

Investigating an incident

What to report: Everything must be reported that was caused while at work or travelling for work (not to and from home)

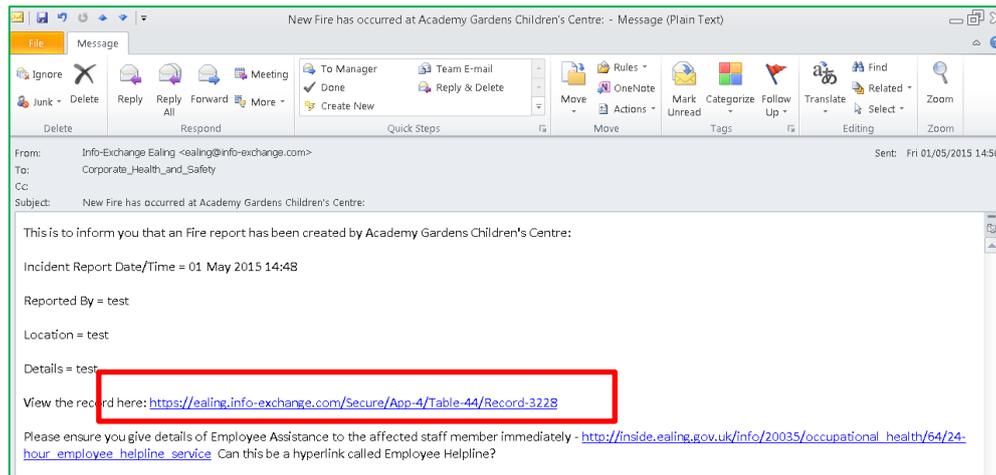
- Injury
- Accident
- A near miss (incidents with the potential to cause harm)
- Injury to a non-worker (pupil, member of the public)
- Fire
- Road traffic accident during work
- Physical or verbal abuse
- Diagnosed cases of industrial diseases

The screenshot shows the Ealing Council Incidents Page. At the top, there is a navigation menu with links for Home, Incidents, Structure, Lookups, and Administration. The user is logged in as Butcher.J@ealing.gov.uk on 21 May 2015 at 16:19. Below the navigation, there are buttons for Browse, Search, and Reports. The main content area features a welcome message and a table of incidents. The table has columns for Reference number, Affected / injured person, Date of incident, What was the incident?, Investigation status (Use...), and Corporate health and sa... The table contains one incident with reference number 214, dated 01 May 2015, described as 'Test - for training Me', with an investigation status of 'Not Started'. Below the table, there are three buttons: Saved Search, Quick Reports, and Workflow Inbox. Each button has a corresponding message: 'You do not have any saved searches.', 'You do not have any reports.', and 'You have no pending workflow actions.'

Reference number	Affected / injured perso...	Date of incident	What was the incident?	Investigation status (Use...	Corporate health and sa...
214	Test - for training Me	01 May 2015	Incident or Accident	Not Started	Not Started

1. **As the investigator** you will receive an email notification every time someone reports an accident to your area. This email notification will provide you with a brief description of the incident and also a hyperlink to the incident that was submitted.
2. **There are two ways to access your accident reports:**
 - a. To access the full details of all incidents reported to your school go to <https://ealing.info-exchange.com/Secure/Default.aspx> then enter your log in details – email and password.
 - b. Alternatively to go straight to the incident recently submitted, you can use the hyperlink in the email notification received, you will need to click on the link in the email (see below).

