



ACCIDENT/INCIDENT REPORTING

2026-2027

Group Policy Document

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1.0 POLICY STATEMENT

1.1 ARK Inclusive Education acknowledges its responsibility to ensure the health, safety, and welfare of all its employees, children, young people, volunteers, contractors, and visitors while they are engaged in provision activities, both on and off our premises.

1.2 In adherence with legal requirements, the provision will make available an established method for prompt reporting of health and safety events (henceforth 'H&S Incidents'), comprising accidents with injury, work-related ill-health, near-misses where injury has been avoided, verbal aggression, threats, and physical assaults.

1.3 Responsible managers, supported with guidance from the Director, will ensure that reported H&S incidents are investigated to identify their root causes and implement appropriate corrective actions to prevent recurrence.

1.4 The provision will ensure that responsible managers receive suitable training and have access to competent advice, so that following identification of the root cause, they are able to implement remedial control measures.

2.0 INTRODUCTION

2.1 This policy aims to set out the procedures for all staff, volunteers, and contractors to follow for the recording, reporting, investigation, and implementation of remedial control measures for H&S incidents that cause or have the potential to cause injury, ill-health, or damage to property.

2.2 The provision acknowledges that work activities carried out by staff have potential for H&S incidents to occur. In order to ensure details of these health and safety incidents are captured, even if deemed to be insignificant, this policy assists to ensure all incidents are reported so that suitable control measures can be implemented to reduce the risk of reoccurrence.

2.3 In order to contribute to continuous improvement of the provision's health, safety, and wellbeing management processes, the policy provides procedures for a systematic approach to documenting H&S incidents, a method for record keeping, therefore enabling monitoring of health and safety risks, analysis of patterns and recurring hazards.

2.4 The policy provides clear guidance on expectations from the Director and other managers in relation to their responsibilities to assist the provision fulfil its obligations in compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

3.0 KEY TERMS AND DEFINITIONS

The following terms and definitions have been provided to assist with giving clarity on different types of health and safety incident events and possible outcomes. The definitions will be helpful when reporting an incident to correctly select categories of incidents.

Term	Description
An incident	An unexpected or unplanned event which has the potential to cause injury, or which could result in damage to or loss of property.
A Near Miss	A situation that has the potential to cause harm, but due to chance, no actual incident occurs.
An accident	An unexpected or unplanned event that results in injury to people. This also includes an act of physical violence done to a person at work.
Work related ill-health	An outcome which is usually due to exposure to a causal agent often over a period of time, examples could be dermatitis or muscular skeletal disorders.
Reportable Injuries	Death or major injuries suffered as a result of a work-related incident, including physical violence or where a member of the public is taken directly to hospital as a result.

Term	Description
Specified Injuries to Workers	Types of injuries or condition specified in regulation 4 of RIDDOR 2013. It must be notified to the HSE online within ten days. Types include: fractures (other than to fingers, thumbs or toes); amputations; any injury likely to lead to permanent loss of sight or reduction in sight; any penetrating injury to the eye; injuries leading to the crush or compression of a body part; serious burns (covering more than 10% of the body or causing damage to eyes, respiratory system or other vital organs); scalp or brain injury; loss of consciousness caused by a head injury or asphyxia; any injury that results in an employee being unable to carry out their normal duties for more than 7 consecutive days.
Lost-time incident	Where the injury causes a staff member to be absent from work as a result of the injury sustained. Where the absence exceeds 7 calendar days (excludes day of incident) the incident must be reported to the HSE via the RIDDOR reporting process within 15 days of the accident.
A dangerous occurrence	An occurrence as listed in Schedule 2 of RIDDOR 2013. It must be notified to the HSE by the quickest possible means and reported online within ten days.
An occupational disease	Defined in Regulation 8 of RIDDOR 2013 that will need to be reported to the HSE when the disease is linked to specified types of work and has been diagnosed by a registered medical practitioner. It must be reported online to the HSE within ten days.
Fatal Incident	Any event or occurrence in which a person dies as a result of work-related activity. Fatal incidents are subject to RIDDOR requirements and must be notified to the HSE immediately by telephone on 0345 300 9923.

