

# INTRODUCTION

*The Health and Safety Commission annual report and accounts 1996/97* describes in detail the Health and Safety Commission and Health and Safety Executive's main achievements against the priorities set out in the *Health and Safety Commission plan of work for 1996/97*. This booklet provides a summary of HSC's performance in 1996/97.

## MAIN ACHIEVEMENTS OF THE YEAR

### Increasing awareness of occupational health risks

- We attach great importance to raising awareness of occupational health risks and to improving employers' competence in controlling them. In October 1996 we launched the second stage of our Good Health is Good Business campaign, our biggest ever drive to reduce the suffering and economic costs of work-related ill health. This stage focused on the causes of dermatitis and occupational cancers, in particular those caused by asbestos. A wide range of initiatives were used throughout the campaign to promote better management of health and safety, including guidance and field activity across a wide range of industries. Surveys have reported that awareness of the campaign increased from 21% to 54%. The theme of occupational health will continue to be at the forefront of HSE's work and we shall be working closely with the Minister for Public Health, in particular on the development of the public health strategy 'Our Healthier Nation'.

### Helping small firms to improve their health and safety performance

- We are committed to making sure that we have a health and safety system which can reach small firms and help them to understand and comply with the law. In February 1997 the Commission launched its strategy for small firms, which took into account the views expressed by almost 7000 small firms. So far the Commission has hosted 20 small firms breakfasts around the country - meeting people and hearing their views directly, as well as seminars for the construction and agricultural sectors. This is a long-term initiative and we will be delivering what small firms want and need - that is, simpler regulation and practical guidance on what they must do.

### Improving the effectiveness of HSE's enforcement activities

- Our strategy is to spend more time on those activities which present the greatest risk; on improving the management of health and safety; and on dealing with issues raised by more complex law. This has meant more in-depth preventive inspections and an improved range of non-inspection contact techniques, including seminars and publicity initiatives, to reach more people, particularly small firms.
- This year HSE carried out 115 728 inspections - exceeding its target of 110 320; and Field Operations Directorate achieved its target of inspecting 100% of clients in the high-risk category.
- Key changes to improve the effectiveness of our field enforcement activities included the successful establishment of the new Chemicals and Hazardous Installations Division; and reorganisation of the National Interest Groups into seven broad sectors.

## Securing consistency in enforcement

- New guidance on the training and competence of health and safety inspectors was issued to all local authorities to ensure a common minimum standard of professional competence in the enforcement of health and safety law.

## Better regulation and better guidance

- Work to implement the recommendations of HSC's Review of Regulation, to establish regulation and guidance which is simpler, clearer and more effective, is now two-thirds complete. The review of guidance, which is an important part of our work to help small firms, has been an enormous task - so far 150 titles have been confirmed as fit for purpose, 236 for revision and 318 for removal. In addition, simple and practical guidance is now available for small firms on 20 key areas of risk.

## Action in specific industries: maintaining standards in times of change

Some of the key achievements included:

- completion of the relicensing of sites affected by the restructuring and privatisation of parts of the **nuclear** industry and work to begin monitoring licensees to evaluate the impact of organisational restructuring on their operations;
- introduction of the new gas safety regime in April 1996 to underpin the start of competition in the domestic **gas** market. A gas safety campaign was run from November 1996 to February 1997 which attracted media attention and generated over 15 000 enquiries;
- two new sets of regulations which came into force in 1997, to help modernise and strengthen existing railway legislation. A major programme of work was carried out to help the **railway** industry adopt systems and procedures for identifying and controlling risks and to ensure effective collaboration between the different parts of the industry;
- a wide range of initiatives in the **construction** industry to implement the Construction (Design and Management) Regulations 1994, and the introduction of the new Construction (Health, Safety and Welfare) Regulations 1996, which came into effect in September 1996;
- high-profile campaigns in **agriculture** on the need to control exposures to hazardous substances such as pesticides and on the dangers of poor manual handling. HSE inspectors targeted, in particular, the improvement of new agricultural machinery, including the provision of better information and advice.

## Major incidents and investigations

- Major incidents and investigations demand a considerable amount of our time and resources to ensure that immediate action is taken to protect health and safety and to prevent any recurrence. Work, for example, on the investigation and subsequent prosecution at Port Ramsgate took nearly three years to complete, involving staff from across many parts of HSE, and at a total cost to HSE of £800 000.

