

Scottish Borders Council

ACCIDENT / INCIDENT PROCEDURES & ARRANGEMENTS**INTRODUCTION**

1. This document sets down the procedures necessary for Council Services to report work-related accidents, violent incidents, reportable occupational diseases, near-misses, dangerous occurrences, bomb threats, suspicious packages and discarded sharps.
2. The requirement to report and record certain incidents, including accidents, diseases and dangerous occurrences arising out of or in connection with work, is specifically legislated for by the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995, (RIDDOR) and the Social Security (Claims and Payments) Regulations 1979.
3. The Accident / Incident Procedures & Arrangements include:
 - **Responsibilities** Section 2/1 Pages 2 - 1 - 1.
 - **Work Related Accidents** Section 2/2 Pages 2 - 2 - 1 to 2 - 2 - 3.
 - **Violent Incidents** Section 2/3 Pages 2 - 3 - 1 & 2 - 3 - 2.
 - **Diagnosed Occupational Diseases** Section 2/4 Page 2 - 4 - 1.
 - **Near-Miss Incidents & Dangerous Occurrences** Section 2/5 Pages 2 - 5 - 1 & 2 - 5 - 2.
 - **Bomb Threats and Suspicious Packages** Section 2/6 Pages 2 - 6 - 1 to 2 - 6 - 4.
 - **Discarded Sharps Incidents** Section 2/7 Pages 2 - 7 - 1 & 2 - 7 - 2.
 - **Further Information, Flow Chart & Report Forms** Section 2/8 Pages 2 - 8 - 1 to 2 - 8 - 10.

RESPONSIBILITIES

1. **Directors** carry the prime responsibility for health, safety and welfare for the Services within their area of responsibility and will ensure that Accident / Incident Procedures & Arrangements are applied within their service area.
2. **Heads of Service** will ensure that appropriate health & safety arrangements are in place within their own service to implement the Accident / Incident Procedures & Arrangements and will on a regular basis, monitor and review these arrangements within their Service.
3. **Line Managers** are responsible for implementing and co-ordinating arrangements should an incident occur. They will investigate all incidents and complete the appropriate forms. Should an employee be off work due to an incident, Line Managers will follow the Council's Absence Management Policy & Review Procedure and consult where necessary with Personnel Services. 'Line Manager' means any person who has direct accountability for managing individual employees (i.e. authorising leave, absence management).
4. **Employees** are responsible for their own health and safety and for the health and safety of any persons affected by their work activities. They must report all incidents to their Line Manager and inform them immediately of any situation which comes to their attention, together with any shortcomings they find, if they believe their own or other person's health and safety is at risk.
5. **Health & Safety Section** will liaise with the appropriate Services and the Health & Safety Executive in respect of any reportable incidents and will investigate as and where necessary. They are responsible for reporting specific types of work related incidents to the Health & Safety Executive (under RIDDOR). These incidents include:
 - a) Work related major injuries, loss of consciousness and fatalities of employees.
 - b) An accident where an employee is absent from work for more than three consecutive days (not counting the day of the accident).
 - c) An act of non-consensual physical violence resulting in physical injuries as defined in a) & b).
 - d) Injuries to members of the public (including service users, clients, pupils, etc) that have arisen out of or in connection with work and results in the casualty being taken to hospital.
 - e) Specific work related diseases and dangerous occurrences.

WORK RELATED ACCIDENT PROCEDURES

1. In addition to the legal requirement to report specific work related accidents, it is extremely important that all accidents are investigated and the findings and conclusions acted upon to prevent a re-occurrence. Recording of accidents provides the Council with statistical data, which is particularly useful when identifying training needs, highlighting trends and determining the adequacy of current health and safety arrangements. They can also be used to calculate the cost to the Council of any accidents and act as a reference should any subsequent benefit claims or any legal action be taken.

DEFINITION OF ACCIDENTS

2. An accident is defined as an unplanned work related event that results in injury to an employee or a member of the public (including service users, clients, pupils, etc). There are three types of injuries that must be reported to the Health & Safety Section, these are:
 - a) **Fatalities** - where the casualty has sustained injuries that results in death.
 - b) **Major injury** - where the casualty has sustained serious injuries, which normally would require hospital treatment. These types of injuries include fractures (excluding fingers and toes), amputations, dislocations, serious eye injuries, serious electrical shocks and burns, hypothermia, heat-induced illness, asphyxia, unconsciousness through inhalation, ingestion or by absorption through the skin of chemical or biological agents.
 - c) **Minor injury** - where the casualty has suffered a physical injury after an accident, which may require some level of medical treatment and depending on the type of injury, could result in absence from work. These injuries include cuts, bruises, strains, sprains, etc.

Note: Fatalities, major injuries and those minor injuries that result in the casualty being absent from work for more than three consecutive days (not counting the day of the accident) will be reported by the Health & Safety Section to the Health & Safety Executive.

3. An accident must also be reported to the Health & Safety Section where:
 - An employee in the course of their employment is involved in a road traffic accident and sustains an injury.
 - A service user, client, pupil, etc is transported in the course of a Council activity and sustains an injury in a road traffic accident.

Note: To report any property or vehicle damage, access the insurance link on the Intranet or contact the Corporate Resources - Insurance Section.

INVESTIGATION OF ACCIDENTS

4. The Line Manager must initially investigate the circumstances of all accidents. Those resulting in fatalities and major injuries must be investigated immediately and minor injuries must be investigated as soon as possible after the accident and within three working days. The depth of an investigation will vary according to the severity or potential severity of the accident. In some minor cases a brief discussion with an employee may be adequate. It should be noted that the purpose of an accident investigation is not to apportion blame, but to identify where improvements may be required to prevent a re-occurrence. On completion of the investigation, the appropriate risk assessments must be reviewed and where necessary amended.
5. The Health & Safety Section will carry out accident investigations as appropriate. The Health & Safety Executive will investigate all fatalities and may investigate any accidents reportable under the 'Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995'.

ABSENCE MANAGEMENT POLICY AND PROCEDURES

6. Should an employee incur short or long term absences due to an accident, Line Managers will follow the guidance contained in the Council's Absence Management Policy & Review Procedure and consult with Personnel Services should the employee's attendance be of concern. Consideration can then be given as to what support may be available to the employee and any other appropriate action can then be taken, e.g. occupational health referral.