4.0 RELEVANT LEGISLATION AND GUIDANCE

- Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013 (RIDDOR)
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Equality Act 2010
- Data Protection Act 2018 and UK GDPR

- Working Together to Safeguard Children 2026
- Keeping Children Safe in Education (KCSIE) 2026

5.0 RESPONSIBILITIES FOR IMPLEMENTATION

5.1 The Director

The Director is responsible for:

- Implementing and monitoring compliance with this accident reporting policy across the provision.
- Ensuring sufficient resources are in place to implement H&S incident reporting and any investigations that are required.
- Ensuring managers and other staff delegated with health and safety incident responsibilities are informed of their duties.
- Ensuring that all H&S incidents which are notifiable to the HSE under RIDDOR are promptly notified to the relevant enforcing authority.
- Supporting proactive measures in response to updates of accident and incident trends and performance.

5.2 Managers and Supervisors

Managers and Supervisors are responsible for:

- Implementing this accident reporting policy in their areas of responsibility.
- Ensuring that all staff who report to them are made aware of the content of this policy at the earliest possible point (i.e., employee induction).
- Ensuring that all H&S incidents involving staff in their area of responsibility are reported and investigated in accordance with this policy.
- Ensuring all employees are made aware of the incident reporting form and how to access it.
- Ensuring that all H&S incidents are investigated and that suitable remedial control measures are implemented to avoid recurrence.
- Notifying the Director immediately after they become aware that an accident has or will result in: a fatality or dangerous occurrence; a specified injury to workers; an employee being incapacitated for more than 7 days; a non-employee being taken directly to hospital for treatment.
- Informing HR if a member of staff is unable to work and ensuring records are accurately recorded.

- Ensuring that safety representatives are updated on occurrence of H&S incidents in their area.
- Consulting the Director for advice where necessary and escalating any complex or significant health and safety issues.

5.3 All Staff

All Staff are required to:

- Work in a safe manner and follow laid down safe work practices in order to minimise risk of H&S incidents.
- Notify their manager of all H&S incidents as soon as possible.
- Report incidents using the provision's H&S Accident/Incident Form.
- In circumstances where staff are unable to complete the form, pass relevant information to their manager to enable completion.
- Provide support to investigation outcomes by participating in any accident investigation.
- Inform their manager of their incapacity to work due to injury or ill-health as a direct result of a H&S incident.

5.4 Health and Safety Lead

The Health and Safety Lead (appointed by the Director) will:

- Make regular requests for H&S Incident reports for review and KPI updates.
- Ensure H&S incidents reports are a standing item in review meetings.
- Arrange for the review of H&S incident statistics and information.
- Make arrangements to escalate H&S incident issues which require resolution.
- Cascade H&S incidents document and arrangements updates.

6.0 TRAINING

6.1 All new staff should be provided with information as part of their induction/onboarding at commencement of employment to include a section on the process to report accidents and incidents. The training provided should include information which provides the employee with sufficient knowledge to distinguish between an accident with injury, near-miss, verbal aggression, threat, and physical aggression.

6.2 Existing staff should have opportunity to regularly refresh their knowledge by having access to training with an interval of no more than 2 years.

6.3 Line managers have a responsibility to ensure their staff have knowledge of how to access the information which they need to input into the H&S Accident/Incident Form.

6.4 Managers should attend and complete the relevant training on accident reporting and investigation, which should provide learning on:

- How to identify and manage risks that could lead to incidents.
- Detailed guidance on how to manage workplace health and safety accident investigations.
- An understanding of RIDDOR requirements.
- Respond to findings from workplace accident investigation, determine root cause and implement corrective measures.

7.0 REPORTING H&S INCIDENTS

7.1 When a health and safety incident has occurred, the H&S Accident/Incident Form should be completed by staff to report the health and safety incident in which staff, children/young people, contractors, or visitors are affected, taking into account that the incident has occurred on provision premises or during the course of provision work or arranged activities.

