2022/2023



Health &  
Wellbeing

you+me

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# Introduction

**The Wellbeing, Safety and Health (WSH) Annual Report provides an overview of the Service's achievements and progress towards meeting its strategic aims and objectives during the period 1 August 2022 – 31 July 2023.**

2022/23 has been an incredibly productive, rewarding and successful year for WSH. The achievements of the Service would not have been possible without our strong relationships across the University, or the talent, expertise and commitment of the Wellbeing, Safety and Health teams. We'd like to say a big thank you to everyone for their invaluable contributions. Colleagues have delivered so much this year, with great enthusiasm, humour and a team spirit that continues to grow.



**Paul Veevers**  
Director - Wellbeing,  
Safety and Health



**Lynn Clark**  
Head of Health  
and Safety



**Patrick Craig**  
Head of Health  
and Wellbeing

# Foreword

**Following the unprecedented challenges of previous years, our operations and activities returned to normal this year and it has been fantastic to see the University campus thriving once again.**

This greater sense of normality has allowed us to focus on a number of new projects and initiatives to develop and strengthen our frameworks of health and wellbeing support for the University community. The needs of the workforce are changing and over the last 12 months there has been a significant increase in referrals to our Occupational Health (OH) and Staff Counselling and Psychological Support Service (SCPSS) teams – echoing a rise in demand for such support services nationally.

Meeting the evolving needs of staff has required an agile, responsive and collaborative approach. We've worked in partnership with multiple teams across the University to broaden and diversify our provision - introducing new programmes of training for staff, managers and leaders; expanding our clinical teams and spaces; undertaking the Faculty of Medicine and Health contract for the pre-registration clearance of FMH students; and made significant progress in the development of the Wellbeing Implementation Plan and HR health-related policies.



The year has seen further improvements in our health and safety culture across the University. Our health and safety teams have continued to show their proficiency in quickly responding to emerging issues, alongside maintaining core business activity and delivering objectives. We've successfully maintained ISO 45001:2018 accreditation, introduced new key performance indicators, improved BritSafe training compliance and made advances in protocol developments and our fire safety programme.

### **Looking ahead**

As we move into next year, we look forward to launching the University's first Health and Wellbeing Implementation Plan. This will provide an action-centred framework for the whole institution, to ensure our support, information and interventions are consistent, regularly evaluated and fit for purpose.

To support the successful delivery of the Health and Wellbeing Implementation Plan, and meet the emerging needs of staff, we will continue to grow the OH and SCPSS provision and work with colleagues in the People and Culture Directorate to improve guidance around the management of work-related stress and our approaches to support the physical and mental wellbeing of our staff.

Further areas of focus include our ongoing work to ensure compliance with the Building Safety Act 2022. The fire safety team is providing direction to the fire programme board and we have already made considerable headway in the last year alone. The Service is in a strong position to face future challenges and seize new opportunities with confidence.

We continue to drive improvements in our support and processes and consistently demonstrate high standards of health and safety in our inspections and audits. We know there is more work to be done. The wellbeing, safety and health of the University community is a key element to Leeds maintaining its position as a world leading institution and employer of choice. I feel privileged to work with the team, our partners and I look forward to what we will achieve together in the next year and beyond.

**Paul Veevers** - Director  
Wellbeing, Safety and Health

# Our achievements

## Accreditation

12th consecutive Royal Society for the Prevention of Accidents (RoSPA) Gold Award

Maintained ISO 45001 in: the Facilities Directorate; Faculty of Biological Sciences; Faculty of Medicine and Health; Information Technology; Wellbeing Safety and Health

## Health and Wellbeing of the University Community

Delivery of Workplace 'Mental Health and Work-Related Stress' training for the University Executive Group and leadership teams

Launched new 'Role-based mental health training for frontline staff' and 'Health and wellbeing management essentials' workshops

830 members of staff supported in Occupational Health referrals

920 clients supported by the Staff Counselling and Psychological Support Service



## Activities and Engagement

1065 members of staff participating in Window on Wellbeing events and initiatives

158 Health and Wellbeing Champions in post across the University

Frequent meetings and consultation with campus Trade Unions

## Health and Safety Compliance

BS997: Fire Risk Management Systems compliance

Increased staff compliance in BritSafe training

External radioactive substances inspection passed successfully

Health and Safety responsibilities training delivered by Eversheds for the University Executive Group and leadership teams.

