

HSMS 011 INCIDENT MANAGEMENT

ORGANISATION STANDARD

This Incident Management Procedure supports the Middlesbrough Council Health and Safety Policy and ensures compliance with statutory reporting requirements set out in this procedure.

Middlesbrough Council requires the following work related incidents to be reported on the Middlesbrough Incident Management System:

- **Accidents** - A separate, identifiable, unintended incident, which causes physical injury, including acts of non-consensual violence to people at work.
- **Violent Incidents** – Physical force or aggression used against an employee or relevant other, which either results in or has the potential to result in, injury, psychological trauma, or stress:
 - Verbal Abuse
 - Physical contact resulting in injury
 - Deliberate physical assault
 - Damage to vehicle or property
 - Other
- **Near Miss Incidents** - An event which does not cause harm, but which has the potential to cause injury or ill health.

The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) requires the Council to report certain types of incidents to the HSE, including:

- **Fatalities** – Death of one or more persons as a result of work activities undertaken by the council, including fatalities to non-employees.
- **Accidents** – Work related accidents, where a specified injury has occurred, or an injury resulting in seven consecutive days off work, not including the day the incident occurred. Accidents involving non employees are reportable under RIDDOR when the injured party is taken directly to hospital for treatment, from the scene of the accident.
- **Occupational Diseases** – Diseases caused by workplace activities and listed under RIDDOR.
- **Dangerous Occurrences** – Specified near miss events, listed under RIDDOR which have a high potential to cause death or serious injury.

The Health and Safety Unit can provide advice and support regarding the reporting requirements detailed within this procedure including RIDDOR reporting. RIDDOR reporting requirements are provided on the HSE website and are also detailed within the Investigation Prompt Form (**Appendix F**).

PROCEDURE

Employees will:

- Report the following types of incidents to their Manager as soon as possible and within 24 hours of the incident occurring:
 - Near Miss Incidents
 - Accidents
 - Violent Incidents
- Report occupational diseases to their Manager as soon as possible with a written diagnosis from their Doctor.

Premises Managers & Service Area Managers will:

- Attend the Middlesbrough Council Accident Investigation Course.
- Communicate the incident reporting system to employees under their control and ensure they are aware of the action to take in the event of an incident being reported to them.
- In the event of an incident occurring within their premises or service area, carry out investigations as per incident investigation training and relevant Incident Flow Chart:
 - Near Miss Reporting and Investigation Flow Chart (**Appendix A**)
 - Accident Reporting and Investigation Flow Chart (**Appendix B**)
 - Violent Incident Reporting and Investigation Flow Chart (**Appendix C**)
 - Occupational Disease Reporting Flow Chart (**Appendix D**)
 - Dangerous Occurrence Reporting Flow Chart (**Appendix E**)
- In the event of an incident occurring, use the Investigation Prompt Form (**Appendix F**) to check:
 - Casualties are dealt with first, if safe to do so.
 - The area is made safe to prevent a recurrence.
 - Equipment is isolated as necessary
 - Photographs of the scene are taken as required
 - Take a statement from the Injured Party (IP) and any witnesses as soon as possible after the event
 - Review CCTV, if available and obtain a copy of the footage, if required
 - Review risk assessments and training modules
 - Review maintenance records
- Write up incident investigation reports on the Middlesbrough Incident Management System (MIMS) and add actions to prevent a recurrence of the incident being investigated.
- Establish if reported incidents are RIDDOR reportable by referring to the Investigation Prompt Form (**Appendix F**).
- Ensure all RIDDOR reportable incidents are reported to the HSE using the online system and notify the H&S Unit of the incident as soon as possible.
- Upload the incident investigation and all associated documentation and submit the report to the Health and Safety Unit on the Middlesbrough Incident Management System for approval.
- Communicate safety alerts to employees and relevant others under their control.
- Monitor the number of accidents and other incidents reported within their service area and identify trends.
- Implement incident reduction initiatives to reduce the likelihood of accidents and other incidents occurring which could cause harm.

