

Lost time / specified injuries

A summary of all workplace incidents that have resulted in staff of Thames Water and its partners incurring a specified injury and/or needing time off work.

Latest lost time injury

2023/24 LTI 039 14th February 2024 WBS:Burghfield - BURG1ZZ Operations London - Water Production - Operational Excellence - Contractors

What happened?

On 14th February around 10:35am a water engineer ascended a ladder, traversed over the perimeter roof wall, which stands at a height of 1.2 meters, and descended using a second ladder positioned on the opposite side of the roof surface. During the transition of descending the second ladders, the engineer misjudged the position of the last rung roof surface side and subsequently fell backward, landing on their right elbow, resulting in full impact.

Immediate actions:

All works onsite have been stopped to initiate full investigation. A site visit planned with Controller of Premises and Deputy Controller of Premises to investigate the incident.

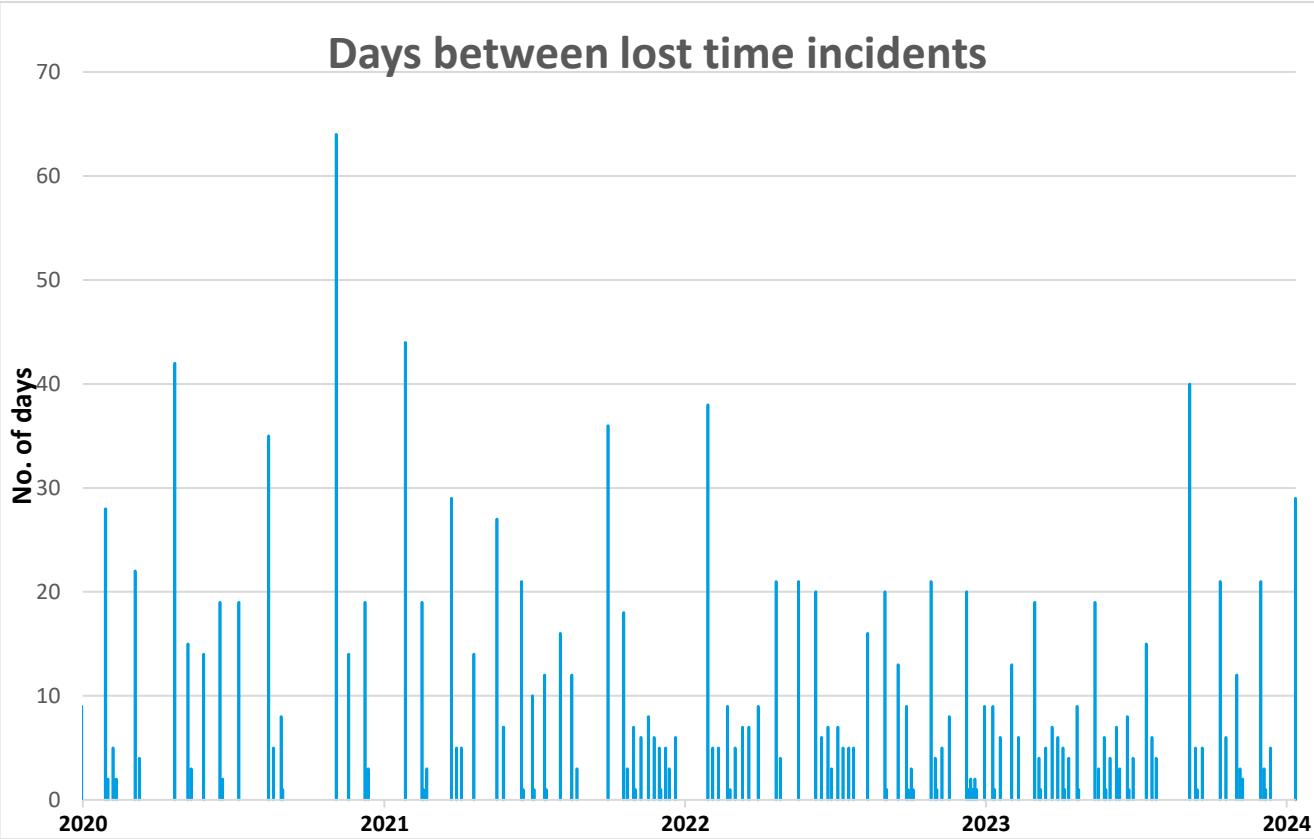
Safety message:

The planning of Work at Height activities must follow a Hierarchy of Control in line with ES-38 - Working at Height. Legacy design review required along with RAMS documents prior to such WAH activities. Situational awareness to be briefed with regards to surroundings and footings when manoeuvring around site.

Responsible Manager:

Peter Kendall

Lost time injury frequency



Lost time injuries 2023/24

2023/24 LTI 038	7th February 2024	OFF SITE:PRIVATE DRIVEWAY OX14 4FZ	Retail - Wholesale Services - Network Plus Lot 2
What happened? Employee was conducting a letter drop and put his hand through a letter box. A dog then bit him, resulting in cuts and bite marks to his finger.			
Immediate actions: The injured employee immediately left the premises, to a safe distance.			
Safety message: Be aware of dog bite when conducting letter drop to customers. Pay attention to properties with warning signs of dogs, or with sounds of dog barking inside. Post peg could be used as an extension to avoid direct contact causing injury.			
Responsible Manager: Jon Williams			

2023/24 LTI 037	2 nd February 2024	Beckton STW - SPG Building	Operations TV&HC - OP&L - Contractors - Emcor
What happened? Whilst walking along a PPE free route to the contractors' toilets a cleaner slipped on a wet floor and fell into the handrail injuring the left side of their chest.			
Immediate actions: Water removed and wet floor signage put up			
Safety message: All hazards should be mitigated, reported for repair and escalated if urgent. Keep up Situational Awareness techniques at all times.			
Responsible Manager: Katrina McGuire			

2023/24 LTI 036	26 th January 2024	STW:Caddington - CADD51ZZ	Operations TV&HC - Waste - Waste Treatment Contractors
What happened? The employee was undertaking a task working for Barnfield Engineering. They were manually handling an upright handrail post and when they tried to move it from the concrete they felt a sharp pain in their lower back.			
Immediate actions: Area was made safe by Barnfield Engineering who were undertaking the task.			
Safety message: Assess all manual handling tasks and use tools where possible to make it safer to handle / move the intended object.			
Responsible Manager: Chris McKenna & Jake Flowers			

2023/24 LTI 035 25th January 2024

OFF SITE:FOOTPATH

Brideman Drive, Hatch Lane, Thames Valley - Thames Water R&M SL4

Operations TV&HC - Water Network

What happened?

A leak was found within a boundary box outside a block of flats in the SL4 postcode area. Due to no water within the block of flats, work to identify and repair the issue continued into the night. Following the partial removal of a hedge to allow access to a chamber, a Thames Water colleague was using a jack hammer to break out the chamber, whilst stood on another chamber. Whilst repositioning themselves, the individual stepped off the chamber and their foot sank/slipped on the water-logged ground, causing them to lose balance resulting in them pitching forward, whilst still holding the jack hammer. The individual let go of the jack hammer to stop themselves from falling but felt pain in their lower back immediately following the incident.

Immediate actions:

The employee continued working for a period of time, before having to stop due to the pain. The incident was then reported to the individuals line manager. The TV&HC HSW team have attended site to assist with the investigation. The job has been completed and is currently awaiting backfill and reinstatement.

Safety message:

- Always ensure you carry out your 3 and 10 situational awareness checks and if you are unhappy with the access/egress stop and reassess.
- Lighting levels to be appropriate to the risks present.
- Zero compromise to be fully implemented – if the correct equipment is not available then work should be paused until it is available.
- Ensure all tasks are fully risk assessed including access and egress, lighting levels, space available in the immediate area.

