



## United Learning – Health and Safety Topic Policy

Accident and Incident  
Management

**Surbiton High School**



**United Learning**  
The best in everyone™

<b>Document Control</b>	
Document Title:	Accident and Incident Management Policy
Short Code:	HSMA
Version:	2.2
Summary of Changes from Previous Version:	None. Reviewed following conclusion of e-audit 19/1.
Ratified By:	Group Board
Date Ratified:	14 December 2017
Name of Originator/Author:	Stuart Males
Name of Responsible Committee	Group Board
Date Issued:	17 February 2020
Review By Date:	17 January 2023
Target Audience:	All school and central office locations

# United Learning

## Health and Safety Topic Policy – Accident and Incident Management

### Contents

1.	Scope .....	4
2.	Implementation .....	4
3.	Interpretation .....	4
4.	Qualifying Events .....	4
5.	Accident Recording in the EYFS Setting.....	5
6.	Accident Reporting and Management System .....	5
7.	RIDDOR Incidents.....	6
8.	Event Investigation .....	7
9.	Investigation and ARMS.....	9
10.	Data Analysis.....	10
11.	Summary of Requirements.....	10
12.	Further Information.....	10
13.	Local Arrangements.....	10
14.	Declaration of Adoption .....	10

## 1. Scope

1.1 This Policy forms part of the Health and Safety arrangements detailed in Part 3 of the [‘United Learning Group Health and Safety Policy’](#). It outlines the arrangements in place to achieve compliance with the Health and Safety at Work etc Act 1974, and the Reporting Of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). It also covers non-Health and Safety based legislation, such as the Social Security (Claims and Payments) Regulations 1979, which requires a record of workplace accidents to be maintained.

1.2 It is applicable to all schools and central office locations herein referred to as Sites.

## 2. Implementation

2.1 The requirements of this Policy must be implemented within 12 weeks of the date of publication.

## 3. Interpretation

3.1 The following definitions apply to this Policy:

- ARMS – Accident Reporting and Management System (ARMS)
- Qualifying Events – those adverse events that are either required to be uploaded to ARMS, or which may be at the Site’s discretion (further details below).
- RIDDOR – the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

## 4. Qualifying Events

4.1 The following types of adverse event qualify for entry into the ARMS system.

Event Type	Guidance	Mandatory ARMS entry?
<b>Accident</b>	An incident that results in physical harm to a student, employee, or member of the public; except for 'bumps and scrapes' (see below). Includes RIDDOR accidents.	Y
<b>Incident</b>	An event not causing harm to a person or persons, but which has the potential to cause harm or ill-health. Sometimes referred to as a 'near-miss'.	N*
<b>Dangerous Occurrence</b>	One of a number of specific reportable adverse events, as defined under RIDDOR.	Y
<b>Occupational Disease</b>	One of a number of specific diseases arising out of connection with a work activity, as defined under RIDDOR.	Y
<b>Bumps and Scrapes</b>	Primary and Early Years settings where there is no injury apparent, or the injury is of a very minor nature. May also be used for ‘low-level’ accidents in secondary environments (see para. 4.3- 4.5)	N

*\*whilst at this stage there is no requirement to log ‘Incidents’ onto ARMS, such events are an extremely useful source of information and all Sites should encourage reporting of any incident from all staff.*



- 4.2 In practice, events that would qualify as a ‘dangerous occurrence’ or incidence of ‘occupational disease’ under RIDDOR are likely to occur infrequently in the Education Sector, however, they are included in the system for completeness.
- 4.3 To reduce the administrative burden, secondary schools may wish to use the ‘Bumps and Scrapes’ event type for logging low-level accidents involving students. The sorts of accidents that could qualify for entry as ‘Bump and Scrapes’ would include:
- Graze/minor cut sustained during PE e.g. sliding on AstroTurf
  - Minor cuts, nicks, and scrapes in practical lessons e.g. D&T, food tech, science
  - Any other circumstances where the level of injury sustained is minor/superficial in nature **and** there is no indication that a defect in premises, equipment, or supervision was at fault.
- 4.4 A degree of judgement will need to be exercised in determine the most appropriate recording method. Where there is any doubt of an accident’s significance a full ‘Accident’ record must be completed.
- 4.5 A full accident record must be completed for more serious accidents involving students, i.e. fatality, specified injury (refer to ARMS for details), or where the student is taken from the scene to hospital.
- 4.6 A full accident record must be completed for any accident involving an employee or third party other than a student.

## 5. Accident Recording in the EYFS Setting

- 5.1 The [Statutory Framework for the Early Years Foundation Stage](#) (2017) requires at paragraph 3.50 that all EYFS providers must keep a record of accidents, injuries and first aid treatment and inform parents on the same day, or as soon as reasonably practicable after.
- 5.2 Providers typically have a paper-based record system for the management of these, often very low level, incidents. It is acceptable for Sites to continue to use these methods where the preceding paragraph’s requirements are met, however, consideration should be made for using the ‘Bumps and Scrapes’ section of ARMS to improve data management and tracking.
- 5.3 Notification of accidents to Ofsted is only required for childcare establishments that do not form part of a school.

