



HSS 007

Accident Incident and Near Miss Reporting

KCC Health and Safety Standard – Accident Incident and Near Miss Reporting		
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Introduction

It is a legal obligation to report workplace accidents. This standard outlines the minimum requirements for reporting and investigating accidents, incidents, and near misses. All accidents, incidents and near misses must be reported, properly investigated, and documented to meet legal standards and help prevent them from happening again. This standard applies to all employees, contractors, and third parties on KCC premises or during KCC activities.

It is essential to recognise that reporting accidents, incidents, and near misses is not about assigning blame, but about understanding what went wrong and why. By openly reporting and thoroughly investigating these events, we can identify underlying causes and trends, share lessons learned, and implement effective measures to prevent similar occurrences in the future. This proactive approach helps KCC create a safer working environment for everyone and supports a culture of continuous improvement and learning.

Legislation

Key health and safety laws for reporting accidents and incidents:

- Management of Health and Safety at Work Regulations 1999
- Health and Safety (First Aid) Regulations 1981
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- HSE Guidance: HSG65 Managing for Health and Safety

Definitions of Accident, Incident and Near Miss

The table below provides the clear definitions and examples of Accident, Incident, and Near Miss, a full glossary of accident, incident and near miss types and examples is provided in **Appendix A – Accident Incident Near Miss Glossary of Incident Types**.

Term	Definition	Example
Accident	An unplanned event that results in actual physical harm, such as injury, illness, damage, or loss.	An employee slips on a wet floor in a council office and breaks their arm.
Incident	An unplanned event arising out of work activities that does not result in physical injury but may cause non-physical harm, damage to premises or equipment, disruption or loss. Includes violence, verbal abuse, threats or other behaviours of concern.	An employee is verbally abused or threatened by a service user.
Near Miss	An unplanned event that could have caused injury, ill health, damage, or loss but did not, either by chance or timely intervention.	An employee slips on a wet floor but does not fall or suffer injury.

Some further definitions used when reporting Accidents, Incidents and Near Misses useful:

Occupational Disease	A reportable illness or condition arising from work activities, as defined by regulations.	An employee develops occupational dermatitis from repeated exposure to cleaning chemicals.
Violent or Verbal Incident	An event where an employee is subjected to physical assault, verbal abuse, or threatening behaviour.	A member of the public shouts abuse at a KCC employee during a service interaction.

KCC Roles and Responsibilities

All employees, managers, head teachers, contractors and commissioned services have a responsibility to ensure accidents, incidents and near misses are reported,

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investigated and managed in accordance with this standard. Those in leadership or supervisory roles must ensure appropriate arrangements are in place to support reporting, investigation, implementation of corrective actions and compliance with health and safety standards and requirements, including RIDDOR.

Detailed role-specific responsibilities are set out in **Appendix B – Roles/ Responsibilities Checklist**.

Additionally, it is expected that KCC directors and managers and the Corporate Health, Safety, and Wellbeing Group will review incident trends routinely and allocate resources to address emerging risks, reinforce positive reporting behaviours and ensure near misses are valued, sponsor cross-sharing of learning to prevent repeat events elsewhere and monitor completion and effectiveness of corrective actions.

Immediate Actions After an Accident or Incident

The person in charge of the service or team at the time is responsible for managing the incident (this may not always be the Service/Team Manager). Actions to take:

- **Ensure Safety:** Secure the well-being of any individual who is injured or unwell. Notify a qualified first aider, emergency services, or relevant personnel to provide appropriate assistance.
- **Secure the Area:** If necessary, make the area safe to protect others. For serious or major injuries, preserve the scene for investigation for any enforcing authority.
- **Coordinate with Other Services:** If other departments may be affected, arrange for the scene to be coordinated.
- **Report:** the accident, incident or near miss.

Reporting Process

How Accident and Incident Reporting Supports Continuous Improvement

The reporting and investigation process forms part of KCC's wider improvement cycle:

Plan – Use incident and near-miss data to prioritise risks and plan controls.

Do – Implement proportionate controls, communicate expectations, and provide support.

Check – Monitor incident trends via HS157/HS160 returns, assurance checks and dashboards.

Act – Address root causes, update procedures and training, and share learning across services.

How and what to Report (HS157 form)

Report all accidents, incidents, near misses, workplace violence, or safety concerns at KCC using the HS157 form. Managers must follow **Appendix C – Accident, Incident and Near Miss Flow Chart** and complete HS160 where required.

Access the form via

- [KNet](#) or [Kelsi \(for schools\)](#)
- [Health & Safety A-Z Guidance List](#)

Complete the form electronically and attach any supporting documents. For assistance, contact the Health and Safety Team.

Further guidance is provided in **Appendix D – Accident Incident Near Miss Reporting guidance**.

Who Should Report?

The affected/injured person or their manager should complete the HS157 form. On occasions where this is not possible, it will be the 'person in charge' or first aider at the time of accident should complete the HS157 form. The injured person's line manager must be informed as soon as possible.

