

**REPORT of
DEPUTY CHIEF EXECUTIVE**
PERFORMANCE, GOVERNANCE AND AUDIT COMMITTEE
18 SEPTEMBER 2025

HEALTH AND SAFETY UPDATE - QUARTER ONE 2025 / 26

1. PURPOSE OF THE REPORT

- 1.1 To provide an update on Health and Safety (H&S) statistics and activity during Quarter One (1 April to 30 June) (Q1).

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 2025 / 26

- 3.1.1 There were three accidents and incidents, one near miss and three hazards reported during Q1. All staff-related accidents/incidents were of low severity. Four additional events were reported as accidents by Maldon District Council (MDC) first aiders. These, shown in grey in the table, were not deemed to be health and safety related (in terms of their cause and did not involve defects in MDC work practices or assets) but are included in order to demonstrate the work MDC officers do in assisting visitors and members of the public. One near miss involved driving whilst at work.

ACCIDENT/ INCIDENT REPORTS Q1 2025 / 26			
Event	Action	Note	Person
16/04/2025 (Incident) Assets Countryside and Coast Officer, reversing works vehicle (whilst trailer engaged) and hit another vehicle parked nearby – offsite incident at low speed (damage only)	Insurance company informed	Incident occurred offsite. Reversing on MDC property with a trailer requires a banksman. Transport procedure being reviewed	Employee
06/11/2025 (Accident) Member of staff received minor cut whilst erecting posters in the council offices. Defective fixing.	First aider informed. Wound cleaned and plaster applied		Employee

ACCIDENT/ INCIDENT REPORTS Q1 2025 / 26			
Event	Action	Note	Person
16/6/2025 (Incident) Parks team alerted to a small fire (intentional) in Millenium woods. Team attended with extinguisher.	Put out fire and gave advice to children who had started/were at the fire.	Community Engagement Officers (CEO's) requested to conduct further visits to the area. Fire pit removed by parks to discourage repeated events	Member of the public
11/04/2025 (First Aid) Elderly member of the public taken ill (presumably affected by high temperatures) in Promenade Park. Parks Team asked to assist re: first aid.	Ambulance summonsed	Incident not due to defective assets or working practices. Staff member requested clarification of providing first aid. Guidance note drafted. Not H&S related.	Member of the Public
09/06/2025 (First Aid) Member of the public visiting the Citizen's Advice Bureau (CAB) within the Council Offices reported chest pains.	MDC First aider attended and requested an ambulance be called	Person refused Ambulance but agreed to visit adjacent doctors' surgery. No first aid given. Not H&S related	Member of the Public
23/06/2025 (First Aid) Member of the public fell whilst in Langford Village Hall car park. Requested First aid assistance from Parks team member nearby.	Parks team member supplied first aid materials for self-administering first aid.	Disposable gloves for first aider not available. Re-stock inspections requested. No defect with MDC asset or work processes. Not H&S related.	Member of the Public
25/06/2025 (First Aid) Elderly Member of the public laying on the floor (accompanied) and not responding to bystanders. MDC first aiders requested to help.	Person helped up to feet. Believed to be case of dementia. No first aid given.	Not H&S related.	Member of the public

NEAR MISS / HAZARD REPORTS Q1 2025 / 26			
Event	Action	Note	Person
01/04/2025 (Hazard) Potential overloading of sockets in meeting room due to set up of new desks	Raised with Facilities Officer. Sockets labelled "for computer use only". Longer term solution (hard wiring) scheduled		Employee
28-4-2025 (Near Miss) Whilst driving to site a Member of the Parks team nearly collided with an articulated lorry, which had crossed on to the wrong side of road.	Attempted to obtain number plate for the vehicle but not possible	No further action.	Employee