## Improving the framework of European law and international standards

- We are continuing to play an active role in pressing for consistent implementation and enforcement of standards across Europe and to ensure that any EU legislation fits as far as possible into the existing framework. Preparations are under way for health and safety at work initiatives in the UK Presidency in the first half of 1998.

## Standards of service: continuing improvements

Achievements in 1996/97 included:

- improved access to HSC/E's stock of information, including the establishment of **InfoLine** - a confidential telephone service for advice on workplace health and safety;
- introduction of new **simplified reporting arrangements** for accidents and injuries and preparations for a telephone reporting pilot to make reporting easier and to reduce unnecessary red tape; and
- a continuing high level of **customer satisfaction** with HSE's services - 86% of customers surveyed said that they were satisfied with the service, and of these 98% thought that the service they received was good or excellent.

## BACKGROUND

HSE's mainstream work originates from statutory functions under the Health and Safety at Work etc Act 1974.

Principal activities include:

- **modernising, simplifying and supporting the regulatory framework, including European Union and other international work.** Much of our domestic work arises from our Review of Regulation legislative programme to establish better regulation and guidance. Work also continues to maintain and, where possible, improve safety standards in those industries affected by privatisation and liberalisation. In Europe we are working to support action to ensure consistent implementation and enforcement of existing legislation and to incorporate wherever appropriate a 'goal-setting' rather than a prescriptive approach;

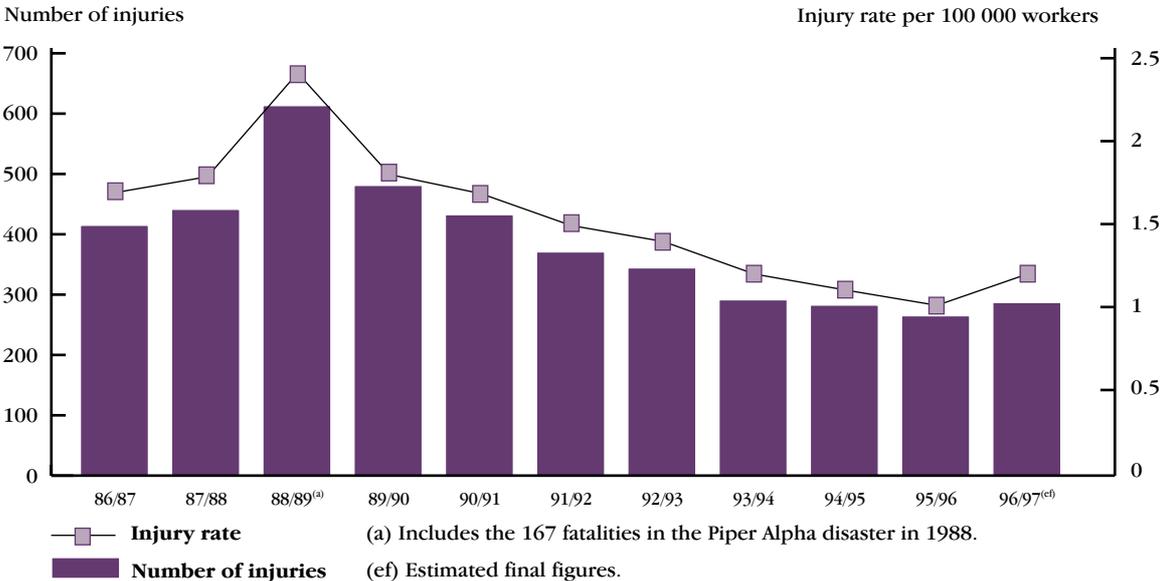
- **securing compliance with the law in line with the principles of proportionality, consistency, transparency and targeting on a risk-related basis.** HSE inspectors are responsible for enforcing health and safety law in over 540 000 establishments and activities, and local authorities enforce the Act in around 1.25 million establishments. Changes in the environment in which we operate have meant changes in our enforcement and advisory work so that it reaches the right people and is more effective. To take account of these changes a new set of output and performance measures has been developed which better reflects the vast range and extent of HSE's field activity;
- **providing appropriate information and advice.** Information and advice is vital in getting across important messages on health and safety, and to a far greater number of people than is possible through inspection alone. This year we responded to over half a million requests for advice and made around 170 000 face-to-face contacts with our customers. We also publish and make widely available simple, user-friendly guidance on regulatory requirements and good practice, and last year extended the range of our information on the Internet;
- **promoting risk assessment and technological knowledge as the basis for setting standards and guiding enforcement activities.** Our mission to ensure that risks to people's health and safety from work activities are properly controlled requires a thorough knowledge and understanding of science and technology related to health and safety evaluation and the prevention of accidents and ill health. Underlying our approach to all activity is the concept of tolerability of risk. Risk assessment is an increasingly important part of decision-making processes within government and it is important that the approach to risk assessment is consistent;
- **operating statutory schemes, including regulatory services, through, for example, the Employment Medical Advisory Service.** We have an important role to play in ensuring that particular products or substances, for example chemical substances and non-agricultural pesticides, are assessed, approved or certified to ensure that they do not pose a risk to people or the environment. Medical inspectors and nursing advisers have a vital role in HSE's compliance work and in the development of occupational health standards;
- **maintaining an efficient and effective central service which promotes and secures value for money.** We are committed to improving our performance and the value for money we get from our resources. This means equipping HSE staff with the skills and competencies they need to do their jobs; using information technology to reduce costs and increase effectiveness; and implementing our programme of efficiency projects.