DOCUMENTATION AND PROCEDURES REQUIRED TO REPORT ACCIDENTS

7. **Accident / Incident Report Form (ACC1)** - This form is used throughout the Council to record and report all accidents (copy of form on pages 2 - 8 - 3 and 2 - 8 - 4). There is no requirement to enter details in an accident book.

Note: Schools will continue to complete their 'Pupil Accident Books' and forward them to the Health & Safety Section on completion of the last entry. Where pupils require first aid, a visit to a GP or hospital as a result of an accident, paragraph 12 C 'Action required in the event of a fatality or injury to a member of the public (inc. service user, client, pupil, etc) arising out of or in connection with council activities' must be followed.

8. **Witness Observation Form (ACC3)** - This form is used in addition to ACC1 form, in the event of a fatality or major injury or an employee being off work for more than three consecutive days (copy of form on page 2 - 8 - 7 and 2 - 8 - 8).
9. The accident reporting procedures are divided into three sub-sections.
- a) Action required in the event of a minor injury to an employee.
 - b) Action required in the event of a fatality or major injury to an employee.
 - c) Action required in the event of an injury to a member of the public (including service users, clients, pupils, etc) arising out of or in connection with Council activities.

Note: If in any doubt about the severity of the injury contact the Health & Safety Section or if out of normal office hours, follow Service level procedures for out of hours emergencies.

10. Procedures to follow in the event of an accident are:

a) Action required in the event of a minor injury to an employee

- i) Whether or not first aid treatment has been administered from a Designated First-Aider / Emergency First Aider, the employee who has been injured must notify the Line Manager of the accident.
- ii) The Line Manager will carry out an investigation and take any necessary action. The Accident / Incident Report Form ACC1 will then be completed by the Line Manager and forwarded to the Health & Safety Section (as soon as practicable or within five days of the accident). Should the accident result in an employee being absent from work for more than three days and there were witnesses to the accident, the Line Manager will request that a Witness Observation Form ACC3 be completed. Where there are a number of witnesses, the Witness Observation Form need only be completed by the key witnesses (normally two will suffice).
- iii) An investigation may follow by the Health & Safety Section and / or the Health & Safety Executive.

Note: If the accident occurs on the premises of another organisation, it must be brought to the attention of the manager / occupier, as they may require details of the accident.

b) Action required in the event of a fatality or major injury to an employee

- i) If an employee is present or made aware of the accident, they will immediately call for a designated First-Aider / Emergency First Aider. That employee will ensure nothing is moved at the accident site (except for the purpose of helping the injured employee) and where practical, temporarily cordon off the area to prevent tampering and damaging of evidence. A full investigation may need to be carried out by the Health & Safety Section, the Health & Safety Executive and police. The employee will then notify the casualty's Line Manager of the accident.
- ii) The Line Manager will, as soon as is practicable telephone the Health & Safety Section to inform and give relevant details. If out of normal office working hours, the Line Manager will contact Bordercare on **Tel: 01896 752111**, who will then pass the information on to the appropriate Head of Service. A follow-up call will be made to the Health & Safety Section at the start of the next working day.
- iii) The Line Manager will investigate the accident and if witnesses are available, the Line Manager will request that a Witness Observation Form ACC3 be completed. An Accident / Incident Report Form ACC1 will then be completed by the Line Manager and forwarded to the Health & Safety Section as soon as practicable or within five days of the accident.
- iv) The Health & Safety Section will notify the Health & Safety Executive, unless the accident occurs out of office hours, where the responsibility rests with the Head of Service. An investigation may follow by the Health & Safety Section, the Health & Safety Executive and / or the Police.

Note: If the accident occurs on the premises of another organisation, it must be brought to the attention of the manager / occupier, as they may require details of the accident.

c) Action required in the event of a fatality or injury to a member of the public (inc. service user, client, pupil, etc) arising out of or in connection with council activities

- i) If an employee is present or made aware of the accident, they will where necessary, call for first aid / ambulance, take personal and accident details of the casualty, as well as names and addresses of any witnesses. This information must be immediately forwarded to the Line Manager responsible for either the premises in which the accident occurred and / or the work activity taking place at the time of the accident.
- ii) The Line Manager will where practical, temporarily cordon the area off to prevent tampering and damaging of evidence. A full investigation may need to be carried out by the Health & Safety Section, the Health & Safety Executive and / or the Police. The Line Manager will carry out an investigation and take any appropriate action. They will then complete the Accident / Incident Report Form ACC1 and forward it to the Health & Safety Section as soon as practicable and no later than five days after the accident.
- iii) Should there be a fatality or if the injured member of the public (including service user, client, pupil, etc) is taken to hospital for treatment, the Line Manager will, as soon as is practicable, telephone the Health & Safety Section to inform and give relevant details. If the accident occurs out of normal office hours, the employee or Line Manager (if available) will contact Bordercare on **Tel: 01896 752111**, who will then pass the information on to the appropriate Head of Service. The Head of Service will be responsible for notifying the Health & Safety Executive. A follow-up call must be made to the Health & Safety Section at the start of the next working day. An investigation may follow by the Health & Safety Section, the Health & Safety Executive and / or the Police.

VIOLENT INCIDENT PROCEDURE

1. In the majority of cases there is an amicable relationship between employees, service users and the public. On occasions however, employees may be faced with aggressive or violent individuals and may feel vulnerable to attack. This may take the form of verbal or physical abuse or damage to Council and / or personal property.
2. A violent incident is any incident involving behaviour which produces damaging or hurtful effects, either Physical or emotional during which:
 - An employee is abused, threatened or assaulted by a service user, member of the public or other employee(s), in circumstances arising out of the course of their work, whether or not they are on duty.
 - A service user, client or pupil is abused, threatened or assaulted by another service user, client, pupil, member of the public or employee whilst on Council premises or participating in Council sponsored activities.
3. Violent incidents cover many types of work related situations including:
 - Physical attacks with or without a weapon or from an animal belonging to a person.
 - Verbal abuse or threats, with or without a weapon or animal, where this is judged likely to turn into a physical attack.
 - Physical attacks resulting in damage to Council or employee property.
 - Sexual, religious or racial harassment.
 - Rude gesture or innuendoes.
4. It must be recognised that people have different perceptions about the behaviour they find damaging or hurtful. It is essential therefore that behaviour which either an employee or service user finds threatening, offensive or which causes distress rather than simple annoyance, is reported in addition to those incidents which involve personal assault.

