



## National Highways supply chain colleagues - recording a Customer in Crisis Intervention Event on Highways Accident Reporting Tool

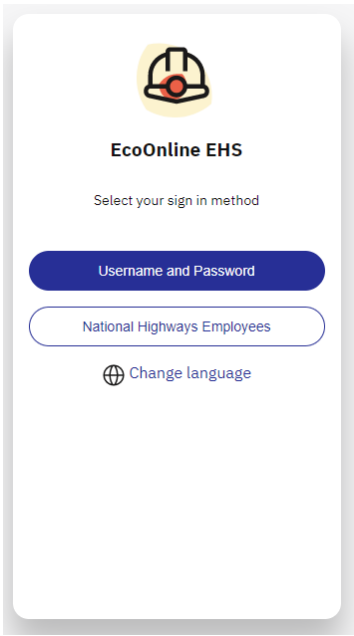
This guidance is designed to assist users in every step of the  
process when recording a Customer in Crisis Intervention  
Event onto Highways Accident Reporting Tool

Highways Accident Reporting Tool can be accessed here:  
<https://ehsuk.ecoonline.net/nationalhighways>

If you are experiencing any technical issues with using  
Highways Accident Reporting Tool, please contact us via  
[HARTsupplychain@nationalhighways.co.uk](mailto:HARTsupplychain@nationalhighways.co.uk)

# Highways Accident Reporting Tool - Supply Chain Colleagues Guidance – Step by Step - Recording a Customer in Crisis Intervention Event

1. Access the Highways Accident Reporting Tool (HART) by selecting the appropriate [link](#).



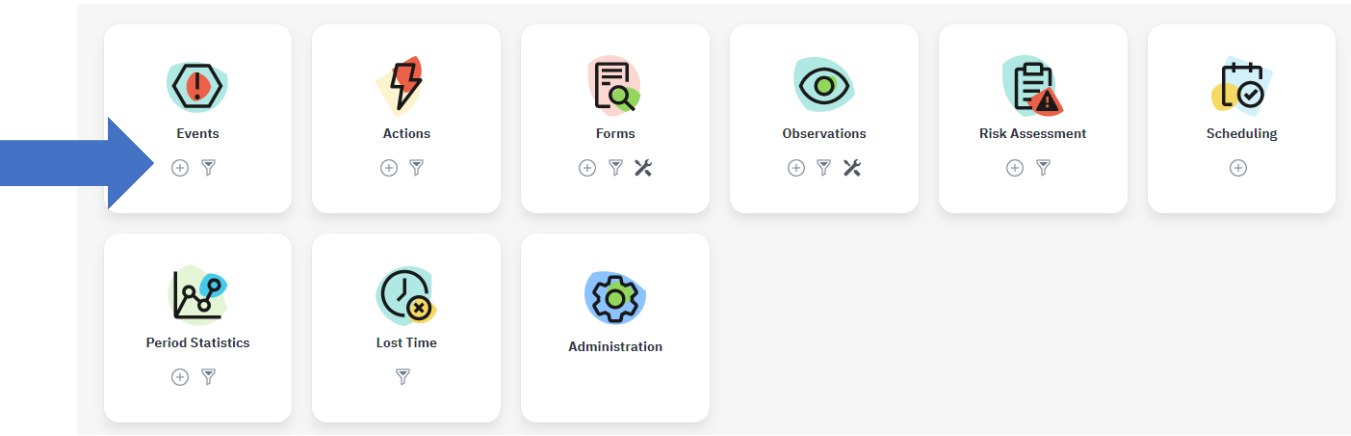
For National Highways supply chain colleagues, please select '**Username and Password**'

Supply chain colleagues no longer need to remember an additional username because this is now your email address.