7.2 An employee or manager reporting a health and safety incident should be aware that when incidents are reported, the Director is also notified. It is important to ensure contact details are accurate for the affected employee's manager.

7.3 In all cases where an accident has resulted in injury to an employee or non-employee, where it has resulted in property damage or physical injury, it is advisable to notify the Director and the provision's insurer.

7.4 When determining what types of incidents should be notified, the circumstances should broadly comprise:

- Any formal notification received from an individual, company or solicitor of a claim for damages following an accident/incident.
- Any incident that involves serious injury to a child or young person.
- Any incident that involves multiple casualties.
- Any incident that involves a fatality.
- Any incident that involves loss of limb/eyesight.
- Any incident that involves exposure to chemicals or disease.

.0 ACCIDENTS CAUSING INJURY, ILLNESSES OR PROPERTY DAMAGE AND NEAR-MISSES

8.1 It is critical in order to be able to comply with legal obligations that where an accident has occurred resulting in injury, ill-health to an affected person or caused damage to property, that the incident is reported immediately on the H&S Accident/Incident Form.

8.2 Similarly for H&S incidents of near-miss type, reporting them is also important in order to identify underlying issues which may lead to a more serious incident if not addressed.

8.3 Where a near-miss has occurred where there has not been injury to the person involved or damage to property is narrowly missed, as soon as possible after the incident, the H&S Accident/Incident Form should be completed by the employee involved or manager.

8.4 An employee affected or injured (accident) should fill out the H&S Accident/Incident Form as soon as possible (ideally within 3 working days) following the incident, they should also notify their line manager or available senior manager if capable of doing so.

8.5 In the case of a dangerous occurrence; an occupational disease; or a report of exposure to a carcinogen, mutagen, or biological agent, then reporting should be undertaken by the line manager, manager responsible at the location. In all cases reporting should be by completing the H&S Accident/Incident Form as soon as possible (no more than three days) following the incident/accident.

8.6 In the event that an injured person affected by a H&S incident is not a member of staff, the manager responsible at the location where the incident occurred should complete the H&S Accident/Incident Form.

8.7 The manager who has received notification that an employee has been injured or a non-employee at a provision location where they are responsible due to a work-related accident should report the incident on the H&S Accident/Incident Form.

8.8 In the case that work-related accidents are suspected to be any specified injury, or where an ambulance is called and the injured party is taken by ambulance to hospital for treatment, the incident should in the first instance be reported immediately by the line manager the injured person reports to.

8.9 When submitting an accident report about the incident where an affected person has suffered injury, or affected in any other way (e.g., mental health impact), the following factual information should be supplied:

- Name, age and gender of the injured/affected person.
- Details of the affected person such as their link with the provision (e.g., contractor, student, employee, member of the public).
- Name and contact details of the line manager or manager responsible at the incident location.
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- The type of incident identified by the immediate cause (e.g., electric shock, exposure to hazardous substance, fall from height, physical aggression, etc.).
- The date and time of the accident.
- Address and location details of the incident.

8.10 When describing the incident, include:

- Details about the nature of injury suffered, illnesses and damage to property.
- Any identifiable or identified immediate causes and known contributory factors.
- Information about what was happening immediately before the incident.
- Any factors such as environmental conditions thought may be relevant (time of day, weather conditions, lighting).
- Details of any witness/es; include contact details.
- Where the injured person is an employee, if due to the injury suffered, they will be unable to immediately resume work, the line manager must report the lost time.

8.11 Employees who are affected by work-related accidents, or witnessed the accident, should be provided with counselling support if needed.

8.12 The reported incident should be promptly investigated by the responsible manager to identify the immediate cause. This process may include gathering of statements from witnesses, review of existing safety measures and inspecting the scene of the accident.

8.13 In the aftermath of an adverse event, a barrier should be placed around the area where the incident occurred until it can be examined, and remedial action taken to prevent a recurrence. In the event of a significant accident or dangerous occurrence, the barrier shall not be removed until authorisation has been given by the Director.

