How do I...

Report an Accident or Incident?

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1. Introduction

1.1. Accidents are unplanned, unwanted events that have led to some harm or loss. Incidents are unplanned, unwanted, events that could have led to some harm or loss.

2. What needs to be reported?

2.1. Both accidents and incidents that occur in workplaces and/or during work activities need to be reported as per the requirements of the Council's Accident & Incident Reporting Standard.

3. Where can you report accidents/incidents?

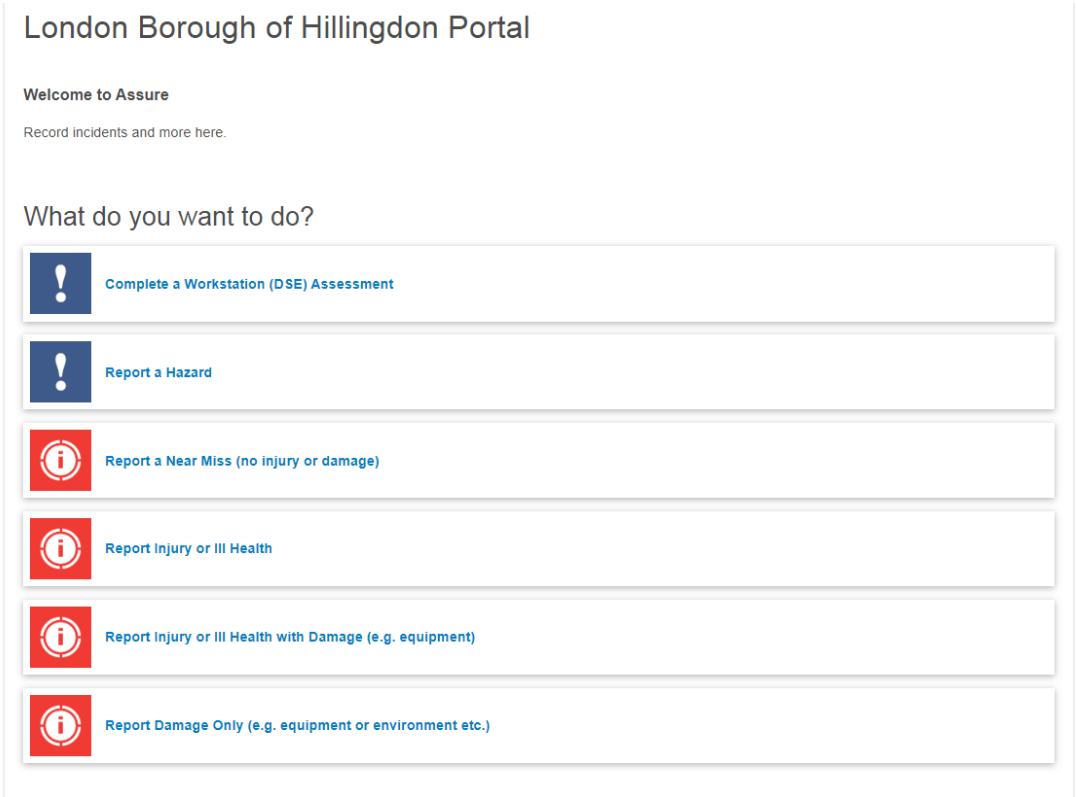
3.1. All accidents/incidents must be reported onto the Council's online accident/incident reporting portal system called Assure. To access the Portal, please click on the 'Assure' link within the Health and Safety section on the Intranet homepage.

3.2. If you do not have access to the Council's intranet:

- Hillingdon employees can access the Assure portal via the following link https://sheassure.net/hillingdoncouncil/portal/hillingdon/index
- School employees can access the Assure portal via the following link https://sheassure.net/hillingdoncouncil/portal/schools/index

3.3. The link will redirect you to the Assure portal (shown below). Under the heading 'What do you want to do?' please select the most suitable of the following options:

- Report a near miss (no injury or damage);
- Report Injury or Ill Health;
- Report injury or ill health with damage (e.g. equipment); or
- Report damage only (e.g. equipment or environment etc.).



