

# User Guide for Electronic Accident, Incident and Near Miss Reporting

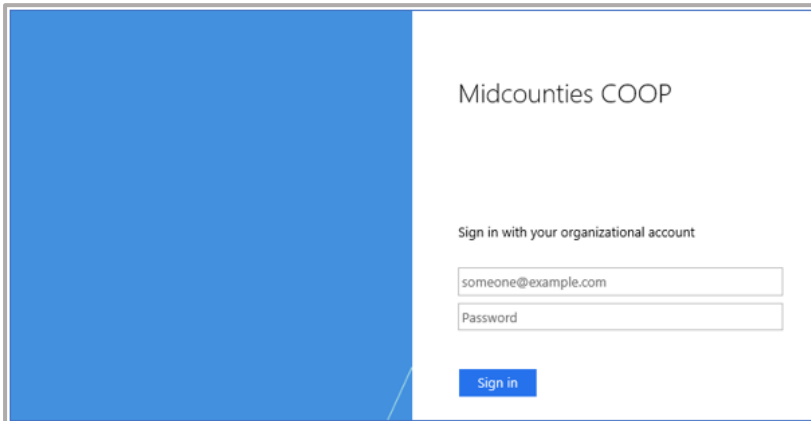


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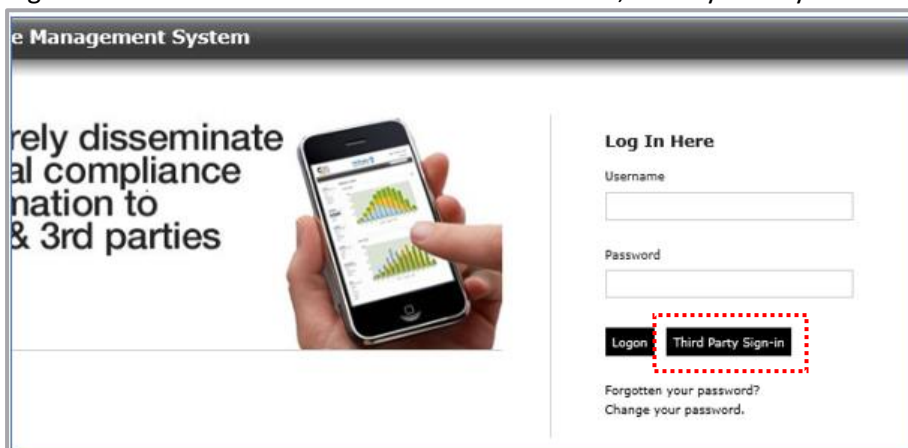
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## Logging in

1. To access the online Accident Reporting form click the following link or copy and paste it into your search bar <https://midcounties.c365online.co.uk/sso>
2. You should automatically be taken to a page where you can sign in as below

