



---

# Chelmsford City Council Audit and Risk Committee

**18<sup>th</sup> September 2024**

---

## **Annual Health and Safety Report 2023/24**

---

### Report by:

Director of Public Places

---

### Officer Contact:

Lewis Mould, Public Health and Protection Services Manager, 01245 606439,  
[lewis.mould@chelmsford.gov.uk](mailto:lewis.mould@chelmsford.gov.uk)

---

### Purpose

To provide members with the 2023/24 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					
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
IOSH Managing Safety	17	16	13	66	30	12
IOSH Managing Safety Refresher	12	7	20	36	10	11
IOSH Working Safely	15	29	40	149	172	67
IOSH Working Safely Refresher	16					
IOSH Executive Directors & Chief Executive					6	0
H&S Awareness e-Learning					83	400
Manual Handling Train the Trainer	12	16	7	1	13	8
Manual Handling	212	142	122	211	239	251
Emergency First Aid	24	18	0	22	37	43
First Aid at Work	23	0	0	27	30	21
First Aid at Work Re-Qualification	19	14	26	13	21	18
Fire Marshall/ Fire Warden	62	20	37	59	79	29
E-learning Fire Safety						26
Paediatric First Aid	0	0	2	7	1	10

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

2.4 Employees whose training is overdue:

- IOSH Managing Safely – 2 in progress (issued 21<sup>st</sup> Feb and 5<sup>th</sup> April) – 1 to be issued.
- IOSH Managing Safely Refresher – 3 in progress (issued 4<sup>th</sup> April), 1 not started (issued 4<sup>th</sup> April) 24 people due to be invited to refresh course between now and end of August.
- IOSH Working Safely – 1 in progress (issued 19<sup>th</sup> March), 1 not started (issued 12<sup>th</sup> April). 1 to be issued. 31 people due to be invited to refresh course between now and end of August.
- Manual Handling (inc. Casuals) –
  - Bereavement (training undertaken by Parks) – 1
  - Theatre – 6
  - PHPS – 2
  - Parks – 7
  - Hylands – 6
  - Leisure – 56 (full) 28 (e-learning)
- Fire Warden Refresher Training – 17 (but need to check if position requirement for all, so this figure may decrease).

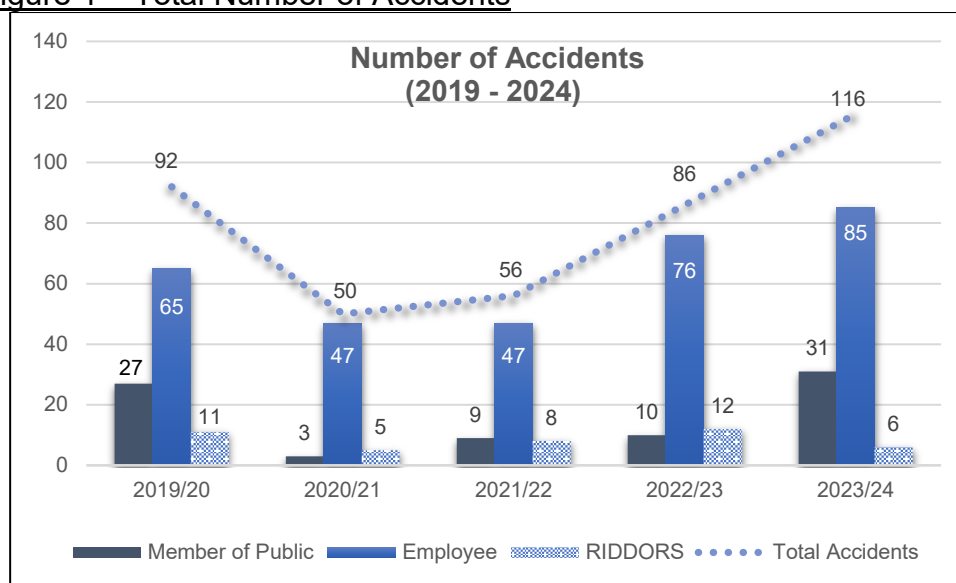
Some of these outstanding are new requirements due to new posts or the rolling program for IOSH. A proportion will have required this training in 2023/24 and failed

to attend, there is an incremental approach taken with staff to ensure these courses are undertaken, repeated non-attendance will result in disciplinary action.