## 6. Accident Reporting and Management System

- 6.1 The Accident Reporting and Management System ([ARMS](#)) is a portal hosted on United Hub that is designed to capture all relevant data for qualifying events to fulfil the following purposes:
- Collation of information required for statutory purposes
  - To facilitate trend analysis
  - To remove the need for paper records to be produced
  - To aid compliance with data protection law



- To facilitate investigative functions
- To assist the claims management process

- 6.2 Every employee has access to United Hub and therefore has access to ARMS. This means that anyone can create a record, wherever they are, provided they have access to a computer, smartphone or tablet. General users do not, however, have the permissions required to run reports or examine data.
- 6.3 Each Site has three 'Super-Users' (H&S Coordinator and Deputy H&S Coordinator and Head Teacher) who have the ability to run reports on the data held for their Site. The number of super-users is restricted to only these posts for the purposes of data protection. These super-user permissions are automatically assigned to those employees who have H&S Coordinator, Deputy H&S Coordinator, (or Head Teacher) assigned to their role on the central HR system, Bond, and is refreshed overnight.
- 6.4 The Group H&S Manager has global reporting functionality to allow for Group-wide data collection and review, and benchmarking between Sites.
- 6.5 All mandatory qualifying events must be logged onto the system without any undue delay and ideally within 24 hours of the event occurring.
- 6.6 The system has been designed to guide users through the data entry process without need for a reference manual or formal training. Help text is presented alongside each data-field to help users complete records with the required information and there are a series of help videos available from the main page.
- 6.7 Upon accessing the system, Users are presented with any open records requiring action. Super-Users can view a complete list of all open records for their Site via the Report Builder function. Every effort should be made to close off records in a timely manner.
- 6.8 Medical incidents such as where a student faints as a result of an underlying condition, should not be reported on ARMS and should instead be recorded on the student's file or some other location likely to be consulted in the development of a care plan.
- 6.9 Where a member of staff or a student has an accident on a third party Site, e.g. leisure centre or another United Learning school, this must still be recorded on ARMS by that individual's 'home' school.

## 7. RIDDOR Incidents

- 7.1 Most incidents that happen in schools or on school trips do not need to be reported to HSE. Further information on reporting criteria is provided in the HSE guidance note on RIDDOR in Schools, available in the [A-Z of United Hub](#).
- 7.2 Incidents input into ARMS that are reportable under RIDDOR are automatically flagged to the Group Health and Safety Manager. These reports will be reviewed and HSE notified. Where necessary, the Group Health and Manager will visit the Site to carry out an investigation, however,



the need for this will be determined on a case-by-case basis and is only likely to be required for more serious incidents. Further details around the incident investigation process are given below.

- 7.3 A copy of the HSE notification will be uploaded to the incident record on ARMS and forwarded to the Site’s Health and Safety Coordinator for their records.
- 7.4 Should a work-related fatality occur (see HSE guidance note above), the Group Health and Safety Manager must be contacted by phone (07702 513397) as soon as practicably possible with the details also sent via email after that. The scene must not be disturbed or altered in any way though photographic or video evidence may be collected.
- 7.5 For clarity, the sudden death of a non-employee, perhaps as the result of an underlying medical condition, is not a RIDDOR incident, however, if in doubt, please contact the Group Health and Safety Manager as above.
- 7.6 For incidents that occur out of office hours, there is an escalation procedure to be followed. This is held in the secure ‘Head Teachers’ area of United Hub.

## 8. Event Investigation

- 8.1 All qualifying events will require some form of investigation, the level of which should be determined through consideration of the following factors:
- Level of harm realised
  - The degree of potential for harm
  - Number of persons harmed
  - Where trend analysis identifies a recurring theme
  - Whether or not a work-activity was involved e.g. pupil playground injuries do not warrant investigation unless the playground or equipment itself is deemed to be defective. However, the very act of confirming whether or not this is the case constitutes an investigation of sorts and the reasons why no further investigation is to be carried out should be recorded on the ARMS record.
- 8.2 An investigation is a formal process involving the collection and evaluation of information following an incident. The aim or intention of an investigation is to determine why the accident occurred and allow suitable control actions to be taken to avoid it happening again, where possible.
- 8.3 All investigations should take place with the sole aim of gaining information about the event and an understanding of why it occurred. The process should be seen as a learning exercise in order to prevent a recurrence. It is important to avoid any perceptions that the investigation is to apportion or allocate blame. Accident investigations have nothing to do with blame.
- 8.4 **Which events should be investigated?**
- 8.5 With the exception of ‘bumps and scrapes’ (which may be investigated at local discretion), all accidents involving injury should be investigated to a greater or lesser degree. However, the level



of the investigation should be matched to the nature of the event, the degree of injury, and the potential for reoccurrence.

8.6 Ideally, property damage events should be investigated (as Incidents), since damage to the premises or buildings represents a ‘near-miss’ and an unnecessary cost to the Site. There is much to be learnt from investigation of near misses. However, it may prove difficult to secure reliable information about near misses since they are often not reported.

