

Cafcass Health and Safety Procedure

Title: Accident and Incident Reporting and Investigation			
Document Number:	Cafcass – SP06	Revision 3	Date of Issue: 19/06/03

This procedure is written and issued in accordance with Cafcass' Safety Management System Framework and Protocol.

The responsibility for upkeep and amendment of this procedure rests with the corporate Health & Safety Advisor. All requests for modification should be made to Cafcass Headquarters.

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1. **POLICY**

CAFCASS is committed to eliminating all accidents, injuries and incidents involving employees and third parties that may be affected by their operations. In pursuance of this goal it is essential that a comprehensive accident and incident recording system is in place and that all accidents, injuries and near misses are recorded, reported, analysed and actioned.

Accident reporting and investigation are considered an essential reactive measurement and control tool to prevent a recurrence of accidents.

This safety policy and procedure sets out the responsibilities of staff and the procedures to be complied with following accidents and incidents involving Cafcass' operations.

2. **PROCEDURE**

2.1 **Internal Reporting**

2.1.1 The Internal Incident reporting system will apply to all individuals working on CAFCASS business. It also applies to near miss occurrences – i.e. incidents in which there is no resulting injury and for incidents where only property damage is the outcome.

2.1.2 Following any work-related accident or incident to an employee or visitor to Cafcass (See **Appendix A** for definitions and descriptions), an internal Cafcass Accident and Incident recording form (See **Appendix B**) is to be completed. Forms are available from Cafcass intranet: (HR / Health & Safety / Forms / Accident & Incident report form).

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- 2.1.3 In general terms, it is the responsibility of the individual to report accidents and incidents in which they are involved. Where this is not possible, their line manager should report the accident or incident.
- 2.1.4 All sections of the form are to be completed and stored electronically. Copies of electronic forms are to be forwarded in the first instance to the Line manager who will forward the form on to the Business Manager. The Business Manager will ensure that the Health & Safety Advisor and the appropriate trade union safety representatives have received a copy.
- 2.1.5 In every case the line manager must carry out an investigation into the causes 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 accident or incident. For further advice or guidance, contact the Health & Safety Advisor.
- 2.1.6 It is expected of the line manager to respond to the person reporting an incident within 5 days of notification. This feedback is to include measures taken or to be taken to prevent a recurrence and appropriate timescales.
- 2.1.7 It is the responsibility of the line manager to ensure that where actions have been identified to prevent a recurrence, they have been taken.

2.2 External Reporting (RIDDOR)

Note: The approved reporting form (F2508) to which this following section relates has been recreated as an appendix to this procedure (**Appendix C**) and is also available from HSE books or the HSE website.

- 2.2.1 In addition to Cafcass' internal reporting system, there is a legal duty (**Under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995**) to report certain events.
- 2.2.2 Following any reportable Major Injury, Disease or Dangerous Occurrence (See **Appendix A** for detailed listing) or following an injury at work which resulted in the injured person being prevented from carrying out their normal duties for more than 3 consecutive days, a report is to be sent to the appropriate enforcing authority. Methods of notification and reporting and required timescales are as follows:

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2.2.3 Reporting Procedures for Fatal and Major Injuries (RIDDOR)

The fatal or major injury incident should be reported in accordance with the following procedures, by the Business Manager, or most senior person available at the time.

- Notify immediately by telephone or e-mail:
 1. The National Incident Contact Centre (**ICC**), Caerphilly Business Park, Caerphilly, CF83 3GG. Tel - 0845 300 9923 Fax - 0845 300 9924 Email - riddor@natbrit.com.
 2. The next of kin or other person nominated by the injured person to be contacted in an emergency. Colleagues may know who should be contacted but if there are any doubts, appropriate Human Resource advice should be sort.
 3. The Health and Safety Advisor.
 4. The Trade Union Health and Safety Representative
 5. The police in the case of a fatal injury or if a hazard to the public persists after the event.
- As soon as possible notify the owner or occupier of the premises at which the incident occurred if it is not CAFCASS controlled property.
- As soon as possible complete the CAFCASS Accident and Incident recording form (**Appendix B**) in accordance with the procedure identified in 2.1 above. If the accident has been reported by telephone to the Incident Contact Centre, the ICC will also complete a report form (**F2508 Appendix C**) which they will send to the person who reported the injury. Copies of all F2508 forms must be forwarded to the Health and Safety Advisor.

