



**Lake District  
National Park**

**Lake District National Park Authority**

**Health and Safety  
Annual Report  
2024/25**

## Introduction

Ensuring the continued safety of all staff, volunteers, members, contractors, tenants, and members of the public who use our facilities or services, remains the key priority for the Lake District National Park Authority. Our activities in this respect are driven by our Health and Safety Action Plan and through continuous improvement and learning from any events that occur. All accidents, incidents and near misses are reviewed, and any necessary remedial actions taken, to reduce the risk of a similar event happening again.

As part of our health and safety processes, we publish an annual Health and Safety Report.

This report highlights health and safety data, sets out progress against the 2024/25 Health and Safety Action Plan, and looks ahead at the key priorities for 2025/26.

Our thoughts remain with the family of the child who tragically drowned while on a school visit to our Brockhole site in July 2024. The incident is not included in this annual report, as the responsibility for recording accidents on privately organised school visits sits with the relevant school. The Authority did, however, document our response and actions to ensure all pre-attendance risk assessments, group documentation and site management were accurate and in line with our policies and procedures.

## Executive Summary

An accident is when an event occurs which leads to injury. There were 33 accidents recorded during the year, which is a slight reduction from the previous year.

Half of all accidents happened at either Brockhole or at Coniston Boating Centre. This reflects the scale of the operation at these sites, the nature of the activities taking place there, and the high volume of visitors.

The most common type of accidents were slips, trips or falls, accounting for almost one third of all accidents. Five such accidents were reported by the public, three by volunteers and two by staff.

29 of the 33 accidents were of a minor nature. The other four accidents resulted in some lost working time for staff. Two of these were reportable to the Health and Safety Executive due to the staff members being off work for more than seven working days.

Forty per cent of accidents were to the public. We conduct regular audits of our visitor sites, carry out risk assessments, and put measures in place to minimise the risk of accidents to the public. We encourage all accidents to be reported, no matter how minor. We will continue to prioritise the safety of all our visitors and learn from any events which do occur.

We also put measures in place to minimise accidents to our staff, volunteers, members and contractors, through the implementation of risk assessments, health and safety policies, effective management, training, and safe systems of work.

Our key performance indicator continues to be the internal accident rate, which monitors the number of internal accidents (to staff, volunteers, members, contractors) recorded for every 100,000 working hours. This allows us to compare internal accident rates from year to year.

There were 20 internal accidents. The number of internal accidents reported has risen slightly over the past couple of years. At the same time, the total hours worked by staff and volunteers has fallen. The net effect is the average monthly internal accident rate rose to 5.5 accidents per 100,000 working hours, above our target of no more than 4.0.

There has been a small increase in the number of staff accidents (15 in 2024/25 compared to 11 in the previous two years). Three quarters of these were reported by staff whose work involved a significant amount of physical activity – this reflects the greater inherent risks from carrying out these roles. Half of the staff accidents were reported from staff in the age group 22 to 30. These staff all had physical roles and were a mixture of permanent and casual / agency workers. Some of the six staff were relatively inexperienced, while a couple of them had more than ten years' service. We continue to ensure that younger and less experienced staff receive a high level of training.

A near miss is when an event could have caused an injury or damage to property but did not on this occasion. There were 34 near misses reported, which was a slight decrease from the number reported the previous year. Encouraging the reporting of near misses remains a priority.

Four of the near misses involved verbal abuse or unacceptable behaviour by members of the public. We continue to provide training, advice and support mechanisms to all staff. Our direction to staff is that confrontation should always be avoided and at the first sign of aggression they should walk away and consult a manager and other agencies for support.

We operate telematics in the Authority's vehicles which allows us to monitor driver behaviour and obtain safety scores for staff who drive as part of their work. Driver safety scores have reduced this year to within target levels. We will continue to monitor driving behaviour and will provide further driver training and management guidance to any drivers who regularly record poorer scores.

During the year, all health and safety site audits and fire risk assessments were completed within their allotted timeframes and overall, we are well on track with the programme. The audit findings are summarised, along with any improvement recommendations, within our Audit Tracker tool. Our EDP Health and Safety Adviser continues to work with site managers to implement and monitor agreed solutions and actions.

Responsibility for health and safety sits with the Head of People and Organisational Development who has continued to meet monthly with our EDP Health and Safety Adviser to monitor the Audit Tracker and ensure delivery of improvement actions.

Work has been ongoing to ensure that all health and safety policies are up to date and communicated to staff and volunteers.

The Health, Safety and Wellbeing Forum, comprising of staff representatives from all service areas, met quarterly during the year. They monitored progress with the audit programme, reviewed delivery of the Health and Safety Action Plan, and discussed any areas of concern.

The 'Don't Walk By' health and safety updates have been produced quarterly, following each meeting of the Forum, and used to communicate key messages to staff.

Progress with delivery of the Health and Safety Action Plan is detailed in Appendix 1.

## 2024/25 Health and Safety Data

Our policy is for all accidents, incidents (events which cause damage to property), and near misses that involve any employee, volunteer or member, or contractor while working for us, or member of the public when on our visitor sites or using our services, to be reported to us.

All reports are reviewed by the responsible manager, the Head of People and Organisational Development, and our EDP Health and Safety Adviser and, if necessary, investigated further. This enables us to take any immediate action required and to identify and action any learning points to minimise the risk of future reoccurrence.

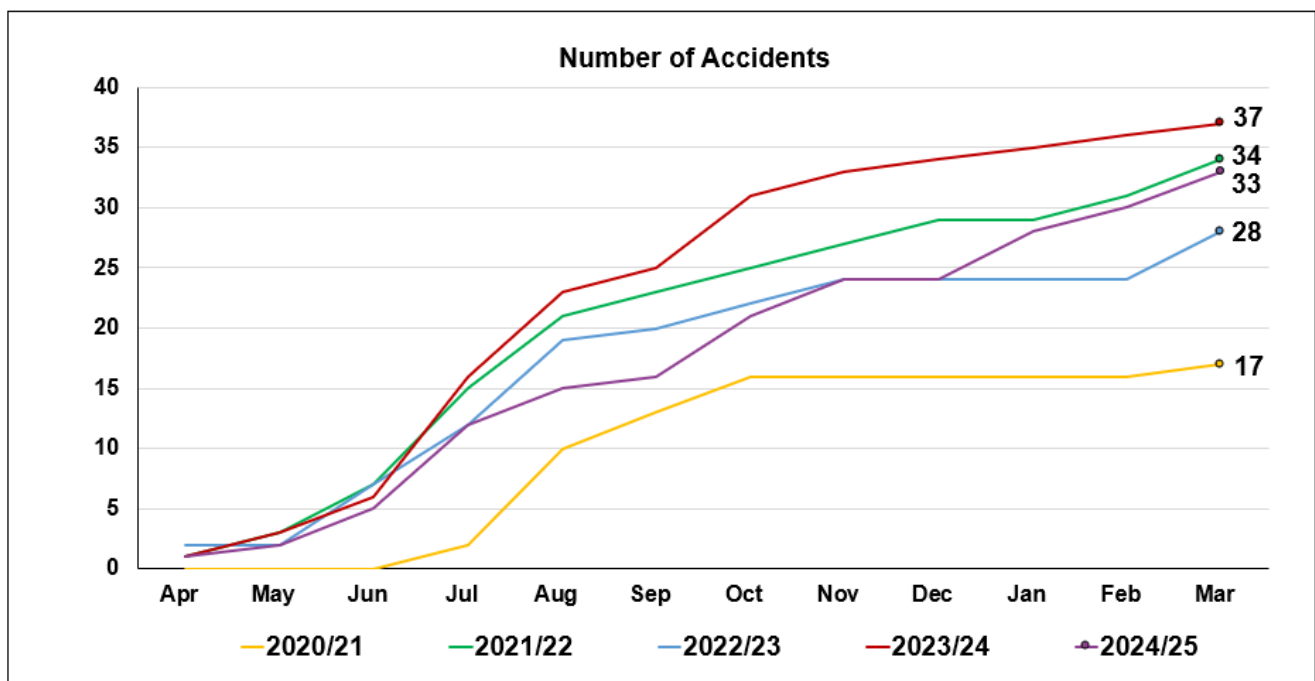
The Strategic Leadership Team also review accidents, incidents and near misses at their monthly meetings.

Key points to note from our 2024/25 accident records are detailed below.

### Number of Accidents

There were 33 accidents recorded, which is a similar number to previous years.

All accident reports have been reviewed and any necessary remedial actions taken to reduce the risk of a similar accident happening again.



