How Do I ...

Investigate an Accident or Incident

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Introduction

1.1. The purpose of conducting accident/incident investigations is to ensure that all relevant information has been recorded correctly and any necessary action has been taken to prevent recurrence and/or minimise any potential harm should a similar accident/incident occur. It also assists the Council to meet their statutory obligations with regards to specific health and safety legislation.

Email notification received

2.1. When an accident/incident has been reported on Assure (the Council's online accident/incident reporting system) nominated managers will receive an automated email with notification that an accident/incident has been reported. The email will contain brief details of the accident/incident including the reference number that the investigating manager will need to complete the investigation within the Assure system.

Investigation

3.1. All work-related accidents/incidents must be investigated within 10 days of the accident/incident occurrence. Any investigations that have not been completed within the required timescales are escalated to the relevant senior manager.

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.

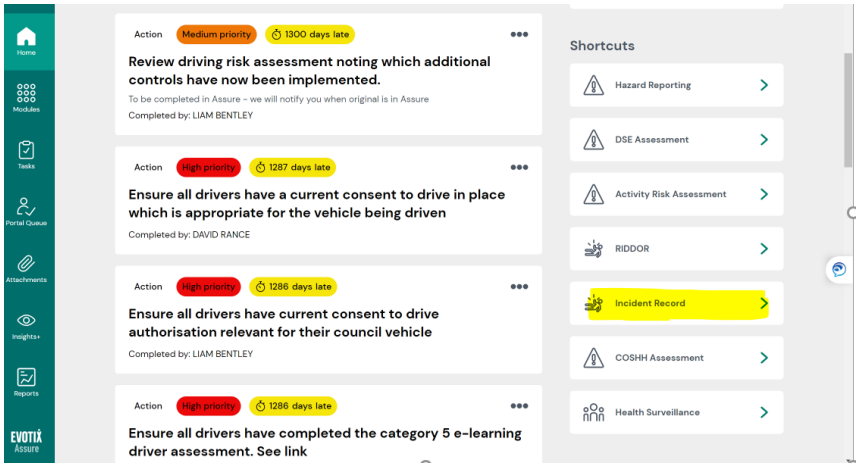
Non-Work Related

- 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.

How to locate the accident/incident that you need to investigate

4.1. The Assure system will link 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.

4.2. To conduct an incident/accident investigation the manager must login to Assure, using their username and password. You can access Assure via this link: https://sheassure.net/hillingdoncouncil which can also be found within the Health and Safety section on the Intranet homepage (Assure – managers only). If it is a new manager and/or the details have been forgotten, they should use the password reset function. Once logged in select Click 'Incident Record' within the shortcuts on your homepage as shown below.



4.3. The system will then display incident records that require to be investigated and submitted by the relevant investigating manager. You can utilise the search function to filter and locate the relevant record using its reference number. NB. You can click on any aspect of the record to view all of the accident/incident details.

4.4. As the 'investigating manager' you may contact the individual who reported the accident/incident to ask further questions.

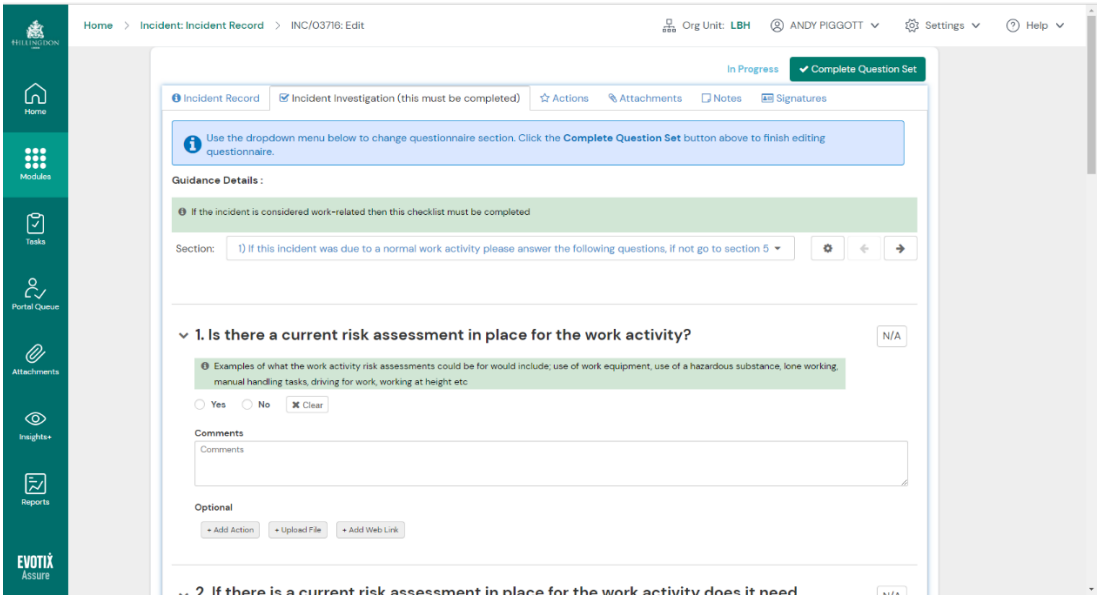
Completing the investigation

5.1. Check sections 1-7 for accuracy, adding/amending additional information where required. Some sections are specifically required for completion by the 'Investigating Manager' and some are only relevant to specific accident/incident types and may include:

- General Details;
- Incident/Event Details;
- Injured/Ill Person;
- Witness/Third Party Involved Details;
- Damage to Equipment/Property/Vehicle;
- Damage to Environment;

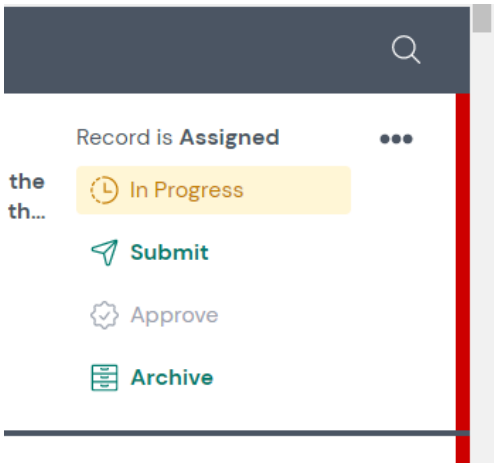
5.1. Please ensure the 'Incident Investigation' tab is completed (shown below). Once finished, please return to the first 'Incident Record' tab and complete the following sections:

- Risk Analysis (section 8)
- Investigation Conclusion (section 9)



5.2. After completing all relevant sections click 'Save and Close'.

5.3. When the record has closed and you have returned to the summary screen click on the 'Submit' icon and click 'Save and Close' to submit the record to the Approval Manager (this will be dependent on the service hierarchy saved in Assure).



Support

6.1. If you have any queries arising having reviewed this guidance, you may contact Health and Safety Services on healthandsafetyadvisory@hillingdon.gov.uk.