



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
B75 7RL

E-mail: diosecc-parli@mod.uk
www.gov.uk/DIO

31 October 2016

Ref. FOI2016/09147

Dear I

Thank you for your email of 30 September 2016 requesting the following information:

"I am writing to submit a request for information from the Ministry Of Defence Guard Service (MGS) under the Freedom Of Information Act 2000.

On the 7th June 2015, MGS Security Officer, CSO5 submitted a report and 'Near Miss' reporting form to his supervisor, CSO3. The reports, which were submitted via email were entitled 'Near Miss With Military Working Dog'.

On the 12th June 2015, and received a reply (email) from the Defence Infrastructure Organisation (DIO) entitled '20150612 For Action By 19th June 2015'.

The report and subsequent replies/actions are in relation to injuries recently sustained by MOD security guards and police officers, myself included. I respectfully request a copy of both the initial email and report submitted by and the subsequent final report or 'action' from DIO, and any other attached information/comments/investigations regarding the near miss made by relevant parties."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that all the information in scope of your request is held.

The information you have requested can be found enclosed at Annex A, but some of the information falls entirely within the scope of the absolute exemption provided for at Section 40 (Personal Data) of the FOIA and has been redacted.

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2nd Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

DIO Secretariat

DIO Sec-Parli

From: MGS-BRM
Sent: 17 June 2015 11:33
To: MGS-OSM- ; MGS-OM-
Cc: MGS-HO-Ops MGS-HO-
MGS-HO-
Subject: RE: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS

As this is a near miss it must be treated as such and reported in the correct manner to DIO CESO etc. However, I am more concerned having taken an interest in the Dogs for over 10 years now that there is a perception that handlers are getting a little too blasé when around their animals and that dogs are not supposed to bite. The good guard dogs are the keen ones that will bite, that is what we train them to do. Our dogs are not pets or police dogs, effectively they are attack dogs. seems to be getting a bit of a bad press for doing what he is trained to do...bite. What I don't want is those outside of the dog world getting too "PC" or over cautious over incidents which could be down to "handler error". That said of course, if we have a dangerous dog we must deal with it, but there is a balance and it is not the same balance as out side the PAT Dog world.

Regards

C1

From: MGS-OSM-
Sent: 17 June 2015 10:17
To: MGS-OM- ; MGS-BRM-
Subject: RE: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS

Thanks You might want to keep briefed (and his LM).

Regards,

DTN:
Civil:
Mobile:

From: MGS-OM
Sent: 17 June 2015 10:14
To: MGS-OSM- MGS-BRM-
Subject: FW: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS

PSB FYI

From: MGS-OM
Sent: 17 June 2015 10:00
To: DIO-CESO
Cc: DIO ODC-HS Rgnl ; DIO ODC-HS Rgnl Spt
Subject: RE: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS

I have conducted an investigation into this incident and can report the following:

1. suffered no injuries
2. There appears to be a growing impulse in the dog to become 'top dog' and as such is reflective of his behaviour.
3. Training is conducted at appropriate levels. However, given we seem to be facing what may be perceived as a behavioural problem, a more robust and forceful training regime may have to be adopted to ensure compliance.
4. I will discuss additional training options with the Dog evaluation officer at the earliest opportunity.

Regards

CSO3 MGS
Operations Manager
LS Bicester

BT:
Mil:

Email:
DII: MGS-

From: DIO-CESO
Sent: 12 June 2015 16:36
To: MGS-Bicester- , MGS-
Cc: DIO ODC-HS Rgnl Spt DIO ODC-HS Rgnl Spt
Subject: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS

References:

A - JSP375 P2 V1 Chapter 16 Accident Reporting

B - DIO Policy Instruction 11/10

DIO Incident ID: **DIOINC-2015-167**. Please quote this reference on all related correspondence

Thank you for notifying the DIO Incident Notification Cell of your incident.

In your role as line manager, please provide the following information required for reporting to the Defence Safety and Environment Authority (DSEA) and to confirm that local management have investigated the incident and taken appropriate action to resolve and learn from any procedural or other safety management failing identified. It is also noted from our records that this incident is the second incident involving this dog. Are you able to confirm that there are no significant issues?