NEAR MISS / HAZARD REPORTS Q1 2025 / 26			
Event	Action	Note	Person
15/06/2025 (Hazard) Member of the public reported to CEO's that a large piece of metal had become stuck in the trees in Promenade Park	Tree taped off to prevent access. Council contractor instructed to investigate tree with cherry picker.	Large metal (rebar) recovered from the tree	Member of the Public
30/06/2025 (Hazard) Under stairs 'keep locked' cupboard in main reception left unlocked and accessible. Contents included combustible materials and spray cleaner	Key located and cupboard locked (Reception and Facilities Team Leaders informed) and later cleared.	Reception area checks conducted weekly by Reception staff, should record such occurrences.	Employee

- 3.1.2 There were three incidents of unacceptable behaviour reported all via the telephone. Two reported events were related, with the perpetrator impacting two members of staff. The details are withheld from this report, but the incident was considered particularly severe. A formal police report was made.

UNACCEPTABLE BEHAVIOUR REPORTS Q1 2025 / 26			
Incident	Action	Note	Method
10-6-2025 Member of the housing team experienced swearing and shouting from a customer with threats to attend the office if housing case was not dealt with.			Telephone
13-6-2025 Member of Customer Services (staff Member a) threatened by a customer with violence and threats to attend the office.	Police informed immediately due to seriousness of the incident.	Further precautions put in place as per procedure (details redacted).	Telephone
13-6-2025 Member of Customer Services (staff Member b) threatened by a customer with violence and threats to attend the office.	Police informed immediately due to seriousness of the incident.	Further precautions put in place as per procedure (details redacted). Same Incident as above.	Telephone

3.2 Health and Safety Actions

- 3.2.1 A number of actions are set out below. Work continues to progress these with all completed actions removed.

Subject	Action	Update / Progress
Emergency Procedures	(i) To revise and improve the fire and evacuation procedure at main MDC locations.	(i) Fire drills for depots to be scheduled. Visitor procedure for Parks depot now in place.

Subject	Action	Update / Progress
Unacceptable Behaviour	(i) To revise the policy (ii) To improve system for reporting Unacceptable behaviour	(i) New computer application reporting tool developed, tested and ready for roll-out. (ii) Accompanying procedure document near completion.
H&S Training	(i) To determine H&S training requirements (Corporate and Teams)	(i) All resources / tools in place. Appropriate training courses / modules require routine administration. To monitor.
Risk Assessment	(i) To implement a new risk assessment register / master list	(i) Central list for all risk assessments in use, received and documents saved. Additional risk assessments required have been identified as part of the exercise and are being written and reviewed. (ii) Corporate risk assessments now completed in draft. Reports required for additional resources required.
Lone Working	(i) To revise lone working procedure and to ensure implementation of appropriate hardware to support these measures.	(i) Details of revised procedure agreed. Report required concerning additional resources.
Audit / Inspection	(i) To ensure service teams and work locations across MDC is in compliance with H&S Legislation	(i) Mini-audit of Parks and Maintenance depots completed. Reports in preparation. (ii) Observation of working practices to be established by teams. Tools provided. Exploring potential use of computer applications to improve process and accessibility of the tools. Reiterated as part of recent audit finding. (iii) Draft schedule of site inspections proposed, with Teams for comment.

3.3 Health and Safety Groups

- 3.3.1 The Senior Managers group continues to meet every six weeks to progress and review performance on health and safety. Efforts continue to maintain accountability and the tracking of actions raised to this group. Routine updates from each service area are now conducted as part of these meetings.

