



CARE HOUSING ASSOCIATION INCIDENT REPORTING POLICY

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| Implementation Date | 6 September 2021 |
| Created/Reviewed By | Rachael Kaminski (Operations Manager) |
| Last Committee Review Date | 2 September 2024 |
| Next Review Due | September 2027 |

1. Purpose

1.1 Care Housing Association (Care) is committed to ensuring its properties and places of work are safe places to live and work at.

1.2 All organisations have a legal duty to report certain kinds of accidents and incidents, as well as a duty to protect from injury or ill health, those who come into contact with the Association's work activities. This policy sets out definitions and Care's approach to incident mitigation, reporting and learning.

1.3 This policy covers accidents, incidents and near miss events. See also Care's Incident Reporting Procedure.

2. Definitions and Scope

2.1 The Chief Executive Officer, through Care's Board of Directors, has overall responsibility for the provision of adequate systems for the management of Health and Safety, including the reporting and managing of incidents, accidents and near miss events.

2.2 For the purposes of this policy, an incident is defined as:

Any event which has given rise to potential or actual harm or injury, tenant dissatisfaction or damage to or loss of property.

2.3 This definition includes injury to tenants, support staff or other persons at any of Care's properties where the incident relates to the fabric of the property. It also includes damage to equipment belonging to or maintained by Care, fire, theft, vandalism, assault and employee accidents and near misses. It includes incidents resulting from negligent acts, whether deliberate or unforeseen, as well as unplanned or unexpected events in which a member of staff, contractor or the public has been, or could have been injured, killed, or suffered mental trauma, or led to loss or damage to equipment or property, or other financial loss.

For example:

- Unexpected or unexplained death
- A member of staff hurts him/herself
- A member of staff is subject to verbal or physical abuse
- Fire in office premises or at a Care property
- Theft, loss or damage to organisation or personal property
- Scalding in one of Care's properties
- A 'near miss' such as an item falling from a building to the street below, or a potential scalding incident due to higher-than-normal water temperatures.

2.4 It is important to note that this policy relates only to Care's staff, contractors, tenants and their support staff and other individuals (e.g. family/friends) where the incident has occurred due to either potential negligence on the part of Care, as a result of Care's fixtures and fittings within the building, or the fabric of the building itself. Where incidents occur outside of this scope, it is expected they are reported through alternative channels e.g. support staff report through their employer.

2.5 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) place duties on all organisations to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) to the Health and Safety Executive (HSE). A RIDDOR report is required when the accident is work-related and the type of injury/disease or dangerous occurrence is of the reportable type. If you need to submit a report or are unsure whether an incident is reportable, speak to Care's Asset and Compliance Surveyor. Refer to www.hse.gov.uk/riddor for the form and further information.

2.6 Incidents may have overlap with safeguarding, lone working, hate crime, domestic abuse and/or antisocial behaviour, all of which have dedicated policies in place that should be referred to as appropriate. Please see Care's Incident Reporting Procedure to determine how to respond to an incident occurrence.

2.7 Care's staff are trained on this policy and associated procedure as part of their induction and after each review.

3. Equality and Diversity

3.1 Care is committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination or hate crime.

3.2 Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

4. Commitment and Review

4.1 Formal incidents are reported to Care's Board of Directors on a quarterly basis and any lessons learned will inform updates to the policy and procedure. Care will formally review this policy every three years or more frequently as required.