

Cheltenham Borough Council

Cabinet Housing Committee – 26 November 2025

Housing Services Health and Safety Report

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Andy Tootell, Health & Safety Manager, andy.tootell@cheltenham.gov.uk

Executive summary:

The report seeks to draw together the work that has been undertaken during the period of July 2025 – September 2025, whether it was successful, and identifies the current tasks and challenges being faced.

Recommendations:

1. The Cabinet Housing Committee is requested to note the information within the report.
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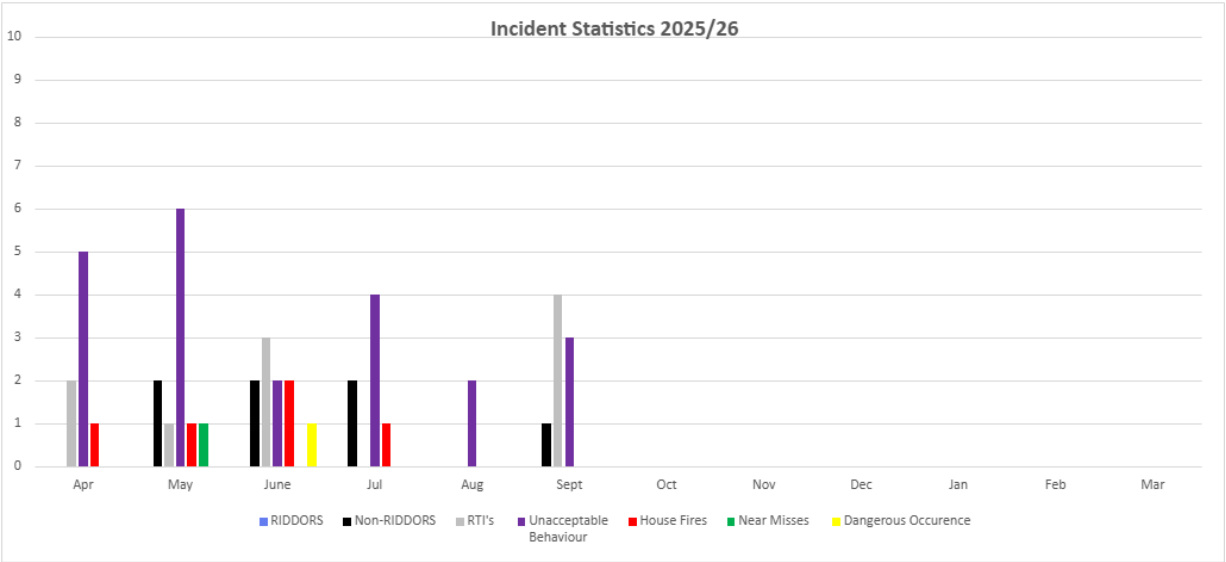
1 Background

2.1 The focus during this reporting period has included the following:

- Undertake a full inventory check and inspections of all equipment used by Building Services
- Deliver HHSRS training to several TMOs and surveyors
- H&S audit undertaken by Ubico compliance team