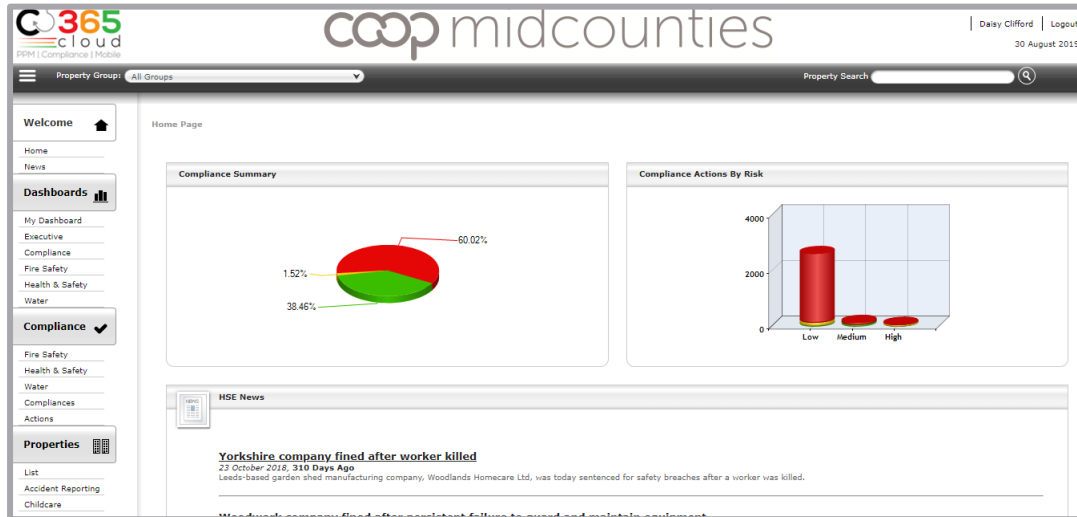


3. Your username and password (not the site's username and password) are the same details that you use to login to Kronos, your payslip and Colleagues Connect. If you have forgotten your password you will need to reset it via [FastPass](#). Some colleagues will sign in with their work email address, if you do not have one it will be your username. If you do sign in using your username, you will need to type **coop\** followed by your Username. E.g. **coop\username**
4. If you are not automatically directed to the above login page when you click on the link, you will need to enter your username and password into this page and then press Third party login. You will then be directed to the above screen, when you may have to log in again

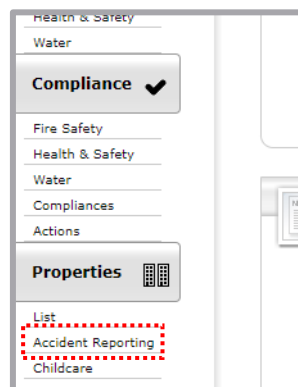


## Creating a new accident form

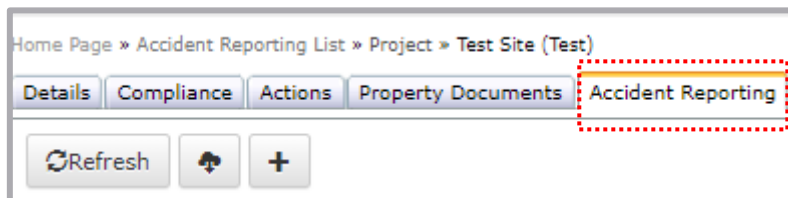
1. Once you have logged in, your screen should look like this



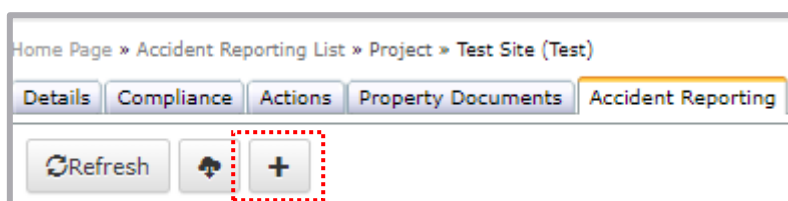
2. Click on 'Accident Reporting' under Properties on the left-hand side



3. From the tabs at the top, select 'Accident Reporting'



4. Click the plus (+) icon to create a new accident form



5. Once you have clicked on the plus sign click **Continue**

The screenshot shows a 'Create' form. At the top, it says 'Create'. Below that, there is a 'Type:' label followed by a dropdown menu containing the text 'Accident, Incident or Near Miss Report'. To the right of the dropdown are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is highlighted with a red dashed border.

## Head Office Users

6. This box will not appear

The screenshot shows a navigation bar with the following tabs: 'Details', 'Compliance', 'Actions', 'Property Documents', and 'Accident Reporting'. Below the tabs are three buttons: 'Refresh', a button with an upward arrow, and a '+' button.

Instead, select "Actions" and then "Create"

The screenshot shows the top of the web application. It features the 'coop midcounties' logo on the left and a user profile 'Michael Tattersall | Logout' on the right. Below the logo is a 'Property Search' field. In the bottom right corner, there is a blue 'Actions' dropdown menu with a 'Create' button below it, both highlighted with a red dashed border.

