



Council Incident Reporting and Information System (CIRIS)

User guide

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Date	15/03/2023	Author	David Glassford
Change made		Update section 1 Note for schools to reflect that Connect no longer available. Update section 2 to reflect that Connect no longer available.	
Date	04/08/2023	Author	David Glassford
Change made		Update section 1 with new process for school users to obtain login and password.	

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1.0 How do I register as a CIRIS user?

Before carrying out any tasks on CIRIS you need to be registered as a user. User roles are defined as:

Input	Requires only to input incident details onto the system
Manager	Will be identified as a responsible person in the case of an incident and will be required to comment on the circumstances of the incident and any actions to prevent a recurrence
View	Requires only to view incident details

In addition to being allocated a role, users are also given an access restriction. These are defined as:

Service	User can access incidents for the whole of the service in which they work
Section	User can access incidents for a specific section within the service in which they work
Workbase	User can access incidents only for a specific work location within a section

To register as a user, please email the following details to the Occupational Safety and Wellbeing Team at healthandsafety@northlan.gov.uk

- Forename and surname
- Network login (this is the username a user would type to access their computer)
- Email address and contact telephone number
- The service, section and premises in which you work
- Your designation
- The CIRIS role you require (input, manager, view)
- The access restriction you require (service, section, workbase)

You will be notified of your registration by return email.

Note for users in schools

Previously, CIRIS users in schools accessed the system via Connect. As Connect is no longer available CIRIS can be accessed either by:-

- Accessing the CIRIS URL directly <http://cirisprnlweb01/ciris/> Or
- Through a link on the front page of MyNL (Incident Reporting CIRIS)

Login using the same details as previously issued when using Connect, for example nlcschools\12399bloggsjose

If you are a new user you should contact the IT Service desk and request a CIRIS account login and password.

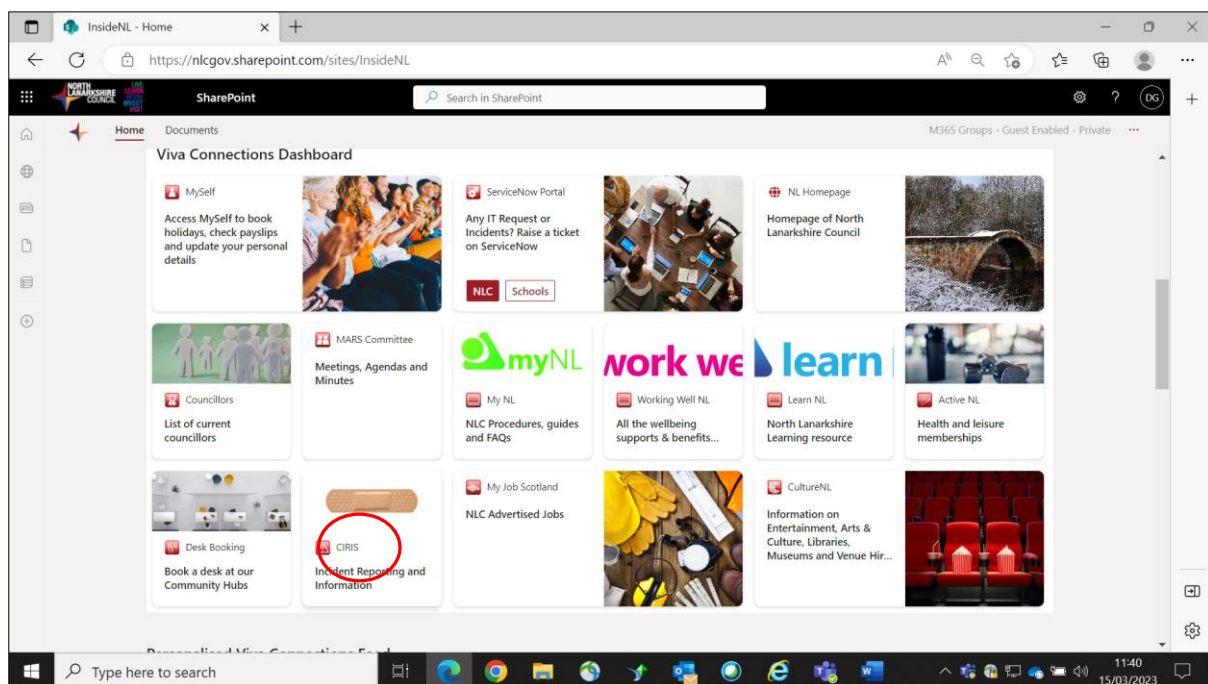
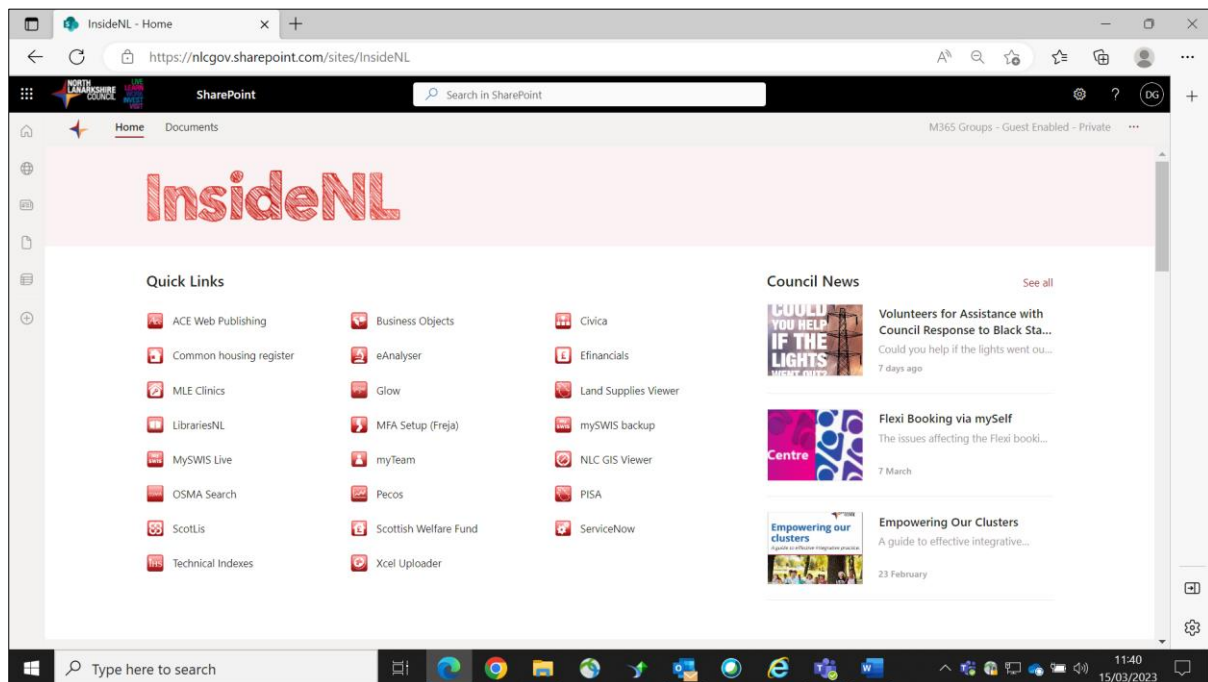
If you have forgotten your login and password you should contact the IT Service desk.

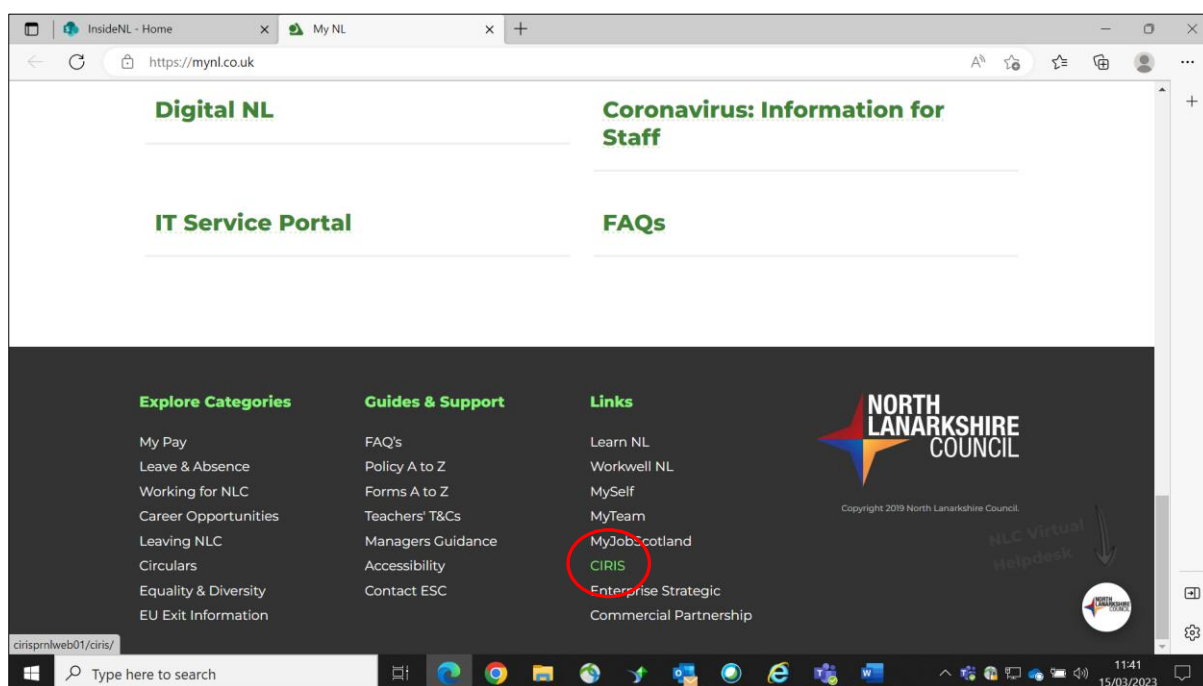
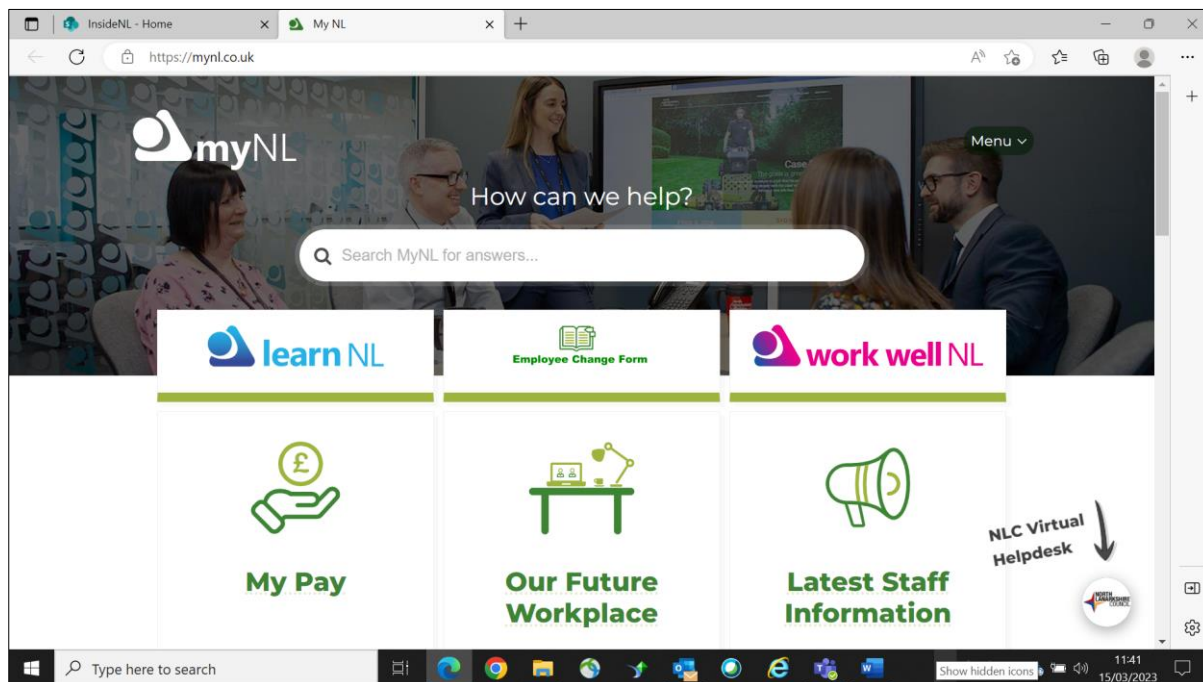
Having obtained a login, this, together with the list of user information provided above, should be forwarded to the Occupational Safety and Wellbeing Team at healthandsafety@northlan.gov.uk.