All details provided should be factual, and every relevant section of the HS157 form must be completed.

Reporting Violent Incidents

Violent incidents may encompass a broad range of behaviours, including verbal abuse, threats or menacing conduct, socially disruptive actions, vandalism, security breaches, and physical assault. Employees are required to report any incidents that warrant investigation. Accurate recording of such incidents assists in identifying patterns and areas of concern, enabling appropriate corrective action. The HS157 form is used to document and report incidents of this type, and unless physical harm occurs should be reported as incidents.

Near misses

KCC requires near miss incidents to be recorded. Reporting them helps identify trends and prevent future accidents. The HS157 form is used to document and report all near misses.

HS157 form Manager authorisation

The person submitting the report will receive a PDF version by email. When the manager's details section is completed, the manager will also get a notification email with the incident's date, time, the involved person's name, and the unique report number. The manager will be expected to follow up the accident, incident or near miss and how it has occurred and look at controls to prevent any further incidents. See HS160 form for further information.

Where an accident, incident or near miss involves discriminatory behaviour, harassment, violence, verbal abuse or conduct that may breach KCC behavioural

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standards, managers must ensure appropriate referral is made through relevant HR procedures in addition to health and safety investigation requirements. This links to the Dignity at Work Policy and the Respect campaign. The Health and Safety Team forward any incidents of this nature to the HR People Operations Managers, and copies in the link Health and Safety Adviser.

HS160 form Management Investigation

Managers play a critical role in maintaining a safe workplace and it is essential to follow up on all accidents, incidents, and near misses. This is done via the HS160 form which is used to record the investigation, root cause(s), and actions to be taken to prevent reoccurrence. The HS160 form is completed by the manager during direct submission or manager approval stage of the HS157 accident report form by selecting the 'Does the accident, incident or near miss require further internal investigation?' tick box to create the HS160 management investigation page. For detailed guidance on conducting an investigation, please refer to the section titled 'Management Investigations of Incidents'.

Exceptions – when you don't need to report on a HS157 form.

A HS157 form is not required for any **non-work**-related accidents, incidents, and near misses, however it is important to inform your line manager for their information, lessons and any preventative measures required, and record locally any remedials.

Further examples of incidents **not to report** via health and safety reporting are listed in **Appendix E – Exceptions to Health and Safety Reporting**

KCC Schools Reporting

KCC Community, Voluntary Controlled, Voluntary Aided, and Foundation Schools must report all accidents, incidents, or near misses using the KCC HS157 form, and conduct investigations with the KCC HS160 form when needed. Minor first aid for pupils or illness only needs reporting if caused by premises or activities; refer to HSE 'When not to report' for guidance [Incident reporting in schools \(accidents, diseases and dangerous occurrences\) EDIS1](#) Academy schools should use their own systems. All physical and verbal abuse and threats related to protected characteristics defined by Equalities Act 2010 are reported via the KCC 157 form. Schools are also required to complete the CYPE Management Information Annual Survey.

Social Care and Health Care Reporting Considerations

The Health and Safety Executive (HSE) is the statutory regulator for employee health and safety. Within social care and health services, other regulators may also have oversight of incidents involving service users or professional practice, including the Care Quality Commission (CQC), Nursing and Midwifery Council (NMC), and General Medical Council (GMC). These regulators have separate reporting requirements. Reporting to one regulator does not remove the requirement to report to KCC using the online accidents incidents and near misses form - HS157 form.

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The following do not need to be reported on the KCC HS157 form in social and health care settings:

- Incidents involving service users who are in care, but where:
 - The incident occurred outside KCC premises, and
 - There was no KCC employee presence, involvement, or oversight at the time, and
 - The activity was not commissioned, led, or delivered by KCC employees.
- Incidents arising solely from the actions of independent providers, families, or third parties, where KCC has no operational control or involvement.

These incidents should instead be reported and managed through the relevant provider's own reporting systems and any applicable external regulatory requirements e.g. CQC.

RIDDOR Reporting

RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) is the law requiring KCC to report certain work-related accidents, diseases, and dangerous occurrences to the Health and Safety Executive (HSE). Failing to report a notifiable incident within the required timeframe is a criminal offence. Always ensure reports are submitted promptly and accurately.

If you are unsure around RIDDOR reporting please contact the Health and Safety Team for advice and support. Alternatively, please refer to the [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 \(RIDDOR\)](#).

What is RIDDOR reportable

Refer to **Appendix F – What is RIDDOR Reportable and reporting timescales** for a summary of incidents reportable under RIDDOR, including reporting timescales.

A quick glance is of reporting deadlines is also provided in the table below:

RIDDOR Reporting Deadlines – quick glance

Type of Incident/Disease	Timescale to report
Fatalities	Immediately
Dangerous occurrences	Immediately
Work-related diseases	Immediately
Specified injuries	Within 10 days
Injuries to public/pupils/service users	Within 10 days
Over 7-day injuries	Within 15 days

How to report a RIDDOR

The type of incident will determine which form you need to use, and how to report. See **Appendix G – How to report a RIDDOR – Step by Step Guide**.

