



Chelmsford City Council Audit and Risk Committee

17th September 2025

Annual Health and Safety Report 2024/25

Report by:

Director of Public Places

Officer Contact:

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Purpose

To provided members with the 2024/25 annual health and safety update.

Recommendations

That members note the report.

1. Introduction

- 1.1 Chelmsford City Council is committed to high standards of health and safety management within a sensible risk management framework. This means having in place effective management arrangements within directorates to ensure the wellbeing of our staff, service users, members of the public and others affected by our organisation and services.
- 1.2 This report summarises the activity undertaken within corporate health and safety in the last 12 months, an analysis of accidents that have occurred, and a summary of audit activity undertaken.

- 1.3 The Council uses external health and safety advisors to assist in managing the Council's high-risk services. Peninsula have been in place since 2020, providing advice and carrying out audits across the higher-risk services such as Leisure, Waste Collection/Street Care and Parks, thereby providing an external check on the Council's approach to and implementation of its health and safety systems.
- 1.4 The Council has a Health, Safety & Welfare Forum that has senior level representation from across the organisation. The aim of the Health, Safety and Welfare Forum is to promote co-operation in instigating, developing and carrying out measures to ensure and improve the health, safety and welfare at work of all employees. The Forum have been consulted on this report.

2. Training

- 2.1 The core training courses of Managing Safely, Working Safely and Peninsulas Health & Safety Awareness continue to underpin the health and safety training provided by the Council, with additional specific training provided depending on the job role. The majority of roles within the Council are required to carry out one of these three training courses: Managing Safety for managers and supervisors, Working Safely for frontline operatives and Health & Safety Awareness for low-risk operatives. The Managing and Working Safely courses are accredited by the Institute of Occupational Health & Safety (IOSH).
- 2.2 Service areas are being encouraged to coordinate corporate wide training through HR to help ensure a central record is maintained and refresher training can be carried out in an effective and efficient manner.
- 2.3 The Council will continue to fund the necessary health & safety training to ensure employees comply with the relevant health & safety legislation.

Table 1 – Employee Training Carried Out

Course	No. of Employees Trained						
	18/19	19/20	20/21	21/22	22/23	23/24	24/25
IOSH Managing Safety	17	16	13	66	30	12	18
IOSH Managing Safety Refresher	12	7	20	36	10	11	41
IOSH Working Safely	15	29	40	149	172	67	113
IOSH Working Safely Refresher	16						
IOSH Executive Directors & Chief Executive					6	0	1
H&S Awareness e-Learning					83	400	187
Manual Handling Train the Trainer	12	16	7	1	13	8	6
Manual Handling	212	142	122	211	239	251	244
Manual Handling - eLearning							87
Emergency First Aid	24	18	0	22	37	43	36
First Aid at Work	23	0	0	27	30	21	30
First Aid at Work Re-Qualification	19	14	26	13	21	18	23
Fire Marshall/ Fire Warden	62	20	37	59	79	29	68
E-learning Fire Safety						26	49

Paediatric First Aid	0	0	2	7	1	10	18
Emergency Paediatric						5	
Activity First Aid (Outdoor)						3	3
Risk Assessment	44	6	35	1	7	8	26
Stress Management	26	15	0	0	0	0	
Legionella Training for Operatives	12	12	10	7	25	13	10
Legionella Training for Supervisors	16	4	4	3	25	9	10
Legionella Awareness – eLearning					6	19	15
Asbestos Awareness - eLearning						51	33
VDU Assessor Training	13	0	0	0	0		
Display Screen Equipment e-Learning					339	70	75
Conflict Resolution & Lone Working	57	25	19	23	19	27	0
Conflict Resolution							38
Lone Working - eLearning							11
Management of Contractors	0	0	50	40	26	5	
Management of Contractors – eLearning						113	28
Evac Chair	29	21	0	28	19	40	113
Evac Chair – Train the Trainer						3	3
Evac Chair Refresher	7	3	0	0	0		
Mental Health Awareness for Managers	24	32	0	0	0	0	1
Mental Health First Aid Training							8
Total Trained	640	384	385	665	1187	1262	1295

2.4 Employees whose training is overdue:

- IOSH Managing Safely – 2 not started (issued April and May 25), 3 in progress.
- IOSH Managing Safely Refresher – 3 failed (all resubmitting), 22 not started, albeit 17 issued May 25.
- IOSH Working Safely – 49 not started, albeit 41 issued May 25 (new starters and renewals). 5 in progress.
- Manual Handling (inc. Casuals) –
 - CE – 1
 - PHPS – 2
 - Car Parks - 1
 - Museum - 9
 - Theatre – 8
 - Community Sport & Wellbeing – 3
 - Parks – 9
 - Hylands – 5
 - Leisure – 16 (full) 30 (e-learning)
- Fire Warden Refresher Training – 44 required. 24 invited to next course. 20 (CSAC) specific courses to be arranged.

