



REPORT of DIRECTOR OF SERVICE DELIVERY

to
PERFORMANCE, GOVERNANCE AND AUDIT COMMITTEE
7 MARCH 2024

REVIEW OF HEALTH AND SAFETY - QUARTER 3 2023 / 24

1. PURPOSE OF THE REPORT

- 1.1 To provide an update on health and safety statistics and activity during Quarter 3 (Q3) (1 October to 31 December 2023).

2. RECOMMENDATIONS

- (i) That Members consider the accident and incident statistics and incidences of unacceptable behaviour reported;
- (ii) That Members consider progress of key health and safety themes (as per set out in section 3.2 below).

3. SUMMARY OF KEY ISSUES

3.1 Quarter 3 2023 / 24

- 3.1.1 There were four reported accidents and/or incidents, six hazards and two near misses reported during Q3. One accident involved a member of the public and was not due to a deficiency in Maldon District Council (MDC) assets or work processes.

ACCIDENT / INCIDENT REPORTS - Q3 2023			
Event	Action	Note	Person
17-11-2023 (Incident) Vehicle damage to Leisure Centre.	Investigated by Leisure Centre contractor. Insurance claim made against driver	No injury. MDC to explore actions required with contractor.	Member of the Public
13-12-2023 (Incident) Bench in staff changing rooms broke whilst in use	Bench repaired. No Injury		Employee
19-12-2023 (Accident) Member of staff caught arm on door mechanism / handle causing some bruising. In main offices.	First aid given (cold compress)	No action	Employee
20-12-2023 (Accident). Member of Cemeteries staff slipped on excavated mud during backfill operation and twisted ankle	Investigated. Personal Protective Equipment (PPE) and lighting sufficient	Minor injury, not involving lost time. Operative continued to work but pain increased later that evening	Employee

NEAR MISS / HAZARD REPORTS - Q3 2023			
Event	Action	Note	Person
25-10-2023 (Hazard) First aid boxes in Maintenance depot workshop unsealed. Unclear if contents missing.	Informed area supervisor for remedy	Other sealed first aid boxes are available on site	Not applicable (N/A)
25-10-2023 (Hazard) Step ladders without inspection tags in use/ stored in maintenance depot workshop	Informed area supervisor for remedy. Advice given		N/A
25-10-2023 (Hazard) Ladders unsecured in storage and liable to fall	Informed area supervisor for remedy. Advice given		N/A
25-10-2023 (Hazard) Soiled PPE with inappropriate storage found in Maintenance depot workshop	Informed area supervisor for remedy. Advice given		N/A
9-11-2023 (Near Miss) Large branch of tree fell to ground narrowly missing staff member whilst inspecting area	Risk Assessment examinations of cemeteries trees expedited for completion	High winds observed during month although not at the time of the incident.	Employee
15-11-2023 (Hazard) Broken limbs of willow tree noted in vicinity of well-used public area of cemetery	Access to area restricted until assessment undertaken by parks team. Some branches removed. External contractor risk assessment inspections expedited	High winds observed during month although not at the time of the incident.	N/A
13-12-2023 (Near Miss) bench in changing area broke whilst in use.	No injury. Item repaired		Employee
20-12-2023 (Hazard) MDC Contractor observed using a mobile elevated platform without hard hat or hi-visibility vest.	Informed area supervisor for remedy. Advice given	MDC maintenance staff in attendance	Contractor

3.1.2 There were five incidents of unacceptable behaviour reported. Two occurred in-person.

UNACCEPTABLE BEHAVIOUR REPORTS - Q3 2023			
Incident	Action	Note	Method
26-10-2023 Resident threatened to hit Waste Operatives if they did not take their excess waste	Police informed. Warning Letter sent.		In Person
1-11-2023 Insulting e-mail sent to Building Control when they informed the recipient that a visit to their site would not be possible during high winds	Noted. No written response deemed necessary	Will action upon repeated occurrence	E-mail

UNACCEPTABLE BEHAVIOUR REPORTS - Q3 2023			
Incident	Action	Note	Method
2-11-2023 Unacceptable language and offensive comments made in an e-mail sent to the generic (non-personal) in-box for the Recovery Team	Noted. No action deemed necessary.	Will action upon repeated occurrence	E-mail
6-12-2023 Threatening verbal and aggressive behaviour experienced by a Member of the Maintenance Team whilst inspecting playground equipment	Community Support Offices and Police attended site. Police spoke to perpetrator, who left site	Outbursts claimed to be a result of a medical condition. No further action taken due to Police action taken at the time.	In Person
20-12-2023 Whilst making a homeless assessment an MDC Officer was sworn at and subject to verbally aggressive behaviour	Warning letter sent.		Telephone