**Figure 1:** Total number of recorded accidents each year from 2020/21 to 2024/25

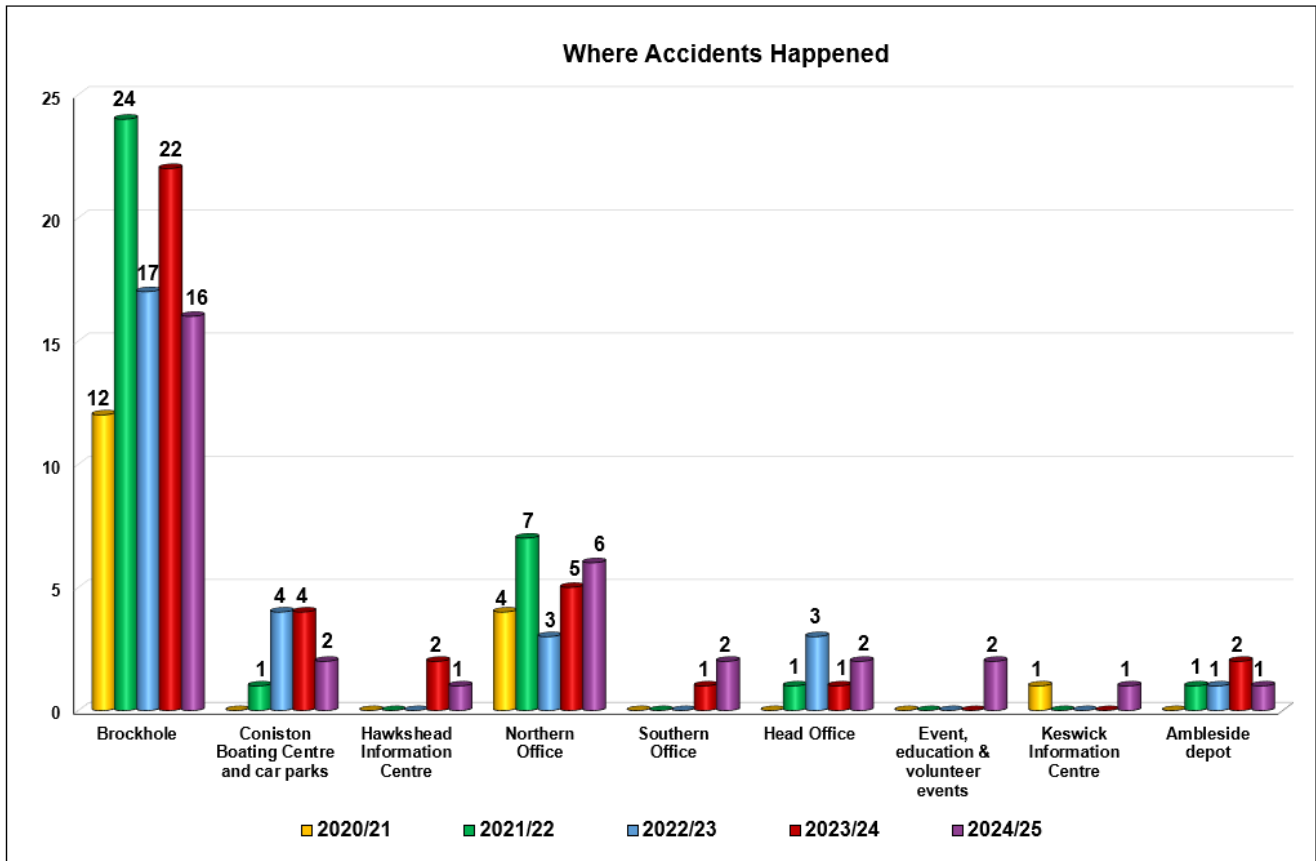
### Where Accidents Happened

Over half of the accidents were linked to either Brockhole or the Coniston Boating Centre and car park teams. This reflects the scale of the operation at these visitor sites, the nature of the activities which take place, and the considerable number of visitors we welcome each year.

The total number of accidents recorded by these visitor operations decreased from 26 in 2023/24 to 18 in 2024/25:

- 16 accidents were recorded at Brockhole:

- 10 minor accidents reported by the public at various locations / activities across the site.
- Six accidents reported by staff working on site (three in the kitchen, one in the workshop, one in a meeting room, and one at the jetty).
- Two accidents were reported from the Commercial Property team:
  - A volunteer training on the lake at Coniston.
  - A member of staff working in the car park team.



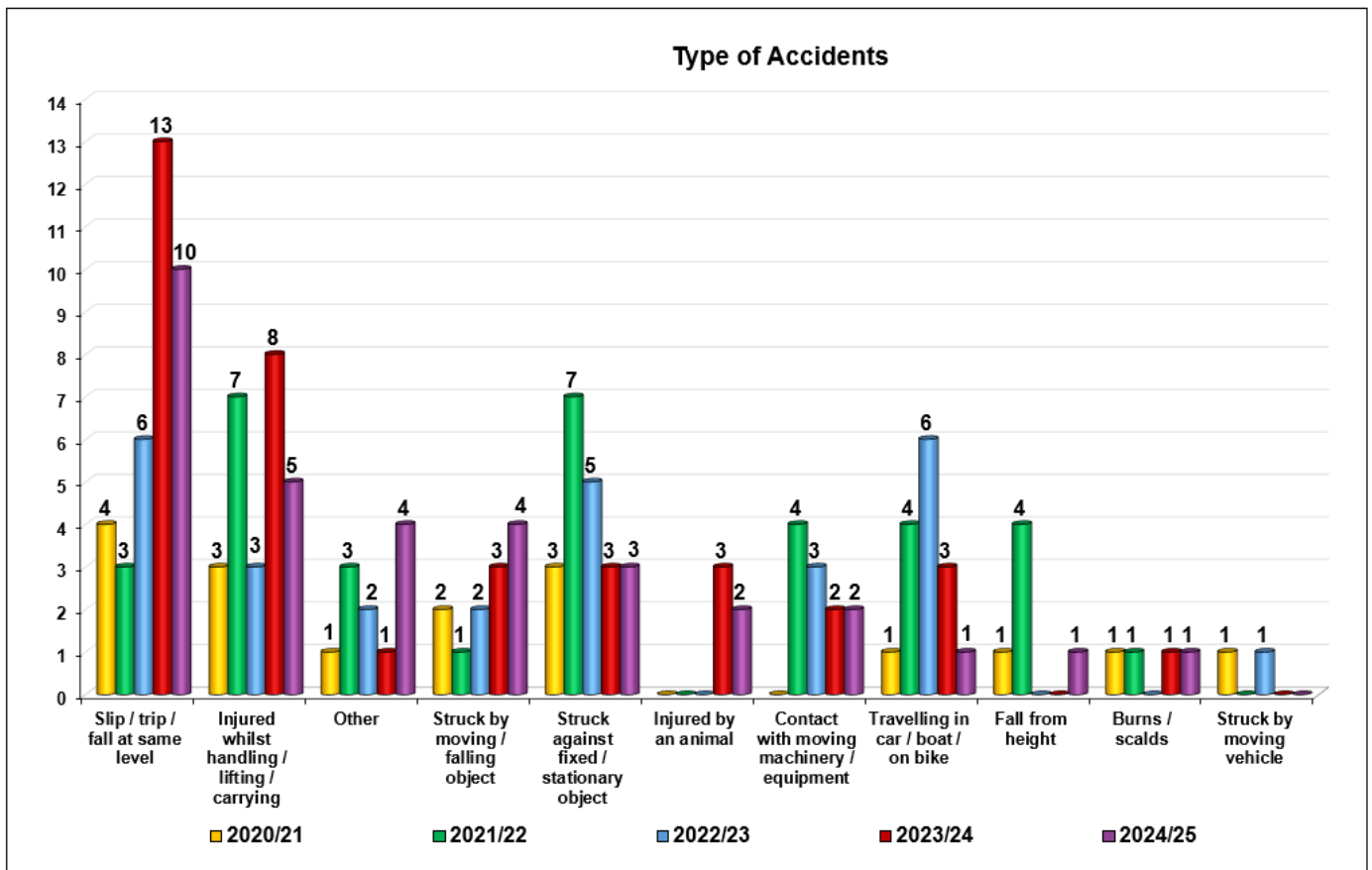
**Figure 2:** Location of recorded accidents each year from 2020/21 to 2024/25 (or member of staff's / volunteer's base if the accident did not happen on our property)

The locations of the other accidents were:

- Six accidents were reported by our Northern Office in Threlkeld:
  - Three were volunteers (two on Fix the Fells work parties and one Young Ranger).
  - Three were staff (two had accidents while undertaking practical works in the National Park and one while visiting the office).
- Two accidents were reported by our Southern Office in Haverthwaite:
  - A member of staff in the workshop reported two separate accidents.
- Two accidents happened at our head office in Kendal:
  - A member of staff hurt themselves on the letterbox.
  - A contractor had an accident while working in the car park.
- Two members of the public slipped over while on volunteer-led guided walks.
- One staff member had an accident while working in our Keswick Information Centre and one while working in the yard at our Ambleside depot.

- One accident was reported from Hawkshead Information Centre:
  - A member of the public fell off an electric bike they had hired.

## Type of Accidents



**Figure 3:** The number of different types of accident recorded each year from 2020/21 to 2024/25

Almost a third of all accidents were **slips, trips or falls**:

- Three members of the public in the grounds at Brockhole. No follow-on actions were required as we already have a robust risk assessment in place for slips, trips and falls.
- Two members of the public on guided walks in the National Park. No changes were needed to the current risk assessment.
- Two staff slipped on a wet floor in the kitchen at Brockhole. A blockage in the sink was repaired to prevent further leaks.
- Two volunteers taking part in Fix the Fells work parties. Volunteers were reminded of the correct techniques for moving stones and to take extra care when the ground is wet.
- A volunteer Lake Ranger completing pre-season training on the lake at Coniston. The risk assessment was updated to note that other crew members should assist when someone is stepping across from one boat to another.

There were five accidents to staff who were **handling, lifting or carrying**:

- A staff member working for the Great North Swim at Brockhole caught their hand between a boat and the jetty, causing bruising. Staff training was given on handling boats.
- A staff member in the workshop at Brockhole cut their hand on a nail sticking out of a piece of wood. They were reminded to wear suitable gloves when handling materials.

- A member of staff hurt their back after manually lifting a bollard in the car park at the Northern Office. The procedure was reviewed, and it was agreed that the bollards would only be used at weekends and during holidays.
- A member of staff was clearing vegetation when a long splinter went through their anti-cut gloves and through their finger. The accident was highlighted to other staff, with a reminder to wear the correct gloves.
- A member of staff was loading a trailer with heavy items and strained their back. It is mandatory for all staff to undertake manual handling training.

Four people were **hurt by moving or falling objects**:

- A child was hit on the head by a golf club swung by a family member while playing mini golf. No remedial actions were required.
- At the end of an archery session, a member of the public had a bruised arm from the bow string hitting them, despite wearing a coat and an arm guard. Instructors were reminded to ensure customers are aware of correct bow handling.
- In the boat workshop, a member of staff pulled rubber matting down from a boat which was at height, and it hit them. Staff were advised of safer ways of moving material down to the floor from height.
- A member of staff's finger was hit by a sledgehammer as they assisted a colleague to knock stakes into the ground. The fencing risk assessment was reviewed and updated.