- EVAC Chair Training – 81 required.
 - 2 Museum.
 - 2 Building Services.
 - 72 Sports Centres.
 - 5 Hylands.

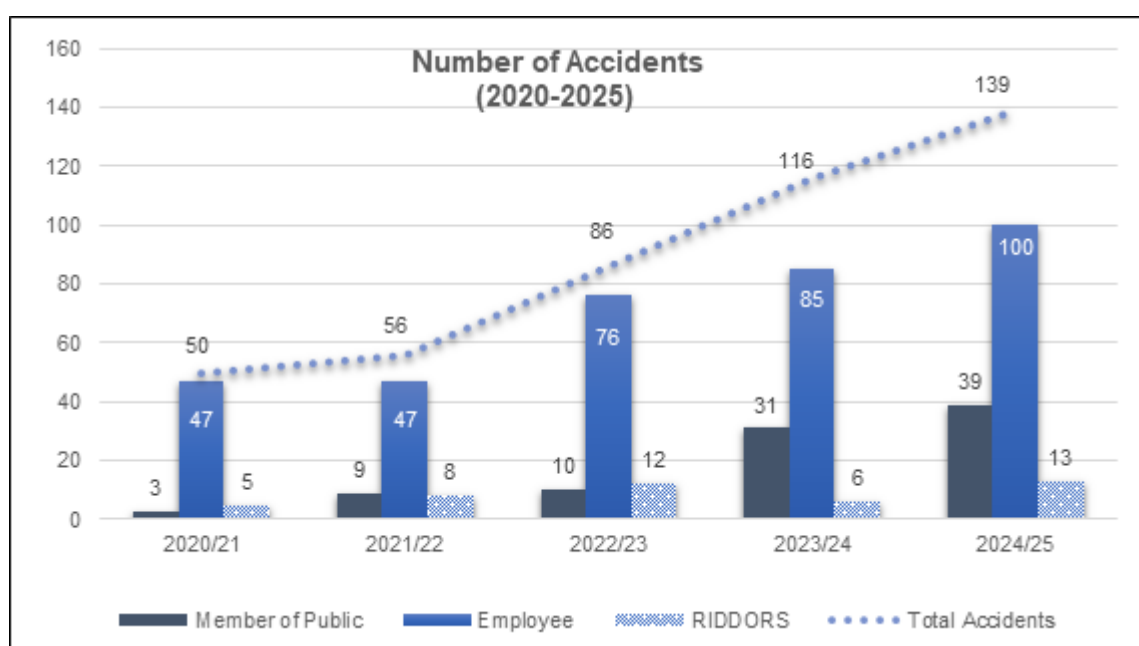
Work has been undertaken this year to improve the number of people undertaking EVAC Chair and Manual Handling training. There has been an increase in the number of train the trainer courses, increasing the number of trainers available.

This information is constantly changing throughout the year and this provides a snapshot soon after the end of 24/25.

3. Accidents

- 3.1 Accidents continue to be a key indicator of the effectiveness of the Council's health and safety management system. The accident rate has increased in comparison to post pandemic levels, and there has been an increase in RIDDOR reportable accidents.
- 3.2 Figure 1 shows the total number of accidents over the last 5 years involving employees and members of the public, and the number of those accidents that were RIDDOR reportable. RIDDOR reportable accidents are the more serious accidents or those resulting in more than 7 days off work.
- 3.3 When compared to the previous year, there has been an increase in the number of accidents to employees in 2024/25. RIDDOR reportable accidents have also increased by 7. The accident trends are discussed in more detail below.

Figure 1 – Total Number of Accidents



- 3.4 There were thirteen RIDDOR reportable accidents in 2024/25 which is seven more than the previous year. The number of RIDDOR accidents within waste collection services is seven, which has increased by two compared with 2023/24.
- 3.5 Out of the thirteen RIDDORS, nine were reportable due to the accident resulting in 7+ days off work and four were a reportable injuries (broken elbow, fractured scapula, 2 fractured ankles).
- 3.6 Figure 2 shows the incidence of employee accidents over the last 5 years. The majority of accidents occur in the Public Places Directorate which is expected due to the number of employees within the Directorate and the high-risk operational services provided.

