



Recording and reporting of accidents and incidents

Policy statement

We follow the guidelines of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) for the reporting of accidents and incidents. Child protection matters or behavioural incidents between children are not regarded as incidents and there are separate procedures for this.

Procedures

Accident reporting via Tapestry:

- All accidents to children, staff, parents, carers or visitors which occur on the premises, no matter how minor, are recorded on Tapestry with details of any treatment given, and hard copy printed for signing and keeping on file.
- Tapestry is accessible to our staff, who all know how to complete accident reports
- If a child has an accident the parent/carer will be informed and asked to sign the accident form at the end of the session in which the accident occurred.
- If the child arrives at pre-school with an injury and/or is informed by the parent of a recent accident at home this will be noted by parent / staff in our 'Existing Injuries' book.
- If a head injury is being recorded in Tapestry (accident form) the parents are notified immediately.
- We monitor the occurrence of accidents to identify any potential or actual hazards.

Notifiable Incidents

Staff respond swiftly, appropriately and effectively in the case of an incident within the setting. Notifiable incidents in this procedure are those not involving child protection.

A 'notifiable' incident' could include:

- fire or suspected arson
- electric or Gas fault
- burst pipe, severe leak or flooding
- severe weather that has caused an incident or damage to property
- break-in with vandalism or theft
- staff, parent or visitor mugged or assaulted on site or in vicinity on the way to or from the setting
- outbreak of a notifiable disease
- staff or parent threatened/assaulted on the premises by a parent or visitor
- accidents due to any other faults (that are reportable under RIDDOR)
- lost child
- any event or information that becomes known, that may have implications for the setting or the wider organisation in the future use

The Manager:

- has all emergency services numbers immediately to hand. A list is kept in front of the register with the following information: -
 - Cooling's Lifestyle Tel: 01959 534386
 - Local Police (Sevenoaks) Tel: 101 (non-emergency)
 - 24/7 Best Emergency Service (Electrical/Plumbing) Tel 02033188667
 - Emergency Electrician I Tel: 07768690287
 - Emergency Plumber (Plumbing force) Tel: 0330 8281733

 - Kent Children & Families Information Service Tel: 03000 41 23 23
 - Kent County Council (Emergency Number) Tel: 03000 41 91 91
 - Website: www.kent.gov.uk
 - Kent School Closures (Kent County Council) Website: www.kentclosures.co.uk
 - KMFM Tel 01634 227800
 - Health & Safety Executive Website: www.hse.gov.uk
 - Insurance Company Morton Michel Tel: 0330 0589861
 - Early Years Alliance Tel: 0207 697 2500
- has a list of contacts for maintenance and repair
 - ensure that members of staff know what to do in an emergency
 - risk assess the situation and decides, with the owner, if the premises are safe to receive children before any children arrive or to offer a limited service.

Emergency evacuation

In most instances, children will not be evacuated from the premises unless there is an immediate risk or unless they are advised to do so by the emergency services.

- There is an emergency evacuation procedure in place which is unique to the setting and based upon risk assessments.
- Emergency evacuation procedures are practised regularly and are reviewed according to risk assessment (as above).
- Staff evacuate children to a pre-designated area (as per the fire drill), unless advised by the emergency services that the designated area is not suitable at that time.
- Once evacuated, nobody enters the premises, until the emergency services say so.
- Members of staff will act upon the advice of the emergency services at all times.

Emergency Closure

The circumstances under which the setting may be closed due to an incident include:

- The owner makes the decision to close – thereby withdrawing the service.
- A third party makes the decision to close for example:
 - Cooling's Lifestyle
 - the emergency services
- A parent makes the decision for their child not to attend.
 - If a parent makes the decision for their child not to attend due to a critical incident, the child's fees are due as normal.
 - Further consideration of individual incidences must be done in consultation with the owner.

Recording and reporting

- On discovery of the notifiable incident, the member of staff reports to the appropriate emergency service, fire, police, ambulance, if those services are needed.
- The member of staff ensures that the setting manager and/or deputy are informed (if not on the premises at the time) and that the owner is informed.
- The setting manager completes and sends an incident record to the owner, who, according to the severity of the incident notifies Ofsted or RIDDOR. Incidents forms that do not involve a child protection issue are filed in the incident folder kept in grey filing cabinet.
- If the incident indicates that a crime may have been committed, all staff witness to the incident should make a written statement.
- Staff do not discuss the incident with the press.

Ofsted reportable incidents

- anything that requires resuscitation
- admittance to hospital for more than 24 hours
- a broken bone or fracture
- dislocation of any major joint, such as the shoulder, knee, hip or elbow
- any loss of consciousness
- severe breathing difficulties, including asphyxia
- anything leading to hypothermia or heat-induced illness
- any confirmed cases of coronavirus (COVID-19) in staff or children
- eye injury leading to temporary or permanent loss of sight
- injury or illness resulting from exposure, ingestion or inhalation of a substance
- electric shock or burn

Please note for minor injuries you do not need to tell Ofsted, even if treated at a hospital (for less than 24 hours). These include:

- animal and insect bites, such as a bee sting that doesn't cause an allergic reaction
- sprains, strains and bruising, for example if a child sprains their wrist tripping over their shoelaces
- cuts and grazes
- minor burns and scalds
- dislocation of minor joints, such as a finger or toe
- wound infections

RIDDOR reportable events include:

- Specified injuries at work, as detailed at www.hse.gov.uk/pubns/indg453.pdf
- Fatal accidents to staff, children and visitors (parents).
- Accidents resulting in the incapacitation of staff for more than seven days.
- Injuries to members of the public, including parents' and children, where they are taken to hospital.
- Dangerous 'specified' occurrences, where no-one is injured but they could have been. (these are usually industrial incidents).

This may include:

- a member of staff injures back at work through lifting and is off for two weeks
- a parent slips on a wet floor near the water tray and is taken to hospital
- a child falls from a climbing frame and is taken to hospital
- the ceiling collapses
- an outbreak of Legionella

The setting manager informs the owner and completes an accident and/or incident record; witness statements are taken as previously detailed.

- If the incident is RIDDOR reportable, the setting manager telephones HSE Contact Centre on 0345 300 9923 or reports online at www.hse.gov.uk/riddor/report.htm
- RIDDOR Reportable events require reporting to RIDDOR within 15 days of the event occurring.

The local authority investigates all reported injuries, diseases or dangerous occurrences. They will decide if there has been a breach in health and safety regulations and will decide what measures will be taken.

The owner reviews how the situation was managed, as above, to ensure that investigations were rigorous and that policies and procedures were followed.

If an insurance claim is likely:

- incidents such as fire, theft or flood are notified to the insurance provider immediately
- the setting does not admit liability
- if broken or faulty equipment is involved, it must not be repaired, destroyed or disposed of, in case it is needed during the investigation
- if communication from a solicitor is received on behalf of the injured party, this is sent directly to the insurance provider; the setting manager will then write to the solicitor to confirm that the letter has been passed on
- the incident is not discussed with any outside persons, or other parents, no matter what questions they may ask about their own child's safety in relation to the incident, as it is regarded as confidential under the Data Protection Act.

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To be reviewed annually