

Knowsley Council Incident Reporting System

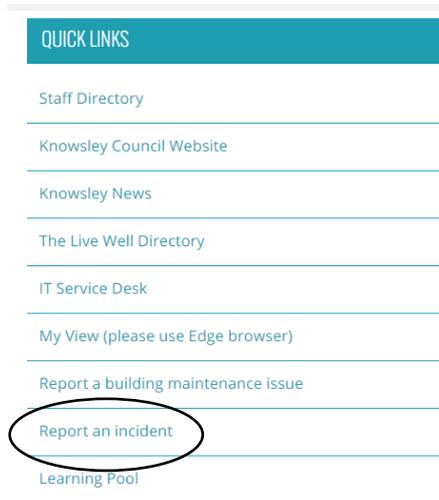
How to Guide

The Knowsley Council Incident Reporting System has been designed to replace paper accident report forms and enables members of staff and their managers to submit online reports for all types of incidents in the workplace including accidents such as slips, trips and falls, incidents such as acts of violence and aggression including verbal and physical abuse and threats of violence, near misses, and any incidents involving non-employees including service users, visitors, members of the public, contractors and school pupils. Further information can be found in the Incident / Accident Reporting Health & Safety A-Z available on Bertha/by request to the Corporate Health & Safety Team.

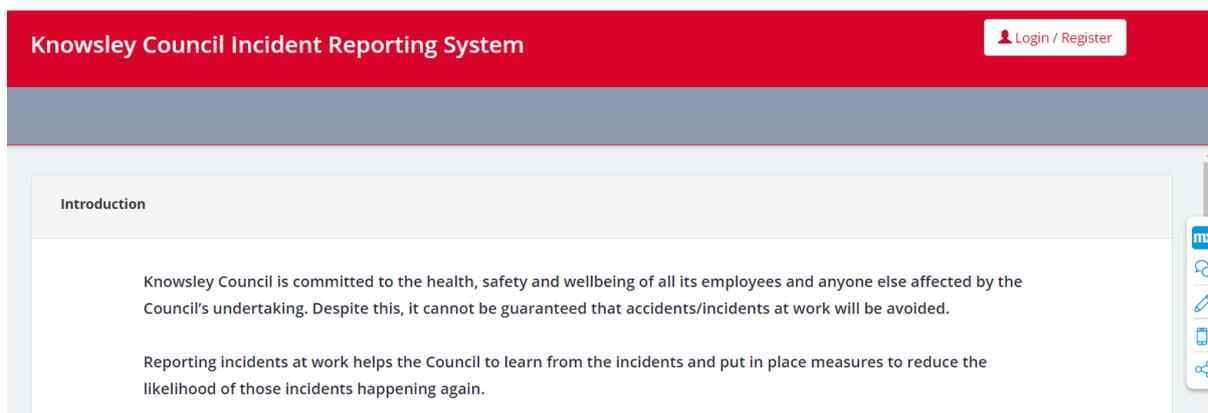
This How to Guide will guide users through submitting an incident report.

