

# **POLICY FOR HEALTH SAFETY AND WELFARE**

## **PART C ARRANGEMENTS**

### **SECTION 4**

#### **ACCIDENT AND INCIDENT REPORTING**

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## **1. INTRODUCTION**

*An accident is an unplanned event, connected with or arising from a work activity, which causes, or could have caused an injury. This means that accidents are not only when someone is injured, but can also be a dangerous occurrence or a near miss, from which we can learn.*

Analysis of accidents is an important method of establishing the success of health and safety measures that we use, or areas that are in need of further support. The purpose of this document is to explain clearly the correct process for reporting accidents in Barnet Council and forms the basis for specific DU accident reporting procedures to be produced.

The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) imposes a legal duty to report specified injuries, diseases and dangerous occurrences. These Regulations include requirements concerning the keeping of records.

The general duty of care imposed by Health and Safety law makes it good practice to report and record all accidents in order that trends can be identified and where necessary remedial action taken to reduce risks and prevent recurrences.

## **2. RESPONSIBILITIES**

### **2.1 DU Directors**

Individual DU Directors must ensure that there are appropriate accident reporting arrangements within their Delivery Team which comply with RIDDOR and this policy

### **2.2 Responsible Person**

In most cases the "responsible person" is "the person for the time being having control of the premises". The Regulations place a statutory duty on the responsible person to notify the enforcing authority of the various categories of reportable events. The Premises/Facilities Manager, Managers or Supervisors will be the Responsible Person and the Safety Leadership Officer will monitor that accidents are correctly reported and investigated.

### **2.3 Employees**

Employees are responsible for ensuring that any accidents/incidents at work (including any to persons for whom they have a duty of care e.g. pupils, clients) are reported and recorded in line with the procedures detailed in this section. Legally, employees must report and record all accidents resulting in personal injury.

## **3. ACCIDENT REPORTING PROCEDURE**

### **3.1 Definitions**

**Accident:** an unplanned or uncontrolled event which has led to or could have caused injury

to persons, damage to plant or other loss. (including acts of non-consensual physical violence).

**Arising out of, or in connection with, work** is defined as any of the following:

- ‘the manner of conducting an undertaking’- and refers to the way in which any work activity is carried out for the purposes of an undertaking, including how it is organised, supervised or performed by an employer or any of their employees, or by a self employed person.
- ‘the plant or substances used for the purposes of the undertaking’ - this would include for example: lifts, air conditioning plant, any machinery, equipment or appliance, gas installations and substances used in connection with the premises or with processes carried on there.
- ‘the condition of the premises used by the undertaking or any part of them’ – this would include the state of the structure or fabric of a building or outside area forming part of the premises and the state and design of floors, paving lights stairs etc.

**Accidents which are not work related are defined as follows:**

Accidents which do not fall into the work - related categories (as described above) can be classified as not work related - examples may include:

- Persons tripping/falling but not as a result of a trip hazard
- Pupils colliding in a playground
- Incidents purely due to mental or physical condition of the individual
- Illness which is not caused by work activities
- Fighting between non-employees
- Theft of personal property

## **RIDDOR Reportable**

Accidents, Incidents and Diseases which are reportable to the Health and Safety Executive (HSE) under the “Reporting of Injuries, Diseases and Dangerous Occurrences Regulations”

### **3.2 Death at Work (within seven days of incident) RIDDOR Reportable**

The death of any person **arising out of, or in connection with, work** must be immediately reported by telephone to the HSE, DU Director and the Head of Safety Health and Wellbeing.

### **3.3 Death occurring to employees after seven days but within one year - RIDDOR reportable**

Where an employee as a result of an accident at work has suffered a major injury which is

the cause of their death within one year of the date of that accident, the Responsible Person **must** notify the HSE in writing.

### **3.4 Major Injury to Employees – RIDDOR Reportable**

Where an employee sustains a major injury as listed in Appendix A arising out of or in connection with work. It must be immediately reported by telephone must be immediately reported by telephone to the HSE, DU Director and the Head of Safety Health and Wellbeing.

### **3.5 Over 7 Day Injuries to Staff - RIDDOR Reportable**

Accidents arising out of, or in connection with work, which result in an employee being incapacitated from their normal work for more than 7 consecutive days, (excluding the day of the accident but including any days which would not have been normal working days), must be reported to the HSE.

### **3.6 Injuries to Non-Employees – RIDDOR reportable**

Accidents to persons who are not at work (i.e. members of the public e.g. pupil, client, visitor) must be reported by telephone to the HSE and to the CSG Health and safety team, followed by a RIDDOR report, if they;

- (a) result from an accident arising out of or in connection with work and
- (b) it resulted in them being taken **directly** from the site where the accident occurred to a hospital for treatment in respect of that injury.