Note: Acts of non-consensual physical violence arising from work activities that result in a fatality, major injury or an employee being absent from work for more than three consecutive days, will be reported by the Health & Safety Section to the Health & Safety Executive, as per the requirements of Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR).

ALLEGED VIOLENCE BY EMPLOYEES

5. Should a violent incident occur where it is alleged that it was initiated by an employee, the matter will be investigated by the Line Manager and the Council's Disciplinary Procedure will be applied.

DOCUMENTATION AND PROCEDURES REQUIRED TO REPORT VIOLENT INCIDENTS

6. **Accident / Incident Report Form (ACC1)** - This form is used throughout the Council to record all violent incidents (copy of form on pages 2-8-3, 2-8-4).
7. **Violent Incident Form (ACC2)** - This form is used in addition to the ACC1 form in the event of a violent incident, as defined above (copy of form on page 2-8-5, 2-8-6).
8. **Witness Observation Form (ACC3)** - This form is used in conjunction with the ACC2 form (copy of form on page 2-8-7, 2-8-8).

9. Procedures to follow in the event of a violent incident are:

a) Action required in the event of a threatening behaviour

- i) Remain alert to the possibility of violence, trust your intuition and be aware of your surroundings.
- ii) Minimise the risk by:-
 - Never underestimating a threat, be aware of the danger signs, your own body language and that of the other person.
 - Use open, non-threatening body language. Listen and show that you want to understand and help. Adopt as far as possible, a conciliatory, rather than a confrontational approach. Try to compromise and retreat from the situation (unless specifically trained for handling these situations). An early decision will need to be made on whether to call the Police and if in any doubt, call the Police immediately.
- iii) After the incident immediately contact the Line Manager to report the incident (see below, 'Action required in the event of a violent incident').

b) Action required in the event of a violent incident

- i) The employee present (victim or person who witnesses the violent incident) will notify, as soon as practicable, the appropriate Line Manager. The Line Manager will investigate the violent incident, complete the appropriate sections of the Accident / Incident Report Form ACC1 and where an employee is the victim, offer to arrange for professional counselling from Occupational Health (arranged through Personnel Services on ext 5052). Alternatively the victim may if required, personally arrange for counselling from Occupational Health on **Tel: 01896 825982**. All incidents involving physical assault must be reported to the Police by the Line Manager (unless the victim objects).

Note: For incidents in educational establishments involving pupils, see Education & Lifelong Learning Health & Safety Procedures, Section 6.

- ii) The Line Manager will collate any relevant information relating to the violent incident and complete the Violent Incident Form ACC2. Where it is deemed necessary and if witnesses are available, they will be asked to complete a Witness Observation Form ACC3 (normally two key witnesses will suffice).
- iii) Copies of the completed forms ACC1, ACC2, (ACC3 where necessary) shall be produced and copies distributed either through email or under confidential cover (ACC1, ACC2 within five days) to the appropriate Senior Line Manager (s), the Health & Safety Section and a copy held on file.
- iv) The incident may be investigated at Service level, Personnel Services, Health & Safety Executive and / or Police.

Note: Records will be kept at Service level of all violent incidents relating to their own employees.

DIAGNOSED OCCUPATIONAL DISEASES PROCEDURE

1. Occupational (work related) diseases are diseases which are linked with specific work activities, where people are exposed to a variety of substances / situations at work (e.g. chemicals, fumes, dust, fibres, noise) which can under some circumstances, have a harmful effect on their health. The health effects from exposure can be immediate or gradually develop over a period of time as occupational diseases / medical conditions.
2. When a Line Manager is in receipt of written diagnoses by a Doctor of certain occupational diseases / medical conditions linked to specific work activities, they must advise the Health & Safety Section. The Health & Safety Section will then report it to Health & Safety Executive (as per the requirements of the 'Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995'). The reportable occupational diseases / medical conditions include the following:
 - a) Certain poisonings.
 - b) Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcers, oil folliculitis and acne.
 - c) Lung diseases including, occupational asthma, farmers lung, pneumoconiosis, asbestosis, mesothelioma.
 - d) Infections such as leptospirosis, hepatitis, tuberculosis, anthrax, legionellosis and tetanus.
 - e) Other conditions such as, occupational cancer, certain musculoskeletal disorders, decompression illness and hand-arm vibration syndrome.

Note: Where a Line Manager suspects that work activities are affecting the health of an employee (prior to receiving any written diagnoses), they should seek advice from the Health & Safety Section.

ABSENCE MANAGEMENT POLICY & REVIEW PROCEDURE

3. Should an employee incur short or long term absences due to occupational diseases, these must be managed as per the Council's Absence Management Policy & Review Procedure. Line Managers must consult with Personnel Services should an employee's attendance be of concern and consideration will then be given as to what support can be given to the employee and where appropriate effective action can be taken (e.g. occupational health referral).

DOCUMENTATION AND PROCEDURES REQUIRED TO REPORT OCCUPATIONAL DISEASES

4. **Written Statement** – This is a written statement from a doctor, informing the Council that an employee has been diagnosed with an occupational related disease.
5. **Accident / Incident Report Form (ACC1)** - This form is used throughout the Council to record all occupational diseases (copy of form on pages 2 - 8 - 3 and 2 - 8 - 4).
6. Procedures to follow in the event of the diagnosis of an occupational disease are:

a. Action required in the event of the diagnosis of an occupational disease

- i) If a Line Manager receives a written statement of diagnosis from a doctor confirming that an employee has an occupational disease / medical condition, the Line Manager will immediately complete Section 1 and 2 on the Accident / Incident Report Form ACC1 and forward it with a copy of the written statement of diagnosis to the Health & Safety Section.
- ii) The Health & Safety Section will investigate the situation and inform the Health & Safety Executive, who may also investigate.

NEAR-MISS INCIDENTS & DANGEROUS OCCURRENCES PROCEDURES

1. All near-miss incidents and dangerous occurrences must be reported and investigated. The investigation of these incidents is essential for managing health & safety and aids in the identification and control of hazards.

DEFINITION OF NEAR-MISS INCIDENTS & DANGEROUS OCCURRENCES

2. **Near-miss incident** is defined as an unplanned event with the potential to cause injury to employees, service users, clients, pupils and / or damage to equipment, property or premises and where due to reason or just luck, there was no personal injury.

