



Health and Safety Management Standard

Section 7 - Incident Reporting

Management Standard 7 – Incident Reporting

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Further guidance on this matter can also be obtained from the Health and Safety Unit
Telephone No. 01698 520645

Management Standard 7 - INCIDENT REPORTING

Management Standard: Incident Reporting
Review Date: 1/12/2019 **Reference:** MS7

1. Introduction.

The procedures set out in this document must be observed in the event of an incident which occurs in Council premises and involving employees, clients, contractors and other persons, or involving employees engaged in Council business on other premises. This will enable the Council to comply with the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

An incident is defined as any accident, dangerous occurrence or near miss; additionally certain occupational diseases require to be reported.

A violent incident is defined as any incident in which an employee is abused, threatened or assaulted in circumstances arising out of or in connection with his or her work. This will include not only physical attacks, but threats and fear of violence, verbal abuse, racial, religious and sexual harassment, or humiliating behaviour, likely to undermine self confidence and cause employees to suffer anxiety or stress related disorders. Where physical injury takes place HSF1 must be used in preference to the HSF2 as the full incident form acts as the accident book record.

Appendix 1 provides a copy of the internal incident report forms to be used when reporting an incident (also available via the Council's Intranet). A flow chart of the steps to be taken in the event of incidents involving all categories of persons using Council premises is included as Appendix 2.

2. Statement.

The Council will undertake to meet the requirements of the Reporting of Injuries, Disease and Dangerous Occurrences Regulations, and require all employees to report a variety of types of incidents, dangerous occurrences and diseases. To this end the Council will adopt procedures to be followed by Council Services to ensure compliance with the above regulations.

3. Accident Investigation and Recording.

a) Investigation.

Every accident/incident will be investigated by the injured person's supervisor and a report submitted, (Council Form Ref: HSF1), containing, where reasonably practicable, recommendations to prevent a recurrence. Where the accident/incident was a violent incident, either a Violent Incident at Work Report Form (HSF2) or an HSF1 must be used to record the incident, managers will be expected to utilise a violence investigation proforma (HSF3) as attached within appendix 6 to ensure appropriate investigations take place into such incidents. **All** incidents must also be recorded on the electronic incident reporting system CIRIS (Council Incident Reporting and Information System). Serious incidents will be investigated by the Council Health and Safety Officer.

Recording and investigation should be initiated as quickly as possible following the incident. If it is not possible to gather all necessary information immediately, e.g. if an affected person is unavailable to provide a statement, then an interim report may be submitted.

b) Notification and Recording.

Every employee who suffers personal injury at work must ensure that their supervisor is informed as soon as possible after the incident.

In an effort to ensure accurate, effective recording and investigation of incidents, the following CIRIS incident processing timescales should be considered:

- Non RIDDOR reportable incidents – Manager approval within 21 days of the incident date, Service approval within a further 10 days
- RIDDOR reportable incidents – Manager approval within 10 days of the incident date, Service approval within a further 3 days

All photos, risk assessments, manager investigation reports or similar documents will be attached to the CIRIS incident record

The 2012 RIDDOR guidance, published by the HSE, seeks the recording of incidents that result in an absence of more than 3 days in addition to reporting those that result in an absence of more than 7 days. The HSF1 form will permit the recording of these matters.

c) Appointment of Responsible Persons.

The most Senior Manager within each Service will act as or designate Responsible Persons who will notify the Health and Safety Executive of accidents, dangerous occurrences and reportable diseases which are within the scope of RIDDOR and who will maintain the appropriate records. Further details of reportable accidents, incidents and diseases are noted in Appendices 3, 4 and 5.

Documents necessary to complete the incident reporting process may include:

- Council Internal Incident Report Form HSF1
- Council Violent Incident At Work Report Form HSF2
- Managers Investigation Form for Violent Incidents HSF3

Responsible persons should consult Service specific guidance to determine which documents are necessary for their circumstances.

The responsible person should maintain incident records for 5 years (or in the case of a young person 5 years past their 18th birthday).