### **3.7 Injuries to Non-Employees**

Accidents **not** arising from work activities sometimes occur on council premises to non-employees. To simplify reporting and recording procedures, Delivery Teams can consider a local method of recording accidents for non-employees e.g. pupils, clients, visitors etc. Any new procedures introduced will however; need the approval of the Head of SHaW

### **3.8 Violent Incidents**

Section 9 of the Corporate Health, Safety and Welfare Policy - Violence at Work requires that all verbal and physical violence incidents to employees be reported. Verbal or physical assaults between council employees are dealt with separately under HR Procedures.

### **3.9 Violent Incidents - RIDDOR Reportable**

If an employee is assaulted by another member of staff or a member of the public (including clients and pupils) and the employee dies or suffers a major injury caused by a non-consensual act of physical violence while they were at work the "Responsible Person" must be immediately reported by telephone to the HSE, DU Director and the Head of Safety

Health and Wellbeing.

If an employee is assaulted at work and is off work due to a physical injury for over 7 days the HSE must be notified with a copy sent to the CSG Health and Safety team. (it is not necessary to report physical assaults on non-employees to the HSE)

### **3.10 Dangerous Occurrences**

Dangerous Occurrences fall into two broad categories; those of a serious nature that are reportable to the HSE and those of a lesser nature where the report is retained within the council.

#### **RIDDOR Reportable Dangerous Occurrences**

If a RIDDOR Reportable Dangerous Occurrence as defined in Appendix A occurs it must be immediately reported by telephone to the HSE, DU Director and the Head of Safety Health and Wellbeing. In addition, it should be reported on the on-line accident reporting system (VHSMS).

#### **Other Dangerous Occurrences**

These fall into two sub-categories:-

- (a) where damage to Council property or equipment is caused but where the outcome is less serious than those incidents reportable to the HSE e.g. an outbreak of fire where the result has been a stoppage of less than 24 hours.
- (b) Near-miss accident situations where there was no damage or injury but given different circumstances (e.g. a person being closer to the accident) injury could have occurred.

Both of the above Sub-Categories are to be reported on the VHSMS.

### **3.11 Vehicle Traffic Accidents**

Accidents involving vehicles moving on the public roads which result in a death, major employee injury or a non-employee injury requiring their immediate transfer to hospital are only reportable if they involve or are connected with:-

- (a) exposure to any substance being conveyed by road, e.g. Staff affected by fumes from a leaking tanker;
- (b) vehicle loading and unloading activities such as those engaged in refuse collection, furniture removal, etc;
- (c) the specified construction, demolition, alternative repair or maintenance activities on or alongside public roads e.g. Council employees painting road markings are hit by a car and does not suffer a major injury as a result but it unable to do his or her normal

work for four days.

### **3.12 Gas Incidents – RIDDOR Reportable**

If a 'Gas Safe' registered Council Engineer has in his or her possession sufficient information for them to decide that there is or has been a design, construction installation, modification or servicing fault in a gas fitting or associated flue or ventilation arrangement which has resulted or is likely to result in an accidental leakage of the gas, inadequate combustion of the gas, or inadequate removal of the products of combustion of the gas, and is or has been likely to cause death or a major injury, It is the responsibility of the Engineer to report this information to the DU Director/Responsible Person and notify the HSE within 14 days.

More information about the Gas Safety is provided in section 24 of the Corporate Health Safety and Welfare policy.

### **3.13 Reporting Cases of Disease – RIDDOR Reportable**

The requirement to report a disease will **only** arise when the Premises manager or Human Resources have received a written statement prepared by a registered medical practitioner diagnosing the disease as one of those specified in Appendix A. The written statement will usually take the form of a medical certificate.

On receipt of such a written statement the Premises manager or Human Resources **must** immediately notify the Head of SHaW who will arrange for the HSE to be notified.

## **4. RECORD KEEPING AND ACCIDENT STATISTICS**

The CSG Health and Safety team will keep Accident reports and RIDDOR report forms for at least four years.

The CSG Health and Safety team examines accident information to monitor management of incidents, identify trends and investigate causes in areas where accidents are recurring, in order to advise on preventing or reducing the risk of incidents. Managers are also required to monitor and examine accidents and trends within their area and are required to include details of accidents in the Annual Report.

The CSG Health and Safety team will provide statistics on a quarterly basis to implement this monitoring process. All DU's are to maintain copies and regularly examine accident statistics to enable:

- accident trends to be established and remedial/ preventative work undertaken to prevent recurrences;
- training needs to be identified.
- benchmarking between Delivery Teams

## **5. ACCIDENT INVESTIGATION**

The prime purpose of accident investigation is to find out what went wrong and gather the information necessary to prevent the accident from happening again. Meaningful investigation will provide a deeper understanding of risks, and can be an important tool in refining risk management systems.

