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**The Sensory Hive LTD**

**Accident & Emergency Procedures**

| **Date: 8/8/23** | **The Sensory Hive LTD** | **Address: Weyman Avenue, L35 2YW** |
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**Accident Procedures**

An accident is any unplanned event or circumstance that results in injury or ill-health. It can also mean any ‘near miss’ or dangerous occurrence that could have caused significant injury or ill-health.

The actions taken in the initial minutes of an emergency are critical. A call for help to public emergency services that provides full and accurate information will help the dispatcher send the right responders and equipment. An employee trained to administer first aid or perform CPR can be lifesaving.

**1. Immediate Actions**

Most accidents are minor and need little explanation on how they should be managed. However, the following steps should be taken for serious accidents - the need, scope and depth of these steps will depend on circumstances:

a) Make safe

* Assess the situation – take a moment to take things in
* Emergency plans - if appropriate, get them started (e.g. premises evacuation)
* Make safe - before committing others to help, consider need to prevent further injury. Do them if you can, summon help if you can't.

b) Provide First Aid / Medical Attention

* Summon First Aid – Do not delay. Stay with the casualty until help arrives.
* If necessary, dial ‘999’ direct and be ready to describe the nature of the accident, the response required and your exact location
* Privacy / security – take steps to protect personal privacy and to avoid others witnessing traumatic scenes. Unless there is clearly no risk of causing further injury, do not move injured persons.

The Sensory Hive Ltd provides first aid facilities and a sufficient number of trained first aid officers as determined necessary by a risk assessment of the first aid needs of the workplace.

The first aid facility is a first aid box on the reception office wall.

All workers are informed of first aid procedures, first aid officers and the location of first aid facilities.

A list of trained first aid officers and a map clearly showing the location of first aid facilities is posted prominently in the workplace.

c) Preserve the scene / witnesses

Once the area is safe and first aid is being given:

* Preserve the scene - stop anyone disturbing the area and place cordons if necessary
* Examine the location - note the condition, position and settings of any equipment or materials involved and take photos.
* Witnesses - note those who witnessed the accident, collecting contact details.

d) Communication

Inform shift lead, manager or director, so they can co-ordinate a supportive response.

For a serious accident (including any ‘specified injury’ or ‘dangerous occurrence’ under [RIDDOR](https://www.hse.gov.uk/riddor/reportable-incidents.htm)), contact the centre manager or director, who will lead in the communication process. They will:

1. advise on actions, support any investigation and will carry out any necessary reporting to the HSE
2. Examine the premises if damaged or left in a dangerous condition
3. Inform Insurance Company and alert them to any likely claims likely to be made against the company.

For a death of any person– in addition to that for ‘serious accident’, contact:

* The Police  – if they are not already aware. This must be done by a Senior Manager.
* Manager or Director staff who will co-ordinate the contacting of the next-of-kin (NoK) – do not do this yourself, even if the NoK is known to you.

**2. Accident Reporting**

Once the ‘immediate actions’ are completed, The Sensory Hive Ltd requires a record of what happened and why. This is to ensure that not only is the company in a position to learn from the experience, but also to provide a record against which any claims by, or against, the company can be settled or contested in a timely manner.

a) What needs reporting

The following categories of work-related accidents need reporting. Sensible judgment is required in interpreting these categories – but if in doubt, either report it or speak with your Safety Adviser. All accidents or incidents should be recorded in either the accident or incident book, both located in the reception office.

* Injury accident – excepting where the injury is so ‘minor‘ that it neither requires first aid attention (now, or at a later date), nor does it affect the person’s ability to continue with their work (e.g. small scratch / bruise). Injuries should be recorded in the accident book, located in the reception office.
* Near miss / dangerous occurrence – any event or situation which, although it didn’t result in causing any of the other categories listed here, clearly could have done.
* Ill-health (physical and psychological) – excepting where the ill-health does not require medical attention, nor does it require time off work, and nor is it work-related (e.g. cold, flu).
* Damage to property / environment – excepting where it does not warrant repair / replacement costs.
* Security incident – excepting where it is so ‘minor’ in nature that it does not present a cause for concern, either at the time or for the future if ignored.
* Fire incident – all unplanned fire-related incidents should be reported in the red fire log book.

b) Disclosure

In any civil proceedings against The Sensory Hive Ltd, accident and investigation records are included in the documents to be disclosed, so it is important that the information provided is clear, accurate and free from unsubstantiated opinions.

c) When / timescales

* An accident should be reported immediately after the incident or as close to it as possible, preferably on the same day.
* The accident report should be reviewed and signed-off within 2 working days of it being reported.
* Accident records are kept for at least 6 years from the date of the accident or from the date of diagnosis / reporting of cases of ill-health.

