

INCIDENT REPORTING



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1 SUMMARY

All incidents that occur on University property, or on University business, that affect staff, students or property must be reported to Health and Safety Services. This Safety Code of Practice explains the procedures for doing so, using the University on-line reporting form. All incidents must be investigated, either by the School or Service, or for more serious incidents by Health and Safety Services.

Incidents include accidents resulting in injury, cases of occupational disease, work-related ill health, fires, damage to property or the environment, near misses, and physical or verbal assault at work. Road traffic accidents that occur on campus or during work-related travel off campus, are also included.

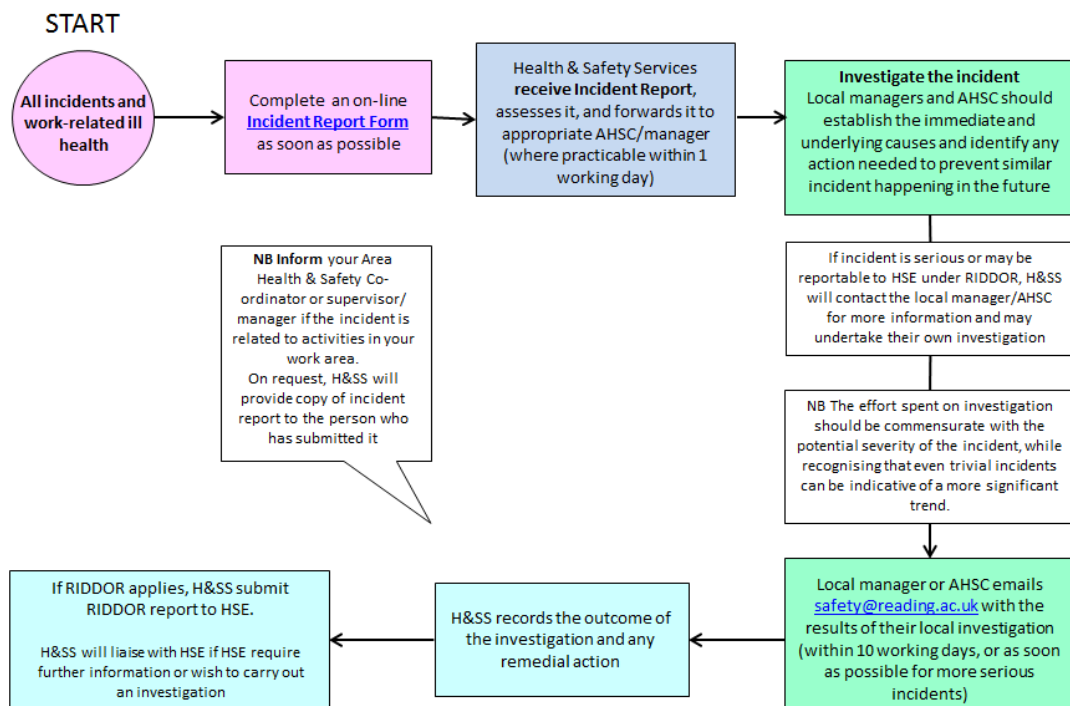


Figure 1

If anyone does not have access to the Incident Report Form on-line, they can obtain a paper or Word copy of a report form from their supervisor, or from Health and Safety Services, or they can contact H&SS on 0118 378 8888.

2 INTRODUCTION

All incidents that occur on University property, or on University business, that affect staff, students or property must be reported to Health and Safety Services (H&SS). The Safety Code of Practice explains the procedures for doing so, using the University on-line reporting form.

Incidents include accidents resulting in injury, cases of occupational disease / work-related ill health and fires, as well as dangerous occurrences, near misses, and physical or verbal assault at work.

Road traffic accidents that occur on campus or during work-related travel off campus and between campuses are also included (home-to-work commuter journeys are not included).

Dangerous occurrences are events which did not result in an injury but which caused significant damage to property or the environment.

A near miss is an event which had the potential to cause injury, property or environmental damage, but actual harm or damage did not occur.

Part 2 of this Code outlines the University's procedures for investigating incidents by Schools/Services and by Health & Safety Services*.

*The Regulations covering incident reporting are "The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995" (RIDDOR).

3 ARRANGEMENTS FOR REPORTING INCIDENTS

3.1 On-line reporting

The University on-line reporting form is available on Health & Safety Services' web site at:

[Report an Incident online - University of Reading](#)

Guidance:

Where staff or students do not have IT access, a Word version of the form is available on the H&SS web site so that paper copies can be printed off and made accessible, or direct from H&SS.

Heads of Schools and Services must ensure that:

- Staff and students know how to report incidents that occur within their area or involving their staff, students, or visitors, using the University on-line reporting form.
- There are effective arrangements for investigating all reported incidents.