It should be noted that the BI510 Accident Book is no longer required. Council Internal Incident Report Form HSF1 has been approved as a replacement and the original handwritten form must be retained on site to act as the “accident book”.

d) Action required in the event of a fatality or major injury involving a council employee at work, or a dangerous occurrence.

In the event of a death, major injury, including as a result of physical violence (Appendix 3) to an employee, or dangerous occurrence (Appendix 4) arising out of or in connection with the work of the Service, the responsible person should contact:

- (i) the Service Health and Safety Officer by telephone or, if unavailable, the Council Health and Safety Unit (01698 332282)

and, if indicated by Service specific guidance,

- (ii) the Health and Safety Executive by the quickest method, normally by telephone (0345 300 9923, Monday – Friday 8:30am - 5:00pm).

In the event of a fatality involving a council employee at work, or a dangerous occurrence, it is expected that the Service Health and Safety Officer will contact the Council Health and Safety Officer as a matter of urgency.

A report must be made to the Health and Safety Executive in an approved format within 15 days of the incident. Approved formats include:

- In the event of a fatal or major injury taking place, a report should be made by telephone to the HSE Incident Centre on 0345 300 9923
- A report made electronically via the website <http://www.hse.gov.uk/riddor/>

Where line managers are making reports to the HSE, they are advised to contact their Service Health and Safety team to ensure all relevant data is being included.

If a Council employee is working on Council premises outwith his/her own Service when the incident occurs, the head of that establishment must notify the appropriate responsible person in the affected person's employing Service who will then notify their Service Health and Safety Officer. The responsible person will complete the relevant forms and, where applicable, submit a report to HSE in accordance with Service guidelines.

A report submitted to HSE will be allocated a reference number. This number should be recorded on the Council Internal Incident Report Form, HSF1, and on the CIRIS incident record.

e) Action required in the event of a fatality or injury requiring hospitalisation to a person not at work.

This could apply to a resident in a Home for the Elderly, a school pupil, a trainee in an Adult Training Centre, a parent visiting a school, a member of the public in the Council offices, etc.

Fatality.

In the event of a fatality arising out of, or in connection with the work of the Service the responsible person must contact:

- (a) the Service Health and Safety Officer by telephone or, if unavailable, the Council Health and Safety Officer (01698 332282)

and, if indicated by Service specific guidance

- (b) the Health and Safety Executive by the quickest method, normally by telephone (0345 300 9923)

In the event of a fatality to a person not at work, it is expected that the Service Health and Safety Officer will contact the Council Health and Safety Officer as a matter of urgency.

Injury resulting in hospitalisation.

When a person not at work suffers an injury as a result of an incident arising out of, or in connection with the work of the Service, **and** which requires them to be taken from the site of the incident to hospital for treatment, by whatever means, the responsible person must contact:

- (a) the Service Health and Safety Officer by telephone or, if unavailable, the Council Health and Safety Officer (01698 332280)

and, if indicated by Service specific guidance

- (b) the Health and Safety Executive electronically via the website <http://www.hse.gov.uk/riddor/>

A report submitted to HSE will be allocated a reference number. This number should be recorded on the Council Internal Incident Report Form, HSF1, and on the CIRIS incident record.

When a person not at work suffers an injury as a result of an incident arising out of, or in connection with the work of the Service, but is **not** taken from the site of the incident to hospital for treatment, then the incident is not reportable to HSE. A Council Internal Incident Report Form, HSF1, should be completed in these circumstances.

f) Action required in the event of a “7-day” absence of an employee.

In the event of an incident, including an act of physical violence, resulting in an absence of more than 7 consecutive days (excluding the day of the incident but including week-ends and rest days) a report of the incident should be submitted electronically to the Health and Safety Executive within 15 days.

A report submitted to HSE will be allocated a reference number. This number should be recorded on the Council Internal Incident Report Form, HSF1, and on the CIRIS incident record.

If a Council employee is working on Council premises outwith his/her own Service when the incident occurs, the head of that establishment must notify the appropriate responsible person in the affected person's employing Service who will then notify their Service Health and Safety Officer. The responsible person will complete the relevant forms and, where applicable, submit a report to HSE.