Three people were hurt by a **stationary object**:

- A child entered an outdoor café at Brockhole on a bike, lost their balance and fell into a fire extinguisher stand. No remedial actions needed.
- A member of staff scraped their hand on the letterbox at the head office while posting into it on a dark evening. The exterior lighting will be reviewed.
- A contractor was working in the car park at the head office and cut their head on nails protruding from some rotten wood. The wood was subsequently removed.

Two people were **hurt by an animal**:

- A dog jumped up at a member of staff inside an Information Centre and scratched them. The need for signage was reviewed, as well as a risk assessment for members of the public entering with a dog.
- A child was stung by a wasp at Brockhole. No remedial actions needed.

Two people were hurt while **using machinery or equipment**:

- A member of staff cut themselves with a knife while preparing food in the kitchen at Brockhole. No remedial actions needed.
- A Young Ranger volunteer reported that a bowsaw had bounced back and made contact with their leg. We have taken steps to improve safety briefings and tool demonstrations for the Young Rangers group.

One accident happened when **travelling in a car, boat or bike**:

- A member of the public fell off an electric bike hired from Hawkshead Information Centre. We continue to stress to customers that they should be proficient cyclists and in good physical health before they hire bikes.

One person hurt themselves when they **fell from height**:

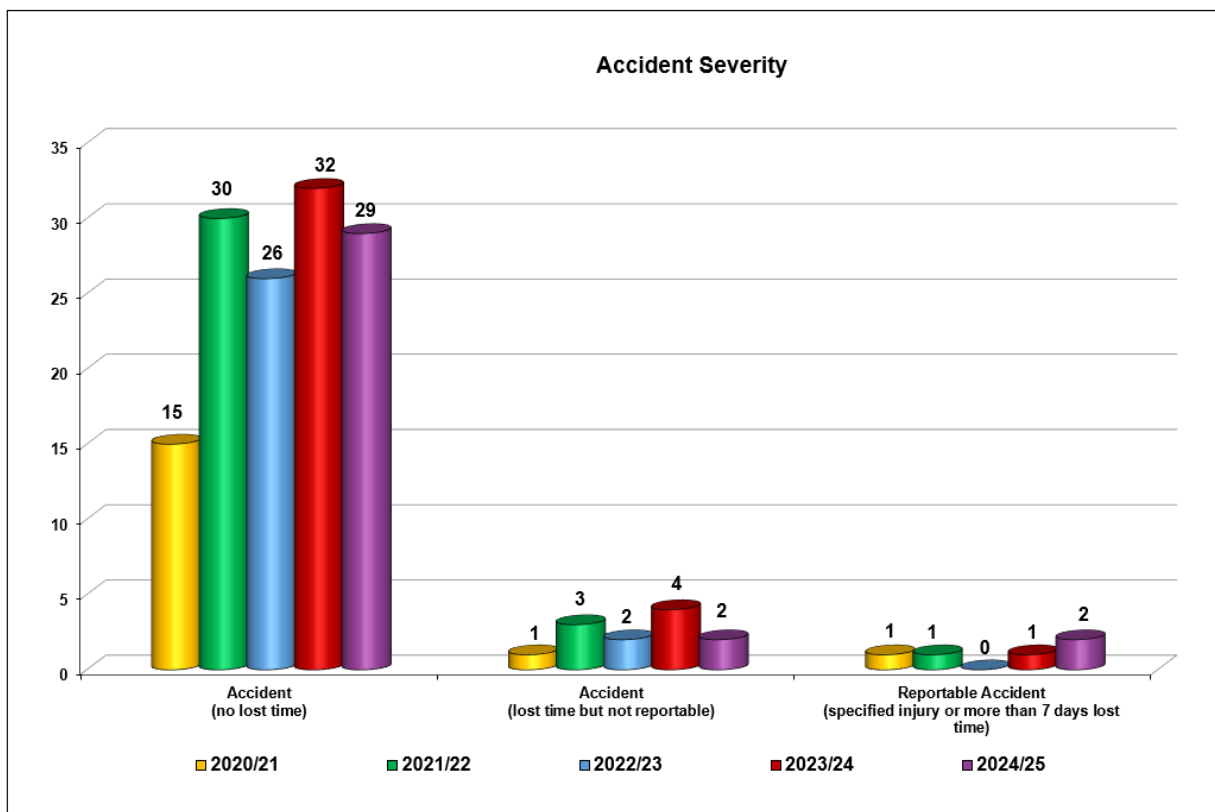
- A child on the zipline in the Brockhole playground was not holding on and fell off. No remedial actions needed. Children should be supervised in the playground by accompanying adults.

A member of staff sustained a **scald** when the hot drink they were carrying was spilt on their hand. Colleagues were reminded of the potential hazard from carrying hot drinks.

**Other** accidents:

- A member of the public had a suspected epileptic fit in the Brockhole café. First aid was given; no remedial actions needed.
- A member of the car park team was affected by drugs vapour coming from a vehicle they were investigating which was parked on our land. The incident was reported to the police. Staff were reminded to walk away from potentially dangerous situations.
- A child complained of eye irritation after watching a science show at the Halloween event at Brockhole. None of the chemicals used in the show were harmful.
- A member of staff got a piece of grit in their eye while polishing a boat. They were wearing protective glasses at the time. The risk assessment has been updated to include the wearing of protective goggles.

## Severity of Accidents



**Figure 4:** The severity of accidents recorded in each year from 2020/21 to 2024/25

29 of the 33 accidents were of a **minor** nature.

Any accident at work which leads to lost working time for staff is classed as a 'lost time accident'. This includes staff leaving their shift early due to an injury, and any subsequent whole days or part days which are taken as sickness absence.

There were two **lost time accidents** which were **not reportable** to the Health and Safety Executive:

- A member of staff's finger was fractured by a sledgehammer as they assisted a colleague to knock stakes into the ground. They attended hospital and lost approximately 10 hours of working time in total.
- Another member of staff strained their back while loading heavy items into a trailer. They had to rest their back and lost six days of working time.

Two other **lost time accidents** were **reportable** to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), due to the members of staff losing more than seven days of working time:

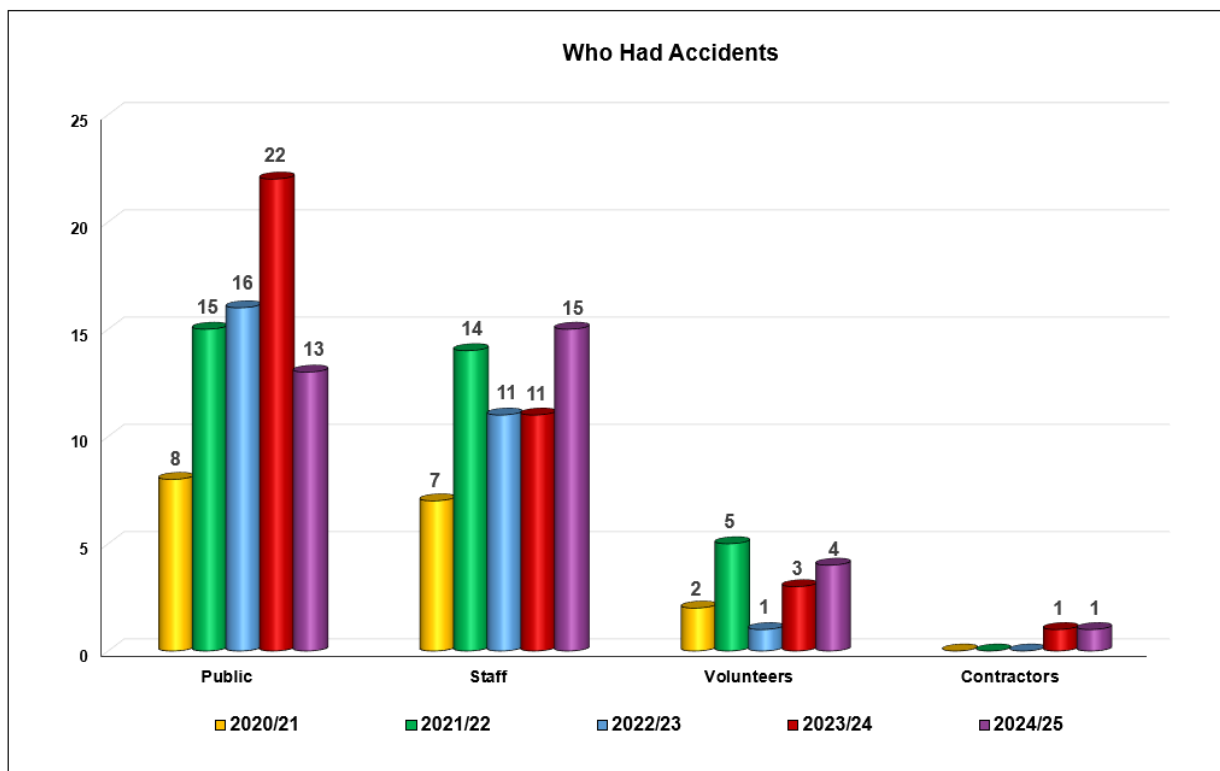
- A member of staff was hurt after a dog jumped up at them and its claws landed on scar tissue.
- A staff member slipped in the kitchen at Brockhole and bruised their back.

## Who Had Accidents

Thirteen of the accidents (40 per cent) were to the **public**. This was a significant reduction from 22 recorded the previous year. Ten of the public accidents happened at Brockhole, of which seven were to children. In addition, two members of the public tripped over on volunteer-led guided walks – one lost their balance on level ground, and one tripped over their boot laces at the start of the walk. And a member of the public who had hired an electric bike from us pulled too hard on the brakes while riding on gravel and fell off.

There were 15 accidents reported by **staff**, which is a slight increase from the previous couple of years. See pages 10 to 14 for more details.

There were four accidents to **volunteers** and one accident to a **contractor**. These were at similar levels to previous years.