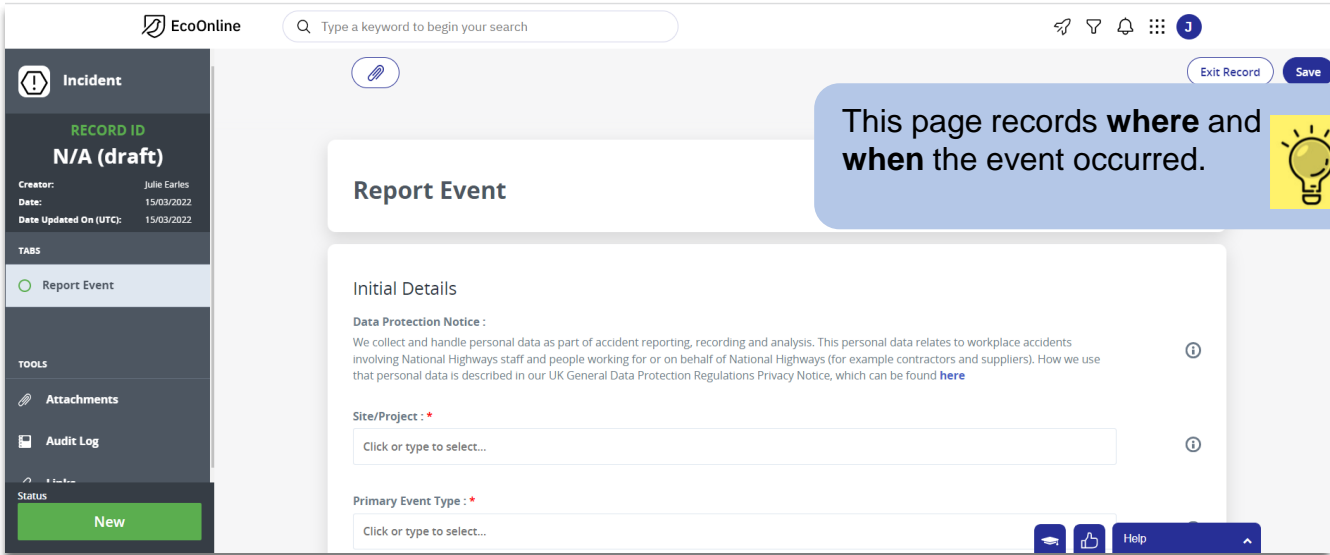
If you don't already have an account please contact us via [HARTsupplychain@nationalhighways.co.uk](mailto:HARTsupplychain@nationalhighways.co.uk)



2. On the home screen main tiles, select the **+** icon on the Events tile to add an event.



3. You are now in the '**Report Event**' screen.



## Responsible Use of Information

Before completing the event details, please note the following:

Within HART, there are fields that contain sensitive and/or personal information about our colleagues, supply chain personnel and even third parties. It's our responsibility as HART users to keep this data safe and follow the UK General Data Protection Regulations (UK GDPR). We must also only use HART data for the reasons it was collected (which is to improve health, safety and wellbeing for our people and our customers).

For more information on this please refer to the

[Highways Accident Reporting Tool National Highways supply chain colleagues – Responsible use of Information](#)

### **Please note:**

Throughout HART, mandatory fields are marked with <sup>\*</sup>, however, complete as many of the fields as you can, to the best of your knowledge.

The greater the detail the better the record.



The Help button shown at the end of each field gives a short description of what should be recorded.



4. Within the **‘Site/Project’** field, begin to type your **contracted site**, selecting it from the drop-down list, once it appears

Site/Project : \*

Area 10 (North West - Area Contracts) X

Area 1 & 2 (South West - Area Contracts)

Area 10 (North West - Area Contracts)

Area 12 (Yorkshire & North East - Area Contracts)

Area 13 (North West - Area Contracts)

Area 14 (Yorkshire & North East - Area Contracts)

Area 3 (South East - Area Contracts)

Area 4 (South East - Area Contracts)

For supply chain colleagues, the site/project is where you are contracted to work on as a Tier 1 supplier for National Highways. This is not necessarily the location of the event.



5. Select **Customer in Crisis Intervention** from the **‘Primary Event Type’** drop-down list

Primary Event Type : \*

Click or type to select...

Infrastructure / Asset

Undesired Circumstance / Near Miss

Facilities / Site

Incursion / IPV Strike

Utility Strike


Structural Safety

Customer in Crisis Intervention

The **‘event type’** selected here will decide which fields will need to be completed throughout the rest of the event form, ensuring the event is recorded accurately and directed to the correct team for investigating.

