



Road traffic accidents procedure

Road Traffic Accident Procedure

Procedures in the event of a road traffic accident are clearly outlined during driver induction training and are detailed in the company's Handbook. The procedures for dealing with road traffic accidents are split into two sections:

ROAD TRAFFIC ACCIDENT (Injuries to people).

1. Secure the vehicle.
2. Contact ambulance/ Police / Sutton Community transport
3. If required administer first aid if suitably trained or ask a trained person to do so.
4. Get the names and addresses of all injured persons. Ask for witnesses, as this can protect you against fraudulent claims of poor driving.
5. The Contract manager or lead driver will attend to the scene of the accident (if it is serious) otherwise the driver must continue till the end of the vehicle's schedule.
6. If the vehicle is not roadworthy, a spare will be sent to replace it and the defective vehicle will be returned to base.
7. Give your name and Sutton Community Transport's details to the other party (including anyone having reasonable grounds for these details). You must report the accident on an accident report form to the Contract Manager and to the police as soon as possible and in any case **WITHIN 24 HOURS**.

If you are unable to do the above, report the accident to the Police as soon as practical (within 24 hours). If the Police give you a grace period to produce any other documents, ensure that you do so without fail.

In all cases

All road traffic accidents are investigated by a manager at Sutton Community Transport order to avoid recurrence. If there are any concerns that a driver may have contributed to a road traffic accident, the Contract Manager may instruct the driver to undergo a Driver Re-assessment Session and subsequently receive instruction and training as necessary.

Policy and procedure for non road traffic accidents

1. Secure the vehicle.
2. Contact Ambulance/ Police / Sutton Community transport
3. If required administer first aid if suitably trained or ask a trained person to do so.
4. The driver at no time should assist the injured passenger to their feet if they are injured as this may worsen injuries, wait for trained paramedic staff from the Emergency Services.
4. The Contract manager or lead driver will attend to the scene of the accident bringing a suitable spare vehicle capable of taking all the non injured passengers to their journeys end.
- 5.. The driver will stay with the passenger, providing reassurance until such time as the Paramedic staff have either taken the injured passenger to hospital or pronounced them fit to return home or indeed attend the Centre.
6. The driver must report the accident to the Operations Manager as soon as possible. The Operations Manager will ensure that the accident is entered into the Company Accident Book and reported to the Authorised officer at Sutton Council (if applicable). The Health and Safety Executive would be informed should the accident fall within the RIDDOR criteria for doing so.

Any accident involving passengers will be investigated by the Operations Manager in order to examine ways of avoiding repetition.

Procedure for Local Authority and other contracts.

Any accident or incident involving vehicles, passengers, carers, centre staff or members of the public will be notified to the authorised officer of the LA as soon as possible. Initial contact will be by telephone with a full accident report being emailed to the authorised officer of the LA without delay and in any case within 24 hours.

Sutton Community Transport staff will ensure that all and any antecedents to an accident are examined in order to avoid repetition. If there are any concerns that a driver of escort may have contributed to an accident then retraining will be considered and the companies Disciplinary and Grievance Procedure being enacted if the situation warrants.

This procedure is part of Sutton Community Transport Health and Safety Policy and Procedure