



SafetyNET – initial investigation of incidents

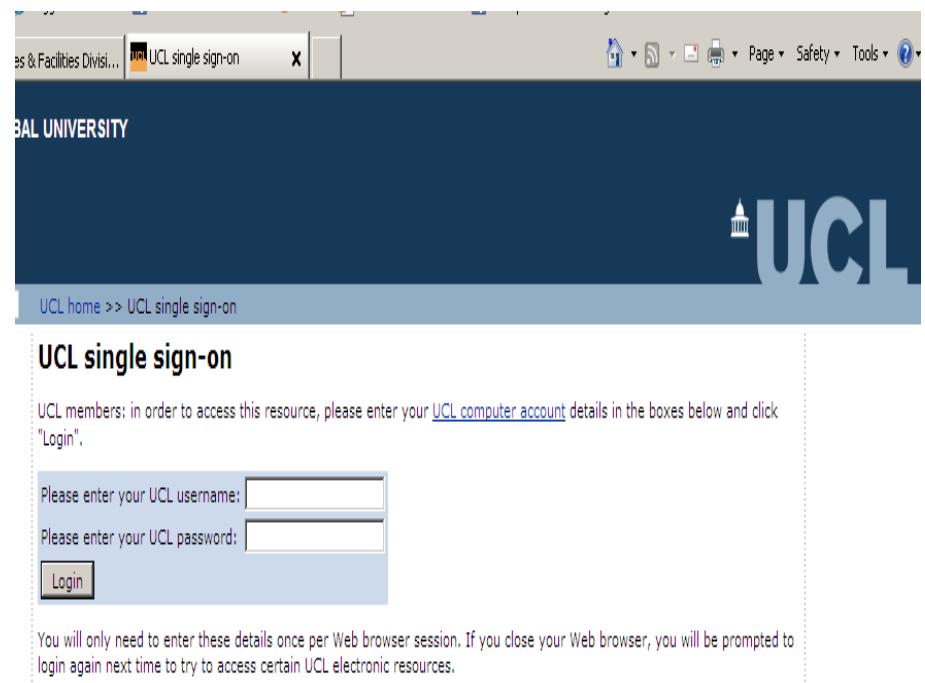
This presentation takes you through the steps that follow the report of an incident: the initial investigation

