



MANAGING MEDICAL NEEDS AND FIRST AID POLICY

THIS POLICY WAS APPROVED:	SUMMER 2022
POLICY VERSION:	2.0
THIS POLICY WILL BE REVIEWED:	SUMMER 2023
MEMBER OF STAFF WITH RESPONSIBILITY FOR REVIEW:	DIRECTOR OF OPERATIONS AND THE DIRECTOR OF HR
THIS POLICY WAS CONSULTED WITH:	TRUST LEADERSHIP TEAM
THIS POLICY WAS DISTRIBUTED TO:	ACADEMIES LEADERSHIP GROUP

1.0 Introduction

- 1.1. The policy sets out Anglian Learning's approach to the management of long term and short term medical conditions and to first aid provision within the academies. This policy should be regarded as detailing the minimum standards required and where individual academies have more stringent and/or detailed approaches these should be maintained. Furthermore, academies are required to amend and adjust this trust policy to suit local context as appropriate.
- 1.2. The policy takes into account the advice from the Department of Education on first aid and health and safety in academies; The Health and Safety (First Aid) Regulations 1981; The Management of Health and Safety at Work Regulations 1999; The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013; Social Security (Claims and Payments) Regulations 1979, Section 100 of the Children and Families Act 2014
- 1.3. First Aid is the initial assistance or treatment given to someone who is injured or suddenly taken ill.
- 1.4. Should the pupil be suffering from acute illness e.g. throat infections, eye infections, diarrhoea and sickness, they should be kept at home until they are fully recovered and a minimum of 48 hours after the last episode. This policy refers to pupils who are well enough to attend the academy with medication or become unwell during the academy day.

2.0 Aims

- 2.1 To establish the role that carers and the academy will take in supporting pupils and their families in the administration of medicines and managing emergency and non-emergency medical needs;
- 2.2 To establish clear procedures for storage, administering medicines and communicating with parents;
- 2.3 To maximise attendance at school whilst ensuring the pupil's health and wellbeing, and that of other pupils, staff and members of the community.
- 2.4 Pupils at school with medical conditions should be properly supported so that they have full access to education, including school trips and physical education. Governing bodies must ensure that arrangements are in place in schools to support pupils at school with medical conditions. Governing bodies should ensure that school leaders consult health and social care professionals, pupils and parents to ensure that the needs of children with medical conditions are effectively supported. Early years settings should continue to apply the Statutory Framework for the Early Years Foundation Stage.

3.0 Roles and Responsibilities

- 3.1 Anglian Learning has ultimate responsibility for health and safety matters within the Trust but delegates the operational matters and day-to-day tasks to

the Local Governing Body, Headteachers of the individual academies and staff members.

3.2 The Local Governing Body of each academy is responsible for ensuring that they have an overview on the management of medical needs within the **academy and are satisfied that the academy has sufficient resources and operational** procedures in place to manage the medical needs of all staff and pupils. The Local Governing Body should ensure that the academy covers the role of individual healthcare plans, and who is responsible for their development, in supporting pupils at school with medical conditions. The Local Governing body should ensure that plans are reviewed at least annually, or earlier if evidence is presented that the pupil's needs have changed. They should be developed with the pupil's best interests in mind and ensure that the school assesses and manages risks to the pupil's education, health and social wellbeing, and minimises disruption.

3.3 The Headteacher is responsible for the implementation of this policy, including:

- Ensuring that an appropriate number of appointed persons and/or trained first aid personnel are present in the academy at all times.
- Ensuring that First Aiders have an appropriate qualification, that their training is kept up to date and remain competent to perform their role
- Ensuring that First Aiders names, locations and contact details are prominently displayed around the academy
- Ensuring that a Lead First Aider is appointed who has the responsibility of ensuring that the First Aid boxes are fully stocked, the First Aid room is fit for purpose and that medicines are stored securely, appropriately and are disposed of properly.
- Ensuring that all staff are aware of the First Aid Procedures
- Ensuring that adequate First Aid boxes are located around the academy and that First Aid staff are aware of their location.
- Ensuring appropriate risk assessments (appendix D) are completed and appropriate measures are put in place.
- Ensuring that the annual overarching First Aid risk assessment is undertaken of the First Aid needs within the school (appendix D).
- Undertaking or ensuring that managers undertake risk assessments, as appropriate, and that appropriate measures are put in place;
- Ensuring that adequate private space is available for catering for the medical needs of pupils
- Reporting specified incidents to the HSE when necessary (see section 6)

- Ensuring that adequate records are being kept securely on First Aid, accidents, medicine administration, reports made to the HSE and First Aid training with copies of staff certificates and details of the expiry dates.
- Delegating and overseeing the responsibility to a member of staff to organise first aid training as and when required and for new members of staff where the role incorporates first aid.