# ACCIDENT AND ILL HEALTH STATISTICS

## Key points

- The **number of fatal injuries to workers** is expected to be 302, higher than in 1995/96 but lower than the number of injuries to workers seen prior to 1993/94 (see Figure 1).
- The **fatal injury rate for workers** is expected to be 1.2 per 100 000 workers. This is also lower than the rates seen prior to 1993/94.
- The **number of fatalities to employees** is expected to be 219, slightly higher than in 1995/96; the **fatal injury rate** is expected to remain at 1.0 per 100 000 employees.
- The **number of fatal injuries to the self-employed** is expected to be 83, higher than in 1995/96 but on a par with the number in 1994/95; the **fatal injury rate** is expected to be 2.5 per 100 000 self-employed people, the same as in 1994/95.
- The final figure for **fatalities to members of the public** is expected to be 394 - this includes an estimated 274 fatalities to railway trespassers and suicides, which were previously reported under separate railway legislation.
- In 1995 an estimated 2.5 million people in Great Britain suffered from an illness which they believe was caused or made worse by their work. **Musculoskeletal disorders** were by far the most common illness - reported by 59%. Over half a million individuals reported that they were suffering from **stress** or a 'stress-related' condition.

Figure 1: Fatal injuries to workers 1986/87 - 1996/97 (ef)



# RESOURCES AND STAFFING

## Resources

In 1996/97 HSE achieved a net expenditure within 1% of its provision. Table 1 shows the detailed provision and expenditure in 1996/97 and expenditure in 1995/96.

- During the year HSE achieved **efficiency gains and economies of £14.6 million**, exceeding its target by £0.5 million. Gains were made mainly from: Competing for Quality initiatives including market testing and strategic contracting out; internal management reviews; improved working procedures; use of information technology; and improved purchasing of goods and services.
- Competing for Quality projects completed in 1995/96 which began to generate savings for the first time in 1996/97 included strategic contracting out of the delivery of the majority of HSE's training and market testing of information technology services, scientific sampling/analysis and technical support in the field, and internal audit.

## Staffing

- **Total number of staff** on 1 April 1997 was 4077, close to the planned figure of 4092.
- Staff were allocated to the main elements of HSE's work as follows: 79% on operational work; 15% on other types of close support, including decentralised management functions; and the remaining 7% working mainly on the corporate functions of finance, personnel and business services.

## Output and performance measures

- A range of our output and performance measures (OPMs) is shown on pages 8 to 13.
- During the year existing OPMs were reviewed and a **new set of performance measures** was introduced, which better represents the work we do and incorporates quality and efficiency elements. The new measures will be fully implemented in 1998/99.
- **Key performance outputs** in 1996/97 included the installation of 600 personal computers for field inspectors and medical staff to help increase efficiency; and meeting the Treasury's new target of paying a minimum of 95% undisputed bills on time.

