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ncident Reporting

An Incident Reporting process should be a key element in every facility manager's standing site instructions. It is important to record details of any unusual events that occur at the facility such as a problem with a visitor or contractor, a security incident, an accident or a near miss.

The purpose of the incident report is to document the exact details of the occurrence while they are fresh in the minds of those who witnessed the event. This information may be useful in the future when dealing with liability issues stemming from the incident or if a related event occurs and some form of investigation might be enlightened by the historic record.

It is best to complete such reports as soon as possible following the incident but after the situation has been stabilised. This way, the details written in the report are as accurate as possible. If a site record book is used it can help to provide space for rough notes to be taken at the time of the event rather than relying entirely on memory.

Some safety related incidents are subject to legal requirements for reporting, notably those that fall under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (including Accidents at Work).

Known as RIDDOR these regulations place a legal duty on employers, the self-employed and those in control of premises to report some specific work-related accidents, diseases and dangerous occurrences to the relevant enforcing authority for their work activity.

Recording non-reportable near misses is not a statutory requirement but doing so and using the information provided is good management practice as reviewing the report (at the time and/or periodically) may help to prevent a re-occurrence.

Recording near misses can also help to identify any weaknesses in operational procedures as deviations from normal good practice may only happen infrequently but could have potentially high consequences. A review of near misses over time may reveal patterns from which lessons can be learned.

Information on RIDDOR can be found on the Health and Safety Executive website www.hse.gov.uk