**3. Accident Investigation**

Accident investigation is a line management responsibility. The person in charge must:

1. Gather information – the first step is to collect relevant documents, including risk assessments, witness statements, photographs, etc, to glean an understanding of what occurred.
2. Analyse – think about causes. Causes can be split down into immediate ones (what actually caused the harm / damage); underlying causes (unsafe acts or conditions that led up to the accident); and root causes (which may at first appear remote from the accident but contributed to it, for example, lack of suitable training, work pressures, etc.)
3. Identify risk control measures – these should flow from your analysis, and should address not just immediate causes, but underlying and root ones too. Any recommendations for improvement should be practical and achievable; To be effective, recommendations need to be allocated to a particular manager or department. Once complete, the investigation report should be attached to the incident record.
4. Action plan and implement – recommendations which aren't quick fixes should be part of safety action plans, with realistic timescales given. This should ensure report findings are both communicated and their implementation is tracked.

**Emergency Procedures**

The actions taken in the initial minutes of an emergency are critical. A prompt warning to employees to evacuate, shelter or lockdown can save lives. A call for help to public emergency services that provides full and accurate information will help the dispatcher send the right responders and equipment. Action by employees with knowledge of building and process systems can help control the emergency and minimize harm/damage to the people, facility and the environment.

**1. Evacuation, shelter and invacuation (lockdown)**

Evacuation, shelter and invacuation (lockdown) procedures are important sections of The Sensory Hive Ltd’s Emergency Procedures plan as they outline the initial actions that should be taken to safeguard staff, visitors and clients, both from internal and external hazards.

All staff are aware of these procedures, as warning signals may need to be triggered immediately, before advising others of the threat. In other situations, the emergency services might alert The Sensory Hive Ltd to a potential hazard, such as a plume of smoke or a potential intruder. In some circumstances it can be difficult to know whether to evacuate the premises or take shelter; the emergency services will be able to provide advice on the best course of action.

a) Evacuation

The purpose of an evacuation is to move people away from danger to a safe place. This is likely to involve withdrawal from a hazard within a specific part of the building but in some circumstances could require evacuation of the whole site.

b) Shelter

Some emergencies may require staff, visitors and clients to shelter within the building. If this is due to an environmental hazard (such as a smoke plume) staff should ensure all doors and windows are closed and ventilation / air circulation systems are switched off. In such circumstances the emergency services may issue a public message to ‘go in, stay in, and tune in’.

All staff will have an important role to play in reassuring and alleviating any concerns parents/carers may have.

Depending on the nature of the incident it can be difficult for the emergency services to provide an accurate estimation of how long it will be necessary to shelter for. Every effort should be made to enable everyone to return home but only as long as it is safe to do so.

In very rare cases (such as exceptionally heavy snowfall), staff, visitors and clients may become stranded at the centre. The Sensory Hive Ltd would assess if anyone requires any special assistance (e.g. those with medical needs) were they to remain at the centre for an extended period of time or even forced to shelter overnight.

c) Lock-Down

The purpose of lockdown or invacuation is to prevent an intruder from causing harm to staff, visitors and clients.

Shift/senior leaders always wear a phone bag to ensure they always have access to emergency services.

Entrances to the building are mag-locked and secured in an effort to prevent an intruder from entering the premises.

In this event, a staff member will use the phrase “Story Time” which staff will recognise as “lock down” but which will not alert/antagonize the intruder.

All available staff members will direct adults/children to the nearest lockable room (Sorcha’s Sanctuary, Training Room, Kathy’s Space, Staff office). Senior leader/s will and use bring emergency phone, register and keys, calmly walking all children/adults to the nearest lockable room.

The room will be barricaded/mag-locked from the inside and the police contacted on 999.

The children and parent/carers will be settled for a story until the situation is under control.