Responsible Manager:

David Haydon

2023/24 LTI 034 11th January 2024

STW:Oxford - OXFOS1ZZ

Operations TV&HC - Waste - TV Catchment - Treatment - TVN Cotswolds, Cherwell & Oxford

What happened?

On 11th January at 09:10hrs an Operative was gritting the cess import area at Oxford STW, the Operative slipped on the ice where they were gritting, landing on their side from a standing position at ground level.

Immediate actions:

The Operative reported the incident to their line manager and remained at work after the incident. They attended A&E later that day where they were informed that they have suffered soft tissue damage. The Area Manager sent a message out to the wider team to remind everyone of the risks when working in icy conditions.

Safety message:

Be aware of your surroundings and take care in winter working conditions, remembering to wear your winter overshoes if the conditions are icy.

Responsible Manager:

Ieva Kliuzaitė

2023/24 LTI 033 12th December 2023

OFF SITE:OTHER
Bulwer Street,
Hammersmith and Fulham

Capital Delivery - London Infra –
Barhale LOT 5

What happened?

While manually offloading the last slab from the back of a pickup van, a skilled operative (the IP) momentarily lost his grip while holding the slab, resulting in his hand being trapped between the slab and the bed of the pickup van. Result was an injury to 3 fingers on his left hand. He received first aid treatment on-site and was then taken to the local A&E for further checks. At the time, the task was being conducted as a 2 man lift.

Immediate actions:

Work stopped and operative given First Aid treatment and then taken to A&E for further checks. Work completed onsite without any further issue.

Safety message:

Ensure manual handling activities are appropriately planned and communication is maintained between all operatives involved in the lift.

Responsible Manager:

Neil Strudwick

2023/24 LTI 032 6th December 2023

Brook Street
(Brentwood) SPS

Home Counties - Pumping - North

What happened?

The technician attempted to access the Brooks Street SPS for this month's PPMs, but the site surroundings were covered in mud and ice. While trying to clear a safe path, they slipped and injured their lower back.

Immediate actions:

The technician blue-carded the site, recommending that no one attends until the mud surrounding the site is addressed.

Safety message:

We should always perform our 3 and 10 situational awareness checks to enhance our hazard perception.

Responsible Manager:

Bethany Miller (Field Operations Manager)

2023/24 LTI 031 4th December 2023

STW:Earlswood - EARLS1ZZ

Capital Delivery – Direct Delivery -
Contractors

What happened?

Contract employee from GWF was assisting with the installation of a monitoring driver (UMON 4) when they slipped whilst on task and injured their elbow/arm.

Immediate actions:

Area cleared of any debris that could have contributed to incident.

Safety message:

Be aware of your surroundings and take care in winter working conditions.

Responsible Manager:

Harriet King

2023/24 LTI 030 30th November 2023

STW:Mill Green - MILLS1ZZ

Operations TV&HC - OP&L –
Contractors - Bryen & Langley

What happened?

B&L employee reported that whilst they were helping a TW employee moving a generator to its storage area, their right foot got hit by a part of the trailer.

Immediate actions:

Incident hasn't been reported when allegedly happened.

Safety message:

Only carry out tasks you are trained and competent for.

Responsible Manager:

Bryen & Langley - Tom Hickey

2023/24 LTI 029 8th November 2023

OFF SITE: MCC Room
Folkestone Road SPS

Capital Delivery - London Infra - Barh
Lot 5

What happened?

While positioning a scissors lift to install a section of ducting, one of its wheels accidentally grazed the left foot heel of one skilled operative working on the floor, resulting in a minor bruise. The shift was completed as planned, with the injured individual feeling fine and as such opting not to seek any medical attention. He went for further checks at his local A&E on the following day due to the discomfort experienced overnight. At hospital he was told that the bruising and swelling will persist with further rest recommended and the contractor stayed at home for 2 more days to fully recover.

Immediate actions:

The contractor went to hospital next day to have his injury checked and decided with his line manager that he should stay at home until he has recovered to avoid putting further pressure on the ligaments.

Safety message:

Always be aware of your surroundings and follow the rules set around the exclusion zones.

Responsible Manager:

Harriett King

2023/24 LTI 028 5th November 2023

OFF SITE: Artington Park &
Ride, Guildford

Operations London - OSCC - Incident
Management & Resilience

What happened?

Level 4 Incident underway due to failure of Shalford WTW with Guildford and large areas surrounding without water supply. Bottled water stations had been set-up at two locations to distribute bottled water to customers – these were a mix of walkthrough / drive through. Large queues had formed at both locations throughout the day. At approx. 19:30hrs a TW employee was loading water into a customer’s vehicle at Artington Park & Ride, when the vehicle behind lurched forward, crushing the employee between the two bumpers. They received emergency treatment on site before being moved to Royal Surrey Hospital.

Immediate actions:

Other TW employees remained with the casualty until the emergency services arrived. The injured person remained conscious, calm and aware throughout. The Police arrived on scene first and immediately commenced first aid. The individual was taken to Royal Surrey Hospital where they were in surgery for over 5 hours on evening of 5/11/23. Site was due to close down for evening shortly after incident occurred and reopen on Mon 6th. Instructions were given to site teams to ensure that vehicle engines were not running, and handbrakes were applied to all vehicles in or queuing to get into the loading area before personnel were allowed to step into the zone. A HSW Adviser was dispatched on 6/11/23 to Guildford to review the controls at both bottled water stations, and to enhance these controls where appropriate.

Safety message:

All vehicles in or queuing to get into the loading area at a bottle water station need to come to a complete spot, engine turned off and handbrake applied before TW employees load bottle water into the vehicle.

Responsible Manager:

Sarah Holland

2023/24 LTI 027 1st November 2023

STW:Iver (North) - IVERS1ZZ

Operations TV&HC - OP&L - Fleet &
Logistics - Logistics Delivery

What happened?

On 1st November 2023, a lost time incident occurred at the entrance to Iver North STW SLO 9HL. The incident involved a HGV Driver, who while opening the entrance gate slipped on the cattle grid and fell onto the metal railing.

Immediate actions:

The driver was able to continue with their tasks until later in the morning when their injuries became too uncomfortable to continue.

Safety message:

Use situational awareness techniques to assess conditions underfoot and take your time while walking on different conditions underfoot.

Responsible Manager:

James Clements

2023/24 LTI 026 19th October 2023

SSPS:Queens Drive (Oxshott) Operations - Waste Network CFS –
SPS - QUEE02ZZ Small Sewage Pumping Stations

What happened?

Technician slipped and hit their elbow, later sustaining a broken lower left arm.

Immediate actions:

None taken at the time, access to be reviewed.

Safety message:

Always ensure you have safe access/egress. Ensure you are not compromising and putting yourself and others at risk.

Responsible Manager:

Danny Green

2023/24 LTI 025 12th October 2023

STW:Headley - HEADS1ZZ Operations TV&HC - OP&L - Fleet &
Logistics - Logistics Delivery

What happened?

Whilst an OP&L HGV Driver was laying out a pipe to load at Headley STW, they stepped over the pipe catching a foot on the buckle causing a slip and twist the right ankle.

Immediate actions:

Driver called for assistance and was taken home.

Safety message:

Use Situational Awareness techniques when setting up and continue assessment when setting up equipment that introduces trip hazards.

Responsible Manager:

Karl Baker

2023/24 LTI 024 20th September 2023

STW:Beckton - BECKS1ZZ Capital Delivery - Major Projects –
Laing O'Rourke - Beckton STW AMP7
Upgrade

What happened?

On 20th September 2023, two steel fixers were carrying 6m length of rebar from where it was stored to the location where it was needed to be installed. The steel fixer at the front twisted his left ankle on the ground in between the two locations.

