

Reporting Details

ACCIDENT/ INCIDENT REPORTS Q1 2026 / 27			
Event	Action	Note	Person
1-4-2026 (Accident) Member of staff cut their hand whilst loading lawn mower onto a vehicle	Staff Member went to walk in clinic for treatment. Steri-strips applied. Accident Investigated.	Recommendations made regarding method of securing tools to work vehicle.	Member of Staff
9-4-2026 (Accident) Maintenance Staff disturbed Artex ceiling coating containing asbestos during repair works.	Area closed off and contractors engaged to clean and declare the area safe. Relevant staff formally notified of incident.	Incident Investigated. Current asbestos survey results were inaccurate leading to the incident. Issue addressed with the contractor. Records adjusted. Noted that material was deemed of low risk.	Member of Staff
16-4-2026 (Incident) Member of Parks Team caused light damage to motorised tool with works vehicle when leaving site.	Incident recorded. Tool and vehicle checked. Damage not significant.		Member of Staff
17-5-2026 (Accident) Participants of a Triathlon event taking part on MDC owned land developed hypothermia. One person taken to hospital	No action required. Event organiser shortened the swim part of the event due to cold temperatures	Event organised in association with the British Triathlon Association. Health vetting questionnaire is used prior to the event. Not RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable as not associated with MDC assets or activities.	Member of the Public
21-5-2026 (Accident) Whilst fitting electrical sockets to meeting room desk a socket swung down from a desk and struck member of maintenance staff in the eye causing injury	Eye wash used. No other treatment possible or necessary at the time. Accident Investigated.	Lost time injury as staff member was absent the next day. Advised that Manager checks Personal Protective Equipment (PPE) issued to staff to ensure current stocks are sufficient (although no evidence of insufficiency).	Member of Staff
31-5-2026 (Accident) Child injured on BMX track at Promenade Park. Nature and Severity of injury not stated.	Track is routinely inspected. No defect reported. No defect is claimed. Accident not investigated.	Injury reported by Mother of child. Accident associated with sporting activity. Mother feels Scooters should be prevented from using the track.	Member of the Public

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Event	Action	Note	Person
1-6-2026 (Accident) Child cut head whilst in Promenade Park. First aid assistance provided by Parks Team	Not investigated. Understood to be a slip or trip with no asset defect claimed.		Member of the Public
5-6-2026 (Incident) Member of staff suffered anaphylactic reaction to an unknown allergen.	Staff member self-administered epi-pin and further medicine obtained from home address with help of colleagues.	Cause unknown. Steps taken to ensure availability of Epi-pens and informing of first aiders on site (with permission).	Member of Staff
21-6-2026 (Accident) Whilst strimming vegetation a member of Parks staff reported debris came into contact with his eye	Eye checked by a member of staff. No treatment given/ possible. Staff member visited optician later that day. Accident Investigated.	Whilst PPE was being worn it was found that normal prescription glasses were being worn under protective visor. Safety glasses are required. Risk assessments adjusted to make this clear. Staff informed.	Member of Staff
22-6-2026 (Incident) Whilst undertaking duties, member of Parks Staff found a female unresponsive in an open space/grassed area. Nearby help sought. Person recovered and declined assistance	No action required. Nearby help from (female) first aider at adjacent premises requested and received.	Evidence suggested person maybe intoxicated.	Member of Public

NEAR MISS / HAZARD REPORTS Q1 2026 / 27			
Event	Action	Note	Person
9-6-2026 (Hazard) Whilst using a meeting room, a member of staff noted that a pull-cord on a window blind was overly long, presenting a hazard to children and vulnerable adults.	Facilities Team informed. Cord adjusted.	Meeting room off or reception area and potentially used by public.	Member of Staff
19-6-2026 (Near Miss) Whilst using a Park's gator vehicle a member of staff reported that the brakes did not function as expected. Vehicle was safe to continue to depot where it was taken out of use.	Vehicle checked in the depot by Park's Supervisor and issue could not be replicated. Vehicle taken to garage for further checks. No defect found. Incident investigated	Recommendation regarding manufacturer service intervals being placed on file and referenced in annual maintenance checks.	Member of Staff

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UNACCEPTABLE BEHAVIOUR REPORTS Q1 2026 / 27			
Incident	Action	Note	Method
13-4-2026 Whilst speaking with a customer a member of the customer services team received unpleasant comments about their father who had passed away.	<i>Quick Capture report.</i> No action by default. Officer terminated the call immediately due to its upsetting nature.	Category E Verbal abuse (Low severity).	Telephone
14-4-2026 Whilst undertaking their bin collection duties a member of the public approach waste collection staff and become confrontational. A dog with the person bit one of the collection crew.	Third Party referral (from Suez) so no sanction applied. Incident recorded so as to keep MDC staff informed for their safety.	Category A Physical Assault with Injury (High severity). Perpetrator unknown. Address unknown. CCTV captured via waste vehicle.	In Person
17-4-2026 Member of the public came into the reception and became threatening quite quickly. Whilst many comments were indirect in their nature, they were of violent intent.	<i>Quick Capture report.</i> No action by default. Perpetrator left area to speak with Police. They were informed of the behaviour and are believed to have addressed this directly.	Category E Verbal abuse (Low severity).	In Person
23-4-2026 Whilst dealing with a customer via e-mail they contacted a member of staff using offensive language, whilst questioning their competence in a derogatory manner	<i>Quick Capture report.</i> No action by default.	Category G Made an allegation against staff/questioning professional competence. (Low severity).	E-mail
30-4-2026 Whilst taking part in a housing/homelessness interview a customer was abusive to staff members throughout. After the interview racist comments were made towards post office staff in the reception area.	Restriction of contact applied as a protective measure.	Category C Threats and intimidation via any form of communication. (Medium Severity)	In Person
15-5-2026 Whilst dealing with a customer for Building Control Team and Member of customer services experienced insulting and derogatory remarks about the officer concerned and towards themselves.	<i>Quick Capture report.</i> No action by default.	Category G Made an allegation against staff/questioning professional competence. (Low severity).	Telephone

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2-6-2026 Member of the public wishing to speak with Waste Services would not provide contact information. Perpetrator called back to Customer Services with the same request. They would not provide information requested and were obstructive.	<i>Quick Capture report.</i> No action by default.	Category F Vexatious behaviour, unreasonable behaviour or demands. Perpetrator has been reported for unacceptable behaviour on a previous occasion. (Low severity).	Telephone
17-6-2026 Member of the public persistently contacting multiple council departments and conveying the same information.	Referred to Legal. Services. Warning letter not felt appropriate at this stage.	Category F Vexatious behaviour, unreasonable behaviour or demands. (Low severity).	Telephone
26-6-26 When responding to questions put to the MDC Social media account the perpetrator made aggressive remarks aimed at the Member of Staff in the Communications Team	Social media accounts known to be used by by the perpetrator have been blocked from interacting with MDC.	Category D Verbal Abuse of a personal nature. Understood that the perpetrator is known for inflammatory comments and similar behaviour when interacting with local councils elsewhere. (Medium Severity)	Other electronic means