### 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, however, there has been a significant drop 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 2023/24, but RIDDOR reportable accidents have decreased by six. The accident trends are discussed in more detail below.

Figure 1 – Total Number of Accidents



- 3.4 There were six RIDDOR reportable accidents in 2023/24 which is six less than the previous year. The number of RIDDOR accidents within waste collection services have remained the same (five), when compared with 2022/23.
- 3.5 Out of the six RIDDORS, five were reportable due to the accident resulting in 7+ days off work, one was a reportable injury (fractured wrist).
- 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

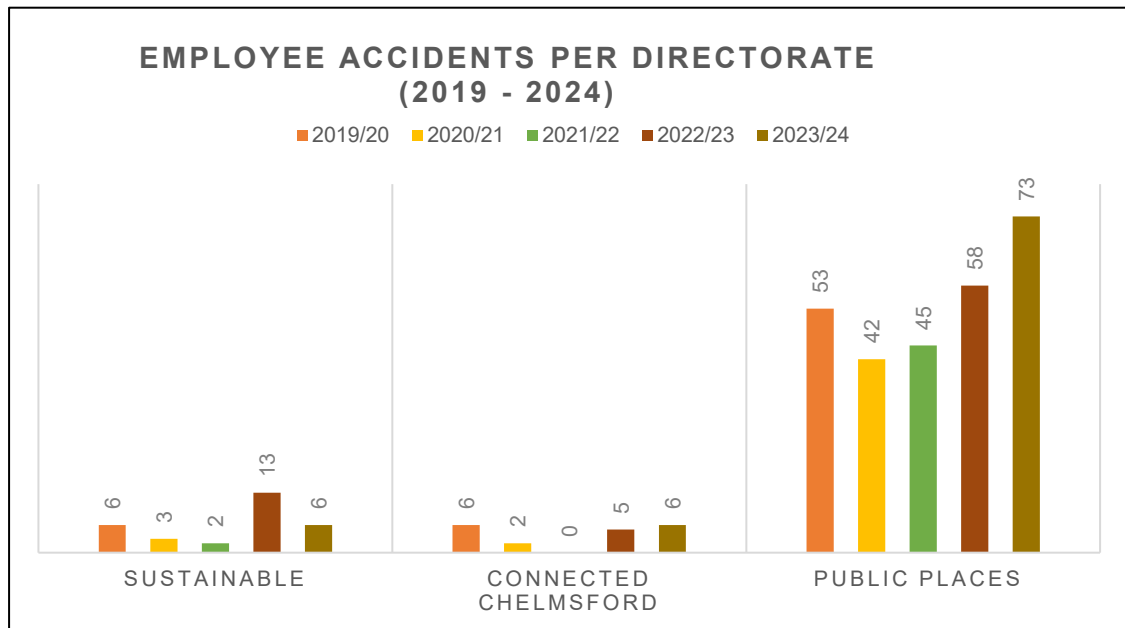


Table 2 - Employee Accident Categories for 2023/24.

Category	% of Accidents					2023/24 Number of Accidents
	2019/20	2020/21	2021/22	2022/23	2023/24	
Slips/Trips	28	32	23	22	22	19
Impact	26	23	51	30	35	30
Manual Handling	18	21	13	6	12	10
Sharp Objects	8	11	6	3	13	11
Falls from Height	3	0	0	2	0	0
Needle Stick			2	0	1	1
Acts of Violence	3	6	4	5	5	4
Road Traffic Accident (Employee Injured)	3	0	0	4	4	3
Other	9	4	0	7	8	7

