

Cheltenham Borough Council

Cabinet Housing Committee – 1 June 2026

Housing Services Health and Safety Report

Accountable member:

Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Jo Rea, Health and Safety Officer

Executive summary:

This report summarises key health and safety activity within Housing Services during the quarter 4 reporting period (1st January - 31st March 2026), highlighting progress in policy development, training, system improvements, and workplace safety.

The Housing Health and Safety Rating System (HHSRS) policy was successfully developed in line with Awaab's Law and approved by Cabinet on the 14th April 2026. It has now been implemented and shared with Housing colleagues. A broad programme of health and safety training has also been delivered, including HHSRS, asbestos, water safety, first aid and ladder safety, alongside continued use of e-learning platforms.

Operational improvements have been made with the T100 safety management system, including a streamlined task checklist and improved escalation processes. In addition, following incidents involving unacceptable customer behaviour, a review of staff security arrangements at the Municipal Offices has been undertaken with input from the Crime Prevention Team, with enhancements currently being implemented.

Future priorities for Housing Services include reviewing equipment inspection processes and improving health and safety reporting to support more effective monitoring and decision-making.

Peter Adams has joined CBC as the Director of Health, Safety and Operations on the 27th April. Peter is currently defining the key priorities for the Health and Safety function to develop a structured programme of work.

Recommendations:

1. The Cabinet Housing Committee are requested to note the information included within this report.
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1 Background

The focus and achievements during this reporting period have included the following:

- The updated HHSRS Policy to meet the requirements of Awaab's Law
- Health and Safety related training
- T100 Task Management improvements
- Crime Prevention Team visit to the Municipal Offices

2 Main content

3.1 The Housing Health and Safety Rating System (HHSRS) Policy:

The HHSRS policy has been developed to meet the requirements of Awaab's Law. The draft policy was first presented to the Cabinet Housing Committee on the 21st January 2026 and subsequently amended following feedback. The revised policy was re-submitted on the 1st April 2026 and received unanimous support for the policy to be presented to Cabinet for approval. The policy was approved at the Cabinet meeting on the 14th April 2026. The policy has since been issued to Housing colleagues via the T100 the safety management system.

3.2 Health and Safety Training:

Training delivery continued across this period, including multi-level HHSRS courses with refresher training scheduled every three years. Colleagues also completed asbestos, water safety (73 colleagues), first aid, and ladder inspector/user training. Additional learning was supported through the e-learning platforms.

3.3 T100 Task Management Improvement

Health and Safety related tasks and checklists are assigned to colleagues in Building Services on the safety management system T100, to complete on a periodic basis. Some of these checklists have now been revised and streamlined, e.g. the vehicle checks have been combined with the equipment checklists, to help better support the Building Services colleagues to complete these within the agreed timeframes.

Task escalation notifications, for overdue and underscored checklists have also been reviewed and allocated to the appropriate team leaderships.

3.3 Crime Prevention Team visit to the Municipal Offices

Following some of the recent unacceptable customer behaviour incidents experienced in the Municipal Offices, including from customers visiting the Housing Services Teams, a site visit was undertaken by the Gloucestershire Constabulary Crime Prevention Team who were able to make several observations and offered a range of potential improvements. We have started to deliver a programme of measures to enhance building safety including a security officer in the Municipal Offices.

4 Future Health and Safety Priorities:

- A review of the Building Services equipment inspections, frequency and requirements.
- Improvements to Health and Safety reporting information.