Note: Near-miss incidents include fires involving Council properties, vehicles and equipment.

3. **Dangerous occurrence** is a reportable unplanned event (specified under RIDDOR) which arising out of or in connection with work, has the potential to cause death or serious injury and results in no injuries or only minor injuries. The Health & Safety Section will report 'dangerous occurrences' to the Health & Safety Executive as per the requirements of Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR). The specified reportable unplanned events are:

- The collapse, overturning or failure of any load-bearing parts of lifts and lifting equipment.
- An explosion, collapse or bursting of any closed vessel or associated pipe work.
- Plant, vehicles or equipment coming into contact with overhead power lines.
- Electrical short circuits or overloads, that results in a fire or explosion and either causes a stoppage for more than 24 hours or has the potential to cause death.
- The malfunction of breathing apparatus while in use or during testing immediately before use.
- The collapse or partial collapse of a scaffold over five metres high, or if erected near water, where there could be a risk of drowning after a fall.
- The unintended collapse of any building or structure under construction, alteration or demolition where over five tonnes of material falls.
- An explosion or fire causing suspension of normal work for over 24 hours.
- Sudden, uncontrolled release in a building of 100 kg or more of flammable liquid, 10 kg of flammable liquid above its boiling point, 10 kg or more of flammable gas, or of 500 kg of these substances if the release is in open air.
- Accidental release of any substance that may damage health.

Note: The above list excludes various reportable dangerous occurrences that are not related to Council activities.

DOCUMENTATION AND PROCEDURES REQUIRED TO REPORT NEAR-MISS INCIDENTS AND / OR DANGEROUS OCCURRENCES

4. **Accident / Incident Report Form (ACC1)** - This form is used throughout the Council to record all near-miss incidents and dangerous occurrences (copy of form on pages 2 - 8 - 3, 2 - 8 - 4).
5. The near-miss incidents and dangerous occurrences procedures are divided into two sub-sections.
 - a) Action required in the event of a near-miss incident.
 - b) Action required in the event of a dangerous occurrence.

6. Procedures to follow in the event of a near-miss incident and / or dangerous occurrence are:

a) Action required in the event of a near-miss incident

- i) The employee present, who witnesses or is involved in the near-miss, must notify as soon as practicable, the Line Manager of the near-miss incident.
- ii) The Line Manager will carry out an initial investigation and action where necessary. The Line Manager will complete Section 1, 3 and 4 on the Accident / Incident Report Form ACC1 and forward it to the Health & Safety Section (as soon as possible). An investigation may follow by the Health & Safety Section.

b) Action required in the event of a dangerous occurrence

- i) The employee present, who witnesses or is involved in the dangerous occurrence (as specified in paragraph 3), must notify as soon as practicable, the Line Manager of the dangerous occurrence.
- ii) The Line Manager will, as soon as is practicable, telephone the Health & Safety Section to inform and give relevant details.
- iii) The Line Manager will carry out an initial investigation and action where necessary. Section 1, 3 and 4 on the Accident / Incident Report Form ACC1 will then be completed by the Line Manager and forwarded to the Health & Safety Section.
- iv) Note: A dangerous occurrence may result in minor injuries, if so, in addition, Section 2 of the Accident / Incident Report Form ACC1 will need completing.
- v) An investigation may follow by the Health & Safety Section, the Health & Safety Executive or both.

BOMB THREATS & SUSPICIOUS PACKAGES PROCEDURES

1. It is envisaged that the likelihood of a bomb / incendiary device or other dangerous package (e.g. biological, chemical content) being placed in or near Scottish Borders Council premises is small. It is however essential that if in receipt of any information or terrorist threats suggesting a dangerous device has been or will be placed in or near SBC premises or if a suspicious letter, parcel or package has been found / received, it is essential that the Bomb Threats and Suspected Packages Procedures are followed.
2. The first line of defence against the possibility of terrorist threats is good security. Restricting the access into non-public areas for visitors / public and following good housekeeping practices (i.e. keeping the premises and surrounding area tidy, removing rubbish, clutter, etc) reduces the opportunity for an explosive device to be planted and possibly concealed.

Note: Scottish Borders Council has undertaken security improvements on a number of buildings and the appropriate procedures must be followed.

3. Bombs can easily be disguised to look like everyday objects and so it is important to recognise items which appear out of place or which cannot be accounted for. Suspicious letters / packages / parcels may contain and take the form of :
 - **High explosive devices** - consists of an explosive, a detonator, and a trigger device.
 - **Incendiary devices** - can be small enough to fit into cigarette packets and are normally designed to ignite many hours after they have been planted. They may be planted on their own or with explosive devices and can cause severe fire damage.
 - **Postal bombs** - take many forms, from envelopes and jiffybags to parcels. They may be designed to explode on opening or at a predetermined time.
 - **Vehicle bombs** may consist of small booby-trap devices hidden underneath vehicles or larger devices concealed within the chassis or in the load carrying compartments.
 - **Biological / chemical agents** – may contain a quantity of harmful powder, granules, liquid, etc

DOCUMENTATION AND PROCEDURES REQUIRED TO REPORT BOMB THREATS AND SUSPECT PACKAGES

4. **Bomb Threat Incident Form (ACC4)** – This form should be used to record all telephone bomb threat incidents (copy of the form on page 2-8-9, 2-8-10).
5. **Accident / Incident Report Form (ACC1)** - This form is used throughout the Council to record all incidents (copy of form on pages 2-8-3, 2-8-4).
6. The bomb threats and suspected package procedures are divided into eight sub-sections:
 - a) Action required in the event of receiving a telephone bomb threat.
 - b) Action required in the event of finding a suspect letter or parcel.
 - c) Action required in the event of finding a suspect package / vehicle bomb.
 - d) Action required in the event of an evacuation of a building.
 - e) Writing a site specific bomb threat action plan.