Submit an incident report

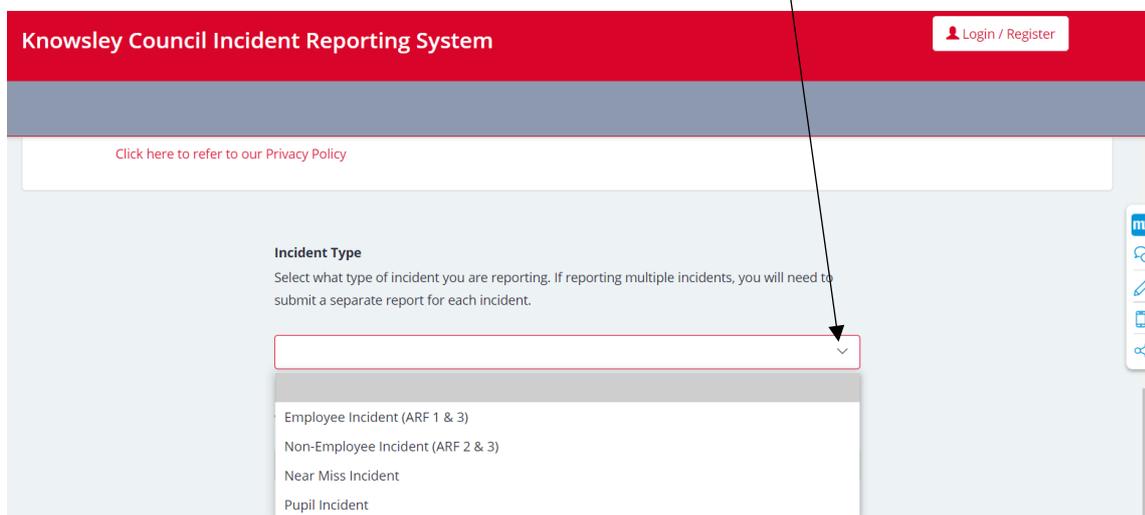
1. Go to www.knowsley.gov.uk/incident-reporting or on Bertha, click 'Report an incident' under Quick Links.



2. The Knowsley Council Incident Reporting System landing page will open.



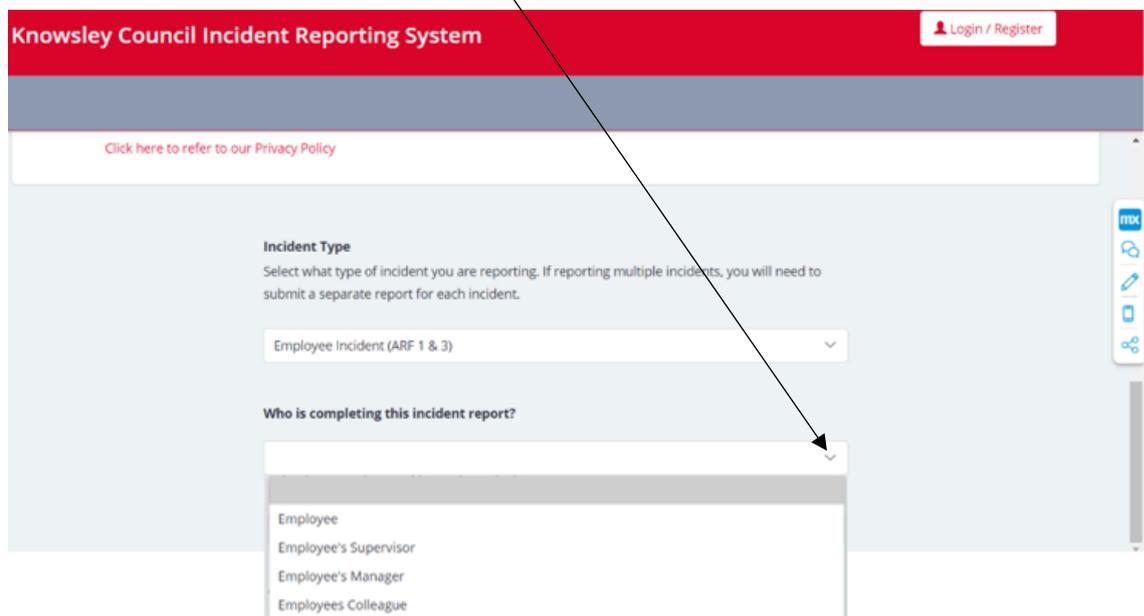
3. Scroll to the bottom of the page and select the 'Incident Type' you wish to report from the drop down.



NOTE: If reporting multiple incidents, you must complete a separate report for each incident.

NOTE: Incidents of violence & aggression are now completed as part of the relevant incident type report. You do not need to submit a further report specifically for violence & aggression.

