

Reporting Details

ACCIDENT/ INCIDENT REPORTS Q3 2025 / 26			
Event	Action	Note	Person
11-2025 (Accident) Partner trip at Council Offices injuring their ankle	Incident investigated due to severity of injury. Door threshold is raised in this location but not defective.	Previous incident came to light some years earlier. Options to mitigate this risk including modifications to door threshold being investigated	Partner
11-2025 (Incident) Car left the highway and hit boundary wall.	Vehicle details taken. Building Control inspected damaged to ensure structure was safe.	Not related to defect in MDC assets or work activities. Believed to be a single vehicle involved. Classified as an accident as injury expected.	Member of the Public
12-2025 (Incident) Driving incident. No damage	None required.	New member of staff. Driver familiarisation sessions planned for all those that drive council vehicles.	Staff

NEAR MISS / HAZARD REPORTS Q3 2025 / 26			
Event	Action	Note	Person
10-2025 (Near Miss) Contractors non-compliance - working at the offices, not in accordance with supplied risk assessments.	Incident raised with Contractor to inform they of non-compliance and that their operative was working unsafely		Contractor

UNACCEPTABLE BEHAVIOUR REPORTS Q3 2025 / 26			
Incident	Action	Note	Method
10-2025 Verbal Abuse of Housing staff	Warning letter sent.	Category E (Low Severity)	Telephone
11-2025 Physical assault during housing visit. No Injury	Incident involving a child. Record details only	Category B (High Severity)	In Person
11-2025 Abusive e-mail received by housing and homelessness staff	Record details only (quick capture report)	Category E (Low Severity)	Email
11-2025 Verbal abuse received by housing staff	Record details only (quick capture report).	Category E (Low Severity)	Telephone

APPENDIX 1

UNACCEPTABLE BEHAVIOUR REPORTS Q3 2025 / 26			
Incident	Action	Note	Method
12-2025 During a visit to a property, contractor vehicles were blocked in and threatening behaviour experienced	Police contacted by MDC. Mitigations and other actions to be implemented by contractor	Category C (Medium Severity)	In Person (3 rd Party referral)
12-2025 Customer services staff experienced vexatious behaviour with unreasonable demands	Record details only (quick capture report)	Category F (Low Severity)	Telephone