The 2012 RIDDOR guidance, published by the HSE, seeks the recording of incidents that result in an absence of more than 3 days in addition to reporting those that result in an absence of more than 7 days. The HSF1 form will permit the recording of both these factors.

g) Action required in the event of minor injury or “near miss”.

A **NEAR MISS** is an incident in which no loss occurred, but which under slightly different circumstances, may have resulted in an accident or dangerous occurrence.

In the event of an incident resulting in a minor injury or “near miss” the responsible person will complete a Council Internal Incident Report Form, HSF1, and ensure an entry is made on the CIRIS electronic incident reporting system.

If a Council employee is working on Council premises outwith his/her own Service when the incident occurs, the head of that establishment must notify the

appropriate responsible person in the affected person's employing service. The responsible person will complete the relevant forms.

h) Action required in the event of reportable diseases.

Certain occupational diseases which affect employees must be reported to the HSE. Examples of such diseases are to be found in Appendix 5 and further advice can be obtained from the Service or Council Health and Safety Officer.

On receipt of a written diagnosis from a doctor, the responsible person must ascertain if the employee's current job involves the work activity specified in Schedule 3 of RIDDOR 1995. If it does, a report must be submitted electronically to the Health and Safety Executive.

A report submitted to HSE will be allocated a reference number. This number should be recorded on the Council Internal Incident Report Form, HSF1, and on the CIRIS incident record.

i) Action to be taken when an incident involves a contractor.

In the event of a fatality or major injury to a contractor working in Council premises, the responsible person will immediately inform the Service Health and Safety Officer of the Service in which the incident occurred, and the affected person's employer. It is the responsibility of the employer to contact the HSE. The responsible person should complete an Internal Incident Report Form HSF1, and ensure the incident is entered on CIRIS.

If the contractor is self employed it is the responsibility of the controller of the premises/head of the establishment to contact:

(a) the Service Health and Safety Officer by telephone or, if unavailable, the Council Health and Safety Officer (01698 332282)

and, if indicated by Service specific guidance

(b) the Health and Safety Executive by the quickest method, normally by telephone (0345 300 9923)

In the event of a fatality to a contractor or self employed contractor, it is expected that the Service Health and Safety Officer will contact the Council Health and Safety Officer as a matter of urgency.

In the event of an incident resulting in a self employed contractor being absent for more than 7 days, a report should be made electronically to HSE within 15 days of the incident date.

A report submitted to HSE will be allocated a reference number. This number should be recorded on the Council Internal Incident Report Form, HSF1, and on the CIRIS incident record.

j) Trade Union Notification.

The Safety Committees and Safety Representatives Regulations 1977 give relevant safety representatives a right to investigate accidents that have affected members of their union. Managers must make all reasonable effort to inform trade union safety representatives of incidents that qualify for reporting under

RIDDOR. Prompt use of CIRIS will automatically advise relevant trade unions of all incidents if permission to inform the trade union has been given by the affected employee. In the event of a dangerous occurrence, the trade union safety representative should be advised directly.

4. Other incidents

a) Gas incidents

Regulation 6 of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, requires the reporting of certain incidents involving gas, namely:

1. Gas incidents causing death or injury,
2. Gas fittings found to be dangerous.

Under current arrangements the duty to report such incidents to the HSE does not fall to the Council, instead it falls to those deemed competent to work with gas equipment and infrastructure.

The regulations cover all commonly used fuel gas i.e. natural gas and LPG (propane or butane), where LPG is defined as commercial butane (that is, a hydrocarbon mixture consisting predominantly of butane, butylene or any mixture thereof) or commercial propane (that is, a hydrocarbon mixture consisting of predominantly propane, propylene or any mixture thereof) or any mixture of commercial propane or commercial butane.

Should concerns be identified over the safety of gas equipment then the Service Health and Safety team, or Council Health and Safety Officer must be contacted as a matter of urgency.

b) Dangerous Occurrences

In certain cases, incidents need to be reported to the Health and Safety Executive even if they do not cause injury. These should be reported as a Dangerous Occurrence and should not be confused with the type of incident referred to as a "near miss". If any injury results from a Dangerous Occurrence then the appropriate forms should be completed. Appendix 4 outlines examples of what are deemed dangerous occurrences.