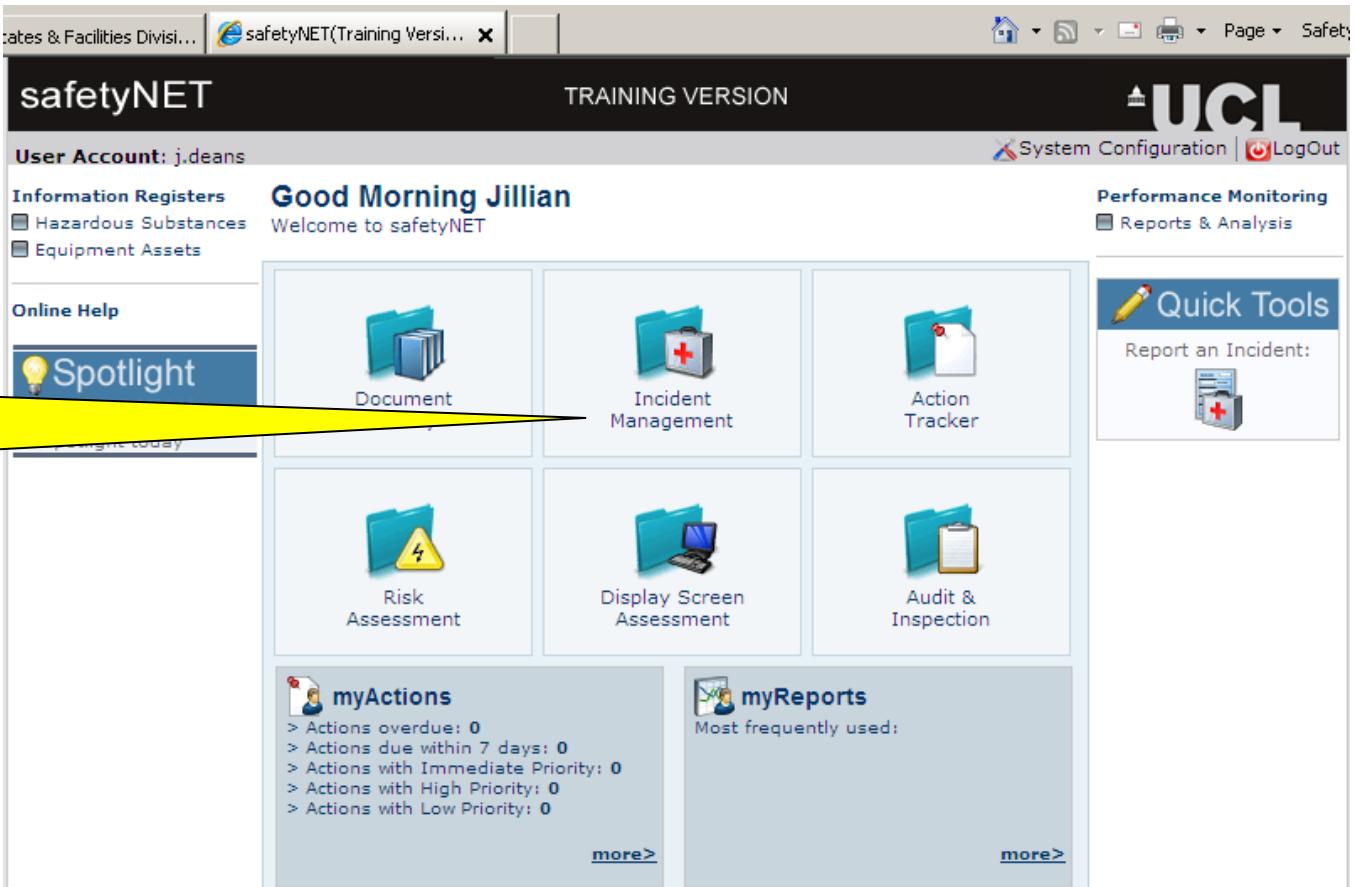
Initial investigation

- 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





A screenshot of the safetyNET TRAINING VERSION web application. The interface includes a header with the UCL logo, a navigation bar with links like 'System Configuration' and 'LogOut', and a main content area with various functional modules and user information.

The main content area displays a greeting message: "Good Morning Jillian" followed by "Welcome to safetyNET". On the left, there's a sidebar with "Information Registers" (Hazardous Substances, Equipment Assets), "Online Help", and a "Spotlight" section featuring a lightbulb icon. The central part of the screen contains a grid of six icons: "Document" (file folder), "Incident Management" (first aid kit), "Action Tracker" (document with red dot), "Risk Assessment" (blue folder with lightning bolt), "Display Screen Assessment" (monitor), and "Audit & Inspection" (clipboards).

At the bottom, there are two sections: "myActions" showing zero overdue actions and "myReports" showing the most frequently used reports. A yellow callout bubble with the text "Click here to access the incidents that have been reported in your Department" points to the "Incident Management" icon.

safetyNET
incident management

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

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:

[Search](#)

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

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

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

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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
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

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

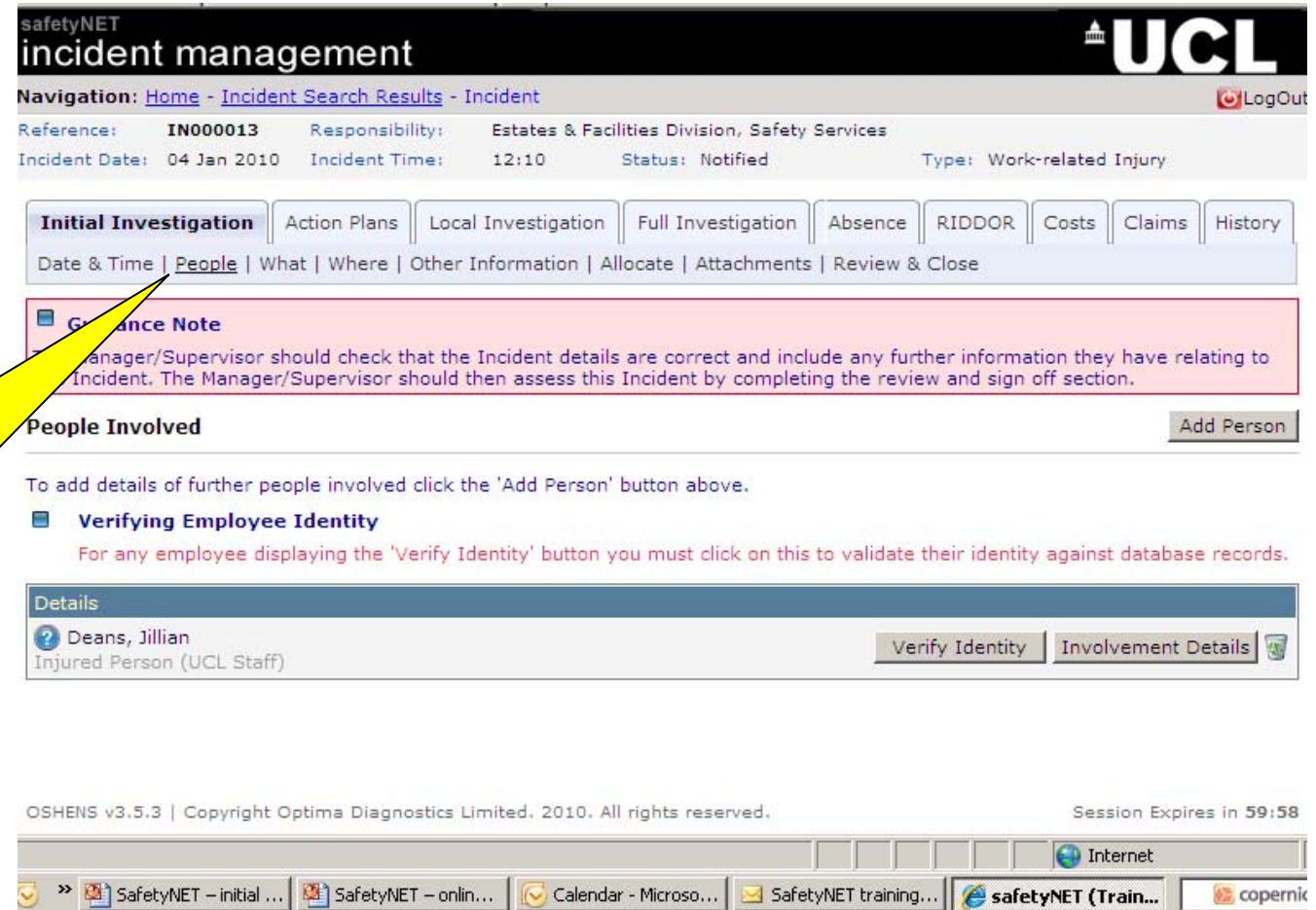
Incident Ownership
The fields below identify the part of the Organisation responsible for this Incident

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 software. At the top, it displays navigation links: Home - Incident Search Results - Incident. Below this, it shows incident details: Reference: IN000013, Responsibility: Estates & Facilities Division, Safety Services, Incident Date: 04 Jan 2010, Incident Time: 12:10, Status: Notified, Type: Work-related Injury. A menu bar includes: Initial Investigation, Action Plans, Local Investigation, Full Investigation, Absence, RIDDOR, Costs, Claims, History, Date & Time, People, What, Where, Other Information, Allocate, Attachments, Review & Close.