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2.0 How do I access CIRIS?

The CIRIS URL can be found on [InsideNL](#) or on [MyNL](#) in the Links section at the bottom of the homepage.

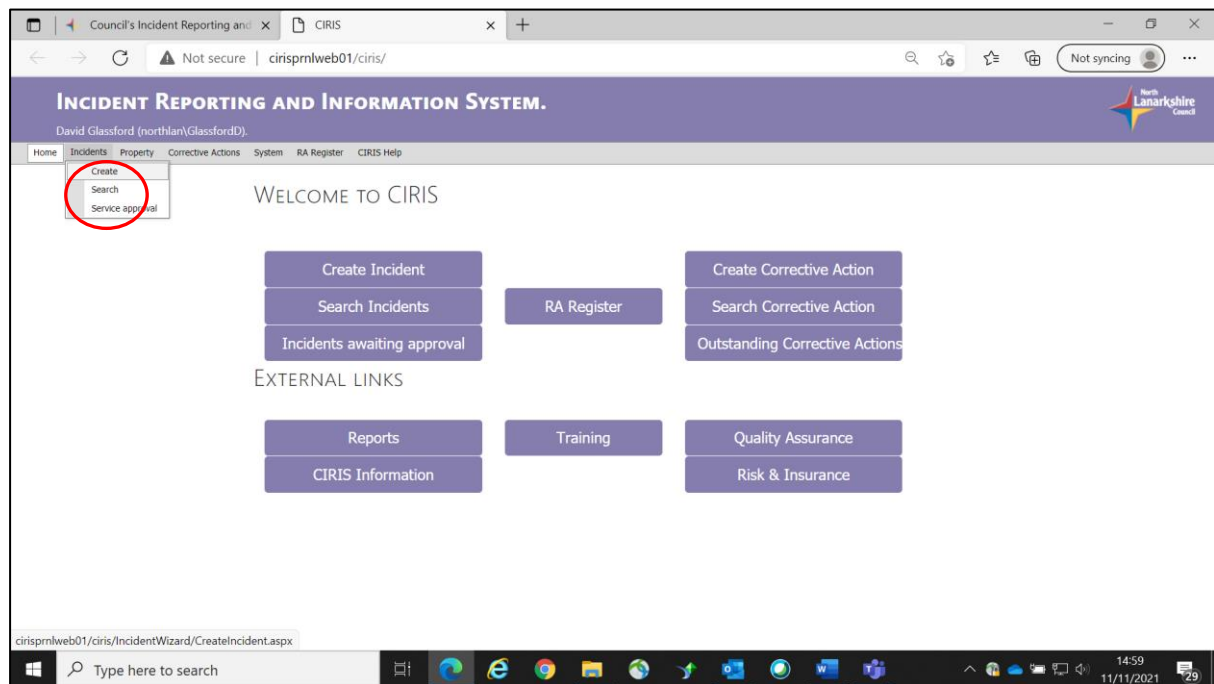




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3.0 How do I input an incident?

From the CIRIS homepage, select **Incident – Create** from the top left of the menu bar.



This will take the user to the first of up to 7 incident data input pages.

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3.1 Page 1 – Incident details

INCIDENT REPORTING AND INFORMATION SYSTEM.
David Glassford (northlan:GlassfordD)

Home Incidents Property Corrective Actions System RA Register CIRIS Help

CREATE NEW INCIDENT

INCIDENT DETAILS
YOU ARE ON STEP 1 OF 7

Incident Details

Service Section

Type of Incident

LOCATION DETAILS

Council Property ☒ Show Property Search

Building Name

Number Sub Premises

Street

Locality

Town

Post Code

FURTHER DETAILS

Date of Incident Time of Incident (24 hr clock)

Date Reported Designation

Reported To

Telephone Number

Was anyone injured or involved? ☒ Allocate Workbase

Next

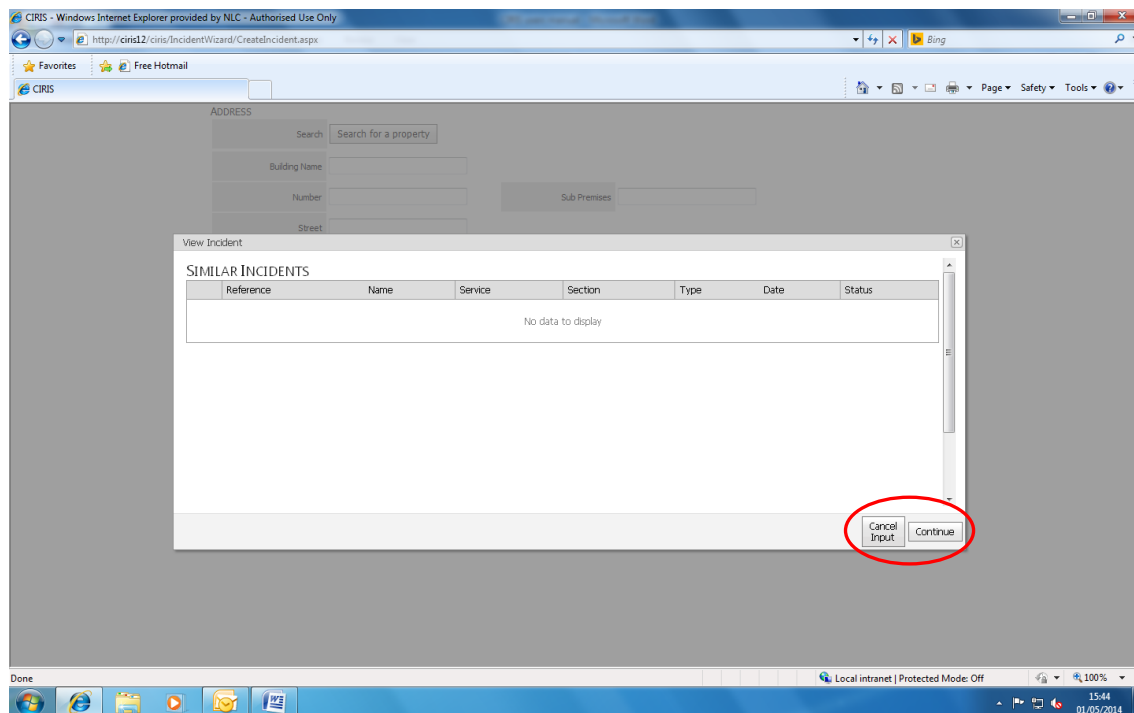
Information fields for this screen are as follows:

Service	The service with responsibility for managing the work activity being carried out at the time of the incident
Section	The section of the service with responsibility for managing the work activity being carried out at the time of the incident
Type of incident	Select the definition that best describes the type of incident that occurred. Examples of types of incident are provided at Appendix 1 .
Council property	Select the tick box if the incident occurred on council premises. This indicates council managed premises. It does not include council houses.
Building name, Number, Sub premises, Street, Locality, Town, Postcode	When the Council property tick box is selected, the Property Search option must be used to complete these details. Where the Council property tick box is not selected, the user has the option of using the Property Search or free typing to complete these details. The Sub premises field allows for sub premises within a premises to be identified e.g. Flat 1, 25 Anystreet, Motherwell.
Date of incident	Date on which incident occurred. Use automatic calendar. Date format is DD/MM/YYYY
Time of incident	Time at which incident occurred. Time must be entered in 24 hour clock format HH:MM

Date reported	Date on which incident was reported. Use automatic calendar. Date format is DD/MM/YYYY
Reported to	Name of the person the incident was reported to in the first instance
Designation	Job title of the person the incident was first reported to
Telephone number	Telephone number of the person the incident was reported to
Was anyone injured or involved	<p>If a person was injured or involved in the incident then the tick box should be selected (box is ticked by default). Where more than one person was injured or involved, a separate report for each person must be completed. Ticking this box activates pages 2 and 3 of the CIRIS incident record.</p> <p>Note the requirement is to indicate if anyone was injured or involved. There should be very few circumstances when a person was not involved in an incident.</p>
Allocate workbase	Select the premises from where the work activity that was taking place at the time of the incident is managed.

When the fields have been completed select **Next** to move to input page 2.

The CIRIS system attempts to prevent duplicate incidents being entered onto the system at this point. You will be presented with the screen below. If the list of incidents contains a duplicate of the incident you are entering, select **Cancel input**. Otherwise select **Continue**.



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3.2 Page 2 – Injured person's details

The screenshot shows a web browser window with the URL `cirisprmlweb01/ciris/IncidentWizard/CreateIncident.aspx`. The page title is "INCIDENT REPORTING AND INFORMATION SYSTEM." and the user is logged in as "David Glasford (northlan@glasfordD)". The navigation menu includes "Home", "Incidents", "Property", "Corrective Actions", "System", "RA Register", and "CIRIS Help".

The main heading is "CREATE NEW INCIDENT". Below it, the section is "INJURED PERSON DETAILS" with a sub-header "You are on step 2 of 7". There are "Prev" and "Next" buttons at the top right of the form area.

The form fields are organized into three main sections:

- Name:** Forename (text box), Surname (text box).
- Address:** Search (button: "Search for a property"), Building Name (text box), Number (text box), Street (text box), Locality (text box), Town (text box), Post Code (text box), Sub Premises (text box).
- FURTHER DETAILS:** Date of Birth (dropdown), Age at date of incident (text box), Gender (radio buttons: Male, Female), Telephone Number (text box), Status (dropdown).

At the bottom right of the form area, there are "Prev" and "Next" buttons. The Windows taskbar at the bottom shows the time as 15:19 on 11/11/2021.

The information requirements on this screen are straightforward. Use the **Search for a property** facility wherever possible to ensure consistency in data entry. The address details provided **must be the injured person's home address**, not their work address or the address of the incident location.

Complete the information as fully as possible, **including Date of birth**. Where Council employee is selected as the injured person's Status, a drop down list of Occupations will become available for selection.

If the injured person is a council employee and is a member of a trade union and has given their consent for the incident details to be provided to their union, select the appropriate trade union name from the Union drop down list.

