

# Online accident / incident manager investigation

Guide on how to investigate  
accidents / incidents

EALING COUNCIL

# Manager's Investigation

## New Near Miss has occurred at Corporate Health and Safety:

This is an automated email sent to you from the Ealing Council accident reporting system.

A Near Miss report has been submitted for Corporate Health and Safety and requires you to investigate immediately.

Incident Report Date/Time = 07 Aug 2019 10:00

Reported By = Liam Hubbard

Location = 5th Floor, Green area walkway.

Details = \*MOCK REPORT\* I was walking to my desk and tripped over a box that had been placed in the walkway. I lost balance but managed to hold a cabinet to the side of the walkway to prevent a fall to the ground. I was not injured. Further information...

View the record here: <https://ealing.info-exchange.com/Secure/App-3/Table-44/Record-36655>

If you are unsure how to complete the investigation, guidance notes are available under the Help tab, once you log in.

Please ensure you give details of Employee Assistance to the affected staff member immediately - [http://inside.ealing.gov.uk/info/20035/occupational\\_health/64/24-hour\\_employee\\_helpline\\_service](http://inside.ealing.gov.uk/info/20035/occupational_health/64/24-hour_employee_helpline_service)

If you have difficulties or need assistance please email [Corporate\\_health\\_and\\_safety@ealing.gov.uk](mailto:Corporate_health_and_safety@ealing.gov.uk)

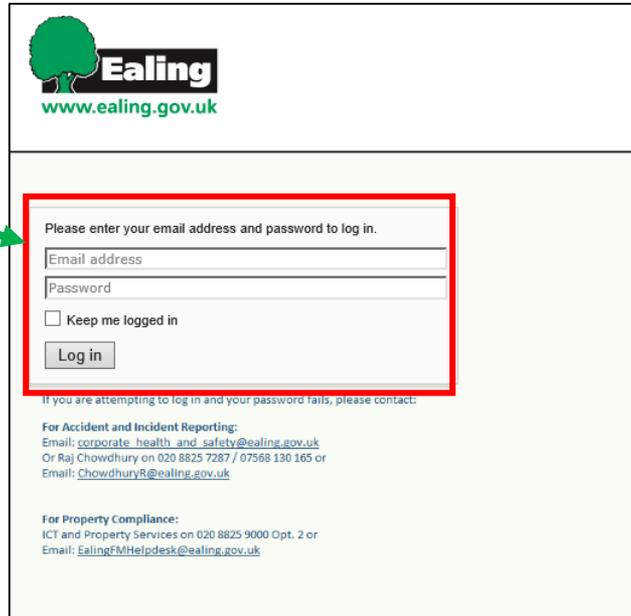
- Managers will receive an email alert when an incident / accident has been reported, in which their 'team' has been selected.
- Click the link to go to the incident within the info-exchange application.

If you feel that you should not have received an incident alert, please contact [Corporate\\_health\\_and\\_safety@ealing.gov.uk](mailto:Corporate_health_and_safety@ealing.gov.uk)

# Logging in

You may be logged in via single-sign on.

If not, please enter your email address and password.



The screenshot shows the Ealing website's login page. At the top left is the Ealing logo, which consists of a green tree icon and the text 'Ealing' in a bold, black font, with the website address 'www.ealing.gov.uk' below it. The main content area is a light green box containing a login form. The form is titled 'Please enter your email address and password to log in.' and includes two input fields: 'Email address' and 'Password'. Below these fields is a checkbox labeled 'Keep me logged in' and a 'Log in' button. A red rectangular box highlights the entire login form area. A green arrow points from the text box on the left towards the login form. Below the form, there is a small line of text: 'If you are attempting to log in and your password fails, please contact:'. This is followed by two sections of contact information. The first section is for 'Accident and Incident Reporting' and lists the email 'corporate\_health\_and\_safety@ealing.gov.uk' and two phone numbers: '020 8825 7287 / 07568 130 165' and 'ChowdhuryR@ealing.gov.uk'. The second section is for 'Property Compliance' and lists the email 'EalingFMHelpdesk@ealing.gov.uk' and a phone number '020 8825 9000 Opt. 2'.

If you can't log in, email: [Corporate health and safety @ealing.gov.uk](mailto:Corporate_health_and_safety@ealing.gov.uk) to check the status of your account or reset your password.