Figure 2 – Employee Accidents

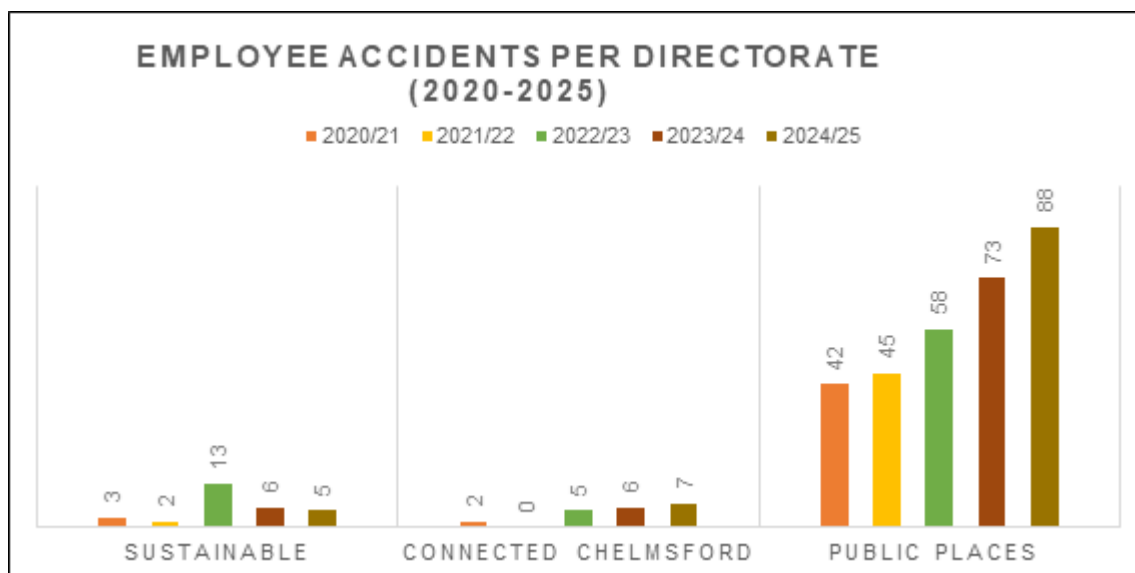


Table 2 - Employee Accident Categories for 2024/25.

Category	% of Accidents					2024/25 Number of Accidents
	2020/21	2021/22	2022/23	2023/24	2024/25	
Slips/Trips	32	23	22	22	29	29
Impact	23	51	30	35	25	25
Manual Handling	21	13	6	12	12	12
Sharp Objects	11	6	3	13	19	19
Falls from Height	0	0	2	0	2	2
Needle Stick		2	0	1	1	1
Acts of Violence	6	4	5	5	5	5
Road Traffic Accident (Employee Injured)	0	0	4	4	2	2