4. What information do I need to provide/have ready to complete the report?

In order to answer the questions correctly and provide relevant information you will need to have the following ready:

- The 'type' of accident/incident you wish to report;
- The Directorate/Service/Department/Team (if you are based in a school please select your school from the dropdown) to which the accident/incident belongs;
- A brief description of the accident/incident;
- The location of where the accident/incident occurred;
- Is the accident/incident work related? There is guidance to help the user make their decision. Please see below.
- The details of any people involved (injured person, witness, first aider etc);
- The illness/injury suffered and any treatment if applicable; and
- Details of any damage (equipment/property and/or environment) if applicable.

Is it work related...?



The term "work-related" refers to stress, accidents, illnesses, or injuries associated with one's paid work. Below are examples of these.

Work Related

• An employee tripped over an unprotected electrical cable sustaining an injury.

• A service user verbally threatens a member of library staff.

Non-Work Related

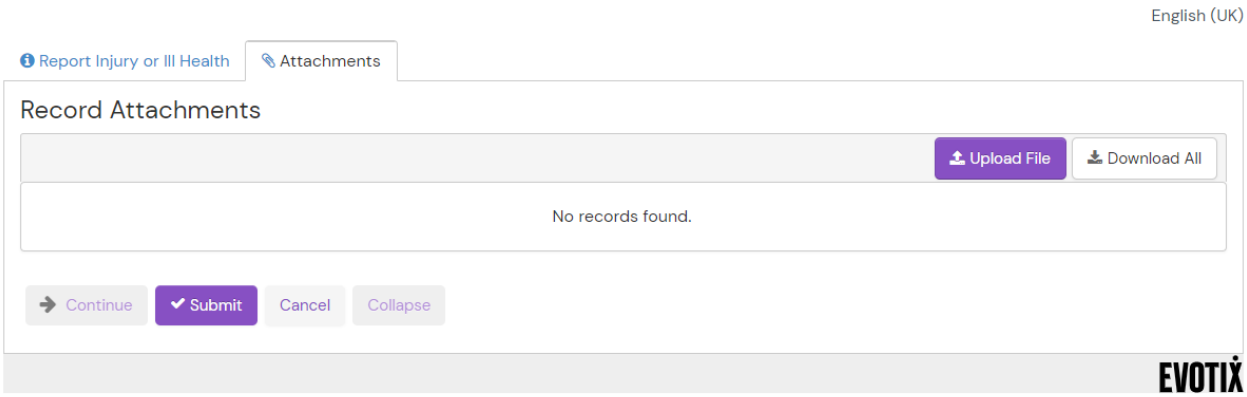
• An employee's shoelaces were loose, which lead to them tripping over and sustaining an injury.

• Two service users in a library are fighting, one ends up with a bloody nose.

4.1. Please complete all mandatory fields and provide as much information about the incident as possible using free text and the drop-down lists where available.

Once you have completed these fields, please click 'Continue' to move onto the 'attachments' page. Nb: the green text boxes offer guidance at various stages of the report.

4.2. The attachments page will allow you to upload any relevant supporting documentation. E.g. images of incident/reports etc. Once you have uploaded these documents, please press 'Submit' as shown below.



5. What happens next?

5.1. Once you have clicked 'Submit' If the report is not work-related, it will be auto-approved without further examination. However, the Assure system will send a copy of the report to the 'investigating manager' for the Team/School selected.

5.2. If it is work related the Assure system will send a copy of the report to the 'investigating manager' for the Team/School selected. The system will request the 'investigating manager' to review the details of the accident/incident for accuracy and complete an investigation into the causes etc to see if any lessons can be learned in order to prevent recurrence. The 'investigating manager' may or may not contact you to ask further Questions.

5.3. If you have any queries arising from your report Health and Safety Services are available for further assistance/guidance on healthandsafetyadvisory@hillingdon.gov.uk.