

# WESTMINSTER CITY COUNCIL

## ACCIDENTS & INCIDENTS MANAGEMENT AND REPORTING POLICY 2019

OWNERSHIP: CORPORATE HEALTH & SAFETY

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## **1. Introduction:**

1.0 Westminster City Council recognises the importance of accident reporting and the recording and gathering of information on all causes of work-related accidents, specified dangerous occurrences (DOs) and near misses to assist in risk assessment and future accident prevention. There is a statutory requirement to report specified work-related injuries, specified DOs and specified occupational health diseases to the Health and Safety Executive.

1.2 This Policy provides guidance for compliance with The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, The Management of Health and Safety at Work Regulations 1999, Health and Safety at Work, etc. Act 1974 and other associated health and safety legislation as applicable.

1.3 Responsibilities in relation to this Policy fall on Chief Executive, Executive Directors, Directors, Managers, employees and contractors working on behalf of the Council.

1.4 Accident Management System (AMS) provides a platform for Westminster City Council to monitor and measure safety performance and allows the Council, through accident investigations to learn from accident causation and improve safety to prevent any re-occurrence of accidents or near misses.

1.5 The aim of this policy is to set out and define the arrangements, procedures and responsibilities of persons who have a direct responsibility for the management, investigation and reporting of accidents, incidents and near misses.

1.6 The content of this policy applies to all WCC service areas and work activities.

## **2. Statement of Intent**

2.1 It is the policy of Westminster City Council to ensure:

- All accidents, dangerous occurrences, near misses and incidents of ill health are investigated and recorded.
- All reportable accidents, specified dangerous occurrences and cases of a diagnosed occupational disease are reported in accordance with RIDDOR.
- Systems and procedures are identified and developed for the investigation, reporting and recording of all accidents, dangerous occurrences, near misses and incidents of ill health.
- That statistics are prepared on all accidents, specified dangerous occurrences, near misses and incidents of ill health and that such statistics are brought to the attention of management for their attention.
- That appropriate systems are in place for the storage and processing of accident, specified dangerous occurrence, near miss and ill health data.
- That management and staff are made aware of the reporting arrangements and are actively encouraged to use the Accident Management System.
- That management and staff have access to the accident reporting and recording system.
- That management and staff receive appropriate information, instruction and training on the accident reporting system.

### 3. Definitions and Legal Requirements

The Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 requires the specified “responsible person” (usually employer or persons with delegated authority) must report certain defined work-related events to the enforcing authority - Health and Safety Executive (HSE).

#### 3.1 “Accident”

An unplanned event which causes injury to persons, damage to property or a combination of both. In relation to RIDDOR, an accident is a separate, identifiable, unintended incident, which causes physical injury. This specifically includes acts of non-consensual violence to people at work. Injuries themselves, e.g. ‘feeling a sharp twinge’, are not accidents. There must be an identifiable external event that causes the injury, e.g. a falling object striking someone. Cumulative exposures to hazards, which eventually cause injury (e.g. repetitive lifting), are not classed as ‘accidents’ under RIDDOR.

#### 3.2 “Near-Miss”

An unplanned incident which does not cause injury or damage but has the potential to do so. Near-misses are not reportable under RIDDOR. Sometimes near-misses are mistakenly referred to as dangerous occurrences. Such near-misses should not be confused with the specified dangerous occurrence terminology within RIDDOR. Incidents such as Violence & Aggression cases which result in intimidation but not an injury come under the definition of a near-miss. Westminster City Council will record all near-misses for the purpose of gathering information on adverse incidents and to inform risk management.

#### 3.3 “Specified Dangerous Occurrence”

Means an occurrence which arises out of or in connection with work and is of a class specified in The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 in:

- (a) Part 1 of Schedule 2
- (b) Part 2 of Schedule 2 and takes place anywhere except an offshore workplace;

Specified Dangerous Occurrences are reportable under RIDDOR.

#### 3.4 “Work-Related Accidents”

RIDDOR only requires you to report accidents if they happen ‘out of or in connection with work’. The fact that there is an accident at work premises does not, in itself, mean that the accident is work-related - the work activity itself must contribute to the accident. An accident is ‘work-related’ if any of the following played a significant role:

- the way the work was carried out
- any machinery, plant, substances or equipment used for the work or
- the condition of the site or premises where the accident happened

Where any person at work is incapacitated for routine work for more than seven consecutive days (excluding the day of the accident) because of an injury resulting from an accident arising out of or in connection with that work, the responsible person must send a report to the HSE in an approved manner as soon as practicable and in any event within 15 days of the accident.

