Improving safety visibility, action tracking, and wellbeing reporting

About Middlesex University

Partner since: 2020 | Industry: Higher Education | Employees: 5,000

Challenge

Before implementing Notify, Middlesex University's health and safety processes were largely paper and Excel based.

This made reporting and action tracking manual, time consuming, and difficult to manage at scale. It also limited the team's ability to collect near miss data and spend time on higher-value work across the university.

Following an audit by PwC, the university was advised to explore health and safety software to improve accident and incident reporting and action management.

Solution

Middlesex University chose Notify because of the relationship with the team, the value of the system, and the speed at which the platform was developing.

Notify was implemented quickly, with guidance and support throughout onboarding. Since then, Middlesex University has worked closely with Notify to adapt the system around how the university operates.

With support from their Customer Success Manager, Jake, the team changed how incidents are managed in the system - moving from location-based reporting to department-based reporting, helping ensure the right people are involved in investigations and actions.

"Jake has really helped us understand what we're looking for and how Notify can support us."

Results

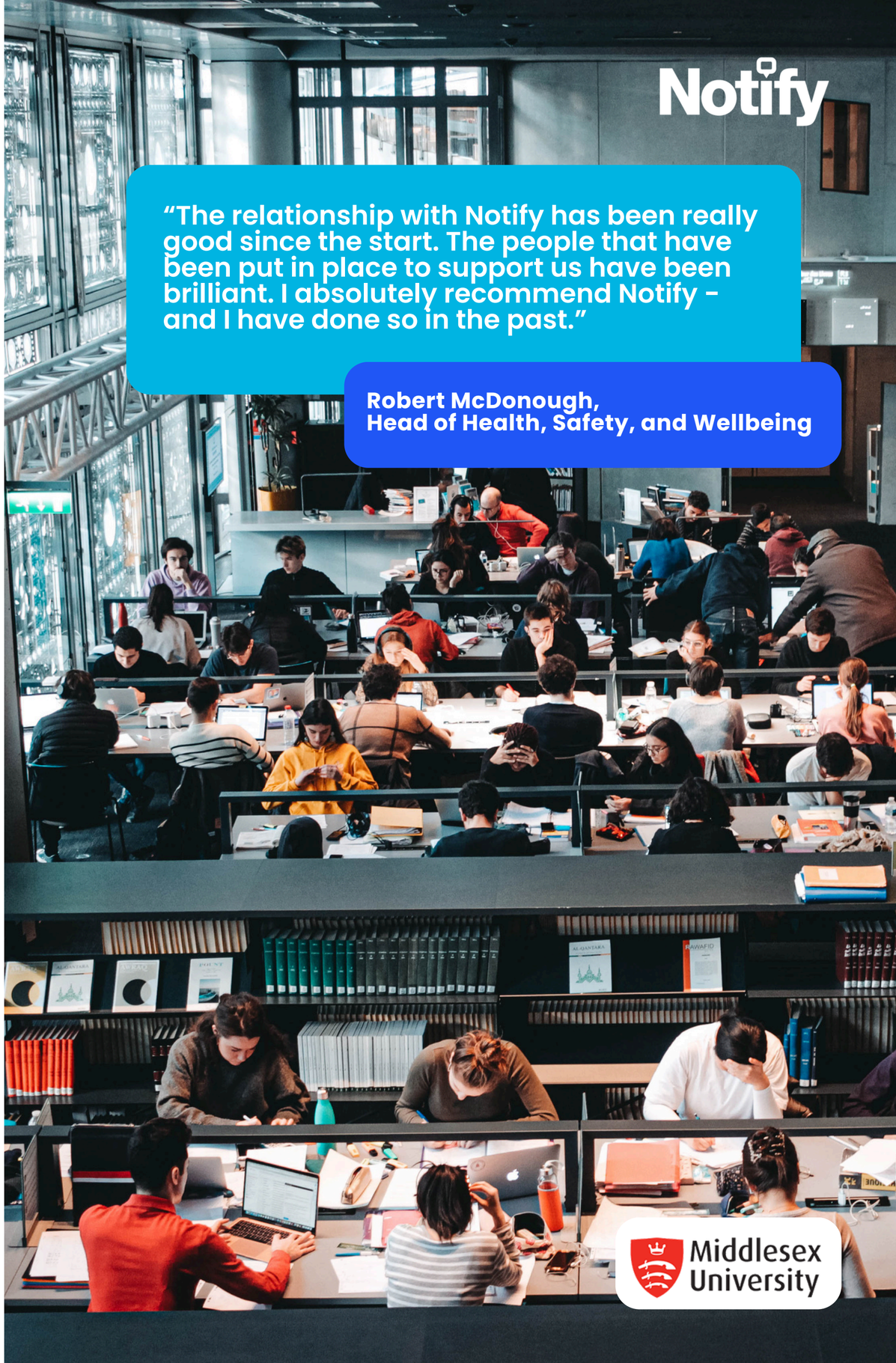
Notify has helped Middlesex University improve:

Near miss engagement: Staff are more willing to report quickly through an app or device, rather than relying on paper forms and manual processes.

I**ncident visibility:** The team can now break down accident and incident data more effectively, giving them a clearer picture of what is happening across the university.

Wider safety and wellbeing reporting: Middlesex University has expanded Notify to support with audits, inspections, minibus checks, and workplace stress reporting.

Action tracking: Actions arising from incidents can be tracked more easily, helping the team ensure issues are dealt with and reducing the likelihood of recurrence.

Rob would recommend Notify to other organisations looking for a flexible health and safety system that can evolve with their needs.

Middlesex University use Notify for: Incident Management, Action Tracking, Audits and Inspections, Risk Assessments, and Safety Intelligence.