Once you have clicked continue, your screen should then look like this. Scroll down to complete the form

The screenshot shows the full web application interface. At the top, there is a '365 cloud' logo and the 'coop midcounties' logo. The user profile is 'Daisy Clifford | Logout' with the date '06 August 2019'. The main content area shows a form for an incident report. The form includes fields for 'Current Status' (Incident Recording), 'Current Assigned Users' (Daisy Clifford), 'Property Reference' (Test), 'Property Name' (Test Site), 'Due Date' (05 September 2019), 'Warning Date' (15 September 2019), 'Created By' (Daisy Clifford), and 'Category'. There is also a 'Comments' field and a question about visibility: 'Is visibility of this incident to be restricted to interested users only?' with 'Yes' and 'No' radio buttons. At the bottom, there is a 'To Do (0)' section and a '1.1 Details of person completing report:' section with two dropdown menus for 'Group' and 'Title'.

## Completing the form

There are 5 sections when filling in the form:

1. [Details of person completing report](#)
2. [Details of person involved](#)
3. [Location of Incident](#)
4. [Incident](#)
5. [Witnesses/Evidence](#)

Throughout the form selecting certain answers will cause additional questions to appear. If you find that the user guide refers to a question that does not appear when you are filling out the form, this will be based on the answers you have selected.

### Details of person completing report

This is the information of the person completing the form. Some of the fields in this field should automatically fill in when you sign in, but you can manually fill in or change any of the text within the fields.

Make sure you select **your** relevant Group from the drop-down list and **not** the group of the person who had the accident.

If you do not have a Midcounties email or telephone number, please make sure you use the email and number of your site.

### Details of person involved

This is information about the person who had the accident/near miss.

If you select Colleague from the category of person, another question will appear and ask you what Group they are from. Please make sure you select the Group of the person who had the accident.

If someone has an accident in your site and they either could not or refused to give you their contact information, please select the box next to "Refused/couldn't give contact information".

### Location of Incident

When you answer the question 'Where did the incident occur' different questions/answers will appear based on your selection. Select whether the accident happened inside (internal) or outside (external) and then where specifically using the pre-selected answers. These should differ by Trading Group, so if they are not relevant to you, please ensure you have selected your correct group under "Details of person completing the report".

## Incident

### Date

Please note that you can only select a date a maximum of 2 weeks before the creation of the accident form. This is to ensure all accidents are reported immediately to guarantee we are reporting all accidents that are potentially RIDDOR within the correct timelines. Any accident reporting over 2 weeks should be directed to the Health and Safety Team for further action and follow up.

### Time

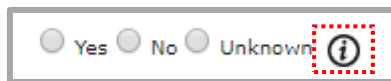
The time of the incident must be submitted in this format HH:MM with a colon (:) in between. Please use a 24hr format for this question.

### Details of incident

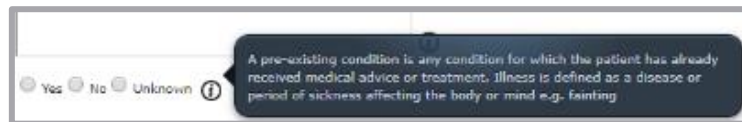
Write down the details of what happened. Please try and be as specific as possible. At this point you do not need to include any witness statements as this information will be provided further down. There will also be additional questions on the injury sustained (if any).

### Did the incident occur as a result of a pre-existing medical condition or illness?

You will see this question has an “i” next to it. This will explain more about what is meant by pre-existing medical condition or illness.



If you hover over the “i”, more information will appear.



For this question, only select ‘Yes’ if you have been explicitly told by the injured party that the accident occurred as a result of a pre-existing medical condition or illness.

