



## **STUDENT VOLUNTEERING CARDIFF (SVC)**

### **INCIDENTS, ACCIDENTS AND CONCERNS POLICY**

**August 2004**  
**Reviewed August 2006**  
**Reviewed August 2011**  
**Reviewed July 2015**  
**Reviewed June 2017**

<b>1.0</b>	<b>Introduction</b>
<b>1.1</b>	<p><b>Why do we need an Incidents, Accidents and Concerns policy</b></p> <p><b>Organisational Support and legal requirements</b></p> <ul style="list-style-type: none"> <li>• This policy has been developed to ensure that the organisation meets its legal requirements and responsibilities to record, report and prevent accidents and incidents.</li> <li>• Develop an internal mechanism that empowers staff and volunteers to notify management of their concerns and receive support and guidance.</li> </ul>
<b>2.0</b>	<p><b>Legal Requirements</b></p> <ul style="list-style-type: none"> <li>• RIDDOR Regulations 1995 (Reporting of Incidents Diseases and Dangerous Occurrences Act 1995)- requires employers and others to report accidents and some diseases that arise out of or in connection with the work to the enforcing authorities within a specified timescale.</li> <li>• The Public Disclosure Act 1998 The act places an obligation on the organisation to protect staff that disclose facts to protect the public interest. The term 'whistle blowing' is often used.</li> <li>• Other legislation which could be considered by managers are the Community Care Act and the Human Rights Act</li> </ul>
<b>3.0</b>	<b>Scope of the Policy</b>
<b>3.1</b>	<p>This policy applies to:</p> <ul style="list-style-type: none"> <li>- All staff who work for and/or support SVC</li> <li>- All volunteers working for SVC</li> <li>- All clients/beneficiaries</li> <li>- All visitors and where applicable general members of the public</li> </ul>
<b>3.2</b>	<p>It is hoped that all your questions relating to this policy have been clearly answered. If you have any questions please refer to the manager or Executive.</p>
<b>4.0</b>	<b>Policy</b>

	<p><b>What constitutes an incident, accident or concern?</b></p> <p>For the purpose of this policy and to ensure as far as practicable that all types of incident /accident/concern are recognised, it is proposed that the definition of an incident/accident/concern could include any of the following.</p> <ul style="list-style-type: none"> <li>• Deaths</li> <li>• Specified injuries (to workers and non-workers)</li> <li>• Occupational diseases</li> <li>• Dangerous occurrences</li> <li>• Reportable gas incidents</li> <li>• Harassment, discrimination and violence, including: <ul style="list-style-type: none"> <li>- physical, psychological, sexual</li> <li>- one-off incidents or more systematic patterns of behaviour</li> <li>- among any members of staff, volunteers, beneficiaries or third parties</li> <li>- from minor cases of disrespect to more serious acts, including criminal offences</li> </ul> </li> <li>• Any incident that cause beneficiaries, staff or volunteers concern</li> <li>• Any incident involving theft/burglary</li> <li>• Missing persons</li> <li>• Unusual behaviour or medical condition, which is not already recognised/monitored</li> <li>• Near miss</li> </ul>
	<p>For example of reportable situations please refer to the following:</p>

### **Incident Types Classification**

- Violence and Aggression

All incidents in which a person working for the organisation is verbally abused, threatened or assaulted by a service user, another member of staff/volunteer or a member of the public in circumstances relating to his or her employment must be reported.

- Harassment at work

The organisation recognises that all employees have a right to be treated with dignity and respect and that sexual or any other form of harassment will not be permitted or condoned and must be reported.

- Personal Accidents

These are untoward events which affect/involve a person or persons and resulted or could have resulted in injury.

- Work-related ill health

These are reports of any instance of known or suspected work environment or environment related ill health to any person who has had contact with the project. This will include minor ailments such as headaches potentially caused by inadequate lighting.

- Security Incidents

These include theft, loss or other damage to organisation or personal property.

- Complaints

For circumstances where staff/volunteers feel an incident may lead to a formal complaint, they should complete the paper work to, as this will help them to record an accurate account of the event.

- Whistle Blowing
- Serious concerns about any member of staff or person involved in the organisation need to be reported to the appropriate line manager.

The organisation emphasises that all adverse incidents and staff concerns should be reported.

5.0	<p><b>What to do in the event of an accident.</b></p> <p>In the event of an accident the first priority is to ensure that the injured person is being cared for and that the medical attention has been sort. E.g. the ambulance service.</p> <p><b>Serious Accident</b></p> <ol style="list-style-type: none"> <li>1. Ensure access to the appropriate level of medical attention.</li> <li>2. Then immediately after the emergency has been dealt with, staff should notify and seek support from the project manager (or call the on-call service if outside of office hours)</li> <li>3. After the situation has calmed then the Accident/Incident/Concern form should be completed by the most appropriate person and forwarded to the manager by the next working day. Where possible, witness details should be recorded.</li> </ol> <p><b>Minor Accident</b></p> <ol style="list-style-type: none"> <li>1. Where an accident occurs and it is not of sufficient severity to require assistance from others then it is the volunteer’s duty to report it.</li> <li>2. The volunteer should ensure they complete an Accident/Incident/Concern form it must then be passed to the project manager.</li> </ol> <p><b>NB</b> Every accident however minor must be reported.</p> <p><b>What to do after an incident.</b></p> <p>When near miss incidents occur, or something is causing staff concern then they should ensure that they record their concerns by completing an Accident/Incident/Concern form. It is vital that every incident, accident or concern, however trivial it may seem, be recorded by the guidelines set out in this policy.</p>
6.0	<p><b>The procedure following completion of an Accident/Incident/Concern form</b></p>
6.1	<p>It is the responsibility of the manager to investigate the Incident/Accident or Concern fully. The manager should detail their findings and confirm on the form what actions should be taken.</p> <p>Typically the manager should consider whether a risk assessment needs to be undertaken and whether an action or management plan should be developed.</p> <p>The manager should ensure that any RIDDOR or other legal reporting requirements have been met.</p> <p>All volunteers/staff must be advised by the manager of any risk reduction measure that have been introduced and all volunteers/staff have an obligation to follow new procedures.</p>