**Table 1: Expenditure**

Statement of cash expenditure and provision	1995/96 (out-turn)	1996/97 (provision)	1996/97 (out-turn)
<b>Current expenditure</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
Staff-related expenditure	167 369	<b>158 011</b>	<b>156 808</b>
Other current expenditure	34 613	<b>48 617</b>	<b>52 059</b>
Current subtotal	201 982	<b>206 628</b>	<b>208 867</b>
<b>Capital expenditure</b>			
Capital equipment	10 075	<b>5 964</b>	<b>6 239</b>
Capital building	3 819	<b>1 423</b>	<b>1 094</b>
Capital subtotal	13 894	<b>7 387</b>	<b>7 333</b>
<b>Health and Safety Laboratory</b>	0	<b>1 870</b>	<b>-2 579</b>
<b>Receipts</b>	38 209	<b>36 398</b>	<b>35 786</b>
Grand total: net	177 667	<b>179 487</b>	<b>177 834</b>
gross	215 876	<b>215 885</b>	<b>213 620</b>

**Note:**

All staff-related and receipt figures exclude contracted-out VAT recovery.

## SUMMARY TABLE OF TRENDS IN SELECTED OUTPUT AND PERFORMANCE MEASURES

The following table sets out key outputs, showing out-turn figures for the last two years and plan and out-turn figures for 1996/97. The corresponding planned figures for 1997/98 are not available as HSE has moved to a new suite of output and performance measures and will no longer collect data for all measures listed here.<sup>(1)</sup>

Functional work recording category	1994/95 Out-turn	1995/96 Out-turn	1996/97 Plan	1996/97 Out-turn	Commentary /paragraph reference
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<b>Policy and other standards work</b>					
	<i>Staff years</i>	578.9	580.5	583.1	578.2
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<b>Work of HSC/E committees and boards</b>	<i>Staff years</i>	34.9	28.4	28.0	23.3
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<b>Policy formation</b>	<i>Staff years</i>	389.7	397.7	381.7	396.0
<hr/>					
<i>Includes international, domestic policy projects, and other policy work.</i>					
<b>Negotiation of technical standards</b>	<i>Staff years</i>	43.9	42.6	47.5	38.3
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<i>Includes all work associated with the negotiation of British and international standards.</i>					
<b>National interest group activity</b>	<i>Staff years</i>	95.9	83.0	109.9	106.4
<hr/>					
<i>Work in providing centres of expertise for the advice and guidance affecting particular industries, including servicing Industry Advisory Committees.</i>					
<b>Legal advice</b>	<i>Staff years</i>	14.4	13.2	16.0	14.2
<hr/>					
<i>Professional legal advice to the Commission and Executive.</i>					

# OUTPUT AND PERFORMANCE MEASURES

Functional work recording category	1994/95 Out-turn	1995/96 Out-turn	1996/97 Plan	1996/97 Out-turn	Commentary /paragraph reference	
<b>Field programmes</b>						
	<i>Total staff years</i>	2 161.3	2 029.7	1 982.5	1 997.7	
<b>Planned inspection and licence monitoring</b>	<i>Staff years</i>	550.0	534.5	537.4	551.0	
<i>Preventative work by HSE's inspectors, also includes work of the Nuclear Installations Inspectorate in monitoring nuclear site licences; monitoring asbestos licences by Factory Inspectorate; and various licensing regimes for explosives production, storage and import.</i>	Planned inspections of which:	146 330	124 010	110 320	115 728	
	Chemical and Hazardous Installations Division (CHID) planned inspections	-	-	3 130 <sup>(2)</sup>	3 425	
	Directorate of Science and Technology (DST) planned inspections	504	509	150 <sup>(2)</sup>	115	Some laboratories due for inspection closed down.
	Field Operations Division (FOD) planned inspections	142 132	120 080	103 500 <sup>(2)</sup>	108 174	
	Mines Inspectorate (MI) planned inspections	1 614	1 211	1 340	1 399	
	Offshore Safety Division (OSD) planned inspections of offshore installations etc.	414	488	400	362	
	Railway Inspectorate (RI) planned inspections	1 801	1 722	1 800	2 253	
	FOD Inspections/staff year	411	364	370	362	
	MI Inspections/staff year	166	176	150	175	
	RI Inspections/staff year	196	161	170	259	
	Inspections for special projects by CHID	-	-	110 <sup>(2)(3)</sup>	175	
	Inspections for special projects by FOD	6 680	5 739	1 500 <sup>(2)</sup>	3 532	During the year priority shifted from visits to manufacturers etc, to project inspections.
	Visits to manufacturers, importers and suppliers by FOD	5 222	3 366	4 500 <sup>(2)</sup>	2 450	
	Nuclear Safety Division (NSD) nuclear site inspections	830	859	800	927	
	% NSD inspector time spent on site	31	28	30	30	
	Annual site emergency exercises witnessed by NSD	43	51	46	43	
<b>Assessment of systems and designs</b>	<i>Staff years</i>	271.3	246.9	207.2	204.3	
<i>Includes the examination of safety cases submitted by operators of major, (including nuclear) hazards.</i>	Major hazard and other safety reports assessed by CHID <sup>(4)</sup>	213	160	200 <sup>(2)</sup>	239	
	% Major hazard and other safety report assessments completed within agreed deadlines (FOD/CHID).	-	89	100	100	