It **cannot** be changed once the event has been saved.



6. In the **‘Date and time of event’**, select the date from the calendar  and the time of the event from the drop down list.

Date and Time of Event : \*

15/03/2022 

ⓧ

▼

▼

ⓧ

15 March 2022 Today

March 2022

Sun

Mon

Tue

Wed

Thu

Fri

Sat

1

2

3

4

5

6

7

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11

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15/03/2022 

ⓧ

▼

▼


ⓧ

If you are unsure of the exact time of the event upon reporting, please provide an estimated time.

You are able to update the record once the correct time is known.

The more accurate our reporting is, the more accurate our analysis on the data will be, particularly when looking at seasonal trends or events occurring on particular days/times of the day.



7. In the **‘Date and Time Reported’** field select the date from the calendar  and the time the event was first reported from the drop down list.

Date and Time Reported :

15/03/2022 

ⓧ

▼

▼

ⓧ

8. Now it's time to complete the **'Details of Event'**. This is the **'where it happened'** part of the record.

9. The **Manual Reference Number** field does not need to be completed. Incidents which have been transferred across from the previous system know as Airsweb, will have their original record number shown here.

Manual Reference Number :

Manual Reference Number

10. In the **'Shift start date and time'** field select the date using the calendar and the drop-down options for the time.

Shift Start Date and Time : \*

DD/MM/YYYY

This is the date and start time of the affected persons shift, prior to the event happening. For example, if an operative started work on 24/8/21 at 07:30 and the event occurred on the same date at 10:45, the information entered here would be; 24/08/2021 07:30.



11. Enter the exact **location of the event** utilising the fields. There are a number of ways you can achieve this;

To enter known co-ordinates; type them in here

Coordinates : \*

Latitude

Longitude

or

Select the map icon

Coordinates : \*

Latitude

Longitude

When the map displays, start typing the location of the event and select it from the drop-down list, once it appears, then select the **'use current pin location'** box.

m61

M61 Motorway Horwich, Bolton, UK


M61 Westhoughton, Bolton, UK

Mina del Potosi M61 Morales, San Luis Potosi, San Luis Potosi, Mexico

M61, Block O Lajpat Nagar 2 Road Vinoba Puri, Block M, Lajpat Nagar II, Lajpat Nagar, New Delhi, Delhi, India

Urbanização Vale da Telha M61 Aljezur, Portugal

powered by Google

If needed, move the red marker  to the exact location on the map and select the **'use current pin location'** box.

Use Current Location

M56, Halton, Runcorn, UK

Map Satellite

Widnes

Runcorn

Palacefields

Sutton Weaver

Aston

Frodsham

Halton

Stretton

Norcott Brook

Higher Whitley

Lower Whitley

Anerobus

Budworth Heath

Grappenhall Heys Walled Garden

Appleton Thorn

High Leigh

Bro

Use Current Location

By selecting **'use current location'** this saves the position that the cursor is showing at.



Location :  
Click or type to select...

CCTV Observation? :  
Yes ☐ No ☐

Did this event occur on the SRN? :  
Yes ☒ No ☐

Motorway : \*  
Motorway

Junction : \*  
Junction

Marker Post : \*  
Marker Post

Specific Location/RCC Log/Structure Number :  
Specific Location/RCC Log/Structure Number

Additional location information can also be recorded here such as:

- Where on the carriageway the event happened
- If CCTV captured the event
- If the event occurred on the Strategic Road Network (SRN)
- Motorway details
- Motorway junctions
- Mile marker posts
- Structures numbers etc.



12. Now it's time to record the details of the incident. This is the **'what happened'** part of the record and this information is completed in the free-text fields shown below.

Details of actual job being done at the time : \*  
Details of actual job being done at the time

Describe the facts of what happened : \*

Immediate remedial actions taken :  
|

Individuals should be referred to as:

- Injured person
- Individual
- Operative or
- they



**Do not use their names**

Use these fields to factually explain what happened and what actions were taken immediately following the event.

Please refrain from recording any **GDPR sensitive information** in free-text fields such as individuals names, gender, age, addresses, car registrations etc.



There are specific fields for this information that can be protected from visibility.

State how the person arrived on scene if known.



If not known, select other and state not known.

How has the customer in crisis accessed the location? :

Click or type to select...

On Foot

By car (driver)

By car (passenger)

Other

13. Record whether there were any witnesses to the event, and whether any vehicles were involved.

Witness and Vehicle Details

Were there any witnesses? :

Yes ☐ No ☐

Were there any vehicles involved? :

Yes ☐ No ☐

**Please note:** specific fields relating to vehicle details will only appear if ‘Were there any vehicles involved’ has been selected as ‘yes’.



These fields will appear as an additional tab as you progress through the reporting an event screens (not at the time you select ‘yes’.)

14. The **Person Reporting** field will default to your details.

Person Reporting

Type of Person :

Employee X

Reporter Name :

Julie Earles

Employer Name :

National Highways

Email :

julie.earles@highwaysengland.co.uk

15. In the ‘**Supervisor at time of event**’ field, enter the name of the person who will most likely investigate the event which you are reporting.

Supervisor at time of event/(on-duty) line manager

Name : \*

Name

16. Once all details have been recorded, please click ‘**Save**’.

EcoOnline

Events

RECORD ID  
N/A (draft)

Creator: Laura Howley McAleese

Date: 19/08/2021

Date Updated On (UTC): 19/08/2021

TABS

Report Event

TOOLS

Attachments

Audit Log

Links

STATUS

New

Witness and Vehicle Details

Were there any witnesses? :

Yes ☐ No ☐

Were there any vehicles involved? :

Yes ☐ No ☐

Person Reporting

Type of Person :

Employee X

Reporter Name :

Laura Howley McAleese 491

Employer Name :

Pilot Highways England

Exit Record

Save\*



EcoOnline

Type a keyword to begin your search

Exit Record

Save\*

Submit\*

Events

RECORD ID

134012

Creator:

Nicola Tweedie

Date:

19/10/2022

Date Updated On (UTC):

19/10/2022

TABS

Report Event

Event Details

Status

In Progress

Event Details

Customer in Crisis Intervention 1

Event Type : \*

Customer in Crisis Intervention

Event Sub Type : \*

Customer in Crisis Intervention

Once an event is saved, an individual 'record ID' is Allocated.

Lightbulb icon

New tabs appear on the left hand side.

The status of the event changes to 'In Progress'.

17. Click on the **Event Details** tab and select the '**Event sub type**' that is appropriate for the Primary event previously selected. Complete all mandatory fields (\*) and all other applicable fields where you have the details available.

Customer in Crisis Intervention

Event Sub Type : \*

Customer in Crisis Intervention

Crisis Details : \*

Click or type to select...

Jumping or falling off or onto road infrastructure with the intention of self-harm (including hanging) (Intention to or actual attempt)

Stepping/lying in the path of a moving vehicle with the intention of self-harm (Intention to or actual attempt)

Driving a vehicle off road infrastructure with the intention of self-harm (Intention to or actual attempt)

Definitions of 'event types' can be found in GG128.

Lightbulb icon

Crisis details describe the method of self harm intended or attempted.

Lightbulb icon

**More than one Event Sub Type:**  
Previously if there was an incident that involved an Incursion, IPV Strike and resulted in a RIDDOR the event would have been reported as a RIDDOR. Now we have the ability to record the reportable events that occurred during that event, not just the most severe result.

Event Details

Add

Hide

Item Name	Sub Type	Affected Person	Legally Reportable
Customer in Crisis Intervention 1	Customer in Crisis Intervention		<div>→</div> <div></div>

