

Introduction

This policy applies to any accidents / incidents that involve either employees, learners, customers, contractors or members of the public whilst on The Write Time's premises or any other location, when engaged in activities organised by The Write Time.

All work related accident / incidents must be reported and investigated **even if there is no apparent injury**. (E.g. staff member fainting)

The Write Time needs information about accident / incidents to ensure that the appropriate action is taken to reduce injury and ill health and to promote the care and wellbeing of all its employees, learners, customers and additional stakeholders.

Definitions

For the purpose of this policy the following terms apply:

An **accident / incident** is an unplanned event that results or may result in:

- Harm or personal injury
- An incident in which there is no apparent injury (e.g. Fitting, fainting, allergic reaction diabetic hypoglycaemic event)
- Property damage.
- Work related ill health.
- A dangerous occurrence (as defined by RIDDOR)
- Road traffic accident / incidents involving employees carrying out work within a road vehicle or travelling between sites (including teaching staff travelling to sporting or other external events), including the use of a bicycle for transport.
- A Near miss (NB. A near miss form will also have to be completed)

Violence includes:

- Assault/abuse causing actual physical injury or distress.
- Verbal abuse which offends / distresses the individual.
- Damage to personal or The Write Time's property.
- Assault to a third party (including members of an individual's family)
- Stalking
- Animal attacks
- Threat or fear of any of the above

A **manager** is: Any employee who supervises at least one other member of staff or manages the provision of The Write Time service. Managers will therefore include supervisors, team leaders, Senior Management.

Employee also includes agency workers, temporary workers and volunteers.

Non-employee includes learners, customers, visitors, contractors and members of the public.

Arrangements for Applying the Policy

1. Employees

All employees have a responsibility to inform their line manager if they have an accident / incident at work and are to complete the accident / incident log even if the accident / incident results in no injury or apparent ill-health (as this will be declared a near miss).

2. Non Employees

Accident / incidents to non-employees resulting in personal injury must be recorded in the accident / incident log by a Manager with centre based responsibilities or a relevant Project Manager.

Contractors are responsible for notifying The Write Time of all accident / incidents to their employees or sub-contractors that occur whilst they are working on behalf of The Write Time or at any The Write Time premises.

3. Managers

Individual Line Managers or an appointed person acting on their behalf is responsible for logging all accidents and near misses for tracking and analysis purposes and investigating all accident / incidents reported to them.

4. Notifiable Reporting

The Individual Manager will be responsible for making the Notifications to HSE (and Ofsted if required) under the RIDDOR requirements if necessary. (See: section 10 and Appendix 1 to 3)

5. Accident / incident Book and MIS

Managers who have responsibilities within a centre must allocate an individual to make sure that a statutory accident book is available on site: The Write Time's accident book is now its MIS (schoolpod) and is used to record/report all incidents and accidents that would traditionally be recorded in the hard-copy version. See appendix 3 for details on how to log accidents and near misses.

6. Accident / incident Investigation

An employer (Manager) is responsible for investigating all accidents / incidents involving people, work activities and workplaces under their management control. The main reason for investigating accident / incidents is to identify the root causes of the accident / incident so that action can be taken to prevent a recurrence. The quality team/Chris Murray will be included in the investigation if the accident / incident is reportable to the HSE under RIDDOR.

Serious accident / incident investigations should be carried out as soon as possible after the event. The results of the investigation must be recorded within a formal report. The report must give a full description of the accident / incident and aim to determine the root cause and make suitable recommendations for future prevention. Reports with insufficient detail will be returned to the accountable manager for correction. In the case of serious injury, witness statements should be taken as soon as possible after the incident.

The Accident / incident Report does not have to be completed by the injured person; they can complete the accident book entry if they wish/ are able to.

The completed Accident / incident must be reported to the Quality Department within:

- 5 days of the accident / incident for RIDDOR reportable accident / incident or
- 10 days of the accident / incident for minor i.e. non-RIDDOR reportable accident / incident

For a suspected RIDDOR reportable accident / incident the Quality Department must be notified immediately to help in the investigation.

Information from the accident / incident investigation should be used when carrying out a post-accident / incident risk assessment/ debrief

7. Violent Incidents

All violent incidents whether or not harm or an actual injury is sustained; must be reported to Chris Murray Managing Director and an investigation report is to be completed.

The completed investigation must be sent to the HR and Quality Department within:

- 3 days of the incident for a RIDDOR reportable accident / incidents or
- 7 days of the accident / incident for minor i.e. non-RIDDOR reportable accident / incidents

If harm or an injury resulted from the violent incident the statutory accident book (MIS) must also be completed and the police are to be informed.

Certain acts of violence are reportable under RIDDOR. If a violent incident is sufficiently serious to be reportable the responsible Line Manager is to complete the notification to the HSE. In all cases of harm or injury as the result of a violent incident being reported under RIDDOR the incident must be reported to the police, as a crime will have occurred.

8. Work Related Ill Health

Work related ill health is any health condition that an employee believes may have been caused or made worse by work and includes:

- Physical problems or conditions such as noise induced hearing loss and upper limb disorders etc.
- Mental health problems such as stress, depression or anxiety.

