



**REPORT of  
DIRECTOR OF SERVICE DELIVERY**

**to  
PERFORMANCE, GOVERNMENT AND AUDIT COMMITTEE  
18 JUNE 2024**

**HEALTH AND SAFETY UPDATE - QUARTER FOUR 2023 / 24**

**1. PURPOSE OF THE REPORT**

- 1.1 To provide an update on health and safety statistics and activity during Quarter Four (Q4) (1 January 2024 to 31 March 2024).

**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 Section 3.2).

**3. SUMMARY OF KEY ISSUES**

**3.1 Quarter Four 2023 / 24**

- 3.1.1 There were six accidents and incidents, one hazard and two near misses reported during Q4. Of the accidents and incidents, only one was recorded as an accident (an event involving injury). This involved a member of staff but was not related to Maldon District Council (MDC) assets or work processes. The incidents reported all involved minor damage and were associated with vehicles or ride on equipment.

<b>ACCIDENT/ INCIDENT REPORTS Q4 2023 / 24</b>			
<b>Event</b>	<b>Action</b>	<b>Note</b>	<b>Person</b>
9-1-2024 (Incident) Impact of Parks tractor with concrete post whilst using side-arm flail. Damage to post	Investigated. Restricted view when attachment in use.	No injury. No significant damage to vehicle. Reversing camera recommended	Employee
16-1-2024 (Incident). Impact of parks vehicle wing mirror with a car (whilst both were in motion). No Injury.	Incident noted	No damage to MDC vehicle.	Employee
19-1-2024 (Incident) Member of staff drove over memorial/ gravestone in cemetery with works vehicle (van) causing damage	Incident investigated by HR.		Employee

ACCIDENT/ INCIDENT REPORTS Q4 2023 / 24			
Event	Action	Note	Person
5-2-2024 (Incident). Whilst using a ride-on mower a parks operative impacted a grave in a church yard causing the headstone to fall	Area deemed safe. Parish Council contacted		Employee
28-2-2024 (Accident) Member of staff tripped and fell in Maldon high street whilst at lunch. Returned to offices for assistance.	First aid given	Not related to MDC work process or assets. Improvements made to First aider contact details after incident.	Employee
19-3-2024 (Incident) Damage to works vehicle whilst manoeuvring out of garage forecourt. Impact with low bollard.	Insurance claim submitted	No other vehicles or people involved	Employee

NEAR MISS / HAZARD REPORTS Q4 2023 / 24			
Event	Action	Note	Person
26-1-2024 (Near miss). Untrained Parks operative interfered with loading of woodchipper, causing another operative to lose balance	Investigated. Advice given to staff member. Work teams adjusted for experienced cover and authority within teams clarified.		Employee
20-1-2024 (Near Miss) Unattended wood/scrub fire found alight and smouldering in Maldon cemetery upon closing time.	Fire extinguished and reported. Investigation found fire was used to burn material whilst clearing wood/scrub debris	Staff member advised burning of wood/scrub not permitted and should cease.	Employee
7-3-2024 (Hazard) Members of 'men's shed' group observed to use power tools in open and accessible area of cemetery. Concern raised for members of public/ visitors nearby.	Noted only.	Noted that previous communication with the group had asked for this activity to cease. Further contact made.	Other

3.1.2 There were three incidents of unacceptable behaviour reported.

UNACCEPTABLE BEHAVIOUR REPORTS Q4 2023 / 24			
Incident	Action	Note	Method
3-1-24 Visitor to reception at main offices was loud and aggressive whilst speaking on phone. Heavy handed with furniture.	Noted		Telephone (from reception)

UNACCEPTABLE BEHAVIOUR REPORTS Q4 2023 / 24			
Incident	Action	Note	Method
7-2-2024 Whilst advising member of public regarding housing accommodation they became abusive and swore repeatedly at the officer	Noted. Written warning sent		Telephone
12-3-2024 Whilst in reception, a member of public refused to undertake a housing assessment and was asked to leave.	Noted. No action deemed necessary.	MDC received further guidance/ advice from partner organisation concerning the individual and an entry on the unacceptable behaviour database was deemed necessary to protect staff.	In Person

### 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
<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	(i) Hardware for MDC offices installed/complete. (ii) Complete (iii) Complete
<b>Communication</b>	(i) To devise terms of reference and establish forums for the discussion and formal consideration of Health and Safety (H&S) matters	(i) Complete
<b>Unacceptable Behaviour</b>	(i) To revise the policy (ii) To improve system for reporting Unacceptable behaviour	(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
<b>H&amp;S Training</b>	(i) To determine H&S training requirements (Corporate & Teams)	(i) Training matrix template completed (requires data collation) Ongoing / no update. All H&S planned for 2023-2024 completed
<b>Risk Assessment</b>	(i) To implement a new risk assessment register	(i) Template complete (requires data collation) In use for SD Teams. Ongoing.
<b>Lone Working</b>	(i) To revise lone working procedure and to ensure implementation of appropriate hardware to support these measures.	(i) Ongoing / no update.
<b>Audit/Inspection</b>	(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

