

How To Report An Incident

Easy Guide For All Staff



Questions and Answers

Question	Response
What is the threshold for reporting?	Any incident relating to an adult should be reported via HSMS but up to the individual whether to report or not, however reporting is encouraged as this allows for trends to be identified and hopefully, for current arrangements/processes to be reviewed towards preventing further incidents. Reporting near misses is also important for the same reasons and because today's near miss, may be tomorrow's injury accident. Any incident, which results in an injury and/or time off work, should always be reported. V&A incidents should always be reported.
What constitutes a 'corporate incident'?	Any incident relating to the Council, i.e. any incident that would cause disruption to a service, or which results from actions carried out by or on behalf of the Council, and which affects employees or non-employee, including members of staff, members of the public, pupils, contractor etc.
Is the form for SCC staff only to use?	Anyone can report an incident using the remote (online) forms on the Council's web pages. But ideally, only incidents relating to employees of the Council, or incidents relating to works carried out by the Council, which affect employees, members of the public, pupils, contractors etc.
What counts as a council location?	A Council location is usually Council premises or buildings managed/run by the Council, including maintained schools. When using the reporting form, Council properties will usually appear on the drop-down list. If not, it can still be reported even if not on Council Property if it relates to a pupil, member of staff or in relation to Council business, by entering the address manually.

Question	Response
<p>If an employee is injured on non-council premises, who should they report the incident to?</p>	<p>Any incident involving an SCC employee should always be reported by the person under their team or school on HSMS, regardless of where the incident occurred. This is so their manager/head teacher, who is ultimately responsible for their H&S, is aware and can take any necessary action towards preventing a reoccurrence if possible.</p> <p>If the incident occurs on a property that is not managed directly by the Council, including on school premises to a non-school employee, and relates to the fabric of the building or premises, then it should also be reported via their incident reporting system. This is to allow the school or other manager of the premises to ensure any actions necessary towards rectifying any faults can be towards as appropriate.</p>
<p>Where is the best place to upload photos, or does it not matter?</p>	<p>Photographs, witness statements and other information can all be uploaded to the online incident reporting form. If not sufficient slots for uploading documents, consider saving all documents into one single pdf or Word document then upload.</p>
<p>Is the incident held on HSMS sufficient, or should a copy be uploaded to the employees record on BW as well?</p>	<p>Reporting via HSMS is sufficient, there is no need to add further information to BW. There are strict GDPR rules and SCC retention schedules that must be applied, and uploading information to locations other than HSMS, may potentially lead to a breach of these.</p>
<p>Sharing with Unions tick box - why? Who decides?</p>	<p>This is up to the individual. Some employees do not want unions to be made aware and the Corporate H&S Service will honour this. Ideally, we would advise all members of staff to be aware they can report incidents themselves via HSMS rather than having a delegated person do this for them. This means they can make this decision themselves. Only CHSS, the reviewing manager, and the Union rep if granted permission, can access to the information. Unions seek to protect staff by reviewing incidents and where they feel appropriate raising issues with management towards preventing reoccurrences so allowing them access to incident reports is a positive.</p>

Reporting an Incident via HSMS (H&S Management System) Online Accident/Incident Reporting Tool

Online forms can be found on the Council's [Intranet Pages](#) and the [Schools Guidance](#) pages

Before filling reporting an accident or incident, please consider the criteria listed below to ensure you access and complete the correct form

- **An accident resulting in an injury should be reported via the Injury Accident tab**
- **If an accident has not resulted in an injury, it should be reported as a near miss**
- **Violence and abuse incidents, whether resulting in an injury or not, should always be reported under Violence and Abuse**
- **Other incidents usually related to asbestos, gas, electricity etc.**

See the tables on the next slides for further clarification

Reporting an Incident	Injury Accident (Accidents resulting in an Injury)	Violence/ Abuse (Injury or non-injury resulting from Violence and/or Abuse)	Other Incidents (Dangerous Occurrences)	Near miss/ Hazard (Incidents waiting to happen or Hazards)
Accident Type	<ul style="list-style-type: none"> • Minor Injury- no time off • Staff only injury (1-2 days off or 3-6 days off) • 7 or more days off injury • Specified Injury (where an H&S investigation is needed immediately) • Fatality/ Death • MOP Incident (taken or not take immediately to hospital) • Pupil Incident (taken or not take immediately to hospital) • Service Users 	<ul style="list-style-type: none"> • Aggressive Behaviour • Complaint/ Incident of Discrimination • Harassment • Injury • Intimidation • Offensive Behaviour • Property Damage • Racial Harassment • Sexual Harassment • Telephone/email Abuse • Threatening written communication • Verbal abuse • Without Injury 	<ul style="list-style-type: none"> • Asbestos • Dangerous Occurrence • Gas • Legionella • Other • Work Related Stress 	<ul style="list-style-type: none"> • Environmental contamination • Equipment damage/RTC • Fire/Explosion • Other • Property Damage <ol style="list-style-type: none"> 1. Report a Near Miss incident should you witness any issues that could cause any of the above; 2. Report a Hazard Incident when it's already happened;