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3.3 Page 3 – Injury details

The screenshot shows a web browser window with the URL `cirispmlweb01/ciris/IncidentWizard/CreateIncident.aspx`. The page title is 'INCIDENT REPORTING AND INFORMATION SYSTEM.' and it is for 'David Glassford (northlan@GlassfordD)'. The page is titled 'CREATE NEW INCIDENT' and is 'YOU ARE ON STEP 3 OF 7'. The section is 'INJURY DETAILS'. There are 'Prev' and 'Next' buttons. The form includes:

- 'Nature of main Injury' dropdown with an 'Other' text input.
- 'Body Part(s) Injured' section with a 'Main Body Part Injured' dropdown and an 'Other' text input.
- 'Other Body Part(s) Injured' section with a grid of checkboxes for various body parts:

<input type="checkbox"/> Ankle - Left	<input type="checkbox"/> Fingers - Right - More than one finger	<input type="checkbox"/> Leg - Right
<input type="checkbox"/> Ankle - Right	<input type="checkbox"/> Fingers - Right - Pinkie	<input type="checkbox"/> Neck
<input type="checkbox"/> Arm - Left	<input type="checkbox"/> Fingers - Right - Second finger	<input type="checkbox"/> Toes - Left foot
<input type="checkbox"/> Arm - Right	<input type="checkbox"/> Fingers - Right - Third finger	<input type="checkbox"/> Toes - Right foot
<input type="checkbox"/> Fingers - Left - First finger	<input type="checkbox"/> Fingers - Right - Thumb	<input type="checkbox"/> Trunk - Back
<input type="checkbox"/> Fingers - Left - More than one finger	<input type="checkbox"/> Foot - Left	<input type="checkbox"/> Trunk - Other (specify)
<input type="checkbox"/> Fingers - Left - Pinkie	<input type="checkbox"/> Foot - Right	<input type="checkbox"/> Wholebody - more than one part injured
<input type="checkbox"/> Fingers - Left - Second finger	<input type="checkbox"/> Hand - Left	<input type="checkbox"/> Wrist - Left
<input type="checkbox"/> Fingers - Left - Third finger	<input type="checkbox"/> Hand - Right	<input type="checkbox"/> Wrist - Right
<input type="checkbox"/> Fingers - Left - Thumb	<input type="checkbox"/> Head (including eyes, nose, face etc.)	
<input type="checkbox"/> Fingers - Right - First finger	<input type="checkbox"/> Leg - Left	
- 'Trunk - Other' text input.
- 'Kind of Accident' dropdown with an 'Other' text input.

Details of any injury suffered as a result of an incident are recorded on this page. To aid incident analysis, users should use the **Nature of main injury**, **Main body part injured** and **Kind of accident** drop down boxes to provide descriptions. The **Other please specify** options in these drop down lists should be used only by exception.

If no injury has been suffered e.g. as a result of a near miss, and the **No apparent injury** option is selected from the **Nature of main injury** drop down list, the **Main body part injured** drop down list defaults to **No part injured** and becomes unavailable for selection.

Where more than one body part is affected in an incident, the main site of injury should be identified using the **Main body part injured** drop down list. Other sites of injury can be identified from the tick boxes listed under the heading **Other body part(s) injured**.

If the **Kind of accident** selected from the drop down list is **Injured while handling, lifting or carrying**, a **Was injury a result of physical effort?** tick box will appear. If the injury occurred as a result of the application of physical effort in lifting, carrying, pushing, pulling, throwing or catching an object or person (either directly or via a piece of equipment such as a hoist), then the tick box should be selected.

If the **Kind of accident** selected from the drop down list is **Fall from height**, a **Height (Centimetres)** information box will appear. The height in centimetres (number only, cm, centimetres etc not required) from where the fall took place should be entered.

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3.4 Page 4 – Incident description

A description of the incident should be entered in the free text **Description** box. As full a description as possible should be provided.

Where a description is of some length, it may be typed in a MS Word document or similar and attached to the incident record – see section 6.0.

Is this accident reportable under RIDDOR? If the incident is reportable to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), then select the **Yes** button. Otherwise select **No**. Selecting Yes in response to the RIDDOR question will activate page 5 of the CIRIS incident record.

Further information on RIDDOR is available at [Appendix 2](#).

Was any time lost more than 3 days? (relates to employees only) If the incident resulted in the affected employee being absent from work for more than 3 days, then select **Yes**.

Reason If the incident has been identified as a RIDDOR incident then this field is disabled. If the incident has been identified as not being a RIDDOR incident then a reason as to why must be identified. Choose from the following options in the drop down list:

Incident not work related	Incident occurred but did not arise out of or in connection with work. Consider if the incident happened as a result of the way a work activity was organised, the way equipment or substances were used, or if the condition of the premises or working environment contributed.
Minor injury	The injury is not reportable to the Health and Safety Executive as a specified injury
No injury	No injury was suffered as a result of the incident

Not reportable by NLC	The incident may have resulted in an injury that is reportable to the Health and Safety Executive, but reporting is not the responsibility of NLC. For example, a contractor is injured while carrying out work on behalf of NLC, or an employee of another employer is carrying out work on NLC premises e.g. an NHS employee working in NLC premises.
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Assailant name This field will only be available if, on page 1, **Violent incident** has been selected from the **Type of incident** drop down list. The name of the perpetrator must be entered in this field. Use of initials or any sort of reference number is not acceptable.

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3.5 Page 5 – Witness details

If there were any witnesses to the incident then their details should be entered on this page. The witness's home address details should be entered rather than their workplace address. Use the Find Address option to ensure consistency of data entry.

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3.6 Page 6 – F2508 Report of an injury or dangerous occurrence

This page becomes available for data entry if the incident has been identified as being reportable to HSE under RIDDOR by use of the option on page 4, **Incident description**. The information required reflects that of the HSE's F2508 RIDDOR form.

The first two data fields are set by default. If the incident did happen at the Civic Centre, then the **Did the incident happen at the above address?** option should be set to **Yes**.

Other data fields on this page are as follows:

Where did the incident happen?	At someone else's premises Elsewhere in your organisation In a public place
In which department or where on the premises did the incident happen?	Free text box. Provide a brief description to expand on the option selected above e.g. At someone else's premises – Cafe Gelato, Wishaw, In a public place – Corner Smith Street and Black Street, Glasgow
Was the injury	A fatality A major injury or condition An over 7 day injury to an employee or self employed person Dangerous occurrence Hospitalisation of a member of the public Occupational disease
Did the injured person	Become unconscious Need resuscitation None of the above Remain in hospital for more than 24 hours

Number of days in hospital	If the injured person was hospitalised, enter the number of days they remained in hospital, if known. Note that the unavailability of this information should not delay reporting. This information can be provided at a later date.
HSE reference number	This field will be completed by the Occupational Safety and Wellbeing Team after the incident has been reported to HSE. Note for school users. As schools report RIDDOR incidents to HSE, they should complete this field.
Date reported to HSE	Date on which the incident was reported to HSE. Use automatic calendar. Date format is DD/MM/YYYY

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3.7 Page 7 – Responsible manager

The screenshot shows the 'CREATE NEW INCIDENT' page in the 'INCIDENT REPORTING AND INFORMATION SYSTEM'. The page is titled 'RESPONSIBLE MANAGER' and indicates 'You are on step 7 of 7'. There is a 'Responsible Person' dropdown menu and a 'Contact Number' field. Below these is a large list of names, each with a checkbox. The 'Finish' button is circled in red.

On this page, the name of the manager responsible for the work activity that was being carried out at the time of the incident will be noted. Use the **Responsible person** drop down list to identify the relevant manager. If the required manager's details are not on the list, contact the Occupational Safety and Wellbeing Team.

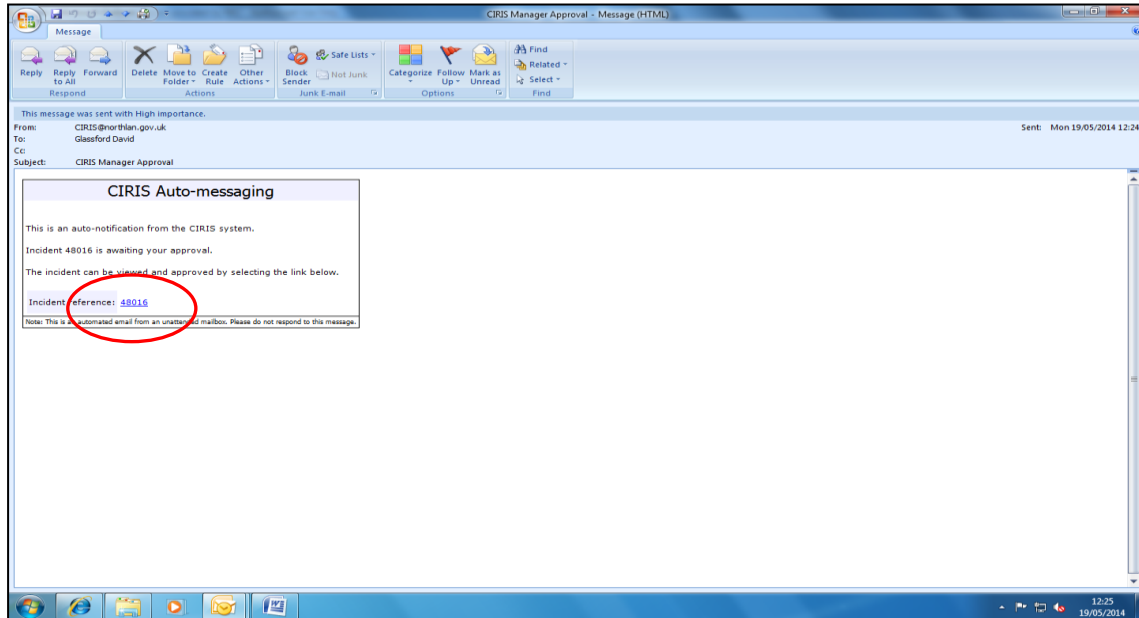
Other manager's who may have an interest in the incident can be identified by ticking the selection box beside their name in the **Other managers** list.

When the **Responsible person** and **Other managers** have been identified, select **Finish** to complete the incident record. The incident record is now awaiting the approval of the identified responsible person. They will receive an automated email informing them that an incident is awaiting their attention.

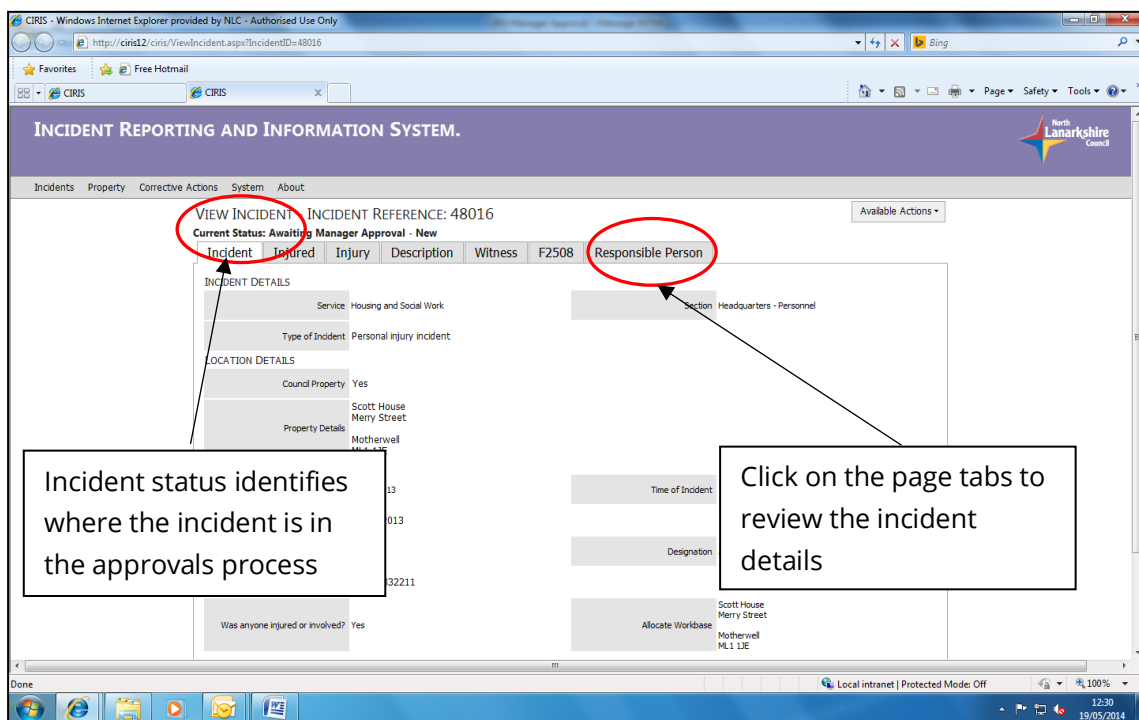
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4.0 I've received an email from the CIRIS system. What do I do?

You have received an email from the CIRIS system because you have been identified as a **Responsible person** on an incident record. The email will be similar to the one below.



Each CIRIS incident is allocated a unique incident reference number. To view the incident details, click on the hyperlink in the email. The first page of the incident record will appear, as in the screen shot below.

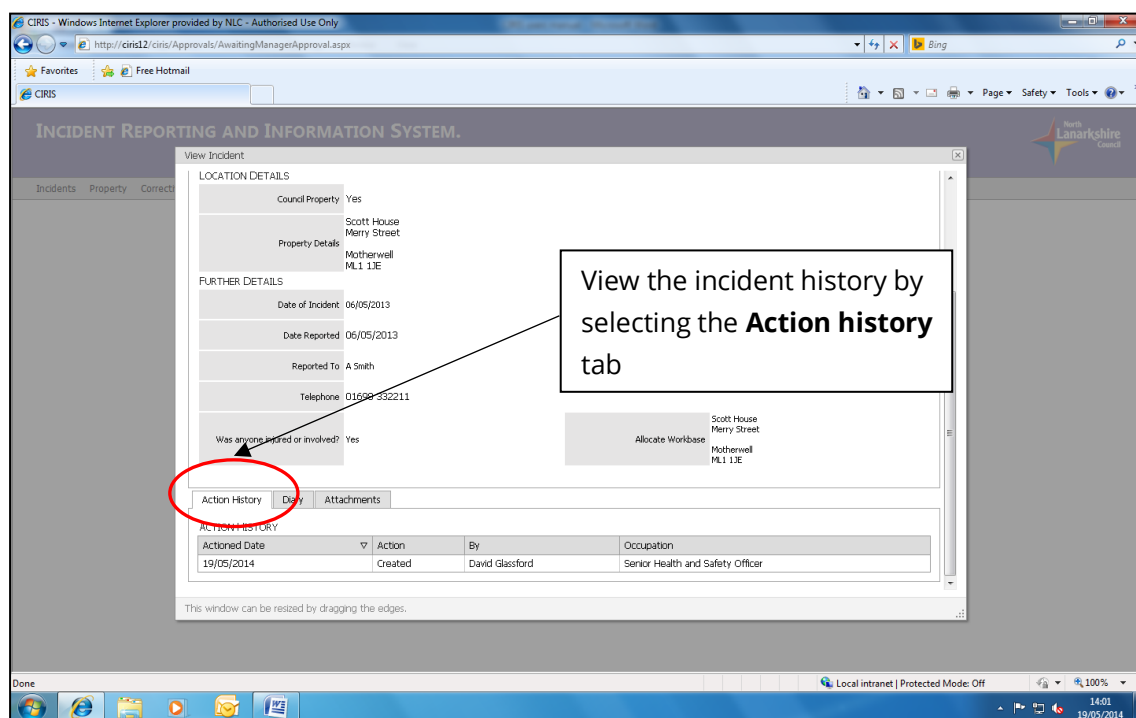


You have been emailed by the system either as a result of a new incident being entered on the CIRIS system, or as a result of an incident you have previously approved being rejected by the Occupational Safety and Wellbeing Team for further comment.

Incident status categories are as follows.

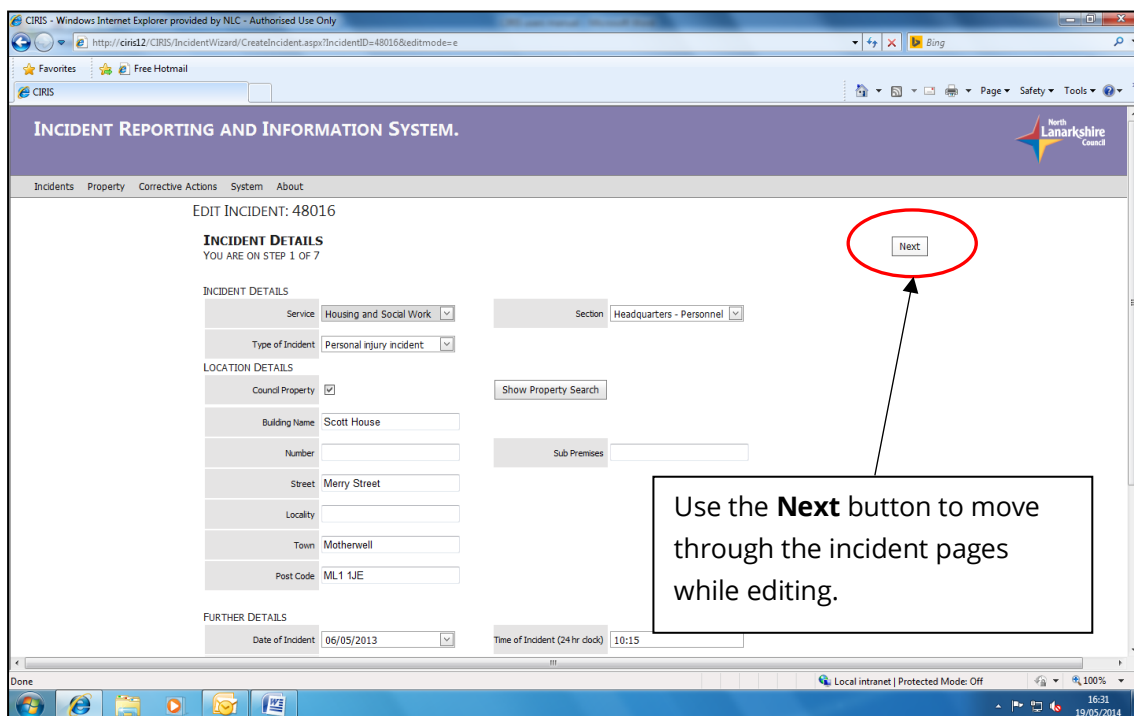
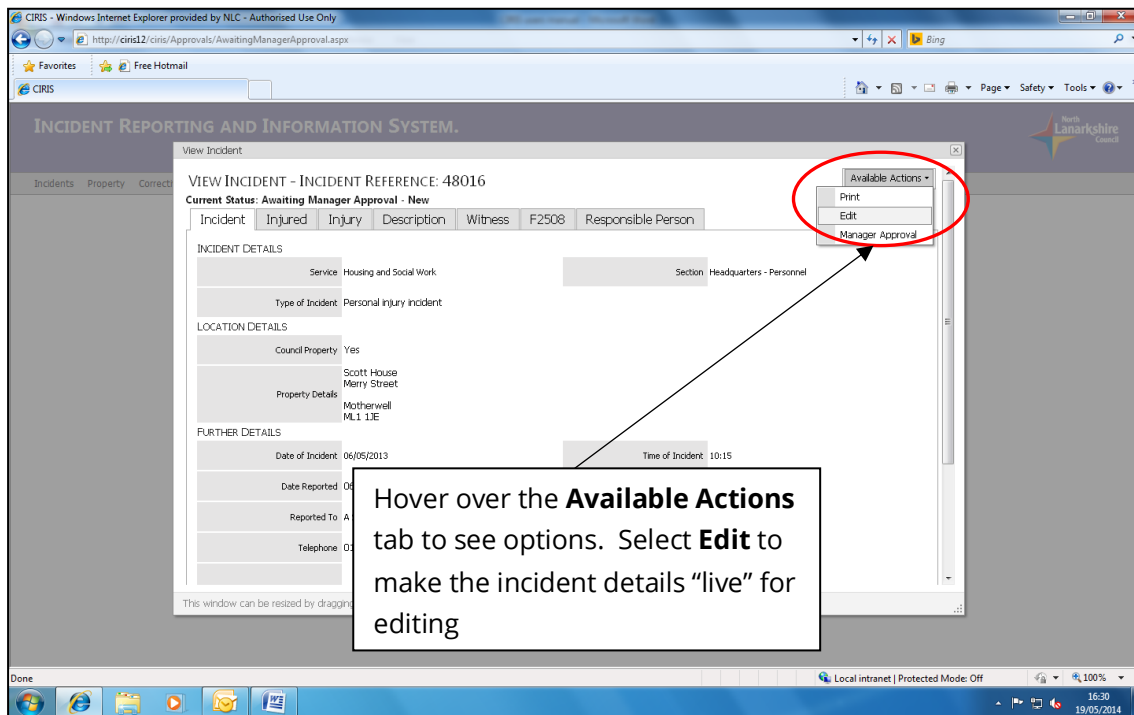
Current status	Meaning
Awaiting Manager Approval -New	This is a new incident that is awaiting review and approval for the first time.
Awaiting Manager Approval - Comments	This is an incident you have previously approved. However, the incident has been rejected by the Occupational Safety and Wellbeing Team. The reason for rejection should be addressed and the incident re-approved.

Where an incident has been rejected, the reason for the rejection can be viewed in the incident **Action history**.



Using the scroll bar to the right of the screen, scroll down until the **Action history**, **Diary** and **Attachments** tabs are visible. Select the **Action history** tab to display the progress of the incident through the approval process.

You may wish to change or add details to the incident record, either as a result of comments made by the Occupational Safety and Wellbeing Team or as a result of your review of the incident details. This can be done by selecting the **Edit** option from the **Available actions** drop down menu. Selecting this option makes the incident “live” for editing. Move through the incident record screen by selecting the **Next** button.



When you have amended or added the information, move through the incident record to page 7, **Responsible person** and select the **Finish** button to save the changes you have made to the incident record.

INCIDENT REPORTING AND INFORMATION SYSTEM.

EDIT INCIDENT: 48016

RESPONSIBLE MANAGER
YOU ARE ON STEP 7 OF 7

Responsible Person: David Glassford

Occupation: Senior Health and Safety Officer

Workbase: Scott House, Merry Street, Motherwell, ML1 1JE

Contact Number: 01698 332208

Many Anne adam
Ray Aitken
John Allen
Karen Allen
Margaret Allison
LORRAINE ANDERSON
Dawn Angus
Alana Angus
John Apperson
Theresa Armstrong
Ron Ballantyne
NICOLA BARCLAY
JOYCE BARCLAY
Kenny MacIver
Sandra MacKay
Carol-Ann Maclean
Claire MacLeod
Angela Magee
Pauline Maginnis
Christina Hair
Lorraine Markey
GARY MARSHALL
Brian Marshall
George Mathieson
Pamela Mauchline
Karen Maxwell

Prev Finish

Use the **Finish** button to save any changes made during editing.

To approve an incident, hover over the **Available actions** tab to the top right of the screen. From the drop down list, select **Manager approval**.

INCIDENT REPORTING AND INFORMATION SYSTEM.

VIEW INCIDENT - INCIDENT REFERENCE: 48016

Current Status: Awaiting Manager Approval - New

Incident Injured Injury Description Witness F2508 Responsible Person

INCIDENT DETAILS

Service: Housing and Social Work

Type of Incident: Personal injury incident

LOCATION DETAILS

Council Property: Yes

Property Details: Scott House, Merry Street, Motherwell, ML1 1JE

FURTHER DETAILS

Date of Incident: 06/05/2013

Date Reported: 06/05/2013

Reported To: A.S.

Telephone: 01

Time of Incident: 10:15

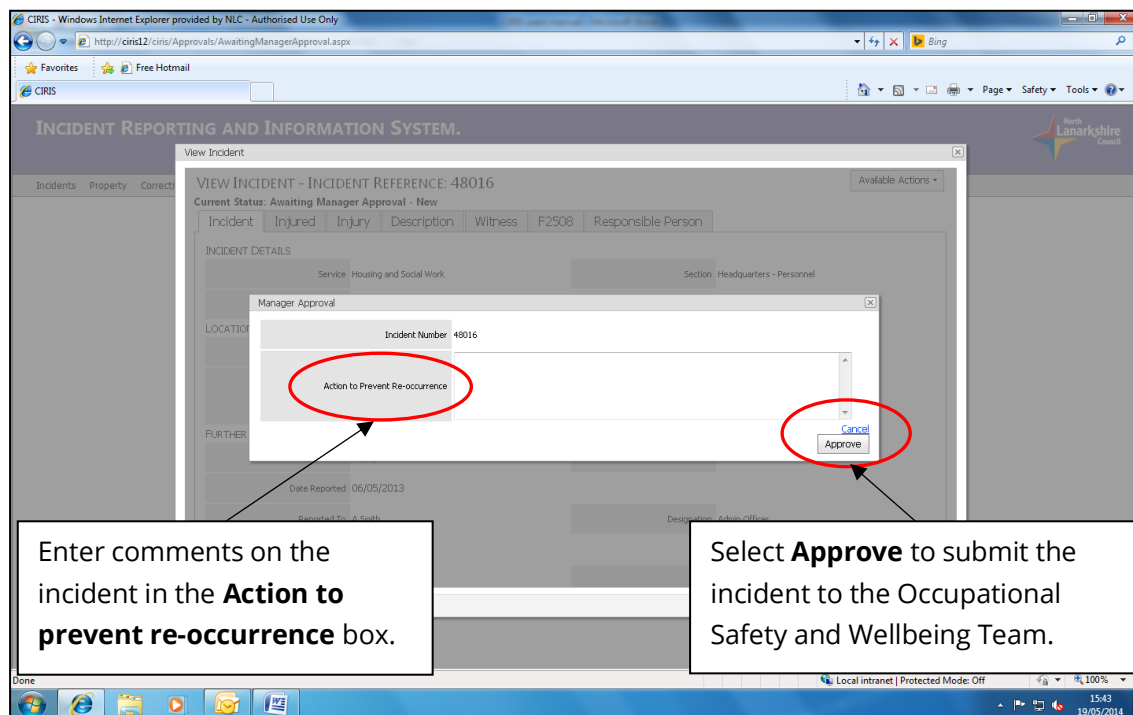
Available Actions

Print

Edit

Manager Approval

Select **Manager Approval** to enter your comments on the incident



In the **Action to prevent re-occurrence** box, type what action has been taken to investigate the causes of the incident and to prevent the incident happening again. Consider:

- How did the incident happen , was any equipment involved?
- What activities were being carried out at the time?
- Was there anything unusual or different about the working conditions?
- Were there adequate safe working procedures and were they being followed?
- What was the agent that caused the harm and how did it cause harm?
- Was the risk known, and if so, why wasn't it controlled?
- If the risk wasn't known, why was this?
- Did the way work was organised or arranged have an effect?
- Was maintenance and cleaning adequate?
- Were the people involved competent?
- Did the workplace layout have an effect?
- Did the nature of any materials or workpieces have an effect?
- Did difficulty using plant or equipment have an effect?
- Was safety equipment available and was it sufficient?
- Were there any other factors that may have had an influence e.g. weather, personal relationships, deliberate malicious acts?

You may also wish to consider reviewing any risk assessments relating to the work activity.

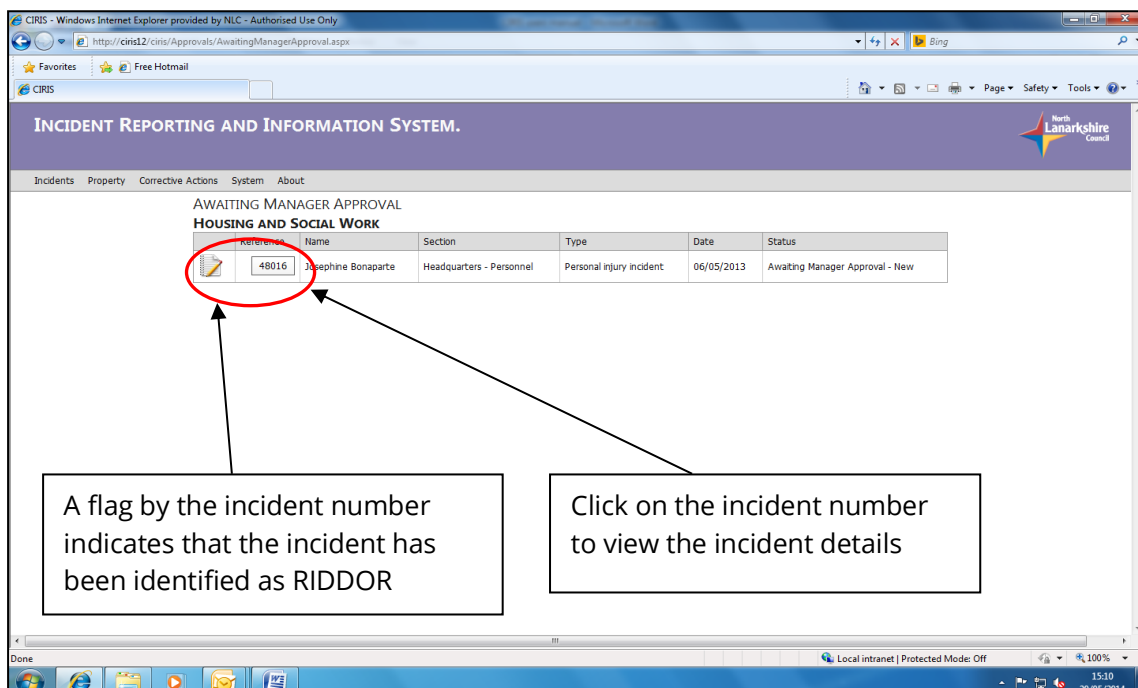
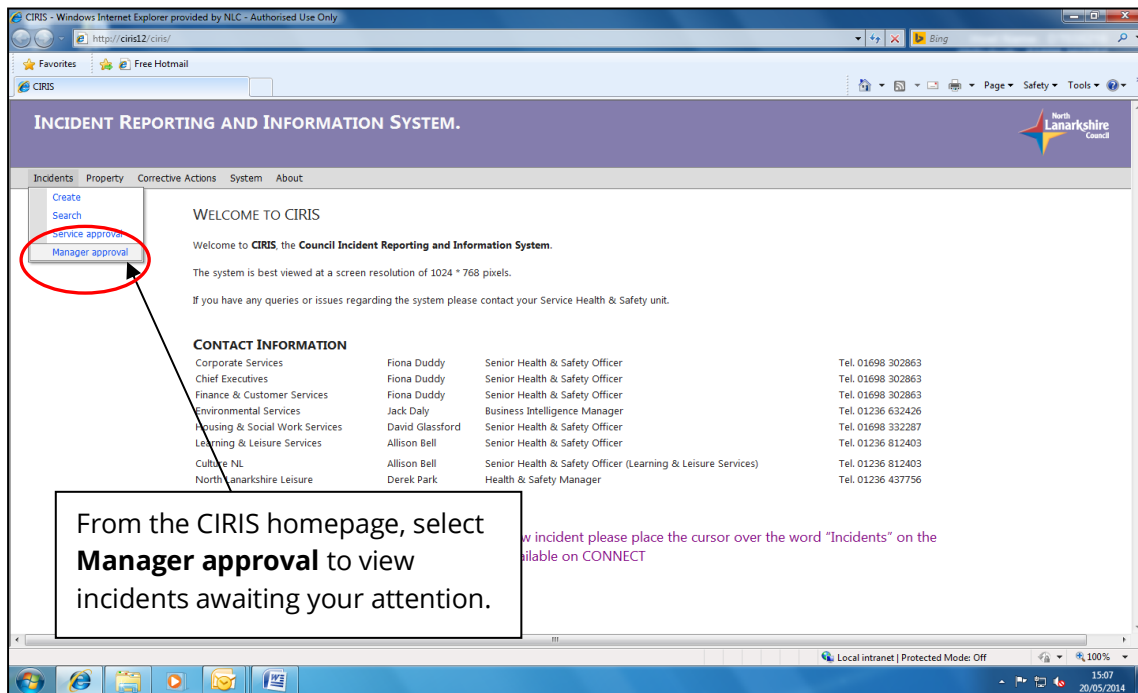
When you have completed your actions to prevent re-occurrence, selecting **Approve** will submit the incident to the Occupational Safety and Wellbeing Team for approval.

Where a description is of some length, it may be typed in a MS Word document or similar and attached to the incident record – see section 6.0.

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5.0 I need to approve an incident but I don't have the CIRIS email. What do I do?

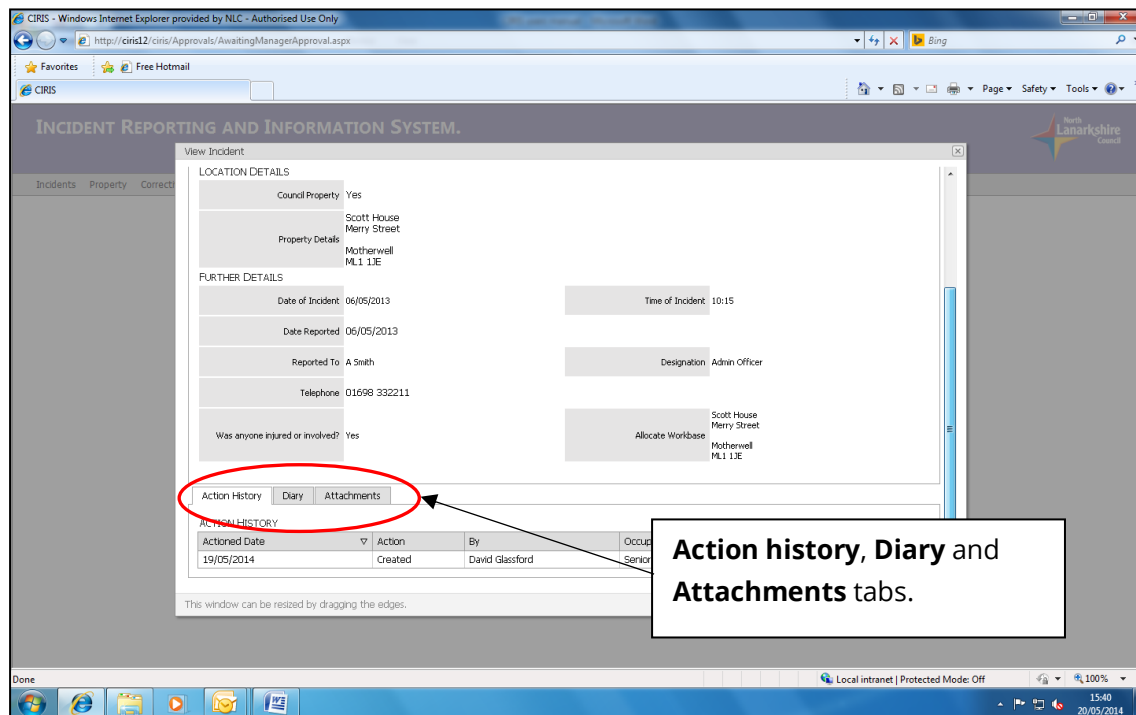
Managers can view any incidents awaiting their attention at any time. From the CIRIS homepage, hovering over the **Incidents** tab will list the options available to you. Select **Manager approval** to view a list of incidents awaiting your attention.



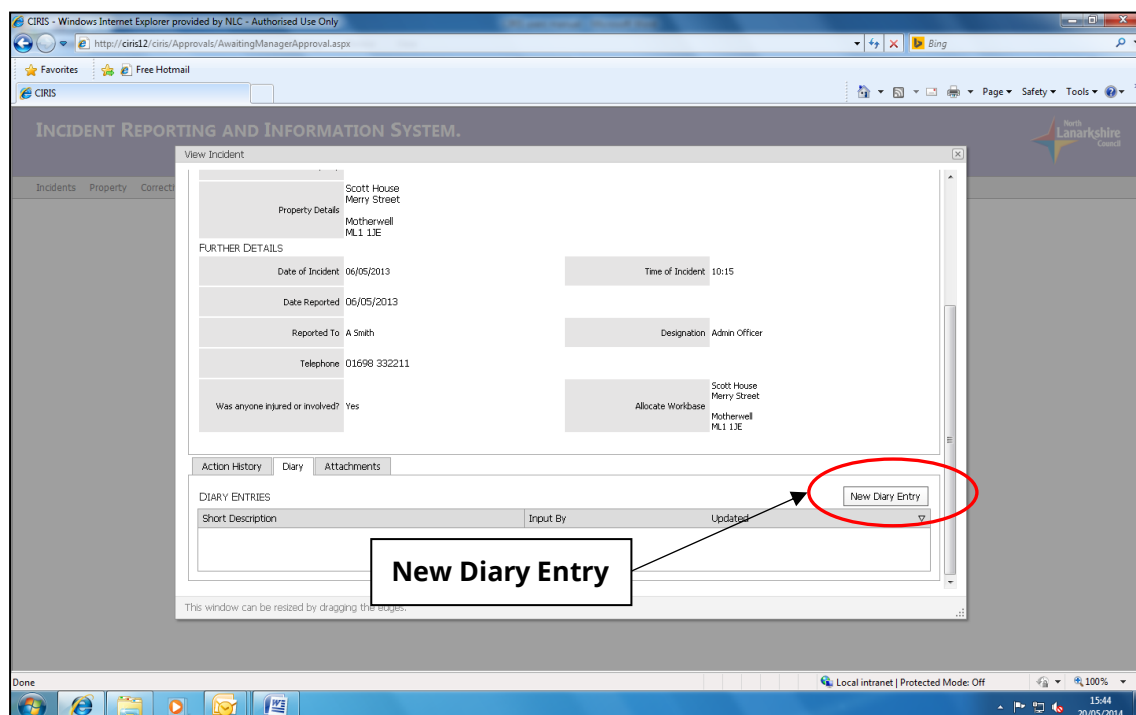
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6.0 I have additional information I want to attach to an incident. How do I do this?

You can attach additional information to a CIRIS incident record either as a note in the incident diary, or as a document type attachment. Opening the incident record and using the scroll bar to the right of the screen will reveal the **Action History**, **Diary** and **Attachments** tabs.



To enter a diary note, select the **Diary** tab. Select **New Diary Entry** to access the incident diary.



Complete the **Short Description** and **Notes** text boxes and select **Update** to save the diary entry.

INCIDENT REPORTING AND INFORMATION SYSTEM.

View Incident

FURTHER DETAILS

Date of Incident: 06/05/2013 Time of Incident: 10:15

Date Reported: 06/05/2013

Reported To: A Smith Designation: Admin Officer

Telephone: 01698 332211

Was anyone injured or involved?: Yes

Allocate Workbase: Scott House, Merry Street, Motherwell, ML1 1JE

DIARY ENTRIES

Short Description	Input By	Updated
Note on weight of load		
Photocopy paper box was found to be full at time of incident.		

Update Cancel

Details of any diary entries are displayed on the screen

INCIDENT REPORTING AND INFORMATION SYSTEM.

View Incident

FURTHER DETAILS

Date of Incident: 06/05/2013 Time of Incident: 10:15

Date Reported: 06/05/2013

Reported To: A Smith Designation: Admin Officer

Telephone: 01698 332211

Was anyone injured or involved?: Yes

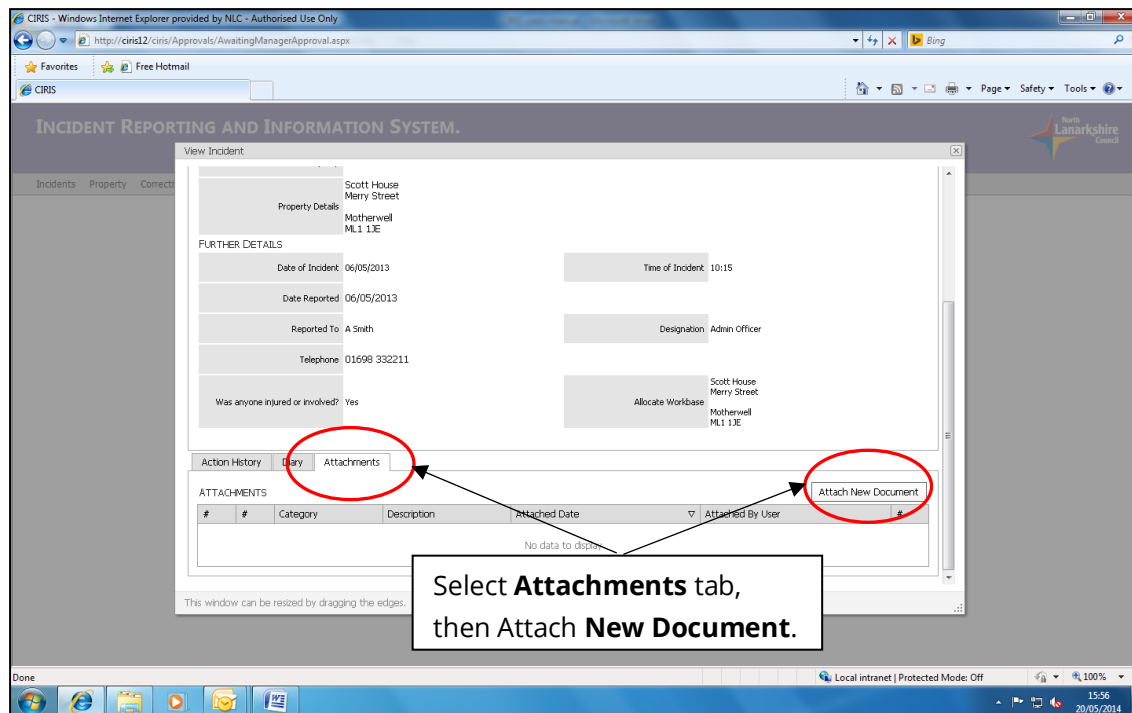
Allocate Workbase: Scott House, Merry Street, Motherwell, ML1 1JE

DIARY ENTRIES

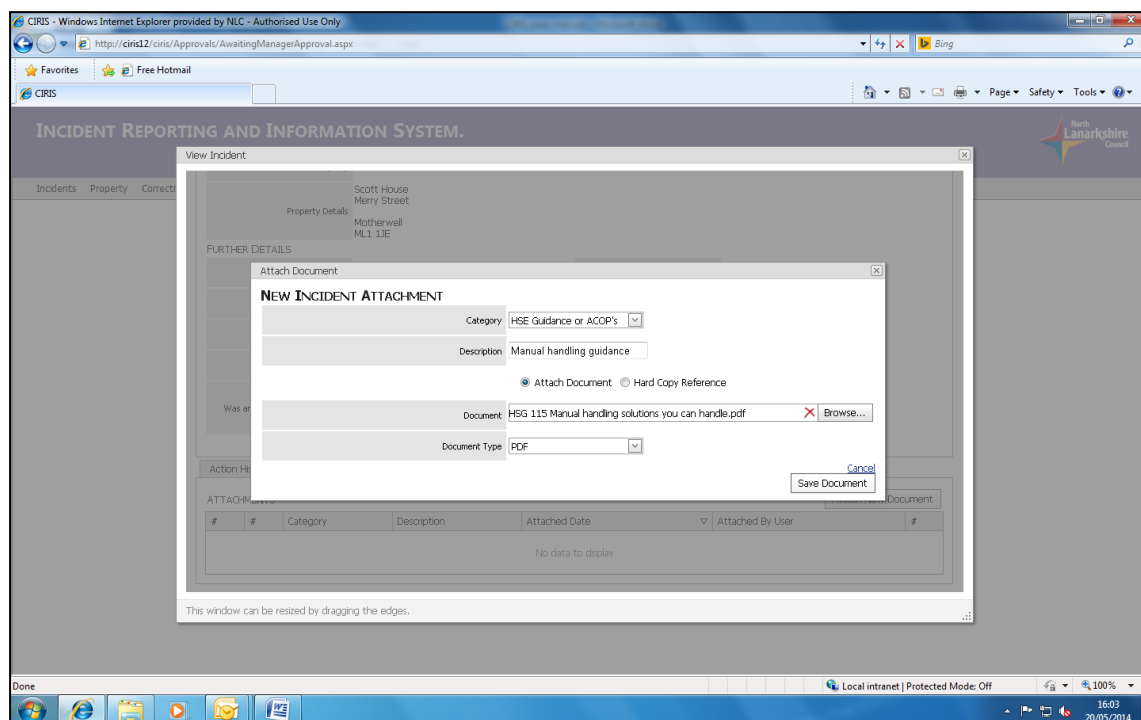
Short Description	Input By	Updated
A further note on the load	David Glassford	20/05/2014
The box was noted to be in poor condition at the time of the incident, with the risk that reams could fall out when the box was lifted.		
Note on weight of load	David Glassford	20/05/2014
Photocopy paper box was found to be full at time of incident.		

List of diary entries.

To attach a document to the incident, select the **Attachments** tab then select **Attach New Document**. Attachments can be any document e.g. a letter, guidance note, email, photograph etc. Click on **Attach New Document**.



From the **Category** drop down, select the option that best describes the type of document you are attaching. In the **Description** box, enter a brief description of the document. The **Attach Document** button is selected as default, indicating that an electronic document is to be attached. If the document to be referenced is a hard copy document, select **Hard Copy Reference**. For electronic documents, browse to locate your document. Select the **Document Type** from the drop down list and select **Save Document**.



Selecting the **Attachments** tab will display a list of documents attached to the incident.

The screenshot shows the CIRIS (Crisis Incident Reporting and Information System) interface in a Windows Internet Explorer browser. The browser address bar shows the URL: <http://cirs12/cirs/Approvals/AwaitingManagerApproval.aspx>. The page title is "INCIDENT REPORTING AND INFORMATION SYSTEM." and the North Lanarkshire Council logo is visible in the top right corner.

The main content area is titled "View Incident" and contains a form with the following details:

- Council Property: Yes
- Property Details: Scott House, Merry Street, Motherwell, ML1 1JE
- FURTHER DETAILS:
 - Date of Incident: 06/05/2013
 - Date Reported: 06/05/2013
 - Reported To: A Smith
 - Telephone: 01698 332211
 - Time of Incident: 10:15
 - Designation: Admin Officer
 - Was anyone injured or involved?: Yes
 - Allocate Workbase: Scott House, Merry Street, Motherwell, ML1 1JE

Below the form, there are three tabs: "Action History", "Library", and "Attachments". The "Attachments" tab is selected and highlighted with a red circle. An arrow points from a text box to this tab.

The "ATTACHMENTS" section displays a table with the following data:

#	#	Category	Description	Attached Date	Attached By User	#
Open	Edit	HSE Guidance or ACOP's	Manual handling guidance	20/05/2014	David Glassford	Delete

Below the table, there is a button labeled "Attach New Document".

A text box with the following text is located at the bottom right of the screenshot:

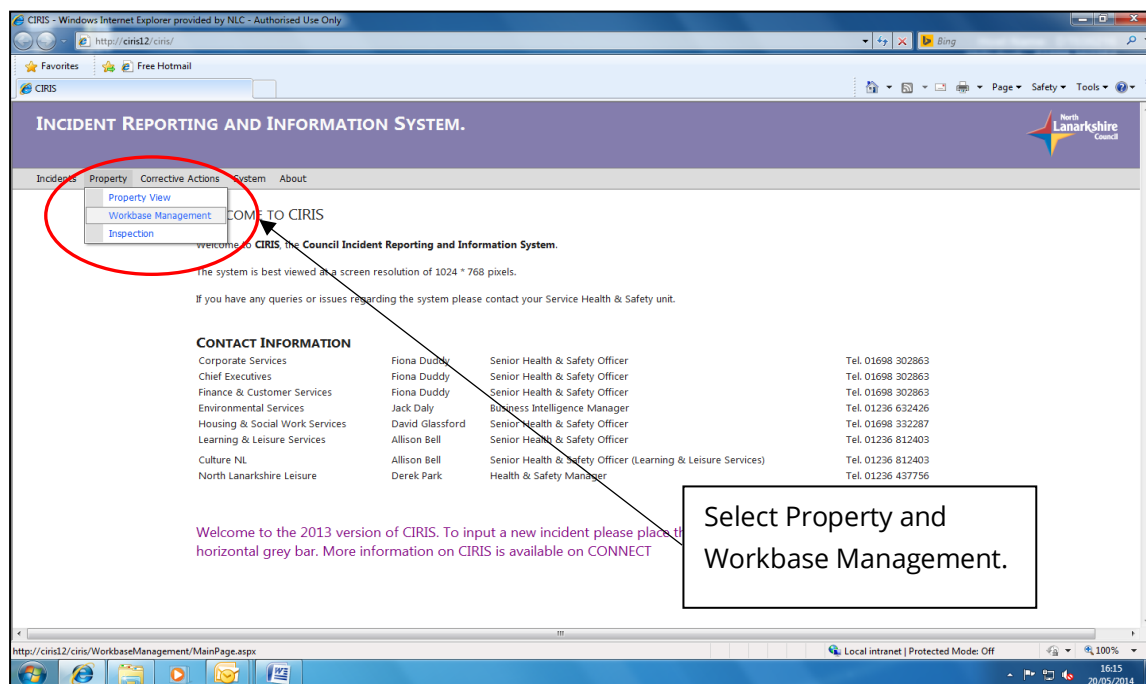
List of documents attached to the incident.

[return to [Contents](#) page]

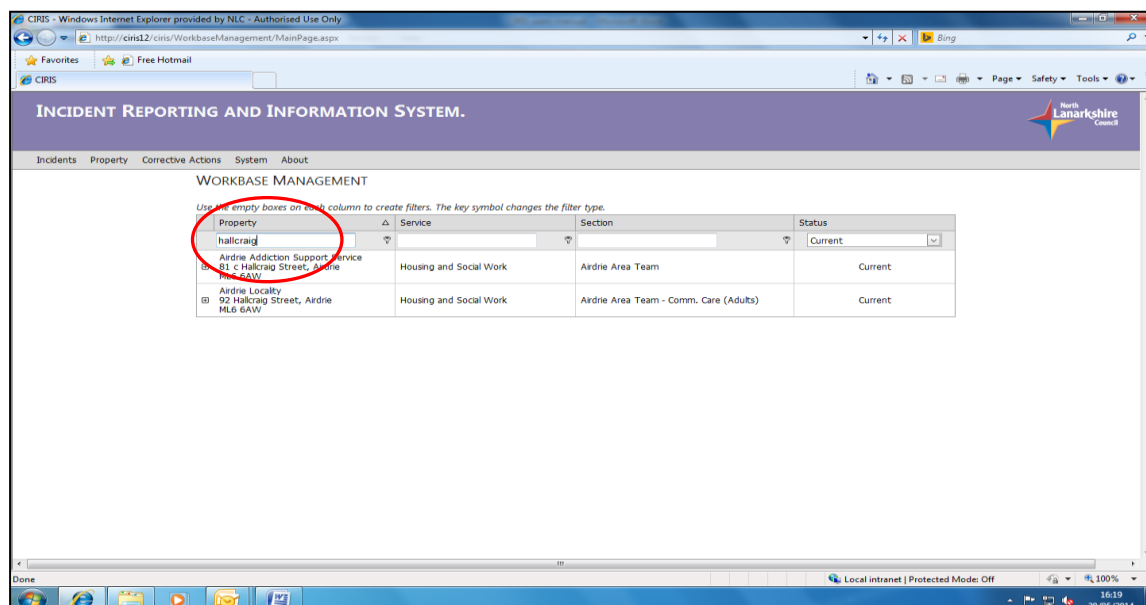
7.0 I have been asked to return an action plan relating to a health and safety report. How do I find the report?

Health and safety reports can generally be divided into routine audit/inspection reports, and others. Locating both types of report follows largely the same process.

From any page in CIRIS, select **Property** and **Workbase Management** from the top toolbar.



Locate the premises for which you require a report using the search boxes.



Use the + sign beside the required property to expand the property details.

Select the **Workbase Attachments** tab or **Audit Attachments** tab to locate the report you require

CIRIS - Windows Internet Explorer provided by NLC - Authorised Use Only

http://cirs12/cirs/WorkbaseManagement/MainPage.aspx

INCIDENT REPORTING AND INFORMATION SYSTEM.

Incidents Property Corrective Actions System About

WORKBASE MANAGEMENT

Use the empty boxes on each column to create filters. The key symbol changes the filter type.

Property	Service	Section	Status
hallcraig			Current
Airdrie Addition Support Service 81 c Hallcraig Street, Airdrie ML6 6AW	Housing and Social Work	Airdrie Area Team	Current
Airdrie Locality 92 Hallcraig Street, Airdrie ML6 6AW	Housing and Social Work	Airdrie Area Team - Comm. Care (Adults)	Current

WORKBASE DETAILS

Incidents Function Diary **Workbase Attachments** Audit Attachments Corrective Actions

WORKBASE ATTACHMENTS

#	Category	Description	Attached By	Attached Date	#
Open Edit	Incident Investigation Documentation	Incident investigation	Elizabeth Irwin	29/03/2006	Delete
Open Edit	Notes	Enquiry Log	Elizabeth Irwin	29/03/2006	Delete
Open Edit	Ad Hoc Inspection	Ac hoc Hallcraig St May 12			
Open Edit	Letter	Eng Ins Hallcraig Centre June 11			

Attach Another Document

Select **Workbase Attachments** or **Audit Attachments** tabs to locate required report

Clicking on column headers can be used to sort the list of reports.

CIRIS - Windows Internet Explorer provided by NLC - Authorised Use Only

http://cirs12/cirs/WorkbaseManagement/MainPage.aspx

INCIDENT REPORTING AND INFORMATION SYSTEM.

Incidents Property Corrective Actions System About

WORKBASE MANAGEMENT

Use the empty boxes on each column to create filters. The key symbol changes the filter type.

Property	Service	Section	Status
hallcraig			Current
Airdrie Addition Support Service 81 c Hallcraig Street, Airdrie ML6 6AW	Housing and Social Work	Airdrie Area Team	Current
Airdrie Locality 92 Hallcraig Street, Airdrie ML6 6AW	Housing and Social Work	Airdrie Area Team - Comm. Care (Adults)	Current

WORKBASE DETAILS

Incidents Function Diary **Audit Attachments** Workbase Attachments Corrective Actions

WORKBASE AUDIT ATTACHMENTS

Audit Type	Date Of Visit	Description
Open CS Audit - General	01/09/2003	Audit - Airdrie locality - Sep 03
Open CS Audit - General	01/03/2007	Audit - Airdrie AT - Mar 07
Open Fire Risk Assessment	06/06/2002	Fire Risk Assessment - Airdrie Locality - Aug 2002
Open Fire Risk Assessment	06/04/2004	FRA - Airdrie AT - April 04
Open Fire Risk Assessment	06/04/2004	FRA - Airdrie AT - April 04
Open Fire Risk Assessment	23/03/2007	FRA - Airdrie AT - Mar 07
Open Fire Risk Assessment	29/01/2009	FRA - Airdrie Loc Supp Serv 'Disability' - Jan 09
Open Fire Risk Assessment	29/01/2009	Action Plan - FRA Airdrie Loc Supp Serv - Jan 09
Open Fire Risk Assessment	27/11/2009	fire risk assessment
Open Fire Risk Assessment	27/11/2009	Hallcraig FRA Action plan Jan 10

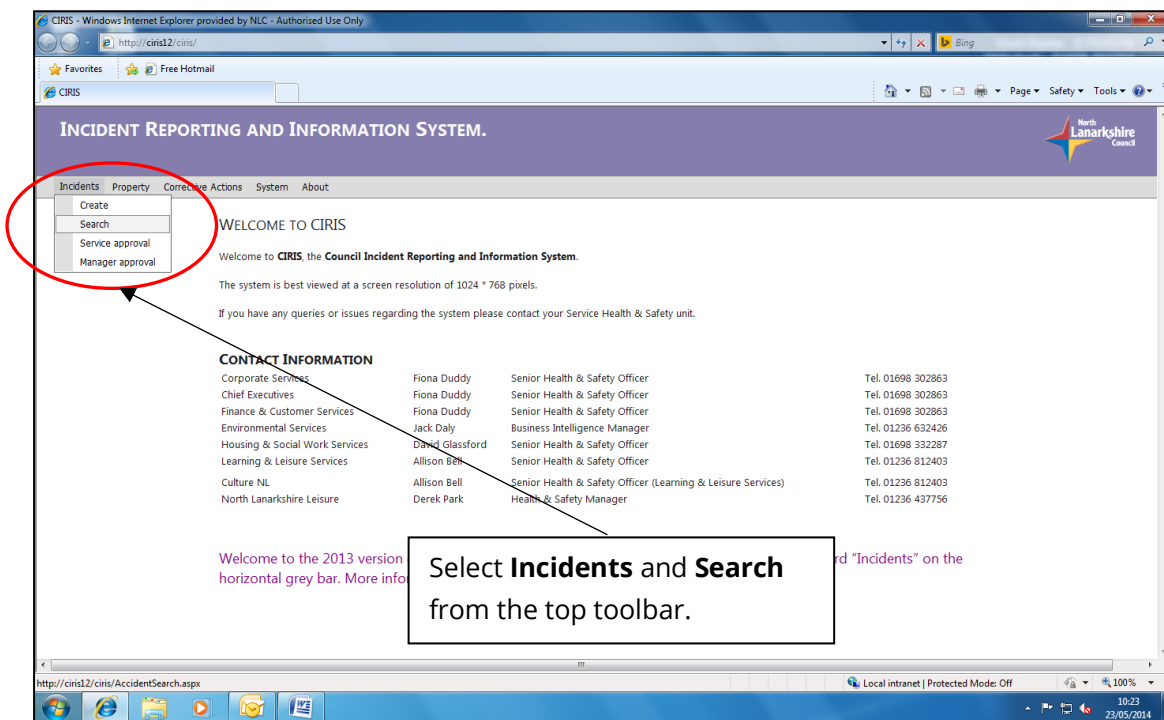
Page 1 of 4 (31 Items) [1] 2 3 4

Click on column headers to sort report information.

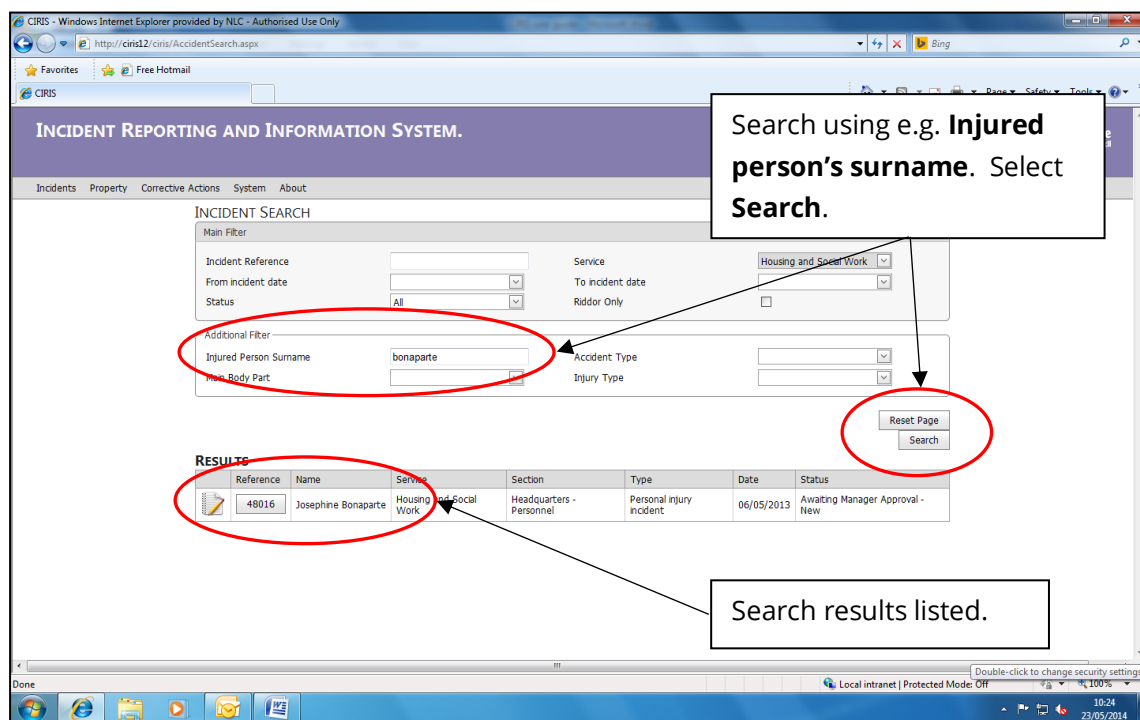
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8.0 How do I find a specific incident?