3.2 What should be reported?

All incidents should be reported (excluding everyday trivial events that would normally never result in a more significant injury). Reportable (to H&SS) incidents include:

- Lost time injuries - all accidents that result in injury that involves loss of working or studying time
- Incidents of work-related ill health e.g. occupational asthma, dermatitis, musculoskeletal disorders, repetitive strain injuries or work-related stress (these may be cumulative problems or relate to a specific incident)
- Minor (but not trivial) injuries that do not result in lost time e.g. sprains, strains, cuts. These may involve incidents where local first aid is applied or preventative action is taken e.g. using an eyewash bottle after an eye splash
- Cases of illness (not work related) where a first aider or an ambulance is called (e.g. fainting, epilepsy, diabetes, cardiac arrest etc)
- Sporting injuries that occur in University sporting facilities (Sportspark and associated sports pitches)

- Fires at work or on University property
- Significant near misses - incidents that could have caused serious harm, either to people, property or the environment. This would include e.g. spillages of hazardous materials such as toxic chemicals, biological agents, radioactive materials, solvents etc, even if contained within a laboratory
- Dangerous Occurrences i.e. incidents that result in significant damage to property or the environment
- Incidents of physical or serious verbal assault at work involving staff, students or on campus
- Road traffic accidents that occur on campus or during work-related travel off-campus (not including home-to-work journeys).

IF IN DOUBT, REPORT IT.

3.3 Area Health and Safety Co-ordinator's role

The Area Health and Safety Co-ordinator of each School / Service / department is usually the person responsible for receiving incident reports and for investigating what happened. This includes accidents involving staff, visitors, contractors etc. within their area.

Guidance:

It is recommended that persons reporting an incident using the on-line reporting form also notify the local Area Health and Safety Co-ordinator verbally so that they know to expect an Incident Report Form from Health & Safety Services. The H&SS target is to process incident reports received on-line and send them to the AHSC within one working day.

3.4 The reporting process

When an on-line Incident Report Form is completed, it will be automatically submitted to Health & Safety Services. H&SS will send a copy to the relevant AHSC or manager, normally within one working day, and ask them to investigate. The AHSC, manager or other responsible person should report back to H&SS by email to safety@reading.ac.uk, giving all information obtained about the immediate and underlying causes and remedial action taken. Health & Safety Services will record this in the H&SS incident database.

See Figure 1 for a flow chart of this process.

See Safety Code of Practice 9 Part 2 for guidance on incident investigation.

3.5 Timely reporting

Effective incident reporting can rely on all the facts being investigated as soon as possible, before potential 'evidence' is lost. The University is also required to report all RIDDOR-reportable incidents to the Health and Safety Executive (HSE) as soon as practicable, and in any event, within 10 days – see section 3 below. **Incident reports should therefore be submitted to H&SS as soon as practicable**, to enable investigations to start and to ensure that the legal time limits for reporting to HSE under RIDDOR are not exceeded (where relevant).

Some more serious incidents should be reported to Health & Safety Services immediately – these are described in section 3.

3.6 Fatalities

In the event of a fatality involving staff, students or anyone on University property, University Security must be contacted immediately on **0118 378 6300**. They should be asked to invoke the Major Incident Plan. From this, the following should be informed:

- University senior management (Silver Command)
- Health & Safety Services

The scene must not be disturbed, unless essential to rescue or provide first aid to any other casualties.

Health & Safety Services will normally be responsible for gathering essential facts as quickly as possible (within minutes) and then reporting to the relevant regulator (HSE) and to the police for any work-related fatalities of staff/students/contractors/visitors. Non-work related deaths of staff/contractors/visitors will follow the same process.

Student fatalities in non-work related circumstances are managed by Security and Student and Academic Services – see [Annex A of the Personal Tutors Handbook.pdf](#), available on the University web site.

If Health & Safety Services cannot be contacted, the University Major Incident Team Silver commander, or another responsible person acting on their behalf, should take control and contact the police and HSE.

An Incident Report Form should also be completed as soon as possible after the incident.

3.7 All other incidents

Staff and students must report as soon as possible any incident using the University on-line form and inform their supervisor or Area Health and Safety Co-ordinator of the area in which the incident occurred.

If the incident is serious (see below) the relevant Head of School / Service / Department AND Health & Safety Services should be alerted as soon as possible.

Staff and students who are incapacitated from work or study at their normal workplace because of injuries sustained from an occupational accident or a work-related health condition, must report their absence to their supervisor, Area Health and Safety Co-ordinator or Head of School / Department as soon as possible either personally or, if they are not able to do so, via next of kin, colleagues, friends, etc.

3.8 Occupational Health and Insurance Office

If there is a report of occupational ill health, H&SS will discuss with line management whether or not a management referral to Occupational Health is appropriate.

Some reports are also forwarded to the University Insurance Officer, in the event of the possibility of a civil claim being made against the University.

3.9 Peripatetic staff

Incidents involving peripatetic staff who routinely work in many different areas of the University, for example, maintenance staff, porters, delivery drivers, etc, should be reported by their supervisor/manager. Depending on the circumstances, either the supervisor/manager or H&SS

should contact the area where the incident happened to ensure that it is investigated and that remedial action is taken.

3.10 Fieldwork and fieldtrips

If a serious incident (particularly major injuries, fatalities and dangerous occurrences) occurs during a fieldtrip, the Fieldwork Supervisor must telephone details to the University Emergency Control (0118 931 6300) as soon as possible and ask for the Major Incident Plan to be invoked. If possible, they should also alert the Head of School /Service.

