



**REPORT of  
DIRECTOR OF SERVICE DELIVERY**

**to  
PERFORMANCE, GOVERNANCE AND AUDIT COMMITTEE  
13 JANUARY 2022**

**REVIEW OF HEALTH AND SAFTY - QUARTER 2**

**1. PURPOSE OF THE REPORT**

1.1 To provide an update on Health and Safety statistics and activity during quarter 2 (1 July 2021 to 30 September 2021).

**2. RECOMMENDATIONS**

- (i) That Members consider the accident and incident statistics;
- (ii) That Members consider progress with the health and safety action plan;
- (iii) That Members consider health and safety improvements not identified in the action plan.

To the Council

- (iv) That a new Hand Arm Vibration Policy be adopted.

**3. SUMMARY OF KEY ISSUES**

3.1 There were 5 accidents and 1 near miss during quarter 2: -

Incident	Action	Note
A member of staff fell in the Council Chamber.	procedures have been reviewed work has been commissioned to reduce the number of levels in the floor.	(this was reported in quarter 1 due to the seriousness of the accident).
A member of staff hurt their back whilst bending over to clean.	None.	The member of staff was undertaking work in a safe way. No issues or hazards identified.
A child ran into one of the splash park features.	None.	This is an active play area designed to all relevant safety standards.
During walking football, 2 players collided.	None.	Sporting Injury.
A near miss occurred when a Park's operative ran over an electricity cable to a concession.	A review of working procedures and risk assessment for concessions to be	

	undertaken.	
Contractor fell off the step outside the maintenance office in Princes Rd Depot, No significant injury was suffered.	The step was painted with a contrasting colour to highlight.	

- 3.2 There were 4 incidents of unacceptable behaviour: 2 incidents involving waste crews; a third-party referral via Environmental Health (not a specific incident); and an incident involving Customer Services and a member of the public.

Incident	Action	Note
Verbal abuse and threats to Suez Staff.	Letter sent to customer to advise Waste Service being suspended and reminding them they are only permitted to contact Council by letter or online due to long history of verbal abuse to staff. Customer already on the Council's unacceptable behaviour record.	
Verbal abuse to Suez staff.	Letter sent to customer to advise them of unacceptable behaviour and consequences of any future occurrence.	
Verbal Abuse and intimidating behaviour to Customer Services staff.	Customer behaviour being monitored. Any further incidents may result in customer being restricted to being able to contact us by letter/online only.	
None involving Council Staff, this was a third party warning about potential risks related to a property/resident.	Council records updated to ensure staff were aware of potential risks and to ensure no unaccompanied visits were undertaken. Concerns reported to Police.	

- 3.3 As mentioned in the previous report any improvements/recommendations from the splash park review conducted at the end of the 2021 summer season will be addressed as part of the plans for the re-opening of the splash park in 2022.
- 3.4 Good progress has been made with the health and safety action plan, see **APPENDIX 1** for details. Other detailed work on the action plan started in October and will be reported upon in quarter three's report.
- 3.5 To ensure good progress is made a health and safety Consultant has been engaged by the Council and has met with or shadowed staff in Parks and other areas of the Council. Safety advice has been given, emphasizing the need for supervision of staff working in the out of office environment, regular inspections of work should be

undertaken to ensure working compliance, equipment checks and record keeping have been reviewed to ensure they are fit for purpose.

- 3.6 Inspections have been carried out in Parks and Princes Rd depots and the Princes Rd Office. Residual actions have been identified and remedial actions are being identified.
- 3.7 The Consultant is assisting in a full audit of chemicals in order to ensure we comply with Control of Substances Hazardous to Health (COSHH) Regulations.
- 3.8 The consultant is delivering training to staff relating to undertaking risk assessments and also COSHH training.
- 3.9 Work has been completed at both depots, Parks and Princes Road, in relation to the separation of vehicles and pedestrians, some of this work was instigated by the Health and Safety Executive (HSE) following a visit and recommendations.
- 3.10 As a result of the HSE's intervention in 2020, a Hand Arm Vibration Policy has been drafted as requested. Members of staff, including the external health and safety consultant, have been consulted in the drafting of the Policy, see **APPENDIX 2** for details. Members of this Committee are asked to recommend to Council the adoption of the new Policy

#### **4. CONCLUSION**

- 4.1 Accidents, near misses and incidents of unacceptable behaviour during quarter 2 have been set out within this report for Members information.
- 4.2 Proactive work on the health and safety action plan has started. Additional health and safety improvements are being made following the appointment of an external health and safety consultant. The action plan will be updated to reflect the good progress being made.
- 4.3 A growth bid is being submitted within the 2022/23 budget round for the provision of a full time Health and Safety Officer to ensure adequate training and compliance levels are maintained across all areas of the Council.
- 4.4 A draft Hand Arm Vibration Syndrome (HAVS) Policy has been compiled that requires Member approval. This committee is asked to support the adoption of the Policy by recommending adoption to Council.

#### **5. IMPACT ON STRATEGIC THEMES**

- 5.1 Managing health and safety well helps protect the workforce and wider community who may be affected by the Council's activities, ensuring that communities stay safe and healthy.

#### **6. IMPLICATIONS**

- (i) **Impact on Customers** – Good health and safety management reduces the number of accidents and injuries to both customers and employees alike. Reduced staff absence resulting from work related injuries or ill health ensures a better service is provided to customers.
- (ii) **Impact on Equalities** – None

- (iii) **Impact on Risk** – Poor management of health and safety can lead to accidents, injuries, occupational ill health or dangerous occurrences. This may result in avoidable sickness absence and these incidents may be investigated by the Health and Safety Executive (HSE). This could result in prosecution with fines or custodial sentences and an award of costs if found guilty by the courts. In addition, the HSE has adopted a “Fee for Fault” policy in which it recharges the cost of investigations if liability is identified. Civil claims by individuals could lead to significant pay outs which in turn could lead to increased insurance premiums. It can also lead to poor publicity, reputational damage and impacts on staff morale.
- (iv) **Impact on Resources (financial)** – No additional resources required, however, by managing health and safety, there should be less impact on financial resources as identified in (iii) above.
- (v) **Impact of Resources (human)** – No additional resources are required, however, by preventing accidents and ill health, there should be less impact on human resources.
- (vi) **Impact on the Environment** – Good health and safety management of the workplace, for example, management of asbestos and legionella, helps provide a safer and healthier environment in which to live and work.
- (vii) **Impact on Strengthening Communities** - None

Background Papers: accident and incident reports (data protected)

Enquiries to: Gill Gibson, gill.gibson@maldon.gov.uk