### 3.5 “Reportable Injuries”

The following injuries are reportable under RIDDOR when they result from a work-related accident:

- The death of any person (Regulation 6)
- Specified Injuries to workers (Regulation 4)
- Injuries to workers which result in their incapacitation for more than 7 days (Regulation 4)
- Injuries to non-workers which result in them being taken directly to hospital for treatment, or specified injuries to non-workers which occur on hospital premises. (Regulation 5)

Reportable Major Injuries are:

- Fracture other than to fingers, thumbs or toes;
- Amputation of an arm, hand, finger, thumb, leg, foot or toe;
- Permanent blinding or reduction in sight in one or both eyes
- Any crush injury to the head or torso causing damage to the brain or internal organs in the chest or abdomen;
- Any burn injury (including scalding) which covers more than 10% of the whole body's total surface area; or causes significant damage to the eyes, respiratory system or other vital organs;
- Any degree of scalping requiring hospital treatment;
- Loss of consciousness caused by head injury or asphyxia; or
- Any other injury arising from working in an enclosed space which: leads to hypothermia or heat-induced illness; or requires resuscitation or admittance to hospital for more than 24 hours.

Reportable Major Injuries must be notified the HSE by the quickest practicable means without delay; and a RIDDOR report of that incident must be sent in an approved manner to the HSE within 10 days of the incident.

### 3.6 “Occupational Disease”

Cases of certain diagnosed reportable diseases which are linked with occupational exposure to specified hazards are reportable under RIDDOR. The reportable diseases and associated hazards are set out below:

- Carpal Tunnel Syndrome: where the person's work involves regular use of percussive or vibrating tools
- Cramp of the hand or forearm: where the person's work involves prolonged periods of repetitive movement of the fingers, hand or arm
- Occupational dermatitis: where the person's work involves significant or regular exposure to a known skin sensitiser or irritant
- Hand Arm Vibration Syndrome: where the person's work involves regular use of percussive or vibrating tools, or holding materials subject to percussive processes, or processes causing vibration
- Occupational asthma: where the person's work involves significant or regular exposure to a known respiratory sensitiser
- Tendonitis or tenosynovitis: in the hand or forearm, where the person's work is physically demanding and involves frequent, repetitive movement
- any occupational cancer;

- any disease attributed to an occupational exposure to a biological agent.

## **4. Arrangements**

### **4.1 Employees' duty to report accidents**

All employees must immediately report to their line manager any specified dangerous occurrence and work-related accidents that result in an injury to themselves, a work colleague, a contractor or a visitor. Near misses that had the potential to cause injury must also be reported to the line manager.

Managers are responsible for ensuring that the details of any accidents, near misses or specified dangerous occurrences are reported to them are recorded on the Accident Management System (AMS) online platform without delay. Staff at all bands can record entries onto AMS.

Where a serious accident (i.e. major injury) has occurred the Health and Safety Advisor must be notified immediately by telephone or email.

An injury may be dealt with by a first aider or appointed person, however, if an emergency arises an ambulance should be called at the first opportunity.

If any accident results in a serious injury or the injured person being taken to hospital for treatment, the line manager and the Corporate Health and Safety Advisor must be informed immediately, e.g. by telephone or email.

### **4.2 In addition to accidents that result in an injury to someone on Council premises, the scope of reporting also includes:**

- Accidents to employees that occur off-site e.g. a vehicle accident involving refuse collecting or a fall at a client's premises
- An act of violence or intimidation to an employee
- An accident to an employee while working at home on Council business
- A member of the public falling over materials left on the ground by one of the Council's contractors.

### **4.3 Recording of Near Misses or Specified Dangerous Occurrences**

Near misses or specified dangerous occurrences that had the potential to cause injury must be recorded so that the incident can be investigated to prevent a similar or serious accident from occurring in the future. Reviewing near misses over a period of time can identify any weaknesses in operational procedures or safety systems. An example of a near miss could be a roof tile falling from a roof and narrowly missing a person who was standing underneath. Near-misses are not reportable under RIDDOR. Specified Dangerous Occurrences are reportable under RIDDOR.

### **4.4 Investigation of accidents**

The main purpose of an accident investigation is to determine the immediate and root causes of the accident and identify any remedial action that may help to prevent a recurrence.