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Management Investigation of Incidents

Management investigations offer several benefits:

- They decrease the likelihood of similar incidents happening again, safeguarding employees and service users, and keeping service disruptions to a minimum.
- By taking prompt, responsible action, managers and headteachers are compliant with Health and Safety legislation and show due diligence, which supports a strong safety culture.
- Helps improve morale and strengthens trust throughout the team by showing concern for health and wellbeing and promoting good safe practices.
- With seeking Health and Safety advice the manager learns how to correctly assess risks, the effectiveness of corrective actions, and explore further improvements.

The depth of each investigation should be proportionate and match the actual or potential harm of the incident.

All KCC HS157 forms are sent to managers and headteachers as part of the approval process. Managers and headteachers review these forms to determine if a brief follow-up is necessary or if there are issues such as possible serious harm, failed controls, repeated incidents, or reportable RIDDOR cases. If any of these situations apply, a HS160 form must be completed for the manager's investigation. To do this, click the HS160 follow-up box, which will open the HS160 form.

The incident investigation is to thoroughly understand what occurred, why it happened, and to determine what can be done to reduce the chance of it happening again. This process reveals both immediate issues and underlying causes, allowing teams to take steps that reduce reoccurrence. Where an investigation is required, managers and headteachers should complete the KCC HS160 and establish the key facts such as:

- What was the person doing and why; how the task was carried out, and what equipment was used and whether this was suitable
- Any contributing factors (people, environment, equipment, process, supervision, training).
- Whether suitable risk assessments and control measures were in place and followed; whether training/competence was adequate; and whether organisational/directorate actions/omissions contributed.
- Environment conditions e.g. heat, lighting, noise, ventilation, layout, weather were causing factors.

Following investigation, managers and headteachers must ensure learning is embedded by sharing key findings, implementing practical changes, what additional improvements may be made to prevent future incidents, if further training required,

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checking actions are effective, escalating systemic issues to the Health and Safety Team, and involving employees in solutions.

A checklist of prompts to support completion of HS160 online form is available as **Appendix H - Health and Safety Manager Investigation Checklist** to support managers conduct a proportionate investigation establish key facts, causes and actions and record information objectively – the purpose is learning and preventing recurrence not blaming individuals.

Following an investigation, managers and headteachers ensure learning is embedded and sustained by:

- Share key findings with the team and related service areas.
- Translate findings into practical changes (procedures, risk assessments, work instructions).
- Verify effectiveness of actions (spot checks, observation, or data review).
- Escalate policy or systemic issues to the Health and Safety Team for wider action.
- Engage employees in solutions, discuss as a team, provide opportunities for safer methods and practical controls.
- Promote delta Health and Safety Training and any bitesize training, and/or speak to Health and Safety Adviser (HS Adviser) for support.

Health and Safety Team Follow up and Formal Investigations

Once the HS157 form is submitted, the Health and Safety Team performs a quality assurance check. Significant incidents or cases that raise concern, such as those showing emerging trends, are referred to the designated Health and Safety link adviser for the relevant Directorate. The Health and Safety Adviser (HS Adviser) reviews the HS157 form along with any accompanying HS160 documentation and witness statements, determining whether a further follow-up by the Health and Safety Team is required.

If additional action is deemed necessary, the HS Adviser will contact the relevant manager or affected individuals to initiate either a health and safety follow-up or a full health and safety investigation. All such actions are documented through the internal Health and Safety Team HS165 process either the HS165s follow up or the formal HS165I Investigation form and process with further quality assurance provided by the Health and Safety Management Team. The decision to proceed with a more in-depth investigation depends on the seriousness of the injuries sustained or the potential for injury.

Types of Further Investigation

- Ensuring completion of the HS160 form by the manager.
- The HS Adviser conducting additional assurance queries.

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- A formal investigation led by the HS Adviser or another member of the Health and Safety Team.
- Reporting the incident to the Health and Safety Executive (HSE) under RIDDOR, if necessary.

All employees are expected to cooperate promptly with any investigation. The Health and Safety Team also supports managers and headteachers during interventions or investigations by the HSE, Kent Fire and Rescue Service (KFRS) or any other enforcement agency.

HSE Investigation Role (Enforcement)

The Health and Safety Executive (HSE) is the primary enforcing authority for health and safety legislation in the workplace. In the event of a serious incident, the HSE may conduct its own investigation to determine compliance with statutory requirements and identify breaches of health and safety law. Their role includes gathering evidence, interviewing witnesses, and reviewing documentation to establish whether enforcement action is necessary. This may result in issuing improvement or prohibition notices, or in severe cases, initiating prosecution to ensure accountability and prevent recurrence.

