



**Lake District
National Park**

Lake District National Park Authority

Health and Safety

Annual Report

2025/26

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. The 2025/26 report highlights health and safety data for the year, sets out progress against the Health and Safety Action Plan, and looks ahead at the key priorities for 2026/27.

Executive Summary

An event which leads to an injury is recorded as an accident. There were 25 accidents reported during the year. This compares to 33 in 2024/25 and 37 in 2023/24. This reduction is due to a significant decrease in the number of accidents reported by the public (four in 2025/26, compared to 13 in 2024/25, and 22 in 2023/24).

The reduction in accidents reported by the public can partly be attributed to reduced activity taking place during the year at Brockhole, our busiest visitor site, before the site was transferred to a third party operator at the year end. This is likely to have led to fewer public accidents at Brockhole, although we also acknowledge there may have been an element of under-reporting due to the reduced number of our staff working on site during the year.

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 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. There were 17 accidents reported by staff, four by volunteers, and none by members or contractors. These numbers are similar to previous years, although there has been a small increase in the number of staff accidents.

The location which reported the most accidents was our Northern Office. Six accidents were reported by three members of staff, and two accidents by volunteers. All were involved in physical activities at the time.

A third of all accidents were caused by handling, lifting or carrying. Seven such accidents were reported by staff and two by volunteers. All the staff had completed manual handling

training within the previous 12 months. We continue to provide appropriate health and safety training for staff and volunteers, and to encourage the reporting of all accidents, as this is an important aspect of preventing further accidents.

Of the 25 accidents, 21 were of a minor nature. The other four accidents resulted in some lost working time for staff. One of these was reportable to the Health and Safety Executive due to the staff member being absent from work for more than seven working days following a road traffic accident. The number of lost time accidents and the number of accidents reportable to the Health and Safety Executive were at similar levels to previous years.

The average internal accident rate was 6.2 internal accidents for every 100,000 working hours, which was higher than our target. The increase in the internal accident rate is due to a gradual increase in the number of internal accidents reported over the last few years, combined with a decrease in the total hours worked by staff.

With the number of staff accidents increasing again slightly in 2025/26, 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. Key findings:

- About 40 per cent of our staff are involved in physical or practical activities as a significant part of their role. Fourteen of the 17 staff accidents (82 per cent) were reported by these staff. This is in line with our expectations, and consistent with previous years, due to the greater inherent risks when doing this type of work.
- The group of staff reporting the most accidents had physical roles and were aged 31 to 45. This group form approximately nine per cent of the workforce but reported 41 per cent of all accidents. The staff involved in six of the seven accidents had joined us during 2025. This may suggest that less experienced staff have more accidents, but it may also reflect a greater willingness of newer staff to report minor accidents.
- The profile of staff reporting accidents highlights the continued need for younger and less experienced staff to receive a high level of training, particularly those with physical roles.

A near miss is when an event could have caused an injury, or damage to property, but did not on this occasion. There were 25 near misses reported in 2025/26, lower than 34 reported in the previous year. The difference appears to be due to less near misses being reported from Brockhole, with reduced activities taking place there.

Three of the near misses involved verbal abuse or unacceptable behaviour by members of the public towards our Development Management staff. We continue to provide training and support mechanisms to all staff and encourage all such incidents to be reported. We remind staff to assess situations that they are entering into before engaging, particularly if they are lone working.

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 remained within target this year. 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 complete audits, and 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.

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.

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

2025/26 Health and Safety Data

Our policy is for all accidents, incidents and near misses that involve any employee, volunteer, 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 review all accidents, incidents and near misses at their monthly operational meetings.

Key points to note from our 2025/26 accident records are detailed below.

Number of Accidents

There were 25 accidents reported in 2025/26, as shown in **Figure 1** below. This compares to 33 accidents reported in the previous year, 2024/25. It is the lowest number reported since 2020/21, when the Covid pandemic affected our operations.

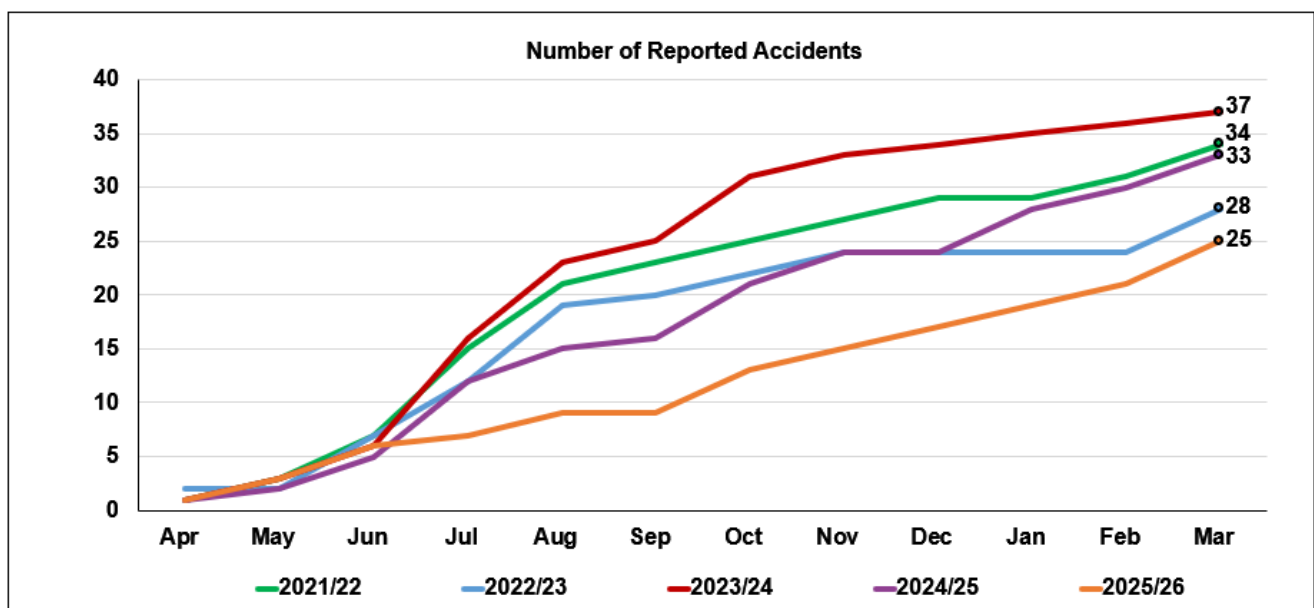


Figure 1: Total number of accidents reported each year from 2021/22 to 2025/26

To understand why the total number of reported accidents might have reduced, we have looked into who reported accidents, from which locations, and what activities they were engaged in at the time.

Who Reported Accidents

Public accidents

Four of the 25 accidents (16 per cent) were reported by the **public**. This is a significant reduction from previous years, as shown in **Figure 2** below. This reduction in public accidents is the reason for the overall reduction in reported accidents in 2025/26.

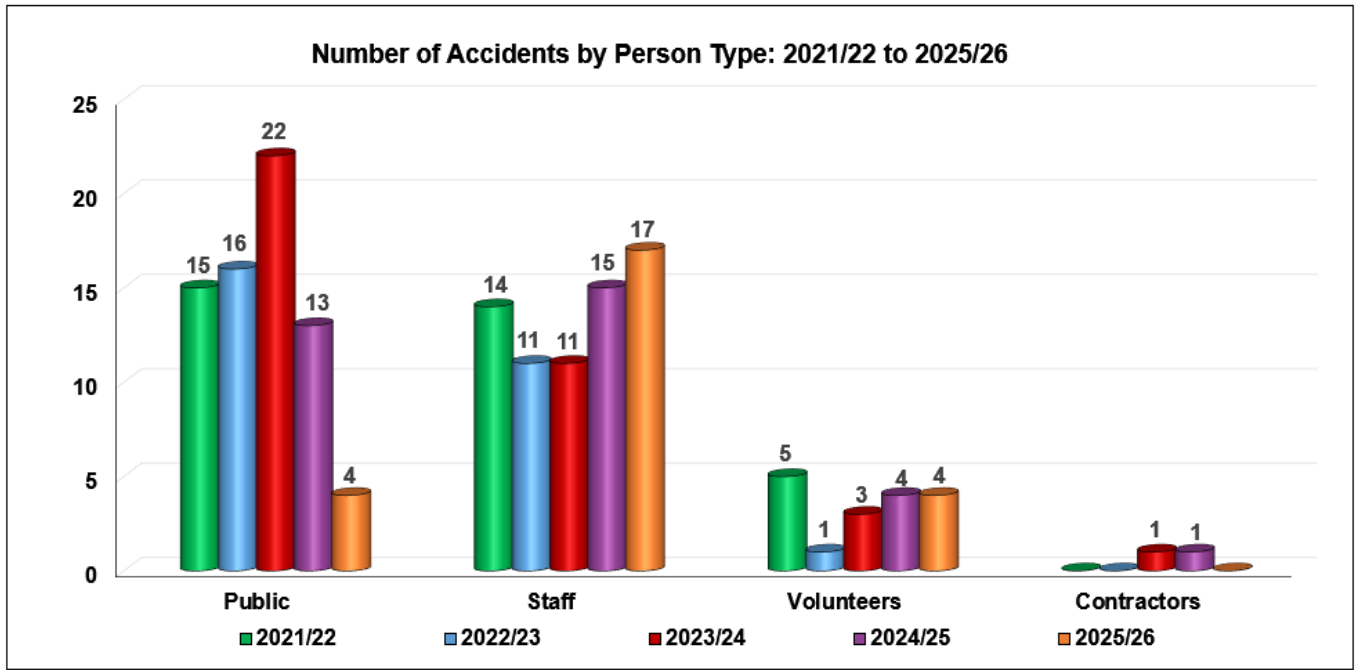


Figure 2: Number of accidents reported by the public, staff, volunteers and contractors each year from 2021/22 to 2025/26

We had expected the number of accidents reported by the public to fall to a certain extent in 2025/26, as we scaled back our operations at the Brockhole site in preparation for it to be leased to a third party operator.