Other	4	0	7	8	5	5
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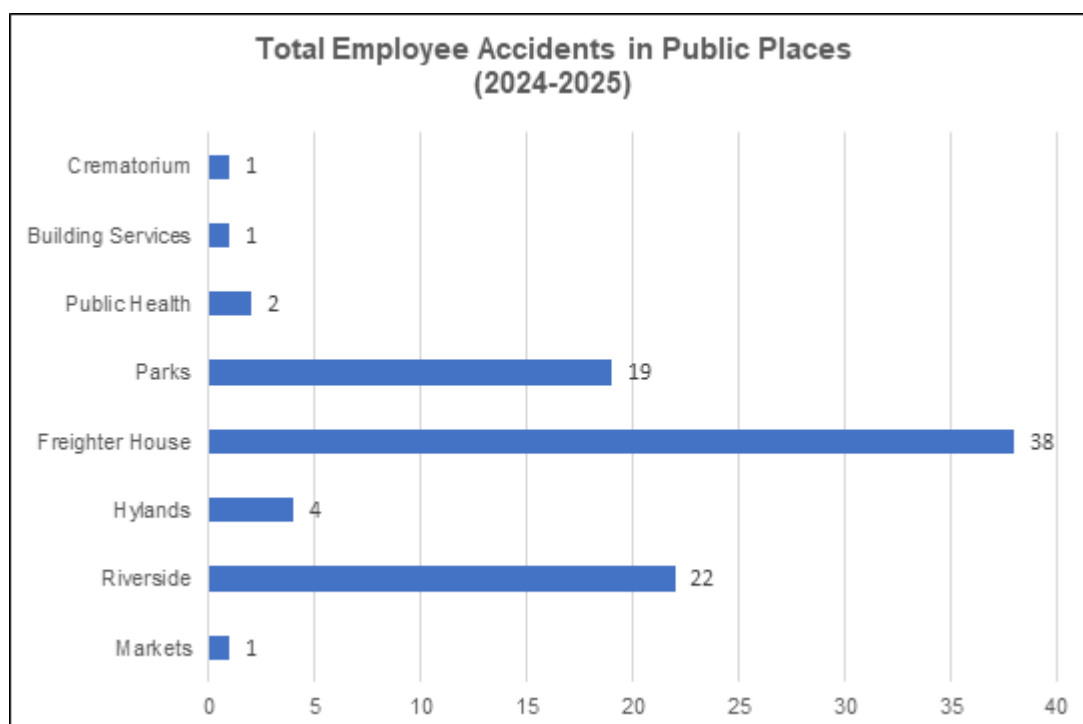
3.7 Due to the relatively small number of accidents, it is difficult to determine any specific trends with regards to accident causation. Slips/Trips and Impact continue to be the major causes of injury. Manual handling injuries and sharp objects have remained the same, but the number of injuries is low given the high-risk manual handling activities that occur across the Council. The number of acts of violence has not increased in 2024/25. Of those reported, two were animal bites, two were physical assaults (one resulting in lost time) and one was an act of intimidation. This will continue to be closely monitored to see if additional safeguards need to be put in place. All other areas have remained at similar levels, when compared to last year's figures.

3.8 Of the 13 Employee RIDDORS:

- 1 was an act of violence
- 8 were slip/trip injuries.
- 4 were manual handling injuries.

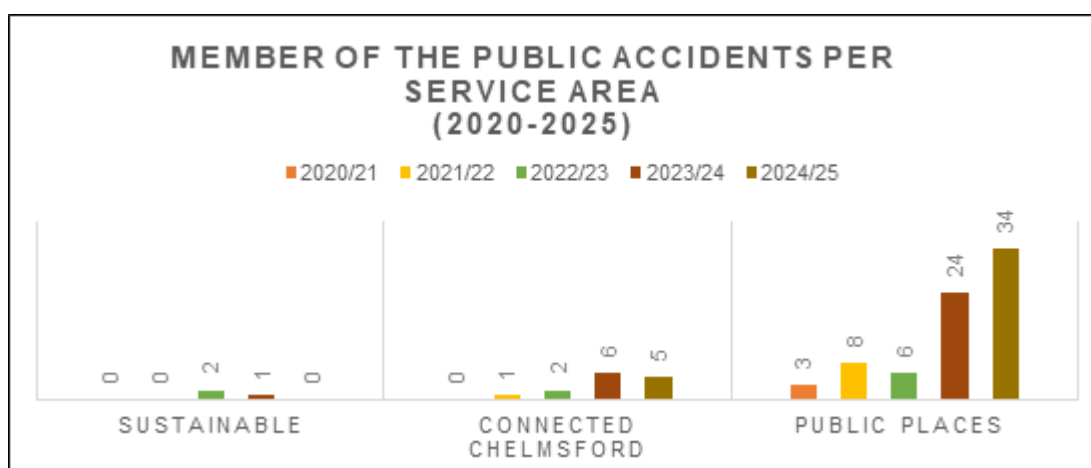
3.9 Figure 3 breaks down the accidents in Public Places to the respective service areas. As expected, the highest number of accidents occurred in services based at Freighter House, although the number of accidents is low considering the size and frequency of waste collection and street cleansing activities that take place. In 2024/25 the number of accidents for employees based at Freighter House was one more than the previous year. The figures also show an increase in reporting at Riverside and Parks. Accident rates for other services within Public Places remain low.

Figure 3 – Breakdown of Accidents in Public Places Directorate



- 3.10 Accidents to members of the public are shown in Figure 4 below. There has been an increase in accidents from 31 in 23/24 to 39 in 24/25. Of the 39, 13 of the accidents occurred at holiday clubs run by CSAW, 8 at Riverside, 6 at CSAC and 5 at the Theatre. Due to the age demographic and nature of the activities being undertaken in these areas, the level of accidents is not thought to be excessive.

