



Accident, Incident and Near Miss Reporting & Investigation Procedure

V1.3

This document applies to all academies and operations of Cambrian Learning Trust.

www.cambrianlearningtrust.org

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Contents

Aims.....	3
Legislation and Guidance	3
Definitions and Abbreviations.....	4
Responsibilities.....	5
3.1 - Head Teachers	5
3.2 – The Local Governing Committee (LGC)	6
3.3 - Staff	6
3.3 – Office Lead	6
3.3 – The Trust Operations Director, and Trust Facilities and Compliance Lead	6
Accident, Incident and near miss reporting procedures: EVERY	7
Permissions	7
Create New User.....	8
Entering a New Incident	8
Status of an Incident Once Reported.....	8
For Level 1 and Level 2 incidents.....	8
For Level 3 incidents	9
For Level 4 and 5 incidents	9
Accident, incident and near miss trend analysis	9
Accident, incident and near miss investigation procedures.....	9
Monitoring arrangements	11
Links with other policies	11
Appendix A: Incident Investigation Guidance.....	11
Appendix 2: Incident Investigation Protocol	15
Appendix C: Formal Accident Investigation Report Contents for Level 3 and 4 Accidents, Incidents or Near Misses	16
Appendix D: Reporting and Trend Analysis.....	19
Appendix E: EVERY Incident Module – User Guide	21
Appendix F: Document Record Sheet.....	27

Aims

The aims of our accident, incident and near miss reporting and investigation procedure are to:

- Ensure the health and safety of all staff, pupils, visitors, and external contractors.
- Ensure that staff and governors are aware of their responsibilities with regards to reporting and investigating accidents, incidents and near misses
- Provide a framework for reporting and investigating accidents, incidents and near misses.
- Ensure that all accidents, incidents and near misses involving staff, pupils, visitors, and contractors are reported and investigated in line with this procedure.
- Prevent recurrence of accidents, incidents and near misses by examining immediate and root causes to improve the way in which activities are carried out.
- Provide information to the Trust Resources Committee Team for evaluation in support of their objective to seek continual improvement in the management of activities.
- Comply with legal duties under relevant legislation.

Note: This procedure applies to all accidents, incidents and near misses that any person on any Trust site may be involved in.

Legislation and Guidance

For schools with Early Years Foundation provision this procedure is based on the [Statutory Framework for the Early Years Foundation Stage](#), advice from the Department for Education on [first aid in schools](#) and [health and safety in schools](#), and the following legislation.

For schools that have provision beyond Early Years Foundation this policy also takes into account the advice from the Department for Education on [first aid in schools](#) and [health and safety in schools](#), and the following legislation:

- [The Health and Safety \(First Aid\) Regulations 1981](#), which state that employers must provide adequate and appropriate equipment and facilities to enable first aid to be administered to employees, and qualified first aid personnel.
- [The Management of Health and Safety at Work Regulations 1992](#), which require employers to make an assessment of the risks to the health and safety of their employees.

- [The Management of Health and Safety at Work Regulations 1999](#), which require employers to carry out risk assessments, make arrangements to implement necessary measures, and arrange for appropriate information and training.
- [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#), which state that some accidents must be reported to the Health and Safety Executive (HSE) and set out the timeframe for this and how long records of such accidents must be kept.
- [Social Security \(Claims and Payments\) Regulations 1979](#), which set out rules on the retention of accident records.
- [The Education \(Independent School Standards\) Regulations 2014](#), which require that suitable space is provided to cater for the medical and therapy needs of pupils.
- HSE- Education Information Sheet No.1 – Incident Reporting in Schools (accidents, disease, and dangerous occurrences) – Guidance for Employers.

Definitions and Abbreviations

The RIDDOR regulations	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
Incident	Any event that leads to an injury to persons, damage to plant or the environment or had potential to cause injury/damage. Any accident or near miss.
LTA	Lost Time Accident.
Level 1; Near Miss	A near miss is defined by the HSE as any event that doesn't lead to harm but does have the potential to cause illness or injury.
Level 2; Minor Minor injuries	These include minor cuts, abrasions, bruises, strains, dust in eye, etc. The individual will normally be able to return to work immediately following minor first aid.
Level 3; Moderate Moderate injuries, high potential near misses, LTAs not RIDDOR	Any incident that results in an individual being off school for a day or more, but less than 3 days. Certain injuries (e.g., eye injuries) may also be regarded as serious enough to be classified as level 2, even if time is not lost. Significant near misses are those that have the potential for serious injury but are not listed in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

<p>Level 4; Major</p> <p>Classified Dangerous occurrences, major injuries, and diseases</p>	<p>Any incident listed in the regulations classified as a dangerous occurrence, a single major injury or a single report of a disease.</p> <p>Any injury that leads to someone being away from work for more than 7 days.</p> <p>Any incident involving a member of staff or a pupil whilst on overseas trips.</p>
<p>Level 5; RIDDOR</p> <p>Multiple serious injuries, fatalities or when prosecution is likely</p>	<p>Multiple denotes more than one serious/major injury occurring at the same time due to one incident. RIDDOR notifiable. Additionally, any event that may result in the Trust being prosecuted under Health and Safety legislation.</p> <p>Major incidents whilst on overseas visits.</p>

Responsibilities

3.1 - Head Teachers

The Head Teacher is responsible for the implementation of this procedure, including:

- Ensuring all staff are aware of accident, incident and near miss reporting procedures.
- Nominating an appropriate number of school staff to be the named point of contacts for recording accidents, incidents and near misses.
- Ensuring the named points of contacts are trained to record accidents, incidents and near misses as per this procedure and hold the correct EVERY system permission to enable them to fulfil this role.
- Reviewing accidents, incidents and near misses for their sites on a monthly or termly basis to monitor and analyse trends and report to their LGC.
- Investigating accidents, incidents and near misses for their school in line with this procedure and ensuring all documentation associated is collated and recorded on Every.
- Liaising with the Trust Facilities and Compliance Lead regarding any accidents, incidents and near miss trends for their school, or investigation queries, for advice and guidance.
- Hold the EVERY system permission of: Admin

3.2 – The Local Governing Committee (LGC)

The LGC are responsible for:

- Identifying a member of their committee who is responsible for taking an overview of health and safety for the school and reviewing and analysing accident, incident and near misses' trends, when provided the information by the Headteacher.

3.3 - Staff

School staff are responsible for:

- Ensuring they follow accident, incident and near miss reporting procedures.
- Ensuring they know who the nominated staff in school are for recording accidents, incidents and near misses.
- Informing the Head Teacher or their line manager of any specific accident, incident and near miss reporting concerns.
- Where they are a named point of contacts for recording accidents, incidents and near misses: Hold the EVERY system permission of: Admin

3.3 – Office Lead

In addition to 3.4, the office lead is responsible for:

- Ensuring all incidents entered on Every are correctly completed.
- Hold the EVERY system permission of: Admin
- Ensuring other staff that are named point of contacts for recording accidents, incidents and near misses hold the EVERY system permission of: Admin

3.3 – The Trust Operations Director, and Trust Facilities and Compliance Lead

The Trust Operations Director and Trust Facilities and Compliance Lead is responsible for:

- Ensuring procedures are current and fit for purpose.
- Reporting on trend analysis of accidents, incidents and near misses to the Trust Resources Committee
- Providing guidance to Head Teachers and relevant staff on categorisation and investigation of incidents where necessary
- Hold the EVERY system permission of: Admin

Accident, Incident and near miss reporting procedures: EVERY

(note: to read in conjunction with the First Aid Policy)

The Trust has an online system for accident recording, which meets the requirements of:

- Social security (Claims and Payments) Regulations 1979
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

Note: as the online recording system meets the requirements of the Social Security Regulations for recording accidents, incidents and near misses, schools need not maintain any other form of accident book or record. An accident, incident or near miss form in hard copy, in a format of the school's choosing, can be completed at the time however this must be superseded by the online report so that full trend analysis is available. Any hard copy form must be shredded once it has been entered on the online system.

The system is Every <https://www.every.education>

The online recording and reporting system is self-explanatory; however, training will be given to those persons nominated to need access to the system to fulfil their school role. Training will be provided by the members of school staff nominated for reporting incidents or, if there is no one to fulfil this role, the Trust Central Office.

For the user guide for the EVERY system incident module, see Appendix E below.

Log on to the system using your email address and password.

Permissions

The following permissions are available on the EVERY system:

Permission	What can they do?	Allocated to
MAT Admin	<p>Can manage users and incidents across all sites.</p> <p>Can receive email notifications on newly reported incidents across all sites, if Level 3 or above, or, if further investigation is required.</p> <p>Can view reporting across all sites</p>	<p>Operations Director Trust Facilities and Compliance Lead</p>
Admin	<p>Can manage all users and incidents within their assigned site(s)</p>	<p>Office Lead Head Teacher Nominated staff</p>

	<p>Can report and update their own incidents and comment on incidents reported by others within their assigned site(s)</p> <p>Can receive email notifications on newly reported incidents within their assigned site(s), if Level 3 or above, or, if further investigation is required.</p> <p>Can view reporting for their assigned site(s)</p>	
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Create New User

The Nominated member/s of staff for each site can change the permissions to Admin.

Entering a New Incident

Please note: If more than one person is involved you must enter a separate report for each person.

Please follow the guidance: Every Incidents User Guide – see Appendix E.

Please note: The following accidents, incidents or near misses should be immediately reported via phone call (01367 246933) or email to the Trust Operations Director and Trust Facilities and Compliance Lead.

- Any Level 3 lost time accident to an employee, visitor, or student (except for sending a student home and them returning the next school day)
- Those incidents that are formally reportable to regulators under RIDDOR
- Those incidents with the potential to generate adverse media interest.
- Any environmental pollution incident where the release may be significant.

Status of an Incident Once Reported

Keep open if an incident is being investigated or needs to be investigated. Please note that if an incident is closed out it can be reopened if necessary.

For Level 1 and Level 2 incidents

- It is the responsibility of the person reporting to move the current status from Open to Closed for Level 1 and Level 2 incidents.

- This can be immediately if no further action is required, or in consultation with the Headteacher if they feel further investigation is needed.

For Level 3 incidents

Please do not move the status of the incident from Open to Closed until:

- Accident investigation reports of Level 3 incidents have been approved and issued. Actions from incident investigations are completed in accordance with the action plan detailed in the incident report.
- It is the responsibility of the Headteacher in consultation with appropriate staff to close out Level 3 incidents when they have investigated.

For Level 4 and 5 incidents

Please do not move the status of the incident from Open to Closed until:

- Accident investigation reports of Level 4 and 5 incidents have been approved and issued.
- Actions from incident investigations are completed in accordance with the action plan detailed in the incident report.
- It is the responsibility of the Trust Facilities and Compliance Lead and/or Trust Operations Director to consult with appropriate staff to close out Level 4 and 5 incidents when provided with all relevant reports and details by the school and/or those investigating.

Accident, incident and near miss trend analysis

Please follow the guidance: Every System Incidents Module User Guide – see Appendix E.

Accident, incident and near miss investigation procedures

In the event of an accident, incident or near miss the responsible School will need to carry out an investigation, the extent of which will be determined by the exact circumstances. The investigation will be open and probing, but its main purpose will be to understand the causes and implement measures to prevent re-occurrence. Outcomes of any investigation must be made based on evidence collected. Any conclusions about the causes, both immediate, underlying and root, and recommendations for avoiding recurrence must also be based on evidence as part of a risk reduction strategy.

All incidents should be subject to investigation but practically the decision to investigate and to what depth should be based on the principles of proportionality and severity. Incidents may occur which have different levels of severity whether they resulted in injury, damage or was a near miss.

- Where the incident requires a straightforward investigation the results of that investigation can be recorded in the comments box of the incident recording system.
- Where a formal investigation takes place, the investigation should be carried out in accordance with this procedure.

In most circumstances, responsibility for incident investigation lies with the Headteacher. The Headteacher may, however, delegate the carrying out of an investigation to a suitable competent employee depending on the nature or severity of the incident.

The four steps in the investigation procedure are:

- The gathering of information/evidence
- The analysing of information/evidence
- Identification of risk control measures, and
- The implementation of an action plan to prevent recurrence.

A more formal documented investigation should be undertaken for Level 3, 4 and 5 Category incidents. Guidance on carrying out an investigation is given in Appendix A.

In addition to the guidance given in this document, those investigating accidents may also wish to consult the guidance given in the HSE guidance document HSG245 “Investigating accidents and incidents: A workbook for employers, union safety representatives and safety professionals”.

The process for dealing with incidents follows the general route given in the table in Appendix B. In addition.

The most senior employee present at the site of an incident shall:

- Call emergency services if the injury, illness, or damage requires.
- Ensure that the site of the incident and any equipment is made safe, without putting themselves at risk. Keep disturbance of the scene at a minimum, to assist in any subsequent investigation. Cordon the area off if appropriate.
- If the incident is considered to be a level 4 or 5 incident, inform the Trust Central Office. If there is any doubt, contact the Trust Central Office for advice.
- Ensure any incident which results in an injury to a pupil that is treated by a first aider is reported to the pupil’s next of kin as soon as is practicable.

- Ensure any incident which results in the incapacitation of an employee is reported to their next of kin as soon as is practicable.
- Ensure that you, where an incident has been categorised as being reportable to a relevant agency, advise the Trust Facilities and Compliance Lead and /or Trust Operations Director who shall carry out the necessary actions to report the incident. Note: for pupil accidents the reporting of accidents to the regulator is based on the HSE Information Sheet: Education Information Sheet No.1 – Incident Reporting in Schools (accidents, disease and dangerous occurrences) – Guidance for Employers.

It should be noted that photographs, sketches and reports can be uploaded to the incident reporting system to ensure a record is maintained of the outcome of investigations.

Monitoring arrangements

The Trust Operations Director will review this policy every 3 years.

Links with other policies

The Accident, Incident and Near Miss Reporting & Investigation procedure must be read in conjunction with

- First Aid Policy

It is linked to:

- Health and Safety Policy
- First Aid Needs Risk Assessment
- Policy on supporting pupils with medical conditions
- Data Retention Policy

These policies are located in the Trust SharePoint area.

Appendix A: Incident Investigation Guidance

The following investigation model is produced as guidance only, as not everything may be applicable for any given incident. The more serious the incident, the greater the depth of

investigation is likely to be. The main purpose of the investigation is to find all that can be learned to enable similar incidents to be prevented in the future. The information gathered from the investigation will be used to improve the health and safety management of the activities associated with the incident.

1. Obtain General Information

- Has anything been altered since the accident/incident/near miss?
- Names of injured/ill employees/witnesses/people first on the scene
- Extent of injury/damage/disruption
- The time, date,
- Place and layout of area/location
- The environmental conditions (i.e: lighting, ventilation, slippery, obstructions, weather conditions)
- Record conditions (take photographs, measurements etc)
- The condition of any equipment
- Any chemicals/substances in use or present
- The task(s) that was being undertaken at the time of the accident/incident/near miss.

2. Obtain Witness Statements

- Name, contact details and occupation of witnesses
- What did they observe and what did they do?

3. Establish Circumstances

- What was being done at the time and what happened?
- What were the events leading up to the accident/incident?
- What was the accepted method for carrying out the task?
- Was it being followed?
- Was it adequate?
- Was the individual competent to carry out the task (suitable, trained and experience)?
- What instruction and training were given (records available)?

- Were they aware of the risk assessment for the task? (How they could be harmed and the measures they should take to prevent harm)
- Had the individuals been told to carry out the task, or were they acting on their own initiative?
- Has something similar happened previously?

4. Immediate Response to Accident / Incident

- Was prompt and appropriate action taken (firefighting, first aid, area made safe, access restricted, electricity isolated, warning notices displayed and/or referred to Doctor/Hospital/Occupational Health etc)?

5. Identify Preventative Measures

- Was there an up-to-date risk assessment carried out for the task?
- Has the risk assessment for the task been periodically reviewed?
- What safety precautions were in place? #What additional safety measures should have been in place?
- Was instruction and training appropriate to the task?

6. Identify Underlying Causes

- Was supervision and training adequate?
- Was equipment suitable for the task?
- Was equipment maintained and tested adequately?
- What pressures/constraints, if any, were being applied?
- Was communication adequate between relevant parties?

7. Actions to Prevent a Recurrence

- Could the outcome have been more serious?
- What needs to be done to prevent similar accident/incident/near misses?
- Were the safety precautions adequate, but not implemented? Why not?
- Actions to prevent recurrence include:

- Better guarding or barriers
- Better inspection, testing and/or maintenance schedules
- Revised work method/risk assessment
- Provision and use of personal protective equipment/clothing
- Improved supervision, training, instruction, and information
- Better communication
- Review similar activities elsewhere.

Appendix B: Incident Investigation Protocol

Incident Severity	Investigation Levels			
Near Misses and Minor Injuries	1			
Moderate Injuries, high potential near misses, LTAs not RIDDOR		2		
Classified Dangerous occurrences, major injuries and diseases			3	
Multiple serious injuries, fatalities or when prosecution is likely				4
Investigation Convening Authority	Head Teacher	Head Teacher	Head Teacher, Chief Operations Officer, Trust Operations Director	Chief Executive Officer, Chief Operations Officer, Board of Directors
Investigating Team	Designated member of school staff as determined by Head Teacher	Head Teacher, designated member of school staff determined by Head Teacher, Trust Facilities and Compliance Lead, Trust Operations Director	Head Teacher, Chief Operations Officer, Trust Facilities and Compliance Lead, Trust Operations Director, Local Governing Committee	Chief Executive Officer, Chief Operations Officer, Trust Facilities and Compliance Lead, Trust Operations Director, Trust Resources Committee, Local Governing Committee

Notes:

1. For incidents associated with Faringdon Community College the Deputy Head Teacher, Business Manager or another member of the Senior Leadership Team may act as Head Teacher during level 3 and 4 investigations.
2. Trades Union and Safety Representatives have a statutory right to investigate all work-related incidents, therefore, the local representative should be given the opportunity to be involved in any incident investigation involving an employee.

Appendix C: Formal Accident Investigation Report Contents for Level 3 and 4 Accidents, Incidents or Near Misses

1. Introduction

Summary of what the report is about and the dates on which the investigation took place.

2. Terms of Reference

Terms of reference issued to the investigating panel by the convening authority.

3. Investigating Panel

Names and positions of those who undertook the investigation.

4. Witness

The names and positions of those persons who gave witness statements and/or where interviewed.

5. Incident Description

Description of incident from the incident report.

6. Task/Activity

What was the activity being carried out when the incident occurred?

7. Documentation

What documentation was available describing how the activity should be controlled?

8. Documentation Review

Results of a review of the documentation listed in section 7 above.

9. Training

What training has the person supervising the activity been given and what training has the person involved in the incident been given.

10. The Incident (What Happened)

A full description of the incident as a result of the investigation.

11. Investigation

- How the incident was initially managed.
- How the investigation was conducted
- Results of visits to the site and reference to any photographic evidence
- Reference to any diagrams used to show positions of objects/people
- Critique of witness statements
- Do any of the Trust procedures or processes require improvement?

12. Incident Categorisation

State categorisation of incident, whether it was reportable and under what criteria it was reportable.

13. Observations

What did the Panel observe as issues that contributed to the incident occurring?

14. Conclusions

What have the panel concluded as the immediate and root causes on the incident, together with reasons why. Identification of preventative measures that require to be taken to prevent re-occurrence.

Common Causes of Accidents, Incidents and Near Misses:

	Primary / Immediate Causes	Secondary/Root/Underlying Causes
Premises	Access/egress, housekeeping, layout, floor conditions, obstructions, lighting, thermal comfort	Design, suitability of workplace, repair/maintenance, cleaning

Plant and Substances (Equipment)	Condition of tools, hazardous substances, ventilation, unsuitable equipment	Design, selection, commissioning, maintenance, personal protective equipment, storage and use of hazardous substances, risk assessment, COSHH assessment
Procedures	Safe systems of work, instructions issued – clarity and adequacy, supervision, safe movement of material or substances, personal protective equipment – selection and use	Planning, risk assessment, preparation of safe system of work, information and instructions – preparation and communication, emergency procedures, supervision, contractors – competence and selection, monitoring arrangements
People	Competence, training, work-related stress, health issues, workload, physical /mental abilities under influence of alcohol/drugs – prescribed/non-prescribed	Selection/placement, induction or refresher training, cover for absence, safety culture lack supervision, monitoring

15. Action Plan

What actions are necessary to prevent re-occurrence, who should undertake the action and on what time scale.

Appendix D: Reporting and Trend Analysis

Operations Director (OD) to the Board

The Operations Director reports to the CLT Resources Committee on the following information:

- Number of incidents per school
- Number of Level 1, 2, 3, 4 incidents across the Trust
- The Event category across the Trust

The data is fully anonymised.

As part of this report the OM analyses trends and patterns across the Trust.

Additional narrative is provided to the Board on all Level 3 and 4 incidents.

The report is fully anonymised.

The OM reports on the following cycle:

- July, August
- September, October
- November, December
- January, February
- March, April
- May June

Head Teacher to LGC

The head teacher is expected to look at a termly, or monthly, trend analysis of incidents in their school and provide anonymised analysis to the LGC.

The analysis must cover:

- Incidents by category
- Incidents by party
- Incidents by type
- Incident trend

All this information is available in the Digital Accident Book/ Reporting.

More detailed information on each incident in your school can be found in the Digital Accident Book/ Search Incidents

The information can then be exported in a spreadsheet to allow more detailed analysis.

Anonymised information is to be reported to the LGC. This is usually done through the Head Teachers report.

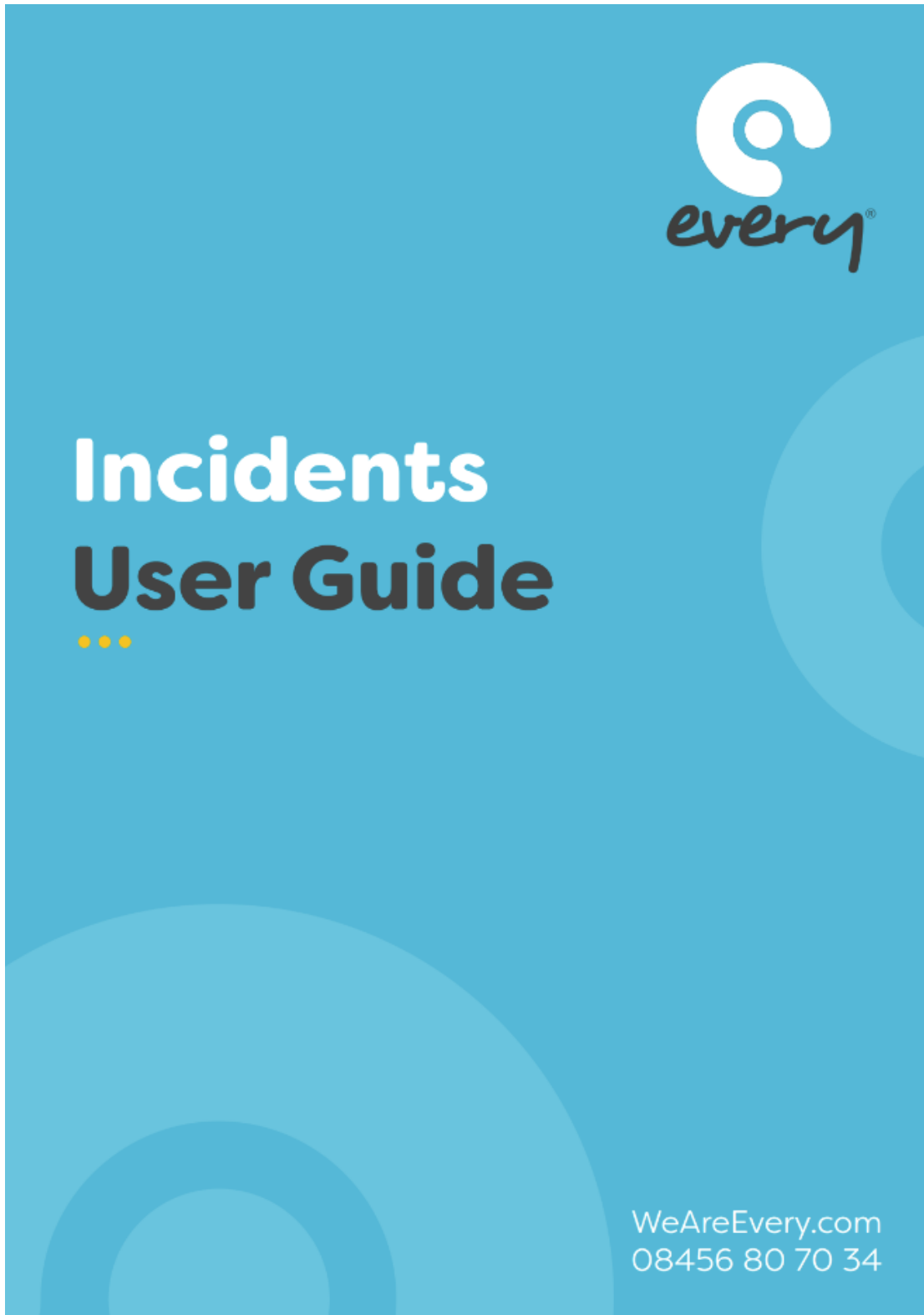
To support this a monthly activity is in Every. If you are reviewing termly, please amend the dates.

H&S Governor

The H&S governor is to be given access to the DAB, with the permission of reporting.

The H&S governor is then able to see the trend analysis.

Appendix E: EVERY Incident Module – User Guide



Incidents User Guide

This guide demonstrates the various ways you can add, maintain and manage incidents.

Log into Every using your preferred method.

Using the left-hand navigation bar, click on “Incidents” then “Summary”. This will take you to a page titled “Incident & Accident Reporting Summary”.

Adding an Incident

Three options run across the screen on the “Incident & Accident Reporting Summary” page including “Log Incident”. If you click this, you will then be taken to the screen shown below and given a list of fields required for you to fill in the details of the incident.

The screenshot shows a web form for logging an incident. It is divided into several sections:

- Classification:** Includes dropdown menus for 'Type' and 'Severity', a date/time field (03 Apr 2019 14:22), and a 'Location' text field.
- Description:** A large text area for the incident details, with a checkbox option: 'Use the person involved in this incident injured or ill'.
- Action:** A dropdown menu for selecting an action.
- Outcome:** A text area for the incident outcome.
- Time off (if applicable):** Radio buttons for 'Non applicable' (selected) and 'Time off (if applicable)'.
- Affected Party Details:** A sub-section for logging individuals. It includes a note: 'For multiple individuals, please log separate incidents.' and a checkbox: 'N/A - Please select if the incident does not reference an individual e.g. not known'. Fields include 'Name', 'Gender' (with a dropdown set to 'M/F'), 'Date of birth' (with a radio button for 'Unknown'), and 'Role' (with a dropdown).
- Reporter Details:** A sub-section for the user reporting the incident. It includes a checkbox: 'Use current user details (see #1866)'. Fields include 'Name', 'Email', 'Password', and three 'Add' fields (Add 1, Add 2, Add 3).

To log an incident, you will need to complete the following information below:

- **Type**—Choose from the drop-down menu of different types of incidents. Please select the most relevant option to the incident you are dealing with.
- **Severity**— Choose from the drop-down menu of severity levels. Please seek clarification from your school’s Admin user to differentiate what incidents require which severity level.
- **Location**—Log where the incident has taken place. This allows the relevant people to search other incidents that have occurred in the same location and can be shown in a report.
- **Description**—Give a detailed description of what has occurred. The more information added, the easier it is for others to understand the full extent of the incident.

Incidents User Guide

- **Action**—Choose from the drop-down menu of possible actions taken. If there isn't an option that best suits the action you have taken, you should give further description of the action you have taken in the above description tab.
- **Outcome**—Detail the outcome of the incident or what has happened when you have taken it as far as you can. This can be updated as the incident develops, such as if the person involved has been sent to hospital.
- **Time off (if applicable)** - If the incident has caused the person involved to take time off you are able to record how long they will be off for. This option can be toggled on and off.
- **Affected Party Details**— This should be populated with the details of the person affected by the incident. Doing this allows other staff members to pick this up and have all the details required. For incidents involving multiple people it is important to note that separate incident reports will need to be filled in for each person.
- **Reporter Details**— If you are the one reporting the incident, tick the 'Current User Details' box and this will populate the boxes with your details pulled from Every. If you are logging the incident on behalf of someone else please fill this box in using their details.

Once you have completed this please press 'Save' and this incident will be added to Every.

Adding to Existing Incidents

Please note: Some of the following information may need to be used alongside the Business Management module

Once you have saved the incident you will be taken to a "Manage Incidents" page with a tab called "Current Year" which shows all incidents logged in the current year, and a tab called "All" which shows all incidents ever logged.

Find the Incident you would like to edit and click the pencil icon next to it to go to the "Manage Incident" page. Scroll down and you will see a group of tabs now available to you, one of which is "Issues". Within this tab, you can log a new issue alongside the incident. For example, graffiti has been caused by a student and you need to log an issue to get this cleaned up. You can log the issue through the incident, for further information please refer to the guides surrounding Issues (Basic and Above). If you would like to look back at any issues logged related to incidents they will show on the "Issues/Actions" option to the left-hand navigation bar.

There is a "Reported By" tab for editing the incident reporter details.

You will also see a new tab for "Notes" which will allow you to leave some text against this incident. This information can be added later to acknowledge the knock-on effects.

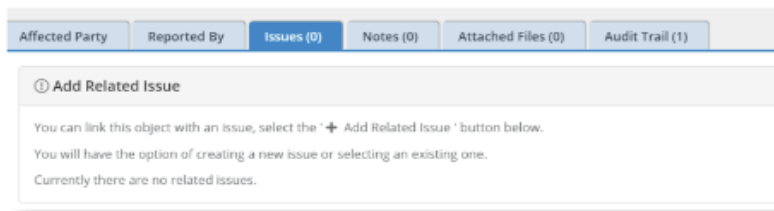
Incidents User Guide

You can add related documents or photos to "Attached Files".

Finally the "Audit Trail" will keep a log of all edits within the incident in question.

Linking to an Issue

You will also have the ability to link an incident to issues, this means you can track the reactive maintenance caused off the back of an issue. To do this you will need to click back into the saved incident that you have logged. At the bottom of the page you will see a tab that says Issues.



Click on the tab that says issues, you can then link this incident with a new issue or existing one by clicking on the green button in the bottom right corner that says + add related issue.

Select if it is a new issue or an existing one by selecting the correct tabs at the top of the page



New Issue: If this is a new issue click Create New Issue, fill out the template below and click save. This issue will then be added in to Issues in Business Management.

Incidents User Guide

Existing Issue: If this is an issue that already exists, click on the Select Existing Issue tab, and select the correct issues and click save. This will link this incident to that issue in Business Management.

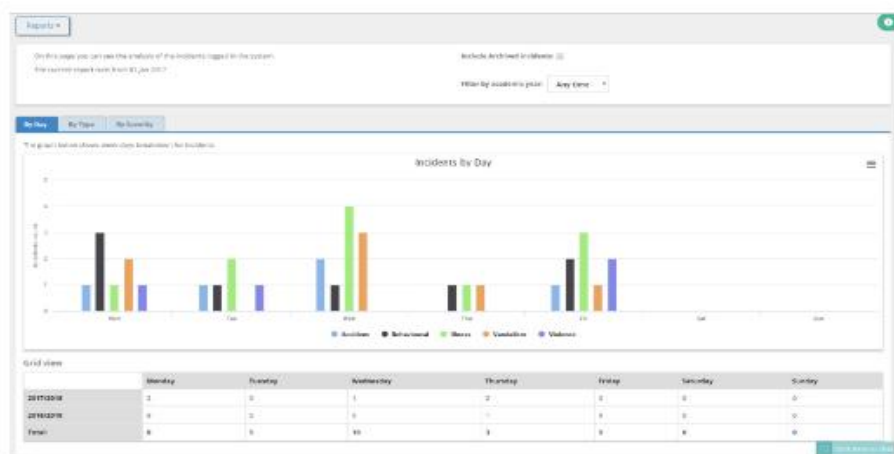
Once you have clicked 'Save' a list of this issue(s) will appear under the issue tab within the incident. Repeat the process if there is more than one issue relating to the incident

Analytics

Please Note: The following information is only applicable to users with an Admin level

You can use the "Analytics" section of the module to highlight trends and download reports.

Within this section, you can view colour-coded historical data in one of the three available graph formats, "by day", "by type" or "by severity". Alternatively, at the bottom, you can view the data in a table format. This data is filtered by academic year via the drop-down menu above. From here you can also pull a report to specific students or staff if the incidents have been logged to specific people.



Don't forget

If you have any questions or queries, you can use the live chat feature within the system.

Alternatively, you can call a member of our Support Team on 08456 80 70 34.



WeAreEvery.com
08456 80 70 34

