

# case study

## The Brief

Covering an area of 1,440 square miles and with 1.3 million residents, Kent is one of the largest counties in England. Kent is widely known as the 'Garden of England' for its stunning countryside and is regarded as an exceptional place to live.

Kent County Council is one of the county's largest employers, with more than 44,000 staff working in a wide range of full and part-time jobs. Kent is also an 'Excellent' performing authority – in the 2008 Comprehensive Performance Assessment, the Audit Commission awarded Kent the highest rating of four stars for the sixth year running.

E AND H has been working with the Kent County Council Health and Safety Team to develop and implement new systems and ways of working. Our services have focused on support for improving how accident and incident related data is managed and used to inform best practice. Activities have included working with the Health and Safety Team to develop new processes, to specify and

commission IT support systems and implement ways to analyse and interpret the improved data.

Specifically our brief has included support to:

- Ensure reporting processes are robust and user friendly; addressing both the internal needs of Kent County Council and meeting Health and Safety Executive reporting requirements.
- Improve management information to enable trends to be identified and interventions made, preventing potential Health and Safety accidents and incidents in the future.
- Enable a clearer understanding of the costs of accidents and incidents, providing the business case for future investment in Health and Safety, making savings in the longer term.

## Kent County Council Health and Safety



*Helen Bale, Corporate Health and Safety Manager,  
Kent County Council, demonstrating how Health and  
Safety risk assessment is not about saying no.*

E  
AND  
H

Management.  
Projects.Change.

# case study

Kent County Council  
Health and Safety



## Approach

The initial approach of E AND H was to work with the Health and Safety team to:

- Investigate the requirements and make recommendations for enhancements to accident and incident data management and the provision of management information.
- Investigate current practice and processes associated with accident and incident reporting across the council and to the Health and Safety Executive.

Having established a clear understanding of the strengths, weaknesses and gaps in existing arrangements, we worked with the Health and Safety team to define requirements for improved data and processes. From this, a solution was designed that would provide appropriate and meaningful management information

both corporately and at a local level, and would enable the council to adopt more effective reporting processes.

Kent County Council made the strategic decision to utilise its current IT system, Oracle HR, bringing the functionality online for Health and Safety Reporting. In 2005, the first phase of work focussed on confirming the data management requirements for employee related accidents and incidents, preparing the organisation for changes in reporting and implementing the Oracle system.

During 2006 and 2007, further phases have extended the new reporting approach to accidents and incidents involving third parties, using support systems that compliment Oracle.

Currently E AND H continues to provide a light touch level of support for ongoing refinements to processes and data.

## Benefits

Kent County Council now has robust systems and processes in place to manage Health and Safety accident and incident data in a consistent and effective manner. The improved arrangements effectively meet the needs to the council, with the data used to provide intelligence to support prevention, investment and savings.

“E AND H has enabled Kent County Council to significantly improve our Health and Safety reporting and data management processes. As a result of their flexible approach to providing consultancy and project management services, Kent are now able to make better strategic decisions and use quality data to support awareness of Health and Safety priorities.

***The personal and professional style of the consultant has been a real asset in influencing those needing to be engaged with this project and the outcomes described have clearly been good value for money.”***

***Helen Bale,  
Corporate Health and Safety Manager,  
Kent County Council.***



*A Clear Way Forward*

