



**REPORT of  
DIRECTOR OF SERVICE DELIVERY**

**to  
PERFORMANCE, GOVERNANCE AND AUDIT COMMITTEE  
28 SEPTEMBER 2023**

**REVIEW OF HEALTH AND SAFETY - QUARTER 1 2023/24**

**1. PURPOSE OF THE REPORT**

1.1 To provide an update on health and safety statistics and activity during quarter 1 (1 April 2023 to 31 June 2023)

**2. RECOMMENDATIONS**

- (i) That Members consider the accident and incident statistics;
- (ii) That Members consider progress of key health and safety themes (as per Section 3.2);
- (iii) That Members consider additional health and safety improvements being implemented in addition to those identified in the main health and safety themes.

**3. SUMMARY OF KEY ISSUES**

**3.1 Quarter 1 2023/24**

3.1.1 There were 3 reported accidents and/or incidents and 1 near miss reported during quarter 1. One accident, which was unsubstantiated was reported by a member of the public.

<b>ACCIDENT/ INCIDENT REPORTS Q1 2023</b>			
<b>Event</b>	<b>Action</b>	<b>Note</b>	<b>Person</b>
12-5-2023 (Accident). Member of the public reported twisting their ankle in Maldon Cemetery due to overgrown vegetation. <u>Unsubstantiated report.</u>	Hazard deemed to be acceptable considering nature of the site. Member of the public advised.	Vegetation cutting that was scheduled soon after the event, was completed. However due to nature of site, longer vegetation and undulating ground will remain in places.	Public
8-6-2023 (Accident). Whilst loading a hedge cutter into the works vehicle the guard slipped causing the blade to contact with the hand and cutting it. First aid administered.	Risk assessment modified to be clearer on use of gloves and guard of tool modified.		Employee
12-6-2023 (Accident). Whilst	None. To monitor for	No slips or trips or	Employee

cleaning the main offices, member of cleaning team made contact between their eye and the end of a mop handle. Eyewash administered.	reoccurrence.	chemicals involved. No injury.	
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<b>NEAR MISS/HAZARD REPORTS Q1 2023</b>			
Event	Action	Note	Person
25-5-2023 (Near Miss). Whilst at the Maintenance depot, staff member seen reversing vehicle, with trailer unaided out of the main entrance way	Issue raised with managers and addressed with staff. No reversing with trailers attached without a banksman instruction issued.	Improved signage at depots and training advised.	Employee

3.1.2 There were 5 Incidents of unacceptable behaviour, one of which was a referral from a partner organisation (logged in order to ensure safety of our staff): -

<b>UNACCEPTABLE BEHAVIOUR REPORTS Q1 2023</b>			
Incident	Action	Note	Method
8-4-2023 A Member of the Waste Crew (from Contractor Suez) was threatened with violence by a resident after a bin collection was refused	Contractor referred matter to the Police. Council wrote to offender warning restriction of service.		In Person
13-4-2023 Resident swore at a member of the customer services team when they were informed that waste teams could not return to their property.	Warning letter sent.		Telephone
9-6-2023 Resident became abusive and swore at a member of the waste team after they disputed that an officer had visited their property.	Warning letter sent.	An e-mail constituting unacceptable behaviour was also sent to the officer following telephone conversation.	Telephone
22-6-2023 Customer Services Team member was sworn at by a member of the public and threatened when the officer they wanted to speak to (regarding housing) was not available	No Action Possible, No known address. Name of offender logged.	Noted that offender called back and similarly threatened another officer.	Telephone
29-6-2023 During their investigations Officers received information that a resident they were dealing with had dangerous animals at their property.	Information logged on Council systems. No visits advised.	Further incidents of this at the property have been reported. .	Referral

### 3.2 Health and Safety Actions

A number of actions have been set out, such as those concerning Unacceptable Behaviour, Lone Working and Fire & Emergency, however work continues to progress these. The commencement of the Managers' Forum (planned autumn/winter 2023) will be invaluable to their completion.