To understand how much of this reduction in public accidents is due to changes at Brockhole, in **Figure 3** on the next page, we have shown an adjusted number of public accidents for 2024/25. This is the 2024/25 figure but without any accidents which happened in parts of Brockhole which were not operational in 2025/26, to allow for a like for like comparison. This adjusted 2024/25 figure is shown as a purple dotted line. The graph shows that, even when accounting for the changes at Brockhole, there has still been a significant reduction in the number of accidents reported by the public.

In the adjusted 2024/25 figures, there were 11 accidents reported by the public (eight at Brockhole, two on guided walks, one person who hired a bike from Hawkshead Information Centre). In comparison, in 2025/26, there were four accidents reported by the public (three at Brockhole and one on a guided walk). Although it may be that fewer public accidents happened at Brockhole in 2025/26, we also acknowledge there may have been an element of under-reporting due to the reduced number of our staff working on site during the year.

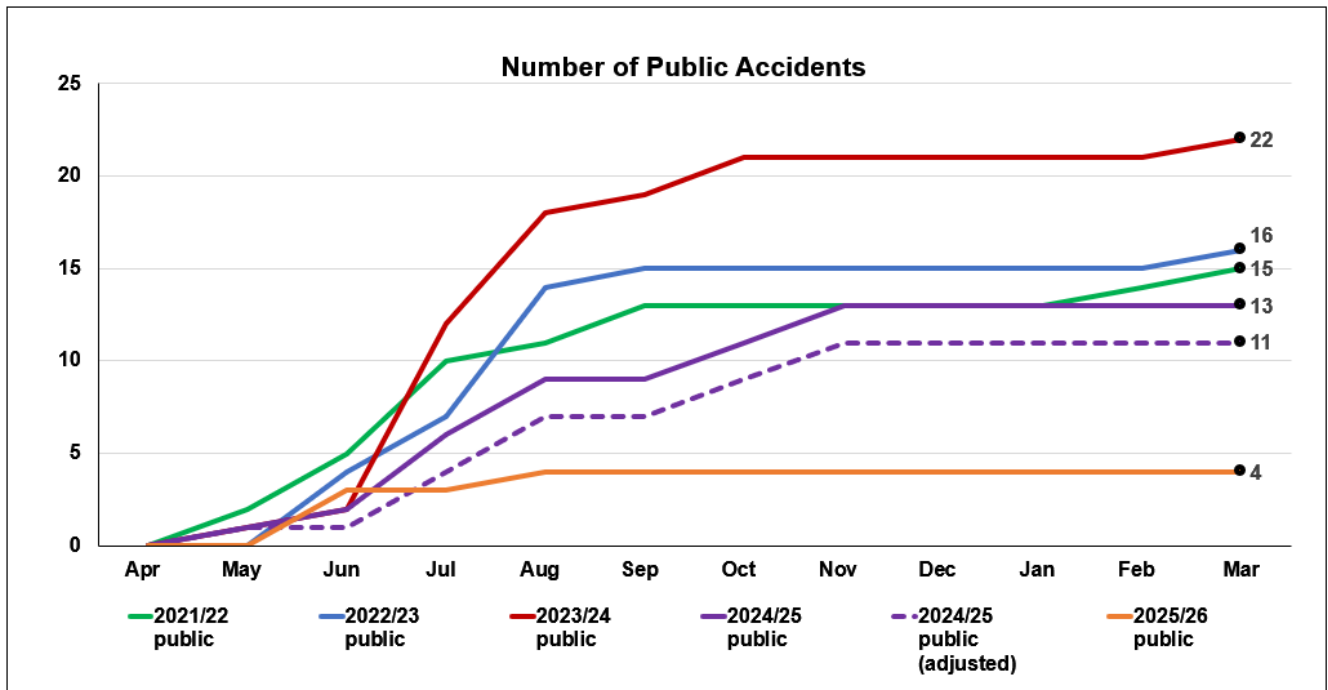


Figure 3: Number of accidents reported by the public each year from 2021/22 to 2025/26, including an adjusted figure for 2024/25 to exclude parts of Brockhole which were not operational in 2025/26

Internal accidents

There were 17 accidents reported by **staff** in 2025/26, which is a slight increase from the numbers reported in the last few years. There were four accidents reported by **volunteers**, which is a similar number to previous years, and there were no accidents reported by **members** or **contractors**.

We have analysed the accidents reported by staff, and more details can be found on pages 14 to 17.

Where Accidents Happened

A summary of accident locations over the previous five years is shown in **Figure 4** on the next page.

In 2025/26, the location which reported the most accidents was our **Northern Office**. Six accidents were reported by staff and two by volunteers. All were involved in physical activities at the time.

The number of accidents reported from the Northern Office has increased gradually over the last few years. A review of the 2025/26 accidents showed that the six staff accidents were reported by three individuals (one person reported two accidents and one person reported three). All three members of staff joined the Authority during 2025. It may be that less

experienced members of staff are more likely to have accidents, but it may also be that newer members of staff are more likely to report accidents, including minor ones.

Four of the six staff accidents at the Northern Office involved being injured while handling, lifting or carrying. One involved a gust of wind blowing a bridge handrail onto a member of staff; and one involved a member of staff hitting their shoulder on a door latch as they climbed a wall. All three members of staff involved in these accidents had completed manual handling training in the months before the accidents happened. We continue to ensure that all staff receive appropriate health and safety training for their roles.

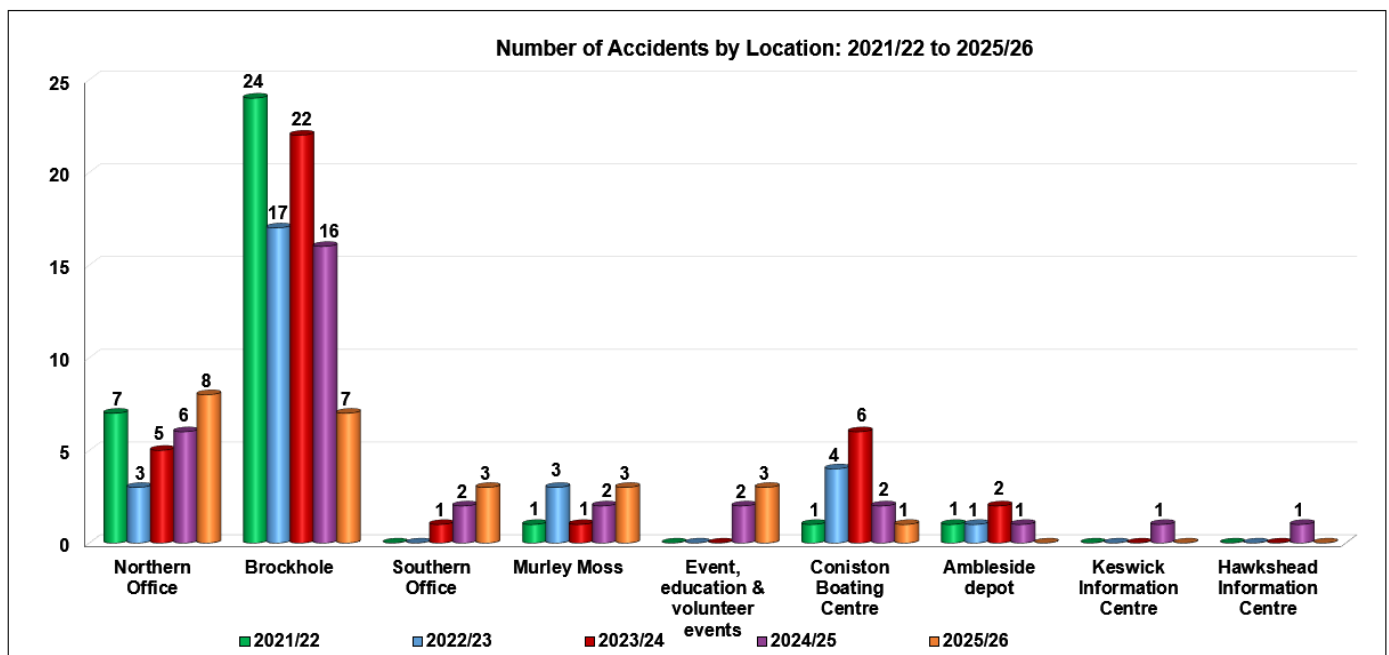


Figure 4: Location of accidents reported each year from 2021/22 to 2025/26 (or member of staff's / volunteer's base if the accident did not happen on our property)

Seven accidents were reported from **Brockhole** in 2025/26. Four were activity staff working at Lakeshore and three were members of the public. Two of the staff accidents resulted from moving boats or trailers; our EDP Health and Safety Adviser carried out a review on site, and no areas of concern were found with our procedures.

The number of accidents reported from Brockhole was less than half the number reported in the previous year, when there were six accidents reported by staff and ten by the public. There may have been fewer public and staff accidents due to less activity taking place on site in 2025/26, and there may also have been less reporting of public accidents due to our reduced staff numbers.

There were three accidents reported by Ranger staff based at the **Southern Office** and three by staff based at our head office at **Murley Moss**. Three accidents were reported from **volunteer events** - one was a member of the public on a guided walk, one was a volunteer who was leading a guided walk, and one was a volunteer Young Ranger who was

undertaking practical work. There was also a member of staff based at **Coniston Boating Centre** who hurt themselves while out in the National Park collecting rubbish.

Type of Accidents

Figure 5 below shows the type of accidents reported for each of the last five years.

