



Quick Reference Guide: Record an Accident or Aggressive Incident

This Guide is for Line Managers

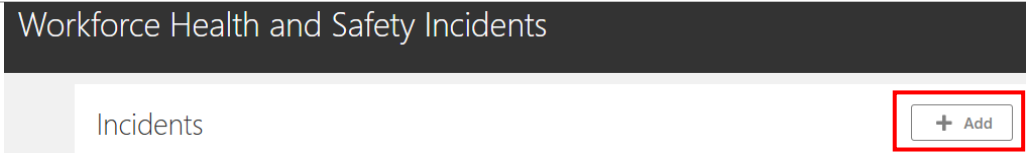
Author	Version	Edit Date
Chris Close	1.0	01/09/2020
Chris Close	2.0	14/01/26



Please note – you must go through all the steps to ensure the accident/incident is fully recorded

Step Number	Step Description	Step Image	
1	Sign into OneSource.		
2	Click My Client Groups...		



3	and then Safety Incidents		
4	You'll land on this page Click on + Add to enter a new incident		



5

Enter the required information about the incident

Note, if viewing full screen some of the input fields may be in two columns

Incident Details

*Summary

Description

*Date and Time

14/01/2026 4:07 PM



Classification of Incident

Directorate

Section

Premises Type

Incident Type

Incident Reporter

Summary - use this field to give a one-line summary of the incident e.g. "Accident to NAME, at LOCATION, resulting in INJURY", this will help with the search function.

Please give fuller details in the **Description** field.



6

Enter incident location details

Incident Location

Location

On-site

*Location Name

Civic Centre Zone 3J/P_WS1 1DQ_LOC_93

Address

Civic Centre Zone 3J/P

Darwall Street

WALSALL

WS1 1DQ

UNITED KINGDOM

*Specific Location

Name	Code	Town or City	Country Name
BUSINESS SUPPORT 3RD FL CIVIC CENTRE	BUSINESS SUP 3RD FL	WALSALL	United Kingdom
CHILDRENS SERVICES 2ND FLOOR CIVIC	WALSALL COUNCIL CHILDRENS SERVICES	WALSALL	United Kingdom
CIVIC CENTRE - 1ST FLOOR	CIVIC CENTRE - 1ST FLOOR	WALSALL	United Kingdom
CIVIC CENTRE - GENERAL	CIVIC CENTRE - GENERAL	WALSALL	United Kingdom
CIVIC CENTRE - ZONE 2A	CIVIC CENTRE - ZONE 2A	WALSALL	United Kingdom

civic

Location: Select On-site or Off-site from the drop-down list

If you select on-site, start typing in the **Location Name** field and choose the appropriate one (all our locations should be listed)

Note if you type Civic Centre, a list of different zones will appear – select the appropriate one.



6a

If **Off-site** is selected in the **Location Name** you are required to enter the location details manually

Incident Location

Location

Off-site

Type

*Address Line 1

Address Line 2

Postal Code

*City

*State

*Country

*Specific Location

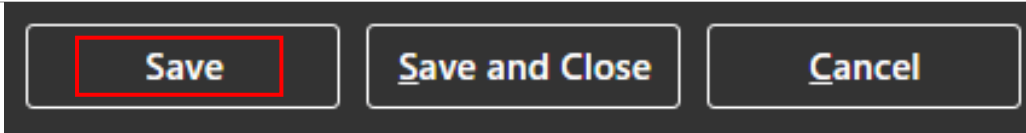
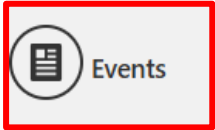
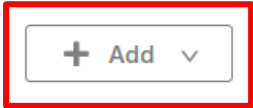
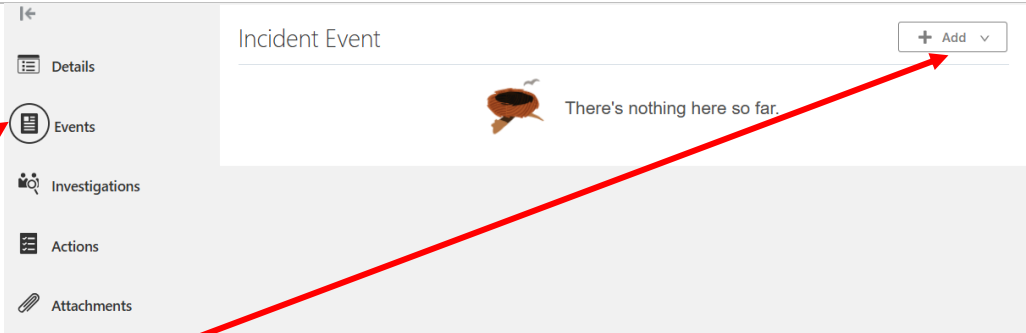
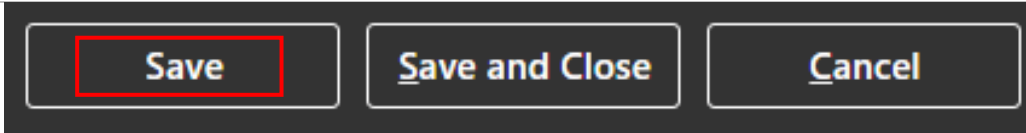
6b

Specific Location

An entry is required for both On-site and Off-site incidents

Specific Location:
you can use this field to note a specific location on site, otherwise type N/A



7	Save the incident record		Click Save (in the top right-hand corner)
8	Add Event Details Click Events icon  Followed by + Add  and select Virus, illness or Injury		All fields must be completed
8a	You must press Save to allow you to start entering details of the event		



9

Enter details of
**Injured/Assaulted
Person**

Use the drop down

Then press **+ Add**

Virus, Illness, or Injury event details

Edit ^

Summary
test

Date and Time of Event
14/01/2026 5:08 PM

Injured/Assaulted Person



Injured/Assaulted Person

+ Add ^

Injured/Assaulted Person

Case Number: 2023028-01-14-2026

Ill or Injured Person Type

Employee

* Name

When Event Occurred

14/01/2026 5:25 PM



Person Informed About the Event

If the injured person is an **Employee**, you are required to select the employee's name from the drop-down list

If **Non-Employee** is selected you are required to enter the details manually



Cont.

