

New Dialogue Dealing with Incidents and Emergencies Policy and Procedures

On 28 November, New Dialogue became the new home of Healthwatch Kingston upon Thames.

Since its creation, our organisation has been registered as the charitable company 'Healthwatch Kingston upon Thames', established to deliver the Healthwatch statutory service for the Royal Borough of Kingston upon Thames.

Following careful consideration, the Healthwatch Kingston Board agreed to change the charitable company name to 'New Dialogue'.

This change relates solely to our organisation's name. The legal entity remains the same, and there is no change to governance, staff, or the delivery of the Healthwatch Kingston upon Thames statutory service.

1. Scope (last updated 05.02.26)

This policy applies to

Employees	x
Contractors	x
Volunteers	x
Partners	x
Suppliers	x
Consultants	x

Unless otherwise stated, this policy and procedure is non-contractual, does not form part of any contract of employment, and may be adapted or amended at any time by the Board.

2. Policy Statement

It is the policy of New Dialogue/Healthwatch Kingston to decide to deal with, and appropriately record, all incidents and emergencies.

3. Definitions

This policy applies to incidents and emergencies that take place in the office, whilst employees are attending New Dialogue/Healthwatch Kingston meetings and events, and whilst travelling to or from such events. It does not apply whilst working at home.

4. External Standards

[The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 \(RIDDOR\)](#)
[Social Security \(Claims and Payments\) Regulations 1979](#)

5. Procedures

5.1 Accidents

Our first aid box is clearly marked, accessible at all times, is stocked correctly and is stored in the New Dialogue/Healthwatch Kingston office. A full contents list can be viewed in the first aid box. The Chief Executive Officer is responsible for checking and replenishing the first aid box contents. The Chief Executive Officer has completed first aid training in 2018.

All accidents however small will be recorded in the accident book, with the actions taken and first aid administered. The accident book is kept safe and secure in the New Dialogue/Healthwatch Kingston office.

All employees are made aware of where the book is located and how to complete it. In the event of a serious accident occurring to an employee, their next of kin will be notified by the Chief Executive Officer by phone immediately and relevant information provided including if an ambulance was called and where the person has been taken.

Records of accidents/injuries will be kept for three years and then securely destroyed unless the incident is subject to any legal proceedings.

[RIDDOR](#) will be notified of the following incidents (see website for full details):

- The death of any person
- Specified injuries to workers
- Over-seven-day incapacitation of an employee or self-employed person meaning they are away from work or unable to perform their normal work duties
- Non-fatal accidents to non-workers (e.g. members of the public) if they are taken directly to hospital
- Specified occupational diseases
- Specified dangerous occurrences

Consideration will be given, in the case of all accidents, as to whether it represents a serious incident which must be reported to the [Charity Commission](#).

5.2 Other Emergencies

If an incident occurs that requires the building to be evacuated, this will be done in accordance with the fire/evacuation procedures as displayed in Siddeley House. All new members of staff and volunteers will be informed of the evacuation procedures.

We hold a copy of the fire safety risk assessment that applies to the building in which we rent offices.

Contact details for the person responsible for the premises are displayed in Siddeley House.

Any dangerous occurrence, other than personal injury (as covered above), will be recorded in the incident log which is kept safe and secure in the New Dialogue/Healthwatch Kingston office. Incidents which will be recorded include any crime, any intruder gaining unauthorised access to the office, fire, flood, gas leak or electrical failure in the office, any threat or attack on anyone whilst in the office building or attending New Dialogue/Healthwatch Kingston activities, any racist incident, any outbreak of food poisoning and any terrorist attack or threat of one. All employees have been made aware of where the log is located and how to complete it.

All incidents relating to GDPR, IT and Cyber Security will follow the incident reporting procedure. Further details for this can be found in the [New Dialogue Information Security and Governance Policy and Procedures](#).

Consideration will be given, in the case of all emergencies, as to whether it represents a serious incident which must be reported to the [Charity Commission](#).