7. Procedures to follow in the event of receiving bomb threats or suspect packages:

a) Action required in the event of receiving a telephone bomb threat

- i) On receiving telephone warning of possible bomb explosions, remain calm and if possible, inform someone else of the emergency by standing up and waving an arm to attract attention.
- ii) Do not cut off or transfer the caller, unless the caller requests this, try to keep the caller talking for as long as possible and obtain as much information as possible.
- iii) Complete the Bomb Threat Incident Form ACC4, asking where possible, the same questions as written on the sheet. Note: A copy of the ACC4 should be kept at hand.
- iv) When the caller has hung up, if available, dial 1471 and record the number. **Do not** re-dial the telephone number.
- v) Immediately contact the Police, notify them of the situation, and any information gained whilst talking to the caller. In addition, inform the Police of any V.I.P's / dignitaries that are due to visit that day.
- vi) Redirect or pass the Police response to the Line Manager or employee in charge of the building or premises. The Line Manager will co-ordinate the appropriate response with the Police.
- vii) The police response will be:
 - Do nothing, only if absolutely sure it is a malicious call or prank.
 - Carry out a basic visual search prior to evacuating the building (see page 2 – 6 – 4, paragraph **d**).
- viii) The Line Manager will (as soon as practicable) contact the appropriate Heads of Services, informing them of the situation.
- ix) Should the building be evacuated, the decision to re-occupy will be made by the Directors / Heads of Service / Line Managers. This will be made in consultation with the Police.
- x) After the incident has been resolved, the Line Manager will complete Section 1 and 4 of the Accident / Incident Form ACC1. Three copies of the Bomb Threat Incident Form ACC4 and the Accident / Incident Form ACC1 (under confidential cover) will be distributed to the appropriate Heads of Service, Health & Safety Section and a copy held on file.
- xi) The incident may be investigated by at Service level, Health & Safety Section, or both.

b) Action required in the event of finding a suspect letter or parcel

- i) Should a letter / parcel raise suspicions or exhibit unusual signs (see below), treat it with extreme caution. Put it down gently and evacuate all persons in the immediate area (including adjoining rooms), closing all windows / doors, ensuring they are out of the line of sight of the suspect package and are away from glass. Unusual signs displayed by letters or parcels include:
 - Grease marks on the envelope or wrapping.
 - Unusual odour such as marzipan or machine oil.
 - The envelope / package may feel heavy for its size or have uneven weight distribution.
 - Delivered by hand or come from an unexpected source (i.e. foreign) or wrongly addressed.
 - Poor handwriting, spelling or typing errors, use of instant dry transfer lettering, especially if it is applied unevenly.
 - Too many stamps for the weight or no postage or non-cancelled postage.
 - Visible wiring or tin foil or signs of white or other powder.
 - Excessively wrapped.

Note: If a suspicious parcel is large, bear in mind the possibility that it could contain a substantial amount of high explosive and evacuate accordingly.

- ii) Where practicable, turn equipment / machines off (including ventilation units or air conditioning systems) and ensure the lights are kept switched on and doors or windows are not locked. **On no account** place the letter / parcel into anything (including water) or place anything on top of it, **do not** use a torch, two-way radio or mobile phone as they may activate the device.
- iii) Report the finding immediately to the Line Manager, who will then notify the Police, informing them of the situation and telling them the description of the suspect postal bomb (e.g. approximate size, shape and any obvious visible wiring, mechanisms, powder, etc). Where possible, seek to contact the sender and establish if possible, whether anyone is expecting the letter or parcel, that has given rise to suspicion. Await the Line Managers response.
- iv) The Line Manager will co-ordinate the appropriate response with the Police. The response from the Police will be either:
 - Return to work, only if absolutely sure it is a malicious prank or the contents of the letter / parcel have been identified and confirmed by the sender / receiver.
 - Remain at the evacuation point or initiate a full evacuation (see page 2 - 6 - 4, paragraph **d**). A decision to re-occupy will be made by the Directors / Heads of Services / Line Managers. This will be made in consultation with the emergency services.
- v) The Line Manager will (as soon as possible) contact the appropriate Heads of Services informing them of the situation.
- vi) After the incident has been resolved, the Line Manager will complete Section 1 and 4 of the Accident / Incident Form ACC1 and produce three copies, which will be distributed (under confidential cover) to the appropriate Heads of Service, Health & Safety Section and a copy held on file. The incident may be investigated at Service level, Health & Safety Section, or both.

c) Action required in the event of finding a suspect package / vehicle bomb

- i) On finding a suspect package / vehicle bomb, treat it with extreme caution. Remain calm and do not touch, move, or disturb it in any way, as this should only be done by trained professionals.
- ii) If possible, leave a clearly visible note stating “Do not touch suspect package” at a safe distance from the device and make initial enquiries to ascertain the owner of the suspicious package / vehicle.
- iii) Report the finding immediately to the Line Manager telling them the location / description of the suspect package (e.g. approximate size, shape and any obvious visible wiring, mechanisms, etc).
- iv) The Line Manager will notify the Police immediately and include where appropriate, details of V.I.P’s and dignitaries visiting that day. The Line Manager will co-ordinate the appropriate response with the Police force.
- v) The police response will be either:
 - Do nothing, only if absolutely sure it is a malicious prank.
 - Evacuating the building / area (see page 2 – 6 – 4, paragraph **d**).
- vi) The Line Manager will as soon as practicable, contact the appropriate Heads of Service, informing them of the situation.
- vii) Should the building be evacuated, the decision to re-occupy will be made by the Directors / Heads of Service / Line Managers. This will be made in consultation with the Police.
- viii) After the incident has been resolved, the Line Manager will complete Section 1 and 4 of the Accident / Incident form ACC1 and will produce three copies of the ACC1 form and distribute (under confidential cover) to the appropriate Heads of Service, Health & Safety Section and a copy held on file. The incident may be investigated at Service level, Health & Safety Section, or both.

d) Action required in the event of an evacuation of a building

- i) Should a request be made to evacuate the building / area, prior to leaving the building, quickly examine the work area. Note: The Line Managers will, in addition, quickly examine any other unoccupied areas (e.g. toilets, storerooms, etc).
- ii) When examining the work area, look for things out of place or items that do not belong (e.g. deposited in an inappropriate place). This includes unusual lights (e.g. very small lights), as these are often used in terrorist bombs. Do not use a torch, two-way radio or mobile phone when undertaking a building search as they may activate a device.
- iii) Take all personal belongings (e.g. coats, bags, brief cases, etc) and where practical, turn off all machinery and equipment. Do not lock the doors, windows or turn the lights off.
- iv) Go directly to the assembly point, report any findings immediately to the Director / Heads of Service / Line Manager and await a roll call. Do not leave the assembly area, as the Police may need to take statements.

