



**REPORT of
DIRECTOR OF SERVICE DELIVERY**

**to
PERFORMANCE, GOVERNMENT AND AUDIT COMMITTEE
19 SEPTEMBER 2024**

HEALTH AND SAFETY UPDATE - QUARTER ONE 2024 / 25

1. PURPOSE OF THE REPORT

1.1 To provide an update on health and safety statistics and activity during Quarter One (Q1) (1 April 2024 to 31 June 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 1 2024 / 25

3.1.1 There were seven accidents and incidents, four hazards and two near misses reported during Q1. Of the accidents, four involved members of the public, however none were related to defective assets or working practices Maldon District Council (MDC). One staff injury was minor and required first aid only.

ACCIDENT/ INCIDENT REPORTS Q4 2023 / 24			
Event	Action	Note	Person
9-5-2024 (accident). Member of public tripped whilst visiting promenade park. Taken to hospital via ambulance (suspected dislocation)	MDC operative attended to give first aid. Cause not related to MDC assets or working practices.	No further investigation. Non work related. No requirement to report to the Health and Safety Executive (HSE)	Member of the public
3-6-2024 (accident). Member of public tripped in Longfields. MDC first aider assisted. No injury	No work-related cause. No action necessary, other than immediate assistance offered		Member of the public

ACCIDENT/ INCIDENT REPORTS Q4 2023 / 24			
Event	Action	Note	Person
5-6-2024 (accident). Member of the public tripped over uneven sand in the child's sand pit causing a sprained ankle and back	Area inspected after incident and no defect found. Additional sand had been ordered prior to the incident for top up	Sand pit had been independently inspected the month before and inspected in-house weekly prior to the incident. Sand pit also raked weekly. No asset defect	Member of the public
7-6-2024 (incident). Damage to work vehicle whilst on tow from tractor	Vehicle repaired	Minor damage only. Works vehicle required assistance to be free of kerb.	Employee
20-6-2024 (accident). Member of the public (child) fell over when foot went into a hole in the grass surface (near sports field) at promenade park (child went home but later hospital visit revealed a broken ankle)	Area inspected immediately after report received and uneven surface filled in where necessary.	Investigation of area and discussion with parks operatives could not determine the cause, however evidence points to rabbit activity. No requirement to report to HSE	Member of the public
20-6-2024 (incident). Concern raised regarding waste disposal practices of cleaning contractor at Promenade Park public conveniences	Issue investigated by responsible manager. Actions deemed appropriate.	No further action	Employee
27-6-2024 (accident) Member of staff scratched eye whilst working on vegetation clearance.	First aid self-administered. Incident investigated	Eye protection worn as required – improvement action - requirement to provide elasticated closure/band on safety glasses	Employee

NEAR MISS / HAZARD REPORTS Q4 2023 / 24			
Event	Action	Note	Person
2-4-2024 (Hazard). Member of staff working from a flat-bed vehicle (at height)	Advised staff member this should be avoided, and Team Leader informed		Employee
2-4-2024 (Hazard). Whilst in Maintenance depot, multiple staff members were observed not wearing hi-visibility bests, as is required by site rules and site signage	Informed staff that this was a requirement and informed Team Leader of this breach of the Health and Safety (H&S) rules	Will need to monitor as appears to be consistently breached	Employee

NEAR MISS / HAZARD REPORTS Q4 2023 / 24			
Event	Action	Note	Person
15-4-2024 (Near Miss). Large wooden cricket screen observed to blow over in the strong winds at Promenade Park	Cricket Club informed and securing screens to other assets/equipment advised.	Storage area being discussed with club for future improvement/development	Employee
18-4-2024 (Near Miss). Staff Member visiting maintenance depot (waste garage) tripped over due to haphazard storage of items	Waste Officers informed of issue and advised to remedy. Area cleared.		Employee
20-5-2024 (Hazard). Partner organisation using power tools adjacent to public area and footpath (Maldon Cemetery)	Partner organisation approached formally via letter with request to cease all activities of this nature	Issue previously addressed informally but unsuccessful	Employee
10-6-2024 (Hazard) Suspected Oak Processionary moth identified in Maldon Cemetery – presents a hazard to those nearby	Advice taken from Forestry Commission who identified it as another species		Employee

3.1.2 There were two incidents of unacceptable behaviour reported. One, concerning an interaction within the Council Offices was particularly unpleasant and was referred to the police. This was investigated by MDC to determine, what other risk control measures may be required.