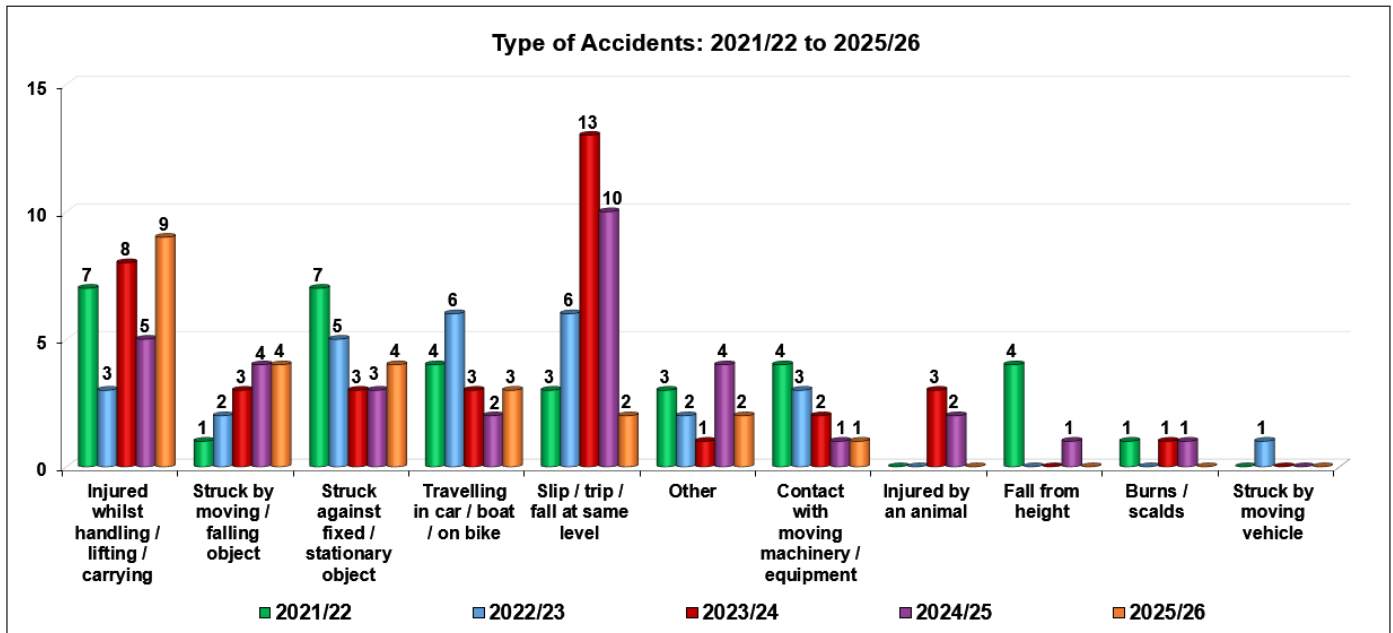


Figure 5: The number of different types of accident reported each year from 2021/22 to 2025/26

A third of all accidents happened to people who were **handling, lifting or carrying**, with seven reported by staff and two by volunteers. The number of this type of accident has increased slightly from previous years. We have reviewed the nine accidents, which are summarised below:

- Two members of Lakeshore staff were moving a boat trailer by hand. One person's hand was struck by the steel frame of the trailer, causing a cut and bad contusion.
- A member of staff at Lakeshore was involved in a rescue in strong winds and the next day moved more boats in strong winds. They were diagnosed with tendonitis / tendon damage, and they lost time from work.
- A member of the Ranger team hurt their hand when it impacted on tarmac while they were removing old postcrete.
- A member of the Ranger team handed a saw to a colleague without wearing gloves and they cut their finger.
- A member of the Ranger team picked up a rock that had a sharp edge on it and cut their finger.
- A member of staff at Murley Moss bent down to move a projector screen which had been left on the floor. As they stood up, they turned and twisted their back.

- A member of the Ranger team was raking some stone and over-extended their reach, causing pain to their back. This led to lost time from work.
- A volunteer Young Ranger sustained scratches on their arms as a result of pulling up brambles.
- A volunteer trapped their finger while moving a large stone, causing swelling and bruising.

The seven staff accidents related to handling, lifting or carrying were reported by six members of staff (one person had two accidents).

- All six members of staff were up to date with their manual handling training (all staff must complete a basic manual handling online course, and staff with physical roles also complete a full manual handling course).
- Three of the members of staff (accounting for four of the accidents) started working with us within the last year. As previously noted, it may be that less experienced members of staff are more likely to have accidents, but it may also be that newer staff are more likely to report accidents.

We will continue to provide appropriate health and safety training for staff and volunteers, and to encourage the reporting of all accidents, no matter how minor, as this is an important aspect of preventing further accidents.

Four members of staff were **hurt by moving or falling objects**:

- A member of staff threw some tape to a colleague who wasn't looking at them, and it hit their face, causing swelling and cuts.
- As a member of staff loaded refuse sacks into the back of a van, one of the doors swung shut, knocking a sack with a sharp object in it into their leg, causing a cut.
- A handrail had been dry fitted to the top of bridge uprights to space them out correctly. A strong gust of wind caused the handrail to be blown off the uprights. It hit the knee of a member of staff as it fell.
- A buffer to polish a boat was placed on the side of the boat while the extension lead was being fully unravelled. The buffer fell and caused the plug of the cable to hit a member of staff on the forehead, causing a slight cut.

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

- In the Brockhole playground, a school pupil hit their head on a fixing inside the tunnel on their way out. They were taken to hospital where a cut was cleaned and glued.
- A member of staff banged their head on the top of a boat.

- A member of staff cut their finger on a screw after the arm of a chair fell off.
- As a member of staff went to retrieve their keys from a storage shed, they hit their shoulder on the door latch.

Three accidents happened when **travelling in a car, boat or bike**:

- There was a collision between a hired motorboat and a sailing vessel. A member of the public on the motorboat hurt their lip when they ducked to avoid the mast which had swung around.
- The collision avoidance system in a pool vehicle activated whilst a member of staff was driving. This caused the vehicle to stop suddenly and they hurt their neck.
- A member of staff was driving and pulling a trailer full of aggregate. They lost control on a bend, and the vehicle went through a wall. Their passenger sustained whiplash and related muscle damage, and they had to take time off work.

Slips, trips or falls usually account for a large proportion of all accidents reported to us. However, there were only two such accidents reported in 2025/26:

- A member of the public slipped over while on a guided walk.
- A volunteer who was leading a guided walk slipped and landed awkwardly, causing a fractured fibula.

In comparison, in 2024/25 there were ten such accidents. Two were members of staff (both slipped on a wet floor in the Brockhole kitchen); three were volunteers (two on a Fix the Fells work party and one who was training on a boat and slipped on a wet floor); and five were the public (three slipped over in the Brockhole grounds, and two slipped over on guided walks).

Some of the reduction in slips, trips and falls can be explained by the reduced activity at Brockhole in 2025/26 – the kitchen was not operational, and with less staff on site, some slips, trips or falls by the public in the grounds might not have been reported to us.

One person was hurt while **using machinery or equipment**:

- A volunteer was using a metal bar, and it hit their head.

There were two **other** accidents:

- A member of staff experienced heatstroke due to working outside for a long period of time. This led to lost working time.
- Staff members at Brockhole noticed a teenager in the water in distress. They were submerged and struggling, and staff rescued them from the water. Their family took them to hospital as a precaution.

Severity of Accidents

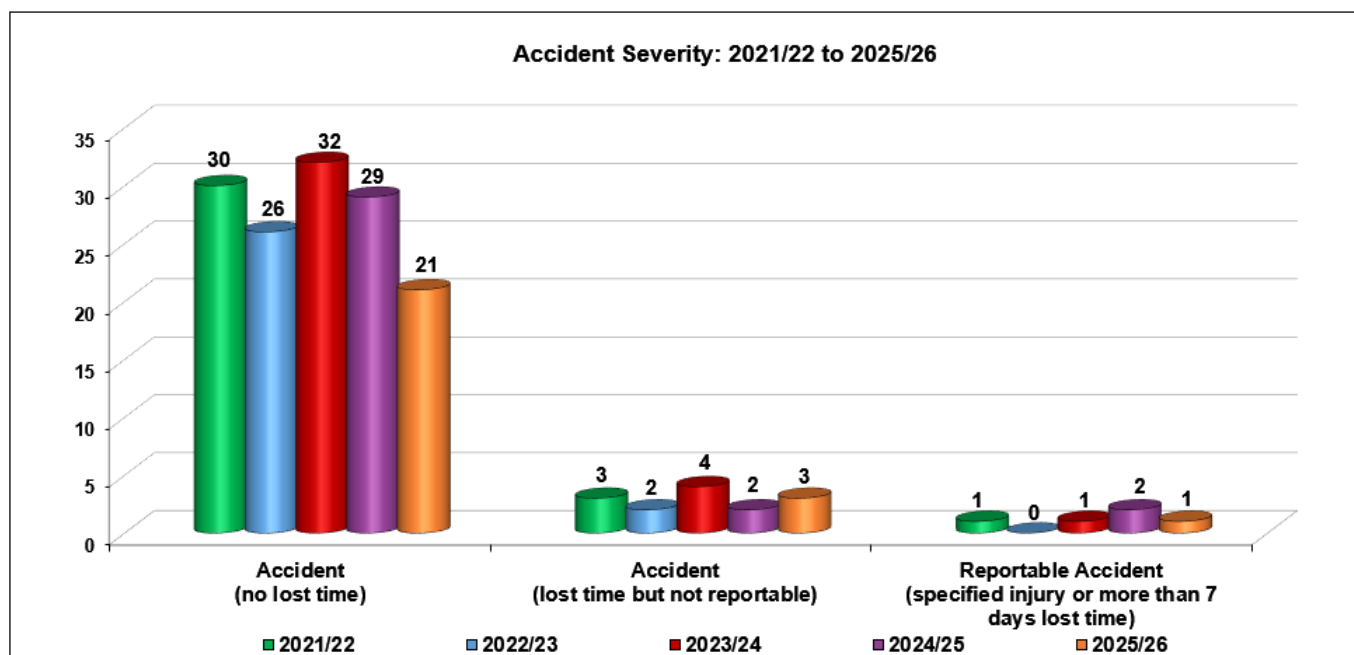


Figure 6: The severity of accidents reported in each year from 2021/22 to 2025/26

Of the 25 accidents in 2025/26, 21 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 three **lost time accidents** which were **not reportable** to the Health and Safety Executive:

- A member of Lakeshore staff sustained tendonitis / tendon damage after being involved in a rescue and then moving boats in strong winds.
- A member of staff at Brockhole experienced heatstroke due to working outside for a long period of time.
- A member of the Ranger team hurt their back while raking stones.