8.14 All findings including any identified underlying/root cause and contributory factors should be recorded. The recommended corrective measures implemented (such as update of risk assessments, changing procedures, increasing supervision, installing physical controls/barriers, improving training) should be recorded.

9.0 ROAD TRAFFIC ACCIDENTS

9.1 It is a mandatory requirement that injuries sustained on the public highway as a result of road traffic accident must be reported to the police. This applies where any person, driver, passenger or pedestrian is injured as a result of the accident or by an effect of the accident.

9.2 Where the road accident has occurred during the course of provision work or arranged activities such as educational visits, the incident is deemed to be work-related and it is expected for the incident to be reported in accordance with this policy.

9.3 In circumstances where injury has resulted from a road traffic accident, depending on the accident outcome, the incident may be reportable under RIDDOR if, e.g., employee is incapacitated for more than 7 days, has suffered a specified injury or there has been a fatality.

10.0 PHYSICAL ASSAULTS, VERBAL AGGRESSION OR THREATS

10.1 Where forms of violence or aggression has occurred which is related to provision work, e.g., in a provision workplace, or while in the course of carrying out provision-related work, these incidents should be reported in accordance with this policy.

10.2 When reporting incidence of work-related violence, it should not be limited to whether or not an incident has resulted in physical injury.

10.3 Work-related incidents in which an employee has been verbally assaulted, threatened, whether in-person, telephone or other forms of electronic means, should be reported.

11.0 DEALING WITH SIGNIFICANT INJURIES, DANGEROUS OCCURRENCES AND FATAL INCIDENTS

11.1 Health and safety incidents may have potential for significant outcomes, in some cases actual serious injuries including death. Any such incident must be given priority and immediately brought to the attention of the Director.

11.2 All incidents which meet the criteria for RIDDOR must be submitted to the Health and Safety Executive by the responsible person. For the purposes of reporting under RIDDOR, the Director is the responsible person acting on behalf of the provision.

11.3 In cases of work-related fatality, this should be reported by the responsible senior manager immediately to the Director. If out-of-hours, the Director should be contacted by telephone immediately.

11.4 Under the requirements of RIDDOR, fatalities must be reported immediately by telephone to the Health and Safety Executive on 0345 300 9923 (open during normal office hours, Monday to Friday).

11.5 Non-fatal injuries must be reported within 10 days by the Director to the Health and Safety Executive using the relevant HSE online RIDDOR Form.

11.6 In the case of work-related incidents where an employee is incapacitated (not occupational stress) for over 7 consecutive days, responsible managers must promptly notify the Director so that a report is submitted within the stipulated 15 days of the accident.

11.7 Occupational diseases which must be reported are those contained in the list below and which has been caused or made worse by the current work:

- Carpal Tunnel Syndrome
- Cramp of the hand or forearm
- Occupational dermatitis
- Hand Arm Vibration Syndrome
- Occupational asthma
- Tendonitis or tenosynovitis
- Occupational cancer
- Exposure to a biological agent

11.8 Listed in Schedule 2 of RIDDOR, incidents which have potential to cause death, serious injury or damage must be reported to the HSE. Managers who become aware of incidents contained in the schedule have a responsibility to immediately report to the Director without delay.

11.9 Dangerous occurrences include:

- The collapse or overturning of any lifting equipment
- Failure of a pressure system
- Incidents involving contact between plant or equipment and overhead electric lines

12.0 RIDDOR REPORTING

12.1 All accidents/incidents which are reportable under RIDDOR must be reported by the Director to the Health and Safety Executive.

12.2 The Director will review the reported incident details to determine whether the incident is reportable to the HSE.

12.3 When accidents happen in or relate to the provision, the responsibility to report to the HSE under RIDDOR Regulations lies with the employer.

12.4 The most common reportable accidents are:

- **Staff accidents:** significant injuries or if employees cannot perform their normal duties for over 7 days (not counting the day of the accident).
- **Visitors, contractors, etc.:** The person dies or is taken directly from the scene of the accident to hospital for treatment.
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- **Pupil accidents:** The pupil dies; or is taken directly from the scene of the accident to hospital for treatment and the cause of the accident was:
 - Any provision activity, both on and off the premises
 - Equipment, machinery, or substances in the provision premises
 - Poor management or organisation of a provision activity (e.g., a lack of supervision)
 - Poor design or condition of the premises
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13.0 RECORD KEEPING AND MONITORING

13.1 All accident and incident reports will be retained securely in accordance with the Data Protection Act 2018 and UK GDPR.

