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Owner (Responsibility)	Trevor Maynard, Health and Safety Officer
Pass amendments to:	Board of Trustees, Chief Executive Officer
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Document Description

TWAM holds the Health and Safety of its staff and volunteers as its highest priority. This policy covers how we will respond to accidents, incidents and near misses in the workplace and where volunteers are working remotely. It defines their risks and how we will process these events should they occur.

All staff and volunteers are required to read this policy and follow the processes outlined. These will be covered in their induction. The Health and Safety Officer is responsible for ensuring policy compliance and will report any concerns to the Chief Executive Officer who will agree on an appropriate response.

Implementation and Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every three years by the Health and Safety Officer, Chief Executive Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please contact Trevor Maynard, trevorm@twam.uk or at Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD 01473 210220.

Accident, incident and near miss policy

Purpose

The purpose of this policy is to outline the steps involved in dealing with accidents, incidents and near misses to ensure that, as far as possible, those circumstances can be avoided in the future.

TWAM recognises that accurate and consistent recording of accidents, incidents and near misses can play a major part in reducing the likelihood of them happening again. With this in mind, it is essential that all accidents, incidents and near misses – no matter how small, are properly reported.

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

- An accident is an unexpected event that causes damage, injury, or harm.
- An incident is any injury, loss, damage or abuse to a volunteer, staff member, or to property or equipment.
- A near miss is an incident that had the potential to cause harm, loss or injury but was prevented.
- RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

There is a legal requirement to report all cases of RIDDOR to the Health & Safety Executive (HSE). This is known as Accident and Dangerous Occurrence Reporting.

Scope

TWAM will ensure that all staff and volunteers are aware of their responsibility to report accidents, incidents and near misses using the accident book. Each Refurbishment Centre has an accident book and all volunteers and staff will be advised of its location and use during their induction.

Volunteers working remotely (e.g. volunteer collectors and speakers) must report accidents, incidents and near-misses to the Volunteering Coordinator in the Ipswich head office 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

TWAM will ensure that the process for reporting accidents, incidents and near misses is implemented and maintained and that any subsequent actions are effectively managed to reduce the likelihood of the situation happening again.

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t: 01473 210220 e: post@twam.uk twam.uk

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

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Statement of principles

The key objective of this policy is to ensure that TWAM accurately investigates all accidents and incidents in line with best practice, learns and shares lessons, and takes appropriate action to protect older people, volunteers, and staff from harm by:

- recording accidents and incidents
- investigating accidents and incidents as appropriate
- regularly monitoring accident and incident data
- reporting to statutory agencies promptly
- minimising loss of reputation, or assets
- ensuring that lessons are learnt from incidents to prevent incidents reoccurring
- promoting a culture of accountability without 'blame' where older people, volunteers and staff feel able to report incidents or near misses and learn from mistakes without fear of recrimination
- empowering volunteers and staff to recognise potential risks and to feel supported in the reporting of an accident, incident or near miss

Responsibilities

The Health and Safety Officer is responsible for this policy.

The Chief Executive is responsible for monitoring compliance with this policy and will receive regular reports on accidents, incidents and near misses that have been reported.

The Board of Trustees are responsible for reviewing this policy every three years.

Staff and volunteers are responsible for highlighting any risks or issues and any staff member or volunteer can complete an incident reporting form and should be fully cooperative with any review processes.

Process

- All accidents, incidents and near misses must be immediately reported using the accident book.
- Staff and/or volunteers directly involved in or a witness to an accident, incident or near miss will have a debrief of the circumstances with the head of service delivery to establish the facts around the situation and to identify if any additional support is needed.
- The Health and Safety Officer will review the accident, incident or near miss and record the actions and outcomes in the accident, incident and near miss case management log.

In the absence of the Health and Safety Officer the Chief Executive will assume the role.

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 their 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.

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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.

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.

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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.

Contact details

Volunteers working remotely (from home or in van teams)
Paul Daley, Volunteering Coordinator
Phone: 01473 210220 Email: pauld@twam.uk

Volunteers in the Ipswich or Halstead Refurbishment Centres
Trevor Maynard, Head of Refurbishment
Phone: 01473 210220 Email: trevorm@twam.uk

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Volunteers in the Rugby Refurbishment Centre
Albert Lobodzin, Centre Manager
Phone: 01473 210220 ext 9+10 Email: albertl@twam.uk

Monitoring and review

- Accident books will be monitored by the responsible Refurbishment Centre Manager and reviewed bi-monthly at the management meeting to identify trends and actions required to be taken.

Associated documentation, legislation and supporting references

- RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Health & Safety at Work Act 1974

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

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