4. Select 'Who is completing this incident report' from the drop down.

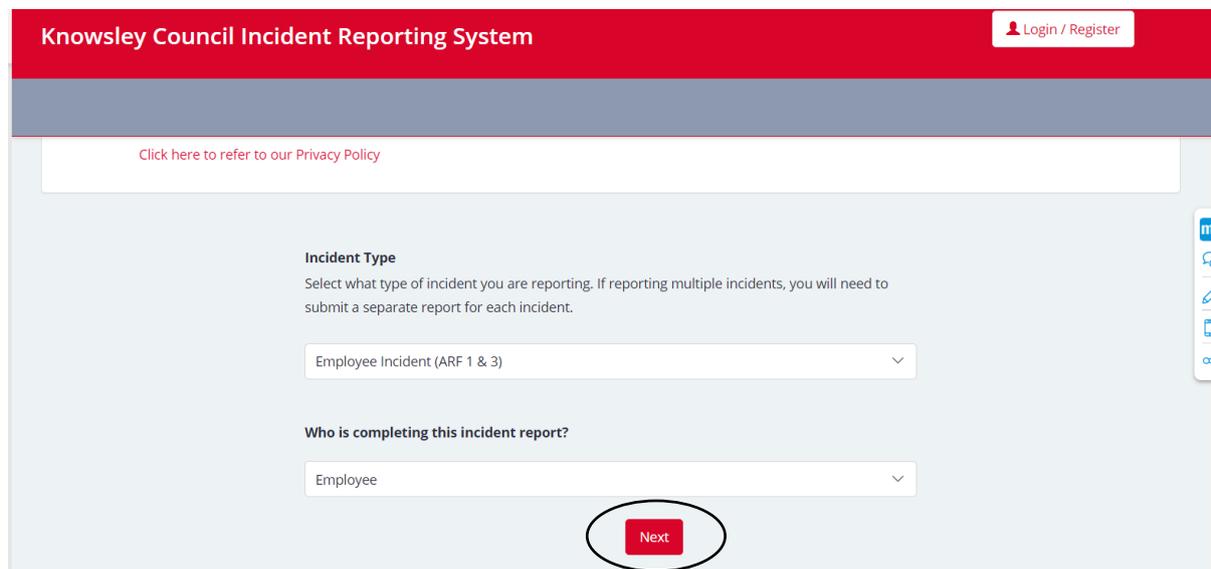


The screenshot shows the 'Knowsley Council Incident Reporting System' interface. The 'Incident Type' dropdown is set to 'Employee Incident (ARF 1 & 3)'. The 'Who is completing this incident report?' dropdown is open, showing the following options: Employee, Employee's Supervisor, Employee's Manager, and Employees Colleague. An arrow points from the instruction above to the dropdown menu.

Employee and Near Miss incidents can be completed by the employee who has suffered harm / witnessed a Near Miss, or their colleague or supervisor on their behalf, or by the employee's manager.

Incidents to non-employees including school pupils can be completed by the person the incident was reported to, or by a relevant manager.