A red callout box highlights the "People Involved" section. It contains a note: "Manager/Supervisor should check that the Incident details are correct and include any further information they have relating to Incident. The Manager/Supervisor should then assess this Incident by completing the review and sign off section." Below this, there is a "People Involved" table with a single entry: Deans, Jillian (Injured Person (UCL Staff)). Buttons for "Verify Identity" and "Involvement Details" are shown next to the entry. The bottom of the screen shows the OSHENS v3.5.3 copyright notice, a session expiration timer (59:58), and a taskbar with various icons including Internet, SafetyNET, and Copernic.

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

safetyNET (Training Version) - Windows Internet Explorer
http://www.oshens-software.com/UCL/Training/air/air_dlog_frameset.asp?type=patient_lookup&id=1

VERIFY PERSON IDENTITY

Lookup Person
To find an person from within the people tables enter your search parameters then click the 'Search' button.

Option 1: Search

Surname:

Division, School, Faculty, Institute:

Department:

Group/Unit:

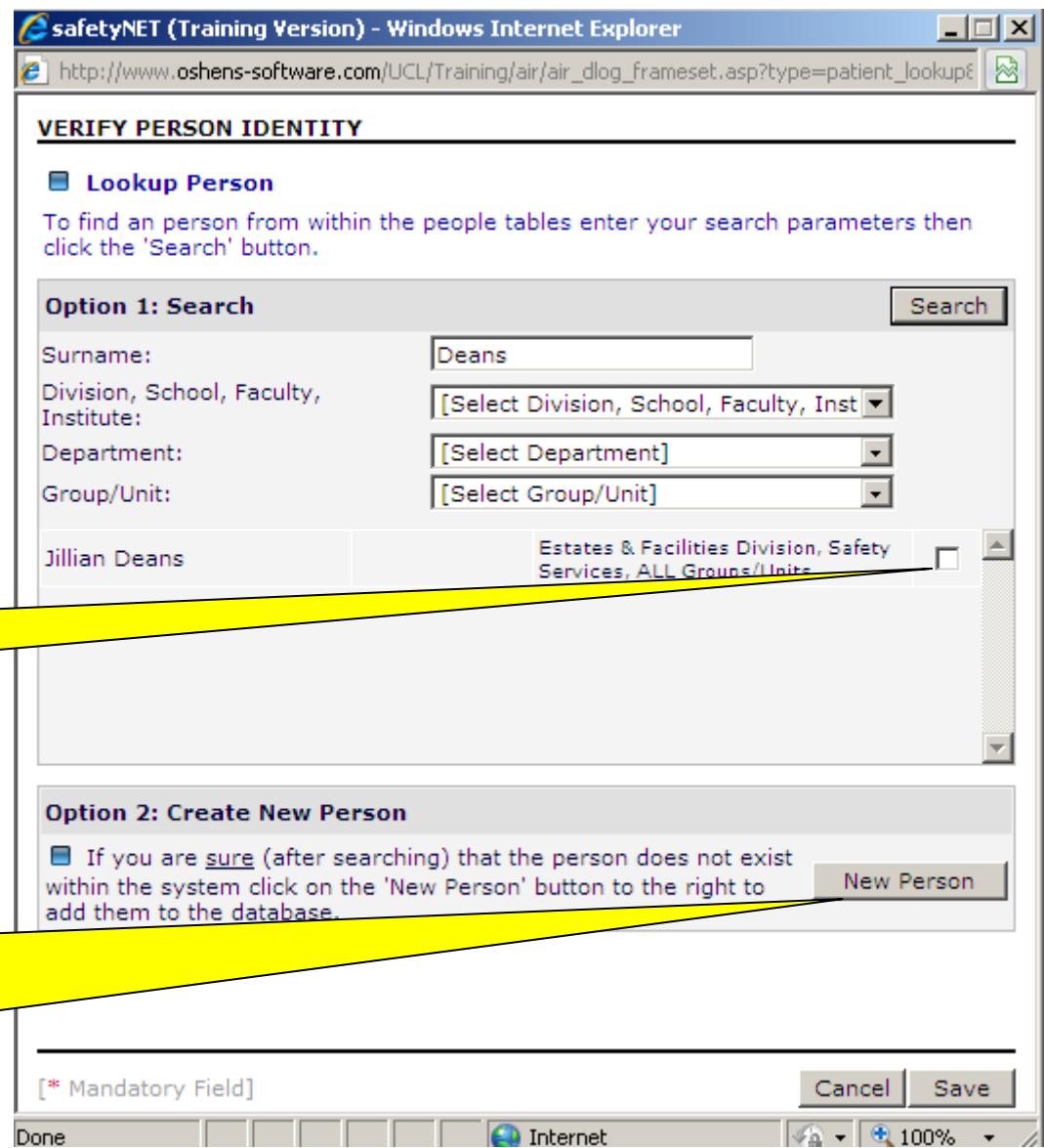
Jillian Deans Estates & Facilities Division, Safety Services, ALL Groups/Units

Option 2: Create New Person

If you are sure (after searching) that the person does not exist within the system click on the 'New Person' button to the right to add them to the database.

[* Mandatory Field]

Done Internet 100%



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:*	Middle Name:
Last Name:*	
Preferred Name:	
Category:*	[Select]
Employee No:	Telephone:
Mobile:	Pager:
Job Title:	
Email:	
Division, School, Faculty, Institute:*	[Select Division, School, Faculty, Institute]
Department:*	[Select Department]
Group/Unit:*	[Select Group/Unit]

[* Mandatory Field]

Done  Internet   100% 

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

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

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

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incident management

Navigation: [Home](#) - [Incident Search Results](#) - Incident [!\[\]\(ccbbd653186ca6e338204174d2ae59a6_img.jpg\) 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

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, 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

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

Logout

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

Initial Investigation | [Action](#) | [Review](#) | [Full Investigation](#) | [Absence](#) | [RIDDOR](#) | [Costs](#) | [Claims](#) | [History](#)

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

Allocate this incident

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

Allocated People

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

[Email Reviewer](#)

[Allocate Reviewer](#)

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Session Expires in 59:51

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

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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

Find document: * Browse...
Select category: *
Upload document:

** 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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Expires in 59:12

A red arrow points from the yellow speech bubble on the left towards the "Select" button in the attachments form on the right.

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

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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: [\[Select\]](#)