To get the full picture of how an accident or incident happened, it is essential to look not only at the immediate causes, but also underlying causes. This requires a process of information gathering and analysis, risk assessment and evaluation, and action planning and implementation. Further guidance on this subject can be found on the HSE website ([www.hse.gov.uk](http://www.hse.gov.uk)) and in training to be offered by the Health and Safety team

In normal circumstances, the line manager or premises manager is responsible for making sure an investigation is carried out, but in some circumstances, including serious injuries, the Health and Safety Team will carry out an investigation in co-operation with local management. It is important to stress that accident investigation is not about apportioning blame, but it is an essential tool in reducing the risk of similar accidents in the future.

A situation may arise, where an employee claims that an accident has happened at work yet the manager may have reason to believe that this is not the case. In such cases managers must ensure that a thorough accident investigation is carried out. The investigation should pay attention to the events leading up to the alleged accident, the availability of witness statements is also important. Only at the end of this process, if the manager can demonstrate (with factual evidence) that the alleged accident did not occur at work then they should indicate this on the system.

Managers and supervisors should ensure that new and existing employees are instructed through induction and staff training to report all accidents as soon as possible as required by this arrangement.

### **Investigation by Safety Representative**

Trade Union appointed Safety Representatives for the workplace have a statutory right to carry out an investigation where an injury, disease or dangerous occurrence reportable to the HSE has occurred to one of their members. Management involved in the reporting and investigating procedures resulting from an incident are to co-operate so far as is reasonable to assist the Safety Representative in this process. Accident Reports and the written results of investigations are to be made available; however any information relating to personal medical matters can only be made available, with the consent of the injured person.

## **6. SELF-EMPLOYED**

Where the council is using self-employed contractors on one of its sites and an accident falling within the scope of RIDDOR occurs, it will be the responsibility of the Responsible Person to report the accident to the HSE. If however, the self-employed person is working for a contractor on a council site, it is the contractor's responsibility to report the accident.



## 7. FURTHER INFORMATION

Contact

CSG Safety, health and Wellbeing Service:

- [shaw@barnet.gov.uk](mailto:shaw@barnet.gov.uk)
- 020 8359 7955

## WHAT IS REPORTABLE UNDER RIDDOR?

Employers have legal duties under RIDDOR to report and record some work-related accidents by the quickest means possible. This appendix explains the type of injuries, illnesses and dangerous occurrences that must be reported to the HSE.

### 1. THE INCIDENT CONTACT CENTRE (ICC)?

The ICC is a 'one-stop' reporting service for work-related health and safety incidents in the UK. It is primarily a call centre, open from Monday to Friday between 8:30am and 5:00pm. To speak to an ICC operator, call 0845 300 99 23. All information will remain confidential.

#### How does the ICC work?

The responsible person, usually the employer or person in control of the premises, must report all incidents and keep appropriate records. The quickest and easiest way to do this is to call the ICC on 0845 300 99 23 with no need to fill in a report form. The ICC Consultant will ask a few questions and take down appropriate details, this is reporting. Report will be passed on to the relevant enforcing authority. You will be sent a copy of the information recorded which you can file - this meets the RIDDOR requirement to keep records of all reportable incidents. When you receive a copy of the information recorded, you will be able to correct any errors or omissions. You can also report by completing an interactive form which automatically sends you a copy for your records. Reports are also accepted via email or posted to the ICC.

#### Contacting the ICC

|          |   |
|----------|---|
| By phone | 0845 300 99 23 (local rate)   |
| Online   | <a href="#">HSE RIDDOR - Report online</a>                                |
| By email | <a href="mailto:riddor@natbrit.com">riddor@natbrit.com</a>                |
| By Post  | Incident Contact Centre, Caerphilly Business Park,<br>Caerphilly CF83 3GG |

### 2. REPORTABLE DEATHS AND MAJOR INJURIES

**Deaths** - If there is an accident connected with work and an employee, or self-employed person working on the premises, or a member of the public is killed you must notify the HSE without delay. This can be either by telephone the ICC on 0845 300 99 23 or complete the appropriate [online form \(F2508\)](#).

**Major injuries** - If there is an accident connected with work and an employee, or self-employed person working on the premises sustains a major injury, or a member of the public suffers an injury and is taken directly to hospital from the site of the accident, you must notify the HSE without delay by telephoning the ICC or completing the appropriate [online form \(F2508\)](#).

