

Accidents and First Aid Policy

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Key messages

The main objective of this policy is to:

- Ensure that the ICO has systems in place to minimise the risk of accidents, and adequate provisions in place for the treatment of people who are injured or ill.
- Provide staff and users of ICO buildings with details of arrangements for the provision of First Aid at ICO premises.
- Inform staff how to report an accident.
- Confirm how accidents will be investigated.
- Describe the circumstances in which an accident will be reported to the local enforcing authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Does this policy relate to me?

This policy applies to all ICO staff, and users of ICO buildings including visitors, agency staff, consultants and contractors.

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1. Introduction

- 1.1. Accidents can take place in any organisation. The ICO's offices are a low risk environment, but it is still important to ensure that we take action to minimise the risk of accidents, and have the right provisions in place to treat people who are injured or become ill at work.
- 1.2. This policy and procedure sets out the ICO's commitment to preventing accidents, investigating when they happen (or could have happened), and dedicating resources for First Aiders to be trained.
- 1.3. There are several pieces of legislation which impact on this this policy including:
 - [The Health and Safety \(First-Aid\) Regulations 1981 \(legislation.gov.uk\)](https://www.legislation.gov.uk)
 - [Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](https://www.legislation.gov.uk)
 - [The Management of Health and Safety at Work Regulations 1999 \(legislation.gov.uk\)](https://www.legislation.gov.uk)
 - [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

- 1.4 This policy and procedure applies to all ICO staff, agency workers, secondees, contractors and visitors to ICO sites.
- 1.5 It is the responsibility of the Head of Facilities and Estates, and the Health and Safety Manager to ensure that ICO offices have adequate first aid provision.
- 1.6 This policy will be made available to staff via the ICO intranet, and also published on the ICO external website.

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2. Policy position and purpose

- 2.1 The ICO seeks to minimise the potential for accidents to arise in our workplaces or from our work activities. We will do this by ensuring that we have suitable systems in place for assessing and reducing risks and hazards which arise from our work.
- 2.2 We will ensure that we have adequate provision of trained people and physical resources to provide first aid in the event of an accident or ill-health taking place at work.
- 2.3 We will investigate accidents to identify root causes and take remedial action to minimise the potential for accidents to re-occur.
- 2.4 This policy and procedure is intended to:
 - Ensure that the ICO is compliant with relevant legislation;
 - Minimise the risk of accidents taking place;
 - Inform staff how to report an accident, incident or near miss;
 - Inform staff about the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) regulations.

3. Accident prevention

- 3.1. All staff are expected to report potentially dangerous situations. This can be done by emailing the [Health And Safety mailbox](#) or contacting the Facilities and Estates Team.

By reporting near misses, even if they do not result in an accident or injury, we can help to better understand hazards arising in the workplace and prevent potential accidents from happening.

- 3.2 The Facilities and Estates Team will ensure that offices are kept in a safe and tidy state, to reduce the risk of accidents such as slips, trips and falls; burns/scalds from hot drinks; and cuts/abrasions.
- 3.3 Contractors, such as those undertaking repairs and maintenance on building infrastructure or equipment, will be required to provide method statements and risk assessments where necessary. This will help to reduce the potential for accidents or unintended actions taking place.

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4. Accident reporting and recording in and around our offices

- 4.1 If an accident happens in or around our offices which causes injury, a First Aider should be alerted.

In **Wilmslow**, if a first aider cannot be immediately identified, a call should be made to Wycliffe House Reception on 01625 549 913. A First Aid trained member of staff will be sent to the relevant building. The Facilities and Estates Team can identify which first aiders are signed in at the offices on the tap-in system or can raise a Tannoy alert for first aiders.

At the **Edinburgh** Office, if a first aider is not available in the ICO room, then contact should be made with Ofcom reception whose staff are first aid trained.

At the **Belfast and Cardiff** offices staff First Aid trained staff are able to identify themselves immediately given the small size of the offices. If no first aid trained staff are available, a member of staff must take responsibility for calling an ambulance if necessary. First Aid support may also be available from other tenants (or building reception staff in Cardiff).