1. Start and end dates of any related absence or inability to perform normal duties.

 2. Confirm your accident/incident investigations are complete and decided outcomes, including:
 - a. Any immediate and any underlying causes or contributory factors leading to the incident – e.g.; *faulty or unsuitable equipment; judgement error; fatigue.*
 - b. What (if any) remedial action is being / has been taken to prevent or minimise future risks (including those actions agreed by others).
 - c. Whether any of the causes identified are deemed to be through failure of DIO management controls (e.g. *risk assessment; training; working procedures, provision of working equipment, etc*).
 - d. A copy of any resultant action plan or email showing required actions/recommendations – person responsible for close out – target date – status ^[1]
 - e. Have any wider lessons learned been identified and how this is to be communicated – e.g. toolbox talk; instruction to staff, internal alert or bulletin, etc.
- ^[1] *Please update as necessary until all complete.*

Please liaise directly with your regional H&S Advisor, _____ as required in the completion of the above and forward your return through him (with a copy to the DIO-CESO _____ so that he can confirm that he is content that a suitable and sufficient investigation has been carried out.

Regards

Health and Safety Assurance Team

Defence

Infrastructure

Organisation

Kingston Road, Sutton Coldfield, West Midlands, B75 7RL

MOD telephone:
Email:

Telephone:

Fax:
DIO ODC-HS Poi

Website: www.mod.uk/DIO

Please note that from the weekend of the 13th June, this email address will change to



Defence Infrastructure Organisation

DIO Sec-Parli

From: MGS-OM
Sent: 17 June 2015 10:00
To: DIO-CESO
Cc: DIO ODC-HS Rgnl ; DIO ODC-HS Rgnl Spt
Subject: RE: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS

I have conducted an investigation into this incident and can report the following:

1. suffered no injuries
2. There appears to be a growing impulse in the dog to become 'top dog' and as such is reflective of his behaviour.
3. Training is conducted at appropriate levels. However, given we seem to be facing what may be perceived as a behavioural problem, a more robust and forceful training regime may have to be adopted to ensure compliance.
4. I will discuss additional training options with the Dog evaluation officer () at the earliest opportunity.

Regards

CSO3 MGS
Operations Manager
LS Bicester

BT:
Mil:

Email:
DII: MGS-OM

From: DIO-CESO
Sent: 12 June 2015 16:36
To: MGS-Bicester-); MGS-
Cc: DIO ODC-HS Rgnl Spt ; DIO ODC-HS Rgnl Spt
Subject: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS

References:
A - JSP375 P2 V1 Chapter 16 Accident Reporting
B - DIO Policy Instruction 11/10

DIO Incident ID: **DIOINC-2015-167**. Please quote this reference on all related correspondence

Thank you for notifying the DIO Incident Notification Cell of your incident.

In your role as line manager, please provide the following information required for reporting to the Defence Safety and Environment Authority (DSEA) and to confirm that local management have investigated the incident and taken appropriate action to resolve and learn from any procedural or other safety management failing identified. It is also noted from our records that this incident is the second incident involving this dog. Are you able to confirm that there are no significant issues?

1. Start and end dates of any related absence or inability to perform normal duties.
 2. Confirm your accident/incident investigations are complete and decided outcomes, including:
 - a. Any immediate and any underlying causes or contributory factors leading to the incident – e.g.; *faulty or unsuitable equipment; judgement error; fatigue.*
 - b. What (if any) remedial action is being / has been taken to prevent or minimise future risks (including those actions agreed by others).
 - c. Whether any of the causes identified are deemed to be through failure of DIO management controls (e.g. *risk assessment; training; working procedures, provision of working equipment, etc.*).
 - d. A copy of any resultant action plan or email showing required actions/recommendations – person responsible for close out – target date – status ^[1]
 - e. Have any wider lessons learned been identified and how this is to be communicated – e.g. toolbox talk; instruction to staff, internal alert or bulletin, etc.
- ^[1] Please update as necessary until all complete.

Please liaise directly with your regional H&S Advisor, _____ as required in the completion of the above and forward your return through him (with a copy to the DIO-CESC _____) so that he can confirm that he is content that a suitable and sufficient investigation has been carried out.

Regards

Health and Safety Assurance Team
Defence
Infrastructure
Organisation

Kingston Road, Sutton Coldfield, West Midlands, B75 7RL

MOD telephone:

Telephone: _____

Fax: _____

Email:

_____ DIO ODC-HS

Website: www.mod.uk/DIO

Please note that from the weekend of the 13th June, this email address will change to



DIO Accident / Incident Reporting Form (including Near misses)

Submission Notes

* All fields require completing - where information is not required please input 'N/A'

For Assistance Contact the

1. Type of Incident

Near Miss

DIO INC -

Tel: () or

Email : "

* Part 2 does not require completing for a Near Miss, please input 'N/A' for these fields

2. Injured Person's Details

Surname

na

First Name

na

Rank / Grade

na

Contact Address (Home or Work)