Other Enforcement Agencies Investigations

Other enforcement agencies may also undertake investigations into incidents within their jurisdiction. For example, the Police will investigate where criminal activity or gross negligence is suspected, the Environment Agency will intervene in cases involving environmental harm or pollution, and Kent Fire and Rescue Service will review incidents related to fire safety breaches or operational failures. Each agency operates independently and may request access to evidence, statements, and site inspections as part of their statutory duties. Organisations must cooperate fully with these investigations to ensure compliance with legal obligations and support a thorough review of the circumstances surrounding the incident.

Levels of Investigation (Proportionate Approach)

Level	Description	Details
Level 1	Manager follow-up (minor harm/low potential)	fact-finding and local actions
Level 2	Manager HS160 and HS Adviser assurance (moderate harm/potential/RIDDOR)	deeper review of causes and controls
Level 3	Formal HS165 investigation (serious harm/high potential/RIDDOR)	comprehensive analysis, documented findings and governance oversight

Accident Incident and Near Miss Oracle Dashboard

Employee accidents, incidents, and third-party data are uploaded to Oracle and can be analysed through the Business Intelligence Health and Safety Dashboard. All KCC managers have dashboard access; if you need it, contact ICT Service Now. Line managers should regularly review their data to identify trends in reporting within their areas. Nominated individuals, trained on the database, hold 'author' access to add or edit records. This is currently not available to schools for support and advice on analysing trends please contact HS Adviser.

The Health and Safety Team reviews the Health and Safety data, identifying trends and issuing guidance as needed. The dashboard gives KCC managers prompt access to employee and third-party accident statistics, supporting self-sufficiency.

For further information on how to use the dashboard please refer to the Health and Safety Procedure HSP007 Health and Safety BI Dashboard Data.

Data Protection & Disclosure

Requests by individuals for accident forms must be made in writing and should be submitted through the kent.gov.uk website as Subject Access Requests via the Information Governance Team. This team will conduct the necessary checks before informing the Health and Safety Team whether access can be granted. Managers and headteachers have access to accident form details pertinent to their service, which should not be shared outside that service.

Access for statutory enforcing authorities will be provided in accordance with legislative and GDPR requirements, the Kent County Council Privacy Notice, and the Health and Safety Privacy Notice. Other internal services within KCC, such as for insurance purposes, may also be granted access under these compliance frameworks. All requests are formally documented in writing and reviewed by the Health and Safety Management Team.

For those services or agencies requesting information, witness details must be removed unless explicit consent has been obtained. Full compliance with GDPR is required at all times.

Training and Further Information

Training is available via Learning Development Team Delta eLearning and bitesize presentations via the Health and Safety Team .

Some essential training and resources is as follows:

- Delta E-Learning: RIDDOR and accident reporting.
- Knet - Health and Safety A-Z Accident Incident Reporting Standard
- Knet - Health and Safety A-Z Accident Incident Near Miss Bitesize Presentations
- KELSI - Accident reporting guidance for schools.
- HSE Guidance: HSG65 Managing for Health and Safety

Kent County Council

Health and Safety Standard



Health and Safety Advice Line healthandsafety@kent.gov.uk or 03000 418456.

This standard will be reviewed at least every two years, or earlier in response to legislative changes, significant incident trends, or organisational requirements.

Feedback from services, investigations, and audits will inform future revisions.

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Appendix A – Accident Incident Near Miss Glossary of Incident Types

This glossary provides clear definitions and examples of the incident types used within the HS157 Accident, Incident and Near Miss Reporting Form. It is intended to support consistent reporting and categorisation across all Kent County Council services.

Incident Type	Description	Employee Example	Third Party Example
Animal Contact	Threats or harmful actions by animals or insects, including stings and bites.	Employee bitten by a dog during a home visit.	Pupil contracts Lyme disease from tick bite.
Antisocial Behaviour	Conduct causing harassment, alarm or distress.	People shouting abuse outside a KCC building.	Youths vaping inside a KCC building.
Awkward Movement	Uncomfortable or clumsy movement or posture.	Back pain when sitting down.	Service user twists suddenly and strains back.
Behaviour that Challenges	Behaviour displayed when needs are not met, including aggression or destructiveness.	Person with dementia lashes out at carer.	Service user pulls another person's hair.
Discriminatory Abuse	Unequal treatment based on protected characteristics.	Service user uses racist language to an employee.	Pupil taunts another about sexual orientation.
Electrical Injury	Injury caused by electrical current passing through the body.	Employee receives electric shock from switch.	Member of public shocked by faulty socket.
Entrapment	Person trapped or unable to remove themselves.	Employee member stuck in a lift.	Child traps head in railings.
Fall from Height	Fall from one level to a lower level where both feet leave the ground.	Employee falls from ladder.	Child falls from climbing equipment.
Hazardous Substance	Exposure to substances posing	Reaction after using	Member of public reacts to air freshener.