5. Once you have selected who is completing the report, click 'Next'.

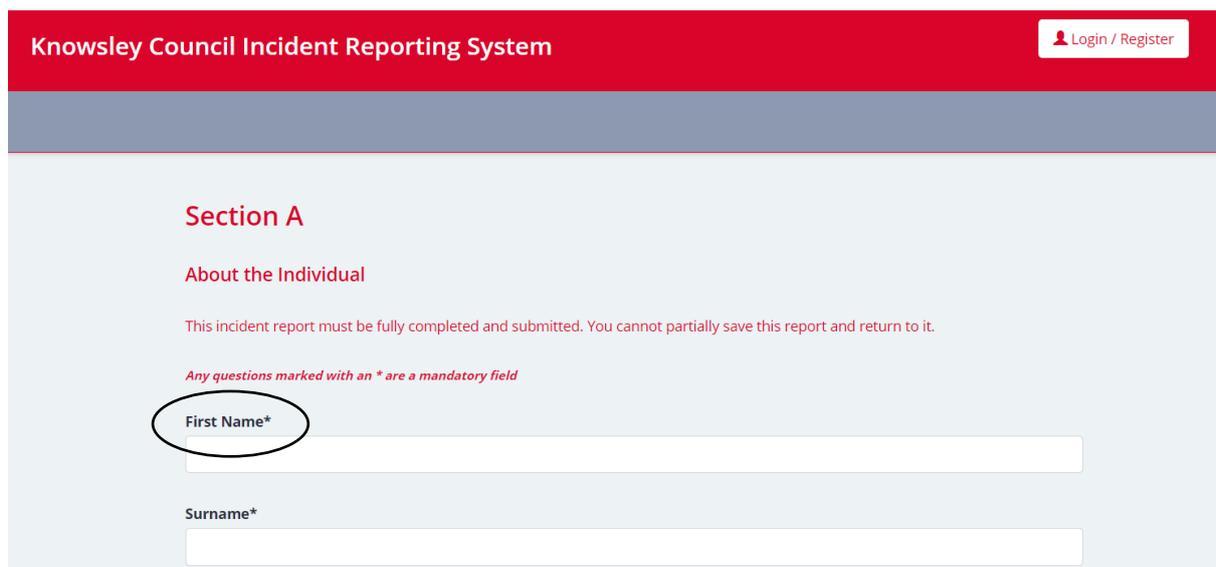


The screenshot shows the 'Knowsley Council Incident Reporting System' interface. The 'Incident Type' dropdown is set to 'Employee Incident (ARF 1 & 3)'. The 'Who is completing this incident report?' dropdown is set to 'Employee'. The 'Next' button is circled in red.

- The 'Incident Type' you have selected will determine what incident report opens.

NOTE: You cannot partially complete an incident report and return to it at a later stage. You must complete all fields and submit as the system cannot save your progress. Try to complete all fields providing as much detail as possible, but if you do not have some information available to you at the time of reporting, managers will be able to amend and add further detail once the form has been submitted.

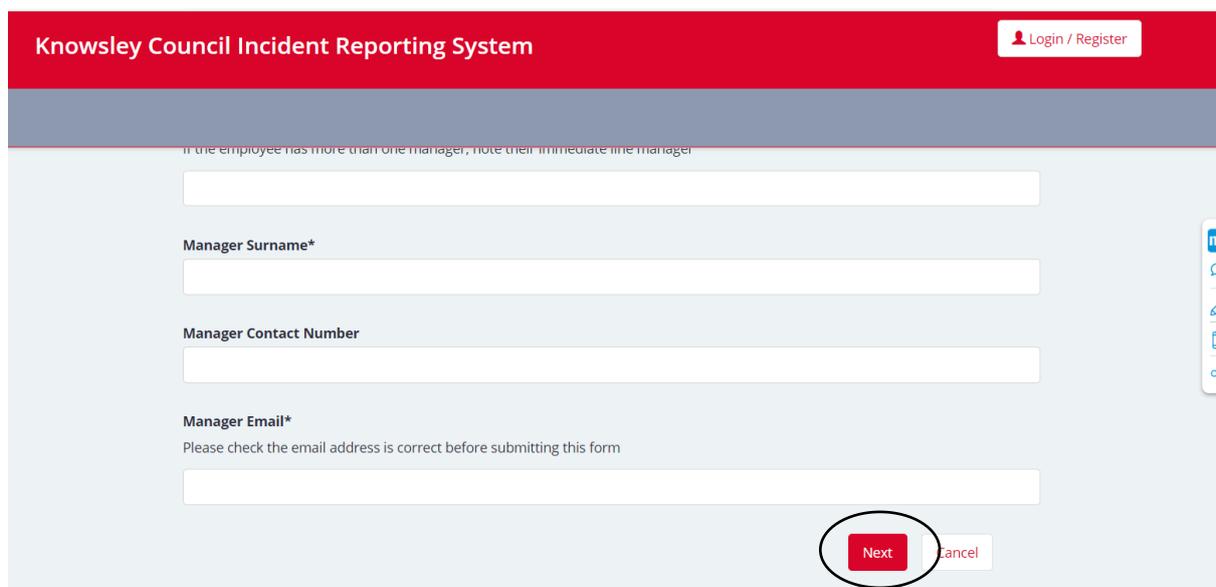
Any fields marked with an asterisk * are a mandatory field and you will not be able to progress through the report without completing these fields. An example of a mandatory field is shown below.