**Figure 5:** Number of recorded accidents to the public, staff, volunteers and contractors each year from 2020/21 to 2024/25

## Internal Accident Rate

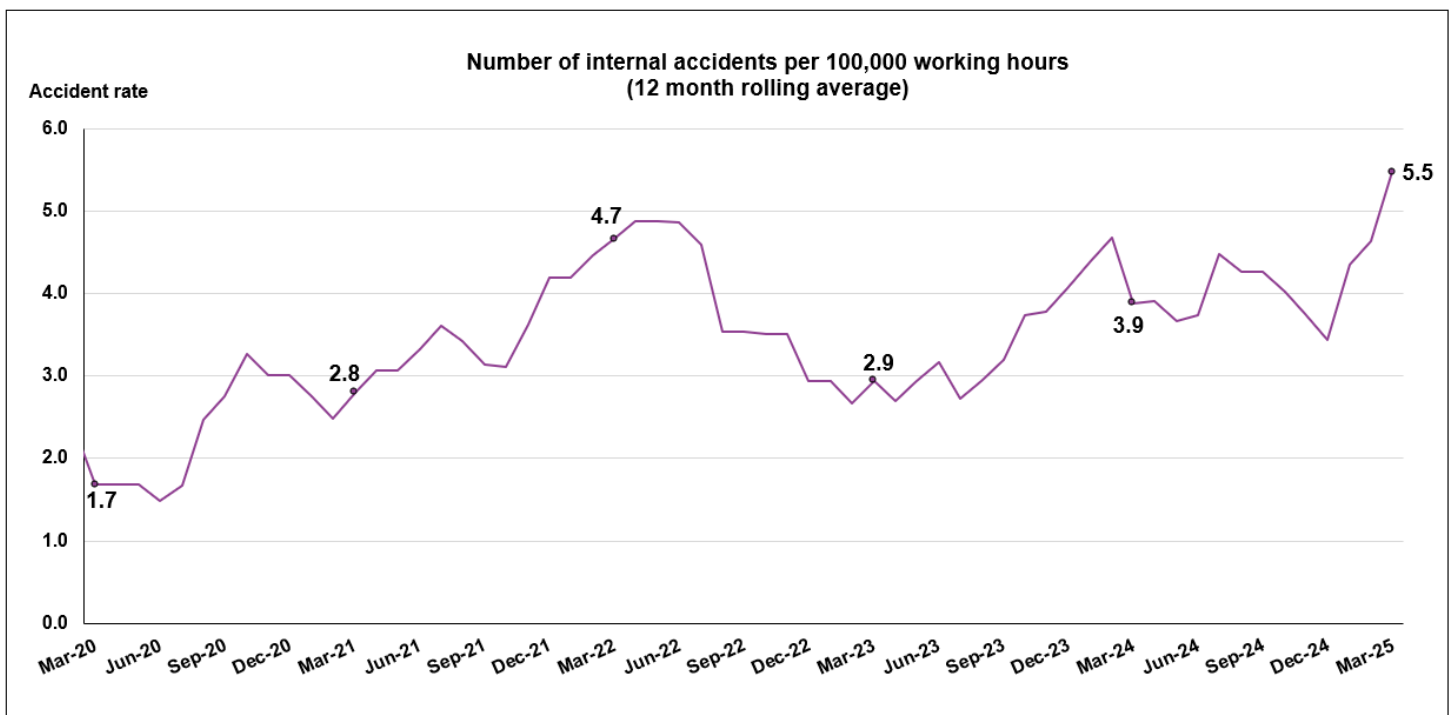
Every month we calculate the internal accident rate, which is the number of internal accidents for every 100,000 hours worked by staff and volunteers. We then calculate the average figure over the previous 12 months. This is our key performance indicator for health and safety.

Our target was for the average monthly internal accident rate to be no more than 4.0 accidents per 100,000 working hours, as this would keep us in line with our average figure over the previous three year period.

There were 20 internal accidents recorded in 2024/25 (15 to staff, four to volunteers and one to a contractor). This compares to 15 internal accidents in 2023/24 and 12 in 2022/23.

The total hours worked by staff has decreased over the last few years, due to a reducing staff FTE (full time equivalent) figure, and less casual and additional staff hours being worked.

The net effect of an increase in accidents and a decrease in working hours is that the internal accident rate has risen from 2.9 accidents for every 100,000 working hours in 2022/23, to 3.9 in 2023/24 and 5.5 in 2024/25, above our target.



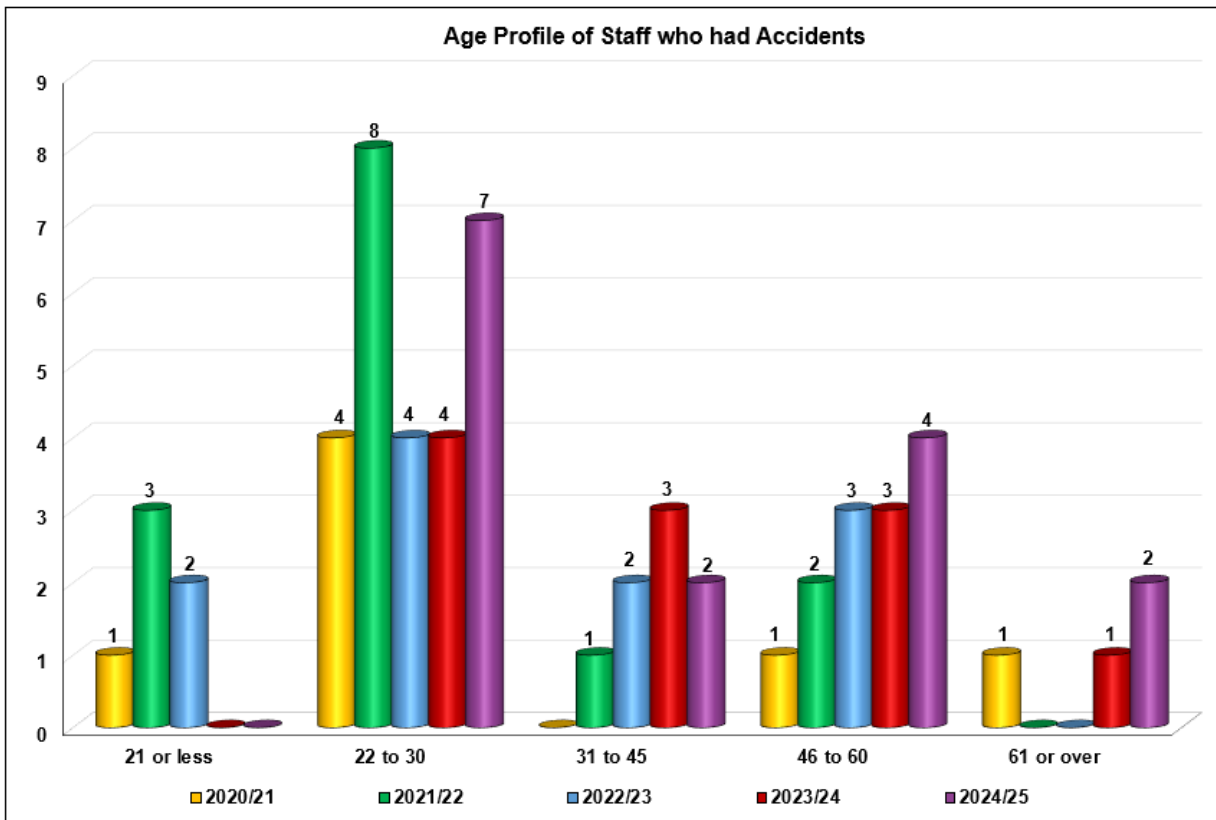
**Figure 6:** Average number of internal accidents for every 100,000 hours worked by staff and volunteers (12 month rolling average of the monthly figure), from March 2020 to March 2025

## Profile of Staff who had Accidents

With the number of staff accidents increasing slightly in 2024/25, we have analysed in greater detail which staff had accidents, to see if there are any trends or issues that we need to be aware of.

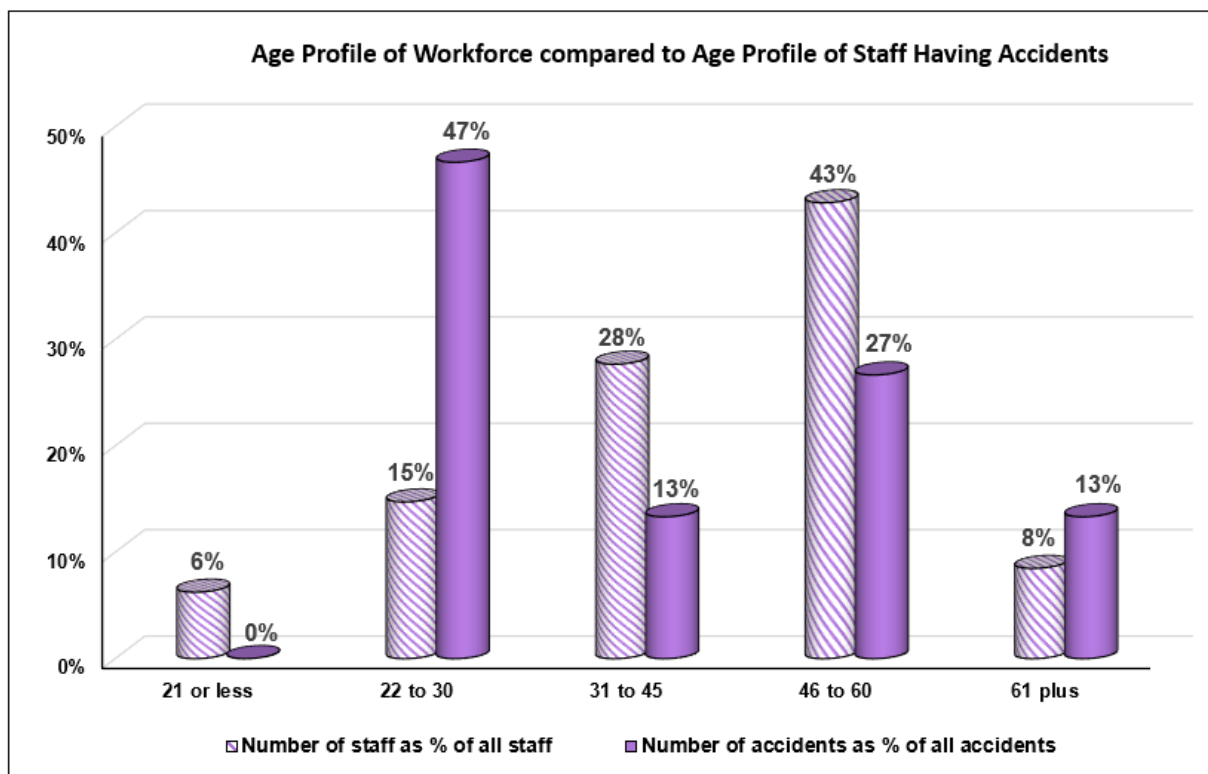
### Age

For the second year running, no-one aged 21 or less reported having an accident. There were seven accidents to staff aged 22 to 30, two were aged 31 to 45, four were aged 46 to 60, and two were aged 61 or over.



