

## Incident Allocation and Write-Up Procedure

version 14. 25/06/26

### Summary

People notify the UoR of incidents using the online incident form. The database automatically allocates the incident an ID number and alerts H&S Services. H&S Services aims to circulate the notified details quickly to a Health and Safety Co-ordinator (HSC) so they can promptly launch an investigation. Having communicated their investigation findings to relevant stakeholders, to effect improvement, the HSC is also expected to communicate them to their H&S Services Business Partner (BP) or H&SS Adviser, normally within 14 days. The H&SS BPs and H&SS Advisers ensure a suitable record is maintained by attaching significant documents to the database entry, entering a concise summary, and recording other information if necessary.

Where initial details suggest the incident may be RIDDOR-reportable (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations), the HSC and the H&SS BP or H&SS Adviser contact should highlight this to the Head of H&S Services (H. of H&SS) as soon as possible, to ensure UoR complies with RIDDOR regulations.

### Procedure:

Anyone can notify the UoR of incidents using the online form on the H&S Service website at

<https://www.reading.ac.uk/health-safety-services/emergency-procedures-and-contacts/incident-reporting>

Once this is submitted, the database automatically allocates the incident a 4-digit ID number and sends an email to [safety@reading.ac.uk](mailto:safety@reading.ac.uk) to alert H&S Services, which H&S Services monitors daily.

The overall incident process is shown in the flow chart of Appendix D.

The H&S Service team member allocating incidents (the allocator) will read through the notification and will make a judgement about which HSC is best suited to undertake the investigation referring to the latest master HSC list available on the H&S Services website, and allocates this incident to the most appropriate HSC.

The default position is that incidents are allocated based on the **geographical** location of the incident – and goes to the HSC we understand as assigned to that geographical location.

However, specific arrangements have been negotiated with individual parts of the University - the following guidelines should be applied:

**Table 1**

Incident location/characteristic	Default HSC recipient/investigator (ie the name in the email's "To:" field – send to one name only)	Cc all the following which apply:
<b>Core Items</b>		
In all cases		Head of H&SS; H&SS BP or H&SS Adviser for the investigating HSC
Whenever someone has been injured (IP = Injured Person)		HSC for the organisational unit of the IP if not the HSC in the "To" field
Whenever someone has been subject to violence or aggressive behaviour		Head of H&S Services for V&A. Follow, above "in all cases" section, unless there is a concern.
Suspected suicide or self-harm	Head of H&SS for consideration in first instance, and potentially subject to MIT/SIR lead	ACMO manager for information only if in UPP areas
Expression of concern for Student Welfare	HSC for appropriate school	Student Services welfare services (studentwelfare@reading.ac.uk), Head of H&S Services for V&A
Where the IP is a HSC	Where additional HSC are locally available, or an appropriate alternative HSC will be identified from the master list	
FIRE	H&S Services Fire Safety Adviser in first instance	
ASBESTOS	H&S Services Construction & Estates H&S BP in first instance	HSC for the organisational unit for the location
Involving mains electric cable		H&S Services Construction & Estates H&S BP , and Estates electrical duty holder (Andrew Bowler)
Involving drone activity on campus	H&S Services Construction & Estates H&S BP	HSC for the organisational unit involved
Involving drones activity off campus (Technical Services led-activity)	HSC for SAGES	H&S Services Construction & Estates H&S BP
Where the local HSC is involved in the incident	If the incident took place inside a building, then the HSC from the geographically nearest alternative unit (for preservation of local knowledge).  If the HSC involved is from Technical Services, the H&SS BP an or H&SS Adviser to Technical Services will make inquires and confirm with the allocator the alternative HSCs for the investigation.	H&SS BP an or H&SS Adviser for HSC involved in the incident, and LA of the HSC carrying out the investigation
WR Stress	H&SS BP an or H&SS Adviser and discussion with topic lead before progressing	H&SS topic lead for WR Stress (not to HSC in first instance)
<b>Whiteknights Campus</b>		
Buildings predominantly used and controlled by one School/Function	HSC for that School/Function (but see below for TS, Catering, IT server rooms, roof spaces and plant rooms)	
Business Travel (inc. fieldwork) or fieldtrips (taught courses)	HSC for the organisational Unit organising the travel	
Palmer Building	HSC for the Building Support Services	
Carrington Building and satellite Student Service support centres	HSC for Student Services	
JJ Thompson Building	HSC for School/Directorate with accommodation nearest to incident location	
Poly Vacher building	HSC for School/Directorate with accommodation nearest to incident location	
Whiteknights House offices and shared spaces	HSC for Directorate with accommodation nearest to incident location	
Edith Morley building	HSC for School with accommodation nearest to incident location See separate table for teaching spaces (appendix C)	
School Humanities	Both Humanities HSCs, then amend database when they confirm who will undertake investigation	
Library	Both Library HSCs, alternating between the "To" and the "CC" fields to share the allocation.	
Henley Business School on Whiteknights Campus	HSC from "Additional HSCs" column	Lead HSC for HBS
Technical Services supported areas (if notification is clear).	IP or activity involves Technical Services staff only, then HSC of the Technical Service cluster organising the work or the IP.  IP or activity involves school staff/students/visitors, then H&SS Advisor/Business Partner of school	H&SS Advisor for school or HSC for appropriate Technical Services cluster if not already included.