To find a specific incident, from any page in CIRIS, select **Incidents** and **Search** from the top toolbar.



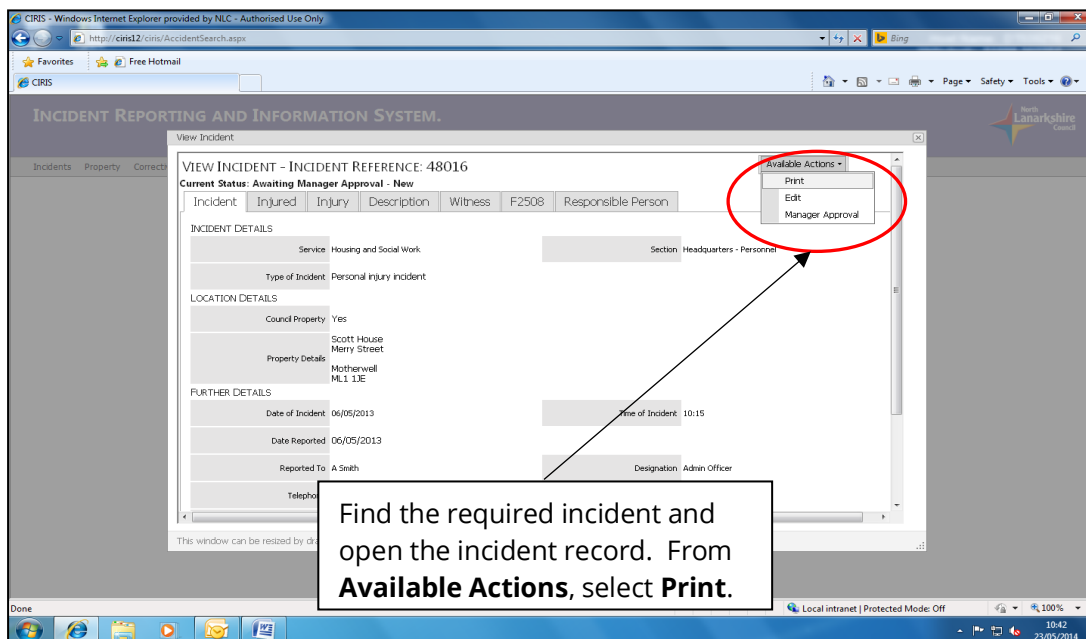
Enter the information you have in the search fields and select **Search**. A list of incidents matching your search criteria will be displayed.



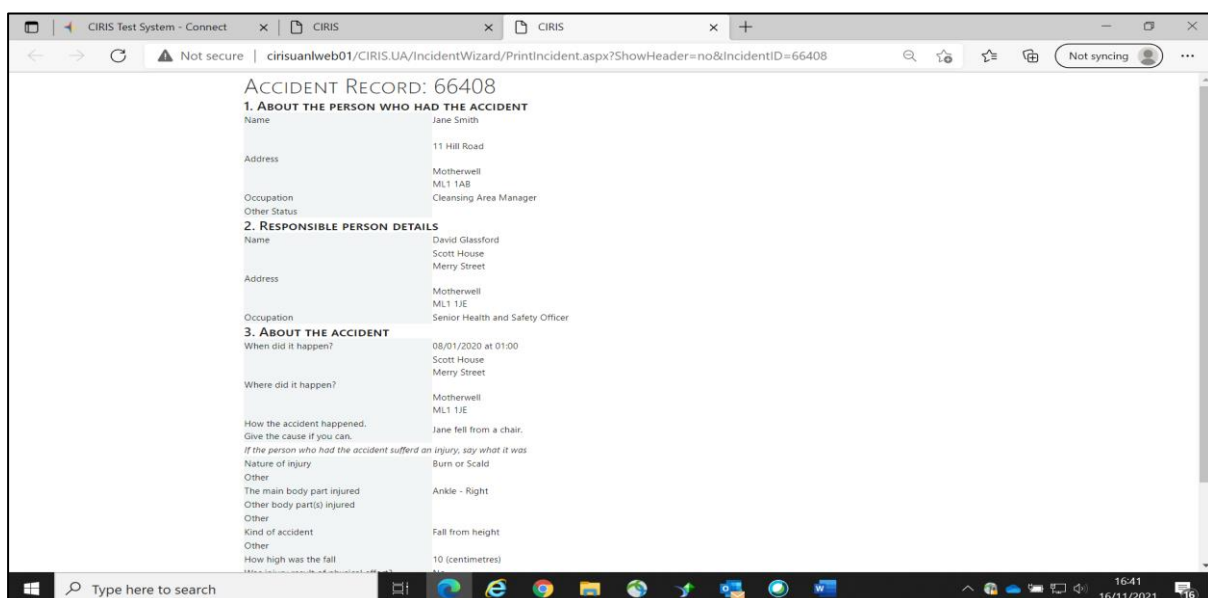
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9.0 An employee involved in an accident has asked for a copy of the accident report. How can I provide this?

CIRIS can provide a printed version of the accident record, equivalent to an entry in the BI510 Accident Book. To print an accident record, search for the incident using the process described in part **8.0 How do I find a specific incident?**. Open the incident record and from the **Available Actions** drop down menu, select **Print**.



The incident record will be displayed for printing.



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Appendix 1 Types of incident

Type of incident	Example
Dangerous occurrence	An incident reportable to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Schedule 2 of the regulations lists specific incidents that would be categorised as a dangerous occurrence. These are incidents with a high potential to cause death or serious injury, but which happen relatively infrequently.
Estate management	Housing Operations use only. Used to record instances of anti-social behaviour e.g. graffiti, vandalism, littering, noise nuisance. In all instances where this option is selected, the Reason option selected on page 4 must be Incident not work related .
Fire alarm false activation	Used to record unwanted fire alarm signals e.g. as a result of a system fault, an accidental activation or a malicious activation.
Fire incident – damage only	Used to record a fire incident where no person was injured. The fire may have occurred in council premises, council vehicles, tenants' homes, supported accommodation etc.
Ill health – non work related	Used to record an incident where a person suffers an instance of ill health at work that is not related to their work activity e.g. stroke, epileptic seizure, fainting.
Ill health – work related	Used to record an instance of ill health that has arisen directly from the person's work activity e.g. hand-arm vibration syndrome, occupational dermatitis, carpal tunnel syndrome, blood-borne virus.
Near miss	An incident where no harm resulted, but which had the potential to cause injury or ill health (excluding incidents falling specifically within the definition of a dangerous occurrence) e.g. a person trips on a trailing cable but grabs a desk to prevent themselves falling, a heavy box falls from a high shelf and lands close to where an employee is standing.
Personal injury incident	An incident where the outcome is an injury to a person e.g. an employee trips on a trailing cable and falls resulting in a fractured wrist, a service user is scalded as a result of bath water being too hot.
Safety concern – no injury	An unsafe act or unsafe condition that has the potential to cause injury or ill health e.g. untrained employees carrying out a hazardous activity, a torn carpet in a busy corridor.

Type of incident	Example
Vehicle incident	An incident on the public highway involving a vehicle e.g. a council vehicle is involved in a collision with another vehicle, a council employee is struck by a vehicle while at work.
Violent incident	<p>An incident in which an <u>employee</u> is abused, threatened or assaulted in circumstances relating to their work e.g. a teacher is physically assaulted by a pupil, an employee is verbally abused on the telephone by a member of the public.</p> <p>Where services wish to record violent incidents where a person other than an employee is the victim, then the Reason option selected on page 4 must be Incident not work related.</p>

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Appendix 2 RIDDOR reportable incidents

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) puts a duty on employers to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences.

RIDDOR requires deaths and injuries to be reported only when:

- there has been an **accident** which caused the injury
- the accident was **work-related**
- the injury is of a type which is **reportable**

In relation to RIDDOR, an **accident** is a separate, identifiable, unintended incident, which causes physical injury. This specifically includes acts of non-consensual violence to people at work.

Injuries themselves, e.g. 'feeling a sharp twinge', are not accidents. There must be an identifiable external event that causes the injury e.g. a falling object striking someone. Cumulative exposures to hazards, which eventually cause injury (e.g. repetitive lifting), are not classed as 'accidents' under RIDDOR.

RIDDOR only requires accidents to be reported if they are **work-related** i.e. they happen out of or in connection with work. The fact that there is an accident at work premises does not, in itself, mean that the accident is work-related – the work activity itself must contribute to the accident. An accident is work-related if any of the following played a significant role:

- the way the work was carried out
- any machinery, plant, substances or equipment used for the work or
- the condition of the site or premises where the accident happened

The following injuries are **reportable** under RIDDOR when they result from a work-related accident:

- the death of any person
- specified injuries to employees
- injuries to employees that result in them being absent from work, or unable to perform the full extent of their duties, for more than 7 days (not including the day of the accident but including weekends and rest days)
- injuries to non-employees e.g. a service user, which result in them being taken directly to hospital for treatment

Reportable specified injuries to employees include:

- fractures, other than to fingers, thumbs and toes
- amputation of an arm, hand, finger, thumb, leg, foot or toe
- any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes
- any crush injury to the head or torso, causing damage to the brain or internal organs

- any burn injury (including scalding), which:
 - covers more than 10% of the whole body's total surface area or
 - causes significant damage to the eyes, respiratory system or other vital organs
- any degree of scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space

RIDDOR also requires employers to report cases of certain **diagnosed reportable diseases** which are linked with occupational exposure to specified hazards. The reportable diseases and associated hazards are:

- Carpal Tunnel Syndrome where the person's work involves regular use of percussive or vibrating tools
- Cramp of the hand or forearm where the person's work involves prolonged periods of repetitive movement of the fingers, hand or arm
- Occupational dermatitis where the person's work involves significant or regular exposure to a known skin sensitiser or irritant
- Hand Arm Vibration Syndrome where the person's work involves regular use of percussive or vibrating tools, or holding materials subject to percussive processes, or processes causing vibration
- Occupational asthma where the person's work involves significant or regular exposure to a known respiratory sensitiser
- Tendonitis or tenosynovitis: in the hand or forearm where the person's work is physically demanding and involves frequent, repetitive movements

Dangerous occurrences are incidents with a high potential to cause death or serious injury, but which happen relatively infrequently.

Dangerous occurrences apply to all workplaces and include incidents involving, lifting equipment, pressure systems, overhead electric lines, electrical incidents causing explosion or fire, explosions, biological agents, radiation generators and radiography, breathing apparatus, diving operations, collapse of scaffolding, train collisions, wells and pipelines or pipeline works.

Where a dangerous occurrence is suspected, clarification must be sought from the Occupational Safety and Wellbeing Team.

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