

HS-POL-14 Incident, Accident & Near Miss Reporting Policy

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1.0 POLICY STATEMENT

Framework is committed to reducing the frequency and severity of all accidents, injuries and incidents involving employees and third parties that may be affected by their operations. This is managed through continuous monitoring, assessment, investigation and analysis by Framework. All staff are responsible for reporting injuries, accidents and near misses; line managers are accountable for all investigations and ensuring remedial actions have been taken.

This procedure is to be applied when any employee, volunteer, visitor, service user, contractor or other is affected (or could have been affected) by an incident, accident, near miss or dangerous occurrence.

Compliance with this policy will not only improve Framework's management of risk but also ensure we comply with our legal obligations.

All staff should remember that they, and Framework, are not only liable for acts (things they do) but also omissions (things they don't do) which lead to or could have led to harm.

2.0 DEFINITIONS

2.1 Incident

Any event or circumstance arising that lead to unintended or unexpected harm, loss or damage.

An incident, in the context of occupational health and safety, is an unintended event that disturbs normal operations. An incident may be described as "an unplanned, undesired event that adversely affects completion of a task." Incidents range in severity from near misses to fatal accidents. They may include, but are not limited to:

Restricted access to services Aggressive behaviour Anti-social behaviour Suicidal Ideation/behaviour Allegation made by service user Data Breach Death Deterioration In Mental health Deterioration In Physical Health	Flood Inappropriate access or exit to service or building Infection control and prevention Information governance Hospital Admission Incident involving a dog Injury of unknown origin IT incident Loss of amenities Medication error Missing service user	Possession of a weapon Pressure ulcers Property damage Racist Behaviour Self Harm Service user accidents Severe weather disruption Sexual abuse/assault/harassment Short staffing Near Miss Staff accidents Substance misuse
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Domestic abuse/violence Equipment Exploitation Fire	Needle stick injury Neglect Police Intervention	Terrorist incident Bomb Threat Visitor/public accidents/falls Needle stick waste
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2.2 Accident

Workplace accidents are unexpected and unplanned events that occur while an employee is performing their job duties, resulting in physical injury, illness, or harm. These accidents can range from minor injuries like cuts and bruises to severe incidents such as fractures, burns, or even fatalities.

2.3 Near Miss

A near miss is an event that occurs in a workplace that almost causes bodily harm or property damage. It's an unpredicted event that had the potential of creating a mild to serious injury to an employee, though it didn't fully happen. For example, if an employee steps on condensation by a freezer and almost slips but they're able to recover their balance before falling, it's a near miss. If the employee fell and suffered an injury, that would be an incident or accident.

2.4 Dangerous Occurrence

Certain, specified near miss events that could have resulted in a serious injury or loss of life. These are fully defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

2.5 Serious and Untoward Incidents (SUIs)

Events which constitute SUIs are:

- The death of a person living in Framework accommodation, receiving support or treatment from Framework
- Serious injury or harm to (or by) a person receiving accommodation, support or treatment from Framework
- Serious or unexplained outbreaks of infection or disease in services (e.g. food poisoning, Legionnaire's Disease) or the confirmed transmission of serious infectious disease between a staff member and a service user (e.g. HIV/Hepatitis B)
- Serious injury or death of a member of staff/volunteer, (including staff working for independent contractors or partner agencies) in the course of Framework duties
- Serious clinical incidents or procedures resulting in adverse outcome for person receiving treatment from Framework
- A series of similar events (a possible pattern emerging) that is causing concern, such as a high number of complaints regarding a member of staff (including independent contractors) or a particular service that may warrant further investigation and action
- Major disruption e.g. fire, flooding which resulted in casualties or major and sustained disruption to services.
- Near miss events that may have resulted in death or serious harm
- Serious Breach of Data Protection Act e.g. theft of computers containing sensitive confidential information
- Other incidents that may cause serious undermining of public confidence and reputation

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- Allegations of abuse caused by a member of staff.

A separate Policy and Procedure covers the reporting requirements for SUIs, and all staff should familiarise themselves with these documents.

3.0 INTERNAL REPORTING

3.1 Using Datix

All incidents/accidents/near misses/SUIs should be reported using the Datix reporting systems. An instruction guide is available on FRED. All staff should receive training on using the system as part of their induction.

It is the responsibility of the staff member to report the incident/accident/near miss/SUI.

Where this is not possible (because of absence from the workplace), their line manager should report on their behalf.

Reports should be made within 24hrs of the incident/knowledge of the incident taking place or as soon as practically possible.

In every case, the line manager must complete a management report. Essentially this is a localised investigation into the causes of the incident, next steps taken in its management and preventative measures required to be taken to prevent a recurrence.

The level of investigation will be determined by the severity or seriousness of the incident or accident.

It is the responsibility of the line manager to ensure that where actions have been identified to prevent a recurrence, they have been taken. Where actions are outside the control of the line manager, it is the line manager's responsibility to ensure that the responsible person is notified.

Once submitted, incidents/accidents move through a structured review process, and are reviewed by the responsible OLG member.

Depending on the type of incident or accident that occurred, Datix will also notify relevant individuals within the organisation who will have a responsibility to review the incident/accident/near miss/SUI from the perspective of their area of expertise (e.g. health & safety, safeguarding).

3.2 Additional Internal and External Reporting

Certain events require additional reporting procedures to be followed. Staff with responsibilities in these areas should receive training and coaching to ensure that they are familiar with their responsibilities.



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3.2.1 SUIs

All SUIs require an extra level of information to be reported for consideration to the SUI Panel. See the SUI Procedure for more information.

3.2.2 RIDDOR events

Framework has a legal duty under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) to report certain events. Datix is set up to flag these events and alert the SHEQ Team, who will assess the seriousness of the incident and initiate the reporting procedure if required. A list of RIDDOR-reportable events is provided at Appendix A.

3.2.3 Death of a service user on Framework premises

The staff member learning of the death should inform the Police/emergency services immediately by telephone and contact the Line Manager/Duty Manager service (out of hours). The SUI & Dealing with Death Procedures should be followed.

3.2.3 Child or Adult Safeguarding Event

The staff member should follow the Safeguarding Adult and Safeguarding Children Policies and Procedures.

3.2.4 Domestic Abuse

The staff member should follow the Domestic Abuse Policy.

3.2.5 Suspected Missing Person

The staff member should follow the Missing Persons Procedure.

4.0 Events that happen outside of standard office hours

Out of normal working hours incidents and accidents which are classified as a SUI, or remains ongoing to the extent that staff, service users or third parties remain at risk should be reported to the Duty Manager as well as on Datix. They will then assess the incident and advise on any further actions to be taken, which may include escalation to the Senior Manager on call.

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Appendix A – Riddor Reportable Incidents

Types of reportable injury

The death of any person

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified injuries to workers

The list of 'specified injuries' in RIDDOR 2013 replaces the previous list of 'major injuries' in RIDDOR 1995. Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
 - covers more than 10% of the body
 - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness
 - requires resuscitation or admittance to hospital for more than 24 hours

For further guidance on [specified injuries](#) is available.

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in 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 their injury. This seven-day period does not include the day of the accident but does include weekends and rest days. The report must be made within 15 days of the accident.

Over-three-day incapacitation

Accidents must be recorded but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

Non-fatal accidents to non-workers (eg members of the public)

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

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If the accident occurred at a hospital, the report only needs to be made if the injury is a '[specified injury](#)' (see above).

Occupational diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include (regulations 8 and 9):

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.

Further guidance on [occupational diseases](#) is available.

Specific guidance is also available for:

- [occupational cancers](#)
- [diseases associated with biological agents](#)

Dangerous occurrences

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces, for example:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- the accidental release of any substance which could cause injury to any person.

Further guidance on these [dangerous occurrences](#) is available.

Additional categories of dangerous occurrences apply to [mines, quarries, offshore workplaces](#) and relevant transport systems ([railways](#) etc).

Gas incidents

Distributors, fillers, importers & suppliers of flammable gas must report incidents where someone has died, lost consciousness, or been taken to hospital for treatment to an injury arising in connection with that gas. Such incidents should be reported using the [Report of a Flammable Gas Incident - online form](#).

Registered gas engineers (under the Gas Safe Register,) must provide details of any gas appliances or fittings that they consider to be dangerous, to such an extent that people could die, lose consciousness or require hospital treatment. The danger could be due to the design, construction, installation, modification or servicing of that appliance or fitting, which could cause:

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

Unsafe gas appliances and fittings should be reported using the [Report of a Dangerous Gas Fitting - online form](#).