2 Main content

2.1 Health and Safety Incidents – April 2025 to September 2025

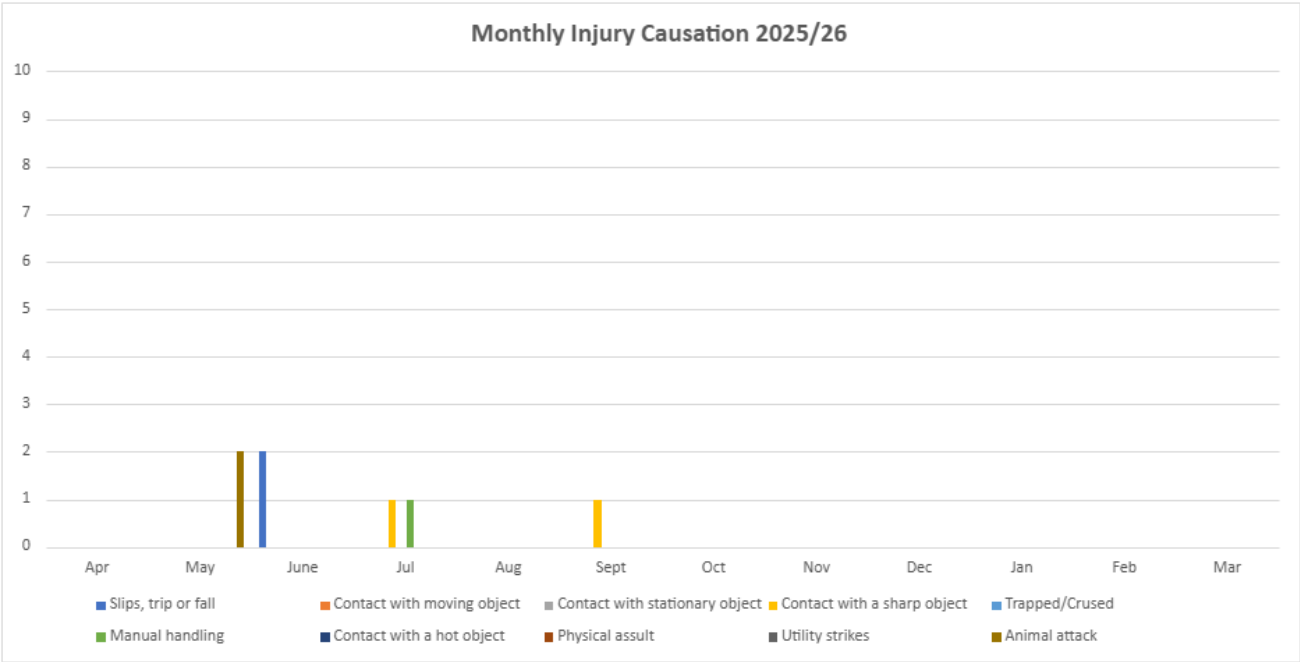


2.2 July 2025 – September 2025 Incident Narrative

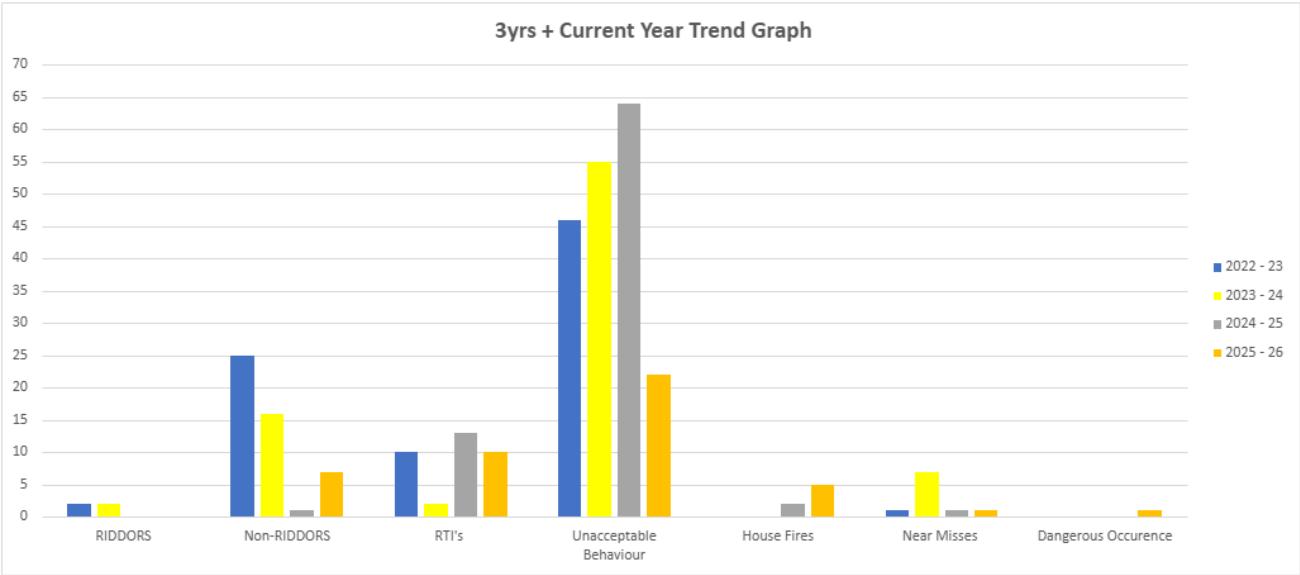
Month	Incident Type	No
Jul	RIDDOR	0
	Non-RIDDOR	2
	Near Miss	0
	Dangerous Occurrence	0
	Unacceptable Behaviour	4
	RTI	0
	Fires	1
Aug	RIDDOR	0
	Non-RIDDOR	0
	Near Miss	0
	Dangerous Occurrence	0
	Unacceptable Behaviour	2
	RTI	0
	Fires	0
	RIDDOR	0

Sept	Non-RIDDOR	1
	Near Miss	0
	Dangerous Occurrence	0
	Unacceptable Behaviour	3
	RTI	4
	Fires	0