# View incident

You will arrive at the incident page (below)

You can view the incident online by clicking 'view incident' or downloading to a PDF copy (next slide).

Council Incidents > Directorate: Corporate Resources > Division: Business Services Group > Business Unit: Corporate Health and Safety > Team: Corporate Health and Safety > Unit Team: Corporate Health and Safety > Incident: 4413 (Current)

**Edit Incident** Last modified by Remote User Council on 07 Aug 2019 10:00 Print Download

Incidents

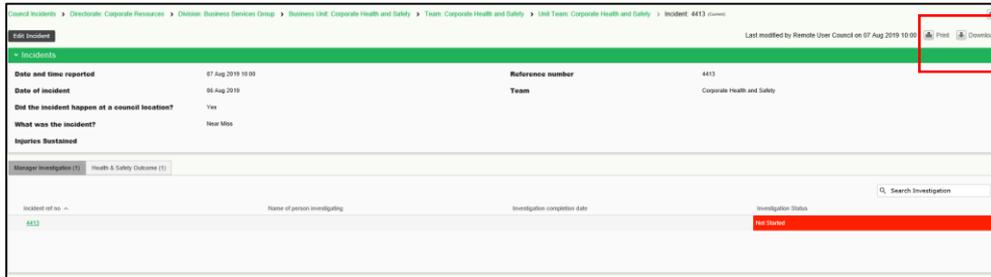
<b>Date and time reported</b>	07 Aug 2019 10:00	<b>Reference number</b>	4413
<b>Date of incident</b>	06 Aug 2019	<b>Team</b>	Corporate Health and Safety
<b>Did the incident happen at a council location?</b>	Yes		
<b>What was the incident?</b>	Near Miss		
<b>Injuries Sustained</b>			

Manager Investigation (1) Health & Safety Outcome (1)

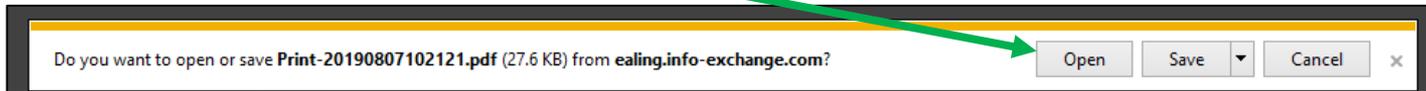
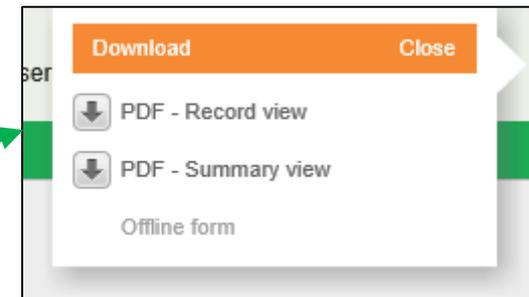
Search Investigation

Incident ref no ^	Name of person investigating	Investigation completion date	Investigation Status
4413			Not Started

