

RIVO INCIDENT REPORTING ONLINE FAQs

Occupational Safety Team

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Q: I can't see my department/service/school on the list?

A: It should be there! (Unless you are an Academy or free school who doesn't buy into our SLA). Let the Occupational Safety Team know.

Q: What type of incident should be entered on the system?

A: This system replaces RIF1, AB1 and all violence at work reporting systems.

Q: What about first aid records?

A: Do not use the system to record incidents resulting in minor first aid treatment. There is a form in our First Aid Guidance Document which can be used for this purpose.

Q: What about ill health events such as fainting, asthma attack etc?

A: These are not violent incidents or accidents and should not be reported using this system.

Q: What type of Pupil Accident should be recorded on the new system?

A: **If any pupil has to go straight to hospital as a result of an accident/violent incident these must be recorded on the system.**

Q: What about minor accidents to pupils?

A: Please do not use the system to record these incidents (you can use the Pupil Accident Record form now available on our website).

Q: I want to run reports from the system. How do I do this?

A: We will be allocating users in the Council Departments/Services and Secondary Schools over the coming months. Users will be able to run reports and update records etc. We are exploring ways to ensure Primary Schools are able to run reports, but if you have any specific requests, please contact the Safety Team.

Q: What is a 'User'?

A: It is envisaged that most incidents will be entered via the 'web form' on an openly available website. You do not have to be a 'user' to do this. We will be rolling out user IDs over the next few months. Users are able to run reports and access historical information on the system. If you do not have direct

access to a 'User' in your department/service/school, the Occupational Safety Team will be able to help.

Q: As an Academy we want to 'buy into' the system but we don't have an SLA. How do we do this?

A: Please contact the Safety Team and we would be happy to discuss our SLA with you. You can only use this system if you are a maintained school or if you have an SLA with the Safety Team.

Q: Who do I contact if I have problems completing the form?

A: Please contact the Health and Safety Team.

Q: What records will I be able to keep?

A: The person submitting the report will receive an electronic version of the 'web form' by e-mail. You are advised to store this on your secure servers. Please avoid printing out unless you really need to. If you are a 'user' you will be able to access the records directly on the system.

Q: As a manager I have received an accident notification e-mail but I can't log on to view further details?

A: Only users can log in. Please contact the person who would normally enter accidents for your work area / the user for your area / the occupational safety team for further details if required.

Q: What about data protection / security?

A: As part of the procurement process we sought assurances from RIVO on this issue. They use secure servers and meet the relevant recognised standards. If you are a user, you will only be able to see records in your department/service/school. Obviously, these records should be treated with care and in line with existing data protection procedures. We are confident that the system is secure, but if you think there has been any breach of security please contact the Occupational Safety Team immediately.