### What was the severity of the incident?

The “i” next to this question provides a definition on each of the drop-down responses. The options are Death, Disease, Major Injury, Minor Injury, Near Miss and Other. Please ensure you read the definitions to identify what response you need to select.

### What was the type of incident?

Select from a list of pre-populated responses what the type of incident was, this includes responses such as Slip, Trip and Fall or Cut by. If the incident does not fit into the pre-determined responses, you can select Other and type in an additional answer.

### Were injuries sustained?

If you select yes to this question, you will then be asked whether the injuries were actual or potential. You would select potential if the injury is not yet confirmed. For example, if the injured party has been taken to hospital with a suspected fracture, but this has not yet been confirmed.

Then select the injury sustained. You can select multiple injuries but these all must have occurred on the same part of the body. For example, if you had cut, grazed and bruised your right knee.

If for example, you had cut your right knee but had also cut your left hand, you would need to tick the box next 'Add another Injury' to add these additional injuries to other body parts. This will again create another question for the injury sustained and the body part where the injury occurred.

### Cause of the incident

Select the reason for the incident from this pre-selected responses. Please see the definition section within the User Guide if you are unsure which to select.

### Treatment received

You can select multiple options for the treatment received.

### Will colleague miss next shift?

This question will only appear if a Colleague was selected as the injured party. You have the option to select Yes, No or Unknown to this question. Only select 'Yes' or 'No' if you have been informed by the Colleague or via a sick note that the Colleague will miss their next shift.

## Witnesses/Evidence

### Witnesses

If there were any witnesses to the accident, fill in this section. Once you select 'yes' more questions will appear. Please try and complete as much information as possible.

### CCTV

If the accident was caught on CCTV and is relevant to the accident, you will be asked if you have attached the footage. To do this, you need to scroll up to the top of the page and select '**Choose File**' next to 'Upload File'.

[81] Created 06/08/2019

Accident Reporting

Property Reference: Test

Property Name: Test Site

Due Date: 05 September 2019

Warning Date: 15 September 2019

Created By: Daisy Clifford (Daisy.Clifford@midcounties.coop)

Category: Start typing for a list

Current Status: Incident Recording

Current Assigned User: Daisy Clifford (Daisy.Clifford@midc)

Manage Interested Users

Manage Default Status

Upload File: Choose file No file chosen Upload

Comments:

Is visibility of this incident to be restricted to 'interested users' only?

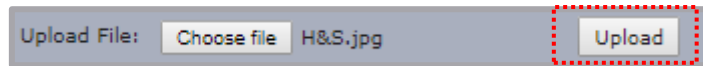
- Yes (e.g. staff related incident)
- No (e.g. resident, or other related)

Yes  No

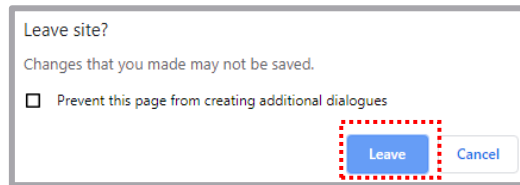
You then need to select the file you want to upload and click Open.

Once you do this the name of the file should appear next to the 'Choose File' button.

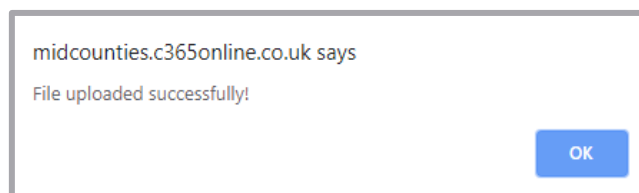
You then need to click '**Upload**'



A box will then appear. Select 'Leave'



Once you have selected Leave, a notification should appear like below.



If you are having difficulty sending the footage or the images, you can select 'No' to the question of whether you have attached the CCTV and state the reason for this. If the CCTV footage is needed, a member of the Health & Safety team will get in touch to decide the best process for them to receive this.