Incident location/characteristic	Default HSC recipient/investigator (ie the name in the email's "To:" field – send to one name only)	Cc all the following which apply:
Other Campus		
Greenlands Campus – Henley Business School (HBS)teaching activities	HSC for HBS covering Greenlands	HSC for Campus Commerce in Greenlands
Greenlands Campus – Hotel commercial areas from and back of house	HSC for Campus Commerce in Greenlands	
Greenlands Campus – incidents involving vehicles, violence & aggression	HSC for Security	HSC for Campus Commerce in Greenlands
Greenlands Campus – incidents involving grounds maintenance or ground contractors	HSC for Grounds Maintenance	
London Road – excluding the quads.	HSC for School/Directorate with accommodation nearest to incident location	
London Road - Quads	HSC for MCE or CSE (Alumni)	
UMASCS/MERL	HSC for offices and outside spaces, or HSC for galleries, archives and Worton grange. Use one HSC in the "to" field, and include the second HSC in the "CC" field.	HSC for MERL not included in the "To" field
Bulmershe Sports Pavilion	HSC for the Sports Park	
University Boat House - Caversham	HSC for the Boat House	
Henley Business School in South Africa	Lead HSC for HBS	
Silchester archaeology site	H&SS BP or Adviser for SAGES	HSC for TS cluster covering SAGES
All Campuses		
IT server rooms	HSC for DTS	H&S Services Fire Safety Adviser where fire procedures activated
Plant rooms, basements, substations, pump rooms and roof spaces - incidents involving maintenance staff or contractors	HSC for Maintenance	
Grounds Maintenance activities	HSC for Grounds Maintenance	
Grounds Contractors – such as tree surgeons	HSC for Grounds Maintenance	
All other contractors – until established for incident reallocation	<a href="#">HSC for School/Function[6]</a>	HSC for Maintenance
Car Parks, Paths, Roads - if incident concerns a <i>privately owned vehicle</i> and its road-use behaviour (e.g. poor driving, cycling, etc) or violence or aggression.	HSC for Security	
Car Parks, Paths, Roads - if incident concerns a <i>university owned vehicle</i> and its road-use behaviour or vehicle condition.	HSC for the organisational unit responsible for the vehicle	HSC for Security
<a href="#">Car Parks, Paths, Roads - if notification suggests the infrastructure is causally involved[3]</a>	HSC for Maintenance	
<a href="#">Car Parks, Paths, Roads - if notification suggests the infrastructure not involved and driving, cycling, violence &amp; aggression not a factor[4]</a>	<a href="#">HSC for the Organisational Unit (ie School, Function or Department) covering the IP[5]</a>	
Catering	-	
Catering outlet in Earley Gate Enterprise Centre or its outdoor sitting area	HSC from the Campus Commerce café units "Additional HSCs" column	Lead HSC for Campus Commerce café units, TVSP, Enterprise Centre
Catering outlet in TVSP Gateway 1 Building	Lead HSC for Campus Commerce café units ,TVSP, Enterprise Centre	HSC TVSP
Other catering outlets	Catering HSC for that area	
Venue Reading, Cedar Hotel, Great Hall	HSC for Conference and Events	
Farms	-	
Hall Farm -commercial farm areas	H&SS BP to the farms	HSC for IP
Hall Farm - Cocoa Quarantine Centre	H&SS Adviser for SAPD	HSC for IP
Sonning Farm - commercial farm areas	H&SS BP to the farms	HSC for IP
Sonning Farm - CRU related areas	HSC for Technical Services, if IP or activity involves Technical Services staff only. H&SS Adviser for SAPD if involving school staff/students/visitors from SAPD.	H&SS Adviser for SAPD or HSC for Technical Services cluster if not already included.
<b>Incident location/characteristic</b>	<b>Default HSC recipient/investigator (ie the name in the email's "To:" field – send to one name only)</b>	<b>Cc all the following which apply:</b>
Tenanted areas		