**Figure 7:** The age of staff who had accidents each year from 2020/21 to 2024/25

We have looked at the age profile of staff having accidents and the age profile of our workforce, so see how they compare.



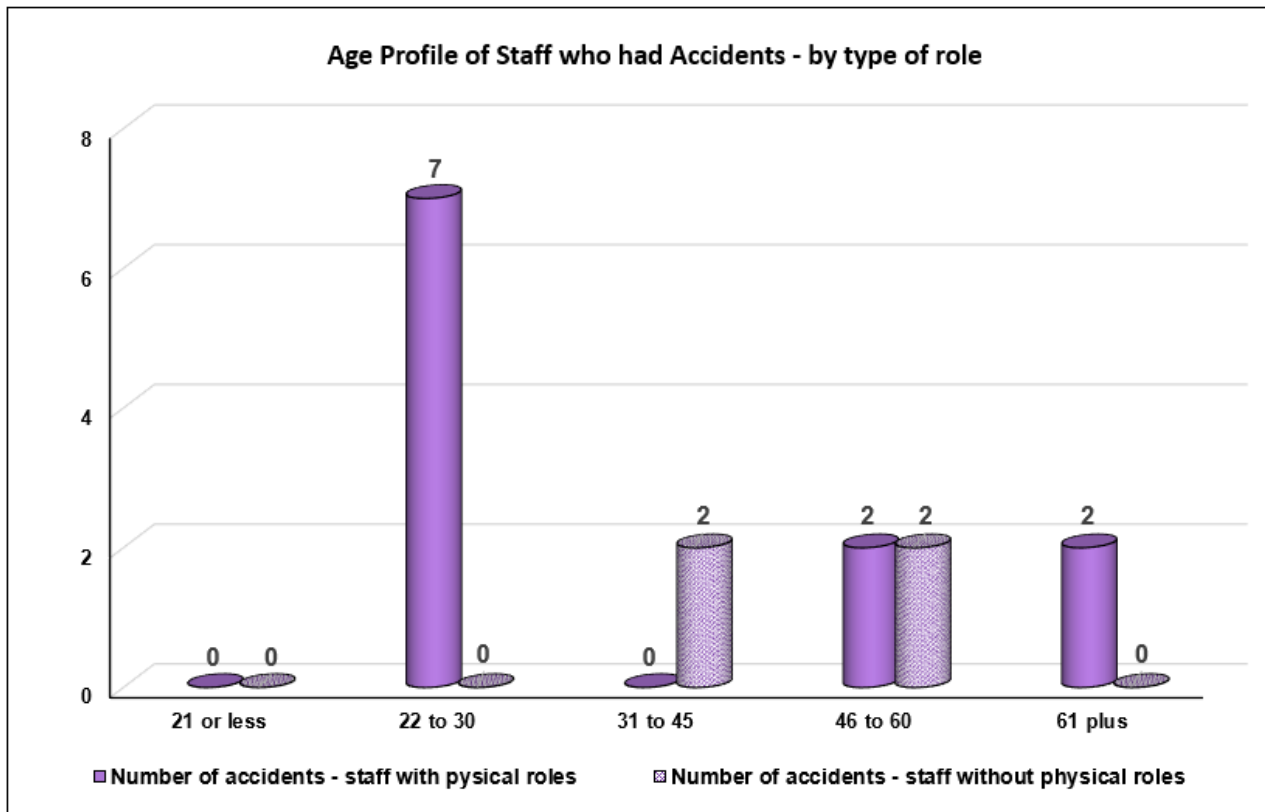
**Figure 8:** The age profile of the workforce compared with the age profile of staff reporting accidents in 2024/25

Almost half of staff accidents were reported from the age group 22 to 30, while this age group only accounted for approximately 15 per cent of the workforce.

## Type of Roles

About 40 per cent of our staff were involved in physical or practical activities as a significant part of their role in 2024/25. This group included rangers, fell top assessors, staff leading outdoor activities, catering staff, visitor management staff, the car park team and gardeners.

We looked at whether the staff having accidents were in predominantly physical or non-physical roles. We would expect to see more accident reports from staff with physical roles due to the greater inherent risks when doing this type of work.



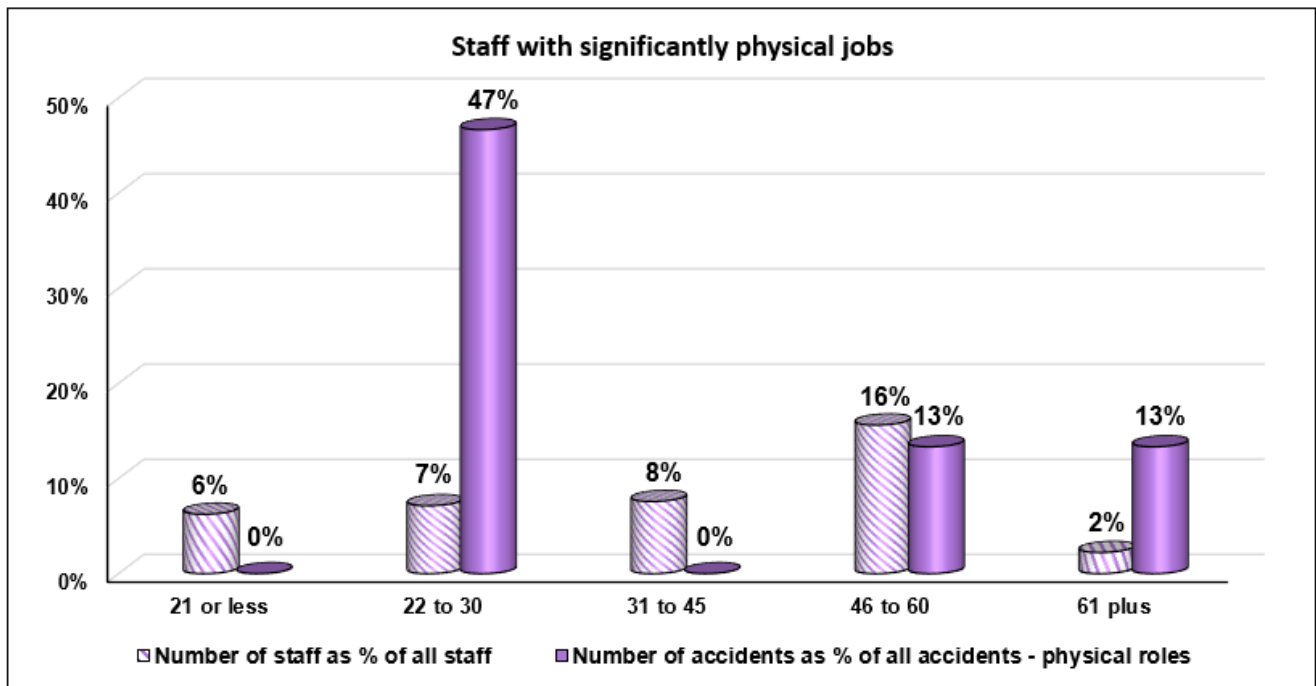
**Figure 9:** The age profile of staff who had accidents in 2024/25, split by whether they had a predominantly physical or non-physical role

Of the 15 staff accidents, 11 were reported by staff whose work involved a significant amount of physical or practical activity. This is the same as the number reported in 2023/24 from staff with physical roles, and there were nine reported in 2022/23, so we are reassured there is no significant upwards trend.