13.2 The Director will keep a register of all H&S Incidents and associated reports received and compile a quarterly analysis of accident statistics.

13.3 Records of reported health and safety incidents, minor and significant, which have resulted in injuries, ill-health, and property damage including records of dangerous occurrence and other incident types which are reportable to the HSE will be maintained.

13.4 Records of near-miss incidents will also be maintained to enable review and evaluation.

13.5 The types of health and safety incidents, records of response actions taken, and incidents which are RIDDOR reportable, should be monitored and reviewed to evaluate the trends of recurrence.

14.0 MONITORING AND REVIEW

14.1 This policy will be reviewed annually by the Director to ensure it remains fit for purpose and compliant with current legislation and best practice guidance.

14.2 The effectiveness of this policy will be monitored through:

- Review of accident and incident reports
- Analysis of trends and patterns
- Review of investigation outcomes and implementation of corrective actions
- Feedback from staff and managers
- Compliance with RIDDOR reporting timescales

14.3 All staff will be required to confirm annually that they have read, understood, and will comply with this Accident Reporting and Incident Policy.

15.0 FURTHER GUIDANCE

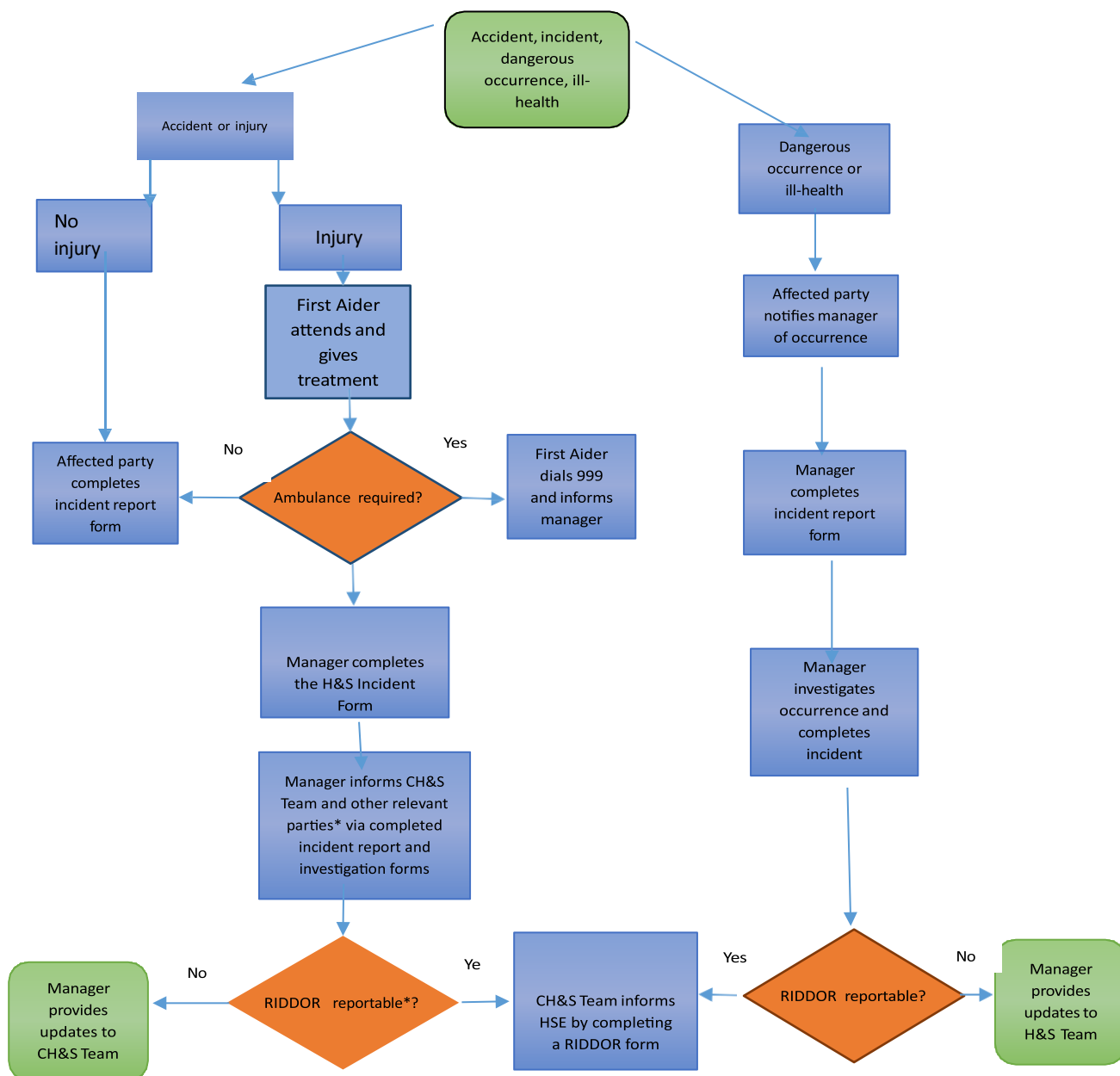
15.1 For further information, please contact the Director.