Commercial tenant	HSC for Property Services	HSC for Maintenance
Flats/Houses/Tenanted University properties – related to fire	H&S Services Fire Safety Adviser	
Flats/Houses/ Tenanted University properties – not related to fire	HSC for Property Services	HSC for Maintenance
Thames Valley Science Park	HSC for TVSP	
Enterprise Centre, Earley Gate	HSC for Enterprise Centre	
UPP Hall areas if no involvement of security, catering or estates staff	ACMO manager for information only	
Co-op Shop	HSC for Security for information only	
RSU, and for student societies (information only)	RSU Dir of Membership Engagement (Annie Wilmot a.wilmot@reading.ac.uk), for information only	<a href="#">HSC for Security[2]</a>
<b>Incidents Involving Environmental Issues</b>		
Where a safety incident has an environmental concern – either when the notifier applies the environment incident categorisation, or the notification details suggests an environmental issue (spill on soil, lake, drain, release of refrigerant).	Allocate to HSC as above procedures	Sustainability Services

[\[2\] If incident concerns violence or aggression \(including driving, cycling\) or criminal trespass or other crime](#)

[\[3\] Eg loose paving stone](#)

[\[4\] Eg sudden sickness, injury exiting from stationary vehicle, etc.](#)

[\[5\] Alternatively, if no IP, HSC for Organisational Unit covering person reporting the incident](#)

[\[6\] Alternatively, if no School/Function HSC is applicable, then HSC for Maintenance](#)

For example:

- If a SPPE academic or student fell in the HBS Building, it should be sent to the HSC for HBS but copied to HSC for SPPE
- If a person is injured on external path or roadway on the University Property this counts as Maintenance’s geographical area but should also be copied to the involved persons’ HSC

#### **Allocation email:**

1. The H&S Services incident allocator will generate an email, ‘notification’ template in Safety account (Appendix A).
2. Attach the pdf of the incident notification to the email.
3. Address as follows:
  - a. To: *Health and Safety Co-ordinator (geographical area) as determined from the table above)*
  - b. Cc: *H&SS BP or H&SS Adviser for the above HSC; other HSCs who may have a legitimate interest (including the HSC for the organisational unit of any injured person), H. of H&SS.*
4. Ensure the subject field reads: “Incident Notification *number of the incident*”
5. Insert the standard text into the body of the message (highlighting of the 3 most important phrases).
6. Insert the first name of the HSC after “Dear” in the text of the email

7. Ensure the email has a signature saying: Health and Safety Services Team, University of Reading, 0118 378 8888
8. Send it.
9. Move the email to the Account & Incident folder catalogued by six-monthly intervals
10. H&S Service administrator to then update the HSC monitoring list and dashboard

**Exception – Occupation Health Cases:**

Occupational ill-health cases need adequate investigation, but they can be very sensitive -especially where mental health, stress and disability issues are involved. Therefore it has been agreed with OH will send reports to the H of H&SS. These will then be share with the H&SS BP or H&SS Adviser, who will then decide how to investigate and whether the relevant HSCs (geographical and organisational) and HSCtees should be informed. When incidents are allocated for investigation, the allocation email should be constructed as follows. Using the “To” field, add the HSC or H&S Services BP or H&SS Adviser as the appropriate investigator, using the “CC” field add the H&SS BP or H&SS Adviser if not the investigator, the OH manager, and the H. of H&SS.