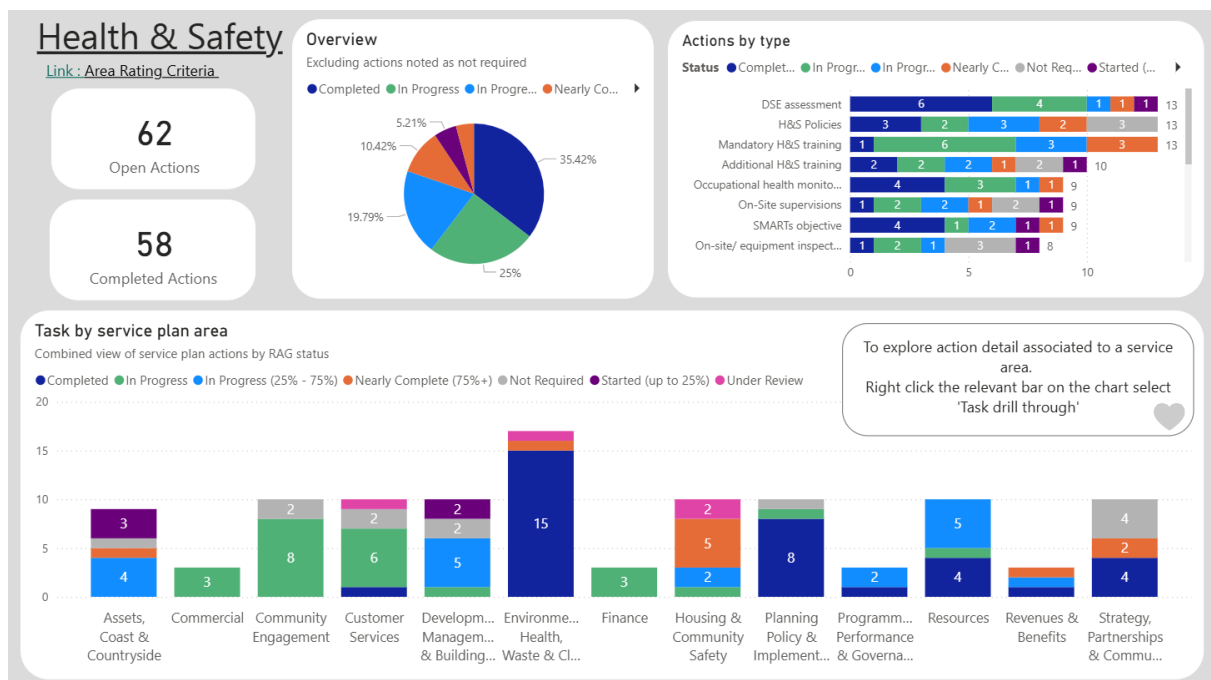
3.4 System Resources

- 3.4.1 Work continues to improve health and safety performance in a number of service areas. Resources for health and safety improvements have now been agreed with the Chief Finance Officer for the short term. Permission to spend has been given based on priority areas and estimated costs for 2025/26. Work will continue to determine how a ring-fenced health and safety budget may be allocated (corporately and within departments) in future. Further work will be required post organisational restructure.

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 defined performance against each assigned Health and Safety activity



Reporting Figures as of 28-8-2025

3.5 Fire Risk Assessments

- 3.5.1 Fire risk assessments for the main offices and depots have now been completed and the actions are being reviewed. Items for the main offices are being considered alongside work being undertaken towards the installation of new fire protection and door access systems. An evacuation drill was performed at the main offices on 22 July 2025. This was outside of the reporting period but work carried out to plan this fell within the quarter. Further drills for the depots are now due.

3.6 Policies and Procedures

- 3.6.1 A revised Health and Safety Policy has been presented to the Strategy and Resources Committee for approval. The Policy was approved subject to minor amendments, which have now been made. The Policy is expected to go live in October.
- 3.6.2 Efforts are underway to review and update all corporate policies and procedures that have expired. Those requiring minor amendments are largely completed, whilst those requiring more significant changes are being reviewed by policy working groups. The accompanying corporate risk assessments have now been revised, and drafts are ready for approval. Reports are required to secure further resources to support the improvements required.

3.7 Health and Safety Inspections

- 3.7.1 Annual mini-audit inspections of the Council depots have been completed, and the reports are in preparation. A schedule of staff-led H&S inspections has been devised (along with inspection proformas) but consultation with the teams concerned are outstanding.