	health or environmental risk.	cleaning chemical.	
Manual Handling – Object	Handling of loads by bodily force.	Employee strains back lifting table.	Agency staff lift heavy equipment.
Manual Handling – Person	Handling or supporting a person.	Employee hoisting service user into bath.	Agency staff pushing wheelchair.
Physical Assault	Intentional physical harm to another person.	Service user strikes employee.	Pupil punches another pupil.
Road Traffic Collision	Vehicle collision occurring during work activities.	Employee hit while driving to visit client.	Agency staff hit while transporting service user.
Self-Harm	Deliberate act to injure oneself.	Employee deliberately injures self.	Pupil bangs head against wall.
Sharp Object	Injury caused by piercing or scratching object.	Employee steps on glass.	Child injured by sharp toy.
Slip, Trip or Fall (Same Level)	Slip or trip occurring on the same level.	Employee slips on stairs.	Child trips in playground.
Sports / PE	Injury from planned sport or PE activity.	Teacher strains muscle during PE.	Pupil injured during rugby.
Struck Against	Contact with stationary object or person.	Employee walks into door.	Pupil collides with another pupil.
Struck By Object	Person hit by moving or falling object.	Materials fall onto employee.	Pupil hit by football.
Suicidal Ideation / Attempt	Thoughts of suicide or attempted suicide.	Employee reports suicidal thoughts.	Service user hoards medication.
Vehicle Movement	Incident involving powered vehicle movement.	Car rolls forward due to handbrake failure.	Mobility scooter driven into lake.
Verbal Abuse	Use of words to dominate, ridicule or degrade.	Employee subjected to racist abuse.	Service user verbally abuses another.

Appendix B – Roles/Responsibilities Checklist

This appendix sets out role-based responsibilities for accident, incident and near miss reporting as practical checklists.

Directors / Heads of Service/Headteachers

- Ensure compliance with the HSS007 standard across all service areas.
- Provide adequate resources to support reporting and investigations.
- Ensure all accidents, incidents and near misses are reported and investigated appropriately.
- Support any enquiries or investigations led by the Health and Safety Team or the Health and Safety Executive (HSE) or other relevant enforcement agencies.
- Monitor trends and allocate resources to address risks

Managers / School Leadership

- Ensure all employee and third-party accidents, incidents, and near misses are reported within 24 hours using the HS157 form.
- Undertake timely and proportionate investigations using the HS160 investigation form, accessible via approval stage of HS157.
- Identify immediate, underlying, and root causes of incidents.
- Implement corrective and preventative actions to prevent recurrence.
- Engage with employees to identify safer systems of work and practical control measures.
- Communicate investigation findings and outcomes to relevant employees and stakeholders.
- Review and update local procedures, risk assessments, and performance indicators as required.
- Ensure employees receive appropriate information, instruction, training, and induction.
- Ensure RIDDOR-reportable incidents are notified promptly in accordance with statutory requirements.

Employees

- Promptly report all accidents, incidents, and near misses within 24 hours using the HS157 form.
- Provide accurate and complete information to support accident, incident and near miss investigations.

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- Co-operate fully with any investigation activity.
- Report unsafe practices, hazards, or contractor-related concerns.
- Follow agreed safe systems of work and health and safety procedures.

Contractors

- Comply with their own internal accident and incident reporting arrangements and Kent County Council requirements.
- Co-operate with joint accident and incident investigations where required.
- Escalate serious or significant incidents to the commissioning manager and the Health & Safety Team.
- Ensure RIDDOR-reportable incidents are notified where applicable.
- Implement corrective and preventative actions following investigations.

