



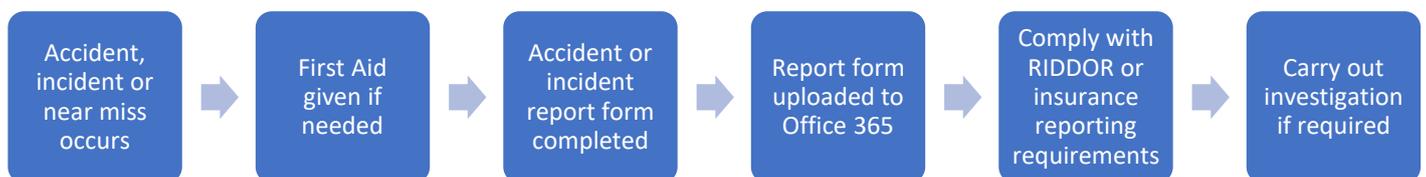
Accidents and Incidents

1. Introduction

You may think that an accident is something that happens by chance and that cannot be controlled. However, when accident situations are examined in more detail it is usually the case that certain acts, or failure to act, have directly or indirectly contributed to the accident.

All accidents, incidents and near misses that occur in the course of our work must be recorded on an accident report form, and investigated if necessary. In some cases, there may also be local reporting requirements where you must also report the accident to the local enforcing body, or your insurer.

The accident reporting process for We Do Tennis is summarised in the diagram below:



What is an accident?

An accident is defined as an unplanned and uncontrolled event, which has led to or could have caused injury to persons, damage to plant or other loss.

What is a near miss?

A near miss is an unplanned and unforeseeable event that could have resulted, but did not result, in human injury, property damage or other form of loss.

As you can see the difference only relates to the occurrence of an injury. The event is just the same and for this reason all team members should be encouraged to report both accidents and near misses.

First Aid

Following any incident, the first action that should be taken is to ensure that anyone injured receives the necessary first aid and that the scene of the accident is made safe to prevent any further injuries.

2. Arrangements and Responsibilities

We Do Tennis Directors

Are responsible for:

- Ensuring that all relevant accidents or incidents involving team members, contractors, members and general public are recorded.
- Ensuring that accident or incident investigations are carried out if this is necessary, and that investigation reports are completed.
- Liaising with the H&S Consultant following any major incident or accident to ensure that appropriate remedial action is taken.
- Completing any RIDDOR reports where necessary.
- Identifying common trends in accident / incident occurrence,
- Reviewing relevant risk assessments with the intention of identifying any deficiencies in control measures.
- Ensuring that any actions identified during investigations or reviews as being necessary to prevent future accidents / incidents are put into place.

All Employees and Coaches

Are responsible for:

- Dealing with any first aid incidents if trained to do so.
- Reporting all accidents or incidents on the correct form and informing their line manager of the situation.
- Co-operating with any investigation that might be carried out.
- Co-operating with implementation of any actions intended to prevent accidents or incidents occurring again.

3. Reporting an Accident, Incident, or Near Miss

All accidents, incidents and near misses must be reported on the accident and incident report form on Office 365, as soon possible after the event and certainly no later than 48 hours afterwards.

Any major incidents or accidents must be reported immediately to a Director, who will ensure any further reporting requirements through RIDDOR or to the insurers are carried out, and conduct any necessary investigation.

4. Accident Investigation

Following an accident, the Directors and Health and Safety Consultant should ensure that an investigation is carried out to determine the following:

- The chain of events that led to the accident.
- Whether risk assessment controls were in place.

- Whether the injured person/or others were abiding by the risk control procedures or safe work arrangements.
- Whether any article, equipment or substance involved had been risk assessed.
- To identify any recommendations or corrective actions required.
- To identify whether any additional controls are required to prevent a recurrence.

The findings should be recorded, along with any corrective actions to be taken.

Each accident will have direct or immediate causes, that gave rise to the injury, and underlying causes, that allowed the more direct unsafe situation to exist.

Examples of immediate causes of accidents might include:

A person running with a knife, a patch of floor in a public area being left wet, an item of faulty electric equipment being used, etc.

Examples of underlying causes might include:

Failure to train and supervise employees in safe knife use, not enough staff being available to be able to clear spillages quickly during busy periods, employees being allowed to bring unchecked electrical equipment in from home, etc.

It is very important to try to identify underlying causes as well the more obvious direct causes. If one team member suffers a knife injury and is given additional training that protects him/her. If it is identified that most of a team need training then doing so protects all of them for the future, not just the one person who has already suffered an injury.

Remember: the aim of an investigation is to spot problems and put them right, not to lay blame on individuals. Stick to the facts and avoid making any judgements.

Possible factors that might have led to an incident and might need corrective actions:

Employees:

- trained in activity
- supervised
- demonstrated competence
- physically capable / tired / distracted
- experience / age

Management:

- any previous incident (if so, any action taken)
- training checked / recorded
- level of supervision

Activity:

- does safe working method exist & was it followed

- any change to make method unsafe

Equipment:

- correct tools / equipment available and used.

It is unacceptable to allow a situation to continue where employees could be injured, and losses from property, stock or equipment damage, lost time, premises closure, etc. can also have a serious impact on the business.

Good accident investigations, that identify steps that will prevent a repeat accident, can therefore be used to reduce injury and loss across the whole business. In some situations, claims may be received from individuals alleging that poor safety management has led to them being injured. Such claims can be received long after any alleged incident.

5. Post-Accident Actions

In all cases the following actions should be taken:

- Bring the incident and corrective actions required to the attention of all employees and coaches.
- Make firm arrangements to provide refresher training or briefings as necessary.

In the event of an injured employee who has time off work, ensure that they complete a return-to-work interview and, if necessary, a 'personal risk assessment'.

6. Review

This document should be updated as necessary and reviewed minimum annually.

Issue No.	Date	Revisions	Actions
1	Dec 2022	N/A	New policy
2	Jan 2024	N/A	No changes
3			