In the event of a terrorist attack, all occupants must hide away from sight (under windows or tables).

A lockdown may be deemed the most appropriate course of action if an emergency situation occurs outside the grounds and which renders an evacuation unsafe.

All those inside the building will be expected to stay in a safe area inside until advised otherwise by the emergency services.

The Sensory Hive Ltd will regularly practise lock-downs so all are familiar with the procedure.

**2. Assembly and Roll Call**

It is vital that all visitors, contractors, employees and members of the public who visit the work premises have been accounted for in the event of an emergency such as a fire. The Sensory Hive Ltd ensures that employees know what actions they need to take.

1. Roll Call

The Sensory Hive Ltd maintains a list of all visitors, contractors, employees and members of the public so that the fire warden can conduct a roll call to ensure that all persons are safely evacuated from a building in the event of an emergency.

An electronic register of visitors accessing gym sessions is taken on entering the building. Those who have not pre-registered for the gym session, have their names recorded on a paper register on the front desk by a member of staff.

There is a visitor log book for all visitors and contractors who attend the centre. This is signed on entering and leaving the building.

A staff attendance sheet is completed at the start and end of shifts to keep a record of who is present within the building.

The designated emergency officer/ fire marshal uses all of the above registers as a muster report during an emergency.

Visitors and contractors are briefed on the emergency arrangements and what action they need to take in the event of an emergency.

1. Assembly Points

An evacuation assembly point is located in the car park for use in the event of an emergency, and is positioned away from areas that may be affected by fire and not obstruct access for the emergency services. There is adequate space for all personnel to assemble.

The location of fire assembly point is clearly communicated to everyone and the location site is clearly marked with adequate signage.

Fire wardens / marshals are clearly identified by wearing a coloured hi-visibility vest.

It is their responsibility to conduct the roll call.

All personnel should remain at the fire assembly point until directed to leave if the alarm stops sounding.

**3. Bomb Threat and Suspect Packages**

All threats / bomb alerts are to be regarded as genuine and potentially dangerous.

It is essential that the potential for an individual to site an explosive device in the premises is minimised.

All employees, as part of the health and safety training, are aware of the general security of the building and the likely points of access available to an individual who may cause a security alert. The main entrance is the only point of access and this is mag-locked for everyone’s security.

It is imperative that all employees understand what actions they need to take in the event of a bomb threat or suspect package to ensure the safety of themselves, their colleagues, visitors and anyone else affected.

The following precautions are to be taken:

1. Avoid unnecessary handling - if you are holding the item, put it down on a cleared flat surface. Do not move it.
2. Move away immediately:

* clear immediate area and each adjacent rooms;
* if there is any suggestion of chemical, biological or radiological materials, move those directly affected to a safe location close to the incident - keep these individuals separate from those not involved;
* prevent others approaching or accessing the cleared areas;
* Do not use mobile phones or two-way radios in the cleared area or within fifteen metres of the suspect package. Communicate regularly with staff, visitors and the public.

1. Notify police:

* if the item has been opened, or partially opened prior to being deemed suspicious, it is vital that this is communicated to the police;
* ensure informants and witnesses remain available to brief the police, and that the accuracy of their observations is preserved. Encourage witnesses immediately to record their observations in writing, and discourage them from discussing the incident or their observations with others prior to the arrival of the police.

Remaining vigilant towards any person who is behaving suspiciously, avoiding clutter, locking unused rooms and cupboards with possible public access and being generally aware of what is “normal” in the building can all assist the police if a bomb alert occurs.

Key staff (directors, manager and shift leads) are made aware of how to deal with Bomb Threats and suspect packages, and how and when to implement evacuation procedures.

**4. Disaster Recovery & Business Continuity Planning**

The purpose of Business Continuity Planning is to establish and support a comprehensive programme for business continuity, disaster prevention and total recovery of the company operations and business activities during a business interruption event.

Business Continuity Planning is about being prepared for scenarios including, but not limited to, natural disaster, power outage, hardware/telecommunications failures, data corruption, fire, explosion, flooding, and chemical, biological and nuclear hazards. These events may be local in nature, rendering the company premises inaccessible.

The Sensory Hive Ltd recognises the importance of a comprehensive Business Continuity Planning Programme to ensure the health, safety and continued availability of employment of its employees and quality goods and services for those we serve.