2.2.4 Reporting Procedures for Over 3-day Injuries

Once an accident related period of sick leave exceeds 3 days, the ICC should be informed either by telephone or by e-mailing a completed F2508 form. This should be carried out by the Business Manager. Note: If the ICC is contacted by telephone they will complete the F2508 form and return it to the person who reported the injury. Copies of all F2508 forms must be forwarded to the Health and Safety Advisor.

The above, however, only applies to injuries resulting from accidents to people who are at work and to injuries which are not major.

2.2.5 Reporting Procedures for Dangerous Occurrences

The reporting procedure for dangerous occurrences is the same as that for fatal and major injuries –see Section 2.2.3.

2.2.6 Reporting Procedures for Diseases

Following confirmation that a member of staff has contracted a reportable disease the Business Manager will complete report form

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F2508A and send a copy to the ICC (see 2.2.3 for contact details). A copy should be sent to the Health and Safety Advisor.

2.3 **Central recording arrangements**

2.3.1 The Health and Safety Advisor will record and analyse all accident and incident data and will produce a quarterly report for the H&S Steering Group.

2.3.2 The Health and Safety Advisor will monitor accident and incident data on a continuous basis to identify any possible deficiencies in the safety management system. Any deficiencies will be communicated to the relevant parties for action.

2.3.3 The Health and Safety Advisor will also communicate details of any accidents and incidents where either there could be a risk of serious and/or imminent danger to others or where a significant learning opportunity exists for others. Communication of this nature will normally be by e-mail to Regional Business Managers.

2.4 **Reporting Procedures for Non CAFCASS Employees**

Where a non-employee of CAFCASS or a member of the public receives fatal or major injuries or has to be taken to hospital for treatment, as a result of staff work activities, this fact must be reported to the ICC (Incident Contact Centre) in the same way as for employees (see 2.2.3 for contact details). The responsibility for reporting these injuries lies with the Regional Business Manager in whose region the incident occurred.

2.5 **Notification to Trade Union Reps**

Accredited Health and Safety Representatives are entitled to investigate potential hazards and dangerous occurrences at the workplace and to examine the causes of accidents at the workplace. Any member of staff can contact a safety representative in this regard. Regional Business Managers shall communicate accidents to the appropriate local H&S Representative.

Note: It should be noted that an accident or incident should trigger the re-evaluation of all applicable risk assessments.

2.6 **Records Retention**

All internal and external reporting forms are to be retained for a minimum of 3 years.

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Appendix A – Accident / Incident Categories and Definitions

1. Internal reporting categories:

Near Miss Incidents - These are incidents that have not resulted in any injury or damage to either persons or property. The fact that there was no material consequence however does not remove the need to record and report the incident. Often the lack of injury or damage is more due to good fortune than design, it is essential therefore, that these events are identified and controlled before a similar incident results in a more serious consequence.

Property Damage Incidents - These are incidents that only result in damage to property with no personal injury being sustained. Examples may include vehicle, equipment, or building damage.

Minor Injury - These are injuries, which either require very basic first aid treatment, or no treatment at all and thereafter do not prevent the person from carrying out their normal duties.

Intermediate Injury These are injuries which are more serious than minor injuries but not serious enough to warrant reporting under RIDDOR. These types of injuries may include the following: -

- Injuries which require treatment at a hospital accident and emergency facility.
- Injuries which prevent the person carrying on with their normal duties
- Injuries which prevent the person from attending work (but do not becoming RIDDOR reportable over three day injuries)

Act of physical violence – This term will be used to cover all acts of non-consensual physical violence to an employee whilst on company business or in connection with Cafcass work. The degree or extent of harm suffered should not be considered as relevant (eg. A shove or a push is an act of non consensual physical violence).