3.4 Qualified First Aiders are responsible for:

- Acting as first responders to any incidents
- Assessing the situation, protecting themselves and the casualty from further danger, dealing with any life threatening condition and where necessary obtaining medical assistance or referring the casualty to hospital as quickly as possible.
- Ensuring that there is an adequate supply of medical materials in First Aid kits and replenishing the contents of these kits after use.
- Informing parents and sending pupils home to recover when it is considered to be necessary. First Aiders should have undertaken a sufficient examination to satisfy themselves that this is necessary and that the pupil cannot go back to class after a rest or suitable treatment.
- Filling in an accident report on the same day, or as soon as is reasonably practicable, after an incident and update SIMS.
- Notifying parent / carers that first aid treatment has been given to a pupil or delegating this task to someone else who has sufficient knowledge of the incident and treatment
- Ensuring that they receive a refresher training course three months prior to the date their certificate expires

3.5 Teachers / Staff are responsible for:

- Ensuring that they know who the First Aiders are in the academy (no member of staff should attempt to provide First Aid unless they have been First Aid trained. No member of staff should administer medicine unless nominated to do so).
- Referring pupils to the First Aiders when they are in such discomfort that they need to go home, or discomfort has continued despite appropriate treatments or if they have a visible injury that requires First Aid.
- Ensuring parents are informed if their child has experienced continuing discomfort following an accident.
- Being mindful that sending a pupil home due to sickness, hinders the academy from pursuing the absence through the usual procedures,

should it become longer term, as the academy has made the decision that the pupil is sick rather than the carer.

- Being mindful that if a vulnerable pupil complains of feeling unwell then this may be a referral to Pastoral Support rather than a First Aider as the pupil may require emotional or behavioural support.
- Completing accident forms for all incidents they attend and where a First Aider has been called.
- Informing the Headteacher or their line manager of any specific health conditions that they become aware of in the course of their duties
- Reading and ensuring they have understood the First Aid Policy and signing to confirm.

3.6 Carers are responsible for:

- Providing sufficient medical condition information of the pupil to the academy in a timely manner. Information required includes details of the pupil's condition; any special requirements; medication and any likely side effects; what to do and who to contact in an emergency.
- To engage with the academy and other health professionals in drawing up individual care plans, if required to manage longer term conditions.
- Providing spare inhalers/auto-injectors that are clearly labelled with the pupil's name and expiry date if applicable.
- Providing health care plans identifying the severity of the pupil's condition, individual symptoms and any particular triggers, such as exercise or cold air.
- Providing prescription medicine to the academy in the original packaging, including the prescriber's instructions.
- In a secondary academy the carer may provide non-prescription medicine which needs to be labelled with the pupil's name, DOB and appropriate dosage. Staff will facilitate the pupil to take the medicine.
- Providing consent for medication to be given to their child **(No medicine will be given without parental permission)**.
- Where possible carers should try to administer medicine outside of academy hours.

3.7 Pupils are responsible:

- In a secondary academy it is the responsibility of the pupil to come to the office at the appropriate time to be provided with the medicine and to sign to state that they have taken the medicine.

- Taking the medicine as requested. Should the pupil refuse to take medicine, the academy staff will not force them to do so. The academy will inform the pupil's carers as a matter of urgency or call emergency services.

4.0 Administering Medicine

- 4.1 Medicine will be stored at room temperature in a secure place. If applicable, antibiotics, and any other medication with specific temperature controls will be kept in a fridge.
- 4.2 After medicine has been administered the member of staff should fill in the Medicine Administration Record (MAR).
- 4.3 Prior to administering the medicine, the pupil will be asked to confirm their name and the academy medicine record will be checked both for the identity of the child and the name of the medicine and the dosage.
- 4.4 Prescription medicines will be returned to the carer when no longer required.
- 4.5 When administering controlled drugs, two members of staff will always be present. Care will be taken that the medicine is handled appropriately and that instructions on the label are not rendered illegible by drippage. A glass of water will also be provided to the pupil after administration.