The Sensory Hive Ltd requires the commitment of each employee, associate, and supplier to support the objectives required to protect the company assets, mission, values and survivability.

The Sensory Hive Ltd is committed to its customers, employees, shareholders and suppliers to ensure the effective availability of essential products and services in the event of an emergency or disaster situation.

The Company’s Business Continuity Plan is reviewed annually to ensure credible recovery preparedness. The scope, objectives, and measurement criteria of each test shall be determined and coordinated by the Crisis Management Team on a ‘per event’ basis.

**5. Fire Safety**

The Regulatory Reform (Fire Safety) Order 2005 covers general fire safety in England and Wales.

The Sensory Hive Ltd carries out a fire safety risk assessment which is updated annually or earlier if necessary.

The responsibility for fire safety in many instances falls with The Sensory Hive Ltd, and as part of these responsibilities, they provide and manage:

* Means of escape
* Signs and notices
* Emergency lighting
* Fire alarms and detection equipment
* Fire extinguishers and firefighting equipment
* Fire doors and compartments

The Director completing the assessment are competent and capable in order to carry out their duties and has completed a Manger’s Health and Safety Qualification.

The findings of the assessment determine what The Sensory Hive Ltd needs to do to ensure that adequate and appropriate fire safety measures are in place in order to minimise the risk of injury or loss of life in the event of a fire. The assessment identifies what could cause a fire to start, any substances that burn, and the people who may be at risk.

The Sensory Hive Ltd ensures that everyone is familiar with fire safety procedures, including what to do when the alarm is raised and the location of safety (Fire Assembly Point) away from the premise.

a) Fire Detection Systems

In the event of a fire it is important to ensure that everyone in the workplace is alerted as soon as possible. Prevention is the primary requirement of fire risk control, but the early detection of fires and raising the alarm are also vital in protecting people and property.

Consideration is made to those areas of the premises that are unoccupied or not regularly visited by employees, visitors or contractors and where a fire is likely to go undiscovered for long periods of time. In unoccupied areas, automatic fire detection is fitted.

Fire detection systems provide an early warning of a developing emergency and are intended to notify the occupants to evacuate the building in the event of a fire or other type of emergency.

Fire Detection systems are also tested and maintained twice yearly by a trained competent person, under a Statutory Compliance SLA The Sensory Hive Ltd has with KMBC.

b) Fire Drill

An evacuation drill/ fire drill is conducted at least twice per year. Fire wardens / marshals ensure that everyone leaves the building safely and assist visitors or colleagues with disabilities.

Access to areas of higher risk (Sluice Room and Stock Room) is restricted to prevent unauthorised entry unless the person has received adequate instruction and training. These rooms are higher risk because they contain fuel (cleaning products, paper, fabrics) and potential sources of ignition (electrics).

c) Fire Marshall

Because of the layout and the complexity of the premises, it is necessary to have more than one fire marshal (fire warden) to assist with safe evacuation.

Fire wardens receive biennial training and are competent in carrying out all of their duties. The main ​fire warden responsibilities generally include:

* Identification and reporting of fire hazards in the workplace.
* Ensuring emergency escape routes are kept clear and exits are unlocked, free from obstruction and available for use always.
* In the event of an emergency, checking all parts of the premises in their designated area or zone are cleared (including toilets and storage areas).
* Contacting the emergency fire and rescue services and liaising with the fire and rescue services on their arrival.
* Take a roll call in the event of an evacuation (if appropriate).
* Assist with any subsequent investigations.
* Confirm that the building is safe before anyone can re-enter.

d) Fire Risk Assessments

Fire precautions and other fire safety duties which are needed to protect relevant persons in non-domestic premises are covered by the Regulatory Reform (Fire Safety) Order 2005 which apply to England and Wales.

A Fire Risk Assessment has been carried out by ‘the responsible person’. The responsible person in this case are the Directors of the business.

The fire risk assessment is a practical, systematic, organised and methodical review of the fire risks in the business premises and needs to consider the risk of fire breaking out and what measures need to be put in place to prevent it and keep people safe.

The Sensory Hive Ltd has a written record of the findings of the fire risk assessment.

Flammable materials or chemicals which are stored or handled are also part of the assessment.