The Health and Safety Unit will:

- Ensure the Incident Management Procedure and associated documentation are reviewed on a regular basis and updated as necessary.
- Deliver accident investigation training to managers and relevant others.
- Provide ongoing guidance and support to investigating managers and relevant others in relation to conducting detailed incident investigations.
- Review and either request more information or approve incident investigations on the Middlesbrough Incident Management System and submit to the relevant Head of Service for final sign off.
- Issue Safety Alerts as required.
- Monitor the number of accidents and other incidents reported and identify trends.

Potentially Violent Persons Register (PVPR) owner will:

- Review all violent reports submitted on the Middlesbrough Incident Management System.
- Update the potentially violent persons register when individuals are deemed to pose a risk to employees and relevant others.
- Communicate details within the potentially violent persons register to relevant others as required.

Heads of Service will:

- Attend the Middlesbrough Council Accident Investigation Course.
- Ensure all individuals under their control are made aware of the Middlesbrough Council Incident Management Procedure.
- Review all incident investigations submitted to them on the Middlesbrough Incident Management System and either request more information or sign off the investigation when they are fully satisfied that all actions recommended in the investigation have been fully implemented to prevent recurrence.
- Communicate safety alerts to employees and relevant others under their control.
- Monitor the number of accidents and other incidents reported within their service area and identify trends.
- Implement incident reduction initiatives to reduce the likelihood of accidents and other incidents occurring which could cause harm.

Directors will:

Provide adequate resources to implement and maintain the Middlesbrough Council Incident Management System, so far as is reasonably practicable.

INTERNAL FORMS

- Investigation Prompt Form **(See Appendix F)**
- Incident Statement Form **(See Appendix G)**
- Near Miss Form **(See Appendix H)**
- Safety Alert Form **(See Appendix I)**

FILING

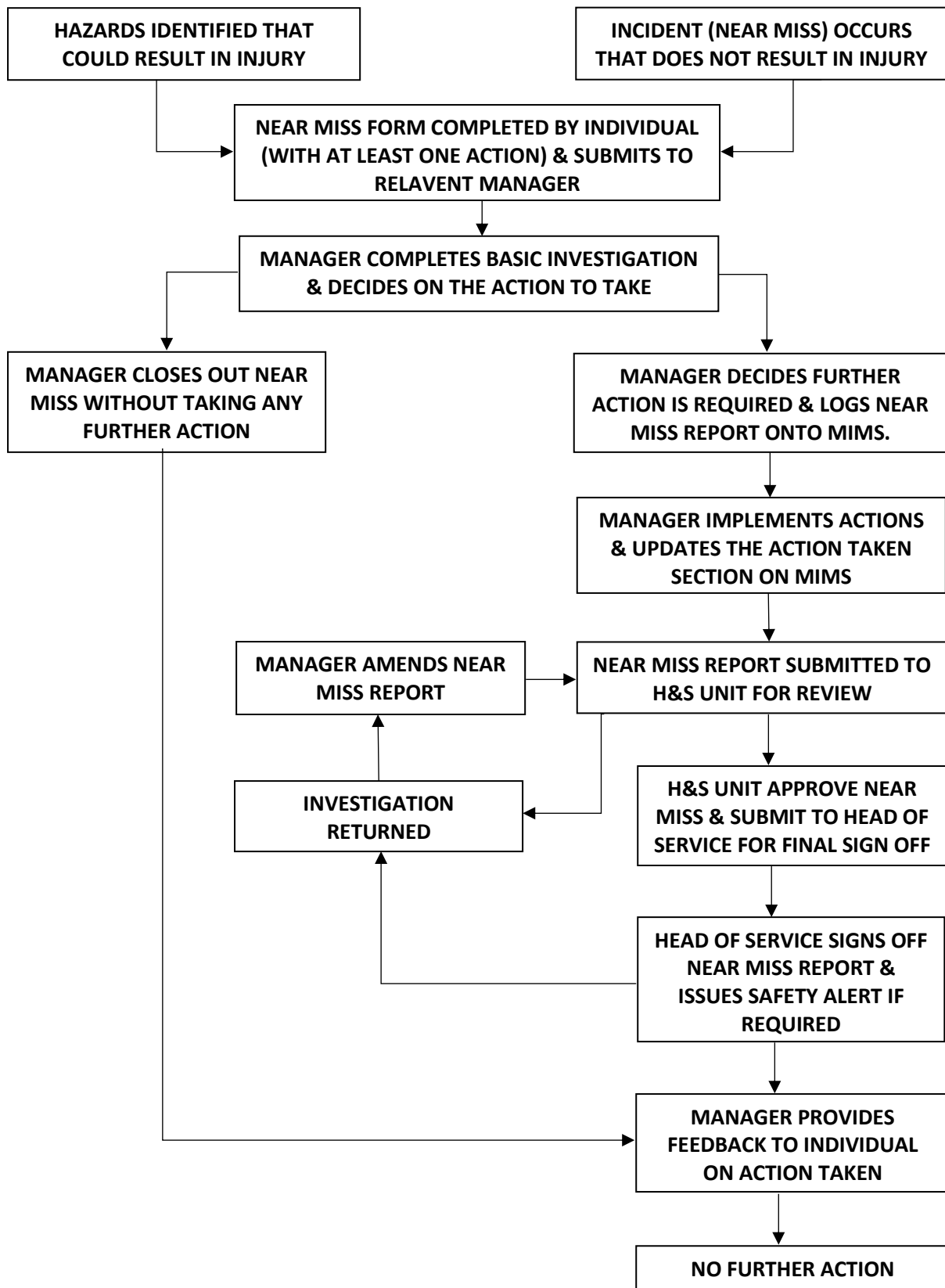
Middlesbrough Incident Management System