5.0 Disposal of Medicine

- 5.1 Medicines should be checked, by a qualified first aider, at least once a term to ensure that they are still required and in date.
- 5.2 Medicine should be returned to the carer for disposal or taken to the local pharmacy by a First Aider.
- 5.3 Where medicine has to be discarded a period of time after opening, the opening date should be recorded on the container.
- 5.4 Medicine should not be allowed to accumulate and medicine out of date or no longer required should be disposed of in a timely manner.

6.0 First Aid Kits

- 6.1 First Aid kits (including those for trips) should be checked termly to ensure that they are fully stocked (appendix A to C).
- 6.2 First Aid kits should include at least the following:
 - Leaflet giving general advice on First Aid
 - 20 individually wrapped sterile adhesive dressings assorted sizes
 - 4 triangular bandages
 - 2 sterile eye pads

- 6 safety pins
- 6 medium wound dressings
- 2 large wound dressings
- 3 extra large wound dressings
- pair of disposable gloves
- schools are advised to consider purchasing a defibrillator as part of the First Aid equipment. Appointed first-aiders should already be trained in the use of CPR

6.3 The school minibus must have on board a first aid container with the following:

- 10 antiseptic wipes that are foil packaged
- One conforming disposable bandage (no less than 7.5cm wide)
- Two triangular bandages
- One packet of 24 assorted adhesive dressings
- Three large (no less than 15cm x 15cm) sterile unmedicated ambulance dressings
- Two sterile eye pads, with attachments
- 12 assorted safety pins
- One pair of rust free blunt-ended scissors

6.4 Dependent on the location of the First Aid kit it may be appropriate to have additional items.

7.0 Emergency Procedures

7.1 A member of the SLT should be informed if an ambulance needs to be called.

7.2 The First Aider attending the scene should ensure that SLT is aware of the location of the accident, that an ambulance has been called and that the carers/ next of kin need to be informed. The First Aider should remain at the scene, awaiting the ambulance.

7.3 In an emergency, where the ambulance is unable to attend in a timely manner it may be appropriate for the pupil to be taken to hospital in a private car. The member of staff driving should be accompanied by another adult and have public liability vehicle insurance.

8.0 Day trips, residential visits and sporting activities

- 8.1 Schools should consider what reasonable adjustments they might make to enable pupils with medical needs to participate fully and safely
- 8.2 Individual risk assessments and personal emergency and evacuation plans must be in place
- 8.3 Trips are recorded using the Evolve system and risk assessments/plans uploaded

9.0 Record Keeping and Communicating with Carers

- 9.1 All accidents should be reported and entered into the relevant accident book.
- 9.2 All accidents should be investigated and remedial action identified to prevent re-occurrence of the same or similar incidents.
- 9.3 Records should be kept of the administration of medicines in the Academy Medicine Record including the dosage and who was present.
- 9.4 Should a pupil refuse to take medicine then the carers will be informed as soon as possible.
- 9.5 Should a pupil suffer an injury to the head then a head bump letter will always be sent home to the carer in case symptoms develop later.
- 9.6 Carers will always be contacted if a pupil suffers an attack of asthma, diabetes, anaphylaxis, epilepsy, anxiety/panic attack or if an ambulance is called.
- 9.7 Carers will be contacted immediately to come and collect a pupil should the pupil be physically sick or have diarrhoea.

10.0 Reporting an Incident

- 10.1 Reportable injuries are required to be reported to the Health and Safety Executive **via our external H&S providers CCC portal below** within 10 days of the incident (RIDDOR 2013 legislation). Refer to detailed guidance below 'What should be reported on the Health and Safety Incident Report Form

<https://www.reportincident.co.uk/cambridgeshire>

- 10.2 Reportable injuries, diseases or dangerous occurrences include:

- Death
- Specified injuries (Fractures excluding fingers, thumbs and toes, amputations, injury likely to lead to loss of sight or reduction in sight, crush injuries to the head or torso causing damage to the brain or internal organs, serious burns including scalding, scalping requiring hospital treatment, loss of consciousness caused by head injury or asphyxia, any other injury arising from working in an enclosed space)

which leads to hypothermia or heat-induced illness, or requires resuscitation or admittance to hospital for more than 24 hours.

