How Do I…

Report a Vehicle Accident or Incident?

Contents

1. **Introduction**
2. **What needs to be reported?**
3. **Where can you report vehicle accidents/incidents?**
4. **What information do I need to provide/have ready to complete the report?**
5. **What happens next?**

1. Introduction

1.1. Accidents are unplanned, unwanted events that have or can lead to harm or loss. Some can be more fatal than others, especially on the road.

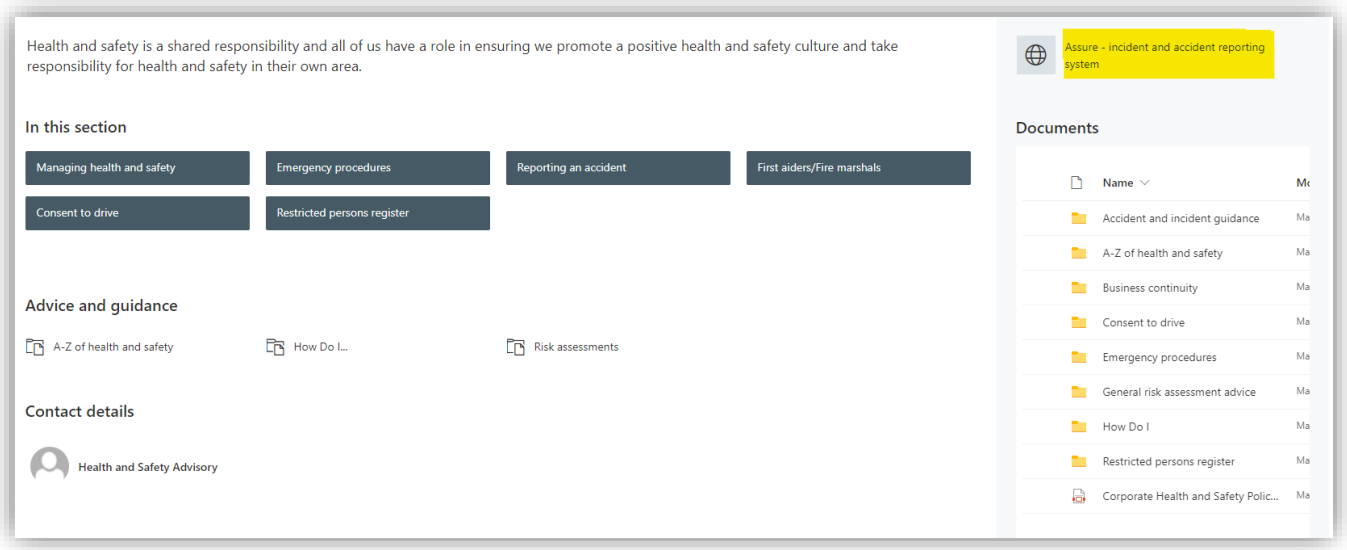
2. What needs to be reported?

2.1. Any accidents or incidents that occur on the roads need to be reported as per the requirements of the *Council's Accident and Incident Reporting Standard.*

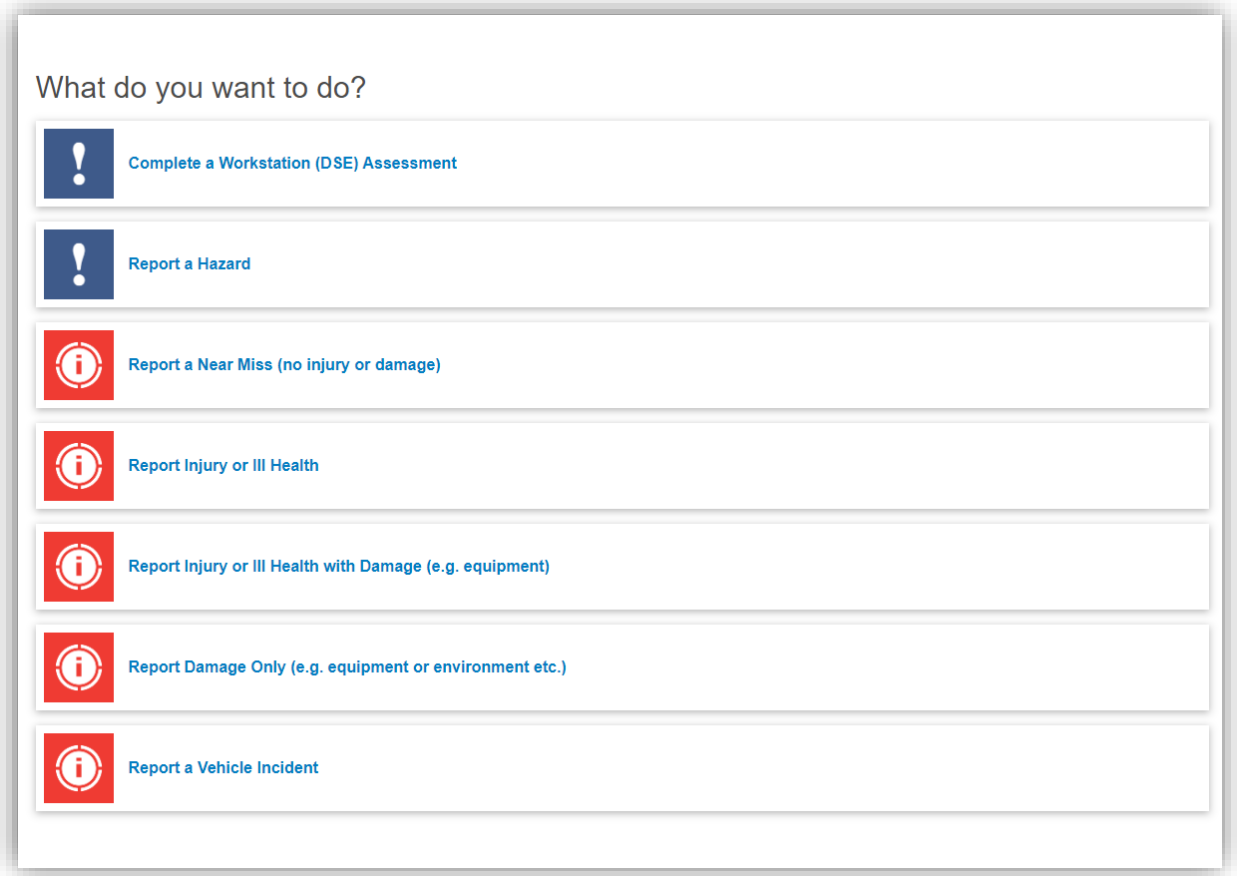
3. Where can you report vehicle accidents/incidents?