Reporting an Incident	Injury Accident (Accidents resulting in an Injury)	Violence/ Abuse (Injury or non-injury resulting from Violence and/or Abuse)	Other Incidents (Dangerous Occurrences)	Near miss/ Hazard (Incidents waiting to happen or Hazards)
Primary Cause	Animal/ Insect bites/stings Chemical/ substance release or explosion Choking Driving at/ for work Electricity Entrapment/ Entanglement in work equipment Exposure to hazardous substances Trips, slips and falls Fire General Ill Health Handling people/ objects Heat Ice Incorrect use of work equipment Natural causes Non-work related Equipment failure PPE failure Pressure sore Recreation, sports or physical training Repetitive movement Striking against an object or structure Struck by object Struck by person Structural collapse Transport	Bruising, burn/scald Crush Cut/abrasion/graze/tear/bites Fractur/crack/break Sprain/strain Punctures Hearing damage Eye injury Amputation Bleeding Electric shocks Skin irritations Torn skin Swelling Dislocation Chocking/ asphyxiation Unconscious/ concussion No Injury Other Unknown (for all body parts)	Asbestos: Potential disturbance of ACM (Asbestos Containing Materials) Accidental release or escape of substances Carriage of dangerous goods Collapse of Scaffolding Collapse or overturning of lifting machinery Overhead electric lines Pipeline works Malfunctioning of breathing apparatus Malfunctioning of radiation equipment Pressure systems failure Private railways Biological	<u>Competency/Training/Experience</u> : Failure to follow procedures, Incomplete SOP, Lack of Training, New task for employee, Outdated SOP <u>Employee</u> : Disregard for safety rules, Fatigue, Going too fast, Inappropriate behaviour, Improper footwear for conditions, Lack of Policy Procedure, Not aware of surroundings, Not paying attention Other unsafe practice, Poor housekeeping. <u>Environmental</u> : Clear, Hail, Rain, Sleet, Snow <u>Equipment</u> : Equipment failure, guard removed, Improper equipment use <u>PPE</u> <u>Work Area</u> : 3-foot clearance in front of electrical panel, Chipped tile/ loose carpet, Ergonomic factors, Icy wet conditions, Lack of cord management, Lack of Material Safety data Sheets, Loose

Information Required

Key information required when reporting an incident or accident

- As much detail as possible should be provided when reporting an incident, including - what happened, where and why it happened and who it happened to.
- What level of injury occurred, no injury, minor injury or significant injury?
- Did the injury result in an employee needing to take time of work and if so, for how long? Less than 7 days, more than 7 days (not including the day of the incident but including all subsequent days, including weekends, bank holidays and rest days etc.)?
- Was the person taken directly to hospital or other medical facility for treatment?

This enables the Corporate H&S Team to know whether or not the incident is 'RIDDOR' reportable and the level of investigation, which might be required.

Further Key information required when reporting and reviewing an incident

- What was the work activity being undertaken at the time of the accident?
- What happened in the lead up to the accident?
- What were the environmental conditions at the time of the accident e.g. weather, temperature, lighting, floor/ ground condition?
- What was the name and type of the machinery / equipment / substances involved in the accident?
- What action have you taken to prevent similar accidents occurring?
- Describe the nature of the injuries sustained. If the injured person attended the Hospital, was there any treatment given?
- Has the incident resulted in any time off work being taken and if so, how many days?
- Is there any other relevant information which describes what happened?

This ensures the Corporate H&S Team have the appropriate information available to them should they need to further investigate the incident or report it under RIDDOR

Your Data

Why do we collect and use this information?

In order to carry out this function, Southampton City Council processes personal data about the following types of people:

- All residents within Southampton
- Carers or representatives
- Claimants
- Complainants, enquirers or their representatives
- Customers / Clients
- People captured by CCTV images
- Professional advisers and consultants
- Representatives of other organisations
- Staff, persons contracted to provide a service
- Students and pupils
- Suppliers
- Traders and others subject to inspection
- Witnesses
- Applicants
- Offenders
- Suspected offenders
- Victims

Storing and Securing Data

The information provided to us for **health and safety** may be held in both paper and digital format:

- The information provided to us will be held in accordance with the Council's Retention Schedule, and then it will be securely destroyed.
- For information held for the purposes of **health and safety**, your personal data will be held for the following period:
 - **Employee accident or incident including violence or abuse: 3 years from date of occurrence**
 - **RIDDOR reportables : 3 years** from date of occurrence
 - **Employee exposure to asbestos: to age of 75 years old**
 - **Member of the public (not pupil or student): 7 years from date of occurrence**
 - **Pupil or student: reaching the age of 25 years old**

Who do we share information with?

We may share your personal information with external organisations, such as the Police, to prevent and detect crime, however, this would only occur when the law allows us to do so.

We may have to share your information with other teams and departments in the Council, in order to fulfil this, and other statutory duties, and to deliver a sufficient level of service, in the public interest, as a local authority.

For the purposes of health and safety, we may have to share your data with the following types of organisations:

- Central Government
- Commissioned Providers
- Corporate Suppliers
- Education Providers
- Fire Services
- Healthcare Providers
- Housing Associations and Landlords
- Local Government Authorities
- Ombudsmen and Regulatory Authorities
- Police
- Probation Services
- Trade Unions

Should you have any further queries or concerns please contact the Corporate H&S Service;

Via email health.and.safety@Southampton.gov.uk