Managers must contact their Service Health and Safety team or the Council Health and Safety Officer if they believe a dangerous occurrence has taken place.

c) Reportable Diseases

There are a number of ill health conditions that have been deemed reportable under RIDDOR. The existence of these will normally be identified and confirmed via the Council's occupational health service. Appendix 5 outlined some of these diseases and if managers become

aware of a reportable disease being diagnosed then contact must be made with the Service Health and Safety team or the Council Health and Safety Office.

5. Implementation and Review

Where applicable, each Service should implement these arrangements, or, in consultation with the Council Health and Safety Officer, an adaptation of the arrangements more suitable for operational needs.

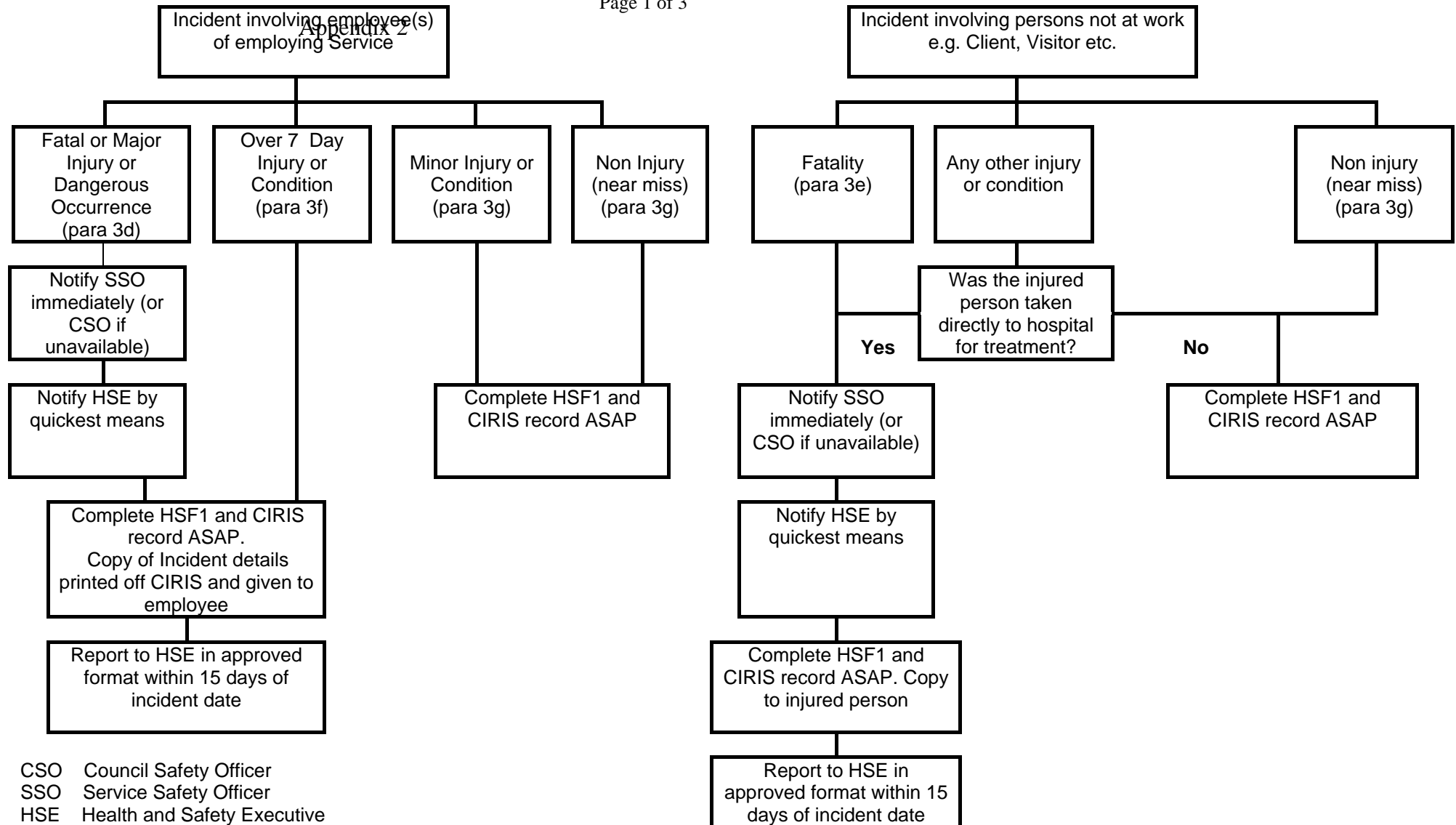
The Council Health and Safety Officer will monitor to ascertain that, where applicable, each Service has implemented these arrangements or an agreed adaptation of them.

APPENDIX 1

**Copy of Internal Incident Report Form (HSF1) and
Violent Incident At Work Report Form (HSF2).**

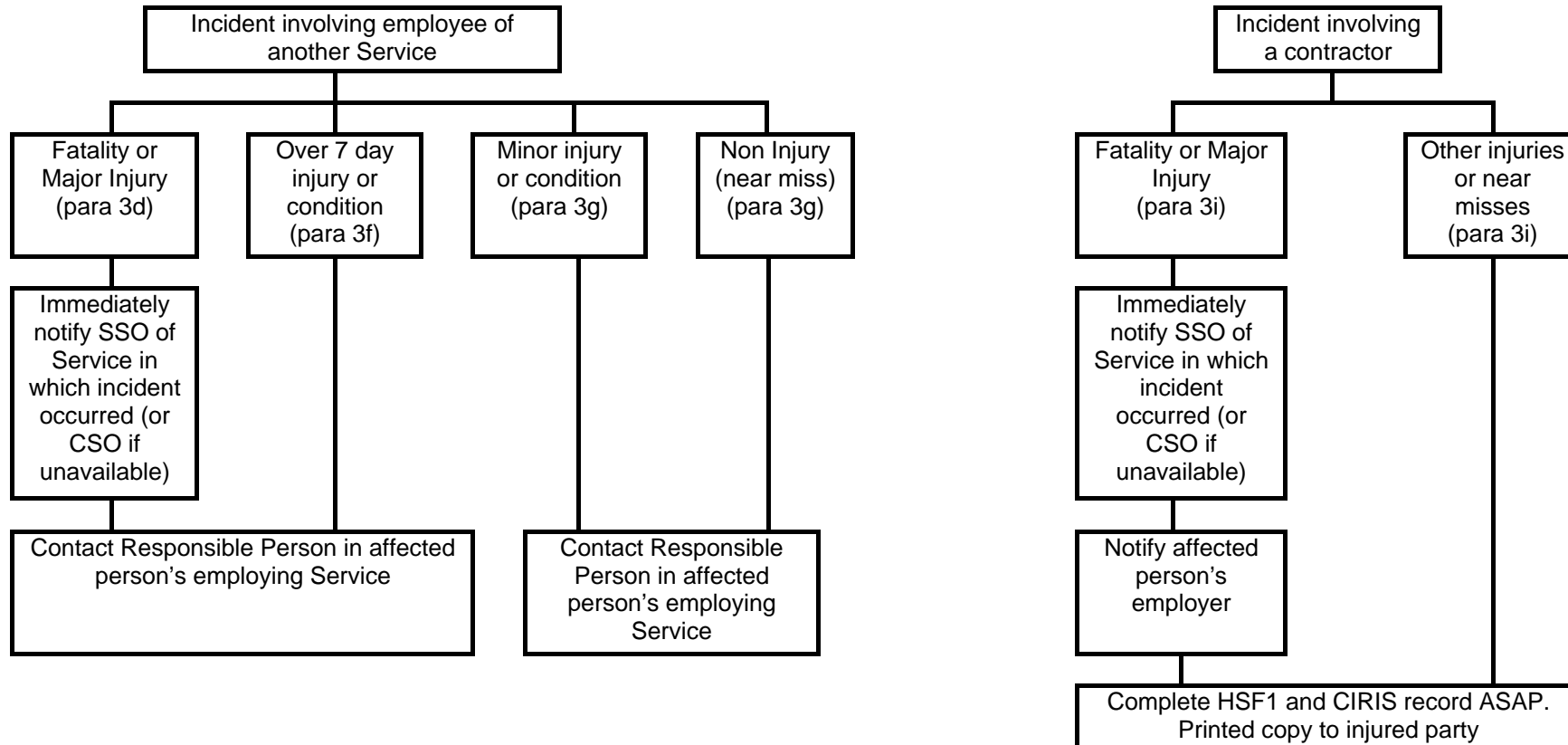
The forms contained in this appendix are subject to review and update in order to reflect changing circumstances and legal obligations. The most up to date forms will be available via CONNECT, and reference should be made to the intranet to ensure the most up to date forms are being used.

INCIDENT REPORT SYSTEM – FLOW CHART



INCIDENT REPORT SYSTEM – FLOW CHART

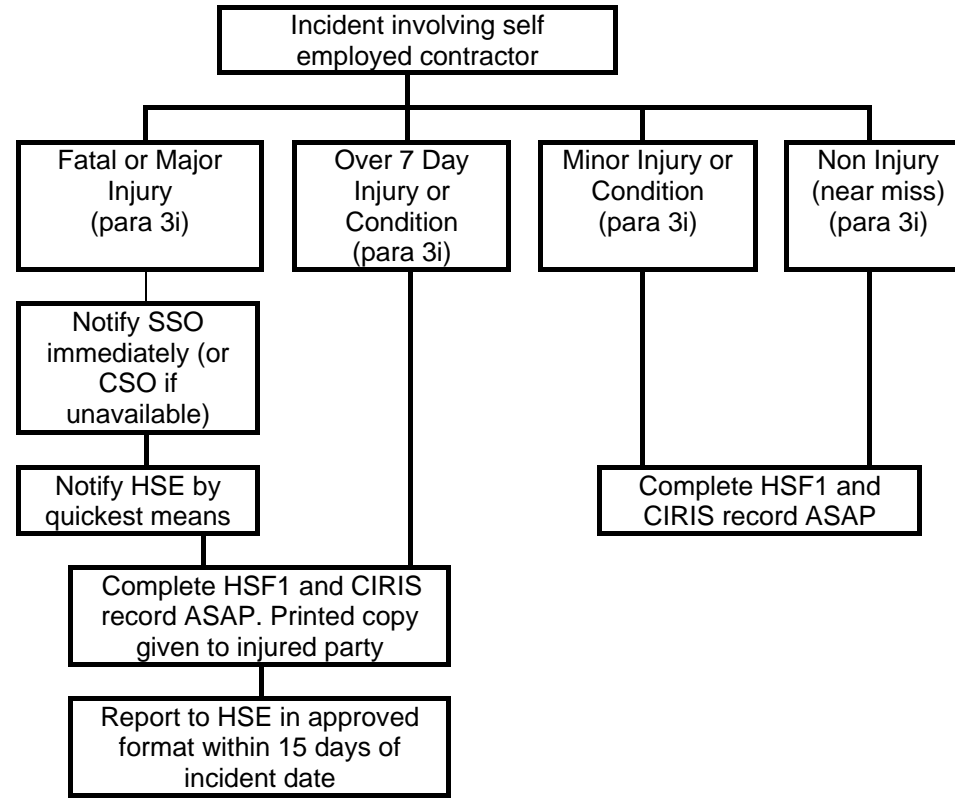
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CSO Council Safety Officer
 SSO Service Safety Officer
 HSE Health and Safety Executive

INCIDENT REPORT SYSTEM – FLOW CHART

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CSO Council Safety Officer
SSO Service Safety Officer
HSE Health and Safety Executive

Notifiable Accidents

- (i) an accident resulting in a FATALITY either immediately or within one year.
- (ii) a specified MAJOR INJURY / CONDITION
 - any fracture other than fingers, thumbs or toes
 - any amputation
 - dislocation of the shoulder, hip, knee or spine
 - loss of sight (whether temporary or permanent), a penetrating injury to the eye, a chemical or hot metal burn to the eye
 - any injury (including burns) resulting from electric shock, leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours
 - any other injury
 - (a) leading to hypothermia, heat induced illness or unconsciousness
 - (b) requiring resuscitation, or
 - (c) requiring admittance to hospital for more than 24 hours
 - loss of consciousness caused by asphyxia, by exposure to a harmful substance or biological agent
 - either of the following conditions which result from the absorption of any substance by inhalation, ingestion or through the skin
 - (a) acute illness requiring medical treatment
 - (b) loss of consciousness
 - acute illness which requires medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins, or infected material
- (iii) an accident which results in absences extending to more than 7 DAYS (excluding the day of the accident but including weekends or rest days), such accidents would not generally fall into category (ii).

NOTES:

1. Fatalities or major injuries not arising out of the work of the Service are not reportable, for example, a resident of a home for the elderly falling due to a medical condition.
2. Any injury to a person who is not at work must be reported if it results from an accident arising out of or in connection with work **and** results in the person being taken from the site of the accident to a hospital for treatment. There is no requirement to check that treatment was actually administered by the hospital. The incident must still be reported in cases where the person does not receive treatment.

DANGEROUS OCCURRENCES (EXAMPLES)

In certain cases incidents need to be reported to the Health and Safety Executive even if they do not cause injury. These should be reported as a Dangerous Occurrence on Form F2508. This should not be confused with the type of injury referred to as a “near miss”. If any injury results from a Dangerous Occurrence then the appropriate forms should be completed.

Dangerous occurrences include:

- (a) the collapse or over-turning of lifts or hoists, access cradles and fork-lift trucks
- (b) failure of pressure systems where the failure has the potential to cause the death of any person
- (c) collapse of scaffolding more than 5 metres in height, or erected over water
- (d) escape of anything from, or damage to, a pipeline which has the potential to cause the death of any person
- (e) any unintentional contact of plant or equipment with uninsulated overhead electric lines over 200 volts or discharge due to proximity to it
- (f) electrical short circuit resulting in power loss for more than 24 hours.

A full list of dangerous occurrences can be found in schedule 2 of RIDDOR, and also on the HSE website.

Further information can be obtained from the Council Safety Officer.

REPORTABLE DISEASES (EXAMPLES)

Many illnesses are due to the physical demands of the work or chemical or biological agents necessarily present.

The following list is for guidance only and should not be taken as complete.

Reportable diseases include:

- certain poisonings;
- some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne;
- lung diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma;
- infections such as leptospirosis, hepatitis, tuberculosis, anthrax, legionellosis and tetanus.
- other conditions such as occupational cancer, certain musculoskeletal disorders, decompression illness and hand-arm vibration syndrome.

A full list of reportable diseases can be found in schedule 3 of RIDDOR, and is also reproduced on the HSE website.

Further information can be obtained from the Council Safety Officer.

NORTH LANARKSHIRE COUNCIL**VIOLENCE IN THE WORKPLACE MANAGEMENT REPORT**

This report must be completed by Line Managers following the receipt of report of Violence at Work Incident from any employee.

A) Incident

Name of Employee:

Date of Incident:

Section:

Date manager informed:

Date Recorded on CIRIS		Date employee contacted	
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Incident Details

Detail circumstances of incident	
	Witness Details

B) Post Incident Support

Date the debriefing/support meeting took place with staff member(s):

Details of other related meetings

Have staff been advised of the counselling services available to them? Yes/no

Please comment on:

- 1) Action taken to prevent a recurrence of this type of incident;
- 2) Action taken to review the Risk Assessment(s) associated with the work activity;
- 3) Further action required.

C) Specialist Actions Taken

Please outline below details of any restraint measures utilised with clients customers etc.

