SHE
Health & Safety Software

East Ayrshire Council
Comhairle Siorrachd Àir an Ear

"The system is so easy to navigate even if you aren't particularly technically minded."

Case Study: East Ayrshire Council

Named as the 2017 UK Council of the year, East Ayrshire Council employs over 6000 staff and manages all local services ranging from schools, social services, housing and refuse collection. The Council are gold award holders for Healthy Working Lives and the first and only Council in Scotland to date to sign up for the IOSH no time to lose campaign.

Goals:

- Move away from a paper-based system to an online health and safety management system.
- Reduce admin time spent on data management and data entry duplication.
- Improve accessibility, accuracy and speed of reporting.

Approach:

- **Simplified access:** Configured to match internal processes with an intuitive consumer style interface, accessible via any web enabled device.
- **Displays performance:** Real-time access to data and configurable graphs and tables in user specific dashboard display relevant KPI's.
- **Data integrity and assurance:** Action tracking in the system log: tracking changes by user and record approval maintains quality of data.

Results:

- The need for administrative re-work and duplication has been removed.
- Actions can be assigned, monitored and tracked to completion more effectively.
- Enhanced visibility and instant access to real-time health and safety performance reporting.

"Quite simply, SHE software's health and safety system has significantly improved our ability to access important data in real time - on the move and in the office."

- David Doran, Health and Safety Manager, East Ayrshire Council

Driving a positive safety culture top-down:

The Chief Executive takes overall responsibility for health and safety supported by Depute Chief Executive's and Heads of Service. The Chief Executive and Senior Management Team attend a quarterly safety strategy group with recognised trade unions.

To ensure health and safety is embedded in to normal working practices, six monthly random site inspections are undertaken by the Chief Executive, alongside regular site inspections. Across all services, more than 500 site inspections are carried out each month which are recorded and reports shared with the Council, departments and the Chief Executive's Strategy Group.

The Council also deliver targeted health and safety training, regular safety bulletins on relevant topics and health and safety campaigns.

The Business Need:

The Council were looking to move away from their historic paper-based health and safety management system which was both time and resource demanding. Previously all information from health and safety forms had to be manually entered in to a database.

Tracking the progress of actions and following up with outstanding actions wasn't a straightforward process due to different systems used and there was no central real-time oversight of status at any one time.

Improved accessibility and speed of reporting was a key priority, along with data integrity so the Council had confidence in the quality and accuracy of data in health and safety reports shared with key stakeholders to show they were compliant.

SHE Software Solution:

SHE Software implemented it's health and safety solution, Assure, to remove the need for entry duplication, provide greater accessibility for employees and improve quality of data reporting. The software was configured to align to the Council's existing safety culture strategy. Increased accessibility through unlimited user access and tablet computer access has enabled health and safety advisors to access real-time data on the go removing any need for double-entry.

The Council use Assure for their Audit and DSE assessments, effectively auditing health and safety compliance standards consistently with any improvement actions tracked to completion more effectively. Instant access to real-time data provides complete visibility of compliance status, with comprehensive management reports shared with all levels of the Council and which also inform targeted safety campaign themes.