

ACCIDENT REPORTING

Issue 01

Ref. No:
HSGC01

Approved by: H&S

Accident Reporting



Reporting accidents, incidents & near misses is extremely important. This guidance is aimed at simplifying the reporting of accidents & incidents.

Definitions

Accident	An unplanned event resulting in injury to a person.
Incident	An unplanned event resulting in damage to property.
Near-miss	An unplanned event that could have resulted in injury or damage but didn't on this occasion.
AIR	Accident/incident report form.
HSE	Health & Safety Executive.
F2508	HSE RIDDOR report form.
RIDDOR	Reporting Incidents, Diseases & Dangerous Occurrences Regulations.
CQC	Care Quality Commission
CCG	Clinical Commissioning Group

Why Report Accidents?



- To help identify direct, indirect, root cause & costs of accidents.
- To prevent the accident/incident from re-occurring.
- It's a legal requirement to report accidents.



- To enable accident trends to be identified.
- To ensure resources are available to tackle the causes of accidents e.g. lack of training etc.
- Accident statistics/trends are reviewed at each H&S committee.

What Needs To Be Reported?

- Any accident where somebody is injured or damage to property occurs.
- Any incident if somebody **could** have been hurt. The term to identify such an incident is a '**near miss**'.
- Any incident defined in the RIDDOR guidelines (see [Further Reading](#) below).
- Verbal abuse, violence & aggression etc.

Any accident, incident or near-miss must be recorded whether it's an employee, resident, client, service user, visitor or contractor etc.

Any accidents/incidents involving **service users only** that are non reportable (i.e. not RIDDOR) need to be completed on the AIR form but do not need to be reported to the Health and Safety team. Instead these accidents/incidents should be recorded locally via the Your Choice Barnet admin team using the same form but including the service user details.

YCB schemes under the CQC regulator must report deaths or serious injury to a service user without delay to the CQC for monitoring.

A definition of a serious injury is one that: permanently impairs their sensory, motor or cognitive functions; or causes prolonged pain; or changes the structure of their body; or shortens their life expectancy.

All YCB schemes including those under the CQC regulator should also inform the relevant local authority or CCG Commissioner of any deaths or serious injuries to a service user

All incidents involving safeguarding which is of a critical must also be reported to the relevant local authority or CCG Commissioner.

How to Report Accidents/Incidents

Staff should report all accident/incidents using the **AIR**. All completed forms should be sent to the Health and Safety team apart from incidents involving only service users as discussed previously.

For serious incidents e.g. reportable to HSE or involving serious injury, please telephone your Line Manager & the Health & Safety team immediately.

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Some accidents/incidents are reportable to the HSE under the RIDDOR regulations, requiring an F2508 form to be completed. The H&S team will complete the F2508 and send to the HSE and a copy kept for records.

What Happens After an Accident?

All accidents should be investigated and action taken to avoid a re-occurrence. The risk assessment may need to be reviewed and appropriate new controls introduced.

The depth of investigation may depend on how serious the event was (or could have been). Information to consider when investigating accidents, incidents & near miss include:



- **The general environment** e.g. lighting, ground conditions, space, uneven surface, slippery etc.
- **Witnesses reports** from those who saw events immediately before, during or after the incident.
- **The particular activity involved** e.g. the way the task was done & equipment being used etc.
- **Events** leading up to what happened.

The investigation is trying to identify direct, indirect & root causes of the accident, incident or near-miss & take actions to prevent re-occurrence.

- **Direct Causes** include the slip, trip, fall, unplanned release of hazardous material etc.
- **Indirect causes** include unsafe conditions & unsafe acts.
- **Unsafe conditions** could include things such as a broken rung on a ladder, raised paving slabs, pot-holes or damaged equipment etc.
- **Unsafe acts** could include using equipment inappropriately e.g. leaning out on a ladder or using damaged equipment etc.
- **Root causes** of accidents could be things like poor maintenance, lack of inspection, inadequate training or lack of procedures, poor safety culture etc.

Information gathered can be used to help with reviewing risk assessments, HSE investigations, reports to safety committees, insurance claims etc.

