

Beccles Town Council

Incident Reporting and Investigation Policy

Relevant Legislation	Health and Safety at Work Act 1974
	The Management of Health and Safety at Work Regulations 1666
	The Manual Handling Operations Regulations 1662
	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
	The Health and Safety (Display Screen Equipment) Regulations 1662
	The Health and Safety (First-Aid) Regulations 1681
	The Regulatory Reform (Fire Safety) Order 2005

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Link to Government Guidance

<https://www.hse.gov.uk/forms/incident/>

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1. Introduction

Beccles Town Council is committed to ensuring a safe environment for Councillors, Employees, the Town Clerk, Deputy Town Clerk, and members of the public/visitors. This policy provides guidelines on reporting, investigating, and recording incidents to mitigate future risks and comply with legal obligations.

Whenever an accident or incident leading to injury occurs at a Beccles Town Council site, an incident report must be completed using the designated Microsoft Form. This report should also be completed for any incident that, while not resulting in injury or ill health, is deemed potentially dangerous. The form is automatically submitted to the Deputy Clerk for review, who will determine if further investigation is required.

In compliance with the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013 (RIDDOR), certain incidents, injuries, or cases of ill health must be reported to the Health & Safety Executive (HSE). This includes situations where an employee or council representative is unable to resume their regular work duties for more than seven consecutive days following a workplace incident. To meet these requirements, all incidents should be reported as promptly as possible.

2. Purpose

This document outlines the Beccles Town Council's Incident Reporting and Investigation Policy.

The purpose of this policy is to establish procedures for the reporting and investigation of accidents, incidents, and near misses. It aims to ensure any potential hazards are promptly addressed, reducing the likelihood of recurrence.

3. Scope

This policy applies to all Councillors, Employees, the Town Clerk, Deputy Town Clerk, and members of the public/visitors within council premises or at council-led events. It covers incidents resulting in injury, ill health, or near misses with potential to cause harm.

This policy does not cover theft-related incidents; these should be reported through the council's designated security or police reporting channels.

Accident/Incident: Refers to any unplanned or uncontrolled event that causes injury or harm to any person's health or results in damage to property or equipment within council-managed sites or during council-related activities.

Dangerous Occurrence: These are rare but serious incidents that have a high potential to cause severe injury or death. Common types of dangerous occurrences include, but are not limited to:

- Malfunction or failure of lifting equipment
- Issues with pressure systems
- Overhead electric line incidents
- Electrical incidents leading to fire or explosion
- Explosions involving hazardous materials
- Incidents with biological agents
- Radiation-related incidents, particularly in radiography
- Faults in breathing apparatus
- Structural collapses, such as scaffolding
- Major transport-related incidents, including train collisions
- Issues with wells, pipelines, or pipeline works

4. Responsibilities

Councillors

- Report any incidents they are involved in or witness, following the incident reporting procedure.
- Participate in incident investigations if requested
- Review the policy at least every 3 years

Employees

- Report all accidents, near misses, and health-related issues to on the incident reporting online form immediately.
- Complete an Accident/Incident Report Form as soon as possible after an incident.

Members of the Public/Visitors

- Report any accidents or incidents they experience or witness to a Council employee and/or on the incident reporting online form.
- Follow guidance provided on how to report incidents, either through designated forms or by contacting the Town Clerk's office.

5. Incident Reporting Procedure

Step 1: Reporting an Incident Using the Council's Microsoft Form

- All incidents involving Councillors, Employees, contractors, and members of the public on council premises or during council events must be recorded using the

Beccles Town Council Microsoft Form. Incidents should be reported and submitted by a responsible individual, accessible via the link provided by the council (insert link here).

- **Submission:** The injured person, a First Aider, or a supervising individual should complete the form as soon as possible after the incident. When filling out the form, ensure all factual details are included for clarity and accuracy.
- **Emergency Reporting:** In the case of a fatality or major injury, the Deputy Clerk should be notified immediately for urgent action.

Step 2: Handling Major and Serious Injuries

- The First Aider or supervising individual should assess the severity of the incident at the time it occurs. If it is deemed a major incident, the scene should be preserved to gather evidence within the first critical hour (“golden hour”).
- **Information and evidence to be collected may include:**
 - **Photographs:** Close-ups and broader views of the scene
 - **CCTV Footage** (if available)
 - **Witness Statements**
 - **Measurements:** Any dimensions relevant to the incident, such as size or depth of hazards
 - **Environmental Conditions:** Details about weather, lighting, and other surrounding factors at the time

Step 3: GDPR Compliance and Document Security

- All incident-related documents must be securely managed. Paper records should be stored in locked cabinets until digital entry is completed on the Microsoft Form system. Physical records that are no longer needed must be disposed of securely, either through confidential waste bins on-site or shredding.

Step 4: RIDDOR Reportable Incidents

- If the incident meets the criteria for RIDDOR reporting, the Deputy Clerk will notify the Health & Safety Executive (HSE) as required by law.
- **Procedure for Reporting:** Most RIDDOR reports are submitted online. However, in the event of a serious incident, the Deputy Clerk should contact the HSE Incident Contact Centre directly by phone.

- **Confirmation:** Once a RIDDOR report is completed, a copy of the report should be saved and forwarded to the Health C Safety contacts within the council for record-keeping and follow-up.

6. Incident Reporting Procedure

Step 1: Determining the Need for an Investigation

- The Deputy Clerk, upon reviewing the incident report, will decide if a formal investigation is required. An investigation will generally proceed if the incident:
 - Is RIDDOR reportable
 - Has potential for liability claims
 - Involves a major injury or severe consequences
 - Presents an opportunity to prevent recurrence based on near-miss analysis
 - Involves work-related ill health

Step 2: Assigning an Investigation Lead G Team

Investigations should be led by the Deputy Clerk or a designated investigator and may involve a team to ensure thorough analysis. The investigation will utilise the Council's Incident Investigation Form, which includes sections for incident analysis, recommended remedial actions, and witness statements.

Step 3: Completing the Investigation Form

The designated Lead Investigator and any assisting team members must complete the investigation form comprehensively, attaching all supporting documentation gathered during the process.

Step 4: Submitting the Completed Investigation

Upon completion, the full investigation report should be submitted to the Health C Safety contacts within the council. The Health C Safety contact will review the report to ensure all actions sufficiently address the concerns identified and may recommend additional safety improvements where necessary.

7. Records & Confidentiality

- **Records Management:** All incident records will be maintained by the Town Clerk's office, securely stored and accessible only to authorised personnel.
- **Confidentiality:** All personal data related to incidents will be handled in compliance with Data Protection Regulations.
- **Retention:** Incident records will be kept for a minimum of five years for reference and reporting.

8. Supporting Documents

- Links to other documents
 - Microsoft Form – Incident Report Form
 - Workstation Assessment (DSE) Form (template and guidance)