

Newcastle-under-Lyme Borough Council

ANNUAL HEALTH AND SAFETY REPORT APRIL 2024 – MARCH 2025

1. INTRODUCTION

- 1.1 This report outlines the current state of health and safety matters during the twelve months from 1st April 2024 to 31st March 2025.

2. POLICIES AND GUIDANCE

- 2.1 The Corporate Health and Safety Policy was reviewed to ensure the responsible person for fire was identified as the Chief Executive and further alterations to staff changes and management structure.
- 2.2 The Corporate Employee Handbook was reviewed with updates to the fire section, the addition of invacuation and access to work referral details, guidance regarding face fit testing requirements when utilising respiratory protective equipment and an updated definition of the school leaving age to reflect changes to legislation.
- 2.3 The Driving for Work Policy was updated and a briefing note also produced to assist in the operational matters when considering the requirements for grey fleet drivers. Grey fleet driver registration has now also been implemented in conjunction with TTC Continuum to ensure all those driving for work purposes in their own vehicles are adequately licensed with all applicable vehicle inspections and insurance in place.

3. TARGET 100

- 3.1 Digital services assisted with the introduction of a single sign on to reduce the large number of requests for assistance in re-setting passwords and usernames. This was introduced in 2025 and so far, has been successful after initial teething problems for a small number of staff.
- 3.2 The contract was renewed by Digital Services in 2024.

4. HEALTH AND SAFETY TRAINING

4.1 The following Health and Safety Training has been undertaken –

First aid – further to the complete refresh of all defibrillators across the Borough, links to training videos from the British Heart Foundation on cardio-pulmonary resuscitation and St John's Ambulance defibrillator usage were posted on Connexus with cascade to operational staff via their line managers. A list of all locations was also re-posted to remind staff of the availability of the units.

Evac chair – Jubilee 2 kindly assisted with training staff in the use of Evac chairs at the Depot where a shortfall had been identified following staff moves to Castle House. Further training will be arranged for other locations which are due such as the Museum. Castle House provision is within the three-year recommended refresher period and Jubilee2 have multiple staff trained in both the operation and train the trainer functions which are all within date. Ongoing training may need to be resourced externally due to the constraints of staff availability from Jubilee2.

Manual handling – a small number of staff who were either absent from work or recruited post early 2024 training sessions were also trained by our external provider, thus providing consistency in the information delivered.

Controlling officer – with tenancy alterations to both the Kidsgrove Customer Service Centre and Knutton Lane Depot new staff were identified from these groups to act as controlling officer in the absence of NULBC staff presence. Once completed the site changes to Knutton Lane Depot will result in further updates to the training package, this is currently awaiting the updated fire zone plans for progression.

Online mandatory training – the new online training package was finalised and all staff have been reminded to complete the mandatory sections such as health and safety, fire training and display screen equipment. Uptake is being monitored via Human Resources. The Cardinus risk assessment and lone working training has now ceased with effect from the insurance provider change. It is planned to replace both with suitable training from the Human Resources links for online training packages.

UNCLASSIFIED

5. ACCIDENT REPORTS –

5.1 Please see table and graph below for a summary of employee accidents excluding verbal abuse cases.

The number of accidents also excludes road traffic accidents (including those on private property classed as “hit fixed”), near misses, ill health incidents and accidents involving contractors including agency staff.

Year	Number of Accidents (employee only)	Number of Reportable (employee only)
2015/16	36	5
2016/17	34	7
2017/18	56	2
2018/19	53	3
2019/20	78	6
2020/21	64	3
2021/22	54	4
2022/23	50	8
2023/24	55	7
2024/25	75	4