In almost all cases the first step of the investigation should be to speak with the Occupational Health Manager.

**Reallocations**

However, if on carrying out a brief assessment of the incident (this may be as straightforward as making a few phone calls), the HSC does not feel the incident falls within their remit, they should contact their H&SS BP or H&SS Adviser with their reasons for arranging incident reallocation. The H&SS BP or H&SS Adviser will complete the reallocation procedure and update the database accordingly. If there is a difference of opinion at this point, please contact the H. of H&SS to discuss.

There are also currently some exceptions for the following areas below, where departments are donating some of their incidents to HSCs who require further investigation practice.

**Table 2**

Donating Department and Contact	Guidelines for Incident Donation
DTS HSC	<p>Only donating incidents that 1) not specific to DTS-work (eg screen installation) and 2) do not require special access to restricted DTS areas.</p> <p>Copy current HSC for DTS in re-allocation notifications.</p>
Library HSCs	Copy current HSCs for Library in re-allocation notifications

For these exceptions a modified email should be sent with the incident - template is attached (appendix B). The email should copy in the investigating HSC's H&SS BP or H&SS Adviser contact, the donating

area's HSC and H&SS BP an or H&SS Adviser. The donating area's H&SS BP or H&SS Adviser should ensure findings have been received back from the HSC and entered into the database.

### **Incident Dashboard**

The Incident Dashboard is the system in which the incident report has been allocated a number. The H&S Service Administrator only updates the following boxes:

<b>Section</b>	<b>Action</b>
Incident followed up	Tick box
Followed up date	Enter date when Incident email was sent to HSC
Allocated staff	Initials of H&SS BP or H&SS Adviser followed by semi colon then HSC name (E.g. "RH; Leanne Ley")

### **Incident investigation and follow-up**

Once the incident has been investigated by the HSC, they should email [safety@reading.ac.uk](mailto:safety@reading.ac.uk) and their H&SS BP or H&SS Adviser contact with their findings, remedial action taken and any other recommendations.

The information received should be entered by the H&SS BP or H&SS Adviser into the Incident database, following the H&SS internal guidance document.

To comply with data protection requirements, people's names should not be put in the Edited Summary field. Any text in that box should be written in the third person, without line returns or blank lines.

H&SS BP or H&SS adviser should check frequently (weekly) on incidents allocated to their HSCs so that the database is kept up-to-date. This will ensure that any extracts taken for reporting purposes to H&S Committees etc are up-to-date and accurate.

### **Incident closure**

If there are no further actions to be taken, the incident should be closed by the H&SS BP or H&SS Adviser checking the "report closed" box and clicking 'Submit' to save. The H. of H&SS or H&SS Assurance BP will undertake periodic review the database for updates on any outstanding incidents.

## Appendix A - Allocation Email

Dear

You are receiving this incident notification as we believe you are the appropriate Health and Safety Co-ordinator or member of H&SS to investigate it. Also copied in are: the Head of H&S Services; your H&S Services Business Partner (BP) or Adviser contact; any other HSCs who may have a legitimate interest (including the HSC for the organisational unit of any injured person).

**If you think you are not the appropriate HSC please contact your H&S Services BP or Adviser contact as soon as possible.**

You are expected to make initial enquiries and decide on investigation. Here is the link for the investigation template form:

<https://www.reading.ac.uk/health-safety-services/emergency-procedures-and-contacts/incident-reporting>

If you judge an investigation is not appropriate, please inform your H&SS BP or Adviser contact which of the following reasons apply:

1. The incident is not related to work activities
2. There was no potential for significant harm
3. It was a repeat of previous events which have been fully investigated and all reasonably practicable controls are already in place.

**In all other cases please send your H&SS BP or Adviser contact your investigation findings, however brief, within 14 days.**

An investigation report template is available and may help you structure your findings. Remember the fundamental purpose of investigation is to make the immediate situation safe, to understand what happened and how to prevent recurrence or a more severe incident from happening.

