



Accident and Incident Reporting and Investigation Policy

Signed by:

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Headteacher

September 2025

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September 2025

Next review:

September 2026

Accident and Incident Reporting and Investigation Policy P601

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1. Introduction

A system for reporting and learning from accidents and incidents is required by law for all employers. If followed this Policy and its associated guidance will ensure our statutory duties can be met, including reporting serious incidents to appropriate enforcement bodies within legal timescales.

2. Scope

This document relates to the incident reporting policy in NCC schools only. Academies and free schools will need their own incident reporting procedure which meets the principles below and any requirements of the Academy Trust/Governing body, as appropriate. For assistance with this please email the Health and Safety Team at healthandsafety@norfolk.gov.uk.

This policy applies to all accidents, incidents, incidences of ill health, or near misses which occur to employees or non-employees where there is evidence that they are related to the work of NCC – that is, that one of these factors played a significant role in an incident or the development/exacerbation of an ill health condition:

- the way the work was carried out or the management of the work,
- any machinery, plant, substances, or equipment which was used for the work,
- or the condition of the site or premises.

Incidences of work-related stress and associated illnesses are within the scope of this policy where it is due in significant part to the role of the employee; this would include the nature of the role, incidents which occurred as a part of the role, or the way the risks of the role have been managed.

Conflicts between individuals (including employees) or individuals and organisations are not within the scope of this policy unless they constitute violence (either physical or verbal, as defined below), even if they lead to possible stress and ill health, and should be managed in accordance with other NCC policies as appropriate.

3. Principles

Norfolk County Council (NCC) has in place an effective and efficient system for recording, responding to and learning from accidents, incidents, near misses and cases of work-related ill health in a manner which is proportionate to the circumstances to reduce any negative impact on NCC's employees or others affected by its work. The aim is to:

- Identify incidents that require statutorily reporting in a timely manner.
- Undertake incident investigations proportionate to risk and severity in order to understand the direct and the underlying causes of incidents, establish appropriate corrective actions or measures, and put those measures in place to prevent any reoccurrence of the incident.
- Identify incidents that require investigation and intervention by the HSW Team
- Enable the development and reporting of management information regarding incident trends and issues

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4. Responsibilities

The roles and responsibilities of all employees in schools is outlined in your schools Health and Safety Policy. This includes responsibilities regarding the recording, investigating and monitoring of accidents and incidents. Specific responsibilities that expand on this include:

4.1 Headteachers

Have responsibility for:

Ensuring the HSW team is informed of all serious or significant accidents and incidents **as soon as possible**

The HSW Team can be contacted on 01603 223989 or at healthandsafety@norfolk.gov.uk

- Ensuring arrangements are in place to deal with the immediate dangers and consequences of an incident, including first aid; making the area safe; or contacting the emergency services as necessary.
- Ensuring incidents are reported and an appropriate level of investigation is carried out by a competent person in a timely manner proportionate to the risk and severity of the incident.
- Ensuring the findings and all actions arising from investigations are recorded in line with the Incident Reporting and Investigation Procedure.
- Providing management support to the injured party where required and ensuring that they are advised of the incident investigation outcome and any relevant actions.
- Ensuring the HSW Team is notified where an enforcement agency contacts them directly regarding an incident to enable professional support to be provided as appropriate
- Periodically reviewing incidents and near misses for their area, looking for trends and taking appropriate action to ensure avoidance of repeat incidents.

4.2 Health Safety and Wellbeing Team

- Making statutory reports to the relevant enforcement agency as necessary
- Undertaking investigations as appropriate according to the risk and severity of the incident
- Liaising with enforcement agencies on behalf of NCC as appropriate

5. Retention of records and forms

Details of accident and incident reports, investigations and associated supporting evidence should be retained in line with the retention policy

Where accidents may result in long-term ill health of an employee, a PDF copy of the incident report from the online reporting system must be forwarded to HR so that it can be placed on the individual's personal file or in the case of schools it should be placed on the school personal file for the individual.

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6. Glossary

For the purposes of this policy and associated documents the following definitions will apply:

- **In connection with work activity:** an incident which was directly caused by or significantly related to the work activities of NCC and how they were carried out, any machinery, plant, substances, or equipment used for the work, or the condition of an NCC site or premises.
- **Serious / significant Incident:** A serious incident which is statutorily reportable. Includes, but not restricted to
 - Fatalities
 - Broken bones
 - Injuries which lead to an employee being unfit for work for more than seven days
 - Incidents where the injured person of the public is taken to hospital for treatment
 - Some reportable illnesses or conditions (known as reportable diseases) where they are work-related.

7. Other Documents

What needs to be reported and how:

- [Read Incident reporting flowchart and examples G601a](#)

Guidance on use of the online incident reporting system:

- [Read Incident reporting – quick start guide for employees G601b on InfoSpace](#)
- [Read Incident reporting – full guide for employees G601c on Infospace](#)
- [Read Incident reporting and investigation – quick start guide for managers G601d on InfoSpace](#)
- [Read Incident reporting and investigation – full guide for managers G601e on InfoSpace](#)
- [Read Incident reporting - Musculoskeletal condition reporting guidance G601f on InfoSpace](#)

Forms

- [Read Witness or Injured person personal statement F601 on InfoSpace](#)