15.2 Additional guidance can be found at:

- HSE website: www.hse.gov.uk
- RIDDOR reporting: www.hse.gov.uk/riddor

End of Policy Document

Appendix 1: Accident/Incident /Near Miss Reporting Flow Chart



SECTION 1: PERSONAL DETAILS

(To be completed by the injured person where possible. Alternately a representative or manager may do so)

Please tick as appropriate:

Accident ☐

Incident / Near Miss ☐

Name of Injured Person	
School or Professional Service	
Course or Department:	
Job Title:	
Contact Number:	

Classification	Staff: ☐	Student: ☐	Contractor: ☐	Visitor: ☐	Other: ☐
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SECTION 2: SPECIFIC DETAILS OF THE ACCIDENT OR INCIDENT

(Please be specific with regards to location and type of injury. If a major accident or incident has occurred please contact the Health & Safety Practitioner as soon as possible.)

DD / MM / YY

Hrs. : Mins.

Date & Time of

 / /

Time of occurrence:

 :

Accident / Incident:

(Please use 24hr clock e.g.0600)

Location of Incident	Campus	Building or Area	Room or Place

Describe what 'injuries' or 'damage' was caused as a result of the accident / incident. Please include as much information / details as possible.

Name of Witnesses		Contact Number	
Name of Witnesses		Contact Number	

SECTION 3: TREATMENT DETAILS

This section should be completed by a first aider

Was First Aid Treatment Provided	Yes ☐	No ☐
Name and Contact Number of First Aider		
Briefly Describe Treatment Provided		

Details of Outcome	Back to Work	Doctors	Hospital	Home

Describe what actually happened, including what was the injured person(s) doing at the time of the accident / incident.

Name of Person Completing the Report	Signature	Date of Report

SECTION 4: MANAGEMENT USE: ACCIDENT OR INCIDENT REVIEW (To be completed by Manager/Supervisor/Lecturer)

Please describe the precautions you have in place to prevent such an accident or incident, if any.

Prior to the accident or incident had a risk assessment for the activity which caused the accident / incident been undertaken. If so it is being reviewed in light of the event?

Yes No

If No, please explain what action is being taken to prevent a reoccurrence

If the accident or incident relates to a member of staff; has the incident resulted in the member of staff being absent from work?

Yes No

If Yes; Please specify the number of days lost

Declaration:

Name of manager completing and signing off the report	Signature	Date

To Be Completed by the Health and Safety Practitioner, Please Confirm:

Member of Staff /Student/ Contractor/ Other	
Minor/ Serious / Major	
Root Cause of Accident or Incident	
Organisational Unit	
Place	