Significant findings are those which set out the measures in place or plan to be put in place to manage the risks, along with details of anyone likely at risk including vulnerable groups.

The responsible person/s have also produced a fire policy and related procedures, provided equipment, training, carry out fire drills, keep records and inform employees which action is to be taken in the event of a fire emergency.

e) Fire Safety Signs

Fire safety signs fall into three main categories:

1. fire extinguisher (or equipment)
2. fire exit
3. fire action

They should offer clear visual guidance to employees, site visitors and the public.

1. Fire extinguisher signs should depict the location of fire extinguishers, identify the type of fire extinguisher, detail what materials the fire extinguisher can be used on and provide an explanation of what materials the fire extinguisher can be used on.
2. Exit signs should guide the person to the nearest protected route and final exit and they need to be understood regardless of language.
3. Fire action points are usually pictorial (with symbols) or text only and are there to provide information on what to do in the event of an emergency and the location of equipment or action points.

All new or replaced current signage comply with the ISO 7010 standard so that they don’t expire once the standards become part of the British standards. Any EEC directive signs will be replaced with ISO 7010 compliant signs.

Fire Safety Signs are checked and maintained on an annual basis by a trained competent person, under a Statutory Compliance SLA The Sensory Hive Ltd has with KMBC.

f) Fire Fighting Equipment

Prevention is the primary requirement of fire risk control, but the local provision of firefighting facilities is also vital in protecting people and property as the time delay in starting to deal with a small outbreak is critical in preventing it from developing into a major fire.

The Sensory Hive Ltd has a statutory duty to ensure fire safety, and that there are appropriate means of fighting fires.

All firefighting equipment is checked, tested and maintained on an annual basis by a trained competent person, under a Statutory Compliance SLA The Sensory Hive Ltd has with KMBC.

g) Smoking

Smoking is not allowed in any enclosed workplace, public building or on public transport in the UK and the employer has a duty to prevent smoking in smoke free vehicles.

The litter from discarded cigarette butts can degrade the area, be unsightly for visitors and pose a serious fire risk.

The key to preventing smoking related litter is to raise awareness and an effective enforcement strategy.

Employees must leave the premises grounds when smoking and extinguish discarded cigarette butts safely.

E cigarettes/Vaping

E cigarettes and vape smoking is not permitted inside the premises. Those persons using e- cigarettes or vapes should only do so outside the business premises.

Smoking in vehicles

Smoking is not permitted in vehicles used for work purposes if more than one person uses the vehicle (this includes taxis, buses, vans and goods vehicles used by more than one driver, and company vehicles if shared by more than one driver).

If a vehicle is shared by one or more employees but only ever used by one at a time i.e. a pool car, this is covered by the regulations and must be smoke free at all times.

The Sensory Hive Ltd:

* has a specific policy on smoking in the workplace
* takes action to reduce the risk to the health and safety of their employees from second hand smoke to as low a level as is reasonably practicable
* ensures that the smoking policy gives priority to the needs of non-smokers who do not wish to breathe tobacco smoke
* consults with their employees and their representatives regarding the appropriate smoking policy to suit their particular workplace

Under the Smoke-free (Signs) Regulations 2012, The Sensory Hive Ltd displays at least one no-smoking sign that meets the requirements of the law. No-smoking signs make it clear which premises and vehicles are smoke free.

6. Emergency Lighting

The Sensory Hive Ltd is fitted with a combination of:

1. a non-maintained system whereby some emergency lights only illuminate in the event of a mains failure such as a power cut, and;
2. a maintained system, meaning that some emergency lights are illuminated always.

As well as emergency lighting, there is also emergency exit and directional signage which is illuminated.

Monthly emergency lighting tests

All emergency lighting is properly tested and maintained to ensure that it will function correctly when required.

All emergency lighting has a short functional test completed monthly and a visual check that emergency lighting equipment is in a good condition and that all lamps and light controllers are clean and are not damaged. A daily visually check ensures that all maintained lamps are operating. All checks are logged in the Green Emergency Lighting Book found in the blue box file in the reception office drawer.

Emergency lighting systems are also tested and maintained on twice yearly by a trained competent person, under a Statutory Compliance SLA The Sensory Hive Ltd has with KMBC.