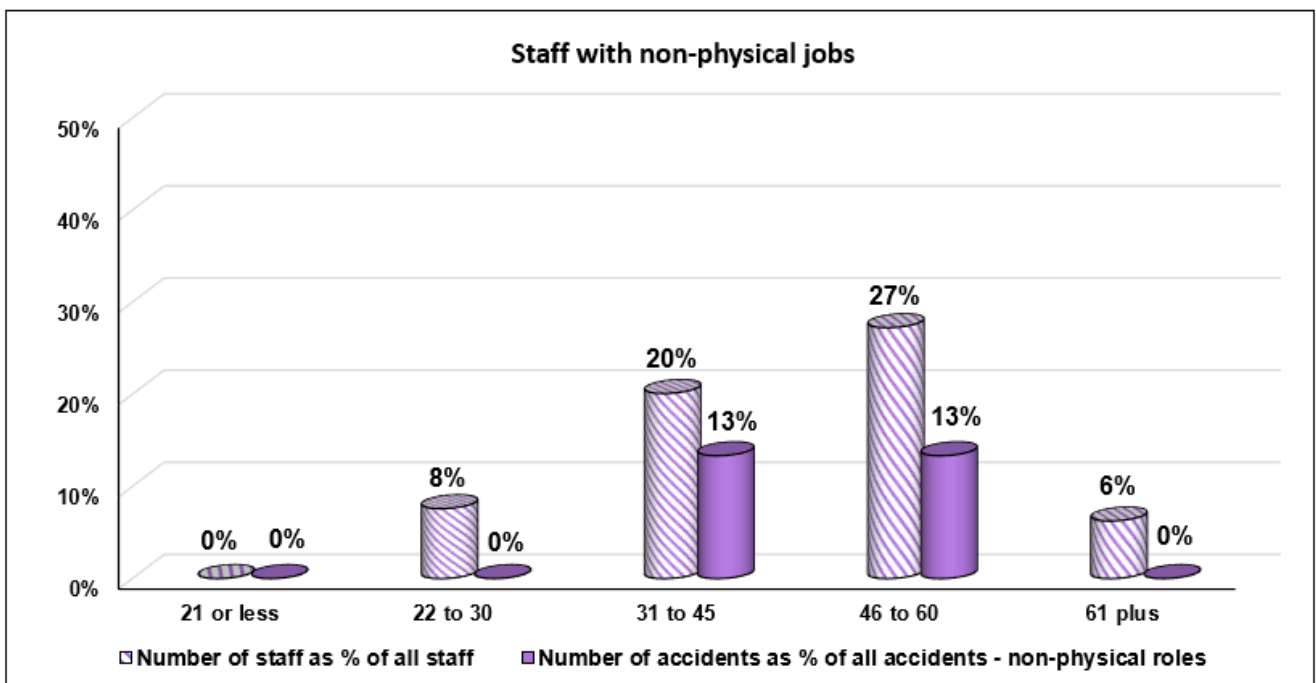
We also had four accidents reported by staff who did not have significantly physical roles. This compares to none reported from this group in 2023/24, and two reported in 2022/23. We have reviewed these four accidents and there are no commonalities – they took place at different sites and were different types of accident. They were caused by lifting car parking bollards, spilling a hot drink, posting through a letterbox and being scratched by a dog.

## Age and Type of Roles

For staff whose roles included a significant physical element, and staff whose roles did not, we have looked separately at the age profile of the staff having accidents and the age profile of the workforce, to see how they compare.



**Figure 10:** For staff with physical roles, the number of staff in each age group as a percentage of all staff is compared with the number of accidents reported by each age group as a percentage of all accidents in 2024/25



**Figure 11:** For staff with non-physical roles, the number of staff in each age group as a percentage of all staff is compared with the number of accidents reported by each age group as a percentage of all accidents in 2024/25

In conclusion, the group of staff reporting the most accidents in 2024/25 had physical roles and were in the age group 22 to 30. This group make up about seven per cent of the workforce but reported 47 per cent of all accidents. There were seven accidents reported from this group – four were permanent staff (one person reported two accidents), one was a casual worker and one an agency worker. Two of the permanent staff were experienced employees with over ten years' service each. The other four staff were less experienced.

The findings are similar to 2023/24, when the group of staff with physical roles aged 22 to 30 made up about six per cent of the workforce and reported 36 per cent of all accidents.

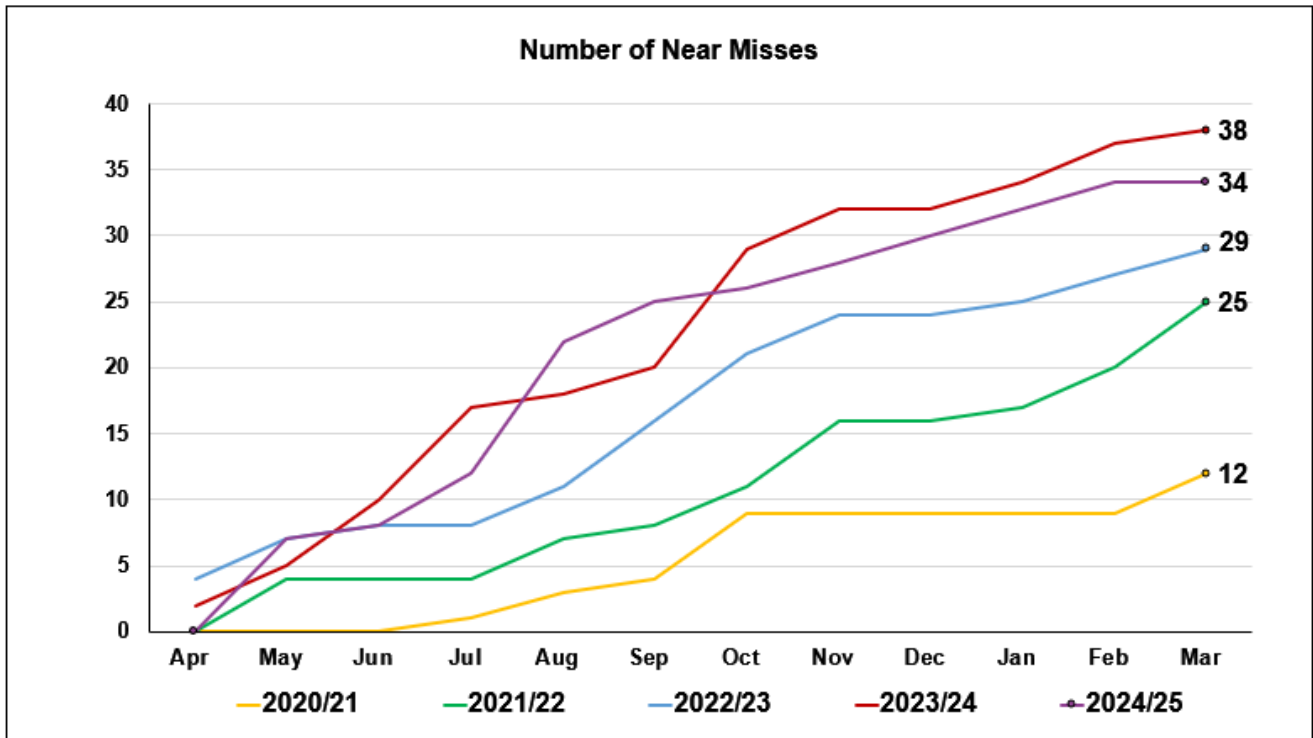
The profile of staff reporting accidents does highlight the continued need for younger and less experienced staff to receive a high level of training, particularly those with physical roles. It is encouraging that no accidents were reported by staff with physical jobs in the youngest age group of 21 or less.

We will continue to monitor the age of staff reporting accidents, together with where they work and the type of work they do. All reported accidents are reviewed, and any remedial actions identified and actioned, to reduce the risk of reoccurrence. Appropriate training is identified and provided for all roles.

## Near Misses

A near miss is where something happens which could have caused an injury or damage to property but did not on this occasion. We include reports of unsafe acts and unsafe conditions in our near miss figures.

It is important for us to identify all near misses so that we can take appropriate action to address issues before they result in an accident or incident.



**Figure 12:** Total number of near misses reported each year from 2020/21 to 2024/25

There were 34 near misses reported in 2024/25, a slightly lower number than the previous year. Encouraging the reporting of near misses remains a priority.

Four of the near misses involved verbal abuse or unacceptable behaviour from members of the public:

- A member of the car park team witnessed an altercation between some members of the public in the street and aggression was then directed towards them.
- A member of staff was on a lone site visit. The landowner spoke to them in an overly familiar way which made them feel uncomfortable.
- When a bus driver was asked if they had purchased a car parking ticket, they were aggressive towards our staff member.
- The landowner of a site where we were facilitating a pop-up car park had asked a group to leave and they had refused. The landowner had asked our staff to attend and assist, but before they arrived, one of the group attempted to stab the landowner with a knife. The offender was arrested by the police.

We continue to provide training and support mechanisms to all staff and encourage all such incidents to be reported. We have reminded staff to assess situations that they are entering into before engaging, particularly if they are lone working. Our direction to staff is that confrontation should always be avoided and at the first sign of aggression they should walk away and consult a manager and other agencies for support.

## Driving Safety

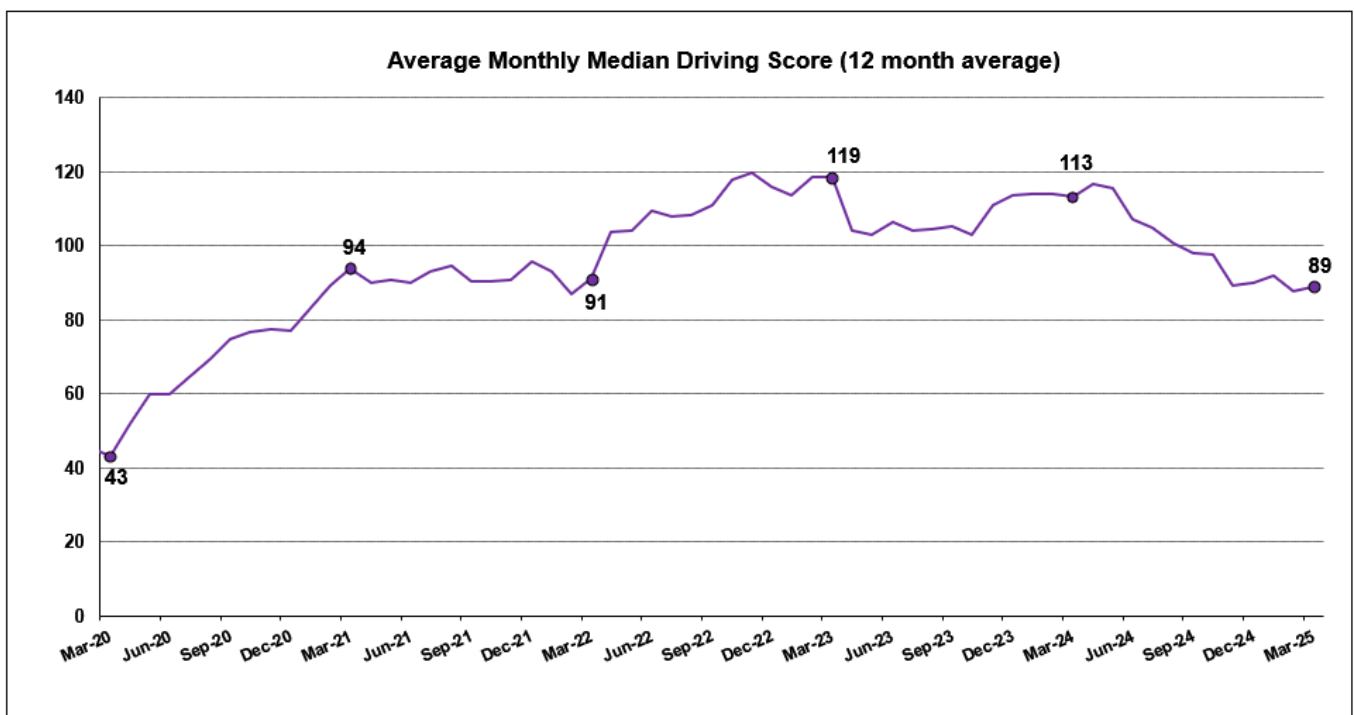
We have operated telematics in our vehicles for several years. This allows us to locate vehicles and staff when they are out in the National Park and is an important part of safeguarding lone workers. It also allows us to gain greater knowledge of the way we use our fleet. Our objective is to understand driving styles so that we can offer proactive support and reduce the risks to people who drive as part of their work.