In London, the on-site Facilities team member will provide first aid as required. There are other colleagues also first aid qualified, though they might not attend site each day. If an ICO first aider is not on site when an injury occurs, then Riverside House building management can provide first aid support, and they can be contacted on 0203 912 7991.

- 4.2 All accidents must be reported, even if they have not resulted in injury. This can be done using the [Accident and Incident Reporting Form](#) which is hosted in the Health and Safety Hub on IRIS, or by completing a page in the office Accident Book, which held on Wycliffe House Reception.

Each of the capital city offices also has an accident book. The completed page needs to be sent to the Health and Safety Manager, or can be scanned and emailed to: healthandsafety@ico.org.uk

Accidents must be reported as soon as possible after they have happened.

Even if an accident seems to be trivial it needs to be reported. By knowing about incidents we will be better able to understand if there are patterns or trends which could help to prevent more serious issues happening in the future.

- 4.3 The ICO will need to report information about serious accidents to the local enforcing authority. This is required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Details of circumstances that must be reported can be found in Appendix 1.
- 4.4 Accidents will be investigated. The depth and nature of the investigation will depend on the circumstances involved. This could range from informal discussions to establish the circumstances, to highly structured investigations involving the appointment of external experts.
- 4.5 Details of accidents, suitably anonymised, will be provided to the Health, Safety and Wellbeing Committee to provide oversight of the incidents occurring at the ICO.
- 4.6 Accident records will be held securely in a central H&S/Facilities file. A copy of an accident report concerning a member of staff will also be held on their Human Resources record.

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5. First Aid Provision

5.1 Staff will be informed about how to contact a First Aider and the whereabouts of First Aid kits in the office through signage and information on the ICO intranet.

5.2 The ICO will make three types of First Aid training available for staff:

First Aid at Work (FAW): a comprehensive three day course.

Emergency First Aid at Work (EFAW): a one day course providing essential training to deal with severe emergencies.

Online training: a 3-4 hour on-line course providing an overview of first aid basics.

Staff trained in FAW or EFAW will need to re-qualify every three years. Refresher training will be made available periodically.

5.3 The number of First Aiders, and their level of training, for each site will depend on the typical office attendance. A First Aid Needs Assessment will be conducted for each of the offices where the ICO has responsibility for First Aid provision on site to inform the numbers required.

The ICO will adhere to the HSE's recommended First Aider provision for low risk environments, which is as follows:

Low-hazard , eg offices, shops, libraries	Fewer than 25	At least one appointed person
	25-50	At least one first-aider trained in EFAW
	More than 50	At least one first-aider trained in FAW for every 100 employed (or part thereof)

On days of low attendance in Kings Court, First Aid cover may be provided by First Aiders based in Wycliffe House.

5.4 First Aid kits will be made available in each floor and wing of our offices. They will be adequately stocked with provisions to reflect the nature of the risks and types of injuries which could occur. Stock levels will be checked on a regular basis by the Health and Safety/Facilities teams using British Standard BS 85599-1 (Jan 2019) as a guide for content.

- 5.5 ICO offices will also be equipped with an Automated Electronic Defibrillation Machine (often called an AED or Defib) which will enable a swift response in the event of a person having a heart attack. First Aid trained staff will be trained to use an AED, though the products used by the ICO will be automated enough to allow them to be used safely without formal training.

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6. Accidents and First Aid whilst working at home or travelling

- 6.1. The HSE state that when work at home is desk based and low risk, staff will not need first aid equipment beyond their normal domestic needs.
- 6.2 If you have an accident whilst working at home, whether you need to report it will depend on the circumstances. An accident is reportable if occurred as a result of the work activity being done, or has involved the equipment you have been provided to work at home. If you do have an accident whilst working at home, it can be reported using the [Accident and Incident Reporting Form](#).
- 6.3 If you have an accident whilst travelling for work or attending the premises of another organisation, it must be reported upon your return to work using the [Accident and Incident Reporting Form](#). If you have had an accident whilst on site with another organisation, you must also follow their accident reporting procedures.