3.8 Legionella

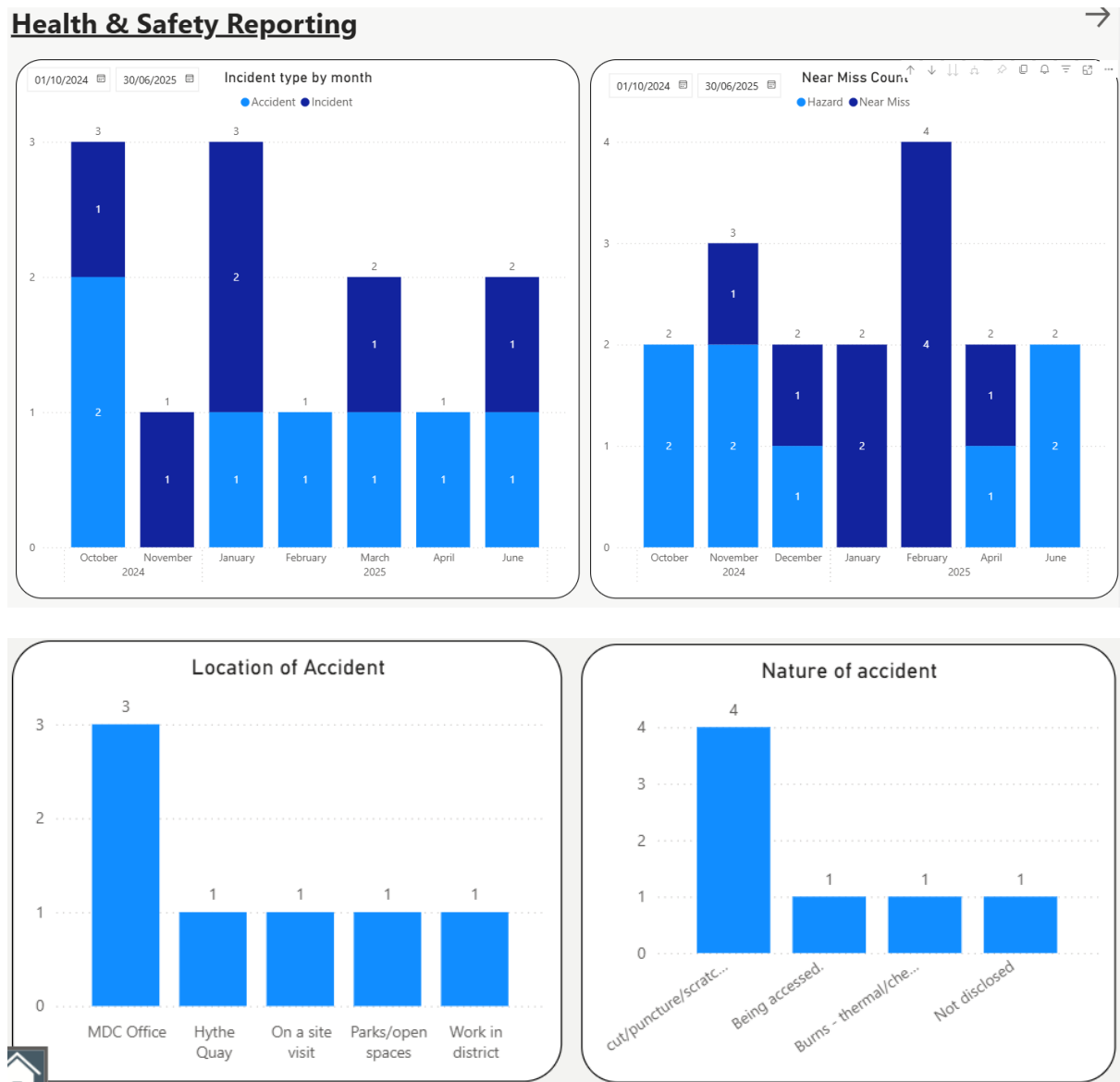
- 3.8.1 Routine work of the council's contractor continues. Items concerning legionella, identified as part of the mini-audit inspections (see Section 3.7 above) will be raised in the respective reports.