- Injuries where an employee is away from work or unable to perform their normal work duties for more than 7 consecutive days following the day of the accident.
- Where an accident leads to hospital admittance.
- Near-miss events that do not result in an injury, but could have done. For example, the collapse or failure of lifts or lifting equipment, the accidental release of a biological agent likely to cause severe human illness, an electrical short circuit or overload causing a fire or explosion. This is not an exhaustive list and if in doubt members of staff should consult with Senior Leadership Team or the Trust Director of Operations.
- Acts of violence, the HSE definition of violence should be used: "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work."

10.3 Information on how to make a RIDDOR report is available on <http://www.hse.gov.uk/riddor/report.hm>

11.0 Reporting to the CEO, Ofsted and Child Protection Agencies

- 11.1 The Headteacher will notify the CEO immediately of any serious accident, illness or injury to, or death of, a pupil.
- 11.2 The CEO will notify Ofsted on behalf of Anglian Learning of any serious accident, illness or injury to, or death of, a pupil. This will happen as soon as it is reasonably practicable, and no later than 14 days after the incident.
- 11.3 The CEO will also instruct the Headteacher to notify any relevant local child protection agencies of the situation.

12.0 Monitoring and reviewing

- 12.1 This policy will be reviewed annually by the Director of Operations and the Director of HR

Appendices

A) First aid box supply checklist

Item	Suggested stock	Current stock	Date Ordered if required?
A leaflet giving general advice on first aid	1		
Individually wrapped sterile adhesive dressings (assorted sizes)	20		
Sterile eye pads	2		
Individually wrapped triangular bandages (preferably sterile)	4		
Safety pins	6		
Medium-sized (12cm x 12cm) individually wrapped sterile unmedicated wound dressings	6		
Large (18cm x 18cm) individually wrapped sterile unmedicated wound dressings	2		
Disposable gloves	1 pair		

B)

B) Travel first aid box supply checklist

Item	Suggested stock	Current stock	Date Ordered if required?
A leaflet giving general advice on first aid	1		
Individually wrapped sterile adhesive dressings	6		
Large sterile unmedicated wound dressing (18cm x 18cm)	1		
Triangular bandages	2		
Safety pins	2		
Individually wrapped moist cleansing wipes	10		
Disposable gloves	1 pair		

C) Minibus first aid box supply checklist

Item	Suggested stock	Current stock	Date Ordered if required?
Foil packaged antiseptic wipes	10		
Conforming disposable bandage (not less than 7cm wide)	1		
Triangular bandages	2		
Assorted adhesive dressings	24		
Assorted safety pins	12		
Large sterile unmedicated ambulance dressings (no less than 15cm x 15cm)	3		
Rust free blunt-ended scissors	1 pair		
Sterile eye pads with attachments	2		

D)First Aid Risk Assessment Form

First Aid Risk Assessment Form			
Name of School:			
Address of School:			
Person(s)/Group at Risk: Staff/Pupils/Contractors/Visitors/Hirers			
Area: First Aid Needs/Provision			
Type of Assessment: Initial Assessment/Review/Following Incident*			
Date of Assessment:		Assessor:	
Significant Hazard and possible Outcomes/injuries	Control Measures in Place (Delete non applicable control measures or add additional ones)	Are any additional measures or actions required? (if yes put on the Action Plan)	
		Yes	No
<u>Environment</u> What is the classification of the school? <ul style="list-style-type: none"> Low/Medium risk - Secondary 	<ul style="list-style-type: none"> In general terms, the school is classed as low risk but with certain activities being undertaken or multiple buildings this classification may be raised to a medium risk. Depending on the layout of the building, extra first aid equipment may be required on each floor/building. 		