Select Additional Event Type

Personal illness or injury

Environmental

Security

Infrastructure / Asset

Undesired Circumstance / Near Miss

Facilities / Site

Incursion / IPV Strike

Utility Strike

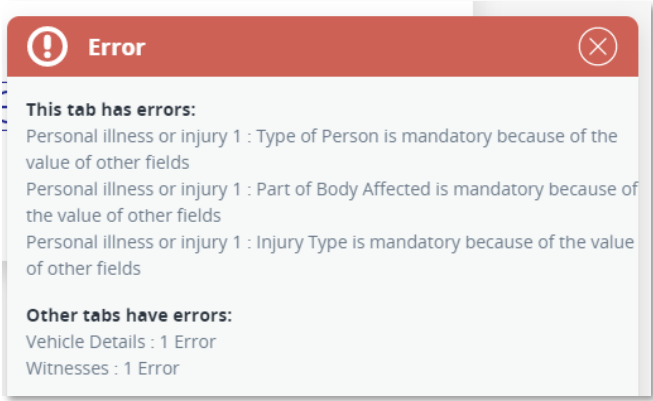
Structural Safety

Customer in Crisis Intervention

18. Select 'Additional Event type' if more than one occurred, and complete the Event sub type as before.



19. Complete the details for the Report Vehicle, Vehicle Details and Witnesses tabs if those were selected in the Report Event section.



All Mandatory fields will need to be completed for the form to be saved and progress to the next stage.



At any point of recording an event if the save button has an asterisk (\*) this means there are fields that are currently unsaved. If you select save whilst mandatory fields still require completion, these will be highlighted to you.

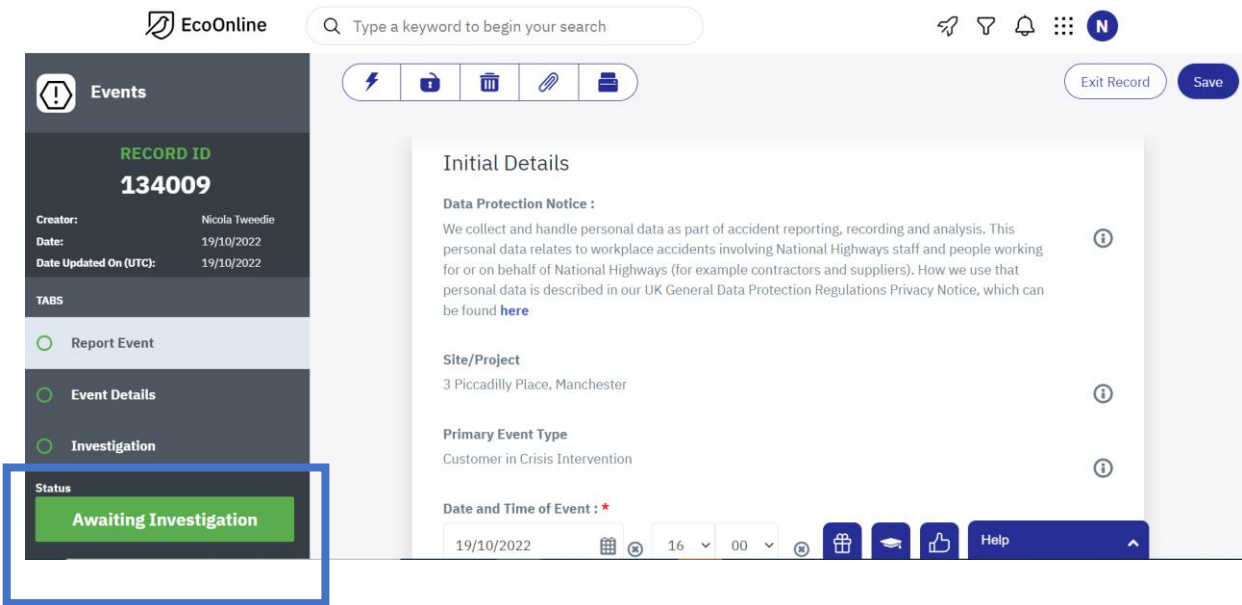


If your HART permissions allow, you are able to record an action for the colleague who will be investigating this event. Simply click on the lightning strike icon to set an action.



Full details of how to do this can be found in the [‘Recording an action against an event’](#) guidance.

20. Once the details have been completed click **‘Submit’**. Your event is now live on the system and its status will have changed to ‘Awaiting Investigation’.



21. Please advise your line manager and the person referred to in the **‘Supervisor at the time of event’** field (if they are not your line manager) that you have reported an event. Please quote the unique ‘record ID number’ when advising them of your event. This gives them the opportunity to start the investigation process immediately.