3.9 Training

- 3.9.1 No corporate practical training sessions were completed in the period. Corporate training is planned for manual handling and ladder safety with refresher sessions for lone working, fire marshal and potentially, dealing with violent and aggressive behaviour. Costs are being gathered in agreement with discussions held with the Chief Financial Officer regarding the release of funds to support health and safety.
- 3.9.2 Safety training relating to the management of live events was received by the Leisure and Events Officer to improve their awareness on this topic. Two tool-box (safety) talks were conducted for teams in Assets Countryside and Coast. Coverage of the latter was provided in the One Team Briefing and on social media to tie into the Council's community water safety messages issued over the period.
- 3.9.3 Work continues to plan the roll out of tailored e-learning modules to specific teams. With a lead officer supporting this work leaving the authority, the work will need to be reassigned.

3.10 Accident-Near Miss Reporting

3.10.1 The number of accidents reported was low over the period. One minor accident was reported with no events recorded in May. The number of hazards and near misses reported are generally consistent with previous reporting periods.



3.11 Health and Safety Audit [Audit Actions 2024-2025 doc](#)

3.11.1 There were two targets for completion in the period. These concerned formulating a schedule for inspections and a Power BI report to monitor health and safety training.

3.11.2 An automated Power BI output now reports on the health and safety training that is administered as e-learning modules. This is reported monthly to Heads of Service and Assistant Directors. For practical health and safety training, such as sessions that are administered in-person on council or training premises, a training matrix is used by designated Managers to record the training needs of their teams. Checking of the matrix on a monthly basis is advised and Senior Managers are asked to report on their progress in the health and safety meetings that are held every six weeks. This action is considered closed.

3.11.3 For inspections of sites and/or equipment, a schedule of inspection frequencies has been devised. This action has been deferred to later in the year as more time is needed to discuss the proposals with different teams. Inspections are conducted on Council vehicles and in a limited number of areas/scenarios, but it is acknowledged that it requires expansion. Statutory inspections such as of lifting equipment or pressure vessels are considered outside of the scope of this action as they continue to be conducted by external specialist contractors.

3.11.4 The Health and Safety Policy has been presented to the Strategy and Resources Committee on two occasions. During its last review, Members recommended that the Council adopted the policy, subject to minor wording amendments. These have now been completed.

3.12 **Priorities going forward**

3.12.1 The priorities for the next quarter will be to continue to focus on tasks set out in the Audit Action Plan including work to review, and revise where necessary policies and risk assessments. Outside of the audit, work will be necessary to administer corporate and department-based (practical-led) health and safety training which was previously identified as a requirement or for which the refresher period has now expired. It is anticipated that organisational restructure will inevitably have some impact on health and safety focus, whilst roles and responsibilities are reassigned and discussions on a ring-fenced health and budget and how this is administered continue.

4. **CONCLUSION**

4.1 Accidents, near misses and incidents of unacceptable behaviour during Q1 2025 / 26 have been set out within this report.

4.2 Proactive work on the main health and safety themes continues and good progress is being made.

4.3 Additional health and safety improvements will continue to be implemented alongside close-out actions arising from the recent health and safety audit.

5. **IMPACT ON PRIORITIES AS SET OUT IN THE CORPORATE PLAN 2025 - 2028**

5.1 **Delivering 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 and insufficient investigation in 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)** – Currently there is no dedicated budget for Health and safety therefore all expenditure is being funded from limited contributions from other areas. Costs associated with the initiatives set out in the report and other future initiatives, will be considered as part of the budget round 2026 / 27.
- (v) **Impact on Resources (human)** – Compliance is dependent upon Managers completing their H&S actions within their service plans and having the time and resources to achieve this. The positive impact should be proactively preventing accidents and ill health, reducing reputational damage, personal injury and other associated costs.
- (vi) **Impact on Devolution / Local Government Reorganisation** - All employers, including local authorities are legally required to have a health and safety policy in place and are at risk of enforcement action if they fail to do so. Where authorities merge, details of the arrangements put in place for health and safety may need to change, but the general themes of policy (i.e. why, who and how the policy must be administered) will be broadly similar. It is anticipated that government re-organisation will lead to changes at an operational level which will be addressed using new procedures and supporting documentation when so required.

Background Papers: None.

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