## OUTPUT AND PERFORMANCE MEASURES

Functional work recording category	1994/95 Out-turn	1995/96 Out-turn	1996/97 Plan	1996/97 Out-turn	Commentary /paragraph reference
Team/enhanced inspections by NSD	13	9	5	15	
Formal action under licence by NSD	474	520	350	361	
OSD - safety case assessments completed <sup>(4)</sup>	108	202	200	131	Number received were above plan - processing them will continue into 1997/98.
Average cost of OSD safety case assessment (£000)	27	10.3	15	11.4	
Fixed work/rolling stock submissions considered by RI <sup>(4)</sup>	250	305	420	555	
<b>Investigation of accidents and complaints</b>					
<i>Staff years</i>	187.2	176.7	177.5	165.0	
Total investigations of which:	32 834	30 883	30 420 <sup>(3)</sup>	27 899	
CHID investigations	-	-	700 <sup>(2)(3)</sup>	599	Fewer accidents and fewer complaints received than expected.
FOD investigations	30 967	29 128	26 000 <sup>(2)</sup>	25 505	
Mines Inspectorate investigations	615	531	540	496	
Percentage of complaints about hazards investigated by FOD	87.4	83.4	87.0	60.9	50% more complaints received than forecast, resulting in a lower proportion investigated.
<b>Formal enforcement and court activity</b>					
<i>Staff years</i>	82.4	76.9	82.8	88.3	
<i>All work connected with preparing and bringing prosecutions before the courts, and the issue and monitoring of prohibition and improvement notices.</i>					
Prosecutions (informations laid)	1 803	1 767	1 750	1 256 <sup>(p)</sup>	
Improvement and prohibition notices	10 808	8 686	11 000	7 333 <sup>(p)</sup>	
<b>Technical and forensic assistance to field activity</b>					
<i>Staff years</i>	138.5	129.7	147.6	182.8	
<i>Work by HSE's technical, scientific and medical staff in providing analytical and specialist support and advice to inspectors, and a forensic service independent of industry for any safety matter requiring investigation.</i>					
Analyses of occupational medicine and hygiene samples by the Health and Safety Laboratory (HSL)	23 134	23 422	30 000	28 598	
<b>Administrative support to field activity</b>					
<i>Staff years</i>	926.9	865.0	830.0	829.1	
<i>Includes Inspectorates, HQ and field support staff.</i>					
Ratio FOD field support staff to field professional staff	0.78	0.85	0.72	0.77	

## OUTPUT AND PERFORMANCE MEASURES

Functional work recording category		1994/95 Out-turn	1995/96 Out-turn	1996/97 Plan	1996/97 Out-turn	Commentary /paragraph reference
<b>Information, technological and scientific problem-solving</b>	<i>Total staff years</i>	350.6	391.3	408.8	376.1	
<b>Technological and scientific problem-solving</b> <i>HSE's research and related effort to investigate actual or potential health and safety problems, and making that knowledge available.</i>	<i>Staff years</i>	192.4	200.7	213.1	82.8	
	% planned research projects completed to time (HSL)	-	89	80	90	
	% support work completed to time (HSL)	-	-	95	96	
	% customer satisfaction for incident investigations (HSL)	-	98	95	97	
	Guidance documents produced by DST	41	42	46	16	Work carried over to 1997/98.
<b>Influencing national and international scientific policy-making</b>	<i>Staff years</i>	12.5	41.8	40.6	41.3	
<b>Research programme administration</b>	<i>Staff years</i>	40.1	44.0	47.8	48.7	
	Extramural projects completed	292	241	200	300	
<b>Publications, information and education</b> <i>The production and distribution of publications, management of publicity and promotional work including press relations, and provision of information services by the Directorate of Information and Advisory Services (DIAS); also the work of field divisions fostering awareness of health and safety issues, by safety professionals, the public and others.</i>	<i>Staff years</i>	105.7	104.8	107.4	103.3	
	Publications produced	456	577	440	424	
	Number of publications enquiries handled by HSE books <sup>(4)(5)</sup>	154 946	265 367	170 000	187 783	
	Free publications issued (million) <sup>(4)</sup>	7.5	6.0	7.0	6.4	
	Press notices issued	313	321	250	372	European Week of Health and Safety generated around 100 more press releases than was anticipated.
	Exhibitions, displays, lectures and demonstrations	246	278	125	157	
	Press conferences/briefings	48	28	40	32	

## OUTPUT AND PERFORMANCE MEASURES

Functional work recording category		1994/95 Out-turn	1995/96 Out-turn	1996/97 Plan	1996/97 Out-turn	Commentary /paragraph reference
<b>Regulatory services</b>	<b><i>Total staff years</i></b>	<b>335.5</b>	<b>313.9</b>	<b>310.7</b>	<b>298.3</b>	
<b>Services to industry</b>	<b><i>Staff years</i></b>	<b>154.9</b>	<b>124.3</b>	<b>144.9</b>	<b>127.0</b>	
<i>Delivery of statutory and other services to industry whose failure would entail a commercial penalty, for example requirements that particular products or substances should be approved or certified before being marketed or used.</i>	Exemptions issued by MI	582	536	280	503	Greater than expected, reflecting increased activity within privatised coal sector.
	Jobs completed by Electrical Equipment Certification Service (EECS) <sup>(4)</sup>	1 377	1 299	1 355	1 288	
	EECS jobs/staff year	32	30	30	30	
	EECS income from fee-earning work (£000) <sup>(4)</sup>	2 610	2 477	2 993	2 588	
	Mining qualification certificates issued	122	99	100	111	
	Pesticides approved by HD <sup>(4)</sup>	209	218	330 <sup>(2)</sup>	218	
	Secretarial pesticide approvals completed within 90 working days (%) <sup>(6)</sup>	100	90	95	98	
	Cost of secretarial pesticide approval (£) (HD)	500	500	500 <sup>(2)</sup>	500	
	Notifications of new substances (HD) <sup>(4)</sup>	465	403	515 <sup>(2)</sup>	473	
	Notifications of new substances (HD) completed within target time (%)	100	90	92 <sup>(2)</sup>	83	
	Explosive classifications dealt with by CHID <sup>(4)</sup>	328	265	275 <sup>(2)</sup>	231	
	Genetic modification notifications cleared or responded to within 30 days (%)	99	80	100	95	
	<b><i>Staff years</i></b>	<b>137.6</b>	<b>141.0</b>	<b>129.4</b>	<b>135.4</b>	
<b>Response to enquiries from the public</b>	<b><i>Staff years</i></b>	<b>137.6</b>	<b>141.0</b>	<b>129.4</b>	<b>135.4</b>	
<i>To satisfy ad hoc inquiries and to give advice to industry on health and safety legislation, encouraging the prevention of work-related disease and the promotion of better health in the workplace.</i>	Number of enquiries dealt with centrally by public information services (Sheffield public enquiry point and InfoLine) <sup>(4)</sup>	189 892	194 269	200 000	191 602	
	Percentage of enquiries to public information services dealt with in 10 working days or less <sup>(7)</sup>	100	98	95	99	
	Number of enquiries dealt with by area offices <sup>(4)</sup>	337 776	333 700	300 000	209 200	Decrease due to diversion of calls to HSE's InfoLine.
	Advisory contacts by FOD <sup>(8)</sup>	46 693	38 686	14 321	10 649	
<b>Advice to other statutory bodies</b>	<b><i>Staff years</i></b>	<b>27.3</b>	<b>32.7</b>	<b>21.4</b>	<b>20.5</b>	
	Advice given by CHID on local authority planning applications <sup>(4)</sup>	4 556	4 189	5 000	4 084	
<b>Civil claims, public inquiries and inquests</b>	<b><i>Staff years</i></b>	<b>15.7</b>	<b>15.9</b>	<b>15.0</b>	<b>15.3</b>	