EXTERNAL REFERENCES

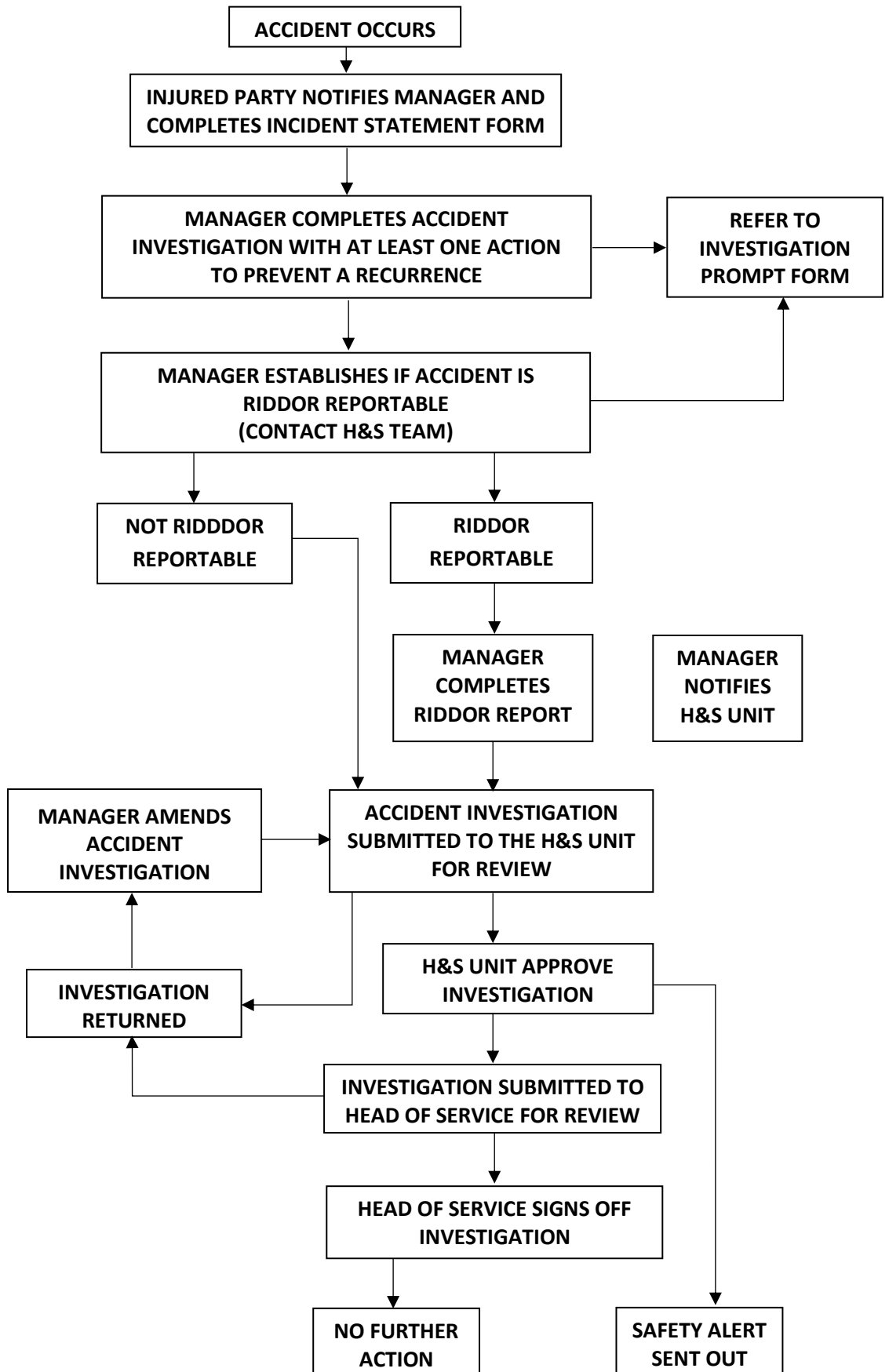
The First Aid at Work Regulations

The Reporting of