UNACCEPTABLE BEHAVIOUR REPORTS Q4 2023 / 24			
Incident	Action	Note	Method
(10-5-2024) Member of the public threatened multiple staff members in the reception area.	Referred incident to the Police. Incident investigated to ensure MDC protocols are appropriate	Whilst known to MDC, the perpetrator visited the main offices without an appointment	In person
(10-6-2024) Partner referral regarding homeless member of the public (in Maldon area) who should not be approached by staff	Precautions noted. Community Safety and Housing Teams aware.	Believed individual has left the district	N/A

3.2 Health and Safety Actions

3.2.1 A number of actions have been set out below. Work continues to progress these, however those now completed have been removed.

Subject	Action	Update / Progress
Emergency Procedures	(i) To revise and improve the fire an evacuation procedure (and supporting hardware) at main MDC locations.	Evacuation drill performed with all staff and partners. New systems worked well. Final procedure to be approved.

Subject	Action	Update / Progress
Unacceptable Behaviour	(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
H&S Training	(i) To determine H&S training requirements (Corporate and Teams)	(i) Training matrix template completed (requires data collation) Ongoing / no update.
Risk Assessment	(i) To implement a new risk assessment register	(i) Template complete (requires data collation) In use for Service Delivery Teams. Ongoing.
Lone Working	(i) To revise lone working procedure and to ensure implementation of appropriate hardware to support these measures.	(i) Ongoing. Questionnaire to be issued to managers to establish current precautions in place across the authority
Audit / Inspection	(i) To ensure service teams and work locations across MDC is in compliance with H&S Legislation	(i) Mini-audit action plans of Parks and Maintenance depots complete. Actions for completion with respective teams. (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 A senior managers and staff representatives' group for health and safety have been established and meetings continue at the scheduled frequency. Items are raised and tracked as appropriate. H&S communications are being issued to staff via the One Team briefing.

3.4 System Resources

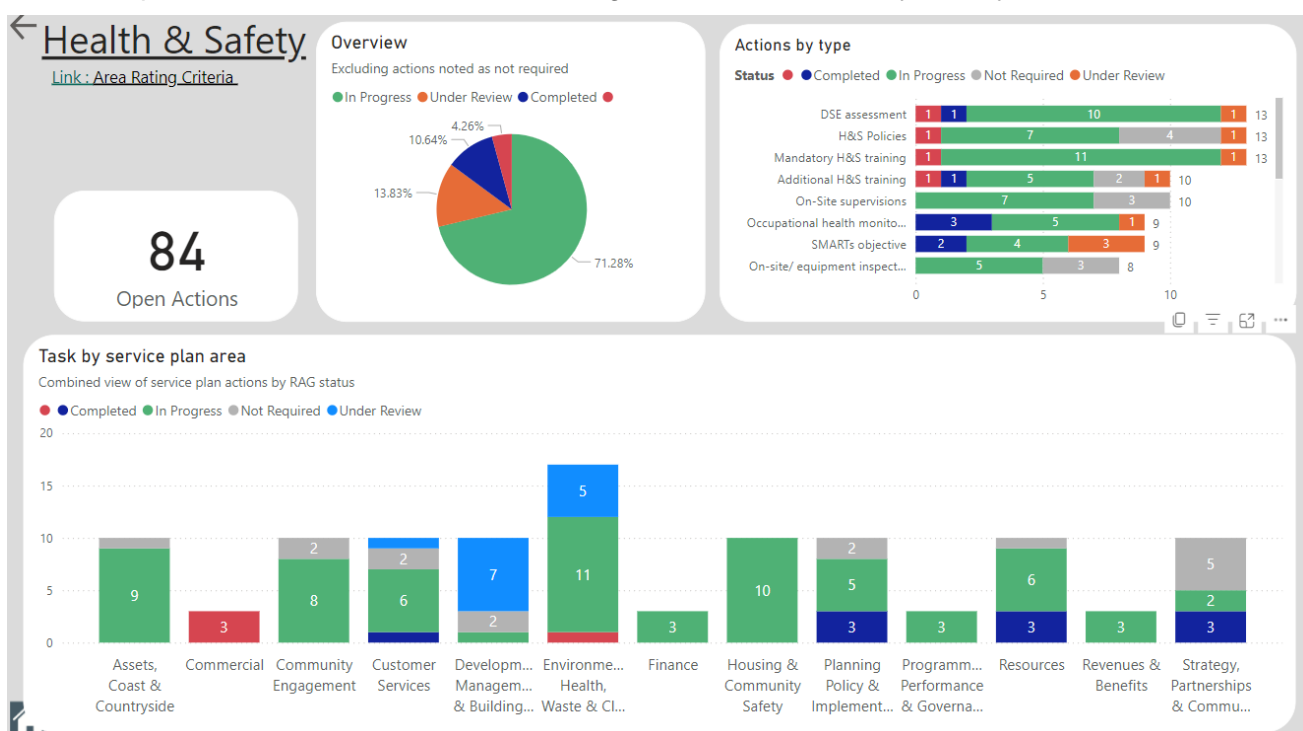
3.4.1 Activities to embed health and safety within Corporate Service Plans are ongoing. Service areas have been graded in accordance with their health and safety risks (see below) and assigned tasks in accordance with this. Performance against the ten key tasks is now being monitored. Targets for specified health and safety activities were implemented in April 2024, however further clarification of these, to assist managers,