## OUTPUT AND PERFORMANCE MEASURES

Functional work recording category		1994/95 Out-turn	1995/96 Out-turn	1996/97 Plan	1996/97 Out-turn	Commentary /paragraph reference
<b>Central services and public accountability</b>	<b>Total staff years</b>	<b>1004.0</b>	<b>941.0</b>	<b>898.1</b>	<b>888.6</b>	
<b>Senior management function</b>	<i>Staff years</i>	189.0	195.6	191.2	207.4	
<i>Senior staff and direct secretarial support time in managing the organisation and helping determine its policies.</i>						
<b>Parliamentary work and correspondence</b>	<i>Staff years</i>	10.4	11.2	11.8	11.0	
<i>Secretariat work co-ordinating prompt and accurate replies to parliamentary questions and official correspondence.</i>						
	Parliamentary questions and formal correspondence cases <sup>(4)</sup>	1 709	1 108	1 750	1 220	
<b>Planning and finance</b>	<i>Staff years</i>	152.0	180.1	169.7	182.1	
<i>Planning, monitoring and reporting on the use of the Executive's resources.</i>						
	Payment vouchers processed <sup>(4)</sup>	88 000	85 548	94 000	81 033	
<b>Information technology</b>	<i>Staff years</i>	155.5	115.2	70.4	58.9	
<i>The maintenance, development and support of IT systems in HSE.</i>						
	Workstations supported	3 111	3 148	3 750	4 003	
	Electronic mail users supported	2 524	3 016	3 500	3 500	
	Cost of IT services per workstation user (£)	750	716	635	611	
<b>Business services</b>	<i>Staff years</i>	284.4	239.3	254.1	234.1	
<i>Provision of relevant services which are not cost-efficient to decentralise.</i>						
	Cost of purchasing and supply services per HSE staff member (£) <sup>(9)</sup>	208	417	97	88	
<b>Personnel services and training</b>	<i>Staff years</i>	212.8	199.6	200.8	196.0	
	Percentage of those attending contracted training rating training as satisfactory or very satisfactory	-	-	82	92	
	Percentage of those attending contracted training rating training as meeting all/nearly all objectives	-	-	82	85	
	<b>Grand total staff years</b>	<b>4 430.4</b>	<b>4 256.4</b>	<b>4 183.2</b>	<b>4 139.0</b>	

**Notes:**

- (1) HSE's suite of output and performance measures (OPMs) has been completely revised in preparation for the introduction of Resource Accounting and Budgeting and to meet business needs.
- (2) The Senior Management Review, which began in February 1996, has led to discontinuities in the time series for a number of outputs. The implementation of the review changed HSE's organisational structure.
- (3) The number of CHID special projects and investigations planned was revised from 500 to 110 and 2500 to 700 respectively shortly after publication of the HSC Plan of Work for 1997/98.
- (4) Demand-led output.
- (5) Contract started during 1994/95.
- (6) Pesticide approvals can be divided into three types: committee, departmental, and secretarial. These vary in complexity with committee approval being the most lengthy and secretarial the most rapid.
- (7) The InfoLine contract for the majority of the work in dealing with public enquiries started on 1 July 1996. The contract set a target of dealing with enquiries within 10 days, rather than the 5 days previously quoted in the 1996/97 HSC/E Plan of Work.
- (8) Definition of this output measure was changed for 1996/97 from advisory visits, to advisory contacts.
- (9) The decrease in 1996/97 figures reflects the removal of the motor transport and travel functions.
- (p) Provisional.

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