**SUSU INCIDENT REPORTING PROCEDURE**

This document outlines the procedures to be followed when any employee, student, visitor or contractor experiences an incident (including accidents and dangerous occurrences) on SUSU’s premises or during SUSU Activities.

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# Section 1 ~ Overview

## What is an incident?

The union defines an incident as:-

*“Any occurrence which results in verbal or physical abuse, personnel injury, loss or damage of property, plant, equipment or vehicles, damage to reputation or any other nature of incident which should be reported within the organisation”*

The Facilities Manager maintains an overview of the incident reporting and recording system. They will ensure that:

* all relevant parties are familiar with the system
* the system works effectively
* the incident record is kept up to date and incidents are followed up.
* incident statistics are reported to the Health & Safety committee and to the Trustee board.

## What do we record?

Specifically we record incidents against the following headings:

*Accidental damage*

*Break-In/Theft*

*Community Complaint*

*Evacuation*

*Near Miss*

*Personal Safety*

*Racist/Sexist/Homophobic Conduct*

*Sporting Injury*

*Unacceptable/Anti-Social Behaviour*

*Vandalism*

*Violent Conduct*

## Outline Incident Reporting Procedures.

# Section 2 ~ Procedures - During the Incident

## Safe System of Work

Should you witness or be informed of an incident in progress or in its immediate aftermath, it is your responsibility to report this immediately to the duty manager (or your line manager or security, if the DM is not available). You should not under any circumstances intervene or approach the incident except where you are appropriately qualified to do so.

*If safe to do so the duty manager accompanied (if necessary) by an appropriately qualified member of staff/security should approach the individuals involved in the incident and attempt the following:*

**All incidents** must be recorded on the Incident Form which is available from reception and online <http://www.susu.org/contact.html>

**Your role in this procedure is paramount in promoting a positive H&S culture.**

The following procedure should be adopted on every occasion you are the most senior individual to witness am incident.

1. Call the Duty Manager or Reception to notify of the incident or request assistance if necessary.
2. Diffuse the situation / separate the individuals involved / contact emergency services and university security if necessary.
3. Administer first aid where necessary and only if qualified, otherwise contact a member of staff who is qualified and contact emergency services if necessary.
4. Ensure that the area is made safe and poses no risk to other people.
5. Ascertain the nature / details of the incident.
6. Duty manager to collect relevant reports, witness statements, photographs etc. Request contact details from all individuals involved
7. Where this incident results in any injury, follow the accident reporting procedure.
8. If follow up is required (always in cases of damage, theft and abuse), request that the individuals voluntarily surrender their student ID or relevant form of identification; if the individual is not associated with the university contact ensure you take details for later contact. Inform the individuals that this is optional and the relevant ID will be returned to them over the course of any follow up investigation related to the incident.
9. If the individuals decline to surrender a relevant form of ID, inform them that this may result in SUSU having to request police involvement
10. Complete and submit the incident report form.

**Important – In any incident situation; if in doubt seek advice from the Duty Manager**

# Section 3 ~ Procedures - Immediately after the incident:

## Immediate follow up

If you are on the scene of an incident or asked to help after the incident, the following steps should be taken:

1. Where this incident results in any injury, follow the accident investigation procedure.
2. Ensure the incident report form is completed and submitted to the Duty Manager (via Reception or [duty.manager@susu.org](mailto:duty.manager@susu.org))
3. The Duty Manager will ensure the incident is reported and followed up as outlined below.
4. Certain situations require an additional response;
   1. In the event of a complaint being received from the local community, the university form will be used to record it instead of the SUSU Incident Form. This will allow the Facilities Manager to feed these complaints into the university system, in addition to recording them in the SUSU records.
   2. In the event of personal accident, also follow the accident reporting procedure.
   3. In the event of the incident being a terror threat, the DM will follow the appropriate university procedure.

## Action and Recording Procedure

All incident reports will be submitted to the Duty Manager. It is the responsibility of the DM on duty to complete the recording and follow up procedures during the same shift as the incident. If this is not possible due to operational imperatives, then the Facilities Supervisor or Facilities Manager must ensure it is followed up in the next shift.

1. Notify the nature of all incidents reported in the routine DM report (if a specific incident warrants more detail, please refer by incident number not individual’s name)
2. Check the contents of the incident form and ensure all relevant evidence is attached, follow up with the individual completing the form if necessary

## Record all details on the University of Southampton Community Complaints Procedure

1. (Appendix 2)
2. Forward incident details to the General Manager, Head of Commercial Development, President and Health & Safety and Environmental Officer. Also copy the paperwork to the relevant SLT member for follow up.
3. The spread sheet recording log must be kept up to date to account for all the incidents SUSU experiences.
4. In the event of an id card being withheld, notify student of next steps
5. HS&E Officer / senior leader will check incident reports to ensure follow up in their areas.

## Additional Procedure in the event of personal injury/accident

It is the policy of SUSU to identify and investigate accidents, their source and underlying causes. SUSU actively encourages the reporting of accidents. Reporting allows SUSU to look after the Health, Safety and Welfare of its employees and any other persons and is a way of SUSU monitoring and improving its performance in health and safety. In addition, it is a legal requirement under the Health and Safety at Work Act 1974,

In order to avoid misunderstanding, the Union define an accident as:-

***Accident****: “An unplanned event that results in personnel injury or ill health, damage to property, plant or equipment or the environment or a loss of business opportunity”.*

To enable this objective to be achieved it is imperative that all accidents, irrespective of the resulting injury or damage, be reported and investigated according to the laid down procedures.

Responsibilities

The Duty Manager is responsible for contacting the Health, Safety and Environment Officer immediately if the accident is RIDDOR reportable (see 4.2). If the accident is not RIDDOR reportable, the Duty Manager is responsible for ensuring the completed accident forms are forwarded onto the Health, Safety and Welfare Officer within 8 hours of the accident occurring. The Department Managers are also responsible for investigating accidents, which are not RIDDOR reportable (see accident investigation procedures for more detail)

Once the Health, Safety and Environment Officer receives the accident form, it is his/her responsibility to forward the form immediately onto the appropriate Department Manager and notify the University of any accident through completion of the S24 form, which can be completed online or downloaded at <http://www.southampton.ac.uk/healthandsafety/HSPs/HSP1.html>. The Health, Safety and Environment Officer is responsible for reporting relevant Injuries, Diseases and Dangerous Occurrences to the Health and Safety Executive (HSE) and the University; for carrying out additional investigation of such events; and for providing advice on corrective and/or preventative action (see accident investigation procedure). The Health, Safety and Environment Officer is responsible for holding accident, incident, and RIDDOR forms in a secured lockable cabinet and collecting incident and accident data. The Health, Safety and Environment Officer will also inform senior management of health and safety incident and accident stats and RIDDOR’s bi-annually.

All SUSU employees are responsible for prompt reporting of accidents and work related ill health and for co-operating in any subsequent investigation.

Reporting Procedures

**IN ALL CIRCUMSTANCES**

* Ensure that the area is made safe and poses no risk to other personnel
* Administer first aid where necessary and only if qualified, otherwise contact a member of staff who is qualified and contact emergency services if necessary.
* Call the Duty Manager or Reception to notify of the incident or request assistance if necessary.
* Follow General Reporting Procedures for accidents involving SUSU employees and non-employees (e.g. students, contractors, members of the public).

All accidents, even minor ones, must involve the completion of an accident form. Forms can be found in each department. Anyone can complete an accident form. It is then the duty managers or department managers responsibility to collect the form, keep it in a secured location and forward it onto the Health, Safety and Environment Officer. In all circumstances the form must be submitted to the Health, Safety and Environment Officer within 8 hours of the accident occurring. The Health, Safety and Environment Officer will then forward the form onto the Department Manager immediately for investigation and notify the University through completion of their S24 form.

**External accident reporting procedure**

**Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), SUSU has a legal duty to report the following serious workplace accidents, occupational diseases and specified dangerous occurrences.**

Fatality

In the event of a fatal accident the first aider or most senior person must contact the Duty Manager, who in turn will contact the Head of SUSU, the Department Manager, and the Health, Safety and Environment Officer immediately. It is the responsibility of the Health, Safety and Environment Officer to contact the Health and Safety Executive and the University. The next of Kin will also be contacted along with the Insurance Company.

Major Injuries

The first aider or most senior person must notify the Duty Manager, Health, Safety and Environmental Officer and Department Manager immediately. i.e by telephone. It is then the duty of the Health, Safety and Environment Officer to report the accident to the Health and Safety Executive and the University.

Injuries to employees off work for 7 consecutive days

When an injury has led to a SUSU employee being incapacitated for more than 7 consecutive days as the result of the occupational accident or injury (not counting the day of the accident but including weekends and rest days) the Department Manager must notify the Health, Safety and Environment Officer within 8 hours of the final days absence. It is then the responsibility of the Health, Safety and Environment Manager to notify the Health and Safety Executive within 15 days of the accident.

Occupational Disease

It is the responsibility of the Department Manager to notify the Health, Safety and Environment Manager within 8 hours of having received a written diagnosis from a registered practitioner of an occupational disease. The Health, Safety and Environment Officer will then establish if the diagnosis is reportable, and if so, will notify the enforcing authority and the University.

Dangerous Occurrence

When a dangerous occurrence occurs as a result of a SUSU work activity, or in connection with the work at which the dangerous occurrence happened; and in connection with their carrying on any trade, business or undertaking, the first aider or most senior person must contact the Health, Safety and Environment Officer at the earliest opportunity. It is then the responsibility of the Health, Safety and Environment Officer to report the Dangerous Occurrence to the Health and Safety Executive at the earliest opportunity.

Injuries to members of the public / individuals taken directly to hospital from the scene of an incident.