3.11 Accidents during evening classes

If a serious incident should occur during an evening class, the person in charge of the class should report the incident to the University Emergency Control (extension 6300). Any other type of less serious accident should be reported to the Area Health and Safety Co-ordinator of the School/Department organising the class on the following working day and recorded in the normal way.

3.12 Accidents involving contractors and the self-employed

The responsibility for reporting accidents and dangerous occurrences involving contractors, service engineers, delivery drivers, salespersons, etc, working on University premises, to the Health and Safety Executive (HSE), rests with the employer of the person concerned. In the event of a serious accident occurring Health & Safety Services staff will try to inform the person's employer.

The University is responsible for reporting to HSE relevant accidents involving any self-employed persons hired by the University, if they occur whilst working on University premises or as a result of University activities. The University client (E&F Project Manager, School Administrator etc) should report major injuries, lost time accidents or dangerous occurrences to Health & Safety Services by telephone (extension 8888) and then complete an on-line Incident Report Form.

3.13 Record keeping

Incident reports recorded via the on-line form will be kept for at least five years by Health & Safety Services. Area Health & Safety Co-ordinators should keep copies locally to enable them to identify local accident trends.

Reports relating to a case of occupational ill-health / occupational disease must be kept for 40 years. Trade Union Safety Representatives and Health and Safety Executive Inspectors have a legal right to inspect incident records.

3.14 Incident Statistics

University Incident statistics are compiled by Health & Safety Services and reported regularly to the University Health and Safety Committee. The University also contributes annually to national Higher Education statistics (HEIDDOS) collated by the University Safety and Health Association (USHA). This summary is reported to the University Health and Safety Committee and University Council annually.

- Schools / Services are encouraged to undertake their own monitoring to enable them to identify trends that may not be apparent from single incidents investigated in isolation. Details of lessons learned should be shared within Schools/Departments. Health and Safety Services will disseminate more widely if required.

4 REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES (RIDDOR)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 95) require that specified types of occupational accidents, dangerous occurrences, diseases and acts of non-consensual physical violence that arise out of or in connection with work, are reported to the appropriate enforcing authority – which for the University sector is the HSE. This is so that HSE can:

- compile national incident statistics and monitor trends, so that resources can be targeted
- monitor health and safety performance of each industry sector
- investigate serious incidents when deemed appropriate.

Health and Safety Services are responsible for deciding in an incident has to be reported under RIDDOR, and for making the report. This must not be done by individual Schools / Services.

All RIDDOR incident types must be reported in writing to HSE within 10 days (by H&SS). **More serious occurrences (incident types i. to iv. below) must be reported as soon as possible to HSE. Hence it is essential to notify H&SS immediately of a serious incident, preferably by phone (extn 8888), to be followed by an Incident Report Form.**

- i. the death of any person as a result of an accident
- ii. a major injury as a result of a work-related accident (includes fractures; amputations; dislocations; serious eye injuries; injury resulting from an electric shock/burn that leads to unconsciousness/requiring resuscitation/admittance to hospital; loss of consciousness or acute illness due to asphyxia, exposure/inhalation/ingestion of a harmful substance or biological agent)
- iii. someone who is not at work (e.g. a student or visitor) suffers an injury as a result of an accident and is taken from the scene directly to a hospital
- iv. a reportable dangerous occurrence (includes failure of lifting equipment, pressure vessels or scaffolding; contact with overhead electric cables; electrical short circuits that result in fire or explosion; release of biological agents likely to cause severe human infection)
- v. an injury to an employee which results in them being unable to do their normal job for more than seven consecutive days (excluding the day of the accident but including any days which would not have been working days, including weekends - referred to as "over-7-day injuries");
- vi. a reportable occupational disease which is confirmed by a doctor's diagnosis (includes work-related upper limb disorders; occupational asthma; infections due to biological agents and/or micro-organisms; specific poisonings and cancers).

Note: this is a *simplified* summary of the Regulations. H&SS are responsible for assessing the incident and deciding if it is reportable to HSE.

Only incidents that arise out of or in connection with work are reportable to HSE. Incidents that have no connection with the work activities of the University, for example student sports, or

student or staff illness not caused by work, are not covered by RIDDOR, so are not reportable to HSE.

The Department of Social Security (DSS) may also contact the University so that claims for sickness industrial injury benefit payments can be substantiated and further details provided before payments are made.

5 FURTHER INFORMATION AND RESOURCES

Further information on incident reporting and investigation is available from the Health & Safety Services website www.reading.ac.uk/safety go to the *Incident Reporting Page*. Incident Reporting and Investigation Forms can be downloaded from the *Forms Page* of the H&SS website.

The following publications are available for reference:

- A Guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. HSE Booklet L73. ISBN 0-7176-2431-5
- Investigating Accidents and Incidents: A workbook for employers, unions, safety representatives and safety professionals. HSE Booklet HSG245. ISBN 0-7176-2827-2

Appendix 1: Version control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE
X.X	H&S	Every four years	XXXXX	XX/XX/XX
X.X	H&S	Annually	XXXXX	XX/XX/XX