



**REPORT of
DIRECTOR OF SERVICE DELIVERY**

**to
PERFORMANCE, GOVERNANCE AND AUDIT COMMITTEE
24 MARCH 2022**

REVIEW OF HEALTH AND SAFETY - QUARTER 3

1. PURPOSE OF THE REPORT

To provide an update on Health and Safety statistics and activity during quarter 3 (1 October 2021 to 31 December 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 additional Health and Safety improvements being implemented in addition to those identified in the action plan.

3. SUMMARY OF KEY ISSUES

3.1 There were 5 accidents and 1 near miss during quarter 3: -

Incident	Action	Note
A housing officer was bitten by a dog whilst visiting a member of the public in their home.	Instruction to manager advising that staff are enabled to ask for dogs to be secured if they feel uncomfortable/have a phobia.	
Member of the public tripped on a step/kerb whilst evading a cyclist in Promenade Park.	See under Note.	The accident was reported to the Health and Safety Executive (HSE) as reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
Member of the public on his mobility scooter fell off an edge in Promenade Park.	Site was inspected to see if there were any issues, however, no further action was deemed necessary.	It was difficult to identify the site from the complainant's details – the insurance company were advised in case of a claim. This injury was also reported under RIDDOR as the member of the public was taken to hospital from

		the site.
A health worker fell off a chair in reception as the metal framework was fractured and gave way.	All other chairs were checked and 1 other was found to have the same fault – this chair was disposed of.	
A contractor cut his hand whilst collecting the amnesty knife bin outside the main Council offices.	The contractor was wearing safety gloves and visited his G.P. for various blood-related tests.	Although staff of Maldon District Council attended to the contractor following the cut, the knife bin is the responsibility of the Police.
Near Miss – a member of staff fell off step in the maintenance depot.	The nosing of the step has been highlighted to draw attention to it.	

3.2 There were 3 incidents of unacceptable behaviour: -

Incident	Action	Note
Housing – verbal abuse over the telephone.	Formal letter sent in the name of the Customers, Community and Casework Manager.	
Revenues and Benefits – verbal abuse over the telephone.	Reported to manager.	
Customer Solutions – verbal abuse over the telephone.	Reported to manager.	

3.3 Satisfactory progress has been made with the health and safety action plan. Improvements this quarter are highlighted in bold for ease of reference - see **APPENDIX 1** for details.

3.4 A third party was engaged to undertake fire risk assessments for the Council's buildings, including those that are leased to third parties. This work began in December 2021 and will be completed during 2022. These assessments will highlight works that will need to be undertaken, priority to be given to the highest risk. Many of the recommended actions are expected to be non-financial in nature and involve improving record keeping by the occupants. The Council will set out clearly the requirements and offer support and guidance to ensure satisfactory adherence.

3.5 The Operational Manager Service Delivery has started giving risk assessment training to staff who have been identified by managers as requiring this training. Further training is scheduled for early 2022. Teams identified for training come from all areas of the Council, including Service Delivery, Parks and Planning.

3.6 The Health and Safety Policy has been reviewed and updated to reflect the current organizational structure – see **APPENDIX 2**.

3.7 **Q3 & Q4 Activity**

3.7.1 An update below is given on works overlapping between Q3 and Q4 as it is felt important to update Members at this time on the ongoing activity. Further details will be provided in the Q4 update later this year.

3.7.2 In addition to the areas of activity identified within the Health and Safety Action Plan, the recruitment of an Operations Manager, Service Delivery on a full-time basis has allowed additional works to be undertaken, laying a foundation ready for the new full time permanent health and safety officer's arrival during 2022. Work underway includes the following:-

1. The formation of an internal Health and Safety Working Group made up of officers from across the Council, to monitor activity and ensure progress is made on identified activity.
2. A new internal information sharing 'SharePoint' site has been developed and this area will be considered as the reference point for all records. There is to be a programme of familiarisation for the staff as SharePoint is a newly developed area. For this reason, other forms, such as accident reporting, will remain in the original areas for a period of time. Each business area has an area in the health and safety shared drive along with general areas for general resources.
3. Work has commenced on updating procedures including those applying to fire and emergency arrangements. Specific procedures have been developed for the Princes Road and Promenade Park buildings, these are currently under review by relevant managers.
4. Health and Safety inspections have been undertaken, including inspections of partner areas. Inspections have been carried out in all Maldon District Council's occupied premises for this quarter. An e-form that captures residual actions has been developed and is saved into the relevant shared areas. Partner areas and other area inspections are underway. This is to identify any works that are required and also to ensure that all the pre-planned maintenance has been carried out by the responsible people. A spreadsheet has been produced to record the results of the inspections along with a defect report form to record the outstanding works.
5. Control of Substances Hazardous to Health (COSHH) arrangements have improved with assessments carried out for Parks and Princes Road. Staff with COSHH duties have been identified and trained in COSHH risk assessment.

3.8 It is essential that where staff are carrying out tasks that may have any level of risk for themselves or others, that managers attend those work sites and supervise staff and record the findings. This represents the best opportunity to confirm that control measures are being implemented and are suitable and sufficient. It is also one of the opportunities to consult with staff on matters that can impact on their health and safety. To strengthen arrangements the following has been put in place:-

- A draft template has been developed and available in SharePoint for managers to use as a basis for their own area. Parks and Cemeteries have adopted the above procedure and have been carrying out their necessary supervision. Senior managers will have access to all shared areas and should be in a position to audit.
- As part of the move to SharePoint a new reporting system for accidents, incidents and near misses has been developed. The previous reporting system remains available whilst the move across is familiar to staff. In addition, a template for accident investigation has been developed with an

explanation for staff .to assist with when they should involve the Health & Safety Team and when carrying out lower level investigations.

3.9 A number of other activities are underway and an update will be provided in Q4, headlines include: -

- Hand Arm Vibration
- Monitoring contractors
- Ladder work
- Lone Work
- Induction and Training

4. CONCLUSION

4.1 Accidents, near misses and incidents of unacceptable behaviour during quarter 3 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 continuing to be made by the external health and safety consultant. Improvements this quarter are highlighted in the report and Health and Safety Action Plan, **APPENDIX 1**.

4.3 The Health and Safety Policy has been reviewed and updated to reflect the new organizational structure, **APPENDIX 2**.

4.4 Following approval of the 2022/23 budget at Council on 24 February 2022, arrangements are now being made to advertise for a full time Health and Safety Officer to join the Council. The officer will oversee health and safety activity in the Council and will continue to develop areas of activity identified in 3.9 of this report.

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.

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