<p>Are high risk activities undertaken i.e. science, D&T, PE etc.</p> <p>Is the workplace remote from emergency medical services?</p> <p>Is the Site split or on different levels?</p> <p>Are there any hazardous substances or dangerous tools on site?</p>	<ul style="list-style-type: none"> • The ambulance, fire station and hospital are about 16 miles away (approx.25 minutes). Local GP surgeries are within 2 minute vehicle journey and on-call doctors are available. • If the site is shared with other organisations, can their first aiders be shared/called upon in an emergency? • The site is split into different buildings and one small area is on a second level • Hazardous substances are used in a controlled environment and stored as per guidelines. Dangerous tools should be used only under supervision and rooms/tools kept locked when not in use. First Aid Kits are sited in both High risk areas 		
<p><u>People on site</u></p> <p>How many people are present on the site? Remember to include staff, pupils, visitors and contractors.</p> <p>Do they know what the first aid arrangements are for the site?</p> <p>Have they other information available to them (how to contact emergency services)?</p> <p>Are there people with special health needs on the site? Do they have health conditions or illnesses that may require sudden, urgent or specialist attention?</p>	<ul style="list-style-type: none"> • There are a total of approx an average of 1400 persons on site. Made up of 140 staff, 1300 pupils and a number of visitors/contractors at any one time. • First aid arrangements are covered on induction training and subsequent changes brought to their attention. • There is a list of local external contacts (GPs, nearest hospital etc.) readily available at Pupil Support for staff to use. • Cleaning staff and contractors, when working outside core hours or in holidays, have been informed what the process for first aid provision is whilst on site. • Members of staff and pupils with special health needs and the first aid provision or additional training accounts for these specific needs are made known to the Full First Aid persons • The first aid arrangements and other information are available to all including supply staff, work experience placements and employees • Lists of all first aiders and appointed persons are displayed in the Staff hand Book 		

<p><u>General Arrangements</u></p> <p>Do employees work remotely or work alone?</p> <p>Is there adequate provision for lunchtimes and breaks?</p> <p>Is there first-aid provision for off-site activities i.e. school trips etc.</p> <p>Are people present on site out of hours? Is there a fluctuating need for first aid at different times?</p> <p>Do you have sufficient provision to cover absences of first aiders?</p> <p>What kinds of activity are people using the service involved in? Are these high-risk activities if so, then first aid cover may need to be increased.</p> <p>Are provisions in place for use of the school minibus</p>	<ul style="list-style-type: none"> • The provision of personal communications/mobile phones are used when working alone. • If a first-aider is not on site, there is adequate first-aid provision available. • Consider the need to make different levels of provision for different areas/departments within the site. First Aid provisions are in place for all off site activities. • Adequate first aid provision has been identified for the out of hours/off-site activities. • The cover needed for annual leave and planned absences has been accounted for and a regime established. • The first aider(s) for this premises – see attached list • The appointed person(s) for this premises - See attached list • First aid needs are considered on any risk assessments conducted for the activities undertaken by the establishment. • First Aid kit is situated in the minibus and is checked regularly to ensure provisions are in date and replenished 		
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<p><u>Record of Accidents and Ill-health</u></p> <p>What is your record of accidents and ill health, accounting for all groups?</p> <p>What illnesses/accidents have occurred and where and what time did they happen?</p> <p>What is the College policy for reporting accidents</p>	<ul style="list-style-type: none"> • The number and type of injuries have been adequately dealt with through the existing first aid arrangements and first aider capabilities. • What other arrangements were available and used (did they work?) • Accident statistics that indicate the most common injuries, times, locations and activities in a particular area (trend analysis) are part of the management team meetings held monthly/quarterly/annually. • The College purchase H & S guidance from the local authority. All reportable accidents are done through this system and recorded accordingly 		
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<u>Accident Recording & Reporting</u> e.g. accidents not reported or investigated	<ul style="list-style-type: none">• All accidents and treatment provided recorded in the school's accident book and SIMS• All appropriate accidents are reported on-line to the H&S Service at Cambridgeshire County Council. The report is to be completed by the person in charge of the area in which the accident occurred.• All accident and near misses will be investigated by the relevant manager in charge of the area where the event occurred.• Accident information to be reviewed as a minimum monthly/quarterly/annually in order to minimise future accidents and reported to Governors		
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<u>Calculating the number of First Aiders Required</u> NB. Appropriate numbers of additional qualified first aiders should be established based on each schools specific staffing arrangements to cover absences.		
Type of School	Number of people on site (Staff, Pupils etc)	Number of first aiders Required
Nursery/Primary	0 - 100	1 qualified first aider and 1 relief to provide cover for absences Thereafter 1 additional first aider for every 100 persons on site