Address Line 1

(e.g. DIO Sutton Coldfield (Bld 49))

na

Address Line 2

(e.g. Street)

na

Address Line 3

(e.g. District)

na

Town / City

na

Country

na

Postcode

na

Staff / Service Number

na

Status of Employment

MoD Civilian

DIO Area of Work 2*

Infra' Prog/SAPT

Contact Telephone Number

na

Contact Email Address

MGS-Bicester-

DIO Area of Work 1*

MGS

NOTE: Reporting Person details need only be completed if not the injured person

3. Reporting Person's Details

Surname

First Name

Rank / Grade

Contact Address (Home or Work)

Address Line 1

(e.g. DIO Sutton Coldfield (Bld 49))

Address Line 2

(e.g. Street)

Address Line 3

(e.g. District)

Town / City

Country

Postcode

Staff / Service Number

Status of Employment

DIO Area of Work 2*

Contact Telephone Number

Contact Email Address

DIO Area of Work 1*

4. Line Manager Details

(of injured person or reporting person for a near miss or non injury event)

Surname

First Name

Post Title

Telephone Number

E-mail Address



5. Location of Incident

Location

Address Line 1
(e.g. DIO Sutton Coldfield (Bld 49))

Address Line 2
(e.g. Street)

Address Line 3
(e.g. District)

Town / City

Country

Postcode

Type of Location

6. A Brief Description of the Incident

Date (e.g. 17-Mar-15)

7-Jun-15

Time (Format HH:MM e.g. 14:48 (24hr format))

07:00

If a fall from height, height must be specified below to nearest metre

Activity

Security Work (Gate Duty, Patrols etc)

Kind of Accident or Near Miss that best describes the incident?

Injured by an animal

na

Injuries where an animal injured the person e.g. by a bite or kick. Includes cases where a person is crushed or trapped by an animal.

Main factor involved / resulting in the injury?

Descriptor

N/A - (No Injury Sustained) e.g. Environmental or Near Miss

Injury Type

N/A - (No Injury Sustained) e.g. Environmental or

Injury Severity

Descriptor

N/A - (No Injury Sustained) e.g. Environmental or Near Miss

Part of Body Injured

N/A - (No Injury Sustained) e.g. Environmental or

Immediate Response - e.g. First Aid Administrated / Made area Safe

na

Further Action / Required Taken - e.g. Check on Inured Person within couple of days

na

Incident summary including:

1. Specific area (e.g. on stairwell building 49. include grid reference, if known).
2. What happened (e.g. the work activity and circumstances leading up to the event and its consequences).
3. Details of any resulting injury (e.g. broken arm), ill health or damage/contamination (What tier of environmental incident?).
4. Any dates of injury related staff absence or light duties.
5. Any additional information

Tier of Environmental Incident

Near Miss (environmental)

Descriptor: Category of Environmental Incident

Incident Summary

On trying to hook up Military Working Dog after grasping his collar with my left hand, I went to put the lead on him he snarled then snapped at my right hand. I managed to pull it away in time for him to miss.



7. Electronic - Sign and Date

Person Completing Form

Date (e.g. 17-Mar-15)

Signature

Please tick the box below to confirm that you consent to details being disclosed to TU Staff / Safety Reps

Submit Form

PICTURES: If you are able to supply pictures of the incident, location etc please attach them to the email that will pop up when you press Submit Form.

Close Form

Print Form

Save Form

Clear Form

If you are having issues submitting this form please save the form and email it to -

Email : c

Official Sensitive - PERSONAL when completed



Submission Notes

Please ... Contact INC within 2 hours, Form and Pictures to be submitted same day...

1. Notify the DIO INC (Incident Notification Cell) of any work related ill-health, safety or environmental accident, incident or near miss by submitting completed Accident / Incident Report Forms to DIO-CESO mailbox: DIO-INC using the submit button at the bottom of the form.
2. Send a copy of the email to your Line Manager (1) and any other relevant DIO parties.
3. In the subject heading enter: 'yyyymmdd-Incident at (location) on (date)-OS Personal' - Note: email can be treated/marked as "official" if no sensitive personal information is included.
4. Keep (print off) a signed copy of the Accident / Incident Report Form locally as the master copy.

If you do not have email access ...

1. Complete the Accident / Incident Form and print out as hard copy
2. Notify your Line Manager (1) and DIO Safety Advisor of incident
3. Report the following to the DIO INC on supported by a 24hr Answering Machine : - this telephone line is
Name of Reporting Person
Name of Injured Person
Date of Incident
Location Incident Occurred
Brief Details of Incident
Details of injury, if known
Name of Line Manager (1) and Line Manager's Telephone Number
4. Post a copy of the completed Accident / Incident Report Form to: DIO Incident Notification Cell,

(1) Or line manager of the injured person or near miss / incident identifier if you are reporting on someone else's behalf.