Managers should keep any written investigation notes with their copy of the AIR. A summary can be entered into the accident investigation section of the AIR.

Verbal abuse, violence & aggression in the Workplace

Verbal & physical assaults must also be reported on the AIR form. Potentially violent customers (PVC's) are recorded on our housing database Saffron.



When reporting verbal or physical assaults on the AIR, please ensure you & your line manager complete the appendix form for violent incidents.

The Health and Safety team will enter the assailant details onto Saffron where necessary along with practical advice on how staff should deal with that particular customer or household in the future.

Information on will be reviewed annually on line with the Data Protection Act.

The system is reliant on information provided by **you**. If you experience this type of incident, **make sure you report it!**

RIDDOR



As of 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days.

Now you only have to report injuries that lead to an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made within 15 days of the accident.

All RIDDOR accidents/incidents must be sent through to the Health and Safety team regardless of who was involved in the incident.

Further Information

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Further advice on accident reporting and investigation is available from the health and safety team.

The accident incident report form is available on the intranet in the health and safety community.

For further information regarding the RIDDOR regulations you can visit the HSE website (<http://www.hse.gov.uk/riddor/online.htm>).

If you require further information on training or other health and safety related issues, contact;
Health & Safety 0208359 4778 or e-mail
Bhomes-Health&Safety@barnet.gov.uk

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ACCIDENT/
INCIDENT

Accident/Incidents arising out of/in connection with work place involving staff or members of the public (Including workplace operations on private or public property)

PERSON
INJURED

An employee at work involved in an incident arising from the workplace resulting in:

Any other person who was involved in an incident arising from the workplace resulting in:

Service users only

KIND OF INJURY
OR ASSAULT

Injury or assault causing incapacity for more than 7 days

Fatal or specified major injury or dangerous occurrence

Any injury, physical/verbal assault or robbery

Fatal or specified major injury or dangerous occurrence

Any physical/verbal assault or robbery injury,

Record the incident using the service user accident reporting procedure

Action
Required

Send AIR to Health & Safety immediately (see note below)

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Notify Barnet Group H&S (0208 359 4778) immediately by telephone and Complete and send AIR to Health & Safety immediately at (Bhomes-Health&Safety@barnet.gov.uk)

H&S Team to Complete & send an **F2508** RIDDOR report to the HSE (<http://www.hse.gov.uk/riddor/online.htm>) (Keep a copy for your records)

H&S to initiate detailed investigation:

Make sure you keep copies of **all** AIR & F2508 reports and any accident investigation notes you make

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ACCIDENT/
INCIDENT

Accident/Incidents arising out of/in connection with work place involving staff or service users
(Including workplace operations on private or public property)

PERSON
INJURED

A service user involved in an incident against a member of staff resulting in:

A service user involved in an incident against another Service User resulting in:

Service user's incidents only

KIND OF INJURY
OR ASSAULT

Injury or assault causing incapacity for more than 7 days

Fatal or specified Critical, major injury or DO

Any injury, physical/ verbal assault or robbery

Fatal or specified major injury or dangerous occurrence

Any injury that is not a RIDDOR or any physical/ verbal assault or robbery

Fatal or specified Critical, Major injury or DO

Any incident that is not a RIDDOR or any physical/ verbal assault or robbery

Action
Required

Complete and Send AIR to Health & Safety immediately

Complete AIR and record the incident locally to YCB Admin team

Complete AIR and record the incident locally to YCB Admin team

Barnet Group H&S (0208 359 4778) immediately by telephone and report to Local Authority or CCG Commissioner and Care Quality Commission if under regulator.
Complete and send AIR to Health & Safety immediately at (Bhomes-Health&Safety@barnet.gov.uk)

Barnet Group H&S (0208 359 4778) immediately by telephone and complete and send AIR to Health & Safety immediately at (Bhomes-Health&Safety@barnet.gov.uk)

H&S to initiate detailed investigation:

H&S Team to Complete & send an **F2508** RIDDOR report to the HSE (<http://www.hse.gov.uk/riddor/online.htm>)

Make sure you keep copies of **all** AIR & F2508 reports and any accident investigation notes you make