

Managers' Briefing

Health and Safety Information – key change and downtime to HandS



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Background

The investigation and analysis of work related accidents, and incidents, forms an essential part of our Corporate Health and Safety Management System – known as HandS. HandS was introduced in October 2016 and was based on our SAP Organisational Structure to process incidents. However, due to staff working in a more flexible way to support key services across the city and some inconsistencies in the organisational data we are now moving the system across to a Team/Property based structure.

This move will **take place on 1 July 2020** and will mean a period of **48 hours downtime** whilst the change takes place.

Users will receive a reminder notification just before this is due to happen.

We hope that these changes to the system will improve the integrity and processing of the vital information within the system. It will also help to provide robust reporting and management of accidents and incidents across all our council Services.

We appreciate your patience whilst this change to HandS takes place.

Your role

- This briefing outlines the new process and what you need to do as a manager to support recording health and safety incidents in your area.
- Please communicate the following key messages to **all your staff who use HandS** before the change is due to take place so that they know what is happening.
- **All staff should be briefed by Friday 26 June 2020.**

Key Messages

1. Changes to the Report Form

After the changeover you will notice changes to the Report Form:

- Reporter details where the incident occurred either in their own workplace/team or another location.
- Incident will be recorded in the identified location.
- If outwith a council premise the reporter's location will manage the incident.
- Most areas of the form will remain unchanged.

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2. Key information for managers – what you need to do

As a manager you should make sure that you communicate the following steps to your teams before and after the change takes place.

➤ Before changeover

1. You must make sure that all your staff are aware of the HandS system and the change that is due to take place **on 1 July 2020**.
2. You must make sure that all your staff with access to the system, are informed of the downtime period to avoid any loss of data and frustration at failed attempts to access the system.

➤ After changeover and downtime

1. Users should log in to the updated system using their normal login details.
2. If you are a registered user and do not see your work location listed then please email HandS-Administration@glasgow.gov.uk to have your permissions checked.
3. Managers will continue to carry out the Primary Investigations as before within the Management Standard Guidelines.

3. Potential impact on other areas of the system

Following the changeover you should be aware that:

1. Any user created searches will need to be reconfigured.
2. Published searches will be reconfigured by HandS-Administration.
3. System Reports will be reconfigured by HandS-Administration.
4. Training App will need to be reconfigured to accommodate move away from Organisational Structure. (This may take some time)
5. Updated guidance documents will be issued by HandS-Administration – these can include for example:
 - User Guide
 - Manager/Supervisor/Team Leader Guide
 - Training App Guide.

4. Further advice and guidance

If you require further support with the HandS System please email HandS-Administration@glasgow.gov.uk