## **Reportable major injuries are:**

- Fracture, other than to fingers, thumbs and toes (including chip or crack of a bone);
- 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.

## **Reportable over-seven-day injuries**

If there is an accident connected with work (including an act of physical violence) and your employee, or a self-employed person working on your premises, suffers an over-seven-day injury you must report it to the enforcing authority within ten days.

An over-7 day injury is one which is not "major" but results in the injured person being away from work OR unable to do their full range of their normal duties for more than 7 days. You can notify the enforcing authority by telephoning the ICC on 0845 300 99 23 or completing the appropriate online form (F2508).

## **3. REPORTABLE DISEASES**

If a doctor notifies you that an employee suffers from a reportable work-related disease, then you must report it to the HSE. Work-related diseases are defined as those which are linked with specified work activities.

### **Reportable diseases include:**

- Legionellosis (Legionnaires' disease) during work with cooling systems or water systems,
- Leptospirosis (Weils disease), from work in areas infested by rats and other vermin,
- Tetanus from work involving contact with soil likely to be contaminated by animals.
- Tuberculosis from work with persons, animals, human or animal remains or any other material which might be a source of infection.
- Occupational dermatitis, when working with certain chemicals,
- Certain poisonings;
- Some skin diseases such as skin cancer, chrome ulcer, oil folliculitis/acne;
- Lung diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma; when working with certain substances, including asbestos,

- Other conditions such as: occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome.

#### 4. REPORTABLE DANGEROUS OCCURRENCES (NEAR MISSES)

If something happens which does not result in a reportable injury, but which clearly could have done, then it may be a dangerous occurrence which must be reported immediately. Telephone the ICC on 0845 300 99 23 or complete the appropriate [online form](#).

##### Reportable dangerous occurrences are:

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- Explosion, collapse or bursting of any closed vessel or associated pipework;
- Failure of any freight container in any of its load-bearing parts;
- Plant or equipment coming into contact with overhead power lines;
- Electrical short circuit or overload causing fire or explosion;
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- Accidental release of a biological agent likely to cause severe human illness;
- Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- Malfunction of breathing apparatus while in use or during testing immediately before use;
- 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) or pipeline;
- Failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains;
- A road tanker carrying a dangerous substance overturns, suffers serious damage, is released or catches fire or the substance;
- A dangerous substance being conveyed by road is released or involved in a fire;
- Explosion or fire causing suspension of normal work for over 24 hours;
- Sudden, uncontrolled release in a building of: 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500 kg of these substances if the release is in the open air;
- Accidental release of any substance which may damage health.

#### 5. REPORTABLE GAS INCIDENTS

Distributors, fillers, importers or suppliers of flammable gas who learn, either directly or indirectly that someone has died or suffered a '[major injury](#)' in connection with the gas distributed, filled, imported or supplied, then this must be reported immediately. Telephone the ICC on 0845 300 99 23 or complete the appropriate [online form \(F2508G1\)](#).

If you are an installer of gas appliances registered with the Council for Registered Installers (CORGI), you must provide details of any gas appliances or fittings that you consider to be

dangerous, to such an extent that people could die or suffer a 'major injury', because the design, construction, installation, modification or servicing could result in:

- an accidental leakage of gas;
- inadequate combustion of gas, or
- inadequate removal of products of the combustion of gas.

## 6. WHEN TO MAKE A REPORT

Although the RIDDOR Regulations specify varying timescales for reporting different types of incidents, it is advisable to report the incident as soon as possible by calling the ICC on 0845 300 99 23.

- Cases of death, major injury, or dangerous occurrences, **must be notified without delay.**
- Cases of over-7 day injuries must be notified within ten days of the incident occurring.
- Cases of disease should be reported as soon as a doctor's notification that an employee suffers from a reportable work-related disease has been received.

## 7. RECORD KEEPING

Records must be kept of any reportable injury, disease or dangerous occurrence. This must include the date and method of reporting; the date, time and place of the event; personal details of those involved; and a brief description of the nature of the event or disease. Records can be kept in any form, for example,

- keeping copies of report forms in a file;
- recording the details on a computer;
- using the accident book entry;
- maintaining a written log.

For reports made by telephone or through the ICC web site, the ICC will send a copy of the record held within the database. You will be able to request amendments to the record if you feel the report is not fully accurate.

## 8. FURTHER INFORMATION

For more information about what diseases need reporting, and how to report, and for a full list of reportable diseases, guidance on RIDDOR reporting, and for RIDDOR accident reporting forms, visit:

<http://www.hse.gov.uk/riddor/guidance.htm>

For other information, contact the **Health and Safety Team on 020 8359 7955**

**FLOW CHART FOR ACCIDENTS/INCIDENTS REPORTING**