# View incident (PDF)

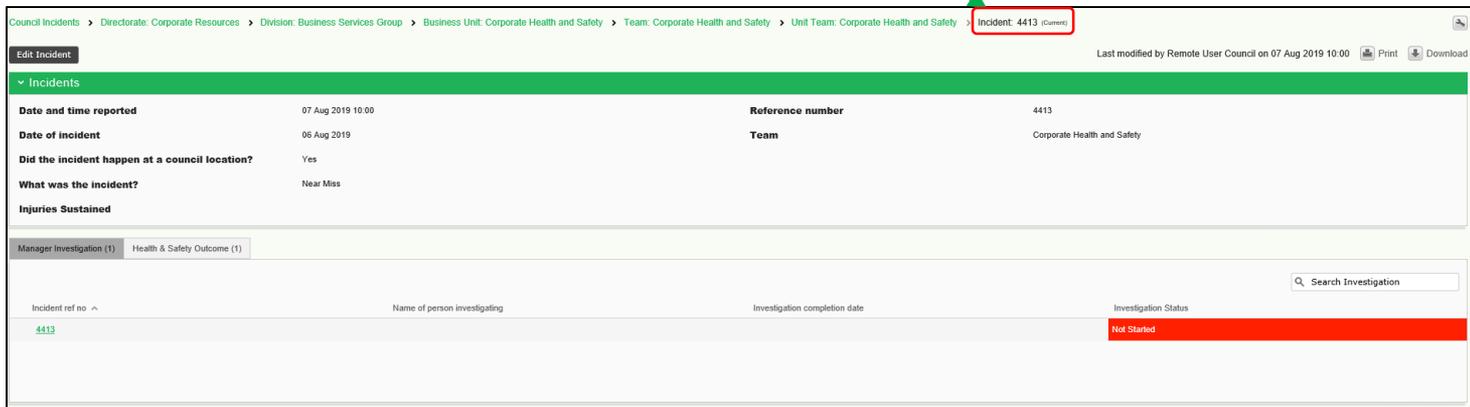


- To view the full incident details in PDF format:
  1. Click download (near the top right of your screen)
  2. Click the arrow for 'PDF – Record view'
  3. Click open



# Getting to the investigation page

Return to the below page on Info-exchange by clicking on **Incident: \*number\***



Council Incidents > Directorate: Corporate Resources > Division: Business Services Group > Business Unit: Corporate Health and Safety > Team: Corporate Health and Safety > Unit Team: Corporate Health and Safety > **Incident: 4413 (current)**

Last modified by Remote User Council on 07 Aug 2019 10:00  

**Incidents**

<b>Date and time reported</b>	07 Aug 2019 10:00	<b>Reference number</b>	4413
<b>Date of incident</b>	06 Aug 2019	<b>Team</b>	Corporate Health and Safety
<b>Did the incident happen at a council location?</b>	Yes		
<b>What was the incident?</b>	Near Miss		
<b>Injuries Sustained</b>			

Manager Investigation (1) Health & Safety Outcome (1)

Incident ref no ^	Name of person investigating	Investigation completion date	Investigation Status
4413			Not Started

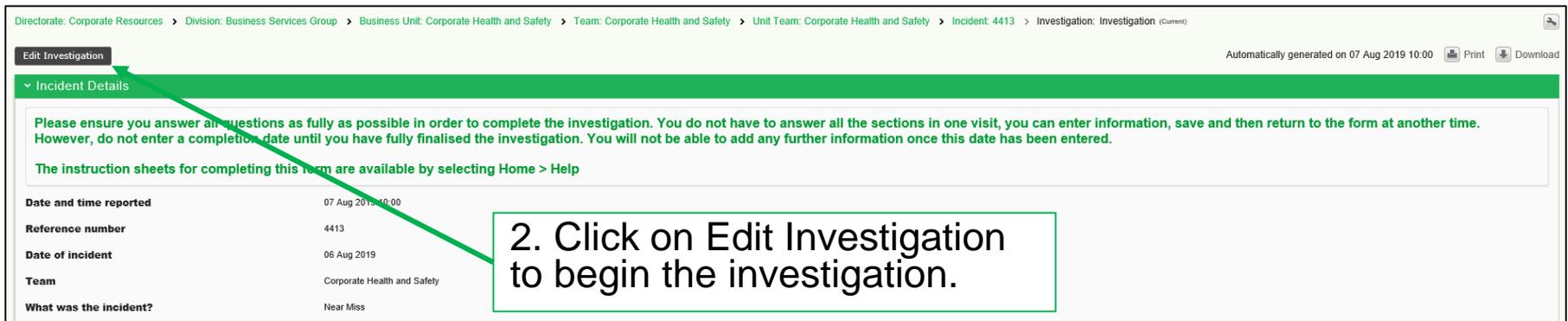
# Getting to the investigation page

1. Click on the incident reference number to get to the manager's investigation page.



The screenshot shows a table with the following columns: Incident ref no, Name of person investigating, Investigation completion date, and Investigation Status. The value '4413' in the 'Incident ref no' column is circled in red. A search bar labeled 'Search Investigation' is located in the top right corner.