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Feedback on this document

If you have any feedback on this document, please [click this link](#) to provide it.

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Version history

Version	Changes made	Date	Made by
5.0	Content reviewed and format updated	March 2023	Mike Collins
6.0	Format updated and content reviewed to reflect new processes and premises.	July 2025	Mike Collins

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Appendix A – RIDDOR guidance

Not all accidents need to be reported, other than for certain gas incidents. A RIDDOR report is required only when:

- the accident is work related
- it results in an injury of a type which is reportable

Types of reportable injury

1. The death of any person

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

2. Specified injuries to workers

The list of 'specified injuries' in RIDDOR 2013 are:

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which either a) covers more than 10% of the body, or b) causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which either a) leads to hypothermia or heat-induced illness; or b) requires resuscitation or admittance to hospital for more than 24 hours

3. Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

4. Occupational diseases

Employers must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include:

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.

5. Dangerous occurrences

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences those most relevant to ICO workplaces are:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- Any explosion or fire caused by an electrical short circuit or overload (including those resulting from accidental damage to the electrical plant) which either a) results in the stoppage of the plant involved for more than 24 hours; or b) causes a significant risk of death
- Structural collapse arising from, or in connection with, ongoing construction work (including demolition, refurbishment and maintenance).
- Any unintentional explosion or fire in premises which results in the suspension of normal work in those premises, for more than 24 hours

Appendix B – FAQs

Do I really have to record all accidents? I only got a small scald when I made a cup of tea.

It may seem trivial, but it is very important to report all accidents. This helps us to build up a picture of health and safety in the office and sometimes the most trivial of injuries can become something quite serious in the future. By recording all accidents you are helping to protect yourself.

Can I help myself to a plaster from the first aid kit?

You can take a plaster from the first aid kit if you need one. The stock in the kits are checked regularly, but do let Facilities know if you notice that the stock is looking low.

What will happen if I am off work for more than seven days due to an accident at work?

A report will be sent to the enforcing authority as required by RIDDOR. The enforcing authority (which is usually the local council, but can sometimes be the HSE) will decide if they need to conduct their own investigation into the accident when they have received the report.

Does the ICO have to provide a first aid room?

A first aid room does not have to be provided in a low risk environment like an office. However, where possible the ICO will provide a private space for first aid treatment or for staff who are feeling unwell to rest. At some sites this may need to be a private office or meeting room.

Can a first aider give me a paracetamol or aspirin if I have a headache?

Tablets are not allowed in first aid kits. Though the HSE does not necessarily bar first aiders from giving out paracetamol or aspirin, it is the ICO's policy that they should not dispense them. This is because there is a danger that a person may have an allergy or intolerance to them that could endanger health.

What if I have an accident on another organisation's premises or whilst working at home?

If you have an accident whilst at another organisation's premises you should follow their accident reporting procedure. In addition it is recommended that you submit an accident report as soon as you can.

This is likely to be the [Accident and Incident Reporting Form](#), but if you are returning to the office, it could be a physical form from the accident book.

If you have an accident whilst working at home you must report this as if you were working at one of the ICO's premises. This will involve completing an [Accident and Incident Reporting Form](#) to ensure that it is submitted as soon as possible.

What do I do if I'm involved in a car accident whilst driving for work?

This needs to be reported as if you were working at one of the ICO's premises.

If you are involved in a road traffic accident on your normal commute to and from work you do not have to report this. If you have an accident on the way to a work meeting or appointment, even if you have not visited the office first, or if the meeting is closer to your home than the office, you should ensure that you report the accident.

As a rule of thumb, if you are claiming mileage or travelling time for the journey when the accident occurred, you should report it.

What do I do if I'm involved in an accident whilst on public transport whilst travelling for work?

You should ensure that the accident is reported to the public transport company and also recorded using the Electronic Accident Reporting form or an physical accident reporting form upon your return to the office.