Managers must complete an accident / incident report as soon as they become aware of, or an employee reports work related ill health. Managers are not bound to agree with the belief of the employee but should form a view on what the employee alleges or is concerned about and take steps to manage the problem. Advice on the issue of existence and causation of work-related ill health can be taken from **Peninsular HR by the manager**.

HR can also provide advice regarding attendance management and possible re-deployment.

Certain types of work related ill health are reportable under RIDDOR. If the work related ill health is reportable the responsible Manager must make the notification and ensure the Quality Department are informed.

9. Near Misses

All 'Near Misses' must immediately be reported to the employee line manager so that risk assessments can be amended where necessary.

10. Reporting Accident / incidents under RIDDOR (RIDDOR contact details are signposted around TWT building). The most effective method of reporting to RIDDOR is through the HSE online link, available at <http://www.hse.gov.uk/riddor/report.htm>

A. Death, major injury or dangerous occurrences

Centre Managers must:

- Contact the police (in the event of death or incident of violence only).
- Contact HSE and Ofsted (if required)
- Complete and forward details of the accident / incident or violence incident to HR and the Quality Department as soon as possible.

NB. Failure to report accident / incidents reportable under RIDDOR may result in a fine of up to £5,000.

Managers with responsibilities must:

B. Over Seven-day injury

An over-seven-day injury is one which is not major but results in an injured employee being away from work or unable to do the full range of their normal duties for more than seven days (including any days they wouldn't normally be expected to work such as weekends, rest or off-duty days or holidays) not counting the day of the injury itself. When an over seven-day-injury has been determined the report must be completed to the HSE within seven days.

Once it is established that an accident / incident has led to an over-seven-day injury, irrespective of whether or not an accident / incident report has already been sent to the HR & Quality Department, managers must contact the Quality Department as soon as possible during normal working hours.

C. Work related ill-health or diseases

As soon as a manager receives a medical certificate completed by the employee's doctor who diagnoses a reportable disease, (See appendix 1) the line Manager must contact the HSE and make the declaration, the H/R & Quality Department must also be informed and a RIDDOR declaration made to the HSE.

Other Considerations

Employees must report all accidents / incidents to their manager and the Manager(s) with responsibilities for centre operations (if another person) of any accident / incident that occurs on their site. The Line manager or an appointed person acting on their behalf will enter details of the accident / incident in the accident book.

Accountabilities

Managers

- Ensure all staff are aware of their responsibilities for reporting accident / incidents and know the location of the statutory accident book.
- Managers are to be aware of the additional requirements of this policy when an accident occurs involving a person under the age of 18 years.
- Investigate all accident / incidents caused by work and take the appropriate action to prevent a reoccurrence.
- Report any over-seven day incidents or accidents to HSE (via the online reporting form) and communicate this action to the HR and Quality Department.
- Complete an accident / incident report or an incident report if the event included violence and send a copy to the Quality Department within the specified time.
- Carry out any appropriate investigations, as advised by the Quality Departments.
- Carry out a post-accident / incident risk assessment and implement any control measures identified to prevent a reoccurrence of the accident / incident.
- Nominate a responsible person in their absence to ensure the reporting of accidents / incidents in line with this policy.
- Report serious accidents / incidents and dangerous occurrences to HSE and **TWT Quality Department.**
- Ensure that all relevant or new information is passed on to **TWT Quality Department.**
- Investigate any hazard identified to them by staff and implement appropriate control measures.

In addition to the above responsibilities, the Managers within centres will:

- Make sure a statutory accident log is available and kept in a place where it is easily accessible to all employees' at all reasonable times.
- Nominate an employee to be responsible for the safekeeping of completed accident / incident records.
- Ensure that contractors are told of their responsibility to inform them of any accidents / incidents that occur whilst they are working on the premises.

- Managers who have responsibility within sites or centres are to maintain a log of accidents / incidents to indicate any unusual patterns. If similar accidents are occurring to different people this indicates a site problem. i.e. if similar accidents are occurring to the same person this indicates a training need.

Employees

- Report any accidents / incidents, or violent incidents to their line manager.
- Know where the statutory accident log is kept.
- Complete an entry in the accident log for all accidents / incidents resulting in harm, personal injury or ill health.
- Co-operate with any accident / incident investigation.
- Report any hazards or potential hazards in the workplace to their line manager.
- Carry out their work in the way they have been trained to do so and / or follow any safe system of work taking into account the risks to others as well as themselves.

Notifiable accident / incidents or illnesses:

Appendix 1: Major Injuries

The following major injuries must be reported by the quickest means possible.

- Any fracture, other than to fingers, thumbs or 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
- Any other circumstances leading to hypothermia, heat-induced illness or unconsciousness, or requiring resuscitation, or hospital treatment
- Acute illness requiring urgent 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

'Over Seven Day' Injures

An over-seven-day injury is one which is not considered as major but results in an individual being unable to carry out his / her contractual duties for a period of seven or more consecutive days following an accident / incident.