3.1. All accidents/incidents must be reported onto the Council's online accident/incident reporting portal system called Assure (sheassure.net). To access the website, you can either follow the link

above to login if you have an account as a manager or go onto the Intranet home page and select ‘Health and Safety’. From this page, follow the link on the right-hand side or the page above ‘Documents’.



3.2. Once you have clicked this link: [Hillingdon (sheassure.net)] (from the Intranet) It will take you to the Assure homepage:



Select ‘Report a Vehicle Incident’.

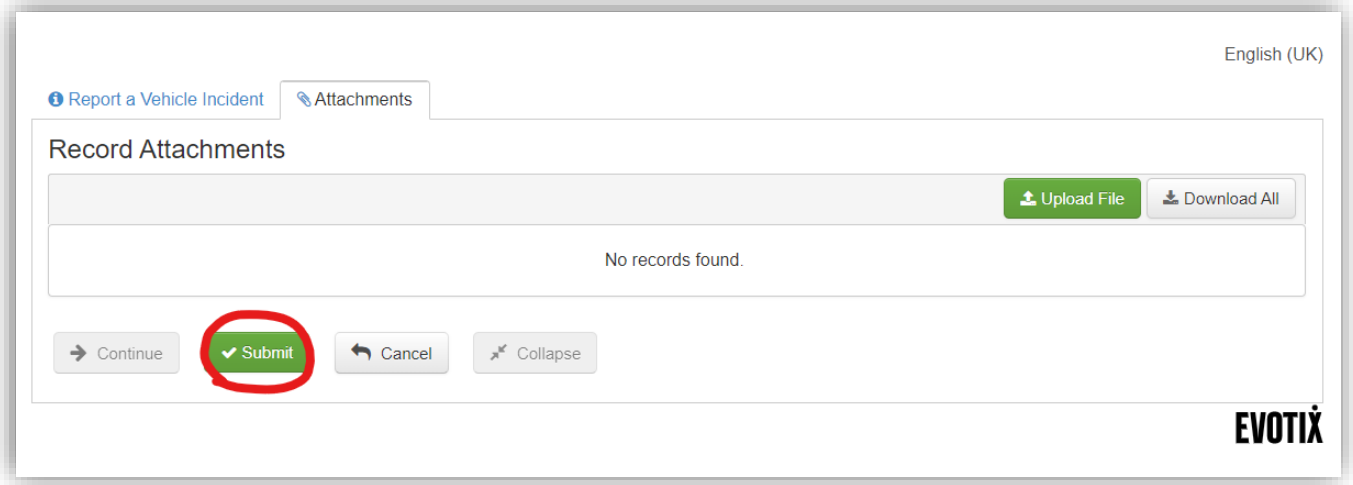
4. What information do I need to provide/have ready to complete the report?

4.1. To answer the questions correctly and provide relevant information you will need to have the following ready:

- The Directorate/Service/Department/Team (if you are based in a school, please select your school from the dropdown)
- A brief description of the accident/incident; including date and time of when it happened, etc.
- Driver and vehicle details
- The location of where the accident/incident occurred.
- The details of any other people involved (injured person, witness, first aider etc)
- The illness/injury suffered and any treatment if applicable; and
- Details of any damage (vehicle/equipment/property and/or environment) if applicable.

Once all mandatory fields are completed and you have provided as much information as possible, click 'Continue' to move onto the 'attachments' page.

4.1. 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 above.

5. What happens next?

5.1. Once you have clicked ‘submit’ 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 to prevent recurrence. The ‘investigating manager’ may or may not contact you to ask further Questions.

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