Injuries, Diseases and Dangerous Occurrence Regulation

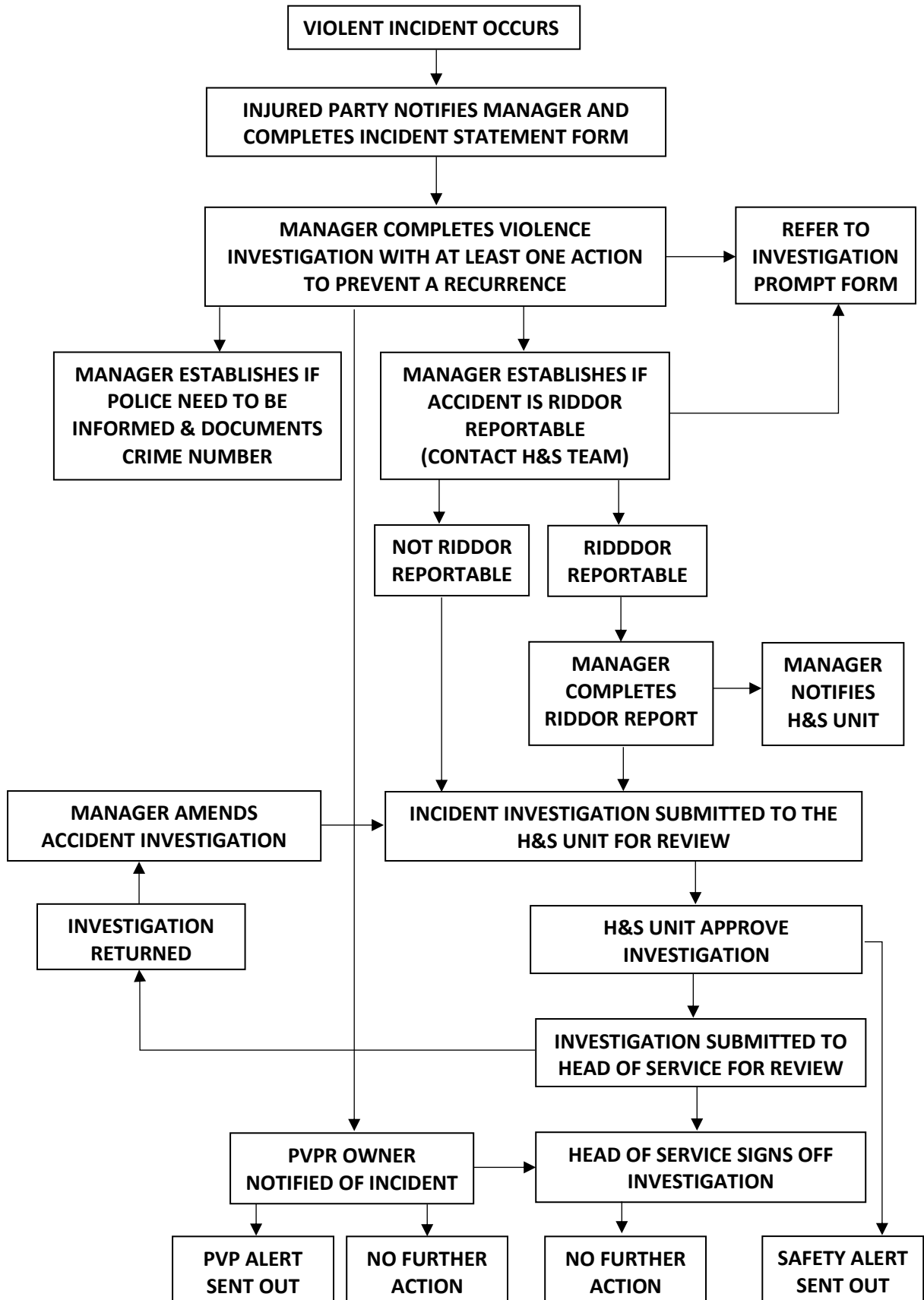
Near Miss Reporting & Investigation Flow Chart



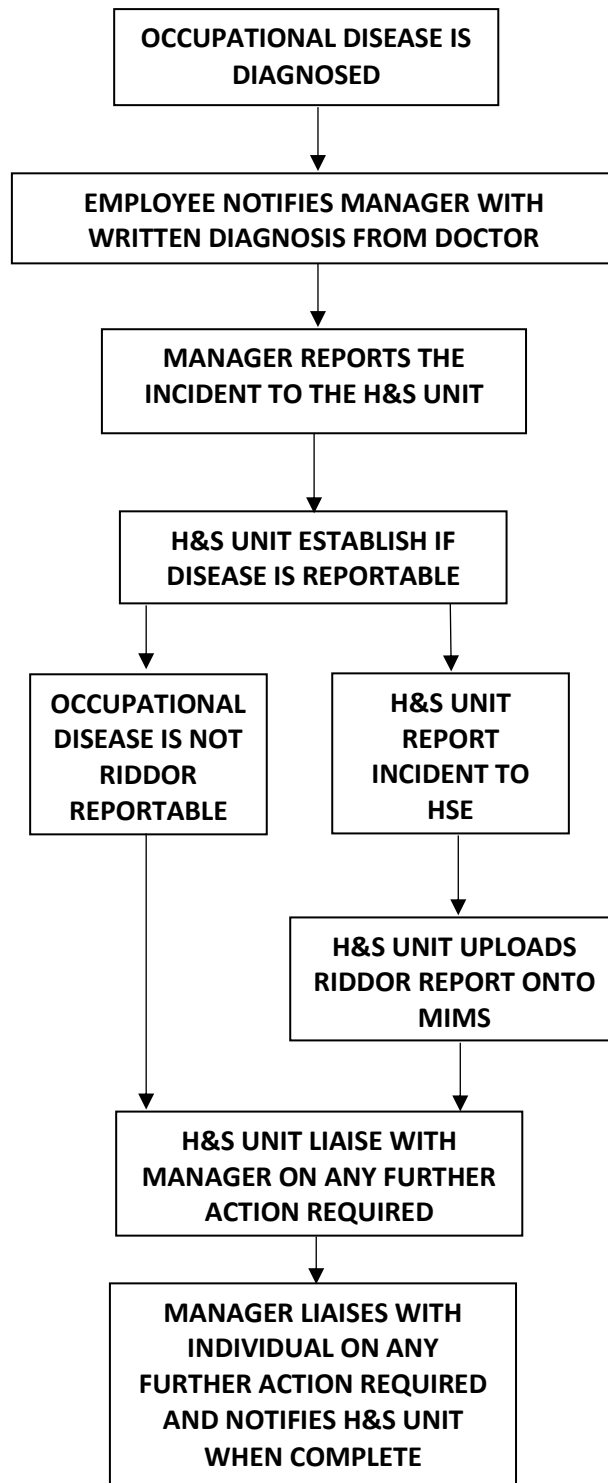
Accident Reporting & Investigation Flow Chart