Immediate actions:

Injured person taken to first aid room at the inlet where first aid was provided - ice pack applied and leg elevated on first aid bed. Lifting team moved remaining 6m length steels to concrete blinding level safely.

Safety message:

Always be aware of your surroundings and plan your route before you start work.

Responsible Manager:

James Clarke

2023/24 LTI 023 20th September 2023 SERVICE RESERVOIR: Retail - Wholesale Services - Develop
Cockfosters - COCKU1ZZ Services - Major Projects - FA1488
Contractors

What happened?

The operative was clearing the work area before demobilising from site and had moved two short lengths of scaffold tube. Whilst doing so, he tripped over the foot of a Heras fence. The operative fell backwards onto sloped ground and sustained a fractured ankle.

Immediate actions:

Area cordoned off and all works stopped on site. Ambulance called and operative taken to hospital.

Safety message:

Always be aware of the hazards in your work area and movement routes around your work area. Take 5 minutes to use situational awareness training to familiarise yourself with hazards in your work area before beginning work.

Responsible Manager:

Patrycja Scully

2023/24 LTI 022 14th September 2023 OFF SITE:CARRIAGEWAY Retail - Wholesale Services – Network
Plus - Lot 2

What happened?

When trying to turn off the ferrule with ferrule key to stop a water leak the operative caught his thumb on a broken ceramic ferrule cover resulting in a cut.

Immediate actions:

He administered first aid and called for second team to finish job.

Safety message:

Always wear the correct PPE for the work being undertaken.

Responsible Manager:

Neil Titchener

2023/24 LTI 021 12th September 2023 Basingstoke - BASIS1ZZ Operations - TV&HC - Waste - HC
Catchment - Treatment - Loddon

What happened?

On 12th September 2023, while an Embedded Consultant was walking round Basingstoke STW, they tripped over a pump left out by Storm tank 3. The Embedded Consultant sat up and said they were fine but had hurt his knee. They were asked if they needed first aid, they declined but the following day they were unable to work.

Immediate actions:

Pump removed from area of incident.

Safety message:

Poor risk perception led to decision to step over equipment not go around.

Responsible Manager:

Wayne North

2023/24 LTI 020 5th September 2023

OFF SITE:CARRIAGEWAY
(Reading Road RG7)

Operations TV&HC - OP&L - Inventory
and Supply Management

What happened?

The support driver arrived onsite to deliver fittings and remove fittings from site (with assistance with another support driver for the collection). The driver opened the barriers to gain access to deliver the new fittings. Whilst the driver was waiting for the 2nd driver to assist with the collection of old fittings, he attempted to lift a small fitting which had been placed on a permit board that had been utilised to keep fittings off the floor. In doing so, the driver managed to roll their ankle on the board.

Immediate actions:

The permit boards that were on the floor were removed by the 2nd support driver and put on the back of their vehicle to remove the hazard from site.

Safety message:

Always be aware of your surroundings before making any attempt to lift equipment or fittings. Ensure that all equipment is only used for the purpose in which it was intended.

Responsible Manager:

Jay Knowles

2023/24 LTI 019 26th July 2023

OFF SITE:CARRIAGEWAY
(Woburn Hill, Addlestone)

Operations London - Waste - Waste
Network Contractors - Cappagh Lot 4
Civils

What happened?

A Cappagh team were tasked with a dig down and to repair a clay 150mm pipe on the Waste Network, and to then build a new access chamber. During the task the site stores were to be re-positioned. A stack of trench sheets were being relocated in the storage area to permit additional space to operate within the site compound; the sheets were slung and lifted by a machine. During transit, the banksman stood between the slung load and a skip. Whilst watching the load, he stepped backwards into the skip causing a minor injury to his back. Later that evening he attended A&E where bruising was confirmed. The event was reported first thing the following morning to the Cappagh safety team.

Immediate actions:

No action was taken at the time of the incident by the site team as the operative stated he was ok and continued working, it was not until that evening that he attended the hospital.

Safety message:

- Assess all lifting zones are free from any trap points before starting a lifting operation
- Ensure clear visibility remains at all times for communication between the banksman and plant operators
- Never position yourself between any moving machine or plant and a solid object
- Remain in the line of sight of the driver/operator at all times
- Stay away from any potential impact of a slung load
- Be aware of your surroundings; you should always have space around you to manoeuvre freely

Responsible Manager:

Carl Leadbeater

2023/24 LTI 018 21st July 2023 STW:Beckton - BECKS1ZZ Operations TV&HC - OP&L - Contractors - Emtor

What happened?

On June 21st, 2023, a contractor was scheduled to install a low level accessible isolator for a roller shutter door in the SPG Building – Turbine Room at Beckton STW. Two Operatives were assigned the task, with one individual accessing the existing isolator via a ladder and the other footing the ladder. At 16:00 the operative who was working up the ladder fell.

Immediate actions:

Operative taken to hospital and area made safe.

Safety message:

Risk assessment must include appropriate assessment of working at height equipment.

Responsible Manager:

Peter Leeman

2023/24 LTI 017 14th July 2023 WTW:Hampden - HAMPU1ZZ Operations TV&HC - Water Production - Thames Valley East

What happened?

The technician was on site conducting a drain down of the contact tanks to prepare them for contractors to be able to clean the tanks. Whilst he was closing the inlet to tank 3 his left foot went into a hole/burrow which had been obscured by thick long grass, and he rolled his left ankle.

Immediate actions:

The technician stopped work and contacted their manager due to the pain, who arranged for the individual to be taken home at his request. He later went to A&E where he was diagnosed with a sprained ankle. The technician did not return to work on Monday 17th July and has now been referred to Occupational Health. The hole has been highlighted to warn others until repairs can be made and grounds maintenance contacted to address the long grass.

Safety message:

Use situational awareness training to fully assess your surroundings and raise safety observations for any hazards identified.

Responsible Manager:

Michael Phillips

2023/24 LTI 016 28th June 2023 OFF SITE:CARRIAGEWAY Oxford, Oxon Operations London - Leakage - Thames Valley - PN Daly

What happened?

Two contractor employees were undertaking short duration works on the highway, when a bus struck the vehicle they were using for protection. The vehicle was pushed into them resulting in both being injured.

Immediate actions:

Emergency services attended scene and provided medical treatment and making scene safe.

Safety message:

Our Frontline colleagues regularly work on the public highway, and there are times when their task will involve causing a temporary obstruction on a live carriageway. This is known as Short Duration Works and do this safely we are required to comply with the traffic arrangements set out by the New Roads & Street Works Act (NRSWA) and we detail what is required in each situation in our Essential Standard 16 – Street Works.

Responsible Manager:

Emma Sheward

2023/24 LTI 015	28th June 2023	OFF SITE:CARRIAGEWAY Oxford, Oxon	Operations London - Leakage - Thames Valley - PN Daly
What happened?			
Two contractor employees undertaking short duration works on highway. The vehicle used for their protection was struck, moving forwards and striking them.			
Immediate actions:			
Emergency services attended scene and provided emergency medical treatment, before making scene safe.			
Safety message:			
Our Frontline colleagues regularly work on the public highway, and there are times when their task will involve causing a temporary obstruction on a live carriageway. This is known as Short Duration Works and do this safely we are required to comply with the traffic arrangements set out by the New Roads & Street Works Act (NRSWA) and we detail what is required in each situation in our Essential Standard 16 – Street Works.			
Responsible Manager:			
Emma Sheward			

2023/24 LTI 014	23rd June 2023	STW:Chalgrove - CHALS1ZZ	Capital Delivery - Thames Valley Non-Infra - Contractors - Tilbury Douglas LOT 4
What happened?			
Tracked 360 mini excavator (3 tonne rubber tracked) tracked forward onto operatives' right foot/lower leg following conversation held at front of plant.			
Immediate actions:			
Excavator immobilised and emergency services called to site. Area made safe with barriers. All work on site suspended and all excavator operations suspended.			
Safety message:			
Ensure safety devices are activated when operating plant.			
Responsible Manager:			
David Anderson			