The screenshot shows the 'Knowsley Council Incident Reporting System' interface. At the top, there is a red header with the system name and a 'Login / Register' button. Below the header is a grey bar. The main content area is light blue and contains the following elements:

- Section A** (in red)
- About the Individual** (in red)
- A warning message: "This incident report must be fully completed and submitted. You cannot partially save this report and return to it."
- A note: "Any questions marked with an * are a mandatory field"
- A text input field for "First Name*" which is circled in black.
- A text input field for "Surname*".

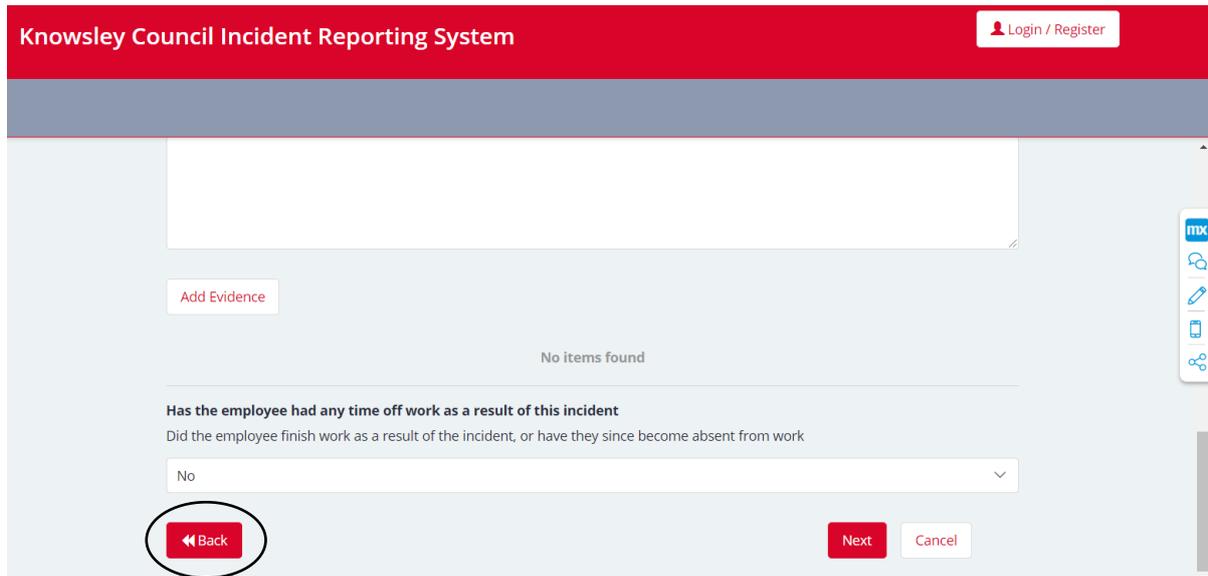
- Work your way through the incident report filling in all fields where applicable. To progress to the next page on the report, click the 'Next' button at the bottom of the page.



The screenshot shows the same 'Knowsley Council Incident Reporting System' interface as the previous one, but with more form fields visible:

- A text input field for "Manager Surname*" (circled in black).
- A text input field for "Manager Contact Number".
- A text input field for "Manager Email*" with a note: "Please check the email address is correct before submitting this form".
- At the bottom right, there are two buttons: a red "Next" button (circled in black) and a white "Cancel" button.