Note: The assembly point will be either identified in the Bomb Threat Action Plan or designated by the police.

- v) A decision to re-occupy the building will be made by the Directors / Heads of Service / Line Managers. This will be made in consultation with the Police.

Note: If the threat stipulates that a device is outside the building, the Police may advise that an evacuation should not necessarily take place, as this could place employees at greater risk.

e) Writing a site specific bomb threat action plan

- i) If the building is of multiple occupancy, is open to the public or is an educational establishment (e.g. school), the Line Manager responsible for the building, will ensure that a written site-specific bomb procedure document is produced. This will make certain the whole building is checked quickly and effectively and aid the emergency services should the need arise. The document should include:
 - A plan of the premises / floor / ground area, etc. It may be necessary to divide the plan into sectors of the building to be searched (e.g. Services, floors, areas).
 - Possible escape routes (exits) and a choice of two specific bomb threat assembly points. They should be located a minimum 400 metres away from the building, a suitable distance from each other and not be a car park
- ii) The site specific bomb procedure action plan must address the following questions:
 - How might any threat affect you and visitors and how could a device enter the building?
 - Do all employees know what to do in the event of an incident and who should call the Police?
 - Does the person answering the telephone know how to react?
 - Where do you evacuate to and is it a safe area and how do people know where to evacuate to?
 - How can you contact everyone in the building and how do you know that they have left?
 - How often will the plan be practised?
- iii) The plan will be kept in a readily accessible place and the Line Manager responsible for the building will bring it to the attention of all employees occupying the building.

DISCARDED SHARPS PROCEDURE

1. The continuing growth of intravenous drug use has increased the level of risk, not only to employees, but also to the public, especially children. While the risks in public health terms in the Scottish Borders remain relatively low, the incidence of accidental contact with discarded sharps in public areas generates great public concern, especially from the risk of transmission of blood-borne viruses (e.g. HIV, Hepatitis B and Hepatitis C).
2. Discarded sharps are defined as any hypodermic syringes / needles and other medical sharps that are incorrectly disposed of (e.g. left in refuse bags) or are left in places / locations where there is a risk of injury (e.g. skin puncture injuries).
3. A needlestick protocol for managing the risks from discarded sharps within the Scottish Borders has been agreed by Scottish Borders Council, Borders Health Board, Borders General Hospital, NHS Trust and Lothian & Borders Police and will be reviewed as and where necessary by the Council in consultation with Borders Health Board and Lothian & Borders Police. These procedures meet the requirements set by the needlestick protocol (copies available from the Health & Safety Section or from the Intranet).
4. During normal working hours, Transport & Environmental Standards – Trained Cleansing employees have primary responsibility for the collection of discarded sharps, though trained employees from Operations DLO, Parks & Open Spaces will collect and dispose of discarded sharps from their own work areas. At all other times Lothian & Borders Police will undertake the responsibility for collection and disposal.
5. Discarded sharps may be found in a number of circumstances and activities, these include normal refuse collections; building searches and clearances; cleaning operation (i.e. public conveniences); road maintenance work (i.e. in hedge rows and gutters); during normal park maintenance duties; concealed on persons / clients and by the public, having been carelessly discarded in streets, parks, beaches, etc. (This list is not exhaustive).

DOCUMENTATION AND PROCEDURES REQUIRED FOR DISCARDED SHARPS

6. **Accident / Incident Report Form (ACC1)** - This form is used throughout the Council to record all incidents of discarded sharps finds (copy of form on pages 2 - 8 - 3, 2 - 8 - 4).
7. The discarded sharps procedures are divided into five sub-sections.
 - a) Action required for an employee discovering discarded sharps.
 - b) Action required should a member of public discover discarded sharps.
 - c) Action from designated Services, responsible for uplifts when receiving information on discarded sharps
 - d) Action required for the collection and disposal of discarded sharps
 - e) Action required in the event of a needle stick injury
8. Procedures to follow for discarded sharps:

a) Action required for an employee discovering discarded sharps

- i) The employee who discovers the discarded sharp will contact the main switchboard of Council Headquarters, **Tel: 01835 824000** from where the call will be forwarded to the appropriate Service. Note: If the discarded sharp is discovered outside normal working hours Lothian & Borders Police, **Tel: 01450 375051** will undertake the responsibility for collection and disposal.
- ii) Do not touch the discarded sharp and if possible remain nearby to direct the collection or cover the item to prevent others coming into contact with it.

b) Action required should a member of public discover discarded sharps

- i) On receiving a phone call / information from a member of the public, take details of their name, contact number, location and description of the discarded sharp. Inform them not to touch the discarded sharp and if possible to remain nearby to direct the collection. If they cannot remain near, ask them to cover the item to prevent others coming into contact with it.
- ii) Contact the main switchboard of Council Headquarters, **Tel: 01835 824000**, who will transfer the call to the appropriate Service.
- iii) Pass the details on to the Service, as they will arrange collection and disposal.

c) Action from designated Services (responsible for uplifts) when receiving information on discarded sharps

- i) The appointed employee who has received a call relating to the discovery of a discarded sharp will then contact the appropriate Line Manager to arrange (as soon as possible) for a trained employee to collect the said item.
- ii) Once confirmation of the collection has been received, the Line Manager will ensure that the person who had reported the find, is made aware of the uplift, (may be through an on-site discussion or contact by telephone).
- iii) After the incident has been resolved, the Line Manager will complete Section 1 and 4 of the Accident / Incident form ACC1 and forward to the Health & Safety Section.
- iv) The Health & Safety Section will forward copies to the Police for community monitoring purposes.

d) Action required for the collection and disposal of discarded sharps

- i) Discarded sharps must only be uplifted by trained employees, using the approved method and equipment (e.g. forceps and sharps box). Please note: The equipment is available from the Council's Supplies Section.
- ii) Once the uplift has been completed, the employees undertaking the collection will inform the Line Manager of any specific relevant details relating to the collection (e.g. numbers of discarded sharps and any distinguishing marks, labels or colours). In addition, they will inform the Line Manager as to whether the person reporting the find has been made aware of the collection (See also **c**) (ii)).
- iii) The employees undertaking the collection will take the approved sharps container to the nearest Health Centre or the Borders General Hospital for incineration.