One **lost time accident** was **reportable** to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), due to the member of staff losing more than seven days of working time:

- The passenger in a vehicle which crashed through a wall sustained whiplash and muscle damage.

The number of lost time accidents and the number of accidents reportable to the Health and Safety Executive were at similar levels to previous years.

Internal Accident Rate

Every month, we calculate the internal accident rate, which is the number of internal accidents (to staff, volunteers, members or contractors) for every 100,000 hours worked. We then calculate the average monthly figure over the previous 12 months.

Our target was for the average monthly internal accident rate to be no more than 4.0 accidents per 100,000 working hours in 2025/26, as this would keep us in line with the average figure over the previous five years. We did not achieve this target. The average internal accident rate was 6.2 accidents per 100,000 working hours, as shown in **Figure 7** below.

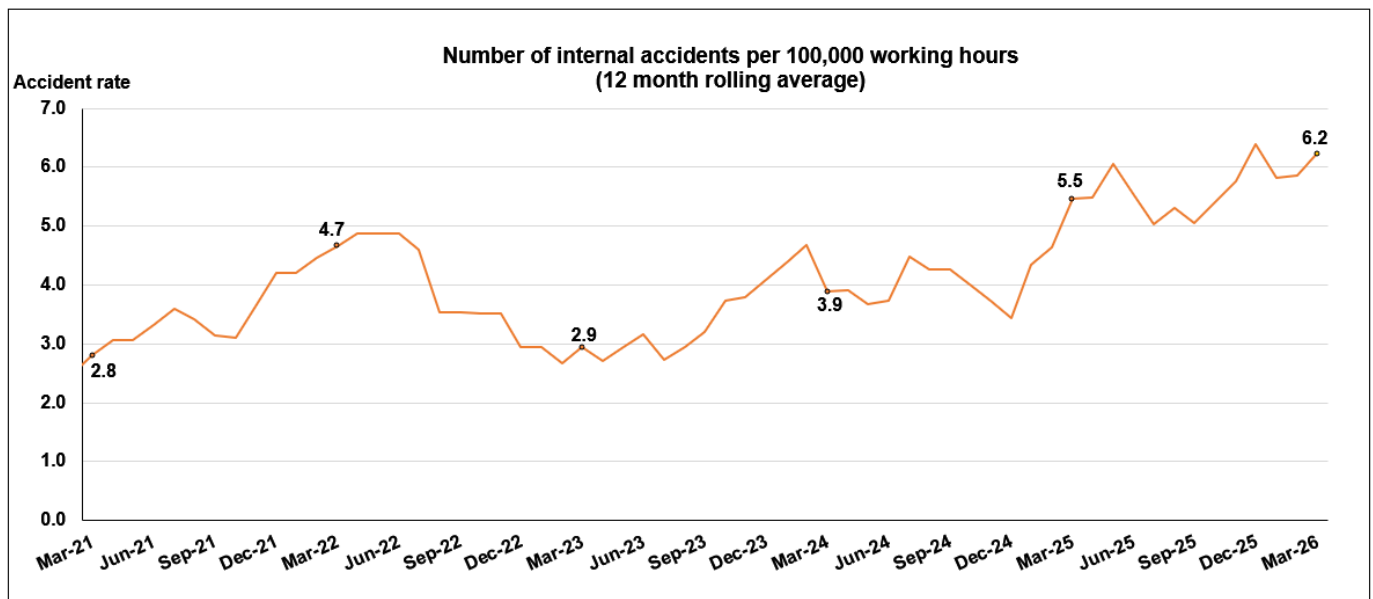


Figure 7: Average number of internal accidents for every 100,000 hours worked by staff and volunteers (12 month rolling average of the monthly figure), from March 2021 to March 2026

The graph shows an upwards trend over the last three years. This is partly because there has been a gradual increase in the number of internal accidents reported over the last few years. This is shown in **Figure 8** below.

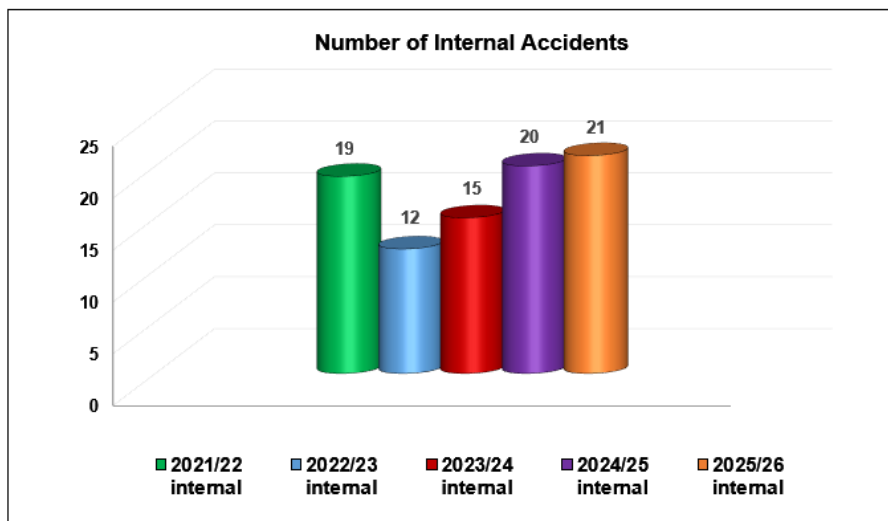


Figure 8: The number of internal accidents reported each year from 2021/22 to 2025/26

In addition, the total hours worked by staff has been decreasing since 2022/23. This is predominantly due to the number of full-time equivalent staff falling (from 163.1 in March 2023 to 146.6 in March 2026). There has also been a 50 per cent reduction in hours worked by casuals and additional hours worked.

The overall effect of an increase in reported internal accidents and a decrease in total hours worked is that the internal accident rate has been increasing.

We will continue to monitor this figure and to analyse all accidents reported to us. The majority of accidents continue to be of a minor nature, and we encourage all accidents to be reported, no matter how minor. There has not been any increase in the number of accidents which have led to lost working time, or accidents which are reportable to the Health and Safety Executive.

Profile of Staff who had Accidents

With the number of staff accidents increasing again slightly in 2025/26, 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

Almost half of all staff accidents reported in 2025/26 were from staff in the age group 31 to 45, as shown in **Figure 9** below. This is four times as many as the previous year. One member of staff aged 21 or less reported an accident, five staff aged 22 to 30, three staff aged 46 to 60, and no staff aged 61 or over.

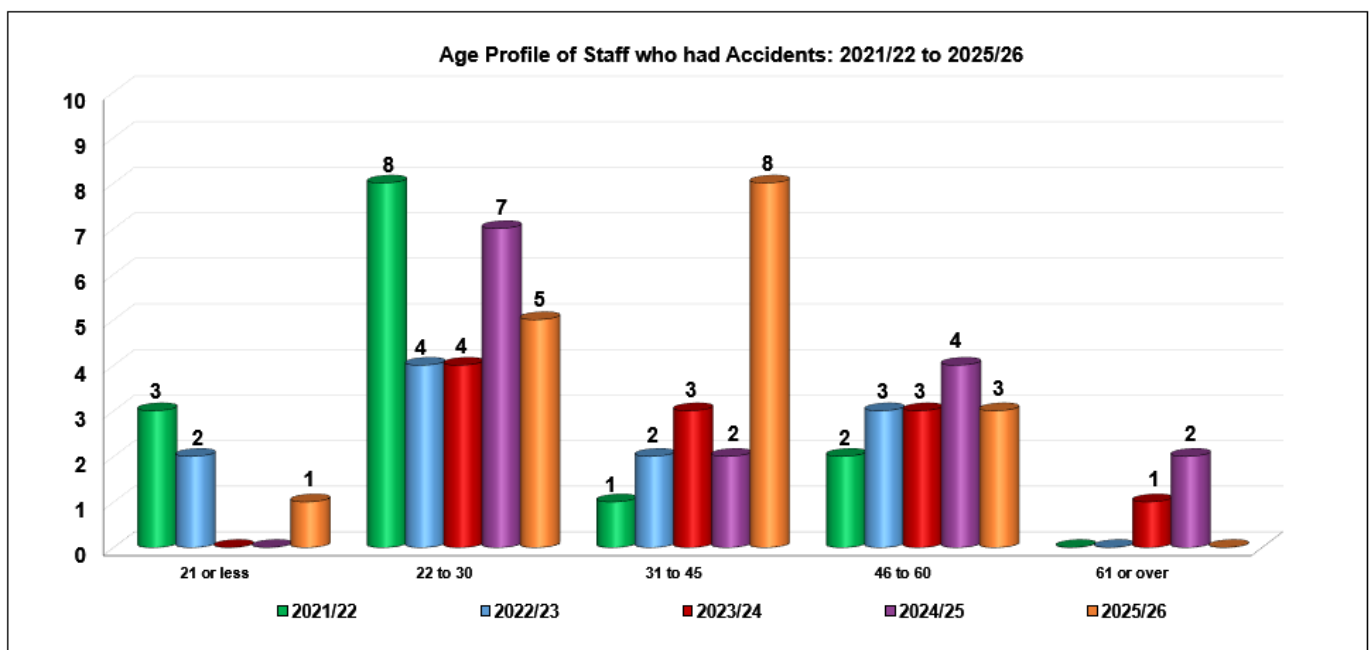


Figure 9: The age of staff who had accidents each year from 2021/22 to 2025/26

We have compared the age profile of staff reporting accidents with the current age profile of our workforce. This is shown in **Figure 10** below.

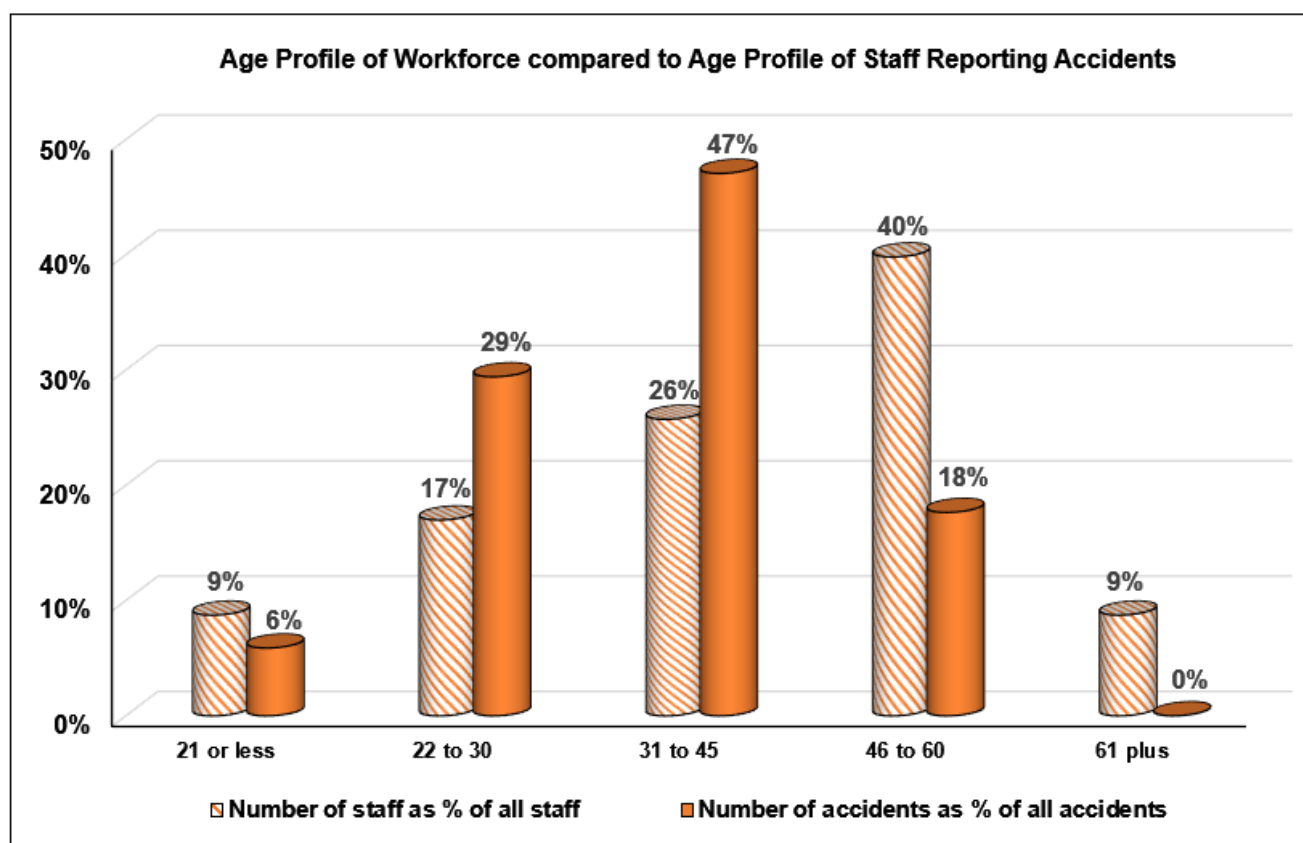


Figure 10: The age profile of the workforce compared with the age profile of staff reporting accidents in 2025/26

Just over a quarter of permanent and casual staff are aged between 31 and 45, and they reported almost a half of all staff accidents. And approximately 17 per cent of staff are in the age group 22 to 30 but they reported 29 per cent of staff accidents.

In contrast, approximately half of all staff are aged 46 or above, and they reported just three of the 17 staff accidents (18 per cent).

This may suggest that younger staff are more likely to have accidents or are more likely to report them. However, we also need to consider the types of roles held by those staff reporting accidents.

Type of Roles

About 40 per cent of our staff are involved in physical or practical activities as a significant part of their role. This group includes our Ranger teams, fell top assessors, staff leading outdoor activities and visitor management staff.

We have looked at whether the staff who reported accidents were in predominantly physical roles or in non-physical roles. This is shown in **Figure 11** on the next page.

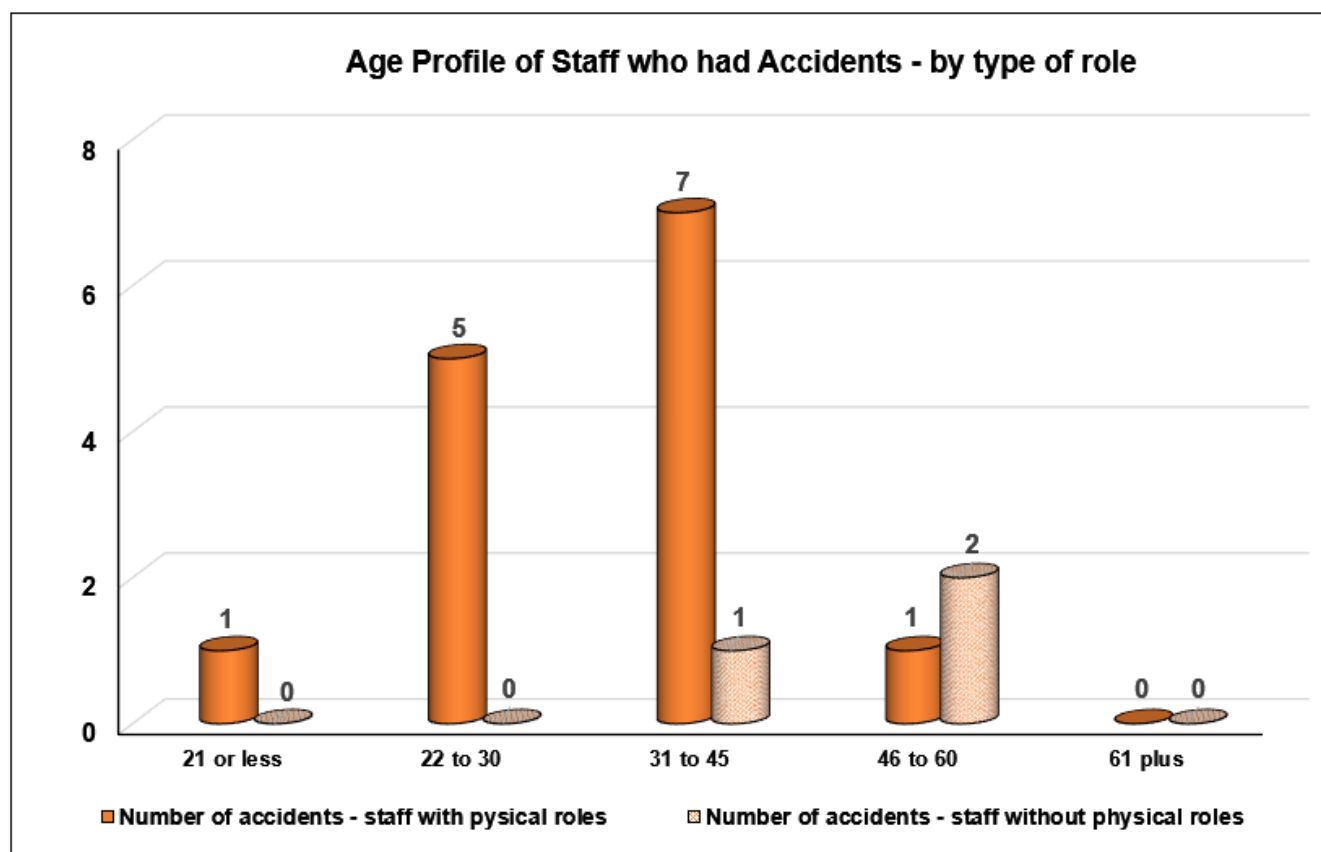


Figure 11: The age profile of staff who had accidents in 2025/26, split by whether they had a predominantly physical or non-physical role

Fourteen of the 17 staff accidents (82 per cent) were reported by staff whose work involves a significant amount of physical or practical activity. This is in line with our expectations due to the greater inherent risks when doing this type of work.

Age and Type of Roles

Figure 12 on the next page shows staff with **predominantly physical roles** and compares the number of staff in each age group as a percentage of all staff, with the number of accidents reported from each age group as a percentage of all accidents. **Figure 13** on the next page shows the same information for staff with **non-physical roles**.

The graphs show that the group of staff reporting the most accidents had physical roles and were in the 31 to 45 age group. This group form approximately nine per cent of the workforce but reported 41 per cent of all accidents. These seven accidents involved four members of staff, as one person reported two accidents and one person reported three accidents. All four members of staff were in permanent roles. Three of the members of staff (accounting for six of the seven accidents) were in the Ranger teams and had started working for us during 2025. Five of the seven accidents happened while handling, lifting or carrying; one person was struck by a moving or falling object; and one person hit themselves on an object. All these staff were up to date with their manual handling training.

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. We will continue to monitor the age of staff reporting accidents, together with where they work and the type of work they do.

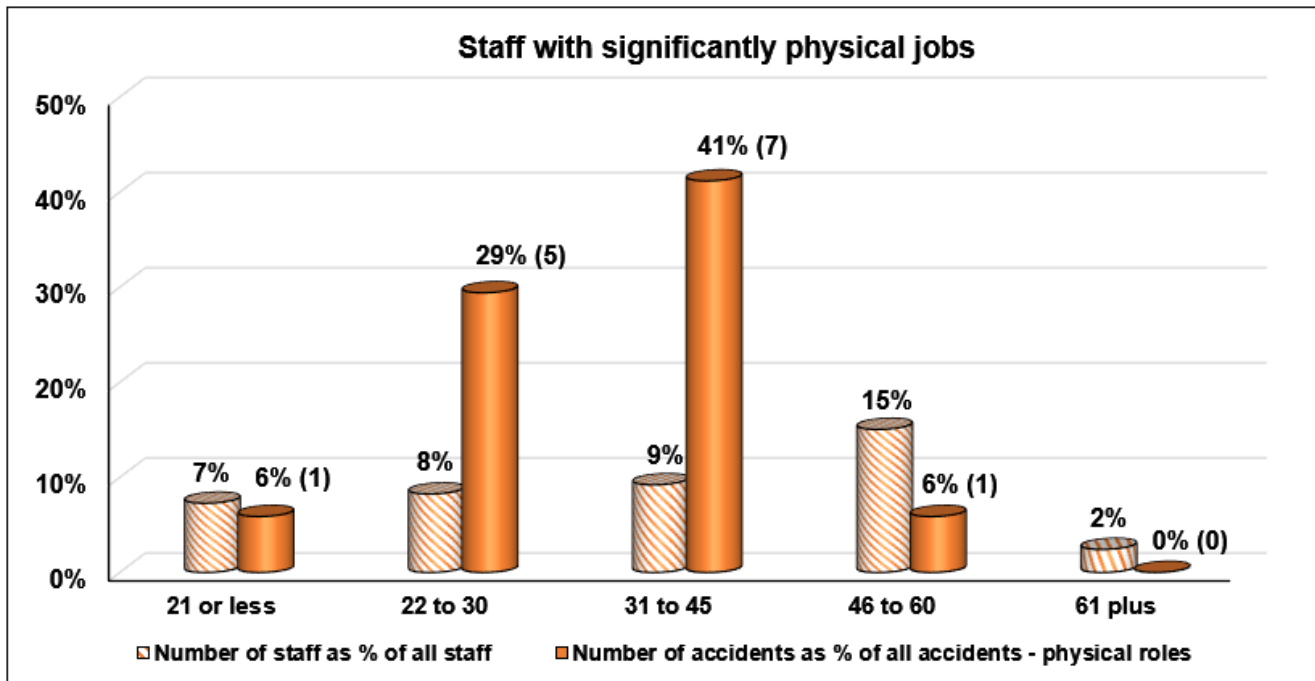


Figure 12: For staff with physical roles, the number of staff in each age group as a percentage of all staff is compared with the number of accidents reported by each age group as a percentage of all accidents in 2025/26

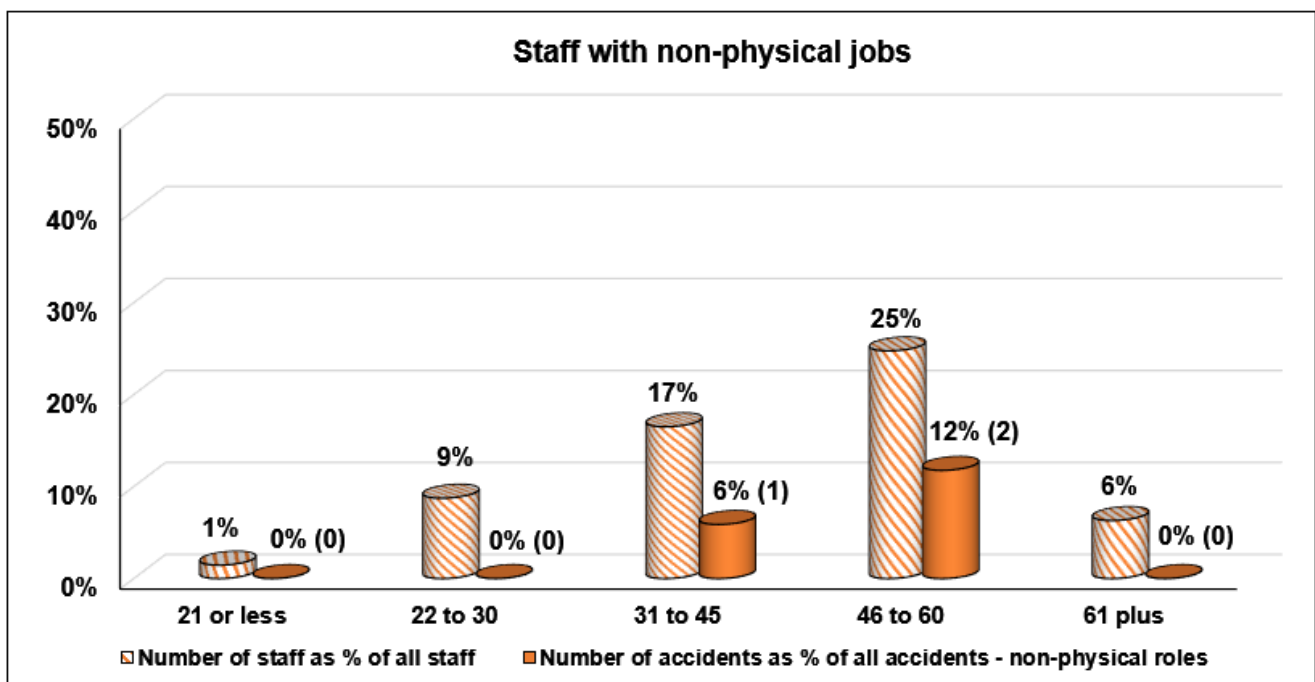


Figure 13: For staff with non-physical roles, the number of staff in each age group as a percentage of all staff is compared with the number of accidents reported by each age group as a percentage of all accidents in 2025/26

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.

As shown in **Figure 14** below, there were 25 near misses reported in 2025/26, lower than 34 reported in the previous year. To allow for a like by like comparison between 2025/26 and 2024/25, we have adjusted the 2024/25 figures to remove near misses reported from activities at Brockhole which were not operational during 2025/26. The adjusted 2024/25 figures are shown by a purple dotted line. There were 26 near misses in the adjusted 2024/25 figures, a similar figure to the 25 reported in 2025/26.

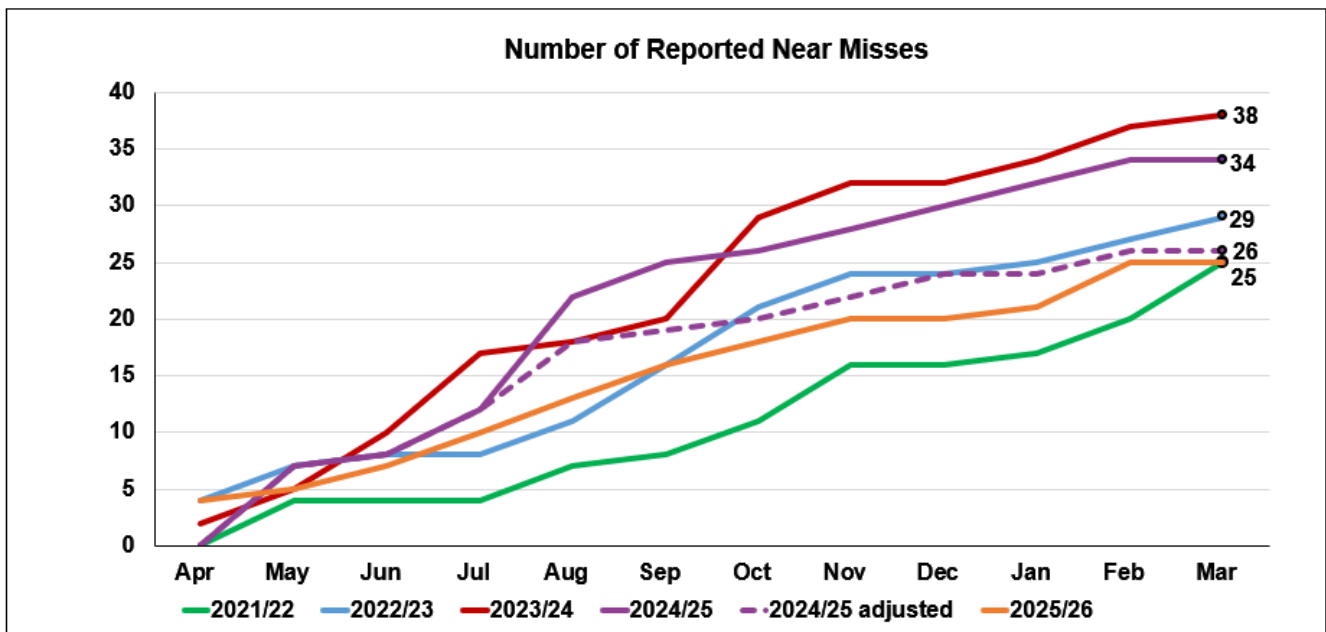


Figure 14: Total number of near misses reported each year from 2021/22 to 2025/26, including an adjusted figure for 2024/25 to exclude parts of Brockhole which were not operational in 2025/26

Encouraging the reporting of near misses remains a priority.

Three of the near misses involved verbal abuse or unacceptable behaviour from members of the public towards our staff:

- A member of the Development Management team attended a site visit. The landowner asked to speak to the member of staff inside, where they shouted, swore and pointed at them. When the member of staff left, the landowner followed them to their vehicle.

- Concerns were raised by the Development Management team about some individuals connected with an enforcement case. A member of staff thought they were followed after a site visit, and on four occasions they saw one of the individuals connected to the case outside our head office in Kendal as they left work.
- A member of the Development Management team was speaking on the phone to a landowner. The landowner expressed dissatisfaction with the handling of some planning applications, said they held the case planner personally responsible, and threatened to come to the head office and 'thump' them.

In all three cases, our planning managers discussed the situation and agreed on appropriate action to be taken and any measures which needed to be put in place to ensure the safety and wellbeing of our staff in any future dealings with the individuals concerned.

We continue to provide training and support mechanisms to all staff and encourage all such incidents to be reported. We remind 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 operate telematics in our vehicles. 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.

Our target for 2025/26 was to keep the average monthly median driving score to less than 100, and we achieved this, with the figure for the year falling slightly from 89 to 84. This is shown in the graph in **Figure 15** below.

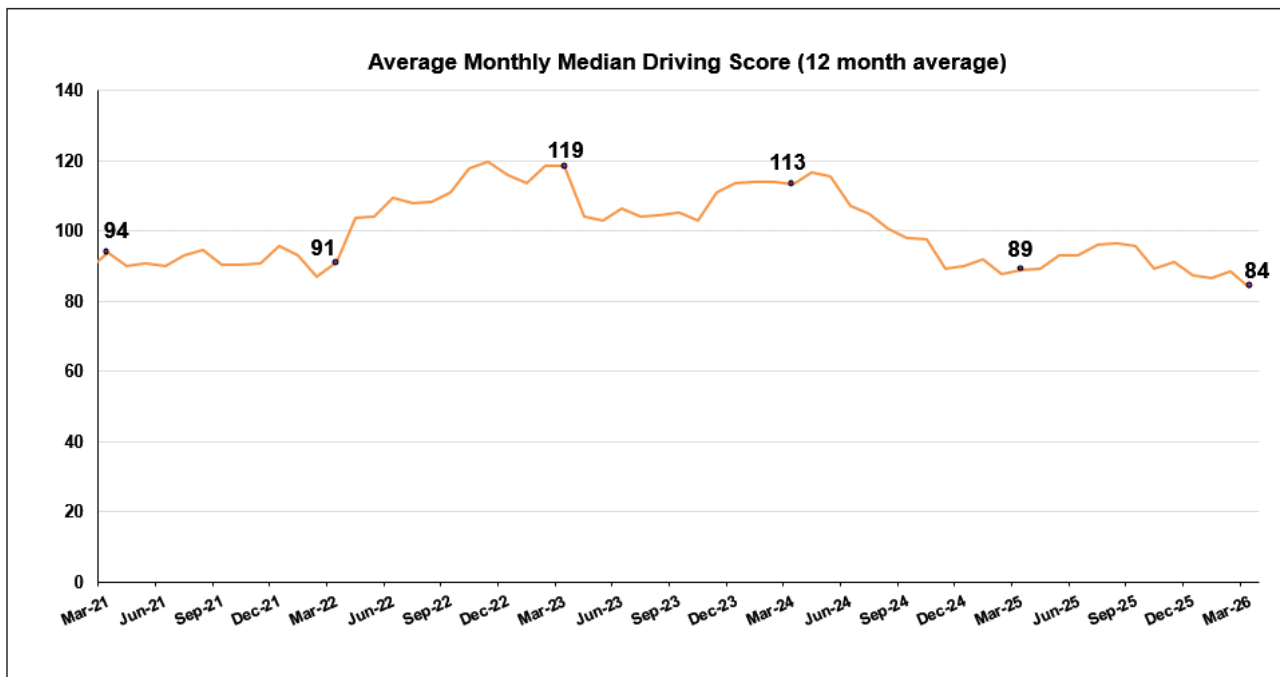


Figure 15: Monthly median driver safety grade from March 2021 to March 2026 (12 month rolling average)

We will continue to closely monitor driving scores, and our target for 2026/27 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. All staff who drive our vehicles receive a monthly driving report which is reviewed with their manager.

Health and Safety Training

A summary of the health and safety training provided for staff during 2025/26 is shown in the table in **Figure 16** below. ELMS is an e-learning system for the UK National Parks.

Training	Number of staff
Abrasive wheels / grinders, safe use of	7
Quad bikes	2
Brush cutters and trimmers	5
Cable detection	6
Chainsaw	4
First Aid at Work (including refreshers)	19
Manual handling (Full, not ELMS)	6
Mental Health First Aiders	13
Power boats	1
Risk Assessment (ELMS)	4
Working at height (ELMS)	6
Mandatory ELMS training (on-line modules)	Number of staff
Manual Handling	118
Fire Safety Awareness	119
Introduction to First Aid	31
Introduction to Health and Safety	119
Safeguarding	54
Safer Driving	23
Workstation Assessment (LDNPA) instruction	115

Figure 16: Health and safety training undertaken during 2025/26

Health Screening Assessments

Health screening assessments are undertaken on relevant staff to monitor hearing, hand arm vibrations, lung capacity etc. The total number of health screening assessments are shown in **Figure 17** below.

Year	2025/26	2024/25	2023/24	2022/23	2021/22
Assessment type					
Health screening	33	24	26	28	0

Figure 17: Health screening assessments completed each year, from 2021/22 to 2025/26

Working time lost due to work-related injuries

The table in **Figure 18** below summarises sickness absence due to work-related injuries for 2025/26 and compares it with previous years.

Four members of staff had absences following accidents at work – these accidents are summarised on page 12. This led to a total of 57 lost working days, with the majority of this due to the road traffic accident.

Year	2025/26	2024/25	2023/24	2022/23	2021/22
Work-related injuries					
Number of people who had absences due to a work-related injury	4	4	5	3	4
Total number of working days lost due to work-related injuries	57	49	9	20	191
Number of those days which were long term absences (> 28 days)	54	1	0	14	

Figure 18: Sickness absence due to work-related injuries from 2021/22 to 2025/26

Key Priorities for 2026/27

The key areas of focus for health and safety this year are:

- To ensure that all health and safety policies are kept up to date and communicated to staff and volunteers.
- To deliver the 2026/27 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 2025/26 and shows the key actions planned for 2026/27.

Appendix 1: Health and Safety Action Plan

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Policies and Procedures		
Health and Safety Policies		
Overarching Health and Safety Policy The Health, Safety and Wellbeing Forum to review and agree the three-part Health and Safety Policy annually.	Complete The overarching Health and Safety Policy was reviewed by our EDP Health and Safety Adviser. No significant changes were required; therefore, it did not need to be agreed by the Health, Safety and Wellbeing Forum this year. The policy was signed off by the Chief Executive, and it is displayed at all our sites.	Overarching Health and Safety Policy Review the overarching three-part Health and Safety Policy annually, with the Health, Safety and Wellbeing Forum to agree any proposed changes.
Wider health and safety policies 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.	Complete / ongoing All policies have been reviewed by our EDP Health and Safety Adviser. No significant changes required. All policies are available on the Waymarker intranet.	Wider health and safety policies 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.
Severe weather response Agree an Authority-wide approach to responding to adverse weather events and communicate to all staff.	Complete / business as usual An email notification system has been set up so that Met Office notifications are automatically sent to the Leadership Team group via email. Each team has its own plan in place for what to do in the event of adverse weather.	-

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Lone Working Procedures		
Home working Continue to provide support to those lone working at home.	Complete / ongoing We continue to reinforce with managers the need to hold one to one meetings with staff, which should aid wellbeing.	Home working Continue to provide support to those lone working at home.
Vehicle telematics Ensure at least one person from each team has access to the telematics system and knows how to use it.	Complete / ongoing At least one person in every team should have access to the telematics systems, with training provided by the Fleet and Financial Adviser.	Vehicle telematics Ensure at least one person from each team has access to the telematics system and knows how to use it.
Other technology to support lone working 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.	In progress After trialling devices, and weighing up costs and benefits of different technology, we have submitted a bid for capital funding to purchase Google mobile phones which can be used even when there is no mobile signal. If the bid is successful, the phones will be made available to all teams who might need them. If the bid is unsuccessful, we will purchase more of the Garmin InReach devices which we have already successfully trialled.	Other technology to support lone working Continue with investigations into technology to support our lone working procedures so we can locate staff if needed; and roll the preferred option out to all teams.
Vehicle Use Policy		
Vehicle Use policy Conduct an annual review / update of the Vehicle Use policy and make available on Waymarker.	Complete The policy has been reviewed. No changes were made. The policy is available to all staff on the Waymarker intranet.	Vehicle Use policy Conduct an annual review / update of the Vehicle Use policy and make available on Waymarker.

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Information and Training		
Health and Safety information for staff and volunteers		
Health and safety information on Waymarker Review the information and ensure it is kept up to date.	Complete / ongoing The information has been reviewed and kept up to date.	Health and safety information on Waymarker Review the information and ensure it is kept up to date.
Don't Walk By Continue to issue quarterly 'Don't Walk By' updates following the meeting of the Health, Safety and Wellbeing Forum.	Complete / ongoing Key messages in 'Don't Walk By' this year have included: mental health first aiders; outdoor working in the sun; ticks; unacceptable or threatening behaviour; use of new vehicles; storm management; reporting of accidents, incidents and near misses; location of defibrillators; danger of leaving electrical items plugged in and unattended; and the importance of managers holding return to work meetings with staff who have been absent from work due to sickness.	Don't Walk By Continue to issue quarterly 'Don't Walk By' updates following the meeting of the Health, Safety and Wellbeing Forum.
Health and safety messages for staff Work with the Leadership Team to ensure health and safety messages reach all staff, particularly those without regular access to Waymarker.	Complete / ongoing In the Snapshot weekly email to all staff, there is a Strategic Leadership Team comms summary which includes any specific health and safety matters which need to be shared.	Health and safety messages for staff Work with the Leadership Team to ensure health and safety messages reach all staff, particularly those without regular access to Waymarker.
Health and safety messages for casuals Consider how we get 'Don't Walk By' information to casuals who don't have access to the same systems as staff.	In progress Now that the Brockhole site transfer has completed, we will review the casual workforce. Hard copies of 'Don't Walk By' are being sent to all sites, to be displayed on noticeboards.	Health and safety messages for casuals Consider how we get 'Don't Walk By' information to casuals who don't have access to the same systems as staff.

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Defibrillators Review the locations of defibrillators across our sites and ensure there is a system in place for checking the batteries.	Complete We now have defibrillators at Murley Moss, the Northern Office, Southern Office, Brockhole, Coniston Boating Centre and Ferry Nab, so we have good coverage. We carry out periodic checks of those defibrillators we have responsibility for and they have in-built alarms which notify if there is an issue.	-
Health and safety messages for volunteers Issue seasonal health and safety updates for volunteers in the newsletter.	Complete / ongoing	Health and safety messages for volunteers Issue seasonal health and safety updates for volunteers in the newsletter.
Health and Safety training		
Mandatory health and safety training for all staff Monitor the completion of mandatory annual health and safety training for all staff. There are seven mandatory modules per member of staff, of which: • three must be completed annually (display screen equipment, fire safety awareness, intro to health and safety) • two completed every three years (safeguarding, manual handling) • two completed once (safer driving, intro to first aid).	Complete / ongoing Each member of staff receives a report every month which includes all training due, including role specific training. Training reports are also sent to managers for all their staff. Managers are being reminded to check these reports and to remind their teams to complete training. The People team monitor completion of mandatory training. At the end of 2025/26, 75 per cent of mandatory health and safety modules had been completed and had not expired (845 modules out of 1,120). We need to improve this figure. The issue has been discussed at the Leadership meeting.	Mandatory health and safety training for all staff Monitor the completion of mandatory annual health and safety training for all staff. There are seven mandatory modules per member of staff, of which: • three must be completed annually (display screen equipment, fire safety awareness, intro to health and safety) • two completed every three years (safeguarding, manual handling) • two completed once (safer driving, intro to first aid).

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Health and safety training for casuals Consider whether any casuals should repeat training if they work with us more long term.	In progress Now that the Brockhole site has been handed over to a third party, we will review the list of casual workers.	Health and safety training for casuals Consider whether any casuals should repeat training if they work with us more long term.
Role-specific health and safety training for staff Ensure that staff receive appropriate health and safety training for their roles.	Complete / ongoing There is a process in place. The People team send monthly training reports to managers who then review reports with their staff and remind them of the importance of completing all training on time. Managers advise the People team of any further staff training requirements; or if the monthly training reports are not correct.	Role-specific health and safety training for staff Ensure that staff receive appropriate health and safety training for their roles.
Quarterly first aider forums Continue to hold quarterly forums for first aiders with an external provider.	Complete / no longer required Decision taken to cancel the quarterly first aider refresher sessions due to low participation. Instead, we will hold training sessions focussed on specific aspects of first aid.	-
Specific health and safety training Hold training sessions which match the specific needs of teams.	Complete / ongoing Teams are asked to let the People team know what their needs are for specific training.	Specific health and safety training Hold training sessions which match the specific needs of teams.
Health and safety training for volunteers Ensure those involved in volunteering receive appropriate training.	Complete / ongoing There is a process in place. Volunteers receive a lapsed training report.	Health and safety training for volunteers Ensure those involved in volunteering receive appropriate training.

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
CDM (Construction (Design and Management) Regulations) training		
CDM / contractor management training Arrange further dates for CDM and contractor management refresher training if needed.	Complete / ongoing It has been agreed that a contractor management course would be helpful, with an overview of CDM. This will be arranged by the People team for those who would benefit from it.	CDM / contractor management training Arrange further dates for CDM and contractor management refresher training if needed.
Vehicle Use information and training		
Vehicle use Ensure all drivers have the information and training they need, particularly in the use of electric vehicles.	Complete / ongoing The fleet information on the Waymarker intranet is being kept up to date. Driving advice is included in the 'Don't Walk By' updates. There is a process in place for all new starters to complete a fleet induction with the Fleet and Financial Adviser. There are no regular volunteer car users. Volunteers only need to have a driving licence check and insurance in place. But completing a fleet induction is encouraged.	Vehicle use Ensure all drivers have the information and training they need, particularly in the use of electric vehicles.
COSHH (Control of Substances Hazardous to Health)		
COSHH Risk Assessments		
Manage COSHH information Continue to manage COSHH information using the in-house system. A spreadsheet gives an inventory of the contents.	Complete / ongoing We have continued to manage the COSHH information in-house.	Manage COSHH information Continue to manage COSHH information using the in-house system. A spreadsheet gives an inventory of the contents.

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Ensure COSHH information is accessible to staff Ensure copies of Safety Data Sheets and COSHH risk assessments are accessible to all staff who need them via Teams.	Complete / ongoing This is being managed through Teams.	Ensure COSHH information is accessible to staff Ensure copies of Safety Data Sheets and COSHH risk assessments are accessible to all staff who need them via Teams.
Adding new substances 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.	Complete / ongoing	Adding new substances 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.
Review Review the COSHH inventory spreadsheet every two years (no legal requirement).	Complete / ongoing To be audited by our EDP Health and Safety Adviser as part of the audit process.	Review Review the COSHH inventory spreadsheet every two years (no legal requirement).
Health and Safety Reporting		
Accidents		
Internal accident rate 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. (note: Internal accidents are those reported by staff, volunteers, members and contractors)	Complete / target not met The average internal accident rate in 2025/26 was 6.2 accidents per 100,000 working hours, which was above our target. Although we would like to see the figure fall below our target of 4.0, we are also keen to encourage all accidents to be reported, no matter how minor. All accidents have been reviewed by the relevant manager, our EDP Health and Safety Adviser, and the Head of People and Organisational Development.	Internal accident rate 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 2027. (note: Internal accidents are those reported by staff, volunteers, members and contractors)

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Report on internal accidents Report the internal accident rate (key performance indicator) monthly to the Strategic Leadership Team and quarterly to the Health, Safety and Wellbeing Forum.	Complete / ongoing Monthly health and safety reports are taken to the Strategic Leadership Team operational meetings. Quarterly reports are taken to the Health, Safety and Wellbeing Forum meetings.	Report on internal accidents Report the internal accident rate (key performance indicator) monthly to the Strategic Leadership Team and quarterly to the Health, Safety and Wellbeing Forum.
Near Misses		
Number of near miss reports Aim to increase the number of near misses reported, with four near misses reported for every accident.	Complete / target not met During 2025/26, there was one near miss reported for every accident, below our target. 25 near misses were reported, compared to 34 reported in 2024/25.	Number of near miss reports Aim to increase the number of near misses reported, with four near misses reported for every accident.
Encourage near miss reporting 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.	Complete / ongoing	Encourage near miss reporting 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.
Abusive / unacceptable behaviour Speak to the Legal team to get advice about the GDPR / data retention implications of keeping a list of people who have behaved in an abusive / unacceptable way towards our staff.	In progress Our Legal team have advised we can keep a list, and work is in progress to put policies and processes in place. An Unacceptable Behaviour Policy has been drafted. We will also need to produce a Data Protection Impact Assessment which will include what information we are keeping and where we are storing it. And the Privacy	Abusive / unacceptable behaviour Continue work to put policies and processes in place so that we can keep a list of people who have behaved in an abusive / unacceptable way towards our staff.

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
	Notice on our website will be updated to let people know what our process is.	
Driver Safety Scores		
Average driver safety score Aim for the average monthly median driver score in 2025/26 (12 month rolling average) to remain below 100.	Complete / target met The average monthly median driving score was 84, within our target.	Average driver safety score Aim for the average monthly median driver score in 2026/27 (12 month rolling average) to remain below 100.
Management of driving Ensure all drivers are sent a monthly driving report. Continue to undertake more active management of driving. Managers to discuss driving scores with staff at one to ones.	Complete / ongoing Process in place.	Management of driving Ensure all drivers are sent a monthly driving report. Continue to undertake more active management of driving. Managers to discuss driving scores with staff at one to ones.
Health and Safety Site Audits and Fire Risk Assessments (FRAs)		
Health and Safety Audit Programme		
Complete site audits and FRAs Deliver the 2025/26 health and safety audit programme. Complete all site audits and Fire Risk Assessments within timeframes.	Complete All audits and FRAs for 2025/26 have been completed by the EDP Health and Safety Adviser and site managers.	Complete site audits and FRAs Deliver the 2026/27 health and safety audit programme. Complete all site audits and Fire Risk Assessments within timeframes.
Audit Improvement Actions and Fire Risk Assessment Actions		
Implement audit and FRA actions Agree realistic plans to implement outstanding site audit and FRA actions. Update the Audit Tracker tool with details of any required actions.	Complete / ongoing The Audit Tracker tool has been updated with details of any required actions, the priority (high, medium, low), owner, due date and status.	Implement audit and FRA actions Agree realistic plans to implement outstanding site audit and FRA actions. Update the Audit Tracker tool with details of any required actions.

Work planned for 2025/26	Status and comments on 2025/26 work	Work planned for 2026/27
Monitor progress with actions Monitor progress with the actions in the Audit Tracker tool (monthly). Report on progress with actions to the Health, Safety and Wellbeing Forum (quarterly) and discuss any areas of concern.	Complete / ongoing We have progressed well with implementing and closing the actions in the Audit Tracker. Progress is monitored monthly by the EDP Health and Safety Adviser and the Head of People and Organisational Development. The Health, Safety and Wellbeing Forum are updated quarterly on progress, and any issues of concern are discussed and noted.	Monitor progress with actions Monitor progress with the actions in the Audit Tracker tool (monthly). Report on progress with actions to the Health, Safety and Wellbeing Forum (quarterly) and discuss any areas of concern.