Commissioners

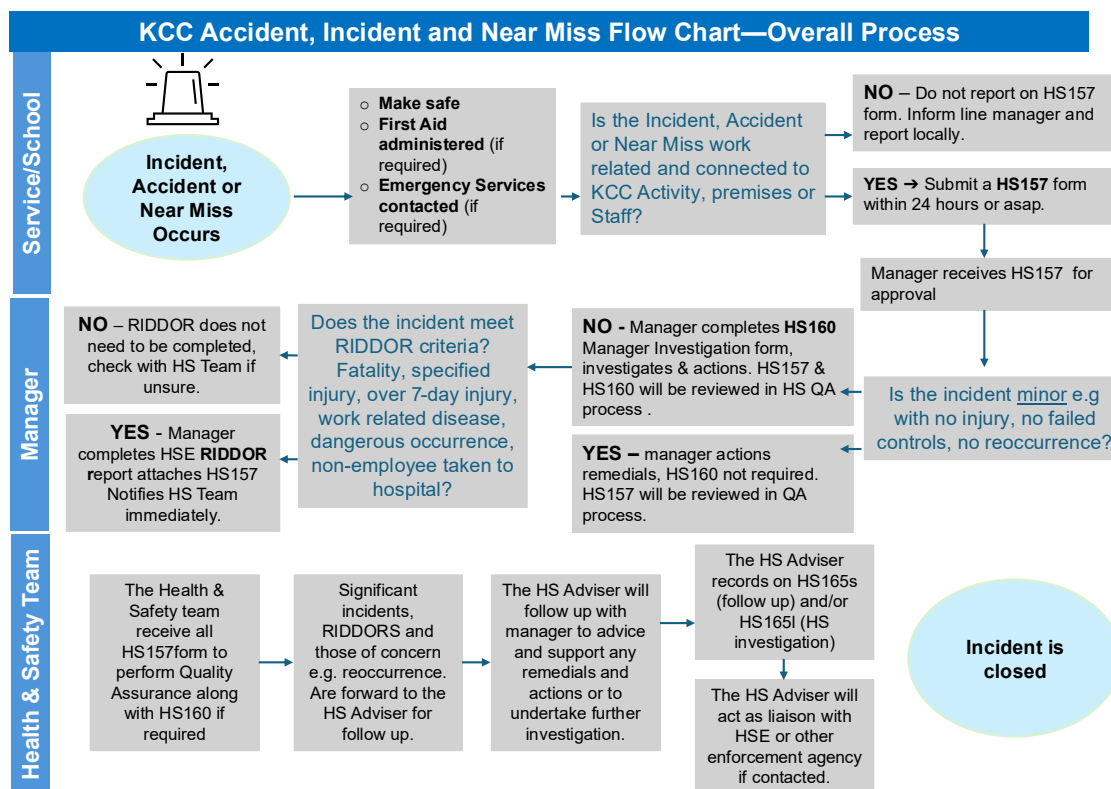
- Ensure contract specifications include clear requirements for accident and incident reporting.
- Ensure contractual arrangements require co-operation with investigations.
- Ensure relevant findings and lessons learned are shared with contractors.
- Agree roles and responsibilities for accident and incident management at the start of works.
- Review incident management arrangements following accidents or incidents.

Health and Safety Team

- Monitor, review, and quality-assure HS157 and HS160 reports.
- Provide advice and practical support to managers/head teachers undertaking investigations.
- Carry out follow-up reviews or formal investigations (HS165) where required.
- Ensure compliance with RIDDOR reporting requirements.
- Lead investigations into serious or high-risk incidents.
- Provide health and safety training, guidance, and professional advice.
- Maintain oversight of legislative and regulatory changes and advise accordingly.
- Share learning and lessons identified from accidents and incidents.
- Ensure GDPR and data protection requirements are met.

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Appendix C – Accident Incident Near Miss Reporting Flow Chart



About the flow chart

The flow chart may refer to incident to abbreviate for visual purpose, this is inclusive of accidents, incidents and Near Misses.

When in doubt about reporting or RIDDOR, seek advice from the Health and Safety Team, contact your HS Adviser, or healthandsafety@kent.gov.uk. Alternatively, please refer to the [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 \(RIDDOR\)](#).

Links to the online HS157 accident report form can be found on the below pages:

- [KNet](#)
- [Health & Safety A-Z Guidance List](#)
- [Kelsi \(for schools\)](#)

Plain Text English Version (for Accident Incident Near Miss Reporting Flow Chart)

Step 1: Incident, Accident or Near Miss Occurs. Go to **Step 2**.

Step 2: Make Safe, First Aid administered (if required), Emergency Services contacted (if required). Got to **Step 3**.

Step 3: Is the Incident, Accident or Near Miss work related and connected to KCC Activity, premises or employee? If yes, go to Step 4. If no, go to Step 5.

Step 4: Submit a **HS157** form within 24 hours or asap. Go to **Step 6**.

Step 5: Do not report on HS157 form. Inform line manager and report locally. **You have completed this flowchart and do not need to proceed further here.**

Step 6: Manager receives HS157 for approval. Go to **Step 7**.

Step 7: Is the incident minor e.g. with no injury, no failed controls, no reoccurrence? If yes, go to **Step 8**. If no, go to **Step 9**.

Step 8: Manager actions remedials, HS160 not required. HS157 will be reviewed in QA process. Go to **Step 13**.

Step 9: Manager completes **HS160** Manager Investigation form, investigates & actions. HS157 & HS160 will be reviewed in HS QA process. Go to **Step 10**.

Step 10: Does the incident meet RIDDOR criteria? Fatality, specified injury, over 7-day injury, work related disease, dangerous occurrence, non-employee taken to hospital? If yes, go to **Step 11**. If no, go to **Step 12**.

Step 11: RIDDOR does not need to be completed, check with Health and Safety Team if unsure. Go to **Step 13**.

Step 12: Manager completes HSE **RIDDOR** report attaches HS157 and notifies the Health and Safety Team immediately. Go to **Step 13**.

Step 13: The Health & Safety team receive all HS157 forms to perform Quality Assurance along with HS160 if required. Go to **Step 14**.

Step 14: Significant incidents, RIDDORS and those of concern e.g. reoccurrence. Are forward to the Health and Safety Adviser for follow up. Go to **Step 15**.