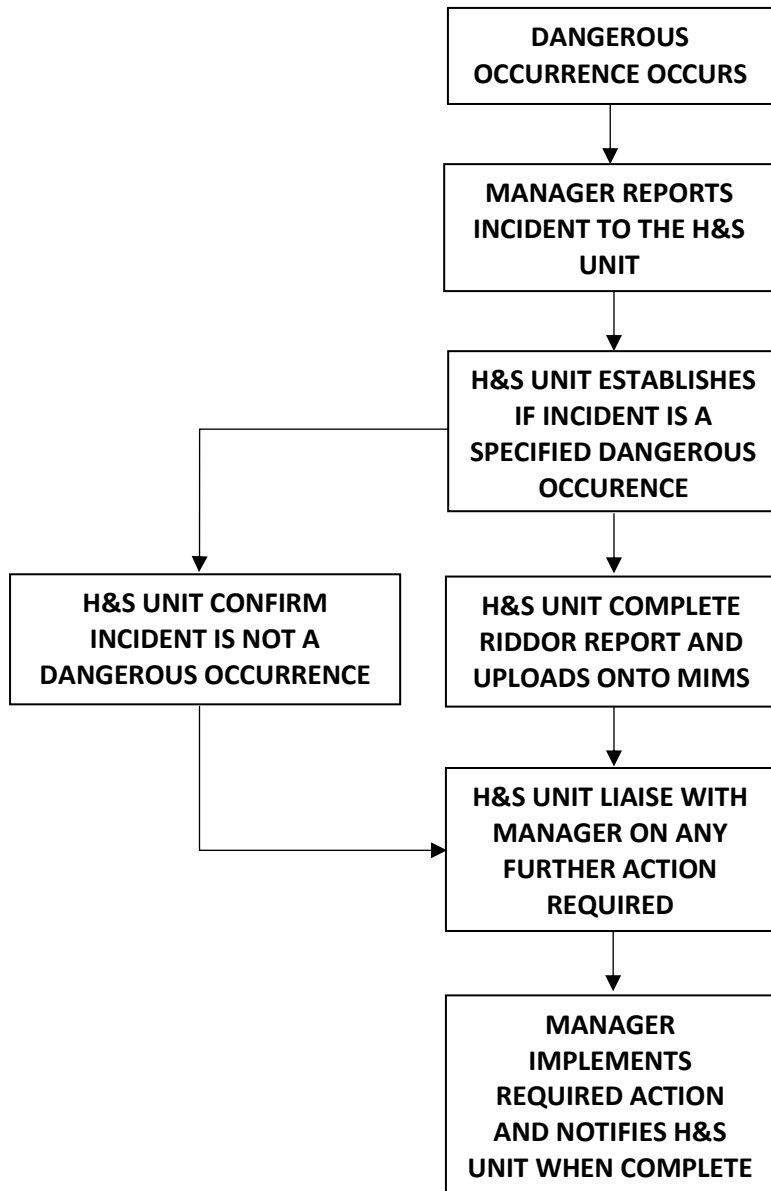
Violence Reporting and Investigation Flow Chart