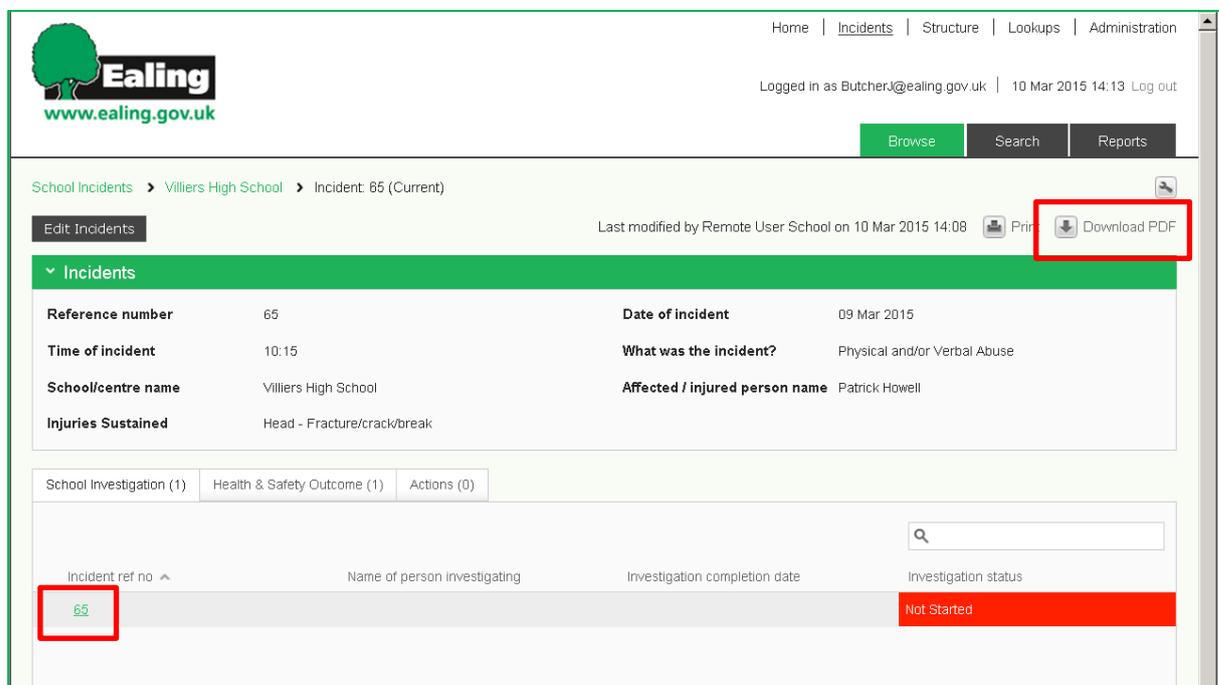
Investigating an incident



3. **An investigators role** is to gather any evidence, upload any documents and photos on the system and action any outcomes to prevent re-occurrence. If a member of your staff submits an accident report you will receive an automatic email which will look like this:

4. Investigators will:

- Receive an email from the reporting system advising them an incident has occurred and they need to investigate
- Log into on line system with link provided by email
- Complete the investigation report by clicking on the incident report number (see below), then select “edit” and enter information on all questions asked in the investigation– a copy can be saved by selecting “Download PDF”



- This report **does not** have to be completed all at once and can be returned to many times until investigation is completed, but should be completed as quickly as possible
- Once everything needed has been loaded onto the system and all questions answered within the report, ensure a completed date is entered at the end, this will inform Corporate Health and Safety that no further information is due to be

Investigating an incident

added.

The screenshot shows a 'Sign Off' form with the following fields and options:

- Was a risk assessment in place for the activity or premises (as applicable) before incident occurred?** - A dropdown menu with a 'Click to select' prompt.
- Please upload any photos/sketches/documents** - A file upload area showing 'No file attached'.
- Investigation completion date** - A text input field containing '10/03/15'.
- Investigation status** - A red button labeled 'Not Started'.

At the bottom of the form are two buttons: 'Save Changes' and 'Delete'.

- Your Health and Safety Adviser, will have also received an email notification of the accident.
- It may be that they require additional information from you, if this is the case you will receive another automated email requesting “Actions”, you select the link on the email as before and follow the instructions.

5. Uploading documents and photos

- When you are in the investigation page – see below

The screenshot shows the Ealing Council website interface for an incident investigation. The breadcrumb trail is: Council Inc... > Regeneratio... > Landlord Se... > Estates She... > Estate Serv... > Area 9 > Incident: 294 (Current). The user is logged in as Butcher.J@ealing.gov.uk on 30 Jun 2015 12:18. The page shows details for Incident 294, including the date reported (26 Jun 2015 15:46), date of incident (26 Jun 2015), and what was the incident? (Road Traffic Collision). The 'Injuries Sustained' section is empty. Below this, there are tabs for 'Manager Investigation (1)', 'Health & Safety Outcome (1)', 'Actions (0)', and 'Supporting Documents (0)'. The 'Supporting Documents (0)' tab is highlighted with a red box. At the bottom, there is a table with columns for Incident ref no., Name of person investigating, Investigation completion date, and Investigation status. The table contains one entry for Incident 294, investigated by Matt, with a status of 'In Progress'.

- You will notice a tab marked Supporting Documents, select this
- Then the tab “Create New Supporting Documentation, enter the information requested: Date of upload; document type; document title and notes and then upload the document you are referring to. **Remember when naming your document that there may be several more to add later, so make the document name relevant.**