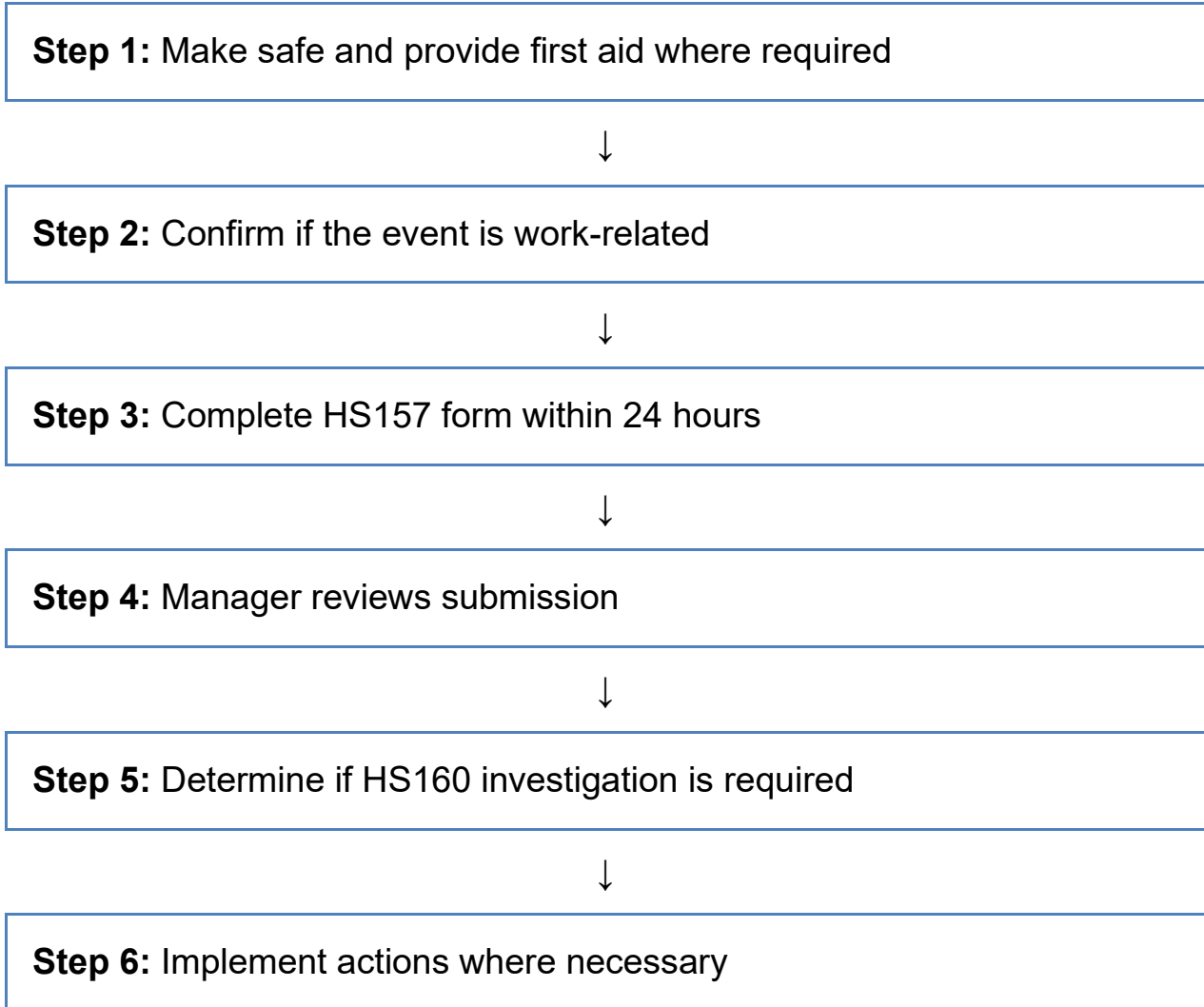
Step 15: The Health and Safety Adviser will follow up with manager to advice and support any remedials and actions or to undertake further investigation. Go to **Step 16**.

Step 16: The Health and Safety Adviser records on HS165s (follow up) and/or HS165I (HS investigation) Go to **Step 17**.

Step 17: The Health and Safety Adviser will act as liaison with HSE or other enforcement agency if contacted.