Occupational Disease Reporting Flow Chart



Dangerous Occurrence Reporting Flow Chart



Investigation Prompt Form

Incident Information:	Comments:
Name of Injured Party (IP)	
Date & Time of Incident	
Location of Incident	
Name of Investigator	
General Investigations:	Comments:
IP statement taken	
Witness statements taken	
Photographs taken	
CCTV obtained	
Reconstruction carried out	
The Working Environment:	Comments:
Weather conditions	
Housekeeping standards	
Visibility	
Ground conditions	
Obstructions	
Risk Assessment:	Comments:
Risk assessment in place	
Risk assessment suitable & sufficient	
Risk Assessment reviewed	
Training:	Comments:
Training matrix in place	
Training modules in place	
Training completed & in date	
Training followed	
Workplace Equipment:	Comments:
Equipment in good working order	
Inspection and maintenance	
Thorough examination	
Pre start checks completed	
Pre start - Issues identified	
Personal Protective Equipment:	Comments:
Footwear	
Other PPE	
Behavioural Safety	Comments:
Rushing	
Taking short cuts	
Paying due care and attention	
Routine violation	

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations – (RIDDOR)

Reporting

Go to www.hse.gov.uk/riddor and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records which must be uploaded onto the Middlesbrough Incident Management System.

All incidents can be reported online but a telephone service remains for reporting fatal and specified injuries only. Call the Incident Contact Centre on 0845 300 9923 (Monday to Friday - 08.30 to 17:00 hours).

Accidents – Employees

- **Fatalities** - (Reported immediately by phone followed up by a report within 10 days)

- **Specified Injuries** - (Must be reported within 10 days of the incident).
 - Fracture, other than to fingers, thumbs and toes;
 - Permanent loss of sight or reduction of sight;
 - Crush injuries leading to internal organ damage;
 - Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
 - Scalping (separation of skin from the head) which requires hospital treatment;
 - Unconsciousness caused by head injury or asphyxia;
 - Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

- **7 Day Injury** - (Must be reported within 15 days of the incident).
 - Employee is away from work or unable to perform their normal work duties, for more than seven consecutive days (not counting the day of the accident).

Accidents – Non Employees

- Work-related accidents involving members of the public or people who are not at work must be reported if a person is injured, and is taken from the scene of the accident to hospital for treatment to that injury.

Occupational Diseases - (Contact H&S Unit)

- 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

Dangerous Occurrences - (Contact H&S Unit)

Specified near-miss events, which are only reportable if listed under RIDDOR.

For further information please go to the HSE website or contact the Health & Safety Unit.

Incident Statement Form

Injured Party:

Witness:

Employee:

Public:

Contractor:

Pupil:

Service User:

PART A – PERSONAL DETAILS:

Name: _____ Date of Birth: _____

Address: _____

Job Title: _____

Location of Incident: _____

Date of Incident: _____ Time of Incident: _____

PART B – INCIDENT STATEMENT:

IMPORTANT: To make false or misleading statements deliberately is a criminal offence, liable to individual prosecution in a court of law. In addition to this, providing false or misleading statements may also lead to disciplinary action.

Please sign to confirm that the facts within this statement are true and correct.

Signature of Person Making Statement:		Date:	
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Near Miss & Hazard Notification Form

Part A - Individual Reporting Section:

Name: _____

Department: _____

Location: _____

Date: _____ Time: _____

Details of the Near Miss or Hazard:

Action Required:

Part B - Investigating Manager Section:

Details of action taken to prevent a reoccurrence:

Signature of Manager:		Date:	
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Safety Alert Form

INSERT PHOTOGRAPHS HERE

What happened:

Immediate Action:

Further Action Required: