



**REPORT of  
DIRECTOR OF SERVICE DELIVERY**

**to  
PERFORMANCE, GOVERNMENT AND AUDIT COMMITTEE  
29 SEPTEMBER 2022**

**HEALTH AND SAFETY UPDATE FOR QUARTER 4 2021-22 AND QUARTER 1 2022/23**

**1. PURPOSE OF THE REPORT**

1.1 To provide an update on health and safety statistics and activity during quarter 4 (1 January 2022 to 31 March 2022), and quarter 1 (1 April to 30 June 2022).

**2. RECOMMENDATIONS**

- (i) That Members consider the accident and incident statistics;
- (ii) That Members consider progress with the Health and Safety Action Plan at **APPENDIX 1**;
- (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**

**Quarter 4**

3.1 There were 5 reported accidents and 12 near miss reports during quarter 4: -

<b>ACCIDENT/ INCIDENT REPORTS Q4 2021/22</b>		
<b>Incident</b>	<b>Action</b>	<b>Note</b>
Officer slipped on mud and bruised knee.	Manager is monitoring area.	
Officer cut hand with rope slipping through hand.	Staff advised that gloves to be worn when necessary.	
Staff member hit by domestic garden fence panel caught in the wind resulting in fracture.	This was investigated and it was identified that the work being carried out was essential and normally safe, however low likelihood accident happened that appeared difficult to mitigate.	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).
Parks Operative spillage of fuel.	Risk assessment in place to identify suitable place for re-fuelling, ensure that spill kits are available.	Spill kits now in place for all vehicles.
Small stone chip to windscreen whilst strimming.	Staff to ensure as far as possible that the area is clear of potential strimming risks whilst	

<b>ACCIDENT/ INCIDENT REPORTS Q4 2021/22</b>		
<b>Incident</b>	<b>Action</b>	<b>Note</b>
	strimming.	

- 3.2 It should be noted that there were two other accident reports but were not health and safety incidents.

<b>NEAR MISS REPORTS Q4 2021/22</b>		
<b>Incident</b>	<b>Action</b>	<b>Note</b>
An Officer undertook an unaccompanied visit, and did not follow the risk assessment for this activity. Whilst there were no issues during the visit we later became aware of information that could have increased the level of risk to that member of staff.	Staff reminded that we must follow our risk assessment for undertaking visits.	
A customer contacted a member of staff via social media. This is inappropriate for a professional Relationship.	Contact declined by staff member.	
Concerns raised about tasks that should be carried out in high winds.	Risk assessment reviewed and wind management plan introduced.	
Report received of staff member allegedly using a mobile device whilst driving.	This was incorrect, member of staff was not doing this. However, staff have been reminded of the requirements around mobile phones whilst driving.	
Equipment had been left by the stairs in the fire evacuation route. It is essential this area is left sterile.	Caretakers advised and removed.	
Staff member using equipment without any high visibility clothing on.	Advised by Manager on need for correct PPE.	
Parks Equipment was used incorrectly. No injuries were sustained.	Risk assessment was reviewed immediately. Staff member given additional training. additional training was carried out for all staff.	
Equipment being used by a tenant outside the building, on a path where	Tenant reminded of the risks, manager to monitor.	

<b>NEAR MISS REPORTS Q4 2021/22</b>		
Incident	Action	Note
the public will be walking.		
Staff member lone working with insufficient controls.	Manager to ensure suitable option is in place and lone working policy is followed.	
Vehicle left unlocked.	Reminded operative to keep vehicle locked. staff memo to be released as reminder.	
Vehicle checks not being consistently carried out.	Raised with Manager who is now implementing regular checks.	
Potential fuel spill-inappropriate refuelling place and no spill kit.	Manager raised at team meeting requirements of refuelling.	

3.3 There were 3 incidents of unacceptable behaviour: -

<b>UNACCEPTABLE BEHAVIOUR REPORTS Q4 2021/22</b>		
Incident	Action	Note
Significant Verbal Abuse.	This occurred outside of the Council Offices, and full details of the perpetrator were not established.	
Significant Verbal abuse.	Letter sent to advise customer about their behaviour and additional controls put in place to deal with customer, including removing any face-to-face contact with them, and all future contact to be via telephone or email only.	
Abusive emails.	Additional controls put in place when dealing with this customer, including not responding to abusive contact, and any future contact being dealt with by Managers.	