<b>Subject</b>	<b>Action</b>	<b>Update/Progress</b>
<b>Emergency Procedures</b>	(i) To revise and improve the fire an evacuation procedure (and supporting hardware) at main MDC locations. (ii) To revise corporate policy on First aid. (iii) To develop a Procedure on Personal Evacuation Plans.	In progress. Hardware for MDC offices awaiting implementation. (ii) Draft for comment. (iii) Draft for comment.
<b>Communication</b>	(i) To devise terms of reference and establish forums for the discussion and formal consideration of H&S matters.	(i) Terms of Reference complete. (ii) Initial forum/discussion scheduled.
<b>Unacceptable Behaviour</b>	(i) To revise the policy. (ii) To improve system for reporting Unacceptable behaviour.	(i) Draft in progress (workshop held). (ii) In Progress.
<b>H&amp;S Training</b>	(i) To determine H&S training requirements (Corporate & Teams).	(i) Training matrix template completed (requires data collation).
<b>Risk Assessment</b>	(i) To produce a new risk matrix. (ii) To implement a new risk assessment register.	(i) Complete. (ii) Template complete. (requires data collation)
<b>Lone Working</b>	(i) To revise lone working procedure and to ensure implementation of appropriate hardware to support these measures.	(i) Radio Policy drafted. In consultation with supplier regarding optional features.
<b>Audit/Inspection</b>	(i) To ensure service teams and work locations across MDC are in compliance with H&S Legislation.	(i) Mini-audits of Parks and Maintenance depots complete (action plans established). (ii) Inspections of managed assets/services in progress. (iii) Observation of working practices to be established.

### 3.3 Health and Safety Groups

3.3.1 No updates. To be established.

### 3.4 Staff Resource

3.4.1 No updates.

### **3.5 System Resources**

- 3.5.1 A new risk assessment template for new and expectant mothers has been devised and is available to staff on the H&S intranet. This specific template aims to guide managers as to the issues that must be addressed when staff fall under its remit.
- 3.5.2 Work has commenced on new electric forms to capture instances of unacceptable behaviour, which it is anticipated will support a new policy on the issue, once completed.

### **3.6 Fire Risk Assessments**

- 3.6.1 Fire Marshals have been trained for Council offices and depots in order to close actions from the fire risk assessments. Work continues on a system that will track occupancy of the main offices. A solution has been devised but not yet implemented. A revised Fire and Evacuation Procedure is in preparation.

### **3.7 Policies and Procedures**

- 3.7.1 New Policies on First Aid and Personal Emergency Evacuation have been prepared and are with relevant staff for consultation. Work is still in progress on revising the current Unacceptable Behaviour Policy. A workshop was held with staff to ensure a wide range of scenarios are captured.

### **3.8 Health & Safety Inspections**

- 3.8.1 Mini-audits of Council depots have been completed and action plans prepared. Efforts are due to be made to ensure these are tackled in line with an appropriate schedule. An inspection of the Blackwater Leisure centre has been completed (in-line with a new schedule), along with the waste depot. Inspections of water safety assets (such as life-rings) have commenced, conducted routinely by the Council's River Bailiff. A tour of wider Council assets is awaited.

### **3.9 Legionella**

- 3.9.1 In light of an incident where extremely hot water temperatures were reported at some outlets, thermostatic mixing valves have been installed in the publicly accessible toilets at Maldon District Council (MDC) offices. This ensures that the growth of legionella and the risk of scalding are reduced.

### **3.10 Training**

- 3.10.1 A H&S training matrix and plan has been devised and is currently in discussion. Records for Service Delivery teams have been transferred. Funding and resources required to achieve the plan and manage the records are under review, and will be subject to a growth request.

### **3.11 Accident-Near Miss Reporting**

- 3.11.1 No particular trends have been detected in the accident and incident reporting data. A future campaign on hazard/near miss reporting is proposed. Incorrect reporting of Unacceptable Behaviour as near-miss incidents have been determined and guidance is planned.

### 3.12 Priorities going forward

3.12.1 The priorities for the next quarter remain as per the previous report: To implement the revised Unacceptable Behaviour Policy, draft policies for Lone Working and Contractor Control, commence with the Health and Safety Managers' Meeting and the Health and Safety Committee.

## 4. CONCLUSION

4.1 Accidents, near misses and incidents of unacceptable behaviour during quarter 1 2023/24 have been set out within this report.

4.2 Proactive work on the main health and safety themes continues. Additional health and safety improvements are continuing to be made. Improvements for Q1 are highlighted in this report.

## 5. IMPACT ON PRIORITIES AS SET OUT IN THE CORPORATE PLAN 2023 - 2027

5.1 Robust management of Health and Safety supports our Corporate Priorities as follows: Supporting our communities through ensuring safe practices and site management. Enabling us to provide safe good quality services.

## 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 on Resources (human)** – No additional resources are required, however, additional processes/ procedures to manage health and safety effectively will impact positively on current resource capacity. The positive impact should be preventing accidents and ill health, having a mitigating impact.

Background Papers: None

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