Please outline below any involvement of outside agencies e.g. Police, Care Commission etc

Outline steps that have been taken to include (or otherwise) clients/customers on the violence warning marker system:

Manager's signature:

Date:

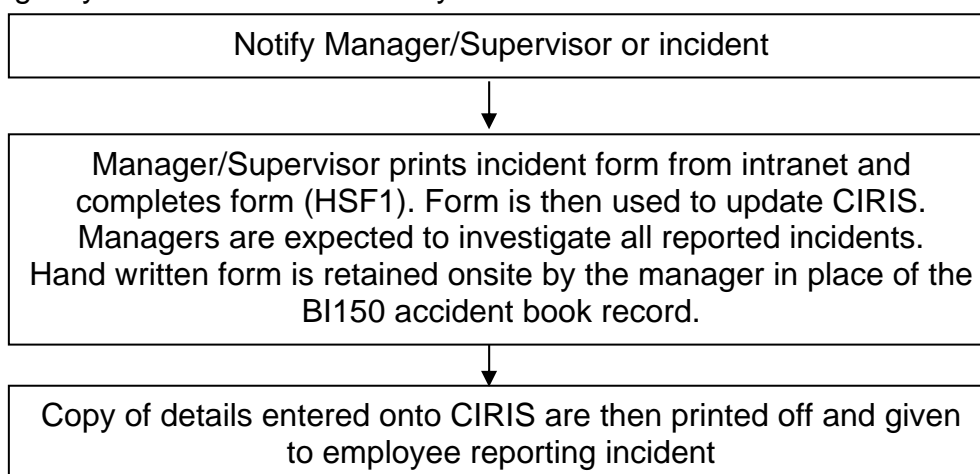
Please attach this document to the original incident, either electronically or as a hard copy to the incident report form

Incident Reporting – A Summary

Why do we want to record the health and safety incidents that take place?

Well we record and report incidents in the workplace so that they can be examined and, where possible, actions taken to prevent something similar happening in the future. Incidents cause injury, pain and loss to many people each year it is something that we all need to consider during our working day and take action to minimise the chance of further incidents occurring.

Within the Council we use CIRIS (Council Incident Recording and Information System) to manage the process. All incidents that have health and safety implications (to include near misses and road traffic incidents) need to be reported via your line manager. The flow chart below will give you an indication of the system that must be followed



The Council is required by the Reporting of Diseases and Dangerous Occurrences Regulations (RIDDOR) to notify the Health and Safety Executive (HSE) of certain accidents. It requires the Council to report and keep records of:

- work-related deaths;
- serious injuries;
- cases of diagnosed industrial disease; and
- certain 'dangerous occurrences' (near miss incidents).

There are also special requirements for gas related incidents although this duty is not one that is currently placed upon the Council or its employees.

The Council is expected to report to the HSE a range of incident types summarised as:

- any reportable death, injury, occupational disease or dangerous occurrence; and
- all occupational accidents and injuries that result in a worker being away from work or incapacitated for more than seven consecutive days (not counting the day of the accident but including any weekends or other rest days).

The incident reporting system outlined within Arrangement Section 7 (AS 7) aims to provide a detailed procedure that will allow North Lanarkshire Council to comply with the Regulations and identify trends thus facilitating targeted action to minimise injury to employees and service users of the Council. AS7 will provide more detail on the types of incidents and relevant circumstances.

(Extract from IS61 – Introduction to Incident Reporting)

Impact Assessments

Document Title: Health and Safety Policy - Arrangement Section 7 – Incident Reporting

Environmental Impact Assessment: This document has been assessed for significant environmental impact; no detrimental impact has been identified.

Equality Impact Assessment: This document has been assessed for significant equality implications; no significant issues have been identified.

General Comments: This document is the arrangement section, relating to the reporting of incidents both internally and externally in association with the Council's health and safety policy required by the Health and Safety at Work Act 1974. The general aims of the council are to ensure a healthy and safe working environment for all persons that work for or make use of Council Services. Nothing in the document serves to have any negative impact on either equality issues or the environment. In general, associated documents will encourage positive consideration of both these areas to ensure all members of the workforce and community are afforded access, so far as is reasonably practicable, to the same opportunities for a healthy and safe workplace as well as a sustainable environment.