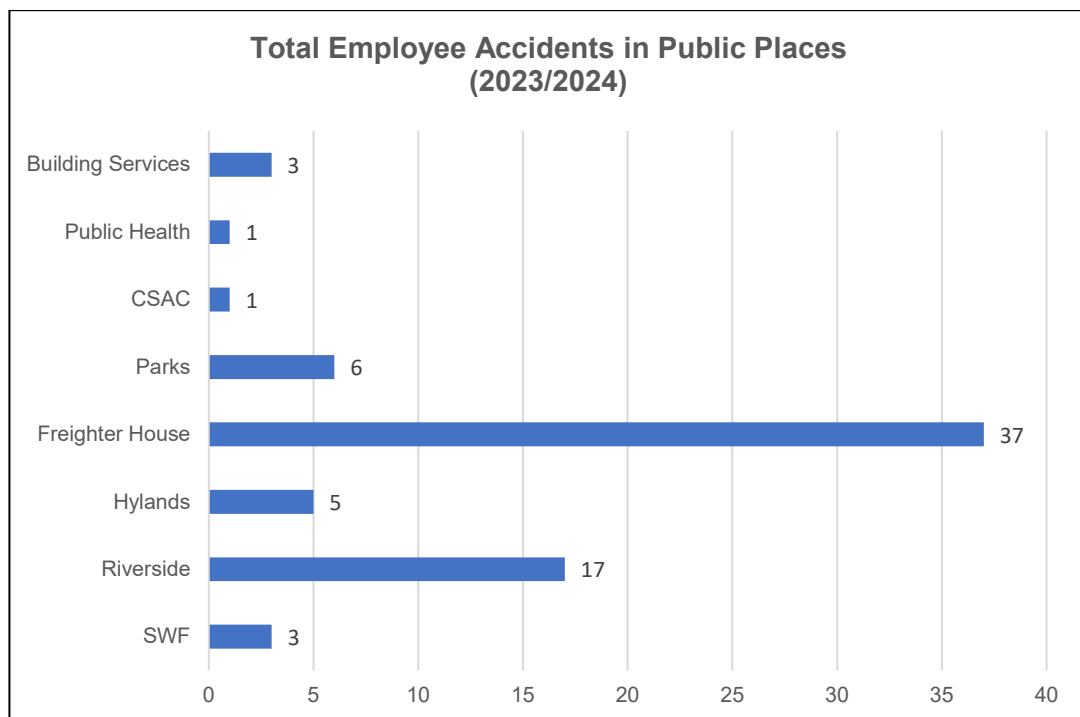
3.7 Due to the relatively small number of accidents, it is difficult to determine any specific trends with regards to accident causation. Slips/Trips and Impact continue to be the major causes of injury. Manual handling injuries have increase, as well as sharp objects, but the number of injuries is low given the high-risk manual handling activities that occur across the Council. The number of acts of violence has not increased in 2023/24 and those reported were not as severe as the previous year, however 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 6 Employee RIDDORS:

- 1 was a slip/trip injury.
- 1 was an impact injury.
- 4 was a manual handling injury.