Note: It has been agreed that when the Council deposit such a container, they will be provided with a replacement sharps container.

e) Action required in the event of a needle stick injury

- i) Should an employee sustain an injury from a discarded needle, encourage bleeding by holding the injured area under running cold water (do not suck) and if possible wash area with soap and water.
- ii) If eyes / mouth are involved, irrigate with tap water for 1-2 minutes.
- iii) Immediately contact Occupational Health on **Tel: 01896 825982** (8:30 a.m. - 4:30 p.m.) or outwith these hours, go directly to the nearest 'Accident & Emergency Department' where health service staff will assess the potential risk and provide the appropriate treatment.

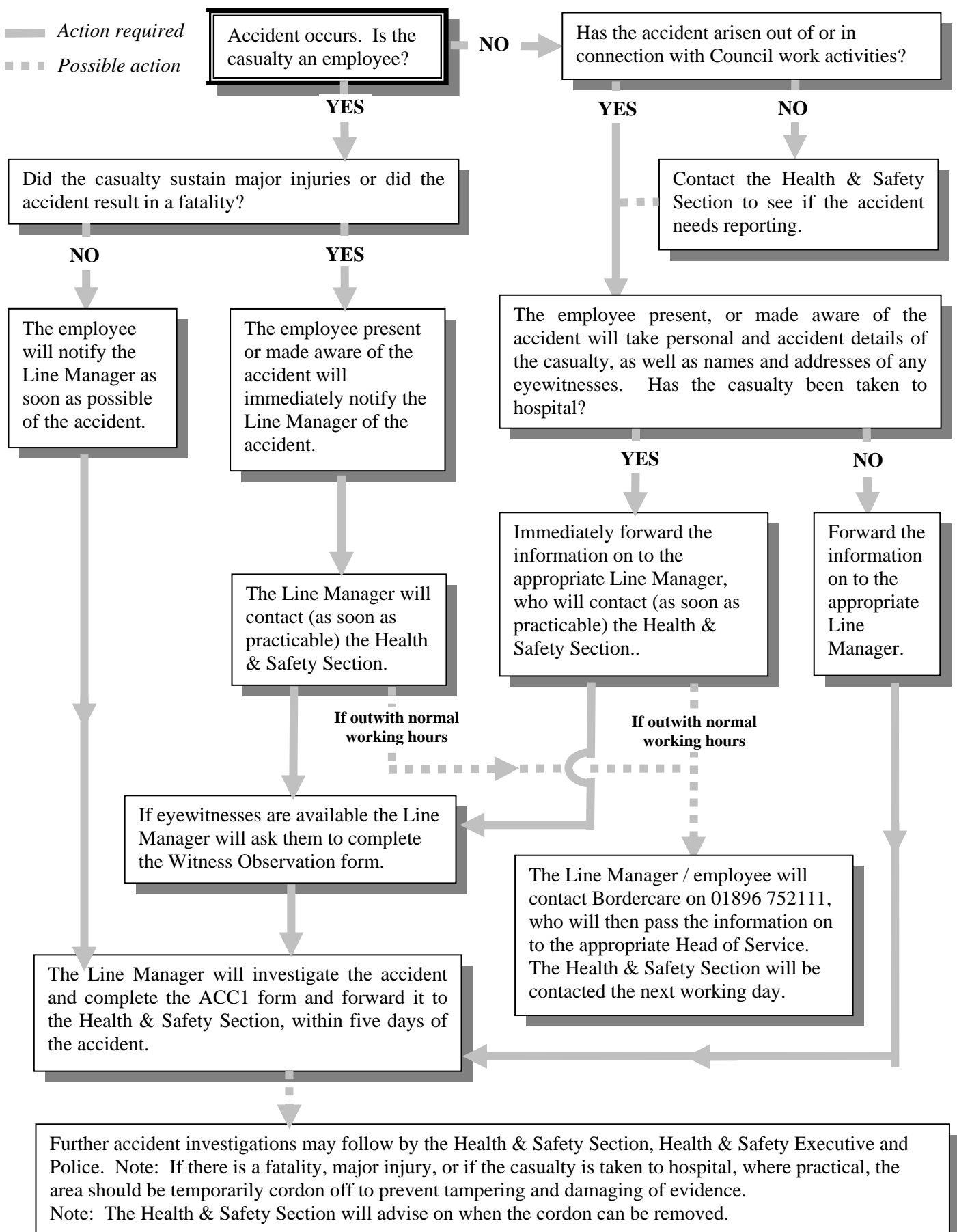
Note: Persons suffering from a needlestick injury can also experience great anxiety and there may be a need to provide counselling to allay fears that have stemmed from such an incident.

FURTHER INFORMATION

1. The Health & Safety Section of Personnel Services are available to provide further advice and in addition can make the following publications available on short-term loan. Tel: 01835 825054 or Ext 5054
2. The following publications provide further advice and information;
 - A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, L73 HSE
ISBN 0 7176 10128
 - Everyone's guide to RIDDOR 95 HSE 31 HSE 1/96
ISBN 0 7176 10772
 - Bombs, Protecting People & Property Management, Home Office Publication

Note: For those employees who have access to Technical Index, copies of the above publications can be downloaded.

PROCEDURES FOR REPORTING WORK RELATED ACCIDENTS





ACCIDENT / INCIDENT REPORT FORM

Data protection: Please note that the information provided on this form will be held on computer for the purposes of incident investigation and statistical data. This information may be disclosed to any relevant parties involved during the course of the investigation.

Fill in this form to report:

a. All accidents involving employees / non-employees who have been injured arising out of or in connection with work	d. Near-miss incidents / dangerous occurrences
b. Work related diseases diagnosed by a doctor	e. Discarded sharps
c. Acts of non-consensual physical violence	f. Bomb threats

This report refers to:

(Tick the appropriate box)

Accident Disease Violent Incident Dangerous Occurrence / Near-Miss Discarded sharps Bomb Threat

SECTION 1 – SERVICE LEVEL DETAILS (To be completed by the Line Manager)

Department / Service:		Telephone No:	
Section / Division:			
Full Address:			

(Where Applicable)

SECTION 2 – INJURED EMPLOYEE / PERSON DETAILS (To be completed by the Line Manager)

Full Name:		Date of Birth:	
Full Home Address:			
		Post Code:	
Job Title:		Employee No:	

If a non-employee state whether: Pupil Service User Public Contractor
 Trainee / Work Experience Others State: _____

Nature of injury or condition, and the part of the body affected, include left or right where appropriate:

--

Is the employee off work due to the incident? Yes No

Will they be off work for more than 3 consecutive days? (Includes weekends) Yes No

Was first aid administered? Yes No

If so, what? _____

Was the injured person taken to hospital? Yes No

Was the injured person detained in hospital overnight? Yes No

Were witness observation statements taken? (Fatality or major injury only) Yes No

Please note that this form meets the requirements of Part (IV) of the Social Security (Claims & Payments) Regulations 1979 and replaces the accident book.