When the Person Was Informed

14/01/2026 5:51 PM



*Describe the Activity of the Person Before the Incident

Source of Injury

Kind of Incident

Classification

Injury

Injured Body Part and Injury Type



Injured Body Part and Injury Type

Continue to fill in further fields in the **Injured/ Assaulted Person** section, then press **Save and Close**

Press +: Select from the drop-down list

Save and Close

Cancel



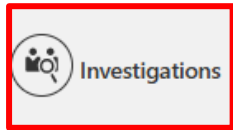
10	<p>Enter Witness Details if appropriate</p> <p>Use the drop down</p> <p>Then press + Add</p>	<div><div>Virus, Illness, or Injury event details</div><div><div>Edit</div><div></div></div><div><div>Summary</div><div>test</div><div>Date and Time of Event</div><div>14/01/2026 5:08 PM</div></div><div></div><div>Injured/Assaulted Person</div><div></div><div>Witness Details</div><div></div></div>	
11	<p>You'll now need to add Investigation details and any attachments, before that you'll need to press the back arrow to see the detail icons</p>	<div><div><div></div><div>Walsall Council</div><div>One Source</div></div><div><div></div><div>EVE-2105042</div></div><div><div></div><div>Virus, Illness, or Injury event details</div></div></div>	



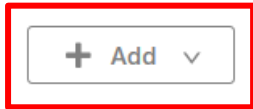
12

Add Investigation Detail

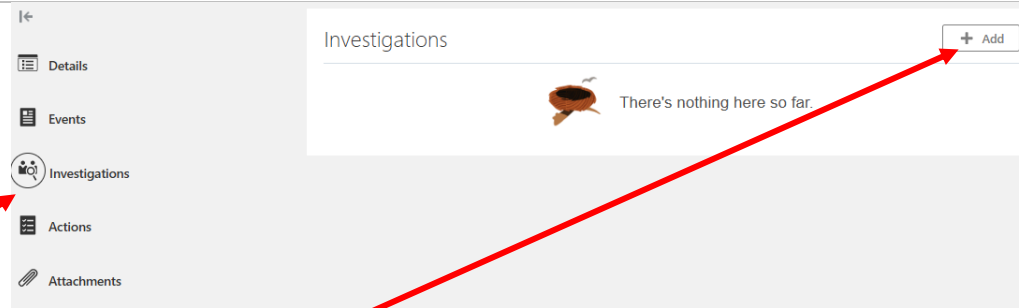
Click **Detail** icon



Followed by **+ Add**



Enter information, then select **Save and Close**

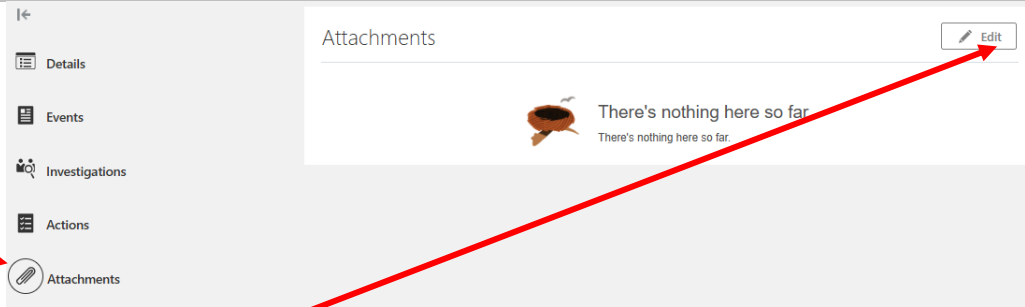
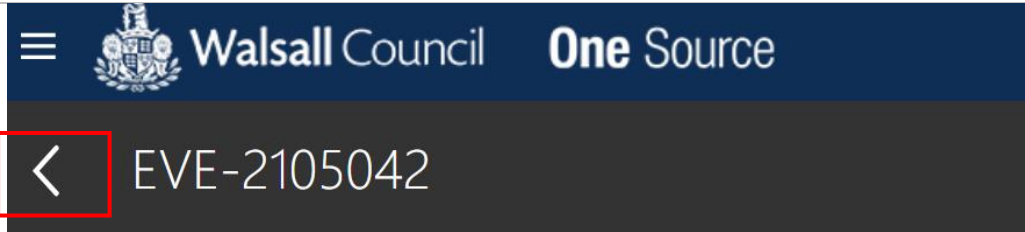


Save

Save and Close

Cancel



13	<p>Add Attachments</p> <p>Click Attachments icon</p>  <p>Followed by + Edit</p>  <p>Drag and drop files or click to add attachments, then select Save</p>		
14	<p>When finished, you'll need to press the back arrow again to take you to the Workforce health & safety incidents landing page (see Step 4, above)</p>		

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