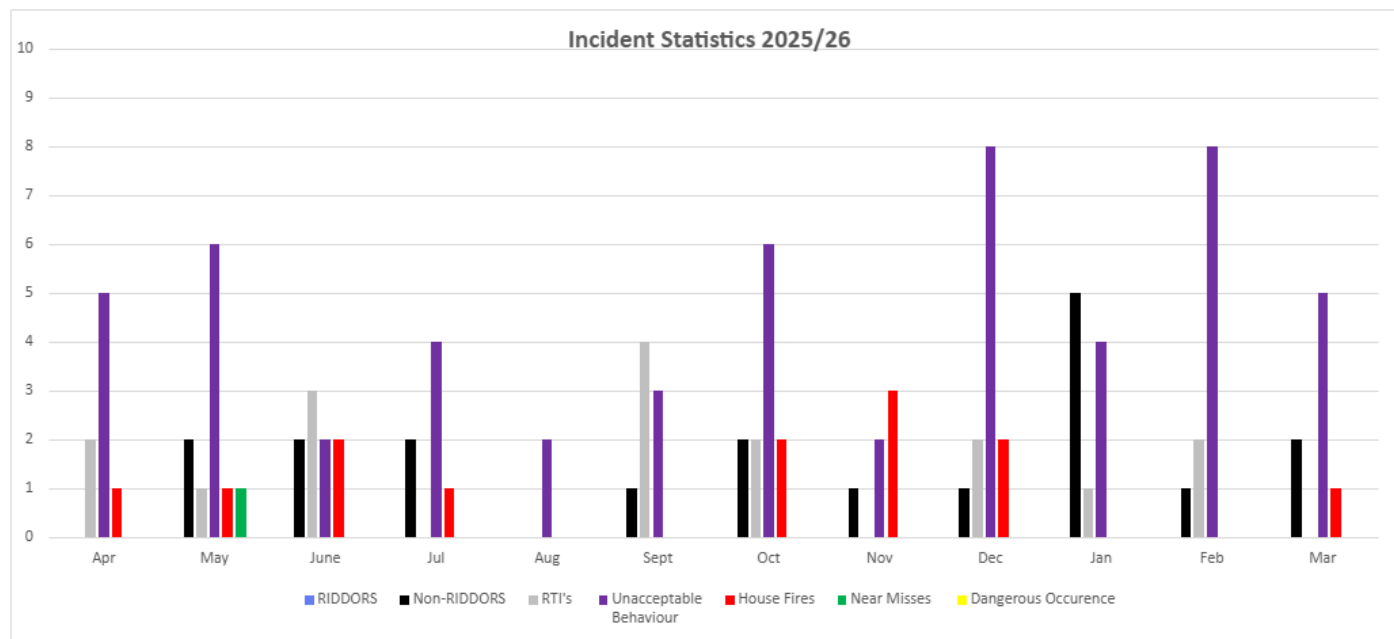
- A review of the key priorities for the Health and Safety function to develop a structured programme of work.

Health and Safety Incidents: 1st January – 31st March 2026

Timeframe	Incident Type	Number	Examples of Incidents Cases:
January – March 2026	RIDDOR *	0	
	Non-RIDDOR IR1 Accidents	8	Installing a tile vent -injury to thumb, Removing metal sheets- injury to hand, Drilling – minor injury to thumb, Nail pierced heel of boot – minor injury to foot. Foot through ceiling. Needlestick injury and grazed arm.
	Near Miss	0	
	Dangerous Occurrence	0	
	Unacceptable Customer Behaviour	17	Unacceptable language, threats, inappropriate and racist comments, tone of voice, damage to CBC property.
	RTI (Road Traffic Incidents)	3	Reversing - damage to vehicle. Manoeuvring– damage to wing mirror. Minor collision - no damage to vehicle.
	Fires	1	Consumer unit fitted by a contractor caused a small fire which was extinguished by the tenant.

**RIDDOR – Reporting of injuries, diseases and dangerous occurrences Regulations 2013, is a UK law requiring employers and duty holders to report specific workplace deaths, serious injuries, occupational diseases, and dangerous occurrences and near misses to the Health and Safety Executive (HSE).*