END

Appendix D – Accident Incident Near Miss Reporting Guide



Appendix E – Exceptions to Health and Safety Reporting

Further examples of items **not to report** via health and safety reporting are:

Group	Incident Type	Details/Exceptions
KCC employees	Illness, seizure, or epileptic fit	Unless caused by work activity or first aid is given
KCC employees	Off-duty accidents	This includes incidents that occur whilst commuting at the start or end of the working day or during lunch break
KCC employees	Very minor events	e.g., paper cuts
Pupils, client service users, or 3rd parties	Incidents with no injury	Unless a near miss from faulty premises/equipment or lack of supervision
Pupils, client service users, or 3rd parties	Minor accidents	Requiring only brief recovery or a cold compress (e.g., red marks, scratches)
Pupils, client service users, or 3rd parties	Medical related incident such as Illness, seizure, or epileptic fit	Unless resulting from work activity
Service users in care	<p>Incidents involving service users who are in care where:</p> <ul style="list-style-type: none"> the incident occurred outside KCC premises, and there was no KCC staff presence, involvement or oversight at the time, and the activity was not commissioned, led, or delivered by KCC staff. <p>Incidents arising solely from the actions of independent providers, families, or third parties, where KCC has no operational control or involvement.</p>	<p>These incidents should instead be reported and managed through the relevant provider's own reporting systems and any applicable external regulatory requirements e.g. CQC.</p>

Appendix F – What is RIDDOR Reportable and reporting timescales

RIDDOR category	Who it applies to	What it means	Reporting timescale/action
Fatalities	Employees or third parties	Death arising from a work-related incident	Report immediately and notify KCC's Head of Health and Safety immediately
Specified Injuries (employees)	Employees	Serious work-related injuries such as major fractures, amputations, loss of sight, serious burns and scalping	Report immediately (as soon as known)
Over 7-Day Injuries	Employees	Employee unable to carry out normal work for 7 consecutive days after the accident (excluding day of the accident)	Report within 15 days
Work-Related Diseases	Employees	Doctor diagnosed work-related/occupational conditions e.g. dermatitis, carpal tunnel syndrome, Lyme disease, hepatitis.	Report immediately upon diagnosis confirmed by doctor
Dangerous Occurrences	Work activities/work place	Specified near-miss events with high potential for harm e.g. collapse of lifting equipment, release of hazardous substance and major releases.	Report immediately
Injuries to public/pupils/service users	Non-employees	Injured person taken directly from scene to hospital for treatment which arose out or in connection with a work activity.	Report within 10 days
Significant events involving third parties on KCC premises	Contractors, visitors, volunteers, agency staff	Incidents involving third parties on KCC premises	Report in line with relevant category above.

Appendix G – How to report a RIDDOR – Step by Step Guide

Step	What to do
Step 1 Complete the RIDDOR Form	Begin by completing the appropriate RIDDOR form on the Health and Safety Executive (HSE) website . The type of incident will determine which form you need to use, as indicated below: <ul style="list-style-type: none"> • Report of an Injury – https://notifications.hse.gov.uk/riddorforms/Injury • Report of an Occupational Disease – https://notifications.hse.gov.uk/riddorforms/Disease • General HSE RIDDOR Reporting page – https://www.hse.gov.uk/riddor/
Step 2 Save the Completed Form	After submitting the RIDDOR form, the line manager should immediately save a copy of the completed document at the point of submission for record-keeping purposes.
Step 3 Submitting to KCC via HS157 form	The saved RIDDOR form must then be attached to the online HS157 accident/incident form. Alternatively, you may email a copy to healthandsafety@kent.gov.uk , ensuring that the unique AF number from the HS157 form is quoted in all correspondence.
Seeking Advice on RIDDOR reporting	If advice is required, or if there is any uncertainty regarding the reporting process, contact the Health and Safety Advice Line on 03000 418456.

RIDDOR Special Considerations

RIDDOR Special Considerations for Schools

For guidance about whether all incidents in schools should be reported to the HSE, please refer to HSE guidance for schools on RIDDOR reporting, and if in doubt about whether an incident in a school setting is reportable, seek advice from the Health and Safety Team before submitting. [Incident reporting in schools \(accidents, diseases and dangerous occurrences\) EDIS1](#)

RIDDOR Special Considerations for Adult Social Care

For guidance on RIDDOR in health and social care, refer to the HSE information sheet: [Reporting injuries, diseases and dangerous occurrences in health and social care – HSIS1 \(rev4\)](#).

Appendix H - Health and Safety Manager Investigation Checklist

Use this checklist to support completion HS160 online form for proportionate manager investigation.

What happened? (facts only)

Briefly record the sequence of events, location, date/time, who was involved, and what task/activity was underway.

Why did it happen? (causes)

Identify immediate cause(s) and any underlying/root cause(s) - What failed or was missing that allowed this to occur.

What were the contributing factors?

Consider people, equipment, environment, process, supervision, training/competence, and workload/time pressures.

Were controls in place and effective?

Check whether relevant risk assessments, safe systems of work, PPE, maintenance, and supervision were in place and actually followed.

What actions are required? (corrective/preventative)

List immediate remedials and longer-term preventative actions to stop recurrence (procedure, training, equipment, environment, communication).

Who is responsible for actions?

Assign an owner for each action (named role/person).

Are additional controls required?

Decide whether controls need strengthening (update risk assessment, revise safe system, introduce new controls, or seek Health & Safety advice).

How will effectiveness be monitored?

Confirm how actions will be checked (timescales, supervision checks, trend monitoring, review of repeat incidents, dashboard review).