Verbal abuse & threats of violence – All cases of verbal abuse and threats of violence must be reported and investigated through these procedures.

Appendix A (Cont'd) - Accident / Incident Categories and Definitions

2. RIDDOR Categories

Fatal Injury

The death of any person as a result of an accident arising out of, or in connection with work.

Major injury

Any of the following injuries or conditions suffered as a result of an accident arising out of or in connection with work:

- Any fracture, other than to the fingers, thumbs or toes
- Any amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight (whether temporary or permanent)
- A chemical or hot metal burn to the eye or any penetrating injury to the eye
- Any injury resulting from an electric shock or electrical burn (including any electrical burn caused by arcing or arcing products) leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury:
 1. leading to hypothermia, heat-induced illness or to unconsciousness
 2. requiring resuscitation, or requiring admittance to hospital for more than 24 hours
 3. loss of consciousness caused by asphyxia or by exposure to a harmful substance or biological agent
- Either of the following conditions which result from the absorption of any substance by inhalation, ingestion or through the skin:
 - (a) acute illness requiring medical treatment; or
 - (b) loss of consciousness

Notes:

- i) The extent of an injury may not be apparent at the time of the accident or immediately afterwards; or the injured person may not be immediately admitted to hospital. However, once one of the above injuries has been confirmed or more than 24 hours has been spent in hospital, then a reportable incident has been identified and the enforcing authority must be notified.
- ii) Where a non-employee or member of the public receives fatal or major injuries or has to be taken to hospital for treatment as a result of staff work activities, this fact must be reported to HSE or Local Authority in the same way as for employees.

Appendix A (Cont'd) - Accident / Incident Categories and Definitions

Over 3-day injuries

Over 3-day injuries arise if the injured person is incapacitated for more than three consecutive days, excluding the day of the accident but including any days which would not have been working days, e.g., weekends. If the injured person immediately returns to work but is unable to carry out their normal duties as a consequence of their injury, and this lasts for more than 3 days, then this also is a reportable over 3-day injury.

The above, however, only applies to injuries resulting from accidents to people who are at work and to injuries which are not major.

Dangerous Occurrences

Types of Dangerous Occurrences which Require reporting are described in detail in Schedule 2 of RIDDOR 1995, and include:

- Collapse of scaffolding which is more than 5m in height, or is erected over or adjacent to water.
- The unintentional collapse or partial collapse of any building involving a fall of more than 5 tonnes of material, any floor or wall of any building used as a place of work, including any falsework.
- Explosion or fire resulting in stoppage of plant or suspension of normal work within the premises for more than 24 hours where the explosion or fire was due to the ignition of any material.

Further details of Dangerous Occurrences can be obtained from the H&S Advisor

Reportable Diseases

These are listed in full in Schedule 3 of RIDDOR, 1995. The reporting of these diseases is required only when CAF/CASS receives a written statement or other confirmation from a registered medical practitioner that the affected person is not only suffering from a listed disease, but also that it has arisen in the manner specified in the Schedule. It should be noted however that cramp of the hand or forearm due to repetitive movements is included in the schedule.

*** Note on violence**

It should be noted that the term "accident" covers all acts of non-consensual violence and if the result of the accident falls into any of the categories above, then it is reportable under RIDDOR.