## Health and Safety Management System

Launched the Faculty of Medicine and Health (FMH) contract to provide pre-clinical clearance, fitness to practice and ongoing support for FMH students

New Health and Safety Management Profile (HASMAP) Key Performance Indicators completed

5 Health and Safety Protocols reviewed and updated

# Health and Safety: Developments and Compliance

## ISO45001:18 Occupational Health and Safety

During 2022 we were externally audited and retained our accreditation to ISO 45001. The following areas to successfully achieve ISO 45001 are:

Wellbeing, Safety and Health Service (including Occupational Health and Safety Management Systems)

- Information Technology Service
- Facilities Directorate
- Faculty of Medicine and Health
- Faculty of Biological Sciences

The University is continuing its aim of attaining ISO 45001 within the remaining faculties and services across the institution.

## Britsafe Online Training

The University compliance figures for the Britsafe online training are produced annually to monitor compliance. 2022/23 data indicates levels are continuing to rise with an overall 87% average completion across the three modules: Fire Safety; Display Screen Equipment (DSE); and Manual Handling (MH).

## Compliance data for BritSafe online training as measured on 18 September 2023

	Compliance data (%)				
	Staff numbers	Fire	DSE	MH	Average
<b>Faculty of Biological Sciences</b>	368	85%	92%	91%	89%
<b>Facilities Directorate</b>	706	98%	91%	88%	92%
<b>Professional Services</b>	3390	90%	95%	93%	93%
<b>Faculty of Medicine and Health</b>	1693	77%	82%	82%	80%
<b>Faculty of Engineering and Physical Sciences</b>	990	84%	91%	90%	83%
<b>Leeds University Business School</b>	419	84%	88%	92%	88%
<b>Faculty of Arts, Humanities and Cultures</b>	889	79%	89%	88%	85%
<b>Faculty of Social Sciences</b>	338	72%	87%	87%	82%
<b>Faculty of Environment</b>	729	77%	87%	84%	83%
<b>University of Leeds</b>	9522	83%	89%	88%	87%

On a regular basis local data is provided to Faculties and Services to identify staff who need to update their training. Work continues at Faculty, School and Service levels to impress on staff the importance of completing their training.

## Technical Support and Advice

Over the last 12 months the Wellbeing, Safety and Health Service has continued to offer technical support and advice on a wide range of construction and refurbishment programmes. A fire safety programme board has been operational during 2022/2023 which has required significant support and direction from the Service's Fire Safety Team.

Continual liaison and assurance has been provided to the West Yorkshire Fire and Rescue Service regarding our residential portfolio.

Service level agreements remain in place with NEXUS (and companies operating under this agreement) and Leeds University Union to offer support to our partners. Support continues to be provided to Bright Beginnings.

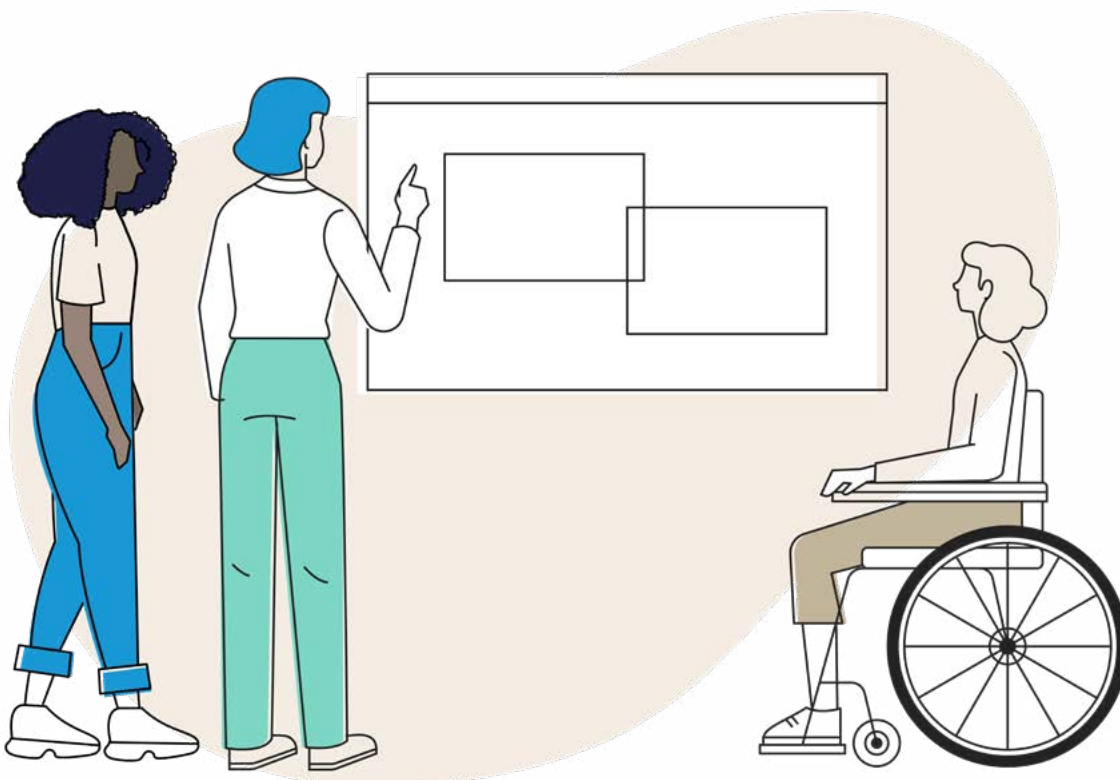
## Health and Safety Training

First Aid training courses were delivered to 184 new first aiders and 69 current first aiders received requalification training.

Fire Warden training was delivered to 117 new recruits. Refresher training – which takes place every 3 years – will recommence in November 2023 following the pandemic hiatus.

## Enforcement Visits

The University was inspected by the Environment Agency on 14 December 2022, under the Radioactive Substances Regulation. The purpose of the inspection was to measure the level of compliance with the permit to keep, use and dispose of radioactive material issued to the University under the Environmental Permitting Regulations 2010. The inspector did not identify any matters requiring enforcement or follow up.





# Accident and Incident Data

The following data relates to accident and incident information reported on the Sentinel system in the period 1 August 2022 - 31 July 2023. The second column shows the number by which it has increased from the same period, the previous year.

Total incidents reported on Sentinel	1824	↑ 426
Injury or ill health	934	↑ 323
Near misses	289	↑ 110
Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)	11	↑ 5
Fires	8	↑ 4
Fire alarms	475	↑ 14

The incident data has shown a return to the normal, pre-pandemic, levels that we have seen over previous years. Work continues to analyse each incident and look at ways to reduce any risks identified.

## Significant Incidents

### Electric Scooter Battery Fire

In November 2022 a fire caused extensive damage to an office on Cromer Terrace. The incident was attended by the West Yorkshire Fire and Rescue Service who identified the cause of the fire to be an E-scooter battery left on charge. Fire compartmentalisation prevented the fire from spreading outside the room and the fire alarm system functioned as required, providing an early warning for occupants to evacuate the building unharmed. Following this incident, the storage and charging of E-bikes, E-scooters, E-skateboards and similar devices are now prohibited inside University buildings.

Communications are ongoing with staff and students to raise fire safety awareness and lockable, external charging points are scheduled to be installed across the University by January 2024.

### Escape of Styrene Vapour

The Electronic and Electrical Engineering building was evacuated in a controlled manner in November 2022 due to the presence of a strong-smelling chemical. The odour was found to be associated with a chemical used in the installation of a resin floor in the Helium Recovery Suite. As part of future construction projects taking place in occupied buildings, the management of odours will be explicitly drawn to the attention of the contractor, either via the tender process or as part of pre-construction information.

# Health and Safety Management Profile

**The Health and Safety Management Profile (HASMAP) is a management standard and internal audit tool which has been developed for use in Higher Education by the Universities Safety and Health Association (USHA).**

It is based on the HSE publication, ‘Successful Health and Safety Management (HSG 65)’ and aligned to BS ISO 45001:2018 Occupational Health and Safety Management Systems. HASMAP has 3 levels of assurance: Basic; Substantial; and High (although Partial Basic may also be reported).

## Key Performance Indicators (KPIs)

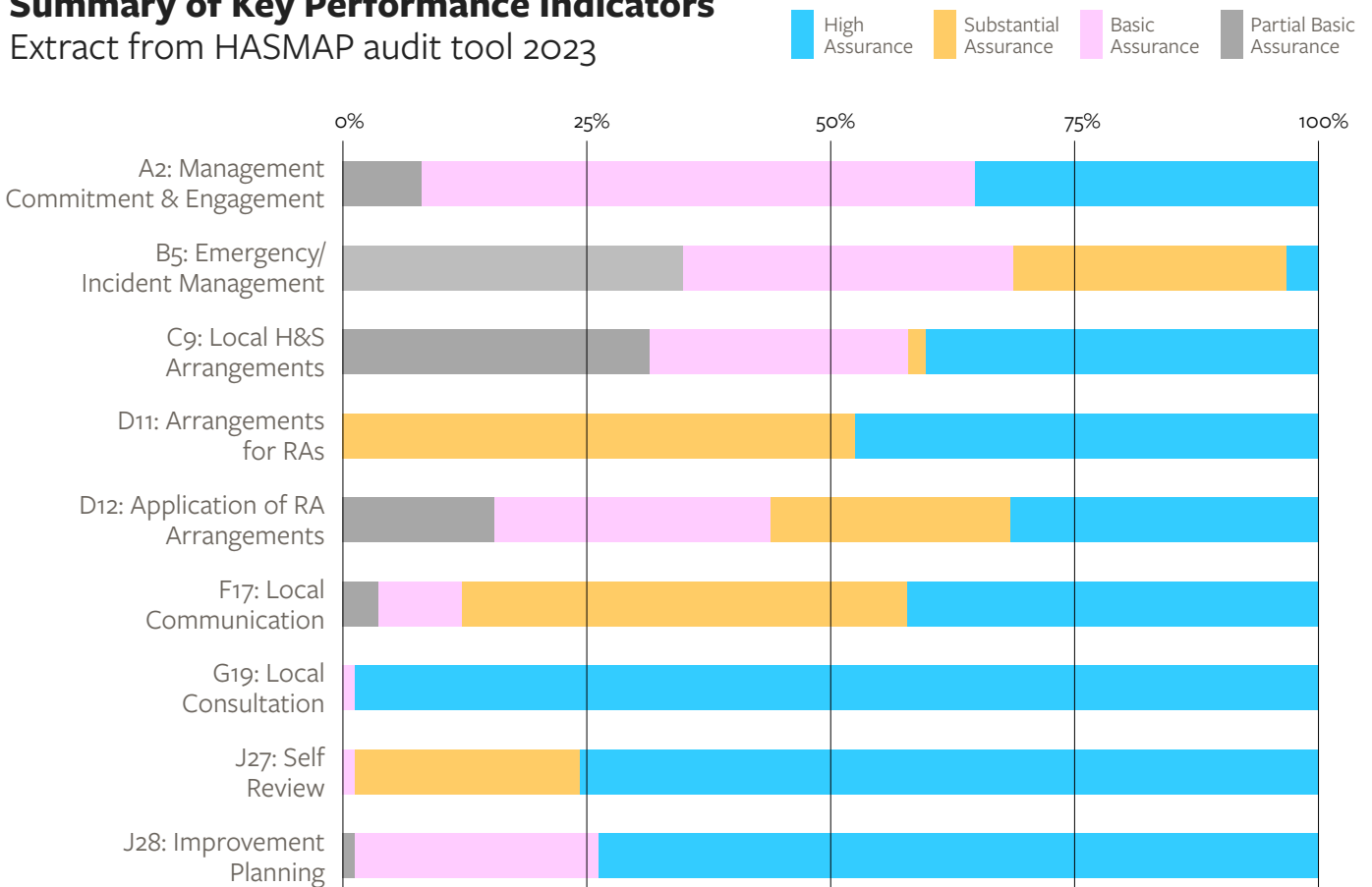
For 2022/23 a new set of KPIs were selected from 9 Themes within HASMAP which are particularly important for ISO 45001 compliance.

