



The following procedure covers:

## Plan

- Responsibilities

## Do

- Terminology
- Reporting
- Recording
- Investigation

## Check

- Key performance indicators

## Act

- Trend analysis and accident mapping

## Plan

### Director Responsibilities

To ensure that the organisation complies with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and relevant code of practices.

### General Manager Responsibilities

To ensure that all accidents, incidents, dangerous occurrences and near misses are recorded and where necessary reported (within the required timescales), including any work-related deaths, and work-related injuries, cases of disease, and near misses to the Health and Safety Executive (HSE).

To put in place processes to investigate or review all accidents, incidents, dangerous occurrences and near misses.

To provide all staff with training in the reporting, recording and investigation of accidents, incidents, dangerous occurrences and near misses.

### Manager on Duty Responsibilities

To ensure that all accidents, incidents, dangerous occurrences and near misses are dealt with appropriately, reported to the emergency services if necessary, recorded with report forms completed in full.

### Staff Responsibilities

To inform the manager on duty of all adverse events which occur whether it be an accident, incident, dangerous occurrence or near miss.



## Do

### Terminology

To help clarify how the organisation defines, records and reports accidents, incidents, dangerous occurrences and near misses, the below sets out what this organisation means by each term:

An **accident** is an undesired event that caused injury, death or ill health to an individual.

An **incident** is an undesired event that has taken place and resulted in damage or loss, for example, a robbery, theft from a locker, a small fire or gas leak, damage to property.

A **dangerous occurrence** is an undesired event with a high potential to cause death or serious injury, but which happens relatively infrequently (for example a fire that causes the building to be closed for more than 24 hours, failure in load bearing parts of lifting equipment, chlorine gas release that had the potential to cause significant harm).

A **near miss** is an undesired event that could have caused damage, injury, death or ill health, but didn't, for example, a slip on the stairs being caught before any fall.

### Recording

All undesired events should be recorded on either the facility's accident report form or incident report form. The organisation records incidents, dangerous occurrences and near misses on an incident report form. The person completing the form should ensure all sections are completed and inform the Manager on Duty of the undesired event.

Documents should be retained for a minimum of three years after the undesired event (or three years past their 18<sup>th</sup> birthday if the accident took place whilst they were a minor). Documents should be retained in a secure manner to avoid customer information being inappropriately accessed. This is achieved by shredding all forms once they have been scanned onto STITCH.

### Reporting

Reportable injuries and illnesses (defined in the **RD-Doc – RIDDOR what is reportable**) will need to be reported to the Incident Contact Centre (ICC) at the Health and Safety Executive (HSE) or your enforcing authority.

The contact details for the ICC are as follows:

<b>Internet Reports</b>	<a href="http://www.hse.gov.uk/riddor/report.htm">http://www.hse.gov.uk/riddor/report.htm</a>
<b>Website</b>	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>
<b>Office Hours</b>	0345 300 9923 (fatal and specified injuries only)
<b>Out of Hours</b>	0151 922 9235 (only if a work related death, serious incident with multiple casualties or incident causing major disruption)



# Accidents, Incidents, Dangerous Occurrences and Near Misses

Issue 1

Right Directions are contactable 24/7 for additional advice and guidance if needed. Please see procedure 3.1.3 Health and Safety Support and Contact for more details.

The work instruction **Accident/Incident Reporting Flowchart** sets out the organisation's reporting process.

## Investigation

All undesired events should be investigated by the management so that underlying causes can be identified, and appropriate action can be taken to prevent a recurrence. For minor accidents, casualty and facility follow-up action is required only. The section of the accident or incident report form denoted 'action taken to prevent recurrence' must be completed. Please refer to **RD-Doc Completing an Investigation** to ascertain the level of investigation required. Management shall use the Investigation Summary form as part of the investigation.

## **Check**

### Key Performance Indicators

All accidents/incidents are monitored monthly as part of the STITCH accident analysis process. KPIs have been set as part of the facility performance review process. These include:

- Number of accidents as a percentage of the number of customers visiting the facility
- Number of accidents as a percentage of the number of staff members employed.

As part of the monthly monitoring, the General Manager shall check that Accident and Incident Report Forms are being fully completed and contain sufficient detail, and where necessary that investigation documentation has also been provided, with follow up action taken.

## **Act**

### Trend Analysis and Accident Mapping

Accident and Incident Report Forms will be reviewed by the Facility Competent Person and data will be added to the STITCH Accident Analysis Platform which will highlight any accident trends and incident trends.

### **Associated Forms:**

- Accident, Incident, Dangerous Occurrence and Near Miss - Accident Report Form
- Accident, Incident, Dangerous Occurrence and Near Miss - Incident Report Form
- Accident, Incident, Dangerous Occurrence and Near Miss - Personal Notes
- Accident, Incident, Dangerous Occurrence and Near Miss - Witness Notes
- Accident, Incident, Dangerous Occurrence and Near Miss - Accident and Incident Investigation Summary



# Accidents, Incidents, Dangerous Occurrences and Near Misses

Issue 1

- Continuous Improvement – Accident Trends Spreadsheet
- Contractors Management - Contractors Health and Safety Information Sheet
- Inductions – Individual Training Record

## Associated RD-Docs:

- RIDDOR – What Is Reportable
- Completing an Investigation

## Associated Work Instructions:

- Site Specific Accident and Incident Reporting Flowchart
- STITCH - <http://www.rightdirections-stitch.com>

## Updates of procedure:

Issue No.	Description of Revision	Date	Review Due Date	Action By
1	None - First Issue	May 2021	May 2023	Train designated staff and incorporate the procedure into QMS.