2023/24 LTI 013	21st June 2023	STW:Horley (Surrey) - HORLS2ZZ	Operations TV&HC - OP&L - Capital Maintenance Projects - Contractors
What happened?			
A contractor employee suffered a fall from height.			
Immediate actions:			
First aid was administered and the site made safe.			
Safety message:			
The planning of Work at Height activities must follow a Hierarchy of Control that encompasses the following Three Guiding Principles in order of preference: • AVOID the need to work at height by doing as much work as possible where no risk of a fall or falling object can occur. • PREVENT If you cannot avoid WAH, it is essential that measures are in place to PREVENT a fall from occurring with an emphasis placed on collective measures that protect anyone exposed to the risk of a fall over individual measures. • MINIMISE the distance and/or consequences of a fall where it is not possible to prevent a fall. Never use a ladder without maintaining 3-points of contact at all times. Any task that is not short duration and cannot maintain 3 points of contact on a ladder should not be performed.			
Responsible Manager:			
Emma Sheward			

What happened?

On June 12, at 10:15 AM, an incident occurred during a routine survey at East Ham Water Treatment Works. The incident involved a technician, who was accompanying the technical coordinator and contractors (ACL) on their visit. The team had ascended to the roof of the high lift building to conduct a survey on the RGF air scour blower this roof is access by a stairway. Following the completion of their task, the technician commenced their return journey towards the control room, intending to check the SCADA system. However at approximately 10:15 AM, the technician accidentally tripped over a cable trunking fixed securely to the floor. The cable trunking, meant for cable management, unexpectedly obstructed their path. The I.P attended A&E and was treated for a sprained wrist.

Immediate actions:

Area barred off and team informed not to access roof until investigation has been completed and remedial actions agreed.

Safety message:

Check your 3 and 10-meter radius: Before initiating any task or movement, take a moment to assess your immediate surroundings. Ensure there are no obstacles, obstructions, or potential hazards within a three-meter radius around you. Extend this evaluation to a ten-meter radius for a broader understanding of the environment. Apply situational awareness techniques: Develop the habit of actively observing and evaluating your surroundings. Remain alert to changes in the work area, including new equipment, modifications, or potential tripping hazards like cable trunking. By staying mentally engaged and vigilant, you can promptly identify and address any safety concerns.

Responsible Manager:

Nicolas Lysandrou

What happened?

An employee was struck in the face by a large spanner that they were using to undertake a routine task on the HDD rig.

Immediate actions:

Hand held spanner - no immediate danger to others. Area made safe and equipment stopped along with all other works A passing doctor supported the immediate first aid, and then the injured party was taken by car (not ambulance - on the advice of the doctor) to A&E at John Radcliffe Hospital. They are currently waiting to see a specialist. The PC, Ward and Burke, is collating all statements and a timeline, as well as raising on Spheracloud.

Safety message:

Ensure tools are free from greases / oils that may cause them to slip when being handled. Should a tool have the potential to suddenly release when pressure is applied, ensure that you are out of the line of fire.

Responsible Manager:

James Williams

2023/24 LTI 010 31st May 2023

OFF SITE:FOOTPATH

Operations London - OC&IM -
Eastern South - PN Daly

What happened?

The IP was tasked to deploy acoustic water sensors as part of routine works. Part of the task is to open the asset covers with lifting keys or pry bars depending on the method required to lift that particular asset cover. The asset cover in question required the use of a pry bar as lift holes were not present. The IP was opening a hydrant lid with a pry bar and the hydrant was spraying out water, which resulted in the IP dropping the lid in surprise. The lid landed on the IP's little finger on the right hand, which has been reported by the IP as bleeding and swollen.

Immediate actions:

The IP closed the hydrant cover and loaded the tools into the vehicle, re[ported the incident to their supervisor and then went to hospital for medical treatment.

Safety message:

Consider the use of mechanical aids to avoid manual handling wherever possible. Do not put yourselves in the line of fire, if no lifting eyes are available use chocks to support the cover after raising it from it's surround to prevent fingers fingers being trapped, pinched, or impacted. Ensure you always use the correct type of glove protection for the task.

Responsible Manager:

Shane Gloster

2023/24 LTI 009 26th May 2023

STW:Earlswood - EARLS1ZZ

Operations TV&HC - OP&L – Fleet
& Logistics - Logistics Delivery

What happened?

Upon exiting the vehicle, the injured person fell after missing the middle step leading to a broken wrist.

Immediate actions:

None required.

Safety message:

Always ensure three points of contact when using ladders.

Responsible Manager:

Eugen Iliuta

2023/24 LTI 008 24^h May 2023

STW:Beckton - BECKS1ZZ

Operations London - Waste - North
London Catchment - Treatment -
Beckton

What happened?

Employee was called out early hours on the morning of the 24th May 23, to clean and de-sludge the PFT feed pumps following an alarm activation, accompanied by a second person. They were clearing a number of pumps within the area, when the employee slipped on a raised platform that had become covered in sludge.

Immediate actions:

Area was cleaned up and an investigation is ongoing. Lighting was deemed to be satisfactory for the task being undertaken.

Safety message:

Always be aware of your environment (Situational awareness). Have you identified all of the hazards and ensured mitigations or controls are in place for those that you cannot resolve.

Responsible Manager:

Andrew Parry

2023/24 LTI 007 17th May 2023

STW:Oxford - OXFOS1ZZ

Operations TV&HC -Waste – TV
Catchment – Treatment – TVN
Cotswolds, Cherwell & Oxford

What happened?

The IP was making his way to FST No. 6 to complete the sludge blanket dips when he stepped into an open hydrant valve cover which was obscured by long grass. As his foot entered the open cover the IP lost his footing and fell to the ground. Resultant injuries were a sprained ankle caused by it being twisted as it entered the valve chamber, and a cut to the forearm received when the IP tried to slow his fall. The IP was not logged on to Lone Alert at the time of the incident, but contractors were in the area and had acknowledged the IP's presence (wave).

Immediate actions:

The valve cover was replaced by the IP and a traffic bollard placed over the cover.

Safety message:

Ensure a thorough 3 and 10 situational awareness assessment is carried out before entering an area with overgrown vegetation.

Responsible Manager:

David Furness

2023/24 LTI 006 13th May 2023

STW:Beckton -
BECKS1ZZ

Capital Delivery - Major
Projects - Contractors -
Laing O'Rourke - Beckton
STW AMP7 Upgrade

What happened?

Two operatives were carrying a 6m length of rebar. They came to a water filled barrier and went to place it on the other side of the barrier. One operative (injured person) had his hand on top of the barrier whilst still holding the rebar. As the other operative let go his end of the rebar, the injured person got the tip of the index finger caught between the rebar and top of the barrier. This resulted in a fracture to tip of his index finger. Investigation being carried out.

Immediate actions:

None at time. Review of steel area, identified improvements to access.

Safety message:

When manual handling, consider the route you are taking and the obstacles along the way. Plan and communicate the activity with others assisting with the task.

Responsible Manager:

Tom Young

2023/24 LTI 005 23rd April 2023

Public footpath leading
to Lippitt's Hill SPS

Operations London -
Waste - North London
Catchment - Networks &
Pumping

What happened?