**Quarter 1 2022/23**

3.4 There were 4 reported accidents and 5 near miss reports during quarter 1: -

<b>ACCIDENT/ INCIDENT REPORTS Q1 2022/23</b>		
Incident	Action	Note
Member of the public slipped whilst climbing grass slope at Prom	Slope made good at edge of pathway.	

<b>ACCIDENT/ INCIDENT REPORTS Q1 2022/23</b>		
Incident	Action	Note
Park, taken to hospital but no treatment.		
Member of the public lost footing and fell whilst accessing a parking meter, head and hip injuries. Taken to hospital.	No fault accident.	
Staff member hit by rake when he trod on it.	No further action, staff reminded of correct storage of materials and equipment.	
Staff member slipped on vehicle and grazed shin.	No further action.	

<b>NEAR MISS REPORTS Q1 2022/23</b>		
Incident	Action	Note
Item of Equipment considered to be unsafe.	Remedial actions by caretaker team.	
Vehicle broke down whilst out in district.	Recovery service contract being put in.	Interim call out arrangements in place.
Contractors observed not having necessary controls in place whilst vehicles were reversing.	Raised with contractor to ensure that appropriate controls in place in future.	
Following an incident at Prom Park opportunities to improve communication identified.	Risk Assessment's updated to reflect improved communication channels for Start & End of Incidents.	
Overflowing waste bins presenting potential hazard.	Maintenance and Parks to rectify issue and undertake repair to existing bins.	All bins repaired and in use.

3.5 There were 3 incidents of unacceptable behaviour: -

<b>UNACCEPTABLE BEHAVIOUR REPORTS Q1 2022/23</b>		
Incident	Action	Note
verbal abuse.	Additional controls put in place to ensure future contact with this person was managed, including no visits to this person, and all contact to be via email or telephone only.	
Unacceptable behaviour raising cause for concern.	Additional controls put in place including no visits to be undertaken to this person.	
Verbally aggressive behaviour resulting in	Letter sent to advise customer about their	

UNACCEPTABLE BEHAVIOUR REPORTS Q1 2022/23		
Incident	Action	Note
Police intervention.	behaviour and additional controls put in place to deal with customer, including removing any face to face contact with them, and all future contact to be via telephone or email only.	

### 3.6 Health and Safety Action Plans

3.6.1 Satisfactory progress has been made with the Health and Safety Action Plan **APPENDIX 1**. Improvements for quarter 4 (1 January 2022 to 31 March 2022, and quarter 1 (1 April 2022 to 30 June 2022). Key actions for each quarter are as follows:

#### **Actions Quarter 4 2021/22 and Q1 2022/23**

- 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 was completed in 2022. These assessments highlight works that will need to be undertaken, priority has been given to the highest risk.
- The health and safety Consultant has started giving risk assessment training to staff who have been identified by managers as requiring this training. Further training is scheduled throughout 2022.
- A job advertisement and job description has been drafted for the Health and Safety Officer post, the growth for this post has been agreed by Members. (An unsuccessful recruitment exercise has subsequently been undertaken for this role, which is currently being readvertised).
- Works to the Council Chamber floor have been agreed to reduce the risk from tripping and falling as several accidents have occurred over the years, including 2021. This work was completed in February 22.
- The Health and Safety Policy has been reviewed and updated to reflect the current organizational structure.

3.7 Attached at **APPENDIX 2** are the findings from a recent Consultant appraisal.

## **4. CONCLUSION**

4.1 Accidents, near misses and incidents of unacceptable behaviour during quarter 4 2021/22 and quarter 1 2022/23 have been set out within this report for Member's information.

4.2 Proactive work on the health and safety action plan continues. Additional health and safety improvements are continuing to be made by the external health and safety consultant. Improvements for Q4 and Q1 are highlighted in 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 cost to the Council, both financial and resources to manage. These could in turn 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, additional processes/ procedures to manage health and safety effectively will impact upon current resource capacity. The positive impact should be preventing accidents and ill health, having a mitigating impact.
- (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)

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