## Physical Evidence

If you have taken photographs of any physical evidence you can attach them to the form in the same way as you attach CCTV.

## Supporting Documentation

### Training records/store standards/daily checks/notes taken on the day

If there are any relevant training records for a colleague or store standards/daily checks please either attach these to the form in the same way as you attach CCTV or write a note of the relevant records/checks.

If details of an accident have been recorded on paper in the form of notes, to be entered onto the electronic form later, these "disclosable documents" must also be saved as an attachment before destroying.

## Measures taken to prevent re-occurrence

Detail the measures that have been taken to prevent re-occurrence. It may be that no measures were needed, in which case please note this on the form.



## Saving and Submitting the form

Once you have finished completing the form, please click Save and submit for review. Once you do this you will not be able to make any more changes to the form and it will go to the Health & Safety team for review.



There may be occasions when you do not know all the details involved in the accident. If this is the case, please fill in as much as the form as possible and select 'Save for Later'. Once you know more information, you can re-access the form and Save and Submit for Review. Please ensure you fill in the additional information within 3 days of the accident.

Once you have saved and submitted an accident, you will not be able to go back in to the accident and view the details.

## Manager's View

All Colleagues can log in to the online system and submit an accident form. Once you are logged in, and you click on Accident Reporting, you will be able to see all the accidents that have occurred in your site.

## Definitions

**Pre-existing medical condition:** Any condition for which the party has already received medical advice or treatment.

**Illness:** A disease or period of sickness affecting the body or mind

### Severity of Incident

- **Death:** any death of colleagues or anyone on Midcounties' premises
- **Disease:** Any disease likely to have been caused or made worse by work, examples include, but are not limited to: Repetitive Strain Injury, Tinnitus, Carpal Tunnel Syndrome, Dermatitis etc.
- **Major Injury:** An occupational injury that results in one or more of the following: fracture, dislocation, electric shock, serious burn, loss of sight, scalping, loss of consciousness, broken bone.
- **Minor Injury:** Any other injury sustained which is not covered by the Major Injury definition
- **Near Miss:** Any incident which could have resulted in injury or damage, but did not

**Injury:** physical harm or damage to one's body.

## Causes

- **Child:** in this case, we mean children within our nurseries
- **Clothing/Footwear:** Where anything worn/not worn by the injured party was the cause of the accident. This could include inappropriate clothing/footwear
- **Condition of floor surface:** The state of the floor with regards to its quality, for example if a piece of carpet has come loose or there is a defect in the floor itself
- **Equipment:** This includes any item/tool used for a particular job
- **Misuse of Equipment:** Where work based equipment is used in the wrong way.
- **Foreign Object:** Something on/in the body that does not belong there e.g. a splinter
- **Leaking Refrigeration:** Where any fridge/freezer is leaking water or any other liquid
- **Lighting:** This can involve lighting that is not available or lighting that is not sufficient
- **Merchandise:** This can include the goods within a store to be bought and sold but also any signage within the building for example overhead signage
- **Manual Handling:** The transporting or supporting of a load, including: lifting, putting down, pushing, pulling, carrying or moving, by hand or by bodily force
- **Obstacles/Poor Housekeeping:** An accident caused by items in the way, areas not kept neat and tidy, with potential hazards
- **Physical Abuse by a colleague:** Any intentional act by a colleague causing injury or trauma to another by way of bodily contact
- **Physical Abuse by a customer:** Any intentional act by a customer causing injury or trauma to another by way of bodily contact
- **Premises, fixtures and fittings:** the building and fixtures itself, including any doors, windows or the surrounding areas of the building
- **Spillage:** Any liquid left on the floor
- **Substance:** This could include things such as cleaning products
- **Vehicle:** An accident caused by a vehicle, e.g. car, motorbike, bike, van, lorry etc.
- **Weather:** Any accident caused by the weather, for example ice
- **Work Practice:** Any accident caused by performing a job as usual