

Accident, Incident and Near-miss Policy

So what is an accident, incident or near-miss?

Accident or Incident

An accident or incident is an unplanned event that causes, or in the case of an incident has the potential to cause loss, harm, injury or damage including:

- Any injury, however minor
- Violence towards staff or volunteers (including physical contact, abuse and threatening behaviour)
- Other incidents that merit reporting

Near-miss

A near-miss includes any event that *might* have caused injury during a work or volunteer activity. These 'near-miss' situations need to be reported and recorded in order to allow the circumstances to be investigated and to prevent accidents or incidents in the future. This includes reporting any events or situations where a member of staff or volunteer may feel there is potential for risk. This may not involve potential for physical injury, but nevertheless may affect the health or wellbeing of the member of staff or volunteer.

All staff and volunteers with line management responsibilities are required to instruct their staff to report and suitably record all 'near-miss' situations so that they can be investigated and appropriate corrective action taken. This provides an opportunity for improvement and allows for a proactive rather than reactive approach.

Accident Book

Each **Refurbishment Centre will have an Accident Book**. Volunteers working remotely (e.g. volunteer collectors and speakers) must report accidents, incidents and near-misses to **headquarters who will keep a record** and respond appropriately. This record will be available for inspection, given reasonable notice, on the request of any member of staff or volunteer.

Information recorded in the accident book will include:

- The date and time of any accident, incident or near-miss
- Details of the person concerned, including name and occupation / volunteer role
- Factual details of the accident, incident or near-miss itself
- Action required to prevent a recurrence

The accident book will also be used to record any sickness or health issue that may have been caused by or have worsened whilst working or volunteering.

The person responsible for keeping the accident book and recording accidents will be identified in the **health and safety policy**. Staff and volunteers will be informed of the **location of the accident book as part of their induction training**.

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Registered charity No: 1104903 (England and Wales) VAT Registration Number 347292286

A company limited by guarantee and registered in England no: 5114575

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Reporting and Recording

Staff and volunteers are required to promptly report all accidents, incidents, near-misses and work-related sickness to their line manager, Refurbishment Centre Manager or named contact. All records relating to any accident, incident or near-miss will be retained by TWAM for a period of not less than fifty years.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) places a duty on employers and persons in control of premises to report the following to the Health and Safety Executive (HSE):

- If there is an accident connected with work in which an employee, a self-employed person working on the premises, a volunteer or a member of the public is killed. There is a telephone service available at the HSE Incident Contact Centre (ICC) for reporting fatal and major injuries. The telephone number is: 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).
- If there is an accident connected with work in which an employee, or self-employed person working on the premises sustains a major injury, or a volunteer or member of the public suffers an injury and is taken to hospital from the site of the accident, the manager is required to notify the enforcing by phone without delay.
- Over seven days' incapacitation. Such an injury is not classed as 'major' but results in the injured person being absent or unable to do work that they would reasonably be expected to do as part of their normal job for more than seven days. This does not include the day on which the accident or incident occurred.
- If TWAM is notified by a doctor that an employee is suffering from a reportable work-related disease, the manager is required to report it online to the HSE.
- If something happens that does not result in a reportable injury, but which clearly could have done, then it may be a dangerous occurrence that needs to be reported online to the HSE.

All above accidents, incidents and near-misses can be reported to the HSE by completing the appropriate online form (F2508) available on their website: www.hse.gov.uk. The form will then be submitted directly to the RIDDOR database and a copy will be sent to the person who submitted the report for recording purposes. TWAM will be able to request amendments to the record if it is felt the report is not fully accurate.

Time limits for reporting

Although the Regulations specify varying timescales for reporting different types of incidents, it is advisable to report any incident to the enforcing authority as soon as possible.

- Cases of death, major injury or dangerous occurrences, must be reported immediately, without delay.
- Cases of over-seven-day injury need to be reported within fifteen days of the incident occurring.
- Where an employee is suffering from a disease, the manager needs to report it as soon as they are notified by a doctor that it is a reportable work-related disease.

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Investigation

The Refurbishment Centre Managers will have responsibility to undertake a prompt investigation of all accidents, incidents and near-misses within the centres. In the event of a fatality or serious injury the Chief Executive will take responsibility for a prompt investigation. Accidents, incidents or near-misses involving volunteers fulfilling their responsibilities remotely will be the responsibility of the volunteer coordinator or the Chief Executive. The investigation will establish root causes and identify any action required to prevent a recurrence and or to reduce risk.

During the investigation, managers will liaise with the appropriate staff to prepare a report that details the findings, conclusions and recommendations to prevent recurrence. Depending on the circumstances, this may involve taking statements from the staff or volunteers involved and may also require photographs to be taken as appropriate and commensurate with the risk.

Responsibilities of Managers

Refurbishment Centre Managers under the direction of the Chief Executive have a responsibility to ensure all employees and volunteers follow the accident, incident and near-miss reporting, recording and investigation procedure as appropriate to their roles, in order to ensure the health, safety and wellbeing of everyone working and volunteering with TWAM.

This includes ensuring that:

- Staff and volunteers are instructed to promptly record all accidents, incidents and near-misses in the Accident Record Book and complete HSE forms where appropriate
- Records are checked and completed at the earliest opportunity (following an accident, incident or near-miss) and contain the necessary information in order that a decision may be reached on the appropriate action to be taken
- Records contain the necessary factual information so that the record can be used to conduct a thorough investigation where this is merited and for suitable corrective actions to be identified
- Records do not contain information that is not factual or that is subjective or conjecture
- A thorough investigation is conducted where merited and that suitable corrective actions are identified and formally tracked to completion
- Accident and incident records and statistics are compiled and maintained and sent quarterly to headquarters
- Managers are responsible for assessing the roles undertaken by volunteers (including trustees) within their centre and the appropriate health and safety guidance

Members of staff will receive the necessary instruction and training so that they can actively report and record accidents, incidents and near-misses at work.

If the accident, incident or near-miss involves one of TWAMs van drivers, the Van Coordinator takes on the responsibilities of the Refurbishment Centre Manager as set out above.

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APPENDIX

What is a major injury?

Reportable major injuries include:

- Fracture, other than to fingers, thumbs and toes
- Amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Chemical or hot metal burn to the eye or any penetrating injury to the eye
- Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours
- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

What is a work related disease?

Reportable work-related diseases include:

- Certain poisonings
- Some skin diseases such as occupational dermatitis, acne
- Lung diseases such as occupational asthma, asbestosis
- Infections such as tuberculosis, tetanus
- Blood borne viruses (BBV) such as hepatitis B and C and HIV
- Other conditions such as occupational cancer, certain musculoskeletal disorders.

Full details of all reportable diseases are available on the HSE website: www.hse.gov.uk

What is a dangerous occurrence?

Reportable dangerous occurrences include:

- An accident or incident that could result in the release of a biological agent likely to cause severe human illness or infection, or a sharps injury involving known blood / bodily fluid infected with a blood borne virus (BBV) such as Hepatitis B or C or HIV
- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Electrical short circuit or overload causing fire or explosion
- Unintentional collapse of a wall or floor in a place of work or any false work
- Accidental release of any substance that may damage health.

This is not a fully exhaustive list, but is intended to cover anything that could be foreseeably

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encountered by TWAM staff and volunteers. Full details of reportable dangerous occurrences are available on the HSE website.

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