Figure 4 – Accidents to Members of the Public



4. Performance Indicators

- 4.1. Table 3 gives details regarding the performance indicators. As discussed above the number of accidents to employees and members of the public have increased when compared to last year's figures. Accidents continue to be reported across a wide section of the council's services, which shows continued compliance with the accident reporting procedure.

With regards to investigations:

- Proactive noise monitoring was undertaken by a specialist at Riverside, CSAC and Theatre to determine whether the noise levels were at an acceptable level for employees. Where issues were found, mitigating measures were put in place in line with the recommendations from the noise assessment, to ensure that the council is in compliance with the Noise at Work Regulations.
- Dust monitoring was undertaken by a specialist at the Stables in Hylands. This was due to concerns raised by a resident artist who believed that silica dust was being released from pottery activities in an adjoining unit. The monitoring showed that there were no concerns relating to silica dust

Table 3 – Performance Indicators

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25
Total Number of Accidents (Employees)	47	47	76	85	100
Total Number of Accidents (Public)	3	9	10	31	39
Notifiable Employee Accidents (RIDDOR)	5	8	12	6	13
Number of lost time accidents	6	20	19	30	20
Fatal Accidents	0	0	0	0	0
Number of investigations carried out*	1	0	0	0	4
Audit investigations as per audit schedule**	55%	70%	50%	100%	100%
H&S Policies Reviewed	100%	100%	100%	100%	100%
Dangerous occurrences	0	0	0	0	0

* This performance indicator relates to investigations carried out by Corporate Health & Safety, and this does not include investigations carried out by the service.

** Low risk audits no longer form part of the auditing schedule. Only high-risk audits undertaken.

5. Audits

5.1 The following audits were undertaken by Peninsula (external auditors) during 2024/25:

Service	Date of Audit
South Woodham Ferrers Leisure Centre	04/06/24
Crematorium/Parks	11/07/24
Museum Store/Facilities - Bancrofts Road	10/09/24
Parking Services	26/11/24
FH – Love Your Chelmsford	02/12/24
Public Health	11/03/25

Actions from Audits

5.2 The following shows the number of actions arising from the Peninsula audits:

Service	Number of Actions			Number of Actions Completed	Number of Actions Outstanding	
	Total	Medium Risk	High Risk		Medium Risk	High Risk
South Woodham Ferrers Leisure Centre	18	10	8	18	0	0
Crematorium/Parks	21	16	5	18	3	0
Museum Store/Facilities - Bancrofts Road	23	18	5	18	3	2
Parking Services	8	7	1	8	0	0
FH – Love Your Chelmsford	7	-	-	7	-	-
Public Health – Housing Standards	12	-	-	5	-	-
Public Health – Community Protection	4	-	-	0	-	-
Total	93	51	19	74	6	2

(No reporting system in place so records kept on a spreadsheet which is updated manually. Records taken from 29/07/25))

5.3 Outstanding High-Risk Actions

Service	Action	Service Area Comments
Bancrofts Road	Fire evacuation drills. It was unclear if fire drills have been carried out.	Minimal occupation of site so fire drills not able to be carried out. This is under review for implementation in coming months.
	Fire doors. One fire door had a gap over 5mm present, and another did not close entirely.	Fire door survey booked for September 2025. Some delays due to staff changes.

Proposed Audits 2025/2026

Currently the following Peninsula Audits have been undertaken or are proposed:

Service	Date of Audit
Theatre	May 25
Building Services	June 25
Chelmsford Sports & Athletic Centre	Sept 25
Parks (Waterhouse Lane)	Oct 25
Riverside	Nov 25
Freighter House (Collections)	Dec 25
Hylands	Jan 26
Museum of Chelmsford	Feb 26

6. Conclusion

- 6.1 The safety management systems at Chelmsford City Council continue to be effective in ensuring the safety of employees and members of the public. Where weaknesses have been identified, remedial action has been taken to ensure more robust measures are implemented. Overall, the accident levels remain very low for an organisation delivering a wide range of services daily to 181,000+ residents and visitors to Chelmsford.

List of appendices:

None

Background papers:

None

Corporate Implications

Legal/Constitutional: None

Financial: None

Potential impact on climate change and the environment: None

Contribution toward achieving a net zero carbon position by 2030: None

Personnel: None

Risk Management: An effective health and safety management system has a positive impact on risk management

Equality and Diversity: None

Health and Safety: An annual report enables Management Team and Members to have oversight of the Council’s health and safety responsibilities

Digital: None

Other: None

Consultees:
Management Team

Relevant Policies and Strategies:
None