Health and Safety Incidents : 1st April 2025 to 31st March 2026

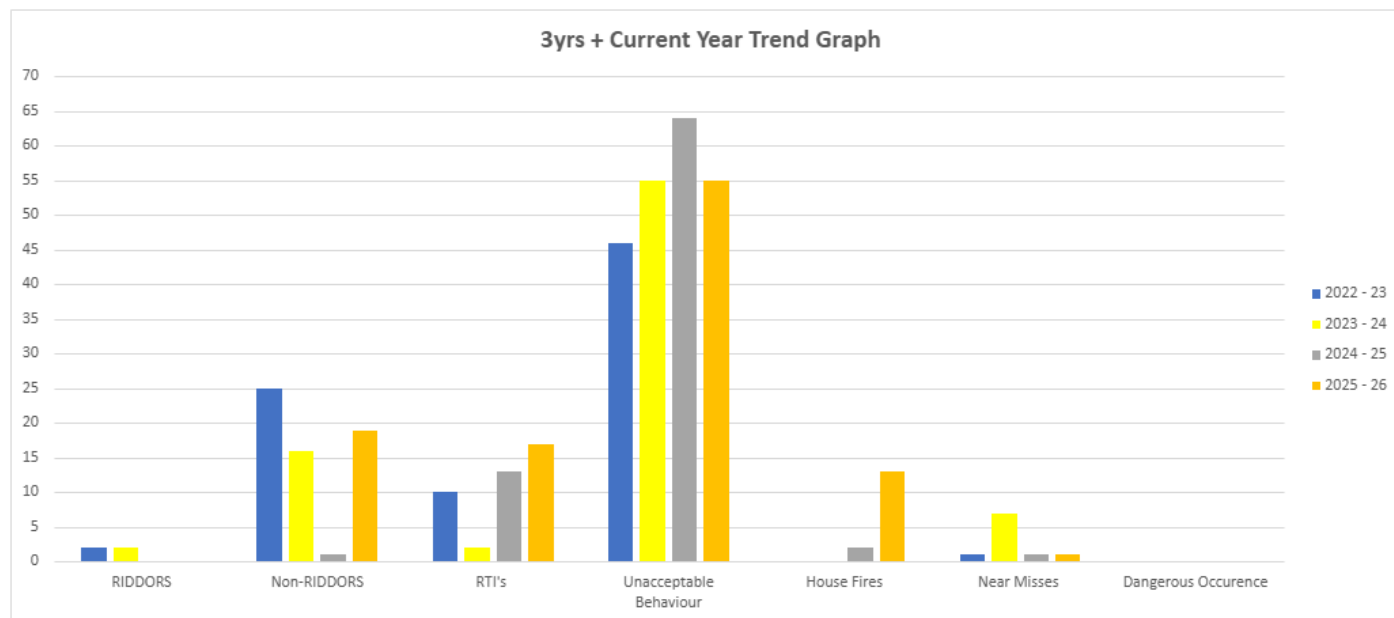


During the 2025/6 period there were no RIDDOR reportable or dangerous occurrences incidents recorded throughout this timeframe. The majority of incidents fall into:

- Unacceptable Customer Behaviour (55 total)
- Non-RIDDOR incidents (19 total)
- Road Traffic incidents (17 total)
- House Fires (13 total)
- Near Misses (1 total)

Reports of unacceptable customer behaviour represent the highest category of incidents, with occurrences throughout the year. The rise in incidents identified the need for targeted interventions, staff support, and preventative measures in this area. A programme of measures is being delivered to enhance building safety in the Municipal Offices and provide support to employees. Road traffic incident levels fluctuated during the year, however proactive steps have been taken to address this through the delivery of a ROSPA Driver assessment training course, with two members of the Building Services Team now competent to assess colleagues and support safety improvements. Fire related incidents remain under close monitoring with each incident subject to review and appropriate remedial actions implemented.

April 2022 to 31st March 2026 Trend Graph



Health and Safety Performance over the four-year period shows a reduction in serious incidents (RIDDORs) however this is offset by several emerging concerns; road traffic incidents increased during 2025-26. There is a notable rise in house fires in 2025-26 compared to previous years requiring measures including an E-Bike and Battery policy. Increases align with the national trend in the use of lithium battery technology. Unacceptable customer behaviour incidents remain consistently high, highlighting ongoing customer behaviour challenges. A training programme is being rolled out to support colleagues in direct customer facing roles.

Conclusion

During the reporting period, there were no RIDDOR reportable incidents or dangerous occurrences. All incidents continue to be reviewed and monitored by the Health and Safety team, with key themes reported through the Housing Compliance Monitoring Group.

Positive feedback was received regarding how Health and Safety is perceived across the service area, reflecting collaborative working practices. The general management of Health and Safety within Housing Services continues to be effectively maintained and underpinned by the T100 safety management system.

The newly appointed Director of Health, Safety and Operations is currently establishing key priorities for the Health and Safety function to create a plan of work which will help to drive improvements in overall Health and Safety Management across the council.

Next Report on this subject: The Health and Safety update report will next be brought to the Committee in November 2026.

5 Key risks

5.1 A risk assessment has been completed and is attached in the appendices.

Report author:

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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
1	The Council has a legal duty to ensure that properties it manages are safe and comply with all applicable statutory requirements.	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures	Director of Governance, Housing and Communities	April 2026