



CFLI INCIDENT REPORTING FLOWCHART

LOCAL

OSHENS

HSE

Non-employee

- Children/young people
- Parents
- Visitors to site
- Contractors

Employee

This may include volunteers, part time, temporary or a self-employed person working on your site

Accident, injury or near miss Minor - such as a graze.
Record locally.

Violent incident involving children or young people Minor - Record internally in accordance with service behaviour management policy.

Accident, injury or near miss Minor - such as a graze.
Record locally.

Verbal abuse/threat Minor - Record locally in accordance with service policy.

Accident, injury or near miss Moderate* - significant first aid, HSE major injury, [specified dangerous occurrence](#) or a near miss event. Record and report on [OSHENS](#). Initiate remedial action and review report within 7 days.

Verbal abuse, threat or a violent incident #
Record and report on [OSHENS](#).
Initiate remedial action and review report within 7 days.

Accident, injury or near miss Moderate* - significant first aid required, HSE major injury, [specified dangerous occurrence](#) or a near miss event. Record and report on [OSHENS](#). Initiate remedial action and review report within 7 days.

Violence against employee or verbal abuse/threats #
Record and report on [OSHENS](#).
Initiate remedial action and review report within 7 days.

Incident meets RIDDOR parameters requiring report to HSE?
Contact SRM team for support. Consider whether **work-related**[†] (criteria overleaf) when injury to non-employee results in **death** or **being taken directly to hospital for treatment**, or a [specified dangerous occurrence](#).

- **Fatality:** notify HSE immediately by telephone **0845 300 9923** and email srm.hands@surreycc.gov.uk
- **All other reportable incidents:** report online to HSE <https://www.hse.gov.uk/riddor/report.htm> as soon as possible and within **10 days** of the incident and email srm.hands@surreycc.gov.uk
- Initiate remedial action and review report within **7 days**.
- Attach RIDDOR submission PDF file to the report.

Incident meets RIDDOR parameters requiring report to HSE?
Contact SRM team for support. Consider whether **work-related**[†] (criteria overleaf) when injury to employee results in **death**, **unconsciousness**, being unable to perform their normal work duties for **over-7-days** (including weekends and Bank Holidays), is a [specified injury or occupational disease](#), or a [specified dangerous occurrence](#).

- **Fatality/specified major incidents:** notify HSE immediately by telephone **0845 300 9923** and email srm.hands@surreycc.gov.uk
- **All other reportable incidents:** report online to HSE <https://www.hse.gov.uk/riddor/report.htm> as soon as possible and within **10 days** of the incident and email srm.hands@surreycc.gov.uk
- Initiate remedial action and review report on OSHENS within **7 days**.
- Attach RIDDOR submission PDF file to the report.

For further support and advice please email the SRM team: srm.hands@surreycc.gov.uk. For urgent support call: 07854 238245 or 07800 512475.

What should I report on OSHENS?

- Accidents that cause **injury, ill health** or **damage** to anyone (other than very minor injuries such as grazes which should be recorded locally).
- # **Violence, verbal abuse, or threats** – a report should be made if a person has been physically assaulted, including an employee in circumstances relating to their work or incidents of verbal abuse where it has a significant impact on them or where they feel threatened.
- **Near miss** – an event that could have potentially resulted in a moderate injury. Reporting provides valuable insight to help prevent future incidents.
- Specified [dangerous occurrences](#) – HSE definitions cover certain incidents with a high potential to cause death or serious injury.

Log-in details are not required to make a report on OSHENS. Please take care to select your precise Directorate and Team details from the drop-down boxes. The system will prompt you to record the information needed. It is good practice to record adequate details about the circumstances, including any causal factors identified which could assist the Responsible Person in determining if an incident is 'work-related' – see below. Employee absences i.e. where an employee is unable to conduct their normal work duties should be recorded on OSHENS using the 'Lost Time' tab and closed upon their return to work.

† When are incidents reportable to Health and Safety Executive (HSE) under RIDDOR?

Incidents involving the **death of any person, a non-employee being taken directly to hospital for treatment, specified dangerous occurrences, or specified diseases/injuries to employees** (including accidents which prevent an injured employee from continuing their normal work for more than seven consecutive days, not counting the day of the accident but including weekends and other rest days) are reportable to HSE where the accident is '**work-related**' i.e. if any of the following played a significant role:

- ▶ the way the work was carried out;
- ▶ any machinery, plant, substances or equipment used for the work;
- ▶ the condition of the site or premises where the accident happened.

For more information, the full list of specified diseases/injuries and guidance on incidents involving physical violence see HSE's website and [key definitions](#).

If you consider a RIDDOR report may be required, please contact the SRM Health and Safety Team for support and advice. RIDDOR reports should be submitted as soon as possible and within **10** days of the incident. The key exception is in the case of an over-7-day incapacitation of an employee which, if identified as reportable to HSE as above, must be submitted within **15** days.

Notes and Links

* **Moderate injuries:** involving children/young people are those where significant first aid is provided; so, sprains, strains, head bumps, fractures, serious cuts. Moderate injuries involving employees are any (apart from minor injuries) that require significant first aid.

Head injury: in children and young people – advice for parents and carers can be found in the NHS leaflet '[Head Injury Advice Sheet](#)'.

RIDDOR: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 <https://www.hse.gov.uk/riddor/index.htm>

OSHENS: <https://surreycc.oshens.com/>

Retention of records

- Adult (over 18 years old) accident records need to be kept for at least three years.
- Children/young people accident records need to be kept for three years from their 18th birthday.