On April 23rd, 2023, an incident occurred at Lippets Hill Sewage Pumping Station involving a Thames Water employee who works as an ICA tech (Instrumentation, Control, and Automation) who was investigating a P2 communications alarm. While walking on the access path leading to the Sewage Pumping Station, the employee slipped and fell due to the path being muddy because of the heavy rainfall that day. The path leading to the Sewage Pumping Station is a bridal way and is not properly maintained to ensure safe passage. Thames Water does not own this bridleway. This is a specified injury and is therefore RIDDOR reportable. At the time of the incident, the IP heard a cracking noise during the fall and believed that they may have suffered a broken bone. The employee was accompanied by a colleague on the day who immediately called for an ambulance. The employee was then stretchered off-site and taken to Whipps Cross A&E for medical attention. It has been determined that the employee's right leg is broken in five places and requires surgery to repair. An investigation into the incident has been initiated to identify the root cause of the accident and to implement measures to prevent similar incidents from occurring in the future. The investigation will investigate factors such as the condition of the access path, the level of maintenance carried out on the path, and the adequacy of safety measures in place at the site.

Immediate actions:

All-access to Lippets Hill SPS has been suspended to allow for a comprehensive investigation. The primary focus is to determine a safe means of accessing this site which is not currently possible due to the condition of the bridleway.

Safety message:

This incident serves as a reminder to consider the hazards we face when gaining access to some of our more remote sites in differing weather conditions.

Responsible Manager:

William Cole

2023/24 LTI 004 21st April 2023

OFF
SITE:CARRIAGEWAY

Operations TV&HC -
Water Network - Thames
Valley - Thames Water

What happened?

On April 21st, 2023, an incident occurred at OX14 2DR (Oxford Road, Abingdon) involving a Thames Water employee who's van broke down as they travelled to an appointment. The individual was travelling on their own when their Thames Water van broke down. The van was blocking the road and a junction – members of the public were abusive and beeping their horns due to the blockage. The individual attempted to move the vehicle on their own to allow vehicles to pass. As they did this, they slipped against the rear of the van and sustained an injury to their back. Following a period of time, a member of the public came to the individuals aid and assisted them in clearing the road. The individual has been signed off work until the 15th May – as a result this incident has been classified as an Over 7 Day RIDDOR injury.

Immediate actions:

The vehicle (LC15 FWD) was recovered and taken to Reliance Autos, Bicester for investigations

Safety message:

Always be aware of own capabilities when considering the situation you are in and apply your Situational Awareness training.

Responsible Manager:

David Haydon

2023/24 LTI 003	11th April 2023	Slough STW	Operations TV&HC - Waste - HC Catchment Area - Treatment - Colne & Maidenhead
What happened? M&E Technician was installing Blower 150 when it swung and knocked his hand slightly. Shaft of the blower was what knocked into IP's hand.			
Immediate actions: Equipment moved out of the way.			
Safety message: Ensure control of lifted plant, especially in strong winds.			
Responsible Manager: Qasim Hayat			

2023/24 LTI 002	6th April 2023	OFF SITE:FOOTPATH	Operations London - Water Network - Eastern South - Thames Water R&M
What happened? The R&M Operative (IP) sustained a laceration and several fractures to the tip of their left-hand middle finger whilst attempting to manually move concrete spoil arisings which were left on site by a previous dig team. Whilst the IP attempted to clear up the work area, a section of concrete he was trying to pick up became dislodged and impacted his left-hand causing trauma to the middle finger.			
Immediate actions: First aid treatment undertaken on site prior to being driven to hospital where, following an assessment it was determined that the IP had sustained a deep laceration and several fractures to the tip of the finger.			
Safety message: Operative was performing a manual handling activity without considering the use of mechanical equipment or mechanical aids. There seems to have been a lack of situational awareness of the hazards associated with the task activity being performed and it has been identified that there was poor housekeeping on site by the previous team resulting in the need for the concrete to be moved.			
Responsible Manager: Martin Norman			

2023/24 LTI 001	4th April 2023	86 Selwood Road, Croydon, CRO 7JS	Operations London - OC&IM - Eastern South - PN Daly
What happened? IP was investigating a possible customer side leak. When trying to get up from his knees, he used his pry bar to help push himself up but the pry bar slipped and his full body weight went down on his other wrist and injured it. It was painful to twist or bend wrist.			
Immediate actions: The IP ensured the OSV cover was still in the correct position and removed all tools from the work area. The IP visited the local GP who advised there was soft tissue damage.			
Safety message: Do not use tools incorrectly or not what they have been designed to do			
Responsible Manager: Sarah Holland			

Previous Lost time injuries 2022/23

2022/23 LTI 048	29th March 2023	East Side Grit Area	Operations London - Waste - Mogden Catchment - Treatment
What happened? Operative was covering a grit skip with a tarpaulin in preparation for it being removed from site. Whilst doing this he has struck his right knee on a protruding hook resulting in knee pain.			
Immediate actions: The replacement skip does not have any similar hooks on it.			
Safety message: Always complete your SHE 5 and be Situationally Aware during tasks being carried out			
Responsible Manager: Emma McDonald			

2022/23 LTI 047	22nd March 2023	OFF SITE:OTHER (Friar Street - Reading)	Retail - Wholesale Services - Service Delivery - AMP6 Water Contractors - MGJV (Meter Installations)
What happened? The operative was trying to remove a panel behind the toilet in a customer's property to access and remove the stop cock. He and the customer tried to lift one corner each, but the panel was tightly jammed. It released itself suddenly however a clip in the panel caught and split the operative's little finger open.			
Immediate actions: The individual attended a local accident and emergency department for treatment.			
Safety message: When deviating from normal operating procedures ensure the back process is known and followed.			
Responsible Manager: Tom Birch			

2022/23 LTI 046 22nd March 2023

STW:Bracknell -
BRACS1ZZ

Operations TV&HC - OP&L
- Capital Maintenance
Projects - Lifecycle and
Welfare

What happened?

On the 22nd March 2023, scaffolders from Esher Scaffolding were continuing to install scaffold to the welfare building at Bracknell STW. A scaffolder was installing end caps to the scaffolding when they fell through a skylight in the roof – the scaffolder did not fall all the way through and ended up with his upper body flat against the roof and his legs hanging through the skylight hole. At this time it is not clear if the scaffolder slipped and fell into the skylight or if he stood on the skylight.

Immediate actions:

Scaffold operative taken to hospital for assessment. Scaffold secured – access removed and do not use tags applied. Esher Scaffolding and HBS put on stop at Bracknell STW on 23rd March 2023. Esher Scaffolding put on companywide stop on 24th March 2023. Esher Scaffolding instructed to review existing scaffolds to ensure suitable and sufficient fall from height controls, especially linked to skylights, are in place.

Safety message:

Esher Scaffolding are on temporary stop for all new scaffold installations, whilst the investigation is ongoing. Ensure all work at height risks are fully considered, risk assessed and control measures put in place, especially where there are skylights within a work area.

Responsible Manager:

Fred Kemp

2022/23 LTI 045 14th March 2023

STW:Reading -
READS1ZZ

Operations TV&HC - OP&L
- Business Resilience &
Security

What happened?

A contractor vehicle arrived at the front gate to the site. The security guard had attempted to raise the barrier remotely, however due to ice the barrier failed to lift. The guard left the cabin and attempted to manually lift the barrier at which point, the barrier suddenly lifted, striking the individual in the area of their left eye.

Immediate actions:

The individual attended a local accident and emergency department for treatment.

Safety message:

When deviating from normal operating procedures ensure the back process is known and followed.