CAFCASS ACCIDENT AND INCIDENT RECORDING FORM (Appendix B)

Date and time of Accident/Incident		Name and contact details of person reporting the accident		
Location of Incident, including building.			Region	
Name and office address of injured person.				
Please indicate the category that you are reporting:				
Near miss	Property damage	Minor #	Intermediate #	
			Violence	
			Threat of violence	
Death *	Major *	3-day *	Dangerous Occurrence *	
			Disease *	
			Verbal abuse	
# If this subsequently results in the individual having more than 3 days associated sick-leave HSE must be notified by following section 2.2.4 for RIDDOR reporting procedure.				
For * events, sign the form, notify Regional Business Manager and refer to sections 2.2.3 to 2.2.6 for RIDDOR reporting procedure.				
Brief Summary of Accident/Incident etc				
Details of any witnesses				
What immediate activity/circumstances may have caused or contributed to the accident/incident?				
What immediate remedial measures have been taken?				
List any further measure required to prevent a recurrence. (To be completed by line manager).				
	Action			Date completed
1				
2				
3				
4				
5				

Circulation Details			
Regional Business Manager		H&S Advisor	
Line Manager		Local Trade Union H&S Rep	
Regional Manager			

RIDDOR reporting form Appendix C for SP06

Report of an injury or dangerous occurrence F2508

Health and Safety Executive - The Reporting of injuries, Diseases and Dangerous Occurrences Regulation 1995
This form must be filled in by an employer or other responsible person.

Part A

About you

1 What is your full name?

2 what is your job title?

3 What is your telephone number?

About your organisation

4 What is the name of your organisation?

5 What is its address and postcode?

6 What type of work does the organisation do?

Part B

About the incident

1 On what date did the incident happen?

2. At what time did the incident happen? (24hr clock)

3 Did the incident happen at the above address?

Yes Go to question 4

No Where did the incident happen?

Elsewhere in your organisation -
Give full address details

At someone else's premises -
Give full address details

In a public place -
Give full address details

What is the postcode or name of the local authority?

In which department or where on the premises did the incident happen?

Part C

About the injured person

If you are reporting a dangerous occurrence, go to Part F. If more than one person was injured in the same incident, please attach the details asked for in Part C and Part D for each injured person

1. What is their full name?

2 what is their home address and postcode?

3 What is their home phone number

4 How old are they?

5 Are they male female

6 What is their job title?

7 Was the injured person (tick only one box)

One of your employees?
 On a training scheme? Give details:

On work experience?

Employed by someone else?
Give details of the employer:

Self-employed and at work?

A member of the public?

Part D

About the injury

1 What was the injury? (egg fracture, laceration)

2 What part of the body was injured?

- 3 Was the injury (tick the one box that applies)
- A fatality?
 - A major injury or condition? (See notes)
 - An injury to an employee or self-employed person which prevented them doing their normal work for more than 3 days?
 - An injury to a member of the public which meant they had to be taken from the scene of the accident to a hospital for treatment?
- 4 Did the injured person (tick all boxes that apply)
- Become unconscious?
 - Need resuscitation?
 - Remain in hospital for more than 24 hours?
 - None of the above

Part E

About the kind of accident

Please tick the one box that best describes what happened, then go to part G.

- Contact with moving machinery or material being machined
- Hit by a moving, flying or falling object
- Hit by a moving vehicle
- Hit something fixed or stationary
- Injured while handling, lifting or carrying
- Slipped, tripped or fell on the same level
- Fell from a height – How high was it?
- Trapped Drowned or asphyxiated
- Exposed to a harmful substance
- Exposed to fire
- Exposed to an explosion
- Contact with electricity or an electrical discharge
- Injured by an animal
- Physically assaulted by a person
- Another kind of accident (describe it in Part G)

Part F

Dangerous occurrences

Enter the code number of the dangerous occurrence (given in the regulations) you are reporting

For official use

Client number	Location number	Event number

Part G

Describing what happened

Give as much detail as you can. For instance

- The name of the substance involved
- The name of the name and type of machinery involved
- The events that led to the incident
- the part played by any people

If it was a personal injury, give details of what the person was doing. Describe any action that has since been taken to prevent a similar incident. Use a separate piece of paper if you need to.

Part H

Your Signature

Signature

Date

Send this form to the Incident Contact Centre, Caerphilly, CF83 3GG

INV		REP		Y		N
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