The first benchmark results have now been recorded to compare and monitor progress against the new KPIs and provide an annual position on the University’s performance against the HASMAP levels of assurance.

The summary of results are detailed below, collating data from all schools and services across the University.

## Summary of Key Performance Indicators

Extract from HASMAP audit tool 2023



The scores are based on the level of compliance against the standard. Grey does not signify a failing or a breach of a legal requirement. The graph indicates levels of maturity to help identify areas of development.

The data indicates that several schools and services are already at High Assurance for several KPIs, with G19 Local Consultation being the highest at 98%. The findings however also highlight several areas of Partial Basic Assurance where performance needs to be improved. In line with the Health and Safety Monitoring Protocol, each faculty, school and service is now reviewing their own levels of assurance, and action planning to advance their scores, with the aim of attaining High Assurance by 2025.

The University is also in the process of delivering a holistic business continuity (BC) framework across faculties and services, which includes a full review of critical incident management and activation protocol. The roll out of the BC framework will be supported by the introduction of a BC management system (Meridian).



# Policies, Procedures and Engagement

## **Health and Wellbeing Implementation Plan**

The development of the University Health and Wellbeing Implementation Plan continues to progress, informed by: the 2021/22 PwC internal audit on staff mental health provision; the results of the employee engagement survey; stakeholder engagement; and focus groups. The implementation plan – due to be launched early 2024 - will provide a whole University approach to address the needs of individuals and managers by establishing an organisational health and wellbeing pledge that is supported by a series of ambitions and commitments.

## **Employee Engagement Survey**

In February 2023 the Service supported the delivery of the University-wide employee engagement survey. The survey covered a range of themes including health, safety and wellbeing – the results of which have provided us with clear data on what matters to the University community. Feedback from the survey is informing the priorities and direction of the Health and Wellbeing Implementation Plan and the Service continues to support the University's response to the organisational results and action planning process.

## **Health, Safety and Wellbeing Committee**

To acknowledge health and wellbeing as a strategic priority, the University's Health and Safety Committee officially changed its title in June 2023 to the Health, Safety and Wellbeing Committee.

The terms of reference and committees protocol have been updated to reflect this change and incorporated into all faculty, service and school-level health, safety and wellbeing meetings. This move is a significant step forward. It positions workplace health and safety across the University in a holistic sense - beyond the singular focus of physical dangers – to consider the emotional and mental health of the University community.

## **Human Resources Health-Related Policies**

This year work commenced on reviewing the HR related health policies, working in collaboration with colleagues in the People and Culture team to improve guidance and support around the management of work-related stress and approaches to support staff.

# Health and Wellbeing of the University Community

**Significant progress has been made this year in broadening our provision of support for staff.**

Providing access to support, training, and building the competencies of staff is essential if we are to promote mental health and wellbeing, reduce illness, and develop the skills of individuals to recognise and manage their personal wellbeing and support those around them.

Across our service provision we are experiencing an increase in demand by our colleagues. We have worked hard over the previous 12 months to raise awareness of the wide range of support available, reinforcing the message that engagement with our services is a positive and empowering step.

## Staff Counselling and Psychological Support Service (SCPSS)

The SCPSS team continue to support the workplace and/or personal wellbeing of staff, managers and leaders through their confidential counselling service and a rolling programme of training events, workshops and role-based consultancy sessions.

### Workplace Mental Health and Work-Related Stress Workshops

During June and July 2023 SCPSS delivered 9 'Workplace Mental Health and Work-Related Stress Workshops' to members of University Executive Group (UEG) and their respective leadership teams. In total 126 University leaders received this training, prompting a series of requests for additional school and service workshops, which will be factored into planning for 2023/24.

### Role-Based Mental Health Training for Frontline Staff

A new 'Role-Based Mental Health Training for Frontline Staff' course was launched in March 2023 by Staff Counselling, Student Counselling, Security, Residences and Leeds University Union (LUU) providing tailored guidance to staff who might be first responders to critical incidents involving students. To date, 3 in-person courses have been delivered to 60 staff members. This project was recently recognised as best practice at a Mental Wellbeing in Higher Education conference. To scale this training, a project is currently underway with the Digital Education Service to develop a digital resource that can be accessed more widely.

### SCPSS Self-Referrals

Over the reporting period 1 August 2022 - 31 July 2023, SCPSS received 572 self-referrals from new clients, a 32% increase from the same period, the previous year.

Potential reasons for this increase in demand include: a raised awareness of mental health/symptoms; reduction of stigma; a national trend in increased use of counselling services; and a developing knowledge of SCPSS – staff and managers are becoming more aware of the Service and how to access it through onboarding, health and wellbeing campaigns and training.

## Occupational Health Service (OH)

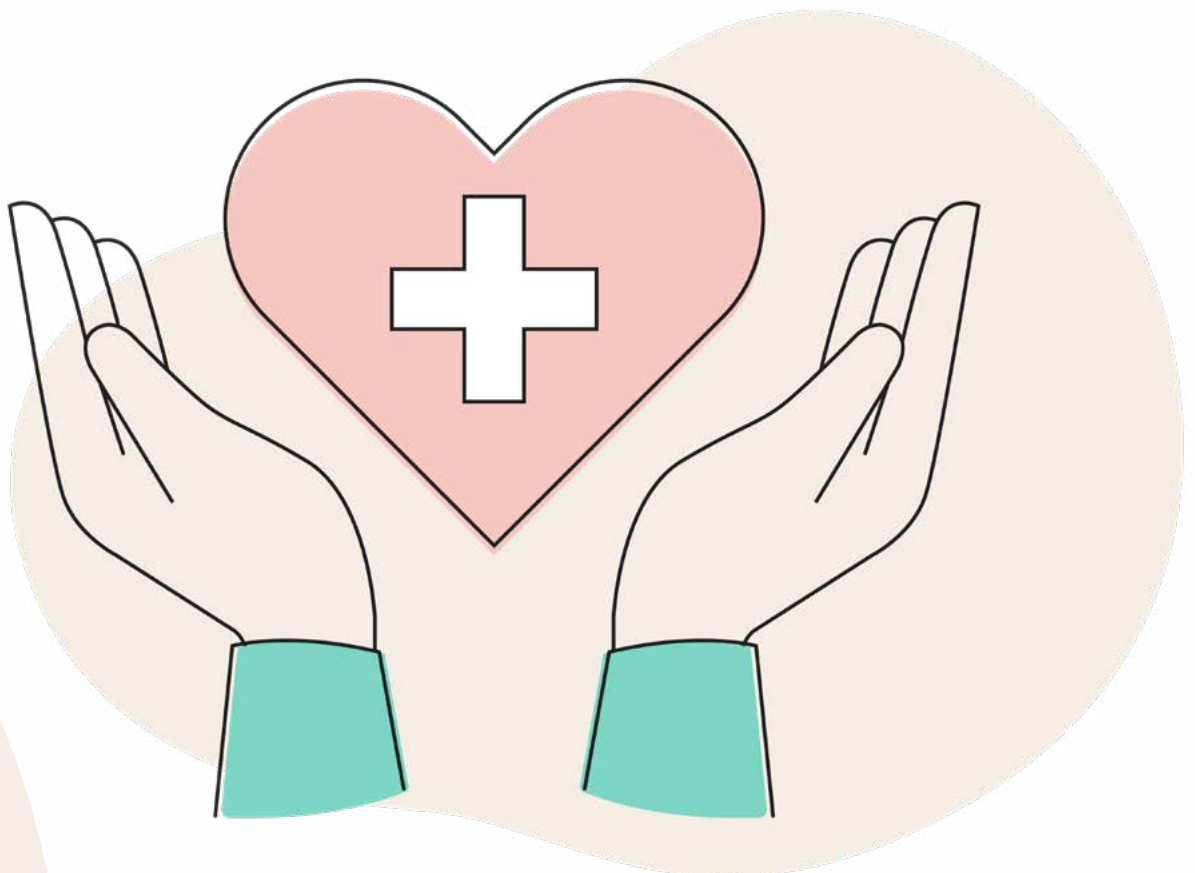
### Faculty of Medicine and Health Contract for Students

In April 2023, the OH Service began delivering the Faculty of Medicine and Health (FMH) contract to provide pre-clinical clearance, fitness to practice and ongoing support for FMH students. The initial priorities of the new contract involved completing the immunisation schedules of a large number of outstanding dentistry students and ensuring the smooth transfer of any ongoing referral cases from the previous provider (Leeds Teaching Hospitals Trust). FMH and OH are now completing the appropriate clearances and vaccinations for incoming Year 1 undergraduates and supporting new referral cases. Refurbishment of OH's facilities on Willow Terrace has been completed this year to create additional clinic space.

### Management Referrals to OH

The OH Service has seen a 20% rise in management referrals in the last 12 months. The new FMH student contract accounts for a significant proportion of this but there has been an overall increase across all staff groups.

Advice on workplace adjustments, assessment of fitness to work and health advice continue to be the key areas of activity of the OH Service.



## Health and Wellbeing Team

### Management Essentials Training: Health and Wellbeing

In October 2022, a new staff training workshop ‘Health and Wellbeing for Leaders and Managers’ was introduced into the Organisational Development and Professional Learning (OD&PL) suite of Management Essentials workshops. Over the past 12 months, 4 workshops have been delivered via OD&PL and 12 bespoke workshops have been delivered to a range of services and faculties. This training will continue to be delivered across the organisation via OD&PL, by request, and will also include an online module option for 2023/24.

### Campaign development

Window on Wellbeing is an ongoing programme of health campaigns and events, developed in conversation with, and feedback from, colleagues. Over the last 12 months the Health and Wellbeing Team have delivered a growing portfolio of activities to support, inform and connect the University community. These initiatives - which were attended by 1065 members of staff across the year - play an important role in providing information, opening up honest conversations and encouraging individuals to consider – and prioritise – their personal health and wellbeing.

#### Window on Wellbeing Week

40 activities

68 hours of activity

Attended by 540 staff and students

#### Menopause Support

14 Meno-Pause for Thought Cafes

9 OD&PL Menopause in the Workplace sessions delivered

New University Menopause Guidance launched

#### Health and Wellbeing Champions (HWCs)

158 volunteers now in post across the University, up 11% from the previous year.



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# Thank you

## Wellbeing, Safety and Health

### Health and Safety:

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