- If you need to go back to a previous page, click the 'Back' button on the bottom left of each page.



Knowsley Council Incident Reporting System Login / Register

Add Evidence

No items found

Has the employee had any time off work as a result of this incident
Did the employee finish work as a result of the incident, or have they since become absent from work

No

Back Next Cancel

- To select the date and time of an incident, click the 'Select Date and Time' button.



Knowsley Council Incident Reporting System Login / Register

Section A

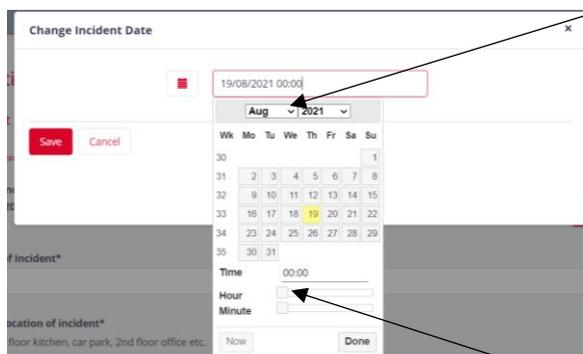
About the incident

*Any questions marked with an * are a mandatory field*

Date and time of incident*

Select Date and Time

The screen below will then open. From here you can select the date from the calendar. If the incident happened in the previous month/s, select the month from the calendar drop down.



Change Incident Date

19/08/2021 00:00

Save Cancel

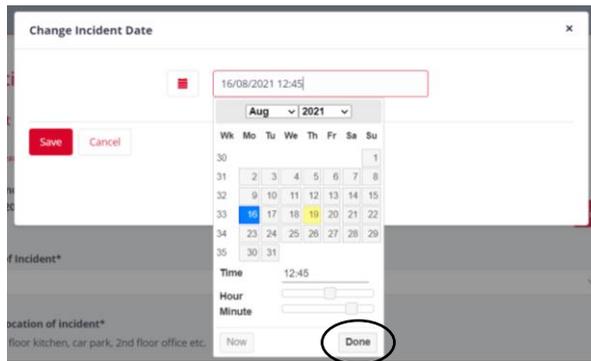
Time 00:00

Hour Minute

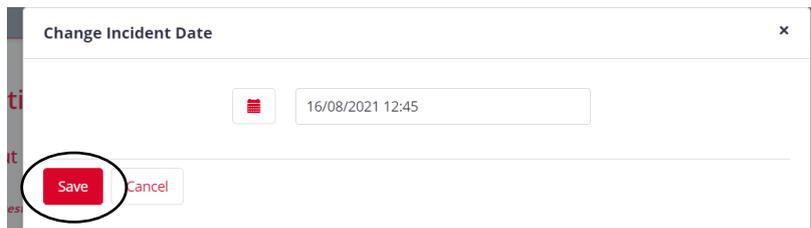
Now Done

To select the time of the incident, click and hold the square and scroll across the bar to the time of the incident. Repeat this for the 'Hour' and 'Minute' bar.

Once you have entered the date and time, click 'Done'.



Then click 'Save'.



- For 'Employee Incidents', employees have the option to inform their Trade Union of the incident. Should an employee wish to inform their Trade Union of the incident through the Incident Reporting System, their Trade Union can be selected, and the Trade Union will be notified of the incident.

Knowsley Council Incident Reporting System Login / Register

Select Date

Does the employee want to inform their Trade Union of this incident?*

Employees can inform their Trade Union through the incident reporting system or independently. If you tick Yes, you will be asked to select which Trade Union the employee belongs to and an automatic notification will be sent to the Trade Union when the form is submitted. Should the employee wish to inform their Trade Union independently, tick No. A copy of the incident report can be downloaded once the form has been submitted.