The level of your response will normally be dictated by the following:

- Severity, a significant injury or illness that will result in a RIDDOR report or an insurance claim
- High potential to reoccur
- Injury to a visitor at the University - these are often followed by FOI requests

In such cases, as a minimum please send a prompt email to your H&SS BP or H&SS Adviser contact and copy in [safety@reading.ac.uk](mailto:safety@reading.ac.uk) saying what you have found and done.

If your investigation finds a repair or maintenance is required, please ensure a WREN is raised and include the WREN number in the investigation report.

**If in any doubt or you need further support, please don't hesitate to contact your H&SS BP or Adviser.** In their absence, please contact H&S Services at 0118 378 8888 to find out who can assist you.

Thank you for the valuable contribution you are making to the health and safety of everyone at the University of Reading. We appreciate your efforts.

Health and Safety Services Team  
University of Reading  
0118 378 8888

## Appendix B - Reallocation Incident email

Dear

You are receiving this incident notification following an initial inquiry made to another HSC. Following that initial inquiry, we believe you are the most appropriate Health and Safety Co-ordinator to investigate this incident. Also copied in are: the Head of H&S Services; your H&S Service Business Partner (BP) or Adviser contact; other HSCs who may have a legitimate interest (including the HSC for the organisational unit of any injured person); and the initial HSC for allocation and their Liaison Adviser should it be different to your own.

**If you think you are not the right HSC please contact your H&S Services BP or Adviser contact as soon as possible.**

You are expected to make initial enquiries and decide on investigation. If you judge an investigation is not appropriate please inform your liaison partner which of the following reasons apply:

1. The incident is not related to work activities
2. There was no potential for significant harm
3. It was a repeat of previous events which have been fully investigated and all reasonably practicable controls are already in place.

**In all other cases please send your H&SS BP or Adviser contact your investigation findings, however brief, within 14 days.**

An investigation report template is available and may help you structure your findings. Remember the fundamental purpose of investigation is to make the immediate situation safe, to understand what happened and how to prevent recurrence or a more severe incident from happening.

The level of your response will normally be dictated by the following:

- Severity, a significant injury or illness that will result in a RIDDOR report or an insurance claim
- High potential to reoccur
- Injury to a visitor at the University - these are often followed by FOI requests

In such cases, as a minimum please send a prompt email to your H&SS BP or Adviser contact and copy in [safety@reading.ac.uk](mailto:safety@reading.ac.uk) saying what you have found and done.

If your investigation finds a repair or maintenance is required, please ensure a WREN is raised and include the WREN number in the investigation report.

**If in any doubt or you need further support, please don't hesitate to contact your H&SS BP or Adviser.**

In her/his absence, please contact H&S Service at 0118 378 8888 to find out who can assist you.

Thank you for the valuable contribution you are making to the health and safety of everyone at the University of Reading. We appreciate your efforts.

Health and Safety Service Team  
University of Reading  
0118 378 8888

## Appendix C

List of centrally booked rooms in Edith Morley:

E-MORLEY 110	HSC for S Humanities
E-MORLEY 124	HSC for University Global Academy
E-MORLEY 125	HSC for University Global Academy
E-MORLEY 126I and J	HSC for S Law
E-MORLEY 127	HSC for University Global Academy
E-MORLEY 128	HSC for University Global Academy
E-MORLEY 141	HSC for S Humanities
E-MORLEY 144	HSC for S Humanities
E-MORLEY 150	HSC for S Humanities
E-MORLEY 175	HSC for SPPE
E-MORLEY 176/7	HSC for SPPE
E-MORLEY 181	HSC for SPPE
E-MORLEY 188	HSC for SPPE
E-MORLEY 189	HSC for SPPE
E-MORLEY 257	HSC for HBS
E-MORLEY 280	HSC for HBS
E-MORLEY 287	HSC for S Humanities
E-MORLEY 288	HSC for S Humanities
E-MORLEY 301	HSC for SPPE
E-MORLEY 308	HSC for SPPE
E-MORLEY G10	HSC for S Humanities
E-MORLEY G25	HSC for S Humanities
E-MORLEY G27	HSC for S Humanities
E-MORLEY G44	HSC for S Humanities
E-MORLEY G57	HSC for S Humanities
E-MORLEY G74	HSC for CQSD
E-MORLEY VAN EMDEN LT	HSC for Student Services

Appendix D