SECTION 3 - INCIDENT DETAILS *(To be completed by the Line Manager)*

Where did the incident occur? <i>(Including address & post code)</i>	Time of Incident:	Date:
Describe what happened and how, include details of property / vehicle damage:		

SECTION 4 - INVESTIGATION DETAILS *(To be completed by the Line Manager)*

Observations and recommendations of Line Manager's investigation:		
Name of Person Making Report:	Date:	
Service:	Job Title:	

SECTION 5 - OFFICIAL USE ONLY *(To be completed by the Health & Safety Section)*

Was an investigation deemed necessary? Yes No

RIDDOR Major injury 3 Day injury Non-employee Dangerous Occurrence Disease

Health & Safety Section Comments:		
Name:	Date of Investigation:	
HSE Phoned by:	F2508 No:	
Spoke to:	Time :	Date:

Please note that this form meets the requirements of Part (IV) of the Social Security (Claims & Payments) Regulations 1979 and replaces the accident book.



VIOLENT INCIDENT FORM

(CONFIDENTIAL REPORT)

This form is to be completed by the Line Manager in conjunction with the affected employees and should be attached to the ACC1 form.
 Note: Please complete a separate section for each perpetrator, if more than three perpetrators, continue on separate sheet.

Number of perpetrators involved in the incident: _____ Form _____ of _____

SECTION 1 – DETAIL OF THE PERPETRATOR(S) *(Where known)*

Surname:	Forenames:	Gender:
Address & Post Code:		Age:
<small>(e.g. Employee; Service User; Public; etc)</small> Status:	Ethnic Origin:	<small><u>Applicable to Education Only, use ScotXed Classification</u></small>
Other details relevant to the violent incident:		
Has the person been involved in previous incidents:		

Perpetrator Two *(If applicable)*

Surname:	Forenames:	Gender:
Address & Post Code:		Age:
<small>(e.g. Employee; Service User; Public; etc)</small> Status:	Ethnic Origin:	<small><u>Applicable to Education Only, use ScotXed Classification</u></small>
Other details relevant to the violent incident:		
Has the person been involved in previous incidents:		

Perpetrator Three *(If applicable)*

Surname:	Forenames:	Gender:
Address & Post Code:		Age:
<small>(e.g. Employee; Service User; Public; etc)</small> Status:	Ethnic Origin:	<small><u>Applicable to Education Only, use ScotXed Classification</u></small>
Other details relevant to the violent incident:		
Has the person been involved in previous incidents:		

Data protection: Please note that the information provided on this form will be held on computer for the purposes of incident investigation and statistical data. This information may be disclosed to any relevant parties involved during the course of the investigation.



WITNESS OBSERVATION

Data protection: Please note that the information provided on this form will be held on computer for the purposes of incident investigation and statistical data. This information may be disclosed to any relevant parties involved during the course of the investigation.

SECTION 1 - INJURED EMPLOYEE / PERSON DETAILS *(To be completed by the Line Manager)*

Full Name:		Date of accident:	
Location of accident:			

SECTION 2 – PERSONAL DETAILS OF WITNESS *(To be completed by the Witness)*

Name:			
Full Address & Post Code:			
<i>(If applicable)</i> Occupation:		Employee No:	
		<i>(If applicable)</i>	

SECTION 3 – OBSERVATION BY WITNESS *(To be completed by the Witness)*

Please describe in your own words what you were doing at the time of the accident and exactly what you saw happen and where required use diagrams. If necessary continue on a separate sheet.

Signature of Witness:		Date:	

WITNESS OBSERVATION CONTINUED

Signature of Witness:

Date:



TELEPHONE BOMB THREAT FORM

Data protection: Please note that the information provided on this form will be held on computer for the purposes of incident investigation and statistical data. This information may be disclosed to any relevant parties involved during the course of the investigation.

There are six key rules when receiving a telephone bomb threat, they are:

1. Remain calm and if possible, inform someone else of the emergency by standing up and waving an arm to attract attention.
2. Do not cut them off or transfer the caller, unless the caller requests this, try to keep the caller talking for as long as possible and obtain as much information as possible.
3. Complete this Telephone Bomb Threat Action Sheet', asking where possible, the same questions as written on the sheet.
4. When the caller has hung up, if available, dial 1471 and record the number. Do not re-dial the telephone number.
5. Immediately inform the police of the situation and any information gained whilst talking to the caller.
6. Redirect or pass the police response to the Line Manager, who will co-ordinate the appropriate response with the police force.

SECTION 1

Record the exact wording of the threat received:

QUESTIONS TO ASK THE CALLER

- Where is the bomb right now? _____
- When is it going to explode? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why? _____
- What is your name? _____
- What is your address? _____
- What is your telephone number? _____

(To be completed once the caller has hung up and the police have been informed)

Time of call:	Length of call:	Record the number: <i>(If workable use the 1471 facility)</i>
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SECTION 2 – ABOUT THE CALLER

Sex of caller? Male Female Nationality? _____ Age? _____

SECTION 3 – THREAT LANGUAGE

Well spoken Irrational Taped Foul Incoherent
Message read by threat maker

SECTION 4 – CALLERS VOICE

Calm Crying Clear throat Angry Nasal Slurred
Excited Stutter Disguised Slow Lisp *Accent
Rapid Deep Familiar Laughter Hoarse

If the voice sounds familiar, whom did it sound like? _____

* What accent? _____

SECTION 5 – BACKGROUND SOUNDS

Street noises House noises Animal noises Crockery Motor
Clear Voice Static PA system Booth
Music Factory machinery Office machinery

SECTION 6 – ADDITIONAL INFORMATION

Name / location of the Police Officer: _____ Time of call: _____

Name / location of Line Manager: _____ Time of call: _____

Comments:				
Full Name:		Service:		Date: