

SafetyNET – initial investigation of incidents

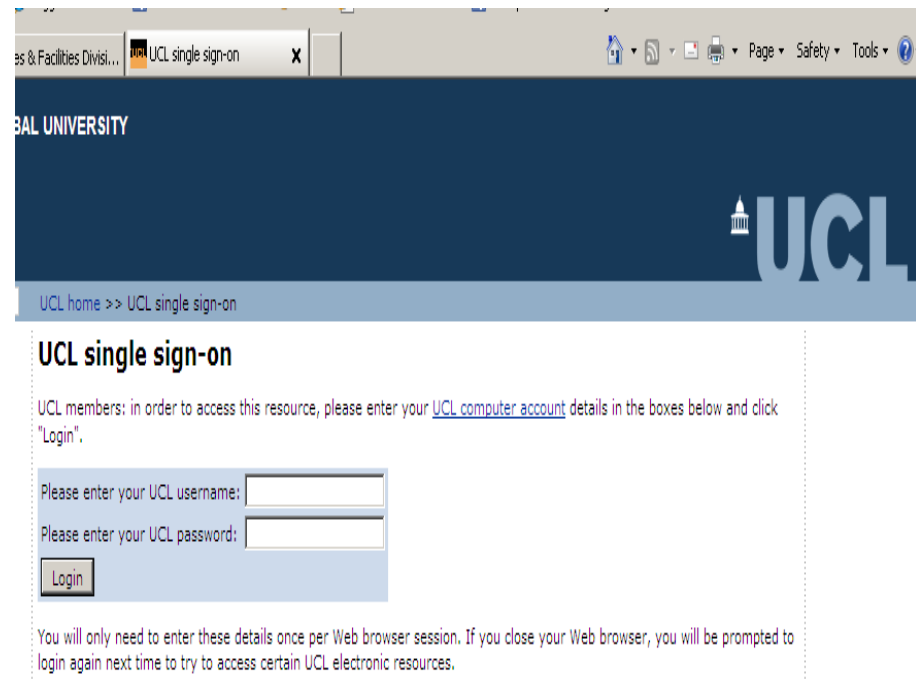
This presentation takes you through the steps that follow the report of an incident: the initial investigation

Initial investigation

- The purpose of this stage is to check that the information given in the incident report is correct and to add any further supporting information that has been gathered.
- There are 3 levels of investigation available in SafetyNET but it is expected that most incidents will only need an initial investigation.
- The information entered as part of the initial investigation will indicate whether further/more extensive investigation is needed.

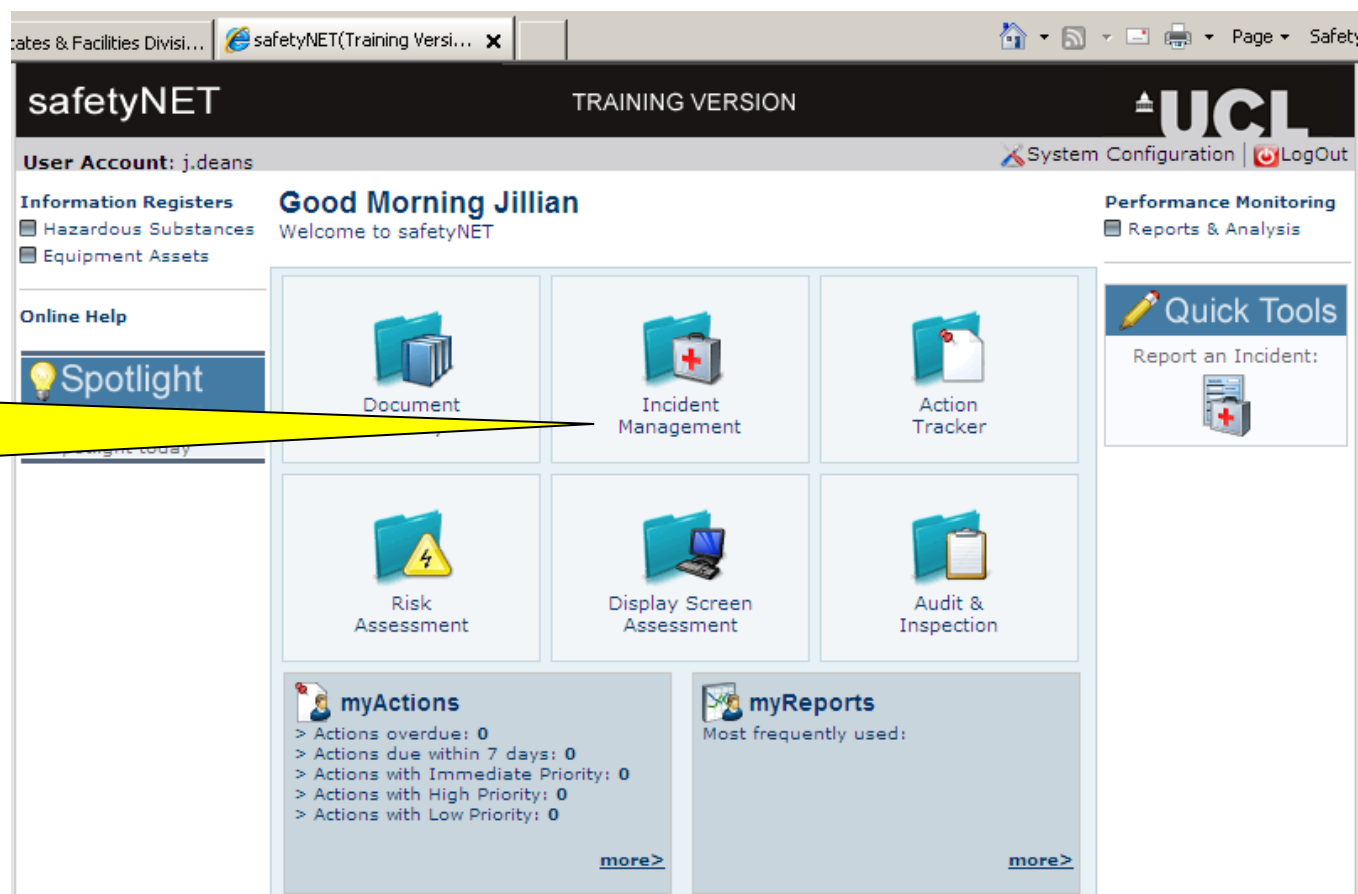
Accessing the incident record

- You will be alerted that an incident has been reported in your Department by means of an email from UCL@oshens-software.com
- You need to log into SafetyNET via <https://ucl-safety.co.uk> to view the incident record
- This will take you to the single sign-on page where you can log into SafetyNET using your UCL user-name and intranet password



The screenshot shows a web browser window with the following content:

- Browser Tab:** UCL single sign-on
- Page Header:** UCL UNIVERSITY logo
- Breadcrumb:** UCL home >> UCL single sign-on
- Section Title:** UCL single sign-on
- Instructions:** UCL members: in order to access this resource, please enter your [UCL computer account](#) details in the boxes below and click "Login".
- Form Fields:**
 - Please enter your UCL username:
 - Please enter your UCL password:
- Button:** Login
- Footer Note:** You will only need to enter these details once per Web browser session. If you close your Web browser, you will be prompted to login again next time to try to access certain UCL electronic resources.



safetyNET TRAINING VERSION

User Account: j.deans System Configuration | LogOut

Information Registers
 Hazardous Substances
 Equipment Assets

Good Morning Jillian
Welcome to safetyNET

Performance Monitoring
 Reports & Analysis

Online Help
Spotlight

Document

Incident Management

Action Tracker

Risk Assessment

Display Screen Assessment


Audit & Inspection

Quick Tools
Report an Incident:

myActions
> Actions overdue: 0
> Actions due within 7 days: 0
> Actions with Immediate Priority: 0
> Actions with High Priority: 0
> Actions with Low Priority: 0
[more>](#)

myReports
Most frequently used:
[more>](#)

Click here to access the incidents that have been reported in your Department

safetyNET **incident management** 

Navigation: [Home](#) - [Incident Search](#) LogOut

Welcome to the Incident Management Module.
Please use the options below to search for records.

[Search](#) [Search Results](#) [My Incidents](#)

Search for Incident records Reset Search

Search Mode: Basic Advanced

User Tip: If you know the Incident reference number enter it below. Alternatively use the search options beneath to select a range of records. An entry in the reference no. field will override all other search criteria.

IN

When it happened:

Incident type:

Incident status:

Division, School, Faculty, Institute:

Department:

Group/Unit:

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Type in the incident number from the email and click the search button

NB: You may need to alter the time frame of the search parameters

safetyNET **incident management** [Logout](#)

Navigation: [Home](#) - Incident Search Results

Please select an Incident record from the search results below.

Search **Search Results** My Incidents

Status: = Open (Incomplete) = Allocated for Review = Ready to Close = Closed

Investigation: = Init. Investigation = Local Investigation = Full Investigation

Other: = Reportable = Absence = Action Plan = Claim

User Tip: To view more information about a record hover your mouse over the Incident type icon and the Title/Description field. Click on the reference number to access full data. The amount of data you can view is subject to your access permissions.

Page 1 of 1 (1 items)

Ref	Status	Date	Type	Title/Description	Responsibility	Management	
IN000013		04/01/2010	INJ	Tripped and fell on the step...	Estates & Facilities Division. Safety Services		[Options]

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These buttons give a quick overview of the status of the incident


This screen shows the list of incidents that have been reported in your department – in this case it only shows the incident you have searched for – click on the reference number to open the record

We are currently working to import historical data into the system: when the site goes live, we hope to have last years data available

These tabs guide you through all the information that may be required when dealing with an incident

The information here was entered when the incident was reported – work through this and check all information is correct/complete – click on each heading to move between different sections

If you add or change any information, remember to save the record when prompted

safetyNET **incident management**  [Logout](#)

Navigation: [Home](#) - [Incident Search Results](#) - Incident



Reference: **IN000013** Responsibility: Estates & Facilities Division, Safety Services
 Incident Date: 04 Jan 2010 Incident Time: 12:10 Status: Notified Type: Work-related Injury

Initial Investigation | Action Plans | Local Investigation | Full Investigation | Absence | RIDDOR | Costs | Claims | History

Date & Time | People | What | Where | Other Information | Allocate | Attachments | Review & Close

Guidance Note
 The Manager/Supervisor should check that the Incident details are correct and include any further information they have relating to this Incident. The Manager/Supervisor should then assess this Incident by completing the review and sign off section.

Date & Time [Re-open Incident Details](#)

Reported to the system by:	Jillian Deans
Reported to the system on:	15 : 42 on 12 January 2011
Contact Tel No.	123 456
Incident Notification Form:	
Incident Time & Date:	12 : 10 on 4 January 2010 

Incident Ownership

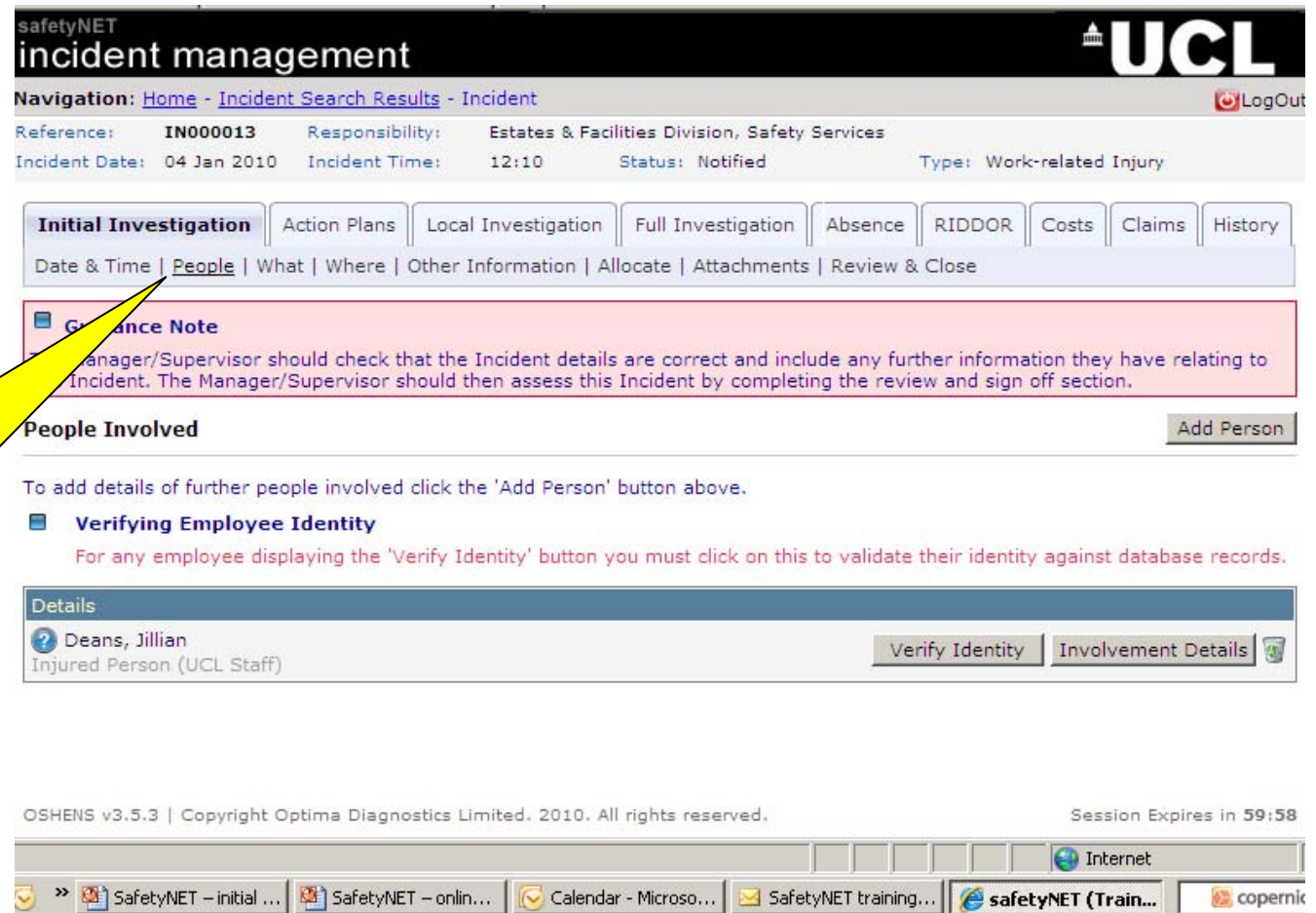
The fields below identify the part of the Organisation responsible for this Incident

Division, School, Faculty, Institute:	Estates & Facilities Division
---------------------------------------	-------------------------------

Internet

Checking the information is straightforward so the next slides show the one additional step that is needed as part of this process: verification of employee identity

When you review the "people" data, if UCL employees are involved, you need to verify their identity. This checks them against the information already held on the system

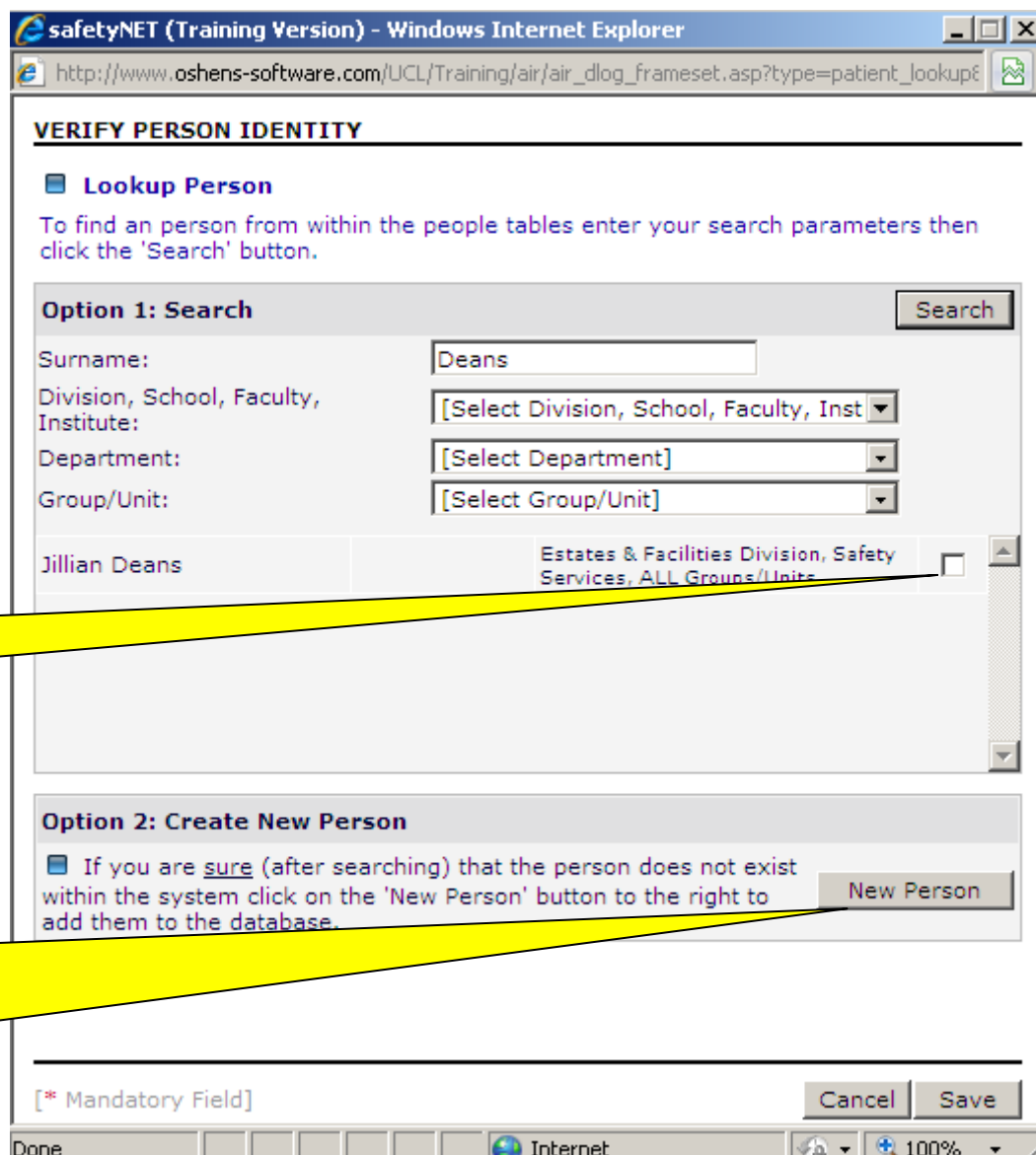


The screenshot shows the 'safetyNET incident management' interface. The navigation path is 'Home - Incident Search Results - Incident'. The incident details are: Reference: IN000013, Responsibility: Estates & Facilities Division, Safety Services, Incident Date: 04 Jan 2010, Incident Time: 12:10, Status: Notified, Type: Work-related Injury. The 'Initial Investigation' tab is active, with sub-tabs for 'Date & Time', 'People', 'What', 'Where', 'Other Information', 'Allocate', 'Attachments', and 'Review & Close'. A 'Guidance Note' states: 'The Manager/Supervisor should check that the Incident details are correct and include any further information they have relating to this Incident. The Manager/Supervisor should then assess this Incident by completing the review and sign off section.' The 'People Involved' section has an 'Add Person' button and instructions: 'To add details of further people involved click the 'Add Person' button above.' A 'Verifying Employee Identity' section contains the instruction: 'For any employee displaying the 'Verify Identity' button you must click on this to validate their identity against database records.' The 'Details' section shows 'Deans, Jillian' as an 'Injured Person (UCL Staff)' with a 'Verify Identity' button and an 'Involvement Details' button. The footer includes 'OSHENS v3.5.3 | Copyright Optima Diagnostics Limited, 2010. All rights reserved.' and 'Session Expires in 59:58'. The taskbar at the bottom shows several open applications including 'SafetyNET - initial ...', 'SafetyNET - onlin...', 'Calendar - Microso...', 'SafetyNET training...', 'safetyNET (Train...', and 'copernik'.

Clicking the “verify identity” button opens a search screen, you can then search for the individual concerned

Once you have found the right person, check the box and save

If the injured person is definitely a UCL employee (this includes post-graduate students) but they do not appear on the system (most likely because they are a new starter), you can add them to the system here



Enter all the relevant information about the new person in this section – please complete as many fields as you are able at this stage

http://www.oshens-software.com/UCL/Training/admin/adm_dlog_frameset.asp?type=people_dlc

Data will be lost if you use the explorer buttons to close this window.

Person Details

[New Person]

Title:	[Select]	
First Name:*	<input type="text"/>	Middle Name: <input type="text"/>
Last Name:*	<input type="text"/>	
Preferred Name:	<input type="text"/>	
Category:*	[Select]	
Employee No:	<input type="text"/>	Telephone: <input type="text"/>
Mobile:	<input type="text"/>	Pager: <input type="text"/>
Job Title:	<input type="text"/>	
Email:	<input type="text"/>	
Division, School, Faculty, Institute:*	[Select Division, School, Faculty, Institute]	
Department:*	[Select Department]	
Group/Unit:*	[Select Group/Unit]	

[* Mandatory Field]

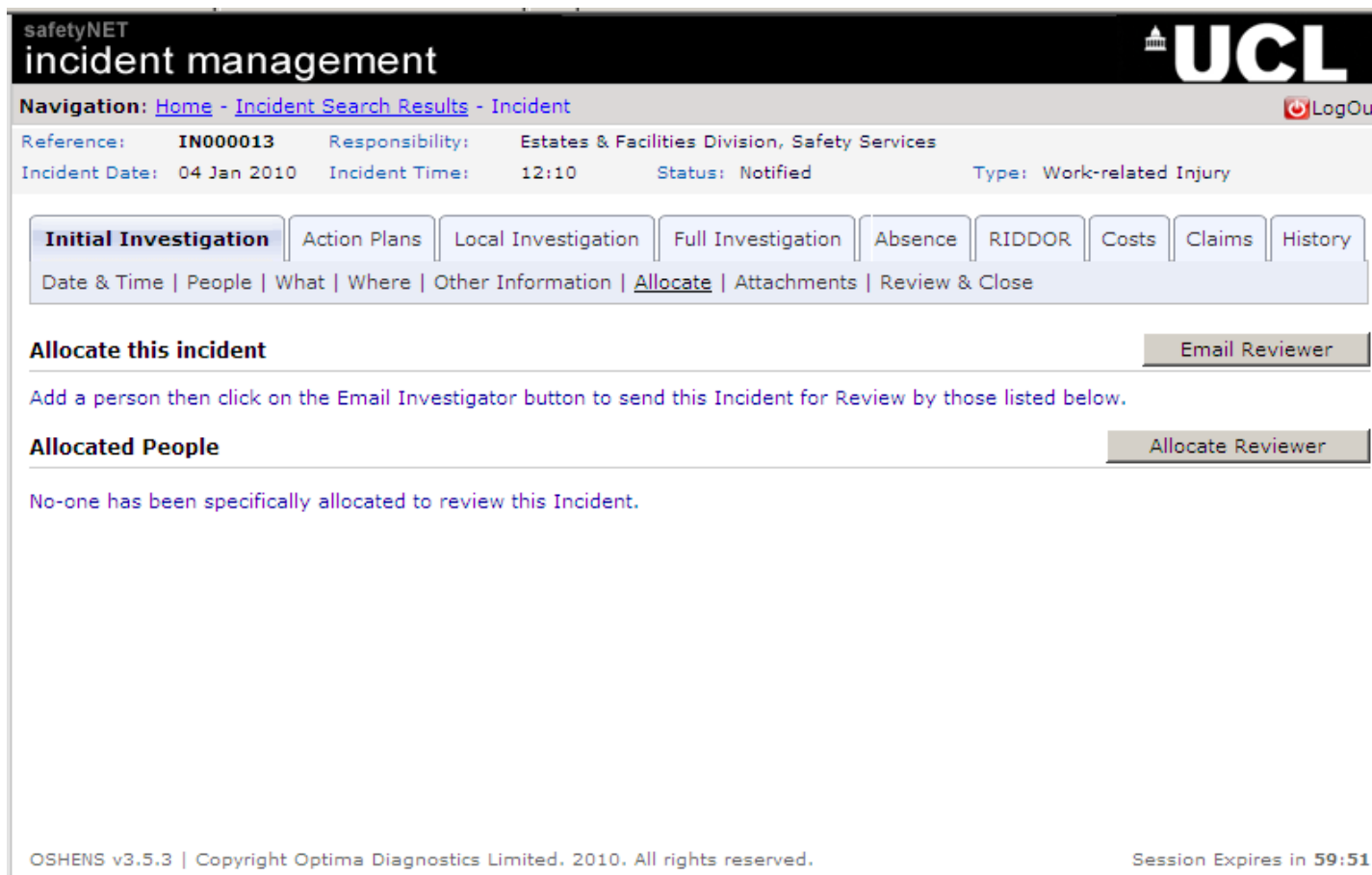
Save Cancel

Done Internet 100%

5 Microsoft ... safetyNET (Tr... UCL Estates &... safetyNET (Tr... safetyNET (

Having checked the information, you now have the opportunity to assign the incident for review to a specific manager if you do not wish or are not able to review/close the incident yourself. The system may suggest an individual depending on the records held in the system

NB: allocation is not a mandatory step



The screenshot shows the 'safetyNET incident management' interface for UCL. The page title is 'incident management' and the UCL logo is in the top right. The navigation bar includes 'Home - Incident Search Results - Incident' and a 'LogOut' button. The incident details are as follows:

- Reference: **IN000013**
- Responsibility: Estates & Facilities Division, Safety Services
- Incident Date: 04 Jan 2010
- Incident Time: 12:10
- Status: Notified
- Type: Work-related Injury

Below the details are several tabs: 'Initial Investigation' (selected), 'Action Plans', 'Local Investigation', 'Full Investigation', 'Absence', 'RIDDOR', 'Costs', 'Claims', and 'History'. A secondary navigation bar includes 'Date & Time | People | What | Where | Other Information | Allocate | Attachments | Review & Close'.

The main section is titled 'Allocate this incident' and contains an 'Email Reviewer' button. Below this is the instruction: 'Add a person then click on the Email Investigator button to send this Incident for Review by those listed below.' The 'Allocated People' section has an 'Allocate Reviewer' button and the message: 'No-one has been specifically allocated to review this Incident.'

At the bottom, the footer text reads: 'OSHENS v3.5.3 | Copyright Optima Diagnostics Limited, 2010. All rights reserved.' and 'Session Expires in 59:51'.

If, having checked all the information, you believe that the incident has been incorrectly allocated to your Department, contact Safety Services to arrange for re-allocation

If you have allocated a reviewer click here to notify them – they will then get an email from the system

Allocate this incident Email Reviewer

Add a person then click on the Email Investigator button to send this Incident for Review by those listed below.

Allocated People Allocate Reviewer

No-one has been specifically allocated to review this Incident.

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If you need to allocate someone to review/close and there is no-one suggested, click here to find the relevant individual eg the injured person's line manager

NB: the layout of this section may change slightly when the system goes live; we are currently working to make this stage easier to understand

You can use this section to add any supporting documentation

safetyNET **incident management**

Navigation: [Home](#) - [Incident Search Results](#) - Incident LogOut

Reference: **IN000013** Responsibility: Estates & Facilities Division, Safety Services
 Incident Date: 04 Jan 2010 Incident Time: 12:10 Status: Notified Type: Work-related Injury

[Initial Investigation](#) | [Action Plans](#) | [Local Investigation](#) | [Full Investigation](#) | [Absence](#) | [RIDDOR](#) | [Costs](#) | [Claims](#) | [History](#)
[Date & Time](#) | [People](#) | [What](#) | [Where](#) | [Other Information](#) | [Allocate](#) | [Attachments](#) | [Review & Close](#)

Guidance Note
 Please attach documents relevant to this Incident including (but not limited to) photographs, diagrams, sketches and risk assessments.

Attachments

[Select]
 ** No documents currently attached **

 Photograph
 Sketch or Map
 Witness Statement
 Other Interview Document
 Insurance Document
 Manufacturers Instruction
 Permit-to-Work
 Isolation Certificate
 Risk Assessment
 Safe System of Work Document
 Training Document
 Pre-event Inspection/Test/Check
 Post-event Inspection/Test/Check
 Other Document

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safetyNET **incident management**

Navigation: [Home](#) - [Incident Search Results](#) - Incident LogOut

Reference: **IN000013** Responsibility: Estates & Facilities Division, Safety Services
 Incident Date: 04 Jan 2010 Incident Time: 12:10 Status: Notified Type: Work-related Injury

Initial Investigation | Action Plans | Local Investigation | Full Investigation | Absence | RIDDOR | Costs | Claims | History

Date & Time | People | What | Where | Other Information | Allocate | Attachments | [Review & Close](#)

Guidance Note
 Please check or complete ALL requested classification fields to ensure can be tracked for statistics and analysis purposes. When you are confident that all information contained with this tab is correct, complete the Review & Close step.

Incident Classification

Immediate Cause:

Initial Investigation [Review & Close](#)

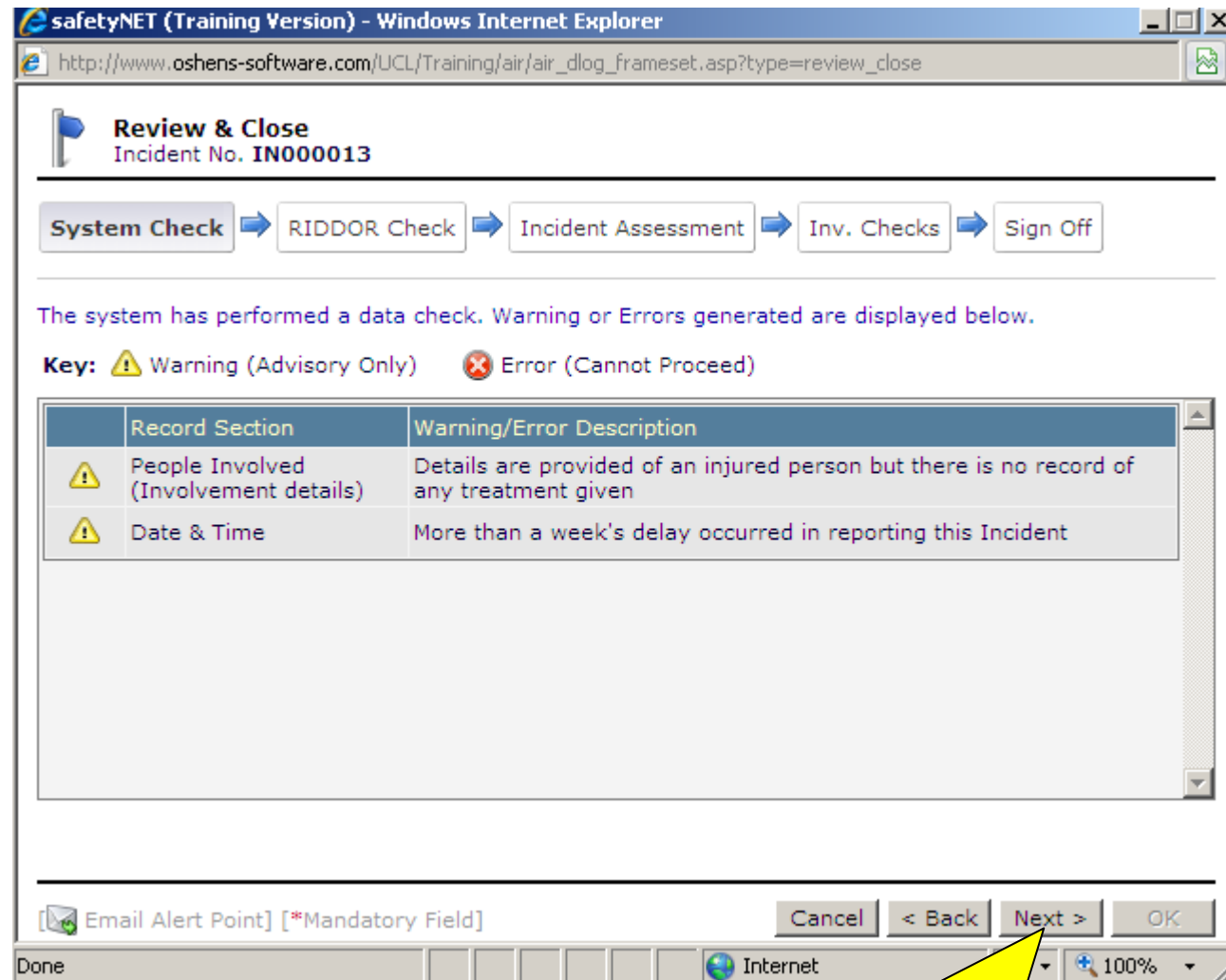
Incident awaiting completion
 To complete the Initial Investigation, this Incident will be locked to prevent further editing.

- Exposure to or contact with harmful substance/material
- Effects of heat/cold (other than hot liquids/surfaces/materials)
- Contact with electricity or an electrical discharge
- Slip, trip or fall on same level
- Fall from permanent structure
- Fall from temporary structure
- Fall into hole/shaft
- Whilst handling, lifting or carrying
- Step on/strike against object
- Struck by object (moving, falling or flying)
- Trapped in, under or between objects
- Contact with moving tools, machinery or equipment
- Struck by a moving vehicle
- Use of hand tools (not vibration-related)
- Use of power tools (not vibration-related)
- Collision between people
- Exposure to fire
- Exposure to explosion
- Injury by animal or insect
- Drowning or asphyxiation
- Other Cause

You now need to review and close the incident by classifying the cause of the incident

Click here once you have selected a classification

The system now reviews the data entered and lets you know if there are any errors – if there are, you will need to go back and enter any missing data. There may also be other information that needs further attention/review; this is indicated by means of a warning sign



Review & Close
Incident No. **IN000013**

System Check → RIDDOR Check → Incident Assessment → Inv. Checks → Sign Off

The system has performed a data check. Warning or Errors generated are displayed below.

Key: ⚠ Warning (Advisory Only) ❌ Error (Cannot Proceed)

	Record Section	Warning/Error Description
⚠	People Involved (Involvement details)	Details are provided of an injured person but there is no record of any treatment given
⚠	Date & Time	More than a week's delay occurred in reporting this Incident

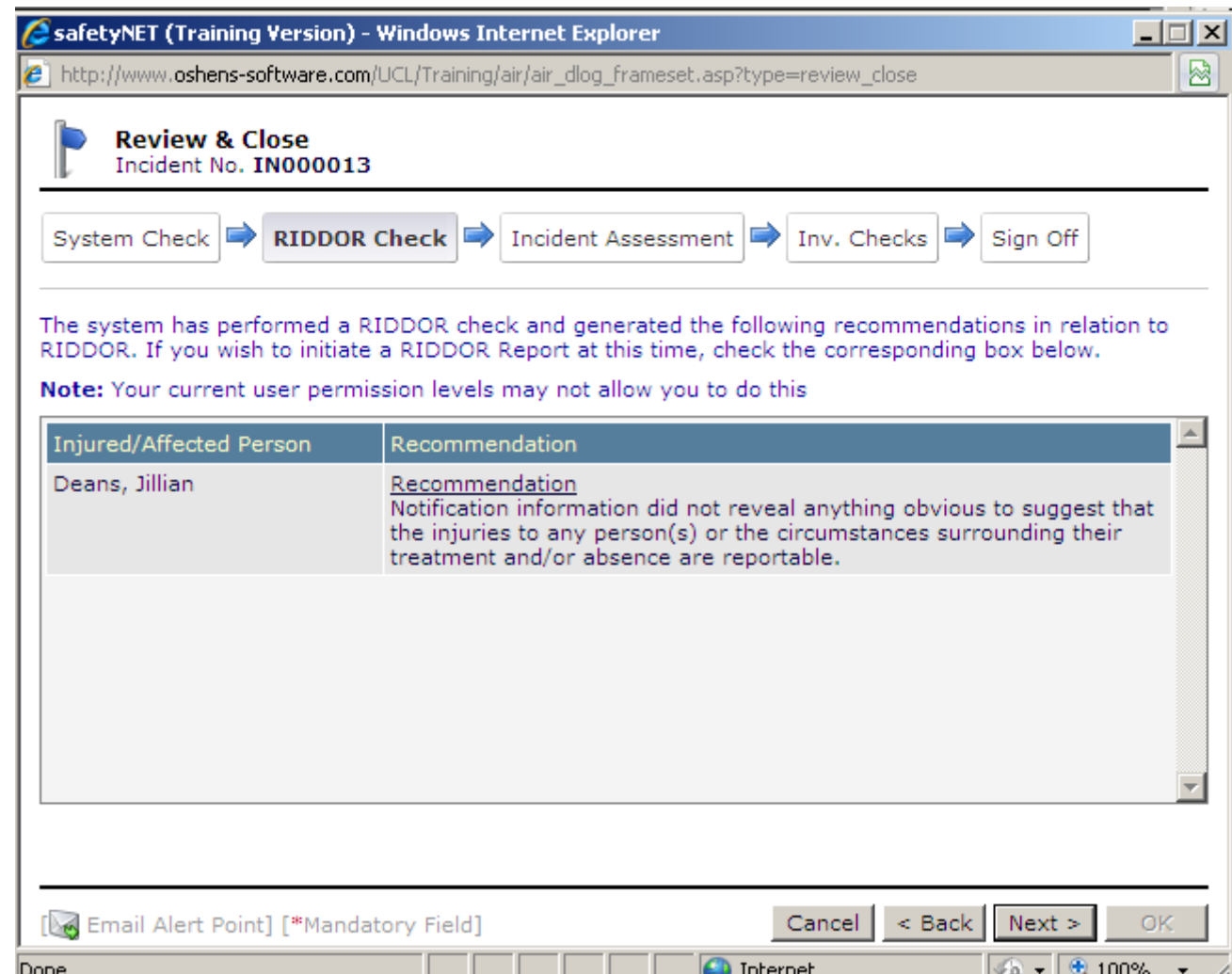
Email Alert Point] [*Mandatory Field] Cancel < Back Next > OK

Done Internet 100%

Once any errors have been corrected and any warnings checked, click here to move to the next section

Based on the information given, the system will advise whether the incident should be reported to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

NB: this is for information only – any RIDDOR reports will be made by Safety Services on behalf of UCL



Review & Close
Incident No. IN000013

System Check → **RIDDOR Check** → Incident Assessment → Inv. Checks → Sign Off

The system has performed a RIDDOR check and generated the following recommendations in relation to RIDDOR. If you wish to initiate a RIDDOR Report at this time, check the corresponding box below.

