

## Reporting Details

ACCIDENT/ INCIDENT REPORTS Q4 2025 / 26			
Event	Action	Note	Person
<b>7-1-2026 (Accident)</b> A member of the public slipped and hit their head whilst attending Maldon Cemetery. Cause unknown.	No further details. No action possible.	Injured person left cemetery of their own accord. No report made. Member of staff informed by volunteer.	Member of Public
<b>24-2-2026 (Accident)</b> Member of Public tripped whilst in Promenade Park causing a suspected fractured/broken pelvis.	Ambulance called	Person affected requested first aid assistance. Person tripped over a child's scooter, which belonged to their party.	Member of the Public
<b>6-2-2026 (Incident)</b> Branch from tree in Promenade Park fell on to a car outside of the park boundary causing damage.	Referred to Council insurers.	Tree was within its inspection period. Whilst works had been scheduled, they did not concern the area of the relevant branch. Remedial works now complete.	Member of the Public
<b>27-3-2026 (Accident)</b> Operative collided with gate whilst using pedestrian entrance at the Parks depot.	First aid only	No defect in gate. Barbs on top of palisade gate present to prevent unauthorised access.	Staff

NEAR MISS / HAZARD REPORTS Q4 2025 / 26			
Event	Action	Note	Person
<b>28-1-2026 (Hazard)</b> Whilst testing new Health and Safety (H&S) inspection software at the Maintenance Depot a fire extinguisher was found to be missing from its station. Another random extinguisher also present in a corridor with no signage and not affixed in place.	Raised with the Fire Extinguisher Contractor and Depot Team Leader.	Extinguisher checked / and repositioned / Random extinguisher removed.	Staff
<b>4-2-2026 (Near Miss)</b> Whilst using tractor and flail to cut hedge a member of the public managed to enter the working area, unseen by banksman.	Incident reported and investigated. Recommendations made, corrective actions taken.	Whilst no injury, there was potential for significant injury, hence investigation.	Staff

NEAR MISS / HAZARD REPORTS Q4 2025 / 26			
Event	Action	Note	Person
<b>8-2-2026 (Near Miss)</b> Contractors working in Promenade Park (skate park construction) were not working in accordance with their risk assessment and their own safety rules.	Operatives spoken to. Site Manager requested but not present. E-mailed and informed Contractor and MDC Project Manager of incident.		Contractor
<b>25-2-2026 (Near Miss)</b> Whilst driving a parks vehicle an operative reported 2 people walking out in front of them onto the roadway from a blind spot adjacent to the Promenade Park Petting Zoo.	Raised with Director and Head of Service responsible for this asset. Temporary (metal) barrier placed across this footpath.	Previous near miss related to this asset and scenario noted. This requires a longer- term solution as only temporary fencing is in place currently.	Staff/Member of the Public

UNACCEPTABLE BEHAVIOUR REPORTS Q4 2025 / 26			
Incident	Action	Note	Method
<b>6-1-2026</b> Member of customer services team encountered difficult and vexatious behaviour from a caller who questioned competence and was obstructive when assistance was offered.	Warning Letter Sent.	Category F (Vexatious) Whilst caller did not give name, records indicate that this person has been involved with previous similar incidents.	Telephone
<b>9-1-2026</b> Member of Revenues and Benefits team encountered aggressive behaviour with swearing when dealing with a Council tax query.	Case investigated. Felt that warning letter will escalate the situation. Will act if further incidents reported.	Category E Verbal abuse (Low severity).	Telephone
<b>5-2-2026</b> Whilst conducting a homeless triage assessment the caller made comments that were personally offensive and abusive to a member of the housing team.	<i>Quick Capture report.</i> No action by default. Need to monitor such exchanges for detailed entries.	Interaction had a potentially racially motivated element (so could be considered as racial harassment or discriminatory in nature) Category E (Low severity by default).	Telephone
<b>12-2-2026.</b> Whilst taking a call concerning housing, a member of the customer services team were verbally abused and their professional competence questioned. Also made unreasonable demand the staff member could not satisfy.	<i>Quick Capture report.</i> No action by default.	Category E Verbal Abuse (Low severity by default).	Telephone

UNACCEPTABLE BEHAVIOUR REPORTS Q4 2025 / 26			
Incident	Action	Note	Method
<b>26-2-2026.</b> Whilst dealing with a call, customer service team member was verbally abused and the professional competence of MDC staff questioned.	Warning letter sent.	Repeat offender from 12-2-2026. Category E (Low Severity).	Telephone
<b>2-3-2026.</b> Whilst dealing with a call a housing member of staff was abused with aggressive swearing of a personal nature.	Record details only. No details of caller. Abusive party was in vicinity of the caller.	Category D (Medium Severity).	Telephone
<b>3-3-2026.</b> Whilst dealing with a waste call a customer made unreasonable and persistent demands and were obstructive when staff were trying to assist.	2 <sup>nd</sup> Warning Letter sent.	Repeat Offender (from 6-1-2026). Category F (Vexatious).	Telephone
<b>4-3-2026</b> Whilst dealing with a waste call a customer made unreasonable and persistent demands and were obstructive when staff were trying to assist.	2 <sup>nd</sup> Warning Letter sent (also accommodates incident of 3-3-2026).	Repeat Offender (from 6-1-2026 and 3-3-2026). Category F (Vexatious).	Telephone
<b>17-3-3026.</b> Whilst dealing with a waste related call a member of customer services experienced verbal abuse with swearing.	<i>Quick capture report</i>	Category E (Low Severity by default).	Telephone
<b>20-3-2026</b> Historical report concerning dangerous behaviours shown by an individual at a premises.	Record made only.	3 <sup>rd</sup> Party reports indicate potential for Category B (high severity) incidents. Council officers witnessed some unacceptable behaviours during site visits.	In Person
<b>26-3-2026</b> Whilst dealing with a waste related call a member of the customer services team experienced verbal abuse of a personal nature with professional competence questioned.	Warning letter was sent to address.	Category D (Medium Severity).	Telephone