Incident ref no	Name of person investigating	Investigation completion date	Investigation Status
4413			Not Started



The screenshot shows the 'Edit Investigation' page. At the top, there is a breadcrumb trail: Directorate: Corporate Resources > Division: Business Services Group > Business Unit: Corporate Health and Safety > Team: Corporate Health and Safety > Unit Team: Corporate Health and Safety > Incident: 4413 > Investigation: Investigation (Current). Below the breadcrumb trail is a navigation bar with 'Edit Investigation' and 'Automatically generated on 07 Aug 2019 10:00' with 'Print' and 'Download' icons. The main content area is titled 'Incident Details' and contains instructions: 'Please ensure you answer all questions as fully as possible in order to complete the investigation. You do not have to answer all the sections in one visit, you can enter information, save and then return to the form at another time. However, do not enter a completion date until you have fully finalised the investigation. You will not be able to add any further information once this date has been entered. The instruction sheets for completing this form are available by selecting Home > Help'. Below the instructions is a table with incident details.

[Edit Investigation](#) Automatically generated on 07 Aug 2019 10:00

**Incident Details**

Please ensure you answer all questions as fully as possible in order to complete the investigation. You do not have to answer all the sections in one visit, you can enter information, save and then return to the form at another time. However, do not enter a completion date until you have fully finalised the investigation. You will not be able to add any further information once this date has been entered.

The instruction sheets for completing this form are available by selecting [Home > Help](#)

<b>Date and time reported</b>	07 Aug 2019 10:00
<b>Reference number</b>	4413
<b>Date of incident</b>	06 Aug 2019
<b>Team</b>	Corporate Health and Safety
<b>What was the incident?</b>	Near Miss

2. Click on Edit Investigation to begin the investigation.

# Investigation Questions

Please answer the questions with as much detail as possible. You do not have to do this all in one go – you may want to come back after gathering further information. It is good practice to discuss the incident with the member of staff concerned.

The questions are different depending on the type of incident reported.



The screenshot shows a web form with several sections:

- Investigators Details:** Name of person investigating (BF), Investigators job title (Manager of team 2).
- Investigation Details:** Investigation start date (11 Oct 2019), Did the person have time off or have to have their duties altered due to the incident? (Yes), What was the cause of the accident?, What actions / additional controls have been taken to prevent reoccurrence?
- Cautionary Contacts Database:** Does the individual need to be added to the Cautionary Contacts Database? (Yes).
- Sign Off:** Investigation completion date (DD MMM YYYY), Investigation Status (Not Started).

Callouts:

- A callout box points to the "Yes" radio button for "Did the person have time off or have to have their duties altered due to the incident?".
- A callout box points to the "Yes" radio button for "Does the individual need to be added to the Cautionary Contacts Database?".

Buttons: Save changes, Delete.

# Investigation Questions

Below is an example of a *near miss* incident investigation.



Investigators Details	
Name of person investigating	<input type="text" value="Manager name"/>
Investigators job title	<input type="text" value="Manager's job title"/>
Investigation Details	
Investigation start date	<input type="text" value="07 Aug 2019"/>
What was the cause of the accident?	<input type="text" value="An empty box was left in the walkway in the green area. This caused LH to trip."/>
What actions / additional controls have been taken to prevent reoccurrence?	<input type="text" value="06/08 - The box was immediately moved and walkways checked for trip hazards and obstructions."/> <input type="text" value="07/08 - Staff were sent an email reminder to exercise good house-keeping, keeping work equipment such as boxes and personal belongings (bags, umbrellas) tidy and away from walkways."/>
Sign Off	
Investigation completion date	<input type="text" value="07 Aug 2019"/>
Investigation Status	<span style="color: red;">Not Started</span>
<input type="button" value="Save Changes"/> <input type="button" value="Delete"/>	

To save your progress so you can return to the investigation, click 'save changes'.

# Completing the investigation

Investigators Details

Name of person investigating

Investigators job title

Investigation Details

Investigation start date

What was the cause of the accident?

What actions / additional controls have been taken to prevent reoccurrence?

Sign Off

Investigation completion date

Investigation Status Not Started

When you have completed all the questions, input the date of completion and click 'Save Changes'.

**Please note:** you will not be able to change anything after you have done this. If you would like to give more information after this point, please email [corporate\\_health\\_and\\_safety@ealing.gov.uk](mailto:corporate_health_and_safety@ealing.gov.uk)

# What happens next

The manager's investigation will be marked as completed.

You may be contacted by a member of the Corporate Health and Safety team for more information about the incident.

If you have any questions about this process or the info-exchange application, please email [corporate\\_health\\_and\\_safety@ealing.gov.uk](mailto:corporate_health_and_safety@ealing.gov.uk)