

Health and Safety

Accident Prevention, Reporting and Investigation Policy

(Rebranded for Children’s Home suite of policies)

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Contributors: Bollington(V 1-3)

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Fair Ways Vision, Mission and Values (2024)

Our vision

To build a community that changes lives, makes a difference to society and leaves a legacy greater than ourselves and our contributions.

Our mission

To grow a compassionate, resilient, and trauma-informed community, that embraces learning, so that we improve the lives and outcomes of individuals.

Our values

Our values form the heart of the work we do, defined by Fair Ways people, for Fair Ways people. These are the values by which we operate, by which we are governed, and to which we are held accountable.

We therefore expect every individual within the organisation to *play their part*:

P ROFESSIONAL	A CCEPTING	R ELECTIVE	T RANSPARENT
<ul style="list-style-type: none"> We do what we say we will. We approach challenges with optimism and enthusiasm. We don't judge, we notice. We put the needs of the service before our own personal gains. 	<ul style="list-style-type: none"> We don't give up on people. We value all individuals and are willing to challenge them. We embrace each other's differences as much as our similarities. We accept responsibility for our actions. 	<ul style="list-style-type: none"> We give feedback, we invite feedback, we listen to feedback. We look inward before we look outward. We learn as much from our mistakes as from our successes. We listen to each other, learn from each other and grow together. 	<ul style="list-style-type: none"> We are always willing to explain why. We have the courage to be open and honest. We earn trust through our transparency. We live by our values even when no-one is watching.

1 Introduction

- 1.1 The purpose of The Accident Prevention, Reporting and Investigation Policy is to provide details of the mandatory procedure that meets the requirements for the reporting of all accidents, incidents, including serious incidents and hazards.

2 Scope

- 2.1 The principles in this policy apply to all departments and employees within Fair Ways.

The aims and purpose of this policy are as follows:

- To ensure that the accident prevention, reporting and investigation policy complies with and reflects the legal framework and best practice.
- Fair Ways expects its establishments and sites to maintain a healthy workforce and a safe environment for employees, students, visitors, etc.

Fair Ways aims to:

- Identify the causes of accidents/incidents and the conditions under which they are most likely to occur.
- Carry out regular risk assessments, audits, inspections and checks to minimise the risk of accidents occurring.
- Encourage the reporting of accidents, incidents or near misses so that lessons can be learnt from events
- Investigate all accidents to establish their causes to prevent a recurrence.
- Maintain good records and statistics to identify any problem areas or unsatisfactory trends.

3 Legislation

- 3.1 Legislation that applies to incident and accident reporting at work includes:
- **Health and Safety at Work etc. Act 1974** - Employers owe a duty of care for the health, safety and welfare of all employees and temporary workers whilst they are at work and to other people who may be affected by their activities. They must comply with the statutory duties contained within the Act, as amended, as well as those Regulations made under it.

- **Management of Health & Safety at Work Regulations 1999** – employers are required to manage health and safety under the Health and Safety at Work. Prominent among the requirements of these regulations is the duty to carry out suitable and sufficient risk assessments on all work activities.
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)** – which regulates the statutory obligation to report deaths, injuries, diseases and dangerous occurrences that take place at work or in connection with work.

4 Definitions

4.1 There are many definitions and interpretation of the term incident. All of the following can be classed as types of incidents:

- **Accident:** an accident is an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in an injury, for example tripping over and hurting your knee.
- **Incident:** an incident is an event or occurrence that is related to another person, typically resulting in an injury, for example being pushed over and hurting your knee.
- **Near miss:** an incident where no injury or damage occurred, but had the potential to cause injury or ill health
- **Damage:** an incident resulting in damage to property or equipment
- **Violence and aggression:** non-physical assault (including verbal abuse, attempted assault and harassment) and incident involving physical assault of staff
- **Ill-health:** Physical ill-health that is caused or made worse by activities at work or a specific disease as defined in RIDDOR.
- **Dangerous occurrence:** one of a number of specific, reportable adverse events, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

All dangerous occurrences must be reported to the Head of Service – Health & Safety and Facilities immediately or at the latest within 24 hours of the incident occurring.

5 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

5.1 RIDDOR is the law that requires employers, and other people in control of work premises, to report and keep records of:

- work-related accidents which cause death;
- work-related accidents which cause certain serious injuries (reportable injuries);
- diagnosed cases of certain industrial diseases; and
- certain 'dangerous occurrences' (incidents with the potential to cause harm)

All the following must be reported to the line manager and the Health and Safety Management within 24 hours as the accident or dangerous occurrence is reportable to the HSE under RIDDOR without delay and within 10 days of it occurring other than for accidents resulting in the over-seven-day incapacitation of a worker, which are within 15 days of the incident:

Types of reported injuries

The death of any person

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified injuries to workers

Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which: covers more than 10% of the body
- causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia

- any other injury arising from working in an enclosed space which: leads to hypothermia or heat-induced illness
- requires resuscitation or admittance to hospital for more than 24 hours

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven-day period does not include the day of the accident but does include weekends and rest days (this includes all non-working days, for example, weekends, break days due to shift patterns, public holidays and leave entitlement).

Non-fatal accidents to non-workers (e.g. members of the public or service user)

Accidents to members of the public, service users or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

Occupational diseases

Employers must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work:

These diseases include:

- carpal tunnel syndrome
- severe cramp of the hand or forearm
- occupational dermatitis
- hand-arm vibration syndrome
- occupational asthma
- tendonitis or tenosynovitis of the hand or forearm
- any occupational cancer
- any disease attributed to an occupational exposure to a biological agent

6 Control Measures

- 6.1 Each establishment must provide sufficient first aid equipment, facilities and personnel at all times. This must be adequate and appropriate as determined by the first-aid needs assessment of the site.

