

How do I...

Investigate an Accident or Incident?

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1. 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 regard to specific health and safety legislation.

2. Email notification received

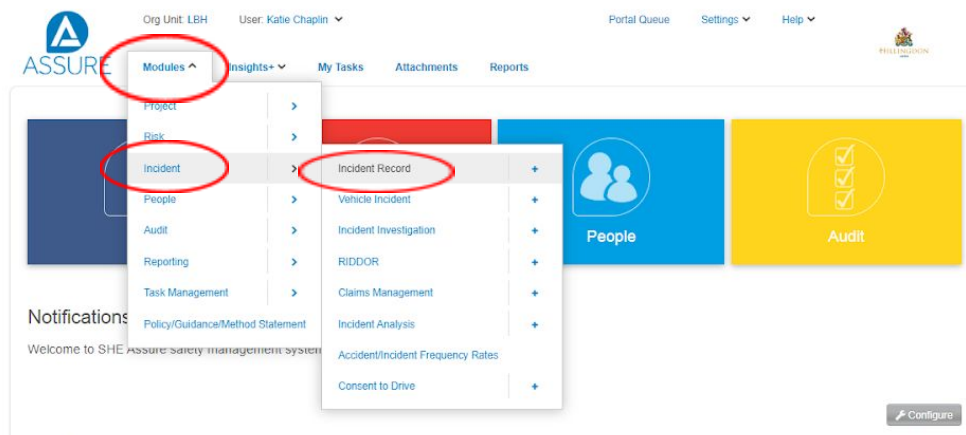
- 2.1. When an accident/incident has been reported on Assure (the Council's online accident/incident reporting system) nominated managers will receive an automated email with notification that an accident/incident has been reported. The email will contain brief details of the accident/incident including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

3. When to complete the investigation

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

4. 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. If it is a new manager and/or the details have been forgotten, they should use the password reset function. Once logged in select 'Modules' on the top task bar, then select 'Incident', then 'Incident Record'.



- 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.

5. Completing the investigation

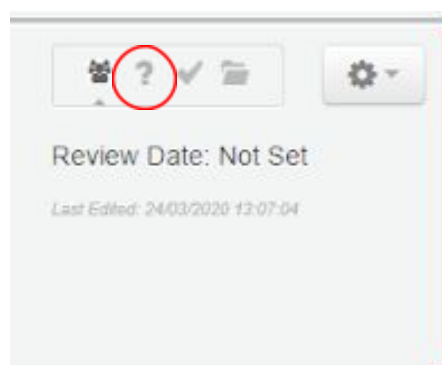
- 5.1. Check sections 1-7 for accuracy, adding/amending additional information where required. Some sections are specifically required for completion by the 'Investigating Manager' and some are only relevant to specific accident/incident types and may include:
 - General Details;
 - Incident/Event Details;
 - Injured/Ill Person;
 - Witness/Third Party Involved Details;
 - Damage to Equipment/Property/Vehicle;
 - Damage to Environment;

5.2. 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)

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

5.4. When the record has closed and you have returned to the summary screen click on the '?' 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).



6. 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.