Secondary	0 - 100	1 qualified first aider and 1 relief to provide cover for absences Thereafter 1 additional first aider for every 100 persons on site Plus 1 qualified first aider for each high risk area i.e. Science, D&T, PE, Food Technology
Special	0 - 100	1 qualified first aider and 1 relief to provide cover for absences Thereafter 1 additional first aider for every 100 persons on site Plus 1 qualified first aider for each high risk area i.e. Science, D&T, PE, Food Technology
<p><u>Conclusion:</u> (EXAMPLE ONLY) * Delete as applicable</p> <p><i>The above assessment has highlighted:</i></p> <ul style="list-style-type: none"> <i>The Low/Medium* risk nature of the site and activities, the number of people present (including staff, pupils, visitors and contractors) and the accident history, that at least (number) qualified first aider(s), are deemed to be adequate for the establishment's needs.</i> <p>OR</p> <ul style="list-style-type: none"> <i>The external medical facilities have proven to adequately support the first aid provision of the site and all trained first aid staff know how to contact them in an emergency.</i> <p>OR</p> <ul style="list-style-type: none"> <i>The additional actions documented below are required to ensure suitable first aid provision is available.</i> 		

Assessor's Recommendations – Additional Control measures or Actions

Assessor's Recommendations - Additional Control Measures or Actions		
List Actions / Additional Control Measures	Date action to be carried out	Person Responsible
If the site is shared with other organisations, can their first aiders be shared/called upon in an emergency. Sports centre staff		
The site is split into different buildings – adequate first aiders across site. Lift?		
Signed Headteacher:	Date:	

What should be reported on the Health and Safety Incident Report Form

www.reportincident.co.uk/cambridgeshire

Purpose of the online reporting form

The form is to be used for reporting and investigating any work related incident that caused harm or could potentially have caused harm.

This includes:

- accidents to employees;
- work related accidents to non employees;
- ill health;
- acts of violence (including physical and verbal abuse and threats);
- road traffic accidents;
- non injury incidents that had the potential to cause harm (also known as “dangerous occurrences” or “near misses”).

What does “Work Related” mean?

Work related incidents are incidents that occur during an activity being carried out or organised by an employee in the course of their work.

For example:

- Incidents that occur during school trips or public events organised by an employee;
- Incidents where employees visiting or working at another workplace are harmed;
- Incidents where employees or service users are harmed whilst the employees are working in the community or visiting the service user in their own home;
- Incidents that occur on premises or grounds that are owned or let by the Council. (I.e. incidents that may be related to premises defects).

What types of ill health need reporting?

The ill health must have been caused or made worse by work. It is not possible to give a definitive list, however ill health may include:

- A Musculoskeletal condition (e.g. regular aches and pains) associated with the use of computers or lifting and carrying,
- An infection that is likely to have been contracted through working with a group of people who are more likely to have the infection than the general population, or to pass on an infection due to their actions, e.g.:
- Rubella - through working with young children;
- Tuberculosis - through working with the homeless;
- Hepatitis through being bitten during a violent incident at work or through contact with a contaminated needle;

- Weil's disease through working close to rat infested areas;
- Food poisoning, where the source of the infection is known to be an Cambridgeshire County Council establishment, or a caterer appointed by the Council;
- Ear pain and/or deafness through work in noisy environments;
- "Vibration white finger" or numbness or pain in the hands through using tools/machinery that vibrates;
- Mental health conditions where work is a significant contributory factor;
- Reaction to exposure to a hazardous substance (e.g. asthma attack following exposure to a respiratory sensitiser, dermatitis from wearing latex gloves).

It would not include coughs and colds, stomach bugs etc. It is also not normally necessary to report persons with an existing health condition being taken ill (e.g. a fit in a person known to have epilepsy). However the manager may need to monitor increases in such incidents where the work is safety critical, as they may prompt a need for an occupational health review.

What acts of violence need reporting?

For the purposes of reporting, the HSE definition of violence should be used: "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work." In general all behaviour, which falls under this definition of violence at work, should be reported. In addition acts of violence against non-employees should be reported if they are connected with the Council's work. It is clear that physical violence, threats and intimidation must be reported, but employees are often unsure about when to report abuse, particularly in some areas of the Council's work, where the use of abusive language by the public is very common.