8.7 All investigation details and judgement should be uploaded to the ARMS record, even if it is only to explain why no investigation is required.

8.8 **When to investigate events**

8.9 The investigation of accidents should commence as soon as possible after the event. As time passes, memories become less clear and statements are less reliable. In addition there is often a desire to clear the scene, with vital evidence being moved or destroyed. Photos and/or video evidence should be gathered as soon as possible after the incident, these can then be uploaded to the ARMS record. It may be necessary to retain physical evidence where enforcement action may be taken or a civil claim made for damages.

8.10 **Who should carry out the investigation?**

8.11 Investigation should involve line managers, departmental heads, H&S Coordinators, and Senior Leaders as appropriate.

8.12 Minor injuries such as cuts, bruises, sprains and strains, should normally be investigated by the employee's line manager (as the person in direct control of the work activity involved).

8.13 In contrast a more serious injury, for example an accident that has resulted in lost time or has resulted in the injured employee attending hospital, should be investigated by more senior management and potentially by a team of individuals, e.g. a lead investigator, departmental head, technician, employee representative. The table below gives a broad indication the likely investigation lead for the different degrees of investigation.

Degree of Investigation	Examples of such Events	Likely Investigation Lead
Basic	Minor injury, Near miss	Line Manager
Low	Minor injury, lost-time event	Line Manager/H&S Coordinator
Medium	Specified Injury (RIDDOR)	H&S Coordinator / Cluster H&S Lead
High	Fatality, multiple casualty event	Group H&S Manager





#### 8.14 **The accident investigation process**

8.15 The process of accident investigation consists of a number of sequential, logical steps:

- Information gathering
- Analysis and the identification of the cause or causes
- Formulation of risk control measures
- Implementation of the risk control measures

8.16 The types of information that could be gathered include,

- photos/videos
- copies of risk assessments from the time of the accident
- equipment procurement records and operation and maintenance manuals
- training records and certificates

8.17 Copies of all information sources gathered must be appended to the ARMS record as this facilitates the claims management process and any high-level investigation that may be required, such as if HSE require further details relating to a RIDDOR event.

8.18 An 'Adverse Event Report and Investigation Form' is available in the [A-Z section](#) of the Health and Safety pages on United Hub, which can be used to facilitate an investigation. It should be read alongside HSG245 on Investigating Accidents and Incidents (also available in the [A-Z](#)).

### 9. **Investigation and ARMS**

9.1 ARMS Accident records contain a section for details on the investigation including the ability to uploaded any evidence collected, e.g. risk assessment from the time of the accident, photos, witness statements. Where an incident relates to a physical feature of the site, photos and/or video footage of the location must be taken and uploaded. Any documents uploaded must be given a logical filename to enable them to be easily identified by anyone examining the record.

9.2 Witness statements must be taken for all 'Accident' qualifying events, including from the injured party wherever possible. A witness statement template containing guidance on how to take a witness statement is available in the [A-Z section](#) of the Health and Safety pages on United Hub.

9.3 It is likely that the incident details will need to be submitted before the investigation is completed. Users can 'Save' records without any information in the Investigation fields, but must only 'Submit' the record once all data has been entered or uploaded. To protect the integrity of the data already submitted, it is not possible to amend any records which have been submitted.

9.4 Sometimes, further correspondence is received some time after the accident investigation has concluded, e.g. personal injury claim letters from solicitors acting on behalf of injured parties. Superusers have the ability to add additional comments to submitted/closed records and should use this function to ensure a complete record is maintained.



## 10. Data Analysis

- 10.1 Sites should look to periodically review their data via the reporting function on the ARMS main page with a view to identifying recurring themes or locations that may benefit from further intervention.
- 10.2 A summary report must be presented to the Site’s H&S Committee as part of the standing agenda item to review accident and ill-health data. The purpose of this action is to formally present and record this information to the Site’s Senior Leadership Team and Governor for health and safety.

## 11. Summary of Requirements

- Provide local briefing on ARMS so that employees are confident in logging incidents themselves
- All qualifying events must be logged onto ARMS within 24 hours
- Investigation reports to be completed for qualifying Events
- Witness statements to be taken for all accidents and appended to the ARMS record
- Photographs/videos to be taken and appended to the ARMS record for any accident linked to a physical feature of the site
- Periodic data/trend analysis and review at the H&S Committee

## 12. Further Information

- 12.1 For additional information on accident and incident reporting and investigation, refer to the [HSE website](#) and [A-Z section](#) of United Hub.

## 13. Local Arrangements

At **Surbiton High School, Charlotte Demetz (H & S co-ordinator) and the School Nurse** are the super-users for ARMS.

## 14. Declaration of Adoption

This Policy has been reviewed by the senior leadership team and has been formally adopted.

**Head  
Teacher**


Rebecca Glover



1/9/22

**Governor for  
Health and Safety**

Claudia Vincenzi



1/9/22