If an injury occurs to a member of the public (for example a student, a contractor, an employee of the University) or a SUSU employee who is not at work, and the injury was as a result of an accident arising out of or in connection with work and the member of public is taken directly from the scene to a hospital, the first aider or most senior person must contact the Health, Safety and Environment Officer at the earliest opportunity. It is then the responsibility of the Health, Safety and Environment Officer to report the accident to the Health and Safety Executive within 7 days. The Health, Safety and Environment Officer will also report the accident to the University.

Accidents on public roads

Any incident or accident on the public road, must be reported to the Duty Manager within 8 hours of the incident/accident occurring. If the incident or accident is RIDDOR reportable, Health, Safety and Environment Officer must be notified immediately, i.e by telephone.

If the provision of first aid / contacting the emergency services is necessary, it must come before contacting the Duty Manager or Health, Safety and Environment Manager.

In addition to following the standard incident procedure, incident forms will be sent to the relevant department managers for accident investigation to be carried out.

The degree of investigation is to reflect the seriousness of the accident or the potential seriousness of a near miss (see accident investigation procedure).

## Discuss the accident and the contributory factors with the Health Safety & Environmental Health Officer at the earliest opportunity. (Should the Health Safety & Environmental Health Officer not be available, due to annual leave, etc. this responsibility will pass to the Head of Commercial Development or relevant senior manager. An emergency list of contacts of senior management is available should the need arise.)

## Handling a significant incident:

A significant incident is described as one where:

1. any emergency services have been called to attend, or
2. The DM is unable to guarantee the safety of staff and customers,
3. The DM is unable to properly secure the building following an incident or
4. The incident has placed the duty manager in a situation that they feel they are unable to handle.

In all cases of a significant incident, the DM should consult the Head of Commercial Development / most relevant member of the Senior Leadership Team (SLT).

# Section 4 ~ Follow-Up Procedures

## Investigation & System changes

The relevant Senior Leader will identify an appropriate individual to investigate incidents and report accordingly. In the case of accidents, the Health& Safety and Environmental Officer will lead the investigations.

All relevant risk assessments and health and safety procedures should be reviewed following each incident. The HS&E officer will ensure this takes place.

## Insurance Claims

In the event of loss or damage to SUSU owned equipment, the incident form should be forwarded to the Head of Finance by the HS&E Officer, who will notify insurers as outlined in the SUSU Finance Manual, Section 5 (Appendix 5). This information is likely to include Risk Assessments, Method Statements, applicable H&S reports, loss adjusters and evidence of costs / losses. From here the Head of Finance / next relevant member of staff will co-ordinate any investigations / claims alongside the insurance provider (Section 5.9.2, Appendix v).

## Member Discipline

Some of our incidents may be the result of members failing to behave in accordance with SUSU rules or expectations.

Normally these incidents are dealt with as they occur by the Duty Manager. In these cases, the Facilities Manager will pick up issues the following morning from the Incident reports and contact the student directly. The outcome of such action should be recorded on the incident form.

In the case of more significant breach of the rules, the incident should be reported to the Head of Membership & Community Engagement, who will ensure appropriate student discipline procedures are invoked.

## Referring Community Complaints

If the incident reported relates to complaints from members of the local community, the Facilities Manager will be responsible for reporting, including responses and actions taken via the university’s procedure.

## Reporting Statistics

The Head of Commercial Development will ensure all incident data is reviewed monthly and reported to every H&S meeting and to the Trustee Board in the annual report.

# Section 5 ~ Summary of Actions following an incident and accident

If any staff, student, contractor or volunteer comes across an incident there are four simple steps to take

## Make it safe

## Tell the Duty manager

## Gather all evidence and complete the incident form and accident form

## Contact the Health, Safety and Environment Officer if the accident is RIDDOR reportable.

(Notify Senior Leadership Team for advice if incident is serious.)

# Section 6 ~ Appendices

## [SUSU Incident Form](\\\\SU-FILESERVER09\\susu\\General SUSU Information\\Incident reporting Procedure\\Incident Report Form Final Draft.docx)

## [University of Southampton Community Complaints Procedure](http://www.southampton.ac.uk/community/community_complaints_process.pdf)

## [SUSU Incident recording summary](S:\\General SUSU Information\\Incident reporting Procedure\\Incident Reporting Summary.xlsx)

## [University of Southampton Accident Reporting Form S24](http://www.southampton.ac.uk/healthandsafety/forms/S24IncidentForm.pdf)

## [Duty Manager Report Form](file:///S:\General%20SUSU%20Information\Incident%20reporting%20Procedure\Duty%20Manager%20Report%20Form.docx)

## SUSU Finance Manual, Section 5

## Emergency Contact Numbers

## RIDDOR

|  |  |  |
| --- | --- | --- |
| **Post** | **Internal** | **External** |
| Duty Manager | 91 07775 732937 | 07775 732937 |
| SUSU Reception | 25200 | 023 80595200 |
| Facilities Manager | 25665 | Contact Via Duty Manager |
| Health, Safety & Environment Officer | 25115 | Contact Via Duty Manager |
| University Security / Control Room | 22811 | 023 80592811 |
| All Emergency Services | 91999 | 999 |