UNCLASSIFIED

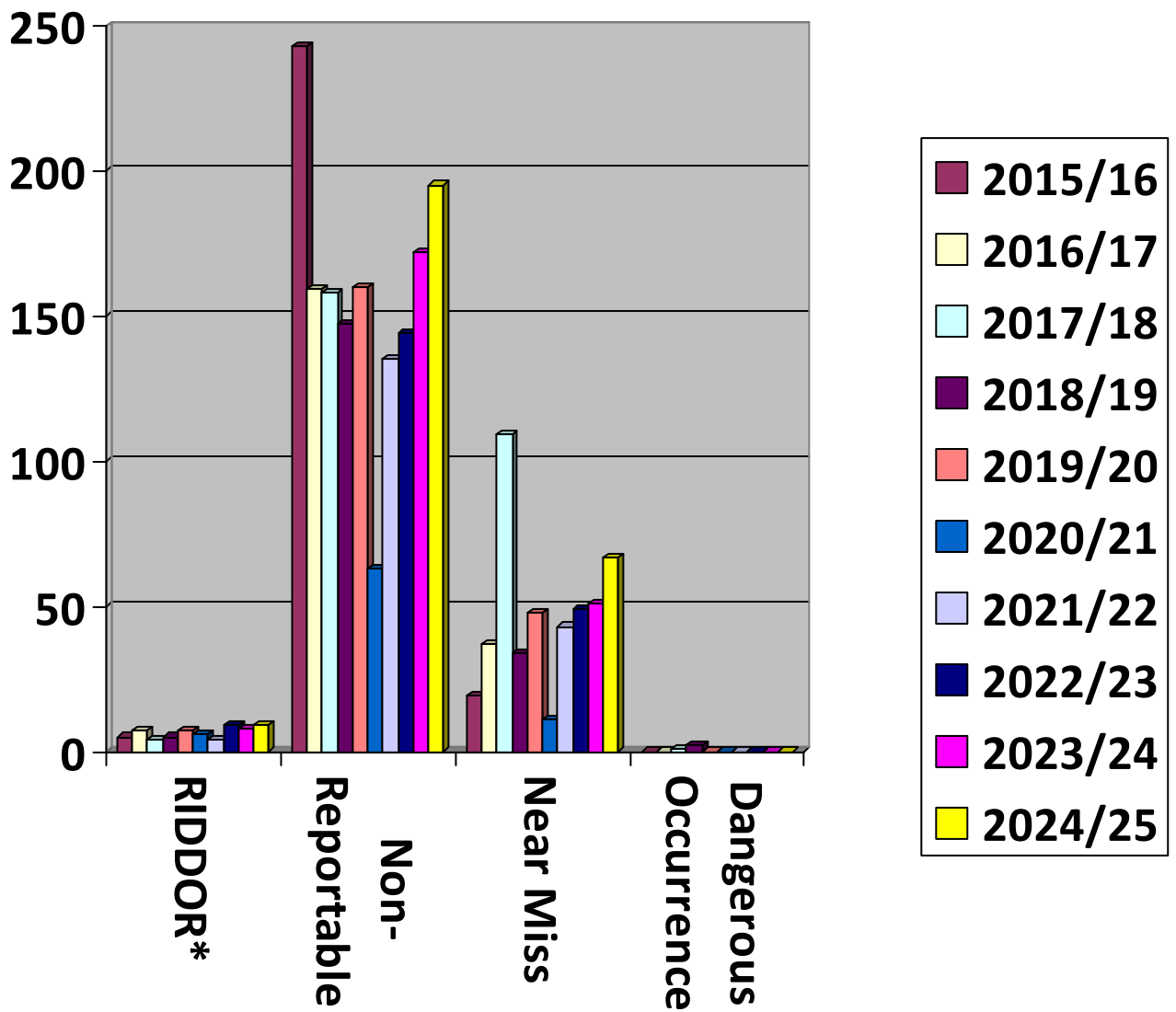
5.2 The table and graph below shows trends in all accidents (staff & members of public)

Year	RIDDOR*	Non-Reportable	Near Miss	Dangerous Occurrence
2015/16	5	243	19	0
2016/17	7	159	37	0
2017/18	4	158	109	1
2018/19	5	147	34	2
2019/20	7	160	48	0
2020/21	6	63	11	0
2021/22	4	135	43	0
2022/23	9	144	49	0
2023/24	8	172	51	0
2024/25	9	195	67	0

Despite the overall non-reportable incidents rising, the number was primarily due to an increase in slips on ice with minor injury, where typically these have historically not been reported the introduction of the vehicle monitoring cameras encourages all staff to report such incidents no matter how small.

There has also been an increase in near miss reporting. In particular near misses involving moving vehicles on the public highway which resulted in increased reports being forwarded to the Police for further intervention. The message is clear to the public, our staff need to be safe whilst undertaking duties and we will report any driving which places them at risk.

UNCLASSIFIED



UNCLASSIFIED

UNCLASSIFIED

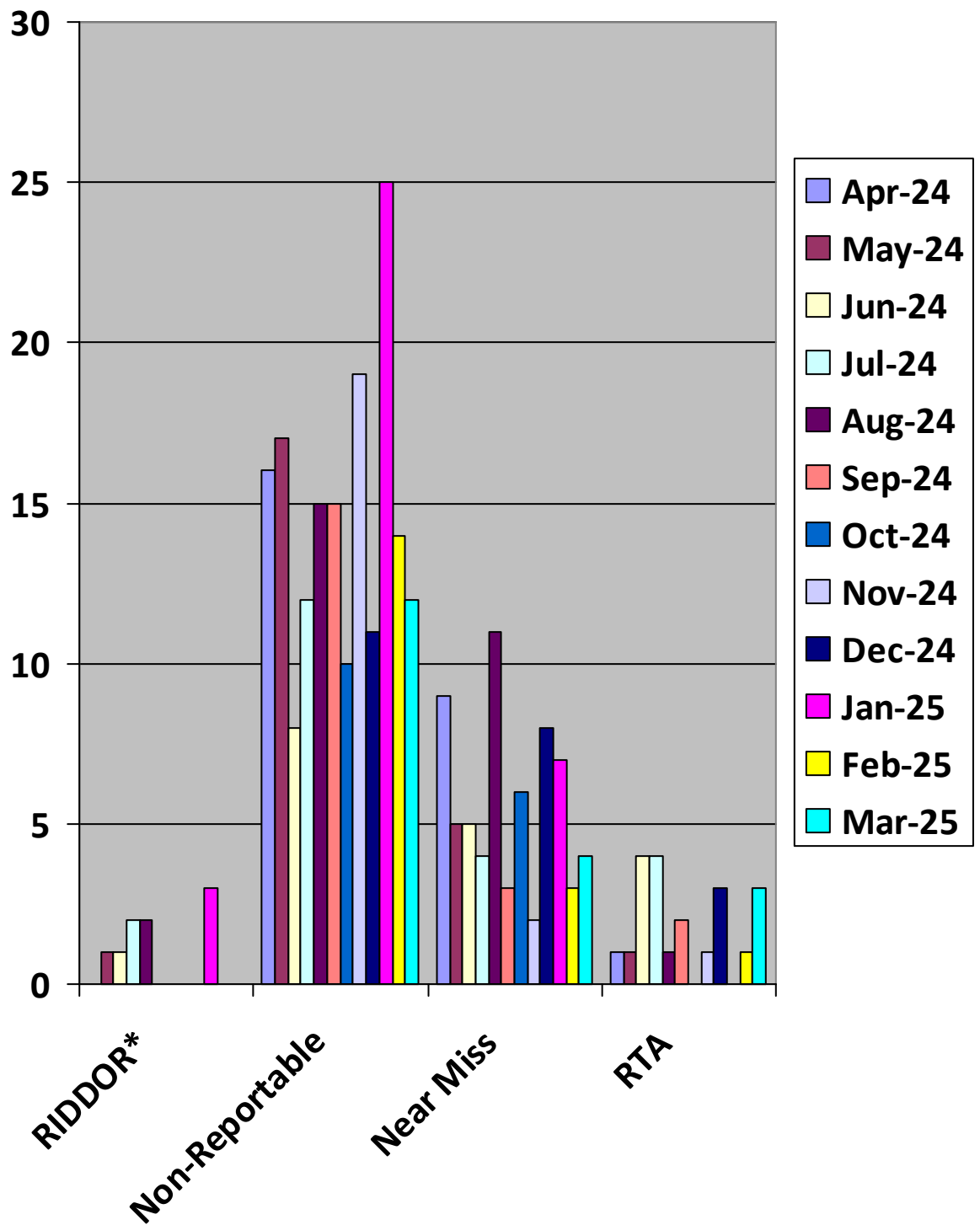
5.3 The table and graph below shows a monthly breakdown of all accidents in 2024/25.

Month	RIDDOR	Non-Reportable	Near Miss	RTA	Dangerous Occurrence	Totals
April	0	16	9	1	0	26
May	1	17	5	1	0	24
June	1	8	5	4	0	18
July	2	12	4	4	0	22
August	2	15	11	1	0	29
September	0	15	3	2	0	20
October	0	10	6	0	0	16
November	0	19	2	1	0	22
December	0	11	8	3	0	22
January	3	25	7	0	0	35
February	0	14	3	1	0	18
March	0	12	4	3	0	19
Totals	9	174	67	21	0	271

* RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (Accidents which result in over a 7-day absence from work of an employee; a member of the public taken from the premises by ambulance and specified injuries (broken bones etc.) would all be reportable to the Health & Safety Executive by the Local Authority.

UNCLASSIFIED

UNCLASSIFIED



UNCLASSIFIED

UNCLASSIFIED

5.4 RIDDOR Summary

Month	Injured Person	Location	Incident Type	Remedial Action
May 24	Member of public	Markets	Tripped on residual metal stump following stall removal	Stump was ground down to surface level immediately after the incident, further measures to be introduced to ensure contractor works are checked prior to final sign off
June 24	Member of public	Facilities management	Tripped on weed growth to kerb	Weed growth was identified to be within acceptable levels Inspection regime to be reviewed
July 24	Employee – over seven day injury	Markets	Crushed from falling object, poor housekeeping	Area storage reviewed and improved to prevent re-occurrence
July 24	Employee – over seven day injury	Streetscene	Manual handling	Employee reminded of content from training and the requirement to work to personal limits and request assistance when required
August 24	Member of public	Streetscene	Fall from height using play equipment	Surface ground cover refreshed to provide deeper, softer landing
August 24	Member of public	Streetscene	Crushed by bench toppling	Bench identified to be subject to vandalism Weekly inspection reports to be more vigorous with note keeping
January 25	Employee – over seven day injury	Waste and Recycling	Slipped on ice	None required – protective footwear was in use
January 25	Member of public	Bereavement Services	Slipped on ice	None required – the individual had been advised of the risk and proceeded at own risk
January 25	Employee – over seven day injury	Waste and Recycling	Slipped on ice	None required – protective footwear in use

All RIDDOR Accidents have been reported to the HSE and investigations have been completed with remedial actions undertaken where necessary as detailed above.

UNCLASSIFIED

UNCLASSIFIED

6. HEALTH AND SAFETY AUDITS & INSPECTIONS

6.1 The Corporate Health and Safety Officer / Technical Assistant has completed inspections of the following properties –

- Jubilee 2
- Kidsgrove Customer Service Centre
- Keele Cemetery
- Bradwell Crematorium
- Waste Transfer Sections, Knutton Depot
- Streetscene Areas of the Knutton Depot
- Brampton Museum
- Knutton Lane Garage Workshop
- Markets Office
- Queen Elizabeth Park Pavilion
- Silverdale Pavilion
- Westlands Tennis Pavilion
- Wolstanton Tennis and Bowls Pavilion

6.2 The following community centres were also inspected –

- Audley Community Centre
- Butt Lane Community Centre
- Chesterton Community Centre
- Marsh Hall Community Centre
- Silverdale Community Centre
- Whitfield Community Centre
- Wye Road Community Centre

6.3 The inspection report was updated to include a quantitative as well as qualitative grading, this allows ongoing monitoring to track the standard achieved. Whilst the grade will always be subjective it does allow for a more consistent approach. It is anticipated to provide grading going forward once sufficient data has been achieved to provide a view of the performance across the sectors.

6.4 All recommendations as a result of the inspection were directed to relevant parties for action.

UNCLASSIFIED

7. KNOTTON DEPOT

7.1 The Knutton Lane Health and Safety Committee held meetings on:

- 11th April 2024
- 18th July 2024
- 10th October 2024
- 9th January 2025

7.2 Matters arising from the meetings included:-

- Depot accommodation review and resultant site alterations
- Site visits such as those undertaken by the Environment Agency
- Depot walk around findings
- Depot alterations – including department movements and proposed alterations to site infrastructure
- Accidents, incidents and near misses
- Target 100
- Training
- Site rules, inductions and parking requirements
- Buildings, utilities and infrastructure
- External yard, waste transfer station, salt yard
- Results of third party monitoring
- Aspire now attend the first section of the meeting as site tenants – mutual concerns are raised within this section

8. Leisure, Culture and Bereavement Services (SHE) Safety, Health and Environment Meetings –

8.1 The meetings have been established to oversee and monitor the implementation of British Standards for the management of Quality (ISO 9001), Environment (ISO 14001) and ISO 45001 (Health & Safety).

Meetings held on:

- 9th July 2024
- 7th January 2025
- 1st April 2025

8.2 During the Meetings the following points (regarding health and safety) are discussed:

- Hazards or incidents that have occurred in the organisation – pool blanket and roof repairs, sewer flies, tree damage in cemeteries following storms
- Inspections – internal and external - climbing wall inspected Mar 25, pool hoist condemned on inspection, emissions test at crematorium Aug 24, LOLER test for trollies
- New/revised legislation and guidelines.
- Risk Assessments/COSHH/Method Statements/Safe systems of work
- Financial provision for health and safety and staff welfare (including PPE)
- Fire evacuations
- Instructions and training for staff – Museum trialling invacuation procedure, crematorium technician continues to gain qualification
- Corporate Health and Safety Committee
- Any other business – solar panels fitted a the crematorium and cemetery

Minutes/Action logs from the meetings are provided for review at Corporate Health and Safety Committee meetings.

UNCLASSIFIED

UNCLASSIFIED

9. CORPORATE HEALTH AND SAFETY COMMITTEE

9.1 The Corporate Health and Safety Committee held the following meetings during the period

- 25th April 2024
- 25th July 2024
- 24th October 2024
- 20th February 2025

9.2 The committee discussed the following items at the last meeting:

- Insurance reports
- Accidents, incidents and near misses
- Accident & insurance claims
- Target 100
- Castle House Tenants Liaison Meetings – invacuation, lift concerns, security and reception renovation
- Facilities Management updates – new facilities manager commenced, Bathpool Park dam survey, digital inductions
- Leisure and Cultural SHE / Leisure and Bereavement SHE – roof leaks, sewer flies, storm damage following storms to cemeteries, pool hoist condemned on inspection, museum trial site for invacuation procedure, emissions test for crematorium completed, solar panels installed in crematorium and cemetery.
- Knutton Lane Depot Committee – CCTV provision, fire risk strategy, hot desk provision, new arrangements following tenancy provision for Aspire
- Trade Unions – new members and discussions for trade union representation via Stoke
- Insurance renewal commencement
- Staff training
- Policies and procedures – Employee Handbook, Corporate Health and Safety Policy, Driving for Work Policy with Grey Fleet procedures and advice, Alcohol, Drugs and Substance Misuse Policy – all updated

10. FIRE

10.1 Fire evacuations have been completed across all sites, including community centres at various points throughout the year.

Overall compliance was obtained but some areas for development included:

- New fire zone plans required to update procedures
- Fire risk strategy for site required further to Aspire tenancy commencement
- Caste Car park electric car charging bay requires risk assessment, fire assessment completed but with outstanding issues to resolve
- Community Centres – some difficulties in the acceptance that if a drill is undertaken it will be unannounced and full evacuation should be achieved

10.2 Evac chair training has been difficult to achieve, namely due to difficulties with staff availability from Jubilee2 to deliver the training. Training was completed for the Depot in March 2025 but other sites are outstanding for refreshers. This remains an ongoing project.

UNCLASSIFIED

UNCLASSIFIED

11. EVENT SAFETY

11.1 Environmental Health received and reviewed 37 events during the 2024-25 period. Events that have been held on Borough land by external organisations and therefore subject to review by health and safety include:

- Castle Artisan events (multiple)
- Goose Street Easter Fun Fair
- It's A Knock Out
- Bradwell lodge fun Day
- Space 24 (multiple events)
- Park Run (multiple parks and events)
- Lantern Parade
- Christmas Lights Switch on
- Mayors charity Bonfire
- Kidsgrove Charity Bonfire
- Clayton 10K
- Keele Run
- Food and Drink Fest
- Castle Classic and retro car show
- Lyme light 24
- Christmas in Castle
- Jazz and Blues
- Junior Park Run (multiple)
- Madeley Half Marathon
- Whammy Community day

12. CASTLE HOUSE

- 12.1 The invacuation alarm system remains an ongoing project. Facilities Management have been tasked with identifying suitable shrouds for the existing alarms and until these are in place and noise reduction is found suitable the process remains as the standard "Run, Hide, Tell" approach.
- 12.2 The segregation of food waste commences on the 31st March 2025 and works are ongoing with SCC for the implementation of suitable procedures.
- 12.3 The lifts have been problematic with both taken out of service simultaneously for a period of time. This has had a considerable impact on the accessibility of the building for tenants and the new manager will work with SCC to provide a consistent service.

UNCLASSIFIED

UNCLASSIFIED

13. FIRST AID

- 13.1 Further to an incident in Kidsgrove in relation to a defibrillator, it was established that all units within NULBC properties were outside of their ten year warranty period. Incorrect pads were also fitted, this was an issue identified with the manufacturer as the supplier stated on their website they were compatible, which was misleading.
- 13.2 All defibrillators were disposed of and new units bought to replace them.
- 13.3 Online training for both cardio-pulmonary resuscitation and the use of defibrillators was published on Connexus with local managers encouraged to share as a training package with those employees who are not online regularly.

14. AUDIT BY STAFFORDSHIRE COUNTY COUNCIL

- 14.1 The audit by Staffordshire County Council of our health and safety operations was initially scheduled to commence in February 2025 however due to staff availability issues within SCC it was delayed and the initial meeting postponed until March 2025. It is anticipated this process will complete early in the next financial year with all findings delivered to the CHSC in due course.

15. LONE WORKING DEVICES

- 15.1 The current lone working device contract is due to end in October 2025. The current devices are starting to fail regularly and issues with the management dashboard that supports the function are also prevalent since the system changed. It is anticipated that the contract will be terminated and procurement of a new provider will follow.

UNCLASSIFIED