



**SAFETY SERVICES**  
**Level 7, The Arts Tower**  
**Western Bank, Sheffield**  
**S10 2TN**

## Service Level Agreement

Service Name	<b>ACCIDENT PROCESSING (February 2011)</b>
Description of Service	<ul style="list-style-type: none"> <li>➤ Accident and dangerous occurrence investigation and reporting to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995</li> <li>➤ Collation of accident and incident statistics</li> <li>➤ Liaison with University's Insurance Company</li> </ul>
Client Groups/ Eligibility for Services	<ul style="list-style-type: none"> <li>➤ Anyone involved in University organised activities</li> <li>➤ Anyone legitimately on University premises</li> </ul>
Provider Responsibility	<ul style="list-style-type: none"> <li>➤ Receipt, logging and processing of information</li> <li>➤ Investigation of accidents and incidents as appropriate</li> <li>➤ Reporting to Enforcing Authority as necessary</li> <li>➤ Production of statistics annually in retrospect to H&amp;S Committee</li> <li>➤ Liaison with the University's Insurers</li> <li>➤ Advising on appropriate preventative measures as required</li> <li>➤ Communication of findings of investigation to all relevant parties</li> </ul>
User Responsibility	<ul style="list-style-type: none"> <li>➤ Risk assess activities with significant risks and review annually or after an accident or incident or when no longer valid</li> <li>➤ Ensure reports are completed fully, accurately and legibly</li> <li>➤ Accident reports (blue copy) to be forwarded to Safety Services within 24 hours, or by Monday morning if incident occurs over the weekend. White copies to be removed from Accident Book and filed securely.</li> <li>➤ Telephone Safety Services immediately in the event someone has been taken to hospital, or in the event of a dangerous occurrence or fire</li> <li>➤ Notify Safety Services if a person has been unable to perform their normal duties for 3 days or more as a result of a work-related accident or illness.</li> <li>➤ Ensure preventative measures required by risk assessment are implemented</li> <li>➤ To monitor activities to reduce risk of accidents and incidents</li> </ul>
Availability of Service	<ul style="list-style-type: none"> <li>➤ 0830 hours to 1700 hours on all working days</li> <li>➤ Outside normal hours, serious events should be notified to the Campus Control Centre</li> </ul>
Service/Statistics /Output/Measures	<ul style="list-style-type: none"> <li>➤ Accident and incident statistics are presented annually to the Health and Safety Committee</li> <li>➤ Departmental raw data can be made available within 10 working days</li> </ul>

Dependencies	<ul style="list-style-type: none"> <li>➤ Departments providing all relevant information</li> <li>➤ Accident recording database is performing correctly</li> </ul>
Feedback/ Monitoring	<ul style="list-style-type: none"> <li>➤ Indirectly via claims against the University</li> <li>➤ Complaints to enforcing bodies</li> </ul>
Benchmarking	<ul style="list-style-type: none"> <li>➤ Annual statistical analysis supplied to the Universities Safety Association</li> </ul>
Exclusions	<ul style="list-style-type: none"> <li>➤ Student Union sports activities not on University premises</li> <li>➤ Accidents travelling to and from work (unless on University property)</li> </ul>
Location of Service	<ul style="list-style-type: none"> <li>➤ Safety Services</li> </ul>
Contact Details	<ul style="list-style-type: none"> <li>➤ Anne Willcox, Safety Services, Ext 26100 (a.willcox@sheffield.ac.uk)</li> </ul>
Charges	<ul style="list-style-type: none"> <li>➤ Nil</li> </ul>
Other	<ul style="list-style-type: none"> <li>➤ None</li> </ul>