was provided in July. Since only a short time has passed, many departments continue to report activities as 'in progress'. This will require scrutiny from Members in the coming months.

Table of Departmental Health and Safety Activities vs Risk Grading

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	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Department Performance for each assigned Health and Safety activity



3.5 Fire Risk Assessments

3.5.1 Fire risk assessments for the main offices and cemetery chapels are awaited. A fire and evacuation drill at main offices was performed successfully with partner organisations. Feedback was gathered from Fire Marshals and actions implemented. Evacuation drills are planned for the Maintenance and Parks depots in the near future.

3.6 Policies and Procedures

3.6.1 A revised policy on Display Screen Equipment is awaiting Corporate Leadership Team (CLT) approval. A revised Health and Safety Policy is in its final stages, after consultation with Directors and Assistant Directors. This will require Member approval in the coming months. The Fire and Evacuation procedure, accommodating improvements and observations from the recent fire drill, is also due for completion.

3.7 Health and Safety Inspections

3.7.1 No inspections have been conducted in the period. A schedule was agreed with leisure contractor regarding inspections in future, due to contract renewal. These are due to commence shortly. The accident and incident reporting data of the Council's main contractors continue to be monitored.

3.8 Legionella

3.8.1 No updates.

3.9 Training

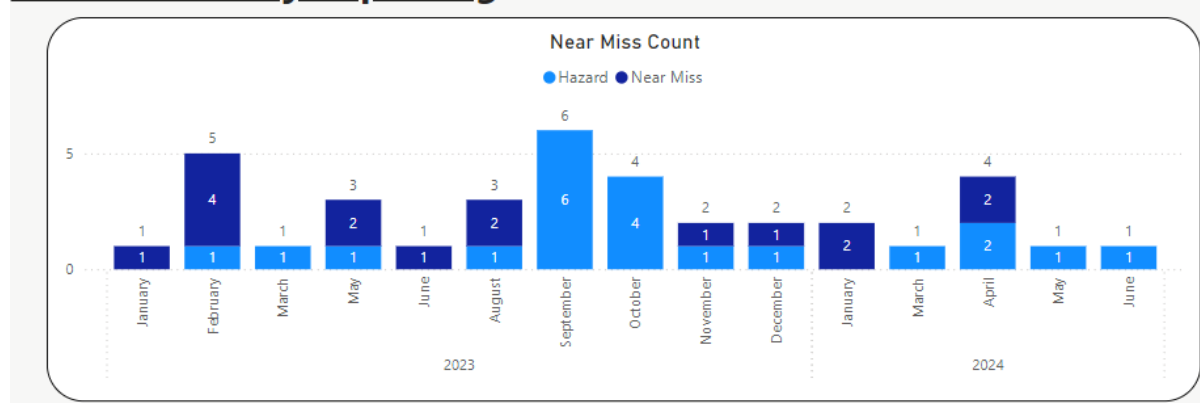
3.9.1 Departmental training has been agreed with a number of teams for the 2024 / 25 period. Corporate training is planned for Manual Handling and Ladder Safety with refresher sessions for Lone Working, Fire Warden and potentially, dealing with violent and aggressive behaviour. Toolbox talks for the service delivery teams have been temporarily suspended for the busy summer period. A proposed schedule is due to be produced by the Service Delivery teams for the winter period.