Yes No

Which Trade Union should this incident report be sent to?*

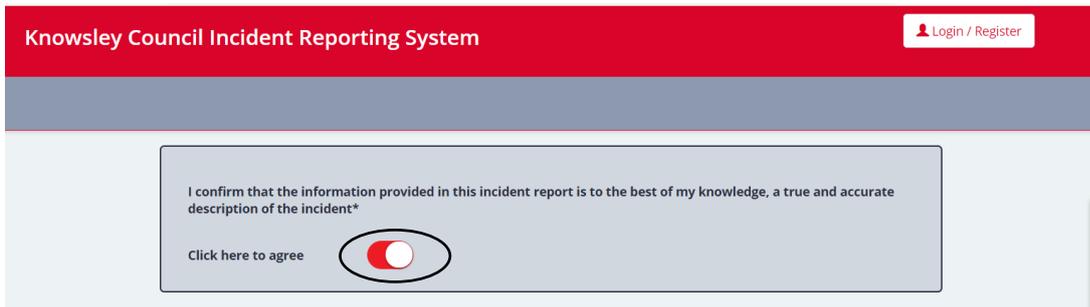
Only one Trade Union can be selected.

Please select the employee's Trade Union who this incident report should be sent to.

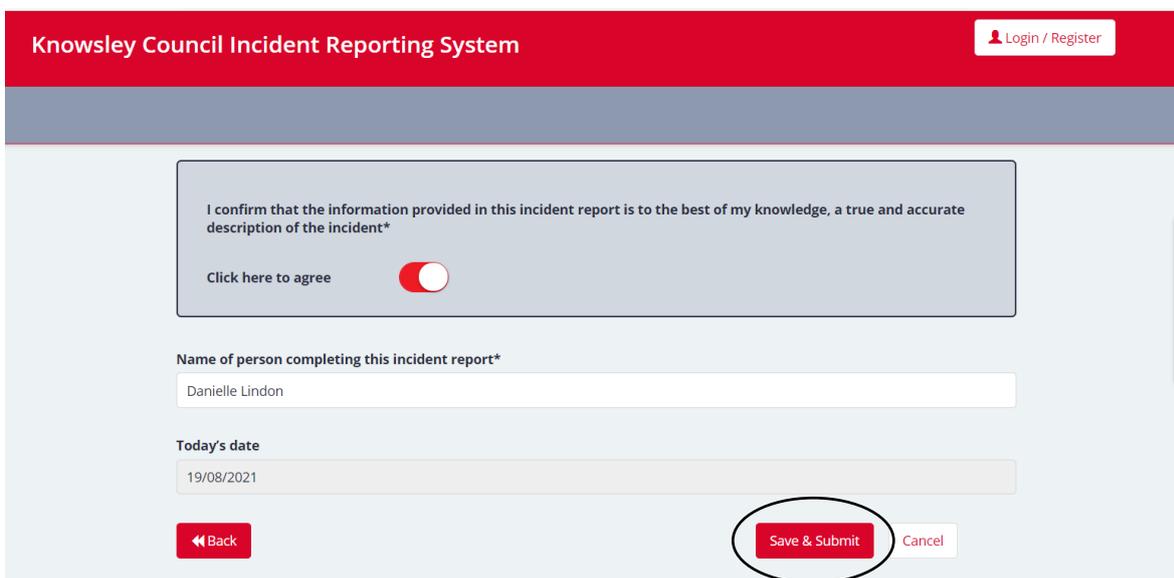
GMB Unison Unite ASCL NAHT NASUWT NEU

Note that the relevant branch will be informed of the incident. Incident reports will not be sent to an individual's Safety Representative.

- When all fields have been completed and you are ready to submit the incident report, click the circle in the confirmation box.