Initial Investigation

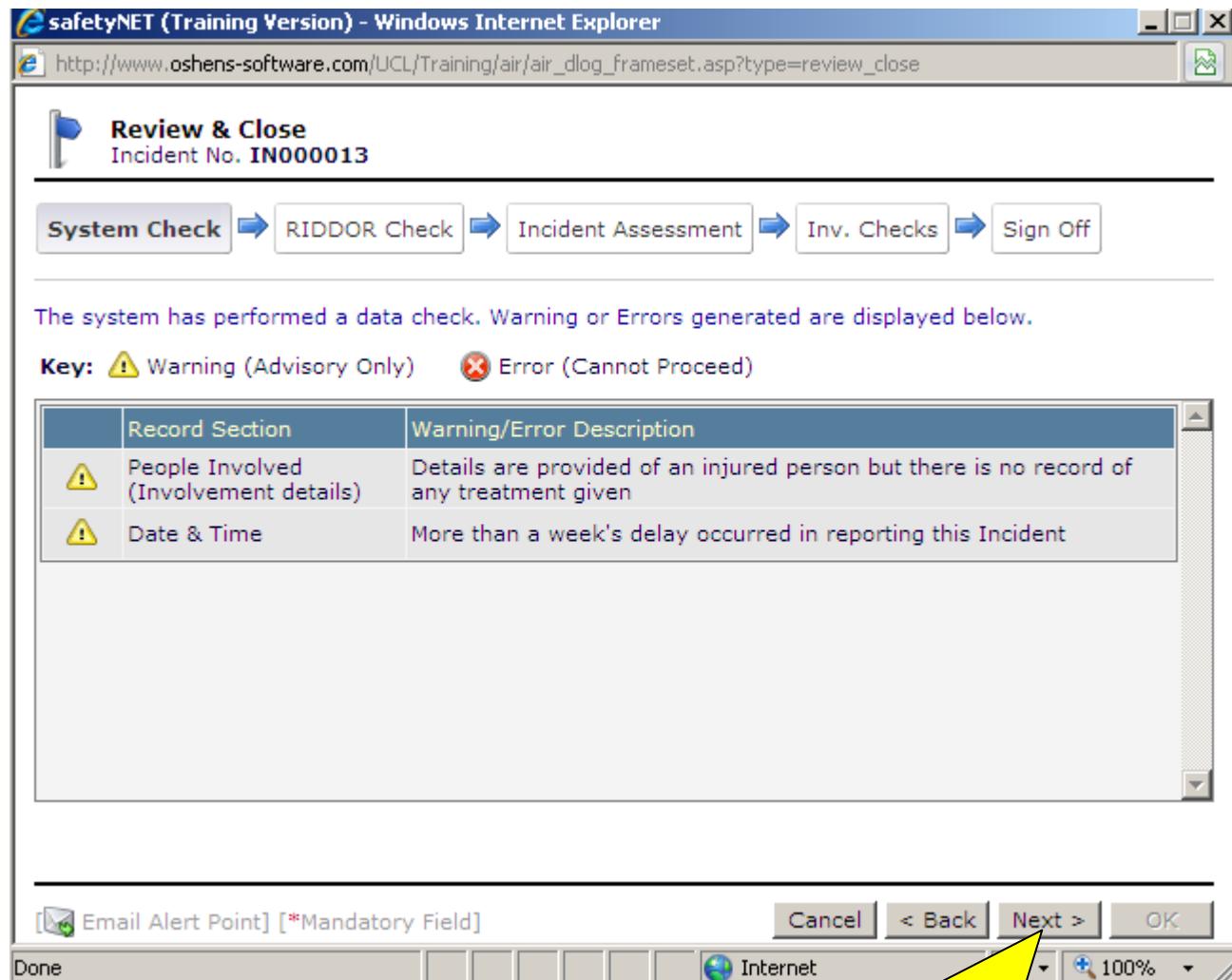
Incident awaiting completion
To complete the Initial Investigation, click here. This will be locked to prevent further editing.

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

[Review & Close](#)

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



The screenshot shows a Windows Internet Explorer window titled "eSafetyNET (Training Version) - Windows Internet Explorer". The URL in the address bar is http://www.oshens-software.com/UCL/Training/air/air_dlog_frameset.asp?type=review_close. The main content area is titled "Review & Close" and displays "Incident No. IN000013". Below this is a navigation bar with buttons: "System Check" (disabled), "RIDDOR Check", "Incident Assessment", "Inv. Checks", and "Sign Off". A message states: "The system has performed a data check. Warning or Errors generated are displayed below." A key defines symbols: a yellow exclamation mark for "Warning (Advisory Only)" and a red X for "Error (Cannot Proceed)". A table lists two items:

	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

At the bottom of the window, there is a toolbar with buttons for "Email Alert Point" (disabled), "Mandatory Field" (disabled), "Cancel", "< Back", "Next >", and "OK". The status bar at the bottom shows "Done" and "Internet". A yellow callout bubble points from the text in the green box to the "OK" button.

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

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

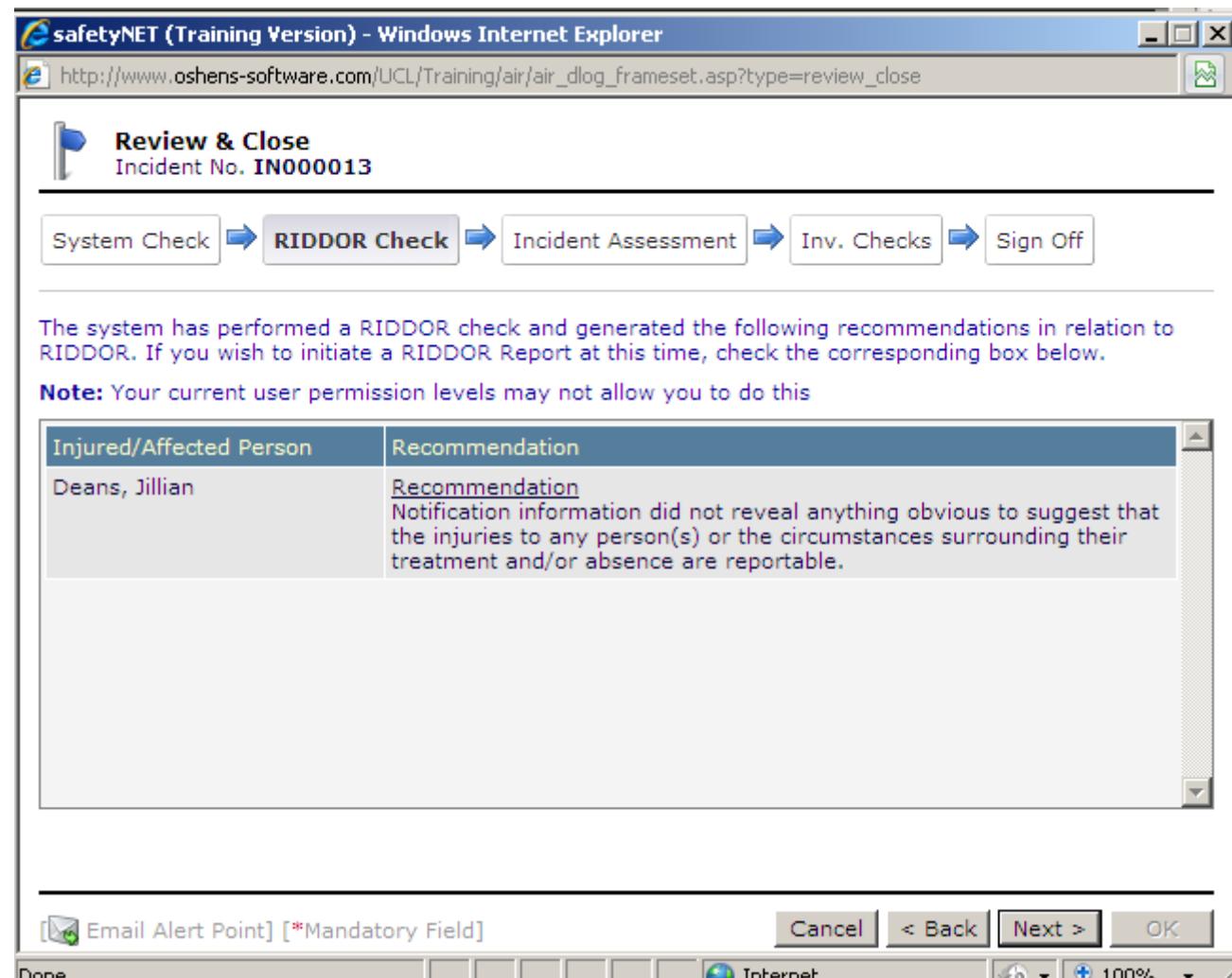
The system has performed a RIDDOR check and generated the following recommendations in relation to RIDDOR. If you wish to initiate a RIDDOR Report at this time, check the corresponding box below.

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

Done Internet 100%



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)

eSafetyNET (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

<input type="radio"/> How serious was this Incident in practice?*	Minor	injury/damage/loss/cost
---	-------	-------------------------

Potential Severity

<input type="radio"/> How serious COULD this Incident have been?*	Serious	injury/damage/loss/cost
<input type="radio"/> How likely is it to happen again?*	Possible	

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 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]

Cancel < Back Next > OK

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

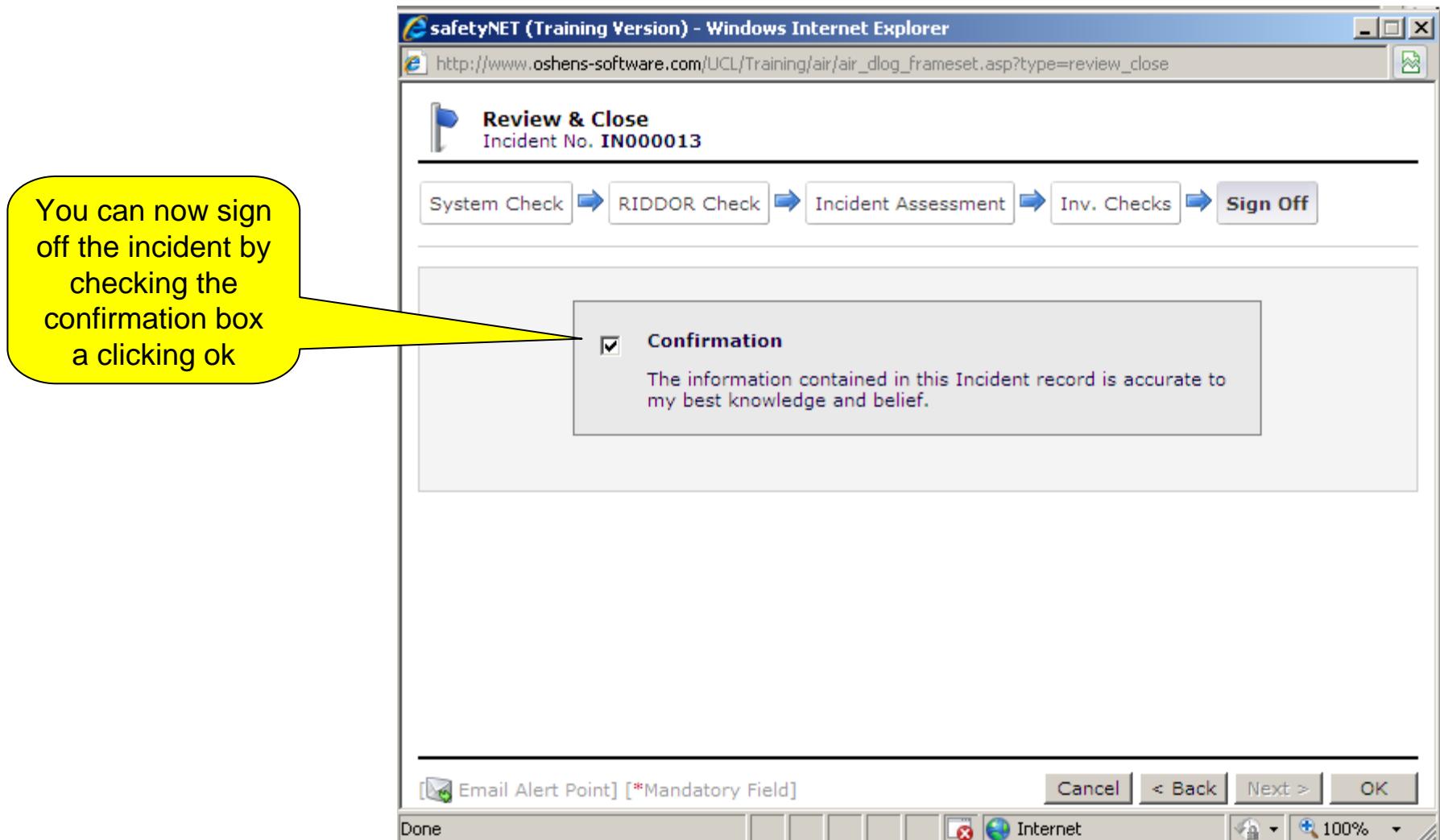
To complete this Initial Investigation please answer the questions below as fully and accurately as possible.

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%



The record is now locked

If you want a hard copy, the whole report can be 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 Serious
Likelihood of Recurrence?	Possible
Recommended Further Investigation:	Medium Risk - Medium level Investigation A medium level investigation will involve a detailed investigation by 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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Navigation: [Home](#) - Incident Search Results [Logout](#)

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	P	[Options]

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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