3.2 Health and Safety Actions

3.2.1 A number of actions have been set out below. Work continues to progress these.

Subject	Action	Update / Progress
Emergency Procedures	<ul style="list-style-type: none"> (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. 	<ul style="list-style-type: none"> (i) Hardware for MDC offices awaiting implementation. Partners consulted. (ii) Complete (approval via CLT required). (iii) Complete (approval via CLT required).
Communication	<ul style="list-style-type: none"> (i) To devise terms of reference and establish forums for the discussion and formal consideration of Health and Safety (H&S) matters. 	<ul style="list-style-type: none"> (i) Nominations for Safety Action Team – live with Managers. (ii) Senior Managers H&S meetings scheduled.
Unacceptable Behaviour	<ul style="list-style-type: none"> (i) To revise the policy. (ii) To improve system for reporting Unacceptable behaviour. 	<ul style="list-style-type: none"> (i) Draft in progress (workshop held) Ongoing / No update. (ii) Drafted system for comment and trial use. System modified on user comments. To be implemented.
H&S Training	<ul style="list-style-type: none"> (i) To determine H&S training requirements (Corporate & Teams). 	<ul style="list-style-type: none"> (i) Training matrix template completed (requires data collation) Ongoing / No update.
Risk Assessment	<ul style="list-style-type: none"> (i) To implement a new risk assessment register. 	<ul style="list-style-type: none"> (i) Template complete (requires data collation). In use for Service Delivery (SD) Teams. Ongoing.

Subject	Action	Update / Progress
Lone Working	(i) To revise lone working procedure and to ensure implementation of appropriate hardware to support these measures.	(i) Ongoing / No update.
Audit / Inspection	(i) To ensure service teams and work locations across MDC are in compliance with H&S Legislation.	(i) Mini-audit action plans of Parks and Maintenance depots complete. Actions for completion. Statutory examinations of various items (e.g. ventilation and lifting equipment) conducted. (ii) Inspections of managed assets / services in progress. Protocol for sharing accident an incident data agreed for waste and leisure contractors. (iii) Observation of working practices to be established. No update.

3.3 Health and Safety Groups

3.3.1 Nominations for the safety action team are still awaited. Regular operational H&S meetings are to be established depending on the risk profile of department / team. H&S items are to be included with SMART (Specific, Measurable, Achievable, Relevant and Time-bound) objectives. No further updates.

3.4 Staff Resource

3.4.1 No updates.

3.5 System Resources

3.5.1 A new electric form to capture instances of unacceptable behaviour has been devised and was amended after consultation with relevant staff. The form now requires roll-out.

3.6 Fire Risk Assessments

3.6.1 There are no further updates to provide at this time.

3.7 Policies and Procedures

3.7.1 A draft procedure for recording building occupancy (for the purpose of fire safety) drafted and submitted to CLT for comment. Work on supporting documents including revision to fire and evacuation procedure initiated.

3.8 Health and Safety Inspections

3.8.1 Inspections of MDC assets are ongoing. An informal visit undertaken to MDC museum, with Assets and Maintenance Officers. Advice given. Environmental Health to undertake any follow up actions that may be required. Statutory examinations

undertaken on equipment and facilities at depots as a result of internal H&S audit inspections.