Responsible Manager:

Tom Birch

2022/23 LTI 044	8th March 2023	STW:Hungerford - HUNGS1ZZ	Operations TV&HC - OP&L - Fleet & Logistics - Logistics Delivery
What happened?			
A tanker driver hurt his ribs trying to access the gate valve and snifter valve at Hungerford STW, which had been obstructed by steel work and trunking.			
Immediate actions:			
Safety Observation raised and Action sent to site COP to rectify access issues.			
Safety message:			
Prior to commencing any task, employees should use situational awareness to assist in a full assessment of the task prior to activity commencing to identify hazards or issues which could compromise their safety.			
Responsible Manager:			
Nick Goulding			

2022/23 LTI 043	6th March 2023	LEIGHAM COURT ROAD SW16	Developer Services
What happened?			
Employee was attempting to move an excavator bucket without assistance by hand and then experienced sudden back pain			
Immediate actions:			
Stopped work, requested another team to assist in packing away. The injured employee was taken to hospital.			
Safety message:			
Gain assistance when moving heavy and large objects, don't try to do it on your own.			
Responsible Manager:			
Craig McArthur			

2022/23 LTI 042	1st March 2023	Crossness STW	Operations TV&HC – OP&L – Capital Maintenance Projects – East London
What happened?			
The roof petals form PFT1 are being removed. When they are on ground level they are then cut up and placed into skip for removal from site. As operative was pushing a roof petal into the skip he slipped, landing on his right knee, dislocating his knee cap			
Immediate actions:			
Team stood down from working and area made safe.			
Safety message:			
Work area must be located on a non slippery area, e.g. concrete or road area.			
Responsible Manager:			
Fred Kemp			

2022/23 LTI 041 9th February 2023

STORAGE
RESERVOIR:High
Maynard - HIGHR2ZZ

Operations London -
Water Production -
London North East -
Walthamstow Wetlands

What happened?

On February 9th, Employees of Willowstick UK were conducting a leakage survey. The Injured Person fell out of an inflatable boat onto a cobbled embankment and suffered a shoulder dislocation. After receiving first aid, the injured party was taken to A&E where the shoulder was realigned. The injured party has been prescribed anti-inflammatory medication and is expected to return to work soon. An accident investigation will follow.

Immediate actions:

Work stopped pending investigation.

Safety message:

Importance of risk assessment: This incident highlights the importance of conducting thorough risk assessments to identify potential hazards and take appropriate safety measures. In this case, a safe means of disembarking the boat needs to be identified and incorporated into the Risk Assessment and Method Statement. Importance of safe disembarking procedures: This incident also emphasizes the need for safe disembarking procedures, especially when working with inflatable boats in potentially hazardous environments. It is crucial to have procedures in place to ensure that workers can safely disembark the boat without risking injury.

Responsible Manager:

James Townsend

2022/23 LTI 040 2nd February 2023

STW:Swindon -
SWINS1ZZ

Operations TV&HC -
Waste - TV Catchment -
Treatment - TVS Kennet,
Pang & the Vale

What happened?

Whilst attempting to align the two couplings the hose has detached and came back hitting the IP in the face, causing teeth misalignment, and a cut to the inside of his lip.

Immediate actions:

The area was inspected and the cess logger hose was found attached and clamped correctly. The Bauer clamp was secured using the existing padlock and chain.

Safety message:

Before commencing a manual handling task, always complete a SHE5 to determine if you can carry out the task safely using the 4 Principles of lifting techniques. If you cannot, STOP WORK and contact your line manager for guidance.

Responsible Manager:

Michael Sheppard

2022/23 LTI 039 1st February 2023

STW:Didcot - DIDCS1ZZ

Operations TV&HC - OP&L
- Contractors - Other

What happened?

Whilst unloading scaffold boards, an operative from Esher Scaffolding trapped their finger between two scaffold boards. This resulted in a deep cut to the end of his ring finger, which required hospital treatment.

Immediate actions:

The activity was stopped, individual taken to hospital for treatment and Esher Scaffolding H&S contacted to commence the investigation.

Safety message:

Ensure proper manual handling techniques are employed, including being aware of where you put your fingers/hands.

Responsible Manager:

Mark W Taylor

2022/23 LTI 038 18th January 2023

STW:Swindon -
SWINS1ZZ

Operations TV&HC - OP&L
- Contractors - Biffa

What happened?

A skip driver slipped whilst walking towards a skip. It was cold and there was a light dusting of snow.

Immediate actions:

Reported to COP, who arranged for more grit to be spread. The TW service provider had attended site to grit the areas agreed. The skip area is included.

Safety message:

Always use situational awareness technique to assess the work area. If you feel unsafe, STOP WORK and report to your line manager for guidance.

Responsible Manager:

Holly Pitts - Biffa

2022/23 LTI 037 18th January 2023

OFF SITE: Footpath

Operations London -
Water Network - North
London - DS Construction

What happened?

A repair and maintenance team arrived on site and started setting it up to start locating and repairing a leak. As the operative was setting up the site, they slipped on ice and fell.

Immediate actions:

Team called their supervisor and attended the nearest A&E to check.

Safety message:

Be aware of your surroundings – apply the 3 and 10m rule as you get out of your vehicle, walk to site/around site/around the office, identifying potential hazards.

Responsible Manager:

Scott Yates

2022/23 LTI 036	11th January 2023	OFF SITE: Footpath	Operations London - OC&IM - Network Asset Maintenance - Sahara Project (WRC Group)
<p>What happened? An engineer was completing pre-survey enabling works whilst in a small chamber. The chamber lids were left open and locked in an upright position. The IP was bending down, resulting in the hat falling off. At this point, a gust of wind blew the plastic barrier onto the lid, resulting in it coming down on the IP. The IP was taken to hospital with a cut to the head.</p> <p>Immediate actions: • Area made safe • IP taken to hospital with a cut to the head.</p> <p>Safety message: Correct head protection to be worn at all times.</p> <p>Responsible Manager: Reaz Udhin</p>			

2022/23 LTI 035	9th January 2023	STW:Stanford In The Vale - STANS3ZZ	Operations TV&HC - Waste - TV Catchment - Treatment - Kennet Glos & The Vale
<p>What happened? A technician reported he slipped whilst walking across a concrete area injuring his right hip.</p> <p>Immediate actions: The area was inspected by both management and HSW Team who could find no obvious slip hazards or marks suggesting that a slip had occurred, so no actions to be taken to make safe.</p> <p>Safety message: Always use the situational awareness technique to assess the area where you are moving through or about to carry out a task in.</p> <p>Responsible Manager: Adrian Wakefield</p>			

2022/23 LTI 034	30th December 2022	STW:Basingstoke - BASIS1ZZ	Operations TV&HC - Waste - HC Catchment - Treatment - Loddon
<p>What happened? An employee failed to secure the rear van door using the mechanical latching system and the door closed due to high winds, hitting him on his left hand side. This resulted in a collapsed lung.</p> <p>Immediate actions: All vehicle users should firstly ensure that they check that any latching systems fitted to their vehicles are checked to ensure they are functioning correctly. Once checked they must always be used when doors are opened. Wherever possible doors should not be left open in windy conditions.</p> <p>Safety message: All employees should take into consideration adverse weather conditions when they are working - conditions such as wind, rain, ice or snow can impact upon how we work safely to avoid injury or harm occurring.</p> <p>Responsible Manager: Chris Mundy - Jamie Essery - Steve Crabb</p>			

2022/23 LTI 033	20th December 2022	WTW:Farmoor (Visitor Centre)- FARMW1ZZ	Operations TV&HC – OP&L – Capital Maintenance Project – Lifecycle and Welfare
What happened?			
On the 20th December 2022 a subcontractor employee to PMS Oxford, was using a chop saw to cut a section of wood, as part of framing activities for the installation of an accessible toilet in the Farmoor Visitors Centre. During this activity, the back of his left hand came into contact with the blade, despite the guard being in place and operational. This resulted in a deep laceration to the back of their left hand, behind the knuckles, 3.5 inches in length.			
Immediate actions:			
First aid treatment provided by on site supervisor, prior to the individual being taken to hospital. All work on site stopped and the site team stood down until the New Year.			
Safety message:			
Ensure all equipment is being used appropriately, you are competent to use the equipment and follow the manufacturer’s instructions and your training.			
Responsible Manager:			
Elliot Wonfor			

2022/23 LTI 032	18th December 2022	STW:East Hyde - EHYDS1ZZ	Operations TV&HC - OP&L - Fleet & Logistics - Logistics Delivery
What happened?			
Employee found two pipes that were frozen and chose to remove the pipes and attach pipes from his own truck, he then attempted to open the gate valve with the wheel. Somehow in this process, the employee suffered numbness to 3 fingers of his right hand, he drove to Rye Meads STW to see if the feeling would come back into his fingers when he warmed up but there was no change.			
Immediate actions:			
Employee was advised to seek medical support.			
Safety message:			
Care must be taken when temperatures go below Zero degrees.			
Responsible Manager:			
Nicholas Fennell			

2022/23 LTI 031	15th December 2022	OFF SITE:Winstanely EST SW11	Operations London - Water Network - Central South - Thames Water
What happened?			
NST attended a leak in SW11. The floor was extremely icy, when he left his van to start work, he slipped on the ice and fell over damaging his collar bone.			
Immediate actions:			
Individual drove himself home then attended hospital. Hospital confirmed broken collar bone.			
Safety message:			
The week commencing 12/12/22 has seen severe weather conditions leaving snow and ice on the ground. Extra care must be taken.			
Responsible Manager:			
Susan Lambert			

2022/23 LTI 030 13th December 2022 STW:Camberley - CAMBS1ZZ Operations TV&HC - OP&L - Fleet & Logistics - Logistics Delivery

What happened?

Driver arrived on site on a cold and frosty morning and slipped off the access stairs to his cab on the articulated lorry.

Immediate actions:

No action required as employee managed to carry on working until the pain got too much which was on the following Tuesday 13/12/2022 and went to seek medical help

Safety message:

Area around vehicle will need to be gritted when the vehicle is parked up when the weather forecast warns of freezing conditions.

Responsible Manager:

Bobby Linkson

2022/23 LTI 029 13th December 2022 DEPOT:KIDLINGTON Operations TV&HC - Waste - TV Catchment - Waste Network - Cappagh

What happened?

The grab driver was assisting a fitter (who was onsite to repair a cover sheet roller) and entered the cab of the vehicle to engage the PTO (power take off) (this increases the revs and enables auxiliary equipment to be deployed) The fitter deployed the outriggers which raises the cab. The grab driver was exiting the cab via the steps, lost their footing and fell sustaining a broken left wrist and torn ligaments in their right knee.

Immediate actions:

The grab driver was taken to A&E for medical attention and the area was secured for an investigation.

Safety message:

Be aware of you surrounding areas and potential hazards.

Responsible Manager:

Karen Nelson

2022/23 LTI 028 10th December 2022 SPS:Knightsbridge - KNIGP4ZZ Operations TV&HC - OP&L - Fleet & Logistics - Logistics Delivery

What happened?

Tanker driver attended site, exited the cab and slipped on ice, landing on the floor injuring their right elbow. The tanker drive continued to work and reported the incident.

Immediate actions:

The area the tanker driver slipped was not a TW site so did not do anything to the area.

Safety message:

Be aware of your surroundings especially during periods of adverse weather. Utilise grit salt carried on board vehicles or in local salt bins.

Responsible Manager:

James Clements

2022/23 LTI 027	8th December 2022	OFF SITE:CARRIAGEWAY	Operations TV&HC - Water Network - Thames Valley - HUL
What happened?			
Individual was working with a Vacuum Excavator to excavate and carry out boundary box exchange. When suction boom was being moved from one area of the excavation to another the employee was caught by the boom resulting in an injury to their right foot / ankle.			
Immediate actions:			
Team immediately stopped work and made the site safe.			
Safety message:			
Ensure segregation of plant and people.			
Responsible Manager:			
Luke Murphy			

2022/23 LTI 026	17th November 2022	STORAGE RESERVOIR:Wraysbury - WRAYR1ZZ	People - Learning
What happened?			
Individual was walking to the gate at Wraysbury Reservoir to assist in letting delegates on to site due to a very busy period in the day. The employee slipped on wet leaves that had built up following recent leaf fall, resulting in a double fracture to the lower right leg.			
Immediate actions:			
Footpath was closed to secure scene and prevent recurrence, and only reopened once it had been cleared of leaves.			
Safety message:			
Beware of your surroundings and take care, especially when wet and windy. Remember to complete situational awareness 3 in 10 checks. Site managers should check access and egress routes to ensure that they are clear and accessible, remembering to repeat this at regular intervals to ensure the safety of pedestrians.			
Responsible Manager:			
Mark Ballington			

2022/23 LTI 025	8th November 2022	OFF SITE: Sewardstone Road, Waltham Abbey, EN9 3QF	Operations - Water Network - Hydrosave
What happened?			
A Leakage Detection Team were completing sounding activities in Waltham Abbey. The incident occurred when the IP was lowering the lid to a meter chamber. The lid caught a pry bar laying on the ground next to the chamber and caused it to flip up and hit the employee in the mouth. The employee has a cut to his lip and two teeth have been knocked out, he attended North Middlesex University hospital for medical treatment where he received stitches to his upper lip.			
Immediate actions:			
The cover was seated correctly and tools put away.			
Safety message:			
Better understanding of operative's surroundings 3 & 10 situational awareness. Ensure any tools or equipment being used for the activity are cleared away and not causing obstructions in the work area. Not placing yourself in the direct line of fire of tools or equipment that may move.			
Responsible Manager:			
Shane Gloster			

2022/23 LTI 024 2nd November 2022

OFF SITE: 35 Teversham Lane, London, SW8 2DJ

Operations - Water Network - South London - HUL

What happened?

An employee was putting equipment into the back of their van. Whilst closing the doors, debris from the vehicle is believed to have entered their eye.

Immediate actions:

The employee stopped work and their team leader administered first aid using eye wash on site. The employee then was taken to hospital for further treatment after complaining of blurred vision.

Safety message:

Ensure safety glasses are worn at all times during work activities, including when setting up or clearing away equipment. Be aware of your surroundings and ensure you do not put yourself in the line of fire and always carry out your 3 & 10m radius visual and physical checks.

Responsible Manager:

Chris Hughes

2022/23 LTI 023 31st October 2022

STW:Standlake - STANS1ZZ

Operations - Waste Network CFS - Thames Valley Network

What happened?

The Network Engineer was on site to complete a Pipe crossing inspection and after completing the inspection, they were leaving site and went to lock the site gates. They were walking on the edge of a concrete driveway which had a verge partially hidden by leaf fall, this caused their ankle to give way and resulted in them twisting their ankle and falling over.

Immediate actions:

The employee stopped work and contacted their manager, then sprayed the edge of the verge to make it visible to others and then drove home.

Safety message:

Be aware of your surroundings and ensure your 3 & 10 situational checks are being done.

Responsible Manager:

Steve Harris

2022/23 LTI 022 26th October 2022

OFF SITE: 6 Bill Hamling Close, SE9 3LP

Operations - Water Network - Eastern South - Thames Water

What happened?

A team were working at a customers property repairing a customer side leak. A paving slab gave way whilst an operative was standing at edge of the excavation causing him to fall.

Immediate actions:

The employee didn't realise initially the nature of the injury and carried on working. The following morning, he noticed the incident had caused slight grazing and lump on his shin requiring him to be away from work for the day.

Safety message:

Be aware of your surroundings and ensure you are following your 3 & 10m radius visual and physical checks.