The telematics system gives us information about safety events (braking, acceleration and turning) for all drivers. Every month, a driver safety grade is calculated for each driver, based on the number of safety events recorded and the distance driven. A lower score is preferable, with a score of zero indicating there were no safety events recorded. We find the median driver safety grade for the month and then calculate the average figure over the previous 12 months. This is our key performance indicator for driving safety.

Since 2019/20, the 12-month rolling average of the median driver safety grade has increased significantly. We believe one of the reasons for these higher scores is the introduction of electric vehicles to our fleet during this period, as they drive differently to petrol and diesel vehicles. Reassuringly, we have not noted any significant increase in accidents or incidents involving vehicle use during the last five years.

Our target for 2024/25 was to reduce the average median driving score to less than 100, and we achieved this, with the figure for the year falling from 113 to 89. This suggests that driving has improved. All staff who drive our vehicles receive a monthly driving report which is reviewed with their manager.

We will continue to closely monitor driving scores, and our target for 2025/26 is to keep the average figure at 100 or less. Our Vehicle Use policy is reviewed every year, and further driver training and management guidance can be provided to any drivers who regularly record poorer scores.



**Figure 13:** Median driver safety grade from March 2020 to March 2025 (12 month rolling average)

## Health and Safety Training

A summary of the health and safety training provided for staff during 2024/25 is shown in the table below. ELMS is an e-learning system for the UK National Parks.

| <b>Training</b>                                          | <b>Number of staff</b> |
|----------------------------------------------------------|------------------------|
| 360 / 180 excavators                                     | 2                      |
| Abrasive wheels / grinders, safe use of                  | 4                      |
| Quad bikes                                               | 5                      |
| Brush cutters and trimmers                               | 1                      |
| Asbestos awareness (ELMS)                                | 1                      |
| Cable detection                                          | 8                      |
| Chainsaw                                                 | 6                      |
| COSHH (Control of Substances Hazardous to Health) (ELMS) | 3                      |
| Dealing with conflict and aggression (ELMS)              | 6                      |
| Evacuation chair                                         | 1                      |
| Fire Warden                                              | 19                     |
| First Aid at Work (including refreshers)                 | 28                     |
| IOSH (Institution of Occupational Safety and Health)     | 1                      |
| Legionella awareness                                     | 1                      |
| Manual handling (Full, not ELMS)                         | 5                      |
| Mental Health First Aiders                               | 8                      |
| Pesticide use                                            | 1                      |
| Power boats                                              | 1                      |
| Risk Assessment (ELMS)                                   | 5                      |
| Slinger and signaller                                    | 9                      |
| Winches, safe use of                                     | 1                      |
| Working at height (ELMS)                                 | 5                      |
| <b>Mandatory ELMS training (on-line modules)</b>         | <b>Number of staff</b> |
| Manual Handling                                          | 93                     |
| Fire Safety Awareness                                    | 101                    |
| Introduction to First Aid                                | 48                     |
| Introduction to Health and Safety                        | 96                     |
| Safeguarding                                             | 68                     |
| Safer Driving                                            | 48                     |
| Workstation Assessment (LDNPA) instruction               | 112                    |

**Figure 14:** Health and safety training undertaken during 2024/25

## Health Screening Assessments

Health screening assessments are undertaken on relevant staff to monitor hearing, hand arm vibrations, lung capacity etc.

| Year                   | 2024/25 | 2023/24 | 2022/23 | 2021/22 | 2020/21 |
|------------------------|---------|---------|---------|---------|---------|
| <b>Assessment type</b> |         |         |         |         |         |
| Health screening       | 24      | 26      | 28      | 0       | 0       |

**Figure 15:** Health screening assessments completed each year, from 2020/21 to 2024/25

## Working time lost due to work-related injuries

The following table summarises sickness absence due to work-related injuries for 2024/25 and compares it with previous years.

| Year                                                           | 2024/25   | 2023/24  | 2022/23   | 2021/22    | 2020/21 |
|----------------------------------------------------------------|-----------|----------|-----------|------------|---------|
| <b>Work-related injuries</b>                                   |           |          |           |            |         |
| Number of people who had absences due to a work-related injury | 4         | 5        | 3         | 4          | 1       |
| Total number of working days lost due to work-related injuries | <b>49</b> | <b>9</b> | <b>20</b> | <b>191</b> |         |
| Number of those days which were long term absences (> 28 days) | 1         | 0        | 14        |            |         |

**Figure 16:** Sickness absence due to work-related injuries from 2020/21 to 2024/25

In 2024/25, four members of staff had absences following accidents at work – these accidents are summarised on page 9. This led to a total of 49 lost working days, plus time off work to attend hospital appointments.

## Key Priorities for 2025/26

The key areas of focus for health and safety next year will be:

- To ensure that all health and safety policies are kept up to date and communicated to staff and volunteers.
- To deliver the 2025/26 health and safety audit programme; and work with managers to implement improvement recommendations to agreed timescales.
- For the Health, Safety and Wellbeing Forum to continue to meet quarterly to monitor the delivery of health and safety audit improvement actions and discuss other key health and safety issues.
- To continue to reinforce a health and safety awareness and reporting culture, particularly relating to near misses.

The Health and Safety Action Plan is included in Appendix 1. It summarises progress made during 2024/25 and shows the key actions planned for 2025/26.

# Appendix 1: Health and Safety Action Plan

| Work planned for 2024/25                                                                                                                                                                                                                                                           | Status / Comments on 2024/25 work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Work planned for 2025/26                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Policies and Procedures</b>                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Health and Safety Policies</b>                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                               |
| Continue work to ensure that all health and safety policies are up to date.                                                                                                                                                                                                        | <p><b>Complete</b></p> <p>All policies have been reviewed by our EDP Health and Safety Adviser. No significant changes required. All policies are available on the Waymarker intranet.</p>                                                                                                                                                                                                                                                                                                                                 | Continue work to ensure that all health and safety policies are up to date, consolidated and, where appropriate, incorporated with wider People policies. Take any significant changes to the Health, Safety and Wellbeing Forum for discussion.                                                                                                                              |
| The Health, Safety and Wellbeing Forum to review and agree the three-part Health and Safety Policy annually.                                                                                                                                                                       | <p><b>Complete</b></p> <p>The overarching Health and Safety Policy was agreed by the Forum in April 2024, signed off by Executive Board, and is displayed at all sites.</p>                                                                                                                                                                                                                                                                                                                                                | Conduct annual review / update of the overarching three-part Health and Safety Policy.                                                                                                                                                                                                                                                                                        |
| <b>Lone Working Procedures</b>                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Continue with investigations into technology to support our lone working procedures, so we can locate staff if needed.</p> <p>The next steps are to trial the system used by the Fell Top Assessors.</p> <p>Check that the preferred option can be rolled out to all teams.</p> | <p><b>In progress</b></p> <p>We already have a robust system in place for lone working, and we can use the telematics in vehicles to locate staff.</p> <p>A satellite messaging device was trialled during the year. It looked promising for use in areas with limited mobile phone signal. However, there were limitations with multiple people, with different phone numbers, using the device. Investigations are continuing.</p> <p>We continue to look ahead at any other new technology which could be utilised.</p> | <p>Continue to provide support to those lone working at home.</p> <p>Ensure at least one person from each team has access to the telematics system and knows how to use it.</p> <p>Continue with investigations into technology to support our lone working procedures, so we can locate staff if needed. Check that the preferred option can be rolled out to all teams.</p> |