Thank you for your help in making DIO a safer place. Any request for further details and an investigation report will be directed through the responsible line manager.

Descriptors

Main factor involved in the incident (drop down menu)

6. Description of Incident



Defence
Infrastructure
Organisation

Being caught or carried away by something (or by momentum) - Body movement without physical stress, generally leading to an external injury. Covers the concept of being carried by ones own momentum, so as to bring a part of the body into contact with a Material Agent which causes an injury.

Breakage, bursting or collapse of material - Breakage of material - at joint, at seams, Breakage, bursting - causing splinters (wood, glass, metal, stone, plastic, others)
Slip, fall, collapse of Material Agent - from above (falling on the victim), from below (dragging the victim down), - on the same level, Slip, fall, collapse of Material Agent.

Electrical problem, explosion or fire - Electrical problem due to equipment failure leading to indirect contact - Electrical problem leading to direct contact, explosion, Fire, flare up

Kneeling, sitting or leaning on an object - Body movement without physical stress, generally leading to an external injury. An example is the injured person injuring his knee on an open desk drawer while sitting down.

Lifting, carrying, standing up - Body movement under or with physical stress, generally leading to an internal injury..

Loss of control of machinery, transport or equipment - Loss of control (total or partial) - of machine (including unwanted start-up) or of the material being worked by the machine - Loss of control (total or partial) - of means of transport or handling equipment, (motorised or not)

Overflow, leak, vaporisation or emission of liquid, soil or gaseous product - Solid state - overflowing, overturning Liquid state - leaking, oozing, flowing, splashing, spraying

Pushing, pulling - Body movement under or with physical stress, generally leading to an internal injury.

Putting down, bending down - Body movement under or with physical stress, generally leading to an internal injury

Shock, fright, violence, aggression, Shock, fright, Violence, aggression, threat - between company employees subjected to the employer's authority

Slip, stumble or fall - Fall of person - to a lower level, Slipping - Stumbling and falling - Fall of person - on the same level

Twisting, turning - Body movement under or with physical stress, generally leading to an internal injury.

Walking on a sharp object - Body movement without physical stress, generally leading to an external injury.

Other cause not listed - Other category not listed.

Descriptors

Injury Severity

1. Fatality - Fatality

2. Specified Injuries -

- 1) A Fracture, other than to fingers, thumbs and toes.
- 2) Amputation of an arm, hand, finger, thumb, leg, foot or toe
- 3) Permanent loss of sight or reduction of sight.
- 4) Crush injuries leading to internal organ damage.
- 5) Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs).
- 6) Scalpings (separation of the skin from the head) which requires hospital treatment.
- 7) Unconsciousness caused by head injury or asphyxia.
- 8) Any other injury arising from work in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

3. Serious - Any injury, accident / incident, not covered by fatality or major/specified injuries, that result in:

- 1) A formal report to the HSE under RIDDOR e.g.
 - * Dangerous Occurrence
 - * Reportable Occupational Disease
 - * More than seven days lost time (or unable to perform full range of duties) requiring medical treatment but not admission to hospital.
- 2) Failure or corruption of safety measure or procedure (e.g. broken or damaged device)
- 3) Localised spillage or leak of pollutant e.g. short-term damage to flora and fauna. (see JSP 418)

4. Minor - Any injury, accident / incident that results in up to seven days lost time or causes minor damage. This includes over 3-day injuries which are required to be recorded but not reported under RIDDOR





Descriptors

The Level of Environmental Incident

Near Miss - any event that has the potential to cause harm but, did not cause harm due to fortuitous circumstances.

Timeframe and method for reporting - N/A

Tier 1 - Incidents that are likely to be relatively minor and/or no potential or actual effect on the environment and affect a localised area. They can be dealt with within the unit's capability.

Timeframe and method for reporting - by phone, email or by completing the DIO INC Environmental Incident Report Form within 10 working days of the incident

Tier 2 - Incidents which are more diverse than a Tier 1 in scale and by their nature have a broader range of impacts that have the potential to cause significant damage. The incident requires assistance from another Service unit or from external organisation(s).

Timeframe and method for reporting - By phone or e-mail within 24 hours of the incident and followed up by completion of the DIO INC Environmental Incident Report Form within 10 working days.

Tier 3 - Incidents which have the potential to cause catastrophic and/or widespread damage affecting one or many receptors and requires major external assistance and/or the mobilisation of a broad range of stakeholders.