Subject	Action	Update/Progress
		<p>completion with respective teams.</p> <p>(ii) Inspections of managed assets/services in progress. Protocol for sharing accident an incident data agreed for waste and leisure contractors.</p> <p>(iii) Observation of working practices to be established. No update.</p>

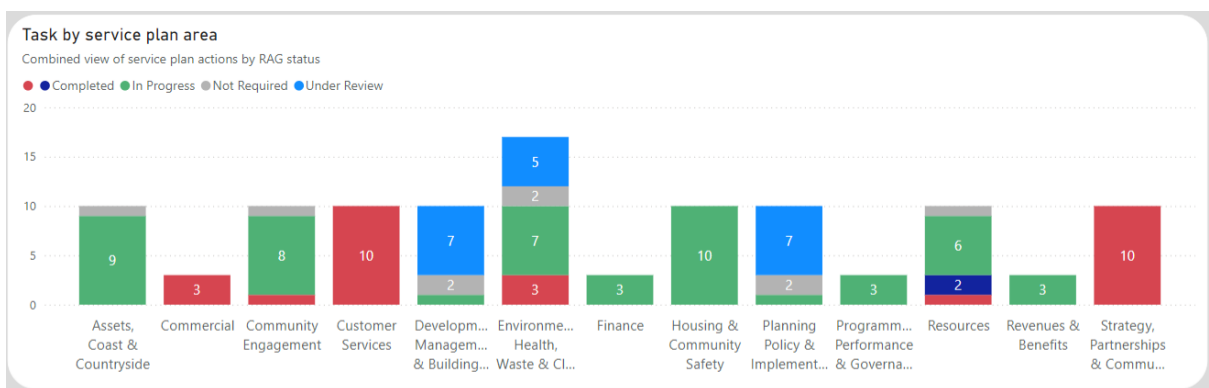
### 3.3 Health and Safety Groups

- 3.3.1 A Senior Managers group and safety action team (comprised of frontline officers) have been established and the inaugural meetings held. A Union representative was invited to the action team meeting and was in attendance. This will continue.

### 3.4 System Resources

- 3.4.1 Activities to embed health and safety within Corporate Service Plans is ongoing. Service areas have been graded in accordance with their health and safety risks (see below) and assigned tasks in accordance with this. Performance against the ten key tasks will be monitored going forward. This report does not focus on the current performance data, since the system is still under development, however it is intended to feature in future reports.

Risk Level	H&S Policies	Mandatory H&S training	DSE assessment	Risk assessment	SMARTs objective	Additional H&S training	On-site/ equipment inspections	On-Site supervisions	PPE issued where needed	Occupational health monitoring requirements
Low	✓	✓	✓	Under remit of Corporate H&S RA's	H&S objectives available for use					
Medium	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
High	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓



### 3.5 Fire Risk Assessments

- 3.5.1 Fire risk assessments for the main offices and cemetery chapels are awaited. Engagement with contractors ongoing. There are no further updates to provide at this time. Discussions with Essex Police regarding a joint fire drill ongoing continuing.