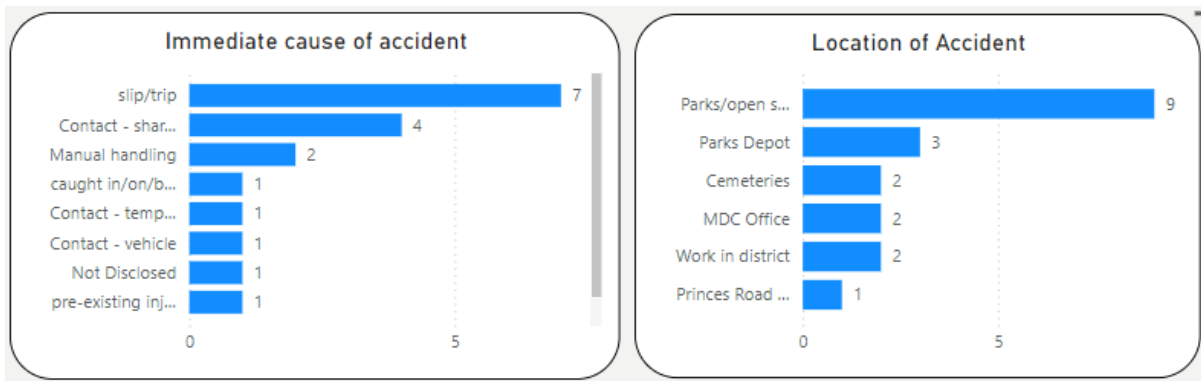
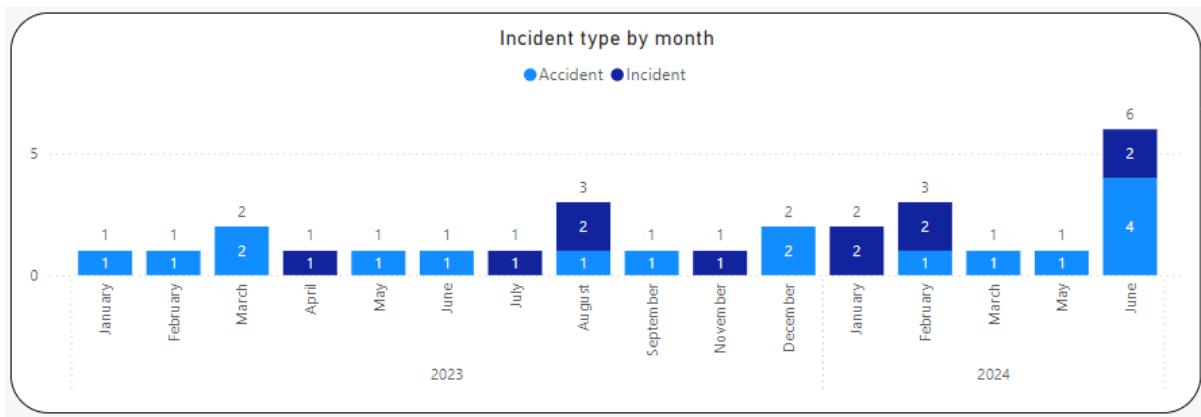
3.9.2 An E-learning library with a range of different health and safety topics has been procured. Discussions are due to take place regarding the selection of modules for different staff groups and the management of the training packages. It is proposed that a small number will be mandatory for all staff.

3.10 Accident-Near Miss Reporting

3.10.1 The number of accidents reported continues to be low. During Q1 there were four injuries relating to members of the public, with some reportedly quite severe. They were however not related to MDC assets or work practices but continue to be reported by staff members as a precaution, whilst the facts of each case are gathered. It is notable and commendable that staff often provide first aid assistance within their training, where required. For hazard and near miss reporting, it is encouraging that reports continue to be received as they show greater staff awareness of health and safety issues.

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. Staff working groups have been assigned to each. The Council's over-arching policy document and the fire and evacuation procedure must be completed within the next quarter. Work will start on establishing an E-learning library for various health and safety topics and a decision on how this will be implemented and enforced will need to be taken.

4. CONCLUSION

4.1 Accidents, near misses and incidents of unacceptable behaviour during Q1 2024 / 25 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 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 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.

Enquiries to: Paul Baccarini, Corporate Health and Safety Manager.