Timeframe and method for reporting - By phone or e-mail within 24 hours of the incident and followed up by completion of the DIO INC Environmental Incident Report Form within 10 working days.

DIO Sec-Parli

From: MGS-Bicester
Sent: 07 June 2015 14:01
To: DIO-CESO
Subject: Near miss at MGS Dog Section Bicester
Attachments: DIO%20Accident%20Incident%20Report%20Form%20V3.0.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Form Returned: DIO%20Accident%20Incident%20Report%20Form%20V3.0.pdf

The attached file is the filled-out form. Please open it to review the data.

MGS Dog Section
Bicester

DIO Sec-Parli

From: DIO-CESO
Sent: 12 June 2015 16:36
To: MGS-Bicester- MGS-
Cc: DIO ODC-HS Rgnl DIO ODC-HS Rgnl :
Subject: 20150612 For Action By 19 June 2015-Incident dated20150607- DIO-2015-167- OS
Attachments: Near miss at MGS Dog Section Bicester

References:

A - JSP375 P2 V1 Chapter 16 Accident Reporting

B - DIO Policy Instruction 11/10

DIO Incident ID: **DIOINC-2015-167**. Please quote this reference on all related correspondence

Thank you for notifying the DIO Incident Notification Cell of your incident.

In your role as line manager, please provide the following information required for reporting to the Defence Safety and Environment Authority (DSEA) and to confirm that local management have investigated the incident and taken appropriate action to resolve and learn from any procedural or other safety management failing identified. It is also noted from our records that this incident is the second incident involving this dog. Are you able to confirm that there are no significant issues?

1. Start and end dates of any related absence or inability to perform normal duties.
 2. Confirm your accident/incident investigations are complete and decided outcomes, including:
 - a. Any immediate and any underlying causes or contributory factors leading to the incident – *e.g.*; *faulty or unsuitable equipment; judgement error; fatigue.*
 - b. What (if any) remedial action is being / has been taken to prevent or minimise future risks (including those actions agreed by others).
 - c. Whether any of the causes identified are deemed to be through failure of DIO management controls (*e.g. risk assessment; training; working procedures, provision of working equipment, etc.*).
 - d. A copy of any resultant action plan or email showing required actions/recommendations – person responsible for close out – target date – status ^[1]
 - e. Have any wider lessons learned been identified and how this is to be communicated – *e.g. toolbox talk; instruction to staff, internal alert or bulletin, etc.*
- ^[1] Please update as necessary until all complete.

Please liaise directly with your regional H&S Advisor, _____ as required in the completion of the above and forward your return through him (with a copy to the DIO-CESO _____) so that he can confirm that he is content that a suitable and sufficient investigation has been carried out.

Regards

**Health and Safety Assurance Team
Defence
Infrastructure
Organisation**

Kingston Road, Sutton Coldfield, West Midlands, B75 7RL

MOD telephone:
Email:

Telephone:

Fax:
DIO ODC-HS Pol

Website: www.mod.uk/DIO

Please note that from the weekend of the 13th June, this email address will change to **DIO SEE-**



Defence Infrastructure Organisation

DIO Sec-Parli

From: MGS-BRM
Sent: 15 June 2015 13:19
To: MGS-HO-
Cc: MGS-HO-
Subject: FW: Near miss with MWD Riso
Attachments: DIO%20Accident%20Incident%20Report%20Form%20V3.0.pdf

info

C1

-----Original Message-----

From: MGS-OM-
Sent: 15 June 2015 09:29
To: MGS-OSM- MGS-BRM
Subject: FW: Near miss with MWD

Just bringing this to your attention. There are no follow up investigations to be done as the dog is operating as he should. Happy to discuss. I will be returning the DIO CESO form this week.

Regards

-----Original Message-----

From: MGS-Bicester
Sent: 07 June 2015 14:20
To: MGS-OM- ; MGS-Bicester- MGS-Bicester
MGS-HO- ; MGS-Bicester
Subject: Near miss with MWD

I've previously pointed out a change to behaviour since his bite on MDP to my colleagues, whereby he has been attempting to nip my hand when I've been putting the feed bowl in. This has pitted out recently, but this morning at 7am while trying to hook him up after putting my left hand in his collar he snarled at me then attempted to bite aggressively at my right hand, I managed to pull it away before he did. He calmed down immediately after.

I've been bitten in the past by my own dog, but this has always been due to the dog having underlying health problems, has been checked out at the vets and nothing found to be wrong with him. I've reported this as a near miss through what I think are the correct channels to yourselves and DIO-CESO