For some people the use of abusive language is the normal way they may express themselves. We all occasionally lose our temper over something, which is outside our control, and some people may express their anger by using abusive language.

The important thing is how the incident made the employee feel. If they felt threatened, intimidated or upset by the incident, then it must be reported. Similarly, where an employee is injured through the specific behaviour of a child or service user (e.g. because they have a mental or physical impairment), but the affected person does not consider there to have been an intent of violence, the incident should be reported as an accident rather than an act of violence.

Acts of violence affecting non-employees (i.e. pupils)

Acts of violence to non-employees (i.e. pupils) should be reported on the Health and Safety Incident Report Form (IRF96) if the incident was serious. For instance, an incident that:

- Involved the use of a weapon;
- Needed emergency police intervention;

- Resulted in serious injury (e.g. fractures, concussion or attendance at hospital);
Resulted in an injury following the use of restrictive physical intervention.

Acts of violence between non-employees (e.g. pupil fights, and adversarial incidents between clients with learning difficulties) not covered by the above should be reported and dealt with through the establishment's own behaviour policies and procedures.

What road traffic accidents (RTAs) need reporting?

These would include any:

- Incident involving a vehicle on COUNCIL premises that caused harm;
- Road traffic accident involving an employee who was traveling in the course of their work (including travelling to attend a course), that resulted in injury; Road traffic accident causing injury to non-employees, where the transportation was arranged by a Council employee (e.g. during an educational visit);
- Incident where an employee working on or by the highway is struck by a vehicle
- Incident where a non-employee (under the supervision of an employee) who is on or by the highway is struck by a vehicle;
- Any of the above incidents that didn't cause harm, but could potentially have done so.

Road Traffic Accidents that occur on the way to or from the normal place of work need not be reported on this form. Accidents involving Cambridgeshire County Council owned or leased vehicles must also be reported to Cambridgeshire Road Safety Officer.

What are non-injury Incidents?

These are incidents that did not cause injury or ill health, but had the potential to do so, and therefore merit investigation so that action can be taken to prevent a similar incident. (Also known as dangerous occurrences or "near misses"). It also includes incidents where there is no apparent injury or ill health, but there is risk of ill health developing at a later date.

They would include:

- Slips and trips due to a damaged/slippy surfaces in the workplace or associated grounds;
- Falls from a height;
- Fires, explosions or sudden release of a dangerous substance;
- Collapses of structures or scaffolds;
- Escape of a hazardous substance (e.g. a known carcinogen such as asbestos) in a sufficient quantity to cause harm;
- Failure of the load bearing parts of lifting equipment or play equipment;

- Failure of a pressure vessel;
- Incidents that result in serious property / plant damage;
- Falls into water where it has been necessary to carry out a rescue to prevent drowning;
- A road traffic accident (see 6.0);
- A pupil or service user getting lost during a supervised visit, where it has been necessary to implement emergency procedures.

Accidents to Non Employees (i.e. pupils) During Leisure / Play Activities

Accidents to non-employees that occur during leisure / play activities need only be reported on the Health and Safety Incident Report Form if the cause appears to be work or premises related, or if the incident led to serious injury.

For instance:

- accidents caused by poorly maintained equipment or work premises;
- accidents where supervision levels were inappropriate or insufficient for the activity or that occur during a teaching activity;
- accidents to service users in their own home, whilst being aided by an employee or using equipment provided by the Council;
- accidents that result in a fracture, concussion or the injured party having to attend hospital.

Minor /superficial injuries (bumps, bruises, grazes etc.) arising from play/leisure activities (i.e. whose inherent nature means that non- preventable minor injuries are common) do not need reporting on the Health and Safety Incident Report Form. However such injuries should be recorded in a local Incident Log, including details of:

- The injured person's name;
- The injured person's address (unless they regularly attend the establishment e.g. as a pupil or service user);
- Date, time and place of the incident;
- Nature of the injury/illness;
- How the injury occurred;
- First aid given or other action taken. (e.g. informed parent);
- Name and signature of person dealing with the incident;

Information in the log should be treated as confidential. It is good practice to review the local incident log occasionally, as a pattern of accidents may indicate a weakness in how a play or leisure activity is being managed. For instance if a high number of accidents are occurring on play equipment, it may be necessary to restrict numbers using the equipment or improve supervision.

D) Model process for developing individual healthcare plans