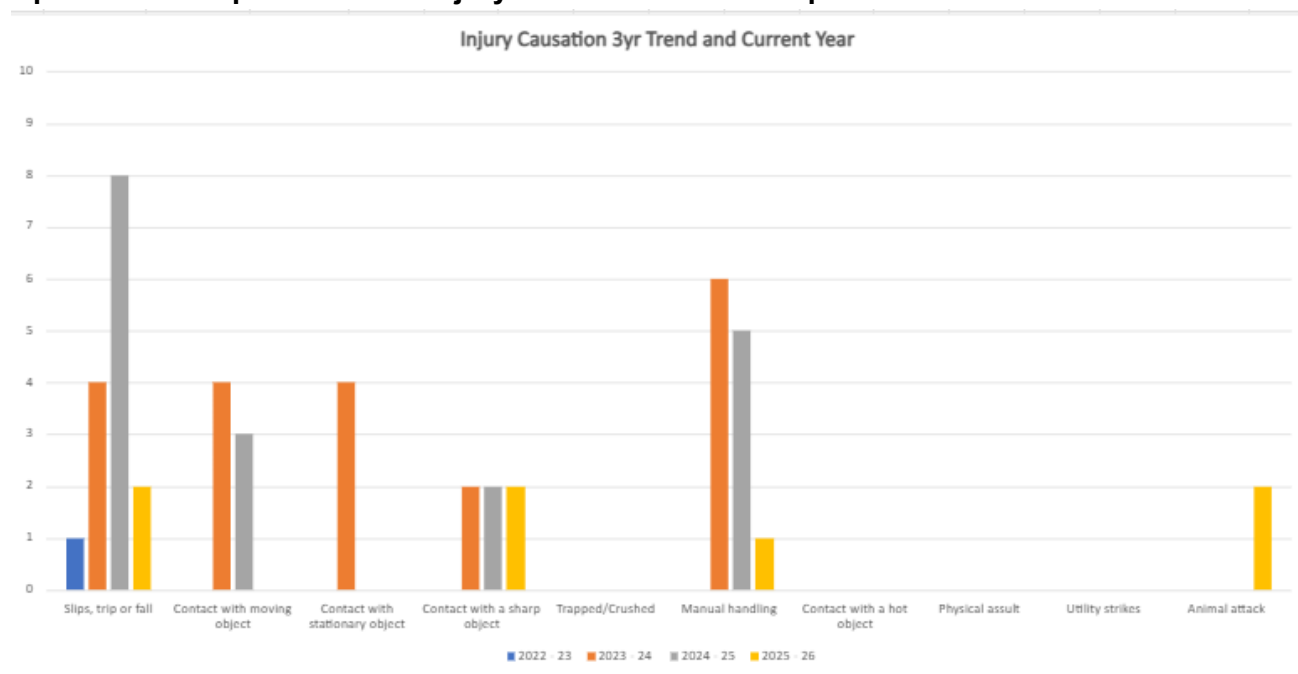
2.3 Monthly Injury Causation – April 2025 to September 2025



2.4 April 2022 to September 2025 Trend Graph



2.5 April 2022 to September 2025 Injury Causation Trend Graph



2.6 Health and Safety Audit

Ubico Compliance Team have completed their audit of Building Services H&S.

We are currently going through each item actioning any areas of concern. It is worth noting that we were already aware of most of the issues raised and already have plans in place to action them.

3 Conclusion

Currently, there are no reports or areas identified as significant concerns to the general health and safety of colleagues or others within Housing Services. This will continue to be monitored through a series of audits and inspections, ensuring that health and safety remains at the forefront of Housing Services activities.

4 Key risks

4.1 Please refer to appendix 1.

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Appendices:

- i. Risk Assessment

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
CH4	Housing Properties Health & Safety - If we do not manage health and safety management of our housing properties, then we may be putting tenant at risk of serious injury or death.	Claire Hughes; Paul Jones	5	3	15	Reduce	<ul style="list-style-type: none"> - Clear health & safety procedures in place with evidence these are followed. - Regular independent assurance that health and safety is being managed effectively. - Effective oversight of health and safety performance by senior officers, Cabinet and Housing Cabinet committee. 	Claire Hughes	Ongoing
CH6	Housing Regulatory & Legal Requirements – If we fail to meet regulatory and legal requirements, specifically the Regulator for Social Housing consumer standards and the Housing Ombudsman Complaints Handling	Claire Hughes	4	3	12	Reduce	<ul style="list-style-type: none"> - Self-referral made to regulator – no regulatory judgment issued. - Effective oversight of regulatory performance by senior officers, Cabinet and Housing 	Claire Hughes	Ongoing

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	Code then this may result in intervention and reputational damage.						<p>cabinet committee.</p> <ul style="list-style-type: none"> - Delivery of Improvement Plan - External expertise in place to support compliance with the standards including mock inspection. - Annual self-assessment of compliance with the Complaints Handling Code (published to tenants and HO. - New resource added to the improvement programme team - External expertise has been engaged on policy development, compliance strategy and data validation - Full review of 		

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							consumer standards gap analysis is underway - Inspection readiness evidence bank is being created		