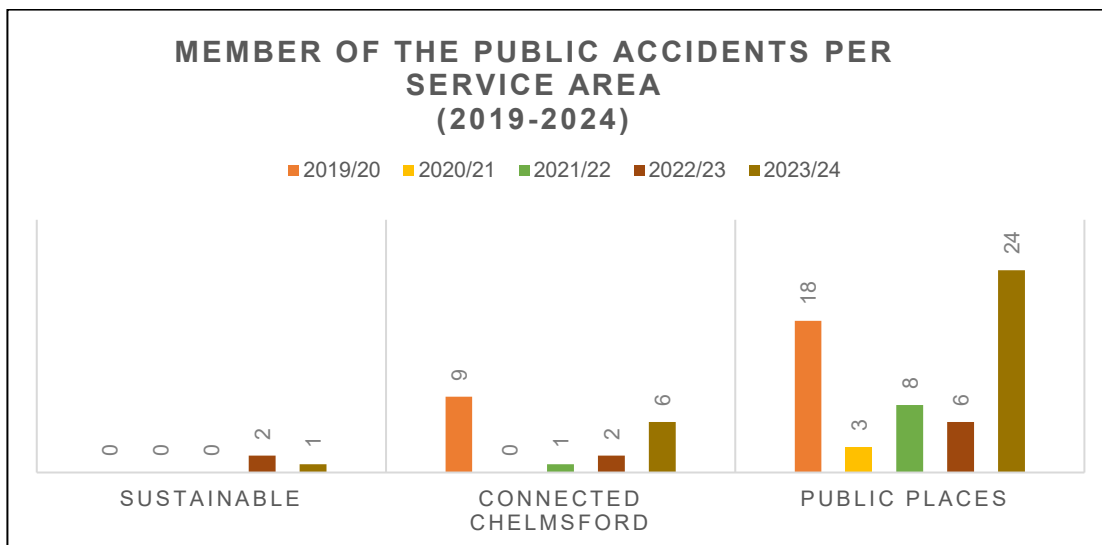
3.9 Figure 3 breaks down the accidents in Public Places to the respective service areas. As expected, the highest number of accidents occurred in services based at Freighter House, although the number of accidents is low considering the size and frequency of waste collection and street cleansing activities that take place. In 2023/24 the number of accidents for employees based at Freighter House remained the same as the previous year at 37. The figures also show an increase in reporting at the sports centres. 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, bringing the number of accidents back in line with pre pandemic levels. 8 of the accidents occurred at the summer holiday clubs run by CSAW and 8 were at Riverside. Due to the age demographic and nature of the activities being undertaken in both 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. However, accidents have been reported across a wider section of the council’s services, which is seen as an improvement in accident reporting. Additionally, there has been a drop in RIDDORS, which may be a result of better reporting of minor accidents. If minor accidents are reported, reviewed and any failings acted upon, this will reduce the likelihood of major accidents (RIDDORS).

It should be noted that the number of accidents still remains at a low level for the number of employees and scope of work activities carried out by the Council.

Table 3 – Performance Indicators

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24
Total Number of Accidents (Employees)	65	47	47	76	85
Total Number of Accidents (Public)	27	3	9	10	31
Notifiable Employee Accidents (RIDDOR)	11	5	8	12	6
Number of lost time accidents	21	6	20	19	30
Fatal Accidents	0	0	0	0	0
Number of investigations carried out*	3	1	0	0	0
Audit investigations as per audit schedule**	46%	55%	70%	50%	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 2023/24:

Service	Date of Audit
Theatre	03/05/23
Freighter House (Reversing)	01/08/23
Chelmsford Sports & Athletic Centre	27/09/23
Parks	19/10/23
Dovedale Sport Centre	13/12/23
Hylands House	13/12/23
Freighter House (Streets/MRF)	12/01/24
Parks (Volunteering)	08/02/24
Chelmsford Museum	29/02/24

### 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
Theatre	27	22	5	19	6	2
Freighter House (Reversing)	5	-	-	5	-	-
Chelmsford Sports & Athletic Centre	18	13	5	14	2	2
Parks	7	-	-	7	-	-
Dovedale Sport Centre	10	-	-	0	-	-
Hylands House	29	14	15	12	11	6
Freighter House (Streets/MRF)	7	-	-	3	-	-



Parks (Volunteering)	5	-	-	4	-	-
Chelmsford Museum	36	27	9	8	23	5
<b>Total</b>	<b>144</b>	<b>76</b>	<b>34</b>	<b>72</b>	<b>42</b>	<b>15</b>

(No reporting system in place so records kept on a spreadsheet which is updated manually. Records taken from 12/04/24))

**Proposed Audits 2024/2025**

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

Service	Date of Audit
South Woodham Ferrers Leisure Centre	June 24
Crematorium/Parks	July 24
Museums - Bancroft Road	September 24
Parking Services	November 24
FH – Love Your Chelmsford	December 24
Public Health	March 25

**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

---