Responsible Manager:

Chris Hughes

2022/23 LTI 021	4th October 2022	OFF SITE:CARRIAGEWAY	Operations - Water Network - Central North - Agility
What happened?			
The contractor employee was carrying a "roadworks ahead" sign in their right hand and a sand bag in their left hand when they slipped on the kerb. As a result of the slip, they felt a slight pain to their left ankle.			
Immediate actions:			
The employee stopped work and reported it to their supervisor. However they felt that they were able to continue working and did so. The employee reassessed the injury the following morning and believed their condition had deteriorated and attended their local hospital. They were advised by the hospital to rest foot for 5 days.			
Safety message:			
Focus on situational awareness, manual handling and PPE condition.			
Responsible Manager:			
IA Agility Supervisor			

2022/23 LTI 020	2 nd October 2022	SDC:Iver South - IVERZOZZ	Operations - Waste Treatment - South - Mogden Team
What happened?			
Employee was tidying up some Tankering Pipework and whilst moving the pipe around it fell, striking his right foot just above the toe protection section of the boots he was wearing. This resulted in an injury to the right little toe and adjacent toe, it was later diagnosed that a break had occurred.			
Immediate actions:			
Area is safe and pipes are tidy.			
Safety message:			
Always ensure you complete your situational awareness 3/10 process before and during tasks. Ensure you have good condition PPE that is fit for the task that is to be undertaken.			
Responsible Manager:			
Daniel Smith			

2022/23 LTI 019	28th September 2022	STW:Reading - READS1ZZ	Operations - Waste Treatment - Thames Valley South
What happened?			
The employee tripped over the foot of an overhead gantry whilst making their way across the site. The route they were taking was not the prescribed route.			
Immediate actions:			
A cone was placed at the foot of the gantry.			
Safety message:			
Ensure you carry out a 3&10 situational awareness check, to ensure the route on site selected is safe before proceeding.			
Responsible Manager:			
Hannah Frawley			

2022/23 LTI 018	26th September 2022	STW:Aldershot - ALDES2ZZ	Operations - Waste Treatment – Contractors - Other
What happened?			
Contractor GSG was entering site and failed to secure the gate open and the wind blew the gate striking the employee's right ankle causing a 4 inch cut to leg.			
Immediate actions:			
Contractor employee was taken to Guildford A&E for treatment.			
Safety message:			
Ensure that gates are properly secured in open position especially during windy conditions.			
Responsible Manager:			
Graham Coe			

2022/23 LTI 017	16th September 2022	SPS:Compton (Surrey) - COMPP2ZZ	Operations - Waste Network CFS - South London - Pumping
What happened?			
Thames Water Technician had opened a Technocover that then fell onto his right foot, due to springs not dampening the fall of the cover, and foot being in the line of fire when the cover fell.			
Immediate actions:			
Both covers secured. Warning was sprayed on cover to not use.			
Safety message:			
Situational Awareness and reporting of equipment that was not operating as standard.			
Responsible Manager:			
Nick Daykin			

2022/23 LTI 016	2 nd September 2022	STW:Mogden - MOGDS1ZZ	Operations - Waste Treatment - South - Mogden Team
What happened?			
Employee was manoeuvring and fitting a Rotork to a knife valve on PAS 7 at Mogden STW. The Rotork which was positioned above chest height at the time slipped. The employee tried to grab the Rotork to prevent it from falling, but in so doing injured their lower back.			
Immediate actions:			
No action was taken as the task was completed and the work area was left in a safe condition.			
Safety message:			
Avoid manual handling where possible and always make use of mechanical lifting aids. To help prevent manual handling injuries in the workplace, you should avoid such tasks as far as possible. For any lifting activity Always take into account: individual capability the nature of the load environmental conditions.			
Responsible Manager:			
John Nicol			

2022/23 LTI 015	31st August 2022	OFF SITE: Footpath	Operations - Water Network - Central North - Agility
What happened?			
Logistics Driver tripped over on a broken paving slab whilst delivering a fire hydrant base to site. IP fell and hit head above left eye on paving and sustained bruising to left hand.			
Immediate actions:			
IP attended A&E as a precaution and was discharged after having cuts and bruises attended to. IP then sent home to rest and recuperate for the rest of the day.			
Safety message:			
Apply situational awareness and take time to scan your surroundings.			
Responsible Manager:			
Annamarie McEneaney			

2022/23 LTI 014	10th August 2022	Henley Road SPS	Operations – Waste Network – Thames Valley Pumping
What happened?			
The employee was stepping out of the vehicle backwards and fell off the back step, the ground is uneven and they lost their footing. The employee has a swollen ankle and a graze to the elbow.			
Immediate actions:			
Contacted manager to report the incident.			
Safety message:			
Ensure you do your 3 and 10 situation awareness checks.			
Responsible Manager:			
Warren Leake			

2022/23 LTI 013	24th July 2022	Alton STW	Operations - Operational Projects, Logistics & Incident - Fleet & Logistics - Logistics Delivery
What happened?			
Thames Water employee climbed out of their vehicle to confirm that the main electric gate was closed, when they stumbled on uneven ground that is owned by a third party.			
Immediate actions:			
Other drivers have been informed about the uneven surface.			
Safety message:			
Situational awareness is key to undertaking any activity safely - Always be aware of your surroundings.			
Responsible Manager:			
Robert Bitmead			

2022/23 LTI 012	18 th July 2022	Abingdon STW	Operations - Waste Treatment - Contractors - Other
What happened?			
A contractor operative was pressurising a plastic spray bottle to carry out work related tasks, when the spray bottle exploded and the lid hit his hand.			
Immediate actions:			
Task stopped.			
Safety message:			
Always ensure that lids of containers that are to be pressurised are securely fitted prior to applying pressure.			
Responsible Manager:			
James Lovatt			

2022/23 LTI 011	12 th July 2022	Balancing Pond LU2 9RB	Operations - Waste Network CFS - AMP6 Waste Contractors - Lanes Group Plc (North London)
What happened?			
Contractor employee was investigating a potential pollution incident at a balancing pond. Having parked up, he had moved to the rear of the vehicle, when it started to roll backwards, trapping the employee between the vehicle and the gates to the site.			
Immediate actions:			
Colleagues made the area safe, before taking the injured person to hospital for treatment. A full investigation into the circumstances of the incident is underway.			
Safety message:			
Situational Awareness is of the utmost at all times. Employees should ensure that when exiting a vehicle it is parked in a safe position, with the engine switched off and the parking brake engaged.			
Responsible Manager:			
Lanes (Kris Taylor)			

2022/23 LTI 010	11 th July 2022	Russells Ride, EN8 8TT	Operations - Water Network - Eastern North - Agility– Thames Valley South
What happened?			
The team leader, of a two-person repair and maintenance (R&M) team, was entering the back of their work van when they lost their footing. In trying to catch their balance by grabbing the vehicle, they grabbed a jackhammer instead. They fell backwards and landed on the trailer's jockey wheel, pulling the jackhammer out of vehicle with them which fell onto their leg. The injured person sustained ligament damage in their leg and was advised to rest until pain subsides.			
Immediate actions:			
Team Leader went to A&E to check if there were any fractures sustained which X-Ray confirmed there was none.			
Safety message:			
Situational awareness. Be aware of your surrounding at all times.			
Responsible Manager:			
Darren Wheeler			

What happened?

The TW employee was returning to his van via the stairs by primary filters 1&2. He attempted to remove weeds from across the stairway with his feet as he descended down the stairs. Whilst doing this his foot got caught in the overgrown weeds and he stumbled and fell from the top of the stairs to the bottom, whilst falling he hit the handrails and twisted his back and then landed on the right-hand side of his back at the bottom of the stairs.

Immediate actions:

The T1 operator on call for the site, was sent to the site to clear as much of the weeds and vegetation causing the trip hazards in the area.

Safety message:

Complete the SHE5 correctly and implement zero compromise when it is unsafe to continue with the task. Use 3 & 10 situational awareness checks to identify hazards & not put yourself in the line of fire. If you raise a safety observation for a hazard & safety mitigation has not been put in place you MUST stop work and contact your line manager.

Responsible Manager:

Zak Atte La Crouche