- 6.2 Each establishment must ensure adequate provisions for responding in emergencies, such as fire and spillages.
- 6.3 Each establishment must recruit and train emergency response personnel, including first aiders and fire wardens. Emergency response procedures must be in place and practised at regular intervals.
- 6.4 Each establishment must ensure it has robust accident/incident reporting systems which are electronic.
- 6.5 Each establishment must provide training (e.g. via inductions) to all staff on how to report incidents.
- 6.6 Each establishment must investigate, analyse and report on accidents, incidents, near misses, damage, violence and aggression, ill-health and dangerous occurrences sharing findings with the HS Team.

7 Organisation and responsibilities

7.1 Establishment Directors will:

- Have overall responsibility for health and safety within their establishments and therefore need to ensure that robust mechanisms are in place for accident, incident, near misses, damage, violence and aggression, ill-health and dangerous occurrence reporting, accident investigations and emergency responses.
- Regularly evaluate accident statistics with senior management.
- Co-operate with any investigations by internal investigators and/or external investigations by enforcing authorities.

7.2 Line Managers will:

- Ensure that their staff enter work related accidents, incidents, near misses, damage, violence and aggression, ill-health and dangerous occurrences on to the local accident reporting systems and notify the health and safety department as appropriate.
- Ensure that visitors/contractors are aware of how to report work related accidents, incidents, near misses, damage, violence and aggression, ill-health and dangerous occurrences.

- Ensure that any time off work as a result of a work-related injury or illness is identified and reported to HR and the health and safety department.
- Ensure reports involving their staff or activities under their control are investigated as appropriate and report forms completed.
- Agree actions necessary to prevent recurrence with relevant staff / the health and safety department and ensure actions are completed in agreed timeframes.
- Co-operate with any investigations by internal investigators and/or external investigations by enforcing authorities.

7.3 Employees will:

- Report accidents, incidents, near misses, damage, violence and aggression, ill-health and dangerous occurrences as identified using their establishments electronic accident/incident reporting system on Clear Care.
- Inform their line manager as soon as possible if absent from work or incapacitated by a work related injury or illness.
- Co-operate with any investigations by internal investigators and/or external investigations by enforcing authorities.

7.4 Visitors and contractors will:

- Report accidents, incidents, near misses, damage, violence and aggression, ill-health and dangerous occurrences which occur on the premises to a member of staff who will then submit the accident details using the establishments electronic accident/incident reporting system as well as notifying their own employer in- line with their company's procedures.

8 Arrangements

8.1 Reporting accidents / incidents

- All accidents, incidents, near misses, damage, violence and aggression, ill-health and dangerous occurrences should be reported as soon as possible by staff regardless of whether it is trivial or minor using their establishments reporting systems, which are electronic.

- Every event whether they occur in a service user's home, in the street or in the office, and whether or not they happen to a member of staff, a contractor, a service user or a relative must be recorded.

8.2 Reporting Accidents/Near misses via electronic Clear Care system

All accident, injury and near miss forms must be recorded on ClearCare.

The ClearCare forms for reporting employee, or visitor incidents are:

- HS Near Miss Form
- HS Accident / Injury Form – Staff, Visitor etc.

For non-operational services such as Central Support, Maintenance etc.:

- All accidents, injuries and near misses to be emailed to accidents@fairways.co and the HS Team will record these on ClearCare.

8.3 Reporting Accidents/Injuries involving a Service User

All accident/injury forms must be recorded on ClearCare.

The ClearCare form for reporting service user injuries is:

- HS Accident / Injury Form – Child/Young person

8.4 Dealing with Accidents to Staff, Volunteers or Other Adults

- We keep written records of all accidents or injuries to staff, volunteers or other adults together with any first aid treatment given on accident form.
- The accident is recorded using the ClearCare system.
- Accidents and incidents are regularly reviewed to identify any potential or actual hazards or any other issues that need to be addressed.

9 Investigation

- All RIDDOR reportable accidents and dangerous occurrences will be investigated.
- All accident/injury forms and near misses are reviewed/investigated on a basic level by the Service Manager. HS Team will advise the Service Manager if more detailed investigation is required.
- A good investigation will be systematic and have a structured approach. It is essential to identify what went wrong and identify the steps to take to prevent a similar incident happening again.

- Information can be gained from physical evidence (photos, sketches, equipment, and samples), verbal evidence (witness statements) and written evidence (risk assessment, training, inspections, maintenance records, work procedures, previous relevant incident investigations).
- Analyse the information gathered to establish the immediate and underlying root causes. This should be objective and unbiased.
- Findings from the analysis will allow a comparison to be made between what was found and what it should be. Helping to identify what was missing, inadequate and unused allows the appropriate risk control measures to be recommended.
- An action plan can be produced. This plan should be communicated to those affected and any lessons learnt communicated to the QSG Team and wider audiences, both internally and externally, as relevant.

10 Review

- 11.1 The HS Team review all accidents/near misses on a monthly basis and identify any trends.

11 Auditing of reports

- 12.1 All completed accident/near miss forms are stored electronically on ClearCare.
- 12.2 The HS Team will store investigation forms electronically and share with the Service Managers.

12 Responsibility

- 13.1 All those persons referred to within the scope of this policy are required to be familiar with the terms of this policy.
- 13.2 Maintenance, regular review and updating of this policy is conducted and agreed by the Quality, Safety and Governance Committee. Revisions, amendments or alterations to the policy can only be implemented following consideration and approval of the policy subcommittee.

13 Associated Documentation and Legislation

- Health and Safety at Work etc. Act 1974
- Management of Health & Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)