

March 2022

Accidents and Incidents (2)

How to Report Them

Occupational Health and Safety Service

HSD118E (rev 9)



UNIVERSITY OF
CAMBRIDGE

What should be reported?

- All accidents.
- All dangerous occurrences and incidents- these include fires, floods, spillages etc.
- All 'Near Misses'.

Do not forget to report those incidents that happen off University premises, on field work or other trips whether in the UK or abroad.

When should incidents be reported?

As soon as possible after the event. The more serious the event the more important it will be to let the Safety Office (SO) know without delay as the Health and Safety Executive (HSE) or other bodies, e.g. Environment Agency (EA) or Department for environment, food and rural affairs (Defra) may need to be contacted. Reporting to the HSE or EA is the responsibility of SO staff **NOT** departmental staff.

Out of hours, in the event of a death, major injury or dangerous occurrence and other emergencies contact the University Security Control Centre, staffed 24/7:

Phone Security: 01223 (3)31818

Please note: Security staff are not necessarily first aiders and should not be called when a first aider is required.

Who should complete the online report?

Initial reporting can be undertaken via the 'Portal' by the first aider or the injured/involved person (IP) or anyone involved with or knowing anything about the incident within the University. Then each report needs to be reviewed and completed by the Departmental Safety Officer (DSO) or other designated person, registered on the online reporting system. Finally, each report is electronically "signed-off" (locked) by staff in the SO.

How can incidents be reported to the SO?

- Entry to the University accident/incident online reporting system AssessNET is via the SO website at:
<https://www.safety.admin.cam.ac.uk/subjects/accidents-and-incidents>
- 'Registered Users' (e.g. a DSO or other designated person must use the red RISKEX link.

- All other University members with a RAVEN password log in via the white 'Portal' icon.

- There is a step-by-step training manual available on the SO webpage: '[Training Manual for Registered Users \(DSOs and DAs\).](#)'

Remember, an online accident/incident report must always be completed regardless of whether Security were initially informed.

Sometimes a thorough accident/incident investigation will be necessary and require full documentation, including risk assessments, statements and photographs.

The amount of time and energy expended on a particular investigation should depend on accident severity or potential for harm. Additional information can be added after the initial report has been completed.

Why must incidents be reported?

- It is a statutory requirement if the incident falls under RIDDOR (or GMO Contained Use Regulations or Environmental Permitting Regulations).
- Some incidents may need to be reported to the Environment Agency, HSE or Defra.
- For insurance purposes.
- To help with review and/or revision of risk assessments and controls.

Is the departmental Accident Book (BI 510) still required?

Some departments choose not to keep the BI 510 book since the University online reporting system will record all incidents, including personal injuries. Where a department decides to keep BI 510, it should only be used for recording personal injuries. It must be kept permanently and in a secure place in the department for at least 3 years after the date of the last entry, while records of some incidents may need to be kept for 7 or 40+ years.

Completing the University accident / incident report

It is important that the information included in the report meets the following criteria:

- All mandatory sections of the report are completed.
- Reports are factually accurate.
- Keep to the facts as they are known, do not make 'personal' comments.
- Define acronyms/abbreviations.

It is important to learn from the incident and apply learnings throughout the department, not just to the single incident, e.g. chemical splash to eye and person not wearing safety spectacles. The lesson should be used to remind everyone why good practice requires the appropriate and correct use of safety spectacles.

Departments must have systems in place whereby action is taken following an accident or incident, including ensuring their safety committee is informed.

FAQs

Q Is the injured/involved person's (IP's) age and/or home address always needed?

A Yes.

Q How do I use the new online reporting system?

A 'Registered User' (e.g. DSO or other designated deputy) should activate their login and follow the online manual (available at <https://www.safety.admin.cam.ac.uk/subjects/accidents-and-incidents>) or attend a training course if one is available. Non-Registered User (e.g. First aider) who report incidents should do so via the 'Portal'.

Q Who can sign the report?

A The Departmental Safety Officer (DSO) or another Registered User (e.g. Departmental Administrators) are the only people who can review and complete the incident record and declare themselves the record owner. SO staff will check reports for completeness and accuracy before 'signing off' (locking) each report.

Q Why are certain personal details required?

A The online reporting system has been configured to meet all relevant Government accessibility/usability standards. The identification of the IP's sex, for example, is a current legal requirement.

Q GMO Contained Use activities - would a significant and unintended release (i.e. outside primary containment) be reportable to the HSE under RIDDOR?

A Yes, where such a release could harm humans, but not if it would harm the environment only. You should always contact the SO for advice.

Q Should I send the completed report by email?

A No, this is not necessary. The SO team have access to the online system and can view all reports.

Q What happens if a 'Near Miss' situation arises, which has not resulted in injury?

A Report all 'Near Miss' incidents in the same way you would an accident resulting in injury. Knowing about these incidents is important as they might indicate where a serious accident is just waiting to happen.

Q What if I have a problem completing a report online?

A Please use the Accident/Incident Team email (Accidents-Incidents@admin.cam.ac.uk) and they will respond as soon as they can. Almost all problems are due to incident reporters not following the correct method in accessing the website/Portal. Rarely are there software problems. Please make sure that the correct access route is followed (for details see <https://www.safety.admin.cam.ac.uk/subjects/accidents-and-incidents>).

Further Information:

- [Frequently Asked Questions](#)
- [Accidents and Incidents \(1\) - Reporting Categories \(HSD117E\)](#)
- [Online Incident Reporting Guidance Notes](#)

If you have any questions regarding AssessNET:

Contact: Mrs Cornelia Gewert

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Email: Accidents-Incidents@admin.cam.ac.uk

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