3.9 Legionella

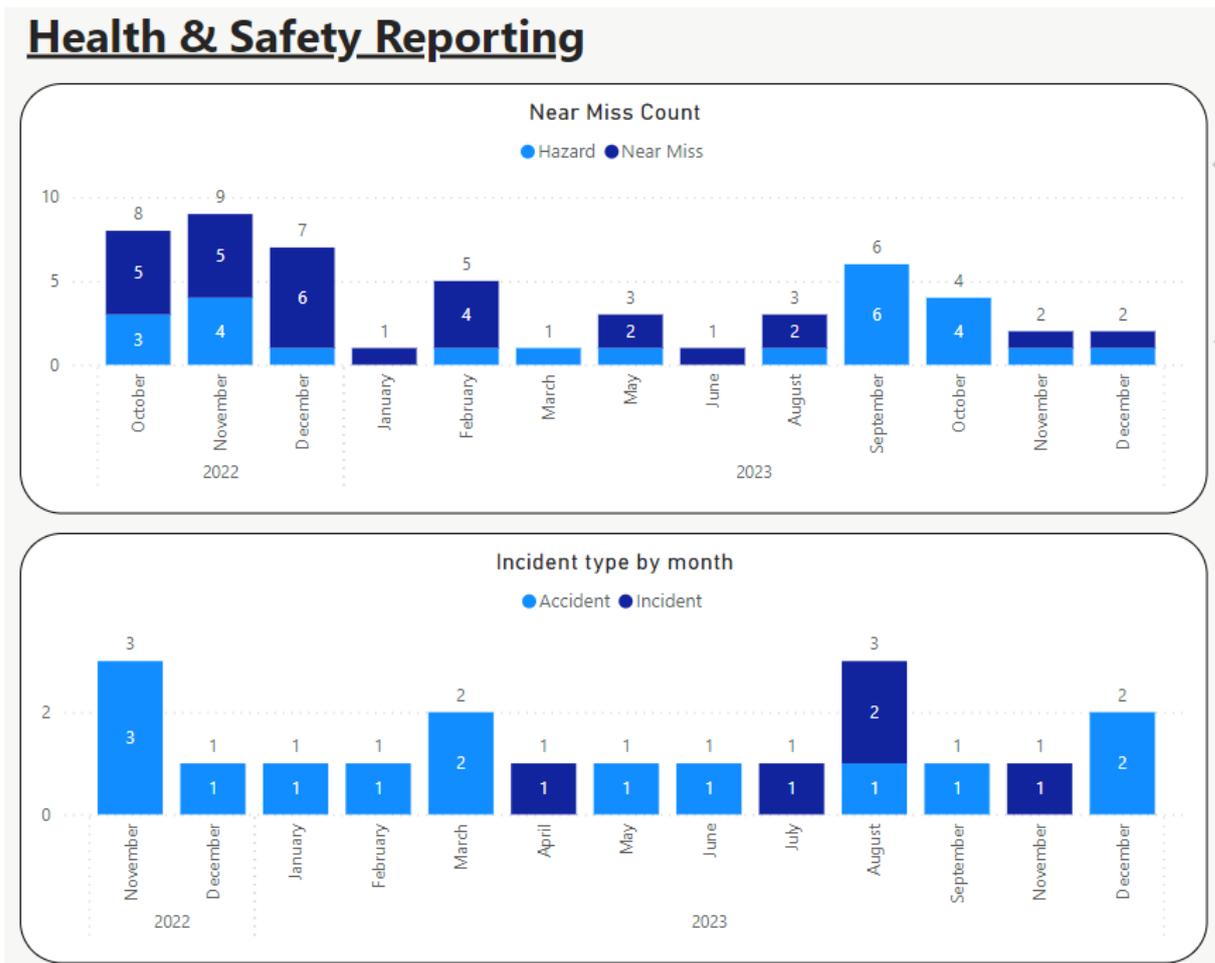
3.9.1 Minor remedial works on remote assets are required. Quotations of contractor awaited.

3.10 Training

3.10.1 A training plan has been devised both corporately and for service delivery teams. Training continues to be scheduled and administered in accordance with this. Corporate training on difficult disturbing and dangerous behaviour and display screen (ergonomic) risk assessment have been undertaken. Practical training for Service Delivery teams and Facilities Officers on electrical safety was conducted along with statutory face-fit testing of officers who are required to wear respirators (aka dust masks). An internal tool-box-talk on this topic scheduled.

3.11 Accident-Near Miss Reporting

3.11.1 No particular trends have been detected in the accident and incident reporting data, although trends will become clearer when the volume of data recorded within the new format, grows. Service delivery teams continue to report the bulk of accidents, due to the 'frontline' nature of their role.



3.12 Priorities going forward

3.12.1 The priorities for the next quarter remain as per the previous report.

4. CONCLUSION

4.1 Accidents, near misses and incidents of unacceptable behaviour during Q3 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 Q3 are highlighted in this report.

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

5.1 Provide good quality services.

5.1.1 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.

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 (including Fraud implications)** – 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 upon current resource capacity. The positive impact should be preventing accidents and ill health, having a mitigating impact.

Background Papers: None.

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