Note: Your current user permission levels may not allow you to do this

Injured/Affected Person	Recommendation
Deans, Jillian	<u>Recommendation</u> Notification information did not reveal anything obvious to suggest that the injuries to any person(s) or the circumstances surrounding their treatment and/or absence are reportable.

Email Alert Point] [*Mandatory Field] Cancel < Back Next > OK

This section asks you decide the actual and potential severity of the incident – this will then give an indication of whether further investigation is warranted (and the type)

safetyNET (Training Version) - Windows Internet Explorer
 http://www.oshens-software.com/UCL/Training/air/air_dlog_frameset.asp?type=review_close

Review & Close
 Incident No. IN000013

System Check → RIDDOR Check → **Incident Assessment** → Inv. Checks → Sign Off

Based on the information recorded, please assess the severity of this Incident.

Actual Severity

How serious was this Incident in practice?* injury/damage/loss/cost

Potential Severity

How serious COULD this Incident have been?* injury/damage/loss/cost

How likely is it to happen again?*

Minimal Risk Minimal level Investigation	Low Risk Low level Investigation	Medium Risk Medium level Investigation	High Risk High level Investigation
-------------------------------------------------------	-----------------------------------------------	-----------------------------------------------------	-------------------------------------------------

A medium level investigation will involve a detailed investigation by the the relevant supervisor or line manager, the health and safety adviser and employee representatives and will look for the immediate, underlying and root causes.

[Email Alert Point] [*Mandatory Field]

This section asks a series of questions relating to the management of the incident

safetyNET (Training Version) - Windows Internet Explorer

http://www.oshens-software.com/UCL/Training/air/air_dlog_frameset.asp?type=review_close

Review & Close
Incident No. **IN000013**

System Check → RIDDOR Check → Incident Assessment → **Inv. Checks** → Sign Off

To complete this Initial Investigation please answer the questions below as fully and accurately as possible.

Was there a known risk and if so why wasn't it controlled?*	Staff shortages meant that leaves were not cleared as regularly as expected
In your opinion had all persons involved in the incident received relevant information instruction and training?*	Yes
What remedial actions (if any) have you taken as part of this Initial Review?*	Leaves currently outside building have been removed

[Email Alert Point] [*Mandatory Field]

Cancel < Back Next > OK

Done Internet 100%

You can now sign off the incident by checking the confirmation box and clicking ok

safetyNET (Training Version) - Windows Internet Explorer

http://www.oshens-software.com/UCL/Training/air/air_dlog_frameset.asp?type=review_close

Review & Close
Incident No. **IN000013**

System Check → RIDDOR Check → Incident Assessment → Inv. Checks → **Sign Off**


Confirmation
The information contained in this Incident record is accurate to my best knowledge and belief.


[Email Alert Point] [*Mandatory Field] Cancel < Back Next > OK


Done Internet 100%

The record is now locked


If you want a hard copy, the whole report can viewed, saved and printed by clicking here. NB retention of signed, hard copies is not necessary/ required

Incident Classification 

Immediate Cause: Slip, trip or fall on same level 

Initial Investigation  Review & Close

This Incident has been Investigated and the record is now locked.

Date Investigated:	14th January 2011 at 12:23
Investigated By:	Deans, Jillian
Severity?	Minor 
Likelihood of Recurrence?	Serious
Recommended Further Investigation:	Medium Risk - Medium level Investigation A medium level investigation will involve a detailed investigation by the the relevant supervisor or line manager, the health and safety adviser and employee representatives and will look for the immediate, underlying and root causes.
Was there a known risk and if so why wasn't it controlled?	Staff shortages meant that leaves were not cleared as regularly as expected
In your opinion had all persons involved in the incident received relevant information instruction and training?	Yes
What remedial actions (if any) have you taken as part of this Initial Review?	Leaves currently outside building have been removed

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safetyNET **incident management** [LogOut](#)

Navigation: [Home](#) - Incident Search Results

Please select an Incident record from the search results below.

Search **Search Results** My Incidents

Status: = Open (Incomplete) = Allocated for Review = Ready to Close = Closed

Investigation: = Init. Investigation = Local Investigation = Full Investigation

Other: = Reportable = Absence = Action Plan = Claim

User Tip: To view more information about a record hover your mouse over the Incident type icon and the Title/Description field. Click on the reference number to access full data. The amount of data you can view is subject to your access permissions.

Page 1 of 1 (1 items)

Ref	Status	Date	Type	Title/Description	Responsibility	Management	
IN000013		04/01/2010	INJ	Tripped and fell on the step...	Estates & Facilities Division. Safety Services		[Options]

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Internet

If you search for the incident again, you will notice that the status has been changed to “ready to close”. Initially, only Safety Services will be able to formally close an incident – this will be reviewed and ultimately permission to close incidents will be the responsibility of relevant managers in Departments

Further information and training

- Safety Services will be arranging a training workshop on incident investigation
- The workshop will cover the theory of incident investigation and show you how to use SafetyNET to conduct a more detailed investigation when needed
- The training will take place in March and further details will be circulated soon