| Work planned for 2024/25                                                                                                                                                                                                                                                                                                                                                                        | Status / Comments on 2024/25 work                                                                                                                                                                                                                                                                                                                                                                                                        | Work planned for 2025/26                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>Vehicle Use Policy</b>                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Conduct an annual review of the Vehicle Use policy and update where necessary.                                                                                                                                                                                                                                                                                                                  | <b>Not complete</b><br>This will be completed in 2025.                                                                                                                                                                                                                                                                                                                                                                                   | Conduct an annual review / update of the Vehicle Use policy and make available on Waymarker.                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Information and Training</b>                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Health and Safety information for staff</b>                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>Continue to remind staff of the importance of all health and safety issues.</p> <p>Continue to review the health and safety information on Waymarker to ensure it is kept up to date.</p> <p>Continue to issue quarterly 'Don't Walk By' updates to staff; and work with the Leadership Team to ensure messages reach all staff, particularly those without regular access to Waymarker.</p> | <p><b>Complete</b></p> <p>All health and safety policies have been reviewed, updated and uploaded to Waymarker.</p> <p>'Don't Walk By' updates have been issued on Waymarker every quarter, following the meeting of the Health, Safety and Wellbeing Forum. Key messages have included: walking away from potentially dangerous situations with people, ticks, safe winter driving, the telematics system, and near miss reporting.</p> | <p>Continue to remind staff and volunteers of the importance of all health and safety issues.</p> <p>Review the health and safety information on Waymarker to ensure it is kept up to date.</p> <p>Continue to issue quarterly 'Don't Walk By' updates.</p> <p>Work with the Leadership Team to ensure health and safety messages reach all staff, particularly those without regular access to Waymarker.</p> <p>Issue seasonal health and safety updates for volunteers in the newsletter.</p> |
| <b>Health and Safety training</b>                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>Continue to send monthly reports to managers to show outstanding health and safety training.</p> <p>Managers to advise the People team of any new health and safety training required for staff.</p> <p>Completion of the ELMS e-learning modules on First Aid, Health and Safety, Fire Safety, Workstation Assessments and</p>                                                              | <p><b>Complete</b></p> <p>Training reports are sent to all teams. Managers have been reminded of the importance of reviewing these with their staff, of ensuring that training is completed, and that any gaps are highlighted to the People team.</p> <p>Staff were advised in July 2024 that it is now mandatory to complete health and safety ELMS e-learning modules every year.</p>                                                 | <p>Ensure that all staff receive appropriate health and safety training.</p> <p>Continue to send monthly reports to managers to show outstanding health and safety training for their teams.</p> <p>Monitor the completion of mandatory annual training on First Aid, Health and Safety, Fire Safety, Workstation Assessments and Manual Handling.</p>                                                                                                                                           |

| Work planned for 2024/25                                                                                                                                                                                                                         | Status / Comments on 2024/25 work                                                                                                                                                                                                                                                                                      | Work planned for 2025/26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| Manual Handling to become an annual requirement for all staff.                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                        | Ensure those involved in volunteering receive appropriate training.<br>Continue to hold quarterly forums for first aiders with an external provider.                                                                                                                                                                                                                                                                                                                                                          |
| <b>CDM (Construction (Design and Management) Regulations) training</b>                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Further dates for CDM and contractor management refresher training will be arranged if needed.                                                                                                                                                   | <b>Complete</b><br>This is an open action in the Health and Safety Action Plan, with reminders given quarterly to the members of the Health, Safety and Wellbeing Forum.                                                                                                                                               | Arrange further dates for CDM and contractor management refresher training if needed.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Vehicle Use</b>                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Ensure all drivers have the information and training they need, particularly in the use of electric vehicles.<br>Keep the fleet information up to date on Waymarker and, where appropriate, include advice in the 'Don't Walk By' staff updates. | <b>Complete</b><br>There is information on Waymarker about vehicle use.<br>Inductions in the use of the pool vehicles are provided for all new starters.<br>The summer edition of 'Don't Walk By' contained advice about driving electric vehicles. The winter and spring editions contained advice on winter driving. | Ensure all drivers have the information and training they need, particularly in the use of electric vehicles.<br>Keep the fleet information up to date on Waymarker.<br>Where appropriate, include driving and vehicle advice in the 'Don't Walk By' updates.<br>Encourage all new starters to complete a fleet induction with the Fleet and Financial Adviser.<br>Ensure all volunteers identified as requiring driving within their duties complete a fleet induction with the Fleet and Financial Adviser. |
| <b>COSHH (Control of Substances Hazardous to Health)</b>                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>COSHH Risk Assessments</b>                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Continue to manage COSHH information using the in-house system. A spreadsheet gives an inventory of the contents.                                                                                                                                | <b>Complete</b><br>We have continued to manage the COSHH information in-house. We will review the COSHH inventory spreadsheet every two years (there is no                                                                                                                                                             | Continue to manage COSHH information using the in-house system.                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Work planned for 2024/25                                                                                                                                                                                                                                                                                                                                                                                                  | Status / Comments on 2024/25 work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Work planned for 2025/26                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>Ensure copies of Safety Data Sheets and COSHH risk assessments are accessible to all staff who need them via Teams.</p> <p>If any new substances are used, staff should obtain the Safety Data Sheet, carry out a COSHH risk assessment, and add the information to the spreadsheet.</p> <p>Review the COSHH inventory spreadsheet on an ongoing basis; this will be audited by our EDP Health and Safety Adviser.</p> | <p>legal requirement). This will be included in the audit process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Ensure copies of Safety Data Sheets and COSHH risk assessments are accessible to all staff who need them via Teams.</p> <p>If any new substances are used, staff should obtain the Safety Data Sheet, carry out a COSHH risk assessment, and add the information to the spreadsheet.</p> <p>Review the COSHH inventory spreadsheet every two years (no legal requirement). To be audited by our EDP Health and Safety Adviser as part of the audit process.</p> |
| <p><b>Health and Safety Reporting</b></p>                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>Accidents</b></p>                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Keep internal accident rate below 4.0 accidents reported for every 100,000 working hours (12 month rolling average).</p> <p>Report the internal accident rate (key performance indicator) monthly to the Strategic Leadership Team and quarterly to the Health, Safety and Wellbeing Forum.</p>                                                                                                                        | <p><b>Complete / target not met</b></p> <p>33 accidents were reported, which is a slight decrease from 37 in 2023/24.</p> <p>There were 5.5 internal accidents per 100,000 working hours (12 month rolling average of the monthly figure). Although we would like to see the figure below our target of 4.0, we are keen to encourage all accidents to be reported, no matter how minor.</p> <p>All accidents are reviewed by the relevant manager, our EDP Health and Safety Adviser, the Head of People and Organisational Development, the Strategic Leadership Team, and the Health, Safety and Wellbeing Forum.</p> | <p>Aim to reduce the internal accident rate to below 4.0 accidents reported for every 100,000 working hours (12 month rolling average) by March 2026.</p> <p>Report the internal accident rate (key performance indicator) monthly to the Strategic Leadership Team and quarterly to the Health, Safety and Wellbeing Forum.</p>                                                                                                                                   |

| Work planned for 2024/25                                                                                                                                                                                                                                                                                                                                                                                      | Status / Comments on 2024/25 work                                                                                                                                                                                                                                                                                | Work planned for 2025/26                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Near Misses</b>                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Increase the number of near miss reports. Aim for four near misses to be reported for every accident.</p> <p>Continue to use line management channels to remind staff and volunteers of the importance of reporting near misses, including when working from home and incidents of verbal abuse / unacceptable behaviour.</p> <p>Investigate ways of making it easier for staff to report near misses.</p> | <p><b>Complete / target not met</b></p> <p>34 near misses were reported, which is a slight decrease from 38 reported in 2023/24.</p> <p>We continue to encourage near misses to be reported.</p>                                                                                                                 | <p>Aim to increase the number of near misses reported.</p> <p>Aim for four near misses to be reported for every accident.</p> <p>Continue to use line management channels to remind staff and volunteers of the importance of reporting near misses, including when working at home, and including incidents of verbal abuse.</p> <p>Investigate ways of making it easier for staff and volunteers to report near misses.</p> |
| <b>Driver Safety Scores</b>                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Aim for the 12 month rolling average of the monthly median driver score to be no more than 100.</p> <p>Undertake more active management of driving. All drivers to receive a monthly driving report, with managers discussing driver scores with staff at one to one meetings.</p>                                                                                                                         | <p><b>Complete / target met</b></p> <p>The average monthly median driving score was 89, within our target.</p> <p>Driving seems to have improved. We believe the improved score has been helped by managers discussing driving with staff in one to one meetings and by inductions for new members of staff.</p> | <p>Aim for the monthly median driver score (12 month rolling average) to remain below 100.</p> <p>Ensure all drivers are sent a monthly driving report.</p> <p>Continue to undertake more active management of driving. Managers to discuss driving scores with staff at one to ones.</p>                                                                                                                                     |
| <b>Health and Safety Site Audits and Fire Risk Assessments</b>                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Health and Safety Audit Programme</b>                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Deliver the 2024/25 health and safety audit programme: complete all site audits and Fire Risk Assessments (FRAs) within timeframes.</p>                                                                                                                                                                                                                                                                    | <p><b>Complete</b></p> <p>All audits and FRAs for 2024/25 have been completed by the EDP Health and Safety Adviser and site managers.</p>                                                                                                                                                                        | <p>Deliver the 2025/26 health and safety audit programme. Complete all site audits and Fire Risk Assessments (FRAs) within timeframes.</p>                                                                                                                                                                                                                                                                                    |

| Work planned for 2024/25                                                                                                                                                                                                                                                                                                 | Status / Comments on 2024/25 work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Work planned for 2025/26                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|                                                                                                                                                                                                                                                                                                                          | A full site audit and FRA of the new Southern Office will be completed in 2025/26, once the works there are complete.                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Audit Improvement Actions and Fire Risk Assessment Actions</b>                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>Agree realistic plans to implement outstanding site audit and FRA actions.</p> <p>Continue to monitor and implement all identified audit improvement actions.</p> <p>Health, Safety and Wellbeing Forum to continue to meet quarterly to monitor and ensure delivery of improvement actions to agreed timescales.</p> | <p><b>Complete</b></p> <p>The Audit Tracker tool has been updated with details of any required actions, the priority (high, medium, low), owner, due date and status.</p> <p>We have progressed well with implementing and closing the actions in the Audit Tracker.</p> <p>Progress is monitored monthly by the EDP Health and Safety Adviser and the Head of People and Organisational Development.</p> <p>The Health, Safety and Wellbeing Forum are updated quarterly on progress, and any issues of concern are discussed and noted.</p> | <p>Agree realistic plans to implement outstanding site audit and FRA actions.</p> <p>Update the Audit Tracker tool with details of any required actions, the priority (high, medium, low), owner, due date and status.</p> <p>Continue to monitor and implement all identified audit improvement actions.</p> <p>Health, Safety and Wellbeing Forum to continue to meet quarterly to monitor and ensure delivery of improvement actions to agreed timescales.</p> |