To be within the RIDDOR definition, if an injured employee is away from work or unable to do the full range of their normal duties for more than seven days (including any days they wouldn't normally be expected to work such as weekends, rest or off-duty days or holidays) this is reportable

Note: the seven days absence commences the day after the accident / incident, the day of the injury itself which is to be considered as day zero.

Once it is established that an accident / incident has led or will lead to an over-seven-day injury, irrespective of whether or not an accident / incident report has already been sent to the Acting HR Manager as soon as possible during normal working hours when this is apparent.

It is the responsibility of the injured persons line manager to make an over seven day notifications to the HSE using the online reporting process. Managing Director will also need to be informed of any HSE notifications made.

NB. Failure to report a Notifiable incident is liable to a fine of £5000.00

Appendix 2: Dangerous Occurrences

The following list provides a summary of dangerous occurrences, which must be reported by the quickest means possible.

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Explosion, collapse or bursting of any closed vessel or associated pipe work
- Plant or equipment coming into contact with overhead power lines
- Electrical short circuit or overload causing fire or explosion
- Accident / incidental release of a biological agent likely to cause severe human illness
- Collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall
- Unintended collision of a train with any vehicle
- Dangerous occurrence at a well (other than a water well)
- Failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains
- Unintended collapse of: any building or structure under construction, alteration or demolition where over five tonnes of material falls; a wall or floor in place of work; any false-work
- Explosion or fire causing suspension of normal work for over 24 hours
- Sudden uncontrolled release of:
 - 100kg or more of a flammable liquid
 - 10kg or more of a flammable liquid above its boiling point
 - 10kg or more of a flammable gas
 - 500kg of these substances if the release is in the open air
- Accidental / incidental release of any substance which may damage health

Occupational Diseases

If a doctor notifies you that an employee suffers from one of the following **work related** disease, you must report it: (subject to conditions, i.e. to be Notifiable it would have to be work related)

acne	hand-arm vibration syndrome
acry amide poisoning	hepatitis
angiosarcoma of the liver	lead poisoning
anthrax	legionellosis
arsenic poisoning	leptospirosis
asbestosis	lung cancer
avian Chlamydiosis	lyme disease
barotrauma	manganese poisoning
benzene derivative poisoning	mercury poisoning
beryllium poisoning	mesothelioma
bladder cancer	methyl bromide
blood dyscrasia	nitrogen oxide poisoning
bone cancer	occupational asthma
bronchial cancer	occupational dermatitis
brucellosis	pathogenic infection
bursitis	peripheral neuropathy
byssinosis	pneumoconiosis
cadmium poisoning	primary carcinoma
carbon disulphide poisoning	Q fever
carpel tunnel syndrome	rabies
cataract	radiation skin injury
chrome ulcer	sinus cancer
cramp of the hand or forearm from repetitive use	skin cancer
decompression sickness	streptococcus
diethylene dioxide poisoning	subcutaneous cellulitis
dysbaric osteonecrosis	tetanus
ethylene oxide poisoning	traumatic inflammation
extrinsic alveolitis	tuberculosis
folliculitis	urinary tract cancer

For a full list with explanations contact the Sam Murray

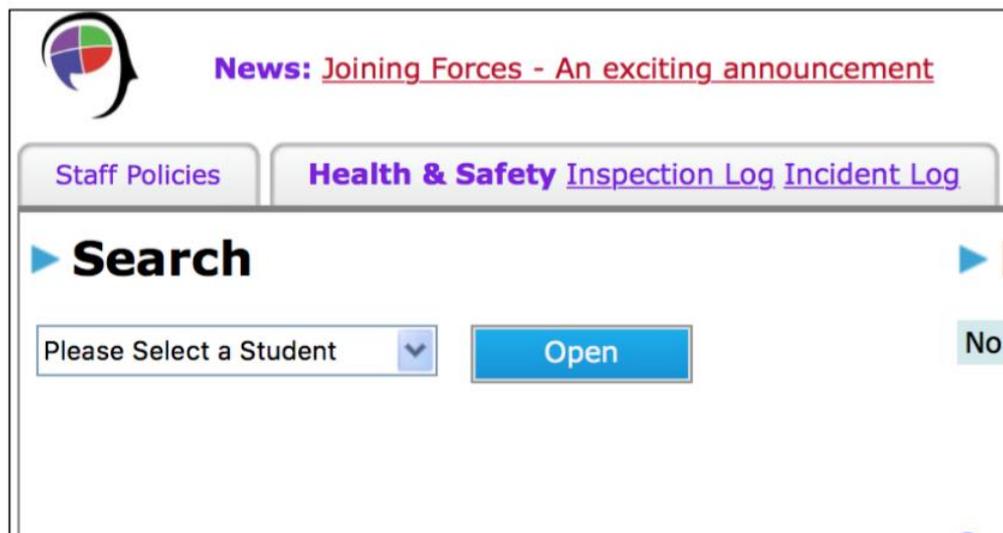
Appendix 3

How to Log a Health and Safety Concern

1. Log in to Schoolpod, and scroll along the top level menu:



until you get to 'Health & Safety Incident Log':



(Please note that you will not have the Inspection Log as is visible on my login....or at least you shouldn't....)

2. Select 'Incident Log'