Managers are responsible for investigating any accidents that occur within their area of responsibility. Records of the findings of all accident investigations, witness statements and any remedial actions taken must be kept for future reference.

The four steps featured in an accident investigation are:

- the gathering of information;
- the analysing of information;
- identifying risk control measures to help prevent recurrence;
- the action plan and its implementation.

Investigations of serious or complicated accidents will be in conjunction with the Corporate Health and Safety Advisor, if necessary.

#### 4.5 Record Keeping and Statistics

Records of all injuries, occupational diseases and specified dangerous occurrences reported under RIDDOR must be kept for a period of at least three years.

The Corporate Health and Safety Advisor is responsible for collating accident data centrally and reporting accident analysis and trends as required. A quarterly report will be presented to the Council's Health & Safety Committees to analyse accident trends and analysis as applicable.

#### 4.6 RIDDOR reporting to Health & Safety Executive

Corporate Health and Safety Team will be submitting all RIDDOR reports to the Health & Safety Executive on behalf of the Council.

#### 4.7 Advice and Assistance

If staff have any queries regarding these arrangements, Corporate Health & Safety Team should be contacted for advice.

#### 4.8 Further Information & Guidance

- WCC Corporate Health & Safety Hub on WIRE
- Health and Safety at Work Act 1974
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- HSE [www.hse.gov.uk](http://www.hse.gov.uk)

### 5. Responsibilities

5.1 **Corporate Health and Safety** shall be responsible for ensuring:

- The policy and its contents are maintained on behalf of Westminster City Council.
- The policy and its contents are made available to staff and appropriate third parties.
- A suitable medium is used to disseminate this policy and its contents.
- The contents of this policy are periodically tested with a view to ensuring its appropriateness and effectiveness.
- The contents of this policy are kept under review and amended as appropriately.

**5.2 Management** shall be responsible for ensuring:

- All accidents, near misses, specified dangerous occurrences and ill health absence are investigated and recorded.
- They complete all relevant information fields on AMS when recording entries.
- They notify Corporate Health and Safety with immediate effect of the death or serious injury of any employee or other persons affected by Council's undertakings.
- They liaise with Corporate Health & Safety on complex investigations.
- All procedures and requirements specified within this policy are implemented and acted upon.
- All staff under their direction are informed of the requirements of this policy.

Reporting under RIDDOR will be carried out by the Health and Safety Advisor. Managers must therefore ensure that the Health & Safety Advisor is immediately notified of any accidents that may need to be reported under RIDDOR.

**5.3 Staff** shall be responsible for ensuring:

- They comply with the requirements of this policy.
- Report any accident, near miss, specified dangerous occurrence or absence due to ill health with immediate effect.
- They complete all relevant information fields on AMS when recording entries.
- Bring to the attention of their manager any information relating to an accident, near miss or specified dangerous occurrence.
- They co-operate with and assist their manager with any investigations into the circumstances that gave rise to an accident, near miss or specified dangerous occurrence.
- They attend relevant training as directed.
- They play an active role in the continued development of this policy and its objectives.

**6. What to do if you suffer a work-related injury or a near miss at work**

If you are involved in an accident, near miss or specified dangerous occurrence you must report the circumstances of the event and/or injury to your line manager with immediate effect. If you cannot do so as a direct result of incapacity or injury your representative, work colleague or immediate family must notify your manager by telephone as soon as is possible after the event.

If you are capable of reporting the accident or near miss you must do so by the following means with immediate effect:

- Via the WCC Accident Management System online platform accessible via Corporate Health & Safety Hub on WIRE.
- By informing your manager by telephone ensuring you provide all relevant and pertinent information or
- By e-mail detailing all information about the accident details and injury sustained.
- Note: The telephone option and e-mail option must only be used where the employee does not have access to the Council's online Accident Management System



**7. What the manager must do if notified of a work-related injury or a near miss involving staff under their control/direction**

Where an employee reports a work-related injury, near miss or involvement in specified dangerous occurrence the manager should take the following actions:

- Establish the severity of any injury and organise assistance.
- Undertake a full investigation into the circumstances that gave rise to the accident, near miss or dangerous occurrence.
- Ensure the event is recorded on AMS.
- If the incident resulted in a loss of life or serious injury (loss of consciousness or amputation) notify the Corporate Health and Safety Team immediately so that appropriate notification can be made to the statutory enforcing agency.
- Contact the employee's nominated relative or friend (except where the employee infers that this is not appropriate).

End of Policy