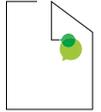


# Case Study



## Company Profile

**Company:** Chelmsford City Council

**Contact:** Paul Van-Damme

**Title:** Parks and Grounds Operations Manager

## Continual development

Chelmsford City Council employs over 1,100 people, 600 of whom are office based. As a borough council, the labour force is directed in three major areas - refuse, recycling and parks - with a large number of staff also working within the leisure service.

*“There was no hiding from the auditor’s gaze, it was very thorough and re-enforced the importance of appropriate resources, effectively deployed in dealing with health and safety matters.”*

Paul Van-Damme

## Health and safety at Chelmsford City Council

Particular health and safety concerns were in operational areas. This included highways maintenance, street cleaning and recycling depots, as well as parks services.

RoSPA’s QSA was chosen for Chelmsford Borough Council Parks Service, due primarily to its flexibility and high standard.

The RoSPA QSA audit is unlike any other audit that was considered, as they did not actually have to employ the RoSPA auditor!

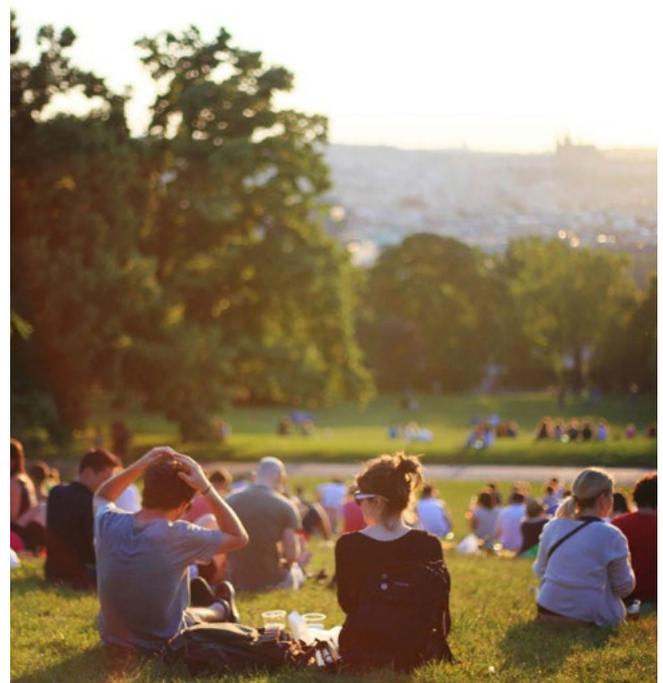
The RoSPA QSA audit verification process meant that the council could carry out internal audits before attempting to apply for the actual RoSPA QSA Award. This flexible route meant that costs were lower whilst standards were still high.

## Findings during the audit

- Few formal procedures in force
- Difficulty with regards to the control of contractors
- More action needed to prevent access to danger areas for employees
- Some weakness in occupational health management

## Successes following the audit

- Since the audit, the parks service has achieved Green Flag awards in even more of its park areas
- The parks service is now the only service within the council to have achieved this high standard in health and safety
- Health and safety performance indicators are now in force and are driven by senior management to ensure all employees understand the importance of health and safety
- As part of a range of new procedures, an accident procedure has been adopted and is regularly in use. Prior to the audit, most services would avoid reporting accidents



Chelmsford is the principal settlement of the City of Chelmsford district, and the county town of Essex, in the East of England.