### 3.6 Policies and Procedures

3.6.1 No updates

### 3.7 Health and Safety Inspections

3.7.1 None conducted in the period.

### 3.8 Legionella

3.8.1 No updates.

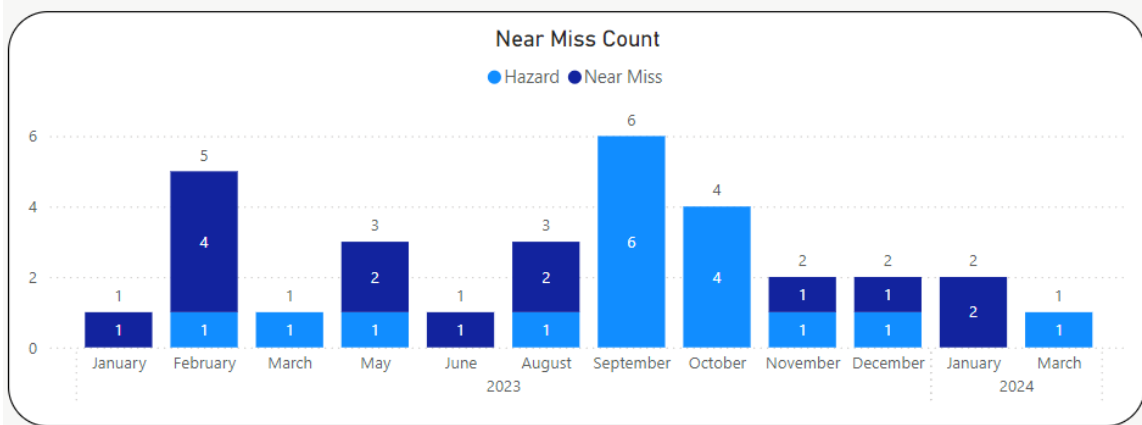
### 3.9 Training

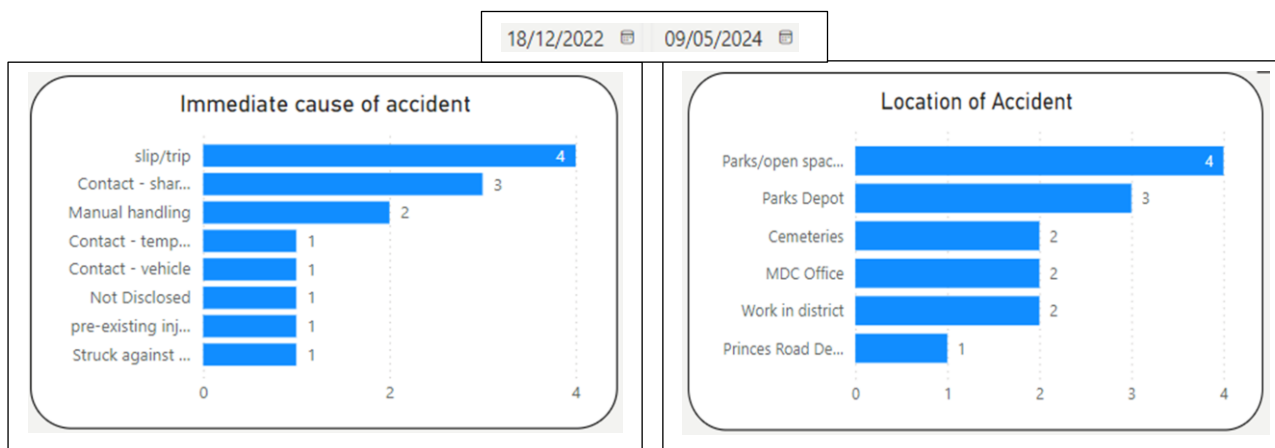
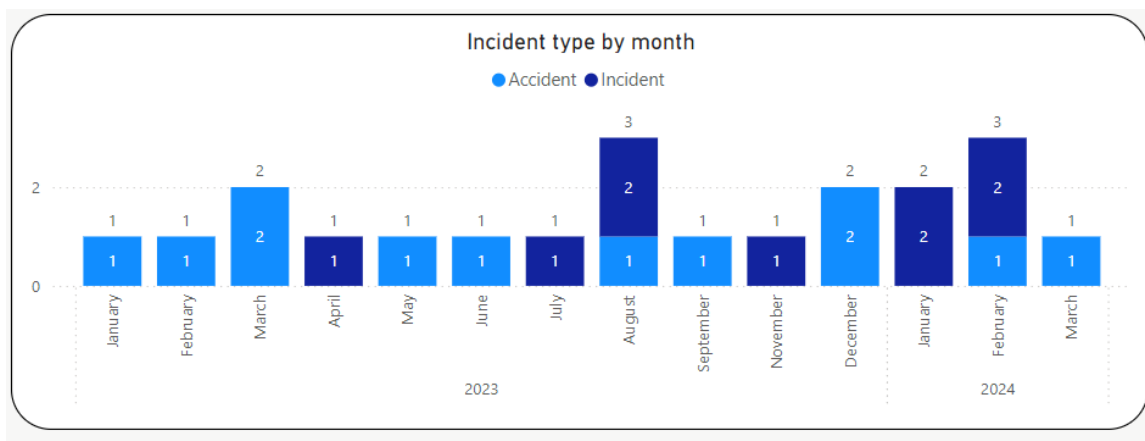
3.9.1 Training in accordance with the training plan has been administered with a number of sessions conducted during the period. Relevant staff were trained on the use of ride on equipment, use of hedge trimmers, use of grinding wheels and vehicle marshalling. A training plan has been devised for the new financial year and this will commence shortly. Internal toolbox talks for the service delivery teams are ongoing. Managers and supervisors are being encouraged to undertake a visible and active role in these.

### 3.10 Accident-Near Miss Reporting

3.10.1 The number of accidents reported continues to be low. During Q4 there was only one minor injury reported that was not related to MDC assets or work processes. Most incidents in the period related to damage of equipment or assets and were associated with vehicles or ride on machinery. When previous data is considered, slips and trips and contact with sharp objects continue to be the most frequent immediate cause of accidents and incidents. Activities in the Council's parks and open spaces show the highest accident and incident rate, however this is expected as the data includes reports from members of the public.

## Health & Safety Reporting





### 3.11 Priorities going forward

3.11.1 The priorities for the next quarter will be to continue to focus on the policies and procedures that present most risk to the council and its staff. Policies and/or procedures requiring update will be risk-graded and working groups established, who will be responsible for their revision and implementation.

## 4. CONCLUSION

4.1.1 Accidents, near misses and incidents of unacceptable behaviour during quarter 4 2023/24 have been set out within this report.

4.1.2 Proactive work on the main health and safety themes continues. Additional health and safety improvements are continuing to be made. Improvements for Q4 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** – 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.
- (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: None.

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