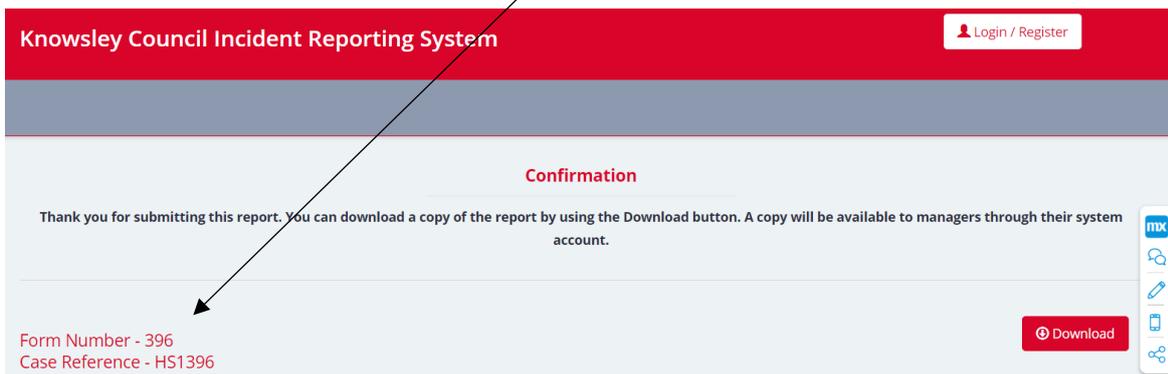


- Click 'Save & Submit'.

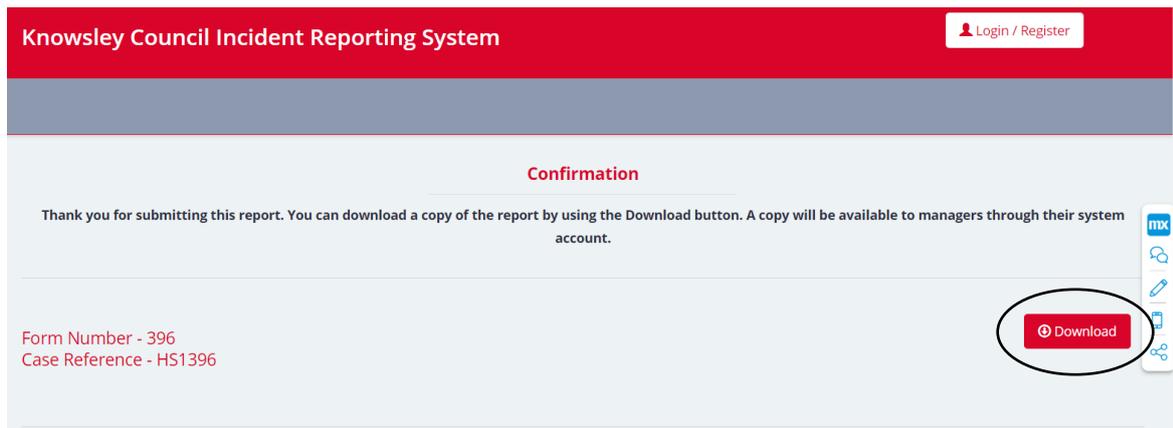


NOTE: 'Today's date' is auto populated to the date the report is created. This field cannot be amended.

- After submitting the incident report, the screen below will inform you that the incident report has been submitted, (note that this page will not show if a manager is logged in to their user account, see Manager's Account How to Guide for further instruction). Each incident report is assigned a unique case reference number which will appear on this page.



14. You can download a copy of the incident report by clicking on the 'Download' button.



15. This will open a new window. Click 'Open file' which will open the report as a PDF document.



16. The web page can now be closed.

NOTE: If the incident report has been submitted by an employee, their colleague or supervisor, the incident report will be assigned to the manager noted on the incident report. The manager will be responsible for investigating the incident.

Who to contact for further information

Email the Corporate Health & Safety Team at corporate.safety@knowsley.gov.uk or speak to your Health & Safety Link Officer.